

EAST AFRICA BRIBERY INDEX 2010

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1. INTRODUCTION

The East African Common Market Protocol came into effect on 1st July, 2010 amid high enthusiasm and expectation among the citizens of the East African Community's member states. The protocol is expected to boost trade across the five East African countries of Kenya, Uganda, Tanzania, Rwanda and Burundi by promoting the free movement of goods, services and capital. The East African Community has recorded notable strides in promoting trade among the member states. Intra-trade volumes rose by 87% in Uganda, 91% in Kenya and 65% in Tanzania between 2004 and 2008, heralding a bright future for the citizens of the bloc.

Individually, the member countries have formulated ambitious economic and social development blueprints. In Kenya the Vision 2030 seeks to convert the country into a middle income country within the next two decades. Rwanda's Vision 2020, Vision 2025 for Tanzania and Uganda's Poverty Eradication Plan seek to achieve similar goals. The countries have already made initial steps towards these goals especially in infrastructural development.

Central in these ambitious development plans is the promotion of good governance; a lack of which is likely to hold back the attainment of the plans. Resources earmarked for requisite extensive infrastructural development may end up in private hands through corruption. The much needed foreign investments may not be forthcoming or sustained unless good governance is actualised. It is noteworthy that Tanzania, Kenya, Rwanda and Uganda are at different stages of joining the league of oil producing countries. This calls for a transparent governance environment if the region is to avoid resource curse previously faced by other African countries.

The East African Bribery Index is a governance tool developed to measure bribery levels in the private and public sectors in the region. The index registers the firsthand experiences of the residents of the region with regard to service delivery and corruption. It seeks to establish the extent of bribery by seeking information on where the respondents were asked to pay bribes, if they acceded to bribery demands and the amount of bribe paid. Although the index is a tool to measure petty bribery, it is a general indicator for other forms of corruption in a particular country.

The index clearly shows that apart from Rwanda where incidents of bribery were found to be negligible, corruption is still an impediment to public service delivery in the region. Key governance and enforcement institutions such as the judiciary, the police and local authorities featured prominently in the index. Service institutions in the water, electricity, education and health sectors also dominated the top ranks of bribery-prone institutions in the region, compromising accessibility to and the quality of services offered.

It is imperative that institutions in the region scrutinise their service delivery mechanisms with a view to root out channels through which majority of the citizens are locked out of basic services thus promoting inequality and poverty. Transparency International-Kenya hopes that a deeper comparative study will be conducted in Rwanda to establish practices that have led to a negligible level of corruption.

The region will only firmly entrench itself on the path to economic and social development after inefficiencies necessitated by corruption are effectively confronted. Whether the 126 million residents of the bloc will fully enjoy the benefits of economic integration depends on how their governments respond to corruption and other governance challenges.

METHODOLOGY

The survey was conducted at the household level among 10,469 respondents across the five East African countries. The number of respondents in each country and administrative region were selected in proportion to the respective population size. Sampled households and respondents were picked through simple random sampling.

The survey was structured around four key study questions:

- i. Which institutions, both public and private, did you interact with in the last 12 months while seeking for services?
- ii. Was a bribe expected or demanded during the interaction?
- iii. Did you pay and how much?
- iv. Did you receive the services sought after paying the bribe?

The survey data was treated under five different indicators as enumerated below:

Indicator 1: Likelihood of encountering a bribery situation

This is the proportion of those who interacted with organisation X and a bribe was demanded and/or expected of them within the last 12 months.

$$\text{Likelihood} = \frac{\text{\# of bribery demand situations for Org X}}{\text{\# of interactions for Org X}}$$

Indicator 2: Prevalence of bribery

This is the proportion of those who interacted with organisation X and paid a bribe within the last 12 months.

$$\text{Prevalence} = \frac{\text{\# of bribe payers for Org X}}{\text{\# of interactions for Org X}}$$

Indicator 3: Impact of bribery

This is the proportion of those who interacted with organisation X and were provided with the service after paying a bribe that was demanded from them within the last 12 months.

$$\text{Impact} = \frac{\text{\# of service deliveries as a result of bribe paying for Org X}}{\text{\# of interactions for Org X}}$$

Indicator 4: Share of 'national' bribe

This is the share of the total amount of bribes paid in organisation X out of the sum total amount paid in all organisations within the last 12 months.

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

Indicator 5: Average size of bribe

This is the average size of paid bribe per every bribe payer who interacted with organisation X within the last 12 months.

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

CORRUPTION IN THE EAST AFRICAN REGION

KENYA

Since 2003, Kenya has made notable strides towards developing legislative and administrative measures to curb corruption in the public sector. These efforts followed the presidential commitment upon accession to office in December 2002 that corruption will cease to be a way of life.

Key legislation related to the fight against corruption that has been passed include the Anti Corruption and Economic Crimes Act, the Public Officers' Ethics Act and the Public Procurement and Disposal Act. To further affirm its commitment in the war against graft, Kenya became the first country to sign and ratify the United Nations Convention Against Corruption in December 2003.

Corruption however remained a part of public practice as the wide array of institutions set up after 2002 to promote good governance were unable to compellingly tackle the vice coupled with a lack of genuine political goodwill to curb graft. In some instances, the founding legislation gave a limiting mandate on the same.

Several past corruption scandals for instance Goldenberg where the taxpayer lost US \$ 600 million are yet to be resolved. The maize scandal involving the sale of subsidised maize that emerged in 2009 cost the country approximately US\$ 26 million. Public officials adversely mentioned in the scandal were suspended from public office to facilitate investigations, but have since been reinstated although the details of the probe are yet to be made public.

Funds for the free education programme were also reportedly misappropriated to the tune of US\$ 1 million, causing some donors to suspend their support to the programme. Some ministry officials have been charged in court, while the Permanent Secretary in the ministry was suspended but later reinstated in a different ministry after investigations into the matter.

Claims of corruption and misappropriation of public funds have not escaped the Ministry of Special Programmes which is supposed to lend the Kenyan Government a humane face. Corruption has slowed down the pace of resettlement for Kenyans who were displaced from their homes during the violence that erupted after the 2007 general elections. Two years after the violence broke out, several Kenyans are still in camps for the internally displaced or transit camps. In 2009, the Minister for Special Programmes dismissed an audit report prepared by the Office of the president which blamed the ministry for the loss of Sh200 million meant for the IDPs, arguing that it was meant to cover up the misdeeds of the Provincial Administration officials.

The pattern clearly shows that corruption continues to prevail in critical social sectors in the country, undermining the standard of living of several Kenyans. A proposed Constitution containing stronger accountability safeguards will be put to vote in August 2010. If passed, it is hoped that corruption incidents will drastically reduce paving the way for greater social and economic development.

TANZANIA

In 1992 Tanzania adopted multiparty politics aimed at eliminating monopoly in the political sphere. In 1995, Tanzania began the adoption of the Economic Recovery Programmes that aimed to eradicate state monopoly in the economy. There have since been a number of governance reforms aimed at improving organisational efficiency, personnel control and management, and capacity building across the realms of local government and regional administration, public sector management, legal and regulatory framework, and parastatals.

There have also been major policy and legal reforms initiated to strengthen governance institutions, structures and systems – to promote good governance and deter corruption. The notable reforms are the Public Sector Reform Programme (PSRP), Public Finance Management Reform Programme (PFMRP), Legal Sector Reform Programme (LSRP), Local Government Reform Programme (LGRP), National Anti-Corruption Strategy and Action Plans (NACSAP) I & II, Good Governance Coordination Unit (GGCU), the institutional strengthening of the Prevention and Combating of Corruption Bureau (PCCB), and the enactment of some specific legislation. The reforms equally respond to specific recommendations of the Presidential Commission of Inquiry Against Corruption, popularly known as, the “Warioba Report”.

Moreover, Tanzania has ratified the African Union Convention on Preventing and Combating Corruption (AU Convention), the United Nations Convention Against Corruption (UNCAC) and the Southern African Development Community Protocol Against Corruption (SADC) Protocol. Despite these efforts, evidence still paints a gloomy picture of the status of Tanzania’s good governance and anti-corruption efforts. The Tanzania Construction Sector Transparency Initiative (CoST) indicates rising incidents of corruption in the construction sector. The Tanzania Civil Engineering Contractors Association (TACECA) estimates that 90% of contractors pay between 10% to 15% of contract value in bribes. Moreover, in 2004, the Engineers Registration Board (ERB) and the Association of Consulting Engineers Tanzania (ACET) estimated that over 90% of construction contract awards and about 70% of consultancy assignments were secured through corruption. The energy sector and the Bank of Tanzania have been under the media spotlight for over three years following implication in grand corruption scandals – including the grossly inflated and corruptly procured construction of the Bank of Tanzania’s Twin towers project, misappropriation of over USD 133 million in the External Payment Arrears (EPA) Account, and the corruptly procured emergency power service contract worth USD 173 million (Richmond LLC) among others. There have also been reports of high inefficiency and waste in HIV/AIDS programmes in Tanzania¹ it was not clear how funds for these programmes were spent.

Government efforts therefore need to be evaluated and sharpened to improve service delivery and expedite the attainment of development goals.

¹ Brian Cooksey, 2006

UGANDA

The Inspectorate of Government, a statutory institution charged with the responsibility of fighting corruption in the country, in a 2009 report to parliament, acknowledged that corruption is increasing and is rampant in the public sector. The survey identified the Uganda Police, Kampala City Council, Land Office, Public Service (pension office), Judiciary, Uganda National Bureau of Standards, public health units, District Contracts Committees and Uganda Revenue Authority among the most corrupt public institutions. It identified the most prevalent forms of corruption in the country as bribery, embezzlement, extortion among others.

It also highlighted new methods devised by government officials to loot from public coffers. Among these methods is syndicate corruption, in which high ranking government officials connive with the private sector to overcharge or overbill the government and then share the loot with the payee.

Another method used by officials is delaying the execution of services to create a crisis and anxiety that will in turn necessitate urgency and justify the waiving of the prescribed procurement procedures. This was the case during the Commonwealth Heads of Government meeting in 2007 where colossal amounts of public funds were stolen in hurried procurements.

From the corruption incidents outlined above, it is clear that the anti-corruption legislation in Uganda have had little impact thus strengthening the cause to review them.

BURUNDI

Burundi has put in place several legal mechanisms to combat corruption. These include the creation of an anti-bribery squad, creation of a corruption court (*loi no 1/36 du 13 décembre 2006 portant création de la cour anti-corruption*), and laws on public procurement (*Loi n°1/01 du 4 février 2008 portant Code des Marchés Publics du Burundi*). This legislation seeks to enhance efficiency and transparency in procurement. It also demonstrates a commitment to eradicate graft in the public sector.

Despite these efforts, corruption is still rampant in Burundi's public administration and service delivery sector. Non-governmental players like OLUCOME- Observatoire de lutte contre la corruption et les malversations économiques / *Observatory for the Fight against Corruption and Economic embezzlement* and ABUCO - Association Burundaise des Consommateurs/ *Consumers Association of Burundi*- attest to this through research findings and other anti-corruption initiatives. Studies and surveys done by the Economic and Development Institute (IDEC) such as the Stratégie Nationales de Gouvernance et de Lutte contre la corruption, 2009 show that 50% of business people were asked to pay bribes for public services. Seventy-six% of NGOs, 66% of business people, 54% of civil servants and 29% of citizens reported a high frequency of bribery in the national police force.

RWANDA

The Rwandan government has undertaken several legal and policy measures aimed at tackling corruption within the public and private sectors. Rwanda has also ratified the United Nations Convention against Corruption (UNCAC) and the African Union Convention on Preventing and Combating Corruption (AUCPCC)

Rwanda established an Ombudsman's office in 2004 that monitors transparency and compliance to regulation in all governmental sectors. The Ombudsman has been instrumental in enforcing the government's declaration on zero tolerance against corruption. It regularly exposes cases of fraud, malpractice and corruption at the top, middle and bottom levels of the public sector. This is evident through the stern action taken against a number of senior government officials implicated in corruption. In 2009, the Finance Director at the Presidency was suspended from office and sentenced to four years in prison following corruption allegations. He was further fined more than one billion Rwandan Francs (USD 1.72 million). A former top civil servant in the infrastructure ministry was given a similar fine and a total of seven years in jail for involvement in corruption-related offences in government contracts. Elected officials have not been spared either, with over 20 of the 30 District Mayors in Rwanda removed from office for alleged mismanagement. The Ombudsman's office is also responsible for reviewing the revenue declarations submitted by top government officials including the president.

THE EAST AFRICAN BRIBERY INDEX

| No. | COUNTRY | CORRUPTION PREVALENCE |
|-----|----------|-----------------------|
| 1. | Burundi | 36.7% |
| 2. | Uganda | 33.0% |
| 3. | Kenya | 31.9% |
| 4. | Tanzania | 28.6% |
| 5. | Rwanda | 6.6% |

Table 1: Country ranking of corruption prevalence

ORGANISATIONAL RANKING FOR THE EAST AFRICAN REGION

The index ranked all the adversely mentioned institutions in an integrated list of the organisations across the region. The ranking ranges from zero to one hundred with the higher figure indicating severe corruption. The individual institutional indices were normalised to reflect the different weights across the countries. The listed index below therefore differs with the index at the country level and should be used for comparison purposes only.

| | ORGANISATION | COUNTRY | EABI-2010 |
|----|---|----------|-----------|
| 1 | Revenue Authority /Customs | Burundi | 81.2 |
| 2 | Burundi Police | Burundi | 75.0 |
| 3 | Kenya Police | Kenya | 70.8 |
| 4 | Uganda Revenue Authority | Uganda | 67.7 |
| 5 | Tanzania Police | Tanzania | 65.1 |
| 6 | Uganda Police | Uganda | 61.9 |
| 7 | Ministry of State for Defence | Kenya | 59.2 |
| 8 | Nairobi City Council | Kenya | 58.9 |
| 9 | Judiciary | Kenya | 56.7 |
| 10 | Judiciary | Tanzania | 56.4 |
| 11 | Régie de Production et Distribution d'Eau et d'Electricité (REGIDESO) | Burundi | 53.4 |
| 12 | Ministry of Education | Burundi | 53.0 |
| 13 | Ministry of Lands | Kenya | 51.3 |
| 14 | Registrar of Persons | Kenya | 51.1 |
| 14 | Kenya Prisons Service | Kenya | 51.1 |
| 16 | Judiciary | Burundi | 48.6 |
| 17 | Kenya Ports Authority (KPA) | Kenya | 48.5 |
| 18 | Mulago Hospital | Uganda | 48.0 |
| 19 | Uganda Prisons Service | Uganda | 47.7 |

| | | | |
|----|--|----------|------|
| 20 | Registrar of Births and Deaths | Tanzania | 46.7 |
| 21 | Civil Service | Burundi | 44.8 |
| 22 | Judiciary | Uganda | 44.7 |
| 23 | Tanzania Prisons Service | Tanzania | 43.2 |
| 24 | Local authorities | Uganda | 43.0 |
| 25 | Department of Immigration | Kenya | 41.7 |
| 26 | Ministry of Forestry and Wildlife | Kenya | 41.0 |
| 26 | Umeme | Uganda | 41.0 |
| 28 | Tanzania Ports Authority | Tanzania | 40.8 |
| 29 | Kenya Revenue Authority (KRA) | Kenya | 40.2 |
| 30 | Local authorities (n.e.s) | Kenya | 39.7 |
| 31 | Local authorities | Burundi | 38.0 |
| 32 | Tanzania Revenue Authority | Tanzania | 37.8 |
| 33 | Ministry of Medical Services | Kenya | 37.7 |
| 34 | Immigration | Tanzania | 37.2 |
| 35 | Ministry of Youth Affairs and Sports | Kenya | 34.8 |
| 36 | Teachers Service Commission(TSC) | Kenya | 34.7 |
| 37 | Other ministries | Kenya | 34.3 |
| 38 | Other unspecified organisations | Tanzania | 33.3 |
| 39 | State corporations/Parastatals | Kenya | 33.0 |
| 40 | Lands/Ministry of Lands | Tanzania | 32.8 |
| 41 | Ministry of lands and human settlement development | Tanzania | 32.6 |
| 42 | Other ministries | Uganda | 31.3 |
| 43 | Ministry of Lands ,Housing and Urban Development | Uganda | 30.4 |
| 44 | State corporations/Parastatals | Uganda | 30.2 |
| 45 | Ministry of Public Service | Uganda | 29.3 |
| 46 | Other government institutions | Tanzania | 29.1 |
| 47 | Ministry of Labour | Kenya | 28.7 |
| 48 | Provincial Administration | Kenya | 28.4 |
| 48 | Tanzania Electric Supply Company (TANESCO) | Tanzania | 28.4 |
| 50 | Local authorities | Tanzania | 27.9 |
| 50 | Ministry of Education | Kenya | 27.9 |
| 50 | Provincial Administration | Tanzania | 27.9 |
| 53 | Ministry of Defence and National Service | Tanzania | 27.6 |
| 54 | Public hospitals | Uganda | 27.3 |

| | | | |
|----|---|----------|------|
| 55 | Provincial Administration | Burundi | 27.1 |
| 56 | State corporations/Parastatals | Burundi | 26.9 |
| 57 | Public Schools | Burundi | 26.2 |
| 58 | Provincial/District local government administration | Uganda | 25.7 |
| 59 | Ministry of Defence | Uganda | 23.6 |
| 60 | Other ministries | Tanzania | 23.5 |
| 61 | Ministry of Water and Irrigation | Kenya | 23.1 |
| 62 | Ministry of Agriculture | Kenya | 22.7 |
| 63 | Political party offices | Tanzania | 21.6 |
| 64 | Ministry of Health | Burundi | 21.6 |
| 65 | Other ministries | Burundi | 21.5 |
| 66 | Private sector | Kenya | 21.4 |
| 67 | Public hospitals | Kenya | 21.0 |
| 68 | Constituency Development Fund(CDF) offices | Kenya | 20.2 |
| 69 | Private sector | Tanzania | 19.8 |
| 70 | Public universities | Kenya | 19.6 |
| 71 | Tanzania Zambia Railway(TAZARA) | Tanzania | 19.5 |
| 72 | Universities/ Institutes/ Colleges | Burundi | 19.3 |
| 73 | Other government institutions | Uganda | 18.7 |
| 74 | Kenya Power and Lighting Company (KPLC) | Kenya | 18.5 |
| 75 | Co-operatives /SACCOs/ Other associations | Uganda | 18.4 |
| 76 | Microfinance Institutions | Tanzania | 18.0 |
| 77 | Private sector | Uganda | 17.9 |
| 78 | Public universities | Uganda | 17.7 |
| 79 | Other unspecified organisations | Kenya | 17.5 |
| 79 | Universities/ Institutes/ Colleges | Tanzania | 17.5 |
| 81 | Public colleges | Kenya | 17.2 |
| 82 | Private sector | Burundi | 16.6 |
| 83 | Public Hospitals | Burundi | 16.2 |
| 84 | Water and Sewerage Companies | Kenya | 16.0 |
| 85 | Co-operatives /SACCOs/ Other associations | Kenya | 15.5 |
| 86 | NGOs/CBOs | Burundi | 15.3 |
| 87 | Ustawi wa Jamii | Tanzania | 14.7 |
| 88 | Ministry of Water and Irrigation | Tanzania | 14.4 |
| 89 | Banks/Insurance | Burundi | 14.1 |

| | | | |
|-----|--|----------|------|
| 90 | National Social Security Fund (NSSF) | Uganda | 14.0 |
| 91 | National Water and Sewerage Company | Uganda | 13.8 |
| 92 | Health Insurance/Other insurance | Tanzania | 13.2 |
| 93 | Schools | Tanzania | 12.7 |
| 93 | Public schools | Uganda | 12.7 |
| 95 | International Organisations | Uganda | 12.5 |
| 96 | Banks | Tanzania | 12.1 |
| 97 | Co-operatives /SACCOs/ Other associations | Tanzania | 11.6 |
| 98 | National Social Security Fund (NSSF) | Tanzania | 11.0 |
| 99 | Private hospitals | Uganda | 10.9 |
| 100 | Colleges | Uganda | 10.2 |
| 101 | NGOs/CBOS | Kenya | 10.0 |
| 102 | Postal Corporation | Burundi | 9.9 |
| 103 | Public schools | Kenya | 9.7 |
| 104 | Microfinance institutions | Uganda | 9.5 |
| 105 | International organisations/Embassies | Burundi | 9.1 |
| 106 | Co-operatives /SACCOs/ Other associations | Burundi | 8.7 |
| 107 | Banks | Uganda | 8.6 |
| 108 | International organisations | Kenya | 8.5 |
| 109 | NGOs/CBOs | Tanzania | 8.2 |
| 109 | Private schools | Uganda | 8.2 |
| 111 | NGOs/CBOs | Uganda | 8.0 |
| 112 | Dar es Salaam Water and Sewerage Company (DAWASCO) | Tanzania | 6.5 |
| 113 | Private hospitals | Kenya | 6.3 |
| 114 | Religious organisations | Tanzania | 6.2 |
| 115 | Postal Corporation | Tanzania | 2.6 |
| 116 | Religious organisations | Burundi | 1.9 |

Table 2: Aggregate index of bribery-prone institutions in the East African region

KENYA

SAMPLE CHARACTERISTICS

The survey was conducted at the household level among a sample population of 3,022 people randomly picked across all the eight provinces. The sample consisted of 52.3% and 47.7% male and female respondents respectively. 65.8% % of the respondents were sampled from the rural areas while 34.2% were urban residents.

Distribution of respondents by province

| Province | Actual count | % of sample |
|---------------|--------------|---------------|
| Rift Valley | 806 | 26.7% |
| Eastern | 430 | 14.2% |
| Nyanza | 385 | 12.7% |
| Nairobi | 368 | 12.2% |
| Central | 326 | 10.8% |
| Western | 313 | 10.4% |
| Coast | 272 | 9.0% |
| North Eastern | 122 | 4.0% |
| Total | 3022 | 100.0% |

Table 3: Distribution of respondents by province - Kenya

Sample distribution by gender

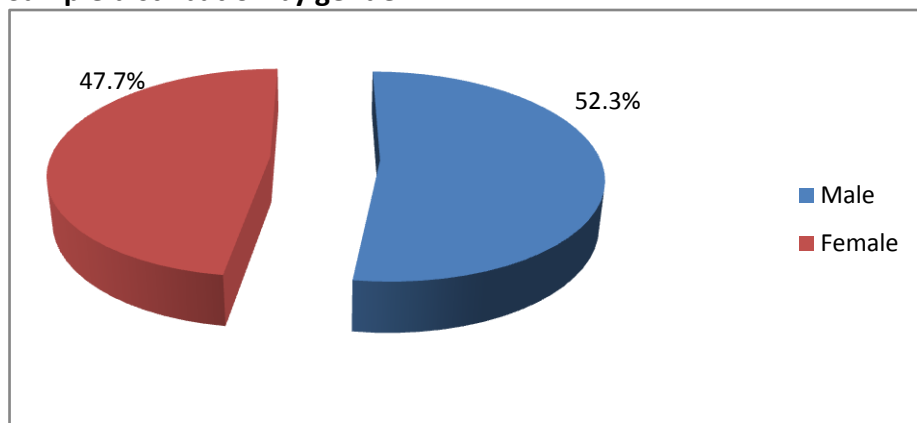


Fig 1: Sample distribution by gender - Kenya

Sample distribution by residence

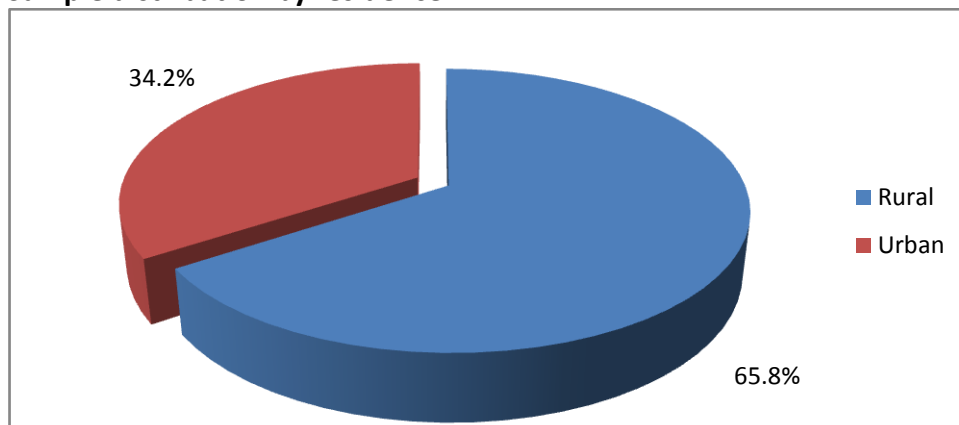


Fig 2: Distribution by residence - Kenya

Sample distribution by age

Slightly more than 60% of the sample was aged between 18 and 34 years. The age bracket of 18 to 24 years had a higher representation in the urban than rural areas. About 10% of the sample was above 50 years with a slightly higher representation in the rural areas.

| Age Category | National | Urban | Rural |
|--------------|----------|-------|-------|
| 18-24 | 20.7% | 24.4% | 18.8% |
| 25-29 | 25.4% | 25.4% | 25.4% |
| 30-34 | 16.2% | 16.6% | 16.1% |
| 35-39 | 11.6% | 10.0% | 12.5% |
| 40-44 | 9.7% | 9.4% | 9.8% |
| 45-49 | 5.7% | 5.7% | 5.7% |
| 50-54 | 4.5% | 4.0% | 4.8% |
| 55-59 | 2.9% | 2.1% | 3.3% |

Table 4: Sample distribution by age - Kenya

Sample distribution by employment status

79% of the respondents were employed either in the private or public sector. 21% were fulltime students, unemployed or retired.

| Employment status | National | Urban | Rural |
|---|----------|-------|-------|
| Student | 8.2% | 5.8% | 9.5% |
| Unemployed | 11.2% | 12.2% | 10.6% |
| Self-employed | 39.4% | 40.6% | 38.8% |
| Employed in a family business or farm | 10.3% | 10.0% | 10.4% |
| Employed in the private sector | 15.9% | 20.0% | 13.8% |
| Employed by the government/local authority or parastatal | 10.3% | 7.7% | 11.6% |
| Employed in the community sector e.g. church, N.G.O, co-operative | 2.8% | 2.3% | 3.1% |
| Retired | 1.9% | 1.4% | 2.2% |

Table 5: Sample distribution by employment status - Kenya

Education level of the respondents

Majority of the respondents (about 80%) reported that they had attained either secondary or college level education. About 11% reported that they had attained university education or above.

| Level of Education | National | Urban | Rural |
|-----------------------|----------|-------|-------|
| Primary education | 14.4% | 9.1% | 17.2% |
| Post-primary training | 4.3% | 4.2% | 4.4% |
| Secondary education | 38.8% | 38.4% | 39.0% |
| College education | 31.0% | 36.7% | 28.0% |
| University education | 10.6% | 10.5% | 10.6% |
| Post-graduate degree | 1.0% | 1.2% | 0.9% |

Table 6: Education level of the respondents - Kenya

Distribution of the respondents by household income

About 36% of the Kenyan respondents reported a household monthly income of less than Ksh 5,000. This income bracket was more prominent in the rural areas than in the urban centers with recorded values of 39.2% and 29.2% respectively.

| Household Income (Ksh) | National | Urban | Rural |
|------------------------|----------|-------|-------|
| Less than 5,000 | 35.7% | 29.2% | 39.2% |
| 5,000-9,999 | 25.9% | 28.0% | 24.8% |
| 10,000-24,999 | 23.0% | 23.7% | 22.6% |
| 25,000-49,999 | 9.9% | 12.2% | 8.8% |
| 50,000-99,999 | 3.2% | 3.4% | 3.1% |
| 100,000-150,999 | 0.7% | 0.7% | 0.7% |
| Over 151,000 | 0.5% | 0.7% | 0.4% |
| Declined to answer | 1.1% | 2.2% | 0.6% |

Table 7: Sample distribution by household income - Kenya

OVERVIEW OF THE FINDINGS

The survey recorded 12,429 interactions with service delivery institutions among the sampled respondents in the last one year. Out of these interactions, bribes were expected or demanded during 37.5% of the dealings; bribes were paid in 58% of the bribery incidents. Out of a total of 1,499 respondents who reported paying bribes, 927 (61.8%) were men while 572 (38.2%) were women.

Bribes were distributed among different purposes as follows:

| Purpose of bribe | Proportion of total respondents |
|------------------|---------------------------------|
| Regulatory | 28.1% |

| | |
|-----------------|-------|
| Services | 27.4% |
| Law enforcement | 26.6% |
| Employment | 10.6% |
| Business | 4.9% |
| Others | 2.4% |

Table 8: Purpose of bribe - Kenya

REPORTING OF BRIBERY CASES

The survey sought to establish the proportion of the respondents who reported incidents of bribery. Reporting in this context is the forwarding of bribery cases to people in a position of authority with the expectation that action will be taken against the corrupt official.

About 89% of the respondents did not report cases of bribery to any person in authority. Of the 11% who reported majority (40.8%) reported to the management of the respective institutions with 11% and 4.9% reporting to the police and the Office of the Ombudsman (Public Complaints Standing Committee) respectively.

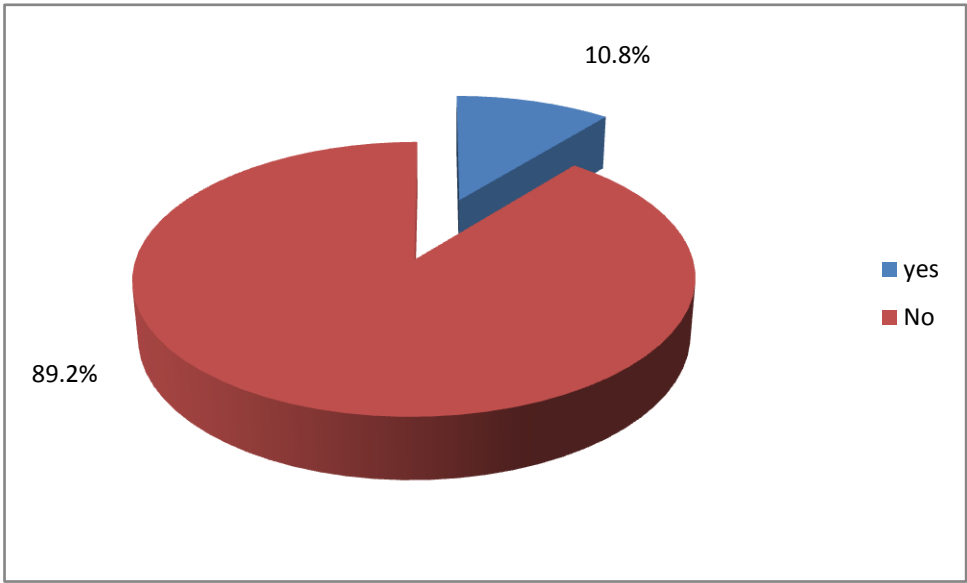


Fig 3: Reporting of corruption cases - Kenya

Reasons for not reporting bribery cases

Respondents cited various reasons for not filing bribery cases. Majority (35.6%) felt no action would be taken against the corrupt official. While about a quarter of the respondents did not know where to report such cases.

| Reasons for not reporting | Proportion of Total Respondents |
|---|--|
| No action would be taken even if I reported | 35.6% |
| Other reasons/ Withheld | 24.0% |
| I didn't know where to report | 23.5% |
| Fear of intimidation | 16.8% |

Table 9: Reasons for not reporting bribery cases - Kenya

ORGANISATIONAL RANKING

The index ranking was similar to that of 2009, apart from the listing of the Kenya Prisons Service and the Kenya Ports Authority. Four of the top five worst performers of 2009 retained their adverse listing albeit with minor realignments.

The main entrants and exits in the 2010 index are as follows:

| EXITS FROM THE INDEX | ENTRANTS INTO THE INDEX |
|---------------------------------------|--------------------------------------|
| National Social Security Fund (NSSF) | Kenya Prisons Service |
| National Health Insurance Fund (NHIF) | Kenya Ports Authority (KPA) |
| Ministry of Public works | Ministry of Forestry and Wildlife |
| | Ministry of Youth Affairs and Sports |

Table 10: Exits and Entrants in the 2010 index - Kenya

THE 2010 AGGREGATE INDEX- KENYA

The aggregate index is derived from a combination of all the individual indicators. The index is a derivation of the following individual components- likelihood of bribery, prevalence of bribery, average size of bribe, share of bribery and size of bribery. Institutional ranking is based on a score of between one and 100 (100 being the most unfavourable). The index has dropped two indicators from the 2009 list. The results may therefore not be perfectly comparable.

Aggregate index- Kenya²

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank -2009 |
|------|---|-----------|-----------|---------------------|
| 1 | Kenya Police | 77.7 | 66.5 | 1 |
| 2 | Nairobi City Council | 61.0 | 42.9 | 4 |
| 3 | Ministry of State for Defence | 60.8 | 61.9 | 2 |
| 4 | Judiciary | 59.3 | 54.4 | 3 |
| 5 | Ministry of Lands | 53.3 | 45.6 | 5 |
| 6 | Registrar of Persons | 52.7 | 36.3 | 12 |
| 7 | Kenya Prisons Service | 52.2 | - | - |
| 8 | Kenya Ports Authority (KPA) | 49.2 | - | - |
| 9 | Department of Immigration | 42.1 | 39.6 | 9 |
| 10 | Ministry of Forestry and Wildlife | 41.2 | - | - |
| 11 | Local authorities (n.e.s) | 40.7 | 38.3 | 11 |
| 12 | Kenya Revenue Authority (KRA) | 40.7 | 38.3 | 10 |
| 13 | Ministry of Medical Services | 37.4 | 21.4 | 22 |
| 14 | Teachers Service Commission(TSC) | 34.1 | 35.8 | 13 |
| 15 | Ministry of Youth Affairs and Sports | 34.1 | - | - |
| 16 | Other ministries | 34.0 | 25 | 19 |
| 17 | State Corporations/Parastatals | 32.7 | 27.8 | 16 |
| 18 | Provincial Administration | 27.8 | 31.6 | 15 |
| 19 | Ministry of Labour | 27.2 | 41.7 | 7 |
| 20 | Ministry of Education | 26.7 | 26.4 | 17 |
| 21 | Ministry of Water and Irrigation | 21.4 | 33.5 | 14 |
| 22 | Ministry of Agriculture | 20.9 | 16.7 | 30 |
| 23 | Private sector | 20.5 | 25.3 | 18 |
| 24 | Public hospitals | 20.0 | 16.9 | 29 |
| 25 | Constituency Development Fund (CDF) offices | 18.1 | 17.7 | 25 |
| 26 | Public universities | 17.5 | 21.3 | 23 |
| 27 | Kenya Power and Lighting Company (KPLC) | 16.4 | 22.7 | 21 |
| 28 | Other unspecified organisations | 15.2 | 20.8 | 24 |
| 29 | Public colleges | 14.8 | 13.4 | 31 |
| 30 | Water and Sewerage Companies | 13.6 | 12.3 | 33 |
| 31 | Co-operatives/SACCOs/Other associations | 13.0 | 23.9 | 20 |
| 32 | NGOs/CBOs | 7.0 | 10.9 | 35 |
| 33 | Public schools | 6.8 | 12 | 34 |
| 34 | International organisations | 5.1 | 9.7 | 37 |
| 35 | Private hospitals | 3.0 | 13 | 32 |

² The index has dropped two indicators from last year's list. The results may therefore not be perfectly comparable

Table 11: Aggregate index - Kenya.

LIKELIHOOD OF BRIBERY

This indicator represents the proportion of respondents that were overtly asked for a bribe or indirectly expected to pay a bribe in a particular institution as a percentage of the total number of respondents who reported seeking services from that institution.

The notable change in this indicator compared to that of 2009 is the ranking of the Nairobi City Council in the first position from number 11 in 2009. The Kenya Prisons Service and the Ministry of Youth Affairs and Sports which were absent in the 2009 index, are among the top ten adversely mentioned institutions in this indicator.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|------|---|-----------|-----------|--------------------|
| 1 | Nairobi City Council | 84.5 | 64.5 | 11 |
| 2 | Kenya Police | 76.9 | 85.5 | 2 |
| 3 | Ministry of State for Defence | 72.2 | 84.0 | 4 |
| 4 | Kenya Prisons Service | 71.9 | - | - |
| 5 | Judiciary | 70.1 | 86.1 | 1 |
| 6 | Ministry of Lands | 69.1 | 77.7 | 5 |
| 7 | Ministry of Youth Affairs and Sports | 68.1 | - | - |
| 8 | Registrar of Persons | 66.8 | 70.9 | 7 |
| 9 | Ministry of Forestry and Wildlife | 65.9 | - | - |
| 10 | Kenya Ports Authority (KPA) | 65.5 | - | - |
| 11 | Department of Immigration | 63.0 | 63.1 | 12 |
| 12 | Ministry of Medical Services | 59.2 | 37.3 | 22 |
| 13 | Other ministries | 56.3 | 47.8 | 17 |
| 14 | Kenya Revenue Authority (KRA) | 55.7 | 57.0 | 14 |
| 15 | Teachers Service Commission (TSC) | 53.7 | 66.7 | 9 |
| 16 | State Corporations/Parastatals | 50.6 | 44.3 | 18 |
| 17 | Local authorities (n.e.s) | 50.4 | 61.3 | 13 |
| 18 | Provincial Administration | 46.1 | 53.3 | 15 |
| 19 | Ministry of Education | 45.9 | 52.9 | 16 |
| 20 | Ministry of Labour | 45.0 | 84.4 | 3 |
| 21 | Constituency Development Fund (CDF) Offices | 42.3 | 37.5 | 21 |
| 22 | Ministry of Water and Irrigation | 39.1 | 68.8 | 8 |
| 23 | Ministry of Agriculture | 35.3 | 27.3 | 29 |
| 24 | Public hospitals | 29.5 | 18.1 | 32 |
| 25 | Public universities | 29.1 | 32.6 | 26 |
| 26 | Kenya Power and Lighting Company (KPLC) | 28.5 | 34.8 | 24 |
| 27 | Private sector | 28.4 | 35.6 | 23 |
| 28 | Public colleges | 27.7 | 21.0 | 31 |
| 29 | Co-operatives/SACCOs/Other associations | 27.7 | 40.0 | 20 |
| 30 | Other unspecified organisations | 26.5 | 40.6 | 19 |

| | | | | |
|----|------------------------------|------|------|----|
| 31 | Water and Sewerage Companies | 25.5 | 17.0 | 35 |
| 32 | NGOs/CBOS | 19.4 | 17.0 | 34 |
| 33 | International organisations | 18.0 | 13.6 | 36 |
| 34 | Public schools | 14.6 | 18.1 | 33 |
| 35 | Private hospitals | 12.3 | 20.3 | 32 |

Table 12: Likelihood of bribery - Kenya

PREVALENCE OF BRIBERY

This indicator represents the proportion of the respondents that actually paid bribes to an institution compared to the total number of respondents that sought services from the institution. It is instructive to note that prevalence measures only a portion of those who were in an actual bribery situation.

A notable change in this indicator in comparison to that of 2009 is the ranking of the Kenya Prisons Service and the Kenya Ports Authority in position five and six respectively. The two were not listed in this indicator in 2009.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank- 2009 |
|-------------|---|------------------|------------------|----------------------------|
| 1 | Nairobi City Council | 58.6 | 44.3 | 5 |
| 2 | Kenya Police | 54.4 | 63.4 | 1 |
| 3 | Registrar of Persons | 48.5 | 38.4 | 9 |
| 4 | Judiciary | 47.8 | 57.8 | 2 |
| 5 | Kenya Prisons Service | 46.9 | - | - |
| 6 | Kenya Ports Authority (KPA) | 44.8 | - | - |
| 7 | Ministry of Lands | 42.0 | 46.0 | 4 |
| 8 | Department of Immigration | 35.7 | 49.4 | 3 |
| 9 | Kenya Revenue Authority (KRA) | 35.6 | 44.0 | 6 |
| 10 | Ministry of State for Defence | 35.2 | 28.4 | 15 |
| 11 | Ministry of Medical Services | 34.7 | 27.5 | 16 |
| 12 | Ministry of Forestry and Wildlife | 34.1 | - | - |
| 13 | Ministry of Youth Affairs and Sports | 34.0 | - | - |
| 14 | Local Authorities (n.e.s) | 33.9 | 41.2 | 7 |
| 15 | State Corporations/Parastatals | 28.2 | 17.8 | 23 |
| 16 | Teachers Service Commission (TSC) | 27.8 | 29.2 | 14 |
| 17 | Other ministries | 25.7 | 18.5 | 22 |
| 18 | Ministry of Labour | 25.0 | 31.3 | 12 |
| 19 | Provincial Administration | 23.1 | 31.0 | 13 |
| 20 | Ministry of Agriculture | 19.1 | 14.4 | 30 |
| 21 | Ministry of Water and Irrigation | 18.8 | 31.3 | 11 |
| 22 | Ministry of Education | 18.0 | 16.1 | 24 |
| 23 | Kenya Power and Lighting Company(KPLC) | 16.3 | 22.1 | 18 |
| 24 | Public universities | 16.2 | 19.6 | 19 |
| 25 | Constituency Development Fund (CDF) Offices | 15.5 | 8.3 | 35 |

| | | | | |
|----|---|------|------|----|
| 26 | Public hospitals | 15.1 | 14.6 | 26 |
| 27 | Private sector | 14.6 | 15.0 | 25 |
| 28 | Other unspecified organisations | 14.3 | 18.8 | 20 |
| 29 | Public colleges | 13.9 | 10.1 | 33 |
| 30 | Water and Sewerage Companies | 12.7 | 10.4 | 32 |
| 31 | Co-operatives/SACCOs/Other associations | 12.0 | 33.3 | 10 |
| 32 | Public schools | 8.2 | 7.8 | 36 |
| 33 | NGO/CBO'S | 7.8 | 13.0 | 29 |
| 34 | International organisations | 6.0 | 10.9 | 31 |
| 35 | Private hospitals | 5.1 | 13.8 | 27 |

Table 13: Prevalence of bribery - Kenya

IMPACT OF BRIBERY

The indicator is a measure of the percentage of respondents who visited a particular institution and only secured the requested service upon the payment of a bribe. The Kenya Police maintained the first position in this indicator, with the Kenya Prisons Service and the Kenya Ports Authority being new entrants. The Department of Immigration dropped from the third to tenth position.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|-------------|---|------------------|------------------|---------------------------|
| 1 | Kenya Police | 50.4 | 59.2 | 1 |
| 2 | Nairobi City Council | 46.6 | 41.0 | 6 |
| 3 | Registrar of Persons | 46.3 | 36.0 | 8 |
| 4 | Judiciary | 43.3 | 54.9 | 2 |
| 5 | Kenya Prisons Service | 40.6 | - | - |
| 6 | Kenya Ports Authority (KPA) | 37.9 | - | - |
| 7 | Ministry of Lands | 37.2 | 43.2 | 5 |
| 8 | Ministry of Forestry and Wildlife | 34.1 | - | - |
| 9 | Kenya Revenue Authority (KRA) | 33.9 | 44.0 | 4 |
| 10 | Department of Immigration | 33.8 | 44.4 | 3 |
| 11 | Ministry of Medical Services | 30.6 | 23.5 | 13 |
| 12 | Local authorities (n.e.s) | 30.5 | 39.6 | 7 |
| 13 | Teachers Service Commission (TSC) | 25.9 | 29.2 | 10 |
| 14 | Other ministries | 22.2 | 15.2 | 22 |
| 15 | State Corporations/Parastatals | 21.8 | 15.7 | 21 |
| 16 | Provincial Administration | 19.8 | 27.5 | 12 |
| 17 | Ministry of Water and Irrigation | 18.8 | 31.3 | 9 |
| 18 | Ministry of Youth Affairs and Sports | 17.0 | - | - |
| 19 | Ministry of Agriculture | 16.2 | 11.4 | 30 |
| 20 | Ministry of Education | 15.8 | 16.1 | 20 |
| 21 | Ministry of Labour | 15.0 | 28.1 | 11 |
| 22 | Kenya Power and Lighting Company(KPLC) | 14.7 | 20.9 | 14 |

| | | | | |
|----|---|------|------|----|
| 23 | Public universities | 14.5 | 19.6 | 18 |
| 24 | Other unspecified organisations | 14.3 | 12.5 | 26 |
| 25 | Public hospitals | 14.2 | 13.7 | 23 |
| 26 | Ministry of State for Defence | 13.0 | 12.3 | 27 |
| 27 | Water and Sewerage Companies | 12.7 | 10.4 | 31 |
| 28 | Co-operatives/SACCOs/Other associations | 12.0 | 20.0 | 15 |
| 29 | Public colleges | 9.6 | 9.2 | 32 |
| 30 | Constituency Development Fund (CDF) offices | 9.2 | 8.3 | 34 |
| 31 | Private sector | 8.8 | 12.3 | 28 |
| 32 | Public schools | 7.5 | 7.1 | 35 |
| 33 | NGOs/CBOs | 5.3 | 12.0 | 29 |
| 34 | Private hospitals | 4.9 | 13.4 | 24 |
| 35 | International organisations | 0.0 | 9.1 | 33 |

Table 14: Impact of bribery - Kenya

AVERAGE SIZE OF BRIBE

The indicator is a measure of the average payment made by those respondents who reported paying a bribe to a particular institution. This average sum must be interpreted within the shortcomings of the mean as a statistical measure.

The Ministry of State for Defence maintained the top position in this indicator; the Ministry of Labour and the Kenya Ports Authority were also among the top five adversely mentioned institutions. The total average for the top five institutions rose by about 27% from a total of Kshs 76,481 in the previous index to 96, 974.

| Rank | Organisation | EABI 2010 (KSHS) | EABI 2009 | Previous Rank-2009 |
|-------------|-----------------------------------|-------------------------|------------------|---------------------------|
| 1 | Ministry of State for Defence | 53,500.00 | 42,000.00 | 1 |
| 2 | Ministry of Labour | 11,280.00 | 7,330.00 | 4 |
| 3 | Ministry of Education | 11,179.17 | 6,828.57 | 6 |
| 4 | Judiciary | 11,046.69 | 5,627.05 | 11 |
| 5 | Kenya Ports Authority (KPA) | 9,969.23 | - | - |
| 6 | Ministry of Lands | 8,973.56 | 4,058.59 | 15 |
| 7 | Kenya Prisons Service | 8,393.33 | - | - |
| 8 | Teachers Service Commission (TSC) | 7,946.67 | 1,742.86 | 29 |
| 9 | Other ministries | 7,528.60 | 1,491.18 | 32 |
| 10 | International organisations | 7,166.67 | 2,075.00 | 25 |
| 11 | Private sector | 7,002.96 | 6,405.45 | 7 |
| 12 | Public colleges | 5,963.04 | 5,991.67 | 9 |
| 13 | Ministry of Agriculture | 5,847.69 | 1,800.00 | 28 |
| 14 | Public universities | 5,363.16 | 5,944.44 | 10 |
| 15 | Other unspecified organisations | 4,542.86 | 1,600.00 | 31 |

| | | | | |
|----|---|----------|-----------|----|
| 16 | State Corporations/Parastatals | 4,513.59 | 6,989.39 | 5 |
| 17 | Kenya Police | 4,434.07 | 3,179.85 | 19 |
| 18 | Department of Immigration | 4,212.73 | 3,279.46 | 18 |
| 19 | Ministry of Forestry and Wildlife | 4,146.67 | - | - |
| 20 | Constituency Development Fund (CDF) Offices | 3,941.00 | 2,125.00 | 23 |
| 21 | Water and Sewerage Companies | 3,838.46 | 1,836.36 | 27 |
| 22 | Local authorities (n.e.s) | 3,527.61 | 2,275.19 | 21 |
| 23 | Kenya Revenue Authority (KRA) | 3,327.36 | 4,734.09 | 13 |
| 24 | Nairobi City Council | 3,155.44 | 4,284.27 | 14 |
| 25 | Ministry of Water and Irrigation | 2,916.67 | 1,440.00 | 33 |
| 26 | NGOs/CBOs | 2,872.00 | 2,303.85 | 20 |
| 27 | Ministry of Medical Services | 2,571.76 | 1,310.00 | 37 |
| 28 | Co-operatives/SACCOs/Other associations | 2,515.00 | 10,900.00 | 2 |
| 29 | Public hospitals | 2,428.66 | 1,339.06 | 35 |
| 30 | Ministry of Youth Affairs and Sports | 2,271.88 | - | - |
| 31 | Kenya Power and Lighting Company (KPLC) | 2,243.40 | 3,304.00 | 17 |
| 32 | Registrar of Persons | 2,197.13 | 1,038.64 | 39 |
| 33 | Public schools | 1,928.87 | 2,252.06 | 22 |
| 34 | Provincial Administration | 1,720.56 | 1,317.15 | 36 |
| 35 | Private hospitals | 1,395.00 | 1,910.50 | 26 |

Table 15: Average size of bribery - Kenya

SHARE OF BRIBERY

This indicator measures the proportion of actual bribes paid to an institution as a percentage of all the bribes reported to have been paid by the sampled population. High entries maybe attributed to either of the following –

- Higher frequency of interaction with the listed institutions.
- Higher coercive power to extract bribes/ higher perception of individual’s risk upon failure to pay a bribe.
- Economic or other forms of value attached to the services sought.

The Kenya Police accounted for 23% of all the bribes paid by the respondents. This is a decline from 27% recorded in 2009. The standings of the five worst performers remained unchanged with the exception of the Nairobi City council whose listing under this indicator dropped to position 15 from position 5 in the previous year.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|------|---|-----------|-----------|--------------------|
| 1 | Kenya Police | 23.2 | 26.9 | 1 |
| 2 | Ministry of State for Defence | 8.7 | 13.3 | 2 |
| 3 | Judiciary | 7.1 | 7.6 | 3 |
| 4 | Private sector | 7.1 | 6.7 | 4 |
| 5 | Local authorities (n.e.s) | 7.0 | 4.2 | 7 |
| 6 | Ministry of Lands | 6.7 | 3.5 | 8 |
| 7 | Public hospitals | 5.5 | 3.4 | 10 |
| 8 | Provincial Administration | 3.7 | 4.6 | 6 |
| 9 | State Corporations/Parastatals | 3.6 | 3.1 | 12 |
| 10 | Kenya Revenue Authority (KRA) | 3.0 | 2.8 | 13 |
| 11 | Registrar of Persons | 2.8 | 0.9 | 19 |
| 12 | Other ministries | 2.8 | 0.3 | 26 |
| 13 | Ministry of Education | 2.3 | 1.3 | 14 |
| 14 | Department of Immigration | 2.0 | 3.5 | 9 |
| 15 | Nairobi City Council | 1.8 | 4.7 | 5 |
| 16 | Public colleges | 1.2 | 1.0 | 18 |
| 17 | Public schools | 1.2 | 1.0 | 15 |
| 18 | Kenya Ports Authority (KPA) | 1.1 | - | - |
| 19 | Kenya Prisons Service | 1.1 | - | - |
| 20 | Teachers Service Commission (TSC) | 1.0 | 0.2 | 31 |
| 21 | Kenya Power and Lighting Company (KPLC) | 1.0 | 3.3 | 11 |
| 22 | Public universities | 0.9 | 0.7 | 22 |
| 23 | Constituency Development Fund (CDF) Offices | 0.7 | 0.1 | 36 |
| 24 | Ministry of Agriculture | 0.7 | 0.1 | 34 |
| 25 | NGOs/CBOs | 0.6 | 0.4 | 24 |
| 26 | Ministry of Forestry and Wildlife | 0.5 | - | - |
| 27 | Ministry of Labour | 0.5 | 1.0 | 17 |
| 28 | Water and Sewerage companies | 0.4 | 0.3 | 28 |
| 29 | Ministry of Medical Services | 0.4 | 0.2 | 29 |
| 30 | Ministry of Youth Affairs and Sports | 0.3 | - | - |
| 31 | Ministry of Water and Irrigation | 0.3 | 0.1 | 38 |
| 32 | Other unspecified organisations | 0.3 | 0.1 | 33 |
| 33 | Private hospitals | 0.2 | 1.0 | 16 |
| 34 | Co-operatives/SACCOs/Other associations | 0.2 | 0.7 | 21 |
| 35 | International organisations | 0.2 | 0.3 | 27 |

Table 16: Share of bribery - Kenya

CORRUPTION PERCEPTION

This section of the survey sought to gauge the perception of the respondents across the East African region on corruption trends in their respective countries. The questions posed were:

- i. How would you describe the current corruption situation in your country?
- ii. How does the corruption level in your country compare with a year ago?

- iii. What change do you foresee in the level of corruption in your country in the coming year?
- iv. Do you think the government in your country is committed to the fight against corruption?

Perceived current level of corruption

Close to 90% of the Kenyan respondents perceive the country as being between corrupt and extremely corrupt. Only 8.5% of the Kenyan respondents perceive Kenya as being slightly corrupt.

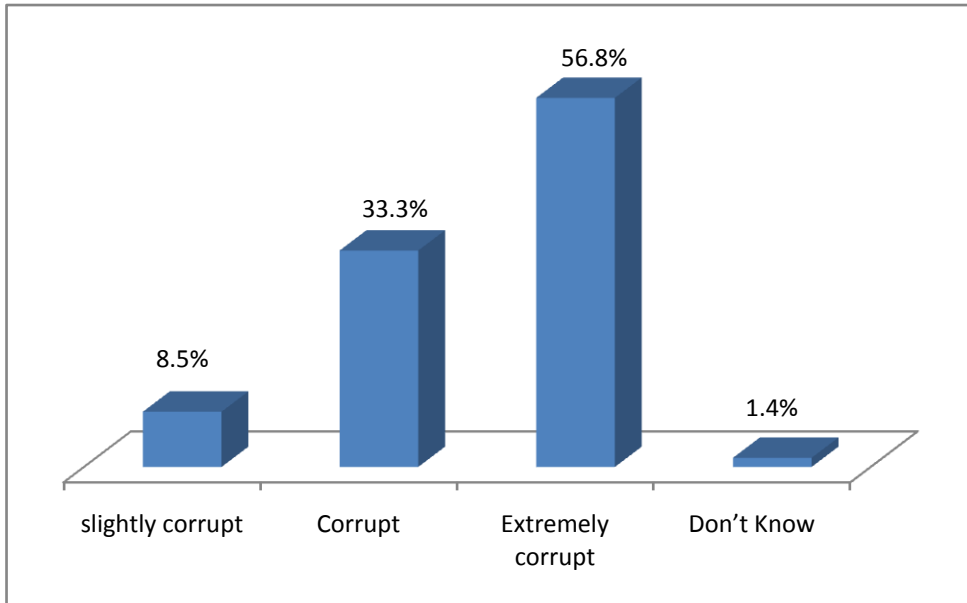


Fig 4: Perceived current levels of corruption - Kenya

Perceived change in the level of corruption in the last one year

Seventy-eight% of the respondents reported that corruption has either remained the same or increased in the last one year. Close to 50% believe the level of corruption has worsened. About a fifth of the respondents think that the level of corruption has decreased in the past one year.

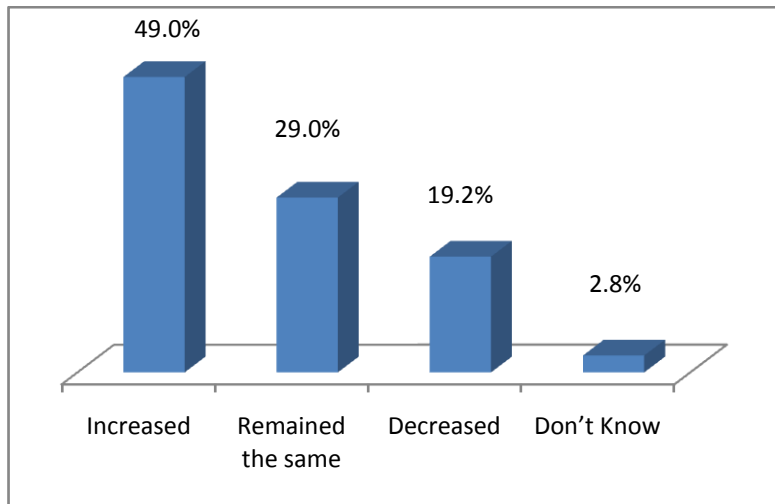


Fig 5: Perceived change in corruption levels in the past one year - Kenya

Projected level of corruption in Kenya in the next one year

68% of the respondents feel the corruption levels will either rise or remain the same in the next one year. This reflects increased optimism among Kenyans compared to the previous year. EABI 2009 reported that 62.4% of the sample population said that the level of corruption was likely to increase with only 11.3% hoping for a decline. Close to 20% of the respondents in 2010 project a decline in the level of corruption in the coming year.

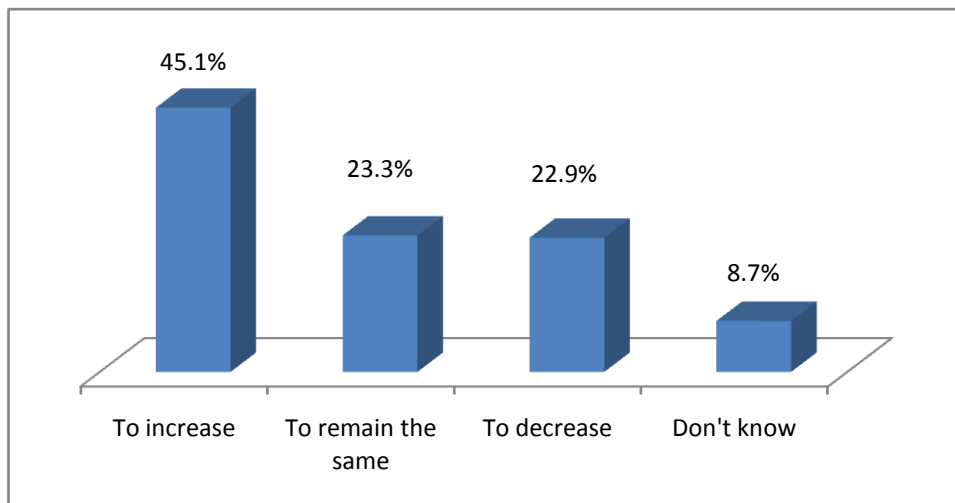


Fig 6: Projected level of corruption in the next one year - Kenya

Government's commitment to fight corruption

About 70% of the sampled population felt the Kenyan government is not taking sufficient action to combat corruption; this is a decline from 86% in the previous year. The difference maybe attributed to increased optimism and the fact that about 12% of the respondents are unsure of the government's commitment to fight graft. The proportion of Kenyans who felt the

government is doing enough to counter corruption rose from 14% to 22.1 % in the past one year.

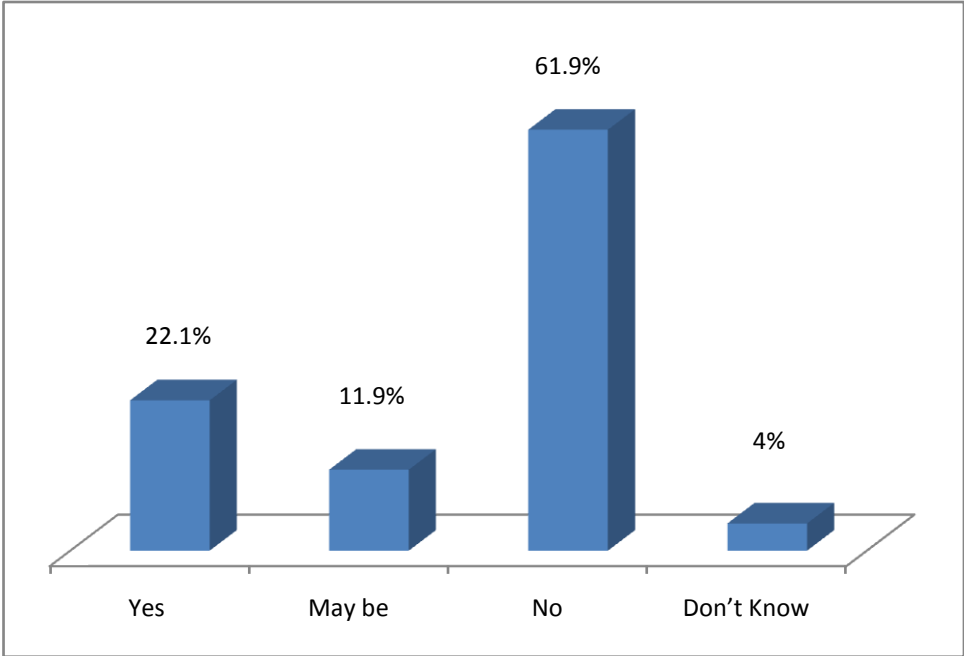


Fig 7: Kenya government's commitment to fight corruption

TANZANIA

SAMPLE CHARACTERISTICS

The survey sampled a total of 3,231 respondents across 21 administrative provinces. 57.5% of the respondents were male while 42.5% were female. Slightly more than a half of the respondents (51%) were rural residents while 49% were drawn from the urban areas.

Distribution of respondents by province

| Region | Actual count | National |
|-----------------|--------------|-------------|
| Dar es Salaam | 356 | 11.0% |
| Kagera | 344 | 10.6% |
| Kilimanjaro | 261 | 8.1% |
| Mwanza | 253 | 7.8% |
| Arusha | 237 | 7.3% |
| Singida | 175 | 5.4% |
| Morogoro | 171 | 5.3% |
| Mara | 170 | 5.3% |
| Iringa | 165 | 5.1% |
| Coast | 129 | 4.0% |
| Ruvuma | 121 | 3.8% |
| Mbeya | 113 | 3.5% |
| Tabora | 90 | 2.8% |
| Mjini Magharibi | 90 | 2.8% |
| Tanga | 88 | 2.7% |
| Mtwara | 88 | 2.7% |
| Kigoma | 87 | 2.7% |
| Lindi | 85 | 2.6% |
| Manyara | 83 | 2.6% |
| Dodoma | 64 | 2.0% |
| Pemba | 61 | 1.9% |
| Total | 3231 | 100% |

Table 17: Distribution of respondents by province - Tanzania

Sample distribution by gender

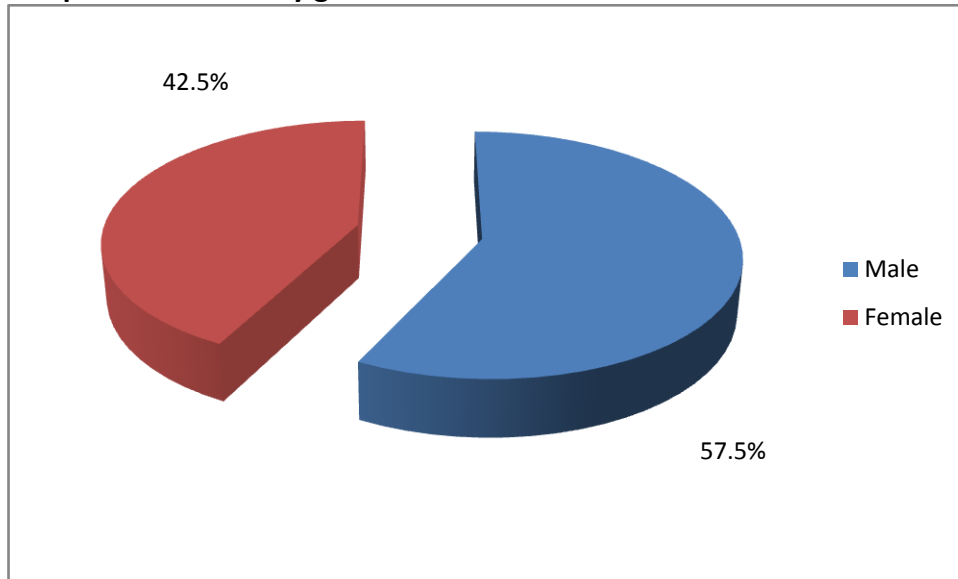


Fig 8: Sample distribution by gender - Tanzania

Sample distribution by residence

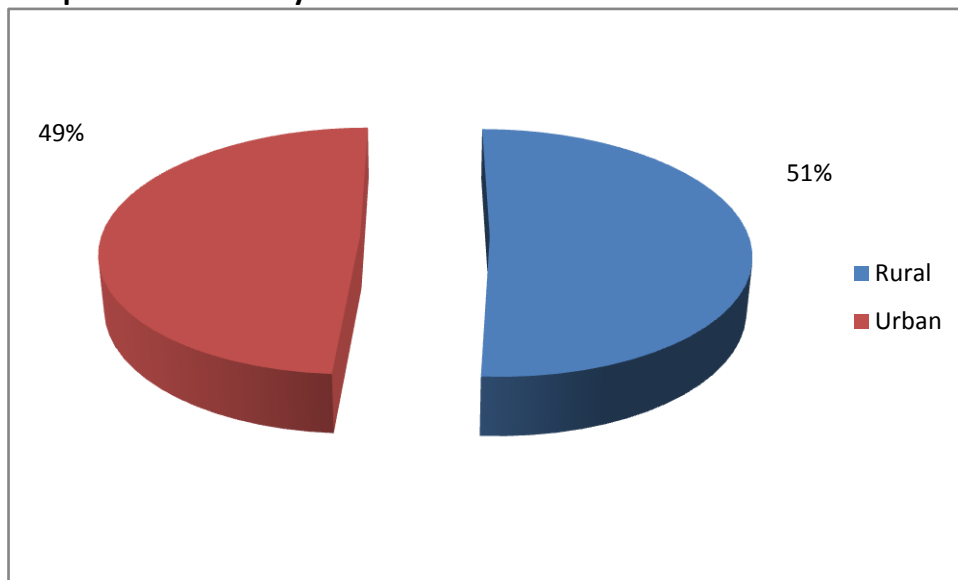


Fig 9: Sample distribution by residence - Tanzania

Sample distribution by age

Fifty % of the respondents were aged between 18 and 34 years. The proportion above 50 years formed 12% of the sample.

| Age | National | Urban | Rural |
|-------|----------|-------|-------|
| 18-24 | 12.3% | 13.3% | 11.2% |
| 25-29 | 19.1% | 18.3% | 19.8% |

| | | | |
|-------|-------|-------|-------|
| 30-34 | 18.0% | 17.9% | 18.2% |
| 35-39 | 16.9% | 18.2% | 15.7% |
| 40-44 | 14.2% | 14.2% | 14.2% |
| 45-49 | 7.4% | 7.1% | 7.7% |
| 50-54 | 4.6% | 4.1% | 5.2% |
| 55-59 | 3.7% | 3.4% | 4.0% |
| 60+ | 3.7% | 3.5% | 4.0% |

Table 18: Sample distribution by age - Tanzania

Sample distribution by employment status

Slightly above a fifth of the sample population said they were out of employment and were either job seekers, fulltime students or in retirement. Seventy nine% of the respondents were self-employed, or employed in family, private or public entities.

| Employment Status | National | Urban | Rural |
|---|----------|-------|-------|
| Student | 8.3% | 10.4% | 6.3% |
| Unemployed | 11.3% | 10.5% | 12.2% |
| Self-employed | 34.2% | 36.6% | 32.0% |
| Employed in a family business or farm | 17.1% | 10.7% | 23.3% |
| Employed in the private sector | 10.2% | 12.9% | 7.7% |
| Employed by the government/local authority/parastatal | 12.3% | 11.5% | 13.1% |
| Employed in the community sector e.g. church, N.G.O, Co-operative | 4.3% | 5.3% | 3.3% |
| Retired | 2.2% | 2.1% | 2.3% |

Table 19: Sample distribution by employment status - Tanzania

Education level of the respondents

The proportion of the respondents reporting only primary level education was relatively significant at 33.7%. Majority of these respondents were rural residents. About 23% of the respondents had attained college-level education and above.

| Level of education | National | Urban | Rural |
|-------------------------|----------|-------|-------|
| Primary school | 33.7% | 23.6% | 43.4% |
| Post-primary training | 12.6% | 11.3% | 13.8% |
| Secondary school | 30.5% | 35.6% | 25.7% |
| College-level education | 16.4% | 18.8% | 14.2% |
| University degree | 5.7% | 9.0% | 2.6% |
| Post-graduate degree | 1.0% | 1.8% | 0.3% |

Table 20: Sample distribution by level of education - Tanzania

Distribution of the respondents by household income

Close to a third of the respondents (32.6%) reported a monthly household income of less than Tshs 100,000 (5,608.50 Kshs). A higher proportion of these respondents were rural residents.

Slightly more than 2% of the respondents reported an income level of above Tshs 5,000,000 (280,426.20 Kshs).

| Household income(Tshs) | National | Urban | Rural |
|-------------------------|----------|-------|-------|
| Less 100,000 | 32.6% | 28.8% | 36.1% |
| 100,000-299,000 | 26.9% | 26.2% | 27.5% |
| 300,000- 499,000 | 17.2% | 19.6% | 15.0% |
| 500,000-749,999 | 8.2% | 8.7% | 7.7% |
| 750,000- 999,999 | 5.0% | 6.3% | 3.8% |
| 1,000,000-5,000,000 | 5.7% | 6.1% | 5.2% |
| Over 5,000,000 | 2.2% | 2.9% | 1.5% |
| Refused To Answer | 2.2% | 1.4% | 3.0% |

Table 21: Sample distribution by household income - Tanzania

OVERVIEW OF THE FINDINGS

The survey recorded 15,071 interactions with both private and public institutions. Bribery was either expected or demanded during 40.9% of these interactions; 64.5% of these interactions were characterised by bribery payments. A total of 1, 714 respondents reported paying bribes in Tanzania 1,028 (60%) were men while the women were 686 (40%).

The respondents reported paying bribes for different purposes detailed below:

| Purpose of the bribe | Proportion of Total Respondents |
|----------------------|---------------------------------|
| Services | 44.7% |
| Law enforcement | 22.2% |
| Regulatory | 12.2% |
| Others | 10.4% |
| Employment | 7.0% |
| Business | 3.6% |

Table22: Purpose of bribery - Tanzania

REPORTING OF BRIBERY CASES

The reportage of bribery incidents was very low; 92.9% of the respondents who were asked for a bribe did not report the incident to anyone in a position of authority. Close to a third of those who filed a bribery case, sought redress from the management of the concerned institution. Sixteen% of those who forwarded bribery cases sought the attention of the Office of the Ombudsman.

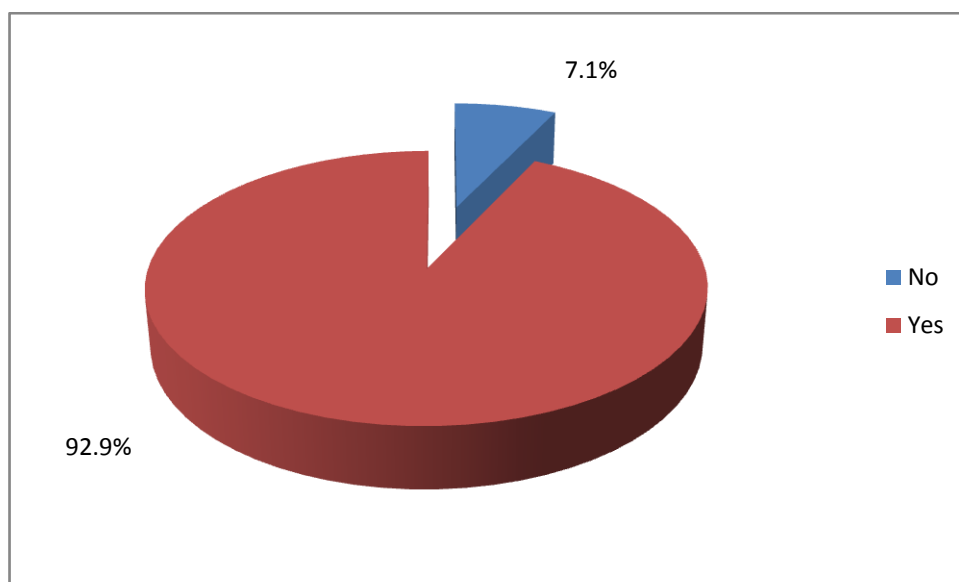


Fig 10: Reporting of bribery cases - Tanzania

Reasons for not reporting

Like in Kenya, the leading reason for not forwarding bribery-related complaints was the belief that no action would be taken following the report. About 20% feared incidents of intimidation that may follow such reporting.

| Reasons for not reporting | Proportion of Total Respondents |
|---|--|
| No action will be taken even if I file a report | 39.4% |
| Other reasons/ reasons withheld | 27.5% |
| Fear of intimidation | 19.7% |
| Didn't know where to report | 13.4% |

Table 23: Reasons for not reporting – Tanzania

ORGANISATIONAL RANKING

The aggregate index for Tanzania had notable changes due to the first-time listing of some institutions. Eight of the listed institutions were new entries with TANAPA being the only notable exit.

| EXITS FROM THE INDEX | ENTRANTS INTO THE INDEX |
|---------------------------------|--------------------------------|
| Tanzania National Parks(TANAPA) | Tanzania Ports Authority |
| | Registrar of Births and Deaths |
| | Tanzania Prisons Service |
| | Department of Defence |
| | Ustawi wa Jamii |

| | |
|--|-------------------------|
| | Political party offices |
| | Private companies |

Table 24: Exits and Entrants - Tanzania

Aggregate Index

The Tanzania Police and Judiciary topped the index for the second consecutive year. The index had three new listings among the top ten worst performers namely: the Tanzania Ports Authority, Registrar of Births and Deaths and the Tanzania Prisons Service.

Aggregate for Tanzania³

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|------|--|-----------|-----------|--------------------|
| 1 | Tanzania Police | 84.7 | 62.56 | 1 |
| 2 | Judiciary | 75.0 | 61.48 | 2 |
| 3 | Tanzania Ports Authority | 61.9 | - | - |
| 4 | Registrar of Births and Deaths | 55.6 | - | - |
| 5 | Tanzania Revenue Authority | 52.6 | 31.98 | 9 |
| 6 | Tanzania Prisons Service | 50.3 | - | - |
| 7 | Immigration | 46.3 | 55.66 | 3 |
| 8 | Other unspecified organisations | 45.7 | 21.53 | 18 |
| 9 | Ministry of lands and human settlement development | 44.4 | 25.91 | 13 |
| 10 | Hospitals | 41.0 | 33.39 | 7 |
| 11 | Tanzania Electric Supply Company (TANESCO) | 39.5 | 23.31 | 15 |
| 12 | Other government institutions | 39.2 | 14.64 | 23 |
| 13 | Provincial Administration | 36.1 | 32.41 | 8 |
| 14 | Local authorities | 34.6 | 39.18 | 5 |
| 15 | Ministry of Defence and National Service | 33.3 | - | - |
| 16 | Political party offices | 31.5 | - | - |
| 17 | Other ministries | 31.1 | 23.1 | 16 |
| 18 | Colleges/Institutes/Universities | 25.2 | 14.64 | 22 |
| 19 | Microfinance institutions | 24.6 | 2.96 | 28 |
| 20 | Private sector | 23.9 | - | - |
| 21 | Tanzania Zambia Railway (TAZARA) | 21.6 | 20.85 | 19 |
| 22 | Ustawi wa Jamii | 17.6 | - | - |
| 23 | Ministry of Water and Irrigation | 17.4 | 9.45 | 25 |
| 24 | Banks | 15.9 | 4.9 | 27 |
| 25 | Schools | 15.6 | 9.42 | 26 |
| 26 | Health Insurance/Other insurance | 14.0 | 28.31 | 11 |

³ The index has dropped two indicators from last year's list. The results may therefore not be accurately comparable.

| | | | | |
|----|--|------|-------|----|
| 27 | Co-operatives /SACCOs/ other associations | 13.2 | 10.87 | 24 |
| 28 | National Social Security Fund (NSSF) | 12.8 | 35.96 | 6 |
| 29 | Dar es Salaam Water and Sewerage Company (DAWASCO) | 12.6 | 24.24 | 14 |
| 30 | NGOs/CBOs | 9.5 | 16.93 | 21 |
| 31 | Religious organisations | 7.3 | - | - |
| 32 | Tanzania Posts Corporation | 4.0 | 29.62 | 10 |

Table 25: Aggregate index - Tanzania

Likelihood of bribery

This indicator represents the proportion of respondents that reported having been overtly asked for or were indirectly expected to pay a bribe in a particular institution as a percentage of the total number of respondents who reported seeking services from that institution.

The Tanzania Police was once again the worst performer in this indicator. The new entrants were the Department of Defence, Registrar of Births and Deaths and the Tanzania Prisons Service.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|-------------|--|------------------|------------------|---------------------------|
| 1 | Tanzania Police | 76.7 | 51.0 | 1 |
| 2 | Ministry of Defence and National Service | 74.2 | - | - |
| 3 | Judiciary | 68.1 | 39.5 | 3 |
| 4 | Registrar of Births and Deaths | 66.2 | - | - |
| 5 | Tanzania Prison Service | 61.9 | - | - |
| 6 | Immigration | 52.5 | 38.5 | 4 |
| 7 | Ministry of lands and human settlement development | 47.9 | 31.4 | 6 |
| 8 | Tanzania Revenue Authority | 46.8 | 24.6 | 8 |
| 9 | Other unspecified organisations | 45.4 | 11.2 | 21 |
| 10 | Tanzania Ports Authority | 44.1 | - | - |
| 11 | Local authorities | 41.4 | 35.7 | 5 |
| 12 | Hospitals | 41.3 | 15.5 | 20 |
| 13 | Other government institutions | 40.6 | 10.5 | 23 |
| 14 | Provincial Administration | 39.6 | 23.7 | 9 |
| 15 | Political party offices | 34.5 | - | - |
| 16 | Tanzania Electric Supply Company (TANESCO) | 34.1 | 17.0 | 17 |
| 17 | Universities/Institutes/Colleges | 32.7 | 10.0 | 24 |
| 18 | Other ministries | 32.3 | 18.8 | 15 |
| 19 | Microfinance institutions | 30.8 | 1.5 | 28 |
| 20 | Tanzania Zambia Railway (TAZARA) | 30.0 | 22.2 | 13 |
| 21 | Private sector | 29.5 | - | - |
| 22 | Co-operatives /SACCOs/ Other associations | 27.3 | 9.1 | 25 |
| 23 | Ustawi wa Jamii | 24.1 | - | - |
| 24 | National Social Security Fund (NSSF) | 22.2 | 30.8 | 7 |

| | | | | |
|----|--|------|------|----|
| 25 | Ministry of Water and Irrigation | 21.9 | 10.8 | 22 |
| 26 | Schools | 19.1 | 8.2 | 26 |
| 27 | Banks | 16.0 | 4.6 | 27 |
| 28 | Health Insurance/Other insurance | 14.8 | 23.5 | 11 |
| 29 | NGOs/CBOs | 13.9 | 16.1 | 18 |
| 30 | Dar es Salaam Water And Sewerage Company (DAWASCO) | 12.4 | 16.1 | 19 |
| 31 | Religious organisations | 10.9 | - | - |
| 32 | Tanzania Posts Corporation | 5.3 | 17.2 | 16 |

Table 26: Likelihood of bribery - Tanzania

Prevalence of bribery

This indicator represents the proportion of the respondents that actually paid bribes to the listed institutions in comparison to the total number of respondents that sought services from the institution. It is instructive to note that prevalence measures only a portion of those who were in an actual bribery situation.

The Tanzania Police maintained the top ranking albeit with a slight improvement in the percentage values. The Registrar of Births and Deaths, Tanzania Prisons Service and Tanzania Ports Authority are the new entrants in the list of the ten worst performers.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|------|--|-----------|-----------|--------------------|
| 1 | Tanzania Police | 53.8 | 40.9 | 1 |
| 2 | Judiciary | 46.6 | 28.5 | 3 |
| 3 | Registrar of Births and Deaths | 43.2 | - | - |
| 4 | Tanzania Prison Service | 42.9 | - | - |
| 5 | Tanzania Ports Authority | 41.2 | - | - |
| 6 | Immigration | 34.4 | 38.5 | 2 |
| 7 | Tanzania Revenue Authority | 31.8 | 13.8 | 13 |
| 8 | Ministry of Lands and Human settlement development | 29.1 | 11.4 | 17 |
| 9 | Other unspecified organisations | 28.9 | 9.2 | 21 |
| 10 | Hospitals | 27.4 | 11.6 | 16 |
| 11 | Local authorities | 25.5 | 25 | 4 |
| 12 | Other government institutions | 23.7 | 5.3 | 24 |
| 13 | Tanzania Electric Supply Company (TANESCO) | 23.7 | 12.1 | 15 |
| 14 | Provincial Administration | 22.0 | 18.6 | 7 |
| 15 | Other ministries | 22.0 | 10.1 | 20 |
| 16 | Tanzania Zambia Railway(TAZARA) | 20.0 | 14.8 | 11 |
| 17 | Ministry of Defence and National Service | 19.4 | - | - |
| 18 | Private sector | 19.3 | - | - |
| 19 | Political party offices | 17.2 | - | - |
| 20 | Microfinance institutions | 15.4 | 1.5 | 28 |
| 21 | Health Insurance/Other insurance | 14.8 | 23.5 | 5 |
| 22 | Universities/Institutes/colleges | 13.3 | 12.5 | 14 |

| | | | | |
|----|--|------|------|-----|
| 23 | Ministry of Water and Irrigation | 13.0 | 4.7 | 25 |
| 24 | Ustawi wa Jamii | 13.0 | - | - |
| 25 | Banks | 11.6 | 2.3 | 27 |
| 26 | Schools | 11.1 | 4.6 | 26 |
| 27 | Co-operatives /SACCOs/ Other associations | 9.1 | 23 | 6.8 |
| 28 | NGOs/CBOs | 8.3 | 10.3 | 19 |
| 29 | National Social Security Fund (NSSF) | 8.3 | 23.1 | 6 |
| 30 | Religious organisations | 6.4 | - | - |
| 31 | Dar es Salaam Water and Sewerage Company (DAWASCO) | 5.1 | 8.9 | 22 |
| 32 | Tanzania Posts Corporation | 2.2 | 14.1 | 12 |

Table 27: Prevalence of bribery - Tanzania

Impact of bribery

The indicator is a measure of the percentage of respondents who visited a particular institution and only secured the requested service upon paying a bribe. Close to half of the respondents who reported interacting with the Tanzania Police only received the required service after paying a bribe. The league of the ten most adversely ranked institutions was dominated by service and law enforcement agencies including the police, Judiciary, Immigration Department and hospitals.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|------|--|-----------|-----------|--------------------|
| 1 | Tanzania Police | 48.9 | 31.5 | 2 |
| 2 | Registrar of Births and Deaths | 43.2 | - | - |
| 3 | Judiciary | 40.9 | 25.4 | 3 |
| 4 | Tanzania Prisons Service | 38.1 | - | - |
| 5 | Tanzania Ports Authority | 35.3 | - | - |
| 6 | Immigration Department | 32.8 | 38.5 | 1 |
| 7 | Tanzania Revenue Authority | 30.3 | 12.3 | 10 |
| 8 | Other unspecified organisations | 25.4 | 5.6 | 20 |
| 9 | Hospitals | 25.1 | 9.9 | 16 |
| 10 | Local authorities | 22.8 | 21.4 | 5 |
| 11 | Ministry of Lands and Human settlement development | 22.7 | 11.4 | 11 |
| 12 | Tanzania Electric Supply Company (TANESCO) | 21.1 | 10.0 | 15 |
| 13 | Other government institutions | 20.8 | 5.3 | 21 |
| 14 | Provincial Administration | 19.7 | 16.5 | 7 |
| 15 | Other ministries | 18.3 | 10.1 | 14 |
| 16 | Political party offices | 17.2 | - | - |
| 17 | Tanzania Zambia Railway(TAZARA) | 16.3 | 11.1 | 12 |
| 18 | Private sector | 15.7 | - | - |
| 19 | Health Insurance/Other insurance | 14.8 | 17.6 | 6 |
| 20 | Ustawi wa Jamii | 13.0 | - | - |
| 21 | Microfinance institutions | 12.8 | 1.5 | 28 |
| 22 | Ministry of Water and Irrigation | 12.1 | 4.7 | 23 |

| | | | | |
|----|--|------|------|----|
| 23 | Universities/Institutes/Colleges | 10.7 | 5.0 | 22 |
| 24 | Banks | 10.2 | 1.9 | 27 |
| 25 | Schools | 10.0 | 3.8 | 26 |
| 26 | National Social Security Fund (NSSF) | 8.3 | 23.1 | 4 |
| 27 | NGOs/CBOs | 6.5 | 4.6 | 24 |
| 28 | Ministry of Defence and National Service | 6.5 | - | - |
| 29 | Co-operatives /SACCOs/ other associations | 5.7 | 4.5 | 25 |
| 30 | Religious organisations | 4.5 | - | - |
| 31 | Dar es Salaam Water and Sewerage Company (DAWASCO) | 2.2 | 8.9 | 17 |
| 32 | Tanzania Posts Corporation | 1.8 | 10.9 | 13 |

Table 28: Impact of bribery - Tanzania

Average size of bribe

The indicator is a measure of the average payment made by those respondents who reported paying a bribe to a particular institution. A high average is a clear indication of the bribe-extracting power of an institution. It may also indicate the value attached to the service by the service-seeker. The Tanzania Ports Authority was a new entrant that led in this indicator. There was a marked decline in the amount of bribes paid in comparison to 2009.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|-------------|--|------------------|------------------|---------------------------|
| 1 | Tanzania Ports Authority | 172,500.00 | - | - |
| 2 | Political party offices | 90,000.00 | - | - |
| 3 | Tanzania Revenue Authority | 88,315.44 | 106,222.22 | 6 |
| 4 | Other unspecified organisations | 80,570.09 | 337,888.89 | 1 |
| 5 | Ministry of Lands and Human settlement development | 75,894.23 | 52,500.00 | 13 |
| 6 | Dar es Salaam Water And Sewerage Company (DAWASCO) | 74,571.43 | 132,000.00 | 3 |
| 7 | Universities/Institutes/Colleges | 72,350.00 | 18,000.00 | 22 |
| 8 | Microfinance institutions | 62,500.00 | 50,000.00 | 14 |
| 9 | Judiciary | 61,567.06 | 252,969.23 | 2 |
| 10 | Tanzania Electric Supply Company (TANESCO) | 60,974.47 | 79,600.02 | 8 |
| 11 | Other government institutions | 55,365.12 | 120,000.00 | 4 |
| 12 | Immigration Department | 54,071.43 | 102,000.00 | 7 |
| 13 | Other ministries | 53,695.45 | 43,714.29 | 15 |
| 14 | Ministry of Defence and National Service | 45,000.00 | - | - |
| 15 | Tanzania Police | 44,495.21 | 38,995.31 | 17 |
| 16 | Local authorities | 41,441.56 | 23,857.14 | 20 |
| 17 | Registrar of Births and Deaths | 39,343.75 | - | - |
| 18 | Banks | 35,527.03 | 62,700.00 | 11 |
| 19 | Provincial Administration | 34,926.32 | 17,900.00 | 23 |
| 20 | Tanzania Posts Corporation | 31,600.00 | 16,555.56 | 24 |
| 21 | Private sector | 29,255.41 | - | - |
| 22 | Tanzania Prison Service | 27,361.11 | - | - |
| 23 | Ustawi wa Jamii | 27,142.86 | - | - |

| | | | | |
|----|---|-----------|-----------|----|
| 24 | Ministry Of Water and Irrigation | 25,170.59 | 33,285.71 | 18 |
| 25 | Schools | 24,119.72 | 58,621.78 | 12 |
| 26 | Hospitals | 23,555.24 | 64,773.36 | 10 |
| 27 | National Social Security Fund (NSSF) | 23,333.33 | 66,666.67 | 9 |
| 28 | Religious organisations | 22,714.29 | - | - |
| 29 | Co-operatives /SACCOs/ Other associations | 21,125.00 | 14,000.00 | 25 |
| 30 | NGOs/CBOs | 20,944.44 | 23,555.56 | 21 |

Table 29: Average size of bribe - Tanzania

Share of bribe

This indicator measures the proportion of actual bribes paid to an institution as a percentage of all the bribes reported to have been paid by the sampled population. The police, according to the respondents received about a fifth of all bribes paid, rising by about nine percentage points from the previous year's figure. The list of organisations in the top ten list was similar to that of 2009, with the exception of DAWASCO which dropped from the ninth to the twentieth position.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|-------------|--|------------------|------------------|---------------------------|
| 1 | Tanzania Police | 20.4 | 11.7 | 3 |
| 2 | Judiciary/Courts | 17.1 | 23.3 | 2 |
| 3 | Hospitals | 8.7 | 38.3 | 1 |
| 4 | Tanzania Electric Supply Company (TANESCO) | 7.9 | 5.1 | 5 |
| 5 | Provincial Administration | 7.3 | 0.9 | 10 |
| 6 | Tanzania Revenue Authority | 7.2 | 1.4 | 8 |
| 7 | Other government institutions | 6.5 | 0.2 | 23 |
| 8 | Other unspecified organisations | 4.7 | 8.6 | 4 |
| 9 | Ministry of Lands and Human settlement development | 4.3 | 0.3 | 17 |
| 10 | Other ministries | 2.6 | 0.4 | 13 |
| 11 | Schools | 1.9 | 3.1 | 6 |
| 12 | Local authorities | 1.7 | 0.2 | 20 |
| 13 | Banks | 1.4 | 0.9 | 11 |
| 14 | Tanzania Ports Authority | 1.3 | - | - |
| 15 | Immigration Department | 1.2 | 0.7 | 12 |
| 16 | Private sector | 1.2 | - | - |
| 17 | Ministry of Water and Irrigation | 1.2 | 0.3 | 14 |
| 18 | Universities/ Institutes/ Colleges | 0.8 | 0.1 | 25 |
| 19 | Registrar of Births and Deaths | 0.7 | - | - |
| 20 | Dar es Salaam Water and Sewerage Company (DAWASCO) | 0.3 | 0.9 | 9 |
| 21 | Tanzania Prisons Service | 0.3 | - | - |
| 22 | Political party offices | 0.2 | - | - |
| 23 | Microfinance institutions | 0.2 | 0.1 | 27 |
| 24 | Ministry of Defence and National Service | 0.1 | - | - |
| 25 | Tanzania Zambia Railway (TAZARA) | 0.1 | 0.1 | 28 |

| | | | | |
|----|---|-----|-----|----|
| 26 | Ustawi wa Jamii | 0.1 | - | - |
| 27 | NGOs/CBOs | 0.1 | 0.3 | 16 |
| 28 | Co-operatives /SACCOs/ Other associations | 0.1 | 0.1 | 26 |
| 29 | Religious organisations | 0.1 | - | - |
| 30 | Tanzania Posts Corporation | 0.1 | 0.2 | 22 |
| 31 | National Social Security Fund (NSSF) | 0.0 | 0.3 | 18 |
| 32 | Health Insurance/Other insurance | 0.0 | 0.2 | 21 |

Table 30: Share of bribe – Tanzania

CORRUPTION PERCEPTION

This section of the survey sought to gauge the perception of the respondents across the East African region on corruption trends in their respective countries. The questions posed were:

- i. How would you describe the current corruption situation in your country?
- ii. How does the corruption level in your country compare with a year ago?
- iii. What change do you foresee in the level of corruption in your country in the coming year?
- iv. Do you think the government in your country is committed to the fight against corruption?

Perceived level of corruption in Tanzania

Eighty-five % of the respondents felt that the country is between corrupt and extremely corrupt, with a larger percentage leaning towards the latter.

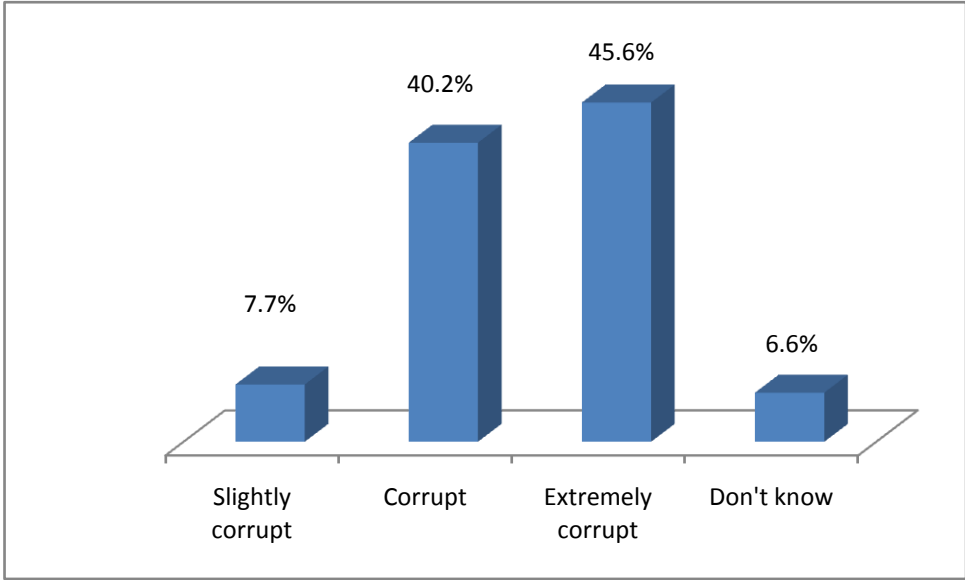


Fig 11: Percieved level of corruption - Tanzania

Percieved change in the corruption level in the past one year

About 72% of the respondents said corruption levels had either increased or remained unchanged compared to the previous year. Only 14% felt that corruption levels had decreased over the same period of reference.

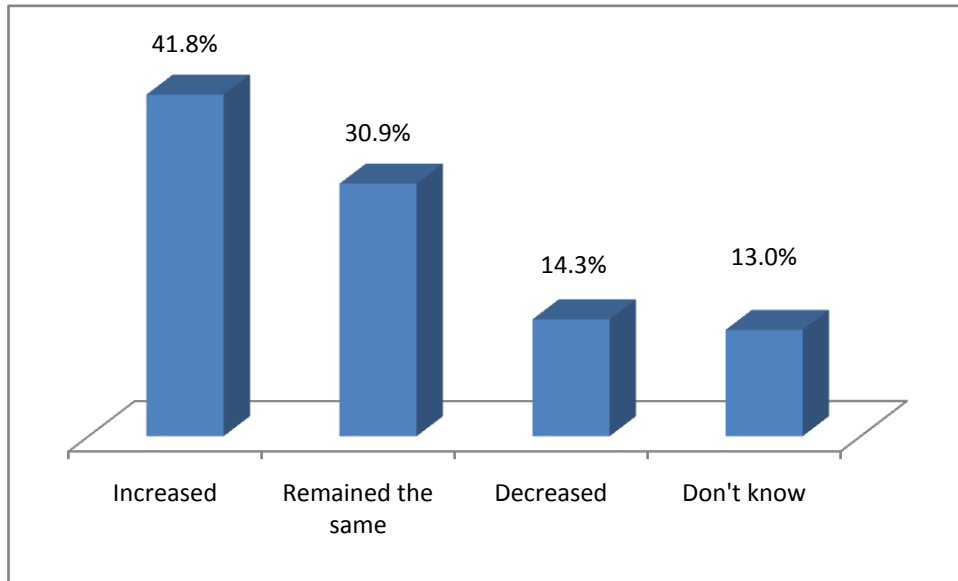


Fig 12: Perceived change in corruption in the next one year - Tanzania

Projected level of corruption in Tanzania in the next one year

Close to 60% of the sampled population felt that corruption levels in Tanzania will either rise or remain unchanged in the coming year. About a fifth of those interviewed estimated that the vice will decrease in the same period.

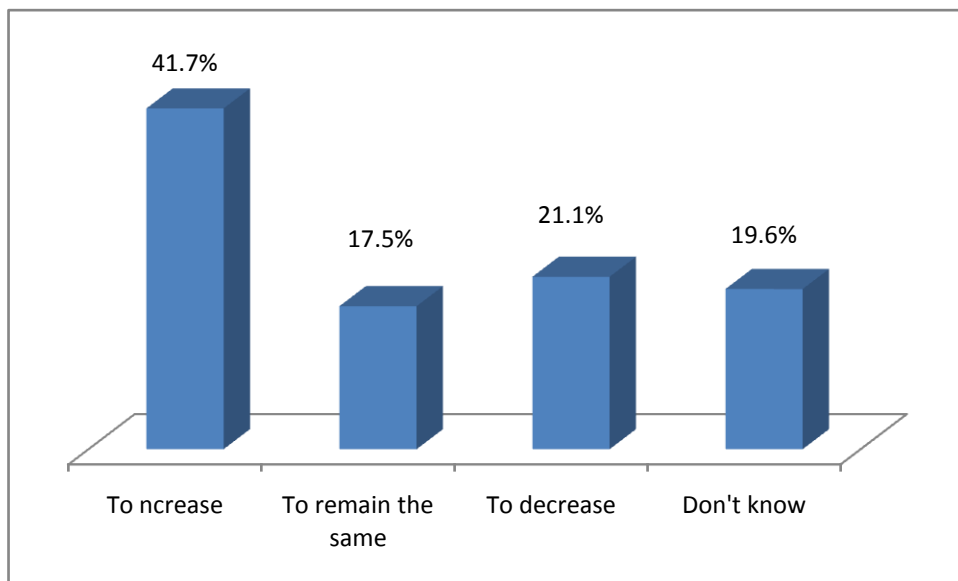


Fig 13: Projected level of corruption in Tanzania in the next one year

Tanzanian government's commitment to fight corruption

Slightly less than a third of the respondents felt that the government had taken sufficient action to combat corruption, while 40% faulted the government in this regard.

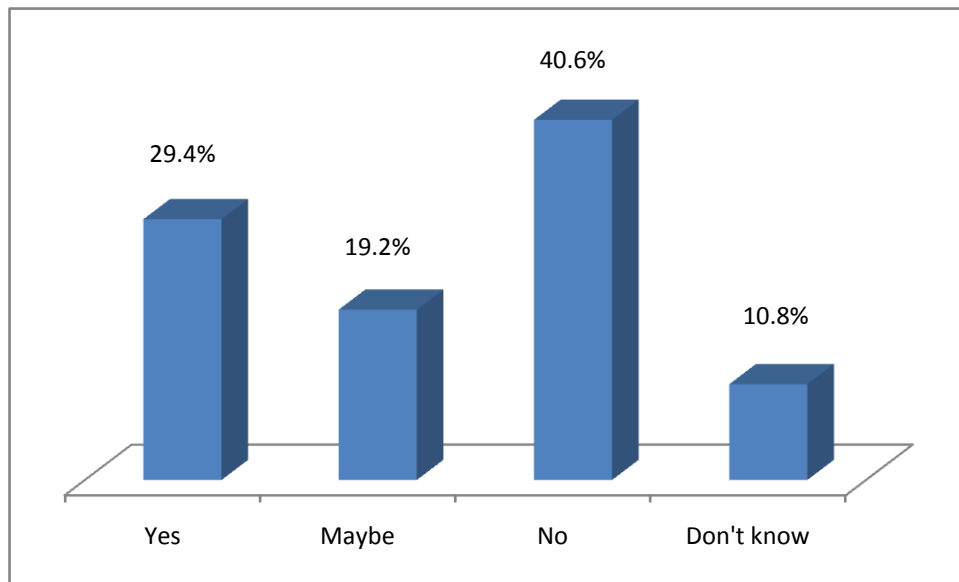


Fig 14: Tanzanians' perception on the government's commitment to fight corruption

UGANDA

SAMPLE CHARACTERISTICS

The survey sampled 2,639 respondents across four administrative provinces - Central, Northern, Eastern and Western. Fifty-two% of the sample consisted of males while 48% was female. About 80% of the respondents were sampled from the rural areas with 20% drawn from the urban regions.

Distribution of respondents by province

| Region | Actual count | % of Total Sample |
|----------|--------------|-------------------|
| Central | 983 | 37.2% |
| Western | 640 | 24.3% |
| Eastern | 615 | 23.3% |
| Northern | 401 | 15.2% |
| | 2639 | 100% |

Table 31: Distribution of respondents by province - Uganda

Gender distribution of the respondents

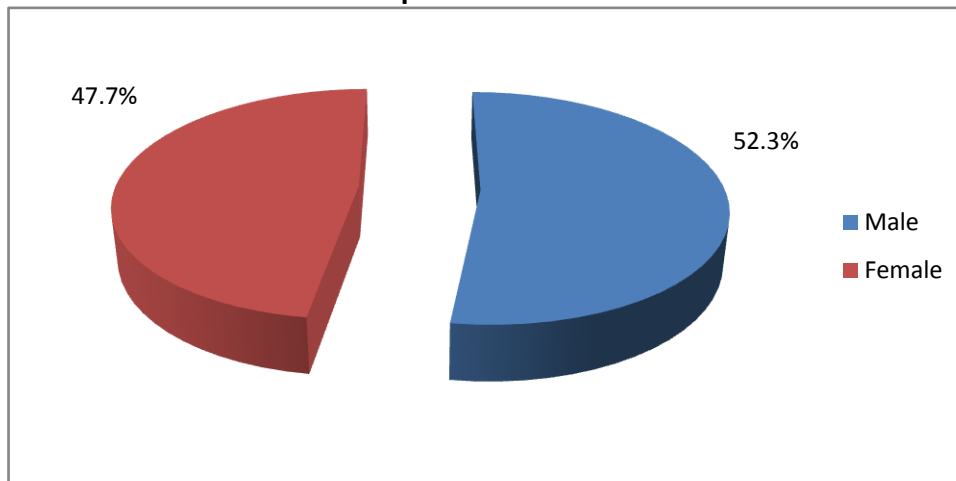


Fig 15: Gender distribution of respondents - Uganda

Distribution of the respondents by residence

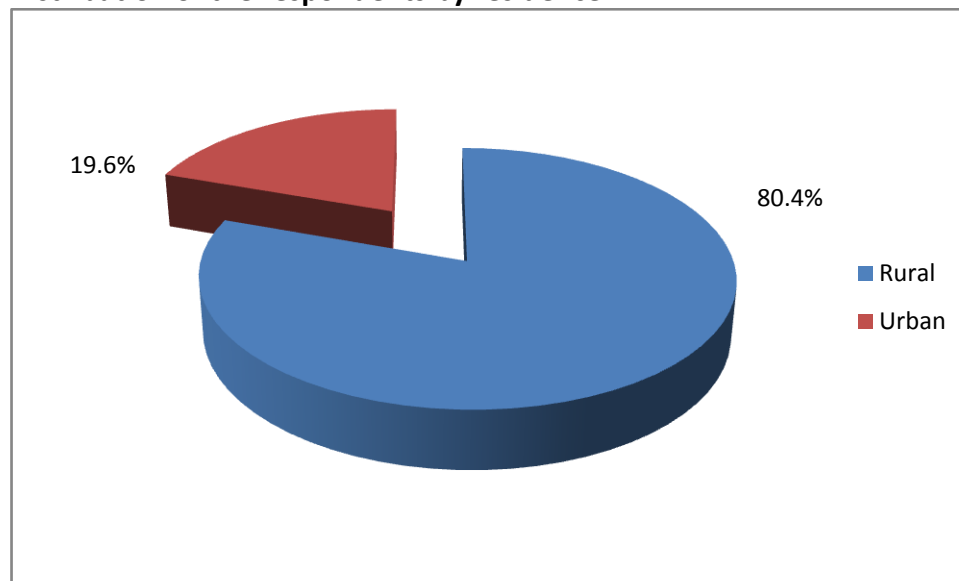


Fig 16: Distribution of the respondents by residence - Uganda

Sample distribution by age

About 60% of the respondents were aged between 18 and 34 years, while four%, largely from the rural areas, were 60 years and above.

| Age category | National | Urban | Rural |
|--------------|----------|-------|-------|
| 18-24 | 18.5% | 19.0% | 18.4% |
| 25-29 | 24.0% | 30.4% | 22.5% |
| 30-34 | 16.4% | 15.2% | 16.7% |
| 35-39 | 13.1% | 10.8% | 13.6% |
| 40-44 | 10.1% | 9.8% | 10.1% |
| 45-49 | 5.7% | 5.8% | 5.7% |
| 50-54 | 3.7% | 3.8% | 3.7% |
| 55-59 | 4.5% | 3.5% | 4.8% |
| 60+ | 4.1% | 1.7% | 4.5% |

Table 32: Sample distribution by age - Uganda

Sample distribution by employment status

Majority of the respondents (34.9%) were self-employed. About 12% were students while 13.5% were unemployed.

| Employment status | National | Urban | Rural |
|---------------------------------------|----------|-------|-------|
| Student | 11.8% | 13.5% | 11.4% |
| Unemployed | 13.5% | 8.7% | 14.7% |
| Self-employed | 34.9% | 32.3% | 35.5% |
| Employed in a family business or farm | 10.2% | 9.2% | 10.4% |

| | | | |
|---|-------|-------|-------|
| Employed in the private sector | 13.9% | 19.6% | 12.5% |
| Employed by the government/Local authority/Parastatal | 9.3% | 7.9% | 9.6% |
| Employed in the community sector e.g. church, N.G.O, Co-operative | 4.5% | 7.1% | 3.8% |
| Retired | 2.0% | 1.7% | 2.0% |

Table 33: Sample distribution by employment status - Uganda

Sample distribution by education level

Majority of those interviewed had attained secondary school education while only two% had received post-graduate education.

| Education Levels | National | Urban | Rural |
|-------------------------|-----------------|--------------|--------------|
| Primary school | 17.5% | 1.3% | 16.2% |
| Post-primary training | 5.4% | 5.5% | 4.6% |
| Secondary school | 39.9% | 8.7% | 31.2% |
| College education | 19.9% | 3.5% | 16.3% |
| University degree | 15.6% | 4.3% | 11.3% |
| Post-graduate degree | 2.0% | 1.9% | 0.9% |

Table 34: Sample distribution of respondents by level of education - Uganda

Distribution of the respondents by income

About 70% of the respondents reported a household monthly income of below Ushs 625,000 (Kshs 22,457.8 0). While most of the respondents in the lower income brackets resided in the rural areas, majority of the high income earners were urban dwellers. Only about One and a half% of the respondents reported an income level of above Ushs 3,775,000 (Kshs 135,645).

| Household income (Ushs) | National | Urban | Rural |
|--------------------------------|-----------------|--------------|--------------|
| Less than 125,000 | 15.5% | 6.0% | 17.9% |
| 125,000- 249,999 | 23.0% | 15.2% | 25.0% |
| 250,000-624,999 | 31.7% | 32.5% | 31.5% |
| 625,000- 1,249,999 | 18.1% | 21.7% | 17.2% |
| 1,250,000-2,499,999 | 7.6% | 13.7% | 6.1% |
| 2,500,000- 3,774,999 | 2.1% | 7.1% | 0.9% |
| Over 3,775,000 | 1.4% | 3.5% | 0.8% |
| Declined to answer | 15.5% | 6.0% | 17.9% |

Table 35: Distribution of respondents by household income level – Uganda

OVERVIEW OF THE FINDINGS

A total of 15,612 interactions with private and public institutions were reported in the survey. Bribes were expected or demanded during 31% of the interaction; out of all the bribery situations reported, bribes were actually paid in 67.3% of the cases. Out of a total of 1,620 respondents who reported paying bribes in Uganda, 880 (54.3 %) of them were men while 740 (45.7%) were women.

The bribes were paid for different purposes as follows:

| Purpose of Bribe | Proportion of Total Respondents |
|-------------------------|--|
| Service | 37.6% |
| Law enforcement | 28.0% |
| Regulatory | 15.7% |
| Employment | 10.1% |
| Business | 6.2% |
| Others | 2.3% |

Table 36: Purpose of the bribe - Uganda

REPORTING OF BRIBERY CASES

Ninety three% of the respondents who were in a bribery situation did not report or complain to anybody in authority. Only 6.6% filed bribery-related complaints.

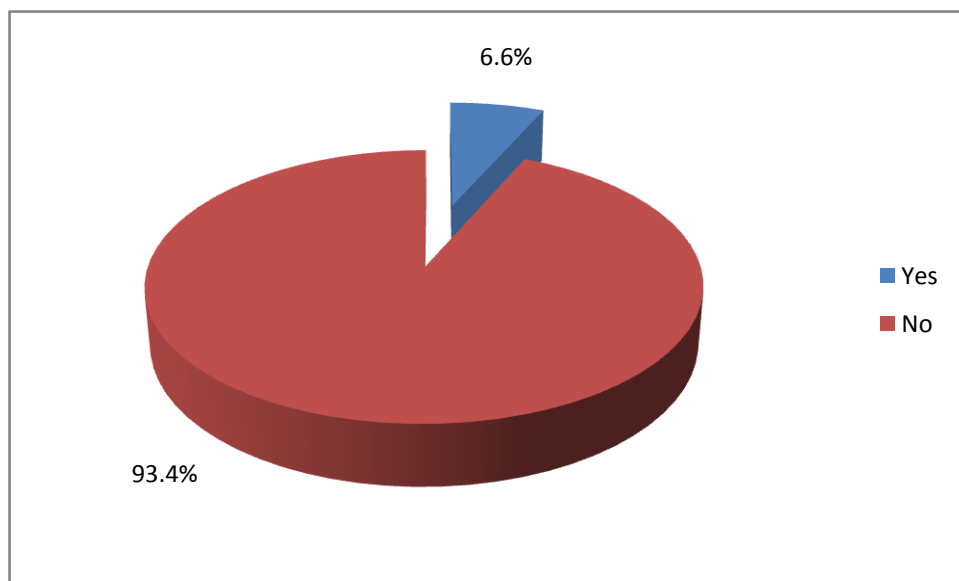


Fig 17: Reporting of bribery cases - Uganda

REASONS FOR NOT REPORTING

Asked why they did not forward bribery-related complaints, more than 40% no action would be taken on such reports while 17.4% claimed they did not know where to report such incidents. These trends were similar in Kenya and Tanzania.

| Reasons for not reporting | % |
|---|-------|
| No action would be taken even if I reported | 41.8% |
| Others/ Reason withheld | 24.0% |
| Didn't know where to report | 17.4% |
| Fear of intimidation | 16.8% |

Table 37: Reasons for not reporting - Uganda

ORGANISATIONAL RANKING

There were minimal changes in the overall ranking compared to the 2009 index. However, some institutions made their first appearance in the index while three exited.

| EXITS | ENTRANTS |
|--------------------------------------|--------------------------------|
| Northern Uganda Social Action Fund | Public schools |
| The Aids Support Organisation (TASO) | Public hospitals |
| Immigration Department | State corporations/Parastatals |
| | Private schools |

Table 38: New entrants and exits - Uganda

Aggregate Index

The aggregate index represents the composite index derived from all the individual study indicators. There was little change on this index in comparison to that of 2009. Seven out of 10 organisations that were listed in the top 10 list retained their positions with minimal movement. The Uganda Revenue Authority replaced the Uganda Police in the first spot.

Aggregate for Uganda⁴

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|------|--------------------------|-----------|-----------|--------------------|
| 1 | Uganda Revenue Authority | 77.1 | 54.7 | 2 |
| 2 | Uganda Police | 70.6 | 58.3 | 1 |
| 3 | Mulago hospital | 54.5 | 40.6 | 7 |
| 4 | Uganda Prisons Service | 54.2 | 39.7 | 9 |
| 5 | Judiciary | 49.7 | 45.5 | 6 |
| 6 | Local authorities | 46.2 | 38.4 | 10 |

⁴ The index has dropped two indicators from last year's list. The results may therefore not be perfectly comparable

| | | | | |
|----|---|------|------|----|
| 7 | Umeme | 44.9 | 40.5 | 8 |
| 8 | Other ministries | 32.7 | 19.5 | 21 |
| 9 | Ministry of Lands, Housing and Urban Development | 32.4 | 37.4 | 12 |
| 10 | State corporations/Parastatals | 31.6 | - | - |
| 11 | Ministry of Public Service | 31.2 | 49.5 | 3 |
| 12 | Public hospitals | 27.3 | 0.0 | 0 |
| 13 | Provincial/District local government administration | 25.9 | 37.1 | 13 |
| 14 | Ministry of Defence | 23.5 | 46.4 | 4 |
| 15 | Other government institutions | 16.8 | 35.0 | 14 |
| 16 | Co-operatives /SACCOs/ Other associations | 16.6 | 13.8 | 28 |
| 17 | Public universities | 15.6 | 18.0 | 23 |
| 18 | Private sector | 15.1 | 16.1 | 25 |
| 19 | National Social Security Fund (NSSF) | 11.2 | 37.5 | 11 |
| 20 | National Water and Sewerage Company | 10.6 | 13.2 | 30 |
| 21 | International organisations | 8.9 | 18.2 | 22 |
| 22 | Public schools | 8.8 | - | - |
| 23 | Private hospitals | 6.7 | - | - |
| 24 | Colleges | 6.0 | 20.2 | 19 |
| 25 | Microfinance institutions | 5.0 | 16.4 | 24 |
| 26 | Banks | 3.7 | 14.6 | 27 |
| 27 | Private schools | 3.3 | - | - |
| 28 | NGOs/CBOs | 3.1 | 19.7 | 20 |

Table 39: Aggregate Index - Uganda

Likelihood of bribery

Likelihood as an indicator measures the proportion of respondents who interacted with a particular institution and were required to pay a bribe either through an open demand or a bribe was expected from them. The highest score for this indicator fell by about seven percentage points. It is noteworthy that the Ministry of Defence dropped from the first position in the 2009 listing to number 11. Six of the 10 worst performers in the 2009 index retained their adverse ranking.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|------|--|-----------|-----------|--------------------|
| 1 | Uganda Police | 69.5 | 76.7 | 4 |
| 2 | Mulago hospital | 65.5 | 68.6 | 6 |
| 3 | Judiciary | 54.1 | 79.7 | 2 |
| 4 | Ministry of Lands, Housing and Urban Development | 53.4 | 60.0 | 10 |
| 5 | Uganda Prisons Service | 51.7 | 63.0 | 7 |
| 6 | Uganda Revenue Authority | 51.1 | 76.8 | 3 |
| 7 | Umeme | 47.6 | 50.0 | 12 |
| 8 | Local authorities | 47.0 | 60.0 | 9 |

| | | | | |
|----|--|------|--------|----|
| 9 | Other ministries | 43.9 | 31.6 | 18 |
| 10 | Ministry of Public Service | 42.9 | 60.0 | 11 |
| 11 | Ministry of Defence | 35.3 | 85.7 | 1 |
| 12 | Public hospitals | 34.1 | - | - |
| 13 | Provincial/ District local government administration | 32.0 | 48.4 | 14 |
| 14 | State corporations/Parastatals | 30.1 | - | - |
| 15 | Other government institutions | 27.7 | 42.8 | 15 |
| 16 | Co-operatives /SACCOs/ Other associations | 26.3 | 17.913 | 28 |
| 17 | National Social Security Fund (NSSF) | 25.3 | 50.0 | 13 |
| 18 | Public universities | 23.6 | 26.2 | 24 |
| 19 | Private sector | 21.7 | 23.3 | 25 |
| 20 | National Water and Sewerage Company | 21.6 | 27.7 | 19 |
| 21 | International organisations | 17.4 | 26.7 | 22 |
| 22 | Public schools | 15.3 | - | - |
| 23 | Colleges | 14.9 | 22.1 | 26 |
| 24 | Private hospitals | 13.9 | - | - |
| 25 | NGOs/CBOs | 13.3 | 26.8 | 20 |
| 26 | Microfinance institutions | 13.0 | 26.7 | 21 |
| 27 | Private schools | 11.0 | - | - |
| 28 | Banks | 10.9 | 11.8 | 29 |

Table 40: Likelihood of bribery - Uganda

Prevalence of bribery

This indicator represents the proportion of the respondents that actually paid bribes to an institution in comparison with the total number of respondents that sought services from the institution. The Ministry of Defence registered the biggest improvement falling from the first position in 2009 to number 12 in 2010.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|-------------|---|------------------|------------------|---------------------------|
| 1 | Uganda Police | 53.1 | 65.9 | 4 |
| 2 | Uganda Prisons Service | 46.6 | 51.9 | 6 |
| 3 | Mulago Hospital | 43.7 | 62.2 | 5 |
| 4 | Judiciary | 35.8 | 69.6 | 3 |
| 5 | Umeme | 35.3 | 46.0 | 10 |
| 6 | Uganda Revenue Authority | 35.0 | 73.2 | 2 |
| 7 | Local authorities | 32.3 | 49.0 | 8 |
| 8 | Other ministries | 25.2 | 26.3 | 18 |
| 9 | Ministry of Lands, Housing and Urban Development | 24.7 | 36.0 | 13 |
| 10 | Public hospitals | 23.2 | - | - |
| 11 | State corporations/Parastatals | 22.4 | - | - |
| 12 | Ministry of Defence | 22.1 | 85.7 | 1 |
| 13 | Provincial/District local government administration | 20.6 | 29.7 | 15 |

| | | | | |
|----|---|------|------|----|
| 14 | Ministry of Public Service | 19.6 | 40.0 | 11 |
| 15 | Co-operatives /SACCOs/ Other associations | 17.3 | 15.2 | 27 |
| 16 | Other government institutions | 15.6 | 33.2 | 14 |
| 17 | Public universities | 14.2 | 16.7 | 17 |
| 18 | Private sector | 13.4 | 16.0 | 25 |
| 19 | International organisations | 12.0 | 11.2 | 28 |
| 20 | National Water and Sewerage Company | 11.7 | 23.1 | 20 |
| 21 | Public schools | 11.3 | - | - |
| 22 | National Social Security Fund (NSSF) | 10.7 | 40.0 | 12 |
| 23 | Microfinance institutions | 10.1 | 20.9 | 21 |
| 24 | Private schools | 7.2 | - | - |
| 25 | Banks | 7.1 | 8.8 | 29 |
| 26 | Colleges | 7.1 | 18.8 | 22 |
| 27 | Private hospitals | 7.0 | - | - |
| 28 | NGOs/CBOs | 6.7 | 18.2 | 23 |

Table 41: Prevalence of bribery - Uganda

Impact of bribery

The indicator is a measure of the percentage of respondents who visited a particular institution and only got the service upon paying a bribe. The Ministry of Defence which was ranked in the top position in 2009, dropped to tenth place. The Judiciary also recorded an improved position, falling from number two to seven, with its score improving by more than 33 percentage points.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|-------------|---|------------------|------------------|---------------------------|
| 1 | Uganda Police | 49.3 | 58.3 | 5 |
| 2 | Mulago Hospital | 42.9 | 58.4 | 4 |
| 3 | Uganda Prison service | 41.4 | 48.1 | 6 |
| 4 | Umeme | 33.7 | 42.0 | 7 |
| 5 | Local authorities | 30.3 | 37.1 | 9 |
| 6 | Uganda Revenue Authority | 29.1 | 62.5 | 3 |
| 7 | Judiciary | 28.9 | 63.3 | 2 |
| 8 | Public hospitals | 22.5 | - | - |
| 9 | Other ministries | 22.3 | 10.5 | 27 |
| 10 | Ministry of Defence | 22.1 | 78.6 | 1 |
| 11 | Ministry of Lands ,Housing and Urban Development | 20.5 | 36.0 | 11 |
| 12 | State corporations/Parastatals | 20.3 | - | - |
| 13 | Provincial/District local government administration | 19.1 | 21.9 | 18 |
| 14 | Co-operatives /SACCOs/ Other associations | 16.2 | 11.3 | 26 |
| 15 | Ministry of Public Service | 16.1 | 26.7 | 12 |
| 16 | Public universities | 13.3 | 16.7 | 20 |
| 17 | Other government institutions | 13.0 | 22.7 | 17 |
| 18 | International organisations | 11.4 | 7.8 | 28 |

| | | | | |
|----|--------------------------------------|------|------|----|
| 19 | Private sector | 10.2 | 13.8 | 25 |
| 20 | Public schools | 10.2 | - | - |
| 21 | National Water and Sewerage Company | 9.9 | 21.5 | 19 |
| 22 | Microfinance institutions | 7.7 | 16.3 | 22 |
| 23 | Private schools | 7.2 | - | - |
| 24 | Private hospitals | 6.9 | - | - |
| 25 | Banks | 6.8 | 7.7 | 29 |
| 26 | National Social Security Fund (NSSF) | 6.7 | 40.0 | 8 |
| 27 | Colleges | 6.0 | 16.6 | 21 |
| 28 | NGOs/CBOs | 4.9 | 14.9 | 23 |

Table 42: Impact of bribery - Uganda

Average size of bribe

The indicator is a measure of the average payment made by those respondents who reported paying a bribe to a particular institution. The figure represents the average sum that a citizen has to part with to access a particular service. This average must be interpreted within the shortcomings of the mean as a statistical measure.

The most notable change on this indicator is the rise by the Uganda Prisons Service from 18th position in the previous year to number seven in 2010. Further, the size of bribe reported as paid rose by almost 84% for the three top-ranked institutions.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|------|---|--------------|------------|--------------------|
| 1 | Uganda Revenue Authority | 1,102,987.18 | 148,414.63 | 5 |
| 2 | Ministry of Public Service | 450,909.09 | 681,666.67 | 1 |
| 3 | State corporations/Parastatals | 431,406.25 | - | - |
| 4 | Judiciary | 316,679.49 | 148,109.09 | 6 |
| 5 | Uganda Prisons Service | 274,703.70 | 62,407.14 | 18 |
| 6 | Provincial/District local government administration | 221,550.00 | 154,736.84 | 4 |
| 7 | National Social Security Fund (NSSF) | 166,875.00 | 245,000.00 | 2 |
| 8 | Colleges | 158,631.58 | 101,759.56 | 12 |
| 9 | Public universities | 153,515.15 | 120,000.00 | 8 |
| 10 | Private hospitals | 151,571.43 | - | - |
| 11 | Ministry of Lands, Housing and Urban Development | 133,055.56 | 116,444.44 | 10 |
| 12 | Umeme | 129,217.03 | 145,586.96 | 7 |
| 13 | Other ministries | 112,493.85 | 77,580.00 | 14 |
| 14 | Private sector | 89,631.84 | 57,634.65 | 21 |
| 15 | Local authorities | 89,108.94 | 61,178.68 | 19 |
| 16 | Other government institutions | 87,481.93 | 77,542.11 | 15 |
| 17 | National Water and Sewerage Company | 87,060.61 | 48,366.67 | 23 |
| 18 | Private schools | 65,000.00 | - | - |
| 19 | Banks | 62,635.06 | 111,328.95 | 11 |
| 20 | Uganda Police | 56,246.32 | 69,454.34 | 16 |

| | | | | |
|----|---|-----------|------------|----|
| 21 | Co-operatives /SACCOs/ Other associations | 54,258.06 | 169,630.43 | 3 |
| 22 | Mulago Hospital | 54,060.51 | 31,340.87 | 29 |
| 23 | Microfinance institutions | 53,823.53 | 46,333.33 | 24 |
| 24 | NGOs/CBOs | 51,993.15 | 45,367.35 | 25 |
| 25 | Public Schools | 43,936.05 | - | - |
| 26 | International organisations | 38,725.00 | 97,846.15 | 13 |
| 27 | Public hospitals | 36,484.41 | - | - |
| 28 | Ministry of Defence | 27,066.67 | 117,500.00 | 9 |

Table 43: Average size of bribe - Uganda

Share of bribe

This indicator measures the proportion of actual bribes paid to an institution as a percentage of all the bribes reported to have been paid by the sampled population. Of all the bribes reportedly paid by the respondents, almost a quarter (24.1%) were paid to the Uganda Revenue Authority, which claimed the first position. The top three worst performers on this indicator received almost a half (47.6%) of all the bribes reported to have been paid. The Uganda Police, which was ranked first in 2009, slipped one place down to number two.

| Rank | Organisation | EABI 2010 | EABI 2009 | Previous Rank-2009 |
|-------------|---|------------------|------------------|---------------------------|
| 1 | Uganda Revenue Authority | 24.1 | 4.2 | 7 |
| 2 | Uganda Police | 11.8 | 28.9 | 1 |
| 3 | Local authorities | 11.7 | 4.4 | 6 |
| 4 | Judiciary | 6.9 | 5.6 | 3 |
| 5 | Umeme | 5.6 | 4.6 | 5 |
| 6 | Private sector | 5.0 | 4.0 | 9 |
| 7 | Public hospitals | 4.3 | - | - |
| 8 | Other ministries | 4.1 | 0.3 | 30 |
| 9 | State corporations/Parastatals | 3.9 | - | - |
| 10 | Provincial/District local government administration | 2.5 | 2.0 | 15 |
| 11 | Mulago Hospital | 2.4 | 2.5 | 13 |
| 12 | Public schools | 2.1 | - | - |
| 13 | Uganda Prisons Service | 2.1 | 0.6 | 24 |
| 14 | Other government institutions | 2.0 | 4.1 | 8 |
| 15 | Private hospitals | 1.8 | - | - |
| 16 | Public universities | 1.4 | 1.2 | 18 |
| 17 | Ministry of Public Service | 1.4 | 2.8 | 11 |
| 18 | Banks | 1.4 | 2.9 | 10 |
| 19 | NGOs/CBOs | 1.1 | 1.5 | 16 |
| 20 | Colleges | 0.8 | 2.4 | 14 |
| 21 | National Water and Sewerage Company | 0.8 | 0.5 | 26 |
| 22 | Ministry of Lands, Housing and Urban Development | 0.7 | 0.7 | 22 |

| | | | | |
|----|--|-----|-----|----|
| 23 | Private schools | 0.5 | - | - |
| 24 | Co-operatives /SACCOs/Other associations | 0.5 | 2.7 | 12 |
| 25 | International organisations | 0.4 | 0.9 | 21 |
| 26 | National Social Security Fund (NSSF) | 0.4 | 0.7 | 23 |
| 27 | Microfinance institutions | 0.3 | 0.6 | 25 |
| 28 | Ministry of Defence | 0.1 | 1.0 | 20 |

Table 44: Share of the bribe - Uganda

CORRUPTION PERCEPTION

This section of the survey sought to gauge the perception of the respondents across the East African region on corruption trends in their respective countries. The questions posed were:

- i. How would you describe the current corruption situation in your country?
- ii. How does the corruption level in your country compare with a year ago?
- iii. What change do you foresee in the level of corruption in your country in the coming year?
- iv. Do you think the government is committed to the fight against corruption?

Perceived current level of corruption

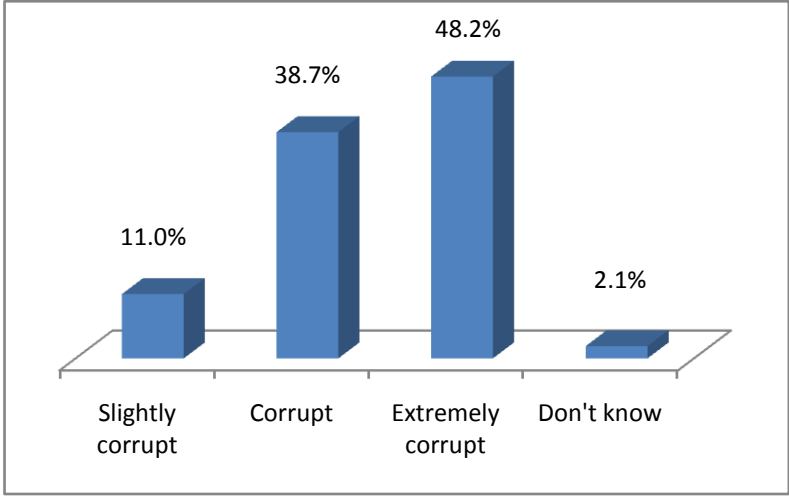


Fig 18: Perceived current level of corruption - Uganda

Percieved changes in the corruption level in the past one year

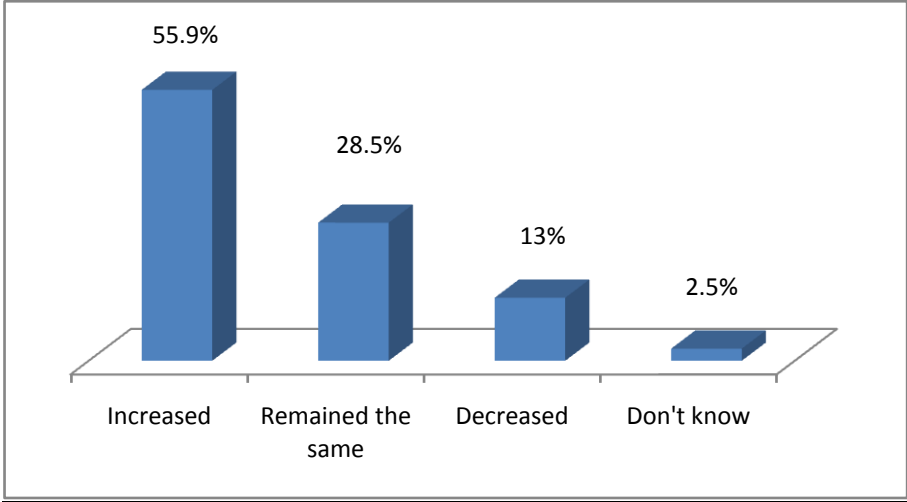


Fig 19: Perceived change in the corruption level in the past one year - Uganda

Projected level of corruption in Uganda in the next one year

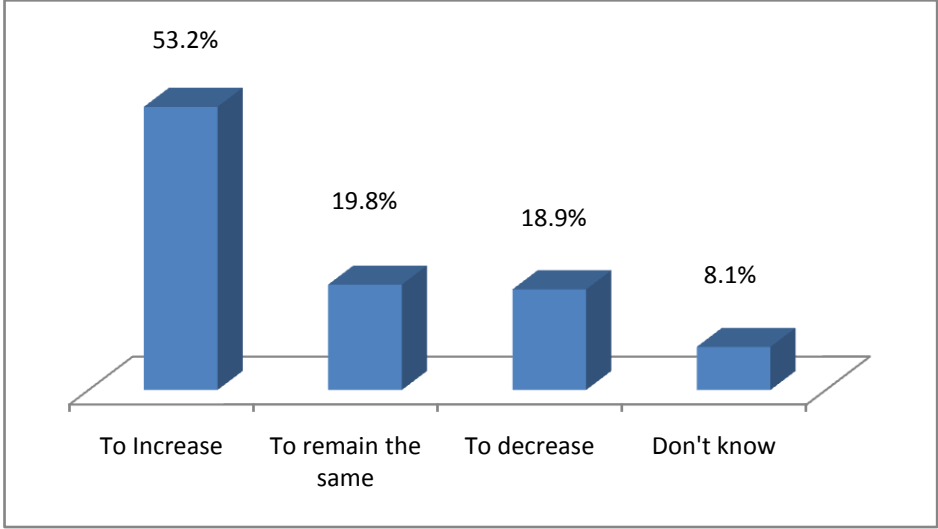


Fig 20: Projected level of corruption in Uganda in the next one year

Ugandan government's commitment to fight corruption

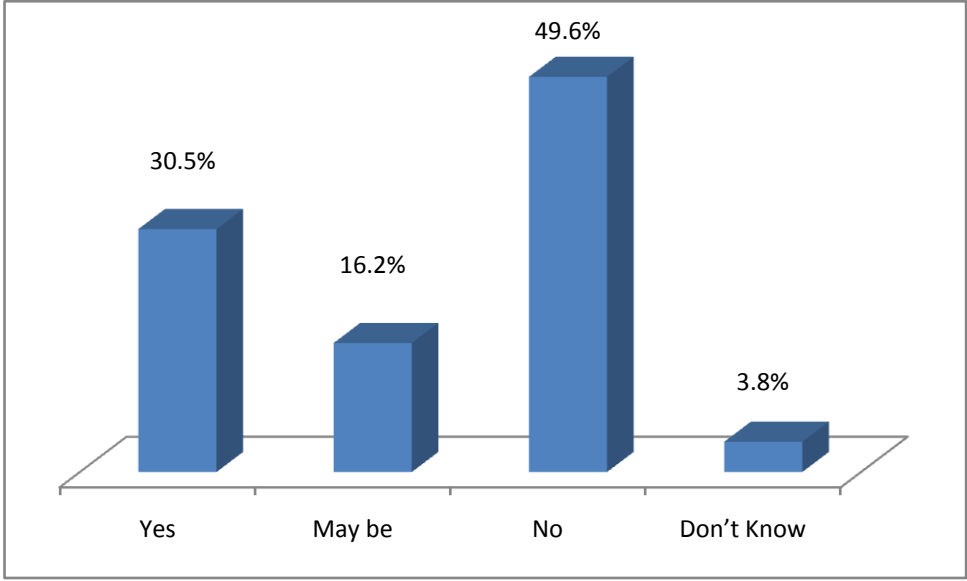


Fig 21: Ugandans' perception of the government's commitment to fight corruption

BURUNDI

SAMPLE CHARACTERISTICS

A total of 715 respondents randomly selected across nine administrative provinces of Burundi were interviewed in the survey. The males accounted for 67% of the sample while 33% were female. About 70% of the respondents were rural residents while 30% were from the urban areas.

Distribution of respondents by province

| Province | Actual count | % of sample |
|--------------|--------------|-------------|
| Bujumbura | 130 | 18.2 |
| Gitega | 119 | 16.6 |
| Bururi | 75 | 10.5 |
| Bubanza | 70 | 9.8 |
| Kayanza | 69 | 9.7 |
| Ngozi | 69 | 9.7 |
| Kirundo | 67 | 9.4 |
| Muramvya | 62 | 8.7 |
| Cankuzo | 54 | 7.6 |
| Total | 715 | 100% |

Table 45: Distribution of respondents by province - Burundi

Gender distribution of the respondents

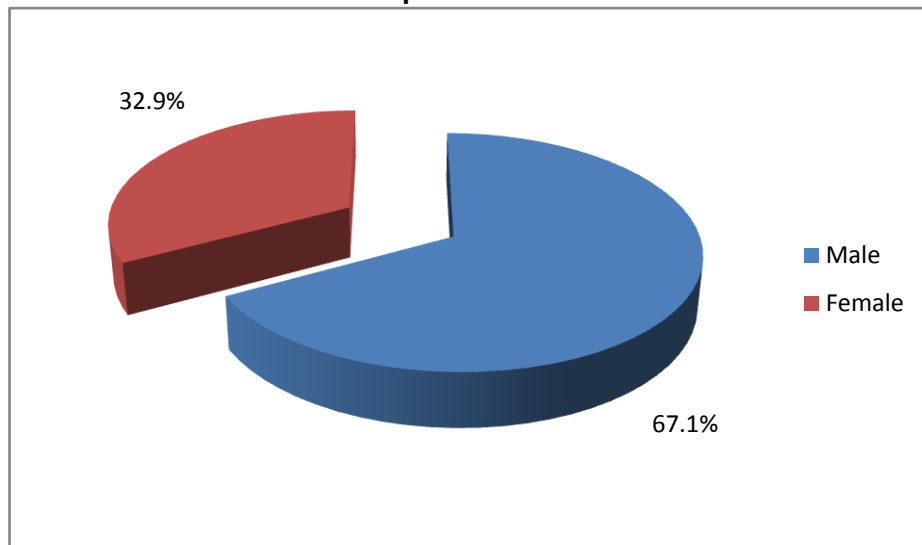


Fig 22: Gender distribution of the respondents-Burundi

Distribution of the sample by residence

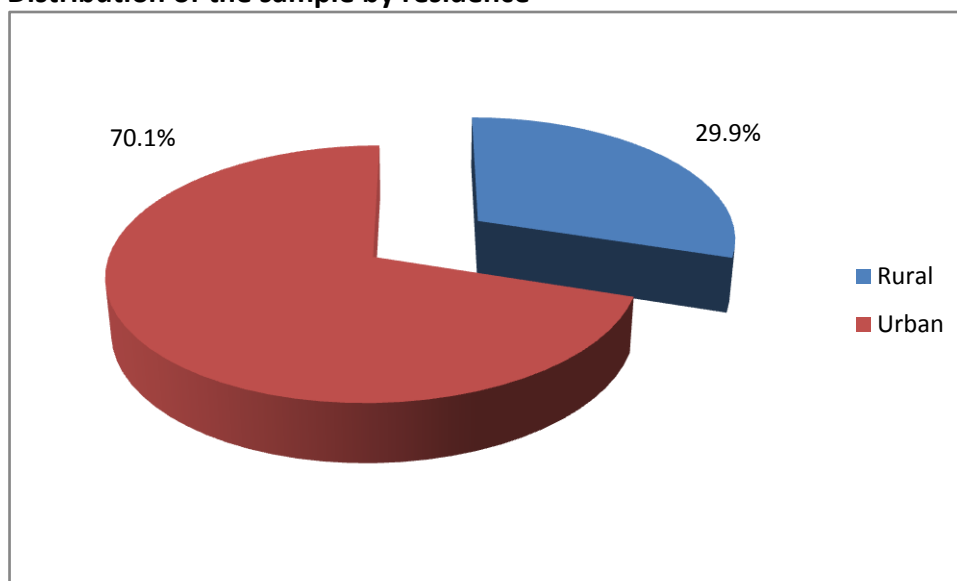


Fig 23: Distribution by residence - Burundi

Sample distribution by age

More than a half of the respondents (56.6%) were aged between 18 and 34 years with the age group of 30 to 34 years having a marked higher representation in the urban areas. Only seven% of the respondents were above 50 years with the majority sampled from the rural areas.

| Age | National | Urban | Rural |
|-------|----------|-------|-------|
| 18-24 | 9.8% | 9.3% | 10.0% |
| 25-29 | 26.7% | 22.4% | 28.5% |
| 30-34 | 20.1% | 25.2% | 18.0% |
| 35-39 | 19.7% | 20.1% | 19.6% |
| 40-44 | 12.3% | 13.6% | 11.8% |
| 45-49 | 4.3% | 6.1% | 3.6% |
| 50-54 | 2.9% | 1.9% | 3.4% |
| 55-59 | 2.0% | 0.5% | 2.6% |
| 60+ | 2.1% | 0.9% | 2.6% |

Table 46: Sample distribution by age - Burundi

Sample distribution by employment status

Almost 80% of the sample reported being in fulltime employment while the remaining 20% were either in retirement or school.

| Employment Status | National | Urban | Rural |
|-------------------|----------|-------|-------|
| Student | 7.6% | 7.5% | 7.6% |
| Unemployed | 12.0% | 11.7% | 12.2% |
| Self-employed | 29.0% | 23.4% | 31.3% |

| | | | |
|---|-------|-------|-------|
| Employed in a family business or farm | 5.0% | 8.9% | 3.4% |
| Employed in the private sector | 9.2% | 13.1% | 7.6% |
| Employed by the government/Local authority/Parastatal | 30.8% | 29.9% | 31.1% |
| Employed in the community sector e.g. church, N.G.O, co-operative | 5.2% | 5.1% | 5.2% |
| Retired | 1.3% | 0.5% | 1.6% |

Table 47: Sample distribution by employment status - Burundi

Education level of the respondents

About 18 % of the respondents reported primary schooling as the highest level of education attained; majority of these were sampled in the rural areas. About 58 % of the respondents had attained college education or above with only one% holding post-graduate qualifications.

| Level of Education | National | Urban | Rural |
|-----------------------|----------|-------|-------|
| Primary school | 18.2% | 11.2% | 18.2% |
| Post-primary training | 10.6% | 6.1% | 10.6% |
| Secondary school | 13.7% | 14.5% | 13.7% |
| College education | 37.2% | 33.2% | 37.2% |
| University degree | 19.3% | 32.2% | 19.3% |
| Post-graduate degree | 1.0% | 2.8% | 1.0% |

Table 48: Distribution by level of education - Burundi

Distribution of the respondents by household income

More than half of the respondents (56.7%) reported a monthly household income of below 160,000 Burundi Francs (Ksh 10,731). Less than one% of the respondents reported a household income of more than 2.4 million Burundi Francs (Ksh 160,964.70). All of the respondents in the highest income bracket were interviewed within the capital city, Bujumbura and its environs.

| Income in Burundi Francs | National | Urban | Rural |
|--------------------------|----------|-------|-------|
| Less than 80,000 | 26.4% | 27.1% | 26.1% |
| 80,000- 159,999 | 30.3% | 23.8% | 33.1% |
| 160,000-399,999 | 26.6% | 34.1% | 23.4% |
| 400,000- 799,999 | 9.8% | 7.9% | 10.6% |
| 800,000- 1,599,999 | 1.8% | 1.9% | 1.8% |
| 1,600,000- 2,415,999 | 0.6% | 1.4% | 0.2% |
| Over 2, 416,000 | 0.7% | 0.7% | 0 |
| Refused To Answer | 3.8% | 1.4% | 4.80% |

Table 49: Distribution by household income - Burundi

OVERVIEW OF THE FINDINGS

The survey recorded 1,153 interactions with service delivery institutions. From these interactions, bribes were demanded or expected in 722 instances; bribes were actually paid in 98% of these interactions. A total of 402 respondents reported paying bribes in Burundi, 289 (71.9%) of these were men while the women constituted were 113 (18.1%).

The purposes of the bribes paid were as follows:

| Purpose of the bribe | Proportion of the respondents in % |
|-----------------------------|---|
| Services | 36.7 |
| Law enforcement | 21.7 |
| Others | 14.1 |
| Employment | 13.4 |
| Regulatory | 10.3 |
| Business | 3.8 |

Table50: Bribery by purpose - Burundi

REPORTING OF BRIBERY CASES

Reporting of bribery incidents in Burundi was very low. Majority (92%) of the respondents who encountered bribery demands did not report the case to anybody in authority. Thirty% of those who forwarded bribery cases sought redress from the management of the concerned institution, 19% went to the media while 14% complained to the police.

Reasons for not reporting

The reluctance to report bribery cases was largely attributed to the belief that no action would be taken following the complaint and the fear of intimidation.

| Reasons for not reporting | Proportion of respondents in % |
|---|---------------------------------------|
| No action would be taken even if I reported | 32.2 |
| Fear of intimidation | 32.2 |
| Others/Reason withheld | 24 |
| Didn't know where to report | 11.4 |

Table 51: Reasons for not reporting - Burundi

Aggregate Index

The Revenue Authority registered the highest bribery incidents in Burundi and East Africa. Other adversely mentioned institutions included the Burundi Police and the Ministry of Education.

| Rank | Organisation | EABI 2010 |
|-------------|---|------------------|
| 1 | Customs/Revenue Authority | 90.2 |
| 2 | Burundi Police | 80.3 |
| 3 | Ministry of Education | 59.9 |
| 4 | Régie de Production et Distribution d'Eau et d'Electricité (REGIDESO) | 57.9 |
| 5 | Judiciary | 52.4 |
| 6 | Civil Service | 47.7 |
| 7 | Local authorities | 40.0 |
| 8 | State corporations/Parastatals | 28.9 |
| 9 | Provincial Administration | 27.9 |

| | | |
|----|---|------|
| 10 | Public schools | 27.1 |
| 11 | NGOs/CBOs | 26.1 |
| 12 | Other ministries | 24.2 |
| 13 | Ministry of Health | 23.8 |
| 14 | Universities/Institutes/Colleges | 21.4 |
| 15 | Private sector | 18.1 |
| 16 | Banks/Insurance | 17.6 |
| 17 | Public Hospitals | 16.7 |
| 18 | International organisations/Embassies | 11.6 |
| 19 | Postal Corporation | 10.2 |
| 20 | Co-operatives /SACCOs/ Other associations | 8.6 |
| 21 | Religious organisations | 1.0 |

Table 52: Aggregate index - Burundi

Likelihood of Bribery

This indicator is a measure of the probability of being asked or expected to pay a bribe when interacting with an institution. The top three listed institutions recorded a likelihood of more than 70%, implying that only about a third of the respondents were served in these institutions in a situation where a bribe was not expected or demanded.

| Rank | Organisation | EABI 2010 |
|-------------|---|------------------|
| 1 | Customs/Revenue Authority | 77.2 |
| 2 | Régie de Production et Distribution d'Eau et d'Electricité (REGIDESO) | 75.4 |
| 3 | Burundi Police | 73.5 |
| 4 | Judiciary | 69.5 |
| 5 | Civil Service | 63.1 |
| 6 | Ministry of Education | 59.9 |
| 7 | Local authorities | 52.0 |
| 8 | Other ministries | 42.9 |
| 9 | Parastatal/Government organisations | 41.8 |
| 10 | Provincial Administration | 37.0 |
| 11 | Public schools | 35.4 |
| 12 | Ministry of Health | 32.4 |
| 13 | Universities/Institutes/Colleges | 24.7 |
| 14 | Public hospitals | 20.2 |
| 15 | Private sector | 19.5 |
| 16 | Banks/Insurance companies | 18.1 |
| 17 | Postal Corporation | 17.5 |
| 18 | International organisations/Embassies | 15.4 |
| 19 | NGOs/CBOs | 14.7 |
| 20 | Co-operatives /SACCOs/ Other associations | 13.6 |
| 21 | Religious organisations | 6.9 |

Table 53: Likelihood of bribery - Burundi

Prevalence of bribery

This indicator represents the proportion of the respondents that actually paid bribes to the listed institutions in comparison with the total number of respondents that sought services from the institution. It is instructive to note that prevalence measures only a portion of those who were in an actual bribery situation.

Burundi recorded a bribery prevalence of about 60%. A high prevalence indicates that a proportion that did not pay the bribes may have regarded the expected amount as unaffordable, thus preventing them from accessing the required services.

| Rank | Organisation | EABI 2010 |
|-------------|---|------------------|
| 1 | Customs/Revenue Authority | 58.7 |
| 2 | Burundi Police | 54.3 |
| 3 | Régié de Production et Distribution d'Eau et d'Electricité (REGIDESO) | 49.2 |
| 4 | Civil service | 41.5 |
| 5 | Judiciary | 37.4 |
| 6 | Local authorities | 34.0 |
| 7 | Ministry of Education | 31.5 |
| 8 | Provincial Administration | 24.3 |
| 9 | Public schools | 23.9 |
| 10 | Parastatal/Government organisations | 20.9 |
| 11 | Ministry of Health | 17.6 |
| 12 | Universities/Institutes/Colleges | 15.7 |
| 13 | Private sector | 14.9 |
| 14 | Other ministries | 14.3 |
| 15 | Public hospitals | 13.8 |
| 16 | Banks/Insurance companies | 9.6 |
| 17 | Postal Corporation | 8.8 |
| 18 | Co-operatives /SACCOs/ Other associations | 8.6 |
| 19 | International organisations/Embassies | 5.1 |
| 20 | NGOs/CBOs | 4.4 |
| 21 | Religious organisations | 1.4 |

Table 54: Prevalence of bribery - Burundi

Impact of bribery

The indicator is a measure of the percentage of respondents who visited a particular institution and only got the service upon paying a bribe. More than a half of the respondents who reported interaction with the tax collection agencies had to part with a bribe to access services.

| Rank | Organisation | EABI 2010 |
|-------------|---|------------------|
| 1 | Customs/Revenue Authority | 57.6 |
| 2 | Burundi Police | 47.0 |
| 3 | Régié de Production et Distribution d'Eau et d'Electricité (REGIDESO) | 36.1 |

| | | |
|----|---|------|
| 4 | Civil Service | 35.4 |
| 5 | Local authorities | 30.0 |
| 6 | Ministry of Education | 29.6 |
| 7 | Judiciary | 27.3 |
| 8 | Provincial Administration | 22.5 |
| 9 | Public schools | 21.6 |
| 10 | Parastatal/Government organisations | 19.0 |
| 11 | Ministry of Health | 17.6 |
| 12 | Universities/Institutes/Colleges | 15.7 |
| 13 | Public hospitals | 12.7 |
| 14 | Other ministries | 11.4 |
| 15 | Private sector | 10.9 |
| 16 | Banks/Insurance companies | 7.4 |
| 17 | Co-operatives /SACCOs/ Other associations | 7.4 |
| 18 | Postal Corporation | 7.0 |
| 19 | International organisations/Embassies | 5.1 |
| 20 | NGOs/CBOs | 2.9 |
| 21 | Religious organisations | 1.4 |

Table55: Impact of bribery - Burundi

Average size of bribe

This indicator is a measure of the average payment made by those respondents who reported paying a bribe to access services from a particular institution. This average must be interpreted within the shortcomings of the mean as a statistical measure.

| Rank | Organisation | EABI 2010 |
|-------------|---|------------------|
| 1 | NGOs/CBOs | 343,333.33 |
| 2 | Customs/Revenue Authority | 214,240.74 |
| 3 | Ministry of Education | 176,058.82 |
| 4 | Banks/Insurance companies | 119,444.44 |
| 5 | Burundi Police | 110,436.97 |
| 6 | International organisations/Embassies | 92,500.00 |
| 7 | Régié de Production et Distribution d'Eau et d'Electricité (REGIDESO) | 86,870.00 |
| 8 | Judiciary | 75,285.71 |
| 9 | Other ministries | 70,500.00 |
| 10 | Universities/Institutes/Colleges | 68,500.00 |
| 11 | Ministry of Health | 65,000.00 |
| 12 | Private sector | 57,138.46 |
| 13 | Civil Service | 51,407.41 |
| 14 | Parastatal/Government organisations | 48,531.25 |
| 15 | Local authorities | 37,110.78 |
| 16 | Public hospitals | 27,638.46 |
| 17 | Postal Corporation | 23,900.00 |

| | | |
|----|---|-----------|
| 18 | Public schools | 20,617.19 |
| 19 | Provincial Administration | 16,927.98 |
| 20 | Co-operatives /SACCOs/ Other associations | 16,628.57 |
| 21 | Religious organisations | 1,000.00 |

Table 56: Average size of bribe - Burundi

Share of bribery

This indicator measures the proportion of actual bribes paid to an institution as a percentage of all the bribes reported to have been paid by the sampled population. The three most adversely mentioned institutions in Burundi claimed more than 50% of the bribes reportedly paid.

| Rank | Organisation | EABI 2010 |
|------|---|-----------|
| 1 | Burundi Police | 23.2 |
| 2 | Customs/Revenue Authority | 20.4 |
| 3 | Ministry of Education | 15.8 |
| 4 | Judiciary | 9.3 |
| 5 | Régié de Production et Distribution d'Eau et d'Electricité (REGIDESO) | 4.6 |
| 6 | Local authorities | 3.3 |
| 7 | Parastatal/Government organisations | 2.7 |
| 8 | Private sector | 2.6 |
| 9 | Public hospitals | 2.5 |
| 10 | Provincial Administration | 2.5 |
| 11 | Civil Service | 2.4 |
| 12 | Public schools | 2.3 |
| 13 | Banks/Insurance companies | 1.9 |
| 14 | NGOs/CBOs | 1.8 |
| 15 | Universities/Institutes/Colleges | 1.7 |
| 16 | Other ministries | 1.2 |
| 17 | Ministry of Health | 0.7 |
| 18 | Postal Corporation | 0.4 |
| 19 | International organisations/Embassies | 0.3 |
| 20 | Co-operatives /SACCOs/ Other associations | 0.2 |
| 21 | Religious organisations | 0.0 |

Table 57: Share of bribe - Burundi

CORRUPTION PERCEPTION

This section of the survey sought to gauge the perception of the respondents across the East African region on corruption trends in their respective countries. The questions posed were:

- i. How would you describe the current corruption situation in your country?
- ii. How does the corruption level in your country compare with a year ago?
- iii. What change do you foresee in the level of corruption in your country in the coming year?

- iv. Do you think the government in your country is committed to the fight against corruption?

Perception of the current level of corruption

Close to 85% of the respondents rated Burundi as either corrupt or extremely corrupt. About eight% of the respondents perceive their country as slightly corrupt.

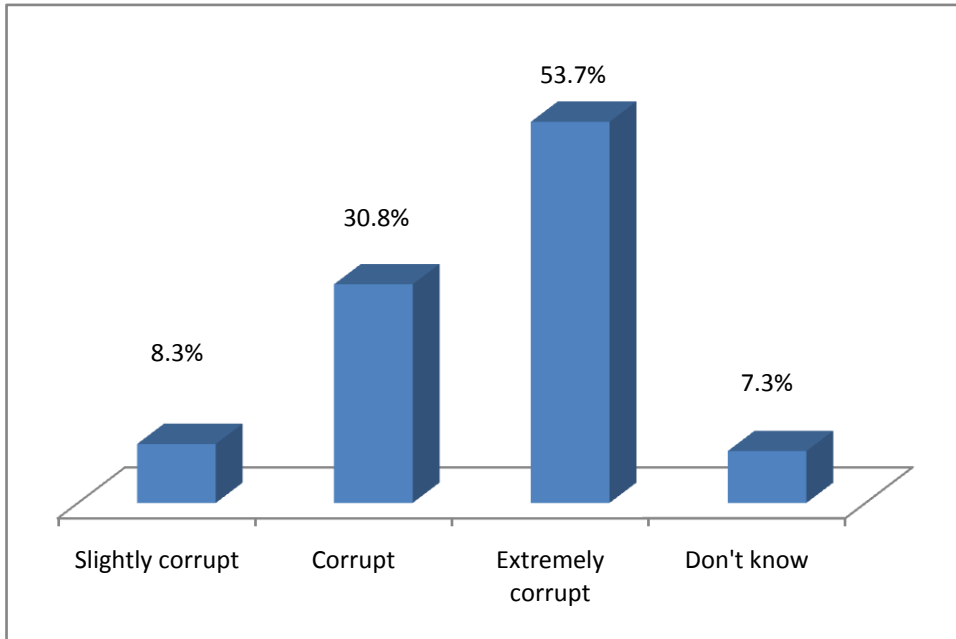


Fig 24: Perception of the current level of corruption - Burundi

Perceived change in the corruption level in the past one year

About 80% of the respondents think the corruption level in Burundi has either increased or remained the same in the past one year. Majority of them believe corruption actually increased within that period. About 13% perceived the corruption level as having decreased.

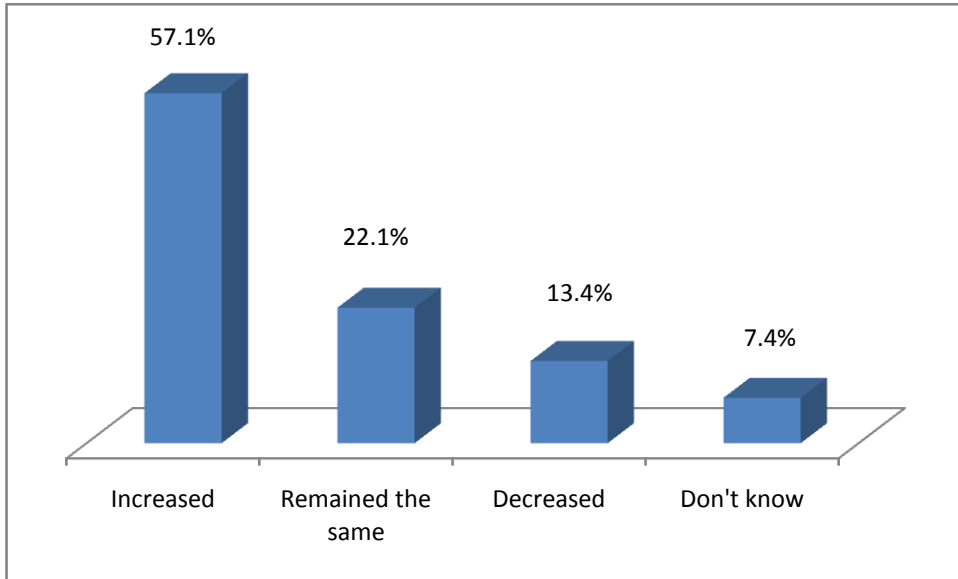


Fig 25: Perceived change in the corruption level in the past one year - Burundi

Projected level of corruption in Burundi in the next one year

Majority of the respondents withheld their opinion on whether corruption levels will increase or decrease in the coming year. Notably, almost a quarter of the respondents (23.5%) were optimistic that corruption will reduce in the next year.

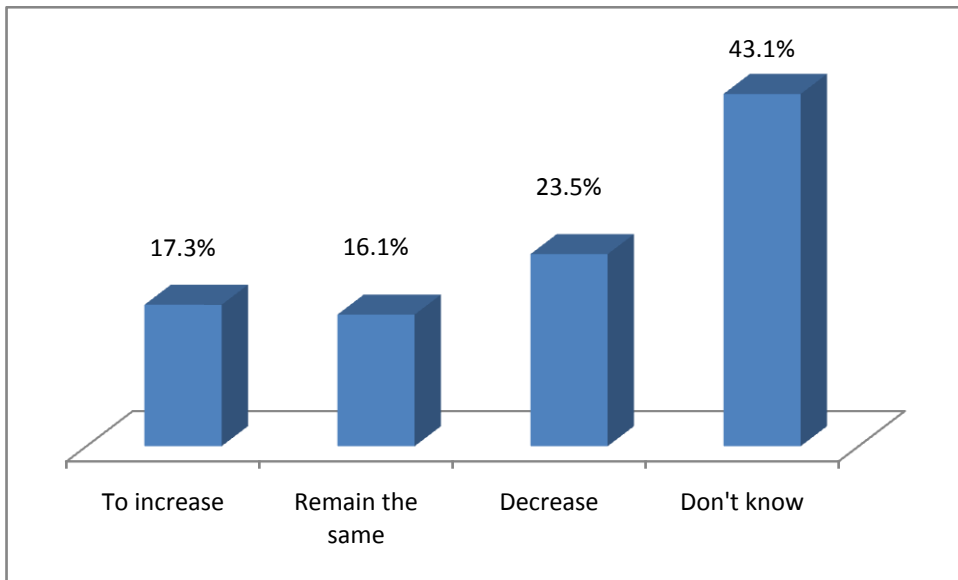


Fig 26: Projected level of corruption in Burundi in the next one year

Burundian government’s commitment to fight corruption

More than a half of the respondents did not think the Burundian government had taken sufficient action against corruption, while 22% commended the government’s anti-corruption efforts.

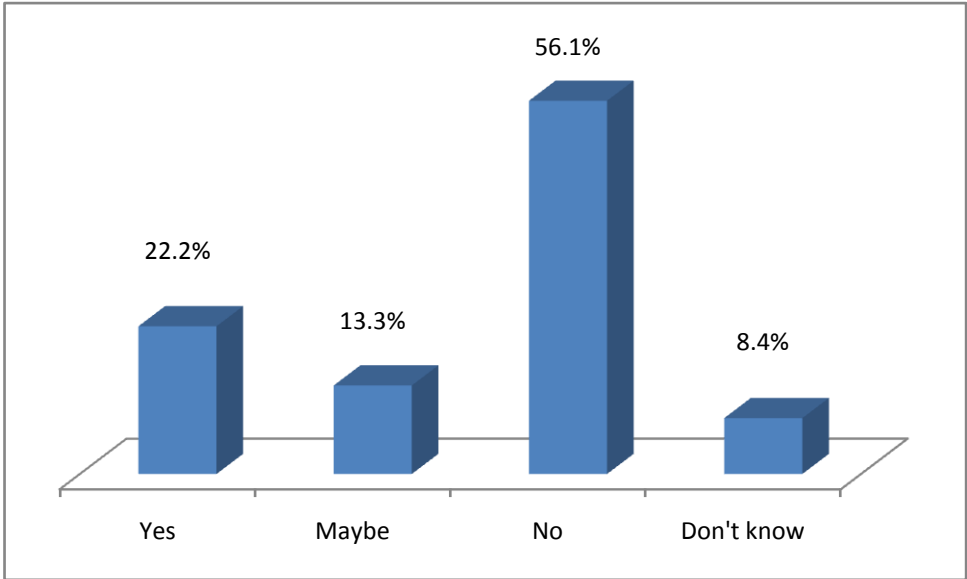


Fig 27: Burundians’ perception on the government’s commitment to fight corruption

RWANDA

SAMPLE CHARACTERISTICS

Eight hundred and sixty-two respondents were interviewed across the five administrative regions of North, East, West, South and Kigali. The males and females were almost equally represented.

Sample distribution by province

| Region | Actual Count | % of sample |
|--------------|--------------|-------------|
| Kigali | 182 | 21.1% |
| North | 177 | 20.5% |
| West | 171 | 19.8% |
| South | 168 | 19.5% |
| East | 164 | 19.0% |
| Total | 862 | 100% |

Table 58: Sample distribution by province - Rwanda

Sample distribution by gender

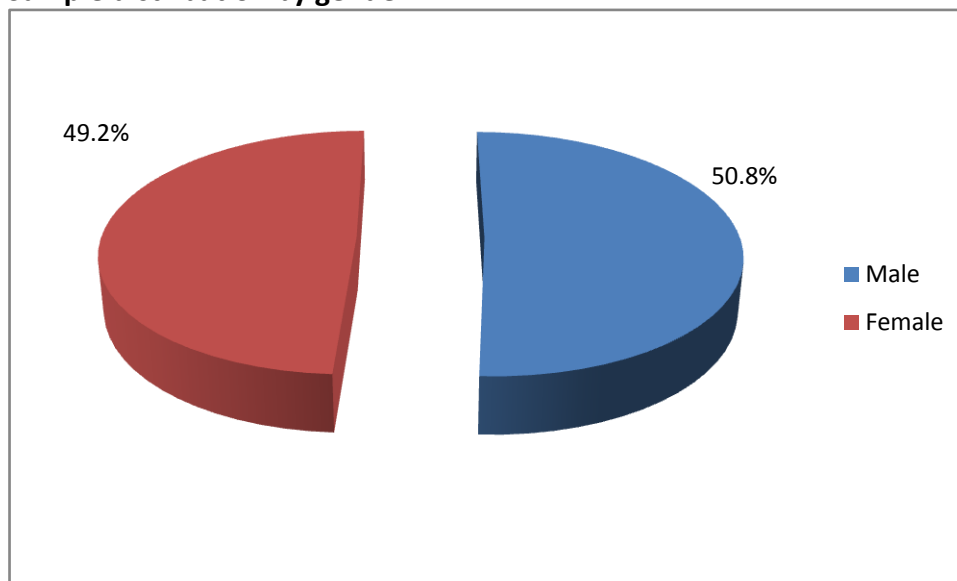


Fig 28: Sample distribution by gender - Rwanda

Sample distribution by residence

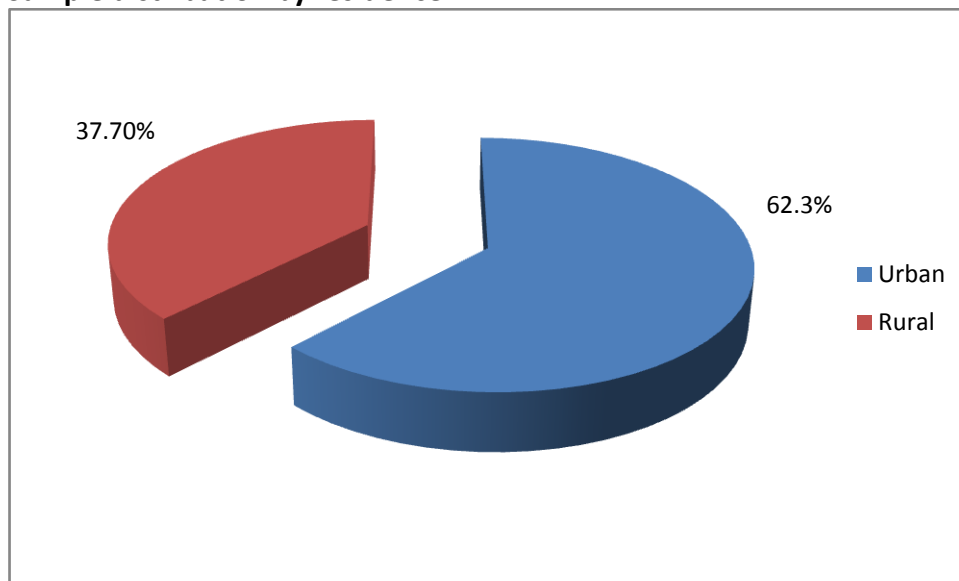


Fig 29: Sample distribution by residence - Rwanda

Sample distribution by age

Close to a half of the sampled respondents were aged between 19 and 30 years. The proportion of the respondents above 50 years was slightly above 10% with more representation in the urban areas.

| Age Bracket | National | Urban | Rural |
|-------------|----------|-------|-------|
| 18-24 | 26.1% | 26.8% | 24.9% |
| 25-29 | 23.7% | 22.5% | 25.5% |
| 30-34 | 15.7% | 14.5% | 17.5% |
| 35-39 | 10.2% | 10.6% | 9.5% |
| 40-44 | 8.6% | 8.6% | 8.6% |
| 45-49 | 5.0% | 5.2% | 4.6% |
| 50-54 | 3.6% | 3.9% | 3.1% |
| 55-59 | 3.2% | 3.2% | 3.4% |
| 60+ | 3.9% | 4.7% | 2.8% |

Table 59: Sample distribution by age - Rwanda

Sample distribution by education level

| Level of education | National | Urban | Rural |
|-----------------------|----------|-------|-------|
| Primary school | 30.3% | 24.6% | 39.7% |
| Post-primary training | 13.1% | 12.5% | 14.2% |
| Secondary school | 43.3% | 45.3% | 40.0% |
| College education | 5.7% | 7.1% | 3.4% |
| University degree | 6.4% | 8.9% | 2.2% |
| Post-graduate degree | 1.3% | 1.7% | 0.6% |

Table 60: Sample distribution by education level - Rwanda

Distribution of the sample by employment status

About a third of the respondents were either students or job seekers. A higher proportion of the unemployed respondents were drawn from the rural areas. Only about one and a half% had retired.

| Employment status | National | Urban | Rural |
|--|----------|-------|-------|
| Student | 15.9% | 18.2% | 12.0% |
| Unemployed | 18.0% | 16.4% | 20.6% |
| Self-employed | 31.7% | 28.5% | 37.0% |
| Employed in a family business or farm | 13.0% | 11.9% | 14.8% |
| Employed in the private sector | 11.5% | 13.6% | 8.0% |
| Employed by the government/Local authority/Parastatal | 6.4% | 7.3% | 4.9% |
| Employed in the community sector e.g. church, co-operative | 2.2% | 2.6% | 1.5% |
| Retired | 1.4% | 1.5% | 1.2% |

Table 61: Sample distribution by employment status - Rwanda

Distribution of the respondents by household Income

The majority of the respondents (60.5%) reported a monthly household income of less than Rwanda Francs 70,000 (Kshs 9,692.50). Less than one percent of the respondents reported an income higher than 1, 057, 000 Rwanda Francs (Kshs 146,356.80).

| Income level (Rwandan Francs) | National | Urban | Rural |
|-------------------------------|----------|-------|-------|
| Less than 35,000 | 41.8% | 38.0% | 48.0% |
| 35,000-69,999 | 18.7% | 14.7% | 25.2% |
| 70,000-174,999 | 23.0% | 27.2% | 16.0% |
| 175,000-349,999 | 11.0% | 13.6% | 6.8% |
| 350,000-699,999 | 3.8% | 4.1% | 3.4% |
| 700,000-1056,999 | 0.6% | 0.9% | 0.0% |
| Over 1,057,000 | 0.8% | 1.3% | 0.0% |
| Declined to respond | 0.3% | 0.2% | 0.6% |

Table 62: Distribution of residents by household income - Rwanda

OVERVIEW OF THE FINDINGS

A total of 4,350 interactions with service delivery institutions were recorded among the 862 respondents. Out of these, only 78 bribery situations were reported. This represents a one point seven% likelihood of a service seeker being asked or expected to pay a bribe to access services. Of the 78 reported bribery situations, only 6 respondents said that they had actually paid a bribe. This represents 0.7 % of the respondents.

With these limited number of reported bribery incidents, the index for Rwanda could not be formulated. The responses of the general perceptions on the corruption trends, both present and future, further builds on the plausibility of this outcome. No other East African country registered high optimism in corruption perceptions compared to Rwanda.

CORRUPTION PERCEPTION

This section of the survey sought to gauge the perception of the respondents across the East African region on corruption trends in their respective countries. The questions posed were:

- i. How would you describe the current corruption situation in your country?
- ii. How does the corruption level in your country compare with a year ago?
- iii. What change do you foresee in the level of corruption in your country in the coming year?
- iv. Do you think the government in your country is committed to the fight against corruption?

Perception of the level of corruption

The perception of Rwandan respondents on corruption to a large extent justifies the negligible levels of bribery in service provision. About 84% of the respondents perceive Rwanda as being just slightly corrupt. Only 12% perceived the country as being either corrupt or extremely corrupt.

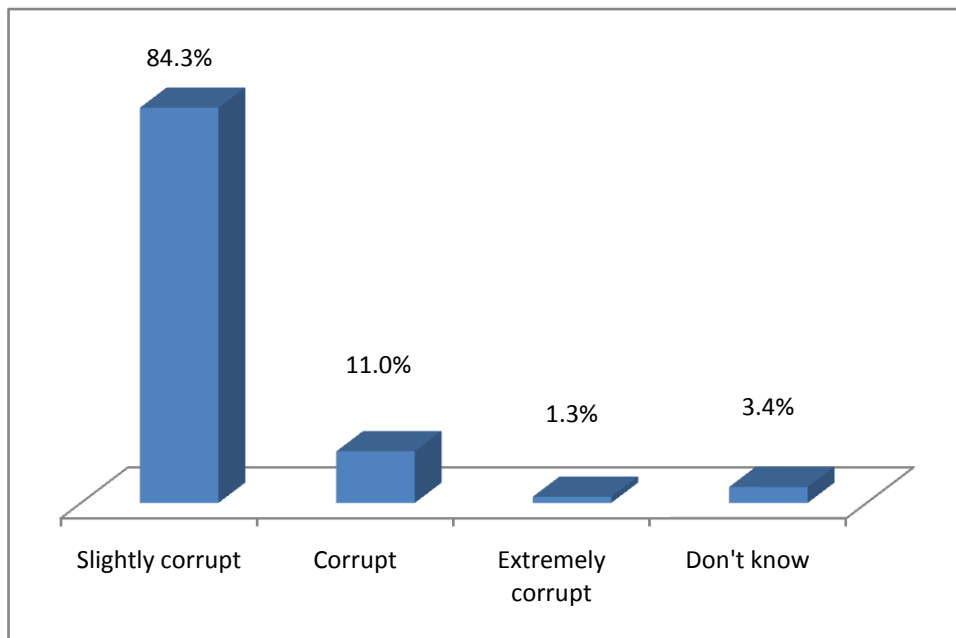


Fig 30: Perception of the level of corruption - Rwanda

Perceived change in the level of corruption in the past one year

Asked how corruption levels changed in the past one year, close to 90% reported a perceived reduction. Six percent perceived corruption levels to have remained constant with only one a half% reporting a possible increase.

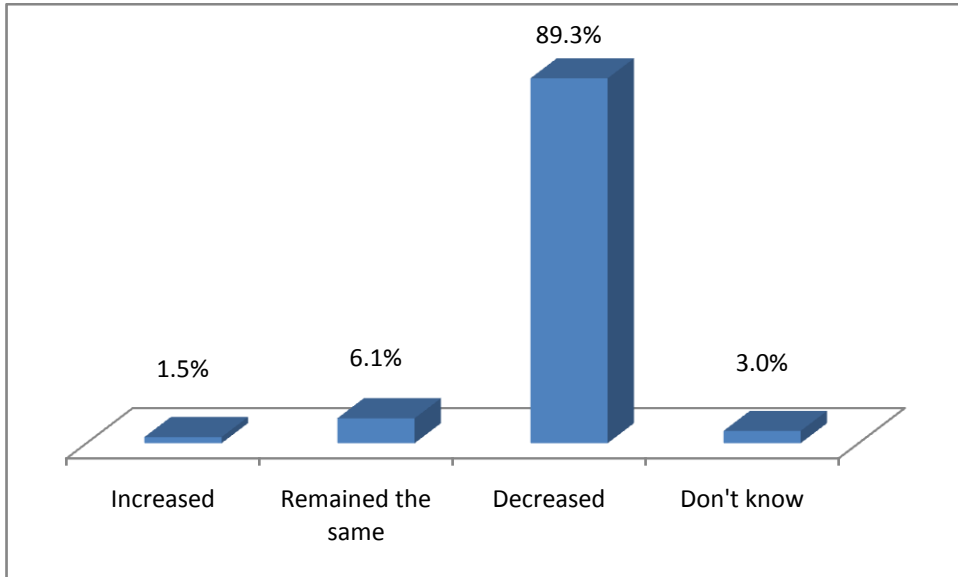


Fig 31: Perceived change in the level of corruption in the past one year - Rwanda

Projected level of corruption in Rwanda in the next one year

Ninety% of the respondents predict a decrease in corruption levels. Only about six% said the corruption level would either remain unchanged or increase.

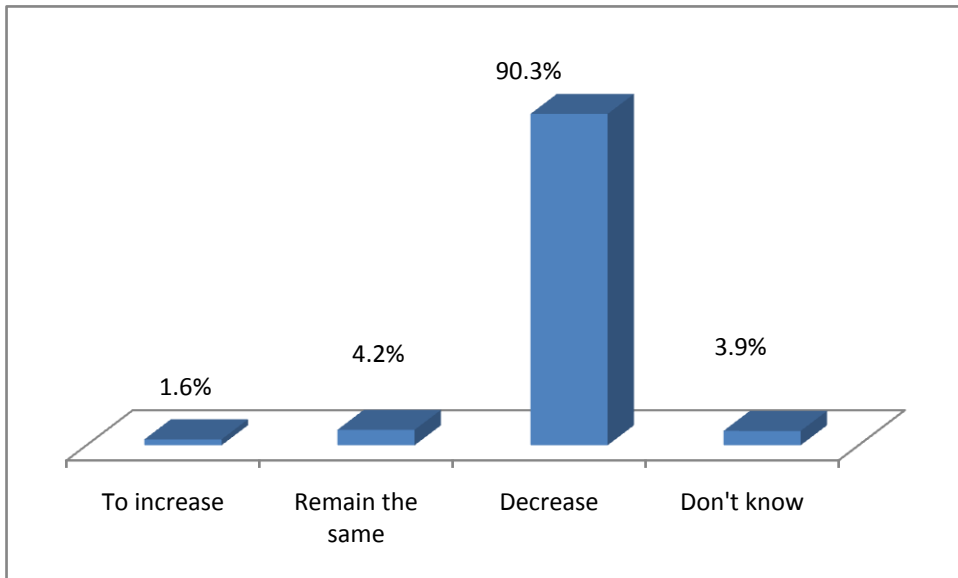


Fig 32: Projected level of corruption in the next one year - Rwanda

Perception of the Rwandan government’s commitment to fight corruption

Asked how they judged the government efforts to combat corruption, 97% reported satisfaction while one% were of the contrary opinion.

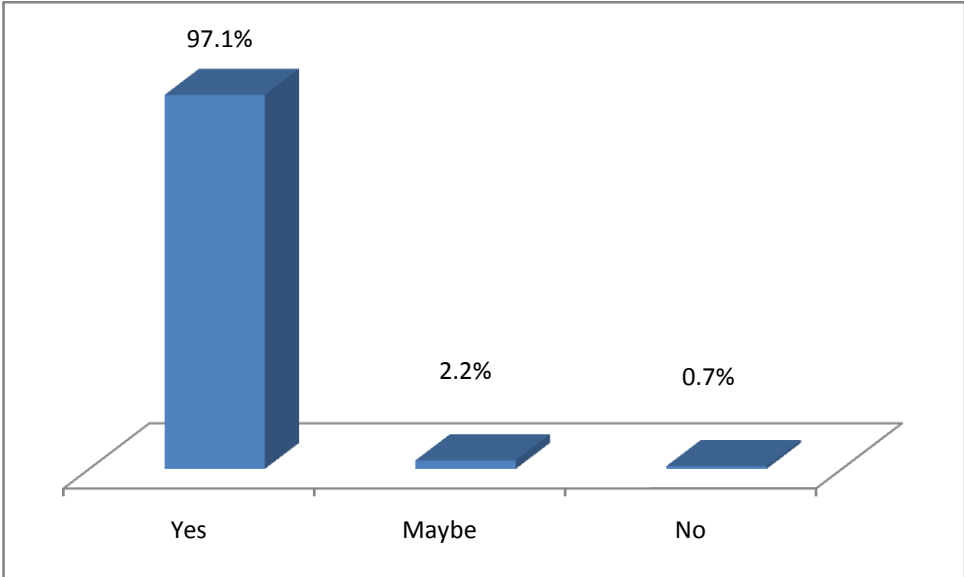


Fig 33: Rwandans' perception on the government's commitment to fight corruption