



**Ghana Integrity Initiative
(Local Chapter of Transparency International)**

THE “VOICE OF THE PEOPLE” SURVEY
(A NATIONAL SURVEY OF CORRUPTION IN
GHANA)

**ACT NOW AGAINST
CORRUPTION
IN
GHANA**

RESIST, CONDEMN AND REPORT CORRUPTION

Accra

November, 2011

LIST OF ACRONYMS

ALAC	Advocacy and Legal Advice Centre
AMA	Accra Metropolitan Assembly
CDD-Ghana	Center for Democratic Development - Ghana
CEPS	Customs, Excise and Preventive Service
CHRAJ	Commission for Human Rights and Administrative Justice
CSO	Civil Society Organization
CPI	Corruption Perception Index
DK	Don't Know
EOCO	Economic and Organized Crime Office
GACC	Ghana Anti-Corruption Coalition
GCB	Global Corruption Barometer
GII	Ghana Integrity Initiative
GRA	Ghana Revenue Authority
ICT	Information, Communications and Technology
KMA	Kumasi Metropolitan Assembly
MDAs	Ministries Departments and Agencies
MMDA	Metropolitan, Municipal and District Assembly (ies)
MMDCEs	Metropolitan, Municipal and District Chief Executives
NA	Not Applicable
RTI	Right to Information
SPSS	Statistical Package for Social Sciences
SSSS	Single Spine Salary Structure
TI	Transparency International
VOPS	Voice of the People Survey

This report relates to all the regions of Ghana and examined the following:

- a) Citizens' perceptions of corruption in the country;
- b) Reported experiences of petty bribery and corruption;
- c) Citizens' perception of institutions and categories of individuals that are more affected by corruption;
- d) Citizens' views on corruption in both the public and private sector; and,
- e) Citizens' opinions on the effectiveness of government actions to tackle corruption.
- f) Recommendations on how to curb corruption.

The Key Results obtained were:

- a) A majority of Ghanaians feel that corruption is a serious problem in the country.
- b) Furthermore, a majority of Ghanaians feel that corruption has increased in the last three years.
- c) However, many Ghanaians trust the Executive (government of the day) to fight corruption with the support of the independent state accountability institutions.
- d) In spite of this, a majority of Ghanaians still feel that the government is ineffective in its fight against corruption.
- e) Many people feel that award of contracts is influenced by factors other than merit and compliance with procurement requirements.

About GII

Ghana Integrity Initiative (GII), the local chapter of Transparency International (TI), was launched in December 1999 as a non-partisan, non-profit civil empowerment organization focused on the delivery of essential themes necessary for the creation of a National Integrity System. For more information, please, visit us at:

www.tighana.org

About TI:

Transparency International, founded in 1993, is the civil society organisation leading the fight against corruption. TI, currently with 100 national chapters around the world, has its International Secretariat in Berlin, Germany. For more information on TI, its national chapters and its work, please visit:

www.transparency.org

1. INTRODUCTION

This "Voice of the People Survey" (VOPS) survey is a national household corruption perception survey conducted in all the ten regions of Ghana between April 4 and April 22, 2011. It is an assessment of Ghanaians' thinking about corruption in the country and an identification of the key issues underlying corruption and recommendations for action to curb the canker. The importance of assessing what the public thinks about corruption is premised on Ghana Integrity Initiative's (GII) belief that public support for anti-corruption efforts is critical to their success and this is more effective if the public is involved in not only the assessment but also the determination of what needs to be done and how to do it. By asking ordinary people their views, we are in a position to obtain Ghanaians' perception of the status of corruption, the impact of anti-corruption efforts and the extent to which corruption is successfully being fought or otherwise.

The survey is comparable to the Global Corruption Barometer (GCB), which is Transparency International's annual public opinion survey that explores the general public's views of corruption, as well as experiences of bribery and corruption around the world. The GCB also assesses the extent to which key institutions and public services are perceived to be corrupt and measures citizens' views on government efforts to fight corruption. GII's current survey covers these areas and is most appropriate in 2011 as there is no GCB this year, conveniently filling the gap. However, this survey also included three questions on awareness about GII, its activities and respondents' participation in GII's activities.

The Report of the VOPS captured: (i) the views of 2096 residents of households throughout the country on their perceptions of corruption; (ii) personal involvement as well as other peoples' involvement in bribery and corruption; (iii) the underlying reasons for corruption; (iv) the institutions and officials perceived to be affected by corruption; (v) suggestions on how to deal with the problem of corruption; and, (vi) knowledge about GII and other institutions that fight corruption in the country.

This survey is part of MISEREOR's "Further Support to the Anti-Corruption Work of Ghana Integrity Initiative (GII)" project that GII has been implementing for the past three years. MISEREOR is the German Catholic Bishops Development Agency and the survey is meant to serve to provide some information on the status of corruption in Ghana and some limited assessment of the success of the work of anti-corruption institutions, including civil society organizations, in Ghana.

2. OBJECTIVES

The overall goal of the survey was to measure the perceived degree of bribery and corruption in Ghana so as to inform and direct policy makers and anti-corruption institutions in the country. The study had the following objectives:

- a) To find out ordinary peoples' perceptions of the extent of corruption in the country, their experiences in dealing with bribery and their recommendations as to how to curb both corruption and bribery;
- b) To find out the most perceived corrupt institution(s) and categories of individual perpetrators of bribery and corruption as an early warning system for remedial action;
- c) To find out the underlying reasons for corruption so as to assist design policies to address the canker;
- d) To find out the public's perceptions on government's commitment to the fight against corruption.
- e) To assess the public's knowledge of key institutions in the fight against corruption as a way of soliciting their support and motivate them to take up corruption cases.

3. MAIN FINDINGS OF THE SURVEY

The subject under investigation, that is, corruption is very sensitive and controversial and hence, delicate to discuss with non-familiar faces. This made some of the respondents unwilling to co-operate. It took a lot of efforts from the Research Assistants to convince these unwilling respondents to co-operate, mainly by assuring them of confidentiality and anonymity.

Some respondents were pessimistic; they claimed that, like most corruption-related surveys conducted in the past, the GII survey would also end up on the shelves to gather dust. This concern notwithstanding, some respondents - especially the elite class - requested that the research findings be published and subjected to public debate, critique and education.

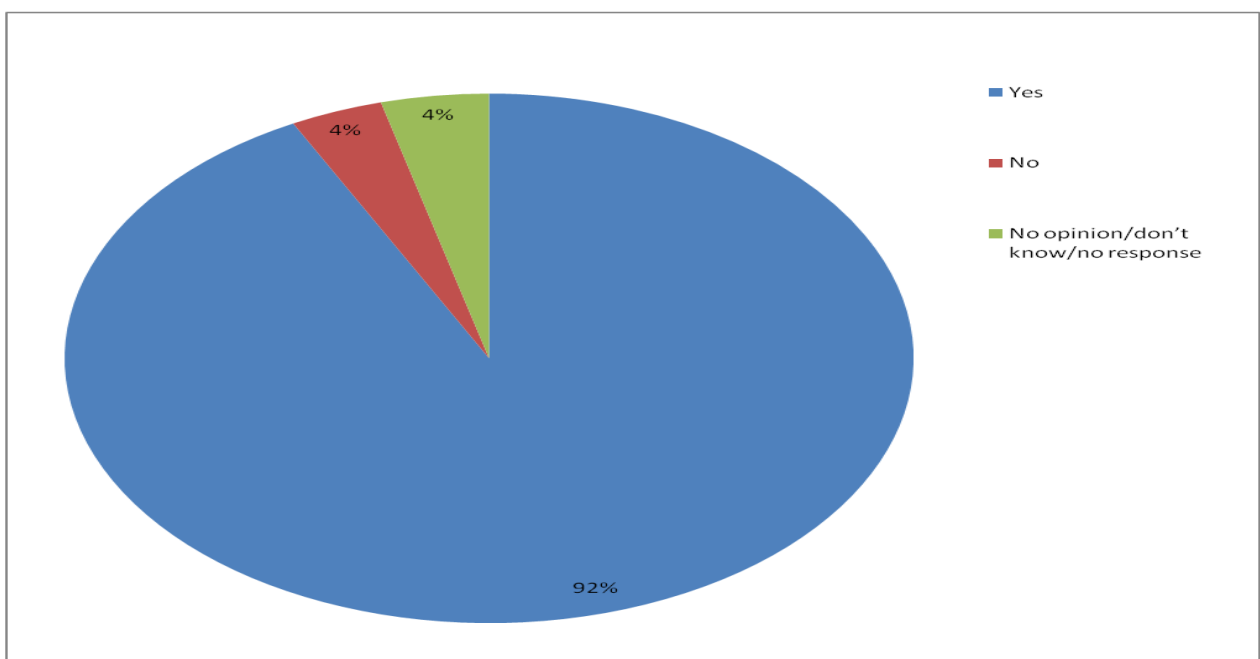
It was evident from the survey that the general perception was that bribery and corruption had eaten deep into the fabric of the society as some respondents expressed their frustrations in accessing certain services due to their inability or unwillingness to bribe service providers. Some respondents think nothing can be done to change the situation and so they have resigned themselves to fate.

It should be noted, however, that as a household survey, it is possible that many public officials and politicians were not captured as they may not have been at home. To address this problem, a deliberate effort was made to capture a minimum number of this group by visiting some offices in each region to administer the questionnaire. Secondly, the survey is not able to provide hard data on corruption for conclusive statements to be made about the real levels of corruption. Finally, partisan effects on the survey cannot be ruled out, considering that most issues in Ghana are viewed from partisan political perspectives. However, these partisan views should have been balanced out by the largely random sampling approach used for the survey.

3.1 Perceptions about corruption in the country

The main survey started with a question on whether corruption was a serious problem in Ghana. In all 1936 respondents, constituting 92.4% reported that corruption was a serious problem in the country. However, 74 respondents, constituting a small portion of 3.5% responded that corruption was not a serious problem. Another 86 respondents, that is, 4.1%, did not know, did not respond or had no opinion on the issue. Figure 1 below gives a picture this finding.

Figure 1: Perception of Respondents on Corruption

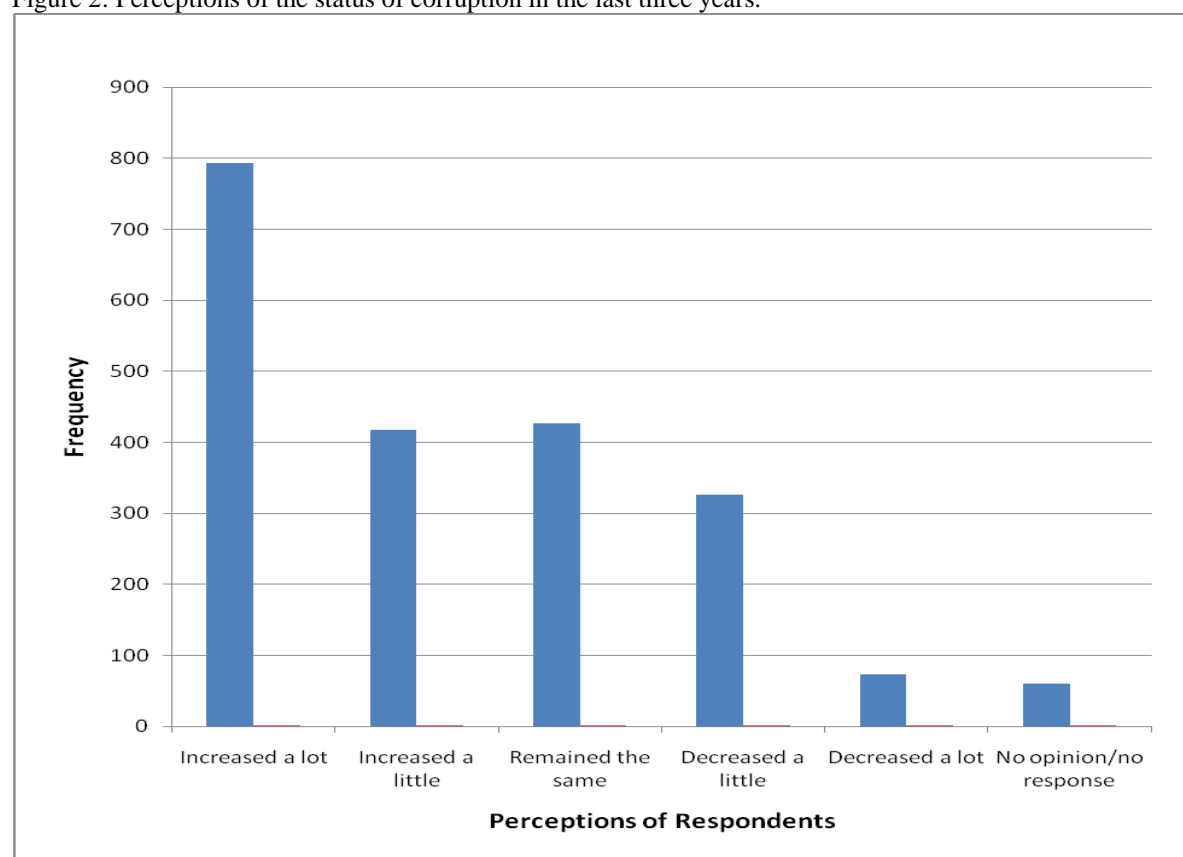


Majority of the respondents view corruption as a serious problem in the country. This confirms earlier surveys¹ on corruption that reveal that corruption is rife in the country, thus requiring some drastic action. When asked whether corruption had increased or decreased over the last three years, 37.8% of the respondents reported that corruption had increased a lot in the last three years while 19.9% of the respondents reported that it had increased a little. Thus, a total of 57.7% of the respondents felt that corruption had increased in the past three years. Only 19% of the respondents reported that corruption had either decreased a lot or decreased a little. However, 20.4% of the respondents felt that corruption had remained the same over the last three years while 2.7% had no opinion or refused to respond to the question. Table 1 shows the frequencies of the answer to this question.

Table 1: Assessment of the level of corruption in the past three years

Description	Frequency	Per cent
Increased a lot	793	37.8%
Increased a little	418	19.9%
Remained the same	427	20.4%
Decreased a little	327	15.5%
Decreased a lot	73	3.5%
No opinion/no response	60	2.7%

Figure 2: Perceptions of the status of corruption in the last three years.



¹ GII, Voice of the People Survey, 2005

3.2 Perception of Corruption in Key Institutions

The respondents were asked to indicate to what extent they perceived a number of selected institutions, mainly service providers, to be affected by corruption on a scale of 1 to 5, where 1 “meant not corrupt at all”, and 5 meaning “extremely corrupt”. Out of the sample size of 2096, 1,295 respondents felt that the Police Service was extremely corrupt while 391 and 223 respondents felt that the Service was very corrupt and corrupt, respectively. A further 120 respondents felt that the Police Service was somewhat corrupt. Only 31 of the 2,096 respondents felt that the Police Service was not corrupt at all. Closely behind the Police Service was the Customs, Excise and Preventive Service (CEPS), which is now part of the GRA. A total of 881 respondents reported that the Customs were extremely corrupt while 476 and 374 reported that Customs was very corrupt and corrupt, respectively. Only 82 respondents felt that the Customs was not corrupt at all. Political parties came third as the category of institutions that are perceived to be corrupt. Out of the 2,096 respondents, 507 and 500 respondents felt that political parties were extremely corrupt and very corrupt, respectively. Furthermore, out of the sample size of 2096, 186 felt that the Public/Civil Service was extremely corrupt while 348 and 747 respondents felt that the Public/Civil Service was very corrupt and corrupt, respectively. Table 2 below provides the detailed responses as captured by the survey.

Table 2: Which institution do you perceive to be most corrupt?

Sector	Not corrupt at all (1)	Somehow corrupt (2)	Corrupt (3)	Very corrupt (4)	Extremely corrupt (5)	Total
The Police Service	31	120	223	391	1295	2060
Health	381	796	592	204	85	2058
Education	261	678	689	295	117	2040
Political parties	94	327	607	500	507	2035
Public/Civil Servants	174	576	747	348	186	2031
Judiciary	163	374	586	474	429	2026
Customs	82	207	374	476	881	2020
Religious bodies	785	731	301	109	88	2014
The Executive	87	387	628	522	389	2013
The Private Sector	343	815	496	208	142	2004
The Media	469	789	508	138	92	1996
Parliament	130	469	710	411	267	1987
Utility providers	181	489	656	326	269	1921
CSOs/NGOs	819	656	290	85	69	1919

The responses in Table 2 were used to rank the institutions on a scale of 1 to 5 as shown in Table 3 below. However, only those described as corrupt, very corrupt and extremely corrupt were totalled to arrive at the number of respondents that described an institution as corrupt. The total number of respondents that reported that an institution was corrupt was then used to rank the institution as shown below. From this ranking, the GII survey ranked the Police Service first as the institution that was affected by corruption with a score of 4.6 out of 5.0. This was followed by Customs, Political parties and the Executive, ranking 4.1, 3.9 and 3.7 respectively. The Judiciary and Parliament ranked 3.6 and 3.3 respectively. At the bottom of the survey, Civil Society Organizations, religious bodies and the Media ranked 1.1, 1.2 and 1.8, respectively.

It is worth noting that the views of the general public on the Police Service, political parties, Parliament, the Judiciary and the media have not changed notably over the years (2004 – 2010) as well as on the current GII survey. Although the private sector was ranked lower (2.0) in the GII survey, it still placed fourth from the bottom like in the GCB for 2004 (3.3), 2009 (3.3) and 2010 (3.0).

Table 3: Institutions Perceived to be affected by Corruption

Institution	2011 Ranking	GCB 2004	GCB 2009	GCB 2010
The Police Service	4.6	4.5	-	4.6
Customs	4.1	-	-	-
Political parties	3.9	3.7	3.6	4.1
The Executive	3.7	-	-	-
Judiciary	3.6	3.7	4.1	3.9
Parliament	3.3	3.0	3.1	3.7
Public/Civil Servants	3.1	-	4.2	3.6
Utility providers	3.0	-	-	-
Education	2.6	3.5	-	3.6
Health	2.1	-	-	-
The Private Sector	2.0	3.3	3.3	3.0
The Media	1.8	2.8	3.0	2.6
Religious bodies	1.2	2.6	-	2.7
CSOs/NGOs	1.1	2.6	-	2.7

3.3 Categories of institutions trusted to deal with corruption

The respondents were also asked to identify the institutions that they **most trusted** to fight corruption in this country. The respondents were asked to choose only one category of institutions. Table 4 below provides the details of the responses. Several institutions came up and had to be reclassified to narrow down the number but this was based on the similarity of the types of work the institutions do. Out of the total of 2,096 respondents, 23.8% trusted the Executive to take steps to curb corruption in Ghana. This was followed by the state accountability institutions such as the Commission on Human Rights and Administrative Justice (CHRAJ), Audit Service and Economic and Organized Crime Office (EOCO) with 15.8% of the respondents trusting them. The Judiciary, the Media and Parliament came next in that order with 13.3% of the respondents trusting the Judiciary, 12.2% of the respondents trusting the media and 9.2% trusting Parliament.

Table 4: Which institution do you trust **most** to fight corruption in the country?

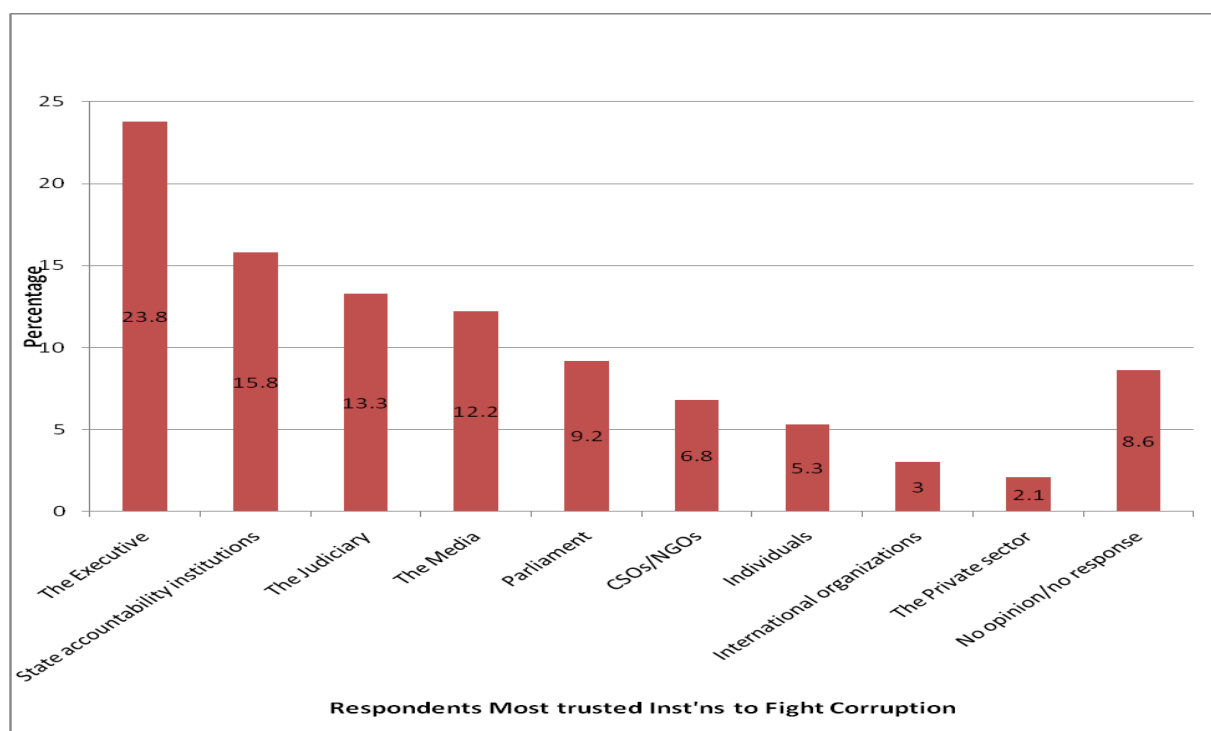
Institution	Respondents	Per cent
The Executive	498	23.8
State accountability institutions	332	15.8
The Judiciary	279	13.3
The Media	255	12.2
Parliament	193	9.2
CSOs/NGOs	142	6.8
Individuals	111	5.3
International organizations	62	3.0

The Private sector	44	2.1
No opinion/no response	180	8.6

Thus, many Ghanaians put their trust in the hands of the government, including state accountability institutions, to curb corruption although this does not rule out other players in the fight against corruption. However, it is unfortunate that the institutions that were perceived to be the most corrupt were also trusted to fight corruption.

The respondents were further asked to list at least three state institutions that are fighting corruption. As their first choice, 526 respondents chose the security agencies as the institutions that come to mind when they wish to report corruption. This was followed by CHRAJ with 343 respondents and the media with 144 respondents. The judiciary was next with 140 respondents. The overall responses followed almost the same trend except that the Judiciary and EOCO scored higher than the media. Thus, the security agencies came up first, followed by the CHRAJ and the Judiciary. The Media and the EOCO followed in that order. With regards to civil society organizations and non-governmental organizations that are fighting corruption, GII (including the global TI movement) came out first with 350 respondents indicating that the CSO comes to mind when they think of reporting corruption. This was followed by the Centre for Democratic Development (CDD-Ghana), Ghana Anti-Corruption Coalition (GACC) and Imani Ghana, in that order.

Figure 3: Which institutions do you trust most to fight corruption?

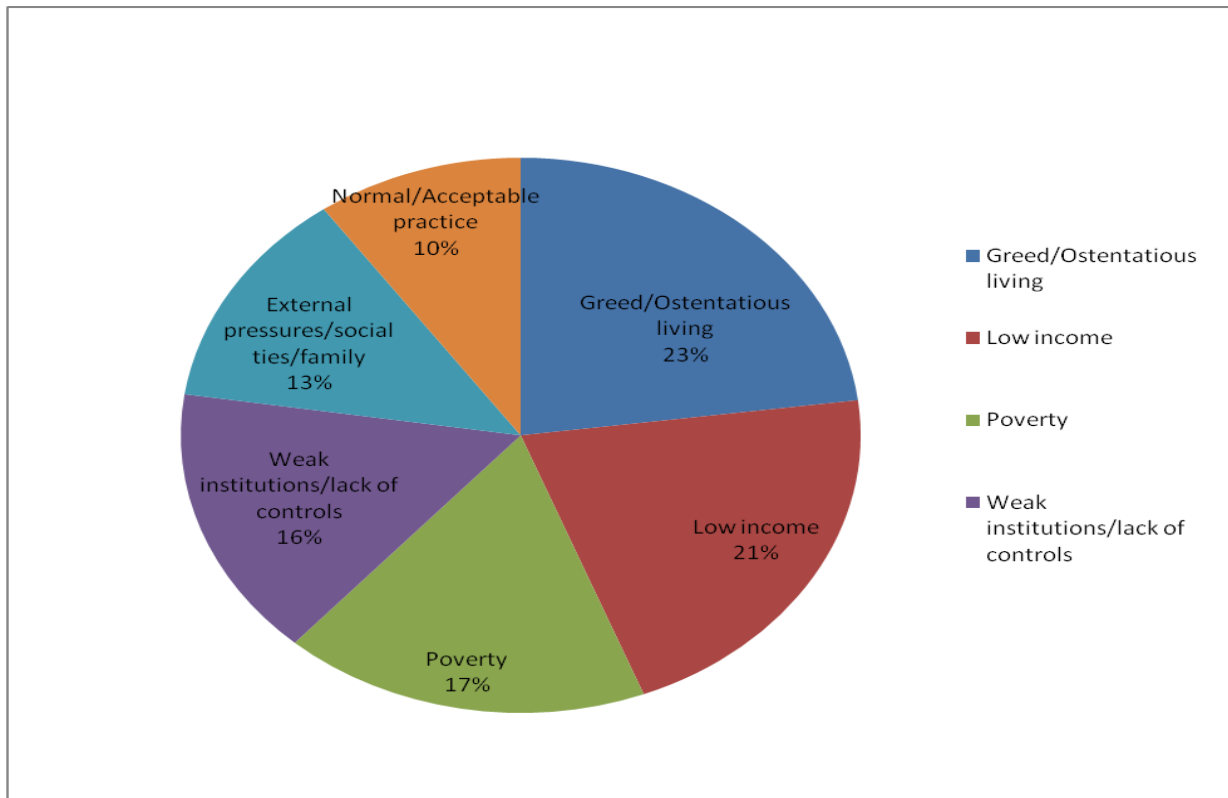


3.4 Reasons why people engage in corruption

The respondents were asked for the reasons why people get involved in corruption, that is, why people are corrupt. This was a multiple answer question and respondents were asked to list as many reasons as possible. The predominant reason given was mere greed and the desire for ostentatious living. Sixty-six per cent of the respondents felt that greed and the

desire for ostentatious living were the main reasons why people get involved in corruption. Low income and poverty followed next as reasons why people engage in corruption. Weak institutions ranked 4, followed by external pressures from family, friends and other social relationships. A smaller number of respondents mentioned the fact that corruption has become a normal or acceptable practice as a reason why people engage in corruption. Figure 4 below gives the full picture.

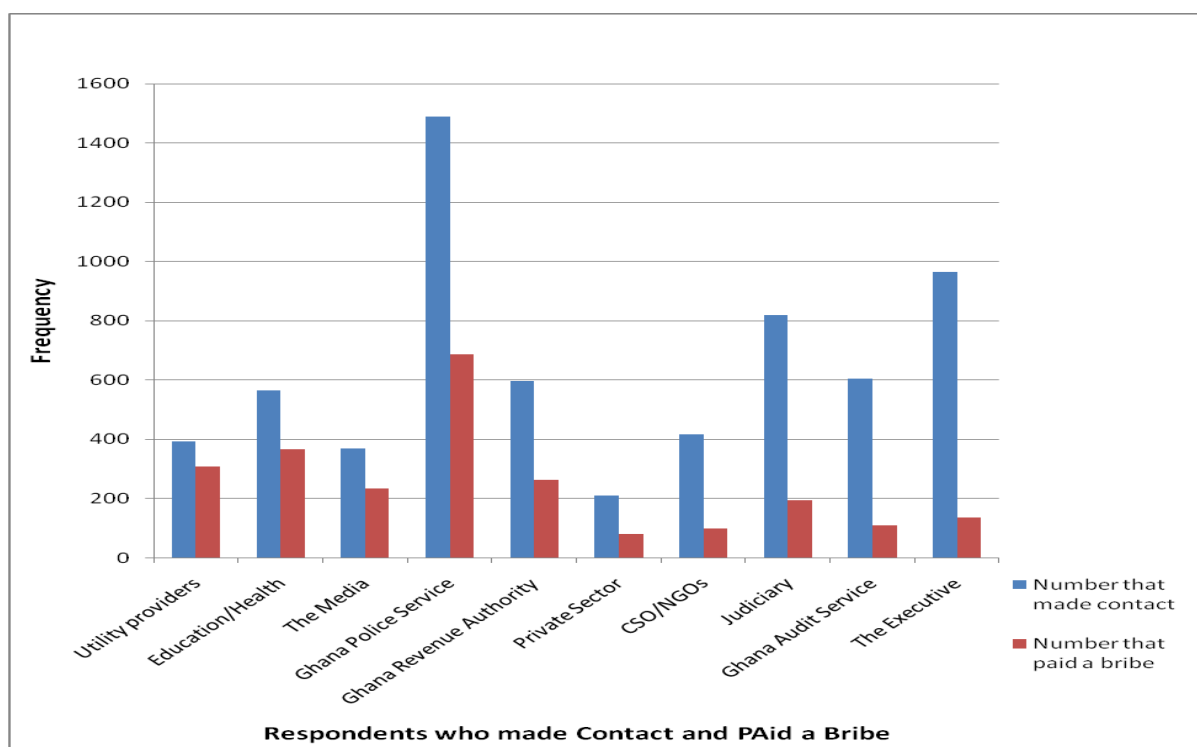
Figure 4: Reasons why people engage in corruption



3.5 Encounters with Bribery and Corruption

The respondents were further asked to indicate if they made contact with a number of selected service providers in the last 12 months and if so, whether they had to pay a bribe. In all cases, the respondents had to pay a bribe although the number of respondents who paid bribes varied, indicating that no institution in the country was free of bribery and corruption. A large percentage of the respondents, constituting 78.8% of those who had made contact with the utilities, that is, electricity and water, had to pay a bribe. This was followed by the education and health sectors to whom 64.8% of the respondents who had made contact with them had to pay a bribe. Furthermore, 63.7% and 44% of the respondents who had made contact with the media and the various divisions of the Ghana Revenue Authority (GRA), respectively had to pay a bribe for their services. 46.2% of the respondents who made contact with the Police paid a bribe. Surprisingly, 37.9% of the respondents who had made contact with the private sector also had to pay a bribe. It should be noted, however, that the Judiciary, the Audit Service and the Executive which had the largest numbers of contacts, scored lower. Figure 5 below gives a full picture of the situation.

Figure 5: Respondents who made contact with some institutions and paid a bribe



The survey asked further why the respondents had to pay a bribe. The majority of the respondents (47.6%) paid a bribe to avoid problems with the authorities. This was followed by an attempt to speed up things or processes (28.8%). Other respondents paid because they wanted a service that was their entitlement while others paid to obtain contract or some other favour. It should be noted that, in 2010, 37% of the respondents who reported making contact with a number of service providers had also paid a bribe.

Table 5: What was the reason for paying a bribe the last time you paid a bribe?

Reason	Frequency	Percentage
To avoid a problem with the authorities	753	47.6
To speed up things	456	28.8
To receive a service which was an entitlement	126	8.0
For a contract or other favour	36	2.3
Others	26	1.6

3.6 What category of income earners pay more in bribes?

It would be recalled that over the years, the GCB results have indicated that respondents from low-income households are more likely to pay bribes than those from high-income households when dealing with the Police, the Judiciary and the education sector. Poor people are the vulnerable in society who, cannot afford but who are compelled to pay bribes in return for basic services.

The findings of this study confirm the findings of the GCB that poor people are more likely to pay bribes than the rich. From the table below, poor people pay more in bribes than the than the well-to-do. A total of 898 respondents who earn below GHs 200.00 a month reported

paying bribes to the various service providers they contacted for services. This was followed by those who earned between GHs 200 and GHs 400 per month, that is, 550 respondents. Only 45 respondents who earned above GHs 1,000 paid bribes, showing that they suffer less from the canker of corruption.

Table 6: Level of Income and Propensity to Pay a Bribe

Institution	Below GHS200	B/n 200 & 400	B/n 400 & 600	B/n 600 – 800	b/n 800 - 1000	Above 1,000
Ghana Police	261	132	82	30	17	14
CSOs	29	26	17	7	4	0
GRA	91	56	41	14	10	3
Judiciary	62	48	22	11	9	3
Basic Social Services	135	77	45	17	9	4
The Executive	34	42	13	11	4	4
Utility providers	121	63	26	11	6	5
Private sector	27	17	9	6	1	0
GIS	74	53	24	11	6	3
Media	64	36	39	23	11	9
	898	550	318	141	77	45

3.7 Frequency of Encounters with Corruption

The respondents were asked how often they encountered bribery and corruption either as victims or witnesses in their everyday life. Although the definition of the responses was not given in the questionnaire, the analysis considered “very frequently” as referring to any time that the respondent wanted something done or wanted to get out of trouble. “Frequently” refers to one out of every 5 encounters and “occasionally” refers to a situation of one out of every ten encounters. Based on this, 18% of the respondents who answered the question reported that they encountered bribery and corruption very frequently while 40.6% of the respondents reported that they encountered bribery and corruption frequently. Yet another 24.7% encountered bribery and corruption occasionally and 9.6% rarely. Only 7.2% had never encountered bribery and corruption in their day to day activities.

Table 7: How often do you encounter bribery and corruption either as a victim or a witness in your day to day activity?

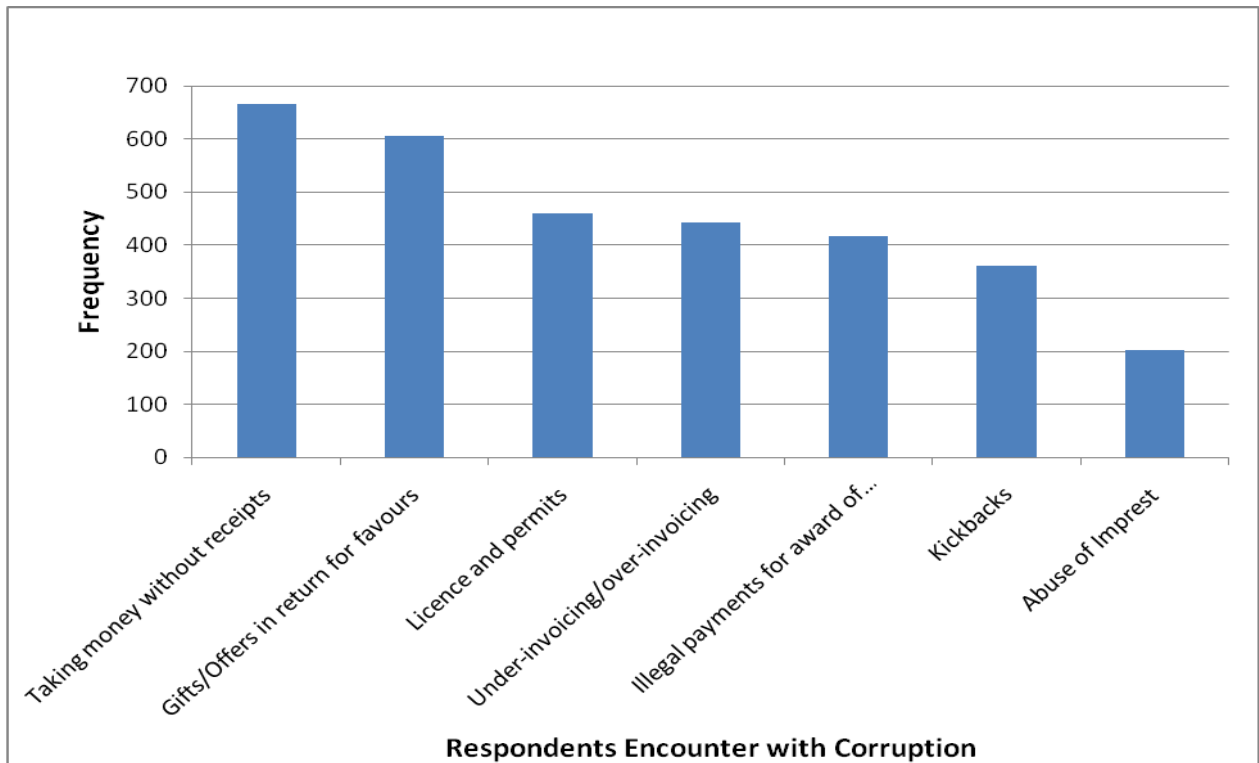
Description	Frequency	Percent	Cumulative
Very frequently	352	18.0	18.0
Frequently	793	40.6	58.6
Occasionally	483	24.7	83.3
Rarely	187	9.6	92.9
Not at all	140	7.2	100.0
Total	1955		

3.8 Types of Corruption Encountered in Daily Lives

The survey pressed further to find out the type of corruption that the respondents encountered in their day to day activities. Taking money without issuing receipts (extortion or illegal fees) came up first with 31.7% of the respondents reporting this corrupt act. This is a source of

leakage for government revenues and should be checked as payments without receipts go into private pockets. This was followed 28.9% of the respondents who reported offering gifts or making offers in return for favours, In addition, 21.9% reported paying for licences and permits while 21.1% of the respondents reported that they had encountered under-invoicing and over-invoicing. Kickbacks did not seem to be very prominent as shown in the Figure below.

Figure 6: Types of corruption



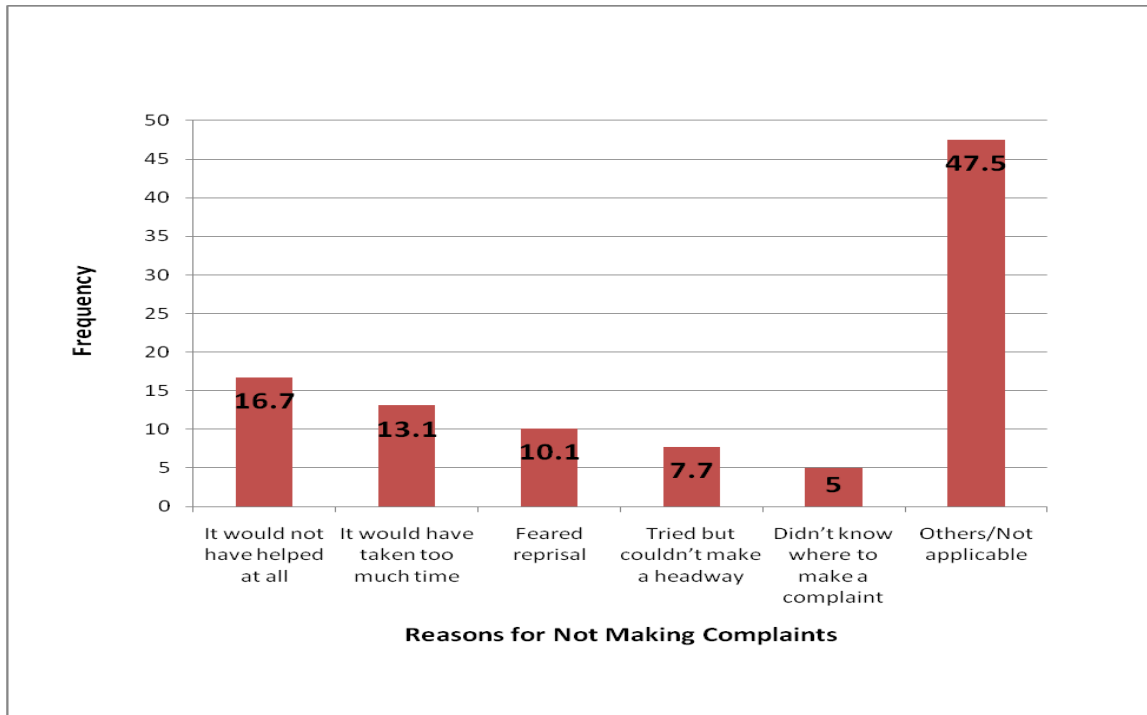
3.9 Reporting Corruption to Authorities

The survey also sought to find out if those who paid a bribe made a complaint to the appropriate authorities. Of the 1,461 respondents who paid a bribe in the last twelve months to obtain a service or to resolve a problem, only 325 respondents made a complaint. Out of those who did not make a complaint, 349 respondents felt that it would not have helped at all to make a complaint and 274 respondents said that they felt it would take a long time to obtain redress. Thus, 623 respondents felt that it would have been a waste of time to report or make a complaint. Furthermore, 104 respondents reported that they did not even know where to file a complaint. Yet, another 161 respondents tried to make a complaint but they were frustrated while 212 respondents did not make a complaint at all because they feared reprisals.

The respondents were asked which institutions come to mind when one wants to make a complaint. The respondents were asked to choose three institutions which come to mind when one wants to make a complaint. A total of 1,325 said the security agencies come to mind. Only 730 respondents indicated that they would report to the CHRAJ. Five hundred and seventeen (517) respondents indicated that they would report to the Executive, made up of the Presidency, Cabinet and the Ministries, Departments and Agencies (MDAs) with 400

respondents saying that the media comes to mind. Only 312 wanted to report to the Judiciary while one hundred and fifty-one (151) respondents thought of the EOCO. A much smaller number mentioned the Audit Service, traditional leaders, religious bodies, CSOs, NGOs, etc.

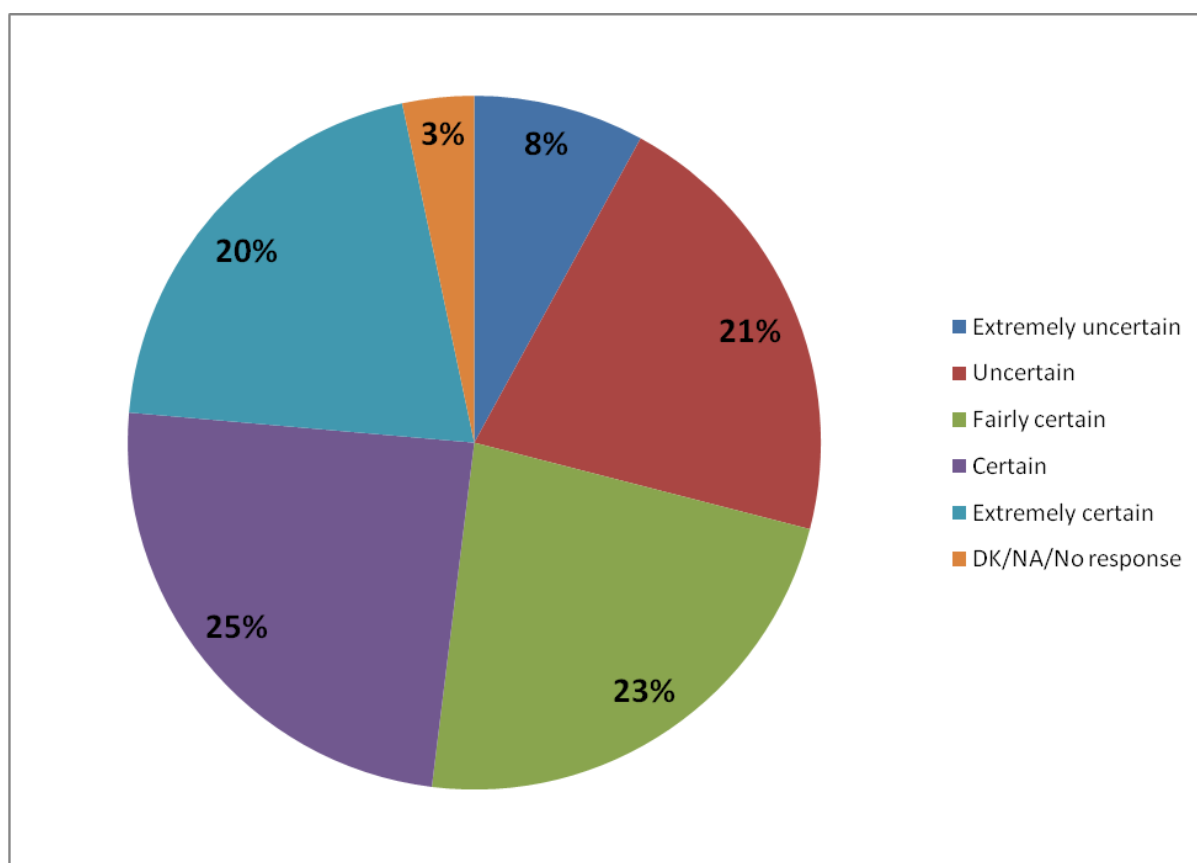
Figure 7: Reasons for failure to make a complaint



3.10 Certainty of a Benefit from Bribery

The respondents were also asked to indicate how certain they would be that a bribe would ensure that their problem was resolved or that they got the service they needed. From the table below, 425 felt extremely certain that a bribe would resolve a problem or ensure the delivery of a service. In addition, 512 respondents felt that a bribe would certainly resolve a problem or ensure the delivery of a service while 481 respondents were fairly certain. However, a good number of respondents (608) felt that it would be extremely uncertain or uncertain that one would get things done with a bribe.

Figure 8: How certain will you be that you will get what you want when you pay a bribe?



3.11 Categories of Individuals Perceived to be Corrupt

The respondents were asked to indicate from a list of categories of individuals, which category they perceived to be the common perpetrators of corruption. The question required respondents to choose as many categories of individuals as applicable. The table below shows the responses that were received.

Table 8: Which categories of individuals do you perceive to be the common perpetrators of corruption?

Description	Yes	Per cent	No	Per cent
Politicians	1524	72.7	473	22.6
Members of the Police Service	1353	64.6	692	33.0
Officials of Revenue agencies	1339	63.9	652	31.1
Public/Civil Servants	1126	53.7	823	39.3
MMDA revenue collectors	929	44.3	960	45.8
The Media	609	29.1	1233	58.8
Religious bodies	541	25.8	1279	61.0
Local businesses	506	24.1	1318	62.9
CSOs/NGOs	493	23.5	1282	61.2
Foreign businesses	452	21.6	1342	64.0

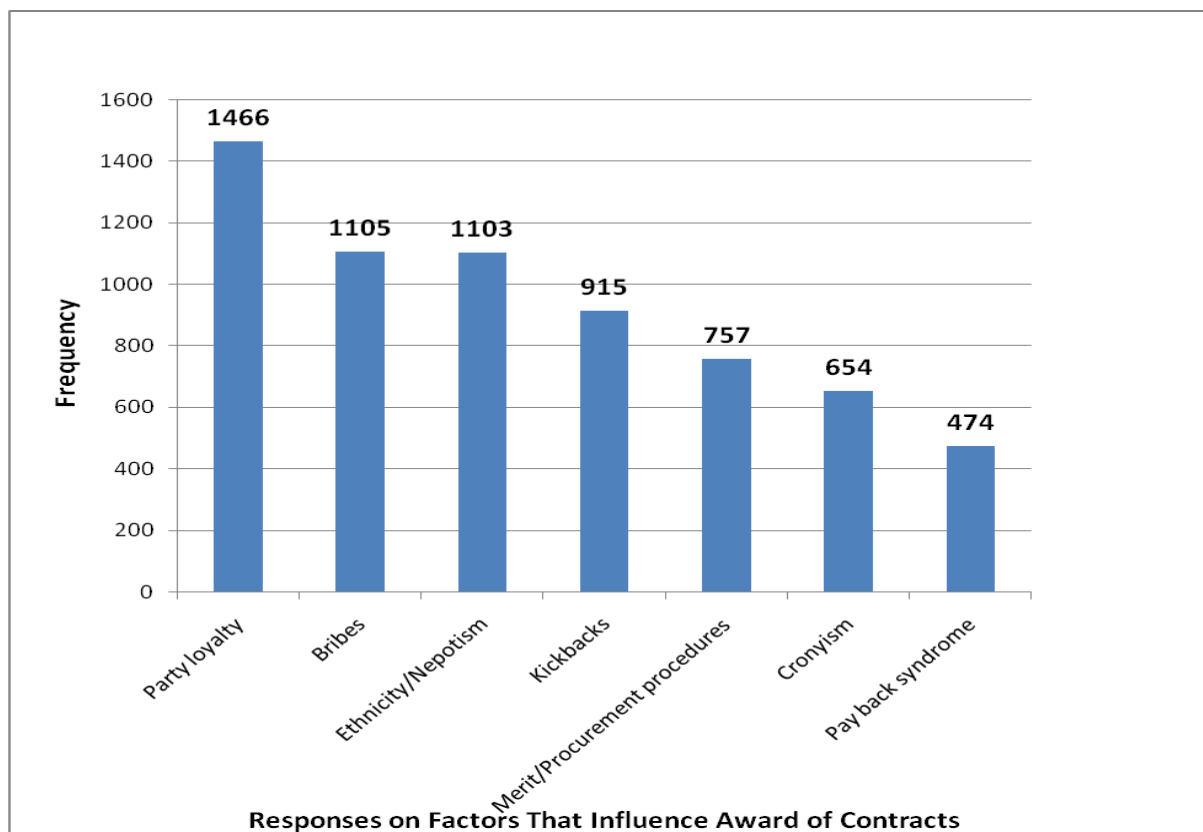
Politicians were perceived to be the most common perpetrators of corruption in Ghana. Out of the total of 2,096, 1,524 respondents felt that politicians were the first category of individuals that constituted the most common perpetrators of corruption. This was followed

by members of the Police Service who were described by 64.6% of the respondents as the most common perpetrators of corruption. Officials of revenue agencies drew the attention of 63.9% of the respondents. Public and civil servants came next, followed by Assembly revenue collectors. Virtually no category of individuals was left out as members of the Media, Religious bodies, local businesses, CSOs, NGOs and foreign businesses followed in that order as indicated in Table 8 above.

3.12 What factors Influence Award of Contracts?

From the survey, party loyalty was seen as or perceived as the main factor that influences the award of contracts in the country. In a multiple answer question, where respondents were asked to choose as many answers as possible the factors that influence award of contracts, 70% of the respondents scored party loyalty first as the factor that influences the award of contracts. Furthermore, 52.7% of the respondents reported that bribes influenced awards while ethnicity/nepotism followed closely with 52.6% of the respondents. 43.7% of the respondents identified kickbacks. While only 36.1% felt that merit and the following of procurement procedures were used to award contracts, 52.5% of the respondents felt otherwise. Figure 10 is a pictorial representation of the situation.

Figure 9: Factors that influence the award of contracts.



3.13 Individuals' Involvement in the fight against corruption

When the respondents were asked whether ordinary people can make a difference in the fight against corruption or not, 664 and 880 respondents “strongly agreed” and “agreed”, respectively, bringing it to a total of 1,544 respondents who believe that ordinary Ghanaians can make a difference in the fight against corruption. Two hundred and twenty (220) and 279

respondents “strongly disagreed” and “disagreed”, respectively with the suggestion that ordinary people can contribute to the fight against corruption, bringing it to a total of 499. When asked whether they would support a colleague or friend if they fought against corruption, a total of 1,585 respondents reported willing to support their colleagues and friends. Only 283 respondents would not support the fight against corruption. However, to a follow-up question as to whether they would report an incident of corruption, a lower number of respondents (1,246) would report an incident of corruption but this number is higher than the number that would not report, that is, 425 respondents only.

Furthermore, 500 and 837 respondents “strongly agreed” and “agreed”, respectively with the statement that “I could imagine myself getting involved in the fight against corruption” while 125 and 251 respondents “strongly disagreed” and “disagreed”, respectively with the statement. A sizeable number, that is 383 respondents, did not have an opinion on the statement.

3.14 Effectiveness of the Government in the Fight against Corruption

When the respondents were asked about the effectiveness of the government in fighting bribery and corruption, only a small percentage of 4.8% and 12.4% of respondents felt that the government was “extremely effective” and “effective” in fighting corruption. An additional 24.2% said that the government was “somewhat effective”, bringing the total percentage to 41.5% of respondents reporting that the government was generally effective in the fight against corruption. However, 22% and 5.3% of the respondents felt that the government was “ineffective” and “extremely ineffective”, respectively, bringing the total to 27.3%.

When compared to previous GCB reports, 28% and 36% felt that the government was “extremely ineffective” and “ineffective” in 2007 and 2010, respectively. However, 67% and 55% of respondents felt that the government was “extremely effective” and “effective” in 2007 and 2010, respectively in addressing corruption in the country. This is much lower than the current survey (41.5%). This showed that while those who felt the government was “ineffective” increased, those who felt government has been “effective” reduced. The number that felt that the government was “ineffective” was about the same as that of 2007 but lower than that of 2010. It should be noted, however, that a sizeable number of respondents, constituting 31.3% either had no opinion on it or refused to answer.

The respondents listed the concrete actions that they felt government had taken to address corruption in the country. These included investigations, auditing and sanctioning of corrupt officials, an increase in salaries of public officials, in particular the Single Spine Salary Structure (SSSS), public statements and speeches admonishing the citizens to desist from corruption, and the formation of task forces to monitor public officials alongside the use of hidden cameras and surprise visits as well as the strengthening of accountability institutions.

3.15 Knowledge of Ghana Integrity Initiative

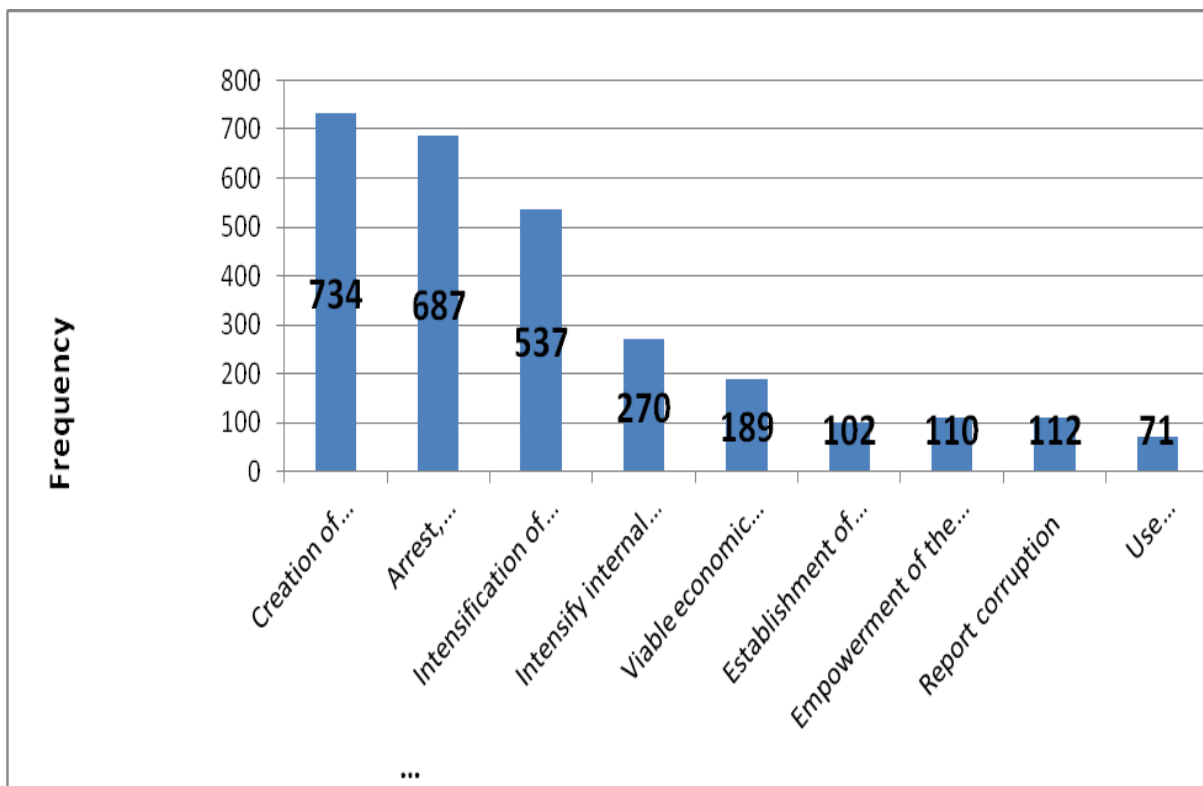
GII was also interested in finding out the extent to which Ghanaians knew about the organization and its activities. The survey, therefore, asked the respondents whether they were familiar with the GII. Out of the total sample size of 2,096, only 373 (17.8%) were familiar with the organization. When they were asked to list some of the activities of GII, they listed the conduct of surveys on the level of corruption in the country, the release of

corruption reports, which served as checks on state institutions, the creation of opportunities for people to report corruption, advocacy against bribery and corruption and the organization of public lectures on corruption. Insignificant numbers of respondents also mentioned the provision of water and sanitation services to deprived communities, the investigation of corruption and human rights abuses, discussion of budgets, internal and political issues and gender equality as some of the activities of GII. Finally, only 28 of the respondents reported having ever attended GII’s regional and district level anti-corruption workshops.

4.0 RESPONDENTS’ VIEWS ON HOW TO CURB CORRUPTION

The respondents were asked to make some recommendations to curb corruption. The majority of respondents felt that the creation of jobs and the motivation of existing workers with good terms of service would drastically reduce bribery and corruption. This was followed by the arrest and prosecution and jailing of people accused of and found guilty of corruption. The recommendation that placed third was the intensification of public education and sensitization on corruption to discourage citizens from engaging in bribery and corruption. A sizeable number of respondents also recommended the intensification of internal audits, supervision and control mechanisms. Yet another substantial number of respondents recommended the design and implementation of viable economic policies and the equitable distribution of the national cake. Other recommendations included the establishment of ethics/information desks, empowerment of the media to expose corruption, the reporting of corruption by citizens and the use of ICT/biometric/online processing.

Figure 10: Suggestions as to how to curb corruption in Ghana



5.0 CONCLUSIONS FROM SURVEY

From the results of the survey, it can be concluded that:

- a) Corruption is a serious problem in Ghana;
- b) Corruption is perceived to have increased over the last three years;
- c) Key public institutions, including the Police, Executive, Parliament and the Judiciary, are ranked high in popular perception of corruption;
- d) Many citizens do not report corruption because they do not expect any serious action against the perpetrators;
- e) Corruption has not been satisfactorily addressed by government;
- f) The same institutions that are perceived to be corrupt are the very ones that the citizens trust to address the problem of corruption;
- g) The award of contracts in the country is influenced by factors other than merit and the compliance with the public procurement rules and regulations;
- h) Individual citizens believe that they can make a contribution to curbing corruption;
- i) Citizens must not only condemn and resist corruption but also report corrupt acts and pressurize the government to act on credible reports of corruption.
- j) The media has an important role to play in the fight against corruption.
- k) Ghanaians' knowledge of GII is very low just like their lack of knowledge as to where to report corruption.

6.0 RECOMMENDATIONS FROM THE REPORT

Corruption has devastating effects not only on the individual citizens but also on the country as a whole. Corruption is one of the main reasons for lack of access to quality health care, quality education for our children and potable drinking water for the communities. The poor are always the hardest hit. Shoddy work and the resultant carnage on our roads in addition to the loss of huge funds in kickbacks, bribes and inefficiency are aspects of the corruption in our society. GII proposes the following steps:

- a) In spite of the positive perception of the government's efforts at curbing corruption, there is a need for more effective measures to fight the canker in the form of enacting a few laws, strengthening the existing laws as well as the institutions set up to curb corruption. An effective anti-corruption strategy must include the investigation, arrest and prosecution of persons found to be culpable of corrupt acts, thus making corruption an expensive venture.
- b) The accountability institutions must be adequately resourced, their human resource capacities built, and their independence guaranteed. Most important of all, we need an effective political leadership that is committed to fighting corruption and promptly bring to book persons found to be guilty of corruption no matter their political affiliation.
- c) In view of the failure to make formal complaints or even ignorance as to how and where to make formal complaints, there is the need for more awareness creation and sensitization of the public on the Whistleblower Act, 2006 (Act 720) and how and where to launch complaints on corruption for redress. In particular, there is need for more awareness about CHRAJ, EOCO and the ALAC as where complaints of corruption can be made.

- d) There is a dire need for the intensification of civic education, sensitization and awareness creation on the deleterious effects of corruption. Ghanaians must learn to be loyal to the state rather than to friends, relatives and members of their ethnic groups. This calls for a change of attitude and a system of democratic practice where all citizens are equal before the law and where meritocracy rules over and above all other considerations.
- e) The media needs to be empowered to expose corruption through investigative journalism. The media must keep track of allegations of corruption and what action is taken by government and other stakeholders and bring pressure to bear on government to act where it has failed to act. This will encourage ordinary citizens to report corruption as well and follow up on such reports.
- f) The government, through the appropriate state institutions, must intensify supervision, control and internal audits of all public institutions, including the revenue agencies.
- g) A strong code of conduct for civil/public servants as well as political appointees, especially those in positions to hire, fire, and influence resource allocation, is needed as a matter of urgency. This must be systematically and rigorously enforced. This must be enhanced by an accurate, verifiable assets declaration regime that will help expose illegal acquisition of wealth by public officers. This would be enhanced by the establishment of ethics and complaints' desks in all MDAs.
- h) The use of Information, Communications and Technology (ICT), including biometric and online processing of documents such as taxpayer registration and payment of taxes, business registration, passport processing, etc. will further enhance the fight against corruption as it reduces human contact and speeds up things..
- i) There is no doubt that viable economic policies aimed at ensuring poverty reduction and better life for the majority of Ghanaians alongside an equitable distribution of the national cake, particularly the revenues generated from the taxes that we pay, would drastically reduce corruption. In addition, the creation of employment and improved conditions of service for public sector workers would contribute to a reduction in corruption as many respondents blame poverty and poor conditions of service for the high level of corruption in the country.

APPENDIX 1

THE METHODOLOGY OF THE STUDY

1.1 THE RATIONALE FOR THE SURVEY

Corruption impacts negatively on the whole Ghanaian society as it disrupts economic activities, breaks down social structures and often leads to economic instability. Corruption has become the most decentralized phenomenon in the country, sinking deep into every home and individual and depriving poor citizens and communities of much-needed resources and quality services. It impacts negatively on the country's efforts at poverty reduction and the achievement of other policy objectives aimed at improving the quality of life of the people.

The annual CPI released by Transparency International (TI), which has included Ghana since 1999, confirms that corruption is rife in the Ghanaian society. The CPI 2006 report ranked Ghana 70th out of 163 countries around the world with a score of 3.3 out of a clean score of 10 where 10 means no corruption at all and 0 means highly corrupt². However, Ghana's performance inched up to 3.7 in 2007, ranking 69 out of 180 countries, 3.9 in 2008 with a rank of 67 out of 180 and 3.9 in 2009 with a rank of 69 out of 180 countries worldwide. In 2010, Ghana scored 4.1 and ranked 62 out of a total of 178 countries. This is still not satisfactory. In addition, GII's VOPS conducted in 2005 showed that the general perception among Ghanaians was that corruption was rife in the country³. Out of 900 respondents interviewed 92.5% agreed to the suggestion that corruption was prevalent in Ghana. More than half (55%) of the respondents 'agreed' that corruption was prevalent in Ghana whilst 37.5% 'strongly agreed'. GII's VOPS and the CPI have become major reference for students, researchers, academicians, institutions, policymakers, and the Government of Ghana when discussing the concept and status of corruption in the country.

GII's advocacy aimed at curbing corruption in Ghana has often been challenged by government and the ruling party's officials who demand evidence of the status of corruption in the country. This was why, in 2005, GII conducted an opinion survey on corruption, the VOPS, in the southern part of the country. Also, in 2006, GII conducted a corruption monitoring exercise in the Judicial Service in the three major cities of Ghana. These studies confirmed the general perception that corruption is a serious problem in the country. The findings of these studies have often been quoted not only by GII but by other CSOs in demanding an end to the spate of corruption in the country. However, GII has found it necessary to conduct these surveys and monitoring exercises in a more regular fashion to update the findings, and measure progress or otherwise in the fight against corruption as a way of continuously informing government, policy makers and implementers, the citizenry and other interest groups in society of the situation in the country that frustrates policy initiatives aimed at improving the lot of the people.

Citizens' perception of corruption in their country is of public importance and as such this perception survey is expected to awaken government, policy makers and implementers as well as the entire citizenry to the scale and dangers of corruption and prick them to take action on corrupt officials and corrupt acts so as to help reduce corruption in Ghana.

² Corruption Perception Index, produced by Transparency International Secretariat

³ Voice of the People Survey, Produced by the Ghana Integrity Initiative (2005)

1.2 METHODOLOGY

The quantitative research method, using the face-to-face interview technique, was employed and the survey was conducted using a structured questionnaire, which sought to capture perceptions as well as experiences of residents of households with corruption. The survey took into consideration the different social classes in the selected areas, covering both urban and rural people. Although the social status of the respondents was not a consideration in their selection, it is assumed that the random sampling approach would have ensured that all socio-economic groups in the country were represented.

1.2.1 Sampling Method

This survey was conducted nationally and covered all the ten regions in the country. Two MMDAs were selected at random in each region, for the survey. In each region, one urban area (the Metropolitan or Municipal Assembly) and one rural area (a District Assembly) was selected for the survey. Except for the Greater Accra and Ashanti regions, where a sample of 250 each was targeted, the sample size was 200 for the other regions. For these other regions, the sample size was made up of 120 from the urban area and 80 from the rural area. The decision on the varied sample size was aimed at addressing the differences in the size of the population in the urban areas as compared to the rural areas. Thus, the overall targeted sample size was two thousand and one hundred. However, in the Northern region, the final sample size was slightly lower, bringing the total that was surveyed to 2,096 (see Page 26).

The sample was made up of all categories of citizens 18 years and above who were willing to respond to the questionnaires. The first adult met on arrival at each household in communities selected at random throughout the selected Assembly areas was interviewed. For fear of missing public officials who would be away at work during the day, a deliberate effort was made to ensure that at least, five institutional heads from each region and district were contacted and interviewed. This meant that a Research Assistant visited the Ministries section of the regional and district capital and interviewed some public officials. Also, gender dimensions were considered and a deliberate effort was made to interview as many women as men but as the table below shows this ambition was not achieved for cultural and other reasons. The population of both the urban and rural areas was considered although more people were interviewed in the populous urban areas than in the rural districts.

1.2.2 Review and modification of questionnaire

The survey basically used the questionnaire that TI uses for its GCB with a few modifications to suit the Ghanaian situation. The questionnaire is attached in the Appendices. This questionnaire has been used over the years and can be viewed as tried and tested. Thus, this survey more or less replaces the GCB in Ghana in 2011 as the GCB has not been conducted this year globally.

1.2.3 Recruitment and Training of Research Assistants

GII recruited 60 Research Assistants to conduct the survey under the direct supervision of GII staff members in all the regions. A minimum of six research assistants were chosen from the Ashanti (AR), Brong Ahafo (BAR), Upper East (UER), Upper West (UWR), Central (CR), Northern (NR), Eastern (ER), Greater Accra (GAR), Western (WR) and Volta (VR) Regions. However, this varied depending on the size of the region and sample size in the region. These

Research Assistants, all seasoned research assistants, had already been used by GII in the past for similar surveys. Most of them have also been used by other civil society organizations such as the CDD-Ghana for similar surveys. Thus, the Research Assistants have acquired requisite experience not only in working with GII but also with other civil society organizations. The least qualification was a student at a tertiary level education (University or Polytechnic) while most of them either had a first degree or were pursuing their second degrees. The language largely spoken in each region was also taken into consideration as they were chosen from their regions of residence.

To prepare the research assistants for the exercise, a one-day training programme was conducted for them to explain basic concepts and contents of the questionnaire. The training was conducted in each region by GII staff who had earlier also been trained in the office to familiarize themselves with the questionnaires, to map out survey areas into zones, understand the sampling methodology and acquire or sharpen their interviewing skills. On an average, five days were used in each region in the field for the collection of the data.

The data entry and analysis was done internally by GII staff using the Statistical Package for Social Sciences (SPSS). This report is a result of the analysis of the data collected on the opinion and perceptions of the people surveyed on the subject of corruption.

1.2.4 Quality checks

As a quality control measure, GII staff accompanied the research assistants throughout the interviews and reviewed completed questionnaires at the end of each day and drew the attention of the research assistants to any problems and gaps in their work. The members of GII staff were always available to resolve any problems and to answer any questions that cropped up during the surveys. They also conducted on-the-spot checks in many cases and made telephone calls to locate research assistants during the day.

1.2.5 Operational definition of concepts

The following definitions are relevant to the study:

- a) For the purposes of this survey, GII used Transparency International's definition of corruption, which is "the abuse of entrusted power for personal/private gain".
- b) Involvement – a situation where a respondent became connected to bribery and corruption either as a victim or a beneficiary.
- c) Perpetrator – anyone who does wrong or commits criminal acts involving demanding and accepting money or favour before rendering service.
- d) Victim – anyone who had to pay money or give a favour to another person before a service was rendered or a problem with the authorities solved.
- e) Committed – a firm promise or loyalty to a particular aim like stamping out corruption.
- f) Bribery – offering money, gift or some other favour to influence the judgment and action/inaction of a person in a position of trust.
- g) Witness – someone present during an occurrence of bribery and corruption.
- h) Perception - a respondent's personal opinion of a situation or occurrence of corruption which he/she believes to be the truth.

APPENDIX 2

Demographic Data of Respondents

Appendix 2 provides the demographic details of the respondents of the survey. Table 9 below shows the national sample size, broken down into regional and MMDA sample sizes by sex. The table shows clearly that all regions were covered and both urban and rural areas were equally captured. Both sexes were surveyed and except in a few cases, particularly Bolgatanga Municipal and Hohoe Assemblies, the men were more than the women.

Table 9: Sex of Respondents by Region

Region	MMDA	Gender/Sex		Total (D)	Total (R)
		Male	Female		
GAR	AMA	109	78	187	250
	Dangme West	38	25	63	
AR	KMA	90	64	152	250
	Ahafo Ano North	57	39	96	
WR	Sekondi/Takoradi	68	44	112	200
	Half Assini	53	35	88	
CR	Cape Coast	68	46	114	200
	Twifo, Heman, Lower Denkyira	51	35	86	
UWR	Wa Municipal	78	42	120	200
	Lambushie	53	27	80	
UER	Bolgatanga Municipal	62	64	126	200
	Builsa South	46	28	74	
BAR	Sunyani East	71	49	120	200
	Jaman North	52	28	80	
NR	Tamale Metro	85	39	124	196
	West Mamprusi	38	34	72	
ER	New Juaben Municipal	77	49	126	200
	Asuojaman	38	36	74	
VR	Ho Municipal	66	54	120	200
	Hohoe	37	43	80	
Total		1236	858	2094	2096

The sample was made up of both single and married respondents as well as people in various other types of social relationships. Table 15 below shows the marital status of the respondents by region. More than half of the respondents interviewed were married. This happens to be the case also in all the regions except in the Greater Accra Region where single respondents exceeded the married respondents. Less than a hundred respondents were divorced or separated while 59 were widowed and 50 were co-habiting with the opposite sex.

Table 10: Marital Status of Respondents by Region

Region	Single	Married	Divorced/ Separated	Widowed	Co-habitation	Total
GAR	138	97	9	2	3	250
AR	85	142	14	5	3	249
WR	67	109	12	10	1	199
CR	67	102	8	6	16	199
UWR	61	128	4	5	0	198
UER	67	122	9	2	0	200
BAR	58	121	11	5	5	200
NR	55	115	9	9	8	196
ER	82	104	10	1	1	198
VR	55	121	9	13	1	199
Total	735	1161	95	58	38	2088

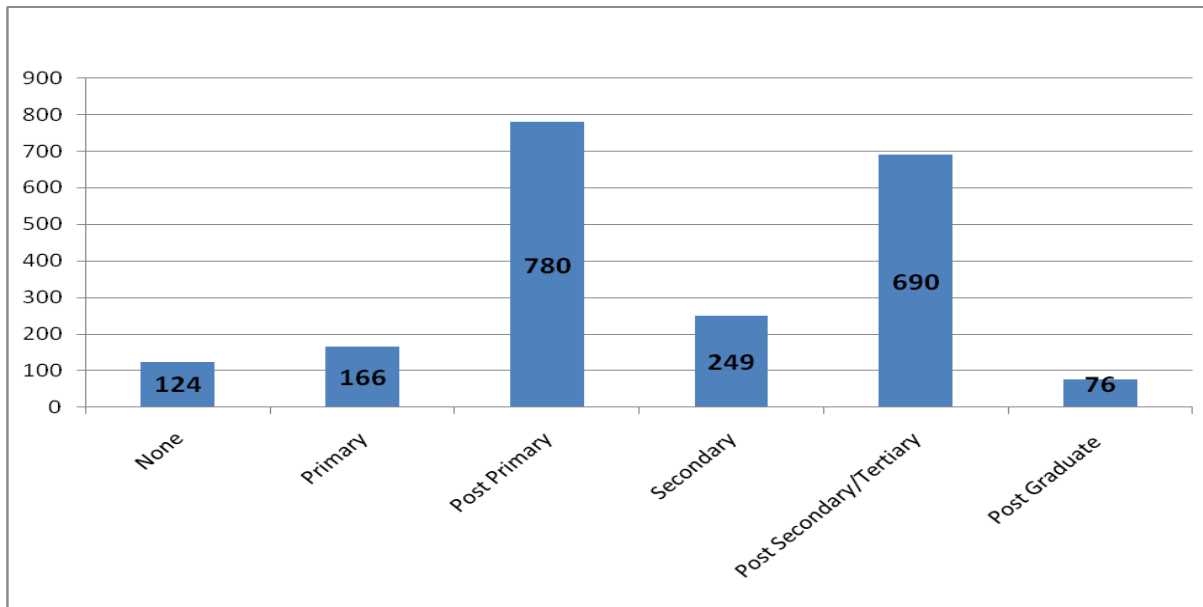
As shown in Table 11 below, the majority of the respondents were aged between 18 and 40 years with 781 respondents being below 31 years, followed by 649 respondents falling between 31 and 40 years. This is shown in Table 16 below. Interestingly, many of the people above 61 years, who would normally not be working and should have been at home during the survey, numbered only 107 respondents.

Table 11: Age of Respondents by Region

Region	18 - 30	31 - 40	41 - 50	51 - 60	61+	Total
GAR	106	81	31	18	13	249
AR	84	96	48	17	4	249
WR	74	65	35	20	6	200
CR	86	47	36	25	6	200
UWR	92	53	26	16	13	200
UER	71	83	24	16	5	199
BAR	61	57	41	27	14	200
NR	74	63	33	18	8	196
ER	77	52	35	23	13	200
VR	56	52	40	27	25	200
Total	781	649	349	207	107	2093

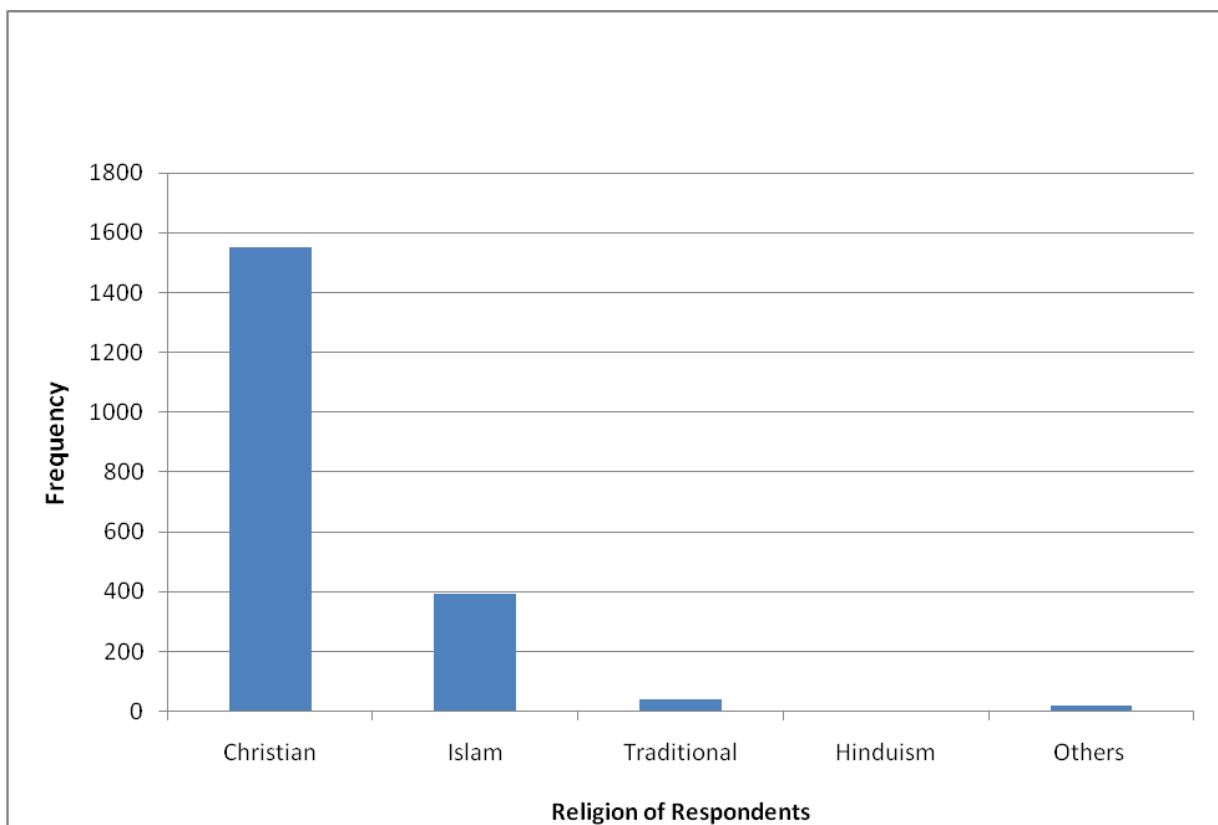
From Figure 11 below, the majority of the respondents, that is, 780 respondents had achieved post-primary education. This meant that they had completed basic education: Middle School or Junior High Secondary School. This was followed by those who had achieved post-secondary and/or tertiary education. However, 124 respondents had not obtained any formal education at all while 76 had obtained a post-graduate qualification.

Figure 11: Educational level of Respondents by Region



From Figure 12 below, the religious affiliation of the majority of the respondents was Christianity. One thousand, six hundred and twenty-seven (1,627) respondents professed the Christian faith while 392 respondents reported being Muslims. Traditional worshippers constituted only 41 respondents while there were only 4 Hindus with 18 respondents belonging to other faiths or refusing to respond to the question.

Figure 12: Religious Affiliation of Respondents by Region



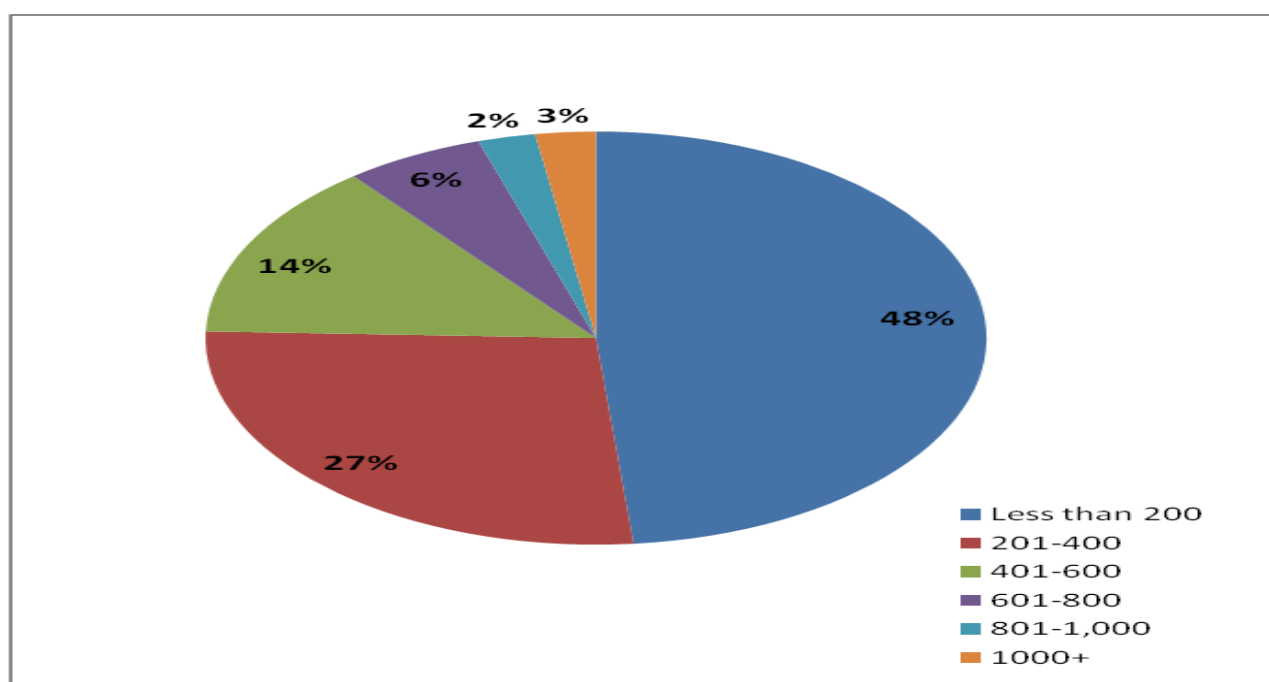
The occupation of the respondents reflected the socio-economic nature of work in the country. The self-employed constituted the largest number of respondents (967), followed by public/civil servants (422) and the unemployed (190). However, when students were lumped together with housewives and retired persons, the number was 458 as shown in the Table 12 below.

Table 12: Occupation of Respondents by Region

Region	Not employed	Self Employed	Civil/Public Service	NGOs /CSOs	Farmer	Housewife/ Student/Retired	Total
GAR	23	140	41	2	16	27	249
AR	22	138	18	1	0	70	249
WR	19	113	39	0	2	27	200
CR	15	112	40	0	2	31	200
UWR	10	75	51	0	1	63	200
UER	19	55	62	0	12	50	198
BAR	16	97	23	0	0	63	199
NR	29	56	53	1	6	51	196
ER	30	106	26	0	1	33	196
VR	7	75	69	0	6	43	200
Total	190	967	422	4	46	458	2087

From Figure 13 below, the majority of respondents (776) fell in the lowest income group, earning less than GHS 200.00 a month. This was followed by the next income bracket earning between GHS 200.00 and GHS 400.00, which was made up of 434 respondents. At the higher levels, only 38 and 40 respondents earned between GHS800.00 – GHS 1,000.00 and above GHs 1,000.00, respectively. A small number of respondents (49) either did not know how much they earned or refused to indicate how much they earned in a month.

Figure 13: Average Monthly Income of Respondents by Region



APPENDIX 3

PUBLIC OPINION SURVEY 2011: QUESTIONNAIRE

Respondent's No..... Date of Interview

Town..... District.....Region.....

Interviewer's Name.....

Introduction:

Good Morning /Afternoon /Evening. My name isI have been hired by the Ghana Integrity Initiative (GII), to conduct this interview as part of a study on the views of Ghanaians on bribery and corruption in the country. GII is a civil society anti-corruption organisation, which is the local chapter of Transparency International (TI). You and your household have been selected randomly, which means every person has an equal chance of being included in this study. I wish to assure you that responses are for educational purposes only and would be treated as **CONFIDENTIAL**.

BEGIN INTERVIEW

Let us begin by saying Corruption refers to the abuse of entrusted power for private gain. Corruption includes the giving and receiving of bribes, embezzlement, fraud, nepotism, election rigging, vote buying, etc.

Demographic Profile of Respondents:

Sex: **Please tick**

Male	1
Female	2

Age: **Please tick**

18 -30	1
31-40	2
41-50	3
51 -60	4
61+	5

Level of Education:

Primary	1
Post Primary (Middle school/JHS)	2
Post-Secondary (Training school e.g. nursing etc)	3
Tertiary (Degree, H.N.D)	4
Post Graduate	5
No formal Education	6
DK/NA	7

Employment:

Unemployed	1
Self-employed	2
Private sector	3
Civil/Public servants	4
NGO/CSO	5
Farmer	6
Student	7
House wife	8
Retired worker	9
Other	10

Average Monthly Income:

Less than GH ₵200.00	1
GH₵201.00 - ₵400.00	2
GH₵ 401.00 - ₵600.00	3
GH₵ 601.00 - ₵800.00	4
GH₵ 801.00 - ₵1,000.00	5
Above GH₵ 1,000.00	6
Don't know	7

Religion:

Christianity	1
Islam	2
Traditional religion	3
Hinduism	4
Other	5
Refused to answer	6

Marital Status:

Single	1
Married	2
Divorced/Separated	3
Widowed	4
Co-habitation	5

1. Let me open this interview by asking your general views on corruption
In the past 3 years, the level of corruption in Ghana has.....

Increased a lot	1
Increased a little	2
Stayed the same	3
Decreased a little	4
Decreased a lot	5
DK	6

2. Is corruption a serious problem in Ghana today?

Yes	1
No	2

Don't know/No opinion	3
-----------------------	---

3. Whom do you trust the **most** to fight corruption in this country? (**Single answer**)

The Executive	1
The Legislature/Parliament	2
The Judiciary	3
Independent state accountability institutions (CHRAJ, EOCO, Audit Service etc.)	4
Business /Private sector	5
Civil Society Organisations/ Non Governmental Organisations (CSO/NGO)	6
The Media	7
International organizations e.g. UN, WB, IMF, etc	8
Other	9
DK	10

Question on Perceptions regarding corruption:

4. To what extent do you perceive the following categories of institutions in Ghana to be affected by corruption? On a scale of 1 to 5, (1) =Not corrupt at all, and 5= extremely corrupt). Of course you can use in-between scores as well. (**ROTATE MENTIONS**)

Sectors	Not corrupt at all	Somewhat corrupt	Corrupt	Very corrupt	Extremely corrupt	DK /NA
Political parties	1	2	3	4	5	9
Parliament/Legislature	1	2	3	4	5	9
The Executive (Ministers/MMDCEs)	1	2	3	4	6	9
Police Service	1	2	3	4	5	9
Business/private sector	1	2	3	4	5	9
Media	1	2	3	4	5	9
Public /Civil Servants	1	2	3	4	5	9
Judiciary	1	2	3	4	5	9
CSO/NGOs	1	2	3	4	5	9
Religious bodies	1	2	3	4	5	9
Customs	1	2	3	4	5	9
Utilities						
Education	1	2	3	4	5	9
Health	1	2	3	4	5	9

5. Could you please tell me why a person gets involved in bribery and corruption?
READ OUT (Tick as many as you want)

Low income	1
Greed/ Ostentatious living	2
Poverty	3
It is a normal/acceptable practice	4
Weak institution/lack of controls	5
External pressure from family and other social ties	6
Other	7

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

Yes	1
No	2
DK	3
NA	4

7. If yes, did you have to pay a bribe?

Sectors	6				7			
	Had a contact				Paid a bribe			
	YES	NO	DK	NA	YES	NO	DK	NA
CSO/NGO	1	2	3	4	1	2	3	4
Ghana Revenue Authority IRS, Customs, VATS	1	2	3	4	1	2	3	4
Judiciary	1	2	3	4	1	2	3	4
Social Sector (Education/Health)	1	2	3	4	1	2	3	4
The Executive (Ministers/ MMDCEs)	1	2	3	4	1	2	3	4
Utility Services (Ghana Water Company / Electricity)	1	2	3	4	1	2	3	4
Private Sector	1	2	3	4	1	2	3	4
Ghana Immigration Service	1	2	3	4	1	2	3	4
The Media	1	2	3	4	1	2	3	4
Ghana Audit Service	1	2	3	4	1	2	3	4
Ghana Police Service	1	2	3	4	1	2	3	4

8. If you paid a bribe in the past 12 months, which of the following applied to the LAST bribe paid: (*Single answer*)

The bribe was paid to speed things up	1
The bribe was paid to avoid a problem with the authorities	2
The bribe was paid to receive a service entitled to	3
Paid for contract award or other favour	4
Cannot remember	5
Other	6

9. How often do you encounter bribery and corruption either as a (victim, beneficiary or witness) in your day to day activity?

Very frequently	1
Frequently	2
Occasionally	3
Rarely	4
Not at all	5

10. Could you please tell me the nature of the bribery and corruption you encountered? Whether it was **READ OUT (Tick as many as you can)**

Under invoicing and over invoicing	1
Kickbacks	2
Illegal payments for award of contracts	3
Licenses and permit	4

Taking money without issuing receipts	5
Gifts/offers in return for favours	6
Abuse of imprest by the boss	7
Any other specify	8
NA	9

11. If in the past 12 months you or any member of your household were asked to pay a bribe to obtain a service or to resolve a problem, did you present a formal complaint in this regard?

Yes	1
No (To Interviewer: if NO go to question B, otherwise go to question 12)	2
DK	3
NA	4

B. Why did you not present a complaint?

Did not know how or where to make a complaint	1
It would have taken too much time	2
It would not have helped at all	3
Tried but couldn't	4
Fear of reprisals	5
Other reasons (DO NOT READ)	6
DK	7
NA	8

12. Which institutions come to mind if you want to report a corrupt case?

<p>1.</p> <p>2.</p> <p>3.</p>
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13. If someone paid a bribe in order to obtain a service or to resolve a problem, how certain would be the delivery of the service or the resolution of the problem after the payment?

Extremely Uncertain	1
Uncertain	2
Fairly certain	3
Certain	4
Extremely certain	5
DK	6
NA	7

14. What proportion of Parliamentarians do you think are involved in bribery and corruption?

All (Almost all)	1
Most	2
A few (Some)	3
Almost none (None)	4
Don't Know	5

15. What proportion of the Executive (Ministers, MMDCEs) do you perceive are involved in bribery and corruption?

All (Almost all)	1
Most	2
A few (Some)	3
Almost none (None)	4
Don't Know	5

16. What proportion of public/civil servants or those who work in government offices and ministries do you perceive are involved in bribery and corruption?

All (Almost all)	1
Most	2
A few (Some)	3
Almost none (None)	4
Don't Know	5

17. What proportion of CSO/NGOs do you perceive are involved in bribery and corruption?

All (Almost all)	1
Most	2
A few (Some)	3
Almost none (None)	4
Don't Know	5

18. Which of these categories of individuals do you perceive to be the common perpetrators of bribery and corruption in the country? **READ OUT (Multiple responses)**

Politicians	1
Civil/Public servants	2
Revenue Collectors (Customs, IRS and VAT)	3
Police Service	4
Assembly revenue collectors	5
Local Business people	6
Foreign Businesses	7
CSO/NGO	8
The Media	9
Religious leaders	10
Other Specify	11

19. In your opinion, what factors currently influence the award of contracts in Ghana? **READ OUT (Multiple responses)**

Merit/Procurement procedures	1
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Party loyalty	2
Ethnicity/Nepotism	3
Cronyism	4
Kickbacks	5
Bribes	6
Payback syndrome	7
Others	8

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

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

21. In your opinion, how effective is the government in fighting bribery and corruption?

Very effective	1
Effective	2
Somewhat effective	3
Not effective	4
Extremely not effective	5

A. Please, list 3 concrete actions taken by Government in the fight against corruption?

22. Mention three state institutions which are fighting bribery and corruption in Ghana

23. Mention three NGO/CSOs which are fighting bribery and corruption in Ghana

24. Please, recommend three ways through which bribery and corruption could be minimized?

Knowledge about GII:

25 Are you familiar with the GII?

Yes	1
No	2
Don't know	3

26. What are some of the works of GII you know?

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27. Have you attended any of GII workshops/seminars in your Metropolis/Municipality/District?

Yes	1
No	2
Don't know	3

THANK YOU FOR YOUR TIME AND CO-OPERATION