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INTERNATIONAL
RWANDA



Rwanda bribery Index 2013



Norwegian People's Aid
Rwanda

ACKNOWLEDGMENTS

Rwanda Bribery Index 2013, the fourth of its kind since 2010, is an annual survey through which Transparency International Rwanda (TI-RW) aims at establishing experiences and perceptions of this specific form of corruption in the country. This survey constitutes a backbone of TI-RW's advocacy initiatives in the fight against petty corruption which continues to creep in service delivery within public, private and civil society institutions in Rwanda.

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

Furthermore, I would like to thank TI-RW's research team led by Albert Rwego Kavatiri, TI-RW's programme manager who coordinated the field work, data analysis and report writing with the support of a dedicated technical team of researchers. My special thanks also to TI-RW's Executive Director, Mr. Apollinaire Mupiganyi, for his encouragement, guidance and quality control throughout the process of this research.

Last but not least, I do want to explicitly thank the citizens of Rwanda who took their valuable time to grant interviews and provided the opinions and information which are the backbone of this report.

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EXECUTIVE SUMMARY

Rwanda Bribery Index is an annual publication through which Transparency International Rwanda, with the support of Public Policy Information, Monitoring and Advocacy (PPIMA) Project. It aims at establishing experiences and perceptions of this specific form of corruption in the country. This is the fourth edition and follows RBI 2012.

Starting with perceptions, the study shows that perceived corruption in Rwanda decreased from 30.5% in 2012 to 16.2% in 2013. Similarly, the proportion of respondents who perceived a decreased level of corruption compared to the previous year went down from 79.6% in 2012 to 72.4 in 2013 marking a decrease of 7.2% compared to last year. Despite this decrease from last year, the trend is still clearly positive, as 71.8% believe that corruption will decrease in the next year. Yet, a vast majority of the respondents (88%) were happy with the way the Government of Rwanda was fighting against corruption.

From the personal experience perspective, the finding indicates that 12.1% of Rwandans have encountered corrupt practices while seeking for a service. Among the 12.1 % of the bribe demanded by the service provider , 1.7% was offered by the service.

With regard to the Bribery Indices, the Likelihood of encountering bribe demands is 2.58, the Prevalence of bribery is 1.59 while the Average size of bribery is 30.697Rwf: in all cases, the figures show an improvement from last year except the average size which increased. A comparative analysis on incidences of corruption in public services shows that Police, both traffic and administration was reported to take the lead with the highest demand occurrences accounting for 11.54 % and 8.28 % respectively followed by the local government (5.94%).

The RBI 2013 findings also show that the highest average bribe was paid in ministries with an amount of 7,00,000 Rwf followed by banks, with an amount of 61,227 Rwf. Moreover, the perceived impact of bribe is also low even though it increased from 0.46% in 2012 to 0.73% in 2013. This low rate means that the majority of Rwandan population have access to services without being asked to pay a bribe.

While investigating on reasons for paying bribes, a majority of the respondents who confirmed having paid a bribe (45.9%) believed that the bribe was paid to hasten up the service, followed by 33.3% who reported having paid bribe in order to access services they did not legally deserve, 18.4% of those who paid bribe due to greediness and incompetence of service providers and 16.3% who did so in order to avoid problems with authorities.

The survey also sought to determine whether the respondents who encountered corruption reported it or not. A large majority (85.7%) of them did not report it. Compared to the previous survey, the proportion of respondents who did not report corruption has increased from 81% to 82.6% and to 85.7% between 2011, 2012 and 2013.

1. INTRODUCTION

Rwanda has made so much progress in the fight against corruption that it is now considered as one of the least corrupt countries in Africa and beyond. While many corruption analyses and surveys agree on this, Rwanda's progress is best explained by the country's performance in Transparency International's Corruption Perceptions Index (CPI) and EABI. The tremendous progress is a result of the Government's political will to fight corruption. This has been translated into the establishment of an adequate legal framework with reference to international instruments to fight against corruption.

There is a need to realize that Rwanda has adopted highly encouraging laws and specific rules to fight against corruption. The existence of good practices susceptible to reduce corruption risks such as the declaration of goods and patrimonies or properties of high authorities of the country and other public managers, the National Policy to fight against corruption which is among the national and International main priorities today, several anti-corruption bodies including the office of the Ombudsman, Rwanda Public Procurement Authority (RPPA), the Office of the Auditor General, the Anti-Corruption Unit in the Rwanda Revenue Authority and the Public Procurement Appeals Commission, etc. Moreover, the set up of codes of conduct by a number of public institutions, political parties and the media are other signs of firm commitment of the Government of Rwanda to efficiently fight against corruption.

It is in line with the above mentioned commitment that the Public Account Committee (PAC) was established in April 2011 as a financial watchdog of Rwandan Parliament. Since then, following the Auditor General's report, the PAC continue to investigate and to summon the responsible officials to get explanation on cases of mismanagement of public funds. The government commitment in the fight against corruption is also well-known this year, whereby 34 police were arrested over corruption allegations.

Transparency International Rwanda corruption related studies including RBI contribute to monitor the government effort in the fight against corruption by providing an evidence based advocacy tool that enables to improve where needed.

2. OBJECTIVES OF THE SURVEY

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

The specific objectives of the survey were as to:

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

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

1. Likelihood=

$$\frac{\text{\# of bribe demand situation for organization x}}{\text{\# of interactions for organization x}}$$

2. Prevalence =

$$\frac{\text{\# of bribe payers for organization x}}{\text{\# of interactions for organization x}}$$

3. Impact =

$$\frac{\text{\# of service deliveries as a result of bribe paying for organization x}}{\text{\# of interactions for organization x}}$$

4. Share =

$$\frac{\text{Total amount of bribes paid in organization x}}{\text{Total amount of bribes paid in all organizations}}$$

5. Average size

$$\frac{\text{Total amount of bribes paid in organization x}}{\text{Individuals who paid a bribe in organization x.}}$$

3. METHODOLOGY

3.1. Approach

This section of the report presents the methodology used for the survey that led to the findings. This study exclusively used a quantitative approach and sought to establish the extent of bribery in Rwanda by seeking information from Rwandans on where bribery was demanded from them when seeking services, on whether they paid the demanded bribes and the nature and amount of such bribes.

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

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

3.2. Sampling frame and sample size

The Rwanda Bribery Index 2013 survey is a countrywide endeavour. The sample size is computed on the basis of various parameters such as the desired degree of precision, target population size, timing and budget. The targeted population for the survey consisted of all citizens aged 18 years and above among others. Although the provisional results of the 2012 Population and Housing Census were recently released, they did not provide a break-down analysis of data of population disaggregated by age. Given that the targeted population for the RBI 2013 survey included citizens aged 18 years and above, the size of the study population considered in determining the sample size was that of the National ID Project.

Data from the National ID Project¹ places the national population aged 17 years or less at 4,466,587 and that aged 18 and above at 5,452,788 on the 13th January, 2010. The sample was calculated using the formula below.

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

Where:

z = 1.96 for 95% level of confidence

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

e = desired margin of error

N = population size

In this estimation the significance level is taken as 95% with a margin of error of 2 %. Such a sample size provides a base for meaningful comparison to undertake statistically valid sub stratifications that fall within acceptable confidence level. Based on the above formula the sample size for the RBI 2013 survey was 2400 respondents as far as the category of ordinary people were concerned.

¹ The National ID Project is a government-led project which aims to provide every Rwandan citizen with an electronic national identification card containing a range of personal data.

However, due to the fact that some questionnaires were not properly filled, a total of 2286 respondents were surveyed, which is 95.25 % of the initial sample size desired(2400). The The table below presents the sample allocation by Province and District.

Table 1 District sample allocation

Province	District	Frequency	Percent
Kigali City	GASABO	126	5.5%
	KICUKIRO	72	3.1%
	NYARUGENGE	83	3.6%
		281	12.3%
South	HUYE	262	11.5%
	KAMONYI	291	12.7%
		553	24.2%
East	KIREHE	251	11.0%
	NYAGATARE	295	12.9%
		546	23.9%
North	GICUMBI	237	10.4%
	RULINDO	182	8.0%
		419	18.3%
West	NGORORERO	258	11.3%
	RUBAVU	229	10.0%
		487	21.3%
TOTAL		2286	100.0%

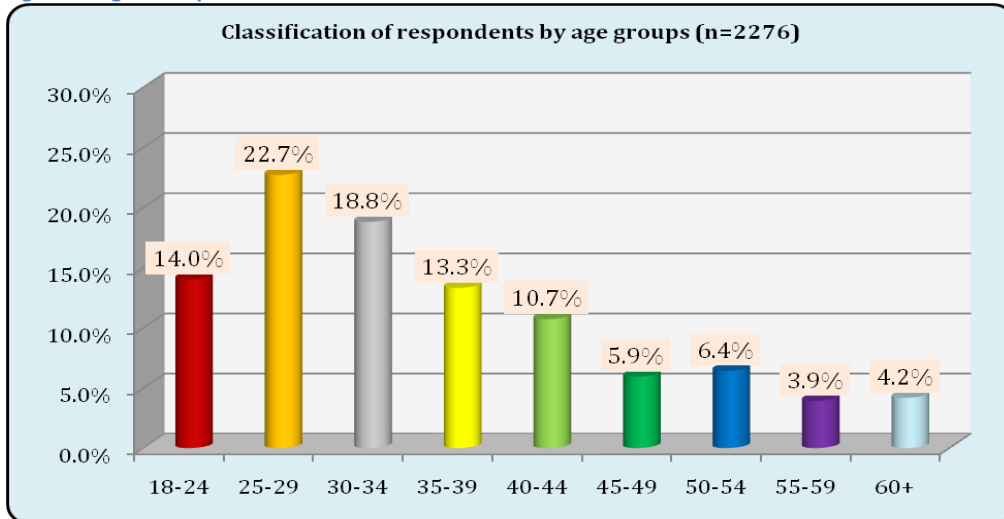
The Rwanda Bribery Index 2013 survey was conducted in the five Provinces of the country at the household level. As mentioned above, the respondents were interviewed face to face based on population sizes across the various Districts included in this study as shown in the above table and recorded bribery experiences from 2286 respondents.

4. SAMPLE CHARACTERISTICS

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

4.1. Age of respondents

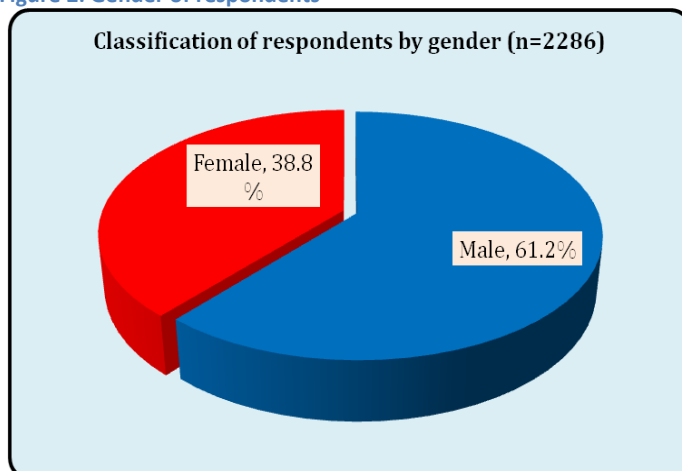
Figure 1: Age of respondents



Majority of the respondents who were interviewed in Rwanda between May and June 2013, was aged between 25-29 years old, followed by those aged between 30 – 34 years old. This implies that the majority of active citizens who frequently interact with service providers were given an opportunity to express their experience and perception with regard to the state of corruption in Rwanda.

4.2. Gender of respondents

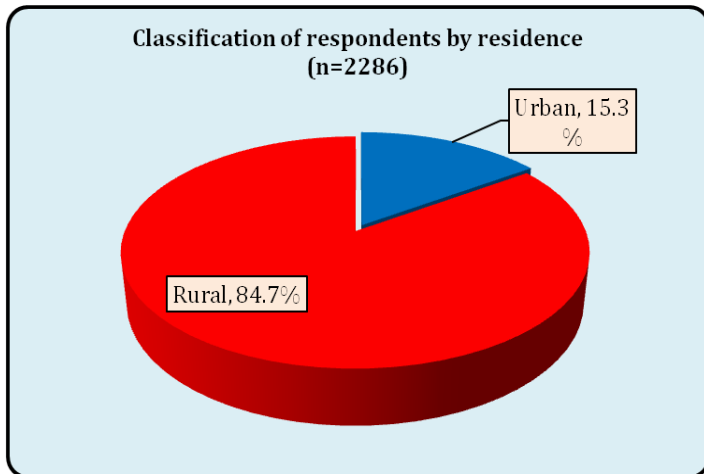
Figure 2: Gender of respondents



Slightly more than half of the respondents (61,2%) who were interviewed were male compared to 38,8% of their female counterparts. This can be explained by the fact that in most instances, males are more likely than females to represent households in seeking services at government institutions. A similar gender imbalance was also observed in RBI 2010, 2011 and 2012.

4.3. Residency of respondents

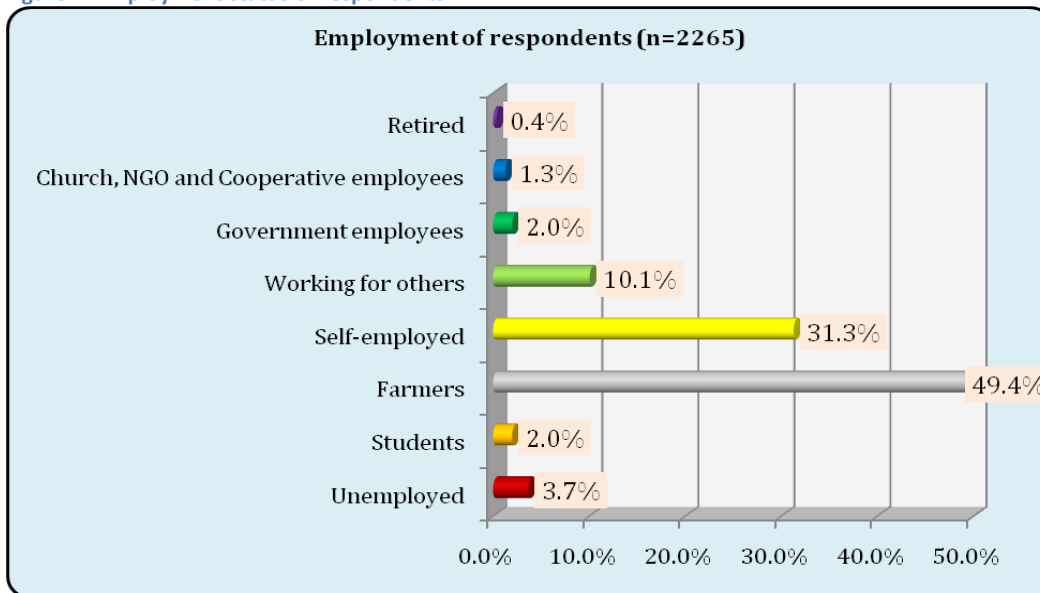
Figure 3: Residency of respondents



A vast majority of respondents (84.7%), live in rural areas with only 15.3% of them living from urban areas. The definition of rural/urban area was based on the socio-economic characteristics of its inhabitants.

4.4 Employment status of respondents

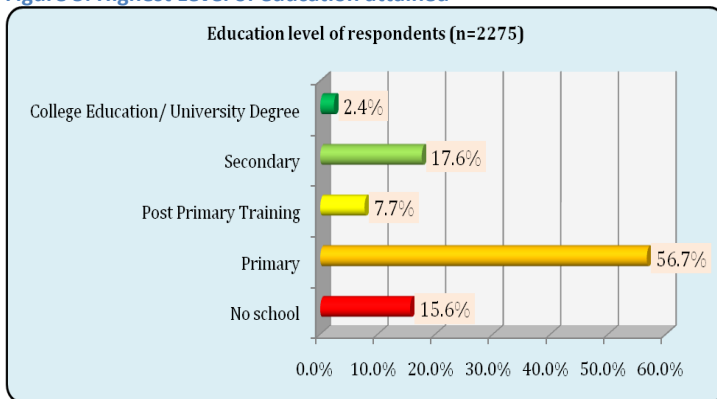
Figure 4: Employment status of respondents



The majority of respondents (49.4%) who were interviewed were farmers followed by 31.3% of those who were self employed. Only 2.0% were working with the government.

4.5 Highest Level of education attained

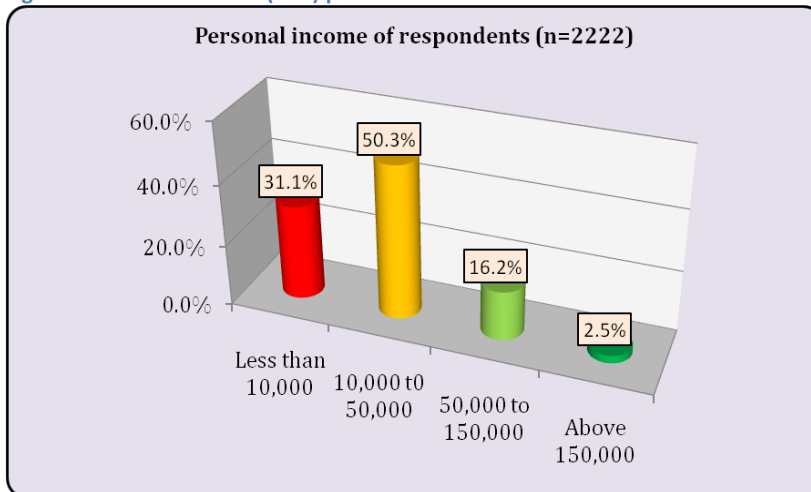
Figure 5: Highest Level of education attained



Majority of the respondents(56.7%) interviewed had primary school education followed by those who had a secondary school education(17.6%) and those with no school(15.6%). A significant minority of the population have professional(7.7%) and tertiary level education(2.4%).

4.6 Personal Income (Rfw) per Month

Figure 6 Personal Income (Rfw) per Month



Slightly more than half of the respondents(50.3%) reported that their personal income was between 10,000 to 50,000 Rwanda Francs followed by 31.1% of those whose personal income was less than 10,000 Rwanda Francs. Notably, a significant minority(2.5%) said that their personal income was above 150.000 Frw.

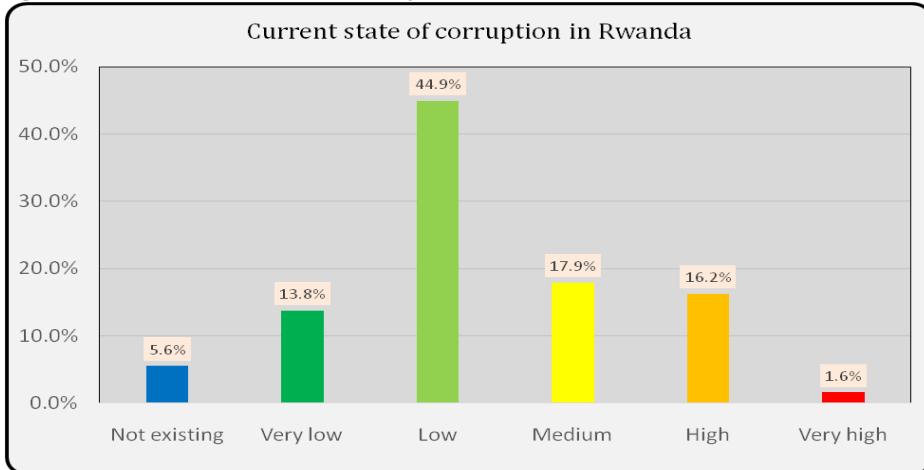
5. PRESENTATION OF THE FINDINGS

5.1. Corruption perception

5.1.1. Perceived current level of corruption

The figure below shows the perceived current level of corruption as reported by citizens in 2013.

Figure 7 Perceived current level of corruption

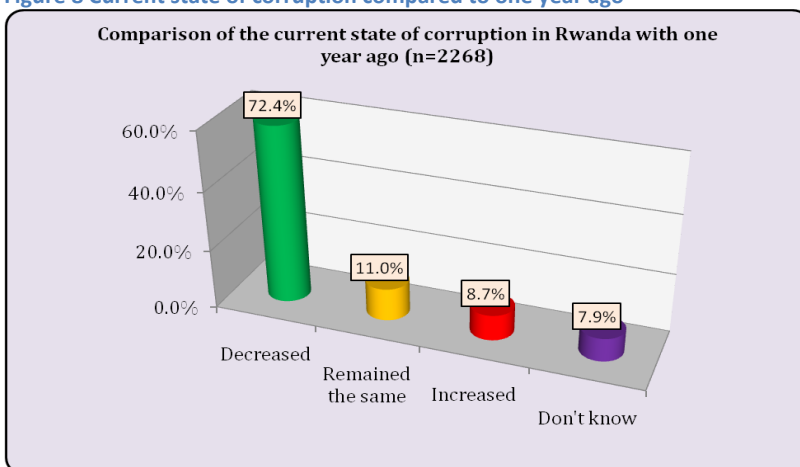


Cumulatively, 59 % of the respondents in Rwanda described the state of corruption in their country as low(very low and low). This is very similar to last year where 62% of respondents had the same view. However, 16.2 % of respondents believed that the level of corruption in Rwanda was high in 2013 while a significant minority of them(5.6%) said there is no corruption in the country.

5.1.2. Current state of corruption compared to one year ago

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

Figure 8 Current state of corruption compared to one year ago

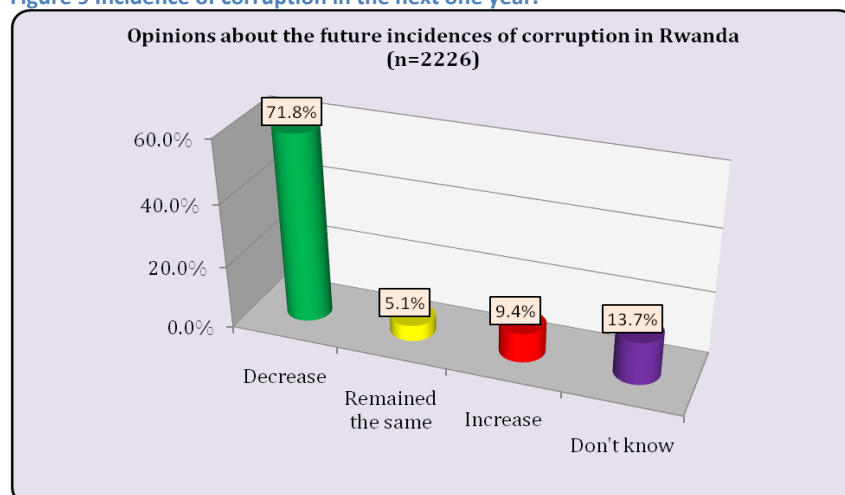


A vast majority of respondents (72.4%) felt that compared to one year ago, the current level of corruption in Rwanda has decreased followed by 11% who felt that it has remained the same. Only a very small proportion (8.7%) of the respondents felt that it has increased.

5.1.3. Incidence of corruption in the next one year.

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

Figure 9 Incidence of corruption in the next one year.



Majority of respondents in Rwanda felt that the state of corruption in their country in the next one year will decrease (71.8%) while 9.4% felt that it will increase. Majority of the respondents believed that the commitment to fighting corruption was the key reason why they thought corruption would decrease in the coming year as indicated in the table below.

5.1.4. Reasons why corruption would decrease next year

Table 2 Reasons why corruption would decrease next year

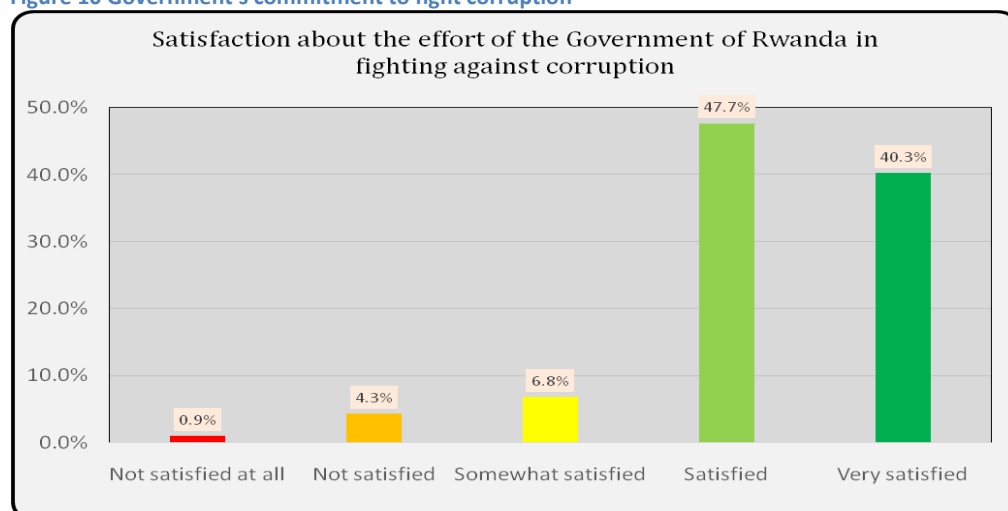
	Frequency	Percent
High political will	763	45.5%
Increased citizen's awareness in the fight against corruption	219	13.1%
Zero tolerance to corruption	164	9.8%
Existence of anti-corruption mechanisms	126	7.5%
Responsible Leadership	125	7.5%
Good governance practices	117	7.0%
Fear of penalty	58	3.5%
Good service delivery	39	2.3%
Decentralisation	30	1.8%
Others	36	2%
Total	1677	100.0%

As shown in the above table, Rwanda government political will, increased citizen's awareness in the fight against corruption, Zero tolerance to corruption were stated by respondents as main reasons for which corruption would decrease in the next coming year.

5.1.5. Government's commitment to fight corruption

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

Figure 10 Government's commitment to fight corruption



A vast majority of the respondents (88%) said that they were happy with the way the Government of Rwanda was fighting against corruption followed by 6.8% of those who said that they were somewhat happy. This is an indication that the government of Rwanda was doing enough in fight against corruption which is recommendable. The table below presents respondents' views about the reasons for the positive assessment of their government.

5.1.6. Reasons for satisfaction about the effort of the government of Rwanda in fighting against corruption

Table 3 Reasons for citizens' satisfaction about the effort of the government of Rwanda in fighting against corruption

Reasons for satisfaction	Frequency	Percent
Strong political will in the fight against corruption	459	22.60%
Strong measures in the fight against corruption and related offenses	369	18.10%
Improved service delivery	354	17.40%
Severe penalty	236	11.60%
Anti-corruption awareness	190	9.30%
Good leadership	160	7.90%
Freedom of expression	138	6.80%
Control mechanisms in public funds management	53	2.60%
Decentralisation	52	2.60%
Improved Reporting mechanisms	20	1.00%
The existence of the office of the Ombudsman	4	0.20%
Total	2035	100.00%

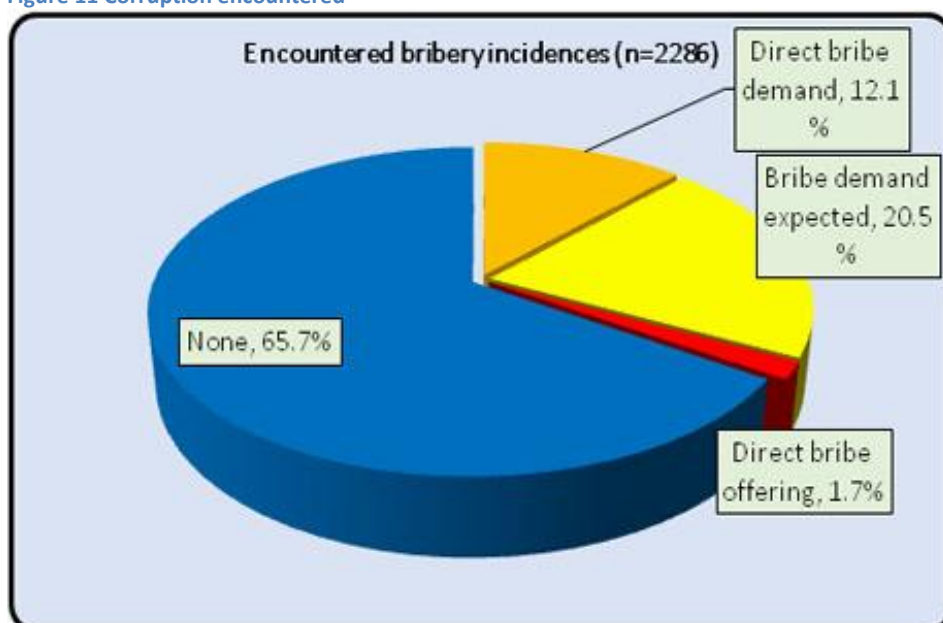
The assessment of respondents with regard to the reasons why they are satisfied with the effort of the government of Rwanda in fighting corruption reveals that strong political will in the fight against corruption comes in first position with 22.6% followed by Strong measures in the fight against corruption and related offenses (18.1%) and Improved service delivery(17.4%).

5.2. Personal Experience with Bribery

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

5.2.1. Bribes encountered

Figure 11 Corruption encountered



The findings indicate that 12.1% of Rwandans have encountered corrupt practices while seeking for a service. Among the 12.1 % of the bribe demanded by the service provider , 1.7% was offered by the service seeker. Notably, the bribe demand was higher than the bribe offered which is likely to encourage bribe incidences.

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

Table 4 Bribery encountered disaggregated by demographic characteristics of the population

Demographic characteristics		<i>Number of respondents</i>	<i>Respondents who experienced bribe</i>	<i>Percent</i>
Residence	Urban	350	89	25.4%
	Rural	1936	554	28.6%
Sex	Male	1400	447	31.9%
	Female	886	196	22.1%
Age Group	18-24	319	77	24.1%
	25-29	517	157	30.4%
	30-34	428	127	29.7%
	35-39	303	89	29.4%
	40-44	244	70	28.7%
	45-49	135	40	29.6%
	50-54	146	38	26.0%
	55-59	89	19	21.3%
	60+	95	22	23.2%

Based on horizontal comparisons, the findings reveal that there are more male than female who encounter corruption, people aged between 30 and 50 years are more likely to encounter corruption than their elderly and younger. The survey indicates that there is no significant difference between people living in urban areas and those from rural ones with regard to the risk of corruption.

5.2.2. Bribery Indices

5.2.2.1. Likelihood of encountering bribe occurrence

Table 5 Likelihood of bribery

Rank	Institution type			Likelihood (%)
1	Police	Traffic police	11.54	10.22
		Administration Police	8.28	
2	Local government			5.94
3	Judiciary	Courts	4.96	5.08
		Prisons	5.76	
4	Private Sector			3.61
5	Land bureau			3.47
6	Central Government	Ministries	2.25	3.00
		Government institutions and projects	3.47	
7	EWSA	Water	1.41	2.59
		Electricity	3.36	
8	Rwanda revenue authority	Customs	4.68	1.24
		Tax services	0.19	
		RPD	0.00	
9	Banks			0.83
10	Educational institutions- schools, colleges, universities	Primary	0.41	0.67
		Secondary	0.85	
		Technical / vocational training	4.23	
		University	0.00	
11	Medical services	Hospitals	0.62	0.55
		Health centers	0.53	
12	Non-Governmental organizations			0.28
OVERALL				2.58

The police has the highest probability (10.22%) of asking citizen to pay bribe while interacting with him or her in the preceding 12 months followed by local government(5.94%) and Judiciary(5.08%). In most sectors the probability of bribe being expected or demanded had increased from the last twelve months. Other sectors with moderate bribes demand include private sector(3.61%) , land bureau(3.47%) and central government(3%).

A comparative analysis on corruption incidences across the Police and the Judiciary shows that traffic police and prisons were reported to take the lead with the highest demand occurrences accounting for 11.54 % and 5.76% respectively.

5.2.2.2. Prevalence of bribery

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

Table 6 Prevalence of bribery

Rank	Institution type			Prevalence (%)
1	Police	Traffic police	9.60	8.25
		Administration Police	6.25	
2	Local government			3.62
3	Judiciary	Courts	2.16	2.38
		Prisons	3.66	
4	Private Sector			2.00
5	Land bureau			1.74
6	EWSA	Water	0.56	1.46
		Electricity	2.06	
7	Rwanda revenue authority	Customs	4.09	1.11
		Tax services	0.19	
		RPD	0.00	
8	Banks			0.47
9	Educational institutions- schools, colleges, universities	Primary	0.33	0.46
		Secondary	0.51	
		Technical / vocational training	2.82	
		University	0.00	
10	Central Government	Ministries	1.12	0.43
		Government institutions and projects	0.00	
11	Medical services	Hospitals	0.16	0.19
		Health centers	0.20	
12	Non-Governmental organizations			0.19
OVERALL				1.59

The survey clearly shows that on the probability of actually paying the bribe, police sector was ranked first at 8.2% followed by Local Government with 3.62 %, Judiciary(2.62%) and Private sector(2.38%). Medical services sector was the least in this category. Reading from the above two tables, it is noted that the top three institutions with the highest prevalence of bribery are the same as those with the highest likelihood of encountering bribes.

5.2.2.3. Average size of Bribe

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

Table 7 Average size of Bribe

Rank	Institution type			Average (Rwfs)
1	Central Government	Ministries	700,000	700,000
		Government institutions and projects	0.00	
2	Banks			61,227
3	Police	Traffic police	41,404	47,605
		Administration Police	65,858	
4	Judiciary	Courts	51,581	40,763
		Prisons	3,500	
5	Land bureau			39,591
6	Non-Governmental organizations			30,750
7	Rwanda revenue authority	Customs	15,486	28,944
		Tax services	500,000	
		RPD	0.00	
8	Educational institutions- schools, colleges, universities	Primary	7,000	19,722
		Secondary	47,167	
		Technical / vocational training	4,000	
		University	7,000	
9	Medical services	Hospitals	2,767	17,379
		Health centers	21,364	
10	Local government			16,865
11	EWSA	Water	5,000	9,105
		Electricity	9,588	
12	Private Sector			4,727
OVERALL				30,697

It is worth noting that, although the central government took a lead on this indicator(700.00 Rwf), it should be known that this was from one respondent. The Banks took the second position(61.22 Rwf) followed by the police(47,605 Rwf) , Judiciary(40,763Rwf) and Land bureau(39,591Rwf).

The average size of bribe paid by respondents was Rwf 30,697 Rwf in the last twelve months while the total amount of bribes paid by respondents was 23,023,100 Rwf which is significantly higher than the total amount of bribes registered in the three previous suveys.

5.2.2.4. Share of Bribe

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

Table 8 Share of Bribery

Rank	Institution type		Share	
1	Police	Traffic police	28.05	43.22
		Administration Police	15.16	
2	Local government		24.98	
3	Banks		11.70	
4	Judiciary	Courts	6.95	7.08
		Prisons	0.14	
5	Rwanda revenue authority	Customs	2.35	4.53
		Tax services	2.17	
		RPD	0.00	
6	Central Government	Ministries	3.04	3.04
		Government institutions and projects	0.00	
7	Land bureau		1.89	
8	Medical services	Hospitals	0.04	1.06
		Health centers	1.02	
9	Educational institutions- schools, colleges, universities	Primary	0.12	0.77
		Secondary	0.61	
		Technical / vocational training	0.03	
		University	0.00	
10	EWSA	Water	0.04	0.75
		Electricity	0.71	
11	Non-Governmental organizations		0.53	
12	Private Sector		0.45	
	OVERALL		100.00	

The survey revealed that in the last twelve months, the police was on lead in terms of share of national bribe (43.22%) followed by Local Government at 24.98 % and Banking sector(11.70 %) in third though it was the second among the leading sector in as far as the average size of bribe indicator is concerned.

As indicated in the above two tables, within the Justice sector, the prisons had the smallest average size and share of bribe compared to the courts which implies that when indulging in corrupt practices the amount received was relatively smaller.

5.2.2.5. Perceived Impact of Bribe

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

Table 9 Impact of Bribe

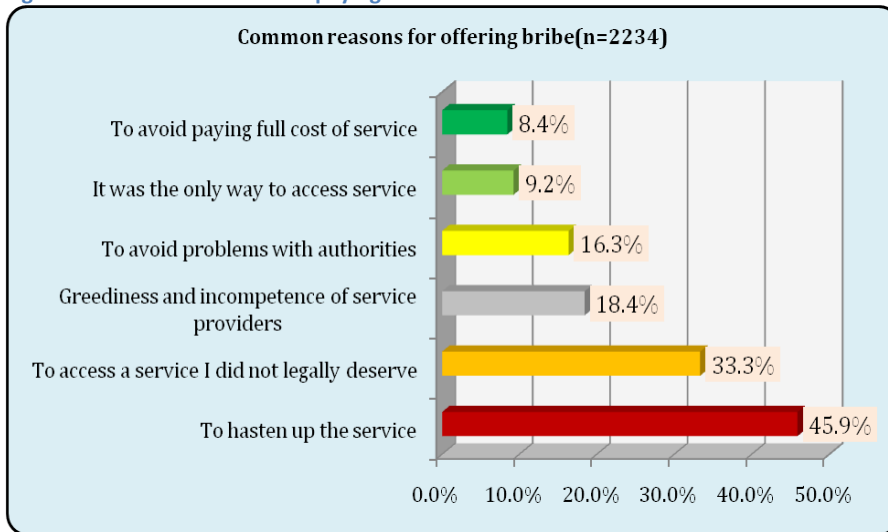
Rank	Institution type			Impact (%)
1	Judiciary	Courts	2.43	2.23
		Prisons	1.05	
2	Local government			1.78
3	Central Government	Ministries	0.00	1.72
		Government institutions and projects	2.78	
4	Private Sector			1.60
5	Police	Traffic police	1.26	1.36
		Administration Police	1.52	
6	Land bureau			1.26
7	EWSA	Water	0.56	0.67
		Electricity	0.75	
8	Banks			0.26
9	Educational institutions- schools, colleges, universities	Primary	0.08	0.15
		Secondary	0.17	
		Technical / vocational training	1.41	
		University	0.00	
10	Medical services	Hospitals	0.23	0.19
		Health centers	0.18	
11	Non-Governmental organizations			0.09
12	Rwanda revenue authority	Customs	0.00	0.00
		Tax services	0.00	
		RPD	0.00	
OVERALL				0.73

The findings shows that only 2. 23% of the respondents felt that they would not have gotten the services they sought from the Judiciary sector (court) if they had not paid the bribe. In all the other sectors, less than two percent of the respondents who had visited them felt that they would not have received the services they sought if they had not paid a bribe. The percent is too small indicating that in Rwanda getting services is not hard and that one doesn't have to bribe.

5.3. Common reasons for paying bribe

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

Figure 12 Common reasons for paying bribe

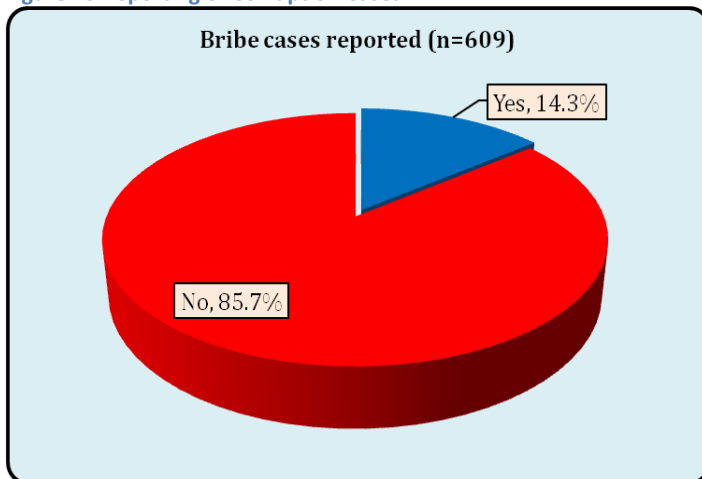


As shown by the above figure, a majority of the respondents who paid a bribe (45.9%) believed that the bribe was paid to hasten up the service, followed by 33.3% of respondents who reported having paid bribe in order to access services they did not legally deserve, 18.4% of those who paid bribe due to greediness and incompetence of service providers and 16.3% who did so in order to avoid problems with authorities.

5.4. Reporting of Corruption Cases

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

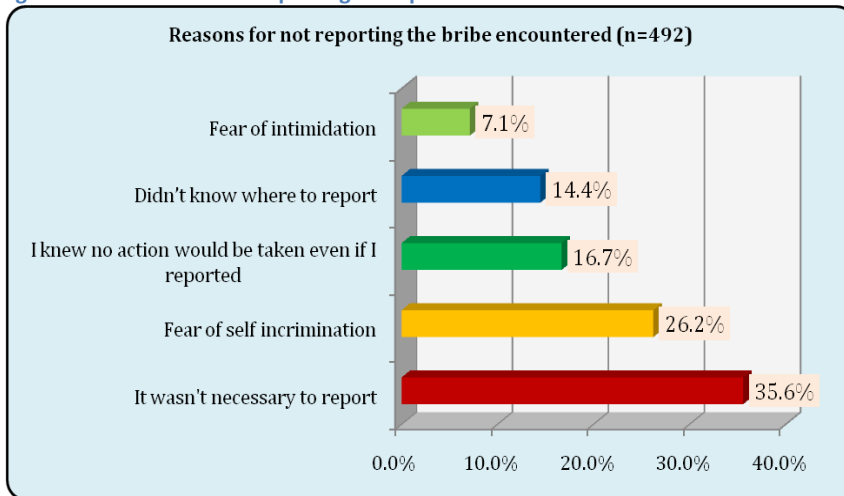
Figure 13 Reporting of Corruption Cases



The above figure indicates that a large majority (85.7%) of those who encountered corruption did not report it. Compared to the previous survey, the proportion of respondents who did not report corruption has increased from 81% to 82.6% and to 85.7% between 2011, 2012 and 2013. The section below explores the reasons why corruption cases are not properly reported.

5.5. Reasons for not reporting corruption cases

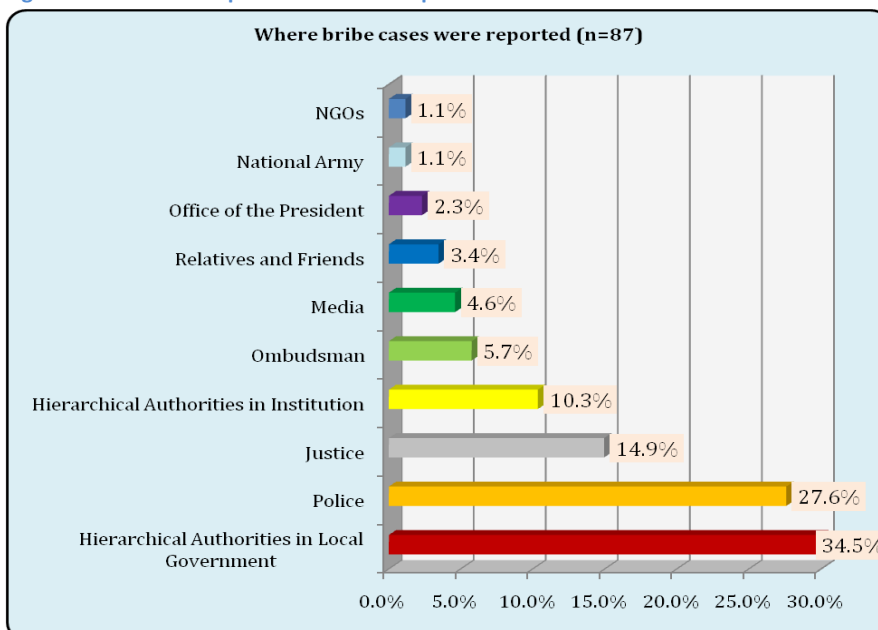
Figure 14 Reasons for not reporting corruption cases



Most respondents (35.6%) said that they failed to report bribery incidences because it was not necessary to do so followed by those who feared self-incrimination(26.2%), and those who said that no action would be taken even if they reported the case. This finding reveals a lack of confidence and/or fear of incrimination by the authorities as some of respondents said (7.1%) and the fear of being marked and black-listed by service providers. Another reason for not reporting corruption cases which was reported by 14.4% of respondents include the fact that people do not know where to report cases of corruption. Their views on where the corruption cases should be reported are described below.

5.6. Where corruption cases were reported

Figure 15 Where corruption cases were reported



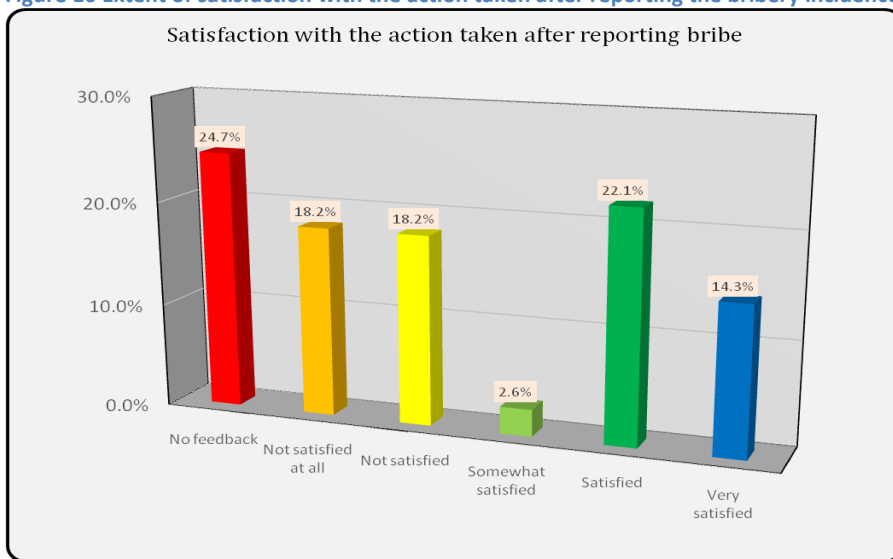
The survey revealed that most respondents reported the bribery incidences they encountered to Hierarchical authorities in Local Government (34.5%), 27.6% said that they reported to Police while 14.9% reported to the Justice. This finding implies that most of the

respondents who encountered corruption and reported it believe in the management of their various institutions rather than the relevant anti-corruption authorities such as the police and the justice sector which confirms the results on the reasons of not reporting corruption cases including the fact that no action will be taken even if they report it.

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

The figure 17 below displays the level of satisfaction with the action taken after reporting a case of corruption.

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



Out of 14.3% of the respondents who said that they had reported the bribery incidences they had encountered, 36.4% of them said that they were satisfied with the action taken while the same proportion (36.6%) said that they were dissatisfied with the action taken. However, 24.7% said that no feedback was given.

6. CONCLUSION AND RECOMMENDATIONS

The RBI2013 is the fourth edition of the kind and in line with the previous ones, it used a quantitative approach methodology to capture the extent of bribery in Rwanda. Moreover, the methodological approach consisted of using both perception and experience of citizens along with Five indicators such as likelihood, prevalence, average size of bribe, share of bribe and impact of bribe. From the citizens' perception and the analysis of the Five indicators of the RBI 2013 the survey came out with the following key findings:

59 % of respondent described the state of corruption in their country as low(very low and low). which is very close to last year where 62% of respondents had the same view. In the same vein, (72.4%) of respondents felt that compared to one year ago, the current level of corruption in Rwanda has decreased while nearly the same proportion(71.8%) felt that the state of corruption in their country in the next one year will decrease. Rwanda government political will, increased citizen's awareness in the fight against corruption, Zero tolerance to corruption were stated by respondents as main reasons for which corruption would decrease in the next coming year.

The low level of the current state of corruption and the perception that it is decreasing are pertinent with the respondents views where (88%) of them said that they were happy with the way the Government of Rwanda was fighting against corruption mainly due to the Rwandan government's political will in the fight against corruption, strong measures in the fight against corruption and related offenses and Improved service delivery. Despite the effort made by the Rwandan government in the fight against corruption, the level of reporting corruption is very low(14.3%) in Rwanda. Most respondents said that they failed to report bribery incidences because it was not necessary to do so followed by those who feared self-incrimination and those who said that no action would be taken even if they reported the case.

The analysis of the Five bribe related indicators reveals that the police has the highest probability (10.22%) of asking citizen to pay bribe while interacting with him or her in the preceding 12 months followed by local government(5.94%) and Judiciary(5.08%). The survey showed that the top three institutions with the highest likelihood of bribery are the same as those with the highest prevalence of bribes.

The average size of bribe paid by respondents in 2013 was Rwf 30,697 Rwf in the last twelve months while the total amount of bribes paid by respondents was 23,023,100 Rwf which is significantly higher than the total amount of bribes registered in the three previous surveys. Again, the police was on lead in terms of share of national bribe (43.22%) followed by Local Government at 24.98 % and Banking sector(11.70 %) in third position though it was the second among the leading sector in as far as the average size of bribe indicator is concerned. With regard to the impact of bribe, the proportion is too small(2% and below) indicating that in Rwanda getting services is not hard and that one doesn't have to bribe.

Based on the findings of RBI 2013, the following actions are recommended:

- The government of Rwanda in collaboration with CSOs working in the area of human rights and anti-corruption in particular should promote the awareness of citizens in

the field of law, public rights and procedures that a uneducated and common citizen suffers out of the corrupt people;

- The government of Rwanda should also promote the use of technology in service delivery in order to reduce the number of physical interactions between service seekers and service providers as an approach to reduce the risk of corruption ;
- The office of the Ombudsman in collaboration with CSOs should promote integrity among government institutions most vulnerable to corruption including police, Justice and Local government
- The office of the Ombudsman in collaboration with CSOs should also increase the level of reporting corruption practices by using social accountability tools through which citizens can easily report corrupt cases without intimidation.
- The government of Rwanda should maintain the existing government political will in the fight against corruption in order to sustain the momentum in terms of reducing corruption in the country;
- The government of Rwanda should also build capacities to institutions that are directly charged with the responsibility to combat corruption.

ANNEXES

A. RAW DATA (BRIBES INDICES)

1. Likelihood of bribe in institution providing services

Institution type	Number of people who were seeking for services	Number of Interactions with Institutions	Number of People who encountered bribe	Number people who paid bribe	Number people who refused to pay bribe	Bribe Likelihood (%)
1 Educational institutions- schools, colleges, universities	677	1,950	13	9	4	0.67
Primary	433	1,221	5	4	1	0.41
Secondary	200	588	5	3	2	0.85
Technical / vocational training	25	71	3	2	1	4.23
University	19	70	0	0	0	0.00
2 Judiciary	336	1,300	66	31	35	5.08
Courts	277	1,109	55	24	31	4.96
Prisons	59	191	11	7	4	5.76
3 Medical services	1,771	6,173	34	12	22	0.55
Hospitals	396	1,289	8	2	6	0.62

	Health centers	1,375	4,884	26	10	16	0.53
4	Police	416	1,467	150	121	29	10.22
	Traffic police	209	875	101	84	17	11.54
	Administration Police	207	592	49	37	12	8.28
5	Central Government	72	233	7	1	7	3.00
	Ministries	29	89	2	1	2	2.25
	Government institutions and projects	43	144	5	0	5	3.47
6	EWASA	230	889	23	13	10	2.59
	Water	83	354	5	2	3	1.41
	Electricity	147	535	18	11	7	3.36
7	Rwanda revenue authority	157	723	9	8	0	1.24
	Customs	31	171	8	7	0	4.68
	Tax services	120	536	1	1	0	0.19
	RPD	6	16	0	0	0	0.00
8	Land bureau	297	634	22	11	11	3.47
9	Local government	1,551	5,909	351	214	137	5.94
10	Banks	910	7,714	64	36	28	0.83
11	Non-Governmental organizations	233	2,106	6	4	2	0.28
12	Private Sector	119	499	18	10	8	3.61
	OVERALL	6,769	29,597	763	470	293	2.58

2. Prevalence of bribe per institution

Institution type	Number of interactions with institution	Number People who paid bribe	Prevalence (%)
1 Educational institutions- schools, colleges, universities	1,950	9	0.46
Primary	1,221	4	0.33
Secondary	588	3	0.51
Technical / vocational training	71	2	2.82
University	70	0	0.00
2 Judiciary	1,300	31	2.38
Courts	1,109	24	2.16
Prisons	191	7	3.66
3 Medical services	6,173	12	0.19
Hospitals	1,289	2	0.16
Health centers	4,884	10	0.20
4 Police	1,467	121	8.25
Traffic police	875	84	9.60
Administration Police	592	37	6.25

5	Central Government	233	1	0.43
	Ministries	89	1	1.12
	Government institutions and projects	144	0	0.00
6	EWASA	889	13	1.46
	Water	354	2	0.56
	Electricity	535	11	2.06
7	Rwanda revenue authority	723	8	1.11
	Customs	171	7	4.09
	Tax services	536	1	0.19
	RPD	16	0	0.00
8	Land bureau	634	11	1.74
9	Local government	5,909	214	3.62
10	Banks	7,714	36	0.47
11	Non-Governmental organizations	2,106	4	0.19
12	Private Sector	499	10	2.00
	OVERALL	29,597	470	1.59

3. Average size and share of bribe per institution

Institution type	Total Amount Paid (RWF)	Total Number of Payment	Average size of bribe (RWF)	Share of Bribe (%)
1 Educational institutions- schools, colleges, universities	177,500	9	19,722	0.77
Primary	28,000	4	7,000	0.12
Secondary	141,500	3	47,167	0.61
Technical / vocational training	8,000	2	4,000	0.03
University	0	0		
2 Judiciary	1,630,500	40	40,763	7.08
Courts	1,599,000	31	51,581	6.95
Prisons	31,500	9	3,500	0.14
3 Medical services	243,300	14	17,379	1.06
Hospitals	8,300	3	2,767	0.04
Health centers	235,000	11	21,364	1.02
4 Police	9,949,500	209	47,605	43.22
Traffic police	6,459,000	156	41,404	28.05
Administration Police	3,490,500	53	65,858	15.16

5	Central Government	700,000	1	700,000	3.04
	Ministries	700,000	1	700,000	3.04
	Government institutions and projects	0	0		
6	EWASA	173,000	19	9,105	0.75
	Water	10,000	2	5,000	0.04
	Electricity	163,000	17	9,588	0.71
7	Rwanda revenue authority	1,042,000	36	28,944	4.53
	Customs	542,000	35	15,486	2.35
	Tax services	500,000	1	500,000	2.17
	RPD	0	0		
8	Land bureau	435,500	11	39,591	1.89
9	Local government	5,750,800	341	16,865	24.98
10	Banks	2,694,000	44	61,227	11.70
11	Non-Governmental organizations	123,000	4	30,750	0.53
12	Private Sector	104,000	22	4,727	0.45
	OVERALL	23,023,100	750	30,697	100.00

Impact of bribe per institution

Institution type	Number of Interactions with the Institution	Number of people who were not given services as result of refusing to pay bribe	Impact of Bribe (%)
1 Educational institutions- schools, colleges, universities	1,950	3	0.15
Primary	1,221	1	0.08
Secondary	588	1	0.17
Technical / vocational training	71	1	1.41
University	70	0	
2 Judiciary	1,300	29	2.23
Courts	1,109	27	2.43
Prisons	191	2	1.05
3 Medical services	6,173	12	0.19
Hospitals	1,289	3	0.23
Health centers	4,884	9	0.18
4 Police	1,467	20	1.36
Traffic police	875	11	1.26
Administration Police	592	9	1.52

5	Central Government	233	4	1.72
	Ministries	89	0	0.00
	Government institutions and projects	144	4	2.78
6	EWASA	889	6	0.67
	Water	354	2	0.56
	Electricity	535	4	0.75
7	Rwanda revenue authority	723	0	0.00
	Customs	171	0	0.00
	Tax services	536	0	0.00
	RPD	16	0	
8	Land bureau	634	8	1.26
9	Local government	5,909	105	1.78
10	Banks	7,714	20	0.26
11	Non-Governmental organizations	2,106	2	0.09
12	Private Sector	499	8	1.60
	OVERALL	29,597	217	0.73

B. IBIBAZO BY'UBUSHAKASHATSI KURI RUSWA MU RWANDA MU MWAKA WA 2013 «RBI 2013 »

IBIBAZO BY'UBUSHAKASHATSI KURI RUSWA MU RWANDA

MU MWAKA WA 2013 «EABI/RBI 2013 »

A: Umwirondoro w'ibaza													
Amazina y'ubaza (INYUGUTI NINI)													
Nomero y'ifishi													
Itariki y'ibazwa (dd/mm/yyyy)									Igihe utangiriyeho				
A.1 Intara				A.2 Akarere									
Kigali	1			A.3 Umurenge									
Amajyepfo	2			A.4 Akagari									
Iburasirazuba	3			A.5 Umudugudu									
Amajyaruguru	4			A.6. Imiterere y'aho uwo ubaza atuye		Umujyi	1						
Iburengerazuba	5					Icyaro	2						

IRIBURIRO:

Muraho?, nitwa.....turimo gukora ubushakashatsi, twoherejwe na "Transparency International Rwanda" kugira ngo hakusanywe ibitekerezo by'abanyarwanda b'ingeri zose ku kibazo cya ruswa mu Rwanda. Ibizava muri ubu bushakashatsi bizafasha TI-RW ndetse n'abandi bafatanyabikorwa gukora ubuvugizi kugira ngo hanozwe imirongo ngenderwaho mu kurwanya ruswa mu gihugu. None mboneyeho kubasaba kumbwira ibitekerezo byanyu ku kibazo cya ruswa. Ibisubizo byanyu bizafasha kumva neza uko ruswa iteye mu Rwanda kandi bizagirwa ibanga cyane cyane ko n'amazina yanyu atandikwa ku mpapuro z'ubushakashatsi.

B: IMYIRONDORO Y'UBAZWA

B.1. Igitsina	1	Gabo	B.2. icyiro cy'amashuri yarangije	
	2	Gore	Ntiyize	1
			Amashuri abanza	2
			Amashuri y'imyuga akurikira abanza	3
			Amashuri yisumbuye	4
			Amashuri makuru na kaminuza	5
B.3. Ufite imyaka ingahe? (uzuza itsinda ry' ikigero cy'imyaka arimo)			B.4. Ukora iki?	
18-24	1		Umushomeri	1
25-29	2		Umunyeshuri	2
30-34	3		Umuhinzi/mworozi	3
35-39	4		Yikorera ku giti cye	4
40-44	5		Akorera abandi	5
45-49	6		Umukozi wa Leta (inzego z'ubuyobozi cyangwa ibigo bya Leta)	6
50-54	7		Umukozi w'idini, koperative, imiryango itegamiye kuri Leta	7
55-59	8		Ndi mu kiruhuko cy'iza bukuru	8
60+	9			
B.5 Umutungo yinjiza Frw mu kwezi			B.6 Umutungo umuryango winjiza Frw mu kwezi	
Hasi y'10,000		1	Hasi y'10,000	1
10,000 - 50,000		2	10,000 - 50,000	2
50,000 – 150,000		3	50,000 – 150,000	3
Hejuru y' 150,000		4	Hejuru y' 150,000	4

Q. IBIBAZO BIJYANYE NA RUSWA

Q.1. Watubwira muri ibibigo bikurikira ibyo wagezemo mu mezi 12 ashize, ukeneye serivisi? Wabigezemo inshuro zingaha muri ayo mezi 12?/Uzurisha umubare

#	Institution category/Ubwoko bw'ibigo	#	Institution type/Ibyiciro	A.Wagezemo	B.Inshuro
1	Educational institutions- schools, colleges, universities/ Inzego z'uburezi	1.1	Primary/Amashuri abanza		
		1.2	Secondary/Amashuri yi sumbuye		
		1.3	Technical / vocational training/Amashuri y'imyuga		
		1.4	University/Kaminuza		
2	Judiciary /Ubutabera	2.1	Courts		
		2.1	Prisons		
3	Medical services/Ubuwuzi	3.1	Hospitals		
		3.2	Health centres		
4	Police/Polisi	4.1	Traffic		
		4.2	Regular		
5	Central government	5.1	Ministries		
		5.2	Government projects		
6	EWASA	6.1	Water /Amazi		

		6.2	Electricity/Amashanyarazi (Umuriro)		
7	Rwanda revenue authority	7.1	Customs/ gasutamo		
		7.2	Ishami rishinzwe abasoreshwa		
		7.3	RPD		
8	Land centre/Ibiro bishinzwe ubutaka	8.1			
9	Local government /Inzego z'ibanze	9.1			
10	Bank	10.1			
11	Civil Society/Imiryango itegamiye kuri leta n'amadini	11.1			
12	Private Sector/Abikorera	12.1			
13	Other, please specify/Ibindi ubisobanure:	13.1			
		13.2			
		13.3			
		13.4			

Q.2. Mugihe wasuraga ibi bigo, wigeze uhura n'ikibazo cya Ruswa? (Ubaza asobanurire neza ubazwa Gusaba kumugaragaro, Gusaba utabigaragaza no Gutanga Ruswa)		
Gusaba ruswa kumugaragaro	1	Jya Q 3

Gusaba ruswa utabigaragaza		2	Jya Q 3				
Gutanga ruswa		3	Jya Q 3				
Nta na kimwe		4	Jya Q 4				
#	Institution category/Ubwoko bw'Ibigo	#	Institution type/Ibyiciro	Gusaba ruswa kumugaragaro =1	Gusaba ruswa utabigaragaza =2	Gutanga ruswa =3	Ntayo =4
1	Educational institutions- schools, colleges, universities/ Inzego z'uburezi	1.1	Primary/Amashuri abanza	1	2	3	4
		1.2	Secondary/Amashuri yi sumbuye	1	2	3	4
		1.3	Technical / vocational training/Amashuri y'imyuga	1	2	3	4
		1.4	University/Kaminuza	1	2	3	4
2	Judiciary /Ubutabera	2.1	Courts	1	2	3	4
		2.1	Prisons	1	2	3	4
3	Medical services/Ubuvuzi	3.1	Hospitals	1	2	3	4
		3.2	Health centres	1	2	3	4
4	Police/Polisi	4.1	Traffic	1	2	3	4
		4.2	Regular	1	2	3	4
5	Central government	5.1	Ministries	1	2	3	4

		5.2	Government projects	1	2	3	4
6	EWASA	6.1	Water /Amazi	1	2	3	4
		6.2	Electricity/Amashanyarazi (Umuriro)	1	2	3	4
7	Rwanda revenue authority	7.1	Customs/ gasutamo	1	2	3	4
		7.2	Ishami rishinzwe abasoreshwa	1	2	3	4
		7.3	RPD	1	2	3	4
8	Land centre/Ibiro bishinzwe ubutaka	8.1		1	2	3	4
9	Local government /Inzego z'ibanze	9.1		1	2	3	4
10	Bank	10.1		1	2	3	4
11	Civil Society/Imiryango itegamiye kuri leta n'amadini	11.1		1	2	3	4
12	Private Sector/Abikorera	12.1		1	2	3	4
13	Other, please specify/Ibindi ubisobanure:	13.1		1	2	3	4
		13.2		1	2	3	4
		13.3		1	2	3	4
		13.4		1	2	3	4

Q3. Niba haragaragaye ikibazo cya ruswa (mu kigo cyagaragajwe ku kibazo Q2) Q3.1 Warayitanze? Q3.2 Wambwira umubare w'amafaranga watanze mu mezi 12 ashize (muri buri kigo)? Q3.3 Wambwira inshuro watanze ruswa mu mezi 12 ashize (muri buri kigo)? Q3.4 Kutarishyuye Ruswa) Waba warabonye serivisi kandi wananiwe gutanga ruswa? Q 3.5 Ku bishyuye, Utekereza ko wari kubona serivisi yo uramuka adatanze ruswa?								
								Legend 1= Yego 2= Oya
#	Institution category/Ubwoko bw'Ibigo	#	Institution type/Ibyiciro	Q.3.1 Warayitanze?	Q3.2. Umubare w'amafaranga	Q3.3. Inshuro watanze	Q3.4 Wabonye serivisi?	Q.3.5 Utekereza ko warikuyibona?
1	Educational institutions- schools, colleges, universities/ Inzego z'uburezi	1.1	Primary/Amashuri abanza					
		1.2	Secondary/Amashuri yi sumbuye					
		1.3	Technical / vocational training/Amashuri y'imyuga					

		1.4	University/Kaminuza					
2	Judiciary /Ubutabera	2.1	Courts					
		2.1	Prisons					
3	Medical services/Ubuvuzi	3.1	Hospitals					
		3.2	Health centres					
4	Police/Polisi	4.1	Traffic					
		4.2	Regular					
5	Central government	5.1	Ministries					
		5.2	Government projects					
6	EWASA	6.1	Water /Amazi					
		6.2	Electricity/Amashanyarazi (Umuriro)					
7	Rwanda revenue authority	7.1	Customs/ gasutamo					
		7.2	Ishami rishinzwe abasoreshwa					
		7.3	RPD					
8	Land centre/Ibiro bishinzwe ubutaka	8.1						

9	Local government /Inzego z'ibanze	9.1						
10	Bank	10.1						
11	Civil Society/Imiryango itegamiye kuri leta n'amadini	11.1						
12	Private Sector/Abikorera	12.1						
13	Other, please specify/Ibindi ubisobanure:	13.1						
		13.2						
		13.3						
		13.4						

Q 4. Kubatanze Ruswa, Niki wabonye kiri rusange gituma hatangwa ruswa?			Q5. Waba warigeze uregera cyangwa winubira ikibazo cya ruswa wahuye nacyo haba ku buyobozi cyangwa se undi muntu?		
Impamvu zo gutanga Ruswa		1	Yego	1	<i>Niba ari yego Jya Q 3.1</i>
Kutagirana ikibazo n'ubuyobozi/Kwigura		2	Oya	2	<i>Niba ari oya jya</i>
Kwanga kwishyura serivisi uko bikwiye		3			
Nibwo buryo bwonyine butuma ubona serivisi		4			
kwihutisha serivisi		5			
Kubona serivisi utemerewe		6			
izindi mpamvu (azisobanure)		7			
Q6. Niba ari yego , ninde waba wararegeye/winubiye ikibazo cya Ruswa?			Q 7. Niba ari Oya, kuki utigeze urega/ winubire ikibazo cya Ruswa wahuye nacyo?		
inzego z,ubuyobozi	1		Guterwa ubwoba		1
Polisi	2		Sinzi aho kurega		2
Umuvunyi	3		Narinzi neza ko ntacyakorwa niyo narega		3
Transparency International Rwanda	4		Nari kuba nitaye nanjye mu kagozi/nirega		4
Itangaza makuru	5				

MP,Chief ,councillor /	6			Ntampamvu nabonaga yo kurega	5
Inzego z'amadini	7			Ibindi (bisobanure)	6
Inzego zirwanya Ruswa	8				
Ibigo bitegamiye kuri Leta	9				
Ibindi(bisobanure)	10				
Q 8. Nyuma yo kurega , wishyimiye bingana iki icyavuyemo?			Q 9. Ruswa uyibona ute mu Rwanda?		
Ntagisubizo nahawe	0			Nta ruswa ihari	0
Ntabwo nishimye na mba	1			Ni nkeya cyane	1
Ntabwo nishimye	2			Ni nkeya	2
Nishimye biringaniye	3			Iraringaniye	3
Narishimye	4			Ni nyinshi	4
Narishimye cyane	5			Ni nyinshi cyane	5
Yanze gusubiza	99			Yanze gusubiza	99
Q 10. Ugereranyije n'umwaka ushize wavugako Ruswa mu Rwanda, ihagaze ku kihe kigero?			Q 11. Utekereza ko umumwaka utaha Ruswa mu Rwanda izaba iri kukihe kigero?		
Yaragabanutse cyane	1			Izagabanuka cyane	1

Yaragabanutse	2	Izagabanuka	2
Ntacyahindutse	3	Ntakizahinduka	3
Yariyongeye	4	Iziyongera	4
Yariyongeye cyane	5	Iziyongera cyane	5
Simbizi	98	Simbizi	99
Q 12. Ku babonako izagabanuka;Niki gituma utekereza ko Ruswa izagabanuka mu Rwanda?		Q 13. Ku babonako izagabanuka;Niki gituma utekereza ko Ruswa izagabanuka mu Rwanda?	
Q 14. Ku bwawe, ubona leta y'u Rwanda ikora ibishoboka mu kurwanya Ruswa?		Q 14. Kubera iki ?	
Yego	1	1	
Oya	2	2	
Ahari	3	3	
Simbizi	98		

C: IBIRANGA IBAZWA

Urakoze cyane kubw'uyu mwanya, uduhaye amakuru y'ingira kamaro.Hari ighe udukuriye yifuza kumenya uko ubushakashatsi bwa genze,ku bwiyo mpamvu watwuzuriza aha amakuru asabwa?

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

Izina			bushakashatsi yatuma				
Telephone Number /tel:			riseswa.....(isinya)				
Email			Isaha kubaza				
			birangiriyeho				
D: UMUGENZUZI							
Gusuzuma aho umukarani w'ibarura yerekeje							
Gusuzuma ibibazo byabajijwe							
Gusura ahakorewe ubushakashatsi							
Gukoresha telefoni							
Amazi na y'umugenzuzi							
Umukono w'umugenzuzi n'itariki							

