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# 1. INTRODUCTION

The East African Common Market Protocol came to effect on 1<sup>st</sup> 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 Tanzania<sup>1</sup> 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.

## 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
	Burundi	36.7%
	Uganda	33.0%
	Kenya	31.9%
	Tanzania	28.6%
	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



	<b>ORGANISATION</b>	<b>COUNTRY</b>	<b>EABI-2010</b>
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

	<b>ORGANISATION</b>	<b>COUNTRY</b>	<b>EABI-2010</b>
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/Regional 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

	<b>ORGANISATION</b>	<b>COUNTRY</b>	<b>EABI-2010</b>
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

	ORGANISATION	COUNTRY	EABI-2010
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

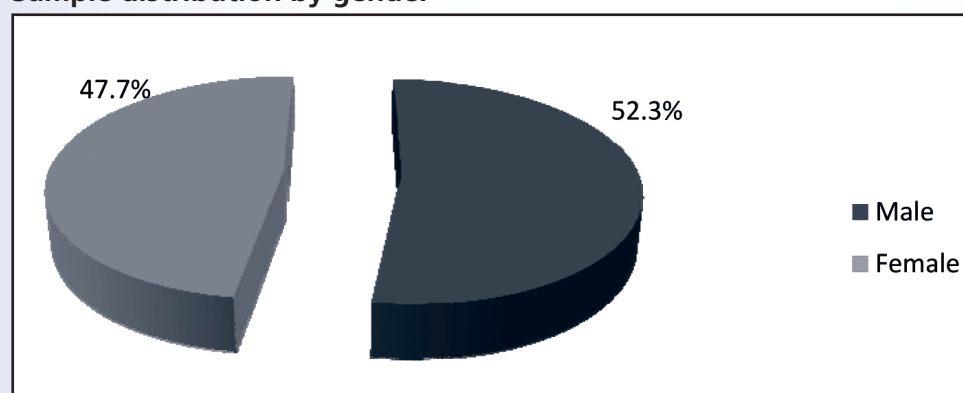
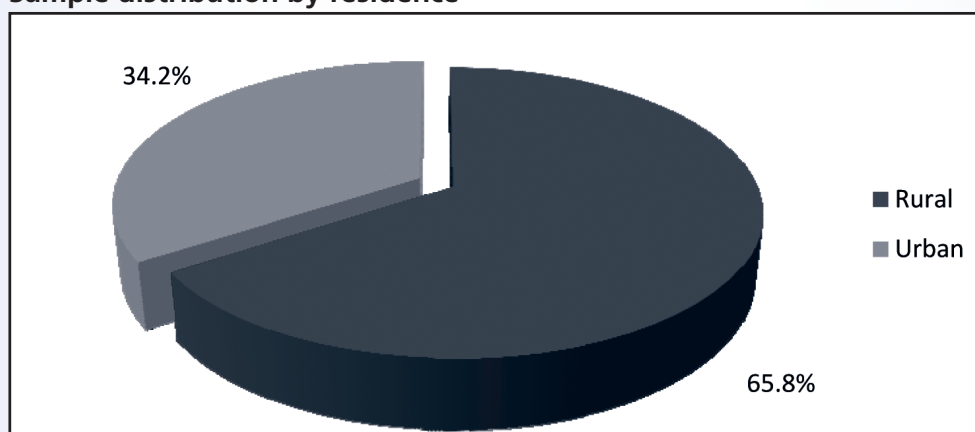


Fig 1: Sample distribution by gender - Kenya

**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 Ksh 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.

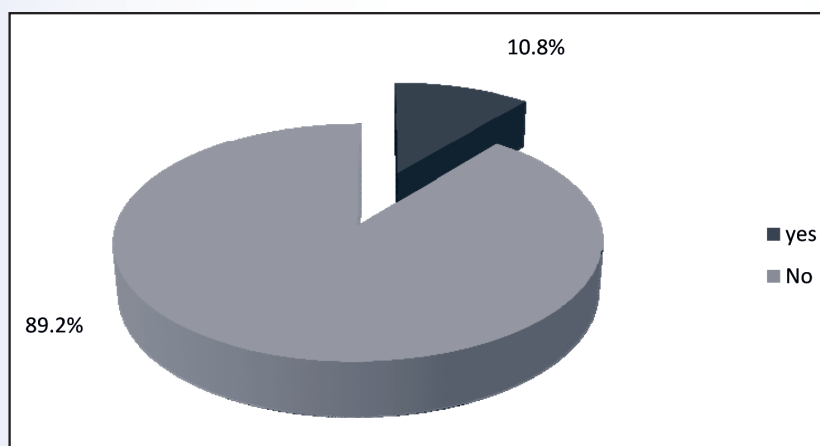


Fig 3: Reporting of corruption cases - Kenya

### 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- Kenya<sup>2</sup>**

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	Ministry 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

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

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank -2009
33	Public schools	6.8	12	34
34	International organisations	5.1	9.7	37
35	Private hospitals	3.0	13	32

*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

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank - 2009
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



Rank	Organisation	EABI 2010	EABI 2009	Previous Rank - 2009
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	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

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank - 2009
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.

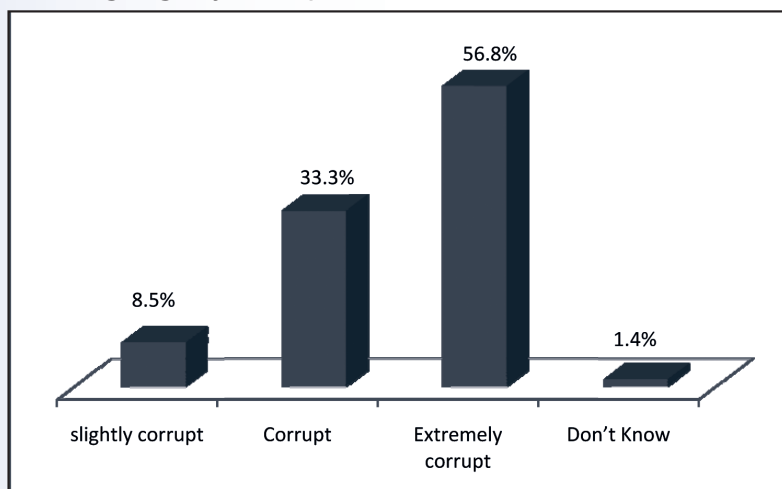
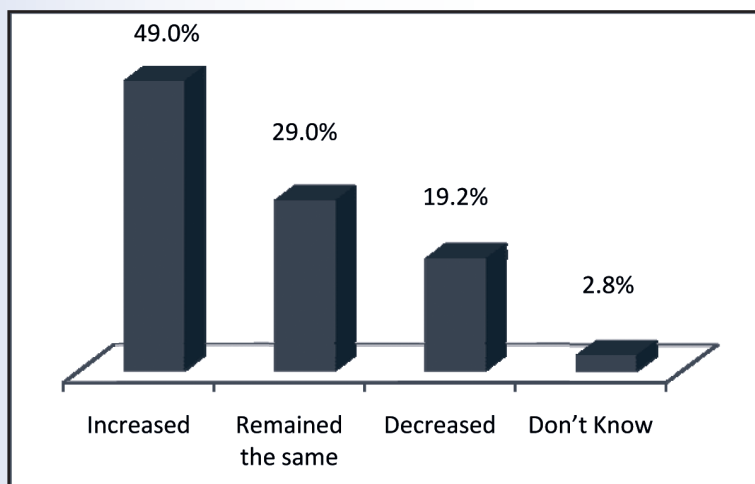


Fig 4: Perceived current levels of corruption - Kenya

#### 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.

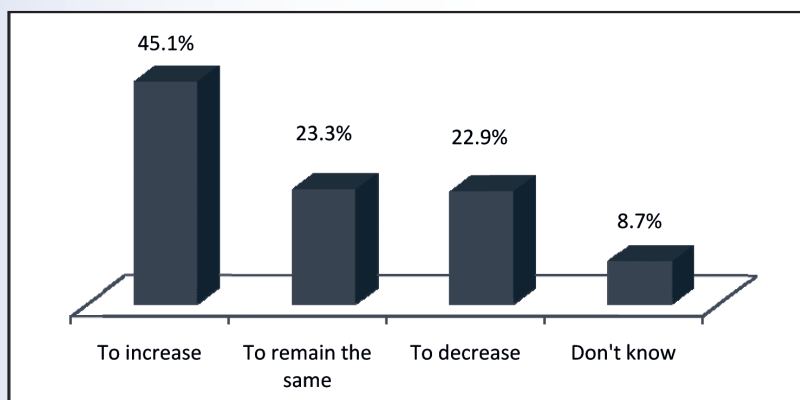




*Fig 5: Perceived change in corruption levels in the past one year - Kenya*

#### **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 may be 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.

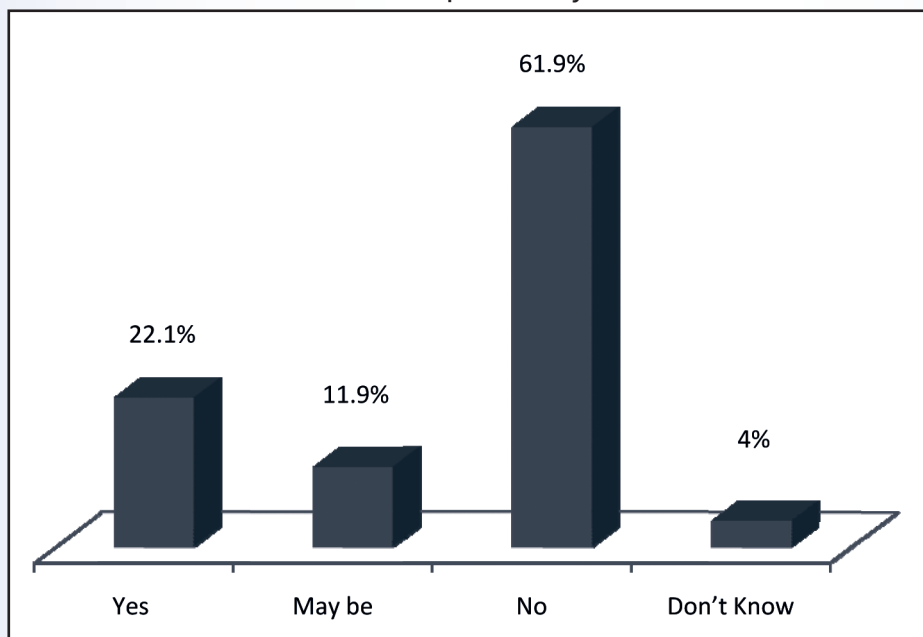


Fig 7: Kenya government's commitment to fight corruption

# 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

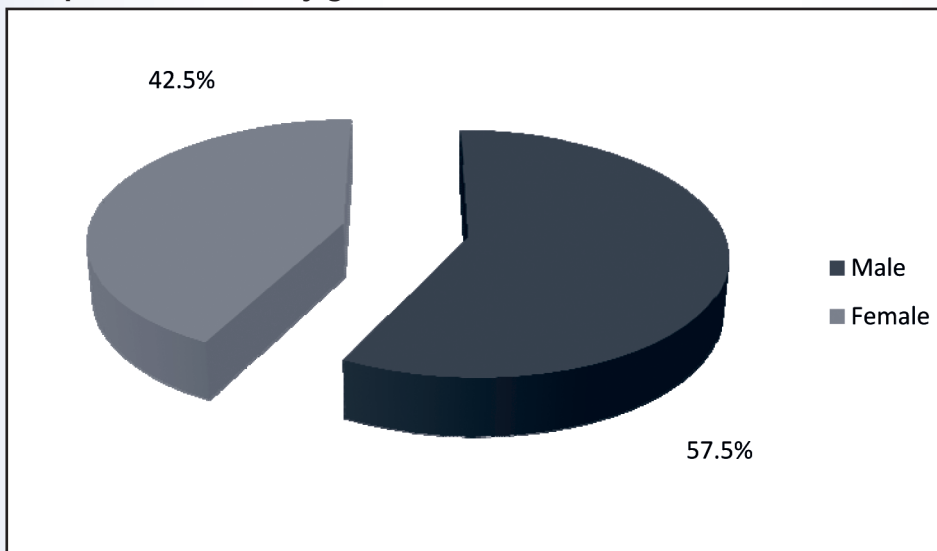


Fig 8: Sample distribution by gender - Tanzania

Sample distribution by residence

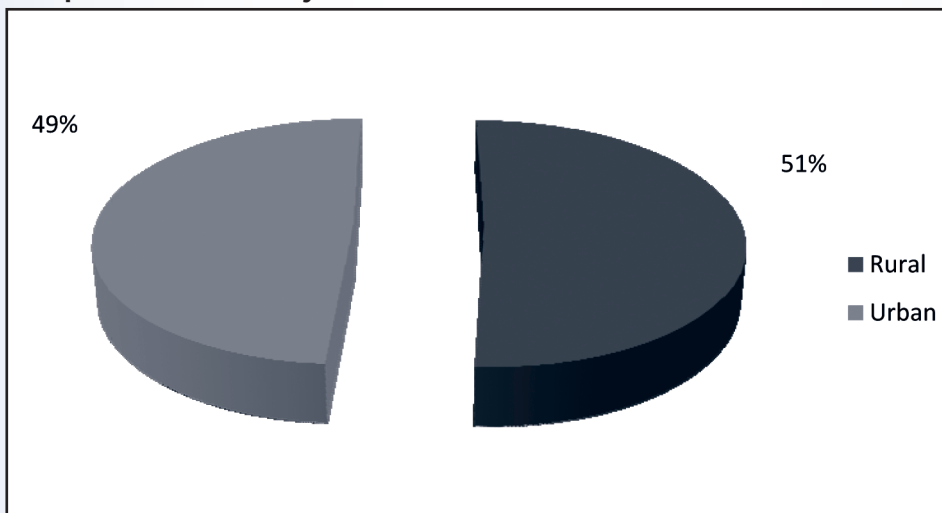


Fig 9: Sample distribution by residence - Tanzania

### 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%).



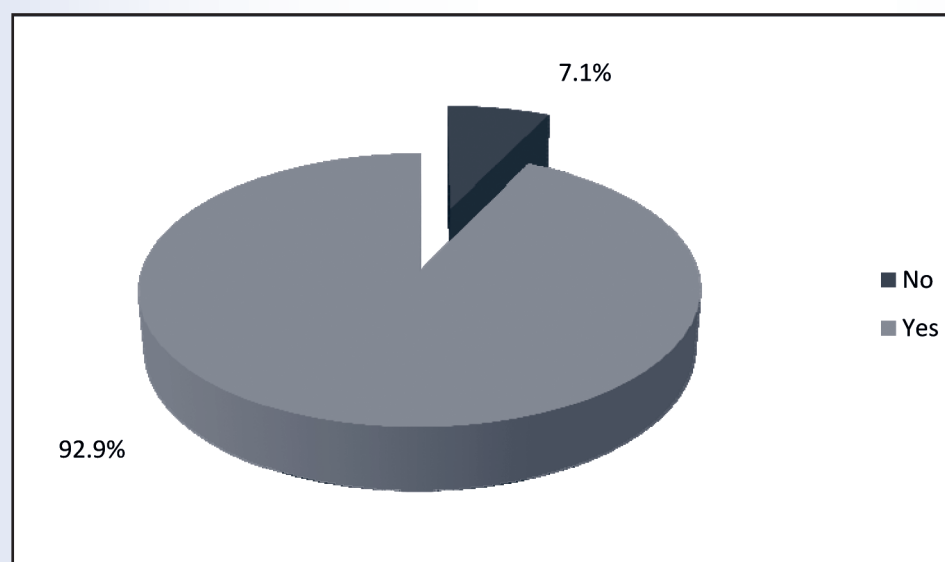
The respondents reported paying bribes for different purposes detailed below:

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 Tanzania<sup>3</sup>

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

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

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank -2009
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
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

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank -2009
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

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank -2009
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

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank -2009
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	-	-

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank -2009
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.

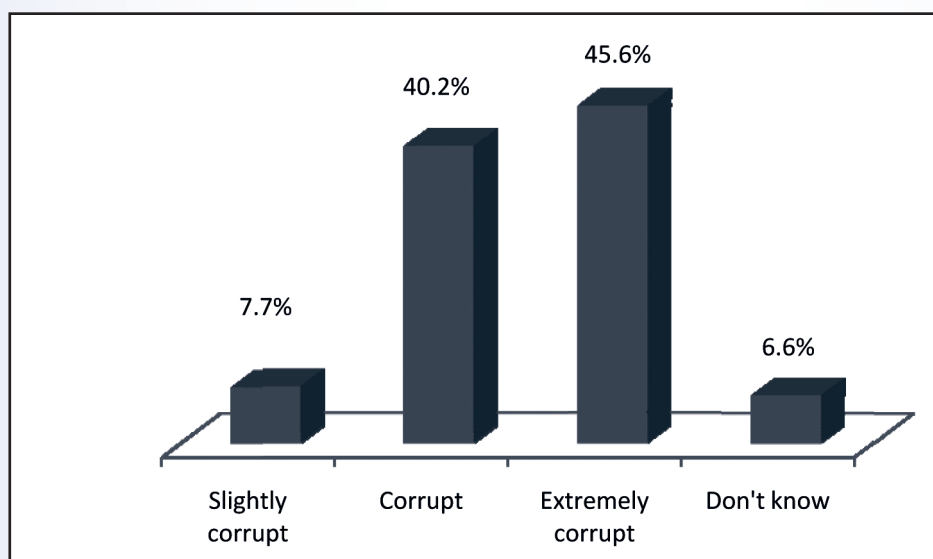


Fig 11: Perceived level of corruption - Tanzania

**Perceived 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.

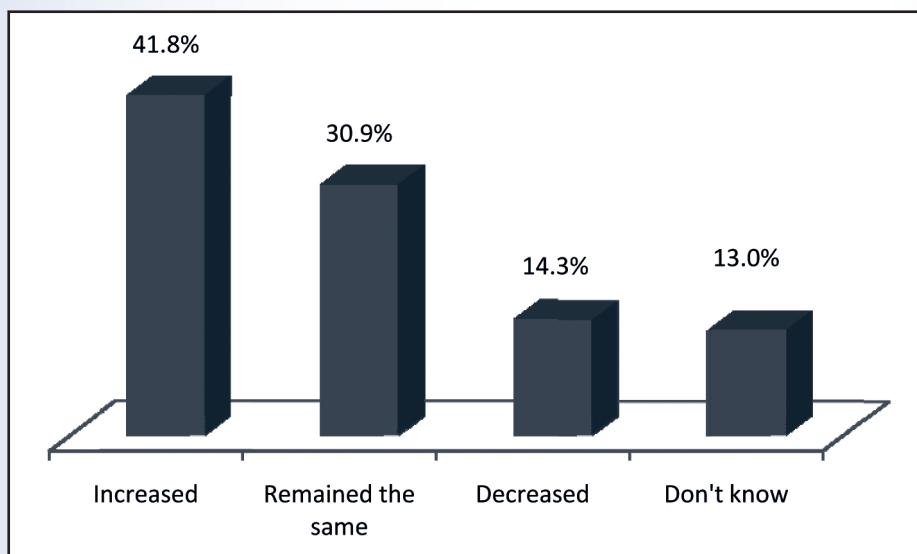


Fig 12: Perceived change in corruption in the next one year - Tanzania

**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.

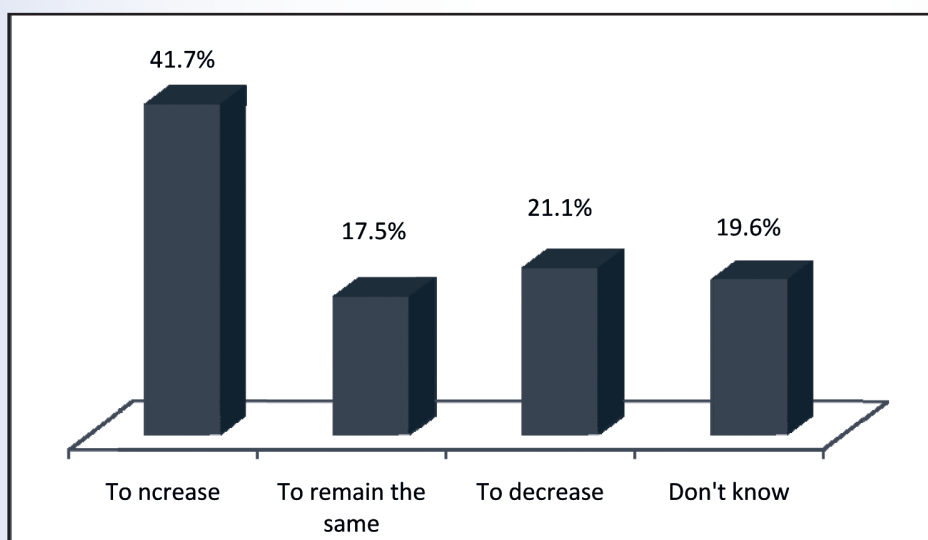


Fig 13: Projected level of corruption in Tanzania in the next one year

### 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.

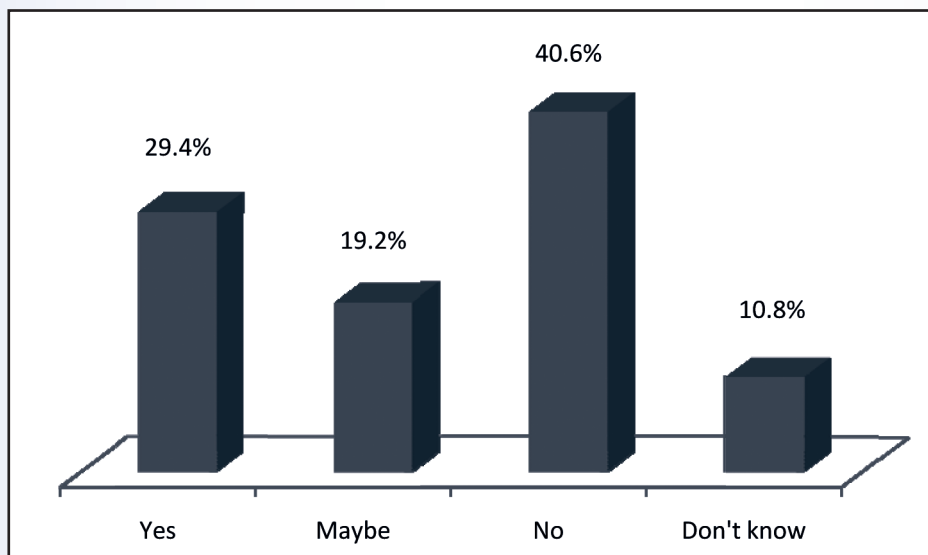


Fig 14: Tanzanians' perception on the government's commitment to fight corruption

# 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

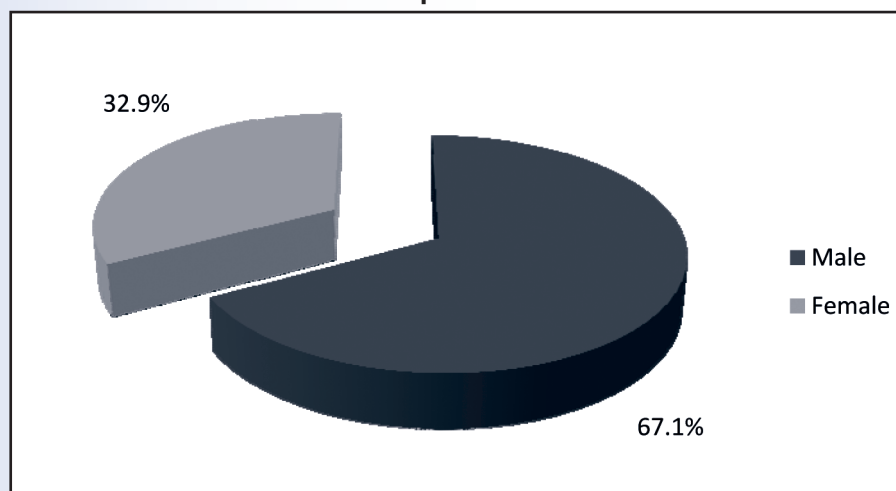
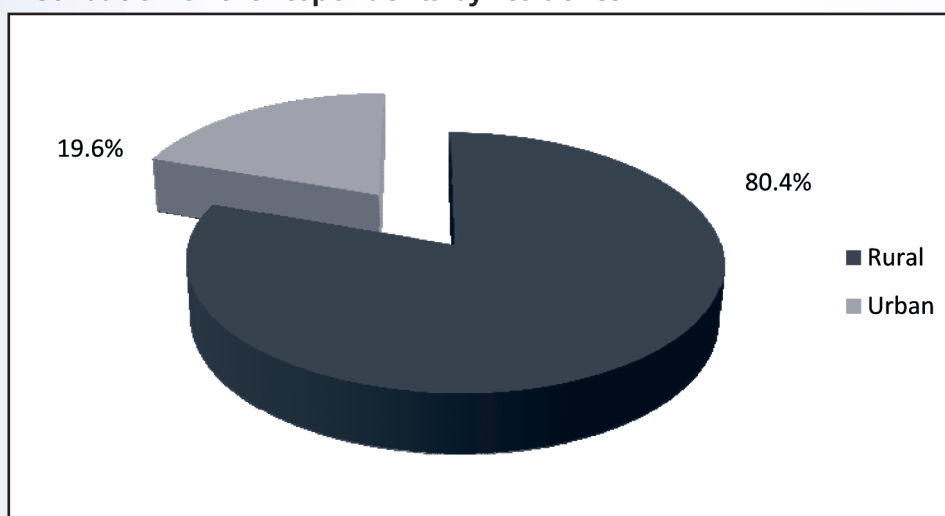


Fig 15: Gender distribution of respondents - Uganda

**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.

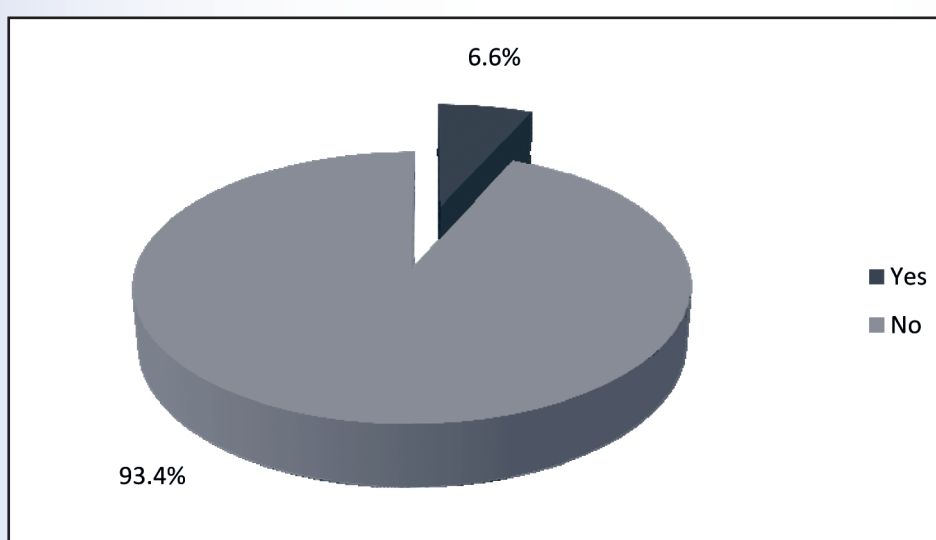


Fig 17: Reporting of bribery cases - Uganda

### 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 Uganda<sup>4</sup>

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
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/Regional Administration	25.9	37.1	13
14	Ministry of Defence	23.5	46.4	4
15	Other government institutions	16.8	35.0	14

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

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

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank -2009
11	Ministry of Defence	35.3	85.7	1
12	Public hospitals	34.1	-	-
13	Provincial/Regional 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

Rank	Organisation	EABI 2010	EABI 2009	Previous Rank -2009
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/Regional 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



Rank	Organisation	EABI 2010	EABI 2009	Previous Rank -2009
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/Regional 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 18<sup>th</sup> 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/Regional 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/Regional 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

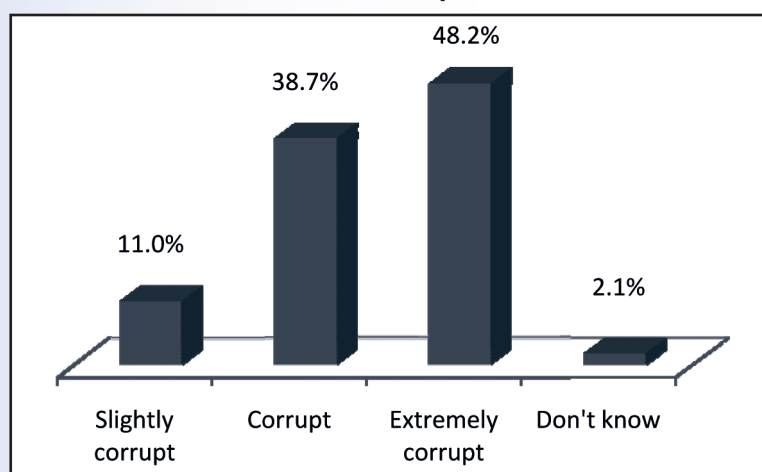


Fig 18: Perceived current level of corruption - Uganda

#### Perceived changes in the corruption level in the past one year

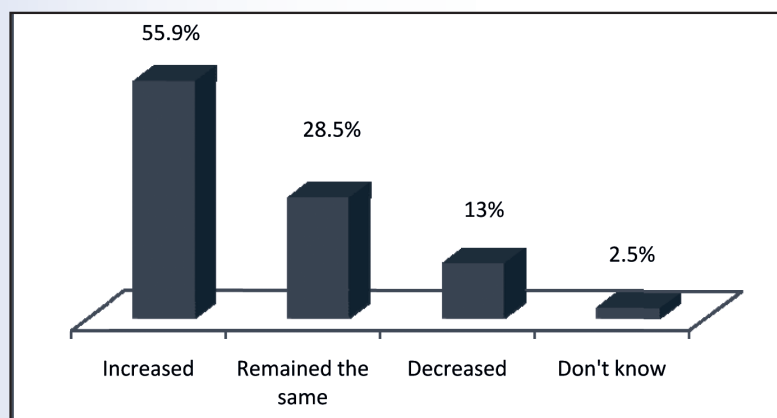


Fig 19: Perceived change in the corruption level in the past one year - Uganda

### Projected level of corruption in Uganda in the next one year

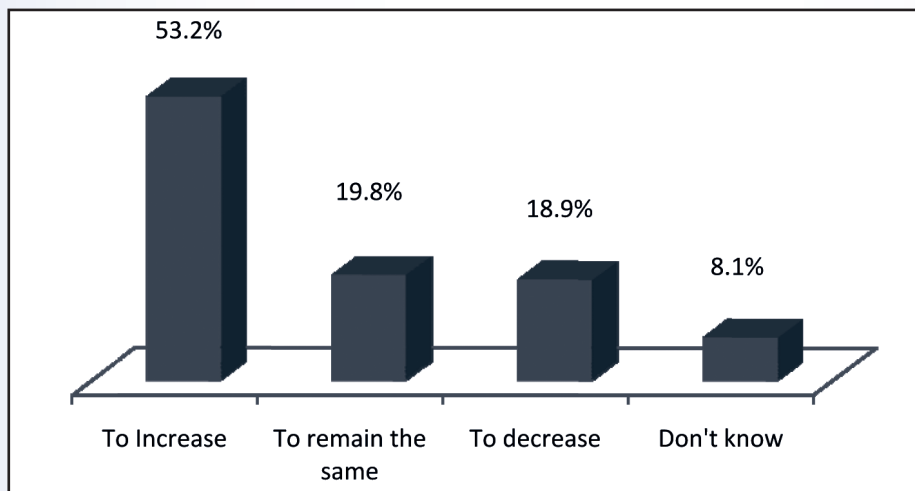


Fig 20: Projected level of corruption in Uganda in the next one year

### Ugandan government's commitment to fight corruption

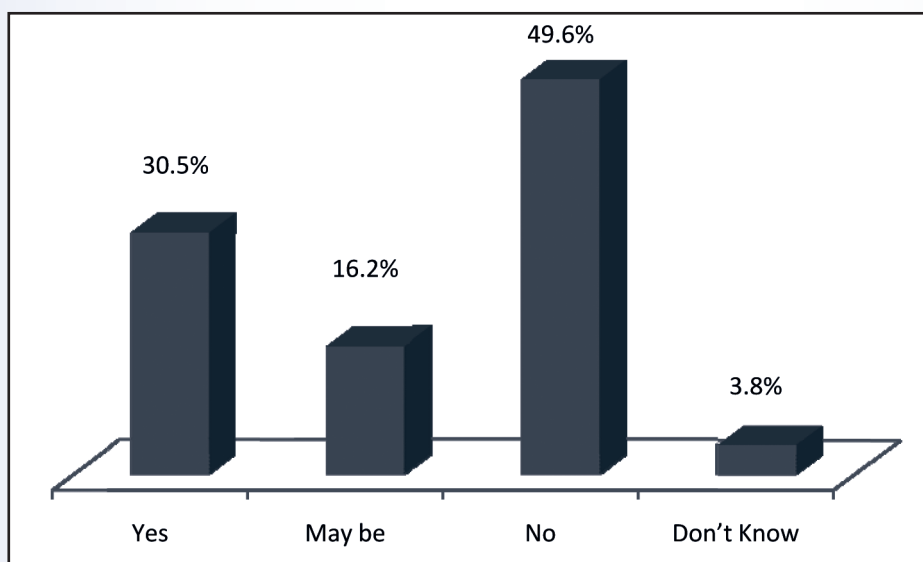


Fig 21: Ugandans' perception of the government's commitment to fight corruption

# 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

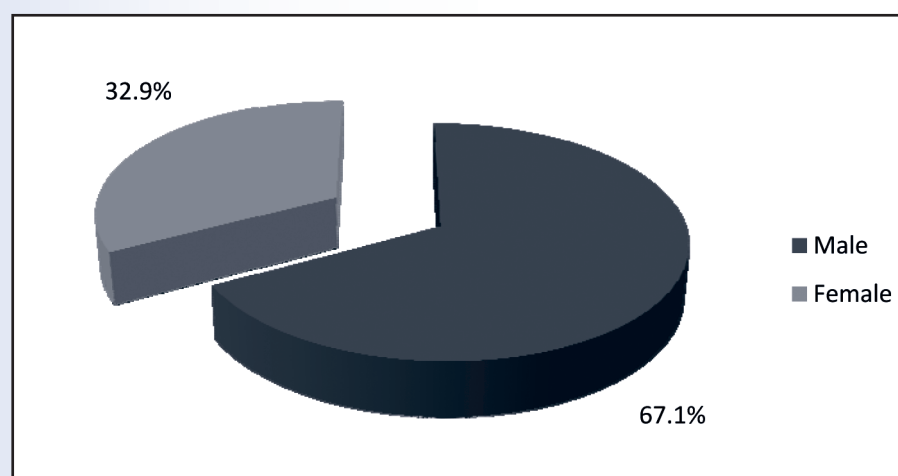
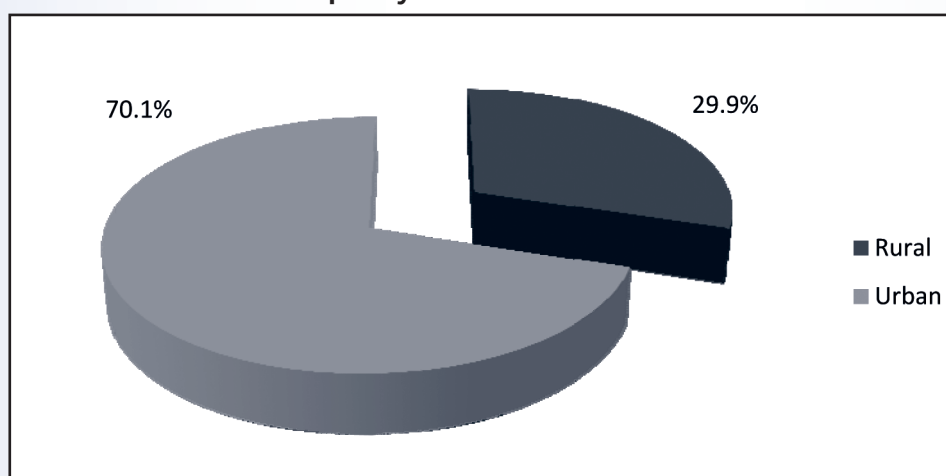


Fig 22: Gender distribution of the respondents-Burundi

**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/Para-statal	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

*Table 50: 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	Régié 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

Rank	Organisation	EABI 2010
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	Régie 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	Régie 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

Rank	Organisation	EABI 2010
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.

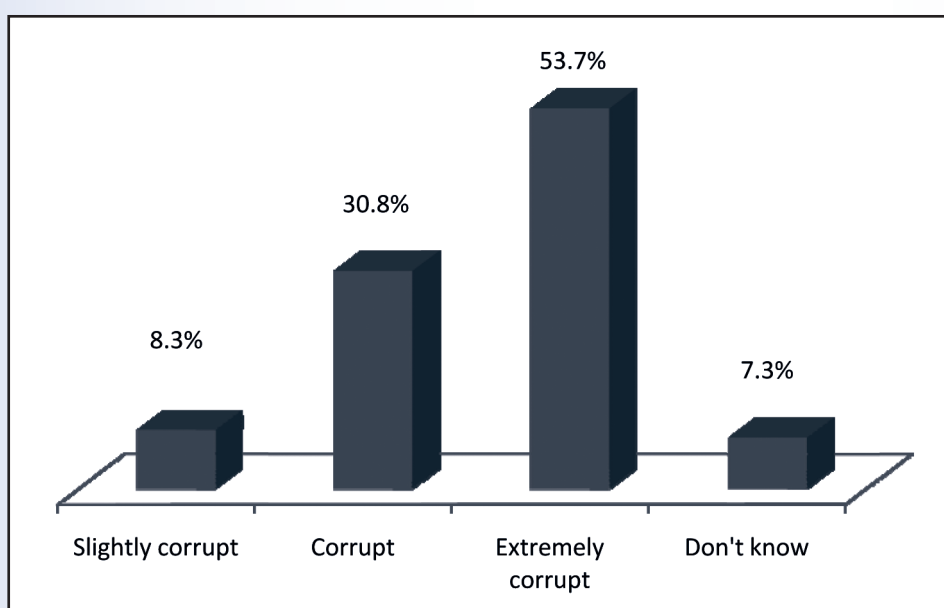


Fig 24: Perception of the current level of corruption - Burundi

### 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.

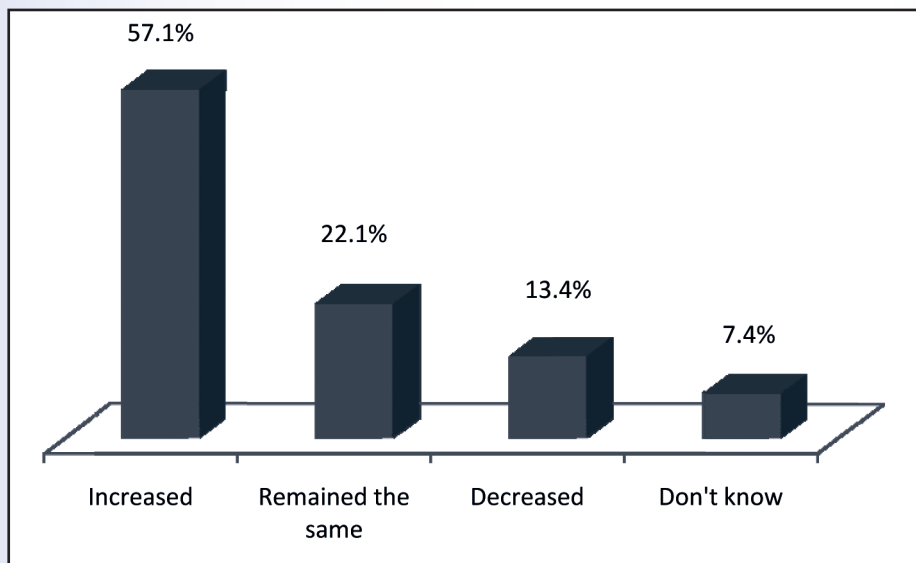


Fig 25: Perceived change in the corruption level in the past one year - Burundi

### 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.

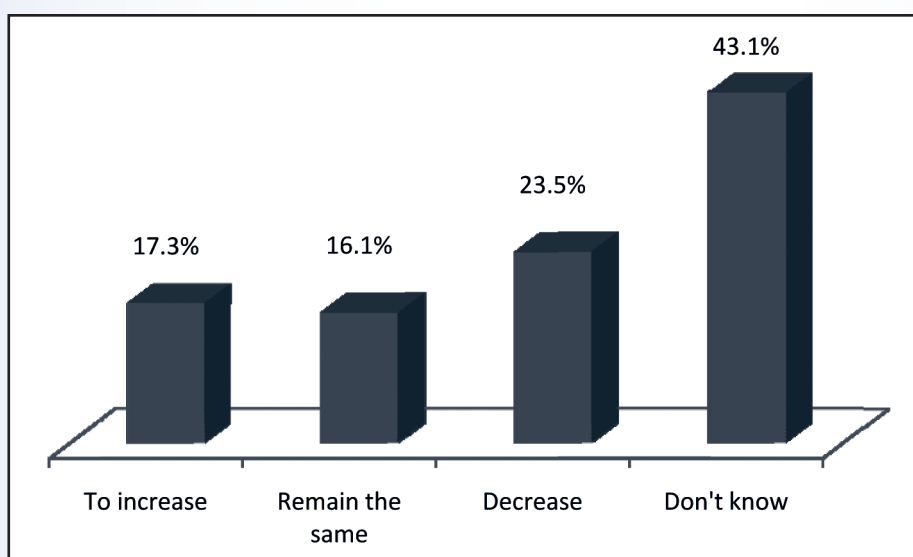


Fig 26: Projected level of corruption in Burundi in the next one year

### 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.

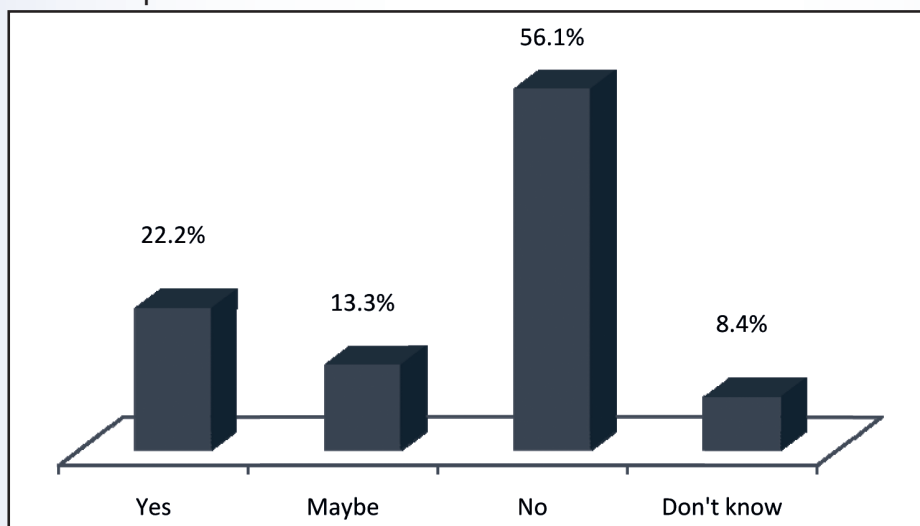


Fig 27: Burundians' perception on the government's commitment to fight corruption

# 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

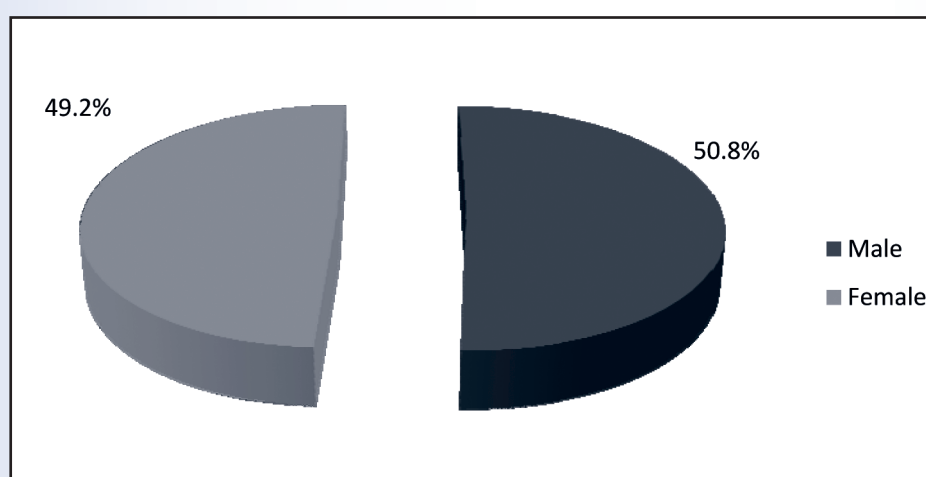


Fig 28: Sample distribution by gender - Rwanda

### Sample distribution by residence

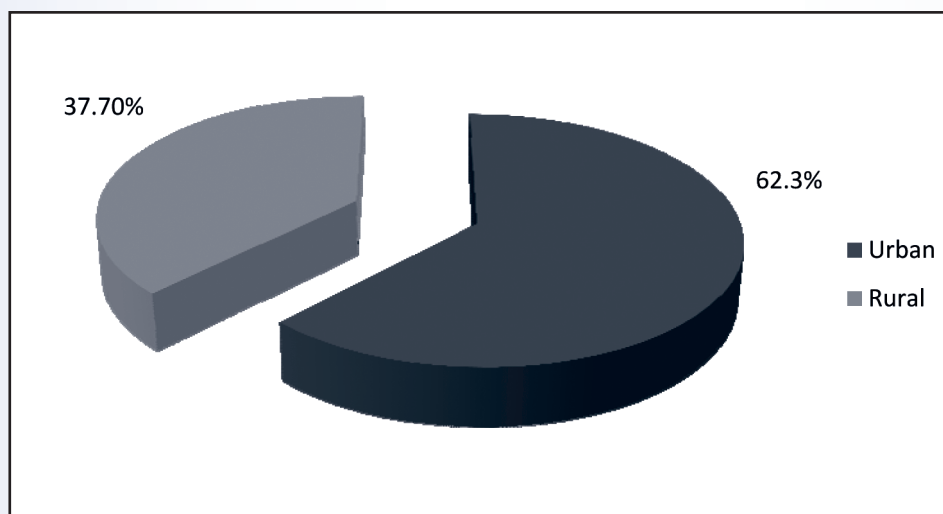


Fig 29: Sample distribution by residence - Rwanda

### 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.

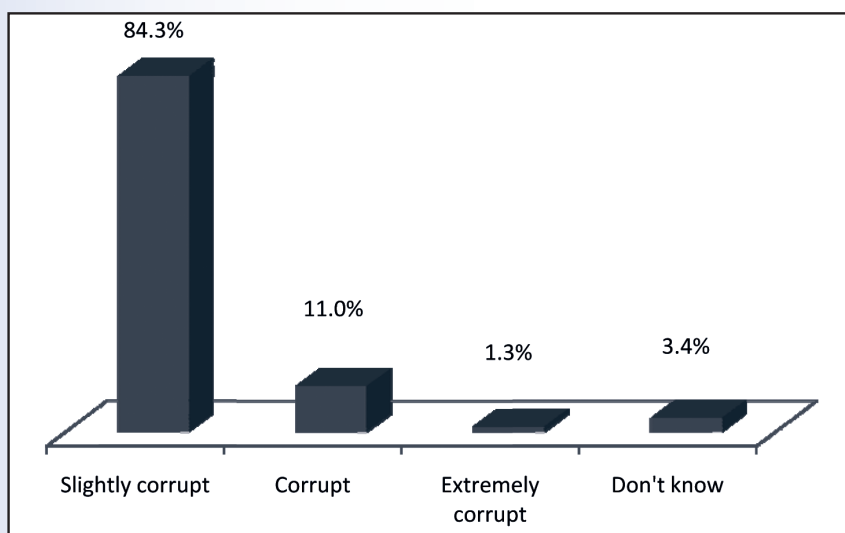


Fig 30: Perception of the level of corruption - Rwanda

### 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 and a half percent reporting a possible increase.

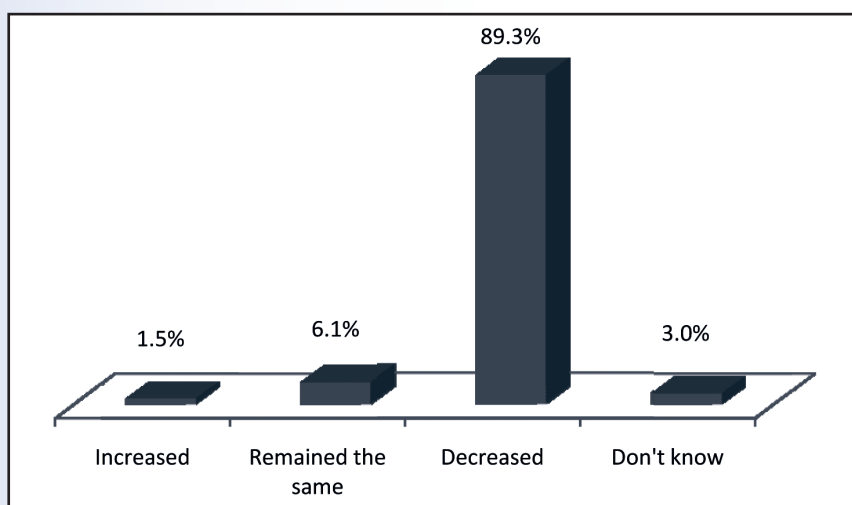


Fig 31: Perceived change in the level of corruption in the past one year - Rwanda

### 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.

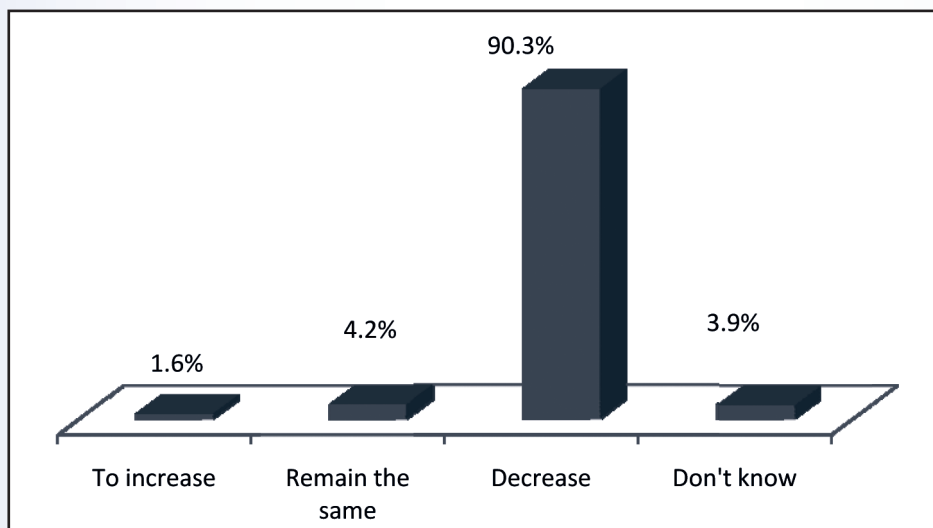


Fig 32: Projected level of corruption in the next one year - Rwanda

### 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.

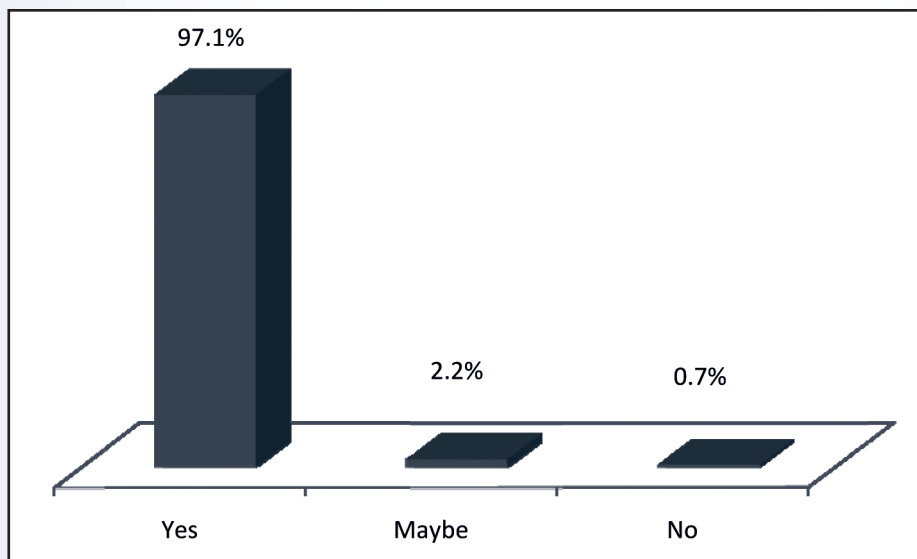


Fig 33: Rwandans' perception on the government's commitment to fight corruption





