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Mobilizing Action Against Corruption

**Armenia Household Corruption Survey
2008**

Presentation of the Findings

USAID Mobilizing Action Against Corruption
(MAAC) Activity

9 December 2008
Yerevan

MAAC Activity Surveys

- Two types of surveys
  - Annual Household Corruption Survey
  - Bi-Annual Public Official & Business Owner Survey

- Triangulation
  - World Bank Institute "triangulation" methodology will be utilized to compare findings of the Household and Public Officials & Business Owner surveys
  - As a result...
    - ➢ The extend and sources of institutional corruption dysfunction will be diagnosed;
    - ➢ Reform priorities will be set;
    - ➢ Policy dialogues will be shaped; and
    - ➢ The economic and social costs of corruption will be quantified.

Objectives of the Household Corruption Survey

The general objectives of the Household Corruption Survey is to solicit information on the following:

- Perceptions of corruption;
- Personal experience with corruption;
- Awareness of anti-corruption initiatives; and
- Media use and information sources on corruption.

2008 Armenia Household Corruption Survey

- MAAC; Casals&Associates
- Survey firm: Caucasus Research Resource Centers (CRRC-Armenia) / EPF
- Fieldwork dates: 21 September - 6 October
- Sample Size: 1 549 respondents
- Margin of error: ± 2.49%
- Sample Area Coverage: All Marzes in Armenia
- Sampling Method: Multistage cluster sampling with preliminary stratification by urban/rural
- Weights: by age and gender

Summary of the Main Survey Findings

- Six in ten Armenians are dissatisfied with the overall situation in the country
- More than eight in ten consider corruption to be a serious problem facing the nation
- Only a minority of 17 % believes the level of corruption has increased during the last year
- Corruption is perceived to be common in institutions and public offices
- Corruption is seen most sever among high-ranking public officials

Summary of the Main Survey Findings (contd.)

- Corruption is quite common in different sectors and public services
- Demand for bribes is highest with the traffic police, customs authorities, state-guaranteed free birth assistance, and healthcare in general
- The majority of Armenians are likely to continue to pay bribes
- Most Armenians are reluctant to report corrupt acts
- Few Armenians have been assuming a proactive role in the fight against corruption

Summary of the Main Survey Findings (contd.)

- Awareness of NGOs engaged in anti-corruption work is poor
- Slight majority of Armenian would not, rather than would approach an NGO-run anti-corruption center
- The third of respondents is aware of the government's anti-corruption initiatives
- Media and word of mouth are the main information sources on corruption
- The Public TV (H1) and Shant TV are the most frequently watched channels; Shant TV is more trusted than H1

Opinions on General Situation in Armenia

Satisfaction with overall situation
(% of total)
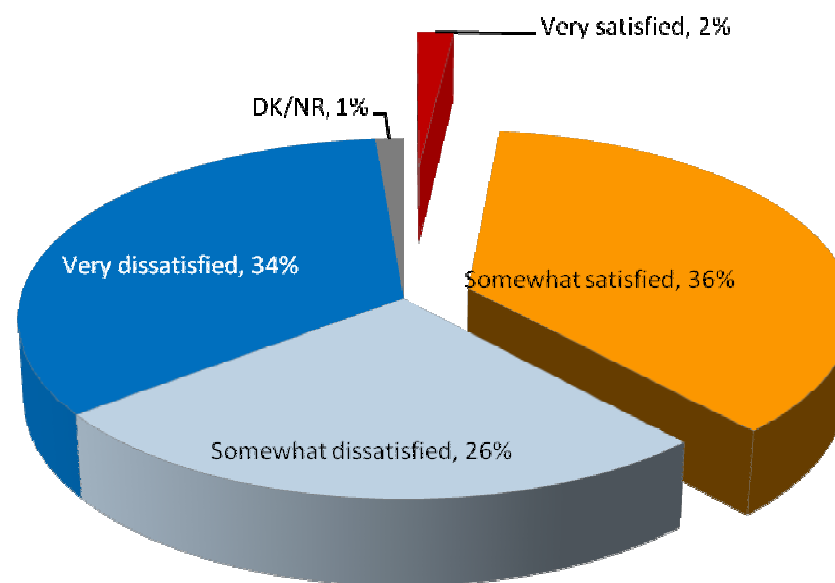
Assessment of the Current Economic Situation

Assessment of the current economic situation
(% of total)

- DK/NR, 1%
- Very good, 1%
- Somewhat good, 6%
- Very bad, 16%
- Somewhat bad, 25%
- Not good, not bad, 50%
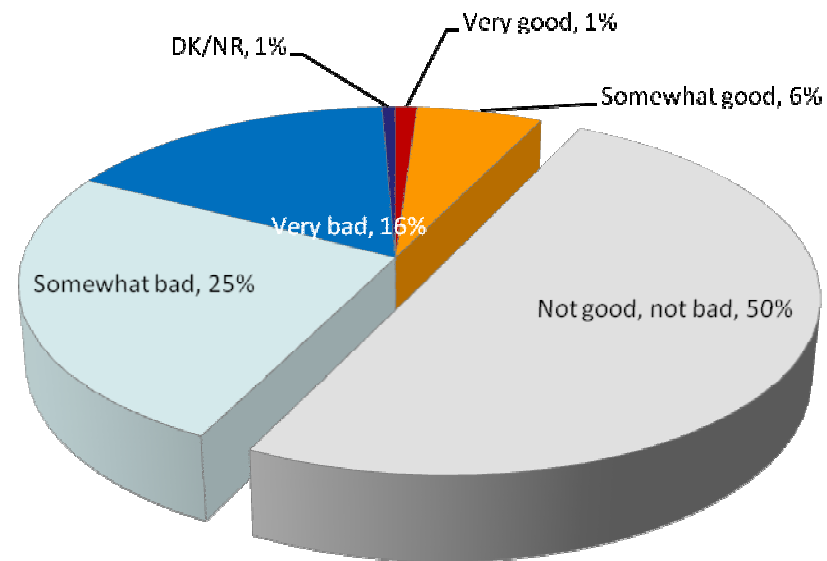
Main Problems Facing Armenia Today

Main problems facing Armenia today
(% of total--three responses allowed per respondent)

Problem	%
Unemployment	65%
Poverty	37%
Inflation/ High prices	32%
General economic problems	21%
Corruption	16%
Emigration	14%
Problems with pension system	8%
Conflict / dispute over Nagorno Karabakh	8%
Political Instability	7%
Poor healthcare system / health services	5%
Problems with education system	4%
Relationship with neighboring countries	4%
Crime	4%
Poor infrastructure	3%
Clashes b/w government & opposition	3%
Problems with rule of law/legal issues, human rights	2%
Other	9%

Main Problems Facing Armenia by Regional Groupings

Main problems facing Armenia by regional groupings
(% of each region: Yerevan n=540; Other urban n=509; Rural n=500)

Legend: ■ Unemployment ■ Poverty ■ Inflation/ High prices ■ General economic problems ■ Corruption ■ Emigration

Yerevan: Unemployment 56%, Poverty 32%, Inflation/High prices 31%, General economic problems 21%, Corruption 22%, Emigration 6%

Other urban: Unemployment 73%, Poverty 39%, Inflation/High prices 36%, General economic problems 17%, Corruption 15%, Emigration 21%

Rural: Unemployment 68%, Poverty 40%, Inflation/High prices 29%, General economic problems 25%, Corruption 10%, Emigration 15%

Perceptions of Corruption

How serious of a problem is corruption?
(% of total & regional groupings;
Yerevan n=540; Other urban n=509; Rural n=500)

	Very serious	Sw serious	DK/NR	Not serious
Total	63%	23%	5%	8%
Yerevan	56%	29%	3%	13%
Other urban	66%	22%	4%	7%
Rural	68%	19%	8%	4%
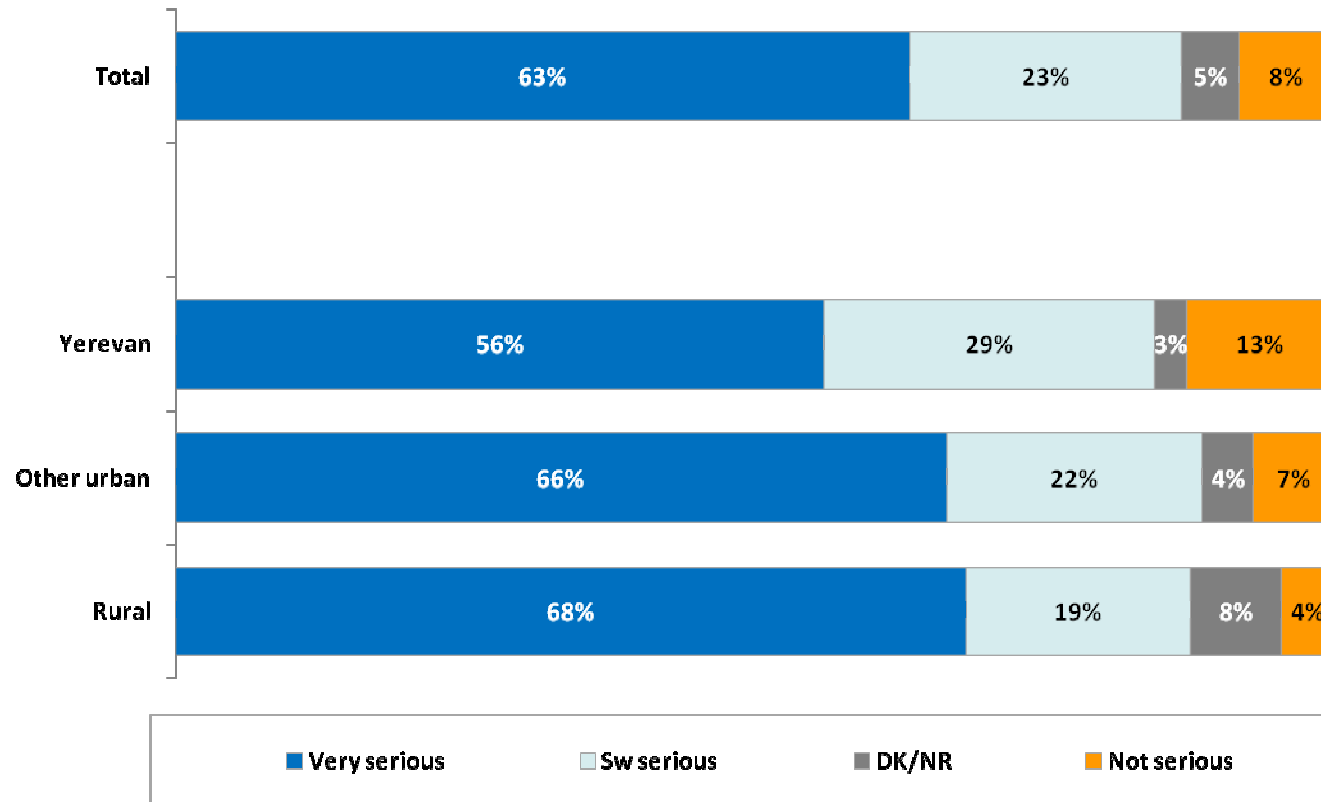
Corruption as a Fact of Life

Do Armenians consider corruption as a fact of life?
*(% of total & regional groupings;
Yerevan n=540; Other urban n=509; Rural n=500)*

Legend:
- ■ Not at all
- ■ No, to a very limited extent
- ■ DK/NR
- ■ Yes, to some extent
- ■ Yes, to great extent

Total

Not at all	18%
No, to a very limited extent	26%
DK/NR	5%
Yes, to some extent	24%
Yes, to great extent	27%

Yerevan

Not at all	22%
No, to a very limited extent	36%
DK/NR	4%
Yes, to some extent	18%
Yes, to great extent	20%

Other urban

Not at all	14%
No, to a very limited extent	20%
DK/NR	5%
Yes, to some extent	27%
Yes, to great extent	34%

Rural

Not at all	18%
No, to a very limited extent	21%
DK/NR	5%
Yes, to some extent	29%
Yes, to great extent	28%

Current Level of Corruption Compared to the Last Year

Current level of corruption compared to last year *(% of total)*

Much lower	3%
Somewhat lower	27%
About the same	37%
Somewhat higher	10%
Much higher	7%
DK/NR	16%
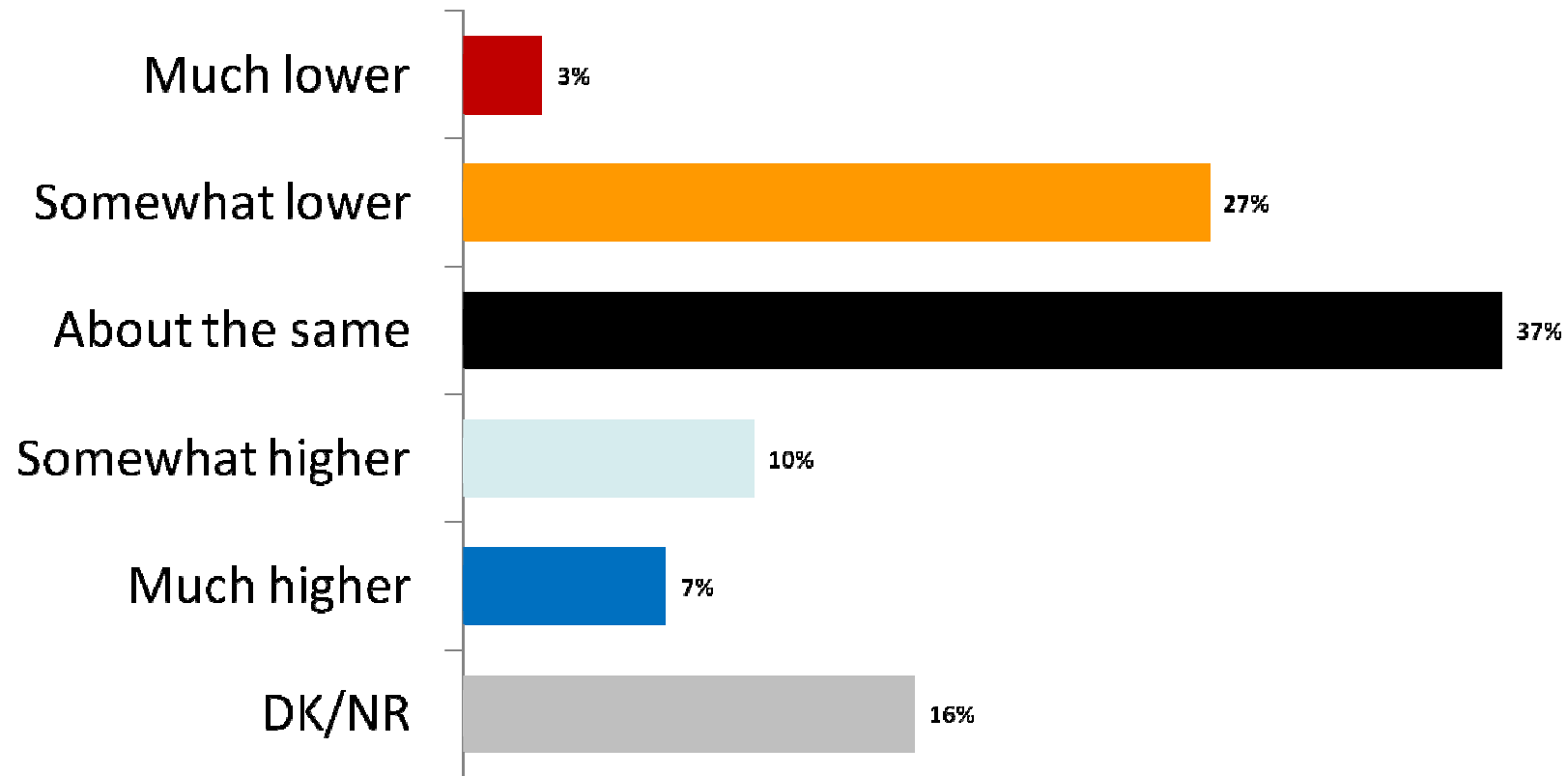
Perceived Levels of Corruption in Institutions and Offices

Perceived levels of corruption in institutions & offices
(% of total)

Institution	Corrupt to a great extent	Corrupt to some extent	DK/NR	Corrupt to a very limited extent	Not corrupt at all
Law enforcement institutions	39%	27%	21%	9%	4%
The Prosecution	39%	27%	22%	9%	3%
The Central Election Commission	36%	22%	26%	10%	7%
The Ministries	23%	30%	29%	13%	5%
Regional Government Bodies (Marzpetarans)	24%	26%	27%	16%	7%
Local self-government bodies (municipalities, neighboring and village communities)	21%	24%	20%	19%	15%
National Assembly	20%	25%	34%	14%	7%
The office of the Prime Minister	20%	24%	35%	12%	8%
The office of the President	18%	21%	38%	11%	11%
Yerevan City Hall	17%	16%	53%	10%	3%
Public Services Regulatory Commission	11%	13%	57%	12%	6%
Civil Service Council	11%	13%	57%	12%	7%
The Ombudsman (Human Rights Defender)	9%	11%	43%	13%	24%

Legend: ■ Corrupt to a great extent ■ Corrupt to some extent ■ DK/NR ■ Corrupt to a very limited extent ■ Not corrupt at all

Public Sector Corruption

Where is corruption most severe in the public sector?
(% of total)

DK/NR, 8%

Corruption is most severe among high-ranking publ. officials, 45%

The level of corruption is the same across all ranks, 17%

Corruption is most severe among low-ranking publ. officials, 9%

Corruption is most severe among mid-ranking publ. officials, 20%
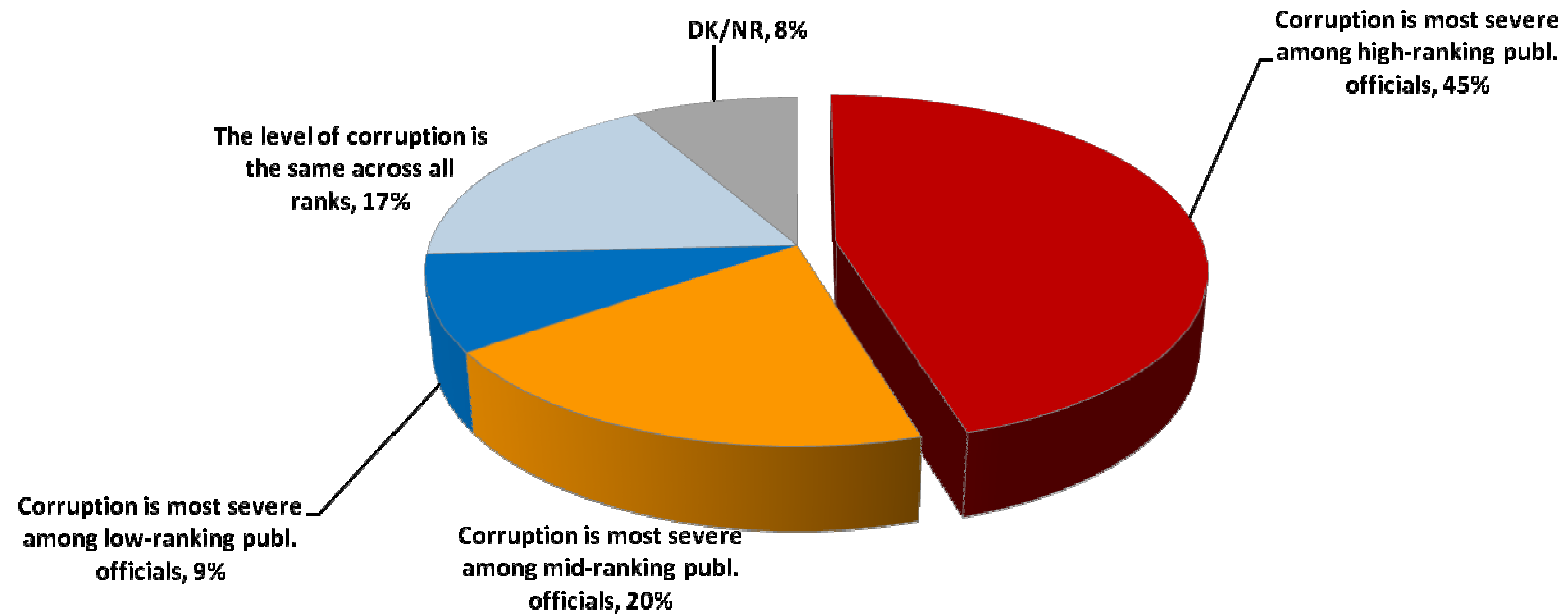
Perceived Levels of Corruption in Sectors and Services

Perceived levels of corruption in sectors and services (% of total)

Sector/Service	Very common	Sw common	DK/NR	Sw rare	Very rare
Electoral system/processes	42%	24%	16%	10%	8%
Police (excluding traffic police)	40%	26%	17%	11%	6%
Traffic police	37%	24%	19%	13%	7%
Healthcare	31%	30%	6%	22%	11%
Education	29%	29%	10%	21%	10%
Tax service	36%	21%	28%	9%	6%
Customs authorities	34%	20%	32%	8%	6%
Military (army)	18%	25%	23%	18%	16%
Cadastre	20%	19%	38%	12%	11%
Court Decisions Enforcement Office	21%	16%	42%	14%	7%
Urban development	20%	17%	37%	10%	16%
Social security	14%	20%	21%	22%	23%
Business sector	16%	16%	41%	11%	15%
Political parties	13%	18%	40%	14%	15%
State Registrar	11%	16%	49%	14%	11%
Notary services	11%	16%	34%	18%	21%
Mass media	9%	16%	33%	18%	24%
Issuing licenses/certificates/permits	11%	13%	54%	13%	8%
Municipal services	6%	8%	32%	10%	45%
NGOs	4%	7%	54%	11%	24%
Communication	3%	5%	30%	14%	48%
Utilities	3%	5%	24%	15%	53%
Church	3%	4%	40%	6%	47%

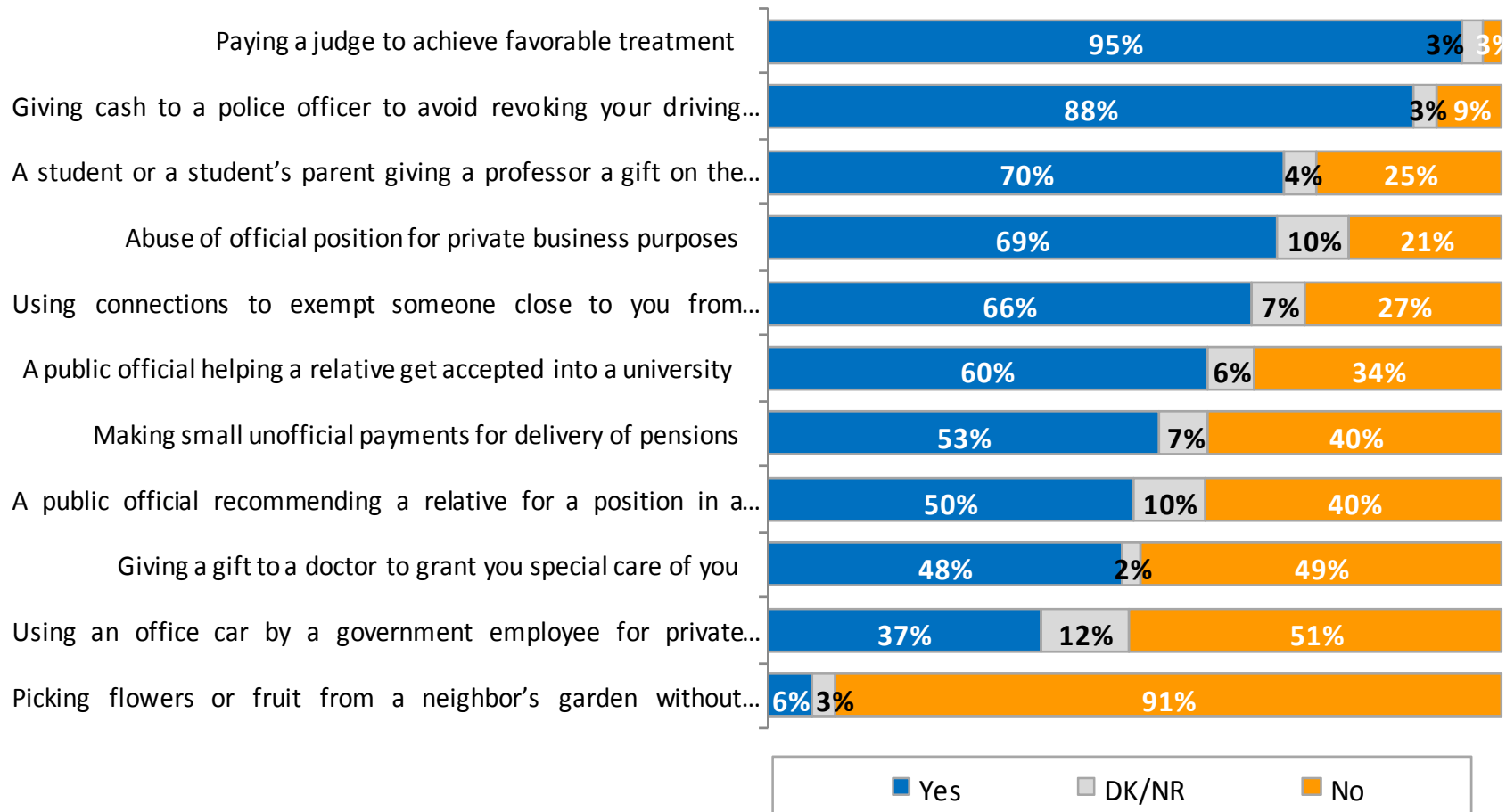Legend: ■ Very common ■ Sw common ■ DK/NR ■ Sw rare ■ Very rare

Most Corrupt Sectors/Services in Armenia

Most corrupt sectors/services in Armenia *(Three answers per respondent)*	Percent of Cases
Healthcare	38%
Electoral systems / processes	33%
Police (excluding traffic police)	30%
Education	26%
Tax service	25%
Traffic police	21%
Customs authorities	18%

Mixed Understanding of Certain Corrupt Acts

**Figure 12: Does this action represent an act of corruption or not?**
(% of total)

Action	Yes	DK/NR	No
Paying a judge to achieve favorable treatment	95%	3%	3%
Giving cash to a police officer to avoid revoking your driving…	88%	3%	9%
A student or a student's parent giving a professor a gift on the…	70%	4%	25%
Abuse of official position for private business purposes	69%	10%	21%
Using connections to exempt someone close to you from…	66%	7%	27%
A public official helping a relative get accepted into a university	60%	6%	34%
Making small unofficial payments for delivery of pensions	53%	7%	40%
A public official recommending a relative for a position in a…	50%	10%	40%
Giving a gift to a doctor to grant you special care of you	48%	2%	49%
Using an office car by a government employee for private…	37%	12%	51%
Picking flowers or fruit from a neighbor's garden without…	6%	3%	91%

Legend: ■ Yes ■ DK/NR ■ No

Main Motives Behind Corrupt Practices

| Main motives behind corrupt practices *(Three answers per respondent)*	Percent of Cases
There is no other way to get things done	**61%**
To speed up the processes/procedures	**46%**
To avoid punishment/sanctions	20%
To avoid higher official payments	20%
To be treated (served) appropriately	13%
To get preferential treatment/privileges	13%
To have alternative sources of income	12%
Other	6%

Reaction to a Bribe Demand

If asked to *pay a bribe*, would you give it? *(% of total)*

Other/ DK/NR, 7%

No, would not give it, 40%

es, would give it, 53
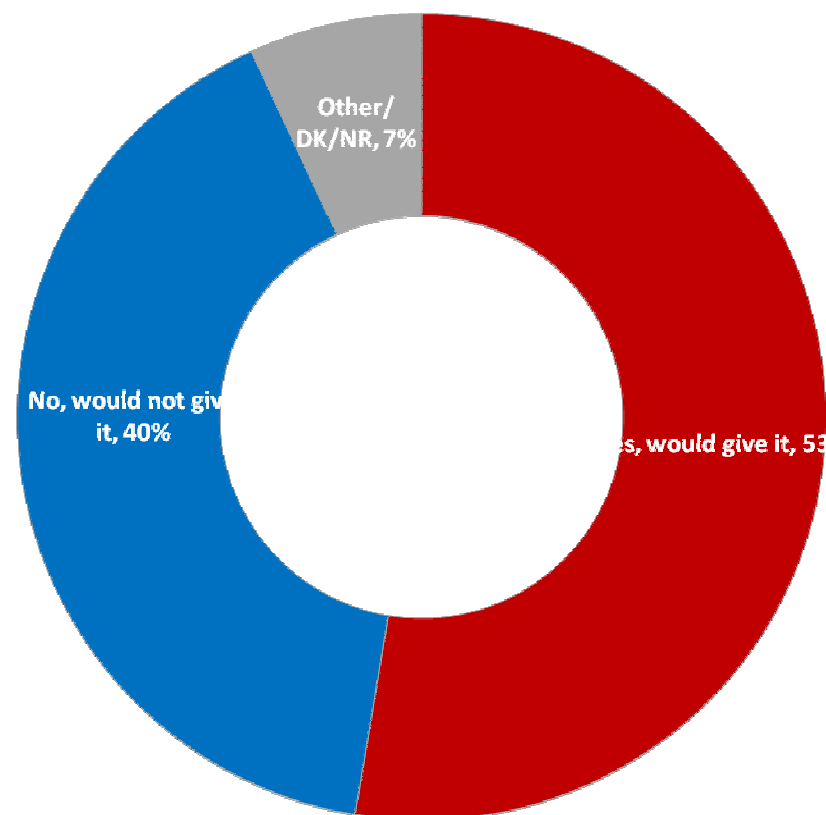
Reasons for not Paying a Bribe

I would not give the bribe... *(% of those who would not pay the bribe: n=634)*	Percent of Cases
Because it is unacceptable for me	**58%**
...and will try to resolve things through legal means	**19%**
Because I have no money	8%
Because there is a high risk to be punished	5%
Because it is illegal	1%
Because of my faith/religion/ conscience	1%
Other	4%
DK/NR	4%

If offered to *take a bribe*, would you take it?
(% of total)

Other/ DK/NR, 7%

Yes, would take it, 21%

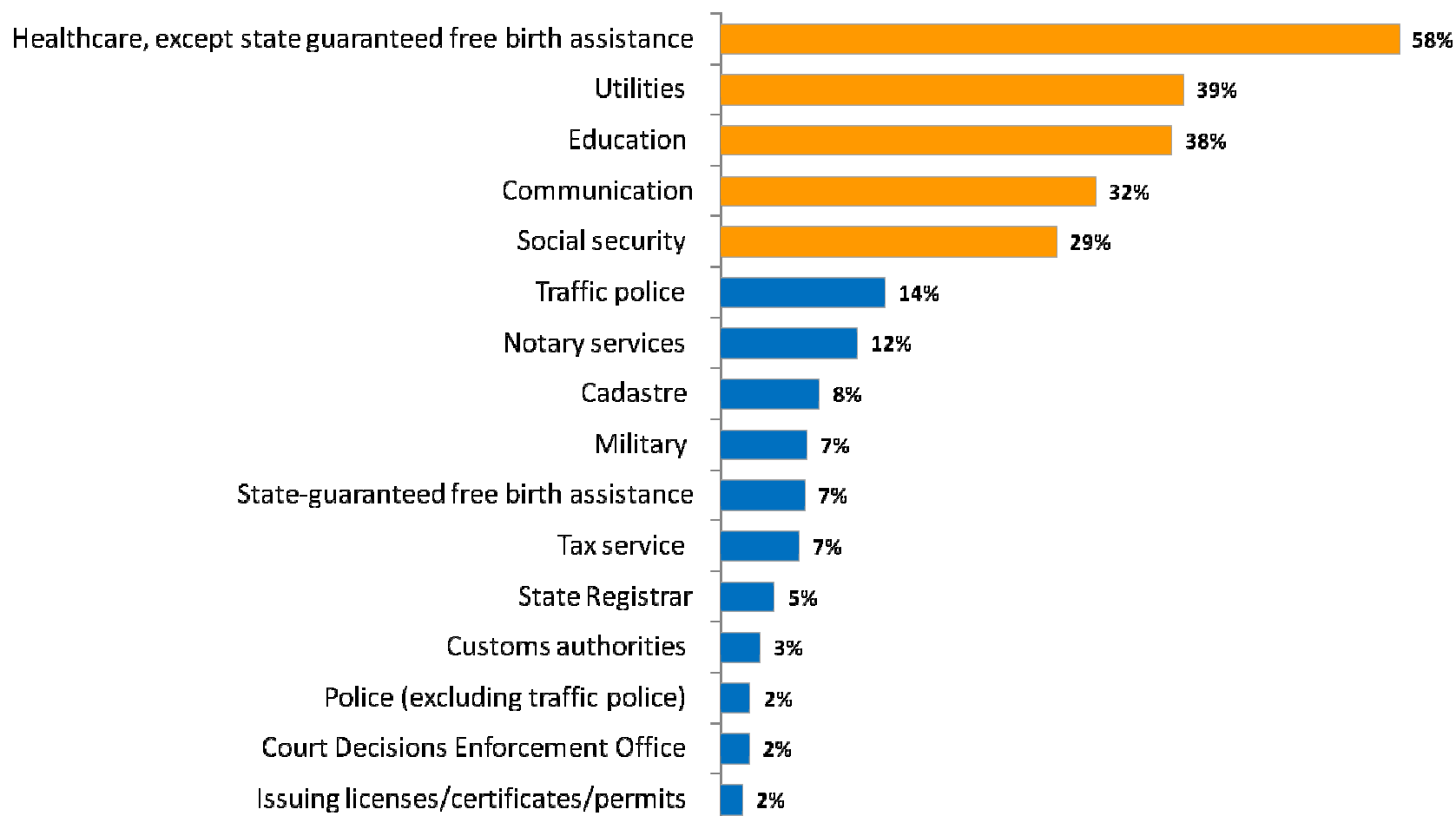o, would not take it, 72%
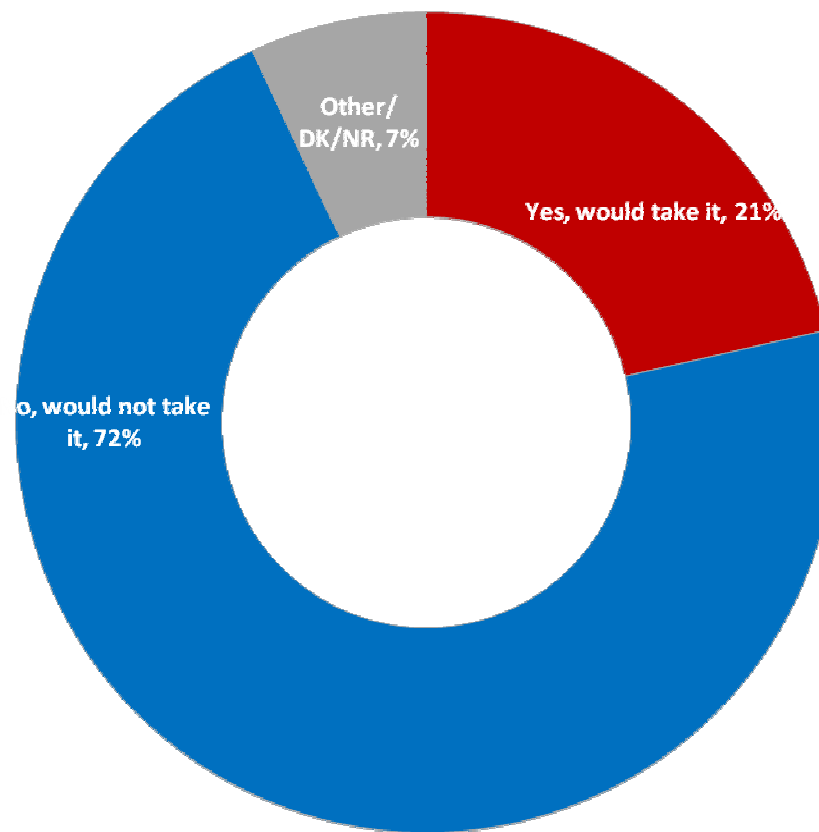
Reasons for not Taking the Bribe

I would not take the bribe… (% of those who would not take the bribe: n=1,114)	Percent of Cases
Because it is unacceptable for me	**73%**
Because there is a high risk to be punished	11%
…and will try to resolve things through legal means	6%
Other	9%
DK/NR	2%

Reasons for Taking a Bribe

I would take the bribe… *(% of those who would take the bribe: n=323)*	Percent of Cases
Because I need money	**48%**
Because everybody takes it	**34%**
Because I have to "share" it with my supervisor(s)	7%
Other	9%
DK/NR	2%

Sectors and Services, Most Frequently Contacted

Sectors & services contacted in past 12 months (% of total)

Sector/Service	%
Healthcare, except state guaranteed free birth assistance	58%
Utilities	39%
Education	38%
Communication	32%
Social security	29%
Traffic police	14%
Notary services	12%
Cadastre	8%
Military	7%
State-guaranteed free birth assistance	7%
Tax service	7%
State Registrar	5%
Customs authorities	3%
Police (excluding traffic police)	2%
Court Decisions Enforcement Office	2%
Issuing licenses/certificates/permits	2%

Demand for Bribes in Public Sectors and Services

Demand for bribes in public sectors & services
(as % of those who contacted each service/sector in past 12 months)

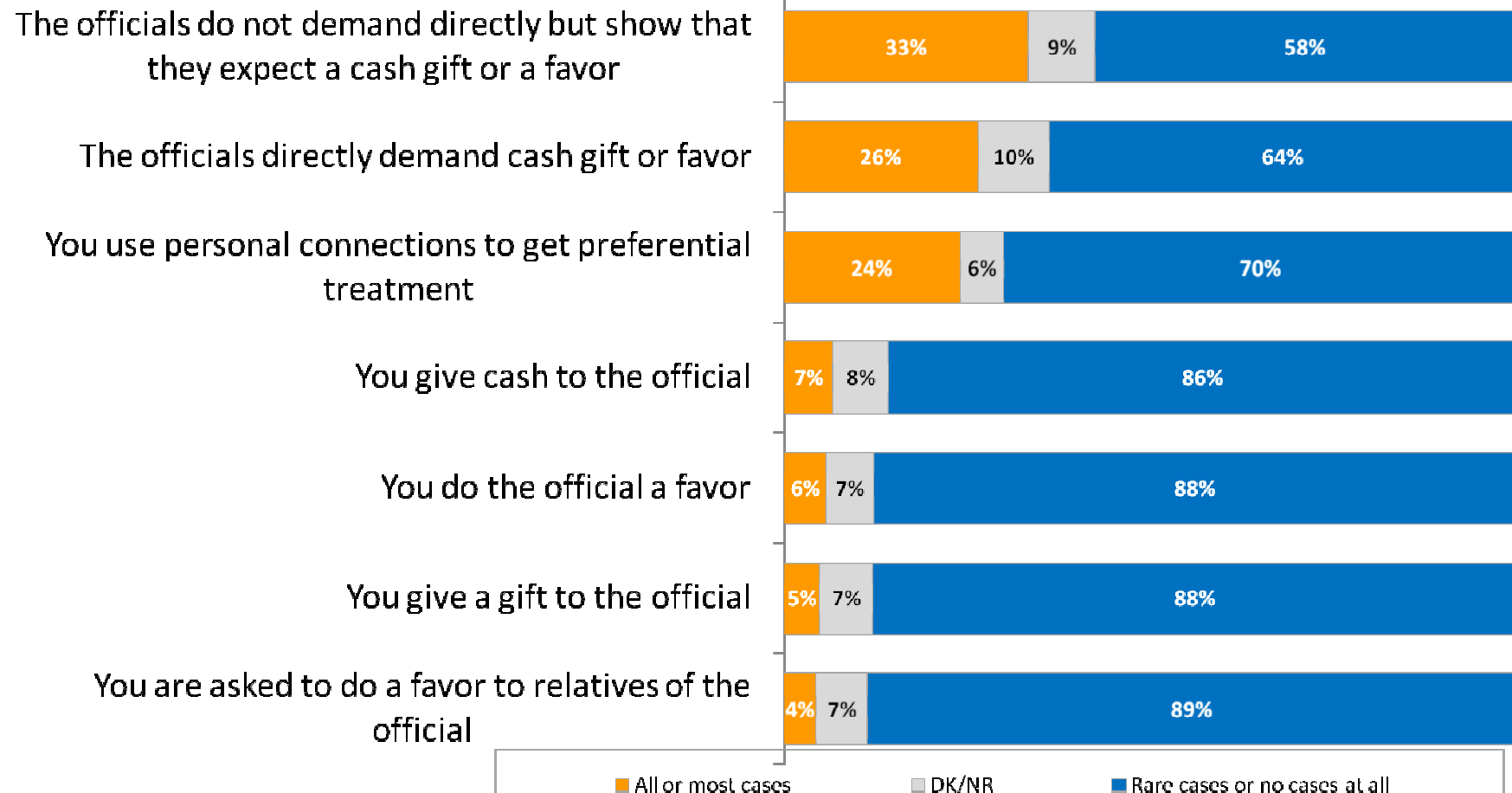| Sector/Service	Percentage
Traffic police (n=193)	37%
Customs authorities (n=52)	34%
State-guaranteed free birth assistance (n=103)	33%
Healthcare, except free birth assist. (n=905)	23%
Cadastre (n=137)	18%
Tax service (n=98)	18%
State Registrar (n=59)	14%
Education (n=578)	14%
Social security (n=463)	13%
Notary services (n=197)	11%
Military (army) (n=107)	9%
Utilities (n=614)	4%
Communication (n=481)	
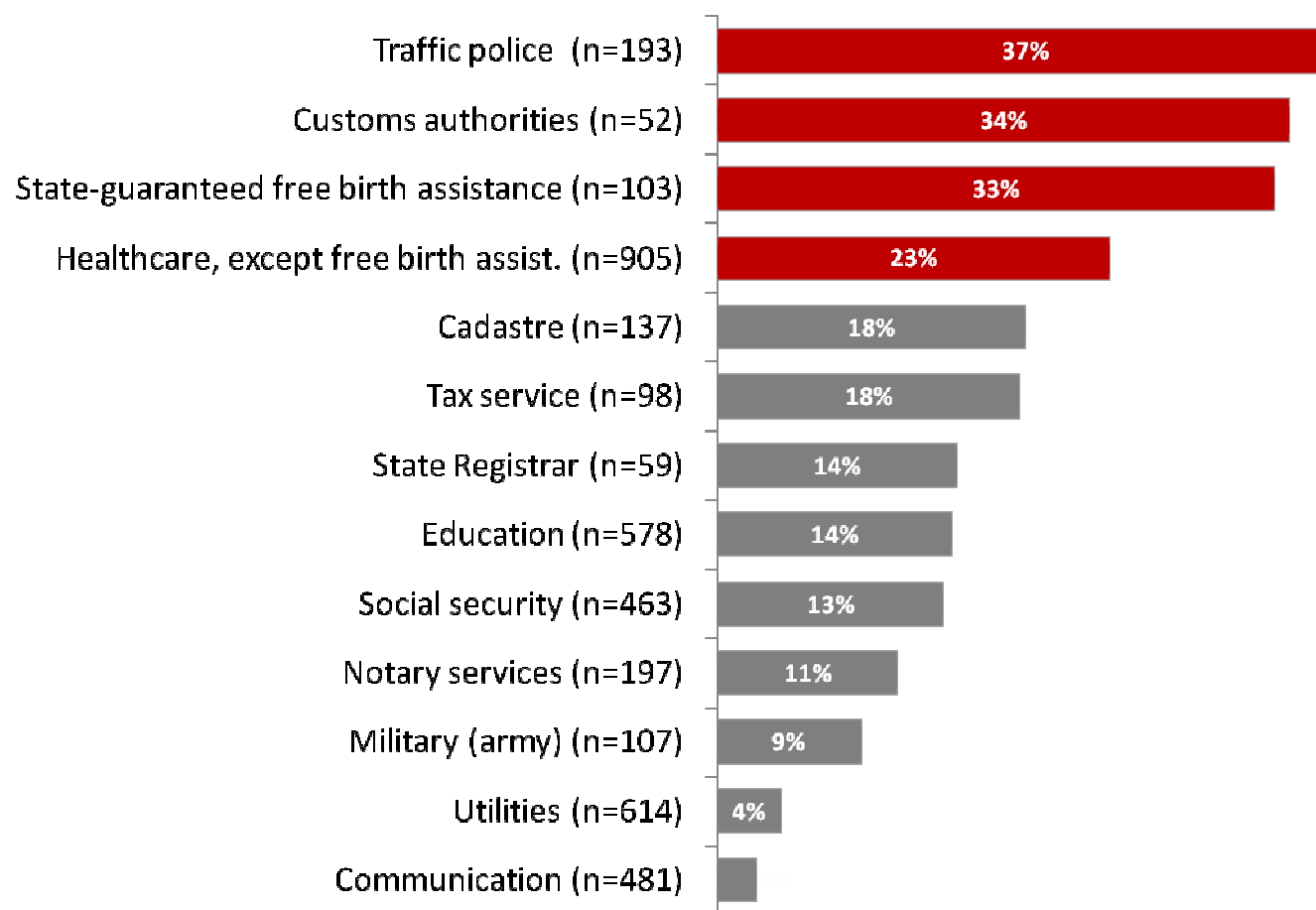
The Value of the Bribes Paid

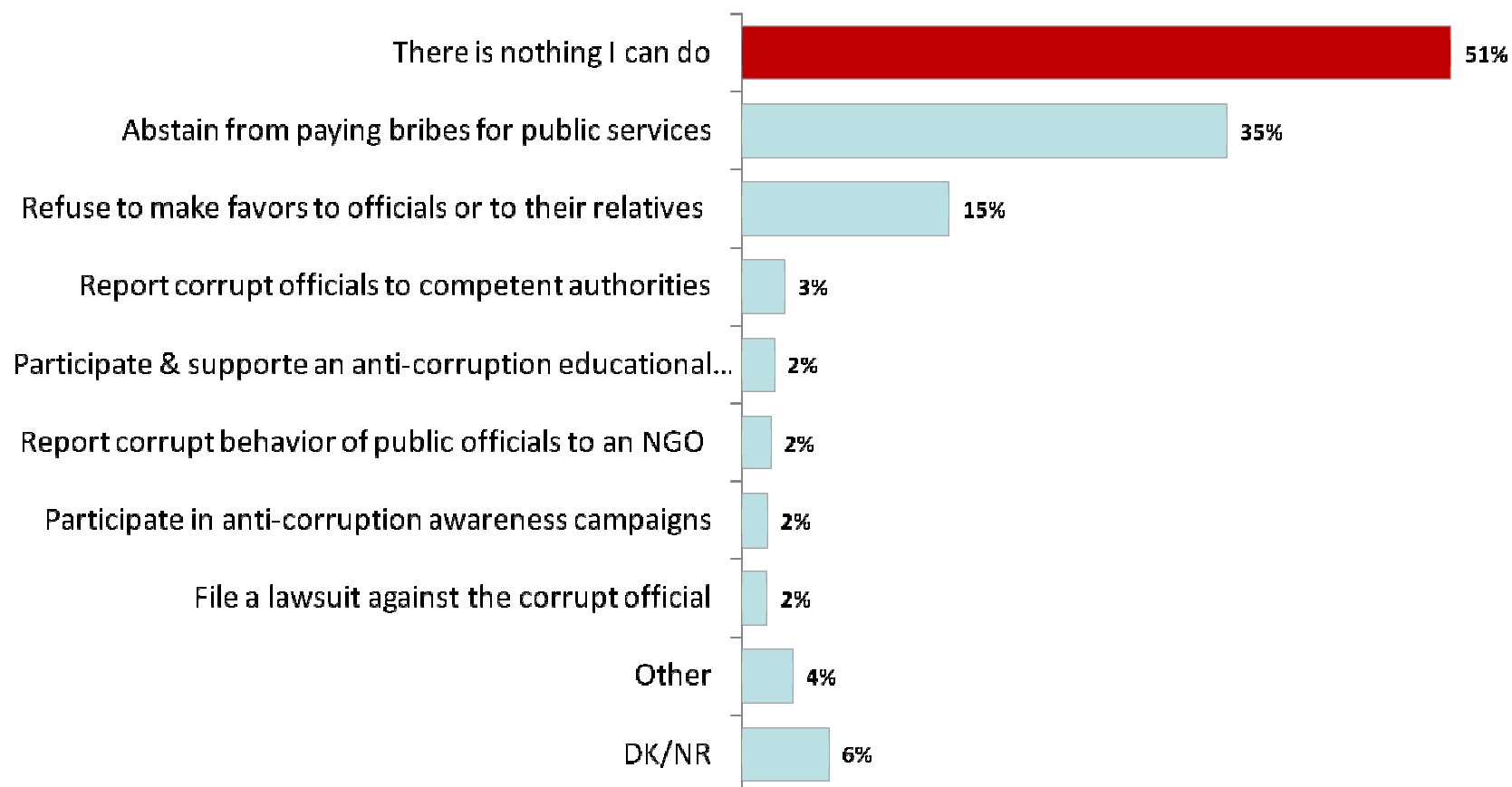| Public sector or service (Only sectors with a sufficient N are included)	N (respondents who reported a bribe amount)	Average value of bribe paid (AMD)	Average value of bribe paid (US$)
Healthcare (excluding free birth assistance)	137	37,892	124
Education	48	30,730	101
Traffic police	42	15,700	51
Social security	42	4,580	15

Scenarios when Contacting Officials in Public Sector

Whenever you contacted public officials, how often did this happen?
(% of those who had contact with public officials)

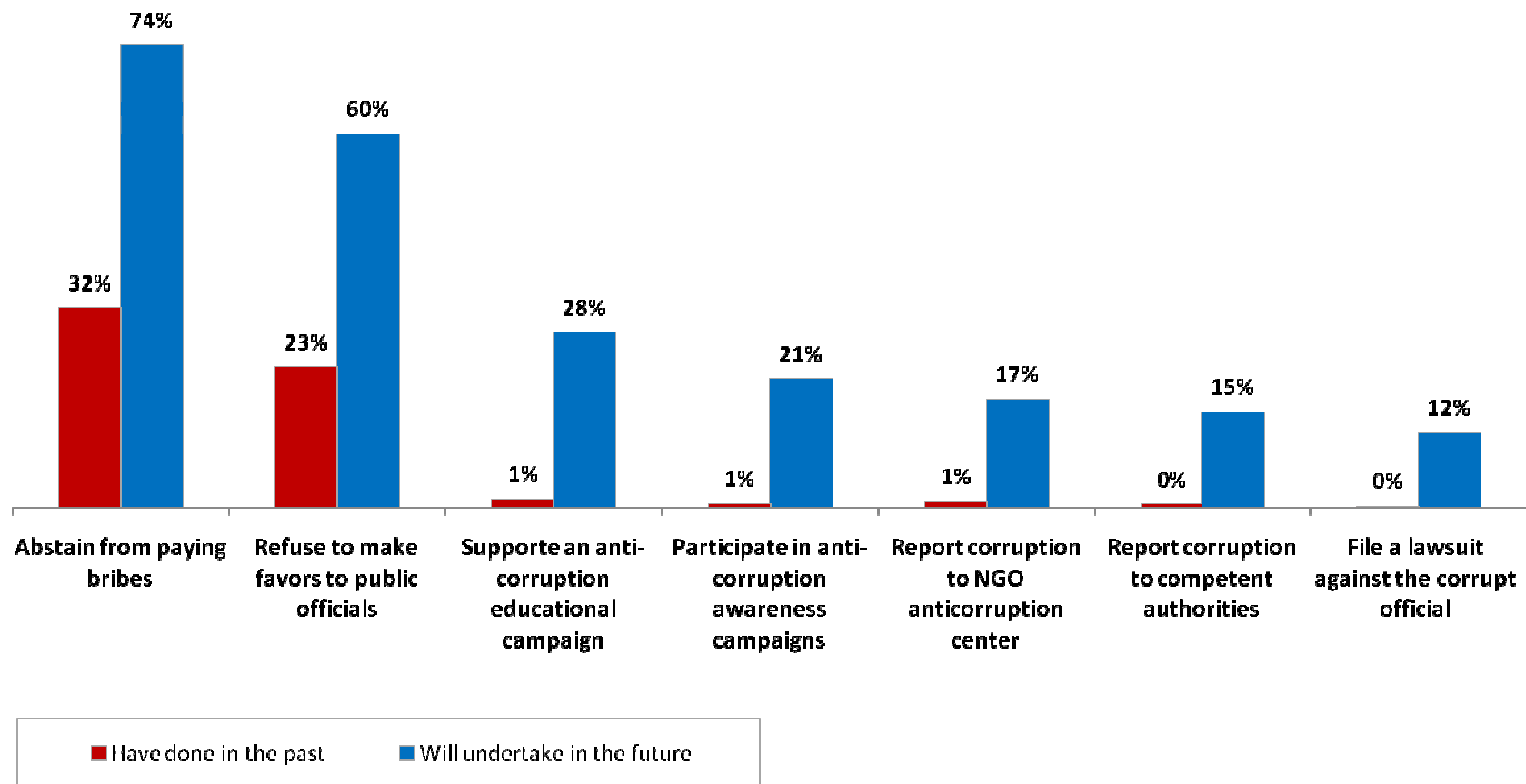| Scenario	All or most cases	DK/NR	Rare cases or no cases at all
The officials do not demand directly but show that they expect a cash gift or a favor	33%	9%	58%
The officials directly demand cash gift or favor	26%	10%	64%
You use personal connections to get preferential treatment	24%	6%	70%
You give cash to the official	7%	8%	86%
You do the official a favor	6%	7%	88%
You give a gift to the official	5%	7%	88%
You are asked to do a favor to relatives of the official	4%	7%	89%

People's Engagement in Anti-Corruption

What can you personally do to reduce corruption in Armenia?
(% of total - multiple response - answers not read to respondents)

Response	%
There is nothing I can do	51%
Abstain from paying bribes for public services	35%
Refuse to make favors to officials or to their relatives	15%
Report corrupt officials to competent authorities	3%
Participate & supporte an anti-corruption educational...	2%
Report corrupt behavior of public officials to an NGO	2%
Participate in anti-corruption awareness campaigns	2%
File a lawsuit against the corrupt official	2%
Other	4%
DK/NR	6%

Actions taken in the past and will be taken in the future

Which of these actions have you done in the past? Which are you willing to undertake in the future? *(% of total)*
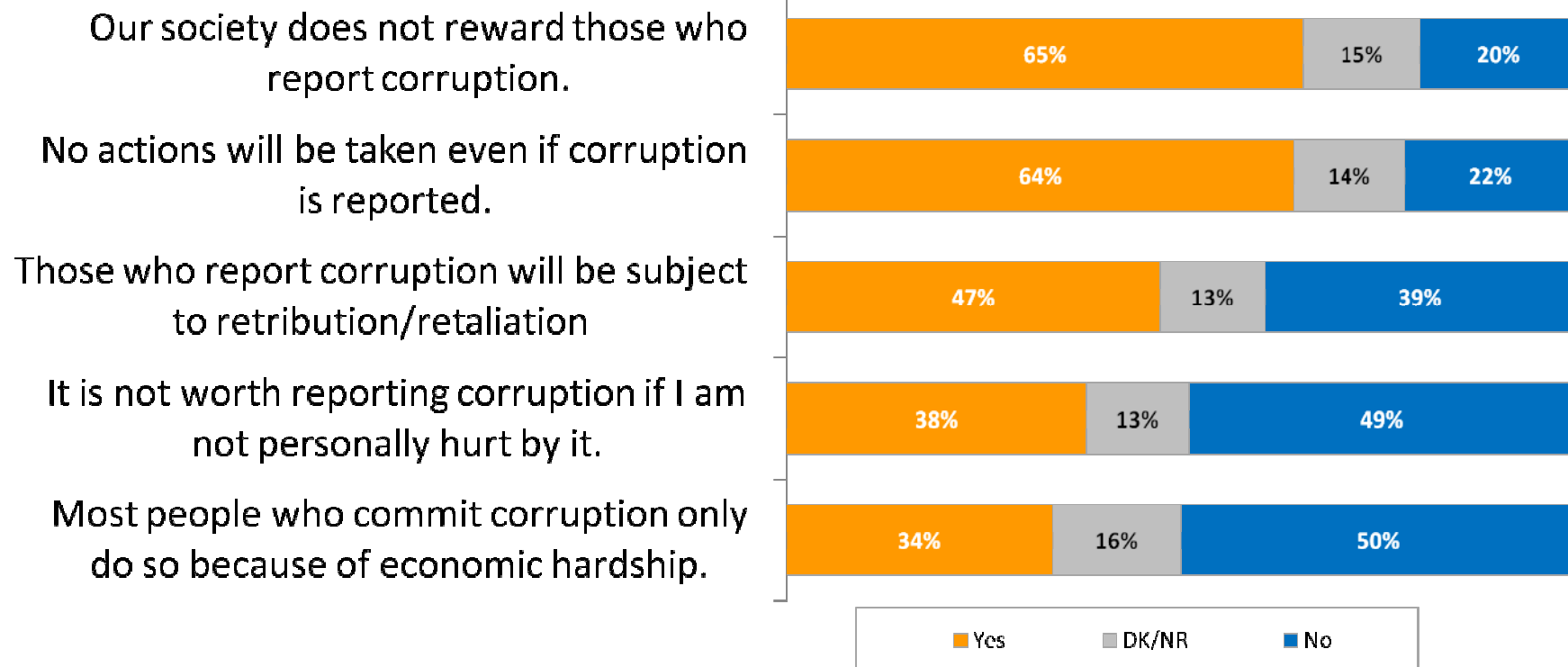
- Abstain from paying bribes: 32% / 74%
- Refuse to make favors to public officials: 23% / 60%
- Supporte an anti-corruption educational campaign: 1% / 28%
- Participate in anti-corruption awareness campaigns: 1% / 21%
- Report corruption to NGO anticorruption center: 1% / 17%
- Report corruption to competent authorities: 0% / 15%
- File a lawsuit against the corrupt official: 0% / 12%

Legend: ■ Have done in the past ■ Will undertake in the future

Institutions to be Contacted to Report a Corrupt Act

What institutions would you contact to report a corrup act?
*(% of institutions mentioned by those who know where to report n=396)*

Institution	%
Police	25.7%
Public Prosecution Office	25.1%
Special Investigation Bureau	8.9%
Human Rights Defender	7.9%
Courts	7.5%
Office of the President of the RA	5.7%
Chamber of Control	4.7%
Your MP	2.5%
Office of the Prime minister	1.9%
Anti-Corruption Strategy Monitoring Commission	1.6%
Mayor office	1.3%
Independent NGO anticorruption centers	1.2%
Regional Authorities (marzpetaran)	1.1%
Community authorities	.9%
A corresponding Ministry	.6%
International organizations	.5%
I wouldn't report to any organization	.5%
A hot line service	.3%
Other	1.4%
DK	.5%

Reasons for not Reporting Corruption

Which of these do you consider a reason for not reporting corruption?
(% of total)

	Yes	DK/NR	No
Our society does not reward those who report corruption.	65%	15%	20%
No actions will be taken even if corruption is reported.	64%	14%	22%
Those who report corruption will be subject to retribution/retaliation	47%	13%	39%
It is not worth reporting corruption if I am not personally hurt by it.	38%	13%	49%
Most people who commit corruption only do so because of economic hardship.	34%	16%	50%

Awareness of Anti-Corruption Initiatives

Do you know any NGOs active in fighting corruption in Armenia?
(% of total)

DK/NR, 5%   Yes, 6%

No,

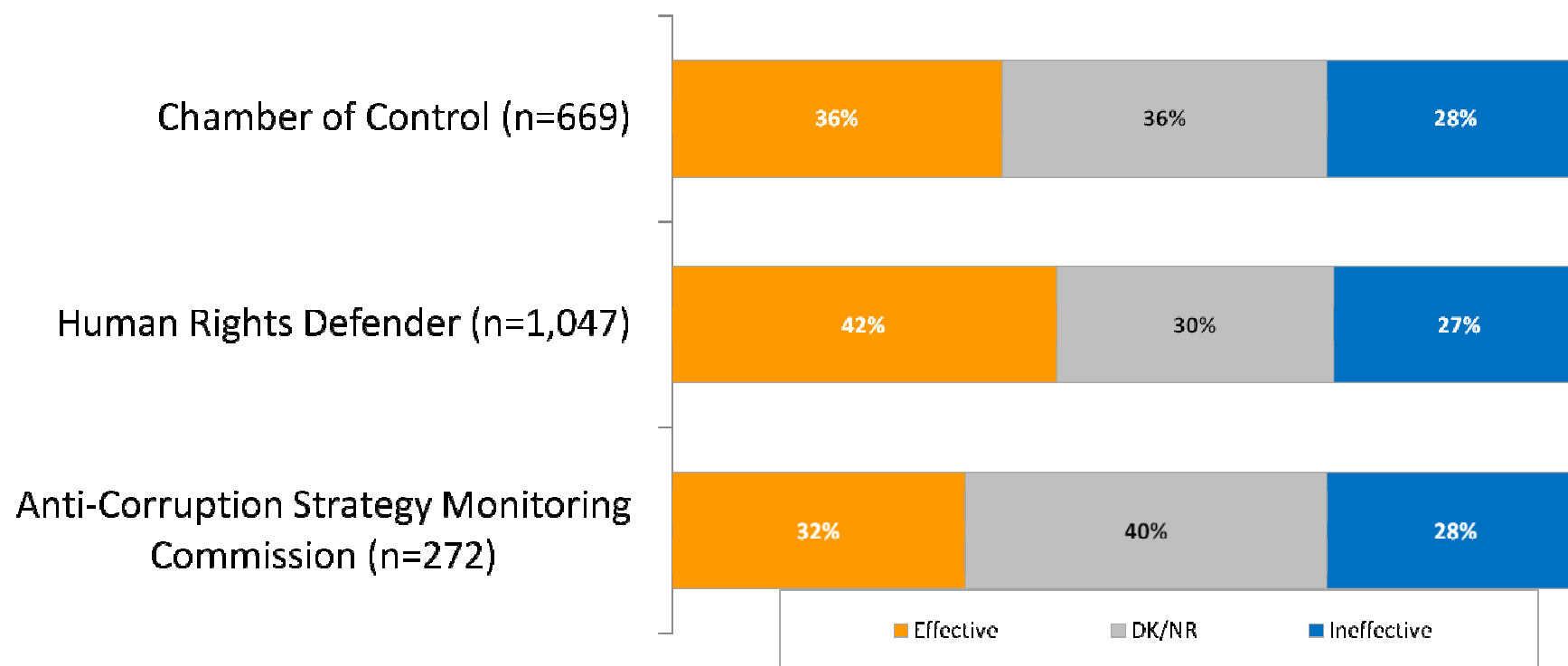Don't know what an NGO
is, 2%
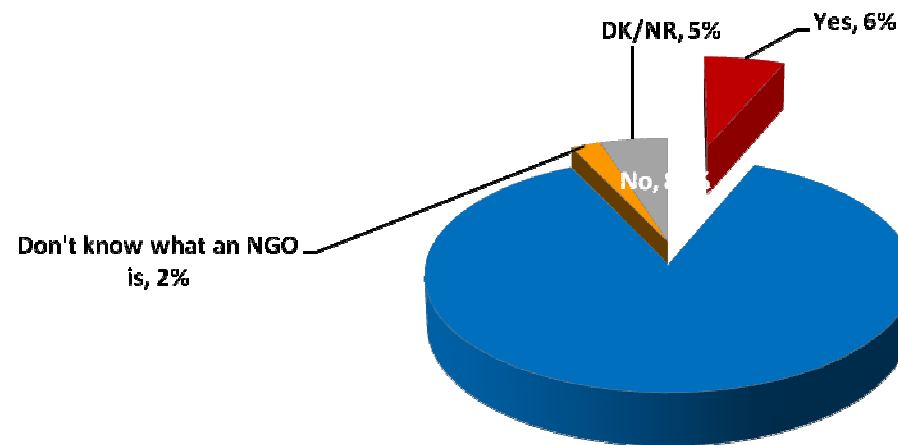
Awareness of NGOs Engaged in Anti-Corruption

NGOs engaged in anti-corruption work as cited by respondents *(% of those who know anti-corruption NGOs: n=95)*	Percent of Cases
AYLA	36%
Yerevan Press Club	31%
FOICA	10%
IFES	7%
Asparez Club	2%
TI	2%
Aqilles NGO	1%
Consumers' Rights Protection NGO	1%
Other	13%
I don't remember the name	13%
Refused	6%

Areas of Anti-Corruption Assistance Needed from NGOs

Areas of anti-corruption assistance needed from NGOs (Multiple answers per respondent)	Percent of Cases
Info. about citizens' rights in the area of corruption	61%
Info. about citizens' obligations in the area of corruption	38%
Info. about anticorruption legislation	28%
Info. about institutions you may complain about officials'	21%
Anticorruption education activities	20%
Free legal advice to formulate your corruption complaint	16%
Anticorruption awareness activities	14%
Free representation in court	12%
Free legal support in collecting information and evidence related to corruption cases	11%
Free legal support in development and submission of corruption case documents	10%
Other	1%
Nothing (none of the above)	3%
DK/NR	17%

Mixed Views on Public Agencies' Effectiveness in Anti-Corruption

Effectiveness of different public agencies in fighting corruption
(% of those aware of each public agency)

Agency	Effective	DK/NR	Ineffective
Chamber of Control (n=669)	36%	36%	28%
Human Rights Defender (n=1,047)	42%	30%	27%
Anti-Corruption Strategy Monitoring Commission (n=272)	32%	40%	28%

Legend: ■ Effective   ■ DK/NR   ■ Ineffective

Effectiveness of the Government's Anti-Corruption Activities

Figure 32: How effective is the government's fight against corruption?
(% of total)

- Very effective, 4%
- Somewhat effective, 37%
- Somewhat ineffective, 26%
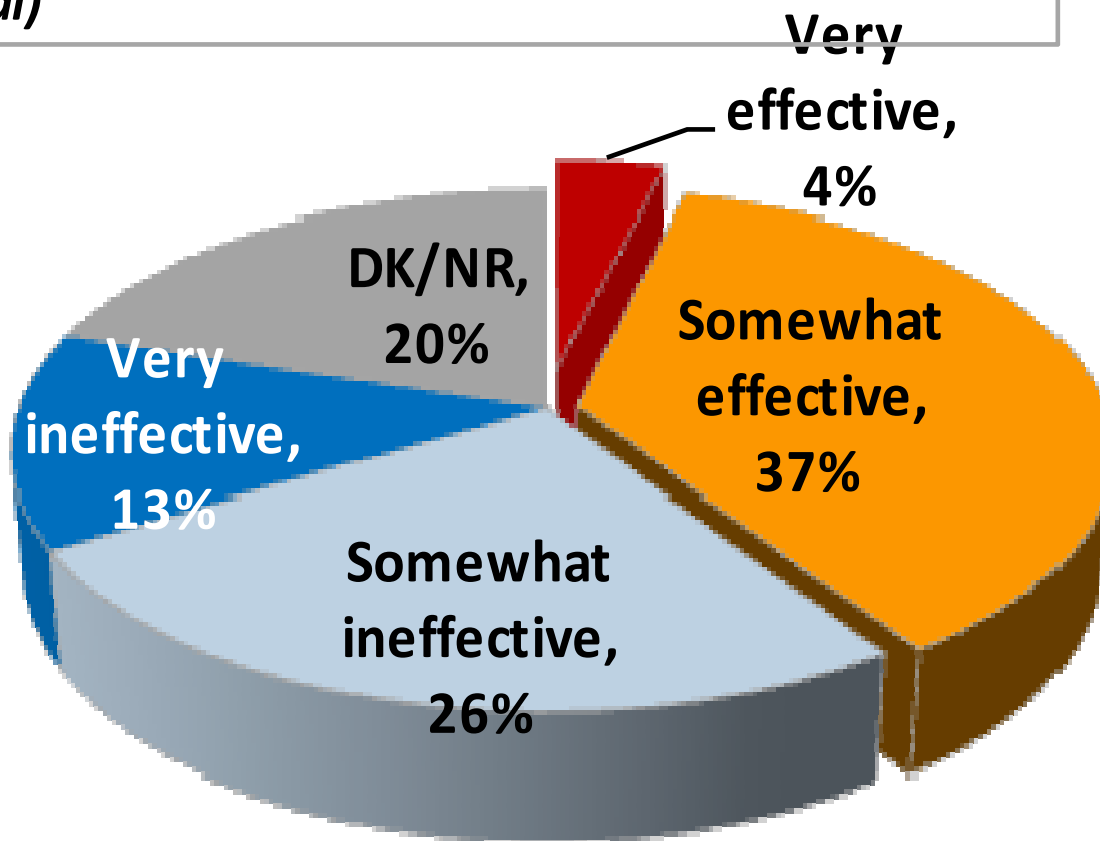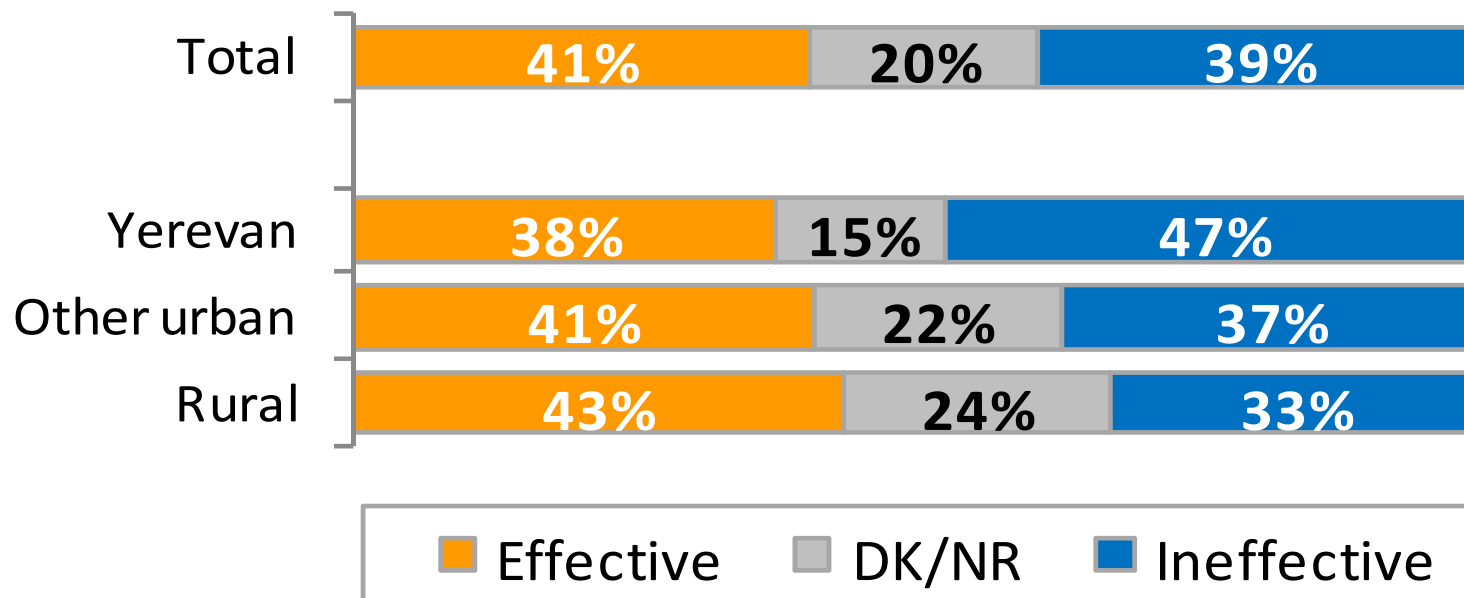- Very ineffective, 13%
- DK/NR, 20%

Figure 33: Perceived effectiveness of government's fight against corruption
(% of total & regional groupings; Yerevan n=540; Other urban n=509; Rural n=500)

	Effective	DK/NR	Ineffective
Total	41%	20%	39%
Yerevan	38%	15%	47%
Other urban	41%	22%	37%
Rural	43%	24%	33%

Perception of the Government's Sincerity in Anti-Corruption

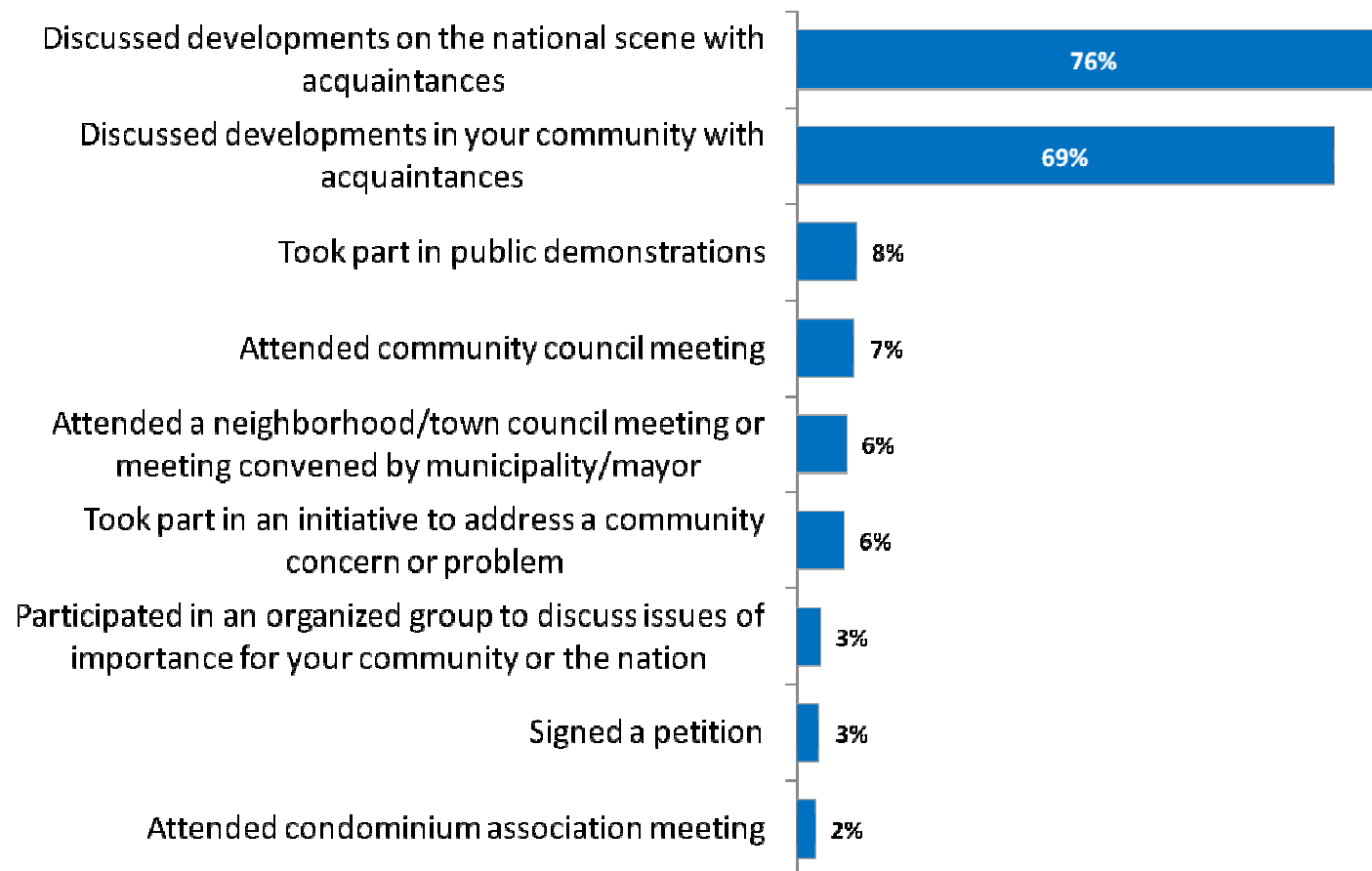**Figure 34: Agree or disagree: the government has a sincere desire & will to combat corruption**
(% of total & regional groupings; Yerevan n=540; Other urban n=509; Rural n=500)

	Agree	DK/NR	Disagree
Total	54%	8%	38%
Yerevan	44%	4%	52%
Other urban	60%	8%	32%
Rural	57%	13%	30%

Legend: ■ Agree ■ DK/NR ■ Disagree
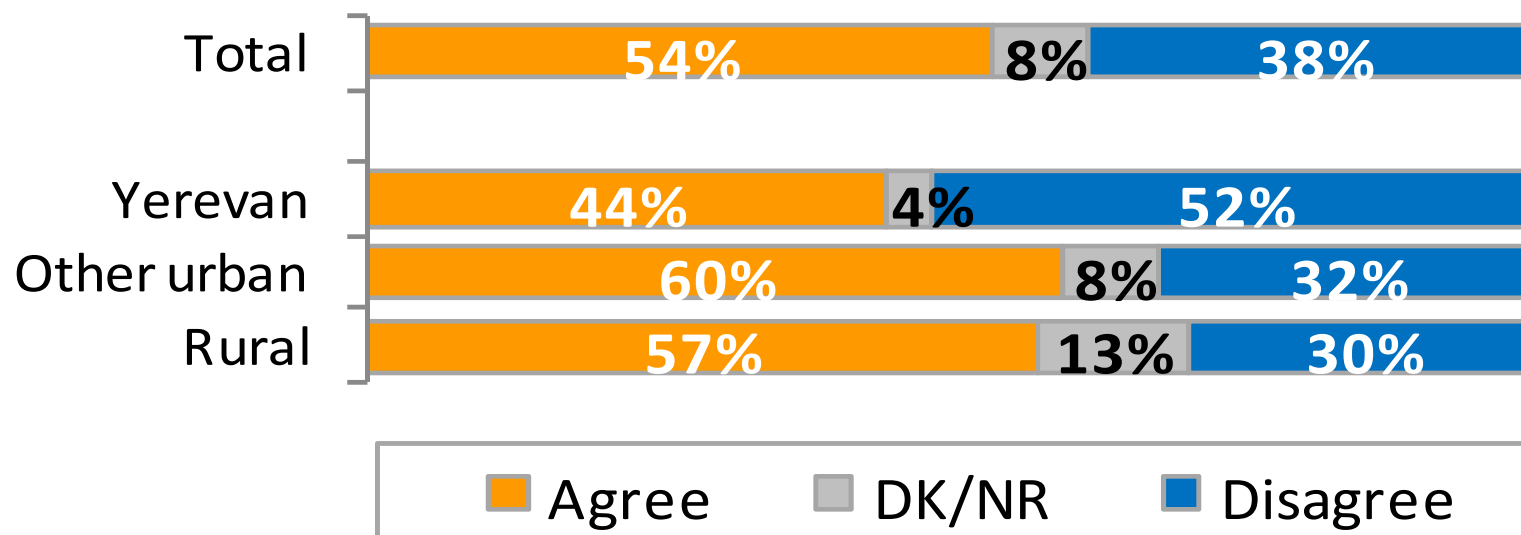
Involvement in Civic Activities

Have you taken part in these activities in last 12 months?
(% of total)

Activity	%
Discussed developments on the national scene with acquaintances	76%
Discussed developments in your community with acquaintances	69%
Took part in public demonstrations	8%
Attended community council meeting	7%
Attended a neighborhood/town council meeting or meeting convened by municipality/mayor	6%
Took part in an initiative to address a community concern or problem	6%
Participated in an organized group to discuss issues of importance for your community or the nation	3%
Signed a petition	3%
Attended condominium association meeting	2%

Media Use and Information Sources

On which info sources do you base your assessment of corruption levels in Armenia?
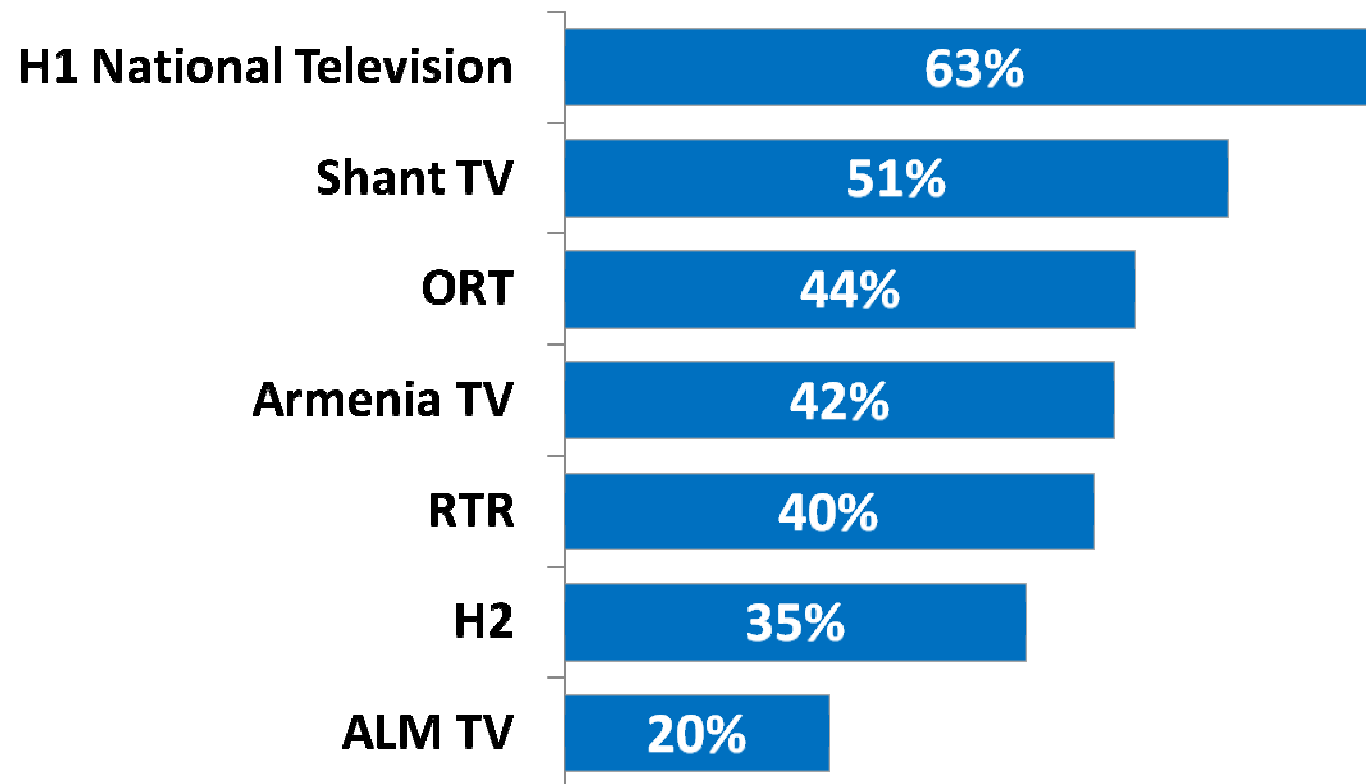*(% of total n=1,547, male n=527, female n=1,022, Yerevan n=540, Other urban n=509 & Rural n=500)*

Legend:
- Info from media
- Talks w/ friends
- Talks w/ family
- Personal experience
- Info from NGOs

Total: Info from media 76%, Talks w/ friends 69%, Talks w/ family 54%, Personal experience 24%, Info from NGOs 5%

Male: Info from media 73%, Talks w/ friends 71%, Talks w/ family 53%, Personal experience 28%, Info from NGOs 6%

Female: Info from media 78%, Talks w/ friends 68%, Talks w/ family 54%, Personal experience 21%, Info from NGOs 4%

Yerevan: Info from media 63%, Talks w/ friends 73%, Talks w/ family 56%, Personal experience 27%, Info from NGOs 6%

Other urban: Info from media 83%, Talks w/ friends 68%, Talks w/ family 55%, Personal experience 24%, Info from NGOs 5%

Rural: Info from media 81%, Talks w/ friends 66%, Talks w/ family 50%, Personal experience 21%, Info from NGOs 3%

Most Watched TV Channels

\Most watched TV channels by daily viewership
(% of total)

Channel	Percentage
H1 National Television	63%
Shant TV	51%
ORT	44%
Armenia TV	42%
RTR	40%
H2	35%
ALM TV	20%

Leading Radio Stations

Leading radio stations by daily listening
(% of total)

Radio Liberty/Azatutiun Radiokayan	Public Radio of Armenia	Radio Hay FM
13%	6%	5%
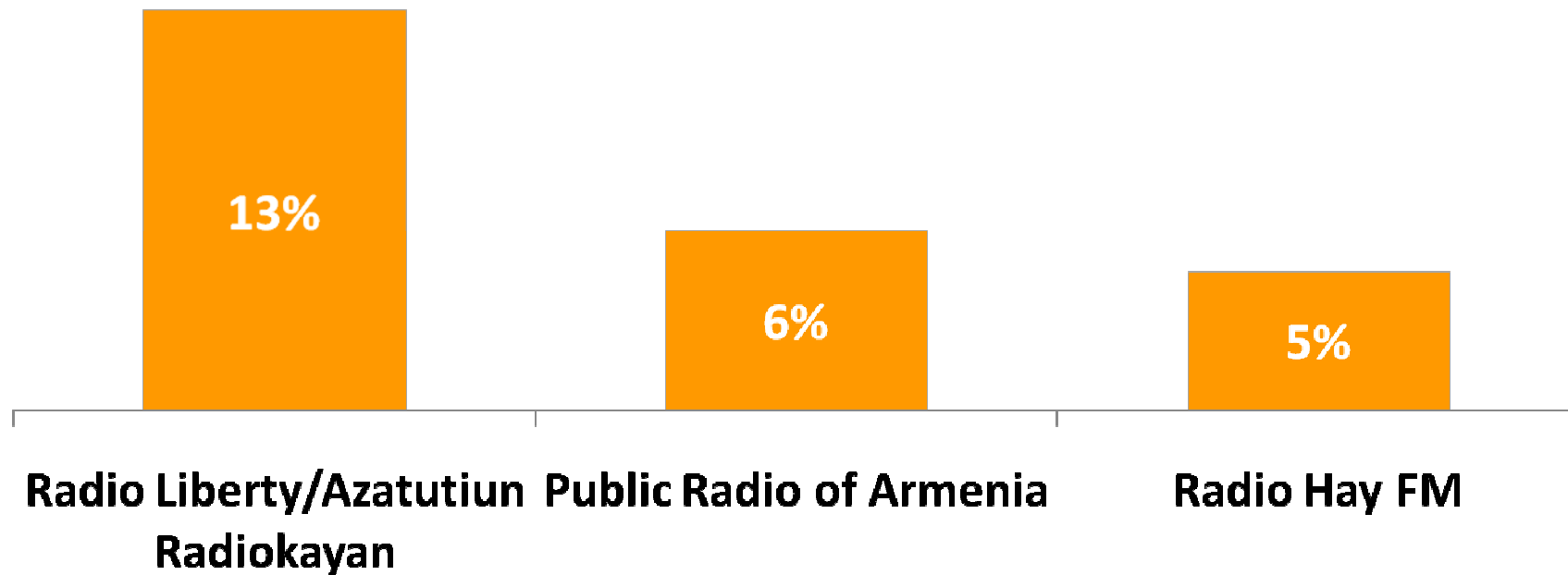
Most Trusted News Sources

Most trusted news sources
(% of total)

News Source	Percent
Shant TV	29%
H1 National Television	25%
Armenia TV	9%
ORT	7%
Radio Liberty/Azatutiun Radiokayan	7%
I don't trust any media outlets	4%