



DAILY LIVES AND CORRUPTION:
PUBLIC OPINION IN
SOUTHERN AFRICA

Transparency International is the global civil society organisation leading the fight against corruption. Through more than 90 chapters worldwide and an international secretariat in Berlin, we raise awareness of the damaging effects of corruption and work with partners in government, business and civil society to develop and implement effective measures to tackle it.

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1. Introduction

Public views on corruption are of critical importance. They offer significant insight into how corruption affects lives around the world. Transparency International believes it is crucial to present the public's perspective on corruption – for it is they who suffer its direct and indirect consequences. At the same time, Transparency International encourages the public to play an active role in stopping corruption and improving governance. To this end, this survey also probes public willingness to engage in the fight against corruption.

Between 2010 and 2011,* more than 6000 people were interviewed in six Southern African countries – the Democratic Republic of Congo (DRC), Malawi, Mozambique, South Africa, Zambia and Zimbabwe – on their views of corruption levels in their countries and their governments' efforts to fight corruption. This report also examines the frequency of reports of bribery in different sectors and institutions, and the reasons respondents paid bribes during the last year. It also investigates public willingness to engage in the fight against corruption.

* See Appendix 1 for further details.

2. Key findings

56% of people report paying a bribe in the past 12 months.

Mozambique reported the highest incidence of bribery and Zambia the lowest, with 68 per cent and 42 per cent respectively reporting having paid a bribe to one of nine service providers in the past 12 months.

62% of people feel that corruption in their country has increased in the past three years.

The survey results found the highest perceived increase in corruption was in the DRC, where three out of every four people reported that they felt corruption had increased in the past three years.

The police are perceived to be the most corrupt institution across all countries.

This correlates with the finding that bribes were more often paid to the police than any other institution – 49 per cent of people who had been in contact with the police reported having paid a bribe.

The government is the most trusted institution to fight corruption.

Of all institutions, 41 per cent of people trust the government most to fight corruption, followed by 16 per cent who trust NGOs most. NGOs are seen to play a particularly important role in Malawi, with 32 per cent of people reporting that they trust them most to fight corruption.

80% of people can imagine themselves getting involved in the fight against corruption.

In Malawi (91 per cent), Zambia (88 per cent) and Mozambique (86 per cent) most people report being willing to engage in the fight against corruption.

3. Public perceptions of corruption

The public were asked about their perceptions of corruption in their home country. The survey captures views on whether people feel that overall corruption levels have increased or decreased in recent years. People were also asked to rate the extent of corruption in different institutions, so that those institutions where corruption was perceived to be greatest could be identified.

How has the level of corruption changed in the past three years?

FIGURE 1: Perceived change in level of corruption in Southern Africa

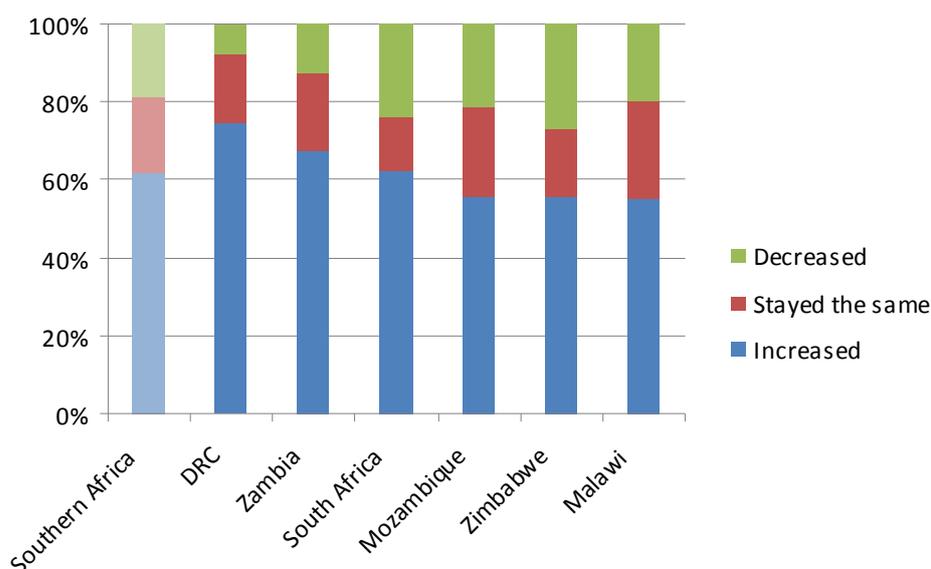
% of people asked, in the past three years, how has the level of corruption in this country changed?

Increased	Stayed the same	Decreased
62%	20%	19%

The perception that corruption had increased was expressed in all the countries surveyed. This perception was most frequent in the DRC, with 75 per cent of people believing that corruption had increased, while just 8 per cent felt that corruption had decreased. In Malawi and Zimbabwe, fewer people reported a perceived increase in corruption, but even in these countries slightly more than a half of the respondents reported that corruption had increased.

FIGURE 2: Perceived change in level of corruption in Southern Africa, by country

% of people asked, in the past three years, how has the level of corruption in this country changed?



To what extent do you perceive the following institutions to be corrupt?

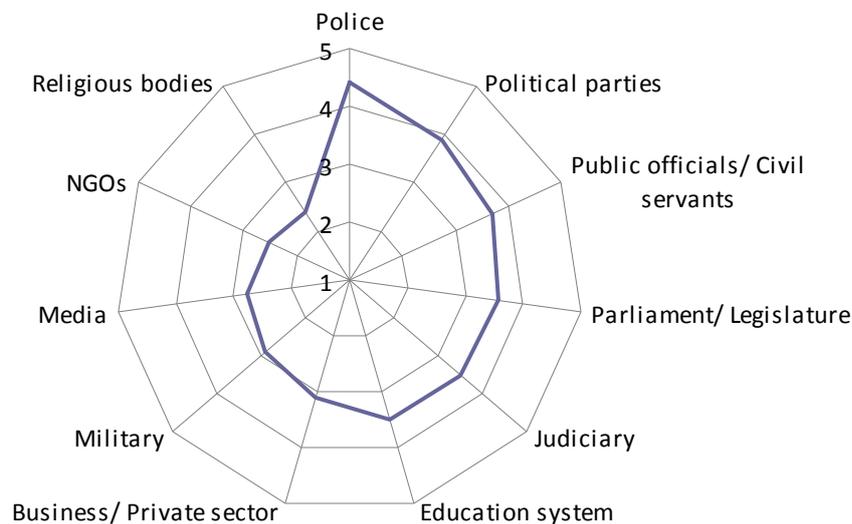
Respondents were asked for their views on the extent to which they believe 11 key sectors and institutions in their country to be affected by corruption. Figure 3 plots the perceived corruption levels for these different institutions. The plotted line shows the extent of perceived corruption, by extending further from the centre point along the axes that represents each institution.

An average across all six of the Southern African countries found perceived corruption levels to be highest in the police followed by political parties. Public officials, the parliament, the judiciary and the education system were also given high scores. Non-state actors such as NGOs, the media and religious bodies were perceived to be much less affected by corruption.

The perception of pervasive corruption in public institutions is concerning, demonstrating that there are some critical integrity issues across all major public institutions, from law enforcement to education. Rebuilding public integrity – through improving transparency and accountability of these public institutions and their personnel – should therefore be a key component of the anti-corruption agenda across the region.

FIGURE 3: Perceptions of corruption in different institutions

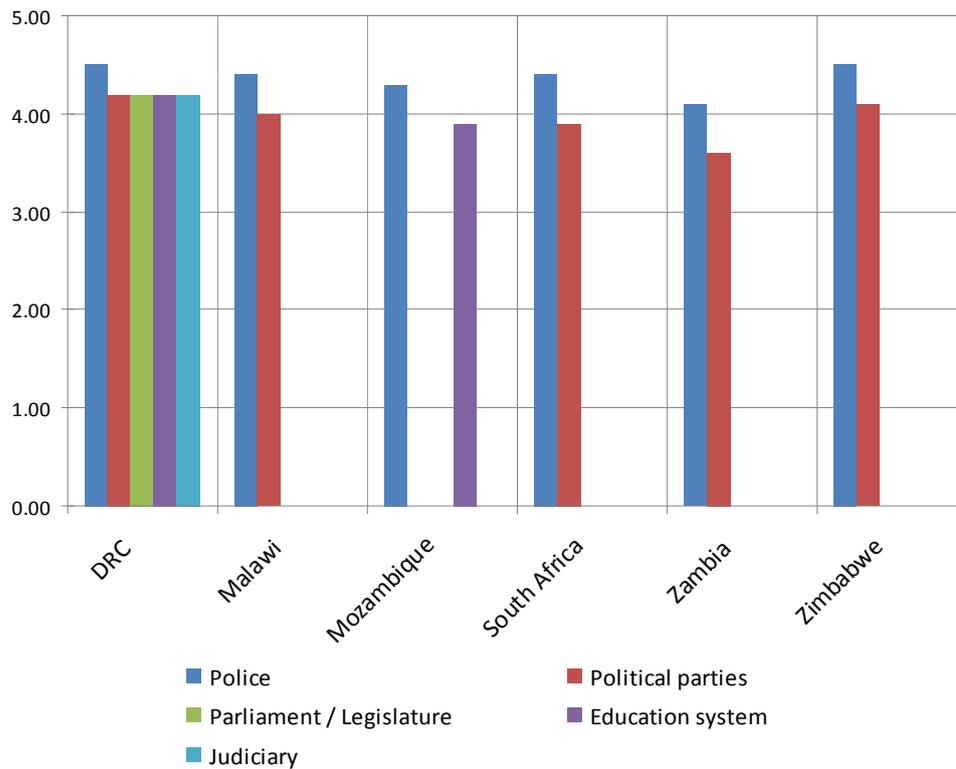
Respondents asked, on a scale of 1–5, where 1 means not at all corrupt and 5 means extremely corrupt, to what extent do you perceive the following institutions to be corrupt? Results are the average across six Southern African countries.



When considered in more detail and disaggregated at the country level it is possible to see differences between countries. Figure 4 highlights the two institutions perceived to have the highest levels of corruption in each country.

FIGURE 4: Perceptions of corruption in different institutions in countries in Southern Africa, by country

Respondents asked, on a scale of 1-5, where 1 means not at all corrupt and 5 means extremely corrupt, to what extent do you perceive the following institutions to be corrupt? Results are given for the two institutions scoring the highest level of perceived corruption (more than two where scores are tied) in each country.



In all Southern African countries surveyed the police was perceived to be the most corrupt institution. In five out of the six countries surveyed, the next most corrupt institution was political parties. Concerns about corruption in these two institutions are clearly shared across the region.

In Mozambique, the institution with the second highest level of perceived corruption was the education system. This was also seen as one of the most corrupt institutions in the DRC, and scored highly in other countries in the region.

In the DRC, political parties, the parliament, education system and the judiciary all shared second place in terms of which were perceived to be the second most corrupt. Corruption is clearly seen to be widespread across a number of institutions in the DRC; from the high decision-making powers of the parliament to basic service delivery in the education system.

4. Personal experiences of bribery

When bribes are taken for the provision of public services, they discriminate against those who cannot afford to pay them and affect the quality of the service provided to those who can. It is not only the bribe-payers that suffer from bribery, but it also has a long lasting effect on the integrity of processes and personnel involved in the provision of these services and thereby undermines public trust in democratic governance as such.

The survey asked people if they had come into contact with one of nine services. For each of these services they were then asked if they had paid a bribe. These results were broken down by gender, income and age to better understand where the bribes are paid and who is paying them. Those that had paid a bribe were then asked why they had paid the bribe, and the amount of money spent on bribes over the past 12 months.¹

56% of people in Southern Africa who have been in contact with one of nine service providers report paying a bribe to them.

Bribe payers, by gender, income and age

A disaggregated analysis by gender shows that men in Southern Africa are three per cent more likely to pay a bribe than women. This small difference indicates that no gender is particularly vulnerable to bribery. The results were also examined by age and income level and no significant variation was found.

FIGURE 5: Bribe payers in Southern Africa, by gender

% of respondents who have come into contact with one of nine service providers that reported that they had paid a bribe in the past 12 months.

Men	Women
57%	54%

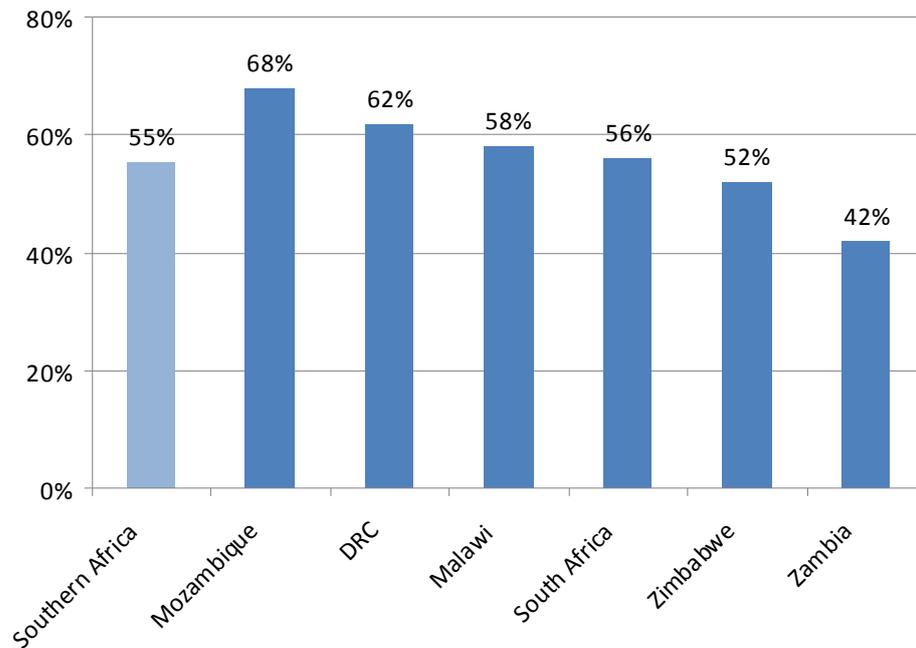
¹ A person who answered that they had paid a bribe to any one of the nine services listed (police, registry and permit services, customs, judiciary, education system, utilities, medical services, land services and tax revenue), was classified as a bribe payer. A person who had not come into contact with any of the nine services was excluded from this analysis.

Bribe payers, by country

Figure 6 presents the percentage of people that had paid a bribe in each of the six Southern African countries surveyed.

FIGURE 6: Bribe payers across six countries in Southern Africa, by country

% of respondents who have come into contact with one of nine service providers that reported that they had paid a bribe in the past 12 months.



In Mozambique, respondents were most likely to have paid a bribe: 68 per cent or more than two out of three people reported paying a bribe to one of nine service providers in the past 12 months. In all countries in the region the percentage is high, with more than a half of respondents in all countries (except Zambia) reported having paid a bribe. Even in Zambia, with the lowest percentage in the region, 42 per cent of those surveyed say they paid a bribe in the past 12 months.

Bribe payers, by service

To gain a more in-depth understanding of where the bribes are being paid the results were broken down by service.

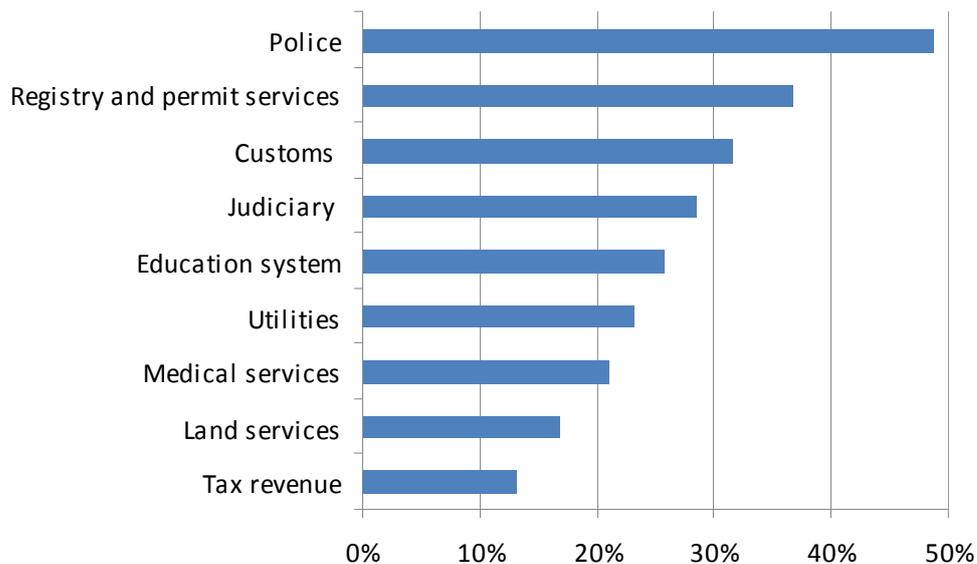
Figure 7 shows that across the six countries surveyed in Southern Africa, the majority of bribes were reportedly paid to the police. Indeed almost a half of the respondents that had come into contact with the police say they paid a bribe to them in the past year. This is consistent with the perceptions of people in Southern Africa, who regard the police as the most corrupt institution in the region. People coming into contact with registry and permit services were the next most likely to have paid a bribe. Equally concerning is that approximately one in four people paid a bribe to access basic services such as education and more than one in five for medical services.

FIGURE 7: % of respondents who have paid a bribe to one of nine service providers

Note: The answers are conditional upon having had contact with the service provider and are thus based on the following two questions:

A – In the past 12 months have you or anyone living in your household had contact with the following institution/organisation?

B – In the past 12 months have you or anyone in your household paid a bribe in any form to each of the following institutions/ organisation?



Bribe payers, by service, by country

FIGURE 8: Bribery by institution across six countries in Southern Africa

% of respondents who have come into contact with each of the nine service providers that reported that they had paid a bribe to that institution in the past 12 months. Results are presented by country, with the institution with the highest percentage having paid a bribe reported in bold.

Service	DRC	Malawi	Mozambique	South Africa	Zambia	Zimbabwe
Education system	54%	26%	35%	8%	22%	18%
Judiciary	62%	39%	21%	21%	13%	32%
Medical services	22%	14%	35%	13%	18%	11%
Police	64%	57%	48%	44%	38%	53%
Registry and permit services	52%	44%	35%	41%	20%	39%
Utilities	42%	36%	21%	15%	10%	24%
Tax revenue	52%	12%	9%	4%	7%	14%
Land services	51%	19%	22%	4%	9%	15%
Customs	48%	41%	33%	13%	25%	36%

In all Southern African countries surveyed, bribes were reportedly most often paid to the police. Reported bribery levels to the police are consistently high across all countries, ranging from 64 per cent in the DRC to 38 per cent in Zambia.

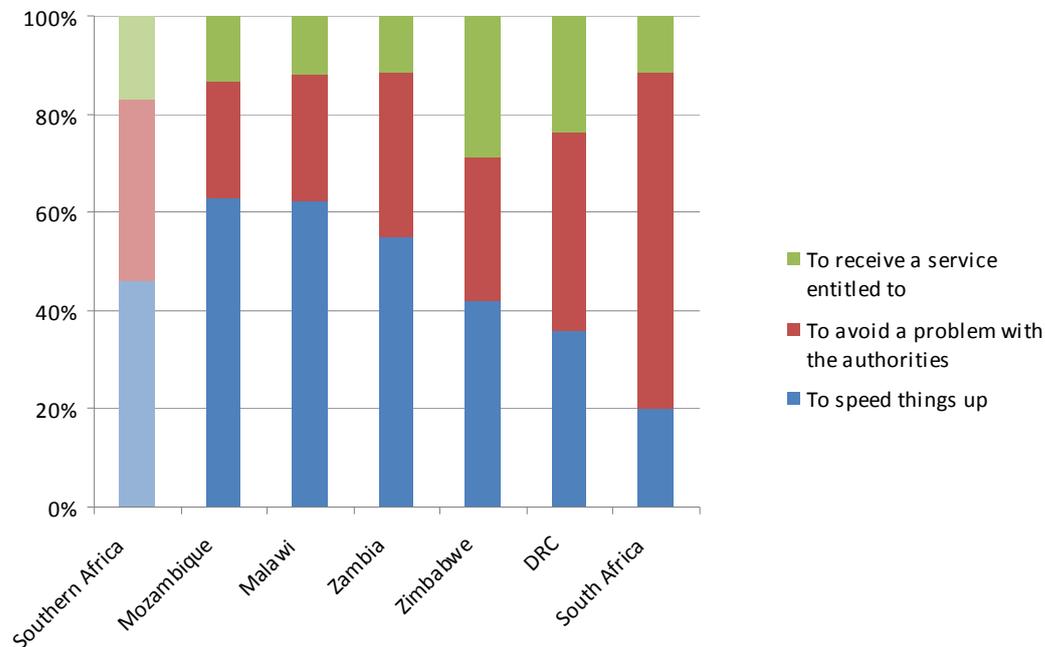
- In the DRC, more than half the people that had come into contact with the education system, the judiciary, registry and permit services, tax and land services reported having paid a bribe
- In Malawi, other than the police, reported bribes were mostly paid by people who came into contact with registry and permit services, customs, the judiciary and utilities
- In Mozambique, more than one in three people that had contact with medical services reported having paid a bribe – the highest figure in the region for this service. The same percentage reported paying a bribe for education and registry and permit services
- In South Africa bribes were mostly paid for two core services: the police and registry and permit services

- In Zambia, despite recording the lowest rate of bribery in the region, one in four people that had access to customs services reported having paid a bribe, and almost as many that had contact with education services
- In Zimbabwe, other than the police, reported bribes were mostly paid to registry and permit services and customs.

Why was the last bribe paid?

Petty bribery involves a financial payment being received by a person or institution, resulting in a financial benefit to the recipient. From a bribe payer's point of view however, bribery is a cost over and above the service demanded. The survey sought to understand the reasons why some respondents paid bribes to access public services.

FIGURE 9: Respondents asked for the reason they paid the last bribe, by country
% of respondents that have a paid a bribe and the reason given for last bribe they paid.



In Mozambique, Malawi and Zambia, more than a half the reported bribes paid were to speed up processes, and about one in five were paid to avoid problems with the authorities. In contrast, more than two in every three South Africans reported paying the last bribe to avoid such problems. People in Zimbabwe had the highest likelihood of paying a bribe for services they were entitled to, with more than a quarter of respondents citing this reason.

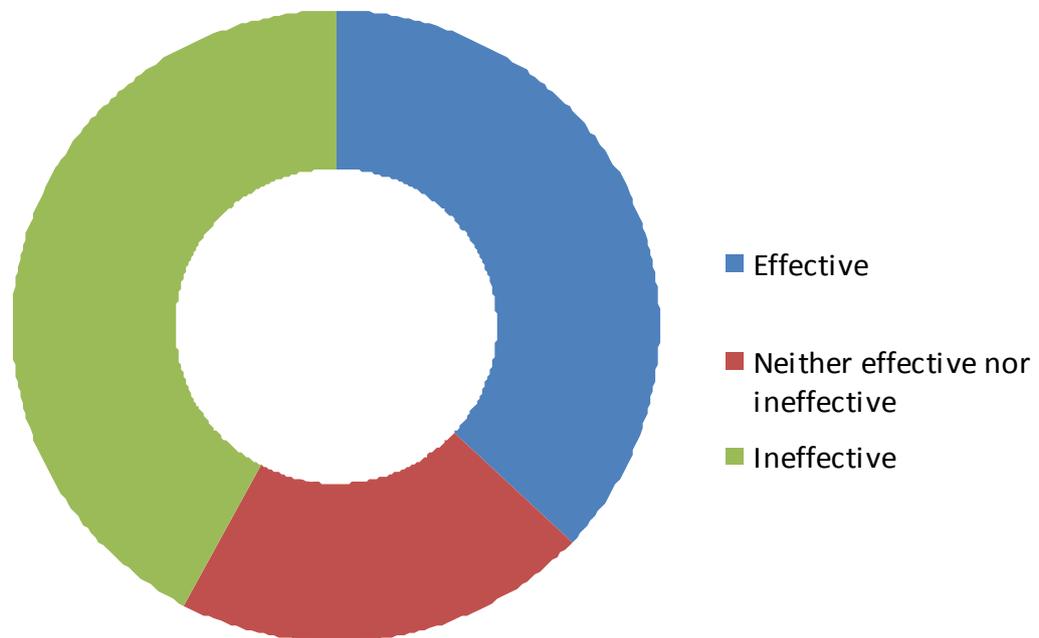
5. Views on the fight against corruption

Southern African governments have been engaged in the fight against corruption to varying degrees in recent years. People were asked for their views on the effectiveness of the current government in the fight against corruption. These results were then disaggregated by respondents that had or had not paid a bribe in order to understand how experiences of bribery affected perceptions of government effectiveness. People were also asked from a list of five institutions which they trusted most to fight corruption.

Government effectiveness in fighting corruption

FIGURE 10: Effectiveness of the government in the fight against corruption

% of respondents that believed the government to be effective, ineffective or neither effective nor ineffective in the fight against corruption in their country.

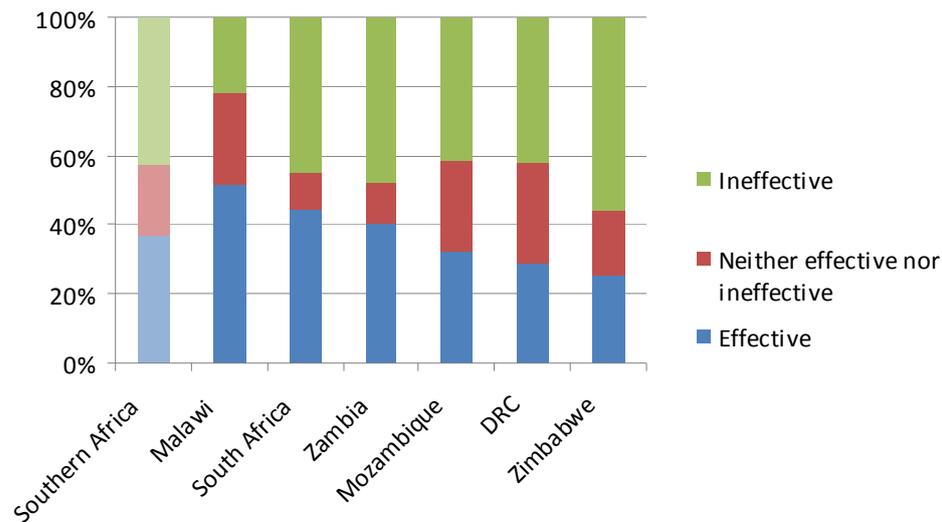


Overall, 42 per cent of people reported that their government has been ineffective in the fight against corruption, with 37 per cent reporting that the government has been effective.

Government effectiveness, by country

There is considerable variation across the six countries surveyed when the data on government effectiveness in the fight against corruption are disaggregated by country.

FIGURE 11: Effectiveness of the government in the fight against corruption, by country
 % of respondents that believed the government to be effective, ineffective or neither effective nor ineffective in the fight against corruption in their country.



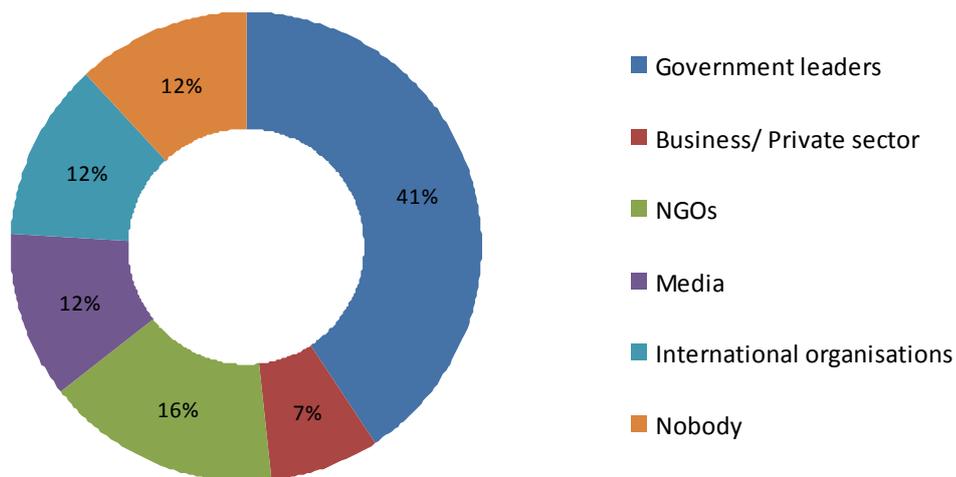
While the Southern African average shows that 42 per cent of those surveyed believe their government is ineffective, this was not the case for all countries. In particular, people in Malawi were much more confident in government efforts to fight corruption, with more than 50 per cent reporting that they believe the government to be effective. In contrast, people in Zimbabwe were least satisfied with their government's efforts, with almost 60 per cent reporting that they believe their government to be ineffective. This result is consistent with the views of more than a half of people in Zimbabwe who feel that corruption has increased in the past three years.

Who is most trusted to fight corruption?

Respondents were asked to indicate from a list which institutions or organisations they trust most to fight corruption. On average, people in Southern Africa trust their governments the most to fight corruption, over and above the other institutions listed.

FIGURE 12: Institutions most trusted to fight corruption

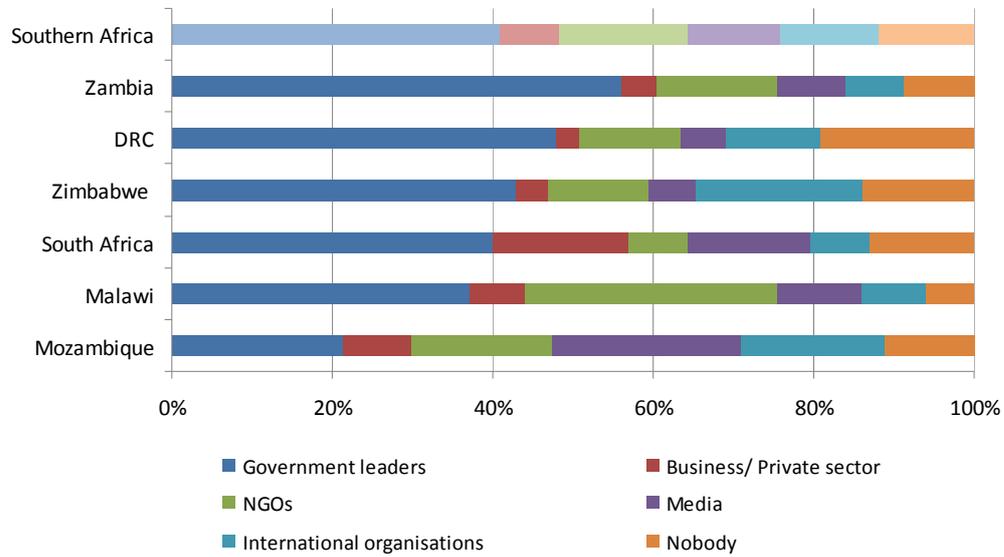
% of respondents that said that they most trusted one of the five listed institutions to fight corruption, or that reported nobody.



In almost all countries in Southern Africa, with the exception of Malawi, the government is the most trusted institution to fight corruption. The degree of trust in different institutions varies considerably between the countries, however. More than 50 per cent of respondents in Zambia trust the government most to fight corruption, whereas the figure in Mozambique is just over 20 per cent. In Malawi, almost as many people trust NGOs to fight corruption as their government leaders. In most countries respondents have little trust in business to fight corruption, except in South Africa, where nearly 20 per cent trust the private sector the most.

FIGURE 13: Institutions most trusted to fight corruption, by country

% of respondents that said that they most trusted one of the five listed institutions to fight corruption, or that reported nobody.



6. Getting involved

Corruption is perceived to have increased in recent years in many parts of Southern Africa. In addition, many of the institutions that are meant to be transparent and accountable to their respective populations are widely seen as being affected by corruption. While there is a varied degree of confidence in the government, people were asked about their willingness to get involved in the fight against corruption.

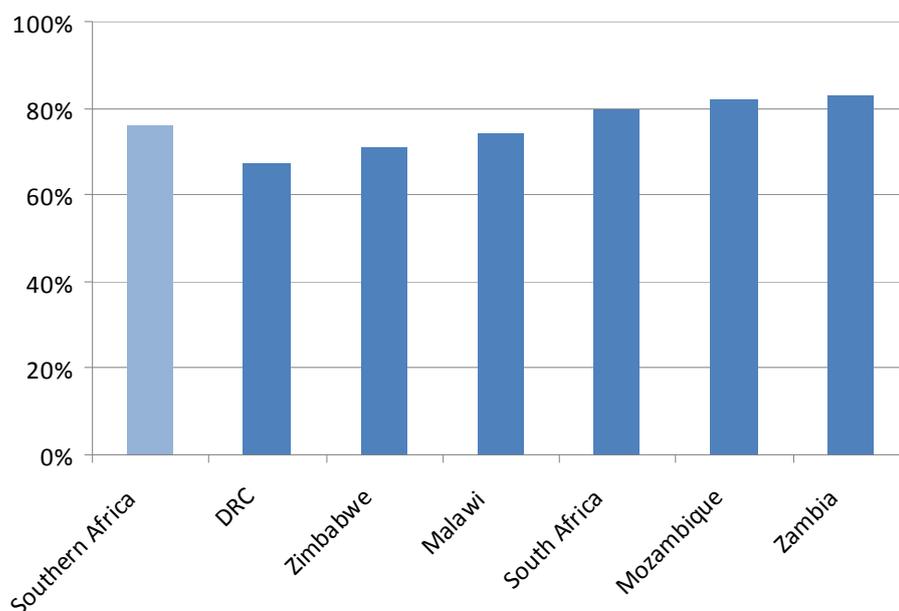
Respondents were first asked if they believed that ordinary people can make a difference in the fight against corruption. They were then asked if they would get engaged themselves in the fight against corruption. Three questions were asked in this respect which are ordered by increased intensity of engagement; if they would support a colleague or friend, if they could imagine themselves getting involved, – and the other using a more specific example – if they would report an incident of corruption.

76% of people in Southern Africa agree that ordinary people can make a difference in the fight against corruption.

Respondents were especially positive in Zambia, Mozambique and South Africa, where 83 per cent, 82 per cent and 80 per cent of the population respectively, agreed that ordinary people can make a difference. In Malawi (74 per cent), Zimbabwe (71 per cent) and the DRC (68 per cent), more than two-thirds reported that they believe in ordinary people making a difference.

FIGURE 16: Can ordinary people make a difference?

% people that agree or strongly agree with the statement: 'Ordinary people can make a difference in the fight against corruption'.



Given that the vast majority of respondents believe that ordinary people can make a difference, the survey also asked whether they would be prepared to step up and engage in the fight against corruption.

FIGURE 17: Willingness to get involved in the fight against corruption in Southern Africa

% of people strongly agreeing or agreeing with the statement shown.

I would support colleagues or friends if they fought against corruption	I could imagine myself getting involved in fighting corruption	I would report an incident of corruption
88%	80%	77%

FIGURE 18: Willingness to get involved in the fight against corruption in Southern Africa, by country

% of people strongly agreeing or agreeing with the statements listed below.

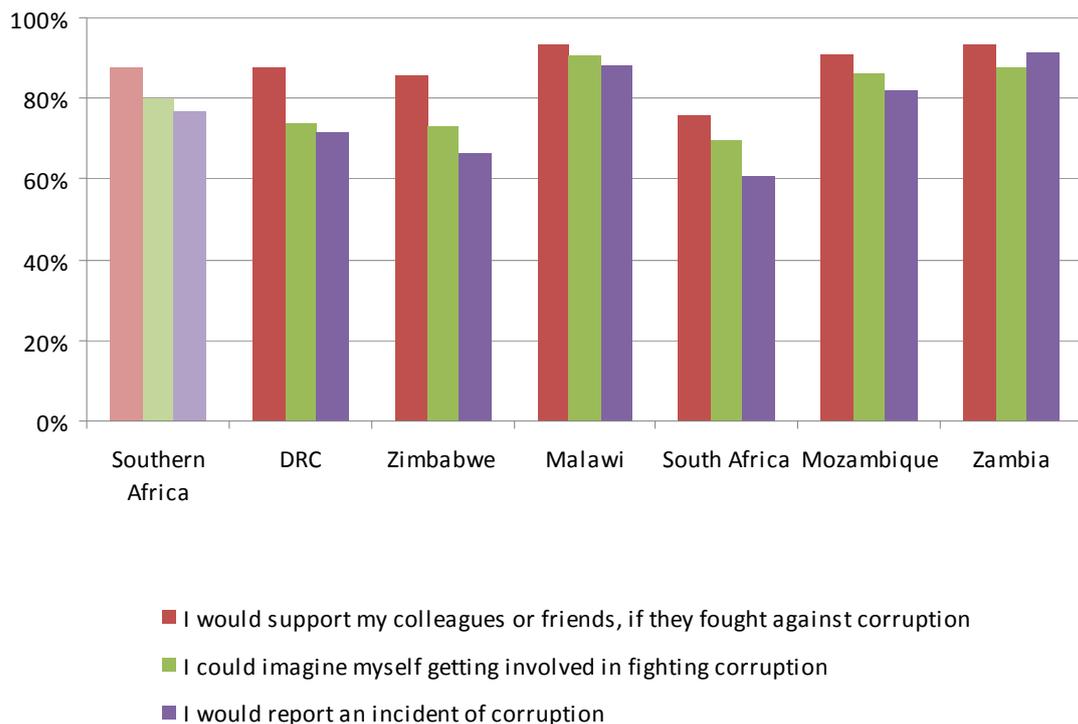


Figure 18 shows that more than four out of every five people in all the countries bar South Africa would support friends or colleagues if they fought against corruption. Generally, fewer people could imagine themselves becoming involved in the fight against corruption and fewer still would report an incident of corruption. On all three measures, people from South Africa were the least enthusiastic to get involved, and people in Malawi and Mozambique were the most willing to put themselves in the front line in the fight against corruption.

However, the most striking finding of Figure 18 is how many respondents indicated their willingness to engage in the fight against corruption across all countries. Given the pervasiveness of reported bribery and the extent to which public institutions are seen as being affected by corruption, this so far largely untapped pool of anti-corruption activism is likely to be critical for Southern African countries to effectively tackle corruption.

Appendix 1: About the survey

The data in this report were gathered in two waves. South Africa and Zambia were surveyed as part of Transparency International's 2010 *Global Corruption Barometer*. The fieldwork was carried out in these countries between 1 June and 30 July 2010. In 2011 the coverage of the Global Corruption Barometer survey was extended to an additional set of countries, which included the Democratic Republic of Congo (DRC), Malawi, Mozambique and Zimbabwe. These countries were surveyed between April and May 2011. Both waves of the survey used the same questionnaire and the same methodology. Details of the survey carried out in each country are presented in the table below.

	Local survey company	Number of interviews	Methodology	Coverage	Field dates
South Africa	Topline Research Solutions	1000	Face-to-face	Urban	17 June–14 July 2010
Zambia	RMS	1013	Face-to-face	National	1 July–10 July 2010
DRC	RMS	1038	Face-to-face	Urban	10 April–16 April 2011
Malawi	Infinite Insight	1000	Face-to-face	National	4 May–7 May 2011
Mozambique	TRS	1000	Face-to-face	Urban	26 April–5 May 2011
Zimbabwe	TRS	1000	Face-to-face	Urban	26 April–5 May 2011

Appendix 2: Questionnaire

1. Let me open this questionnaire by asking your general views on corruption:

A. In the past three years, how has the level of corruption in this country changed:

- 1 Increased a lot
- 2 Increased a little
- 3 Stayed the same
- 4 Decreased a little
- 5 Decreased a lot
- 9 Do not know/ No answer

B. How would you assess your current government's actions in the fight against corruption?

- 1 The government is very effective in the fight against corruption
- 2 The government is somewhat effective in the fight against corruption
- 3 The government is neither effective nor ineffective in the fight against corruption
- 4 The government is somewhat ineffective in the fight against corruption
- 5 The government is very ineffective in the fight against corruption
- 9 Do not know/ No answer

C. Who do you trust the **most** to fight corruption in this country? (single answer)

- 1 Government leaders
- 2 Business/ Private sector
- 3 NGOs (non-governmental organisations)
- 4 Media
- 5 International organisations (e.g. UN, World Bank, International Monetary Fund etc)
- 6 Nobody
- 9 Do not know

2. Question on perceptions regarding corruption.

To what extent do you perceive the following categories in this country to be affected by corruption? Please answer on a scale from 1 to 5 (1 meaning not at all corrupt, 5 meaning extremely corrupt).

Sectors	Not at all corrupt				Extremely corrupt	Do not know/ No answer
a. Political parties	1	2	3	4	5	9
b. Parliament/ Legislature	1	2	3	4	5	9
c. Police	1	2	3	4	5	9
d. Business/ Private sector	1	2	3	4	5	9
e. Media	1	2	3	4	5	9
f. Public officials/ Civil servants	1	2	3	4	5	9
g. Judiciary	1	2	3	4	5	9
h. NGOs (non-governmental organisations)	1	2	3	4	5	9
i. Religious bodies	1	2	3	4	5	9
j. Military	1	2	3	4	5	9
k. Education system	1	2	3	4	5	9

3.

A. In the past 12 months, have you or anyone living in your household had contact with the following institution/ organisation?

B.
In the past 12 months have you or anyone living in your household paid a bribe in any form to each of the following institutions/ organisations?
(read out loud. single answer)

Sectors	3A				3B			
	Had contact				Paid a bribe			
	Yes	No	Do not know	No answer	Yes	No	Do not know	No answer
1. Education system	1	2	8	9	1	2	8	9
2. Judiciary	1	2	8	9	1	2	8	9
3. Medical services	1	2	8	9	1	2	8	9
4. Police	1	2	8	9	1	2	8	9
5. Registry and permit services	1	2	8	9	1	2	8	9
6. Utilities (telephone, electricity, water, etc.)	1	2	8	9	1	2	8	9
7. Tax revenue	1	2	8	9	1	2	8	9
8. Land services (buying, selling, inheriting, renting)	1	2	8	9	1	2	8	9
9. Customs	1	2	8	9	1	2	8	9

4. If you paid a bribe in the past 12 months, which of the following applied to the last bribe paid:

- 1 The bribe was paid to speed things up
- 2 The bribe was paid to avoid a problem with the authorities
- 3 The bribe was paid to receive a service entitled to
- 4 Did not pay a bribe in the past 12 months
- 5 Cannot remember
- 9 Do not know/ No Answer

A.
What was the approximate total amount of money paid overall in bribes by your household in the past 12 months?

- 1 Under US \$30
- 2 US \$30–99
- 3 US \$100–499
- 4 US \$500–999
- 5 More than US \$1000
- 8 Prefer not to answer
- 9 Do not know/ No answer

B.
How would you estimate this in terms of percentage of the household income?

- 1 Less than 1% of annual income
- 2 1–10%
- 3 11–20%
- 4 More than 20%
- 8 Prefer not to answer
- 9 Do not know/ No answer

5. I am going to read out some statements. For each one, can you tell me whether you strongly agree, agree, disagree or strongly disagree?

	Strongly disagree	Disagree	Agree	Strongly agree
a. Ordinary people can make a difference in the fight against corruption	1	2	3	4
b. I would support my colleagues or friends, if they fought against corruption	1	2	3	4
c. I could imagine myself getting involved in fighting corruption	1	2	3	4
d. I would report an incident of corruption	1	2	3	4

Demographics

D1. Rural/Urban:

Rural 1
Urban 2

D2. Sex:

Male 1
Female 2

D3. Age:

Under 30 1
30–50 2
51–65 3
65 + 4

D4. Total household income before taxes:

Low (Bottom quintile/20%) 1
Medium low (Second quintile/20%) 2
Medium (Third quintile/20%) 3
Medium high (Fourth quintile/20%) 4
High (Top quintile/20%) 5
Refused/ Do not know/ No answer 9

D5. Education: Highest attained:

No education/ only basic education 1
Secondary school 2
High level education (e.g. university) 3
Do not know/ No answer 9

D6. Employment:

Working full or part time (include self-employed) 1
Unemployed 2
Not working (student, housewife) 3
Retired 4
Do not know/ No answer 9

D7. Religion:

Roman Catholic 1
Russian or Eastern Orthodox 2
Protestant 3
Other Christian 4
Hindu 5
Muslim 6
Jewish 7
Buddhist 8
Other 9
Nothing 10
Refuse to answer 99

Appendix 3: Results tabled by country

A.1

In the past three years, how has the level of corruption in this country changed?						
Country	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Don't know/ No answer
DRC	62.8%	9.5%	17.4%	5.8%	1.6%	2.9%
Malawi	40.0%	13.3%	24.7%	15.8%	3.3%	2.8%
Mozambique	31.8%	23.2%	23.0%	16.2%	4.9%	0.9%
South Africa	42.6%	19.7%	13.9%	19.7%	4.0%	0.1%
Zambia	44.2%	21.6%	19.4%	11.4%	1.0%	2.4%
Zimbabwe	41.5%	12.9%	17.4%	20.5%	5.9%	1.8%

A.2

How would you assess your current government's actions in the fight against corruption?						
Country	The government is very effective	The government is somewhat effective	The government is neither effective nor ineffective	The government is somewhat ineffective	The government is very ineffective	Don't know/ No answer
DRC	5.9%	21.5%	27.8%	11.5%	28.7%	4.5%
Malawi	21.5%	28.2%	25.4%	11.7%	9.6%	3.6%
Mozambique	7.9%	23.2%	26.4%	17.2%	22.9%	2.4%
South Africa	16.4%	27.6%	10.9%	16.9%	27.9%	0.3%
Zambia	18.6%	21.1%	12.0%	26.3%	20.8%	1.2%
Zimbabwe	5.6%	18.7%	18.7%	23.9%	30.0%	3.1%

A.3

Whom do you trust most to fight corruption in this country?							
Country	Government leaders	Business/ Private sector	NGOs	Media	International organisations	Nobody	Don't know
DRC	45.5%	2.8%	12.1%	5.2%	11.4%	18.2%	4.7%
Malawi	36.3%	6.7%	31.0%	10.2%	8.0%	5.8%	1.9%
Mozambique	20.2%	8.3%	16.7%	22.4%	17.1%	10.6%	4.7%
South Africa	39.5%	16.8%	7.2%	15.2%	7.3%	12.9%	1.2%
Zambia	55.0%	4.2%	14.8%	8.3%	7.2%	8.6%	1.9%
Zimbabwe	41.9%	4.0%	12.3%	5.6%	20.5%	13.6%	2.1%

A.4 DRC

To what extent do you perceive the following institutions to be corrupt?						
Sectors	Not at all corrupt – 1	2	3	4	Extremely corrupt – 5	Don't know/ No answer
Political parties	5.5%	6.9%	13.4%	12.7%	58.2%	3.3%
Parliament/ Legislature	4.4%	6.3%	12.4%	11.7%	60.7%	4.5%
Police	1.5%	4.0%	8.0%	15.6%	69.6%	1.3%
Business/ Private sector	9.8%	18.6%	13.5%	12.2%	40.8%	5.1%
Media	12.0%	15.0%	21.3%	9.9%	36.1%	5.7%
Public officials/ Civil servants	6.3%	8.2%	15.5%	14.2%	53.4%	2.4%
Judiciary	5.2%	7.9%	10.0%	13.3%	60.5%	3.2%
NGOs (non-governmental organisations)	27.8%	24.5%	14.9%	6.7%	18.9%	7.3%
Religious bodies	35.5%	19.7%	14.0%	7.4%	20.0%	3.3%
Military	3.6%	7.8%	10.8%	16.0%	59.2%	2.7%
Education system	3.5%	8.8%	13.5%	13.3%	60.0%	0.9%

A.4 Malawi

To what extent do you perceive the following institutions to be corrupt?						
Sectors	Not at all corrupt – 1	2	3	4	Extremely corrupt – 5	Don't know/ No answer
Political parties	5.2%	9.8%	18.5%	13.8%	49.4%	3.2%
Parliament/ Legislature	14.3%	12.6%	15.1%	18.6%	33.9%	5.5%
Police	2.5%	7.1%	8.0%	13.1%	67.9%	1.3%
Business/ Private sector	5.6%	13.4%	23.0%	21.5%	32.0%	4.4%
Media	19.7%	20.5%	17.3%	13.7%	22.1%	6.7%
Public officials/ Civil servants	5.1%	16.0%	18.4%	18.5%	36.1%	5.8%
Judiciary	10.6%	17.4%	13.9%	16.7%	32.3%	9.2%
NGOs (non-governmental organisations)	22.1%	23.9%	13.6%	14.0%	19.6%	6.8%
Religious bodies	38.0%	24.6%	12.8%	8.4%	9.8%	6.3%
Military	34.0%	18.1%	11.8%	8.8%	15.8%	11.5%
Education system	9.7%	12.0%	15.7%	20.7%	36.5%	5.3%

A.4 Mozambique

To what extent do you perceive the following institutions to be corrupt?						
Sectors	Not at all corrupt – 1	2	3	4	Extremely corrupt – 5	Don't know/ No answer
Political parties	11.1%	13.5%	20.4%	22.6%	30.0%	2.4%
Parliament/ Legislature	18.7%	17.3%	24.9%	19.8%	13.5%	5.8%
Police	2.3%	5.4%	11.6%	21.8%	58.2%	0.7%
Business/ Private sector	23.3%	25.6%	24.6%	12.4%	9.8%	4.3%
Media	47.8%	23.1%	12.9%	7.2%	5.9%	3.1%
Public officials/ Civil servants	6.6%	11.7%	23.3%	22.3%	35.2%	0.9%
Judiciary	24.7%	16.2%	25.3%	16.2%	10.8%	6.8%
NGOs (non-governmental organisations)	48.9%	23.3%	10.3%	6.7%	4.4%	6.4%
Religious bodies	36.1%	17.4%	20.9%	11.3%	7.5%	6.8%
Military	22.8%	16.5%	20.4%	21.2%	9.0%	10.1%
Education system	7.0%	9.5%	16.1%	23.5%	43.1%	0.8%

A.4 South Africa

To what extent do you perceive the following institutions to be corrupt?						
Sectors	Not at all corrupt – 1	2	3	4	Extremely corrupt – 5	Don't know/ No answer
Political parties	8.7%	10.6%	10.1%	20.7%	48.6%	1.3%
Parliament/ Legislature	8.5%	12.8%	10.7%	23.8%	43.7%	0.4%
Police	3.5%	5.9%	8.9%	13.7%	67.9%	0.1%
Business/ Private sector	28.8%	17.3%	14.8%	22.0%	16.2%	0.9%
Media	30.8%	23.9%	18.7%	13.3%	9.9%	3.4%
Public officials/ Civil servants	8.3%	15.1%	13.7%	30.0%	32.6%	0.2%
Judiciary	10.3%	16.5%	17.7%	26.6%	28.3%	0.6%
NGOs (non-governmental organisations)	20.9%	21.5%	16.8%	23.7%	15.6%	1.4%
Religious bodies	35.9%	24.2%	13.9%	9.9%	13.9%	2.2%
Military	36.2%	28.1%	13.6%	8.5%	9.8%	3.8%
Education system	34.3%	23.5%	8.7%	12.7%	18.8%	2.0%

A.4 Zambia

To what extent do you perceive the following institutions to be corrupt?						
Sectors	Not at all corrupt – 1	2	3	4	Extremely corrupt – 5	Don't know/ No answer
Political parties	4.3%	18.4%	13.6%	40.0%	21.3%	2.4%
Parliament/ Legislature	12.5%	13.9%	18.9%	28.9%	16.3%	9.5%
Police	1.9%	9.4%	9.7%	32.1%	45.2%	1.7%
Business/ Private sector	15.5%	15.1%	21.3%	26.4%	13.5%	8.2%
Media	20.7%	19.5%	21.5%	21.1%	9.7%	7.5%
Public officials/ Civil servants	4.9%	18.1%	18.7%	28.9%	22.9%	6.5%
Judiciary	9.0%	15.2%	18.8%	29.0%	19.8%	8.3%
NGOs (non-governmental organisations)	27.8%	19.2%	23.9%	17.2%	5.1%	6.8%
Religious bodies	37.1%	21.0%	19.5%	14.2%	3.7%	4.5%
Military	29.6%	21.3%	16.7%	18.0%	6.2%	8.2%
Education system	8.4%	18.7%	16.6%	26.5%	26.1%	3.7%

A.4 Zimbabwe

To what extent do you perceive the following institutions to be corrupt?						
Sectors	Not at all corrupt – 1	2	3	4	Extremely corrupt – 5	Don't know/ No answer
Political parties	3.5%	7.3%	15.9%	17.8%	49.9%	5.6%
Parliament/ Legislature	7.5%	10.6%	22.1%	17.7%	35.2%	6.9%
Police	2.4%	3.4%	8.2%	12.7%	72.4%	0.9%
Business/ Private sector	12.3%	17.4%	26.9%	22.4%	18.3%	2.7%
Media	12.3%	15.3%	23.7%	21.5%	23.5%	3.7%
Public officials/ Civil servants	8.9%	12.7%	19.7%	19.2%	37.7%	1.8%
Judiciary	6.3%	12.0%	23.7%	22.9%	29.6%	5.5%
NGOs (non-governmental organisations)	33.5%	26.9%	20.2%	8.2%	4.6%	6.6%
Religious bodies	27.7%	28.2%	21.2%	10.8%	9.4%	2.7%
Military	10.4%	17.5%	25.1%	18.9%	20.9%	7.2%
Education system	13.2%	17.0%	26.9%	19.3%	21.9%	1.7%

A.5 DRC

	Have you had contact with the following institution/ organisation?				Of those institutions that you have had contact with, have you paid a bribe in any form?			
	Yes	No	Don't know	Refused to answer	Yes	No	Don't know	Refused to answer
Education system	47.6%	52.1%	0.3%	-	53.8%	45.9%	0.3%	-
Judiciary	19.0%	78.9%	1.2%	0.9%	61.4%	38.0%	0.6%	-
Medical services	36.5%	62.6%	0.8%	0.1%	21.5%	77.7%	0.5%	0.3%
Police	27.1%	70.6%	1.5%	0.8%	63.3%	36.2%	0.6%	-
Registry and permit services (civil registry for births, marriages, licenses, permits, land and property ownership and transfer of ownership)	18.4%	79.7%	1.4%	0.5%	50.5%	47.4%	2.0%	-
Utilities (telephone, electricity, water, etc.)	40.0%	58.3%	1.5%	0.1%	41.8%	57.4%	-	0.8%
Tax revenue	17.3%	79.2%	2.9%	0.6%	51.4%	48.2%	0.4%	-

Land services (buying, selling, inheriting, renting)	14.8%	81.2%	3.7%	0.3%	51.0%	48.2%	0.7%	-
Customs	9.7%	85.1%	3.8%	1.5%	48.3%	51.7%	-	-

A.5 Malawi

	Have you had contact with the following institution/ organisation?				Of those institutions that you have had contact with, have you paid a bribe in any form?			
	Yes	No	Don't know	Refused to answer	Yes	No	Don't know	Refused to answer
Education system	41.4%	57.9%	0.3%	0.4%	25.8%	73.2%	-	1.0%
Judiciary	13.0%	85.7%	0.5%	0.7%	39.2%	60.2%	-	0.6%
Medical services	46.0%	53.0%	0.5%	0.5%	13.1%	83.1%	-	3.8%
Police	43.0%	55.6%	0.3%	1.2%	55.8%	42.2%	-	2.0%
Registry and permit services (civil registry for births, marriages, licenses, permits, land and property ownership and transfer of ownership)	25.0%	74.3%	0.4%	0.4%	43.0%	55.1%	-	1.9%
Utilities (telephone, electricity, water, etc.)	33.3%	65.9%	0.4%	0.4%	35.1%	61.8%	0.1%	3.0%
Tax revenue	13.2%	85.5%	0.3%	1.0%	11.4%	84.3%	0.3%	4.1%
Land services (buying, selling, inheriting, renting)	15.7%	83.1%	0.3%	0.9%	18.8%	77.8%	0.2%	3.2%
Customs	6.8%	91.8%	0.4%	0.9%	37.4%	53.7%	0.5%	8.4%

A.5 Mozambique

	Have you had contact with the following institution/ organisation?				Of those institutions that you have had contact with, have you paid a bribe in any form?			
	Yes	No	Don't know	Refused to answer	Yes	No	Don't know	Refused to answer
Education system	81.3%	18.7%	-	-	35.1%	64.9%	-	-
Judiciary	19.7%	78.6%	1.7%	-	20.8%	79.2%	-	-
Medical services	82.9%	17.0%	0.1%	-	39.4%	60.6%	-	-
Police	45.0%	53.9%	1.1%	-	47.8%	52.2%	-	-
Registry and permit services (civil registry for births, marriages, licenses, permits, land and property ownership and transfer of ownership)	48.9%	50.2%	0.7%	0.2%	34.6%	65.4%	-	-
Utilities (telephone, electricity, water, etc.)	79.9%	20.0%	0.1%	-	20.8%	79.1%	0.1%	-
Tax revenue	48.9%	49.1%	1.9%	0.1%	9.4%	90.6%	100%	-
Land services (buying, selling, inheriting, renting)	39.4%	58.8%	1.7%	0.1%	21.1%	75.4%	3.3%	0.3%
Customs	24.9%	74.9%	0.1%	0.1%	31.7%	65.9%	2.4%	-

A.5 South Africa

	Have you had contact with the following institution/ organisation?				Of those institutions that you have had contact with, have you paid a bribe in any form?			
	Yes	No	Don't know	Refused to answer	Yes	No	Don't know	Refused to answer
Education system	75.8%	24.2%	-	-	7.8%	90.8%	-	1.3%
Judiciary	34.3%	65.5%	-	0.1%	20.4%	79.3%	-	0.4%
Medical services	65.1%	34.9%	-	-	12.7%	85.2%	-	2.1%
Police	73.9%	26.1%	-	-	43.4%	55.1%	-	1.4%
Registry and permit services (civil registry for births, marriages, licenses, permits, land and property ownership and transfer of ownership)	52.6%	47.4%	-	-	39.3%	55.7%	-	4.9%
Utilities (telephone, electricity, water, etc.)	69.1%	30.9%	-	-	14.7%	83.2%	0.1%	2.1%
Tax revenue	37.1%	62.9%	-	-	4.0%	95.9%	0.1%	-
Land services (buying, selling, inheriting, renting)	38.4%	61.6%	-	-	3.8%	95.7%	0.1%	0.4%
Customs	14.7%	85.3%	-	-	12.4%	85.1%	-	2.6%

A.5 Zambia

	Have you had contact with the following institution/ organisation?				Of those institutions that you have had contact with, have you paid a bribe in any form?			
	Yes	No	Don't know	Refused to answer	Yes	No	Don't know	Refused to answer
Education system	64.5%	31.3%	-	4.2%	21.0%	76.5%	2.5%	-
Judiciary	26.8%	69.1%	0.1%	4.0%	12.7%	84.4%	2.9%	-
Medical services	58.2%	36.8%	-	5.0%	16.9%	77.0%	6.0%	-
Police	50.3%	44.7%	0.2%	4.7%	37.6%	60.3%	2.1%	-
Registry and permit services (civil registry for births, marriages, licenses, permits, land and property ownership and transfer of ownership)	41.0%	55.0%	0.1%	3.8%	19.0%	77.4%	3.6%	-
Utilities (telephone, electricity, water, etc.)	44.2%	52.0%	0.1%	3.8%	9.8%	85.2%	4.9%	0.2%
Tax revenue	24.4%	68.8%	0.3%	6.4%	5.9%	84.2%	9.6%	0.3%
Land services (buying, selling, inheriting, renting)	27.9%	67.7%	0.2%	4.2%	8.8%	87.9%	3.0%	0.2%
Customs	16.5%	78.7%	0.1%	4.7%	23.3%	70.7%	5.5%	0.4%

A.5 Zimbabwe

	Have you had contact with the following institution/ organisation?				Of those institutions that you have had contact with, have you paid a bribe in any form?			
	Yes	No	Don't know	Refused to answer	Yes	No	Don't know	Refused to answer
Education system	64.3%	34.6%	1.1%	-	17.4%	81.3%	1.2%	-
Judiciary	19.7%	78.2%	2.1%	-	29.9%	64.0%	6.1%	-
Medical services	61.8%	36.8%	1.4%	-	10.8%	86.4%	2.6%	0.2%
Police	44.1%	54.2%	1.7%	-	51.9%	46.5%	1.6%	-
Registry and permit services (civil registry for births, marriages, licenses, permits, land and property ownership and transfer of ownership)	47.6%	51.1%	1.3%	-	37.4%	59.7%	2.9%	-
Utilities (telephone, electricity, water, etc.)	74.1%	24.5%	1.4%	-	24.0%	75.2%	0.8%	-
Tax revenue	26.4%	71.9%	1.7%	-	13.6%	84.8%	1.5%	-
Land services (buying, selling, inheriting, renting)	16.7%	81.6%	1.7%	-	14.4%	84.4%	1.2%	-
Customs	31.5%	67.0%	1.5%	-	34.0%	61.0%	5.1%	-

A.6 and A.7 no data for South Africa and Zambia.

A.6 DRC

What was the approximate total amount of money paid overall in bribes by your household in the past 12 months?	
Under US \$30	39.8%
US \$30–99	34.4%
US \$100–499	7.4%
US \$500–999	2.0%
More than US \$1000	1.2%
Refused to answer	7.3%
Don't know	7.8%

A.7 DRC

How would you estimate this in terms of percentage of the household income?	
None	53.3%
Less than 1% of annual income	10.0%
1–10%	21.9%
11–20%	3.8%
More than 20%	2.1%
Refused to answer	3.6%
Don't know	5.3%

A.6 Malawi

What was the approximate total amount of money paid overall in bribes by your household in the past 12 months?	
Under US \$30	54.8%
US \$30–99	30.2%
US \$100–499	8.6%
US \$500–999	0.7%
More than US \$1000	-
Refused to answer	0.4%
Don't know	5.3%

A.7 Malawi

How would you estimate this in terms of percentage of the household income?	
None	55.2%
Less than 1% of annual income	10.0%
1–10%	23.7%
11–20%	3.8%
More than 20%	4.0%
Refused to answer	0.3%
Don't know	2.9%

A.6 Mozambique

What was the approximate total amount of money paid overall in bribes by your household in the past 12 months?	
Under US \$30	30.2%
US \$30–99	33.8%
US \$100–499	12.5%
US \$500–999	4.1%
More than US \$1000	0.3%
Refused to answer	13.7%
Don't know	5.6%

A.7 Mozambique

How would you estimate this in terms of percentage of the household income?	
None	33.4%
Less than 1% of annual income	21.5%
1–10%	12.0%
11–20%	11.3%
More than 20%	2.3%
Refused to answer	14.2%
Don't know	5.3%

A.6 Zimbabwe

What was the approximate total amount of money paid overall in bribes by your household in the past 12 months?	
Under US \$30	30.1%
US \$30–99	33.7%
US \$100–499	20.6%
US \$500–999	4.8%
More than US \$1000	0.6%
Refused to answer	5.3%
Don't know	4.8%

A.7 Zimbabwe

How would you estimate this in terms of percentage of the household income?	
None	52.5%
Less than 1% of annual income	7.7%
1–10%	19.7%
11–20%	6.0%
More than 20%	6.4%
Refused to answer	3.5%
Don't know	4.2%

A.8

If you paid a bribe in the last 12 months, which of the following applied to the last bribe paid?					
Country	The bribe was paid to speed things up	The bribe was paid to avoid a problem with the authorities	The bribe was paid to receive a service entitled to	Cannot remember	Don't know / Refused to answer
DRC	34.5%	38.4%	22.8%	1.7%	2.6%
Malawi	60.4%	25.2%	11.5%	0.2%	2.8%
Mozambique	60.7%	23.0%	13.0%	2.3%	1.1%
South Africa	19.7%	67.3%	11.5%	0.4%	1.3%
Zambia	51.9%	31.4%	10.8%	2.9%	2.9%
Zimbabwe	41.4%	28.7%	28.3%	0.6%	1.1%

A.9 DRC

	Strongly disagree	Disagree	Agree	Strongly agree
Ordinary people make a difference in the fight against corruption	13.8%	18.6%	45.2%	22.3%
I would support my colleagues or friends, if they fought against corruption	3.2%	9.3%	46.6%	40.9%
I could imagine getting involved in fighting corruption	6.6%	19.5%	41.2%	32.7%
I would report an incident of corruption	8.0%	20.3%	42.9%	28.8%

A.9 Malawi

	Strongly disagree	Disagree	Agree	Strongly agree
Ordinary people make a difference in the fight against corruption	8.3%	17.4%	33.6%	40.8%
I would support my colleagues or friends, if they fought against corruption	1.7%	5.1%	41.4%	51.8%
I could imagine getting involved in fighting corruption	2.0%	7.5%	36.8%	53.7%
I would report an incident of corruption	3.5%	8.1%	30.5%	57.8%

A.9 Mozambique

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
Ordinary people make a difference in the fight against corruption	4.9%	13.0%	46.3%	35.8%	4.9%
I would support my colleagues or friends, if they fought against corruption	2.1%	6.8%	45.8%	45.3%	2.1%
I could imagine getting involved in fighting corruption	3.0%	10.9%	44.2%	41.9%	3.0%
I would report an incident of corruption	3.5%	14.3%	37.4%	44.8%	3.5%

A.9 South Africa

	Strongly disagree	Disagree	Agree	Strongly agree
Ordinary people make a difference in the fight against corruption	11.7%	8.6%	27.2%	52.4%
I would support my colleagues or friends, if they fought against corruption	8.9%	15.1%	34.7%	41.4%
I could imagine getting involved in fighting corruption	9.7%	20.6%	33.3%	36.4%
I would report an incident of corruption	22.7%	16.4%	18.3%	42.6%

A.9 Zambia

	Strongly disagree	Disagree	Agree	Strongly agree
Ordinary people make a difference in the fight against corruption	6.7%	10.1%	53.9%	29.3%
I would support my colleagues or friends, if they fought against corruption	3.3%	3.4%	50.4%	43.0%
I could imagine getting involved in fighting corruption	3.4%	8.7%	49.6%	38.3%
I would report an incident of corruption	3.3%	5.0%	53.6%	38.1%

A.9 Zimbabwe

	Strongly disagree	Disagree	Agree	Strongly agree
Ordinary people make a difference in the fight against corruption	9.4%	19.5%	46.4%	24.7%
I would support my colleagues or friends, if they fought against corruption	4.3%	10.0%	56.8%	28.9%
I could imagine getting involved in fighting corruption	6.0%	21.2%	49.7%	23.1%
I would report an incident of corruption	8.4%	25.3%	44.7%	21.6%

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