



CENTRE DE RECHERCHE SUR L'ANTI-CORRUPTION

Household Corruption Perception Survey – South Kivu

STUDY

2017

South Kivu · May 2017 · 980 interviews in 9
territories

The first household survey on corruption in the
DRC

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The survey at a glance

Corruption seen as serious and widespread, poorly understood and rarely reported – and citizens ready to act if they are informed.

980

interviews in the 9 entities of South Kivu, 950 kept after checks

52.5%

could not say what corruption is at the start of the interview

56.9%

see corruption as serious

20.9%

know which institution to report corruption to



MAY 2017

Aims and method

To measure, for the first time in the DRC, what households think of corruption and of public service delivery, and to set a baseline for future surveys.



This survey, funded and carried out by the Centre de Recherche sur l'Anti-Corruption (CERC), provides empirical data to help the government, civil society and the private sector design and implement policies and programmes that improve governance in South Kivu and reduce corruption.

AIMS

Six starting questions

1. To identify the forms and practices of corruption, and how the public perceives each of them;
2. to identify the main actors involved in corrupt practices;
3. to identify the causes of corruption;
4. to measure the perceived level of corruption and the sectors most affected, as a baseline to track progress;
5. to measure the perceived political will to fight corruption;

6. to support the development of sector action plans.

METHOD

980 interviews, one per household

CERC designed a questionnaire of **68 substantive questions**, plus demographic questions, on the United Nations model for quantitative surveys on corruption, adapted to the local context. It measures citizens' knowledge, attitudes and practices regarding corruption.

In May 2017, four enumerators, helped by community leaders, interviewed **980 people aged 17 to 60** – as many women as men, one per household – in the nine administrative entities of South Kivu, including the city of Bukavu. CERC had planned 860 interviews. After checks, 30 questionnaires were set aside: **950 responses** were analysed: Bukavu (140), Uvira, Shabunda, Fizi and Mwenga (120 each), Walungu (100), Kalehe and Kabare (90 each) and Idjwi (80).

An interview lasted **50 minutes** on average: 872 hours of interviews in all. As many respondents had not been to school, the enumerators read out the answer options. "Don't know" answers, frequent at the start, fell as the interview went on: the interview itself raised awareness of corruption.

Summary

The results do not paint an optimistic picture of corruption in South Kivu, but they give reasons to act.



- **Corruption is seen as serious** (56.9%) and rising (45.2%), even though few respondents name it unprompted among the province's most serious problems, far behind unemployment and poverty.
- **It is seen in most institutions:** 54.3% consider the provincial government corrupt, 52.9% the members of the provincial parliament, and money is the form of corruption most often cited (58%).
- **It is poorly understood:** 52.5% could not say what corruption is at the start of the interview.
- **It is rarely reported:** only 20.9% know whom to report it to, and fear of reprisals (59.2%) and the belief that nothing will be done (53.0%) discourage reporting.
- **The need for money explains it** for 46.5% of respondents, and 59.8% believe most acts of corruption result from economic hardship.
- **Citizens are ready to act:** 70.1% think corruption can be eliminated or reduced, respondents reported 940 actions they have already taken against it, and more than 60% want CERC to inform them about their rights and the ways to fight corruption.

CHAPTER I

Corruption in government and society



Corruption seen as serious and rising, present in most institutions, and government action little known.

GENERAL SITUATION

Little progress, but some satisfaction

More than a quarter of respondents (28.5%) see significant progress in the general situation, 42.6% little progress and 22.3% none. Yet 62.9% say they are very or somewhat satisfied with the overall situation in South Kivu, and only 11.0% very dissatisfied. Opinions on the political situation and political leadership are divided, and 30.0% consider the economic situation bad.

The province's most serious problems	%
Unemployment	22.6
Poverty	15.8
Poor infrastructure	10.5
Corruption	9.7
Political instability	9.0
Economic problems	4.5
Crime	1.6
Poor health care	1.5

SERIOUSNESS

Rarely named, but seen as serious

Named by only 9.7% among the most serious problems, corruption is seen as serious as soon as respondents are asked directly: **56.9%** find it very or somewhat serious, 15.6% not serious.

And **45.2%** believe it is higher than in past years, against 14.2% who find it lower.

Seriousness of corruption in South Kivu	%
Very serious	40.0
Somewhat serious	16.9
Not very serious	11.5
Not serious at all	3.7
Corruption does not exist	0.4
Don't know	25.0

INSTITUTIONS

Institutions seen as corrupt

These results accuse no official in particular: they show how citizens perceive each institution in the delivery of services. Corruption is seen as widespread in most state services, starting with the provincial government.

Institution	Corrupt %	Rarely or not %	Don't know %
Provincial government	54.3	14.1	30.1
Provincial assembly	48.9	18.1	31.8
Provincial ministry of education	48.5	18.5	30.9
Office des Routes (roads agency)	47.6	18.1	33.1
Ministry of mines, energy and hydrocarbons	47.2	20.4	30.9
Provincial ministry of justice and human rights	46.3	20.8	31.2
Provincial ministry of public works and infrastructure	46.0	20.9	31.5
Governor's office	45.5	20.3	33.0

Corruption in government and society (continued)

Institution	Corrupt %	Rarely or not %	Don't know %
Agence congolaise des grands travaux (major works agency)	44.0	22.0	33.0
Courts and tribunals	43.8	21.4	33.4
Provincial ministry of planning and budget	41.2	23.6	34.0
Provincial ministry of health	39.6	28.0	31.2
Secretariat of the provincial government	38.3	26.3	33.9
Independent National Electoral Commission	35.0	29.6	34.2
Public prosecutor's office	32.8	30.7	35.1

Officials	Corrupt %	Rarely or not %	Don't know %
Members of the provincial parliament	52.9	15.1	30.7
Provincial ministers	47.3	20.2	31.3
Directors-general and administrators	45.1	20.9	32.0
Territorial administrators	42.6	23.8	32.1
Judges and prosecutors	42.1	25.4	31.1
Legal defenders and lawyers	41.3	24.2	32.9
Civil servants	33.2	34.5	31.2

SECTORS

Customs, political parties and education at the top

Of twenty sectors and services, corruption is seen as most frequent in **customs** (46.8%), **political parties** (45.3%) and **education** (44.9%), and least frequent among religious denominations (26.1%), the army and police (33.2%) and community leaders (33.9%).

Asked to rank the three most corrupt sectors, respondents name the **electoral system** first (29.6%), then customs (11.6%), education (9.1%) and health (8.2%); the commercial sector (0.7%) and the media (0.9%) come last.

Money is the form of corruption public officials most often accept or demand (58%); other respondents name motorbikes, furniture, vehicles and phone cards. Respondents base their view on personal experience (35.0%), the media (26.3%) and friends and acquaintances (16.9%).

GOVERNMENT ACTION

Little-known efforts against corruption

Only **13.9%** know of measures taken by the government against corruption in South Kivu, and 86.1% could not judge their effectiveness. A large majority doubts the political will: asked whether the government has a sincere will to fight corruption, 9.1% strongly agree and 6.5% agree, against 15.1% who disagree and **54.9% who strongly disagree**; 12.8% don't know.

CHAPTER II

Understanding corruption

A little-understood notion, explained first by the need for money, and bribes most often demanded by officials.



DEFINITION

More than half did not know

At the start of the interview, **52.5%** of respondents could not say what corruption is. The others defined it mainly as the misuse of state funds or property for personal gain (25.2%), stealing other people's money or property (11.0%), manipulating other people's rights (5.6%), abuse of power (3.6%) or nepotism (2.1%). Any campaign against corruption must start from this.

36.1% think ordinary citizens can commit corruption, 16.1% that only state officials and managers of public property can, and 47.5% don't know. Asked which attitudes lead to it, 64.9% cannot answer; the others name greed and the ambition to get rich (13.7%), a lack of responsibility and ethics (6.9%), low salaries (3.8%) and family burdens (3.7%).

CAUSES

"We need money"

For **46.5%** of respondents, corruption is explained by the need for money to live and by salaries below daily needs; 7.8% name the ambition to get rich quickly, others a lack of ethics. A third don't know. This matches unemployment and poverty, named as the province's most serious problems.

A list of thirteen acts – paying a police officer to cover an offence, giving a teacher a gift for a good mark, getting a relative appointed in a ministry, using an official car for private purposes... – was put to respondents: most consider them corruption, and "don't know" answers no longer exceed 13.8% to 20.1%, a sign that the notion is better understood by this point of the interview.

PRACTICES

How bribes happen

How does a bribe come about?	%
The official indicates or asks for the bribe	40.5
Someone offers it of their own accord	12.5
The amount is known in advance, no discussion needed	7.5
Don't know	36.9

Only **52.1%** are very or fairly certain that a bribe gets the service delivered or the problem solved. The main motivations named are that there is no other way to get things done (28.2%) and the wish to avoid sanctions (18.9%) or higher official payments (7.0%).

	Yes %	No %	Don't know %
Would accept a bribe	27.9	55.1	15.2
Would give a bribe if asked	31.4	48.1	18.1

Asked about their contacts with fourteen institutions over the past twelve months, more than 90% of respondents did not answer; of 695 contacts reported, 28 requests for bribes were mentioned. This gap between corruption seen as general and cases rarely reported would deserve a qualitative study.

CHAPTER III

Fighting corruption

Few citizens know where to report corruption, many are afraid to – but a large majority is ready to act.



REPORTING

Only 20.9% know whom to turn to

Asked whether they know an institution to which they can report corruption, **20.9%** say yes, 30.0% no and 48.4% don't know. Those who know one name community leaders first:

To whom would you report corruption?	%
Community leaders	7.3
Courts and tribunals	5.0
Police	4.6
NGOs	4.2
OSCEP (Observatory for the Monitoring of Corruption and Professional Ethics)	3.5
Don't know	70.6

OBSTACLES

Why people do not report

Reason for not reporting	Yes %	No %	Don't know %
Most acts of corruption result from economic hardship	59.8	20.0	18.4
Whistleblowers face reprisals	59.2	22.1	17.6
Lack of evidence	56.2	21.2	20.6
Unclear procedures	55.4	21.5	21.0
Not knowing which institution to turn to	54.5	21.5	21.3
No protection is guaranteed to whistleblowers	53.3	24.3	20.3
Nothing will be done	53.0	26.2	18.8
Not worth reporting if it does not affect me	49.9	29.2	19.3
Anti-corruption bodies do not recognise reports	46.4	29.5	21.9

ACTING

940 actions already taken

A large majority say they are ready to act against corruption, and respondents reported **940 actions** they have already taken themselves – an encouraging base on which to build information and education campaigns.

Action against corruption	Ready to do it %	Already done actions
Refrain from paying bribes	67.2	237
Report corruption to OSCEP or an anti-corruption NGO	61.3	140
Support an education campaign	60.4	121
Take part in an awareness campaign	60.3	146
File a complaint against a corrupt official	59.6	131

Fighting corruption (continued)

Action against corruption	Ready to do it %	Already done actions
Refuse to do favours for officials or their relatives	55.9	165
Total		940

Conclusion

Education and information will be keys to fighting corruption in South Kivu.



Corruption is clearly seen as present in state and civil society institutions, in South Kivu as in the DRC as a whole. A few sectors – the army, religious denominations – are seen as relatively less corrupt, but most are seen as corrupt by a large share of respondents. As more than half of them did not know at first what corruption is, the share of those who see it everywhere is even higher among those who understand it.

The survey also informed: “don’t know” answers fell as the interview went on, and more than 60% of respondents want CERC to tell them more about corruption and how to prevent it.

Education and information will be important keys to fighting corruption in South Kivu.

Nearly 60% of respondents believe most acts of corruption result from economic hardship: a way of justifying corruption, when it harms economic and social development.

CERC’s education efforts must counter the idea that it is useful, and show that corruption has consequences – because many give up reporting it since “nothing will be done”, procedures are unclear or “it is not worth reporting if I am not affected”.

This survey is a baseline, to be repeated to measure how corruption evolves in South Kivu. It reflects the ideas, beliefs and judgements of the province’s citizens, and gives CERC and its partners a solid base on which to design their strategies.

Acknowledgements



CERC thanks the people of South Kivu who took part in this survey and who stand up against corruption in the province, Fredrik Galtung and Valentine Lecruse of Integrity Action for their advice, and the CERC team who carried out the survey and analysed the results.

ORIGINAL REPORT

Published by CERC in French in July 2017, from the interviews of May 2017.



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www.cerc.cd

32, Avenue CPA, Quartier CPA Mushi, Commune de Mont-Ngafula, Kinshasa, DRC

info@cerc.cd · +243 977 757 227

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