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COMMISSION



Transparency
International
Zambia



2017 Zambia Bribe Payers Index Survey Report (ZBPI)

2017
Zambia Bribe Payers
Index Survey Report
(ZBPI)

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Executive Summary

The Zambia Bribe Payers Index (ZBPI) Survey is a corruption measurement tool that seeks to provide an empirical evidence-base of bribery that can inform anti-corruption advocacy, key strategies and approaches that can reduce incidences of bribery in the public and private sector.

The 2017 ZBPI Survey was conducted using a household-respondent approach that solicited an individual's bribery experiences with public officers, and for the first time also experiences with individuals in the private sector.

The Overall Aggregate Bribery Index based on 22 public institutions in 2017 is 10.0%, while in 2014 it was 8.5%. This means in 2017, there is a 1.5 percentage point increase in the chance of paying a bribe to any of the 22 public institutions, when compared to 2014.

Considerable increases in the chance of an individual paying a bribe when seeking a service is observed in Local Authorities, Ministries for Education (General and Higher), and Zambia Police (Traffic). In 2014, the chance of paying a bribe to an officer in a Local Authority was 16.8%, this increased to 37.0% in 2017, denoting a 20.2 percentage point increase. A 16.0 percentage point increase is observed in Ministries for Education, increasing from 12.5% in 2014 to 28.5% in 2017. Zambia Police (Traffic) was 50.1% in 2014, and has increased to 63.9% in 2017, denoting a 13.8 percentage point increase.

Decreases in chances of an individual paying a bribe are observed in the Ministry of Agriculture and Livestock (7.0 percentage points), Zambia Police (excluding traffic) (6.2), and Zambia Revenue Authority (Customs) (4.8). Negligible to zero chances of paying a bribe are in Patents and Companies Registration Agency (PACRA), Zambia Telecommunications Company Limited (ZAMTEL), Road Development Agency (RDA), and National Pension Scheme Authority (NAPSA).

When the Overall Aggregate Bribery Index, is further compared to the years 2009, 2012, and 2014, indices using 16 comparable institutions, the 2017 Index is 13.5%. This is closer to the situation in 2009 when the chance of paying a bribe was 13.6%, than the lower indices in 2012 (9.8%) and in 2014 (11.9%).

Over the years 2009, 2012, 2014 and 2017 consistent increases in the chance of paying a bribe to Local Authorities and Ministries for Education are evidenced, while significant decreases are evidenced in the Ministry of Lands and, Zambia Revenue Authority.

In terms of the individual ZBPI Survey Key Performance Indicators (KPIs), poor performance is observed in incidence (the number of times officials asked people for bribes), prevalence (the number of people that paid bribes), bribe size (average amount of money spent on bribes by individuals), and severity (implications and consequences of bribe refusal).

Incidence of bribery in terms of bribe demand or solicitation by public officers has increased from 35.1% in 2014 with respect to the number of Survey respondents, to 43.7% in 2017. Prevalence of bribery in 2017 is 80.7% compared to 57.1% in 2014. Bribe size of more than Kwacha 500 has increased from 27.2% respondents affected in 2014, to 66.8% in 2017. And severity, in particular service denial and unnecessary delay of service provision, has increased from 85.3% in 2014 to 97.6% in 2017.

Executive Summary Continued

However, occurrences of individual's offering a bribe or an inducement of any kind so as to secure a service, avoid penalties or sanctions, and or to reduce one's costs, on the other hand, have declined from 16.6% in 2014 to 11.4% in 2017.

In the private sector, bribe seeking, bribe offering and bribe paying occurrences are considerably low. Notable, however is that bribe seeking behaviours are most common among individuals in the mining and retail sectors.

On Government's efforts in dealing with corruption, fewer individuals perceive the efforts as either very effective or somewhat effective in 2017 than in 2014. In 2014, 17.3% respondents indicated that the Government's efforts were very effective and only 3.4% do so in 2017, with somewhat effective constituting 39.7% in 2014 and 9.6% in 2017. In addition, fewer individuals perceive the Government to be very committed to tackling corruption in 2017 than in 2014, 3.7% and 27.1% respectively.

Lastly, the 2017 ZBPI Index Survey evidences corruption behavioural challenges with respect to an individual's knowledge of where, how to report corruption and knowledge of what constitutes corruption as such knowledge does not seem to have a positive impact on bribe offering and bribe paying behaviours towards public officers or an individual in the private sector. Individuals offer or pay bribes whether they have sufficient corruption knowledge and mostly because they seek to avoid delays or penalties.

In addition, there are behavioural challenges evident in an individual's level of education, employment status and his/her average monthly income. It is evidenced that individuals with higher levels of education, transporters, business owners and individuals with higher incomes offer bribes the most. Social grouping vulnerabilities are also observed in that those that have not been to school pay bribes the most, and that more females pay bribes demanded mostly due to lack of information and, out of fear of a service being denied.

Acronyms

ACC	Anti-Corruption Commission
BPI	Bribe Payers Index
DEC	Drug Enforcement Commission
GRZ	Government of the Republic of Zambia
KPI	Key Performance Indicators
LAZ	Law Association of Zambia
MoH	Ministry of Health
MoL	Ministry of Lands
NAPSA	National Pension Scheme Authority
NGOCC	Non Governmental Organisations Coordinating Council
OAG	Office of the Auditor General
OP	Office of the President
PAC	Parliamentary Accounts Committee
PACRA	Patents and Companies Registration Agency
PPCC	Police Public Complaints Commission
PSU	Primary Sampling Units
PPS	Proportionate to Population Size
PSPF	Public Service Pensions Fund
RDA	Road Development Agency
RTSA	Road Traffic and Safety Agency
SACCORD	Southern Africa Centre for Constructive Resolution of Disputes
SEAs	Standard Enumeration Areas
SIDA	Swedish International Development Agency
TI	Transparency International
TIZ	Transparency International Zambia
YWCA	Young Women's Christian Association
ZBPI	Zambia Bribe Payers Index
ZESCO	Zambia Electricity Supply Company
ZHRC	Zambia Human Rights Commission
ZP	Zambia Police
ZRA	Zambia Revenue Authority
ZAMTEL	Zambia Telecommunications Company Limited

1.0 Introduction

1.1 The Zambia Bribe Payers Index

The Zambia Bribe Payers Index (ZBPI) is a corruption measurement tool that provides a measure of the magnitude of corruption and its severity as experienced by the public in terms of bribe demand or bribe seeking from public officers when one is seeking a public service, and bribe offer incidences from members of the public.

It also provides insights on the public's perceptual and experiential assessment of stakeholder commitment to anti corruption in the country.

The key performance indicators of the ZBPI are:

- (a) Incidence - the number of times officials asked people for bribes;
- (b) Prevalence - the number of people that paid bribes;
- (c) Frequency - the number of times individuals paid bribes;
- (d) Bribe Size - average amount of money spent on bribes by individuals;
- (e) Severity - implications and consequences of bribe refusal; and,
- (f) Government Response - whether government is doing enough to combat bribery and corruption in general.

Data used in deriving the Index measurements is acquired through a jointly implemented country-wide Survey by Transparency International Zambia (TIZ) and the Anti-Corruption Commission (ACC)¹.

As a departure from previous ZBPI surveys, the 2017 Survey also provides information on the public's experiences with the private sector.

1.2 Purpose of the Index

The positioning of corruption measurement through the ZBPI Survey is critical to anti-corruption work in the country. This is because corruption measurement does provide an empirical evidence-base that anti-corruption stakeholders can use to assess the success of anti-corruption interventions in the country.

Measurement of corruption can also provide pointers on priority areas for anti-corruption interventions by identifying activities and sectors where corruption is concentrated; and, educate the public about the economic and social costs of corruption.

Thus, the purpose of the Zambia Bribe Payers Index (ZBPI) Survey is the provision of an empirical evidence-base of bribery in the country that will help TIZ, the ACC and other stakeholders to advocate for transparency and accountability; and to inform key strategies and approaches that can be adopted in order to reduce incidences of bribery in the public and private sector.

1.3 The Survey Design, Sampling and Analysis

1.3.1 The Survey Design

The 2017 ZBPI Survey was conducted through a household respondent based closed ended questionnaire, with open ended questions where appropriate. The questionnaire that was used is provided in Appendix II.

¹Appendix I provides briefs on TIZ and ACC.

The questionnaire sought responses that include individual's experiences of bribe demand or bribe seeking from public officers and/or individuals in the private sector; severity; bribe size; individual's actions and attitudes on bribe seeking and bribe offering behaviours; and, perceptions on stakeholder commitment to anti-corruption in the country. Respondent's demographic characteristics were also collected.

Respondent experiences with public officers were with respect to twenty-five (25) public sector institutions, with institutions like the Zambia Police and Zambia Revenue Authority disaggregated into two components (Appendix III). Experiences with individuals in the private sector were with respect to five (5) sectors, which are Construction, Manufacturing, Mining, Retail, and other.

1.3.2 Sampling Approach

The 2017 ZBPI Survey is based on a household level sample size of 2000 respondents, from twenty (20) purposively selected sample districts, with two districts in each province.

The 2010 Census data for Zambia was used to determine the sampling frame, and to derive the primary sampling units (PSU). The ward was selected as the PSU.

Stratified Proportionate to Population Size (PPS) sampling was used to come up, first with the district sample size; and, second the sample size of the respective primary sample units in each district. PPS sampling rather than Simple Random Sampling, was used because PPS surveys in large geographic areas tend to be more efficient.

The sample size of each stratum is proportionate to the population size of the stratum relative to the entire population. This means that each stratum has the same sampling fraction.

The actual number of households in a district, and then ward are used in the proportionate to population size derivation of the sample sizes, simply because the ZBPI is a household based survey. The derivation of each respective sample size, that is district and ward, is provided in Appendix IV, with Appendix V showing the target district sample sizes.

1.3.3 Survey Analysis

Analysis of the Survey data constitutes mostly quantitative approaches, with computation of the aggregate index of the ZBPI being the weighted average of the three key performance indicators (KPI), which are incidence, prevalence and frequency of bribery².

Cross tabulations using Excel Pivot Tables are used to disaggregate the data so as to provide an empirical evidence base that can enhance knowledge of bribery, and indications of social groupings most affected or most vulnerable.

The analysis of change in key performance indicators is done using percentage point difference and not percentage change calculation. That is, the percentage point difference is simply "new percent value minus original percent value" and not "new value minus original value divided by the absolute of the original value * 100. Percentage point is used to show the changes in an indicator with respect to its previous standings.

²Bribery is the bestowing of a benefit in order to unduly influence an action or decision.

Respondent demographic characteristics with respect to each respective KPI are cross tabulated to establish existence of variances in the different demographics. Reporting is then done, only, where significant variances are observed.

1.4 Overview of Respondent Demographics

The 2017 ZBPI Survey observations are made from an actual number of 1,900 respondents, with 72.9% respondents being in urban areas and, 27.1% in rural areas. At a district level, the highest numbers of respondents are from Lusaka 31.1%, Chipata 8.4%, and Ndola 8.2%, as shown in Appendix VI.

The Survey covered 48.5% male and 51.5% female respondents. Forty-nine (49) respondents' had some form of physical disability.

The age cohort distribution of the sample respondents is mostly those between 26 and 35 years, 36 to 45 and 18 to 25 (Appendix VI).

Lastly, the dominant numbers of respondents are that with respect to marital status 59.9% are married; 39.5% reside in high density areas; 30.4% have tertiary education as the highest level of education attained; 19.1% are farmers; and, 21.1% have an average monthly disposable income of Kwacha 501 to 1,000, as provided in Appendix VI.

1.5 Corruption Knowledge and Reporting

This section provides an overview of the Survey findings on knowledge of acts that constitute corruption, and institutions where an individual can report corruption. This seeks to put into perspective respondents' corruption knowledge and their responses, thereof.

On corruption knowledge with respect to acts that may constitute corruption, it is observed that respondents mostly named bribery (74.9%), as shown in Figure 1.1 below.

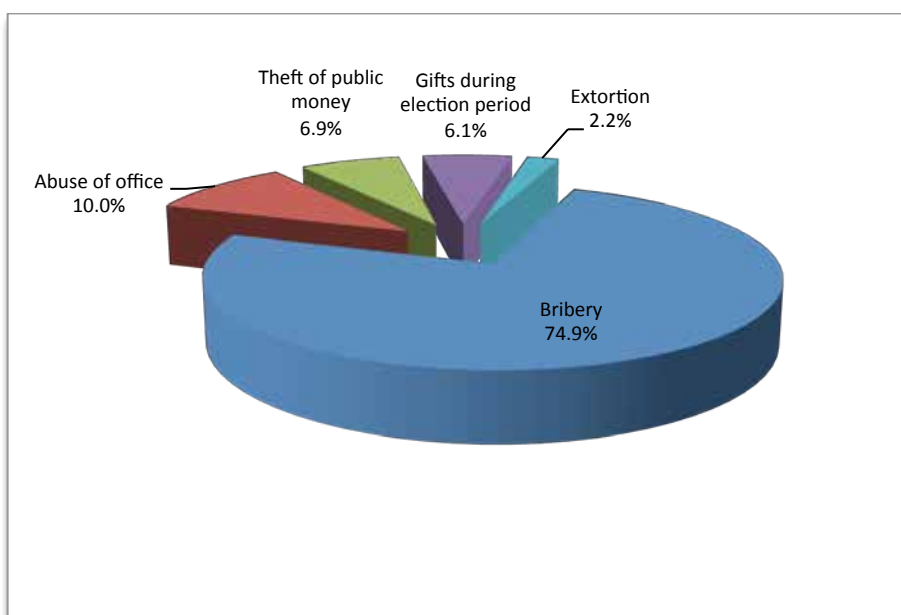


Figure 1.1 Knowledge of Acts of Corruption

Further, of 1,703 responses, 70.1% of the respondents indicate that they know where to report suspected cases of corruption. The institutions or organisations mentioned as where one can report cases of corruption are the Anti-Corruption Commission (ACC), Drug Enforcement Commission (DEC), Office of the Auditor General, Transparency International Zambia (TIZ), Zambia Police (ZP), and the media.

Notable is that 75.4% of the respondents indicate the Anti-Corruption Commission (ACC), followed by the Zambia Police at 19.2% of the respondents (Figure 2.1).

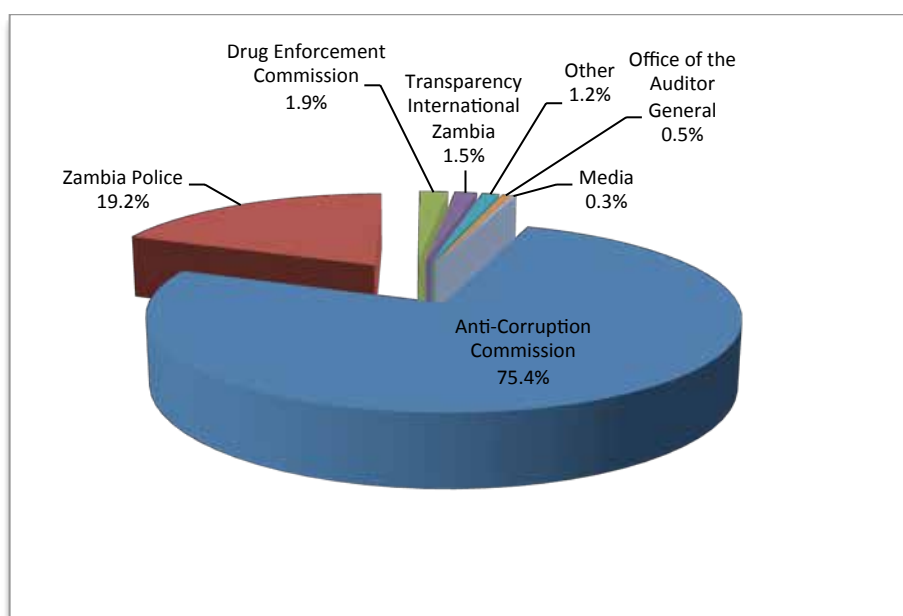


Figure 1.2 Knowledge of Corruption Reporting Institutions

Other institutions mentioned are Caritas Zambia, Chiefs, District Commissioner, Human Rights Commission, Labour Office, the Media, NGOCC, Office of the President, Parliament, and Zambia Police Victim Support Unit.

2.0 The Aggregate Bribery Index

2.1 Calculating the Overall Aggregate Bribery Index

The Overall Aggregate Bribery Index is calculated using the weighted average of three of the key performance indicators (KPI). These are incidence, prevalence and frequency of bribery in Public Institutions³.

The first step is the calculation of the KPI weighted average score for each individual Public Institution. The formula used is:

KPI Weighted Average Score

$$= \left[\left(I \frac{\text{Institution Aggregate}}{\Sigma(\text{No. of Responses})} \right) + \left(P \frac{\text{Institution Aggregate}}{\Sigma(\text{No. of Responses})} \right) + \left(F \frac{\text{Institution Aggregate}}{\Sigma(\text{No. of Responses})} \right) \right] * 100$$

Denotations: I = Incidence; P = Prevalence; and, F = Frequency.

Σ denotes SUM (addition of a group of numbers)

Note that, the KPIs Weighted Average is multiplied by 100, to reduce it to a percent. For an individual institution, this also provides what is termed as the Aggregate Index.

The second step is calculation of the Overall Aggregate Bribery Index, using the formula below.

$$\text{Overall Aggregate Bribery Index} = \frac{\Sigma(\text{Weighted Average Score})}{\text{No. of Institutions}}$$

Interpreting the Aggregate Bribery Index is twofold.

At country level, an Overall Aggregate Bribery Index of, for example 10.0%, means that an average public service seeker has a 10.0% chance of paying a bribe to any of the public institutions covered in the Survey.

On the other hand, at an institutional level an aggregate index of, for example 50.1%, means that an average individual had a 50.1% chance of paying a bribe to the respective institution an individual sought a public service from.

2.2 The 2017 Aggregate Bribery Index

Based on the comparative number of twenty-two (22) public institutions covered in the 2014 and 2017 Zambia Bribe Payers Index surveys, the overall aggregate bribery index established for the year 2017 is 10.0% (Table 2.1). This means that in 2017, an individual seeking a public service from any of the targeted public institutions had a 10.0% chance of paying a bribe.

³Confidence Intervals at 0.05 Significance level for the computations, herein, in Section 2.2 are Incidence, 3.23; Prevalence, 2.62; and, Frequency, 2.61.

Table 2.1 2017 Aggregate Bribery Index

No	Name of Institution	Aggregated (sum)	KPIs Weighted Average Score
1	Zambia Police (Traffic)	87.5	63.9
2	Local Authorities	50.6	37.0
3	Ministries for Education (General & Higher) ¹	39.0	28.5
4	Road Transport & Safety Agency (RTSA)	27.1	19.8
5	Zambia Police (excluding Traffic)	26.0	19.0
6	Health Services (MoH)	16.8	12.3
7	Judiciary (courts)	13.0	9.5
8	National Registration Office	6.4	4.7
9	Ministry of Lands	6.4	4.7
10	Passport Office	4.9	3.6
11	Zambia Revenue Authority (Tax)	4.2	3.1
12	Ministry of Agriculture & Livestock	3.7	2.7
13	Zambia Revenue Authority (Customs)	3.5	2.5
14	Zambia Electricity Supply Company (ZESCO)	3.5	2.5
15	Immigration Department	2.7	2.0
19	Ministry of Works and Supply	1.6	1.2
16	Public Service Pensions Fund (PSPF)	1.1	0.8
18	Ministry of Finance	0.9	0.7
17	National Pension Scheme Authority (NAPSA)	0.6	0.4
21	Road Development Agency (RDA)	0.6	0.4
20	Patents and Companies Registration Agency (PACRA)	0.0	0.0
22	Zambia Telecommunications Company Limited (ZAMTEL)	0.0	0.0
Overall Aggregate Bribery Index		10.0	

Further, Table 2.1 shows that at an institutional level, the highest likelihood of an individual paying a bribe is to the Zambia Police (Traffic) (63.9%). That is, there is a 63.9% chance that one will likely pay a bribe in their interaction with the Traffic Police.

Higher chances of paying a bribe are also observed in respondents' experiences with Local Authorities, 37.0%; Ministries for Education, 28.5%; the Road Transport and Safety Agency (RTSA), 19.8%; Zambia Police (excluding Traffic) 19.0%; and, Health Services (MoH) 12.3%.

Table 2.1 also shows that public institutions that do not evidence any likelihood or show negligible chance of paying a bribe when seeking a service are Patents and Companies Registration Agency (PACRA), Zambia Telecommunications Company Limited (ZAMTEL), Road Development Agency (RDA), and National Pension Scheme Authority (NAPSA).

2.3 Aggregate Bribery Index Comparisons – 2014 and 2017

Comparison of the 2017 Overall Aggregate Bribery Index with the last ZBPI Survey in 2014 shows a 1.5 positive change in percent, as shown in Table 2.2 below. In 2014, the Overall Aggregate Bribery Index was 8.5, while in 2017 it is 10.0. This means that an average public service seeker in 2017 had a 1.5 percentage point increase in the likelihood of paying a bribe, to any of the twenty-two (22) public institutions covered in the Survey, when compared to 2014.

Table 2.2 Comparison of Aggregate Bribery Index 2014 and 2017

No	Name of Institution	KPIs Weighted Average Score		Percentage Point Difference
		2014	2017	
1	Local Authorities (Councils)	16.8	37.0	20.2
2	Ministry of Education (General & Higher)	12.5	28.5	16.0
3	Zambia Police - Traffic Police	50.1	63.9	13.8
4	Road Transport & Safety Agency (RTSA)	14.1	19.8	5.6
5	Hospitals/Health Services (MoH)	8.7	12.3	3.6
6	Judiciary (courts)	7.1	9.5	2.4
7	Zambia Revenue Authority - Tax Division	1.2	3.1	1.9
8	Ministry of Works and Supply	0.2	1.2	1.0
9	Ministry of Finance	0.1	0.7	0.6
10	Road Development Agency (RDA)	0.3	0.4	0.1
11	National Pension Scheme Authority (NAPSA)	0.3	0.4	0.1
12	Zambia Telecommunications Company Limited (ZAMTEL)	0.0	0.0	0.0
13	Patents and Companies Registration Agency (PACRA)	0.5	0.0	-0.5
14	Ministry of Lands (Land issues only)	5.8	4.7	-1.1
15	Public Service Pensions Fund (PSPF)	1.9	0.8	-1.1
16	Zambia Electricity Supply Company (ZESCO)	3.7	2.5	-1.2
17	Immigration Department	4.7	2.0	-2.7
18	National Registration Office	8.7	4.7	-4.0
19	Passport Office	7.9	3.6	-4.3
20	Zambia Revenue Authority - Customs	7.3	2.5	-4.8
21	Zambia Police - excluding traffic police	25.2	19.0	-6.2
22	Ministry of Agriculture & Livestock	9.7	2.7	-7.0
Overall Aggregate Bribery Index		8.5	10.0	1.5

Table 2.2 also shows that at an individual public institution level, aggregate indices for Local Authorities, the Zambia Police (Traffic), and Ministries for Education show significant increases in an individual's likelihood of paying a bribe when seeking a service in 2017 than in 2014.

Local Authorities or Councils are observed to have a 20.2 percentage point increase in the chance of one paying a bribe when seeking a service in 2017. Whereas one had a 16.8% likelihood of paying a bribe in 2014, in 2017 the likelihood is 37.0%.

In the Ministries for Education, that is General and Higher, whereas in 2014 an individuals seeking a service had a 12.5% chance of paying a bribe when seeking a service, in 2017 this chance has increased to 28.5% indicating a 16.0 percentage point increase.

The Zambia Police, Traffic, shows a 13.8 percentage point increase from 2014 to 2017, evidencing an increase from a 50.1% likelihood of one paying a bribe in 2014 to 63.9% in 2017.

Notable decreases in the chances of paying a bribe are observed in the Ministry of Agriculture and Livestock, -7.0 percentage point; Zambia Police (excluding traffic), -6.2; and Zambia Revenue Authority (Customs), -4.8.

2.4 Comparison of Aggregate Bribery Index - 2009, 2012, 2014 and 2017

Comparison of aggregate bribery indices for the years 2009, 2012, 2014 and 2017 uses sixteen (16) public institutions that were in the 2009 ZBPI Survey⁴.

The performance of the 16 public institutions shows a 13.6% chance of an individual paying a bribe when seeking a public service in 2009, this decreased to 9.8% in 2012, and then increased to 11.9% in 2014 and 13.5% in 2017, as shown in Table 2.3 below.

Further, the KPIs weighted average scores for individual institutions show a considerable increase over the years in the likelihood of paying a bribe to Local Authorities and Ministries for Education.

Local Authorities evidence an 8.0% chance in 2009; 7.5% in 2012; 17.5% in 2014; and, 37.0% in 2017. While, the Ministries for Education are a 7.0% chance of paying a bribe in 2009; 6.4% in 2012; 13.0% in 2014; and, 28.5% in 2017.

Appreciable decreases in bribe paying when seeking a public service are observed in the Ministry of Lands (2009, 20%; 2012, 11.6%; 2014, 6.1%; 2017, 4.7%) and Zambia Revenue Authority (2009, 12%; 2012, 8.9%; 2014, 7.9%; 2017, 5.6%).

Table 2.3 Comparison of Aggregate Bribery Index - 2009, 2012, 2014 and 2017

No.	Name of Institution	KPIs Weighted Average Score			
		2009	2012	2014	2017
1	Health Services (MoH)	14	12.4	9.0	12.3
2	Immigration Department	7	4.7	4.9	2.0
3	Judiciary (courts)	11	8.3	7.4	9.5
4	Local Authorities	8	7.5	17.5	37.0
5	Min of Agriculture and Livestock	3	2.3	10.1	2.7
6	Ministries for Education	7	6.4	13.0	28.5
7	Min of Lands	20	11.6	6.1	4.7
8	Min of Works and Supply	2	1.5	0.2	0.4
9	National Registration Office	22	12.3	9.1	4.7
10	Patents and Companies Registration Agency (PACRA)	0.3	0.5	0.5	0.4
11	Passport Office	14	8.0	8.2	3.6
12	Road Transport & Safety Agency (RTSA)	15	14.4	14.7	19.8
13	Zambia Police (ZP)	66	48.3	78.3	82.9
14	Zambia Revenue Authority (ZRA)	12	8.9	7.9	5.6
15	Zambia Telecommunications Company Limited (ZAMTEL)	2	1.1	0.1	0.0
16	Zambia Electricity Supply Company (ZESCO)	15	8.4	3.9	2.5
Overall Aggregate Bribery Index		13.6	9.8	11.9	13.5

⁴Note that Zambia Police (Traffic and ZP – excluding traffic), and ZRA (Tax Division and Customs) KPI weighted average scores for 2014 and 2017 are merged to allow for comparisons, as these were not surveyed as separate entities in 2009 and 2012.

3.0 Survey Findings on the 2017 ZBPI Key Performance Indicators

This section discusses the ZBPI Survey findings on the key performance indicators of incidence, prevalence, frequency, bribe size, and severity, as demonstrated from individuals' experience of Bribe Seeking behaviours in public institutions and the private sector. The section also provides findings on individuals' bribe offer behaviours in their interactions with public institutions and the private sector. An analysis of bribe offer behaviours towards public officers and a respondent's knowledge of acts that constitutes corruption; and, second, occurrences of offering a bribe and a respondent's perception of attitudes of public officers towards corruption are also provided.

3.1 Incidence of Bribery

The ZBPI key performance indicator of incidence is defined as the number of times officials asked people for bribes.

3.1.1 Bribe Seeking

The 2017 ZBPI Survey establishes 43.7% of the respondents were in the past 12 months asked for a bribe by a public officer, and that 4.9% were asked for a bribe by an individual in the private sector (Table 3.1).

Table 3.1 Bribe Seeking

Bribe Sought	Public Officer		Individual in Private Sector	
	No of Responses	Relative	No of Responses	Relative
Yes	806	43.7%	74	4.9%
No	1,037	56.3%	1,434	95.1%
Total	1,843	100.0%	1,508	100.0%

The Survey further shows that for Public Institutions, individuals that demanded for a bribe most frequently are those in the Zambia Police Traffic (30.0%), Local Authorities (13.5%), and the Ministry of General Education (9.6%), as shown in Figure 3.1 below.

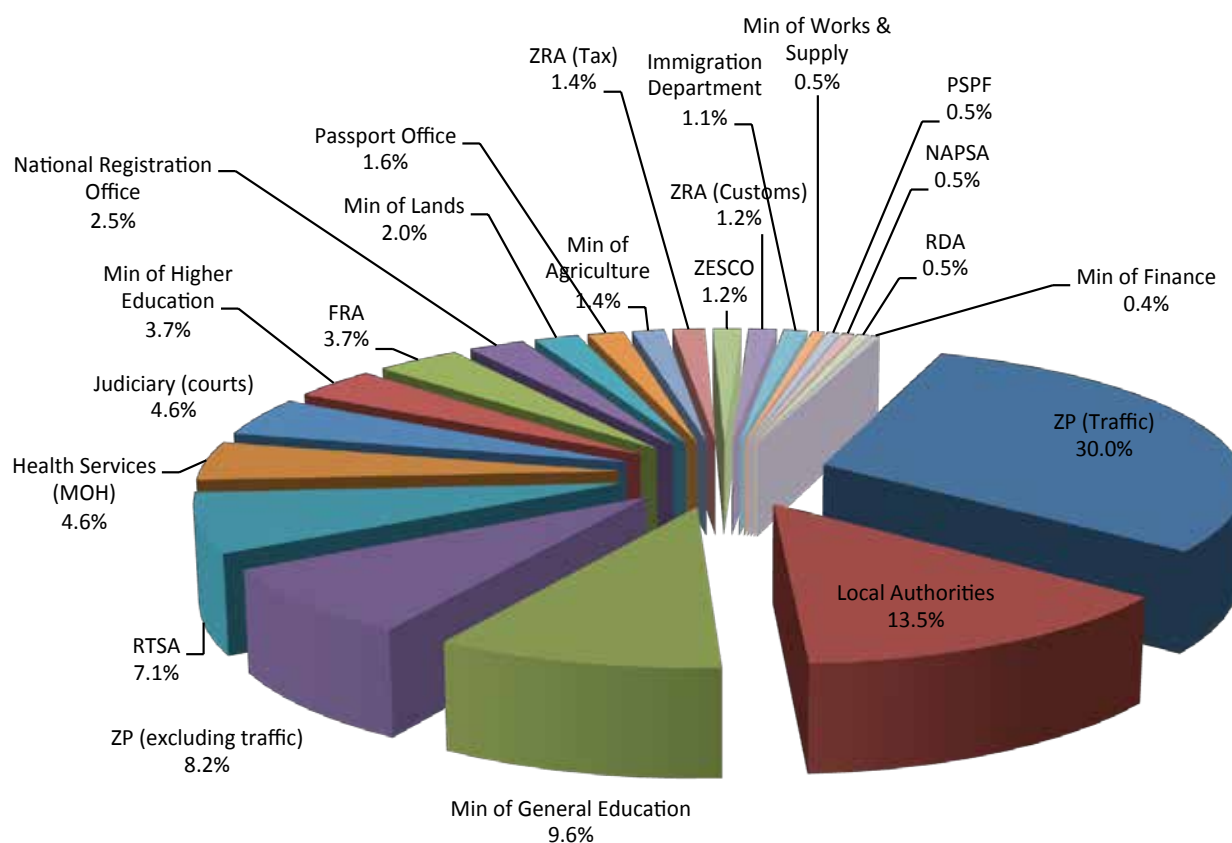


Figure 3.1 Experiences of Bribe Demand - Public Institutions⁵

While for the private sector, the Survey establishes that individuals that asked for a bribe most frequently are those in Mining 28.0%, other sectors 26.0%, Retail 24.0%, Manufacturing 14.0% and Construction 8.0% (Figure 3.2)

Private sector companies where respondents experienced bribe seeking are provided in Appendix VII.

⁵Confidence interval is 3.02, at 0.05 Significance level

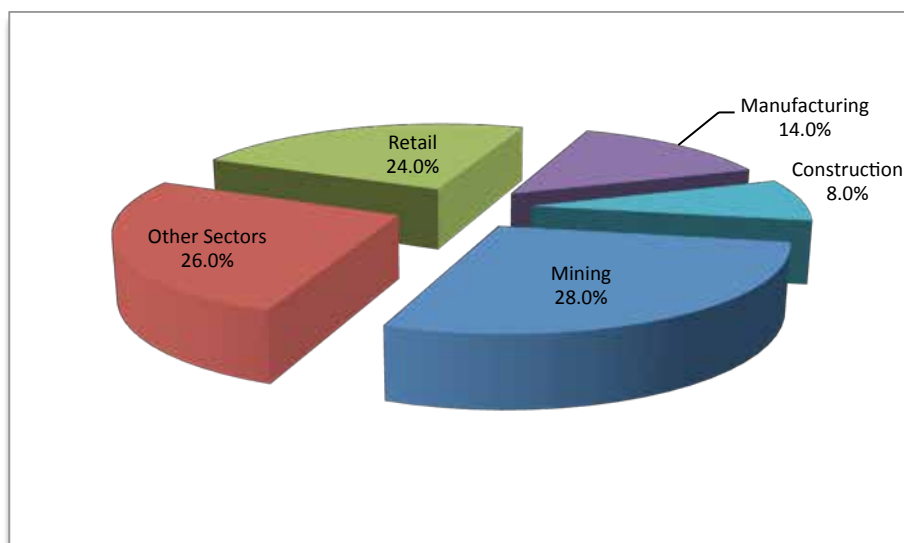


Figure 3.2 Experiences of Bribe Demand – Private Sector

In terms of the number of times individuals were asked for a bribe by a public officer in the past 12 months, 74.3% experienced bribe seeking or demand one to three (1-3) times, as shown in Figure 3.3 below. And of the 4.9% respondents where a bribe was sought in the private sector, 82.1% experienced bribe seeking behaviours one to three (1-3) times.

Figure 3.3 shows that the number of times individuals working in a public institution and those in the private sector asked for a bribe is predominantly one to three times, than the other occurrences of four to seven and over seven times..

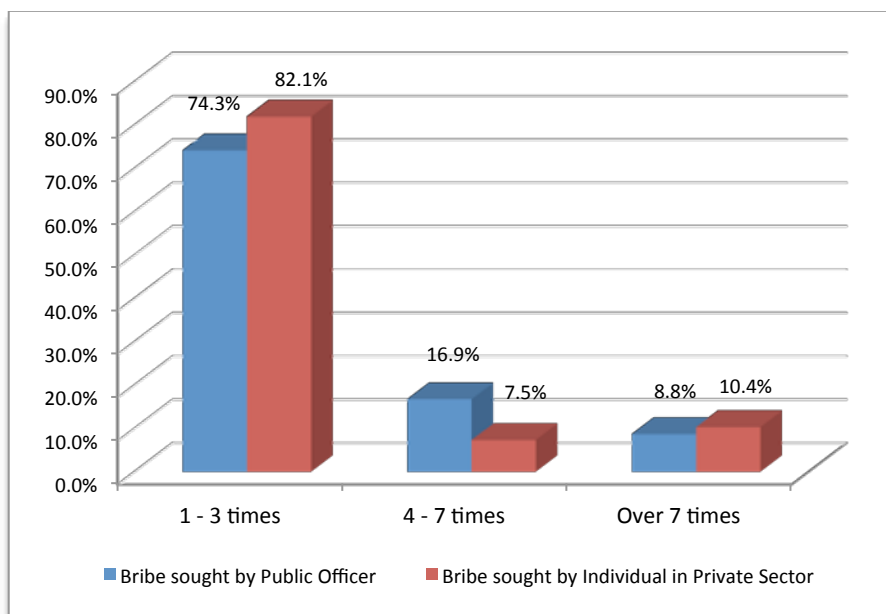


Figure 3.3 Number of Times Bribe Seeking was Experienced

Further, the Survey observes that respondents that experienced bribe seeking more than three times from public officers are mostly those that sought a service from or interacted with Zambia Police (Traffic) (46.4%); Local Authorities (22.4%); and, Ministry of Higher Education (8.0%) as shown in Figure 3.4 below.

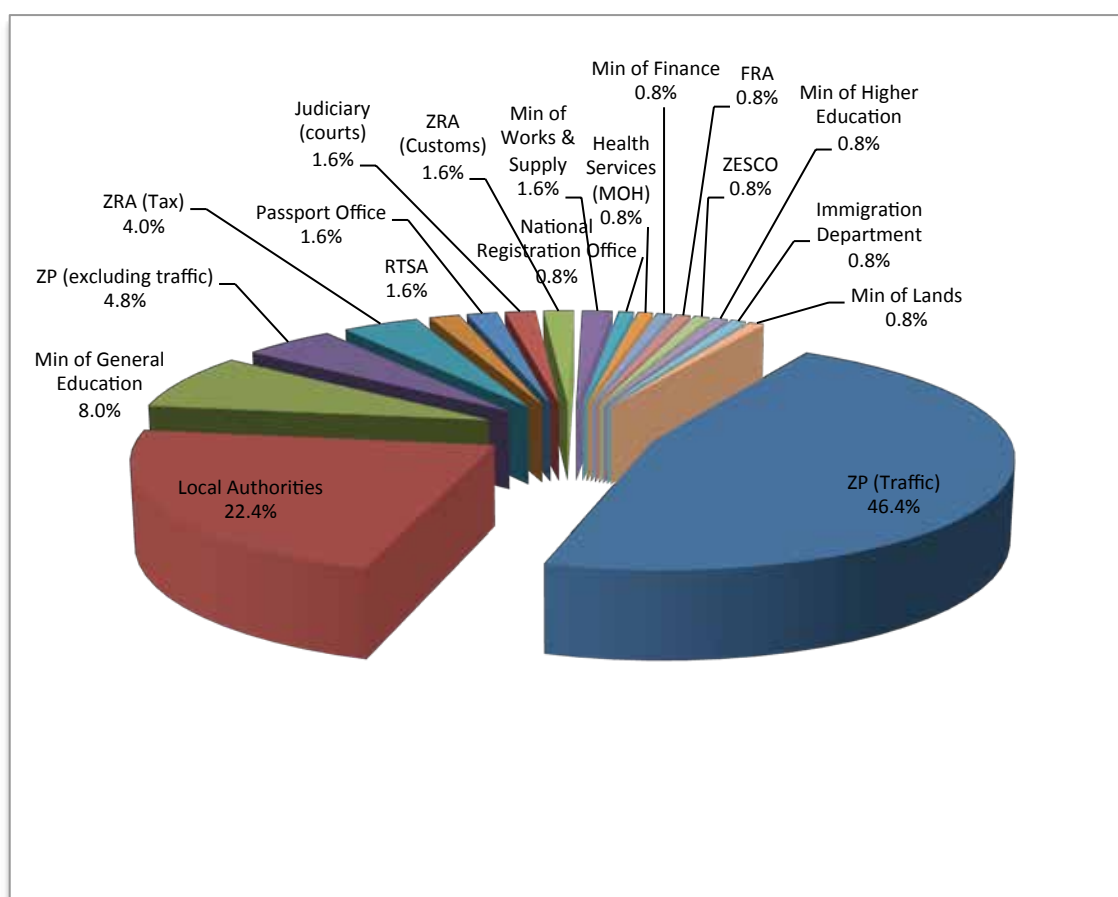


Figure 3.4 Bribe Seeking Experienced More than 3 Times – Public Institutions⁶

While in the private sector, those that experienced bribe seeking more than three times are mostly those that sought a service from or interacted with the Retail sector (50.0%) and Manufacturing, (25.0%), as shown in Figure 3.5 below.

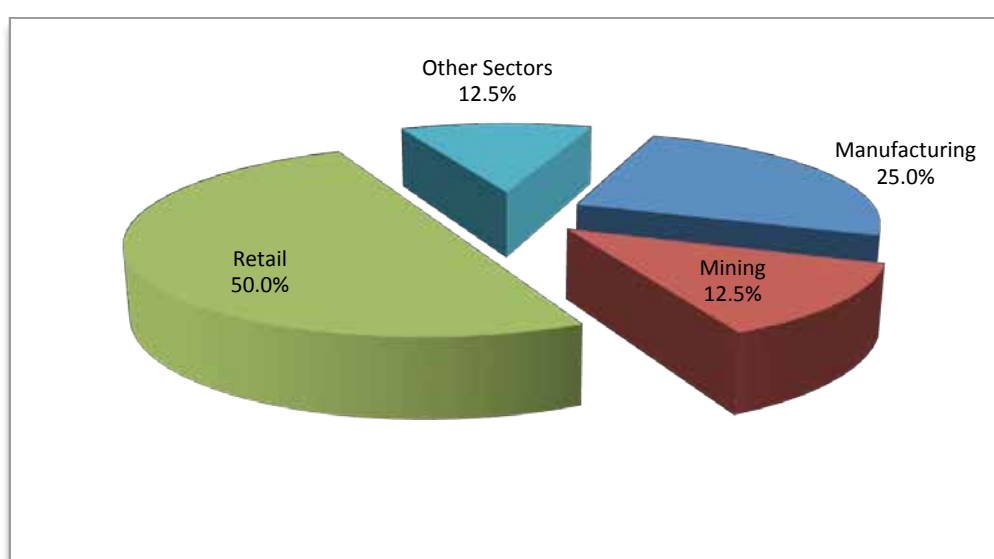


Figure 3.5 Bribe Seeking Experienced More than 3 Times – Private sector

⁶Confidence interval is 2.43, at 0.05 Significance level

Lastly, with respect to the position of the individual that last demanded time a bribe, the Survey shows that in public institutions the most frequent are junior staff, at 47.1% (Figure 3.6).

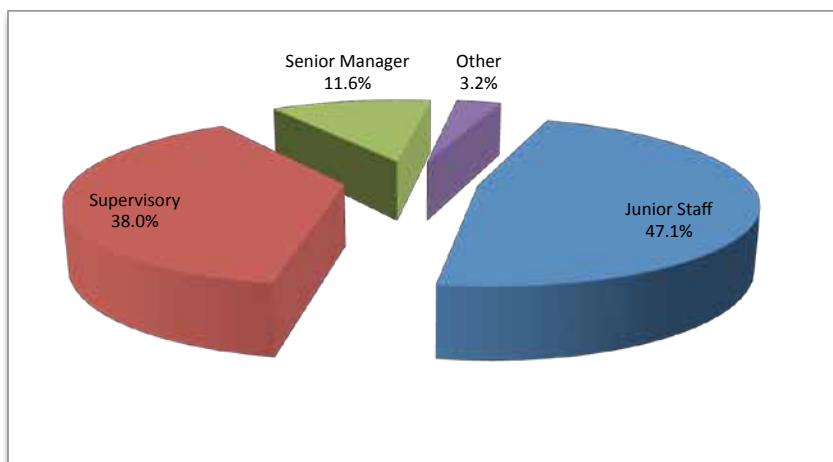


Figure 3.6 Position of Individual that Sought a Bribe – Public institutions

While in the private sector the position of the individual that last demanded time a bribe is predominantly supervisory staff (45.5%) as shown in Table 3.2 below.

Table 3.2 Position of Individual that Sought a Bribe – Private Sector

Position	No. of Responses	Relative
Senior Manager	8	12.1%
Supervisory	30	45.5%
Junior Staff	28	42.4%
Grand Total	66	100.0%

3.1.2 Bribe-Seeking, Geographic Location and Gender

(a) Geographic Location

Disaggregated by geographic location, the Survey shows that bribe seeking behaviours or demand by individuals in public institutions is comparably slightly higher in urban areas (46.4%) than in rural areas (36.7%), as shown in Figure 3.7 below. Figure 3.7 also shows that bribe seeking by individuals in the private sector was moderately more experienced in urban areas, than in rural areas.

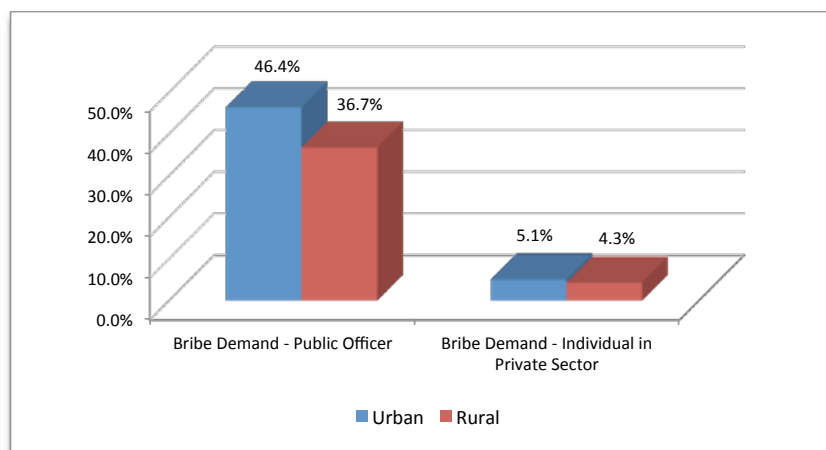


Figure 3.7 Bribe Seeking and Geographic Location

(b) Gender

When bribe seeking is disaggregated by gender, it is observed that in the past 12 months, 54.5% male and 45.5%, female respondents were asked for a bribe by a public officer, as shown in Figure 3.8 below. No gender biases in bribe seeking are observed with respect to the private sector.

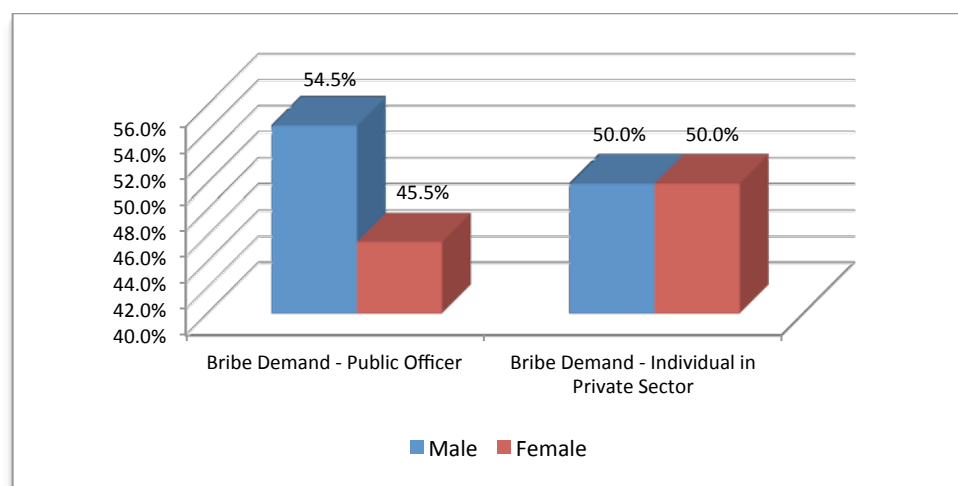


Figure 3.8 Bribe Seeking and Gender

3.1.3 Bribe Offer Behaviours

Bribe Offer in this Report refers to offering a bribe or an inducement of any kind to an individual in a public institution (public officer) or the private sector so as to secure a service, avoid penalties or sanctions, and or to reduce one's costs.

The 2017 ZBPI Survey findings show that in the past 12 months, 11.4% percent of 1,835 respondents did offer a bribe to a public officer, and 2.5% of 1,815 respondents offered a bribe to an individual in the private sector (Table 3.3).

Table 3.3 Bribe Offer

Bribe Offer	To Public Officer		To Individual in Private Sector	
	No. of Respondents	Relative	No. of Respondents	Relative
Yes	210	11.4%	45	2.5%
No	1625	88.6%	1770	97.5%
Total	1835	100.0%	1815	100.0%

Further, 82.5% of individuals that offered a bribe to a public officer did so one to three times (Figure 3.9), and 87.8% with respect to offer of bribes to individuals in the private sector. Bribe-offers of more than three times are observed to be low, in both sectors.

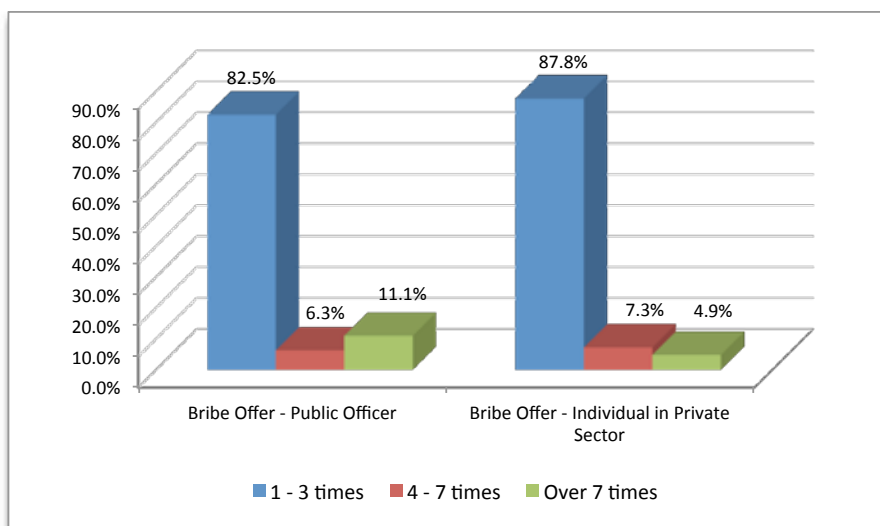


Figure 3.9 Number of Times Bribes were Offered

3.1.4 Bribe Offer and Respondent Demographics

(a) Geographic Location

By geographic location, offering a bribe or an inducement of any kind to an individual in a public institution (public officer) is comparably higher among respondents in urban areas than in rural areas. Twelve point seven (12.7) percent of respondents in urban areas offered a bribe to a public officer, while only 8.2% did so in rural areas (Figure 3.10).

Figure 3.10, further shows that there is no considerable geographic location difference in the percent number of respondents that offered a bribe to an individual in the private sector, 2.6% and 2.2% respectively.

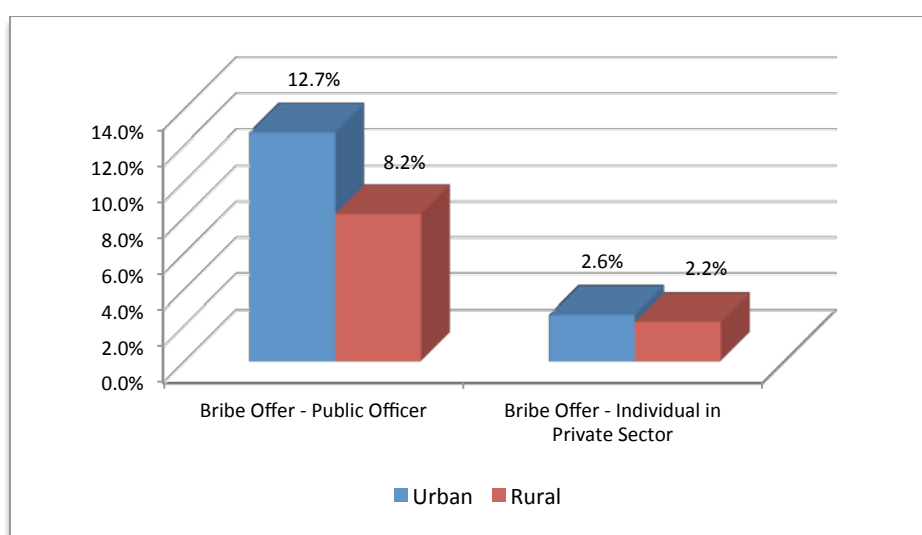


Figure 3.10 Bribe Offer and Geographic Location

(b) Gender

With respect to gender, the Survey shows that of the respondents that offered a bribe to a public officer, 66.7% are male and 33.3% female (Figure 3.11). While, offering a bribe to an individual in the private sector is observed to be 58.7% male respondents and 41.3% females.

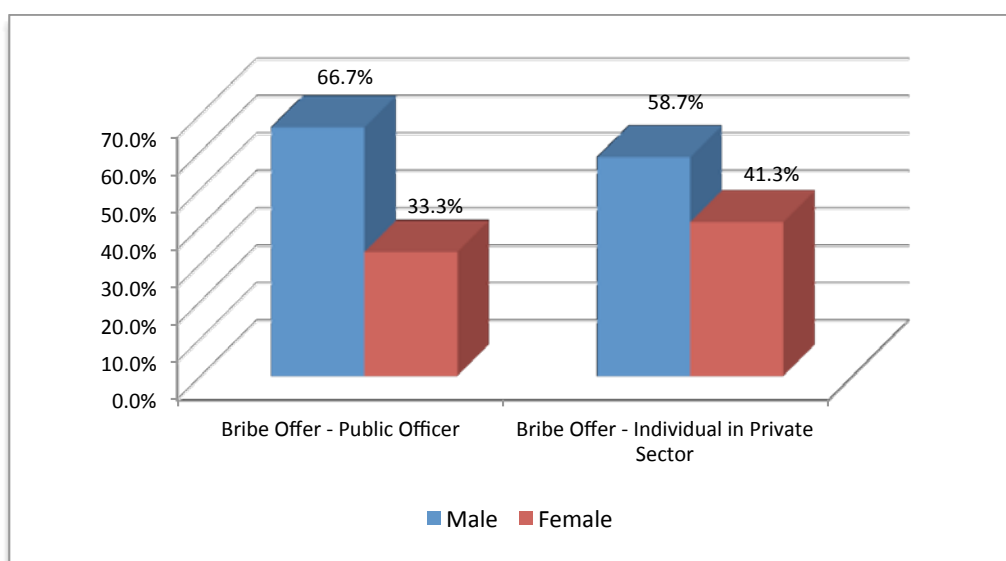


Figure 3.11 Bribe Offer and Gender

(c) Physical Disabilities

For respondents with physical disabilities, it is observed that 15.2% (7) of 46 respondents offered a bribe to an individual in a Public Institution. And, none did so to an individual in the private sector.

(d) Age Cohort

Age cohort and offering a bribe to an individual in a public institution or the private sector is observed most in the age group 36 to 45 years old with respect to bribe offers to public officers constituting 14.9% as shown in Figure 3.12 below. For bribe offers to an individual in the private sector, comparatively high experiences are observed in the age groups 26 to 35 years old (3.2%), and among those that are 36 to 45 years old (3.1%) and 56 to 65 (3.1%).

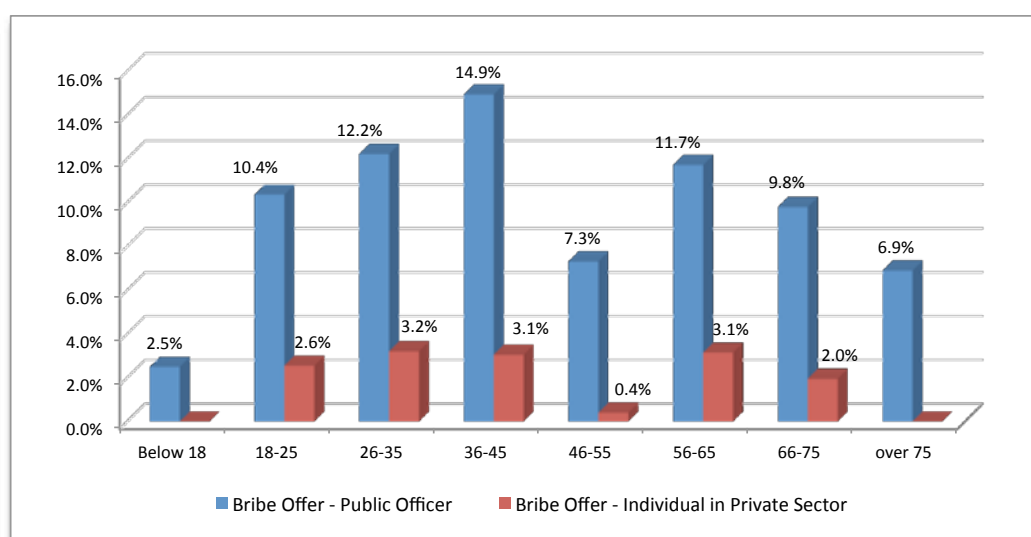


Figure 3.12 Bribe Offer and Age Cohort

(e) Marital Status

With respect to a respondent's marital status, the Survey shows that 16.3% of respondents that are separated and 14.7% of those that are divorced offered a bribe or inducement of some kind to a public officer the most (Figure 3.13).

Figure 3.13 also shows that for bribe offers to individuals in the private sector, this behaviour is observed comparably most in individuals that are married (2.9%) and those that are widowed (2.3%).

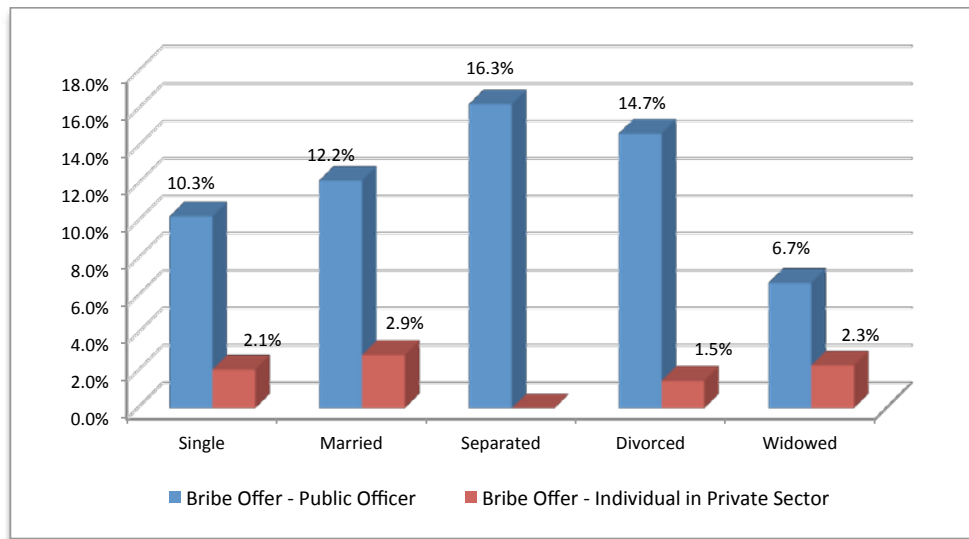


Figure 3.13 Bribe Offer and Marital Status

(f) Area of Residence

For area of residence and offering a bribe to an individual in a public institution or the private sector, no significant differences are observed with respect to public officers among respondents in the high, medium and low density areas (Figure 3.14). The only variance observed is that, comparatively respondents in villages offer bribes the least to public officers (7.2%). On the other hand, relatively more respondents in low density areas (3.2%) are observed to offer bribes to individuals in the private sector, than respondents in the other areas of residence.

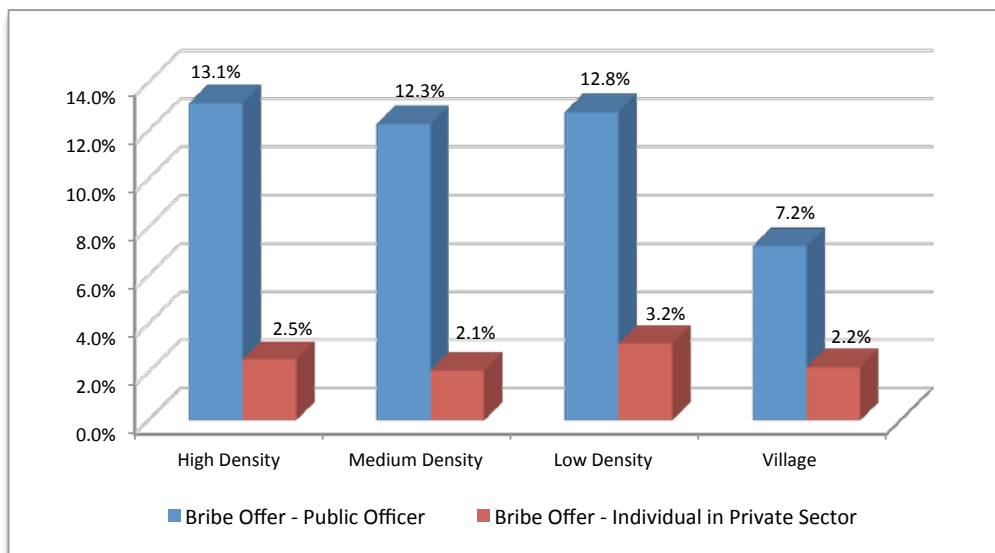


Figure 3.14 Bribe Offer and Area of Residence

(g) Level of Education Attained

Highest level of education attained and the tendency to offer a bribe or inducement of any kind, the Survey shows that respondents with tertiary education offered bribes to public officers more (15.2%), followed by those with high school education (12.9%), and those who have not been to school (7.0%), as shown in Figure 3.15 below. Offering a bribe to individuals in the private sector is also observed most among respondents with tertiary education (3.1%).

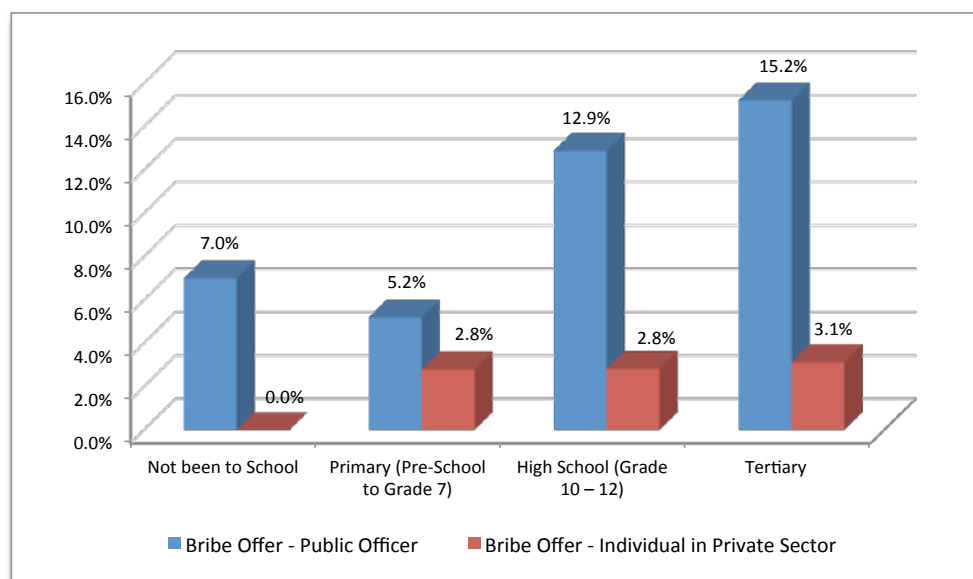


Figure 3.15 Bribe Offer and Education Attained

(h) Occupation/Current Employment

Bribe offer tendencies with respect to a respondent's occupation or current employment, shows that for bribe offers to public officers, the practice is most noticed among transporters (32.9%) and business owners (23.0%), as shown in Figure 3.16 below.

Whereas offering a bribe or an inducement of any kind to an individual in the private sector, is most evidenced among respondents that are business owners (5.9%), marketeers (5.0%) and transporters (4.4%).

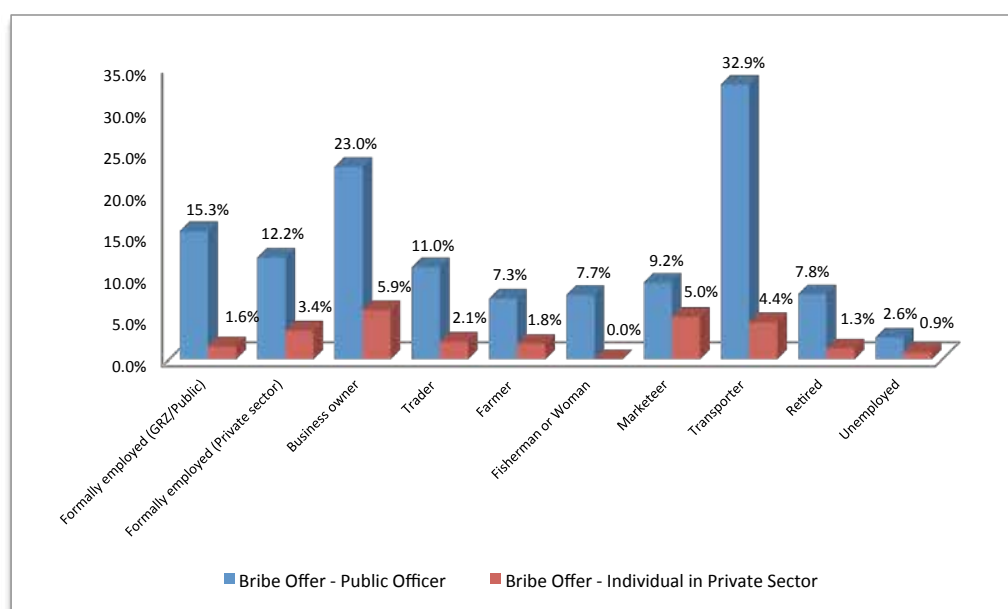


Figure 3.16 Bribe Offer and Employment

(i) Average Monthly Disposable Income

Respondent's average monthly disposable income and offering a bribe to a public officer, shows that the occurrences are relatively more among those whose income is above Kwacha 7,500 (21.1%), and Kwacha 5,001 and 7,500 (20.0%), as shown in Figure 3.17 below.

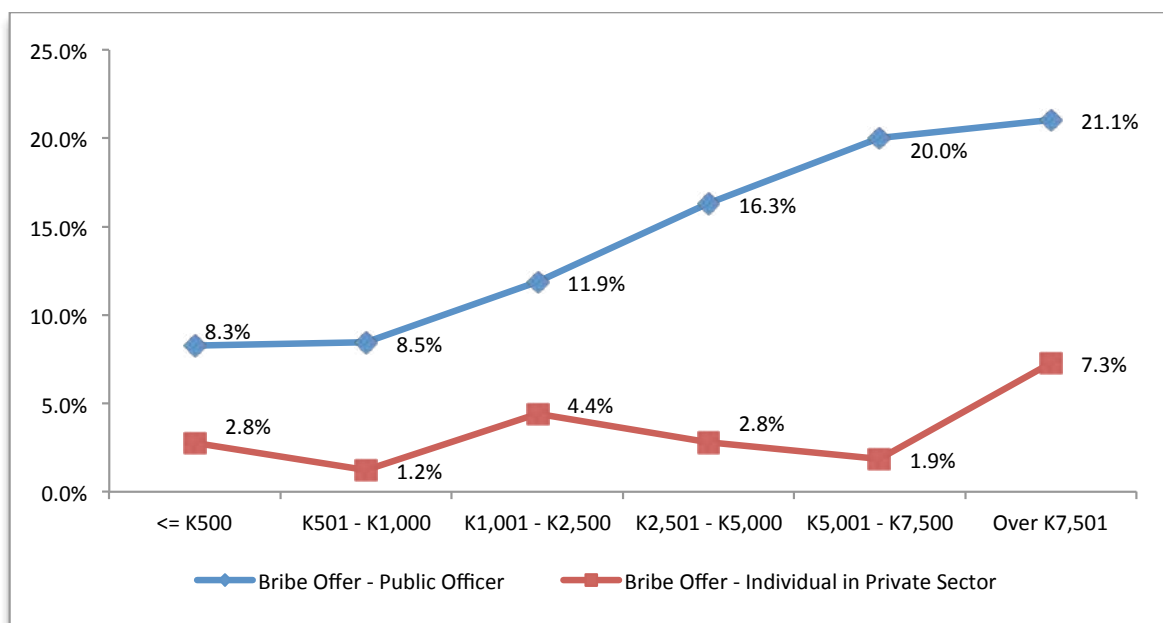


Figure 3.17 Bribe Offer and Income

On the other hand, Figure 3.17 shows that bribe offer to an individual in the private sector, is most observed among respondents with a monthly disposable income of over Kwacha 7,500 (7.3%), and among those with an income of Kwacha 1,000 to 2,500 (4.4%).

Notable is that bribe offer in either to an individual in a public institution or the private sector is comparatively a higher income earner behaviour.

3.1.5 Bribe Offer and Corruption Knowledge

This section provides further insights into bribe offer tendencies by first looking at the tendencies with respect to a respondent's knowledge of at least one act that constitutes corruption; and second, occurrences of offering a bribe and a respondent's perception of attitudes of public officers towards corruption.

Of 1164 respondents that mention that bribery constitutes a corrupt act, 11.9% indicate that they offered a bribe to a public officer; and, 2.2% offered a bribe to an individual in the private sector.

With respect to occurrences of offering a bribe and a respondent's perception of attitudes of public officers towards corruption, 45.9% of respondent's that offered a bribe to a public officer perceive the attitudes of public officers to have deteriorated, 44.0% that the attitudes have remained the same, and 9.7% that the attitudes have improved (Figure 3.18).

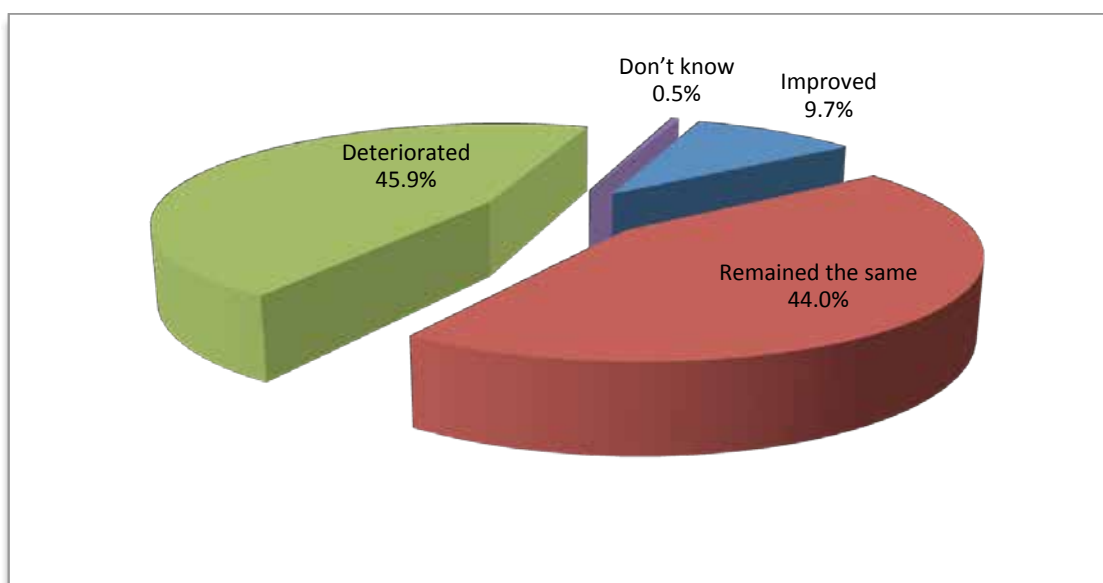


Figure 3.18 Bribe Offer and Perception of Attitudes of Public Officers

3.2 Prevalence of Bribery and Bribe Pay Factors

3.2.1 Prevalence of Bribery

The ZBPI key performance indicator of prevalence is defined as the number of people that paid bribes. The 2017 ZBPI Survey establishes that of 529 individuals that responded to whether in the past 12 months they had paid a bribe or an inducement of some kind when asked, 88.1% paid to a public officer and 11.9% to an individual in the private sector (Figure 3.19).

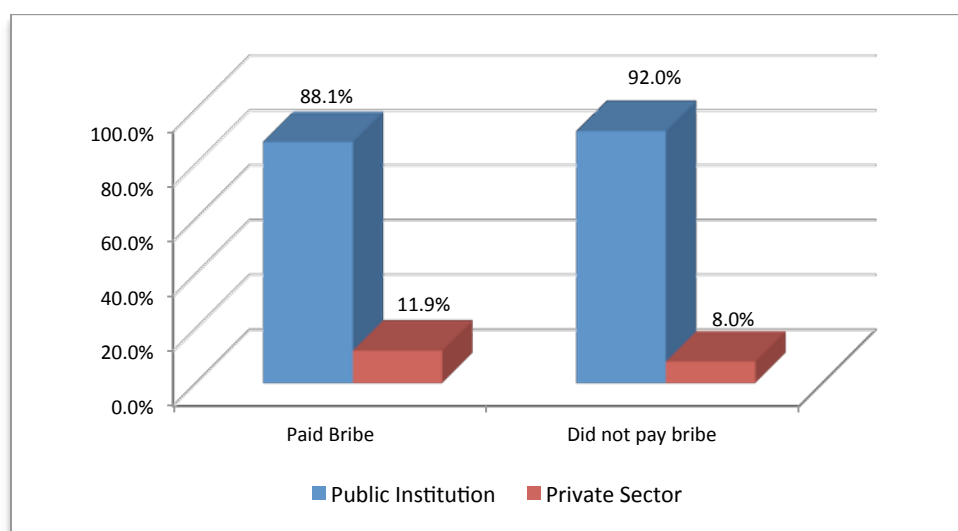


Figure 3.19 Bribe Prevalence

In addition, there are no substantial variances in each respective sector, as shown in Table 3.4. With respect to public officers, 90.2% had in the past 12 months paid a bribe or an inducement of some kind when asked, and 93.5% did so with respect to the private sector.

Table 3.4 Bribe Prevalence by Sector

Prevalence	Public Institution		Private Sector	
	No of Respondents	Relative	No of Respondents	Relative
Paid Bribe	422	90.2%	57	93.4%
Did not pay bribe	46	9.8%	4	6.6%
Total	468	100.0%	61	100.0%

Further, based on individual respective Public Institutions, the Survey shows that 27.0% paid to individuals in the Zambia Police (Traffic); 17.5%, Local Authorities; 8.9% Ministry of General Education; and, 8.4% Zambia Police(excluding Traffic), as shown in Figure 3.20.

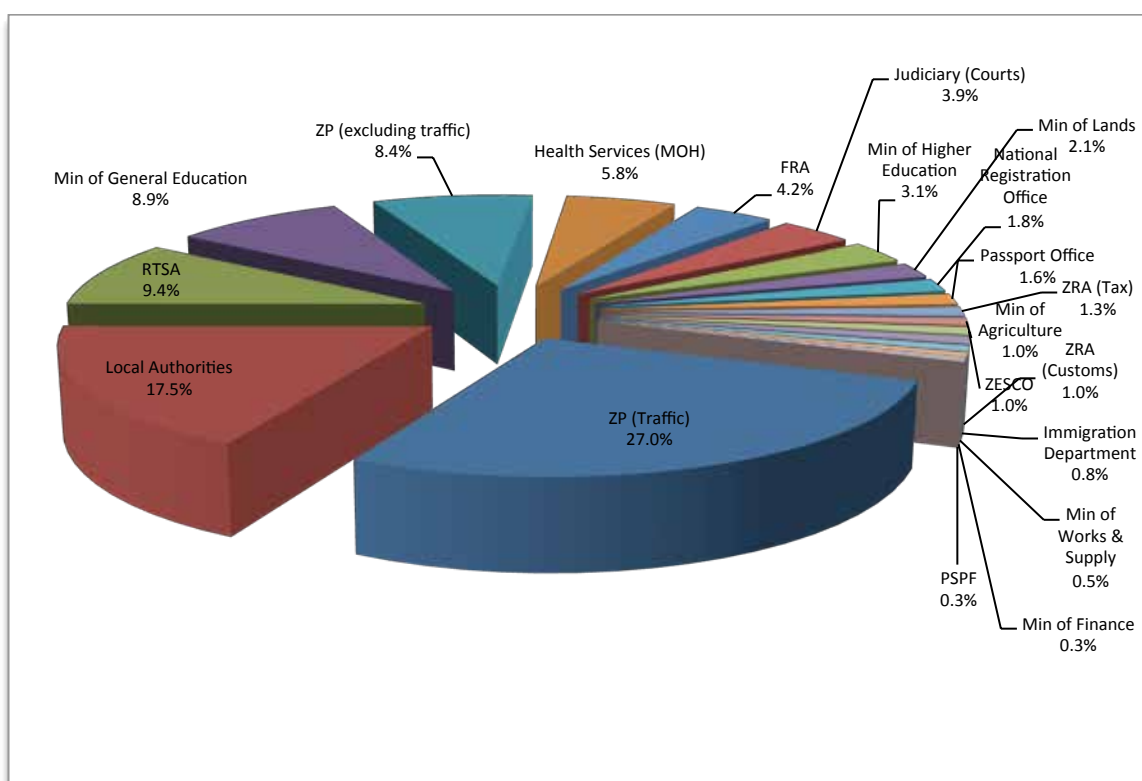


Figure 3.20 Bribe Prevalence and Public Institutions⁷

For bribes paid to individuals working in the private sector, the most payments are observed in other sectors (36.7%), followed by Mining (24.5%), Retail (18.4%), Manufacturing (10.2%), and Construction (10.2%), as shown in Figure 3.21 below.

⁷ Confidence interval is 2.52, at 0.05 Significance level

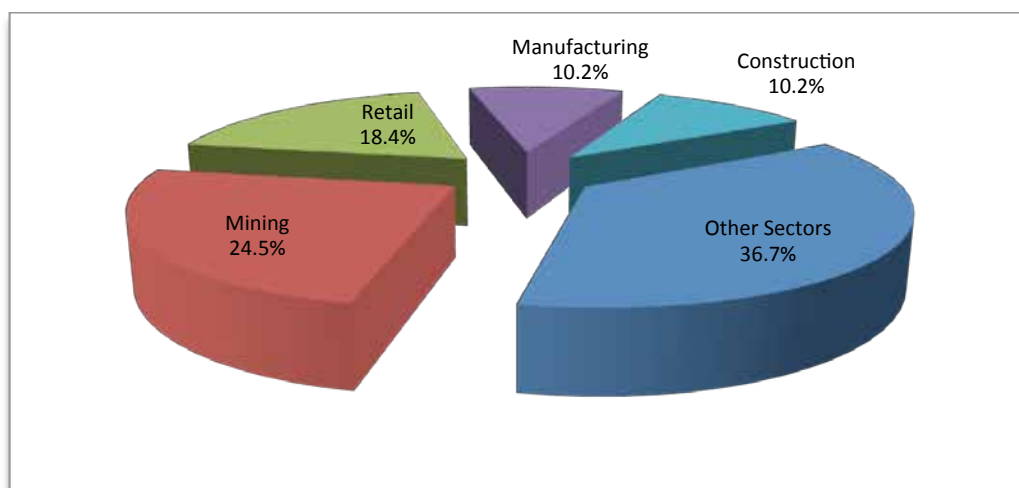


Figure 3.21 Bribe Prevalence and the Private Sector

The other sectors are mostly services. That is, financial, security, water and sanitation, and cleaning services. Two respondents indicate that they paid a bribe or inducement of some kind to Armaguard Security and Nemchem, respectively. Single responses are observed with respect to Bayport, EFC Financial Services, Hybrid Poultry Farm, Lusaka Water and Sewerage Company, Magnum Security, Mobile City, ZANACO, and ZESCO.

3.2.2 Bribe Pay Factors

The Survey also solicited responses on the factors that led one to pay a bribe. The findings show that 50.1% indicate that they paid a bribe to avoid delays; 17.1%, out of fear of a service being denied; and 11.1%, to avoid penalties and/or sanctions (Figure 3.22).

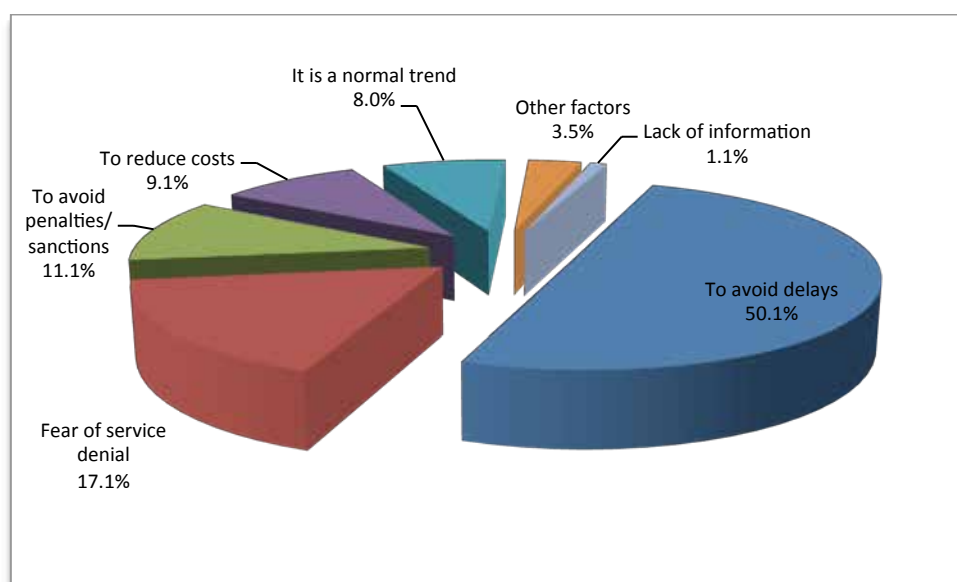


Figure 3.22 Reasons for Paying a Bribe⁸

Other reasons that led one to pay a bribe are to secure employment, loan facilitation, public contract facilitation, court case facilitation, and school enrolment.

⁸ Confidence interval is 6.48, at 0.05 Significance level.

3.2.3 Bribe Prevalence, Bribe Pay Factors and Respondent Demographics

(a) Geographic Location

The 2017 ZBPI Survey establishes that there are no considerable differences in bribe prevalence in urban and, in rural areas, as 81.0% of respondents in urban areas, and 79.3% in rural areas are observed to have paid a bribe (Figure 3.23).

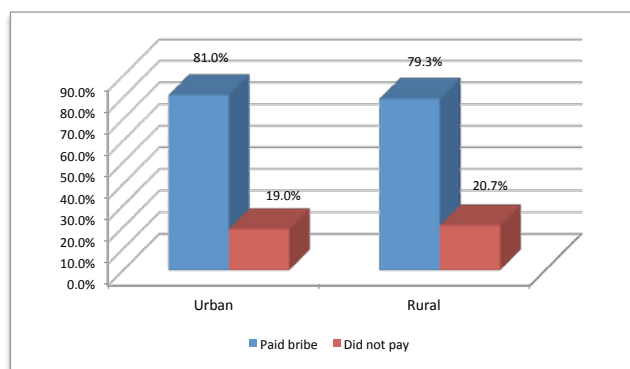


Figure 3.23 Bribe Prevalence and Geographic Location

(b) Gender

The Survey findings show that, more male respondents than female paid a bribe when asked for a bribe by a public officer or an individual in the private sector, 58.0% and 42.0% respectively (Figure 3.24). Figure 3.24, also shows that of respondents that did not pay a bribe, 51.0% are male and 49.0% female.

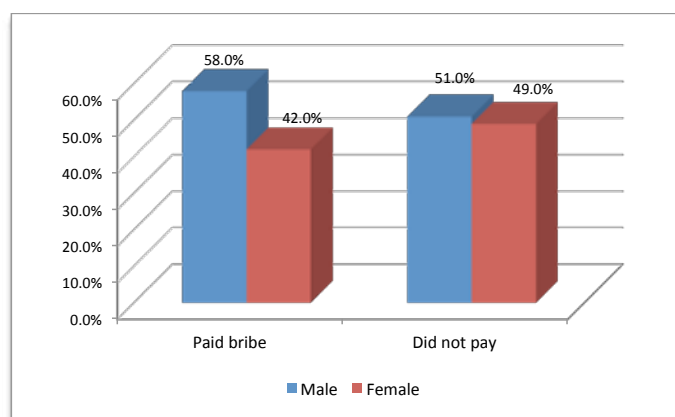


Figure 3.24 Bribe Prevalence and Gender

Further, the Survey shows that 51.7% male and 48.3% female respondents most paid a bribe to individuals in public institutions (Table 3.5). While 51.6% male and 48.4% female respondents, most paid a bribe to individuals in the private sector.

Table 3.5 Bribe Prevalence by Sector and Gender

Sector	Bribe Prevalence	
	Male	Female
Public	51.7%	48.3%
Private	51.6%	48.4%

With respect to factors that led one to pay a bribe, the Survey shows that 68.6% male respondents and 31.4% females paid a bribe mostly to avoid penalties or sanction, as shown in Figure 3.25 below. In addition, more male respondents (62.3%) paid a bribe to avoid delays than females (37.7%); and 61.9% males and 38.1% female respondents paid a bribe to reduce costs.

Notably, Figure 3.25 also shows that 60.0% female respondents paid a bribe mostly due to lack of information; 54.1%, because they consider paying a bribe a normal trend; and 50.6% out of fear of a service being denied.

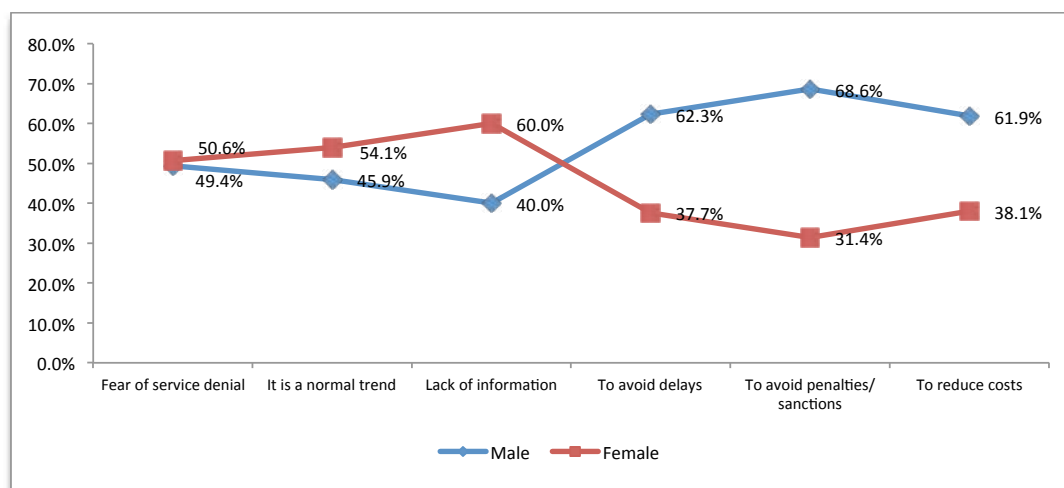


Figure 3.25 Reasons for Paying a Bribe and Gender

(c) Physical Disabilities

Of 13 responses from respondents with physical disabilities on whether one paid a bribe when asked for by a public officer or an individual in the private sector, it is observed that 12 individuals paid a bribe.

(d) Marital Status

Payment of a bribe when asked for a bribe by a public officer or an individual in the private sector with respect to a respondent's marital status shows that individuals that are on separation and those that are divorced paid the most.

Ninety-two point three (92.3) percent of individuals that are on separation, and 89.5% of those that are divorced are observed to have paid a bribe (Figure 3.26). Figure 3.26 further shows that, bribe prevalence among individuals that are single is relatively low, 74.0%.

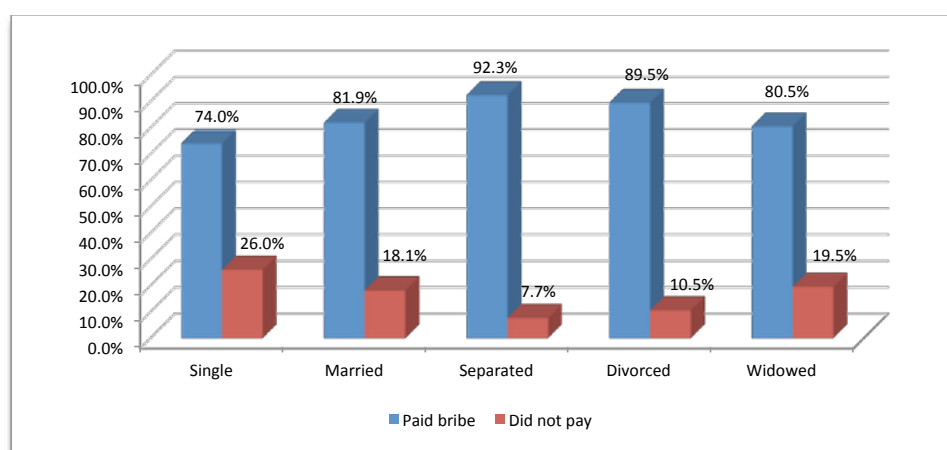


Figure 3.26 Bribe Prevalence and Marital Status

(e) Level of Education Attained

Bribe prevalence and an individual's highest level of education attained, shows that payment of a bribe when asked for a bribe by a public officer or an individual in the private sector, is observed most among those that have not been school (88.0%), and 83.9% among those with tertiary education (Figure 3.27).

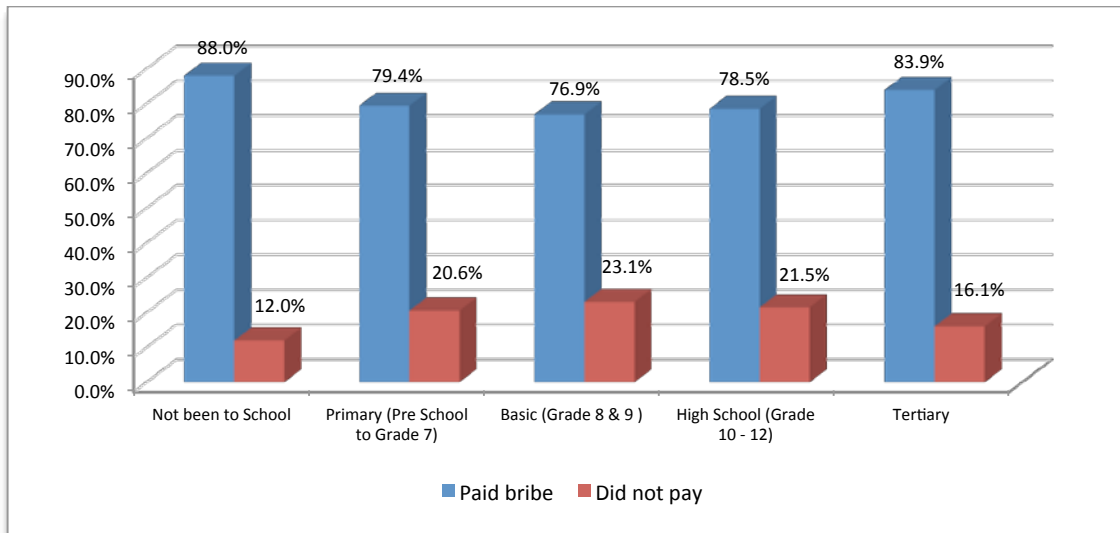


Figure 3.27 Bribe Prevalence and Education

(f) Occupation/Current Employment

With respect to occupation and/or current employment status, bribe prevalence is observed to be considerably more among transporters (89.5%), retired individuals (88.2%) and traders (87.3%); and, lowest among fishermen/women (50.0%) and the unemployed (59.5%), as shown in Figure 3.28 below.

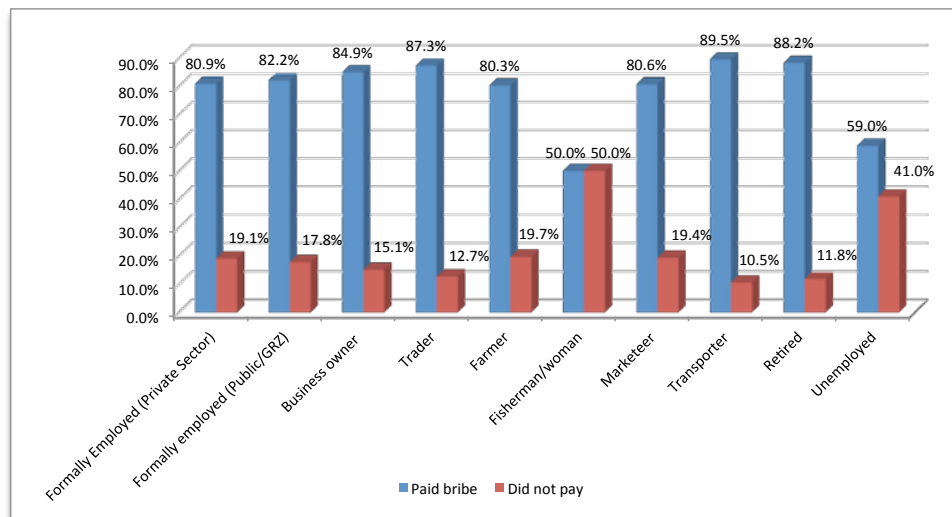


Figure 3.28 Bribe Prevalence and Employment

(g) Average Monthly Disposable Income

The number of respondents that paid a bribe when asked for a bribe by a public officer or an individual in the private sector, when considered with respect to their average monthly disposable income shows that bribe prevalence is 88.9% among individuals that earn above Kwacha 7,500; 88.6% of those that earn Kwacha 501 to 1,000; and, 88.2% the Kwacha 5,001 to 7,500 class, as shown in Figure 3.29 below.

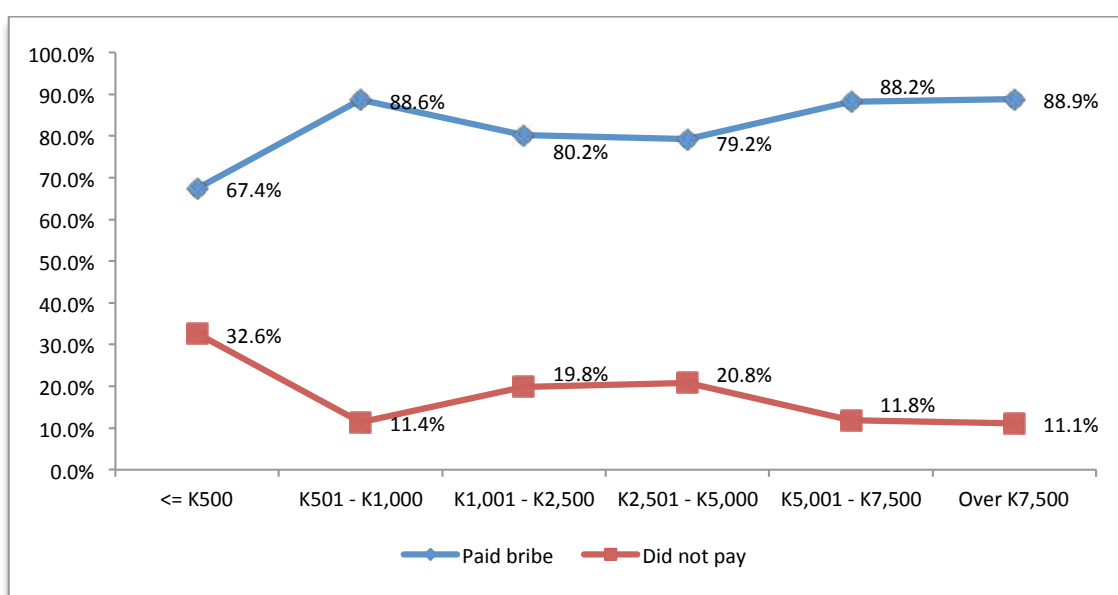


Figure 3.29 Bribe Prevalence and Income

3.2.4 Bribe Prevalence and Corruption Knowledge

Bribe prevalence and a respondent's knowledge of at least one act that constitutes corruption shows that, of 352 respondents that acknowledge abuse of office, bribery and extortion, 80.7% paid a bribe to a public officer or an individual in the private sector. Eighty-six point nine (86.9) percent of these are individuals that acknowledge bribery, 11.7% those that indicate abuse of office; and, 1.4% extortion, as shown in Figure 3.30 below.

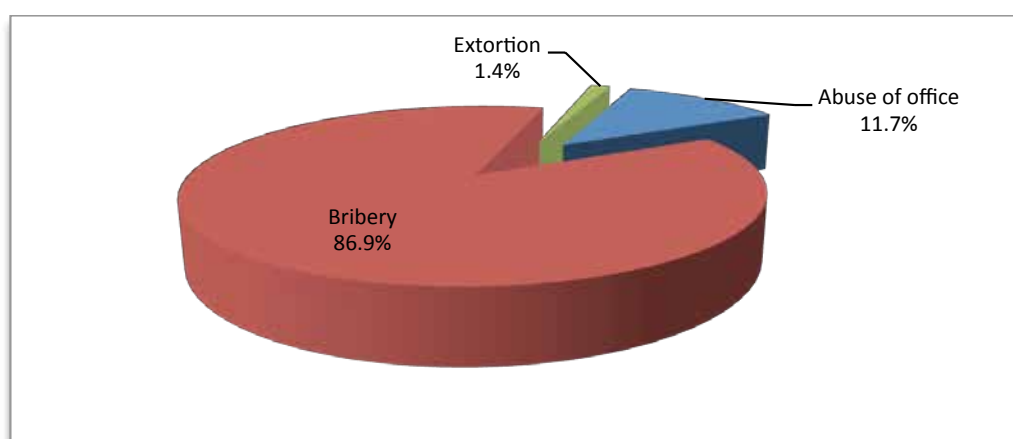


Figure 3.30 Bribe Prevalence and Knowledge of Corrupt Acts

3.3 Frequency of Bribery

The ZBPI key performance indicator of frequency of bribery refers to the number of times individuals paid bribes to a public officer or to an individual in the private sector when asked.

Of 468 responses on the number of times an individual paid a bribe to a public officer in the past 12 months, the Survey findings show that 68.4% paid one to three times, 21.8% more than three times, and 9.8% did not pay (Figure 3.31).

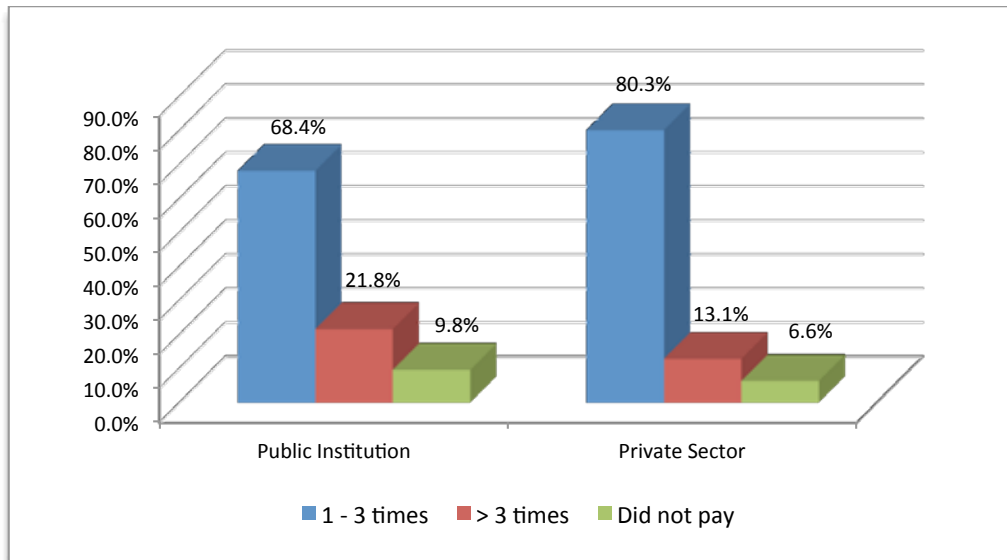


Figure 3.31 Bribe Frequency

Bribe frequency for the private sector is observed to be that 80.3% of 61 responses paid a bribe one to three times, 13.1% more than three times, and 6.6% did not pay, as shown in Figure 3.31 above.

In addition, the Survey shows that the frequency of bribery of at least one to three times with respect to a public institution was most experienced with the Zambia Police – Traffic (20.8%), Local Authorities (13.7%), and RTSA (12.0%) as shown in Figure 3.32 below.

For the private sector the frequency of one to three times, is most observed in Other sectors (43.2%), and Mining (27.0%) as shown in Figure 3.33 below

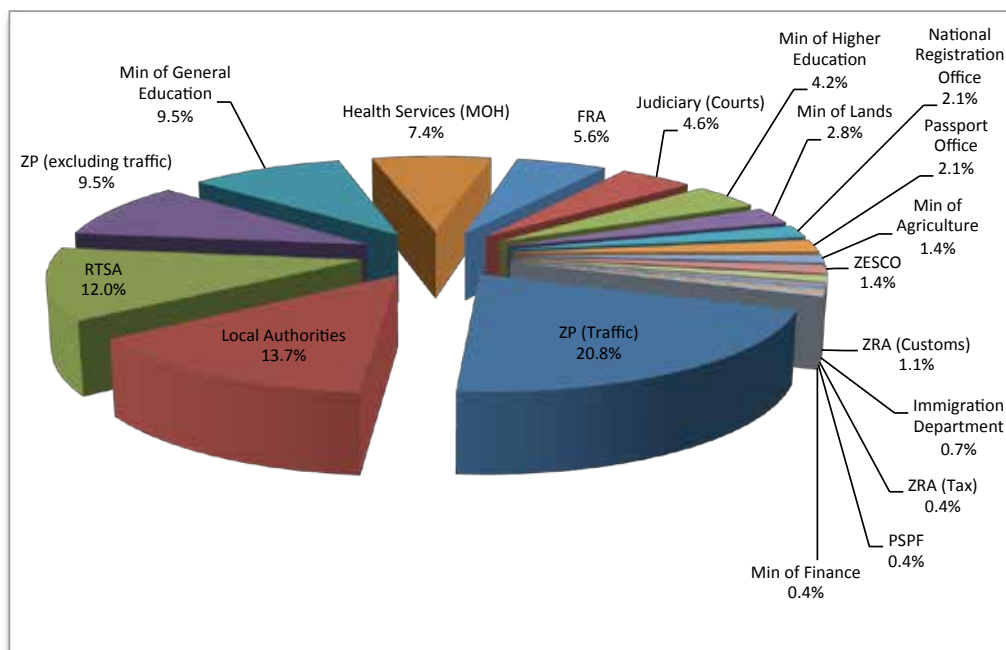


Figure 3.32 Bribe Frequency 1-3 Times – Public Institutions

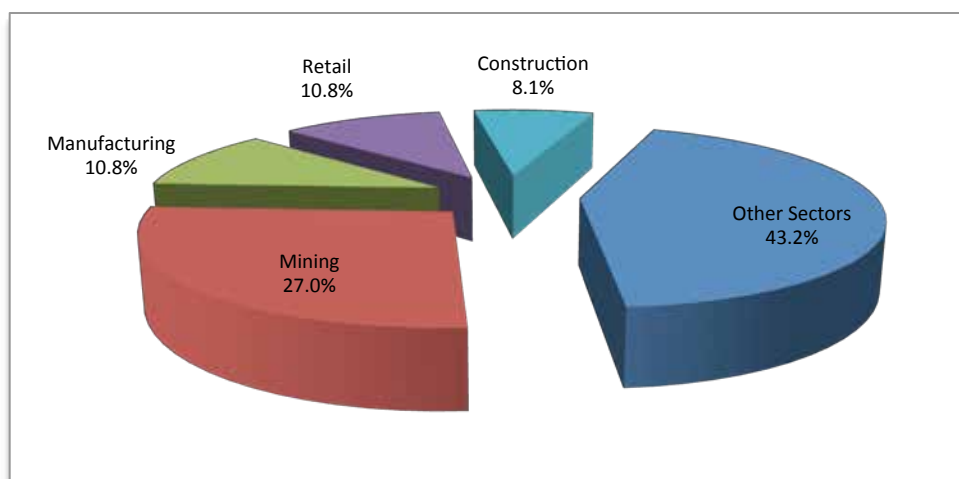


Figure 3.33 Bribe Frequency 1-3 Times – Private Sector

Further, with respect to an individual public institution, frequency of bribery of more than three times is most experienced with respect to the Zambia Police – Traffic (44.9%); and, Local Authorities (28.6%), as shown in Figure 3.34 below.

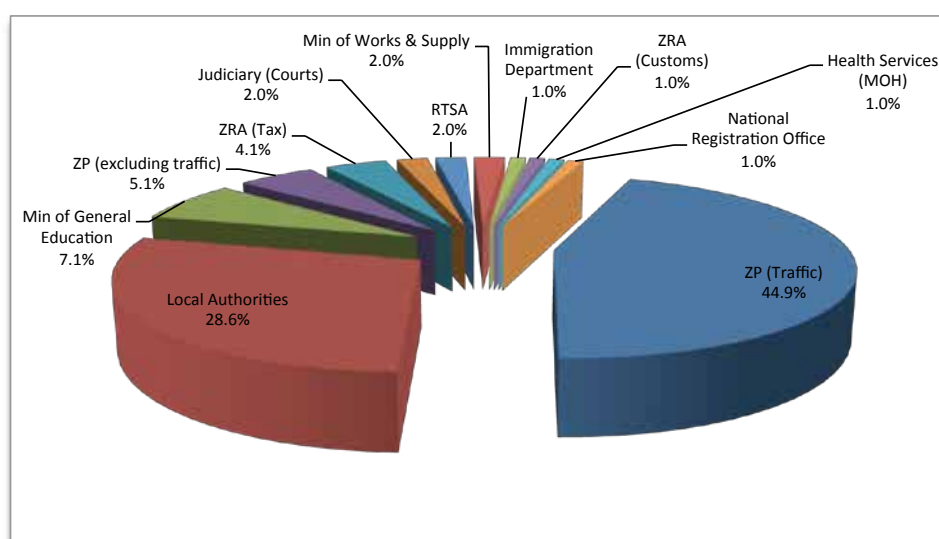


Figure 3.34 Bribe Frequency More than 3 Times – Public Institutions

In the private sector, of eight (8) observations of bribe frequency of more than three times, four (4) occurred in the Retail sector, and single occurrences in the other sectors.

3.3.1 Bribe Frequency and Respondent Demographics

(a) Geographic Location

Frequency of bribery and a respondent's geographic location shows that, although in each respective location there are more respondents that paid a bribe one to three times to a public officer, more in urban areas tend to pay a bribe more than three times, as shown in Figure 3.35 below.

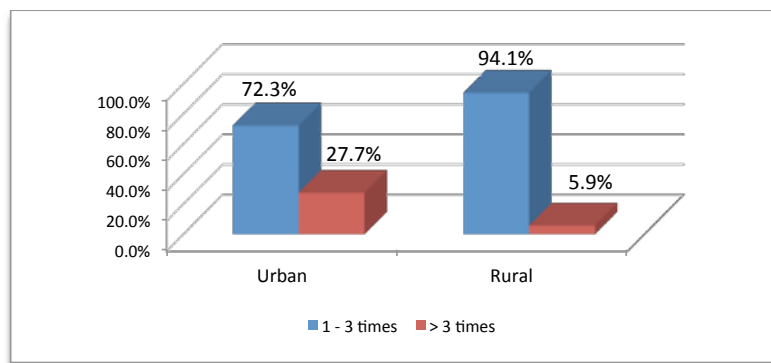


Figure 3.35 Bribe Frequency and Geographic Location – Public Officer

With respect to the private sector, no considerable locational variations are observed. Of the 57 respondents that paid a bribe either one to three times or more than three times, and 85.7% are in an urban area and 87.5% with a rural area.

(b) Gender

Bribe frequency and gender evidences that male respondents constitute the most that paid a bribe to a public officer more often whether it was one to three times or more than three times (Figure 3.36).

Figure 3.38 below, shows that 54.7% male respondents paid a bribe one to three times, as compared to 45.3% females.

Further, Figure 3.36 shows that payments of more than three times to a public officer are experienced more by male individuals than females, 72.5% and 27.5% respectively.

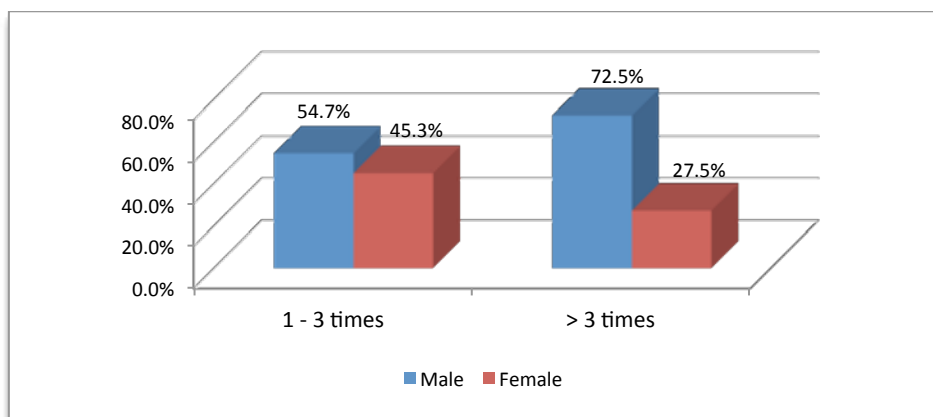


Figure 3.36 Bribe Frequency and Gender – Public Officer

On the other hand, with respect to payment of a bribe when asked by an individual in the private sector, the Survey shows that 55.1% female and 44.9% male respondents paid one to three times; and, 62.5% male and 37.5% female respondents paid more than three times (Figure 3.37).

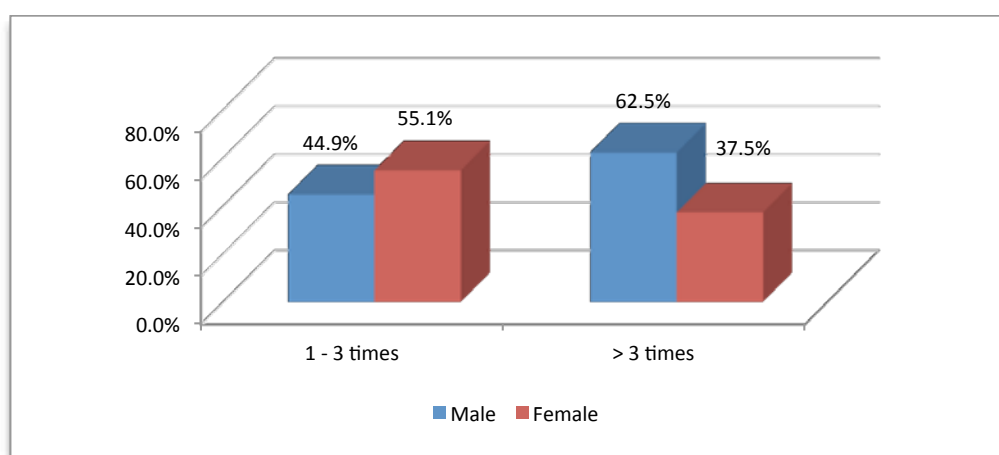


Figure 3.37 Bribe Frequency and Gender – Individual in Private Sector

(c) Physical Disabilities

Of 13 responses from respondents with physical disabilities, 11 paid a bribe one to three times and 2 more than three times to a public officer. There are no private sector incidences observed.

(d) Age Cohort

Bribe frequency and age cohort, shows that respondents below the age of 25 years old paid a bribe to a public officer most often one to three times (90.3%), and those over the age of 56 years old, over three times (38.5%) as shown in Figure 3.38 below.

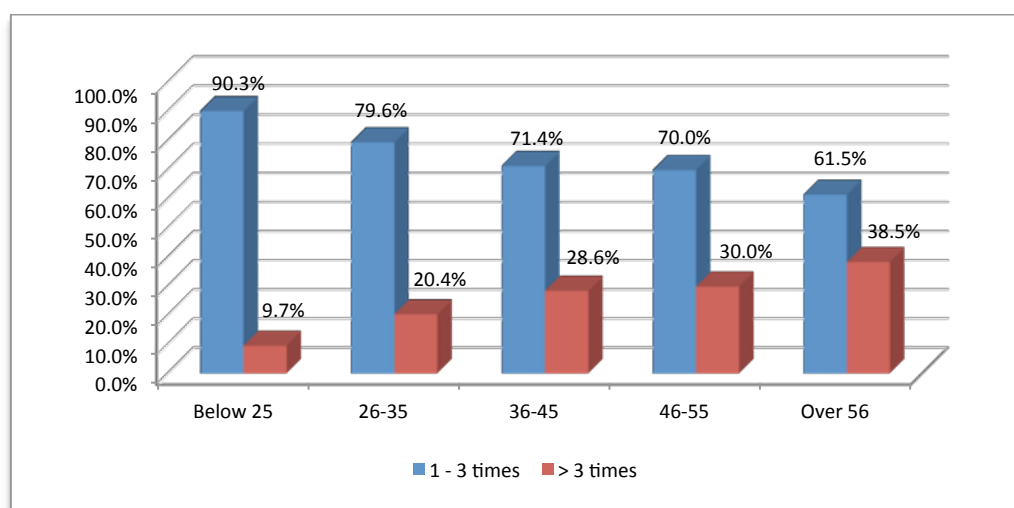


Figure 3.38 Bribe Frequency and Age Cohort – Public Officer

While with respect to the private sector, the most experienced is payment of a bribe one to three times by individuals in the age cohort 26 to 35 years old (Figure 3.39). No incidences are observed among those that 46 to 55 years old.

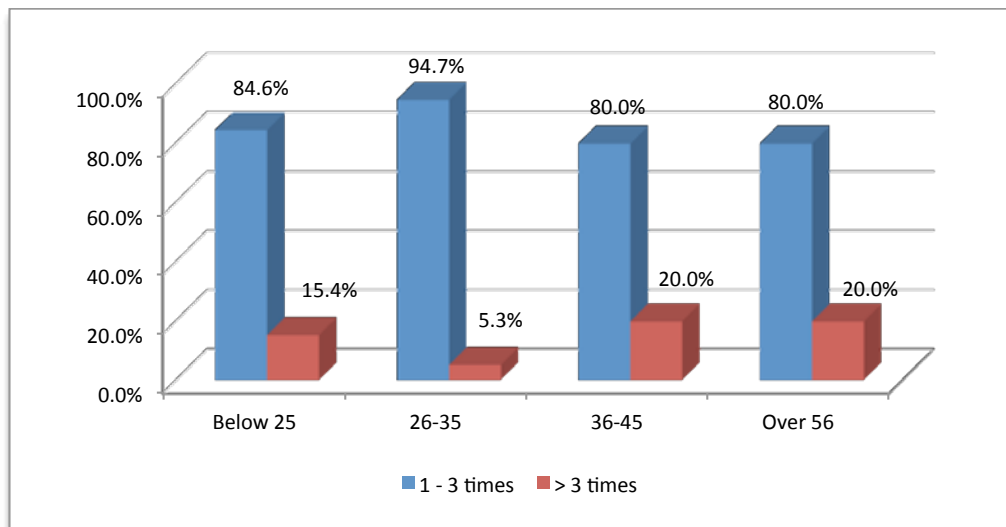


Figure 3.39 Bribe Frequency and Age Cohort – Individual in Private Sector

(e) Marital Status

Bribe frequency of one to three times in public institutions with respect to marital status, is observed most among respondents that are single (86.3%), and frequency of more than three times is most among the widowed (36.4%)(Figure 3.40).

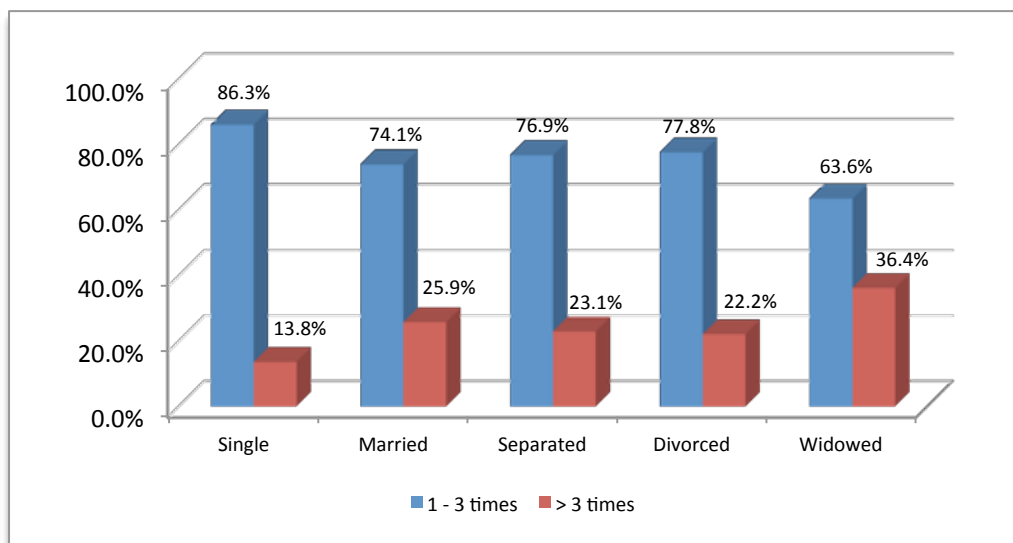


Figure 3.40 Bribe Frequency and Marital Status – Public Officer

In the private sector, individuals that are single and those that are divorced are most prevalent in paying a bribe one to three times, 100% respectively (Figure 3.43). Figure 3.41 on the other hand, shows that respondents that are widowed most paid a bribe more than three times (60.0%).

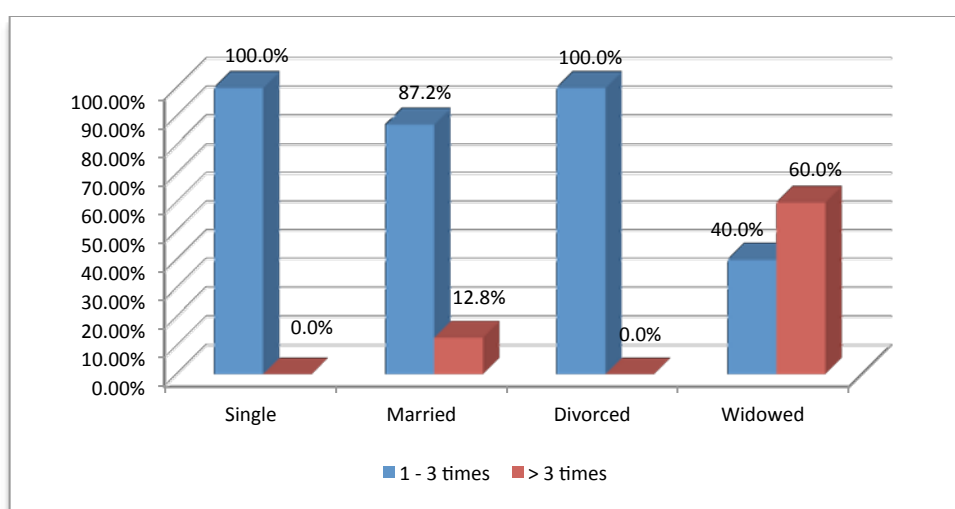


Figure 3.41 Bribe Frequency and Marital Status – Individual in Private Sector

(f) Level of Education Attained

Bribe frequency and a respondent's highest level of education attained, shows that individuals that have not been to school and those that have only attained primary education most paid a bribe less than three times to a public officer, 81.8% and 93.3% respectively (Figure 3.42). Figure 3.42 also shows that, those with high school and tertiary education most paid a bribe over three times to public officer, 69.6% and 72.5%, respectively.

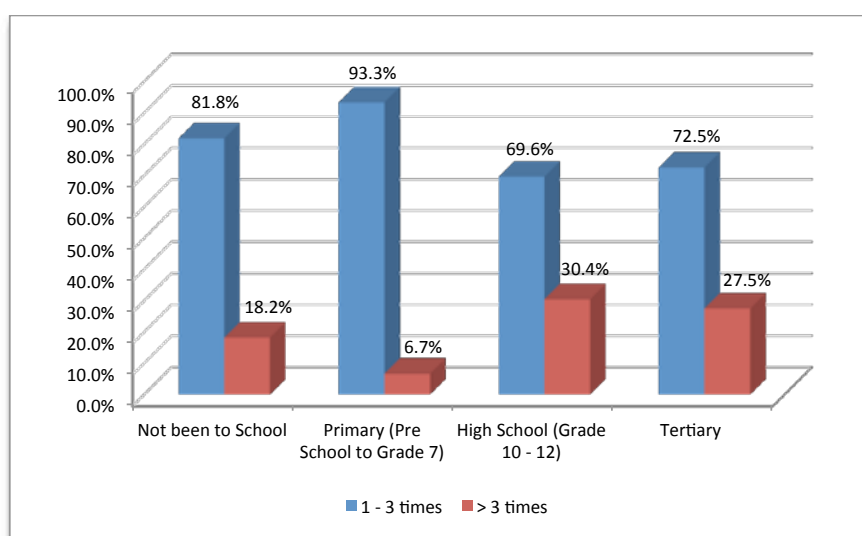


Figure 3.42 Bribe Frequency and Education – Public Officer

Bribe frequency in the private sector and a respondent's education status, shows that those with primary education most paid a bribe to an individual in the private sector less than three times, and those with basic education most paid a bribe over three times 100% and 28.6% respectively as shown in Figure 3.43 below.

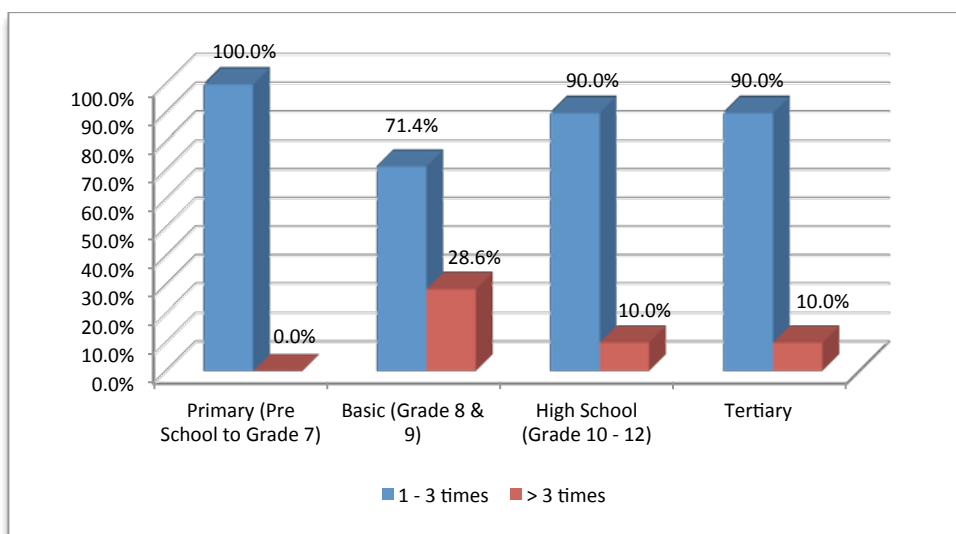


Figure 3.43 Bribe Frequency and Education – Individual in Private Sector

(g) Average Monthly Disposable Income

On an individual's average monthly disposable income and bribe frequency, the Survey findings shows that those with monthly incomes of less than or equal to Kwacha 500 most pay a bribe to a public officer less than three times, while those with incomes above Kwacha 500 relatively most pay a bribe over three times (Figure 3.44).

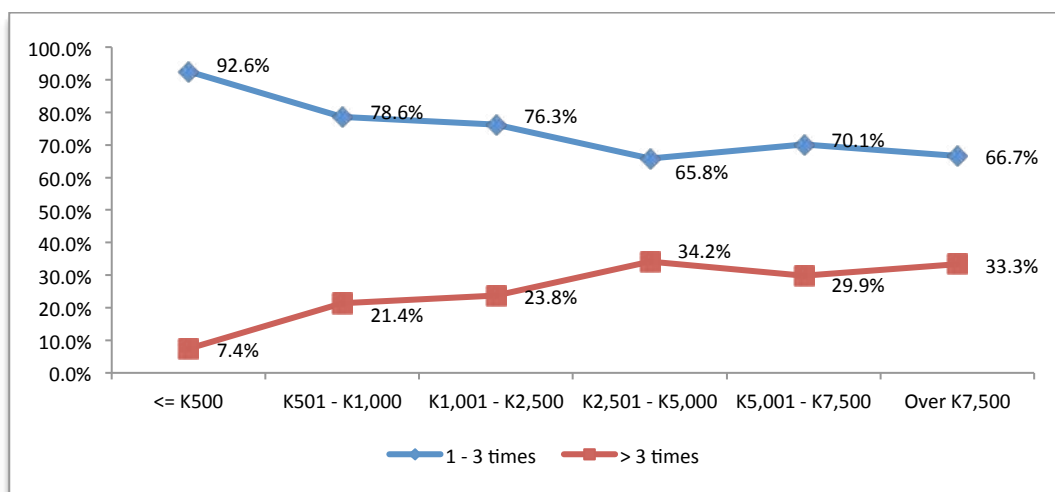


Figure 3.44 Bribe Frequency and Income – Public Officer

For frequency of payment of a bribe to an individual in the private sector, the Survey does not show any significant variances. The only observed variances are that payment of a bribe more than three times is most evident among those with incomes of Kwacha 1,001 to 2,500 and over Kwacha 7,500, constituting 23.5% and 66.7% in each group respectively (Figure 3.45).

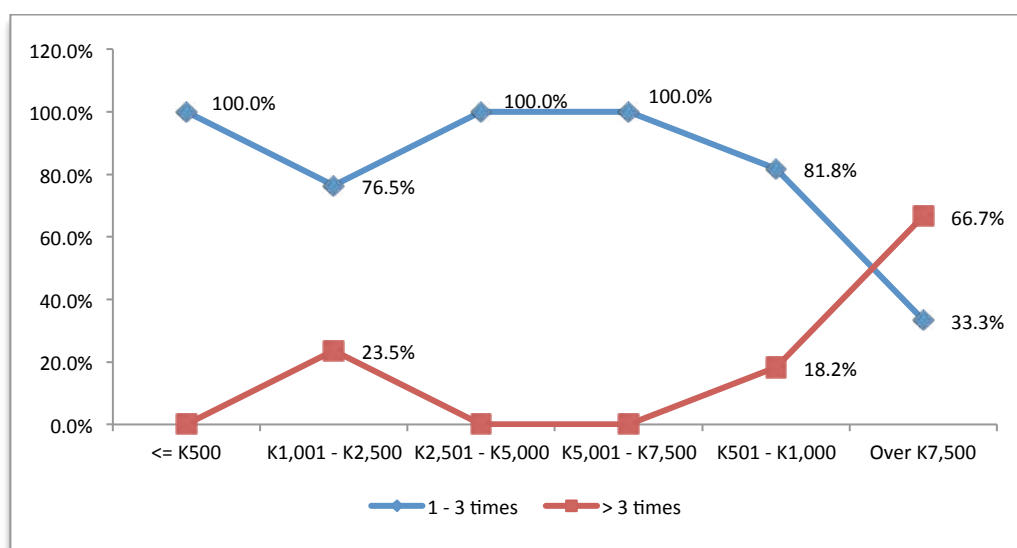


Figure 3.45 Bribe Frequency and Income – Individual in Private Sector

3.4 Bribe Size

The ZBPI key performance indicator of bribe Size refers to the average amount of money spent on bribes by individuals.

Of 486 responses on the average amount of money paid as a bribe to a public officer in the past 12 months, 17.7% paid Kwacha 251 to 500; 16.5%, Kwacha 101 to 250; 16.3%, Kwacha 501 to 1,000; and 15.2%, over Kwacha 2,000 as shown in Figure 3.46 below.

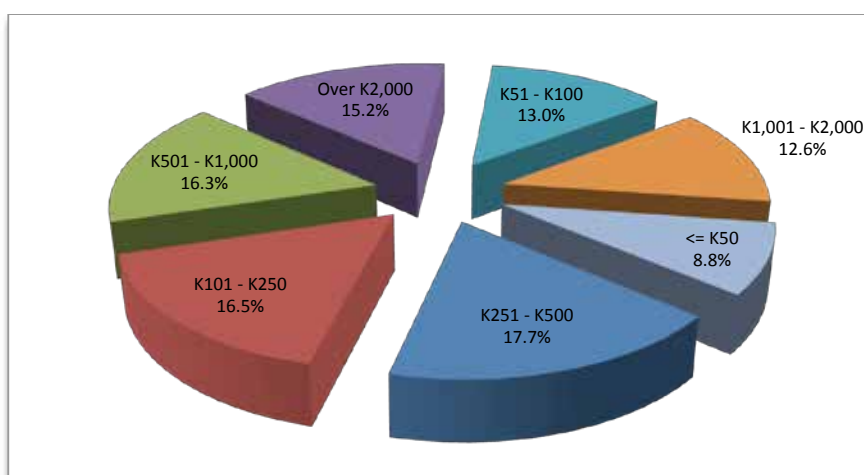


Figure 3.46 Bribe Size Payments to Public Officers

From 51 observations, the average bribe amounts paid to an individual in the private sector are observed to be 29.4% payments of Kwacha 251 to 500; 23.5%, Kwacha 101 to 250; and 19.6%, Kwacha 501 to 1,000 (Figure 3.47).

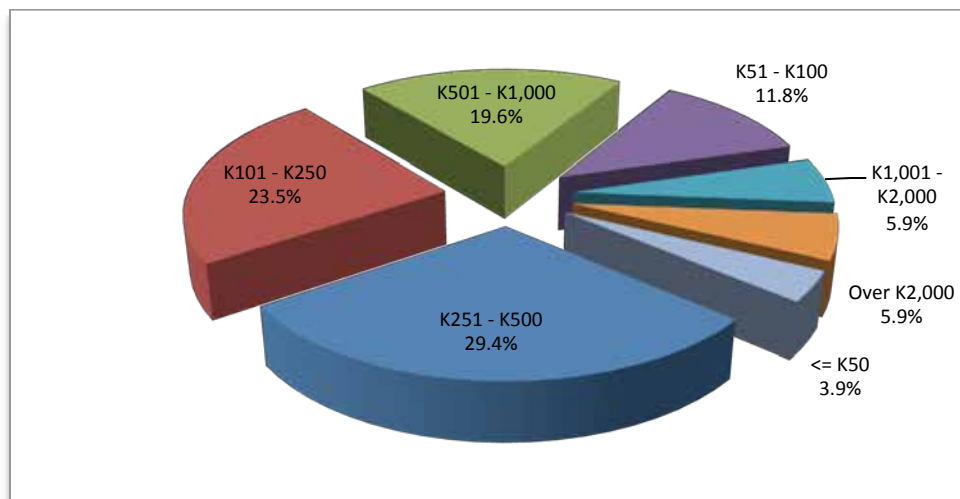


Figure 3.47 Bribe Size Payments to Individuals in the Private Sector

Further, when the average amounts of money paid as a bribe are recoded to either below Kwacha 500 and above Kwacha 500, the Survey shows that of individuals that paid below Kwacha 500, 66.8% paid to a public officer, and 85.4% to an individual in the private sector (Figure 3.48). While of individuals that paid above Kwacha 500, 33.2% paid to a public officer; and, 14.6% paid to an individual in the private sector.

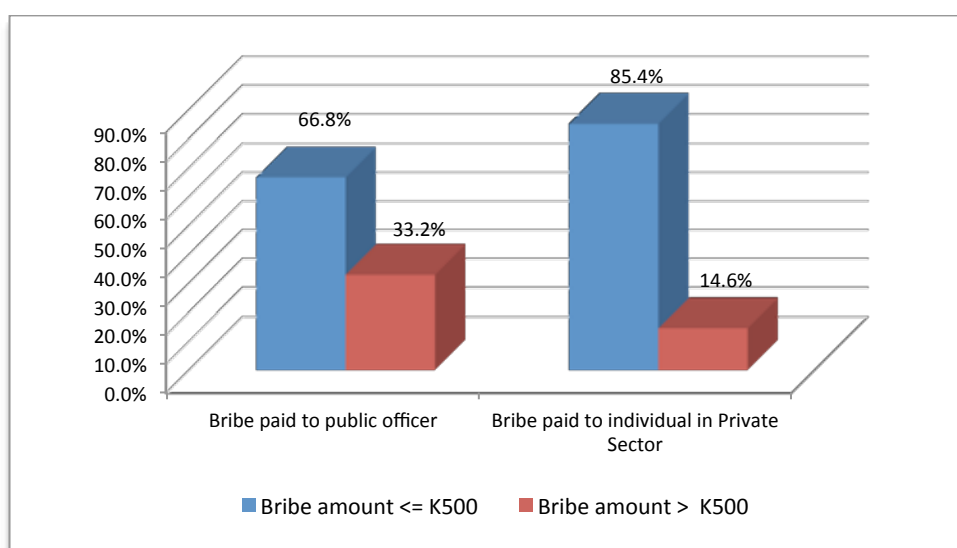


Figure 3.48 Recoded Bribe Size Payments

3.4.1 Bribe Size, Public Officers and Individuals in the Private Sectors

In terms of bribe size demanded and public officers, the Survey shows that the largest bribes demanded were by officers in the Zambia Police – Traffic (33.6%), followed by officers in Zambia Police – excluding Traffic (10.9%), Local Authorities (8.4%), and RTSA (7.5%) as shown in Figure 3.49 below.

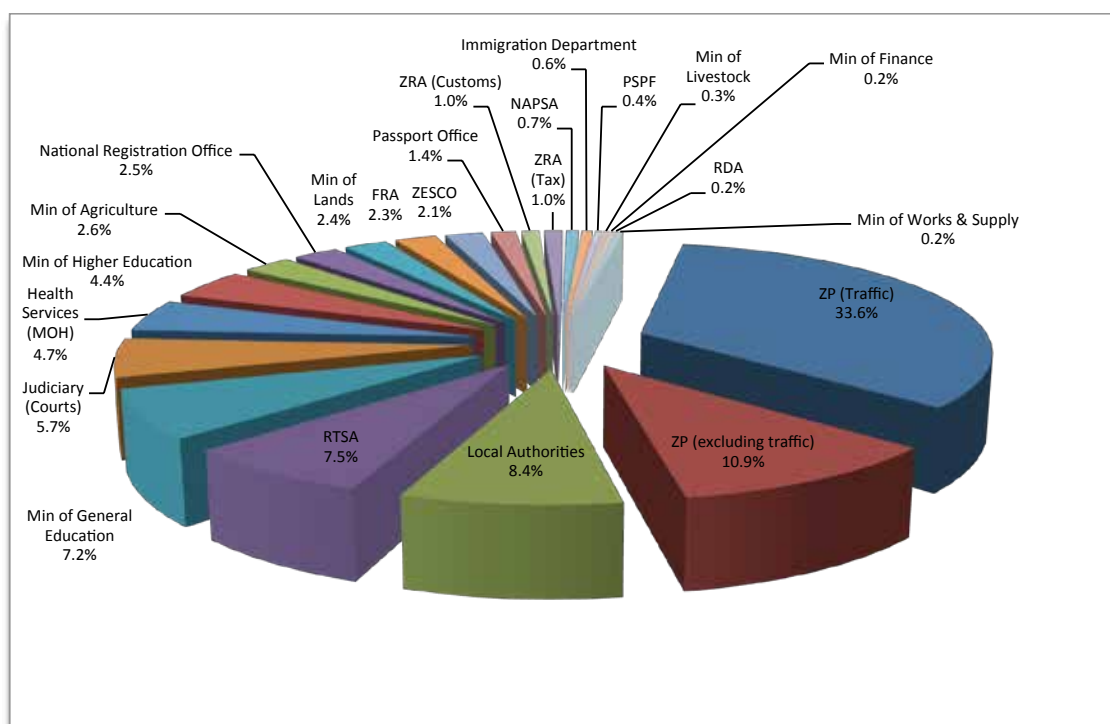


Figure 3.49 Bribe Size and Public Institutions⁹

Further, using a threshold of above Kwacha 500 actual bribe amount, it is observed that of 12.4% (126) respondents that paid above this threshold, 24.6% paid to a public officer in a Local Authority; 15.9% to one in Zambia Police – Traffic; and 15.1% to an officer in the Ministry of General Education (Figure 3.50).

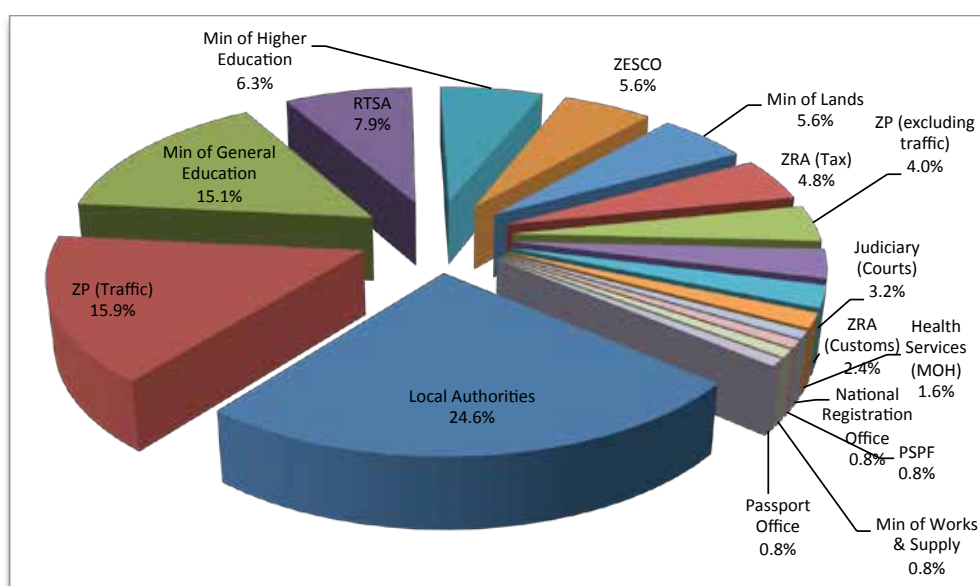


Figure 3.50 Bribe Size above K500 and Public Institutions¹⁰

With respect to which private sectors individuals demanded the largest bribes, 53.9% of 102 responses are observed to be from the mining sector, 16.7% from other sectors, 11.8% from construction, 9.8% from retail and 7.8% from manufacturing as shown in Figure 3.51 below.

⁹ Confidence interval is 4.32, at 0.05 Significance level.

¹⁰ Confidence interval is 1.44, at 0.05 Significance level.

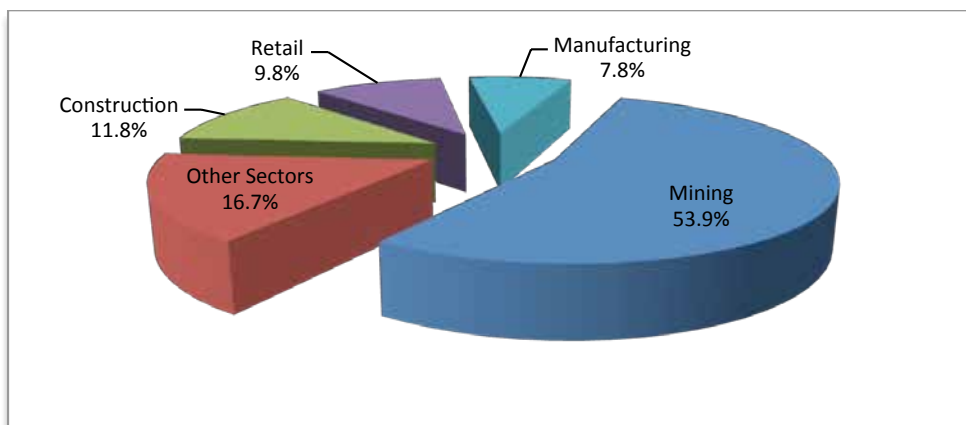


Figure 3.51 Bribe Size and Individual in Private Sector

3.4.2 Bribe Size and Frequency

Bribe size and frequency shows that all the categories of less than Kwacha 50 to over Kwacha 2,500 bribe amounts, were mostly paid one to three times to public officers, with amounts of less than Kwacha 50 being most prevalent (Figure 3.52). Figure 3.52 also shows that bribe amounts of over Kwacha 2,500 were most paid over three times (54.4%), followed by amounts of Kwacha 101 to 250 (28.6%).

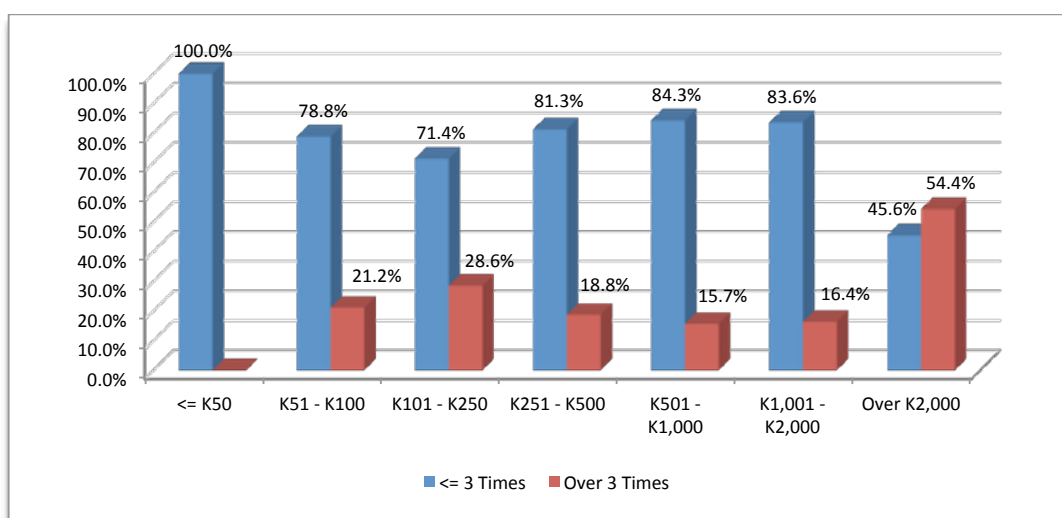


Figure 3.52 Bribe Size and Frequency – Public Officer

While, bribe size and frequency in the private sector shows that the most experienced payments of less than three times are bribe amounts of less than Kwacha 50 and Kwacha 501 to 1,000 (Figure 3.53). In addition, Figure 3.53 shows that bribe payments of over three times are observed in the bribe amounts of Kwacha 51 to 100 (33.3%); Kwacha 1,001 to 2,000 (33.3%); and, Kwacha over 2,000 (33.3%).

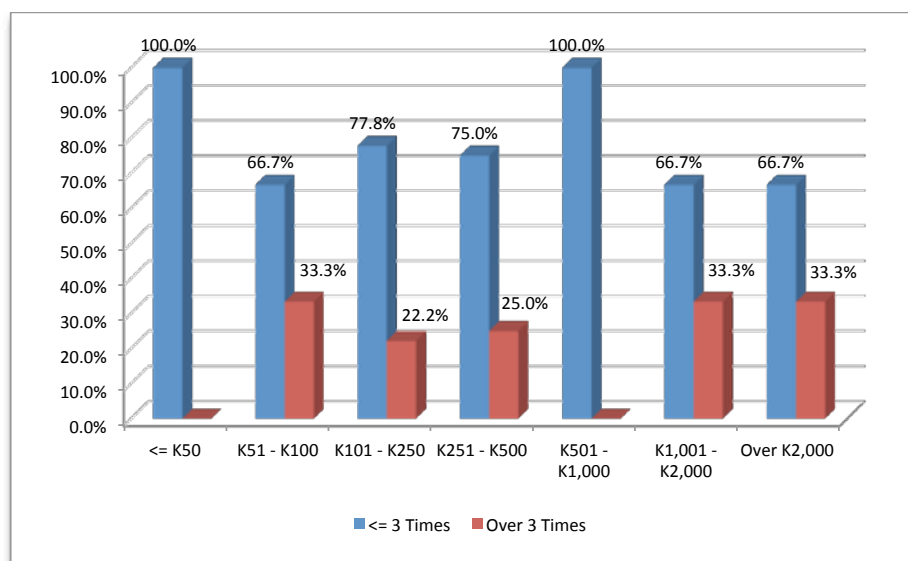


Figure 3.53 Bribe Size and Frequency – Individual in Private Sector

3.4.3 Bribe Size and Reasons for Paying a Bribe

An interrogation of the average amount of money spent on bribes to a public officer and factors that lead an individual to pay a bribe shows that avoiding penalties and or sanctions, belief that it is a normal trend and lack of information are dominant for individuals that paid a bribe amount of less than Kwacha 500.

Seventy-seven point five (77.5) percent paid a bribe amount of less than Kwacha 500 to avoiding penalties and or sanctions, 76.0% because it is a normal trend, and 75.0% due to lack of information (Figure 3.54).

Figure 3.54 also shows that individuals that paid a bribe of more than Kwacha 500 to a public officer did so mostly to reduce costs (73.3%); fear of a service being denied (43.4%); and, to avoid delays (34.3%).

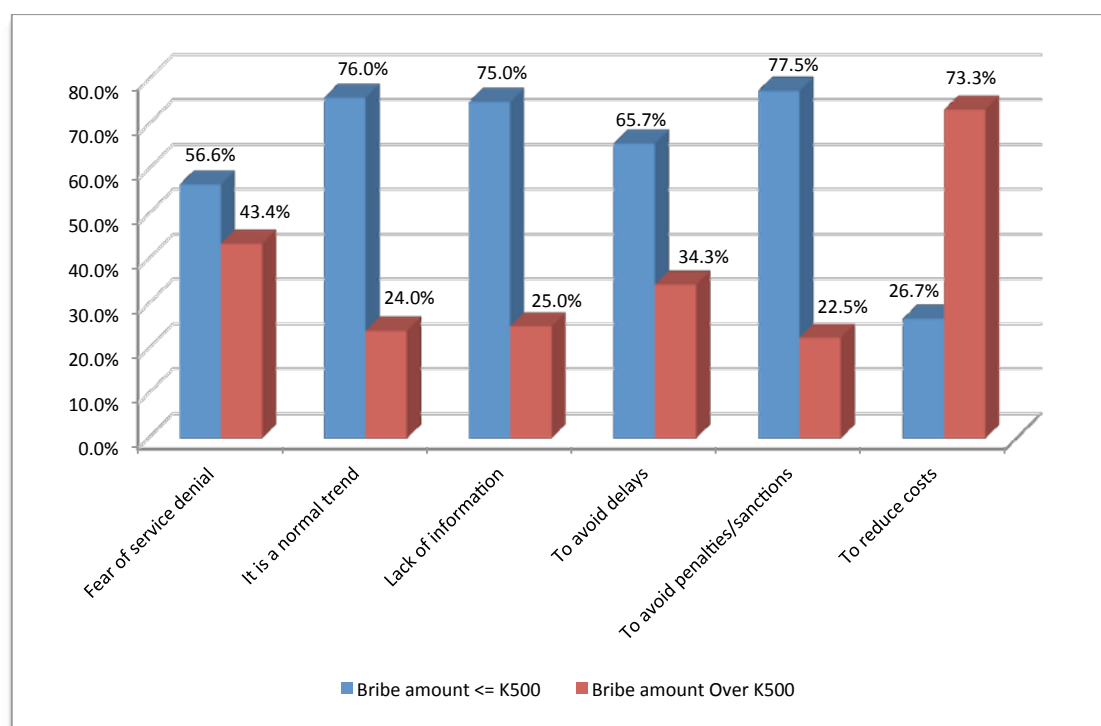


Figure 3.54 Bribe Size and Bribe Pay Reasons

3.4.4 Bribe Size, Geographic Location, Gender and Income

(a) Geographic Location

The average amount of money spent on bribes to a public officer and a respondent's geographic location, shows that comparatively individuals in urban areas tend to pay larger bribe amounts than individuals in rural areas, as shown in Figure 3.55 below.

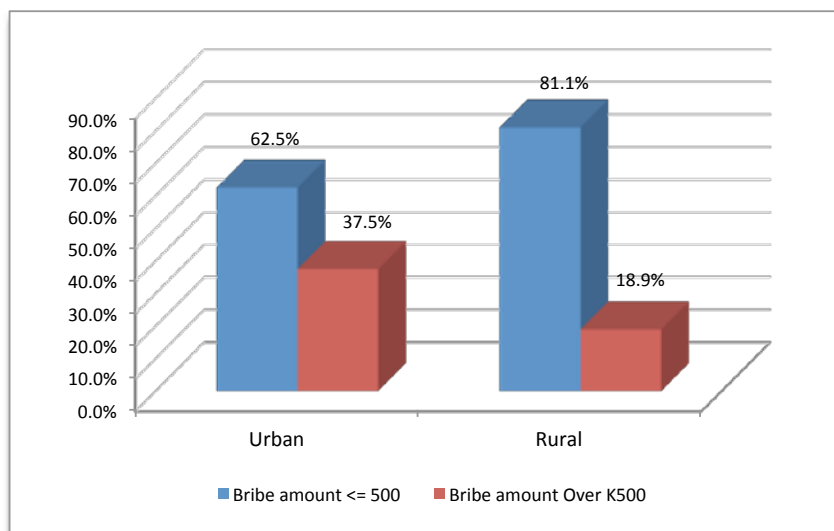


Figure 3.55 Bribe Size and Geographic Location – Public Officer

(b) Gender

With respect to gender, the 2017 ZBPI Survey shows that more male respondents paid bribe amounts of less than Kwacha 500 and amounts of more than Kwacha 500 to a public officer more than did female respondents, 55.9% and 61.5% respectively (Figure 3.56).

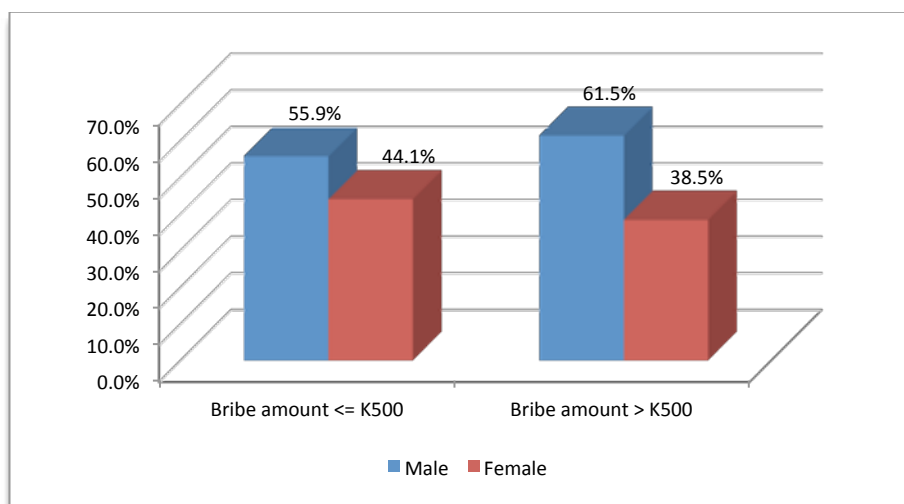


Figure 3.56 Bribe Size and Gender – Public Officer

Further, there are gender differences observed in bribe amounts paid to individuals in the private sector. More male respondents than females, paid bribe amounts of less than Kwacha 500, and of more than Kwacha 500, 51.4% and 66.7% respectively (Figure 3.57).

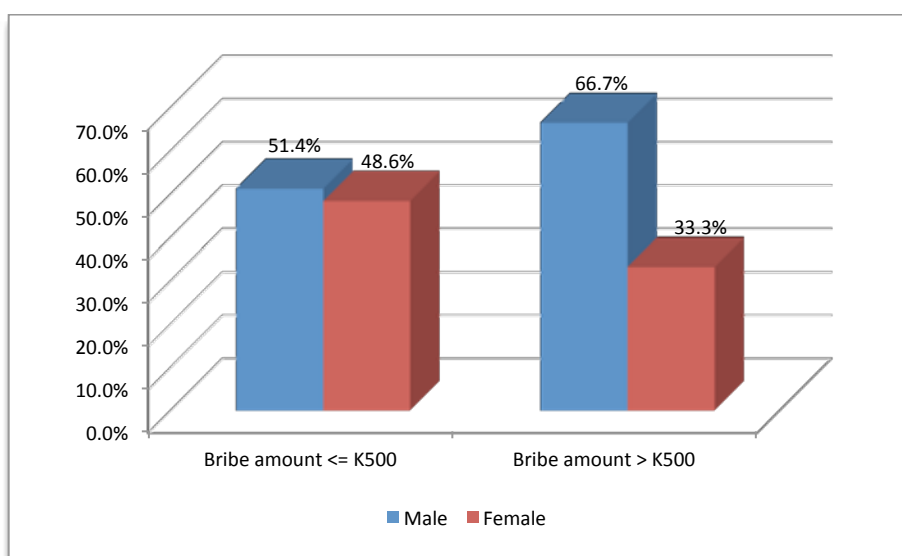


Figure 3.57 Bribe Size and Gender – Individual in Private Sector

(c) Income

With respect to a respondent's average monthly income and the average amount of money spent on bribes to either a public officer or an individual in the private sector, the Survey findings show that respondents with comparatively higher incomes tend to pay more bribe amounts of over Kwacha 500, than respondents with comparatively lower incomes, as shown in Figures 3.58 and 3.59 below.

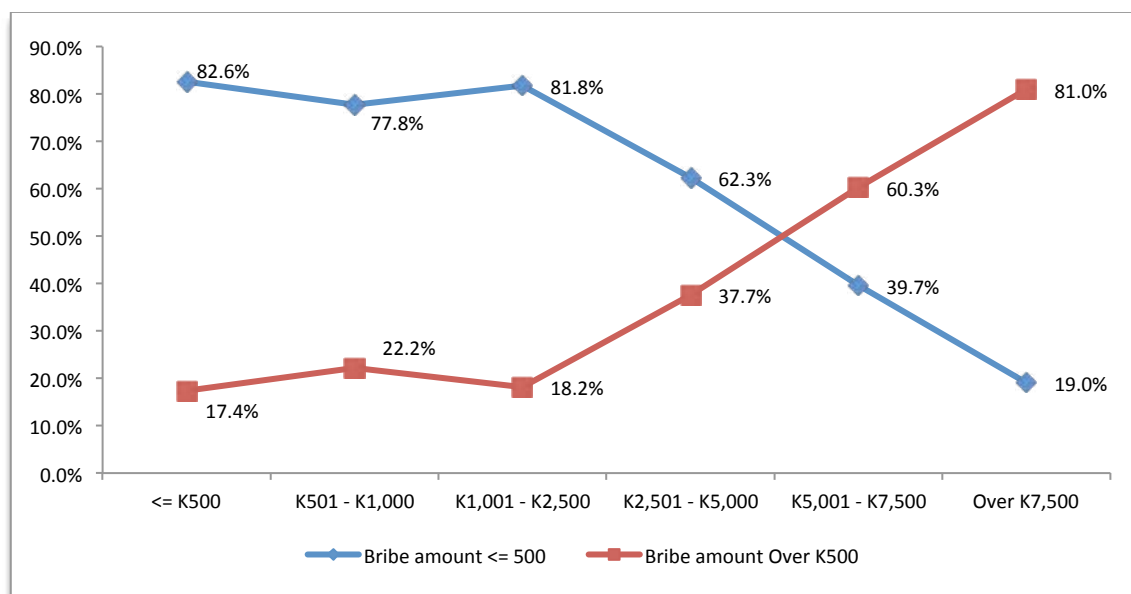


Figure 3.58 Bribe Size and Income – Public Officer

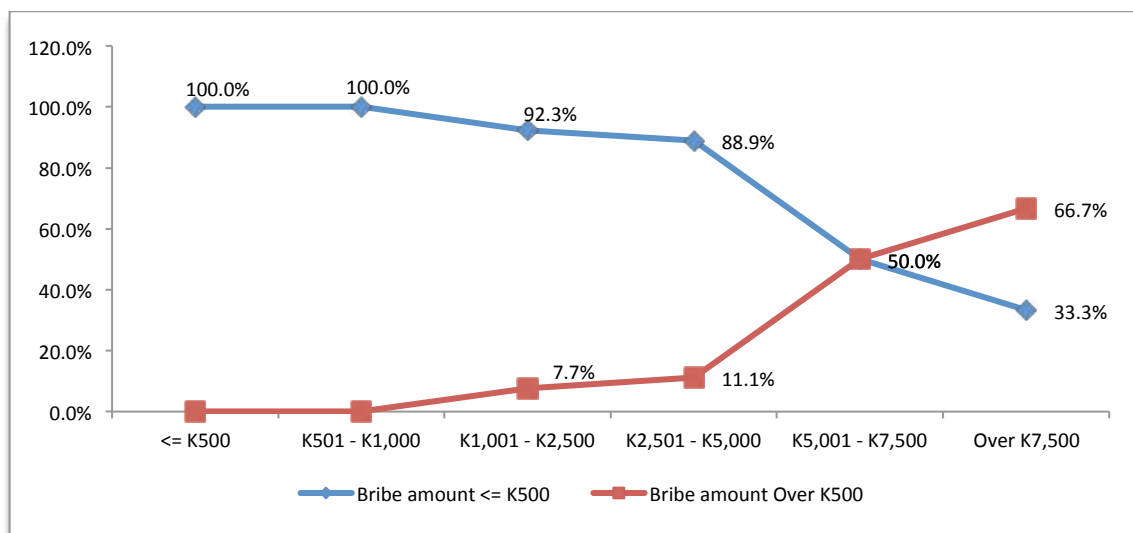


Figure 3.59 Bribe Size and Income – Individual in Private Sector

3.5 Severity

Severity in ZBPI Surveys refers to the implications and consequences of bribe refusal. This KPI is measured with respect to whether an individual that refuses to pay a bribe when it is asked for by a public officer or an individual in the private sector experiences service denial; unnecessarily delays in service provision; a service is given promptly; and or that a service is given extraordinarily faster.

Of 1,270 responses to whether an individual refused to pay a bribe when it was asked for by a public officer and/or an individual in the private sector, 35.2% indicate that they did refuse and 64.8% that they did not. Further, of the individuals that refused to pay a bribe when it was asked for, 52.8% were denied the service they sought, 45.4% had the service sought unnecessarily delayed, and 1.8% were provided the service promptly (Figure 3.60).

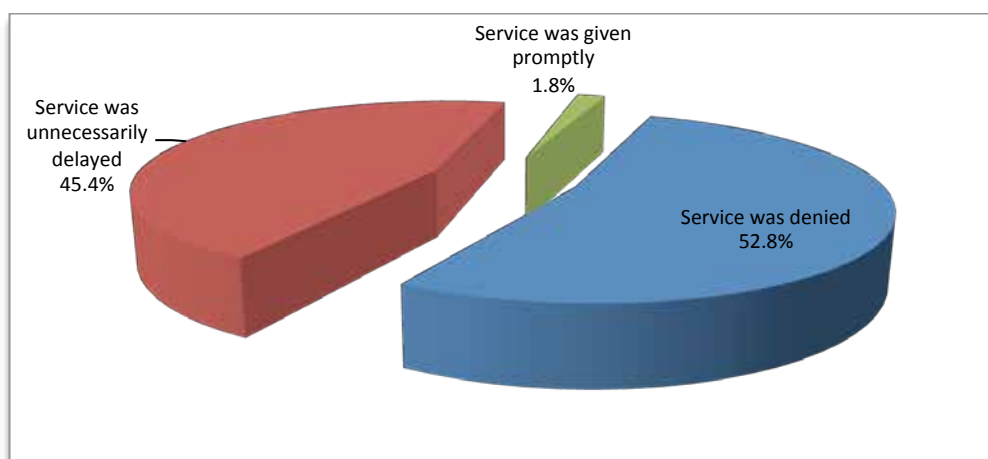


Figure 3.60 Distribution of Severity

3.5.1 Severity, Geographic Location, Gender, Disabilities and Age Cohort

(a) Geographic Location

Severity with respect to a respondent's geographic location, the Survey observes that 37.0% of respondents in urban areas and 31.8% in rural areas refused to pay a bribe when asked for by a public officer or an individual in the private sector.

The observed consequences of refusing to pay a bribe are that 51.6% of respondents in urban areas and 56.6% of those in rural areas were denied the service they sought (Figure 3.61).

Figure 3.61 also shows that the service sought was unnecessarily delayed for 46.4% of respondents in urban areas and 42.1% of those in rural areas. Service was given promptly despite one refusing to pay the bribe demanded to 2.0% of respondents in urban areas and 1.3% of those in rural areas.

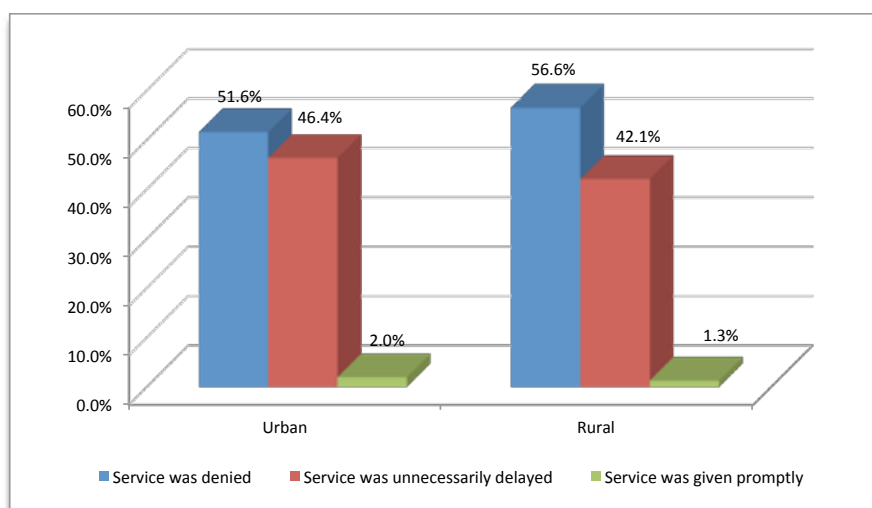


Figure 3.61 Severity and Geographic Location

(b) Gender

Of the Survey respondents that refused to pay a bribe when asked for by a public officer or an individual in the private sector, 57.5% are male and 42.5% female.

The Survey findings on the consequences of refusing to pay a bribe are that service was denied for 54.7% male and 45.3% female respondents, as shown in Figure 3.62 below.

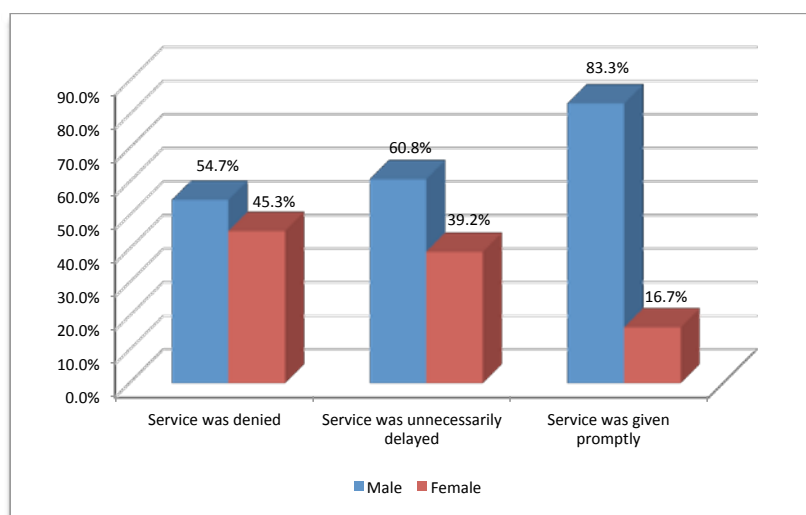


Figure 3.62 Severity and Gender

Further, a significant variance is observed with respect to bribe pay refusal and provision of a service with respect to a service being given promptly. Eighty-three point three (83.3) percent male respondents were given a service promptly when they refused to pay the bribe asked for by a public officer or an individual in the private sector, and only 16.7% female respondents were offered the service promptly.

(c) Disabilities

Twenty-one (21) persons with physical disabilities responded to whether in the last 12 months they have refused to pay a bribe when asked for by a public officer or an individual in the private sector, six (6) indicate that they did refuse to pay.

Of these individuals, half had the service sought denied and the other half the service was unnecessarily delayed.

(d) Age Cohort

Severity and an individual's age cohort shows that the cohorts were individuals refused the most to pay a bribe when asked for by a public officer or an individual in the private sector are those between 36 and 45, and over 75 years old.

Table 3.6 below, shows that 45.1% of the respondents who are 36 to 45 and 41.7% of those that are above 75 refused to pay a bribe.

On the other hand, 71.4% of respondents below the age of 18 and 68.8% who are 66 to 75 years old did not refuse a bribe when it was asked for.

Table 3.6 Bribe Pay Refusal and Age Cohort

Age Cohort	Refused to pay a bribe	Did not refuse	Total
Below 18	28.6%	71.4%	100.0%
18-25	27.0%	73.0%	100.0%
26-35	33.2%	66.8%	100.0%
36-45	45.1%	54.9%	100.0%
46-55	33.9%	66.1%	100.0%
56-65	33.7%	66.3%	100.0%
66-75	31.3%	68.8%	100.0%
Over 75	41.7%	58.3%	100.0%

With respect to the consequences of refusing to pay a bribe, 100% of respondents aged below 18 years old had a service unnecessarily delayed; 71.4% of those aged 66 to 75 were denied the service sought; and, 4.3% of those aged between 26 and 35 were given the service sought promptly, as shown in Figure 3.63 below.

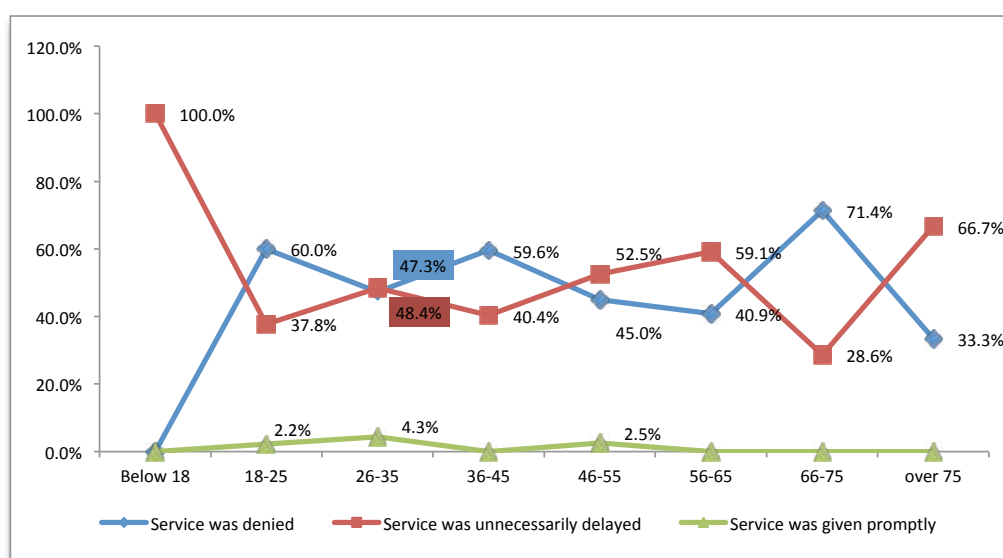


Figure 3.63 Severity and Age Cohort

4.0 Actions, Stakeholder Commitment and Attitudes

This section provides the 2017 ZBPI Survey finds on the public's perceptual and experiential assessment of stakeholder commitment to anti corruption in the country. In particular, actions that individual's take when asked for a bribe; whether they feel compelled to pay a bribe in order to get a service; factors contributing to prevalence of bribe seeking; significant factors contributing to incidences of bribery in the country; perceptions on the problem of corruption in public offices; assessment of Government's anti-corruption efforts and its commitment to anti-corruption, thereof; perceptions on change in attitudes of public officer and the public towards corruption; and, anti-corruption stakeholder identification.

4.1 Action Taken When Asked for a Bribe

The Survey findings on the action an individual took when asked for a bribe by a public officer or an individual in the private sector, show that a considerable number paid the bribe in cash (79.6%), and that very few reported the incident to a law enforcement agency, as shown in Table 4.1 below.

Table 4.1 Action Taken When Asked for a Bribe

Action Taken	No. of Respondents	Relative
Reported to the ACC	3	0.6%
Reported to another Law Enforcement Agency	1	0.2%
Complained to others	15	2.9%
Paid in cash	413	79.6%
Paid in kind	6	1.2%
Refused to pay the bribe	81	15.6%
Total	519	100.0%

Payment of a bribe in kind constituted bags of maize, chickens, a goat and business commodities. Two respondents are observed to have paid in kind sexually.

4.1.1 Action Taken When Asked for a Bribe and Gender

With respect to action taken when asked for a bribe and a respondent's demographics, a moderate variance is observed to the generality in the Section 4.1.1 is with respect to gender¹¹. This is with respect to complaining to others as an action taken when asked for a bribe by a public officer or an individual in the private sector.

Comparatively more female respondents (53.3%) complained to others than male respondents, as shown in Figure 4.1 below.

¹¹ Also explained in 1.3.3 (Survey Analysis).

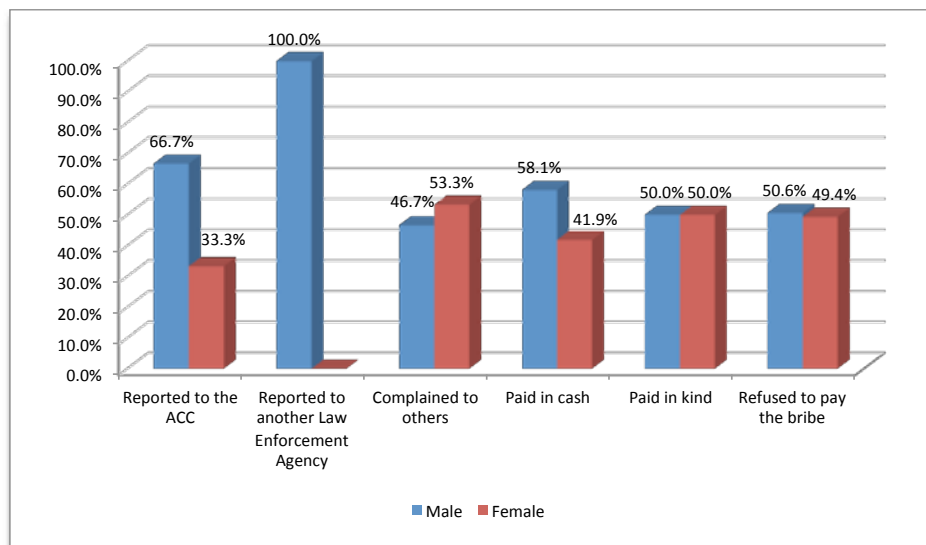


Figure 4.1 Action Taken and Gender

Further, with respect to paying a bribe in kind, four (4) female respondents of six (6) individuals that paid in kind are observed to have done so. In addition, of the four (4) female respondents, two (2) paid in kind sexually.

4.1.2 Action Taken When Asked for a Bribe and Corruption Reporting Knowledge

The action an individual took when asked for a bribe by a public officer or an individual in the private sector is in this Section considered with respect to whether an individual knows how to report cases of corruption to government law enforcement agencies.

The Survey shows that the three (3) respondents that reported a bribe seeking incidence to the Anti-Corruption Commission and one (1) that reported to another Law Enforcement Agency that also know how to report cases of corruption (Table 4.2).

Table 4.2 Action Taken and Corruption Reporting Knowledge

Action Taken	Knows how to report		Does not know	
	No. of Responses	Relative	No. of Responses	Relative
Reported to the ACC	3	100.0%	0	0.0%
Reported to another Law Enforcement Agency	1	100.0%	0	0.0%
Complained to others	7	63.6%	4	36.4%
Paid in cash	219	67.8%	104	32.2%
Paid in kind	3	75.0%	1	25.0%
Refused to pay the bribe	35	64.8%	19	35.2%

Table 4.2 also shows that a significant number of respondents that know how to report cases of corruption (67.8%) paid a bribe when it was solicited.

4.2 Compulsion to Pay a Bribe

The 2017 ZBPI Survey findings on whether a respondent felt compelled to pay a bribe in order to get a service even though he/she did not want to, shows that of 522 responses 60.9% felt compelled to do so, and 39.1% did not. Further, when compulsion to pay a bribe is considered with respect to the factors that led an individual to paying a bribe, 49.1% did so to avoid delays; 18.7%, out of fear of a service being denied; and 13.1%, to avoid penalties or sanctions, as shown in Figure 4.2 below.

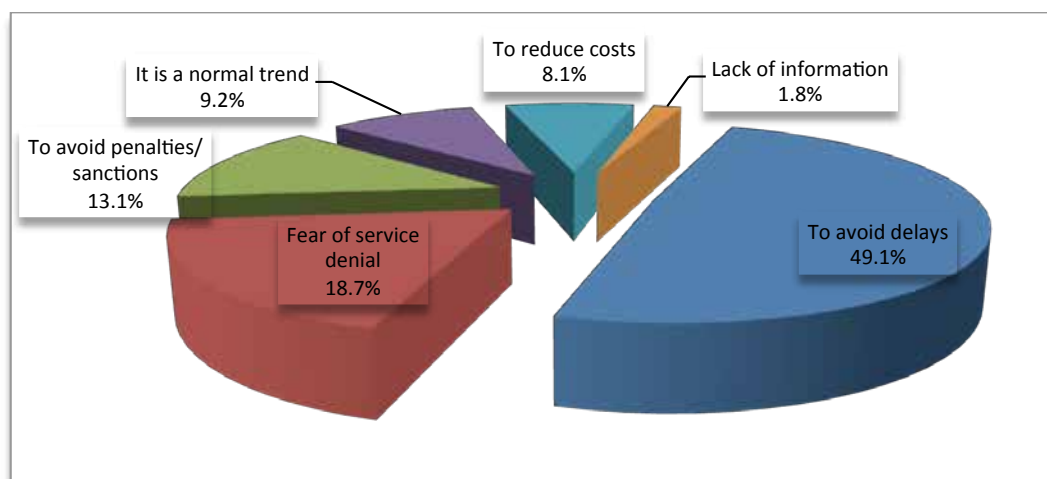


Figure 4.2 Compulsion to Pay a Bribe and Bribe Pay Factors

4.2.1 Compulsion to Pay a Bribe, Geographic Location, Gender, Education and Employment

(a) Geographic Location

Compulsion to pay a bribe and an individual's geographic location shows that, a considerable number of respondents in rural areas felt more compelled to pay a bribe in order to get a service even though they did not want to (70.5%) than those in urban areas (59.0%), as shown in Figure 4.3 below.

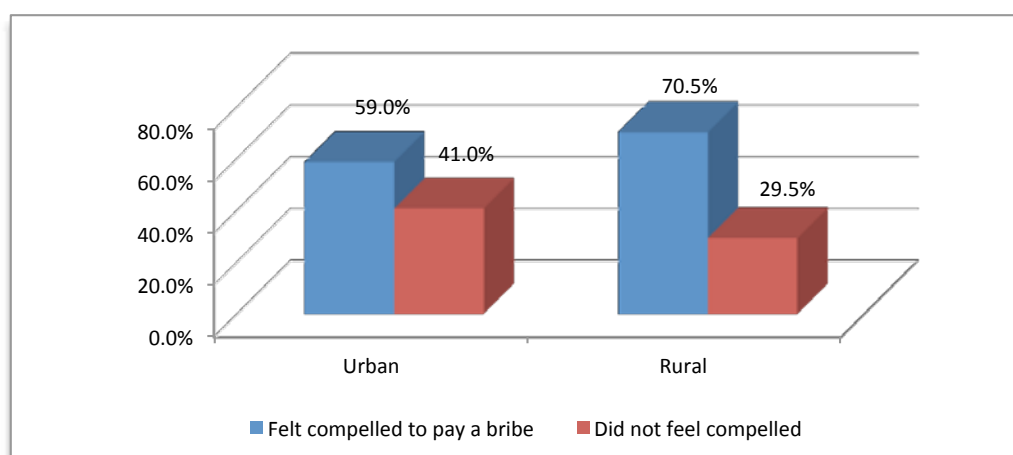


Figure 4.3 Compulsion to Pay a Bribe and Geographic Location

(b) Gender

The Survey observes that comparatively more male respondents (55.0%) felt compelled to pay a bribe in order to get a service even though they did not want to, than female respondents (45.0%), as shown in Figure 4.4 below. Figure 4.4 also shows that a considerable number of male respondents than female did not also feel compelled.

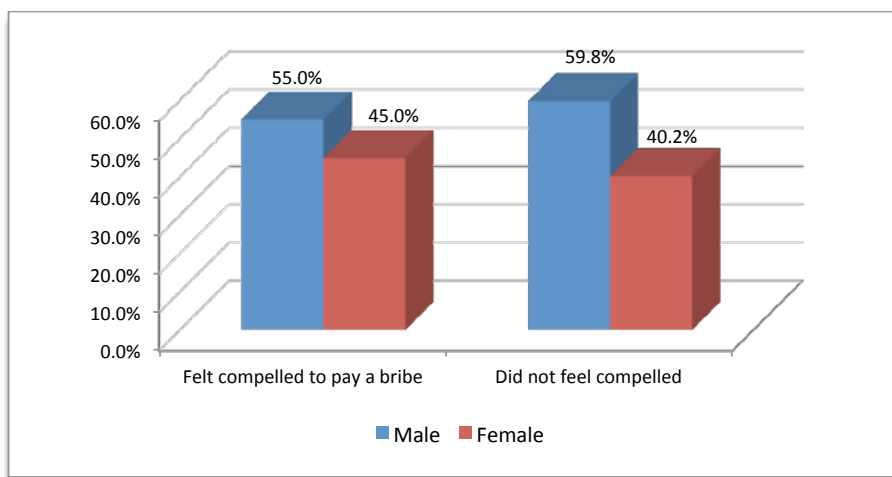


Figure 4.4 Compulsion to Pay a Bribe and Gender

(c) Highest Level of Education Attained

On compulsion to pay a bribe in order to get a service even when an individual did not want to with respect to a respondent's highest level of education attained, it is observed that respondents that have not been to school felt the least compelled and that those with primary education felt the most compelled, 61.5% and 75.0% respectively (Figure 4.5).

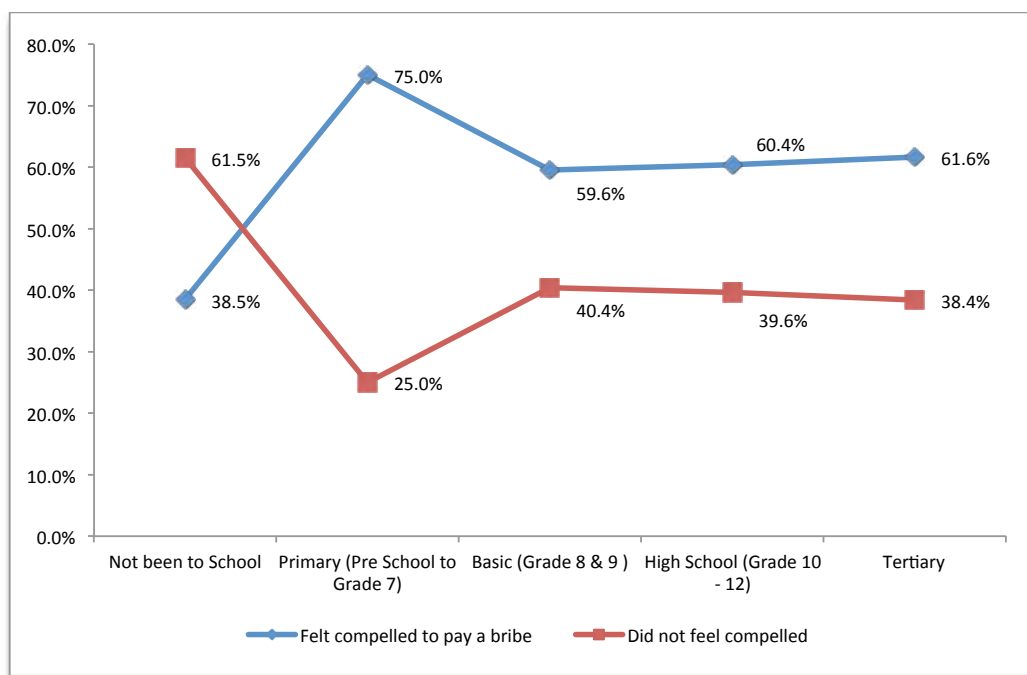


Figure 4.5 Compulsion to Pay a Bribe and Education

(d) Occupation/Current Employment

Compulsion to pay a bribe in order to get a service even when an individual did not want to and an individual's occupation or current employment status, shows that a considerable number of respondents among marketeers and those among business owners felt compelled to pay, 83.3% and 66.0% respectively, as shown in Figure 4.6 below.

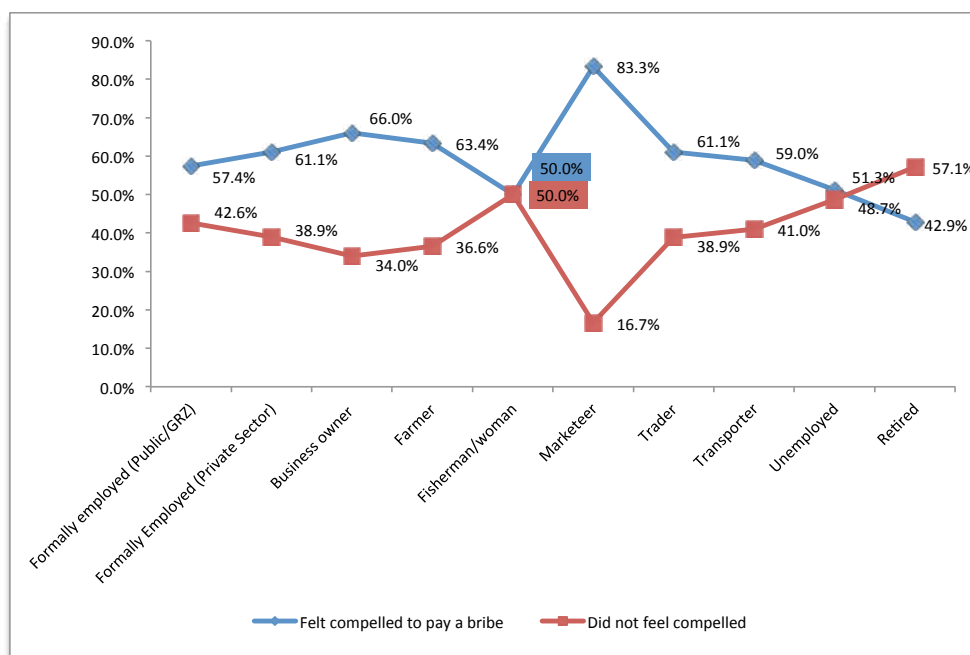


Figure 4.6 Compulsion to Pay a Bribe and Employment

Further, Figure 4.6 also shows that a moderate number of respondents among those that are retired did not feel compelled (57.1%).

4.2.2 Compulsion to Pay a Bribe and Corruption Reporting Knowledge

When compulsion to pay a bribe in order to get a service even when an individual did not want to is considered with respect to one's knowledge of where to report cases of corruption, the Survey findings show that 77.6% respondents that felt compelled know where to report (Figure 4.7).

Figure 4.7 further shows that, 83.8% of respondents that did not feel compelled also know where to report cases of corruption.

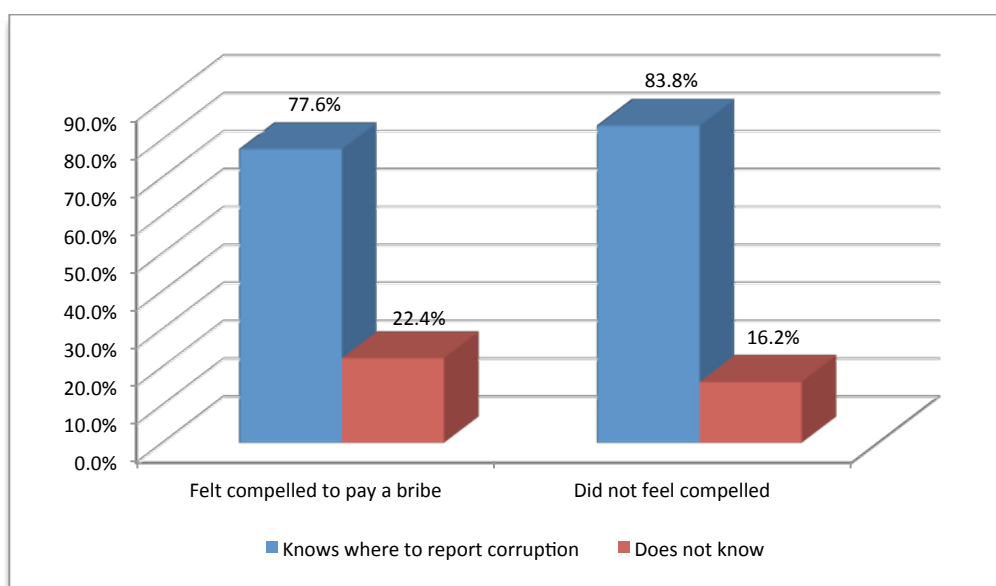


Figure 4.7 Compulsion to Pay a Bribe and Knowledge of Where to Report Corruption

4.3 Factors Contributing to Bribery

This section provides the Survey findings on respondents' experiential perspectives on why public officers ask for and/or accept bribes, and respondents' perceptions on the most significant factor that has contributed to incidences of bribery in the country.

4.3.1 Factors Responsible for Bribe Seeking and Bribe Acceptance

The 2017 ZBPI Survey findings on factors responsible for public officers seeking and accepting bribes, establish that of 1,115 respondents, a considerable majority (48.1%) indicate that it is because of financial pressures¹², as shown in Figure 4.8 below. This is followed by greed (29.9%); that it is a tolerable practice (15.7%); that public officers are not afraid of their superiors or punishment (3.5%); and, that they follow what their superiors do (2.7%).

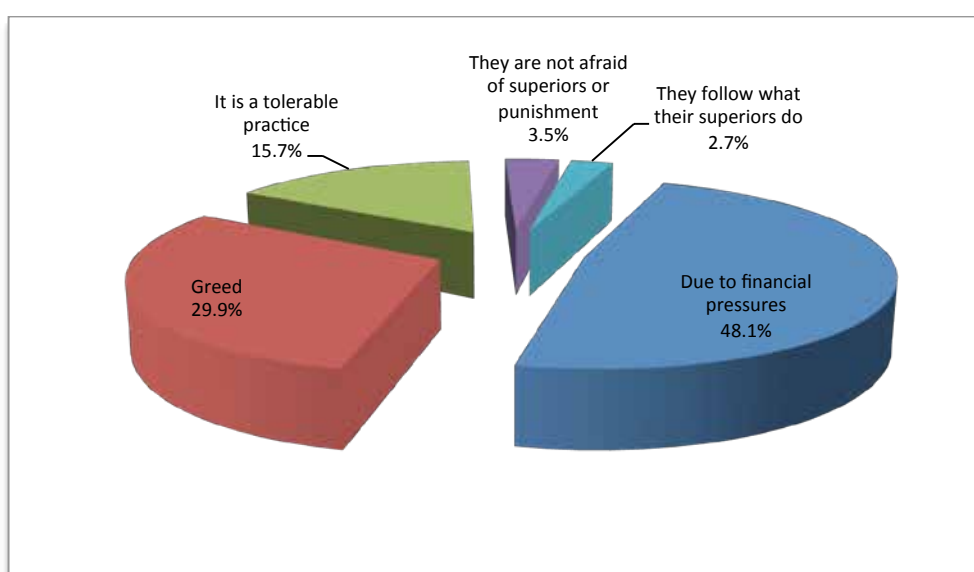


Figure 4.8 Bribe Seeking and Bribe Acceptance Factors¹³

(a) Bribe Seeking, Bribe Acceptance and Geographic Location

When the experiential perspectives on why public officers ask for and/or accept bribes are considered with respect to a respondent's geographic location, the Survey shows that the only difference in perception most evident is on bribery being a tolerable practice. Whereas 21.5% of respondents in urban areas conceive bribery being a tolerable practice as a factor responsible for bribe seeking and acceptance among public officers, only 5.2% of respondents in rural areas deem so (Figure 4.9).

¹² Note that the responses of "Because of financial pressures" and "To supplement their low incomes" have been recoded to "Due to financial pressures" as the difference between the two is negligible.

¹³ Confidence interval is 11.18, at 0.05 Significance level.

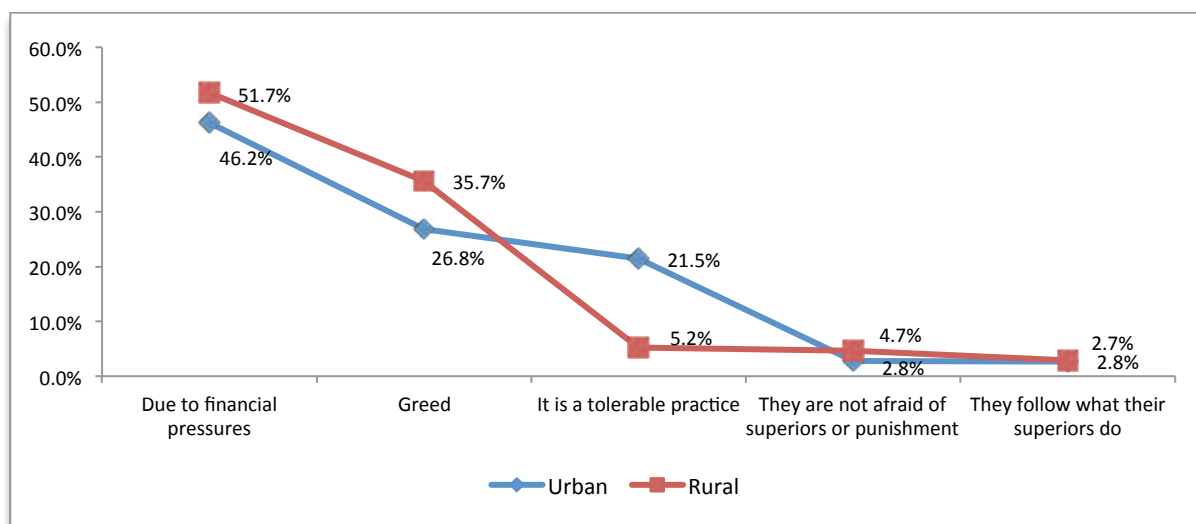


Figure 4.9 Bribe Seeking and Bribe Acceptance Factors – Geographic Location

4.3.2 Factors Contributing to Incidences of Bribery

Respondents' perceptions on the most significant factor that has contributed to incidences of bribery in the country are observed to predominantly be poverty (24.3%), low salaries (20.2%), weak anti-corruption measures (15.8%), and lack of seriousness on the part of government (15.1%), as shown in Figure 4.10 below.

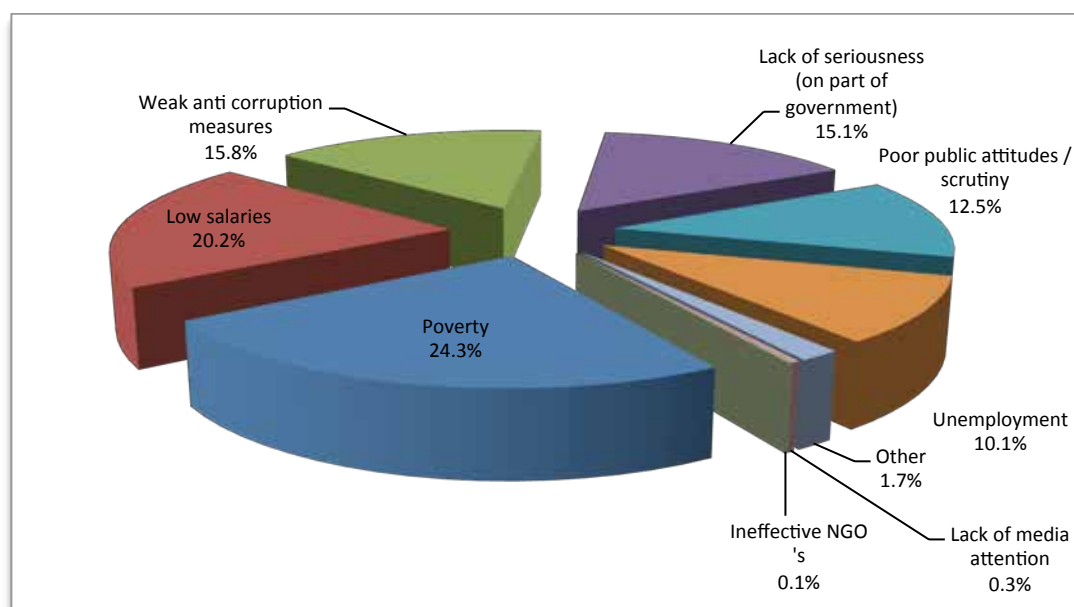


Figure 4.10 Factors Contributing to Incidences of Bribery¹⁴

Factors constituting other (1.7%) are impunity, lack of knowledge or ignorance, laziness, nepotism and tribalism, poor service delivery, and bureaucracy.

(a) Factors Contributing to Incidences of Bribery and Respondent Demographics

Respondents' predominant perceptions on the most significant factor that has contributed to incidences of bribery in the country and a respondent's demographics shows observable differences on some factors with respect to geographic location, gender, highest level of education attained and one's average monthly income.

¹⁴ Confidence interval is 6.91, at 0.05 Significance level.

(i) Geographic Location

On geographic location, the Survey findings shows that lack of seriousness on part of government is conceived to be a significant factor by more individuals in urban areas (17.6%) than those in rural areas (9.4%), as shown in Figure 4.11 below.

Figure 4.11 also shows a geographic location variance in weak anti-corruption measures being a major factor contributing to incidences of bribery, as more respondents in urban areas (17.1%) perceive this factor more than those in rural areas (13.6%).

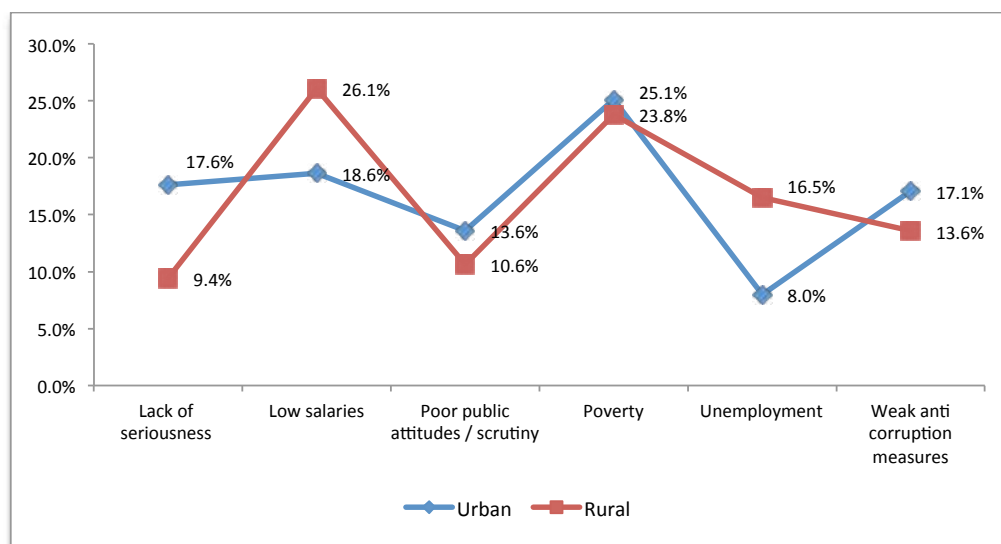


Figure 4.11 Factors Contributing to Incidences of Bribery and Geographic Location

Further, comparatively more respondents with rural areas (26.1%) perceive low salaries as a major factor that contributes to incidences of bribery in the country, than do respondents in urban areas (18.6%).

(ii) Gender

Observations with respect to gender are that comparatively more female respondents than male perceive poor public attitudes or scrutiny (54.2%), poverty (53.8%), and unemployment (56.4%) as the significant factors contributing to incidences of bribery, as shown in Figure 4.12 below.

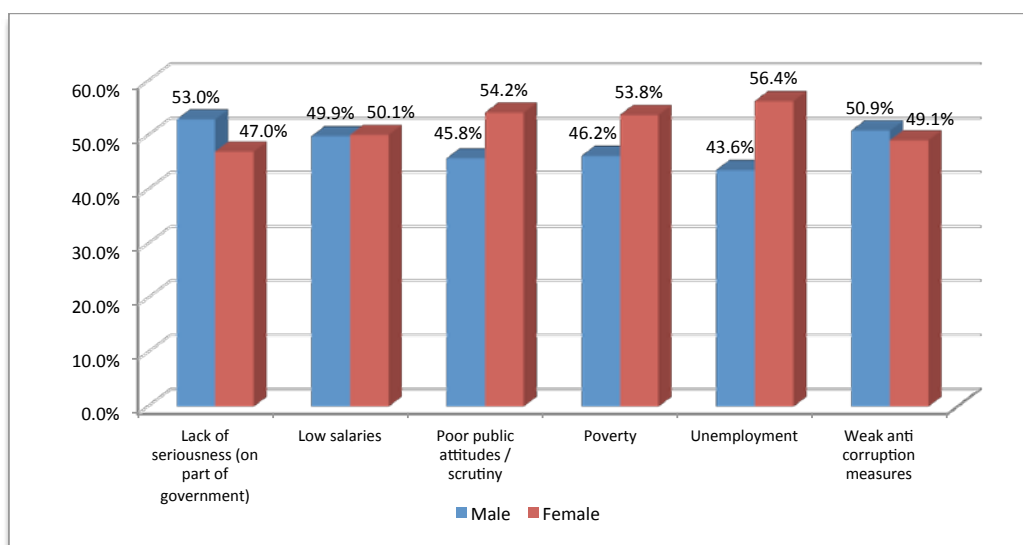


Figure 4.12 Factors Contributing to Incidences of Bribery and Gender

(iii) Level of Education Attained

Poverty and weak anti-corruption measures, and the level of education an individual have attained evidences considerable perceptual differences, when separately considered. Poverty is more perceived as the most significant factor that has contributed to incidences of bribery by respondents in the group that has not been to school (80.8%), among those with primary school education (69.0%), and among respondents with high school education (63.7%), as shown in Figure 4.13 below.

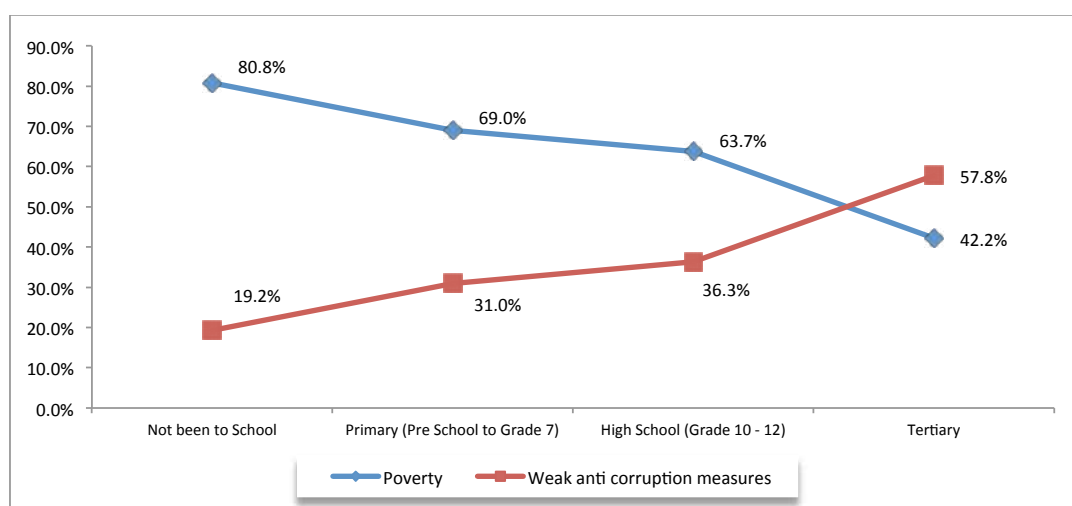


Figure 4.13 Factors Contributing to Incidences of Bribery and Education

Further, Figure 4.13 shows that weak anti-corruption measures as a major factor contributing to incidences of bribery, is perceived relatively more within individuals with Tertiary education (57.8%).

(iv) Average Monthly Income

Poverty and weak anti corruption measures are also observed to have considerable perceptual differences when separately considered with respect to a respondent's average monthly income. With respect to poverty being a major factor contributing to incidences of bribery, the Survey findings show that this perception is most common among individuals that comparatively have lower average monthly income than those with higher monthly income.

Figure 4.14 below, shows that 86.7% of respondents that have an average monthly income of less than Kwacha 500 and 79.3% of those whose income is between Kwacha 501 and 1,000 perceive poverty as a major factor contributing to incidences of bribery. On the other hand, only 32.1% of those with an average income of Kwacha 5,000 to 7,500 and 20.0% of those with a monthly income of over Kwacha 7,500 consider poverty to be a major factor.

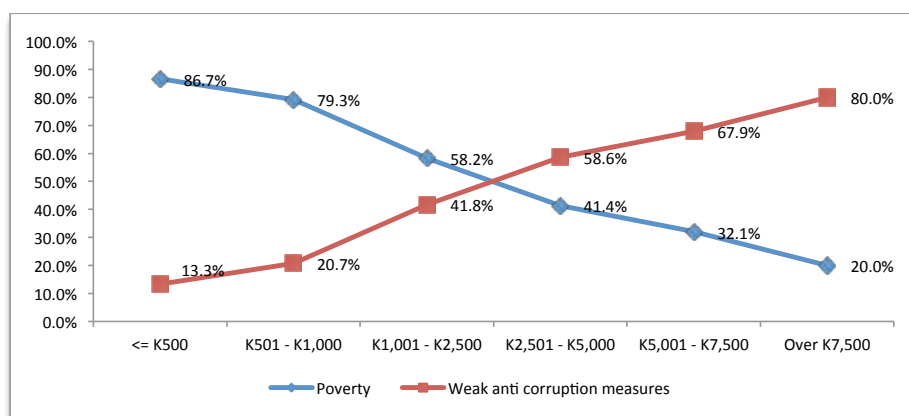


Figure 4.14 Factors Contributing to Incidences of Bribery and Income

Further, weak anti corruption measures as a major factor contributing to incidences of bribery, the Survey shows that this factor is considered most significant within respondents whose average monthly income is over Kwacha 7,500 (80.0%) and least perceived as a factor within respondents that have a monthly income of less or equal to Kwacha 500.

4.4 Corruption in Public Offices

Perceptions on the problem of corruption in public offices were solicited using a rating of increasing, remained the same, decreasing and do not know. Of 1,883 responses, 59.6% indicate that the problem is increasing; 20.8% that it has remained the same; 10.8% that it is decreasing; and, 8.8% do not know (Figure 4.15).

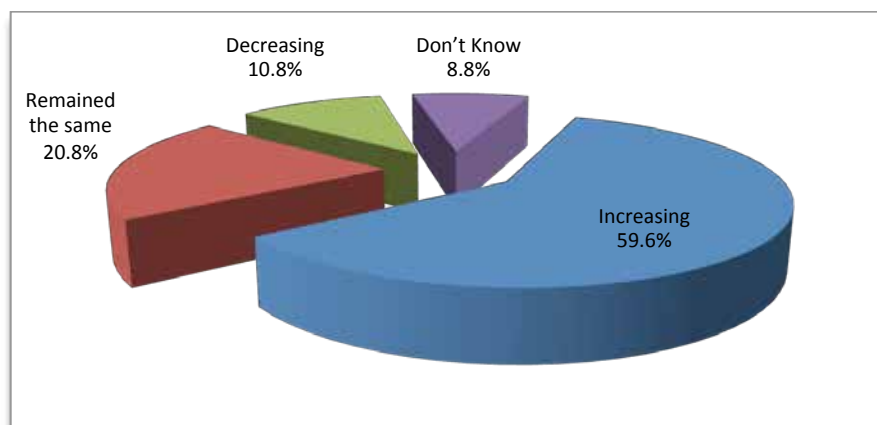


Figure 4.15 Perception of Corruption in Public Offices¹⁵

4.4.1 Corruption in Public Offices, Geographic Location and Gender

(a) Geographic Location

With respect to a respondent's geographic location, more individuals in rural areas than in urban areas comparatively perceive the problem of corruption in public offices to have been increasing in the past 12 months, 60.2% and 59.4% respectively as shown in Figure 4.16 below. Further, 22.2% of individuals in urban areas perceive the problem to have remained the same, while 16.8% of those in rural areas indicate so.

Figure 4.16 shows that perception of a decreasing problem of corruption in public offices is observed to be 14.4% among respondents in rural areas, and 9.5% among those in urban areas.

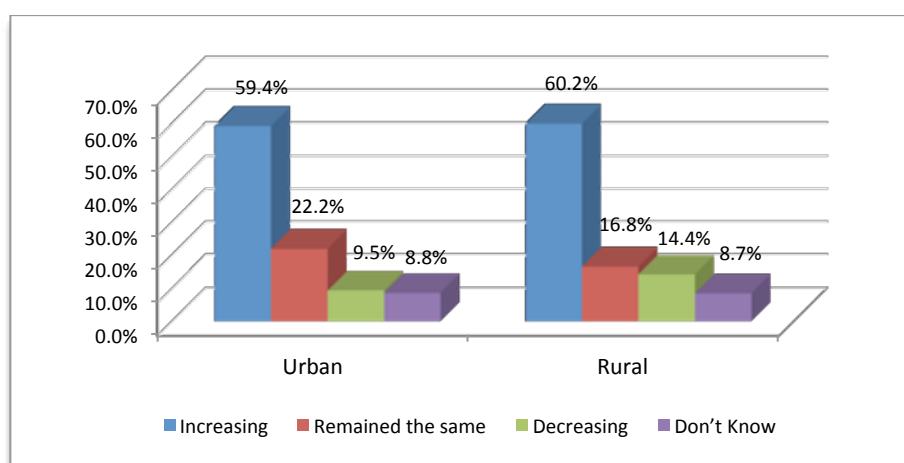


Figure 4.16 Perception of Corruption in Public Offices and Geographic Location

¹⁵ Confidence interval is 17.44, at 0.05 Significance level.

(b) Gender

Perceptions on the problem of corruption in public offices and gender, shows that 51.5% male and 48.5% female respondents perceive the problem to have been increasing (Figure 4.17).

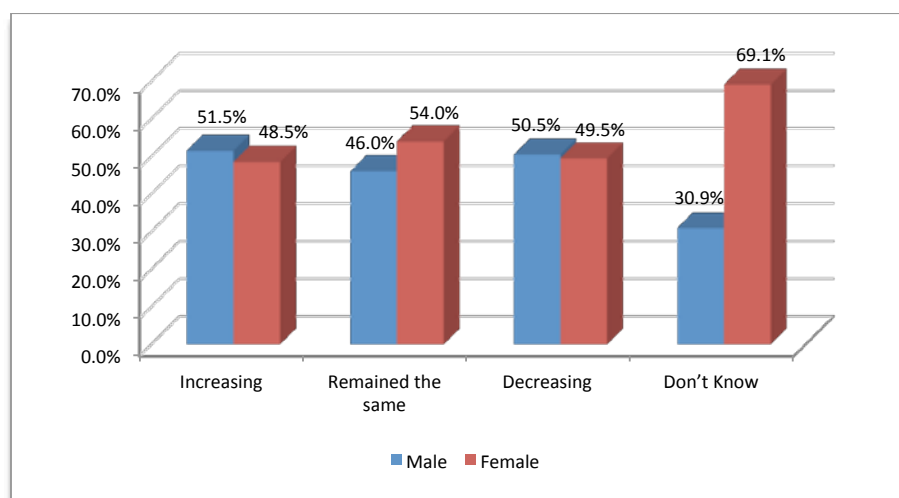


Figure 4.17 Perception of Corruption in Public Offices and Gender

Figure 4.17 also shows that relatively more female respondents than male perceive the problem to have remained the same, and that more female respondents than male indicate that they do not know.

4.5 Stakeholder Commitment

This section provides the Survey findings on respondents' perceptual assessment of the current Government's efforts in dealing with the issue of corruption; the current Government's commitment to tackling corruption; and, respondents' perceptions on indicators of the commitment to tackling corruption.

4.5.1 Assessment of Government's Anti-Corruption Efforts

From a total of 1,871 respondents, the Survey observed that 32.2% of the respondents indicate that the current Government's efforts in dealing with the issue of corruption in the past 12 months is somewhat ineffective; 24.7% that the efforts are neither effective nor ineffective; 22.6% that they are very ineffective; 9.6%, somewhat effective; 7.5% do not know; and, 3.4%, very effective, as shown in Table 4.18 below.

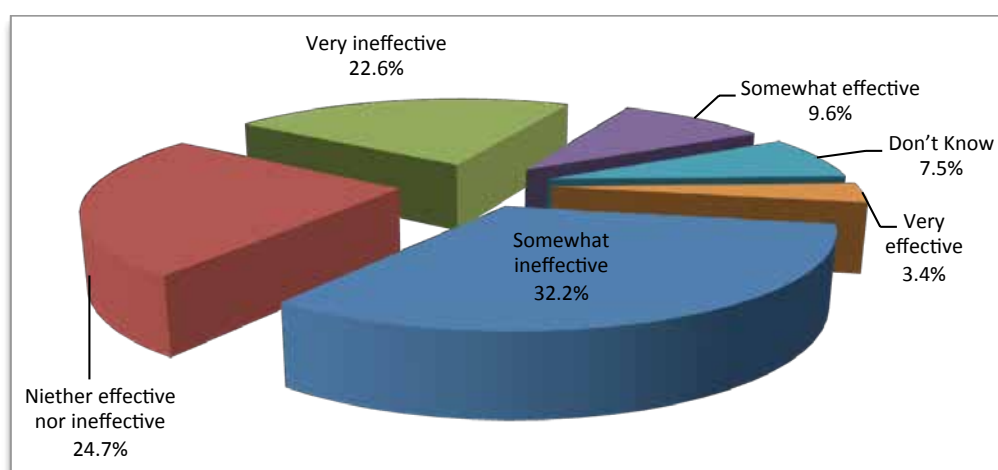


Figure 4.18 Government's Anti-Corruption Efforts¹⁶

¹⁶ Confidence interval is 8.83, at 0.05 Significance level.

(a) Geographic Location

A respondent's Geographic location and his/her assessment of the current Government's efforts in dealing with the issue of corruption, does not evidence considerable perception differences. However, it is observed that whereas 2.7% individuals in urban areas assess the efforts as very effective, a moderate comparatively higher percentage (5.1%) is observed among respondents in rural areas (Figure 4.19).

Figure 4.19 also shows that comparatively more respondents in urban areas than in rural areas, indicate that the efforts are neither effective nor ineffective, 26.1% and 21.0% respectively.

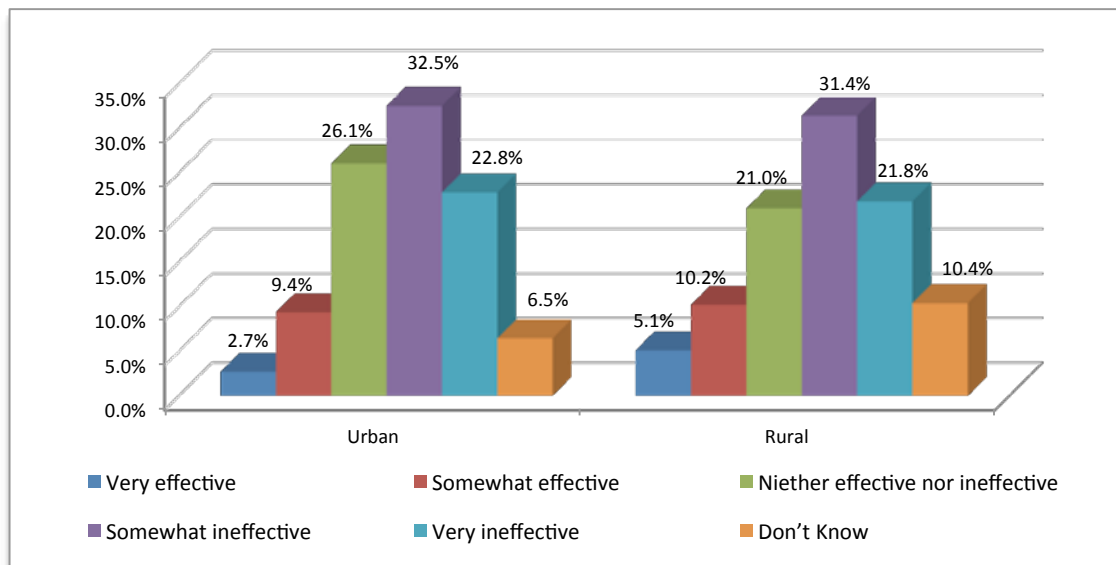


Figure 4.19 Anti-Corruption Efforts and Geographic Location

(b) Gender

On gender, the Survey findings show that 58.7% male and 41.3% female respondents indicate that the current Government's efforts in dealing with the issue of corruption is very effective, as shown in Figure 4.20 below. Further, Figure 4.20 shows that 70.2% female respondents and 29.8% male indicate that they do not know.

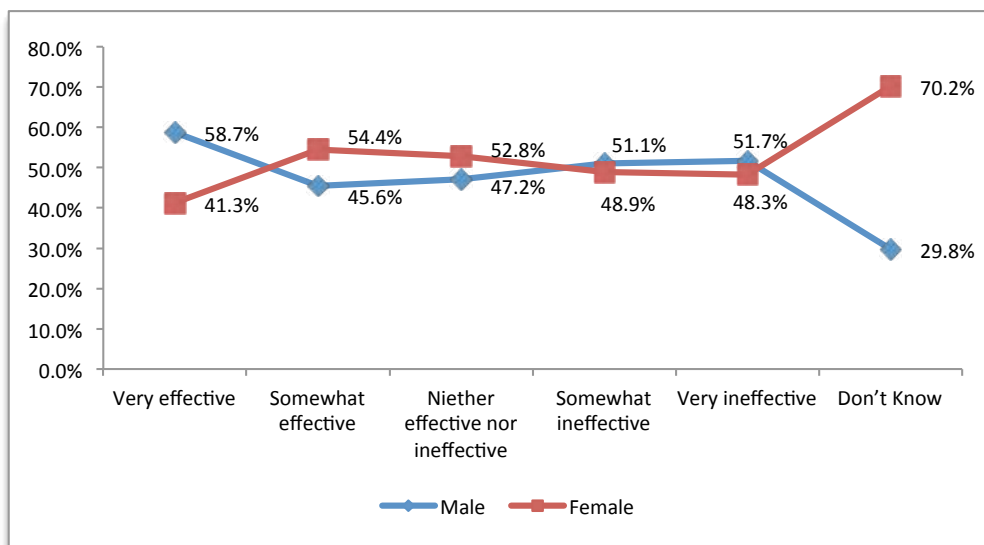


Figure 4.20 Anti-Corruption Efforts and Gender

(c) Level of Education Attained

The perceptual assessment of the current Government's efforts in dealing with the issue of corruption in the past 12 months with respect to a respondent's highest level of education attained shows considerable variances in assessment parameters of very effective, neither effective nor ineffective, and do not know.

On the Government's efforts being very effective, 5.2% of respondents with primary school education and 5.3% of those with basic education are observed to agree (Figure 4.21). Comparatively lower assessments of the Government's efforts being very effective are observed among respondents with high school and tertiary education, 2.0% and 2.7% respectively.

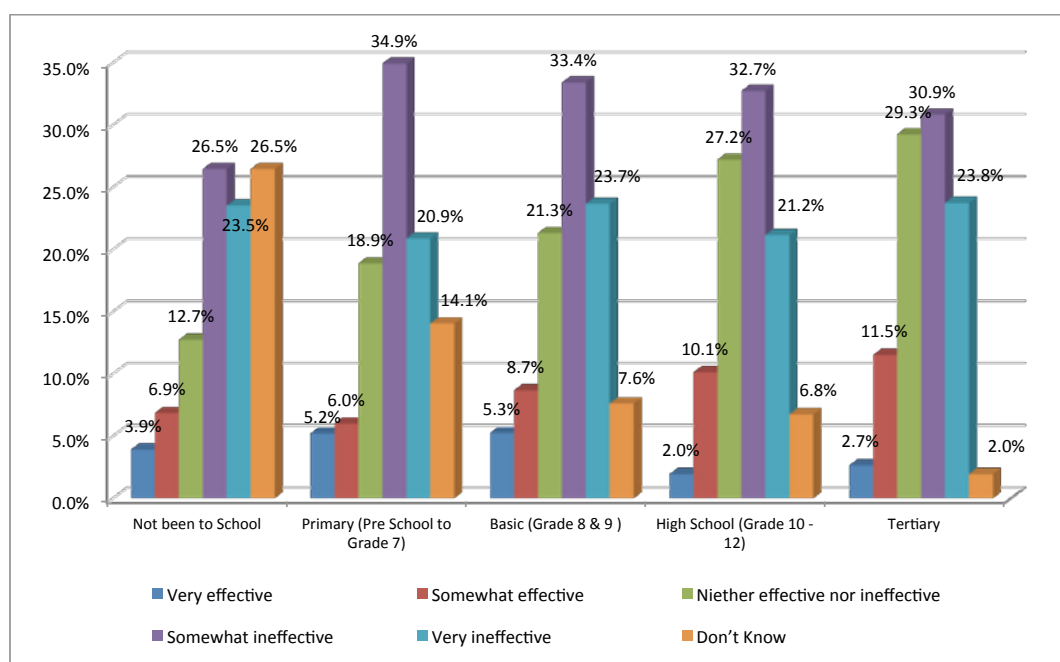


Figure 4.21 Anti-Corruption Efforts and Education

The current Government's efforts in dealing with the issue of corruption assessment of neither effective nor ineffective, shows a progression of lower indications among respondents who have been to school and with primary education, to comparatively higher indications among those with basic, high school and tertiary education.

It is also observed that, more respondents of those who have not been to school indicate that they do not know than the other categories of highest level of education attained.

(d) Current Occupation/Employment Status

Respondent assessment of the current Government's efforts in dealing with the issue of corruption with respect to a respondent's current occupation or employment status, shows lower numbers of individuals in each respective employment category that indicate that the efforts are very effective.

Among individuals that are formally employed in a public agency or government 3.5% indicate that the efforts are very effective; 3.4% of those that are formally employed in the private sector, 3.7% the unemployed and 4.8% Other¹⁷ also indicate that the efforts are very effective (Figure 4.22). Comparatively, lower assessments of the Government's efforts being very effective are observed among business owners and transporters, 1.5% and 2.9% respectively, as shown in Figure 4.22 below.

¹⁷ Respondent current occupation or employment status has been recoded to "Other" being "Farmer", "Fisherman/woman", "Marketeer", and "Trader"

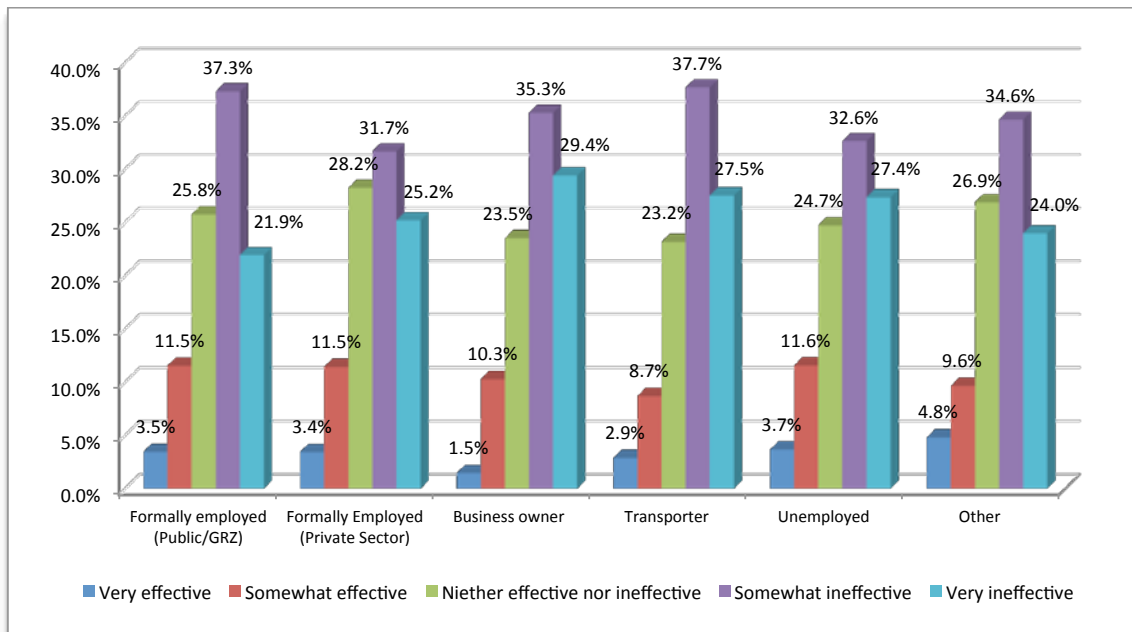


Figure 4.22 Anti-Corruption Efforts and Employment

Further, Figure 4.22 shows that the most dominant assessments of the Government's efforts in dealing with the issue of corruption within each respective employment category is neither effective nor ineffective and very ineffective. The assessment of very ineffective is most observed among respondents that are business owners (29.4%), transporters (27.5%) and the unemployed (27.4%).

4.5.2 Perceptions of Government's Commitment to Anti-Corruption

Observations on the current Government's commitment to tackling corruption derived from 1,868 respondents shows that 43.5% of individuals perceive the current Government as moderately committed, 46.0% that it is not committed, 6.7% do not know, and 3.7% that the Government is very committed, as shown in Figure 4.23 below.

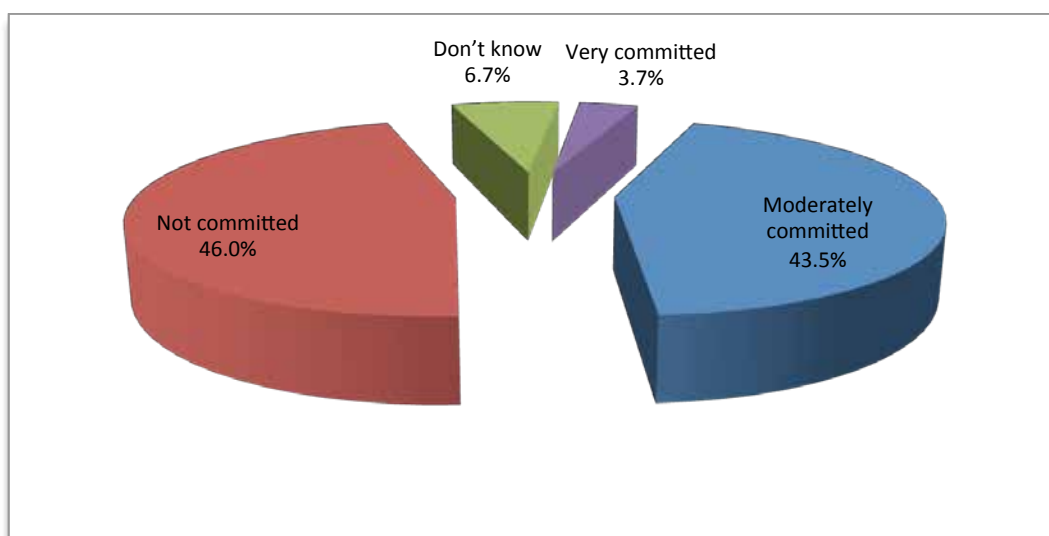


Figure 4.23 Commitment to Anti-Corruption

(a) Geographic Location

The Survey findings on the current Government's commitment to tackling corruption within the differentiated geographic space of urban and rural, shows that 2.9% of respondents in urban areas and 5.9% in rural areas perceive the Government to be very committed (Figure 4.24). Perception of moderately committed constitutes 44.6% of individuals in urban areas and 40.7% of those in rural areas.

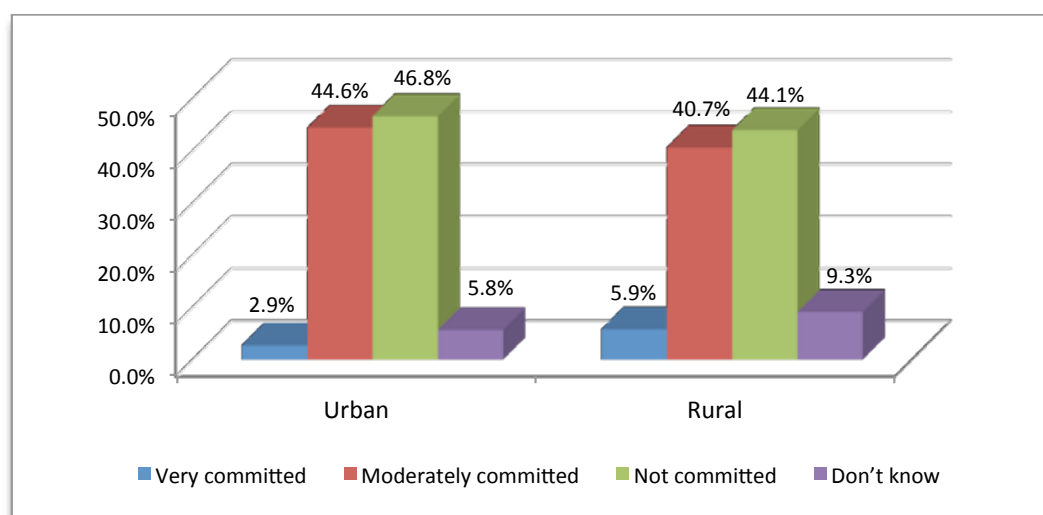


Figure 4.24 Commitment to Anti-Corruption and Geographic Location

Further, Figure 4.24 shows that perception of not committed is 46.8% among individuals in urban areas and 44.1% among individuals in rural areas.

(b) Gender

Gender and perceptions on the current Government's commitment to tackling corruption, shows considerable variances with respect to the Government being very committed and numbers of those who do not know. Figure 4.25 below shows that 56.5% male and 43.5% female respondents perceive the Government to be very committed; and that 34.9% male and 65.1% female respondents do not know.

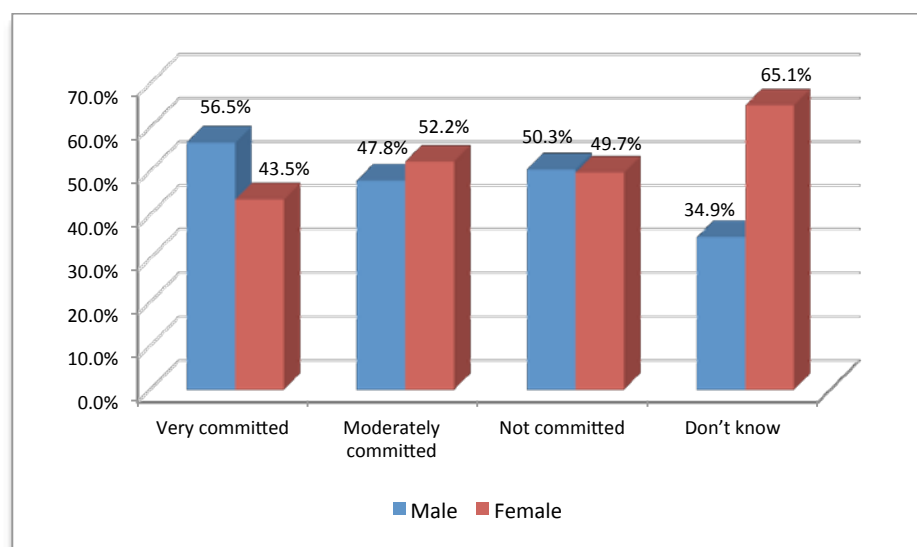


Figure 4.25 Commitment to Anti-Corruption and Gender

(c) Current Occupation/Employment Status

With respect to a respondent's current occupation or employment status, the Survey findings show that 4.2% of individuals that are formally employed in a public agency or government and 5.9% of the Other¹⁸ employment category perceive the current Government's commitment to tackling corruption as very committed (Figure 4.26).

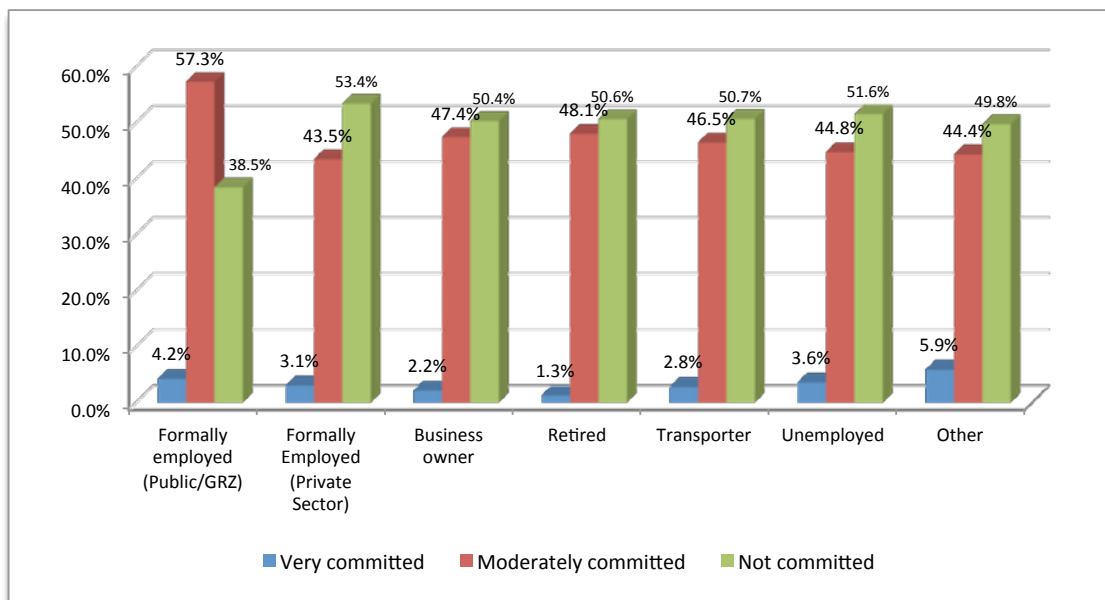


Figure 4.26 Commitment to Anti-Corruption and Employment

Figure 4.26, further shows that 57.3% of respondents that are formally employed in a public agency or government comparatively most perceive that the Government is moderately committed to tackling corruption.

4.5.3 Indicators of Government's Commitment to Anti-Corruption

Respondent's indicators of the Government's commitment to tackling corruption are observed to predominantly be frequency of arrests (34.5%) and occurrence of dismissals (32.5%) of 1,668 responses (Figure 4.27).

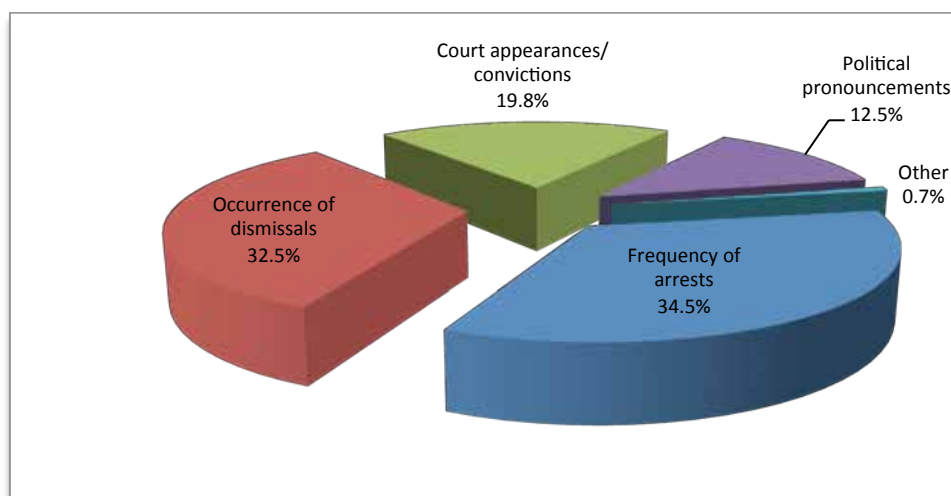


Figure 4.27 Indicators of Commitment to Anti-Corruption

¹⁸ Respondent current occupation or employment status has been recoded to "Other" being "Farmer", "Fisherman/woman", "Marketeer", and "Trader"

The other indicators observed are meritocracy, reduced nepotism, and transparency in Job selection in government positions.

(a) Geographic Location

Respondent's indicators of the Government's commitment to tackling corruption and an individual's geographic locations are not considerably different between individuals in urban areas and those in rural areas. The only observable difference is that more respondents in rural areas (24.9%) consider court appearances and or convictions a significant indicator than among respondents in urban areas (18.2%), as shown in Figure 4.28 below.

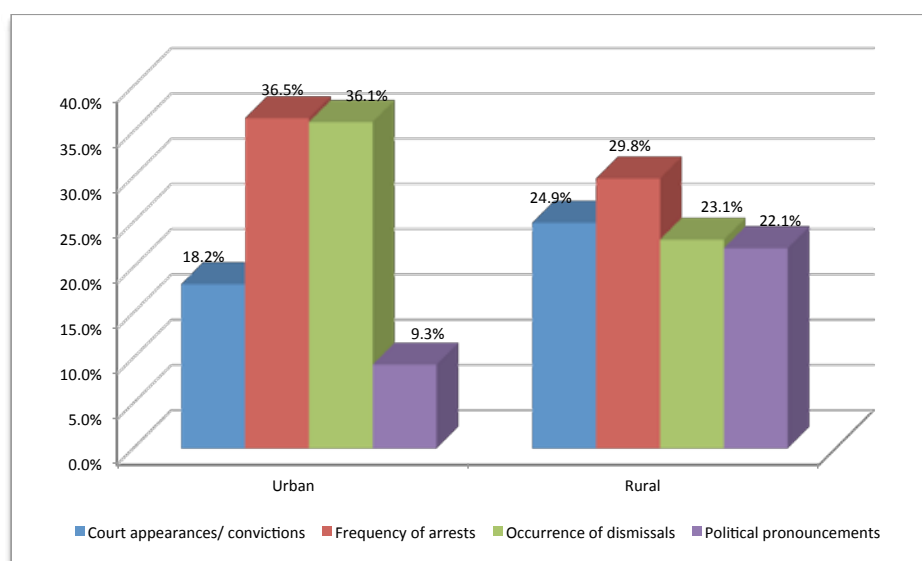


Figure 4.28 Indicators of Commitment to Anti-Corruption and Geographic Location

(b) Gender

With respect to gender, 45.7% male and 54.3% female respondents consider frequency of arrests as an indicator of Government's commitment to tackling corruption; 47.6% male and 52.4% female note occurrence of dismissals; 51.5% male and 48.5% female, court appearances and or convictions; and, 52.4% male and 47.6% female, political pronouncements (Figure 4.29).

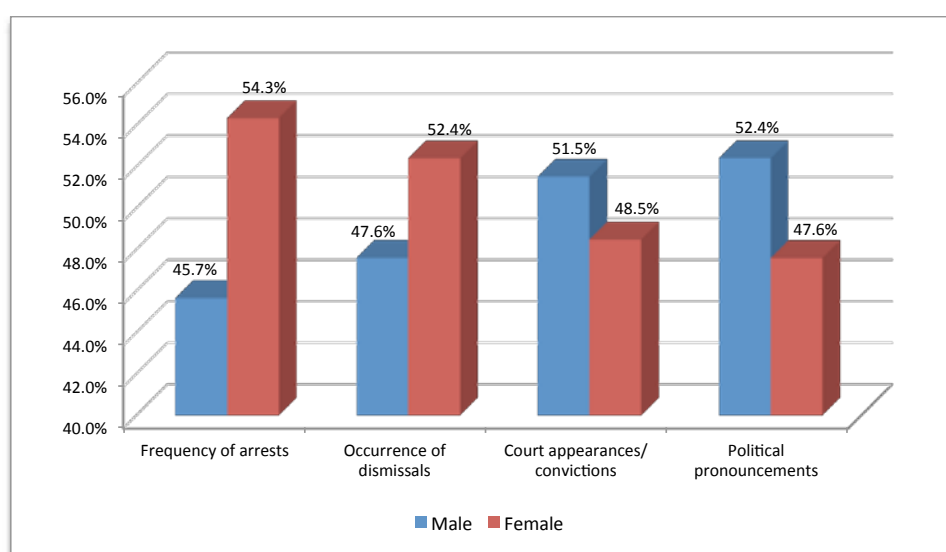


Figure 4.29 Indicators of Commitment to Anti-Corruption and Gender

(c) Current Occupation/Employment Status¹⁹

Indicators of the Government's commitment to tackling corruption and a respondent's current occupation or employment status, the Survey observes that the predominant indicators are occurrence of arrests and frequency of arrests. Occurrence of dismissals is predominant among respondents that are formally employed in a public agency or government (39.7%); among the retired (37.1%); and, among transporters (35.4%), as shown in Figure 4.30 below.

Figure 4.30 also shows that frequency of arrests is conceived more among respondents that are unemployed (44.8%), and among transporters (41.5%).

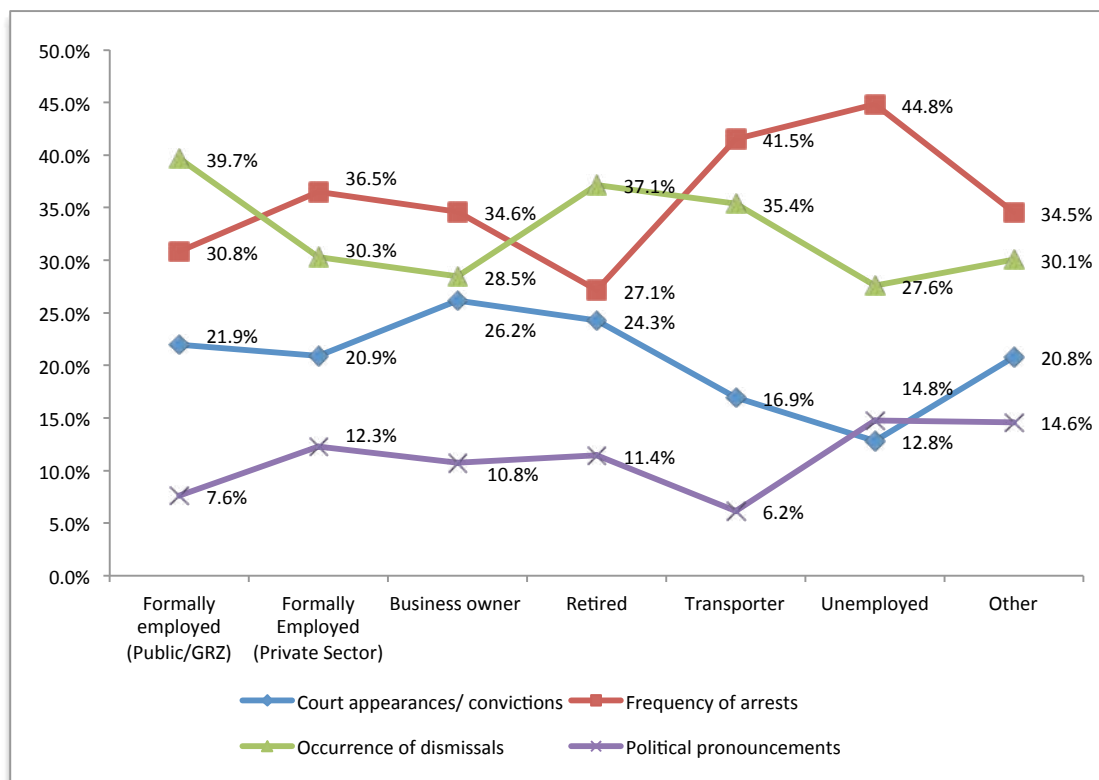


Figure 4.30 Indicators of Commitment to Anti-Corruption and Employment

4.6 Attitudes towards Corruption

The 2017 ZBPI Survey considered change in attitudes towards corruption in the past 12 months two-fold. First, respondent's perception on whether there has been a change in attitudes of public officers changed towards corruption; and second whether there has been a change in attitudes of members of the public changed towards corruption.

Responses were solicited with respect to whether attitudes have improved, remained the same, deteriorated and whether a respondent does not know.

The Survey findings show that attitudes of either public officers or members of the public towards corruption in the last 12 months have predominantly remained the same. Of 1,880 respondents with respect to public officers, 44.4% indicate that the attitudes of public officers has remained the same, and of 1,871 respondents 50.7% also indicate the same with respect to attitudes of members of the public (Table 4.3 and Figure 4.31).

¹⁹ Respondent current occupation or employment status has been recoded to "Other" being "Farmer", "Fisherman/woman", "Marketeer", and "Trader"

Table 4.3 Attitudes towards Corruption

Rating	Attitudes of public officers		Attitudes of members of the public	
	No of Respondents	Relative	No of Respondents	Relative
Improved	244	13.0%	293	15.7%
Remained the same	834	44.4%	948	50.7%
Deteriorated	641	34.1%	467	25.0%
Don't know	161	8.6%	163	8.7%
Total	1880	100.0%	1871	100.0%

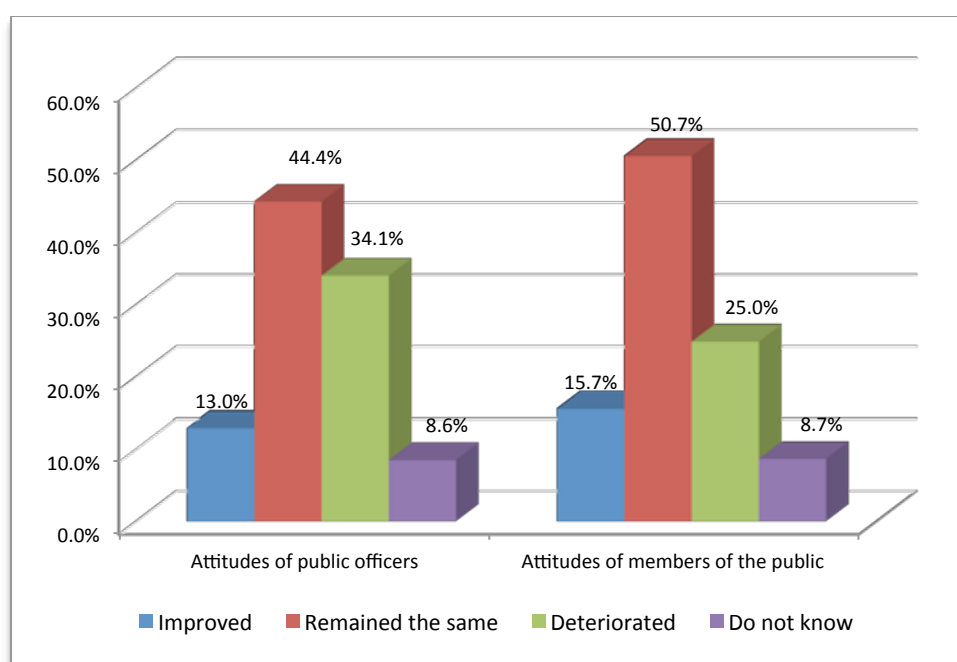


Figure 4.31 Attitudes towards Corruption

Further, comparatively more respondents indicate that the attitudes of both public officers and members of the public towards corruption have in either case deteriorated than improved. Whereas, 34.1% respondents indicate that the attitudes of public officers have deteriorated, 13.0% indicate that the attitudes have improved. For attitudes of members of the public towards corruption, 25.0% indicate that the attitudes have deteriorated and 15.7% that they have improved.

Observations premised on a respondent's geographic location show that perceptions of improvement in the attitudes of public officers towards corruption is more among respondents in rural areas than in urban areas, 19.5% and 10.6% respectively (Figure 3.32). With respect to whether attitudes of members of the public towards corruption have improved, 13.3% of respondents in urban areas and 22.2% of those in rural areas indicate so.

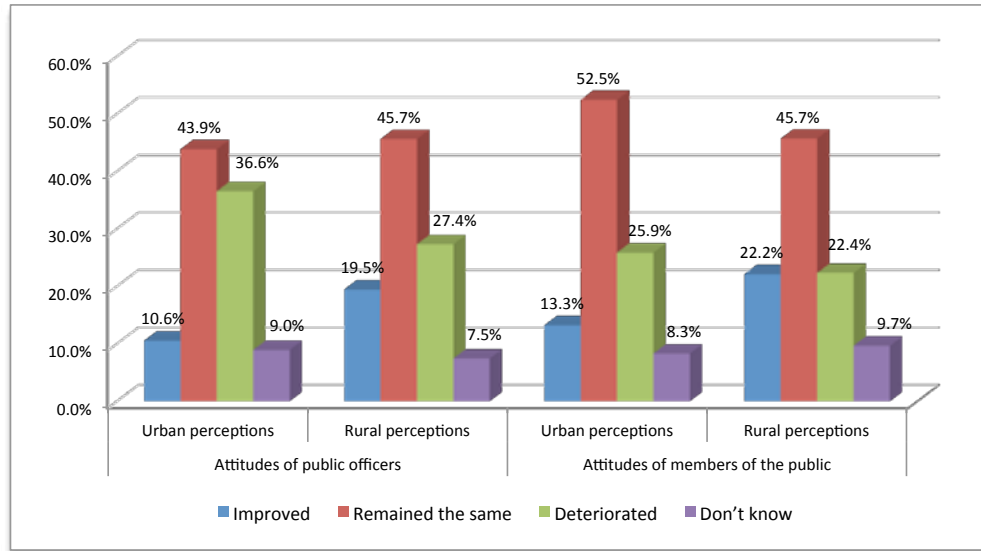


Figure 4.32 Attitudes towards Corruption and Geographic Location

Furthermore, 36.6% of respondents in urban areas and 27.4% in rural areas perceive the attitudes of public officers towards corruption to have deteriorated, as shown in Figure 4.32 above. And, 25.9% of respondents in urban areas and 22.4% in rural areas perceive the attitudes of members of the public towards corruption to have deteriorated.

A respondent's current occupation and/or employment status²⁰ and perceptions on change in attitudes of public officers towards corruption, shows that individuals that are formally employed in a public agency or government and business owners predominantly perceive the attitudes to have remained the same, 50.4% and 46.9% respectively, as shown in Figure 4.33 below.

Figure 4.33 also shows that perceptions of attitudes of public officers towards corruption having deteriorated are most observed among respondents that are retired (49.4%) and transporters (50.0%).

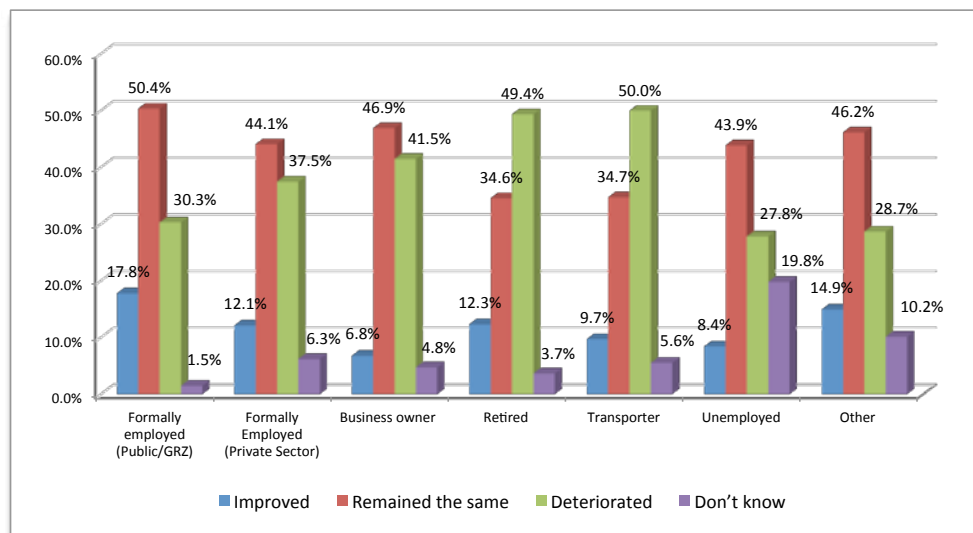


Figure 4.33 Attitudes towards Corruption and Employment – Public Officers

²⁰ Respondent current occupation or employment status has been recoded to "Other" being "Farmer", "Fisherman/woman", "Marketeer", and "Trader"

4.7 Anti-Corruption Stakeholder Identification

This section provides the findings of the 2017 ZBPI Survey on respondent's identification of organizations or offices they know to have been in the forefront in the fight against corruption.

Of 3,010 multiple responses, the most frequent organisations mentioned are the Anti-Corruption Commission (ACC) constituting 43.7% of the responses; Zambia Police (ZP), 19.9%; Transparency International Zambia (TIZ), 10.4%; and, Drug Enforcement Commission (DEC), 7.5%, as shown in Figure 3.34 below.

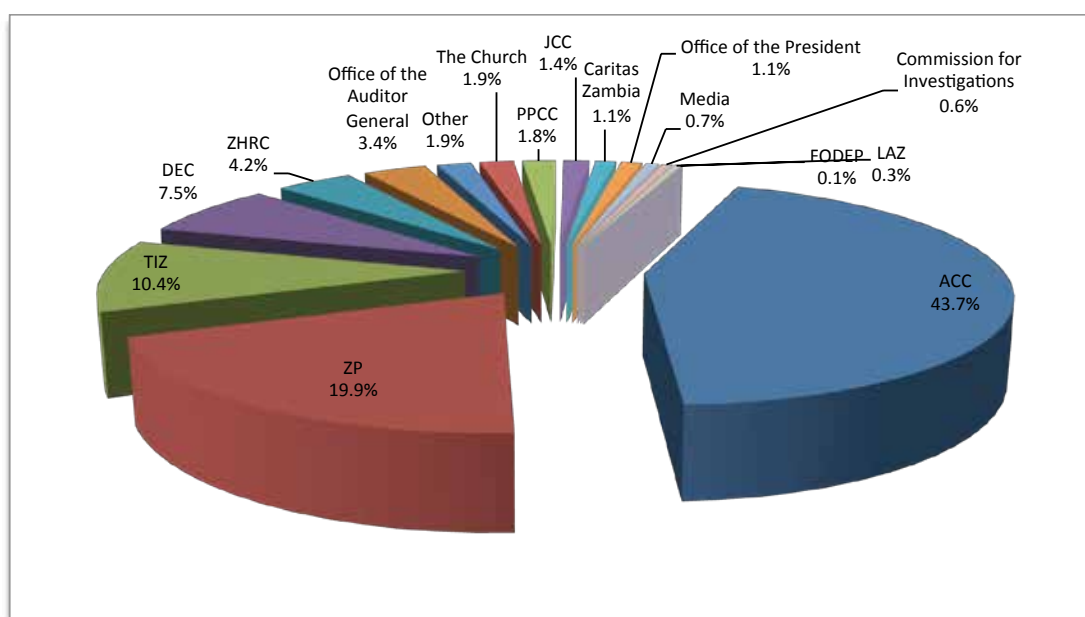


Figure 4.34 Anti-Corruption Stakeholder Identification

Further, Figure 4.35 below provides the percent distribution of 37 responses on identification of other organizations or offices that are in the forefront in the fight against corruption.

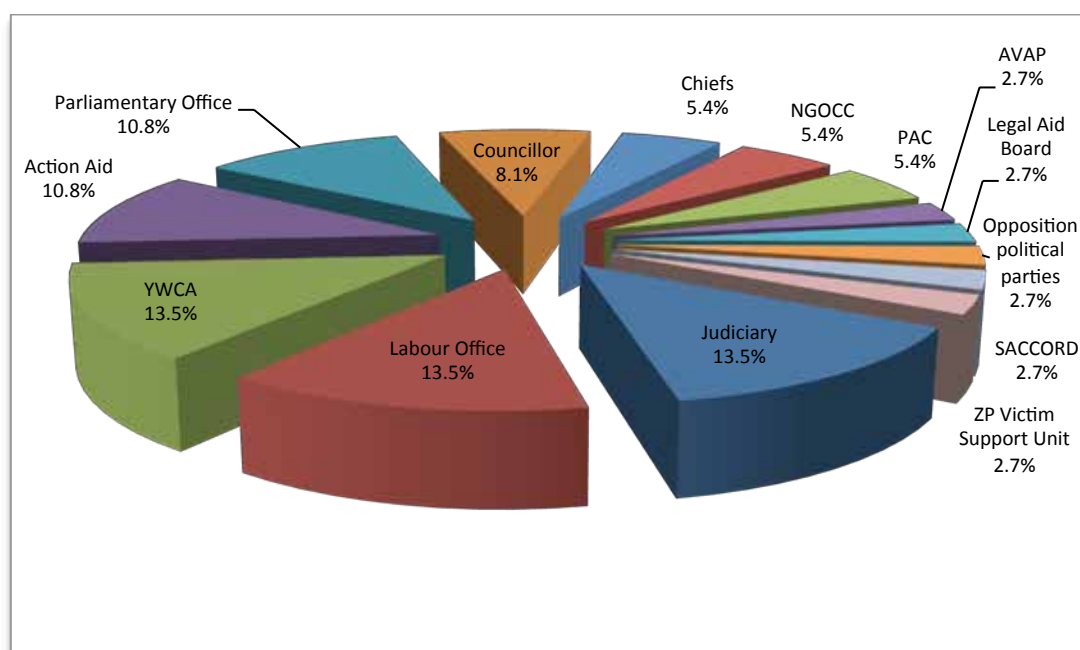


Figure 4.35 Anti-Corruption Stakeholder Identification – Other Organisations

Lastly, 19 responses were provided on media, with Muvi TV having the most responses (Table 4.4).

Table 4.4 Anti-Corruption Stakeholder Identification - Media Organisations

Media Organisation	No of Responses
Muvi TV	9
The Mast	3
The Watchdog	2
Diamond TV	1
Mpika FM	1
Prime TV	1
ZANIS	1
ZNBC	1
Total	19

5.0 Conclusions and Retrospect

5.1 The Public Sector

The Overall Aggregate Bribery Index calculated from 22 public institutions covered in the Survey in 2017 is 10.0%. That is, an individual seeking a service from any of the 22 public institutions had a 10.0% likelihood of paying a bribe. In 2014, the Overall Aggregate Bribery Index was 8.5, evidencing a 1.5 percentage point increase in 2017 in the chance of paying a bribe to any of the 22 public institutions.

Further, the 2017 Overall Aggregate Bribery Index premised on sixteen (16) public institutions when compared to the years 2009, 2012, and 2014 is 13.5%. This approximates the situation in 2009 when the chance of paying a bribe was 13.6%. Comparative lows are observed in 2012 (9.8%) and in 2014 (11.9%).

At a respective individual public institution level, significant increases in the chance of an individual paying a bribe when seeking a service in 2017 are with respect to Local Authorities, the Zambia Police (Traffic), and Ministries for Education. In 2017, seeking a service from a Local Authority has a 37.0% chance of an individual paying a bribe, while in 2014 it was 16.8%, indicating a 20.2 percentage point increase. For the Ministries for Education, the likelihood of paying a bribe in 2017 is 28.5%, while in 2014 the chance of paying a bribe was 12.5%. As regards the Zambia Police (Traffic), there is a 63.9% chance of paying a bribe in 2017 compared to a 50.1% chance in 2014.

However, there are decreases in chances of paying a bribe in the Ministry of Agriculture and Livestock, 7.0 percentage points; Zambia Police (excluding traffic), 6.2; and Zambia Revenue Authority (Customs), 4.8.

Patents and Companies Registration Agency (PACRA), Zambia Telecommunications Company Limited (ZAMTEL), Road Development Agency (RDA), and National Pension Scheme Authority (NAPSA) have negligible to zero chances of paying a bribe, both in 2017 and 2014.

In addition, over the years 2009, 2012, 2014 and 2017 there are consistent increases in the chance of paying a bribe to Local Authorities and Ministries for Education. Eight point zero (8.0) percent chance in Local Authorities in 2009; 7.5% in 2012; 17.5% in 2014; and, 37.0% in 2017. And, 7.0% chance of paying a bribe in 2009 in the Ministries for Education; 6.4% in 2012; 13.0% in 2014; and, 28.5% in 2017.

Over these years, significant decreases in the chance of paying a bribe are in the Ministry of Lands, 20.% in 2009, 11.6% in 2012, 6.1% in 2014 and 4.7% in 2017, 4.7%; and, Zambia Revenue Authority 12% in 2009, 8.9% in 2012, 7.9% in 2014 and 5.6% in 2017,

Overall, in 2017 there is considerable poor performance on individual Zambia Bribe Payers Index Key Performance Indicators (KPIs). In particular, prevalence of bribery, bribe size and severity.

Incidence of bribery in terms of bride demand or solicitation by public officers has increased by 8.6 percentage points, from 35.1% in 2014 to 43.7% in 2017, as shown in Table 5.1 and Figure 5.1 below.

The prevalence of bribery has a 23.6 percentage point increase in 2017, as in 2014 it was 57.1% and in 2017 it is 80.7%. Bribe size of more than Kwacha 500 evidences a 39.6 percentage point increase, 27.2% in 2014 to 66.8% in 2017; and severity with respect to service denial and unnecessary delay of service provision (12.3 percentage point increase).

However, there is a 5.2 percentage point decrease in individuals offering a bribe or an inducement of any kind so as to secure a service, avoid penalties or sanctions, and or to reduce one's costs, as in 2014 the number of respondents that offered a bribe to a public officer constituted 16.6%, and in 2017 it is 11.4%.

Table 5.1 KPI Measurement of Progress – 2014 and 2017

KPI	% No. of Respondents		Percentage point difference
	ZBPI 2014	ZBPI 2017	
Incidence - Bribe demand/solicitation (Public Officers)	35.1%	43.7%	8.6
Incidence - Bribe offer	16.6%	11.4%	-5.2
Prevalence (Bribes actually paid)	57.1%	80.7%	23.6
Bribe Size (More than K 500.00)	27.2%	66.8%	39.6
Severity (Service denial & service delay)	85.3%	97.6%	12.3

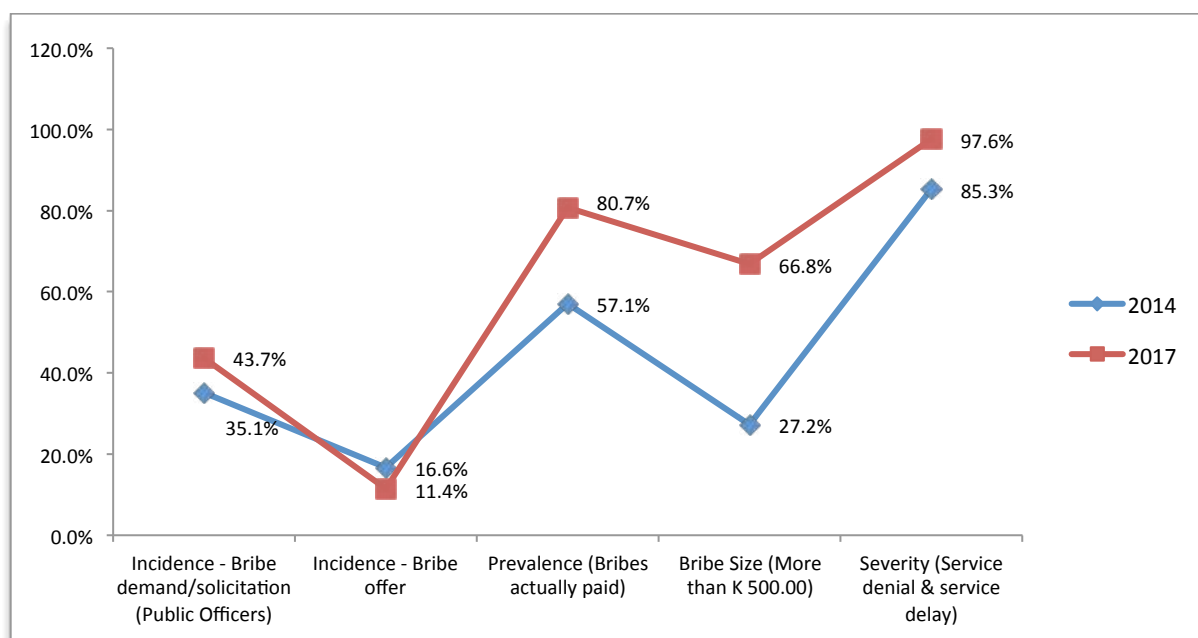


Figure 5.1 KPI Measurement of Progress – 2014 and 2017

Largest bribes demanded were by officers in the Zambia Police (Traffic), constituting 33.6% of public institutions where the largest bribes were demanded; Zambia Police (excluding Traffic), 10.9%; Local Authorities, 8.4%; and RTSA, 7.5%.

Frequency of bribery or the number times an individual paid a bribe is most experienced in the Zambia Police (Traffic) where 20.8% paid at least one to three times; Local Authorities, 13.7%; and, RTSA, 12.0%.

Discernible progress in terms of public institutions to which bribes are paid to most frequently, is apparent in the Ministry of Agriculture and Livestock, 4.3 percentage point decrease; National Registration Office, 3.7; Passport Office, 3.1; Zambia Revenue Authority (Customs), 2.8; ZP (excluding traffic), 2.3; ZESCO, 1.9; and Immigration Department, 1.5, as shown in Table 5.2 below.

Table 5.2 Frequency of Bribery and public institutions – 2014 and 2017

Institution bribe paid to most frequently	% No. of Respondents		Percentage point difference
	ZBPI 2014	ZBPI 2017	
Min of Agriculture and Livestock	5.4	1.1	-4.3
National Registration Office	5.6	1.9	-3.7
Passport office	4.8	1.6	-3.1
ZRA (Customs)	3.9	1.1	-2.8
ZP (excluding traffic)	11.0	8.7	-2.3
ZESCO	3.0	1.1	-1.9
Min of Lands	3.9	2.2	-1.7
Immigration Department	2.3	0.8	-1.5
PSPF	1.1	0.3	-0.8
NAPSA	0.3	0.0	-0.3
PACRA	0.3	0.0	-0.3
RDA	0.2	0.0	-0.2
Judiciary-Courts	4.0	4.1	0.1
Min of Finance	0.1	0.3	0.2
Health Services (MOH)	5.7	6.0	0.3
Min of Works & Supply	0.1	0.5	0.4
ZRA (Tax)	0.7	1.4	0.7
RTSA	8.8	9.8	1.0
ZP (Traffic)	23.0	28.1	5.2
Min of Education	6.6	12.6	5.9
Local Authorities	9.1	18.3	9.2

Considerable regression in progress is, however, apparent in Local Authorities with a 9.2 percentage point increase in frequency of bribes paid in 2017 when compared to 2014; Ministries of Education, 5.9; and Zambia Police (Traffic), 5.2.

5.2 The Private Sector

Bribe solicitation and bribe offering by individuals in the private sector is considerable low, 4.9% were asked for a bribe and 2.5% offered a bribe. Bribe seeking behaviours are most common among individuals in the mining and retails sectors.

Similarly, prevalence of bribery or the number of people that paid bribes to an individual in the private sector is considerably low, 11.9%.

Lastly, private sectors individuals that demanded the largest bribes are in the mining sector, 53.9%; 16.7% other sectors; 11.8%, construction; 9.8%, retail; and, 7.8% manufacturing.

5.3 Actions, Stakeholder Commitment and Attitudes

Reasons for an individual being compelled to pay a bribe in order to get a service even when they seek not to, are predominantly to avoid delays, fear of a service being denied, and to avoid penalties or sanctions. In addition, a considerable number of individuals just pay a bribe when it is demanded and not report to the Anti-Corruption Commission (ACC) or another law enforcement agency.

Perceptions on Government efforts in dealing with the issue of corruption have considerably changed in 2017 when compared to 2014. Considerably fewer individuals perceive the Government's efforts in dealing with corruption as either very effective or somewhat effective in 2017 than in 2014, evidencing a decrease of 13.9 percentage points in perceptions on whether the Government's efforts are effective; and, a decrease of 30.1 percentage points in perceptions on whether they are somewhat effective (Table 5.3).

Table 5.3 Government Anti-Corruption Efforts – 2014 and 2017

Perception	% No. of Respondents		Percentage point difference
	ZBPI 2014	ZBPI 2017	
Very effective	17.3	3.4	-13.9
Somewhat effective	39.7	9.6	-30.1
Neither effective nor ineffective	10.9	24.7	13.8
Somewhat ineffective	10.8	32.2	21.4
Very ineffective	13.5	22.6	9.1

In addition, more individuals in 2017 than in 2014 perceive the Government's efforts to be somewhat ineffective, 32.2% in 2017 and 10.8% in 2014; and very ineffective, 22.6% in 2017 and 13.5% in 2014.

On Government's commitment to tackling corruption, fewer individuals in 2017 perceive the Government to be very committed (3.7%) than in 2014 (27.1%), as shown in Table 5.4 below. A considerable number of individuals perceive the Government not to be committed to tackling corruption in 2017 than in 2014, 46.0% and 23.1% respectively.

Table 5.4 Commitment in Tackling Corruption – 2014 and 2017

Perception	% No. of Respondents		Percentage point difference
	ZBPI 2014	ZBPI 2017	
Very committed	27.1	3.7	-23.4
Moderately committed	41.1	43.5	2.4
Not committed	23.1	46.0	22.9

Further, there is considerable change in perceptions of factors contributing to incidences of bribery in the country. Whereas in 2014, 10.9% of respondents perceived lack of seriousness on the part of government as a significant factor contributing to incidences of bribery, in 2017 this increased to 15.1% (Table 5.5).

However, perception of low salaries as a significant factor contributing to incidences of bribery, has decreased by 16.4 percentage points; poverty, 15.9; and, unemployment, 2.2. This indicates that there are relatively fewer individuals in 2017 than in 2014 that perceive low salaries, poverty and unemployment as significant factors that contribute to incidences of bribery in the country.

Table 5.5 Factors Contributing to Incidences of Bribery – 2014 and 2017

Factors contributing to incidences of bribery	% No. of Respondents		Percentage point difference
	ZBPI 2014	ZBPI 2017	
Lack of seriousness on part of government	10.9	15.1	4.2
Low salaries	36.6	20.2	-16.4
Poverty	40.2	24.3	-15.9
Unemployment	12.3	10.1	-2.2

Lastly, perceptions of change in attitudes of public officers towards corruption, has decreases by 5.1 percentage points, as in 2014 18.1% of the respondents indicate that the attitudes have improved and in 2017 only 13.0% do so, as shown in Figure 5.2 below.

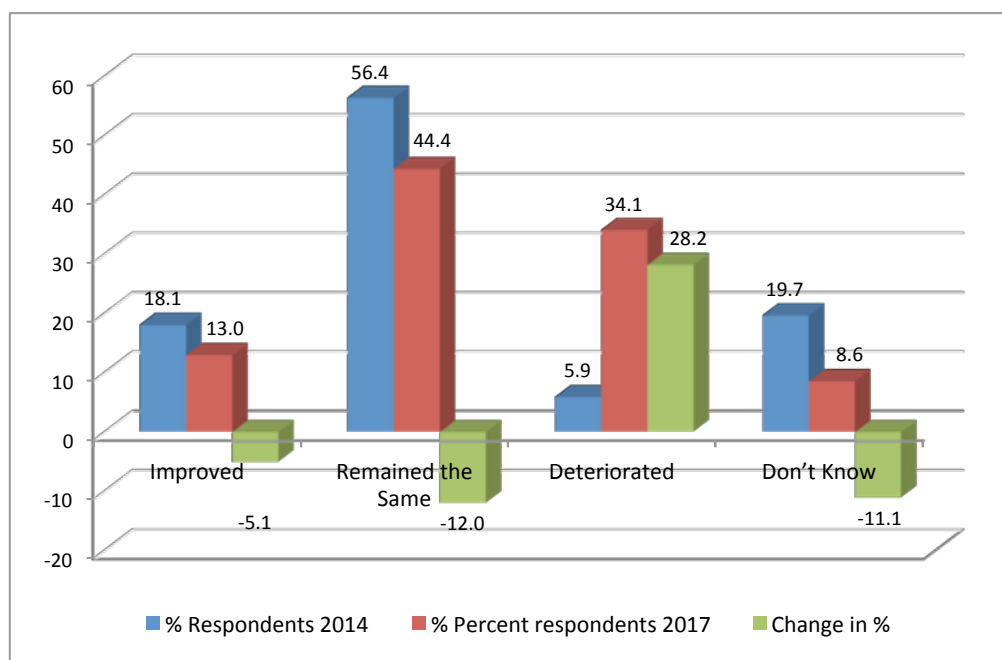


Figure 5.2 Change in Attitudes of Public Officials Towards Corruption – 2014 and 2017

Perceptions of the attitudes remaining the same are 56.4% in 2014 and 44.4% in 2017, denoting a decrease of 12.0 percentage points; and that attitudes have deteriorated, 5.9% in 2014 and 34.1% in 2017, evidencing an increase of 28.2 percentage points.

5.3 Retrospect

In retrospect, the 2017 Zambia Bribe Payers Index (ZBPI) Survey findings evidence increases in the Overall Aggregate Bribery Index, and the KPIs of incidence, prevalence, frequency, bribe size and severity. The chance of an individual paying a bribe when seeking a service in some public institutions is still unenviable, in particular Local Authorities, the Zambia Police (Traffic), and Ministries for Education.

Moderate success stories on chances of paying a bribe, however, exist in institutions like the Ministry of Agriculture and Livestock, Zambia Police (excluding traffic), and Zambia Revenue Authority (Customs). In addition, bribe offer behaviours have slightly declined.

Incidences of bribery in the private sector are comparatively low, but this can be ascribed to the low interactions of members of the public with the Sector.

Lastly, individuals' perceptual assessments of Government commitment to anti corruption, do not instil confidence that the Government is doing enough to combat corruption.

6.0 Emerging Issues

The Behavioural Issue

The 2017 ZBPI Index Survey shows that a respondent's knowledge of where, how to report corruption and knowledge of what constitutes corruption does not have a considerable positive impact on bribe offering on their part and bribe paying behaviours towards public officers or an individual in the private sector. That is, the impact of corruption knowledge when a bribe is demanded and/or when the individual offers a bribe simply because he/she is avoiding delays or avoiding penalties or sanctions is seldom evidenced.

Further, behavioural issues are evident in an individual's level of education attained and his/her average monthly income. Individuals with higher levels of education and those earning higher incomes are observed to be most prevalent in offering a bribe or inducement of any kind. On the other hand, bribe paying behaviours are most prevalent among those that have not been to school and those with tertiary education.

In addition, bribe offer behaviours are most pronounced among transporters and business owners, while payment of a bribe or bribe prevalence is pronounced among transporters, retired individuals and traders.

From an institutional perspective, sustained and consistent anti-corruption efforts have to be targeted at public officers in institutions like Local Authorities, Ministries of Education, and Zambia Police (Traffic) where regression in progress is consistently observed.

Urban – Rural Dichotomy

Bribe seeking and bribe offer behaviours are evidenced to continue being more of a problem in urban areas than in rural areas.

Gender

The 2017 ZBPI Index Survey does not show considerable gender variances in behaviours towards bribery, other than more females pay the bribe demanded mostly due to lack of information and, out of fear of a service being denied.

These foregoing behaviours and observations, invariably, evidence the need for anti-corruption efforts to not only have in-depth behavioural approaches, but also interrogate and propagate the moral and social dimensions of corruption as deterrence to opportunistic behaviours and to enhance provision of information.

Appendix I. Briefs on TIZ and ACC

Transparency International Zambia (TIZ)

Transparency International Zambia (TI-Z) is a local chapter of the global civil society movement Transparency International (TI), which is dedicated to the fight against corruption and the promotion of transparency, integrity, accountability and generally good governance in the discharge of public functions. TI-Z is a non-profit making non-governmental organization with a registered office in Lusaka and has been in existence since June 2000. TI-Z's mission is to be "A leading anti-corruption crusader contributing to Zambia's development based on a culture of integrity, transparency and accountability through the promotion of good governance and zero tolerance to corruption."

TIZ is currently working to promote transparency, accountability, integrity, democracy, rule of law and human rights. The notion is that once these areas are improved, the prevalence of corruption will reduce. TIZ is working to influence change at two levels, namely systemic change at institutional and policy levels and attitudinal and behavioural change at personal level focusing on people.

Systemic change being fostered entails changes in legal, policy and institutional frameworks to strengthen systems that support good governance and anti-corruption. This is being done through research, advocacy, submissions on institutional, legal and policy reforms, capacity building, and stakeholder engagements. The envisaged outcomes of this will be better Institutional processes and structures, policy adoption and amendments, i.e. policy, legal and institutional reforms as well as improvements in implementation and enforcement of policies laws and administrative requirements.

TI-Z is also working to foster attitudinal and behavioural change among people to conform to values of good governance. The idea is to empower people to; be aware of and claim their rights, hold their leaders accountable and act in ethical ways. This is being done through information sharing, awareness raising, capacity building, and dialogue meetings on different platforms. The envisaged changes out of this will be more community action in demanding for transparency, accountability and integrity from duty bearers (leaders and service providers), more activism, petitions and other calls for change, more reporting of grievances and seeking redress against injustice.

TI-Z has defined five programme areas through which it seeks to achieve the above aspirations. These programme areas are 1) the Advocacy and Legal Advice for Citizens (ALAC) Programme, 2) the Citizens Engagement in Domestic Accountability (CEDA) Programme, 3) the Good Governance Programme (GGP) and 4) the Management and Institutional Development (MID) Programme, and 5) the Monitoring, Advocacy and Communication (MAC) Programme.

TI-Z is also implementing five specific projects to compliment/boost the programs, namely; Land and Corruption in Africa (LCA), Mining for Sustainable Development (M4SD), Transparency, Equity and Equality in Land Administration (TEELA) and Open Contracting for Health project.

Anti-Corruption Commission

The Anti Corruption Commission (ACC) is established by the Anti-Corruption ACT No. 3 of 2012. The Corrupt Practices ACT first established the ACC initially²¹. The Corrupt Practices ACT was enacted on 24th September 1980, to stiffen penalties for corruption offences, which were hitherto quite weak under the Penal Code²². Subsequently, the Corrupt Practices ACT, was repealed and replaced by the Anti-Corruption Commission ACT number 42 Of 1996.

The Anti-Corruption Commission (ACC) is the main body tasked to combat corruption in Zambia. The mandate of the ACC is to prevent and take necessary and effective measures for the prevention of corruption in public and private bodies; to receive and investigate complaints of alleged or suspected corrupt practices, and subject to the directions of the Director of Public Prosecutions, to prosecute those suspected of involvement in corruption; to investigate any conduct of any public and private officer which in the opinion of the Commission may be connected with or conducive to corrupt practices; and to do such things as are incidental or conducive to the attainment of the functions.

The Commission also disseminates information on the evil and dangerous effects of corrupt practices on society; and enlisting and fostering public support against corrupt practices.

²¹ ACT No. 14 of 1980

²² Chapter 87 of the laws of Zambia

Appendix II. ZBPI Household Respondent Survey Questionnaire

Thank you for kindly accepting to spare some of your time for this interview. The Zambia Bribe Payers Index Survey is being carried out by Transparency International Zambia and the Anti-Corruption Commission. The purpose of the Survey is to establish the extent of bribery in the delivery of public services in Zambia. The findings will be used to inform key policy strategies and approaches that can be adopted by Government and other stakeholders in order to reduce incidences of bribery in the various institutions, and in so doing improve public service delivery. We would like to assure you that your responses will be treated with the utmost confidentiality and will be used only for the intended purpose. We therefore would like to ask you to be open and free.

Part A: General Statistics		
1	Questionnaire No:	
2	Research Assistant:	First Name: Last Name:
		Research ID:
3	Date of Interview:	

INSTRUCTIONS: Circle response given

4. Location (You do not have to ask respondent the below. Circle the code, depending on your Province and Town)

Province	Code	District	Code	Sample Ward Name
Central	1	Kabwe	11	
		Mkushi	12	
Copperbelt	2	Masaiti	21	
		Ndola	22	
Eastern	3	Chadiza	31	
		Chipata	32	
Luapula	4	Mansa	41	
		Samfya	42	
Lusaka	5	Chongwe	51	
		Lusaka	52	
Muchinga	6	Chinsali	61	
		Mpika	62	
Northern	7	Kasama	71	
		Luwingu	72	
North – Western	8	Kasempa	81	
		Solwezi	82	
Southern	9	Kalomo	91	
		Livingstone	92	

Western	10	Kaoma	101	
		Mongu	102	

PART B: Respondent Demographics

5	Sex of respondent	Male [1] Female [2]	
6	Age of respondent (as at last birthday)	Below 18	1
		18-25	2
		26-35	3
		36-45	4
		46-55	5
		56-65	6
		66-75	7
		Over 75	8
7	Marital status	Single	1
		Married	2
		Separated	3
		Divorced	4
		Widowed	5
8	Area of Residence	High density	1
		Medium density	2
		Low density	3
		Village	4
9	Highest level of education attained	Not been to school	1
		Primary (Pre-school to Grade 7)	2
		Basic (Grade 8 and 9)	3
		High school (Grade 10 – 12)	4
		Tertiary	5
10	What is your occupation/current employment status? <i>(Encircle one option that best describes a respondents main economic activity)</i>	Formally employed	
		Public sector/government	1
		Private sector	2
		Self employed	
		Business owner	3
		<i>Specify type of business:</i>	
		Trader	4
		Farmer	5
		Fisherman or woman	6
		Marketeer	7
		Transporter [truck] [bus] [car] [bicycle]	8
		Retired	9
		Unemployed	10

11	Average monthly disposable income (income after taxes)	Less than K 250	1	
		K 251 - K 500	2	
		K 501 - K 1,000	3	
		K 1,001 - K 2,500	4	
		K 2,501 - K 5,000	5	
		K 5,001 - K 7,500	6	
		Over K 7,500	7	
12	Do you have any physical disabilities?	YES [1] NO [2]		

PART C: INCIDENCE & FREQUENCY OF BRIBERY

13	In the past 12 months, did you offer a bribe or an inducement of any kind to:			
131	a Public officer (civil servant)?	Yes	1	
		No	2	
132	An individual in the Private Sector?	Yes	1	If NO, GOTO 15
		No	2	
14	How many times in the past 12 months did you offer a bribe to:			
141	a Public officer (civil servant)?	1-3 times	1	
		4-7 times	2	
		Over 7 times	3	
142	An individual in the Private Sector?	1-3 times	1	
		4-7 times	2	
		Over 7 times	3	
15	In the past 12 months, were you asked for a bribe by:			
151	Public officer (civil servant)?	Yes	1	
		No	2	
152	An individual in the Private Sector?	Yes	1	If NO, GOTO 26
		No	2	
16	How many times in the past 12 months were you asked for a bribe by:			
161	a Public officer (civil servant)?	1-3 times	1	
		4-7 times	2	
		Over 7 times	3	
162	An individual in the Private Sector?	1-3 times	1	
		4-7 times	2	
		Over 7 times	3	
17	How many times in the past 12 months did you pay a bribe to:			
171	a Public officer (civil servant)?	1-3 times	1	
		4-7 times	2	
		Over 7 times	3	
		Did not pay	4	
172	An individual in the Private Sector?	1-3 times	1	
		4-7 times	2	
		Over 7 times	3	
		Did not pay	4	

18	What factors led to you paying a bribe?	To avoid delays	1	
		To avoid penalties/sanctions	2	
		Fear of service denial	3	
		To reduce costs	4	
		Lack of information	5	
		It is a normal trend	6	
		Other (specify)	7	
19	The last time a bribe was demanded, what was the position of the official that demanded a bribe from you?			
191	Public officer (civil servant)?	Senior Manager	1	
		Supervisory	2	
		Junior staff	3	
		Other (specify)	4	
192	Individual in the Private Sector?	Senior Manager	1	
		Supervisory	2	
		Junior staff	3	
		Other (specify)	4	
20	What action did you take when asked for a bribe by a public official (civil servant) or an individual in the Private Sector?	Reported to the ACC	1	
		Reported to another law enforcement agency	2	
		Specify:		
		Reported to an NGO	3	
		Specify:		
		Complained to others	4	
		Refused to pay the bribe	5	
		Paid the bribe	6	
		In cash	61	
		In kind (specify below)	62	
21	Did you feel compelled to pay a bribe in order to get a service even though you did not want to?	Yes	1	
		No	2	

22	If in the past 12 months, you paid a bribe in any form to an individual(s) working in a public institution , state the name of institution the bribe was <u>paid to most frequently</u>	Passport Office	1	
	<u>PLEASE DO NOT READ OUT THE OPTIONS PROVIDED</u>	Zambia Revenue Authority - Customs	2	
	Zambia Revenue Authority - Tax Division	3		
	Road Transport & Safety Agency (RTSA)	4		
	National Registration Office	5		
	Zambia Police - Traffic Police	6		
	Zambia Police - excluding traffic police	7		
	Immigration Department	8		
	Ministry of Lands (<i>Land issues only</i>)	9		
	Ministry of General Education	10		
	Ministry of Higher Education	11		
	Local Authorities (Councils)	12		
	Hospitals/Health Services (MoH)	13		
	Judiciary (courts)	14		
	ZESCO	15		
	ZAMTEL	16		
	Ministry of Finance	17		
	Ministry of Works and Supply	18		
	Patents and Companies Registration Agency (PA-CRA)	19		
	Ministry of Agriculture	20		
	Ministry of Livestock	21		
	NAPSA	22		
	Public Service Pensions Fund	23		
	Road Development Agency	24		
	Food Reserve Agency (FRA)	25		
	Other specify:	26		

PLEASE DO NOT READ OUT THE OPTIONS PROVIDED

Other Sector	5
Specify the company:	

24	Which public institutions' staff demanded for bribes most frequently? (only one response please) <u>PLEASE DO NOT READ OUT THE OPTIONS PROVIDED</u>	Passport Office	1	
		Zambia Revenue Authority - Customs	2	
		Zambia Revenue Authority - Tax Division	3	
		Road Transport & Safety Agency (RTSA)	4	
		National Registration Office	5	
		Zambia Police - Traffic Police	6	
		Zambia Police - excluding traffic police	7	
		Immigration Department	8	
		Ministry of Lands (<i>Land issues only</i>)	9	
		Ministry of General Education	10	
		Ministry of Higher Education	11	
		Local Authorities (Councils)	12	
		Hospitals/Health Services (MoH)	13	
		Judiciary (courts)	14	
		ZESCO	15	
		ZAMTEL	16	
		Ministry of Finance	17	
		Ministry of Works and Supply	18	
		Patents and Companies Registration Agency (PA-CRA)	19	
		Ministry of Agriculture	20	
		Ministry of Livestock		
		NAPSA	21	
		Public Service Pensions Fund	22	
		Road Development Agency	23	
		Food Reserve Agency (FRA)	24	
		Other specify:	25	

25	Which Private Sector staff demanded for bribes <u>most frequently</u> ? (only one response please) <u>PLEASE DO NOT READ OUT THE OPTIONS PROVIDED</u>	Mining	1	
		Specify the company:		
		Construction	2	
		Specify the company:		
		Manufacturing	3	
Specify the company:				
Retail		4	Specify the company:	
Other Sector		5	Specify the company:	

PART D: SEVERITY

26	Have you refused to pay a bribe when it was asked for by a public officer/individual in the Private Sector in the past 12 months?	Yes	1	If NO, GOTO 28
		No	2	

27	What was the reaction/consequence for refusing to give the bribe?	Service was denied	1	
		Service was unnecessarily delayed	2	
		Service was given promptly	3	
		Service was given extraordinarily faster	4	
		Other	5	
		Specify:		

PART E: BRIBE SIZE (Amount)

PART E: BRIBE SIZE (Amount)

28	Approximately, how much was the largest bribe that was paid by you in the past 12 months to		
28.1	a public official?	Less than K 50	1
		K 51 - K 100	2
		K101 - K 250	3
		K 251 - K 500	4
		K 501 - K 1,000	5
		K 1,001- K 2,000	6
		Over K2,000	7
		In kind	8
		Specify:	
28.2	An individual in the Private Sector?	Less than K 50	1
		K 51 - K 100	2
		K101 - K 250	3
		K 251 - K 500	4
		K 501 - K 1,000	5
		K 1,001- K 2,000	6
		Over K2,000	7
		In kind	8
		Specify:	

29	Based on your experience, why do public officials (civil servants) ask for and/or accept bribes?	To supplement their low incomes	1	
		They are not afraid of superiors or punishment	2	
		They follow what their superiors do	3	
		It's a tolerable practice in Zambia	4	
		Because of financial pressures	5	
		Greed	6	
		Don't know	7	
		Other	8	
		Specify:		
30	From which institutions did public officials demand the largest bribes in the past 12 months? PLEASE DO NOT READ OUT THE OPTIONS PROVIDED	Passport Office	1	
		Zambia Revenue Authority - Customs	2	
		Zambia Revenue Authority - Tax Division	3	
		Road Transport & Safety Agency (RTSA)	4	
		National Registration Office	5	
		Zambia Police - Traffic Police	6	
		Zambia Police - excluding traffic police	7	
		Immigration Department	8	
		Ministry of Lands (<i>Land issues only</i>)	9	
		Ministry of General Education	10	
		Ministry of Higher Education	11	
		Local Authorities (Councils)	12	
		Hospitals/Health Services (MoH)	13	
		Judiciary (courts)	14	
		ZESCO	15	
		ZAMTEL	16	
		Ministry of Finance	17	
		Ministry of Works and Supply	18	
		Patents and Companies Registration Agency (PACRA)	19	
		Ministry of Agriculture	20	
		Ministry of Livestock		
		NAPSA	21	
		Public Service Pensions Fund	22	
		Road Development Agency	23	
		Food Reserve Agency (FRA)	24	
		Other specify:	25	

31	From which sectors did Private Sector staff demand the largest bribes in the past 12 months? PLEASE DO NOT READ OUT THE OPTIONS PROVIDED	Mining	1	
		Specify the company:		
		Construction	2	
		Specify the company:		
		Manufacturing	3	
		Specify the company:		
Retail	4	Specify the company:		
Other Sector	5	Specify the company:		

PART F: STAKEHOLDER COMMITMENT

32	How do you rate the problem of corruption in public offices in the past 12 months compared to a year ago?	Increasing	1	
		Remained the same	2	
		Decreasing	3	
		Don't know	4	
33	How do you assess the current government's efforts in dealing with the issue of corruption in the past 12 months?	Very effective	1	
		Somewhat effective	2	
		Neither effective nor ineffective	3	
		Somewhat ineffective	4	
		Very ineffective	5	
		Don't Know	6	
34	In the past 12 months, how committed is the current government in tackling corruption?	Very committed	1	
		Moderately committed	2	
		Not committed	3	
		Don't know	4	

35	What are your indicators of the commitment to tackling corruption?	Frequency of arrests	1	
		Occurrence of dismissals	2	
		Court appearances/ Convictions	3	
		Political pronouncements	4	
		Other	5	
		Specify:		
36	What is the most significant factor that has contributed to incidences of bribery in Zambia?	Lack of seriousness (on part of government)	1	
		Low salaries	2	
		Unemployment	3	
		Poverty	4	
		Weak anti corruption measures	5	
		Lack of media attention	6	
		Ineffective NGOs	7	
		Poor public attitudes/ scrutiny	8	
		Other	9	
		Specify:		
37	How have attitudes of public officers changed towards corruption in the past 12 months?	Improved	1	
		Remained the same	2	
		Deteriorated	3	
		Don't know	4	
38	How have attitudes of members of the public changed towards corruption in the past 12 months?	Improved	1	
		Remained the same	2	
		Deteriorated	3	
		Don't know	4	

39	Which three (3) organizations/ offices do you know of as having been in the fore-front in the fight against corruption in the past 12 months? PLEASE DO NOT READ OUT THE OPTIONS PROVIDED	Anti-Corruption Commission	1
		Transparency International Zambia	2
		Police Public Complaints Commission	3
		Police Service	4
		Drug Enforcement Commission	5
		Office of the Auditor General	6
		Commission for Investigations (Investi-gator Generals Office)	7
		Judicial Complaints Authority	8
		Human Rights Commission	9
		Media	10
		Specify:	
		Caritas Zambia	11
		Foundation for Democratic Process	12
		Law Association of Zambia	13
		The Church	14
		Office of the President	15
Don't know	16		
Other	17		
Specify:			

Only Questions 44 to 46 are used herein this Report

PART G: National Anti Corruption Policy (NACP) Implementation Questions

40	In the past 12 months, to obtain a service, license or permit from the below institution -	Did you offer a bribe?	Were you asked for a bribe?	Tick the appropriate response
401	Road Transport & Safety Agency			
402	Ndola City Council			
403	Zambia Revenue Authority			
404	Immigration Department			
405	Ministry of Lands (<i>Land issues only</i>)			
406	Hospitals/Health Services (MoH)			
407	Public Service Pension Fund			
408	Patents and Companies Registration Agency			
409	Road Development Agency			
41	Did you offer a bribe to avoid paying of a penalty?			
		Yes	1	
		No	2	
42	Was the bribe asked for to avoid paying of a penalty?			
		Yes	1	
		No	2	
43	Do you feel that the judiciary instills confidence in its handling of corruption cases?	Yes	1	
	No	2		
	Don't know	3		
44	Do you know where to report cases of corruption?	Yes	1	If No, skip to 49
	No	2		
45	Name one institution where you can report suspected cases of corruption?			
	Police	1		
	ACC	2		
	DEC	3		
	Newspaper	4		
	Auditor General	5		
	Parliament	6		
	TIZ	7		
	Other	8		
	Specify:			

46	Do you know how to report cases of corruption to government law enforcement agencies?	Yes	1		If No Skip to 49
		No	2		
47	Name one way you can report suspected cases of corruption	By letter	1		
		By phone	2		
		By email	3		
		In person	4		
		By fax	5		
		Other	6		
		Specify:			
48	Are the ways of reporting cases of corruption effective?	Very effective	1		
		Effective	2		
		Not effective	3		
49	Do you know what constitutes corruption?	Yes	1		
		No	2		
50	Name one act that may constitute corruption	Bribery	1		
	Extortion	2			
	Abuse of office	3			
	Theft of public money	4			
	Gifts during election period	5			
	Other	6			
	Explain:				
51	Are you aware of the National Anti Corruption Policy (NACP)?	Yes	1		
		No	2		
52	Are you aware of the Public Interest Disclosure Act 2010 (Whistle Blowers Act)?	Yes	1		
		No	2		

PART H: TIZ PERFORMANCE INDICATORS

53	Have you ever accessed anti corruption information produced by Transparency International - Zambia in the past 3 years?	Yes	1	
		No	2	
54	What was the mode through which you accessed the TIZ information on anti-corruption	IEC materials	1	
		Radio programme	2	
		TV programme	3	
		Community sensitisation meeting(s)	4	
		Workshop/training	5	
		Other	6	
		Specify:		
55	Have you ever demanded for effective public service delivery in public institutions?	Yes	1	If No, GOTO 58
		No	2	

56	Of the below public institutions -	In which one have you demanded effective public service delivery the most?	How would you rate your level of satisfaction with the quality of services accessed?			Do you think there is need for increased integrity and transparency in this institution?		
		[Tick appropriate response]	1 = Low	2 = Medium	3 = High	Yes	No	
561	Passport Office							
562	Zambia Revenue Authority - Customs							
563	Zambia Revenue Authority - Tax Division							
564	Road Transport & Safety Agency (RTSA)							
565	National Registration Office							
566	Zambia Police - Traffic Police							
567	Zambia Police - excluding traffic police							
568	Immigration Department							
569	Ministry of Lands							
560	Ministry of General Education							
5611	Ministry of Higher Education							
5612	Local Authorities (Councils)							
5613	Hospitals/Health Services (MoH)							
5614	Judiciary (courts)							
5615	ZESCO							
5616	ZAMTEL							
5617	Ministry of Finance							
5618	Ministry of Works and Supply							
5619	Patents and Companies Registration Agency (PACRA)							

5620	Ministry of Agriculture							
5621	Ministry of Livestock							
5622	NAPSA							
5623	Public Service Pensions Fund							
5624	Road Development Agency							
5645	Food Reserve Agency (FRA)							

Many Thanks

Appendix III. ZBPI Survey Target Public Institutions

- 1 Food Reserve Agency (FRA)
- 2 Hospitals/Health Services (MoH)
- 3 Immigration Department
- 4 Judiciary (courts)
- 5 Local Authorities (Councils)
- 6 Ministry of Agriculture
- 7 Ministry of Finance
- 8 Ministry of General Education
- 9 Ministry of Higher Education
- 10 Ministry of Lands (Land issues only)
- 11 Ministry of Livestock
- 12 Ministry of Works and Supply
- 13 National Pension Scheme Authority (NAPSA)
- 14 National Registration Office
- 15 Passport Office
- 16 Patents and Companies Registration Agency (PACRA)
- 17 Public Service Pensions Fund (PSPF)
- 18 Road Development Agency (RDA)
- 19 Road Transport & Safety Agency (RTSA)
- 20 Zambia Electricity Supply Company (ZESCO)
- 21 Zambia Police (excluding Traffic)
- 22 Zambia Police (Traffic)
- 23 Zambia Revenue Authority (Customs)
- 24 Zambia Revenue Authority (Tax Division)
- 25 Zambia Telecommunications Company Limited (ZAMTEL)

Appendix IV. Derivation of District and Ward Sample Sizes

District Sample Size

$$\text{Sample size} = \frac{\text{No. of Households}}{\text{Total Number of Households in Target Districts}} * 2000$$

PSU (Ward) Sample Size

$$\text{Sample size} = \frac{\text{No. of Households}}{\text{Total Number of Households in Target PSU}} * \text{District Sample Size}$$

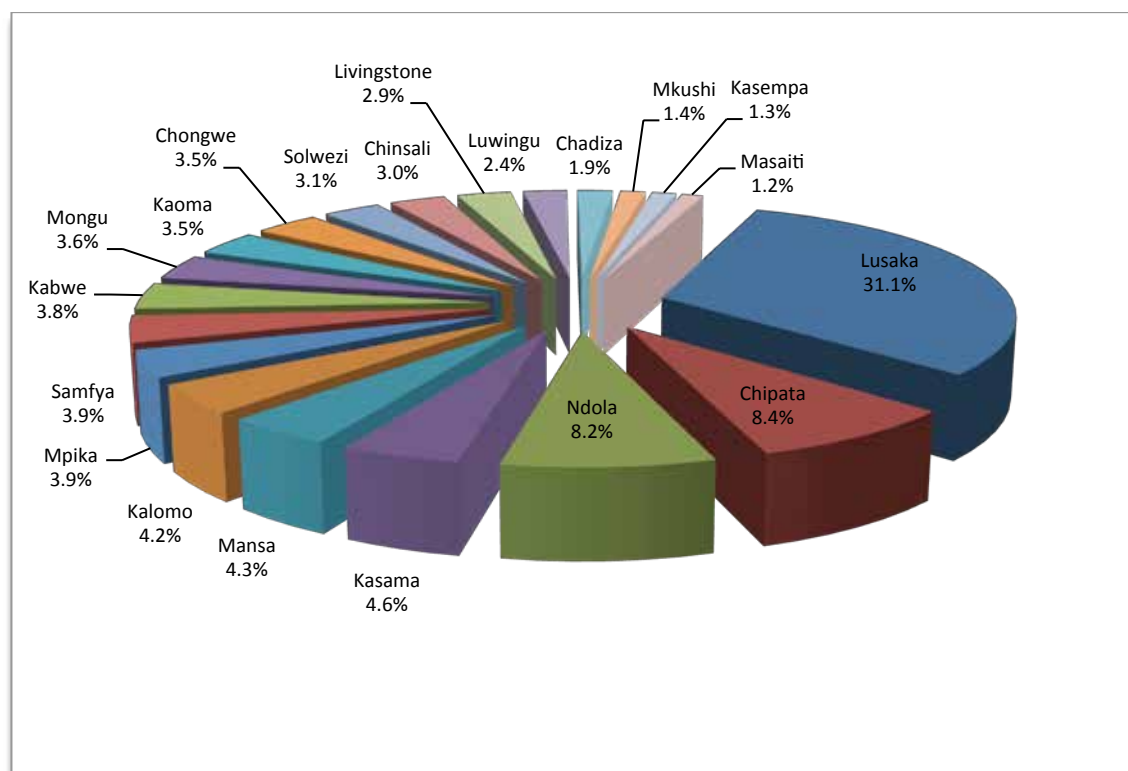
Within the PSUs thresholds, within each respective ward, were computed to ensure a sample size that was, at a minimum, not less than three (3). Sampling intervals were then derived in each PSU. Appendix II, shows the proposed district sample sizes and the actual number of respondents surveyed.

Appendix V. Target District Sample Sizes

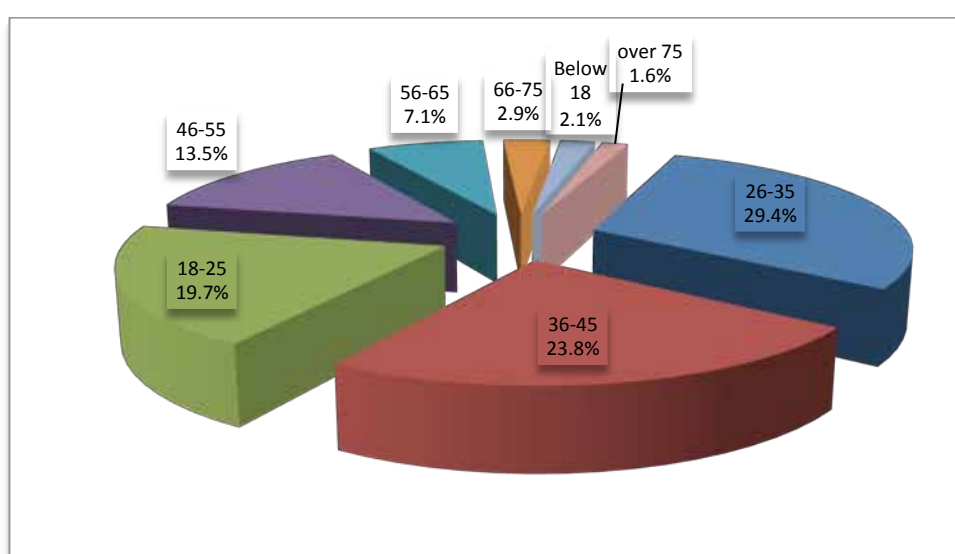
Province	Sample District	No. of Households	Sample Size
Central	Kabwe	41,498	73
	Mkushi	29,128	51
Copperbelt	Masaiti	12,549	22
	Ndola	88,418	155
Eastern	Chadiza	20,199	35
	Chipata	90,809	159
Luapula	Mansa	46,586	81
	Samfya	42,053	74
Lusaka	Chongwe	37,573	66
	Lusaka	368,364	642
Muchinga	Chinsali	32,480	57
	Mpika	42,421	74
Northern	Kasama	50,610	88
	Luwingu	25,563	45
North-Western	Kasempa	12,539	22
	Solwezi	48,935	86
Southern	Kalomo	46,464	81
	Livingstone	31,177	55
Western	Kaoma	38,084	67
	Mongu	38,321	67
Total	20	1,143,771	2000

Appendix VI. Respondent Demographics

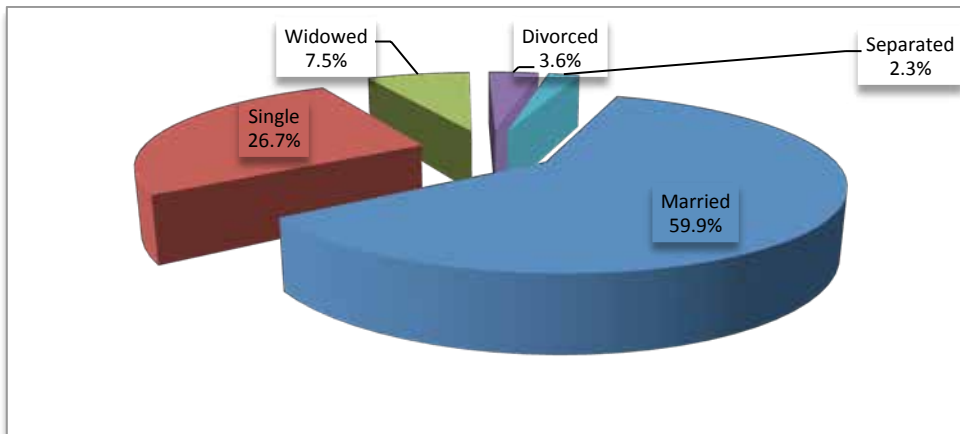
(a) District Distribution of Respondents



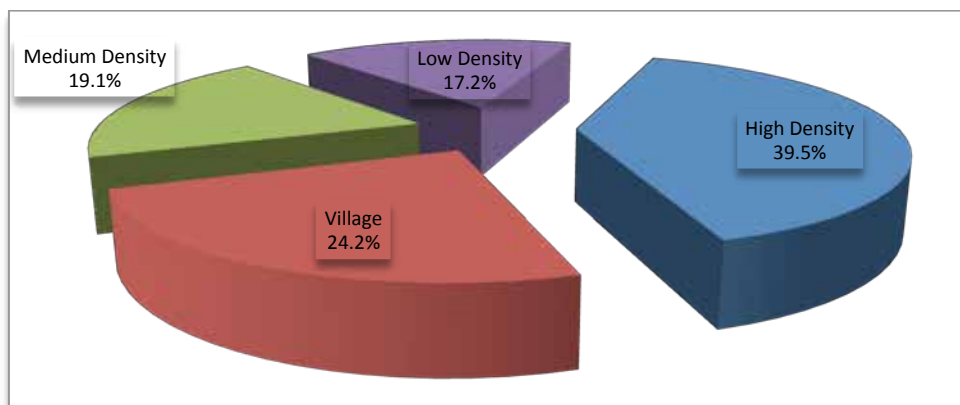
(b) Age Cohort



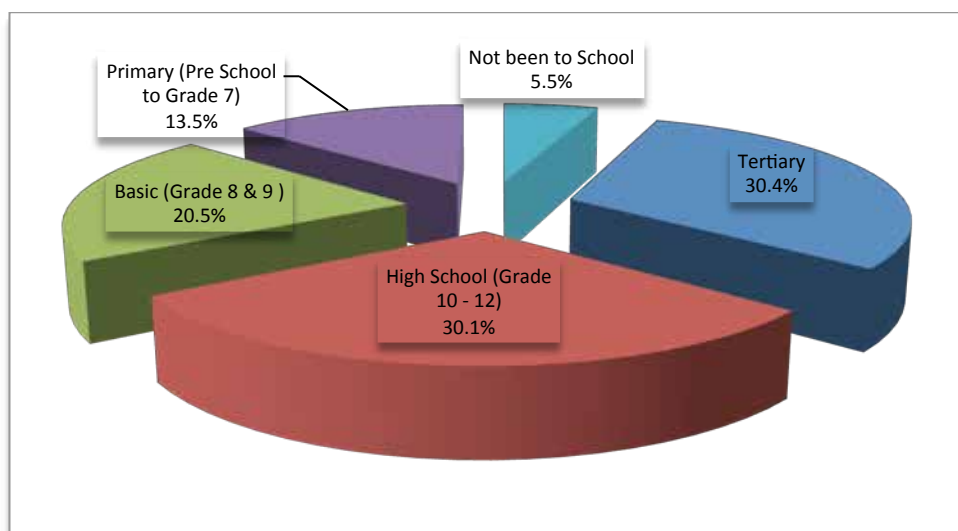
(c) Marital Status



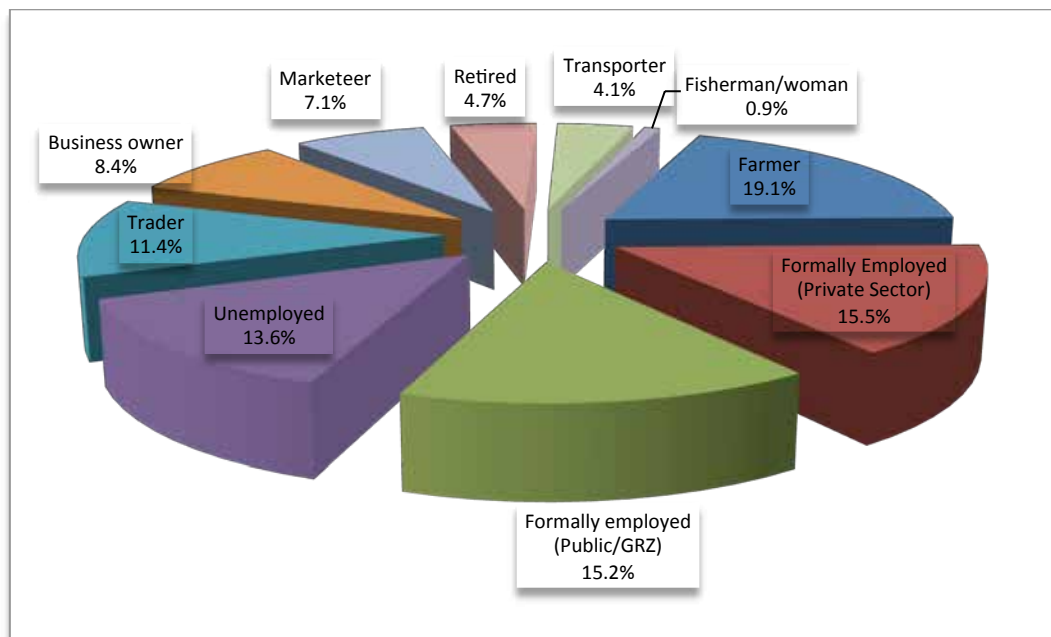
(d) Area of Residence



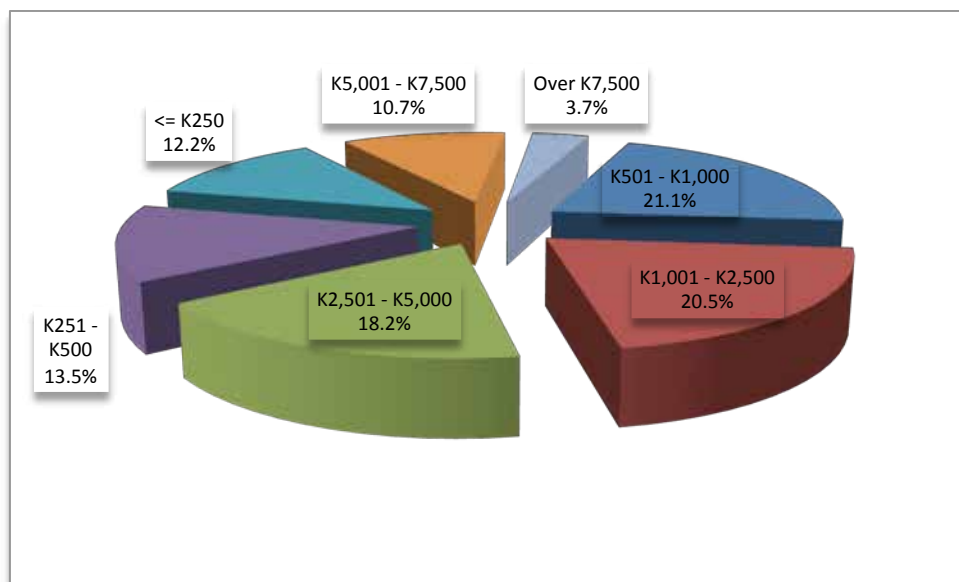
(e) Highest Level of Education Attained



(f) Occupation/Current employment status



(g) Average Monthly Disposable Income (income after taxes)



Appendix VII Experiences of Bribe Demand in the Private Sector by Company

Sector	Company
Construction	Sable Transport
	China Henan
	AVIC International
	China Civil
Manufacturing	Cold Storage
	PEPSI
	Outnet Market Limited
	Midlands Breweries
	Seed company
	Mpika Breweries
	Nkwazi Beer
	Barrick Lumwana
Mining	Kansanshi
	First Quantum
Other Sectors	Lusaka Water and Sewerage Company
	Agriculture Cooperative
	Magnum Security Company
	Nemchem
	Trinity College of Education
	Tanzania Zambia Raiways
	Clearing Agent
	Buya Bamba
	EFC financial service
	Nemchem International
	(ZANACO
	Tobacco Auction Floor
	ZESCO
	Zambezi Way lodge
	Bayport
	Muvi TV
	Armaguard Security
	MEI Malomba
Retail	Shoprite
	Spar
	Ashwas Industries LTD
	Autoworld
	Zambeef
	Best Beef
	Mobile City

(Footnotes)

¹For comparatives analysis purposes the Ministries of General Education and Ministry of Higher Education KPI weighted average scores are combined to represent one entity. This is also done for the Ministries of Agriculture and Livestock.

