

Quantitative Service Delivery Survey

on Fairness, Integrity, Transparency and Accountability of Service Provision during Covid-19 Pandemic in Rwanda

Kigali, November 2020



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EXECUTIVE SUMMARY

This report is about the Quantitative Service Delivery Survey that was conducted in Rwanda to assess the transparency, accountability, fairness, and integrity of service provision during the COVID-19 pandemic. The survey was conducted under the project "Social Accountability Tools to Explore effects of Government response during COVID-19 on livelihood of Beneficiaries of Social-Protection Programs in Rwanda". The survey was initiated by Transparency International Rwanda under the support of GIZ-DGG as a result of the widespread COVID-19 pandemic which led to vast implications on citizens' civic, political, and economic rights, and on the other hand the increased Government restrictions to ensure the effective management of the pandemic.

The objectives of the survey were to analyse the level of awareness of COVID-19 preventive measures in the community, analyse the effectiveness of communication channels about the preventive measures of COVID-19, examine the level of satisfaction of citizens with regard to services received during the lockdown period, identify the reasons for dissatisfaction if any, and analyse the extent of transparency, accountability, fairness, integrity in the delivery chain of services and support from the government officials (compliance assessment).

The survey also sought to analyze the impact of COVID-19 restrictions on accessibility on primary needs by citizens such as access to health care (e.g. for those with chronic disease, those without medical insurance, etc.), access on the markets and affordability of prices, access to banking services, identify most affected groups by the lockdown and analyze its impact on their daily life in that period and identify possible challenges and mitigations strategies associated with the implementation of COVID-19 preventive measures for both government officials and the community.

The survey was prompted by the fact that the Government of Rwanda instituted COVID-19 preventive measures whose restrictions negatively affected the livelihoods of the economically vulnerable citizens, while at the same time, TI-RW received citizens' complaints on lack of transparency in distribution of Government emergency support to the affected citizens, corruption in service delivery in other health services (out of COVID-19 response), limited information on Government of Rwanda COVID-19 economic recovery measures among other concerns.

The survey employed mixed methods of data collection (quantitative and qualitative). It achieved a sample of 2,442 respondents that were sampled from 15 districts. Data was collected using a structured questionnaire to collect citizens' opinions and experience on dimensions described in the specific objectives, while the qualitative approach was used to triangulate, understand, and interpret the quantitative data. These included Key Informant Interviews, Focus Group Discussions and Desk review.

Primary data was processed using SPSS software to generate descriptive statistics while qualitative data was transcribed as per the tools, grouped into themes, categorized, and analyzed using content value analysis.

The results of the survey disclosed that a large percentage (96.2%) of the Rwanda citizens were aware of the COVID-19 preventive measures and were reasonably compliant with the preventive measures for both at personal and community levels. Unlike the other channels of information, Drone messages and the Private Sector Federation were earmarked as being the least effective in information dissemination channels.

The findings also indicated that citizens' level of satisfaction with service delivery during the COVID-19 lockdown was compromised by a number of negative factors that included unfair selection of eligible recipients of the relief support from Government (81.4% were declared non-eligible and missed the relief support); supplying inadequate amounts of relief food assistance (not distributing according to household feeding needs); and unfair distribution of relief assistance (giving more relief to some recipients and fewer to others, who may even be having larger families).

The other factors included poor timing (delay) of distributing the relief assistance; asking for bribes from culprits by the public service providers especially the local leaders; corruption among motorcyclists and taxi-moto-supervisors, sexual exploitation of females working in hotels and restaurants. According to the findings, corruption was mainly paid to Local leaders (35.5%) and Police (26.6%). Bribery was the most common (79.6%) form of corruption which people experienced during the COVID-19 lockdown period and Frw 10,000 was the average amount of bribe paid by respondents. In addition, some people were forced to pay bribes in order to escape arrest and penalties for offences, and for others their salaries were reduced to half or unfairly deducted upon without clear reasons. The most affected categories of people were bar owners and workers, private school teachers and motorcyclists.

Although 48.3% of responses indicated that during the COVID-19the service was provided in transparent manner, the fairness, integrity and accountability concerns were compromised by several factors including unfair selection of eligible recipients for the relief assistance (9.7%); lack of standardized fines for violation of COVID-19 preventive measures (29.8% of the respondents said that there was feel of injustice among the culprits; 29.0% thought that it encouraged some authorities to ask for bribe; 13.4% were of the view that it encouraged some authorities to over fine the culprits).

The survey results also showed that most people were affected by the COVID-19 restrictions as evidenced by 95% of the respondents saying that their work was interrupted as a result of the restriction measures;23.6% lacked salaries; 83.4% lacked money from income generating activities; and 11.7% experienced difficulty in moving to go and work for other people in exchange of foodstuff or money.





Some people like bar owners and salon operators completely lost their businesses, others like private teachers and bar workers lost their salaried jobs, female citizens seeking jobs or earning a living were sexually exploited by opportunists, payment for house rent and utilities became unaffordable, many families could no longer have food as they used to before COVID-19, and people experienced limited ability to access health facilities due to restricted movement.

The survey recommended Government to actively engage the Private Sector Federation to enhance their information dissemination efforts as its contribution to the awareness creation about COVID-19 preventive measures; unbiased selection of eligible beneficiaries for any Government-provided relief assistance; appropriate planning to ensure adequacy of the relief assistance and appropriateness of its distribution so as to avoid incidences or complaints of some beneficiaries being left out.

The survey further recommended curbing corruption among the earmarked categories of service providers (especially the Local leaders) in order to avoid compromising the COVID-19 preventive efforts; enhancing citizens' compliance with COVID-19 preventive measures; and setting of standardized fines for violated COVID-19 preventive measures in order to avoid consequences of unfair charging of culprits, over fining culprits and other consequences.

Government should continue to allow and regulate income generating activities while citizens continuing to genuinely observe COVID-19 preventive measures as strategy to reducing potential burden of providing relief to the people; the Government should appropriately enforce the compliance with COVID-19 preventive measures by ensuring that the public is adequately sensitized, and preventive equipment is available in every public facility and at every public gathering space.





1. INTRODUCTION

1.1 Background

The survey was conducted under the project "Social Accountability Tools to Explore COVID-19 Response Effects on Beneficiaries of Social-Protection Programs in Rwanda" which was initiated by Transparency International Rwanda (TI-RW) as a result of the widespread COVID-19 pandemic which led on one hand to vast implications on citizens' civic, political, and economic rights, and on the other hand the increased Government restrictions to ensure the management of the pandemic. This project falls under TI-RW's mission which is to contribute to the fight against corruption and promote good governance through enhancing integrity in the Rwandan society. TI-RW is a civil society organization and a key stakeholder in improving citizens-state relations through ensuring transparency and accountability in the implementation of national program benefiting citizens either in health or social protection sector.

In March 2020, in order to contain the spreading of COVID-19 countrywide, the Government of Rwanda resorted to extreme measures such as the derogation of certain fundamental rights including freedom of assembly or freedom of movement, and enhanced surveillance on its citizens. This was enabled by the establishment of a total lockdown in the whole country from 21st March 2020 to 4th May 2020. The lockdown was a treatment because if it was not instituted, citizens could have got infected in exponential numbers and possibly many could have lost their lives.

The lockdown situation created a state of emergency and this situation has negatively impacted on the economically vulnerable citizens (those whose living conditions are based on little daily income or informal business workers). Because of the COVID-19 restrictions, such people could no longer earn income to sustain their lives and those of their families.

Those vulnerable people needed to be helped out of the COVID-19 crisis by providing them with necessities in life, and the distribution had to be done in a fair, transparent and accountable manner. To achieve this, the people involved in the planning and distribution of the support had to be of integrity in order to exhibit a substantial level of service delivery compliance.

The Government of Rwanda mobilized huge means internally and received external support to deal with the effects of COVID-Pandemic. The World Bank opened for Rwanda a credit line of 100 million USD to support the energy sector as one of the economic drivers which was heavily affected by the COVID-19 crisis.

Additionally, the Government of Rwanda introduced a number of policies and initiatives to support vulnerable citizens especially those who cannot afford feeding themselves on a daily basis because they used only to live by what they have earned on a daily basis. Furthermore, the Government of Rwanda also did much in equipping the health system to be in a position of facing and effectively managing the increase in number of people tested positive of COVID-19.





Nevertheless, during the implementation of the lockdown instructions, there were some concerns which needed to be addressed in order to effectively curb the COVID-19 spread. In terms of awareness creation on COVID-19, many efforts were concentrated in Kigali city leaving behind without enough information, the residents in rural areas.

This meant that the people in the rural areas were left at high risk of contracting and spreading the COVID-19 disease as they lacked factual information regarding the same and were also prone to misguidance by opportunists who could identify an information dissemination loophole and misguide the citizens in trying to pursue personal interests.

At the same time, TI-RW received citizens' complaints on lack of transparency in distribution of Government emergency support to affected citizens, corruption in service delivery in other health services (out of COVID-19 response), limited information on Government of Rwanda COVID-19 economic mitigation measures among other concerns.

All these were indicators that the COVID-19 response was being compromised as the intended beneficiaries (the affected citizens) were not being served to the response's expectations. This could worsen the situation further as citizens unknowingly became non-compliant with the COVID-19 prevention measures in trying to satisfy their survival needs.

In the framework of contributing to the fight against the spread of COVID-19 as well as ensuring transparency and accountability in the implementation of measures and initiatives designed to support vulnerable citizens in this period, Transparency International Rwanda was prompted to conduct the Quantitative Survey Delivery Survey, this report of which is the result of that undertaking.

The report looks at awareness of COVID-19 preventive measures in the Rwandan community; examines the effectiveness of communication channels about the preventive measures of COVID-19; ponders about issues of transparency, accountability, fairness, and integrity in service delivery; examines the impact of COVID-19 restrictions on citizens 'primary needs, explores the groups most affected by the lockdown, and the COVID-19's impact on their daily lives, and discusses the challenges associated with implementation of COVID 19 preventative measures.

The survey findings provide factual information in the context of service delivery in Rwanda during the COVID-19 situation and give service delivery stakeholders a yardstick and mirror to measure and reflect on the quality and levels of services they are delivering to the public in Rwanda. This in turn provides a basis for improvement as necessary, thereby bridging service delivery quality gaps.





1.2. Objectives of the survey

The overall aim of conducting the survey was to assess the fairness, integrity, transparency, and accountability of service provision in Rwanda during the COVID-19 pandemic.

The specific objectives of the survey were to:

- 1. Analyse the level of awareness of COVID-19 preventive measures in the community.
- 2. Analyse the effectiveness of communication channels about the preventive measures of COVID-19.
- 3. Examine the level of satisfaction of citizens with regard to services received during the lockdown period.
- 4. Identify the reasons for dissatisfaction if any.
- 5. Analyse the extent of transparency, accountability, fairness, integrity in the delivery chain of services and support from the government officials (compliance assessment).
- 6. Analyse the impact of COVID-19 restrictions on citizens' primary needs such as access to health care (e.g. for those with chronic disease, those without medical insurance, etc.), access on the markets and affordability of prices, access to banks.
- 7. Identify groups most affected by the lockdown and analyse its impact on their daily life in that period.
- 8. Identify possible challenges and mitigations associated with the implementation of COVID-19 preventive measures for both the government officials and the community.

2. LITERATURE REVIEW

This section provides a review of literature related to issues of public awareness, communication channels, transparency, and integrity in service provision during the COVID-19 period in Rwanda, etc. The COVID-19 pandemic led to vast restrictions on citizens' civic, political, and economic rights and on the other hand the increased Government discretional power to effectively manage the pandemic.

In an effort to prevent the spread of corona virus, the Government of Rwanda instituted a countrywide total lockdown whereby peoples' freedom of movement and gathering became restricted, and surveillance on citizens was increased. This situation affected many people especially the economically vulnerable persons (those whose lives depend on little daily incomes including the informal business workers).





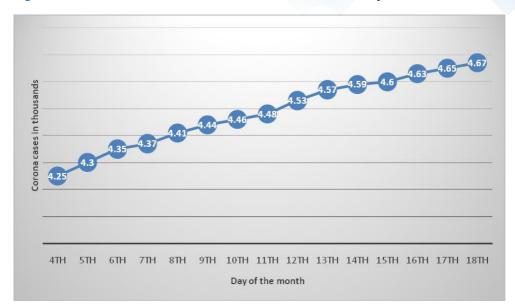


Figure 1: Trend of Rwanda's corona virus cases from 4th to 18th September 2020

Source: Trading economics.com/Rwanda/coronavirus-cases [World Health Organization]

In order to help its citizens, to become effectively resilient during the COVID 19 situation, the Government of Rwanda introduced a number of policies and initiatives to support vulnerable citizens especially those who can't afford feeding themselves because they are used only to live by what they have earned on a daily basis. Transparency International Rwanda observes that during the implementation of the lockdown instructions, many efforts on awareness creation on COVID-19 were concentrated in Kigali City leaving behind the rural residents without adequate information. At the same time, TI-RW received citizens' complaints on lack of transparency in distribution of Government emergency support to affected citizens, corruption in service delivery in other health services (out of COVID-19 response) and limited information on Government of Rwanda COVID-19 economic mitigation measures to name but the few.

2.1. Awareness of COVID-19 preventive measures in the Rwandan community

Community awareness is crucial in dealing with COVID-19 crisis. It is important that the public becomes thoroughly aware of the different aspects of the disease, including the symptoms, mode of spread, the associated risk factors, how its spread can be prevented, the actions to take if one sees the symptoms and many other aspects. A combination of awareness creation methods can be applied in a complimentary manner in order to ensure that the public is adequately made aware of COVID-19 issues.

The World Health Organization (July 2020) observes that in Rwanda drones were used as a method for countrywide awareness about COVID-19 to complement other forms of communication channels. As drones were used to spread messages, they were also equipped with cameras. The recorded footage allowed law enforcement officers, local authorities to closely



monitor areas for the need of any intervention or evacuation that would normally take longer to identify and organize.

Once the phase of curiosity passed, residents started listening to messages being delivered by the drones, the police was able to reach places that Sino-trucks could not reach because of difficult terrain or lack of necessary manpower. Drones also allowed RNP to deploy Police officers directly to areas - were needed most - as identified thanks to a close monitoring and treatment of the imaging data provided captured. This strategy supported much in compliance of COVID-19 prevention measures especially in remote and very densely areas where it would be difficult to halt the spread of the pandemic.

2.2. Effectiveness of communication channels about the preventive measures of COVID-19 in Rwanda

The effectiveness of communication channels about preventative measures of COVID-19 is a function of the appropriateness of communication channel, the timing of communication, the content of the awareness messages being disseminated and the number of times the message is disseminated. Jackie Davies (March, 2020) explains that effective communication needs to be thought through and contextual. Misinformation and rumors will kill people so it is imperative that communicators use trusted sources for our information and check and recheck new information. With today's technology mercifully one can quickly search and find relevant information online, only that the challenge is ensuring that this is the correct and accurate information.

Prevention includes messages about understanding the disease, in order to be able to then behave appropriately in the context of the disease – for instance how to capture a cough in a sleeve, and why to self-isolate if showing symptoms. Handwashing messaging and information about changing norms such as handshaking or collective worship are central messages; and highly challenging. Protection includes messages about both self-protection and the protection of health services and of others to 'flatten the curve' and reduce infections, radically reducing death rates in the process. 'Social distancing' is the core concept here and the challenge is going to be to sustain people's engagement in the continued need for it.

In the case of Rwanda, the World Health Organization (July, 2020) indicates that the use of drones was effective in raising public awareness about COVID-19 preventative measures because there was initially non-compliance in areas which were too difficult to reach out by communicators.

The lack of compliance by residents to directives to stay home, washing hand and respecting physical distancing, wearing mask was due to the low accessibility of the areas by community awareness teams and their messages. The Rwanda National Police intervened with Drones which were deployed to compliment radio/ TV messages, community health workers and other community leaders by bringing educative messages directly to residents by air.





2.3 Transparency, accountability, fairness, and integrity in public service delivery

For public service delivery to be meaningful and useful to the people being served, it must entail transparency, accountability, fairness, and integrity. All these phenomena are considered crucial if public service is to become effective and efficient. The attainment of these phenomena is a gradual process that many of the countries build over time and requires concerted efforts from both the public servants and members of the community.

The Committee on Standards in Public Life (June, 2014) observes that there are seven principles of public life which apply to all people who hold public offices. They include selflessness, integrity, objectivity, accountability, openness, honesty, and leadership. These principles regulate, shape, and govern the conduct of people in public service delivery. Holders of public offices (and any other persons in public service provision) should avoid selflessness and act solely in terms of the public interest. They must avoid placing themselves under any obligation to people or organizations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships. In addition, public servants must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

From the large body of knowledge on normative guidelines for public service delivery, a universally acceptable code of conduct is clearly viewed as necessary for public officials to ethically perform their activities. Kishore Raga and Derek Taylor (2005) propose normative criteria as a foundation for effective and efficient public service delivery at the local level. These normative criteria are based upon values, attitudes, and aptitudes that can be measured or evaluated.

In terms of values, they include integrity, transparency, publicity, accountability, equity, non-discrimination, quality, professionalism, reliability, and general interest. In the case of attitudes, they include transparency, responsibility, quality awareness, legibility, clarity, simplicity, inquisitiveness, adaptability, listening ability, involvement, speed, effectiveness, and efficiency.

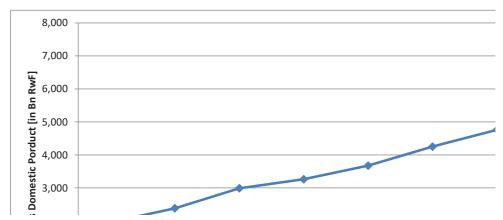
The Government of Rwanda is committed to promote accountable governance to delivery of development and improved service at the decentralized levels. This is well highlighted in the National Strategy for Transformation (NST1) that intends to guide Rwanda's development interventions over the next seven years (2018-2024) whereby setting priorities are meant to strengthen capacity, service delivery and accountability of public institutions as well as increase citizens' participation, engagement, and partnerships in development.

2.4 Impact of COVID-19 restrictions on citizens' primary needs

The COVID situation is negatively impacting peoples' primary needs. According to OECD (May, 2020), the mode of impacting is manifested in three categories in the case of socioeconomic spheres. Beyond health risks, the COVID-19 shock to African economies is coming in three waves: (i) lower trade and investment from China in the immediate term; (ii) a demand slump associated with the lockdowns in the European Union and OECD countries; and (iii) a continental supply shock affecting domestic and intra-African trade. It is shaking commodity-driven growth models that had largely failed to create more and better jobs or improve well-being.

In the case of Rwanda, according to the RECOVR Survey report (August 2020), the effects of slowed economic activity are far-reaching and consequential. Almost 80% of the citizens have had to deplete their savings to pay for food, healthcare, or other expenses since February 2020. 80% of employed individuals have earned less pay than they did in a typical week before the government closed schools, and more than 60% of employed individuals have experienced reduced working hours per week as compared to the situation before COVID-19 pandemic. Rwanda's different industries have also heavily suffered. For example, more than 70% of citizens working in agriculture experienced altered planting, harvesting, or marketing of agricultural products because of COVID-19-related restrictions. This is likely to affect the country's GDP which has been steadily growing over time.

Figure 2: Rwanda's Gross Domestic Product growth 2007 – 2017



Source: National Institute of Statistics of Rwanda

The report further observes that almost 70% of the citizens have had difficulty of buying the amount of food they usually buy as result of lost jobs and household income has dropped, and more than 50% of households have had to reduce food consumption in the past week. Poorer people have had to sell off their assets to pay for food, healthcare, or other expenses since

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February 2020. They have also had difficulty buying the amount of food they usually buy because the price of food was too high or because there were shortages in the markets.

Across the world, lockdowns and school closures have necessitated distance/online learning. Although the COVID-19 crisis has demonstrated the effectiveness of the Government of Rwanda in mobilizing the population in a decisive and effective public health response, a number of very serious economic challenges lie ahead as the global economy braces itself for a recession(https://www.theigc.org/blog/rwandas-response-to-covid-19-and-future-challenges/).

Consequently, Rwanda faces intensifying demand and supply-side shocks both in the domestic and external sectors. These include reduction in levels of economic services, lowering of demand for loans from financial institutions, halting of economic activities termed as 'non-essential' [casual work, tourism, bars, hotels, taxis, conferences, exhibitions, and other sectors involving face-to-face communication], shock in foreign and informal trade, increment in private sector indebtedness due to ever-increasing insolvency, with overall result of inability to finance one's expenditure obligations.

Because of this situation, many economically vulnerable persons have limited access to basic needs like food, and health services. In the case of education, the restrictions have forced the schooling children to remain at home without access to study materials let alone face-to-face interactions with their teachers.

2.5 Groups most affected by the lockdown, and its impact on their daily life

Whereas basically everyone is affected in one way or another by the COVID-19 pandemic situation, the levels of impact differ depending on the vulnerability status. The UN Department of Economic and Social Affairs (https://www.un.org/development/desa/dspd/everyone-included-covid-19.html) points out that the COVID-19 outbreak affects all segments of the population and is particularly detrimental to members of those social groups in the most vulnerable situations, continues to affect populations, including people living in poverty situations, older persons, persons with disabilities, youth, and indigenous peoples.

Older persons are particularly susceptible to the risk of infection from COVID-19, especially those with chronic health conditions such as hypertension, cardiovascular disease, and diabetes. Older persons are not just struggling with greater health risks but are also likely to be less capable of supporting themselves in isolation. Although social distancing is necessary to reduce the spread of the disease, if not implemented correctly, such measures can also lead to increased social isolation of older persons at a time when they may be at most need of support.

Even at the best of times, persons with disabilities face challenges in accessing health-care services, due to lack of availability, accessibility, affordability, as well as stigma and discrimination. The risks of infection from COVID-19 for persons with disabilities are compounded by other issues, which warrant specific action: disruption of services and support, pre-existing health conditions in some cases which leave them more at risk of developing serious illness or dying, being excluded from health information and mainstream health provision, living

in a world where accessibility is often limited and where barriers to goods and services are a challenge, and being disproportionately more likely to live in institutional settings.

To ensure that persons with disabilities are able to access to information on COVID-19, it must be made available in accessible formats. Healthcare buildings must also be physically accessible to persons with mobility, sensory and cognitive impairments. Moreover, persons with disabilities must not be prevented from accessing the health services they need in times of emergency due to any financial constraints. In terms of employment, youth are disproportionately unemployed, and those who are employed often work in the informal economy or gig economy, on precarious contracts or in the service sectors of the economy, that are likely to be severely affected by COVID-19. Many vulnerable youths such as migrants or homeless youth are in precarious situations. They are the ones who can easily be overlooked if governments do not pay specific attention, as they tend to be already in a situation without even their minimum requirements being met on health, education, employment and well-being. In the case of Rwanda, this aspect is crucial as its population is constituted mainly by young children and youths [hence schoolgoing age bracket].

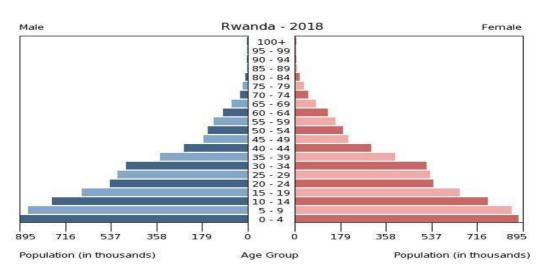


Figure 3: Rwanda's population pyramid (2018)

Source: Index mundi.com

2.6 Possible challenges associated with the implementation of COVID -19 Preventive measures

The implementation of COVID-19 preventative measures is a challenging undertaking that is manifested in many aspects. The country's revenue collection performance has been growing steadily during the past few years but is currently prone to decline due to the COVID restrictions. The 'Rwanda's Response to COVID-19 and Future Challenges' (https://www.theigc.org/blog/rwandas-response-to-covid-19-and-future-challenges) observes that the Government of Rwanda is facing a

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challenge of lacking fiscal space whereby it is experiencing low revenue collections due to the fact that revenue sources are themselves crippled by low performances as a result of the COVID restrictions. In this regard Rwanda urgently needs both scaling up and expanding of support to include digital cash-based social protection measures. According to the IMF, the lockdown and deepening global recession has created an "urgent balance of payments need" in Rwanda.

In the case of the economically vulnerable people some efforts are evident in trying to make the vulnerable people [those who are hit hard by the COVID-19 situation] to become financially resilient. The partnership between UN Women Rwanda and New Faces New Voices (NFNV) has enabled many vulnerable women to become resilient by producing face masks thereby preventing the spread of COVID-19 disease while at the same time earning income and becoming financially resilient. According to(https://rwanda.un.org/en/45440-increasing-resilience-vulnerable-women-socio-economic-impact-covid19-crisis-rwanda),through Gahaya Links, a women-owned business, the project aims to not only enhance prevention measures to reduce the spread of COVID-19 infection in communities, but also support women-owned businesses and income generation and employment of vulnerable women.

Perhaps the greatest challenge the government faces is the need for enormous public resources to prevent COVID-19-related death, minimize rupturing of the economic fabric, and protect the vulnerable. Ongoing tracing and testing efforts are thus vital to isolate those with the virus, to stop the disease spreading.



3. METHODOLOGY

3.1 Approach

The survey employed mixed methods of data collection (quantitative and qualitative). These four techniques were used to enable researchers to gather quantitative and qualitative data. From a quantitative perspective, the study involved a structured questionnaire to collect citizens' opinions and experience on dimensions described in the specific objectives while the qualitative approach was used to triangulate, understand and interpret the quantitative data. These included Focus Group Discussions (FGDs), Key Informants Interviews (KII), and desk review techniques.

3.2. Study population

The study population consisted of all members of the general public aged 18 years and above, in Rwanda. As the study aimed to analyze the impact of COVID-19 on citizens' livelihood, the selection of respondents was based on those who were most vulnerable to COVID-19 restrictions such as motorcyclists, casual workers, teachers, members of the private sector, etc.

3.3. Sampling strategy and sample size

The selection of districts was done purposively as TI-RW intended to collect citizen's views where it has attached offices and CCCs¹ in the country. This was due to the fact that collected data would enable TI-RW to conduct advocacy activities in the selected districts using Citizens Concerned Committees (CCCs) established in 15 districts in Rwanda. The advocacy related activities are meant to tackle emerging issues associated with fairness, integrity, transparency, accountability of service provision during Covid-19 pandemic.

Thus, in each district, 3 Sectors were selected where TI-RW has CCCs in the Sector. The CCCs in collaboration with village leaders were responsible for selecting the respondents for this survey. The sample size was computed using the formula below: -

 $\mathbf{n} = (N (zs/e) 2)/(N1+(zs/e)2)$

Where: z=1.96 for 95% level of confidence;

s = p(1-p) p = estimated proportion;

e = desired margin of error;

N = population size

In this estimation the significance level was taken as 95% with a margin of error of 2 %. Such a sample size provided a base for meaningful comparison to undertake statistically valid sub stratifications that fall within acceptable confidence level. Based on the above formula the sample size for the survey was computed as 2430 respondents which was actually estimated at 2442 after the data collection.

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¹ Citizens Concerned Committees, TI-RW volunteers

Table 1: Surveyed sample size by district

District	Count	Percentage
Bugesera	163	6.70%
Burera	162	6.60%
Gasabo	163	6.70%
Gatsibo	165	6.80%
Gicumbi	166	6.80%
Huye	150	6.10%
Kamonyi	167	6.80%
Kayonza	157	6.40%
Kicukiro	159	6.50%
Musanze	167	6.80%
Nyabihu	162	6.60%
Nyamagabe	169	6.90%
Nyarugenge	162	6.60%
Nyaruguru	167	6.80%
Rubavu	163	6.70%
Total	2442	100.00%

With regard to qualitative sample size, 10 FGDs and 10 KIIs were conducted in the selected districts. Participants in FGDs included groups which were most affected by COVID-19 as described above. Key Informant Interviews were mainly conducted with Sector Executive Secretaries at local level while at the national level key resource persons in the Rwanda National Police, Hotel/restaurant management and the Rwanda Biometric Centre were part of the targeted interviewees.

4. DATA COLLECTION

Quantitative data was collected by experienced Enumerators under the supervision of Team Leaders and Supervisors while FGDs, KIIs were facilitated by Assistant Researchers under the coordination of the Lead Consultants.

During data collection, TI-RW ensured that preventive measures on Covid-19 spread were observed by the research team as follows:

- TI-RW purchased face masks for all enumerators, team leaders and respondents in 15 districts
- TI-RW availed hand sanitizers to each of the enumerators and team leaders
- Training of enumerators and team leaders was done through teams and in small groups to adhere to social distancing measures
- TI-RW's research team made sure that social distancing is respected while administering questionnaires to respondents

• TI-RW ensured that transportation of enumerators and team leaders during the data collection exercise is done in line with Covid-19 prevention guidelines (One team leader and 3 Enumerators for each vehicle).

4.1 Data processing and analysis

Quantitative data was organized, cleaned, and coded and entered into the SPSS for analysis into descriptive statistics while qualitative data was transcribed as per the tools, grouped into themes, categorized and analyzed using content value analysis.

During data collection, quantitative data captured in the tablets by enumerators under the supervision of their respective team leaders was being submitted on daily basis to the data analyst. The data analyst then generated statistical outcomes on the basis of the tabulation plan.

4.2 Quality assurance measures

Conducting such a study necessitated to undertake a set of measures to ensure quality of data. For this purpose, in addition to ensuring an effective coordination of the work and more specifically data collection, the following measures were undertaken:

- The use of a participatory approach in developing research instruments
- The research protocol and instruments were approved by the National Institute of Statistics of Rwanda.
- A training of enumerators and team leaders was organized to ensure reasonable understanding of the study objectives, methodology and tools.
- A pilot survey was conducted to test the quality of research tools, mainly the questionnaire.
- Continuous field meetings between the consultants, the enumerators and supervisors were
 organized to identify arising issues while collecting data and to develop appropriate
 solutions.
- Anonymous questionnaire was administered as a way of encouraging free and open expression by respondents.
- Supervision and overall coordination of data collection
- Tablets were used to collect data and more particularly to minimize data collection and entry errors.

4.3 Ethical considerations

For purposes of compliance with ethical standards, the survey team observed the following set of measures during the whole process of the survey: -

- For their easy identification, the researchers and enumerators always carried the research visa from the National Institute of Statistics of Rwanda given to them for that purpose.
- They also carried the recommendation letter from Transparency International Rwanda justifying the relevance of the study they are involved in and introducing them to various potential informants as well as local authorities.





- They sought and obtained formal consent from each informant before interviewing him/her or engaging in discussions.
- They informed respondents that they had the right to refuse any participation in the study.
- Assuring the respondents, confidentiality regarding any information collected from them and promising to use it exclusively for the research purpose.

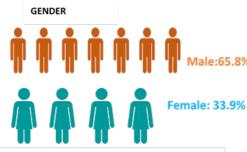


5. PRESENTATION OF FINDINGS

This section presents statistical and qualitative findings form survey for various contexts considered for the surveyed scope and characteristics of respondents.

5.1. Demographics

Figure 4: Demographics





Majority of respondents (68,5%) have between 1 and 5 dependents in their households)

Single Married 29% 65.7% Divorced Separated 0.7% 1.4 % Don't want Widow to specify 3.2% 0.1%

AGE GROUP

below.

44% of the respondents are in age group of 30 years and

EDUCATION

43.7% of the respondents have completed primary education

£ 24.5% completed secondary e of 31 to 35

reflect mainly the younger and middle-aged pe well with the Rwanda's age pyramid of 2018 (f Rwanda's population is composed of people age

DISTANCE

Majority of respondents. Less than 2kms distance to

School

ost of the rest

- Market
- Next main road
- Next health center

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In the case of gender, the survey results indicate that more of the respondents were males. The survey engaged a total of 2442 respondents of whom 1607 (65.8%) declared their gender as males, 828 (33.9%) as females while 7 (0.3%) declined to specify their gender. This low representation of females in this study is the result of the purposive selection of respondents which in most cases was based on people most affected by COVID-19 such as motorcyclists, teachers, business people, casual workers (mainly working in roads construction). It is therefore more likely to see females misrepresented in this category of respondents.

According to the results, most of the respondents (65.7%) surveyed were married, followed by those who were single (29.0%). On the issue of employment status, the survey results indicated that most (54.7%) of the surveyed respondents were self-employed, followed by permanent employees (22.6%), then casual employees (10.9%) followed by fixed term employees (7.3%) and those unemployed (4.5%) in that order. The employment status also reflects the sample design based on people most affected by COVID-19, particularly those who were economically active and lost their employment due to the pandemic.

Regarding respondents' education, the results from the survey indicated that most (43.7%) of the respondents had completed primary education while 8.9% had not. 24.5% had completed secondary education while 6.0% had not. Only 4.5% had completed tertiary (University) while 0.8 had not. Also, 4.9% had completed TVET while 0.3% had not. Furthermore, 6.3% had not attended school at all.

In the case of distances to the nearest school, market, main road and health center, the survey results showed that most people lived at a distance of less than 2 km from school, market, main road, and health center, followed by those who lived within the range of 2 to 5km from the same facilities and infrastructure. Regarding the number of dependents in a household, the survey shows that most (68.5%) households had 1 to 5 dependents, followed by those (29.0%) which had 6 to 10 dependents.

5.2 Awareness of COVID-19 preventive measures in the community

Community awareness is central in dealing with COVID-19 crisis as the public becomes thoroughly aware of the different aspects of the disease and get prepared on how its spread can be prevented. The table below shows the extent to which respondents were aware about COVID-19 preventive measures.

Figure 5: Level of respondents' awareness about COVID-19 preventive measures







This study revealed that the level of community's awareness on COVID-19 pandemic and its preventive measures was very high (96.2%). This finding is in the same range as the social audit on effects of COVID-19 revealed that citizens are aware of preventive measures at 97.3% As pointed out in the literature, awareness creation is crucial as it helps the citizens to know details about COVID-19 disease including symptoms, risk factors for its spread, and preventive measures. This is in consistence with the government of Rwanda's efforts to mobilize Rwandans about COVID-19 pandemic and its aggressive effects. The efforts of the government of Rwanda in as far as the awareness of citizens on the COVID-19 preventive measures is concerned is also confirmed by the World Health Organization (July, 2020) report which indicated that in Rwanda drones were used as a method for countrywide awareness about COVID-19 to complement other forms of communication channels. The high level of community awareness explains the high compliance of people with the COVID-19 preventive measures as shown in the following section.

5.3 Effectiveness of communication channels about the preventive measures of COVID-19

While the study showed a very high level of citizens' awareness on COVID-19 preventive measures, it is also important to analyse how effective the communication channels were used. This is examined in the figure 6 below.

Figure 6: Net Frequency (always and often) of information channels on COVID-19 preventive measures



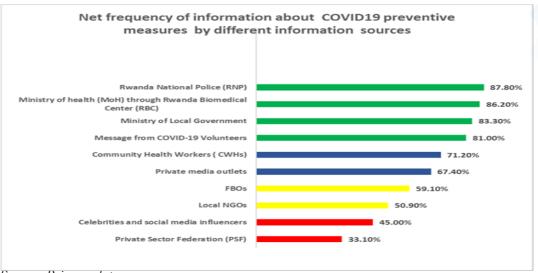
Source: Primary data

The survey reveals that the messages on COVID-19 preventive measures were often channelled through the Rwanda Broadcasting Agency (RBA), telephone message and road vehicles with loudspeaker as evidenced by 85.5%, 69.8% and 68% of respondents, respectively. With regard to drones' messages, the survey indicates that this channel of information was never used by the majority of respondents (69.5%). Only a very low proportion of them (10.8%) were informed about the measures to prevent the pandemic through drones. The fact that adequate exposure to COVID-19 messages (in this case through frequent dissemination) is likely to result in higher uptake of the message substance and more likely to prompt the citizens to comply with the preventive measures. The figure below also provides insight of which sources of information were responsible to convey COVID-19 messages to the above-mentioned channels.





Figure 7: Frequency of keeping people informed about COVID-19 preventive measures by different information sources

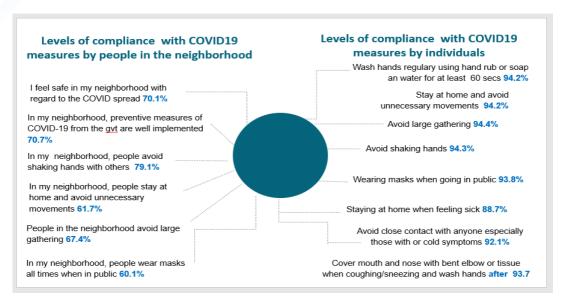


Source: Primary data

As shown in the figure above, five sources of information came on top with regard to frequently keep the people informed about COVID-19 preventive measures, namely the Rwanda National Police (87.8%), Ministry of Health through the Rwanda Biomedical Centre (86.2%), Ministry of Local Government (83.3%), youth volunteers (81%) and the Community Health Workers (71.2%). The sources with less involvement in conveying messages on COVID-19 include Private Sector Federation (33.1%) and Celebrities and social media influencers (42%). Again, these results emphasize the point that adequate involvement of the government, police and volunteers in the information dissemination about the COVID-19 preventive measures enhances chances of information assimilation by the residents, meaning that the longer or more frequent the latter are exposed to the COVID-19 preventive messages the more likely they are to comply with those messages.

The section below analyses the level of compliance with COVID-19 preventive measures. This is presented in the figure below.

Figure 8: Proportion of respondents' personal conviction to adhere to COVID-19 preventive measures



Source: Primary data

The above findings indicate a very high level of people's compliance with COVID-19 preventive measures. A large majority of the people (94.7%) were washing hands, 93.8% wore masks when going out in public; 94.4% were avoiding large gatherings; 94.3% were avoiding shaking hands with other people; 93.7% were covering their mouths and nose with bent elbow or a tissue when coughing or sneezing and then wash their hand after; 92.1% were avoiding close contact with anyone who is sick especially those with symptoms and 88.7% were staying home whenever they felt sick.

Interestingly, the perceived level of compliance with COVID-19 preventive measures in the neighborhoods remains relatively moderate. As a matter of fact, 62.9% agreed that neighbors were avoiding shaking hands with other people; 61.4% felt that they were safe in their neighborhoods as regards COVID-19 spread; 60.6% agreed that their neighbors implemented preventive measures from Government; 57.2% said the neighbors avoided large gatherings; 55.7% of the respondents agreed that their neighbors wore masks at all times when in public; 53.3% indicated that their neighbors stayed home to avoid unnecessary movements. As already pointed out, these results reflect an extensive and effective dissemination of the relevant information which prompted the public to become compliant with the COVID-19 preventive measures.



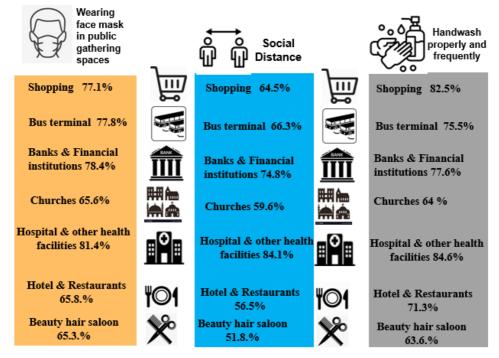


However, it is worth noting that the level of compliance with COVID-19 pandemic at individual level proves to be higher than when it comes to the compliance in the neighborhoods. This discrepancy might be explained by the perceived vulnerability of crime as defined by Jonathan (2009) in the article "A psychological perspective on vulnerability in the fear of crime" (here we consider crime as non-compliance). In this article, it is stipulated that no victims (compared here to individuals) tend to have an 'illusion of invulnerability', particularly in relation to seeing themselves as less vulnerable than others (here compared to people in the neighborhoods). "It is not likely to happen to me...it happens to other people, not me".

5.4 Level of peoples' compliance with COVID-19 preventive measures in public gathering spaces

The survey investigated how people in public gathering spaces complied with the COVID-19 preventive measures. The measures comprised wearing face masks properly, social distancing, and washing hands properly and frequently while selected public gathering spaces comprised of shopping, bus terminals, banks, churches, hotels, restaurants and beauty hair salon. The figure below illustrates the results.

Figure 9: Level of peoples' compliance with COVID-19 preventive measures in public gathering spaces



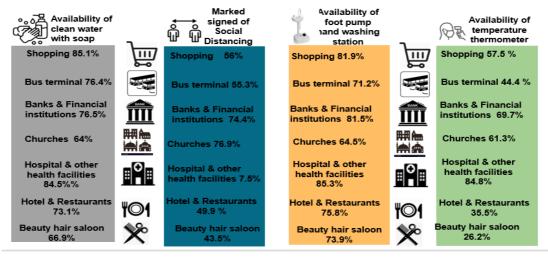
Washing hands properly and frequently and wearing face masks in public gathering spaces emerged as the COVID-19 preventive measures that were observed most compared to social distancing. Washing hands was mostly practiced in hospitals and health centres (84.6%), followed by shopping (82,5%) and in Banks (77.6%). The least compliant public gathering were churches and beauty hair salon with 64% and 63.6% respectively. Likewise, the study showed that wearing mask was more observed in hospitals and in banks and less practiced in churches and in beauty salon.

Overall, the level of respondents' compliance with the COVID-19 preventive measures stands very high in many of the public gathering spaces in Rwanda as evidenced by the findings above. These results reflect the government of Rwanda's effort to contain the COVID-19 spread. In early March 2020, a taskforce was put in place and guidelines were issued on social distancing and hand washing. The hand sanitizers were placed outside all major public buildings and shopping centres. A systematic control in terms of complying with the established guidelines immediately started with the assistance from security organs and local leaders.

5.5. Availability of COVID-19 preventive equipment in public gathering spaces

The survey sought to estimate the levels of availability of COVID-19 preventive equipment in public gathering spaces. The preventive equipment considered included marked signs for social distancing; foot pump hand washing stations; clean water with soap; and temperature thermometers.

Figure 10: Availability of COVID-19 preventive equipment in public gathering spaces



The availability of clean water with soap and foot pump hand washing station emerged on top among other COVID-19 prevention equipment followed by marked signed of social distancing





and temperature thermometer. The findings show that the availability of clean water with soap was ranked higher in shopping (85.1%), hospital and other health facilities (84.5%) whereas churches were reportedly perceived to have moderate capacity to avail water with soap (64%).

Likewise, foot pump hand washing station were very highly perceived to be predominantly available in hospitals and other health facilities (85,.3%), shopping (81.9), banks (81.5%) as opposed to churches whose capacity to avail foot pump hand washing hand was moderate (64.5%). The study further reveals that the availability of temperature thermometers and marked signs for social distancing were relatively less available in some public gathering spaces. These include for instance 7.5% of availability of marked signs for social distancing in hospitals and other health facilities and 26.2% of availability of temperature thermometers in beauty hair salon.

However, the marked signs for social distancing was perceived to be largely available in churches (76.9%) and banks (74.4%) while the temperature thermometers were basically available in hospitals and other health facilities (84.8%).

Based on these findings, one can argue that the Government of Rwanda has managed to avail COVID-19 prevention equipment by allocating required resources in a bid to contain the spread of the COVID-19 pandemic. As a matter of fact, the Rwanda public health response to COVID-19 has been robust and rapid. It is in this perspective that the Germany's renowned Robert Koch Institute (Germany's central scientific institution in the field of biomedicine) on June 18, announced that it is no longer considering Rwanda as a Covid-19 risk area, owing to the country's recent containment measures against the virus (New times, June, 19, 2020).

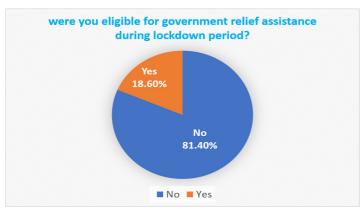
The government of Rwanda has demonstrated high-level leadership and taken swift action to tackle the risks associated with the ongoing pandemic. However, the financial support from development partners, for instance the International Monetary Funds (IMF) and the World Bank (WB) has been instrumental to avail resources from which the COVID-19 prevention equipment was procured. The World Bank Country Manager for Rwanda, Yasser El Gammal also emphasized on the effort of the GoR and the financial support from development partners in lowering the spread of the disease. In a World Bank press release of 1st May 2020, He Said: "I am confident that with the high-level leadership, the resilience of the Rwandans, swift action taken by the government, and support from the World Bank and other development partners, Rwanda can bend the curve on this pandemic and get back on track".



5.6. Level of citizens satisfaction with service delivery during the lockdown

The survey investigated citizens' levels of satisfaction with regard to the relief assistance, essential services and other services provided to them during the lockdown period. These are illustrated in the section below

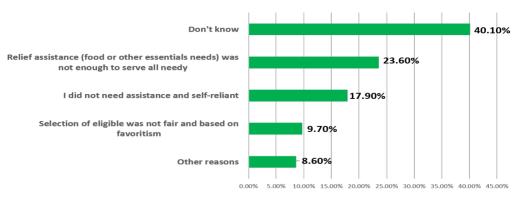
Figure 11: Eligibility for relief assistance from Government during COVID-19 lockdown



Source: Primary data

The survey investigated citizens' levels of satisfaction with services provided to them during the lockdown period. On the issue of eligibility for government assistance during the COVID-19 lockdown, the survey results as indicated in table 15 above showed that 79.3% of the female and 82.6% of the male respondents were not eligible while 20.7% of the females and 17.4% of the males were eligible. Overall, 81.4% of the respondents were not eligible while 18.6% were the ones eligible. The overwhelming majority of respondents who were not eligible to receive relief assistance provided the following reasons for which they were not entitled to that assistance.

Figure 12: Reasons for non-eligibility to receive relief assistance







According to the reasons given by surveyed people, the selection of beneficiaries for the relief support from Government was done with some element of unfairness as also evidenced by the testimonies from the FGD participants.

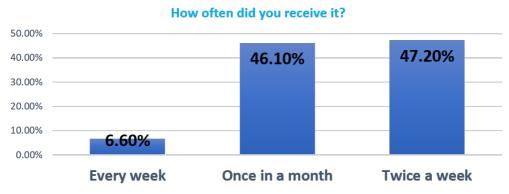
A Motorcyclist in Kigali claimed: "There was favoritism in the provision of the support to motorcyclists. The president of our cooperative registered my name on the list but I did not get it. Later on, he told me that the support was given to people who had consecutively paid their three-month contribution and fees to the cooperative. This was impossible for me because I had an accident before the outbreak of Covid-19 and failed to pay the contribution".

Another motorist who operates in Kigali pointed out this: "So many motorcyclists did not get the government support because our federation announced that it had supported all motorcyclists countrywide while it had not. Following the claims of motorcyclists on radios, our village accepted to put us on the lists of government support beneficiaries and we finally got 3kg of Kawunga (maize flour), rice and beans".

Yet another participant in an FGD in Gasabo explained his ordeal: "For the first phase, the local leaders declined to put me on the list saying they cannot support people who are single. I got the support for the second phase and only got 1kg of beans and 1kg of Kawunga".

These testimonies corroborate the views of the 81.4% of people who were denied eligibility to relief assistance due to insufficiency or simply ignoring the reasons. As testified by some motorcyclists interviewed in Kigali City, among other reasons of non-eligibility may also include favoritism. Notably, this behavior mainly practiced by the local leaders contravened some of the principles that shape, guide and or regulate the conduct of persons involved in public service delivery. By these principles, local leaders should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends.

Figure 13: Frequency in receiving relief assistance





The previous indications are that most (47.2%) recipients received the relief assistance once in a month; followed by 46.1% who received it twice a week and 6.6% who received it weekly. These statistics reflect a compromised service delivery exercise. There was no exhibition of fairness and transparency in distributing relief assistance when some beneficiaries receive it only once in a month while others received twice a week. The discrepancy means that those distributing the relief items favored some beneficiaries, or there was corruption somewhere to prompt the eligibility for a second or thrice round. Again, the above testimonies reflect lack of transparency and fairness in the distribution of relief assistance.

The survey also, explored to establish the appropriateness of timing in the distribution of relief assistance.

Table 2: Timing of relief assistance distribution

Question	Response	Counts	Percentage
Did the relief assistance come on time or it came late when people were already affected?	It came late	144	31.80%
	It came on time	304	67.10%
	Neither- Nor	5	1.10%
	Total	453	100.00%

Source: Primary data

The results in the table above show that 31.8% of the respondents said that it came late when people were already affected; 67.1% said that it came on time and 1.1% could neither tell whether it came on time or late. An important proportion (31.8%) of people who received the assistance with delay would starve after consuming the food within a few days and then wait until after a month that they receive another package of relief. The packages and their distributions should have been planned well in advance to ensure that the beneficiaries receive enough relief to take them till the next distribution.

The survey further explored to establish whether the respondents thought or felt that there were any other essential services that had not been provided during the COVID-19 lockdown. The results are shown in the table below.

Table 3: Peoples' perception on whether there were any essential services not provided during the COVID-19 lockdown period

Question	Response	Counts	Percentage
Are there any essential services that have not been provided during COVID-19 lockdown?	Don't know	455	18.60%
	No	1425	58.40%
	Yes	562	23.00%
	Total	2442	100.00%

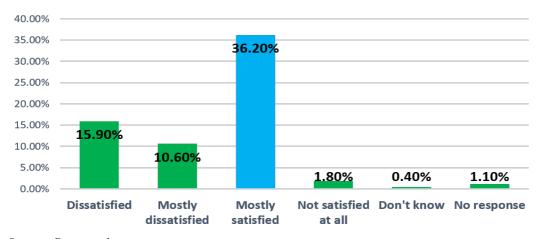




A non negligeable proportion of respondents (23.0%) said that they have not received any essential service during COVID-19 lockdown. As indicated previously, quality of service delivery (in this case reflected by citizens' perceptions) is about what is done for the people, when it is done (the timing), how it is done, how much of it is done and how any emerging issues are handled in consideration of the social, cultural, economic, religious etc. If some citizens felt that they were some essential services left out during the COVID-19 period, this is something the Government should ponder upon.

The survey did explore the respondents' rating of the level of satisfaction with service delivery or support from Government officials during the COVID-19 lockdown.

Figure 14: Level of satisfaction of service delivery or support from Government officials during Covid-19 lockdown period



Source: Primary data

The results indicated that majority of respondents (around 70%) were satisfied with the service received or support from the government officials during the lockdown where 34.0% were very satisfied; 36.2% were mostly satisfied. On the other side, 15.9% were dissatisfied; 10.6% were mostly dissatisfied. The presence of some people who were dissatisfied relates with issues of fairness, transparency, integrity, and accountability in service delivery as already highlighted in the reviewed literature. Also, from the qualitative results, participants expressed various scenarios and ordeals whereby some people experienced a reasonable level of dissatisfaction with service delivery during the COVID-19 pandemic.

In this regard, a participant in an FGD in Remera pointed out: "In Remera, Rukili I, Amajyambere Village, we got the government's relief support only once and it was not sufficient".



A Private School Teacher in Gasabo pointed out: "Some vulnerable people lamented that they had not been registered for the support. The local leaders responded to them that they do not live in that village and that they were unknown in the area while they lived there for long time ago".

The survey further explored to establish the extent to which respondents agreed or disagreed with statements concerning quality of service delivery to needy people during the COVID-19 lockdown. The results were as indicated in the figure below.

Figure 15: Net satisfaction (agree and strongly agree) on quality of service delivery during COVID-19 period



Source: Primary data

Again, the study shows that during the COVID-19 pandemic, a large majority of people were satisfied by the service delivered to them as evidenced by the figure above. The highest satisfaction with service delivery in this period was attributed to mainly three categories of service providers such as government restrictions controlling bodies, security forces and local leaders. This finding confirms the efficacy of the government of Rwanda in containing the COVID-19 pandemic as explained above.

5.7. Transparency, accountability, fairness, and integrity in public service delivery during the COVID-19 period

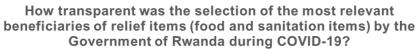
5.7.1 Transparency in selection of most relevant beneficiaries of the relief items during COVID-19

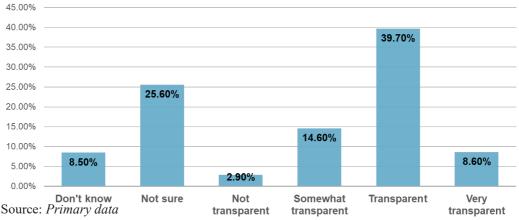
The survey sought to establish peoples' perceptions about level of transparency in selecting those eligible for relief assistance during COVID-19 period. The results are shown in figure below.

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Figure 16: Rating transparency in selecting beneficiaries of relief assistance during COVID-19 period





Cumulatively, a significant proportion of respondent (48.3%) perceived that the selection of beneficiaries of relief items was transparent. While it is important to note that the majority of respondents perceived the selection of beneficiaries of relief items as transparent, it is also equally essential to show that cumulatively, another significant proportion of respondents (37%) do not know anything about it, are not sure and that the selection process was not transparent. This requires concerted efforts from both the public servants and members of the community to promote transparency in service delivery. The community members are particularly encouraged to hold their leaders accountable.

The above situation is further revealed by testimonies captured from respondents during FGDs and which indicate that there were instances when citizens felt that they were treated unfairly.

For example, VUP beneficiaries did not get the support just because they worked in VUP. A VUP beneficiary in Musanze district, Cyuve sector pointed out: "Our sector provided the support to different people but denied the support to VUP beneficiaries. Local leaders told us that it's because we work in VUP. We could not even go at the sector's office to claim because they were hunting us".

Another participant of the FGD explained (a bar worker in Kanombe, Kicukiro): "I was pregnant when the lockdown started. The life became very bad in our family because I was not working, and my husband was motorcyclist. None of us was working. We did not even get the government support! We once called the phone number that was used by citizens countrywide

who needed the support, and they sent the head of the village to see if we were really poor. When he, came, he saw that I am pregnant and vowed to give us the support. However, did not come back and did not get the support. The process was not fair"!

5.7.2. Perception and experience of corruption during COVID-19 situation

Regarding the issue of level of corruption during the COVID-19 period, the results of the survey were as indicated below.

Table 4: Perception on the level of corruption during COVID-19 period

Question	Response	Counts	Percentage
How do you evaluate the level	Decreased	1073	43.9%
of corruption in	Don't know	656	26.9%
service delivery during this	Increased	240	9.8%
period of coronavirus	Remained the same	473	19.4%
pandemic?	Total	2442	100.0%

Source: Primary data

As indicated in the figure above, the results showed that 43.9% of the respondents were of the view that corruption decreased during the COVID-19 period; 26.9% did not know what to comment about the corruption level; 9.8% thought that it increased and 19.4% were of the view that corruption level had remained the same. The above statement on the status of corruption during COVID-19 indicate that corruption exists though decreasing. This also indicates that service delivery in getting food assistance or essential services were affected with some levels of corruption in this period. The testimonies from FGD participants also reflect the existence of corruption in providing Government support and other essential service during the COVID-19 lockdown period.

A Primary Private school teacher in Gikondo, Kicukiro testified: "I once received the government support. They only gave me 2kg of Kawunga and beans, but beans were very old and consumed a lot of charcoal to be ripe. Despite the poor quality and small quantity, there was corruption and embezzlement because some local leaders took the support that was supposed to be provided to beneficiaries. There are many people who did not get the support while they had been registered among beneficiaries".

Also, during FGDs, the survey captured testimonies about corruption. A Motorcyclist in Kigali narrated his ordeal during the FGD proceedings: "The security guards of motorcyclists are very corrupt. The first day when motorcyclists were allowed to resume their work after the covid-19 lockdown, I had no insurance. In addition, I had no money and used my driving permit as a



collateral to get the sanitizer from the pharmacy. When the security guard caught me driving without the permits, he told me to give the bribe of 10,000Frw. Because I had no money, I agreed to bribe him 5,000Frw. To get the whole amount, I called my friend who lent me 3,000Frw and added it to 2,000Frw that I had".

Table 5: Service providers most involved in corruption during the COVID-19 lockdown

Question	Response	Counts	Percentage
The following are the most	Employers	130	5.30%
involved in corruption	Local leaders	971	39.80%
during this COVID-19 pandemic	Others (motorcyclists' supervisors)	1038	42.50%
	Police	241	9.90%
	RIB	62	2.50%
	Total	2442	100.00%

Source: Primary data

According to the results in the figure above, local leaders and motorcyclists featured most in the perception of corruption-related service delivery. This is a serious issue since local leaders are the ones in close interaction with the people they lead and are supposed to adequately know their needs and should act in a way that is fair in order to satisfactorily address the needs of the people they lead.

The above-mentioned categories of people as having encountered corruption reflect the issue of non-transparency, unfairness and inadequate or improper accountability in service delivery during the COVID-19 pandemic period.

Also cited during FGDs is the concern that motorcyclists were intimidated in order to prompt them to pay bribes. A motorcyclist in Kigali explained during the FGD.

ZAKEHOSE² slang was pointed out as being used to exploit motorcyclists by demanding bribes from them. This form of corruption was reported to be among the taxi-moto supervisors. For example, a motorcyclist in Kigali explained: "When a taxi-moto supervisor tells you a slang ZAKEHOSE, you should know what he wants to mean. This is a new slang that is being used to demand corruption. So, you give him something so that he does not report you to police even if you may be innocent".

"There is corruption among taxi-moto supervisors. They once stopped me and found that I had not yet paid the fees to my cooperative. Supervisor told me: 'Reba uko Ubigenza

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² **ZAKEHOSE** in full means IMBABURA ZAKEHOSE (let Charcoal cooker be lightened in all households – in the home of motorcyclist and the taxi moto supervisor

nk'umugabo' (meaning find a way to act as a man) I instantly knew what he wanted to mean, gave him 2000Frw and let me go scot-free."

Another motorcyclist testified: "I was once heading to Nyanza Kicukiro from Nyamirambo. The moto-taxi supervisor harshly removed me from my motorcycle and told me that the client had a very small headwear. He told me: "Be active and don't wait for me to tell you what to do because I will report you to Afande (a police officer)." I gave him 2,000 and let me go".

All the above qualitative results indicated and confirm the idea that public service delivery during the COVID-19 period was extensively marred with issues of non-transparency, unfairness, and inadequate accountability. Yet according to the reviewed literature transparency, fairness, integrity, and accountability are principles which shape the quality of public service delivery.

On the issue of consequences due to lack of standardized fines for violation of COVID-19 preventive measures, the survey results showed that 29.8% of the respondents were of the view that there was feel of injustice among the culprits; 29.0% thought that it encouraged some authorities to ask for bribe; 13.4% were of the view that it encouraged some authorities to over fine the culprits, while 27.8% thought that it could have caused other forms of consequences.

Table 6: Consequences due to lack of standardized fines for violation of COVID-19 preventive measures

Question	Response	Counts	Percentage
How do you evaluate	Feeling of injustice for culprits	728	29.80%
consequences of lack of standardized fines for	It encouraged some authorities to ask for bribe	707	29.00%
violation COVID 19 preventive measures	It encouraged some authorities to over fine culprits	328	13.40%
	Others	679	27.80%
	Total	2442	100.00%

Source: Primary data

The results in the table above indicate that the most consequences would be for the citizens to experience injustice and encouraging those in positions of authority to ask for bribes (a form of corruption). These results are an indication that there was unfairness in public service delivery during the COVID-19 period. This should express the importance of having in place standardized fines for specific offences as absence of these standards leave citizens vulnerable to any form of injustice, harshness, blackmail, threat, or other unfair treatment by people in positions of authority.

As evidenced by the qualitative data, some citizens were victims of over fine that was charged by local leaders during COVID-19 period. This is testified by a motorcyclist interviewed in

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Nyamagabe district: "As a way to terrify businesspeople and receive from them something (bribe), the local leaders used to close boutiques/shops before the curfew hour deadline. Moreover, there were some who could exceed the hours and no one could close their businesses. When we tried to inform them (local leaders) that there were many others working after the curfew, they responded: "Who chose you to be a journalist?"

The issue of unfair treatment by those in position of power was also highlighted in FGDs in Kigali City where participants evoked a kind of intimidation occurring during the curfew hours which could even be considered as injustice. According to a participant, "While arresting people who broke covid-19 preventive measures, sometimes RNP officers did not observe social distancing measures as to reduce the risks of the spread of the pandemic. There are cases of citizens who were parked together in the same cars by the police officers without obeying social distancing measures".

Another respondent in Burera district said: "Police did not have good behaviors in Gahunga sector (Burera district). They used excessive power to force citizens close shops and go home before the curfew hour. There is a case of a police officer who continuously beat citizens here in Gahunga Centre. Fortunately, he was deployed in another region when citizens tirelessly claimed that he was beating them every day".

Regarding the issue of whether the respondent or a member of her/his household had experienced any form of corruption during the COVID-19 situation, the survey results are shown below.

Table 7: Experience of corruption during COVID-19 lockdown

Question	Response	Counts	Percentage
Did you or anyone in your household	Don't know	57	2.30%
experience corruption (Bribery,	No	2215	90.70%
nepotism, favoritism, sexual favors or	Yes	170	7.00%
gift?) during COVID-19	Total	2442	100.00%

Source: Primary data

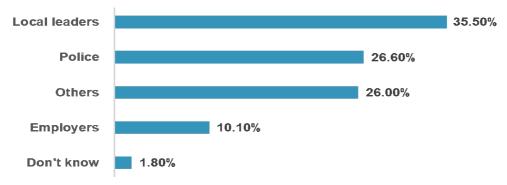
From the above table, results showed that 7.0% of respondents experienced corruption during COVID-19 period. Obviously, there is no way corruption may co-exist with quality service delivery. The qualitative data confirmed this finding. A Private School Teacher in Gasabo narrated: "Though I did not bribe anyone but I heard my neighbors saying there was no fairness in the provision of the support. There are so different reasons for corruption. One of them is that people were very hungry and could be trapped to give bribes so that they can get the support and survive".

During the COVID-19 pandemic corruption featured a lot during the curfew hours. A motorcyclist in Kigali pointed out this during an interview: "I was arrested after the curfew

hour and charged 10,000Frw fines. Later in the morning, one of the people who had arrested me in my village brought the receipt of only 1,000Frw indicating that I had paid the fees for security night patrol - 'amafaranga y'umutekano'.

Also, a Private School Teacher, now a salon stylist in Kicukiro due to Covid-19 testified: "Our salon sometimes does not obey curfew hours because our boss bribes Security guys (Inkeragutabara) and they ensure our safety and security when we have many clients in the night. They are the ones who let us know that police are coming".

Figure 17: To whom corruption was paid



Source: Primary data

For those who experienced some form of corruption, the survey found out that 10.1% paid the bribe to Employers; 35.5% to Local leaders, 26.6% to Police; 26.0% to other categories of people while 1.8% did not know to whom the corruption was paid. Again, according to the above figure, local leaders are the ones who most got involved in corruption, followed by police. This is unfortunate since local leaders are the ones in constant interaction with the community members and are expected to be knowing the socio-economic status of the people they lead and should act objectively to ensure that their communities' benefit from the relief assistance program. The results confirm the issue of corruption as having existed (as per the respondents' perceptions) since respondents expressed the fact that some people experienced some corruption and ranked those who were perceived to have obtained the corruption in the various forms.

The survey also investigated the forms in which corruption was done among those who experienced it and the results are shown in table below.





Bribery
Favoritism
B.40%

Don't know
A.80%

Other form of corruption
Gift
1.80%

30.00%

40.00%

50.00%

60.00%

70.00%

80.00%

90.00%

Figure 18: Forms of corruption during COVID-19 lockdown period

Source: Primary data

Sexual favors

1.20%

10.00%

20.00%

0.00%

According to the above figure, results showed that 79.6% of the respondents cited bribery; 4.8% didn't know; 8.4% mentioned favouritism; 1.8% cited gift; 1.2% mentioned sexual favours and 4.2% mentioned other forms of corruption. This means that during the COVID lockdown it is bribery which featured most, followed by favouritism in one way or another. That state of affairs is reflected in the testimonies that were captured during the FGDs.

A worker in a bar/bar-turned restaurant in Kigali said during a Focus Group Discussion: "There is a high prevalence of corruption and sexual exploitation in hotels and bars. It happened to me! When hotel operations were resumed amid the Covid-19, a friend of mine told me he/she had got a job for me in a good hotel outside Kigali. The Owner sent me a ticket and I boarded a taxi to go to meet him. He told me: If a client is happy with you, you should accept to sleep with him. You will have to use our room and I will dismiss you if I find out that you accept go to another lodge with the client. I asked him: Does your service package to your clients include girls? He responded: Girl, you cannot work here for so long! Anyway, I see you are very beautiful, would you accept to have sex with me if I want to? I directly left him and turned down his job offer".

Another worker in a bar in Kigali who participated in the FGD said: "It is said that some girls get jobs after having sex with their bosses. Sometimes the managers of hotels and bars exploit us and at the end of the day refuse to give us jobs they promised".

For the government support to vulnerable people during the FGD proceedings, a tailor in Kanombe, Kicukiro testified: "There was favoritism in the provision of the support. For instance, there are households with the same members who were given different quantities while there are families with few members that got huge support than those with many

members. I myself experienced the effects of corruption too. I was registered more than five times among the beneficiaries of the support but got it once. When I went to the sector's office, they told me I was not on the list. Some vulnerable people with bad life conditions did not get the support while there are rich ones who got it".

Corruption was also mentioned in regard to the provision of the support to motorcyclists. For example, a motorcyclist in Kigali testified during an FGD: "The federation of motorcyclists announced that all of us got the support but it is not true. The presidents of cooperatives distributed the support to a few motorcyclists selected basing on nepotism and favoritism. When our cooperative supported 10 of those selected members, they announced that all 50 members received the support".

What the above results depict is that corruption existed during the COVID-19 period, in various forms and was obtained by various people in varying levels or grades. As already explained, corruption negatively influenced the quality of public service delivery during the COVID-19 period.

The survey further explored the amounts of money that was paid as corruption and the results showed that most people (16.4%) paid Frw 10,000 followed by those (15.1%) who paid Frw 5,000 and in the third place were those who paid Frw 2,000. The entire set of results is indicated in the table below.

Amounts of money paid as corruption

Table 8: Amounts of money paid as corruption

Amount		
Amount	Frequency	Percent
0	19	12.50%
300	1	0.70%
500	4	2.60%
700	1	0.70%
1000	10	6.60%
2000	16	10.50%
3000	5	3.30%
5000	23	15.10%
6000	1	0.70%
7000	1	0.70%
8000	1	0.70%
10000	25	16.40%
15000	10	6.60%
20000	11	7.20%
25000	1	0.70%
30000	4	2.60%
40000	2	1.30%
50000	8	5.30%



60000	2	1.30%
100000	4	2.60%
<i>150000</i>	1	0.70%
200000	1	0.70%
2000000	1	0.70%
Total	152	100.00%

Source: Primary data

A participant of an FGD in Remera Sector mentioned this: "My friend was arrested after the curfew hour. She called me on phone and asked me to give her night jacket before being taken to the stadium. When I turned up, the night security person (Umunyerondo) demanded 7,000Frw as bribe to free her and told us to use mobile money through another phone number that is not registered on his name. We ended up paying him 5,000 and let our friend go".

Yet another participant of the FGD, a bar worker, narrated: "I met a friend and bought me a bottle of alcohol at a boutique. The police directly came and arrested us because it was after 9pm, the curfew hour. The owner of the boutique said: "Afande, are you for sure taking my clients?" We instantly started collecting money, like 2,000Frw per person and gave it to the police officer who let us go scot-free".

The qualitative results further confirm the quantitative results as per the grievances and complaints expressed in the responses made by the respondents of the survey. All scenarios highlighted in the quotes are an indicative of how corrupt the service delivery was during the COVID-19 period.

5.8. Impact of COVID-19 restrictions on citizens' primary needs

The effect of COVID-19 on the lives of citizens is reflected in the survey findings. It varies according to selected aspects of livelihood parameters.

5.8.1. Effect of COVID-19 restrictions on work

The survey results showed that most people were affected by the COVID-19 pandemic as their works were interrupted as a result of the restriction measures (see table below)

Table 9 Extent of citizens' work interruption due to COVID-19 restrictions

Work Interruption	Count	Percentage
Yes	2320	95.0%
No	122	5.0%
Total	2442	100.0%

Source: Primary data



From the above table, the large percentage of those whose work was interrupted indicates that most of the citizens experienced the effect (95%). This has an implication on the country's economy as it depends in one way or another on the population's engagement in income generating activities for the sustenance of their livelihoods. The table below provide details on the group of workers most affected by the COVID-19 pandemic in Rwanda.

People working in trading services 27.30% 24.50% People working in agriculture and routine small businesses People working in motorcycle taxi activities 16.10% People working in bicycle taxi activities - 11.70% People working in Bars - 8.40% People working in hair cutting salon/beautification 3.80% 2.90% People working in school teaching services 2.70% People working in handcrafts and sewing services People working in mobile money services -- 1.00% People working in Restaurant services 0.90% People working in casual labor 0.80% 5.00% 30.00% 10.00% 15.00% 20.00% 25.00%

Figure 19: Group of workers most affected by the COVID-19 pandemic

Source: Primary data

These categories of people most affected by COVID-19 were also cited during FGDs. For example, some teachers in private schools were unable to access bank loans amid the covid-19 while they had been forced to receive salaries through those banks that are not their cooperative, Umwarimu SACCO. A Private school teacher in Gisozi, Kigali testified: "Before the outbreak of covid-19 when we were still working, we were forced to have accounts in certain banks. I had account in Umwarimu SACCO but the Director of the school forced me to open a new one in COPEDU. When Covid-19 came, those small banks like mine did not accept to give us loans. This negatively affected me because I could get the loan if I stayed in SACCO".

A small busines owner (boutique owner in Gahunga, Burera) explained how she was affected by COVID-19: I have now consumed my capital because I'm no longer making profit while I pay taxes. Before Covid-19, I could make over 8,000Frw per day as a profit from my boutique. Today I only get a profit of between 1,500Frw – 2,000Frw per day from my business.

Another Businessman who was interviewed in Rubavu District was also affected by the COVID-19 restrictions in this way: "I was negatively affected by the Covid-19 because our advertising agency is no longer making profit but we registered a big loss due to the nature of the services we provide. We usually provide services of advertisement and transport of goods to DRC but

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all these services were halted by Corona Virus. Amid the lockdown, as the cofounder and general manager who headed over 50 employees, it was a burden for me because I had no money to pay them while they all had contracts. In addition to their salaries, I was supposed to pay rent and taxes. As the solution, the company did not dismiss employees but we agreed to give them some basic needs with their families and stopped normal salaries. Our company's capital has immediately decreased at 40%, we only have 60% of it now due to Covid-19 effects".

Some other business owners lost their businesses due to COVID-19 situation. A bar owner in Kicukiro Kigali, whose business collapsed due to COVID-19 effect, narrated her ordeal: "I had invested all my money in a bar business and paid a six-month rent a few days before the outbreak of Covid-19. I had 11 workers and had purchased so many bottle crates. Due to effects of Covid-19, I lost everything, and I am now a night security guard. I was able to feed my family at least three times a day (breakfast, lunch and dinner) but it is now very difficult to get food even once a day".

Another Bar owner in Gahunga Burera testified during the Burera FGD in Gahunga Sector: "I was able to make 15,000Frw - 18,000Frw daily profit but my bar is still closed ever since the lockdown started. On the other hand, the saving groups that had given me a loan are still counting the interests while I do not have money to pay them".

In terms of gender, more males (95.7%) were affected than females (93.7%); though there is no significant difference as all categories are affected at very high rate. The high rate of men is probably due to the fact that in most households, males are positioned as the family's bread earner so when it came to being affected in terms of work more of those who got affected were definitely males.

95.7% 93.7% Of female Of female interrupted interrupted their their work because of work because of COVID-19 COVID-19

Figure 20: Extent of work interruption by gender

Source: Primary data

However, unlike to males, females experienced sexual exploitation in order for them to access what they needed to survive during the COVID-19 lockdown. This was revealed in the testimonies captured during the FGDs.





A Bar worker in Gikondo, Kigali testified: "I'm always having strife with my boss because I refused to have sexual intercourse with him. Before Covid-19, he once gave me a suspension of two months. It also happened to other two colleagues of mine. When they turned down boss' wish to exploit them sexually, he dismissed them".

Another sad testimony of sexual exploitation is the scenario of a bar worker who lost her job and had to resort to sexual encounters in order to earn a living. The bar worker in Kanombe, Kicukiro – Kigali testified during the FGD: "After losing my job due to Covid-19, I started living a miserable life. I now call men who were my friends and beg them to give me at least 1,000Frw to buy food. After sending me the money, those men come home to visit me and I accept to have sex with them because it is the only way I can earn money. I accept to sleep with them not because I love them but because it is the only way I can survive".

On the effect of COVID restrictions on peoples' monthly incomes or earnings before and during the lockdown, the survey results showed that before COVID-19 most people (23.2%) were earning between 11,000 to 30,000 Frw and during the lockdown most people were now earning 10,000 Frw and below, implying that COVID restrictions reduced peoples earning levels. This is expected since peoples' work was interrupted [so they could no longer earn income as they used to before COVID-19 pandemic).

As regards the effects of COVID-19 on peoples' daily life, the survey results showed that most people (60.5%) were affected in terms of lack of money from income generating activities followed by the 17.1% who were lacking salary. This is supported by the fact that as already explained above most people had their work interrupted (whether from salary earnings or doing income generating activities).

Lack of money from income generating activities

Lack of salary

Lack work for other people in exchange of foodstuff or money

Figure 21: Effects of COVID-19 on peoples' daily life

Source: Primary data





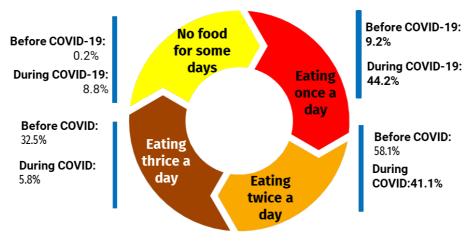
A Private School Teacher in Gasabo narrated his experience during the FGD in Remera Sector: "I was much affected by the covid-19 because the school instantly suspended my contract when the government announced the closure of the schools". Another private school teacher expressed his ordeal as follows: "I was very much affected by Corona Virus because my contract was terminated. Our accounts are now empty because we used all our savings and it's as if we were thrown in deep holes. Some teachers are working in construction and what is more dismaying is that our students may see teachers doing such jobs. Consequently, this will affect our reputation when they come back to school".

Yet another participant in the FGD explained: "When the schools were closed in March, our school did not directly suspend teacher's contracts, it did so when the government announced that the school would resume in September." From my observations, private school teachers, motorcyclists, and workers in hotels and bars were most affected.

A waiter in a bar in Kigali narrated: "People in hotels were dismissed others are paid 30 - 50%of their salaries. When the bar resumed operations as a restaurant, our boss gave us two choices. 50% Pay cuts of all the employees or termination of the contracts of some. We all chose the paid cut because no one knew the one to be dismissed".

Regarding the number of meals eaten by households before and during the COVID-19 lockdown, the survey results showed that before COVID-19 most people (58.1%) were having two meals a day while during the lockdown most of them (44.2%) were now eating only once per day. This happened because people especially those whose households depend on purchased food could no longer buy enough food for their families as their work had been interrupted and they were no longer earning income.

Figure 22: Number of meals eaten per day before and during COVID-19



Source: Primary data

The results in the above figure are supported by the testimonies which were captured from respondents during FGDs.

A bar worker testified during an FGD in Nyamirambo Sector: "Before Covid-19, I worked in a bar owned by my brother. As a single mother, I can say he used to give me much more than the salary because he was the one who took care of my children and paid rent for me. Due to covid-19 effects, my brother sold most of assets he had in a bar and it is very difficult to get food. While we were able to get food three times a day, we eat once a day by grace of God because we got the government support".

A Primary Private school teacher in Gikondo, Kicukiro testified: "Covid-19 came in March when my wife had given birth a month before (in February). I was negatively affected because I had already used my money and then the school suspended my contract. I was able to feed my family three times a day but now it is impossible because we take food twice. Sometimes, I and my wife do not take dinner and give it to our children. I even sold a piece of land I had in my hometown in Nyaruguru to get money to take care of my family".

A private school teacher narrated his ordeal as follows: "It is very difficult to get food since the suspension of my contract. I used to get food three times a day, but I eat once and sometimes do not get anything to eat. As someone who depended on my salary, the lockdown was much worse because I only got food and money from my parents and relatives".

Another participant had this to say during the FGD proceedings: "When I finished all my savings in the lockdown, I started facing direct effects of the pandemic. Getting meal was difficult and the number of times reduced. Sometimes, I could eat nothing the whole day. I lost weight and became slim due to hunger. When I will go back to school, I think my students will not know it is me".

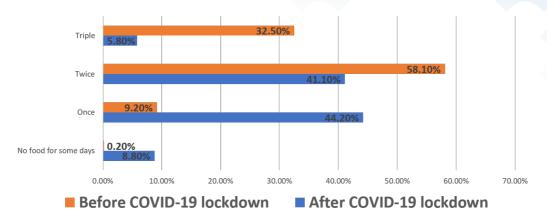
Narrating what he went through together with his family members, a participant in FGD in Bugesera, Ntarama sector said: "I was working in the farms of my neighbors but the income was lower during the pandemic, only 700 per day. I reduced the quality and quantity of the food that my family consumed. My young children only got food once a day".

The survey results indicated that when COVID-19 situation set in, people could no longer eat as many meals as they used to before the COVID situation. This is evidenced by the fact that those who were feeding only once a day increased from 9.2% to 44.2%, then those previously eating twice a day decreased from 58.1% to 44.1% while those previously feeding triple meals reduced them from 32.5% to only 5.8%.





Figure 23: Levels of peoples' access to food during COVID-19 lockdown period



Source: Primary data

The fact that people reduced the number of meals during the pandemic of COVID-19, it is the evidence that nutrition package has been affected for more people by COVID-19 as it is highlighted above. On whether the renting people continued to rent at same amount of money even when the COVID-19 pandemic set in, the survey results showed that most people (63.6%) were paying different amounts. This is supported by the case stories/narratives from respondents which indicated that during COVID-19 many landlords increased the rental money, yet the tenants were not able to pay and they had to shift to other places where they could afford the rentals.

Figure 24: Impact of COVID-19 on the capacity of renting house

63.6% kept paying the same rent in spite of COVID-19 crisis

36.4% didn't pay the same rent during COVID-19 pandemic outbreak

The results in the above figure are in line with the testimonies which were captured from respondents during the FGDs. The lockdown also made house rent payment very difficult. While contributing during the proceedings of the FGD, a participant in Gasabo pointed out: "When I got the loan from SACCO, the landlord demanded rent payment. Because I had a big debt, I decided to leave the house without paying and rent another one together with a friend. Hitherto, I have another debt of many months that I have not paid the new landlord".



A motorcyclist operating in Remera Sector expressed his concern during the FGD: "When the lockdown ended, I immediately moved to a very small and cheap ghetto. Most of motorcyclists have moved to cheap and affordable houses where they pay at least 10,000Frw. The challenge is that those houses are found far in the city and we drive a long distance coming to work".

Another one narrated how he had to move his family to another place due to failure to pay rent. "My landlord dismissed me because I could not afford his 40,000Frw month rent. My family (child and wife) then moved to a very small house that we can afford".

Yet another Motorcyclist in Kigali explained: "My landlord forfeited 90,000Frw lease that I owed him. When motorcyclists were allowed to work again the landlord demanded the money. It is difficult to pay, for me I earn less than 5000Frw a day while I could make over 10,000Frw a day before covid-19".

Some families decided to move from expensive rent houses to cheaper ones. A Primary Private school teacher in Gikondo, Kicukiro narrated: "The landlord used to tell me that he would dismiss me because I was not able to pay rent and electricity and water bills. At the end of the day, I decided to leave and rent a cheap house in June. Due to financial incapability, I also moved again to another house (the third one amid covid-19) in August".

Even paying for the utility bills became a problem since money was scarce due to not working. On this issue a participant in the Gasabo FGD in Remera Sector explained: "It is not easy to afford water and electricity bills. I once spent two days without electricity because I had no money to pay the bill and the landlord decided not to pay for me as a result of my failure to pay the rent".

The survey further examined the effect of COVID-19 on accessing health services. This is shown in the figure below.

If yes, which effects did it produce?

None

1.30%

Other

Difficulty to request the police travel clearance to go and see the doctor

Refrain from seeking medical services for fear of being infected with Covid-19

Lack of money to paid for medical services

Long distance to walk to reach the nearest health center

1.30%

12.10%

23.60%

Figure 25: Extent of effect of COVID-19 on accessing health services

Source: Primary data



The survey indicates that during COVID-19, most people (35.4%) were affected in terms long distance to health center while others (23.6%) were affected by lack of money to pay for medical services. This was so because movement was restricted and so people found it difficult to reach to the health centers since these were far away. The people could not pay for medical services because they were no longer earning income as their work had been interrupted.

The results in the above table relate to the testimonies which were captured during the FGDs. For example, VUP beneficiaries in the Ubudehe category 1 did not get on time government insurance (some were not allowed to access health services because there was a delay in the payment of mutuel de sante).

A participant in FGD in Musanze, Cyuve explained during an FGD: "Due to lack of transport facilities, it took me three hours to transport my wife with a bicycle to the hospital. We could usually use only 30 minutes but there were no other means of transport".

Due to hardship some people delayed going to hospital until the sickness became very serious. A Bar worker in Gikondo, Kigali narrated during the FGD: "My mother seriously fell sick, but I did not take her to the hospital because I had no money. When I saw she was not recovering, I went to a community health worker (Umujyanama w'ubuzima) and diagnosed her with malaria. Due to a delay to get treatments, my mother was negatively affected and is, as yet, suffering from back pain".



6. CONCLUSIONS AND RECOMMENDATIONS

6.1 Conclusions

The survey analysed the level of awareness of COVID-19 preventive measures in the community; the effectiveness of communication channels about the preventive measures of COVID-19; examined the level of satisfaction of citizens with regard to services received during the lockdown period and identified the reasons for dissatisfaction; and analysed the extent of transparency, accountability, fairness, integrity in the delivery chain of services and support from the government officials (compliance assessment).

The survey also analysed the impact of COVID-19 restrictions on citizens' primary needs such as access to health care, access on the markets and affordability of prices, access to banks; identified groups most affected by the lockdown and analysed its impact on their daily life in that period, and identified possible challenges and mitigations associated with the implementation of COVID-19 preventive measures for both the government officials and the community. The analysis of the results generated the following conclusions:

The survey results were that during the COVID-19 lockdown period most people in Rwanda were aware of the COVID-19 preventive measures and they largely complied with them. However, service delivery in terms of relief assistance distribution to the needy/vulnerable people was compromised by incidences and scenarios of corruption, which was manifested in bribery, sexual exploitation to female categories, gifts, favouritism etc.

This resulted in vulnerable people to experience various effects due to COVID-19 restrictions, which included among other things loss of jobs, collapse of businesses, limitation in accessing food, health services, education, difficulties in payment for utilities and house rent and experiencing increased market prices.

The following were the key findings:

6.1.1 Level of awareness of COVID-19 preventive measures in the community

- Most people (96.2%)were aware of the COVID-19 preventive measures.
- The high percentage indicates that information dissemination among the community was extensively done.
- The very small difference between the percentages of males and females indicate that information was disseminated to the community without gender bias

6.1.2 Effectiveness of communication channels about COVID-19 preventive measures

 Rwanda Broadcasting Agency (RBA), telephone messages and road vehicle with loud speaker are the channels of information that were more effective as they scored highly in terms of frequency of information dissemination to community





- Ministry of Health, Ministry of Local Government, Community Health Workers and the Rwanda National Police were more effective sources of information as evidenced by the high percentage scores in terms of frequency in providing information on COVID-19 preventive measures
- Drones and Private Sector Federation (PSF) were found to be of the lowest effectiveness in communication as evidenced by 69.5% of responses indicating that people were never informed by Drone messages; and 42.7% of the responses which indicated that people were never informed by the PSF.
- The high effectiveness of the channels of information (apart from Drones and PSF) was exhibited by the high compliance with COVID-19 preventive measures by the community after becoming aware of the measures (the percentage of compliance is over 88% at personal level, over 50% at neighbourhood (community) level)

6.1.3 Level of satisfaction of citizens with regard to services received during the lockdown period

The citizens' level of satisfaction with services provided during the lockdown was greatly compromised because the services were characterized with the following factors and actions:

- Unfair selection of eligible beneficiaries of the relief support from Government. Some eligible people even missed receiving the relief assistance.
- Supplying inadequate amounts of relief food assistance not distributing according to
 household feeding needs. Unfair distribution of relief assistance giving more relief to
 some recipients and fewer to others, who may even be having larger families
- Poor timing (delay) of distributing the relief assistance
- Asking for bribes from culprits by the public service providers especially local leaders, moto-supervisors and members of the Reserve Force
- Sexual exploitation of female culprits especially in regard to bars/restaurant workers
- Imposing forceful action by people in positions of authority or leadership: for example, forcing motorcyclists to buy fake sanitizers and then police arrested them that the sanitizers were fake

6.1.4 Extent of transparency, accountability, fairness, integrity in the delivery chain of services and support from the government officials (compliance assessment).

- Transparency, accountability, fairness and integrity in service delivery was compromised by corruptive actions especially bribery.
- Corruption in service delivery chains still existed during the COVID period even though 43.9% of the respondents were of the view that corruption decreased; 26.9% did not know what to comment about the corruption level; 9.8% thought that it increased and 19.4% thought that it had remained the same
- Some people in positions of leadership or authority unfairly or wrongly declared some
 people as not eligible to receive Government support during the lockdown and this
 affected the victims since they had no money to pay bribes for inclusion on the lists.





- Local leaders featured highest in corruption level as evidenced by the 39.8% percentage of responses
- Lack of standardized fines for violation of COVID-19 preventive measures caused various consequences (29.8% of the respondents were of the view that there was feel of injustice among the culprits; 29.0% thought that it encouraged some authorities to ask for bribe; 13.4% were of the view that it encouraged some authorities to over fine the culprits, while 27.8% thought that it could have caused other forms of consequences).
- According to the findings corruption was mainly paid to Local leaders (35.5%) and Police (26.6%).
- Bribery was the most common (79.6%) form of corruption which people experienced during the COVID-19 lockdown period
- Frw 10,000 was the most common (16.4%) amount of money paid as corruption followed by Frw 5,000 (15.1%).

6.1.5 Impact of COVID-19 restrictions on citizens' primary needs and daily life

- Many people lost their businesses because they stopped generating income as they were
 no longer allowed to operate during the COVID-19 lockdown period. These included bar
 owners, private school owners, taxi owners and motorcyclists.
- Many people lost their jobs for example school teachers, bar attendants, motorcyclists, hair stylists and others because their employers had closed business due to the lockdown restrictions
- Many people especially bar attendants and other female citizens who lost their jobs became very vulnerable to sexual exploitation in order to earn a living.
- Many female citizens who were seeking for jobs after the lifting of the lockdown experienced sexual exploitation and some of them didn't even get the jobs after being used by the infamous bosses
- Many people experienced corruption in accessing government support (relief assistance).
 Because of the unfair approach many had to experience some form of corruption in order to be able to access the support either bribery, sexual exploitation or other form depending on the circumstances at play.
- Instilling terror in (sort of blackmailing) the motorcyclists by moto-cyclists supervisors so as to prompt them to pay bribes in fear of being arrested or charged of breaking traffic rules. Some motorcyclists fell victims of such circumstances.
- Because of corruption in service provision, the leadership of the federation of motorcyclists forced the motorcyclists to buy fake sanitizers but then police officers arrested them saying the sanitizers were fake.
- Many motorcyclists fell victims of the slang "ZAKEHOSE" by taxi-moto-supervisors who extracted bribes from motorcyclists for unfair offence charging
- People could no longer eat as many meals as they used to before the COVID situation. This is evidenced by the fact that those who were feeding only once a day increased from





- 9.2% to 44.2%, then those previously eating twice a day decreased from 58.1% to 44.1% while those previously feeding triple meals reduced them from 32.5% to only 5.8%.
- Peoples' ability to access basic needs was reduced as they could no longer move to other places to work in exchange of money or foodstuffs or access health treatment
- Payment for house rent became problematic during the COVID-19 lockdown period as people were no longer earning income (which could have enabled them to pay the rent).
- Payment for utilities like electricity and water became difficult since people were no longer working and no longer earning income.
- The most affected groups of people were the private school teachers, bar attendants, hotel and restaurant workers, and motorcyclists (commuter motorcycle operators)

6.1.6 Possible challenges and mitigations associated with the implementation of COVID-19 preventive measures

- The existence of corruption during the COVID-19 period could compromise the aspects of transparency, accountability, fairness, and integrity in public service delivery
- The unavailability or inadequacy of COVID-19 preventive equipment in some public gathering spaces may jeopardize the efforts of preventing the spread of COVID-19
- The lack of standardized fines for non-compliance to COVID-19 preventive measures may negatively catalyse the stress-polarized community leading to undue consequences like unfair charging of citizens or even over fining them
- The stress, anger, grievances, and loss of hope due to elements of unfairness and non-transparency in public service delivery could polarize the community prompting the people not to comply with the COVID-19 preventive measures

7.2 Recommendations

In regard to the findings of the survey, the following recommendations were generated:

7.2.1 To the Government of Rwanda:

- i. There is need to find out why drone messages are not considered by the community as being effectively informative and address the issues appropriately. In particular, the Government should find out exactly how the officers tasked to operate the drones were doing their work (for example how widely were the drones distributed, what message they were disseminating, the language that was being used, how frequent were drones deployed in a particular locality, what time were they spending there etc. etc.). The Government should explore the approach of information dissemination in a complimentary manner by the different information channels.
- ii. The Government should actively engage the Private Sector Federation to enhance their information dissemination efforts so as to increase their contribution to awareness creation about COVID-19 preventive measures. In particular, the Government should look into the methodologies and approaches that the PSF uses, identify gaps and advise





- them accordingly so that they improve their effectiveness in raising citizens' awareness about the COVID-19 preventive measures.
- iii. Selection of eligible beneficiaries for any Government-provided relief assistance should be done fairly without bias. In this regard the Government should review the eligibility criteria to become a bit more accommodative of all the needy, and review the approaches used when selecting the beneficiaries from each locality. There should be a comprehensive vetting activity that is community managed, so as not only to avoid leaving out the eligible people but also to prevent bribing of local leaders for one to be included in the beneficiary group.
- iv. Prior planning should be done to determine the adequacy of the relief assistance and appropriateness of its distribution so as to avoid incidences or complaints of some beneficiaries being left out. In this case, the Government should engage in participatory planning with the community at local level, establish the number of eligible beneficiaries and their respective other household demographics so as to obtain a clearer picture of the levels of need and address them appropriately by making informed decisions.
- v. Corruption among the ear-marked categories of service providers (especially the Local leaders) should be curbed in order to avoid compromising the COVID-19 preventive efforts. The aim should be to promote fairness, transparency, integrity and accountability in order to improve COVID Response outcomes in the country. In this regard the office of the Ombudsman should enhance its surveillance and detective actions to effectively and extensively identify the perpetrators of corruption and subject them to fair treatment as per the laws governing the country.
- vi. The Government should set standardized fines for violated COVID-19 preventive measures in order to avoid consequences of unfair charging of culprits, over fining culprits and other consequences. However, the Government should as much as possible continue to mobilize and sensitize the public about the COVID-19 preventive measures rather than focusing on a fine-based approach of COVID-19 prevention management. This would harmoniously instill health maintenance responsibility among members of the public rather than perceiving it as if Government is harassing them over COVID-19 issues.
- vii. The Government should continue to regulate the activities of the citizens in such a way that COVID-19 preventive measures are not violated but at the same time the citizens are able to go to work and generate income, thereby reducing potential burden of providing relief to the people. In this way, the Government would be focusing on making the vulnerable people become economically resilient as a long term goal. This means that people should be left to continue with their jobs or businesses or income generating activities but when they strictly observe COVID-19 preventive measures.
- viii. The Government should appropriately enforce the compliance with COVID-19 preventive measures by ensuring that the public is adequately sensitized, while at the same time preventive equipment is made available in every public facility and at every public gathering space at all times.





7.2.2 To the citizens:

- i. The citizens should enhance their compliance levels as regards COVID-19 preventive measures.
- ii. To continue monitoring the way public services are provided to them in view of fairness, transparency, integrity and accountability
- iii. To report to the Office of the Ombudsman, TI-RW, RNP, MINALOC any suspected action, method, approach, behaviour on the part of the public service providers
- iv. To participate in meetings, sensitization convenes or any other form of arrangement (e.g. virtual) organized by the Government for purposes of addressing COVID-19 concerns

7.2.3 To the CSOs

- i. To monitor the quality of public service delivery especially through listening to citizens' concerns. In particular, to record or capture from citizens, testimonies of alleged unfair/corrupt service delivery and then engage the relevant authorities to appropriately address the concerns.
- To engage in advocacy work on COVID-19 Response issues and concerns of the citizens.
 In particular, to advocate for transparency, fairness, accountability and integrity in public service delivery
- iii. To complement Government's awareness creation efforts aimed at curbing the spread of COVID-19 disease among the members of the public. In particular, to conduct regular awareness creation campaigns in order to sensitize the public about various COVID-19 response concerns.

7.2.4 To FERWACOTAMO (Federation of Motorcycle Cooperatives in Cooperatives)

- i. The federation of motorcycle federation (FERWACOTAMO) to maximize its efforts to curb corruption that prevails among taxi-moto supervisors. In Kigali, motorcyclists underscore that the Covid-19 effects sparked the situation and that those supervisors have come up with new tricks and new slang called "ZAKEHOSE" to demand bribes. According to motorcyclists, "ZAKEHOSE" in full means "IMBABURA ZAKEHOSE" (let Charcoal cooker be lightened in all households in the home of motorcyclist and the tax moto supervisor). The slang is used by taxi-moto supervisors to demand corruption from motorcyclists.
- ii. FERWACOTAMO should work with institutions mandated to fight against corruption to review and probe the process of distribution of the support to motorcyclists affected by Covid-19. Motorcyclists underpin that the presidents of cooperatives were corrupt and demand accountability so that those who are responsible for mismanagement and embezzlement may be identified and brought to justice. There are motorcyclists who did not receive the government support just because their federation and cooperatives had announced that they supported them.





iii. FERWACOTAMO is also recommended to follow up the case of motorcyclists who were forced to buy Fake sanitizers. Though the sanitizers were banned, the motorcyclists request accountability and be informed of what was done after the ban.

7.2.5 To Rwanda Hospitality Association (RHA), RIB and Prosecution

There is a need of collaboration with anti-corruption institutors to fight sexual exploitation and corruption in hotels and bars in Rwanda. From the discussions with bar and hotel workers countrywide, it emerged that covid-19 has led to escalation of the situation. As operations have been halted by the pandemic, some proprietors and managers demand bribes or sexual corruption to resume the contracts with workers (especially young girls) while others are forced to have sex with clients

7.2.6 To Ministry of Education (MINEDUC) and private schools

- i. The Ministry of Education is recommended to follow up the cases of primary and secondary private schools that forced teachers to open accounts in certain banks. Some private school teachers who had active accounts in Umwarimu SACCO lament that the head teachers forced them to open accounts in other banks to get salaries. However, after the closure of schools due to covid-19, they did not get loans from those banks while Umwarimu SACCO could have helped them.
- ii. MINEDUC should advocate for teachers in private schools so that they at least get special government support or motivation. Amid the pandemic, there are many teachers who did not get the government support while their contracts had been suspended and/or terminated.

7.2.7 To MINALOC (the Ministry of Local Government)

- i. From the discussions with hotel and bar workers, the Ministry of Local Government (MINALOC) and the Ministry of Finance, through Economic Recovery Fund (ERF), are recommended to make sure that the support and loans do not only benefit bars and hotels proprietors. There should be consideration of the direct benefits to their workers because some of those ordinary workers are still jobless since the outbreak of Covid-19. Government should put some conditions to access the recovery funds namely: staff retention strategies.
- ii. Due to some cases of malpractices and corruption in the provision of the government support to vulnerable citizens amid the covid-19, citizens propose that MINALOC should keep on investigating and using name and shame practice as the way to discourage other corrupt local leaders





7.2.8 To Rwanda National Police (RNP)

- i. While implementing Covid-19 preventive measures, RNP is recommended to apply its internal anti-corruption control mechanisms especially during the curfew hours. In the research, a number of citizens accepted that they bribed police officers and released them from stadiums.
- ii. While arresting people who broke covid-19 preventive measures, RNP is recommended to obey social distancing and reduce risks of the spread of the pandemic. There are cases of citizens who were parked together in the same cars without obeying social distancing.
- iii. RNP should continue maximizing efforts in fighting corruption in the traffic police. The motorcyclists have divulged the new trick by traffic police officers who terrify them that they know their Vehicle registration plate. Now that a police officer is allowed to report a number plate and prove that the driver broke traffic rules even if he/she may have escaped, some police officers use the power to terrify innocent drivers and demand bribes.

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ANNEX

IBIBAZO BY'UBUSHAKASHATSI BIGAMIJE GUSUZUMA NIBA IMITANGIRE YA SERVISI MURI IKI GIHE U RWANDA RW'UGARIJWE NA VIRUSI YA CORONA, YARARANZWE NO KUTABOGAMA, GUKORESHA UKURI, UBUNYANGAMUGAYO, NO GUKORERA MU MUCYO.

INTANGIRIRO

IGICE CYA 01. KWEMERA GUTANGA AMAKURU

ID	Question	Yego/Yes	Oya/No
1	Nyuma yo kumva akamaro k'ubu bushaka	shatsi n'icyo	
	bugamije nemeye gusubiza ibibazo (niba a	atabyemeye,	
	ntugire icyo umubaza). I understand the pu	arpose, the	
	relevance of this study and accept to answer	er the survey	
	questionnaire (If no, drop the interview)	1	2

IGICE CYA 02. AHO UBAZWA ATUYE/ RESIDENCE AREA

SN	Aho atuye	Indango y'agace
		atuyemo/ <mark>code</mark>
1	Akarere	/_ /_ /_ /
	/District	
2	Umurenge/Sector	/ <u>/</u> / <u>/</u> ////
3	Akagari/Cell	/ / / / / / /
4	Umudugudu/	/_ /_ /_ /_ /_ /_ /_ /
	Village	

IGICE CYA CYA 03. IRANGA MIMERERE Y'UBAZWA / RESPONDENT IDENTIFICATION

Ik	ibazo /Question	Guhitamo igisubizo /Option/type	Igisubizo/ Answer
/H	1. Ufite imyaka ingahe y'ubukure? low old are you?	Umubare w'imyaka /Age in number	
3.2	2. Igitsina / Gender	Hitamo igisubizo kimwe /Single choice	1) Gabo /Male, 2) Gore /Female, 3) Ikindi gisubizo / Don't want to specify
	3. Imimerere / What is your marital atus?	Hitamo igisubizo kimwe / Single choice	1) Nd' ingaragu / Single, 2) Ndubatse /Married, 3) Nd'umupfakazi /Widow, 4) Natandukanye n'uwo twashakanye /Divorced, 5) Ikindi gisubizo /Don't want to specify
3.4	4. Akazi / Employement status	Hitamo igisubizo kimwe/ Single choice	1) Akazi gahoraho / Permanen job, 2) Akazi kagenewe igihe runaka /fixed-term employee, 3) Akazi kadahoraho / Casual employee, 4) Uwikorera ku giti cye / Self- employed?, 5) Utagira akazi / Unemployed
3.5	5. Amashur /Education	Hitamo igisubizo kimwe/ Single choice	1) Uwarangije amashuri abanza/ Primary education completed, 2) Uwarangije amashuri yisumbuye/ Secondary education completed, 3) Uwarangije amashuri y'imyuga /TVET completed, 4) Uwarangije kaminuza /Tertiary education (university) completed 5) Uwacikishije amashuri abanza/ Primary education not completed, 6) Uwacikishije amashuri yisumbuye /Secondary education not completed, 7) Uwacikishije amashuri y'imyuga /TVET not completed, 8) Uwacikishije kaminuza /Tertiary education (university) not completed, 9) Utarigeze agana ishuri /no education / school attendance



IGICE CYA CYA 04. IMBOGAMIZI RUSANGE ZIBANGAMIRA IMIBEREHO Y'ABATURAGE /RESPONDENT VURNERABILITY STATUS

4.1. Ikibazo /Question	Guhitamo igisubizo/ Option/type	Igisubizo / Answer
4.2. Ingano y'urugendo rugana kw'ishuri rikwegereye / Distance to the next school	Hitamo igisubizo kimwe / Single choice	1) Musi ya 2 Kms /Less than 2 Kms, 2) 2 kugeza 5 Kms/ 2 to 5 Kms, 3) 5 kugeza 10 Kms /5 to 10 Kms, 4) hejuru ya Kms / More than 10 Kms
4.3. Ingano y'urugendo rugana kw'isoko rikwegereye / Distance to market	Hitamo igisubizo kimwe /Single choice	1) Musi ya 2 Kms /Less than 2 Kms, 2) 2 kugeza 5 Kms/ 2 to 5 Kms, 3) 5 kugeza 10 Kms /5 to 10 Kms, 4) hejuru ya Kms / More than 10 Kms
4.4. Ingano y'urugendo rugana ku muhanda utegerwaho imodoka zitwara abagenzi / / Distance to the next main road	Hitamo igisubizo kimwe / Single choice	1) Musi ya 2 Kms /Less than 2 Kms, 2) 2 kugeza 5 Kms/ 2 to 5 Kms, 3) 5 kugeza 10 Kms /5 to 10 Kms, 4) hejuru ya Kms / More than 10 Kms
4 5. Ingano y'urugendo rugana ku muhanda utegerwaho imodoka zitwara abagenzi / / Distance to the next health centre?	Hitamo igisubizo kimwe / Single choice	1) Musi ya 2 Kms /Less than 2 Kms, 2) 2 kugeza 5 Kms/ 2 to 5 Kms, 3) 5 kugeza 10 Kms /5 to 10 Kms, 4) hejuru ya Kms / More than 10 Kms
4.6. Mu rugo rwawe habamo abantu bangan' iki? How many dependents do you have in your household?	Umubare / Number	1)

IGICE CYA 05. INGARUKA ZA COVID-19 K'UBUZIMA BW'IBANZE BW'ABATURAGE (INGERO, GUTAKAZA AKAZI, IBYO KURYA, KUBURA ICUMBI, N'IBINDI)

Ikibazo	Igisubizo (Hitamo igisubizo kimwe)		
5.1. Waba warufite ibikorwa byakwinjirizaga amafaranga, bikaza guhagarara bitewe n'ingamba zo kwirinda Covid-19/Have you interrupted your work as a result of anti-Covid-19 measures?	Yego /Yes	Oya /No	
5.2. Niba ali yego n' ibihe bikorwa wakoraga byahagaze kubera ingaruka za Covid-19? /what types of income			

generating activities were affected by the interruption?			
5.3. Winjizaga amafaranga angahe ku kwezi mbere ya gahunda ya guma murugo, ubu winjiza anagahe? /How	Mbere ya COVID-19 / Before COVID-19 pandemic	Mugihe cya Covid-19/ During COVID-19 pandemic	
much was your monthly income before lockdown and how much are you earning now after lockdown following Covid 19?	Umubare w'amafaranga / Amount	Umubare w'amafaranga/ Amount	
5.3. Ni izihe ngaruka mwahuye nazo	Kubura umushahara /lack of s	l alary	
kubera icyorezo cya Covid-19, / what is the impact of COVID-19 on your daily life?	Kubura amafaranga ninjirizwaga n'ibikorwa nakoraga/ Lack of money from income generating activities		
	Kubura inkwi/ingufu zo gutek	esha/Lack of cooking energy	
	Kubura amazi yo gutekesha/L		
	Kubura uko tujya gusarura imyaka mu murima/difficulty to walk into our crop fields		
	Kubura uko tujya guca incuro/ gukorera abandi/difficulty to go and work for other people in exchange of foodstuff or money		
	Indi (yivuge)/Other (specify)		
5.4. Mbere y' icyorezo cya Covid-19, mu rugo rwanyu mwaryaga incuro	Inshuro/Frequency: MBERE		
zingahe ku munsi/How many meals per day was your household used to have before lock down following the Covid-19 pandemic?	1) Inshuro 1, 2) Inshuro 2, 3) Inshuro 3, 4) Kubura ifunguro ku minsi imwe n'imwe, 5) Simbizi 1)Once, 2) Twice, 3) Triple, 4) None food for some days, 5) Don't know		
5.5. Nyuma y' icyorezo cya Covid- 19, mu rugo rwanyu mwaryaga incuro zingahe ku munsi/How many meals per day was your household used to have before lock down following the Covid-19 pandemic?	1) Inshuro 1, 2) Inshuro 2, 3) Inshuro 3, 4) Kubura ifunguro ku minsi imwe n'imwe, 5) Simbizi 1)Once, 2) Twice, 3) Triple, 4) None food for some days, 5) Don't know		
5.6. Mbere y'igihe cya covid-19. Mwakuraga he ibibatunga? /Before the period of covid-19. What was the source of food for your household?	1) Guhaha mu isoko, 2) Umusaruro w'ubuhinzi, 3) Abaturanyi, 4) Abanyamuryango, 5) Akazi k'ikiraka mu buhinzi, 6) Leta, 7) Abagiraneza, 8) Ahandi (havuge) / 1)Shopping in the market, 2) Agriculture crops, 3) Neighbors, 4) Family relatives, 5) Casual agricultural labor, 6) Government, 7) Donors, 8) Other sources (Specify)		





	gihe cya covid-19. 1) Guhaha mu isoko, 2) Umusaruro w'ubuhinzi, 3) ibibatunga? /Before Abaturanyi, 4) Abanyamuryango, 5) Akazi k'ikiraka mu						
the period of covi							
source of food for		1)Shopping in					
504100 01 1004 101	your nousenoid.	Neighbors, 4) F					
		6) Government,					
5.8 Mugihe cv	a Covid-19 ,inzu			ther soul	ices (Spe	city)	
	iyande/who owned		Twarakodesha	Twarayi	itiiwe/	Indi	
	ved in right during				-	(yivuga)	
Covid-19 pandem		landlord		Our lender		Other	
Covid-19 pandem			andiord			specify	
5.0 Niha mwara	kodeshaga inzu, ur	ugo rwanyu rwal	omeje kwichvi	1ra ne7a	Igisubiz		
	code nta mbogamizi						
	for the rent did you k				Yego/	Oya/No	
Covid-19 crisis?	of the fellt and you k	ccp paying for the	same tent m sp	01 01	Yes	Oya/No	
	yorezo cya Covid-	Ikibazo/Health	Hitamo byir	ahi / M.		10000	
	mu Rwanda, waba		mitamo bym	ISIII / IVIU	iupie Cii	loose	
wowe ubwawe	cyangwa uwo	problem Ubumuga/Disabi	Yego	Yego	(uwo	Oya/No	
	go mwari mufite	lity	(njyewe)/Ye		(uwo a)/ <mark>Yes</mark>	Oya/140	
	pibazo by'ubuzima	IIty		(anot	,		
bikurikira/Did	any of your		s (myself)	memb			
	er have any of the	Indwara	Vacas	_		Orvo/No	
	problems right			(uwo a)/ <mark>Yes</mark>	Oya/No		
	ak of Covid-19 in		\ UU /	(anot	,		
Rwanda (in Marcl				× .			
Rwanda (m marci	1 2020).	Indwara ikira	Yego Yego		(uwo	Oya/No	
		ariko (njyewe)/Ye tubar			Oya/110		
		ikomeye/Severe	s (myself)	(anot	,		
		but curable		× .			
but curable disease member)							
5 11 Niba hari ur	5.11. Niba hari umuntu wari ufite icyo kibazo cy'ubuzima, haba hari ingaruka Hitamo kimwe						
		Yego/	Oya/No				
mwagize itewe na gahunda ya gumamurugo nk'ingamba yafashwe mu rwego Yego/ rwo gukumira icyorezo cya covid-19/If there was any household member with Yes						Oyun 100	
such health problems, did the COVID-19 related lockdown affect those							
problems?							
5.12. Niba ari Ingaruka/Effect Hitamo							
YEGO ni izihe	8						
ngaruka byagize	· ·						
ku burwayi	, c						
cyangwa	n'amaguru/long distance to walk to reach the nearest health es						
ubumuga	center						
wavuze	Kubura uburyo nsaba polisi uruhushya rwo kujya kwa Yego/Y Oya/No						
haruguru? /If	muganga/Difficulty to request the police travel clearance to es						
YES, which	go and see the doctor						
effects did it	Kutajya kwa muganga kubera ubwoba bwo kwandura Yego/Y Oya/No						
produce?	covid-19/refrain from seeking medical services for fear of es						
	being infected with Covid-19						
		Rubula amalalanga yo kwishyula selivise zo kwa rego/1 Oya/No					

muganga/ <mark>lack of m</mark>	es				
Izindi (zivuge)/Other (specify)					Oya/No
Ntazo/None	Ntazo/None S				
5.13. Muri Werurwe, mbere y'uko g		Uburyo/Source		tamo	
guma mu rugo itangira mu rwego rwi icyorezo cya Covid-19, urugo rwamurikishaga iki mu nzu? / Before	Amashanyarazi/electric ity	_		Oya/No	
the lockdown (in March 2020), who major source of energy in your house	Peteroli/Paraffin	Yes	Yego/Ye Oya/No		
- - -	Itoroshi/Torch	Yego/Ye Oya		Oya/No	
	Ikindi (kivuge)/Other (specify)	Ye	Yego/Ye Oya/No		
	Ntacyo/None	Yes	Yego/Ye Oya/No		
5.14. Ni mu buhe buryo gahunda ya guma mu rugo yatumye mudashobora kubona ingufu	Ingaruka/Effect			Hitamo kimwe/choose one	
zimulika mu nzu? / How did the lockdown affect your household	Kubura amafranga yo kwishyura/lack of income to pay for house lighting energy			Yego/ Yes	Oya/ No
capacity to access/afford house lighting energy?	Kutabasha kugera aho ingufu zigurirwa/Difficult to walk up to the house lighting energy area				Oya/ No
	Izindi (zivuge)/Other (specify)			Yego/ Yes	Oya/ No
	Ntazo/Non	ne	Yego/ Yes	Oya/ No	

IGICE CYA 6. IYUBAHIRIZA RY'INGAMBA ZIKUMIRA CORONAVIRUSI AHO ABANTU BAHURIRA ARI BENSHI / COMPLIANCE WITH COVID-19 PREVENTIVE MEASURES IN PUBLIC SPACES

6.1. Ni gute abantu bubahiriza ingamba zikumira coronavirusi aho abantu bahurira ali benshi ? How people in the following public gethring spaces, comply with COVID 19 preventive measures?					
1) Amasoko rusange,	Kwambara	Hitamo	1) Byubahirizwa buri gihe /Always		
Amasoko ya kijyambere, n'	agapfuka	igisubizo	compliant,		
amaduka manini /Shoping malls/Supermakerts) /Public Markets, Shoping, Malls/ & Supermakerts.	munwa neza / Wearing masks properly	kimwe/ Single choice	2) Byubahirizwa kenshi /Often compliant, 3) Byubahirizwa rimwe na rimwe /Sometimes compliant,		
2)Aho bategera basi n'izindi modoka zitwara abagenzi			4) Byubahirizwa gake cyane /Rarely compliant, 5) Ntabwo byubahirizwa /Never		





/Bus terminals / Stations	s,			compliant
3) Amabanki n'ibigo by'imali/ Banks/ Financinstitutions, 4) Ibitaro, amavuliro n'ibigo nderabuzima /Hospitatls other health facilities 5) Insengero /Churches 6) Amahoteli n'amaresi Hotels & restaurants, 7) Aho batunganyiriza	s & tora /	Kubahiriza intera hagati y'umuntu n'undi / Social distancing	Hitamo igisubizo kimwe/ Single choice	Byubahirizwa buri gihe /Always compliant, Byubahirizwa kenshi /Often compliant, 3) Byubahirizwa rimwe na rimwe /Sometimes compliant, Byubahirizwa gake cyane /Rarely compliant, 5) Ntabwo byubahirizwa /Never compliant
imisatsi / Beauty & hair saloons		Gukaraba ibiganza neza / Washing hands properly & frequently	Hitamo igisubizo kimwe / Single choice	1) Byubahirizwa buri gihe /Always compliant, 2) Byubahirizwa kenshi /Often compliant, 3) Byubahirizwa rimwe na rimwe /Sometimes compliant, 4) Byubahirizwa gake cyane /Rarely compliant, 5) Ntabwo byubahirizwa /Never compliant
kihe kigero?/ To which extent do you public gathering spaces? 1) Amasoko rusange, Amasoko ya ikimenyetso kul kijyambere, n' abantu kwegera amaduka manini Marking signs f		nushanya enyetso kubuza tu kwegerana / king signs for	Hitamo igisubiz o kimwe / Single	ahantu hateranira abantu benshi, biboneka ku lability of COVID-19 preventive equipments in 1) Biba bihari igihe cyose /Always available, 2) Biba bihari kenshi / Often available, 3)Biba bihari rimwe na rimwe /Sometimes available, 4) Biboneka gake cyane / Rarely available 5)
/Shoping malls/Supermakerts) /Public Markets, Shoping, Malls/ & Supermakerts. 2)Aho bategera basi n'izindi modoka	Kano	al distancing lagira ukarabe ot pump hand uing stations	Hitamo igisubiz o kimwe / Single choice	ntabwo biba bihari , 5) never available 1) Biba bihari igihe cyose /Always available, 2) Biba bihari kenshi / Often available, 3)Biba bihari rimwe na rimwe /Sometimes available, 4) Biboneka gake cyane / Rarely available 5) ntabwo biba bihari , 5) never available
zitwara abagenzi /Bus terminals / Stations, 3) Amabanki n'ibigo by'imali/ Banks/ Financial institutions, 4) Ibitaro, amavuliro	hamy	zi asukuye we n'isabune / n water and /soapy water	Hitamo igisubiz o kimwe / Single choice	1) Biba bihari igihe cyose /Always available, 2) Biba bihari kenshi / Often available, 3)Biba bihari rimwe na rimwe /Sometimes available, 4) Biboneka gake cyane / Rarely available 5) ntabwo biba bihari, 5) never available
n'ibigo nderabuzima /Hospitatls & other health facilities 5) Insengero /Churches 6) Amahoteli	umul Tem	mo gisuzuma liro / perature nometer	Hitamo igisubiz o kimwe / Single choice	1) Biba bihari igihe cyose /Always available, 2) Biba bihari kenshi / Often available, 3)Biba bihari rimwe na rimwe /Sometimes available, 4) Biboneka gake cyane / Rarely available 5) ntabwo biba bihari, 5) never available



n'amaresitora / Hotels			
& restaurants,			
7) Aho batunganyiriza			
imisatsi / Beauty &			
hair saloons			

IGICE CYA 7. UKO INGAMBA ZO GUKUMIRA ICYOREZO CYA CORONAVIRUSI ZIHAGAZE MU BATURAGE/ THE LEVEL OF AWARENESS OF COVID-19 PREVENTIVE MEASURES IN THE COMMUNITY

IBIBAZO	UBURYO	IBISUBIZO
	BWOGUSUBIZA	
7.1 Waba warahawe amakuru ajyanye n'icyorezo cya Coronavirusi?/ Have you heard about coronavirus (COVID-19) pandemic and its preventive measures?	Hitamo igisubizo kimwe/ Single choice	1)Yego/ Yes 2)Oya/No 3) Simbizi/ don't know
7.2 Niba warayahawe, waba uzi uburyo bukoreshwa mukwirinda kwandura Coronavirusi? /If yes, how do you protect yourself from COVID-19? 7.3. Tubwire uburyo wowe ubwawe	Hitamo igisubizo kimwe /Single choice ukoresha wirinda kw	1)Yego/ Yes 2)Oya, No 3) Simbizi/ don't know
1.Gukaraba intoki kenshi kandi ukoresha amazi n'isabune nibura ukamara amasegonda / Wash hands regularly using hand rub or soap and water for at least 60 seconds	Hitamo igisubizo kimwe/ Single choice	1)Yego/ Yes 2)Oya/ No 3) Simbizi/ don't know
2.Gupfuka umunwa n'izuru ukoresheje inkokora yawe cyangwa agapapuro kabugenewe igihe cyos ukoroye cyangwa witsamuye kandi ugahita ukaraba ibiganza ukoresheje isabune / Cover mouth and nose with bent elbow or a tissue when coughing or sneezing, and washing hands after	Hitamo igisubizo kimwe/ Single choice	1)Yego/ Yes 2)Oya /No 3) Simbizi/ don't know
3. Kwirinda kwegera umuntu wese wagaragaho ibimenyetso byo kurwara ibicurane nko gukorora, kwitsamura no kugira umuliro/ Avoid close contact with anyone who is sick, especially those with flu or cold symptoms such as fever coughing, sneezing	Hitamo igisubizo kimwe/ Single choice	1)Yego/ Yes 2)Oya/ No 3) Simbizi/ don't know
4. Kuguma murugo igihe cyose wumva warwaye/ Staying at home when feeling sick	Hitamo igisubizo kimwe/ Single choice	1)Yego/ Yes 2)Oya/No 3) Simbizi/ DON'T KNOW





5. Kwambara agapfuka munwa igihe cyose ugiye aho uli buhure n'abandi bantu / wearing masks when going in public	Hitamo igisubizo kimwe/ Single choice	1)Yego/ Yes 2)Oya/ No 3) Simbizi/ don't know
6. Kwirinda guhana ibiganza n'abandi/ Avoid shaking hands with others	Hitamo igisubizo kimwe/ Single choice	1)Yego/ Yes 2)Oya/ No 3) Simbizi/ don't know
7.Kwirinda kujya mu mahuriro y'abantu benshi / Avoid large gatherings	Hitamo igisubizo kimwe/ Single choice	1)Yego/ Yes 2)Oya / No 3) Simbizi/ don't know
8. Kuguma murugo no kwirinda kugendagenda hanze keretse bili ngombwa cyane nko kujya kwa muganga cyangwa kujya guhaha ibintu bili ngombwa / Stay at home and avoid unnecessary movements, except appointment for medical care & essential needs	Hitamo igisubizo kimwe/ Single choice	1)Yes /Yes 2) Oya/No 3)don't know /don't know
7.4. Erekana ibyo wemera cyangwa ute Please indicate the extent to which you preventive measures in your neighbood		
1. Mu gace ntuyemo abantu bambara udupfuka munwa buli gihe iyo bagiye ahali abanu benshi/ In my neighborhood, people wear masks all times when in public	Hitamo igisubizo kimwe /Single choice	 Simbyemera nagato/ Strongly disagree Simbyemera/ Disagree Hagati na hagati/ Don't know Ndabyemera/ Agree Ndabyemera cyane/ Strongly agree
2. Abantu bo mu gace ntuyemo birinda ahateraniye abantu benshi/ People in my neighborhood avoid large gatehering	Hitamo igisubizo kimwe/ Single choice	 Simbyemera nagato/ Strongly disagree Simbyemera/ Disagree Hagati na hagati/ Don't know Ndabyemera/ Agree Ndabyemera cyane/ Strongly agree
3.Mu gace ntuyemo abantu baguma mu ngo kandi bakirinda kugendagenda bitari ngombwa/ In my neighborhood, people Stay at home and avoid unnecessary movements,	Hitamo igisubizo kimwe/ Single choice	 Simbyemera nagato/ Strongly disagree Simbyemera/ Disagree Hagati na hagati/ Don't know Ndabyemera/ Agree Ndabyemera cyane/ Strongly agree
4. Abantu duturanye birinda guhana ibiganza/ In my neighborhood, people avoid shaking hands with others	Hitamo igisubizo kimwe/ Single choice	 Simbyemera nagato/ Strongly disagree Simbyemera/ Disagree Hagati na hagati/ Don't know Ndabyemera/ Agree Ndabyemera cyane/ Strongly agree
5. Mu gace dutuyemo, ingamba zo gukumira COVID-19 zashyizwe mu bikorwa neza/ In my neighbourhood, COVID-19 preventive measures from the Gov are well implemented	Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato/ Strongly disagree 2). Simbyemera/ Disagree 3). Hagati na hagati/ Don't know 4). Ndabyemera/ Agree 5). Ndabyemera cyane/ Strongly agree



6. Numva ntekanye kubijyanye no	Hitamo igisubizo	1). Simbyemera nagato/ Strongly disagree
kwirinda Coronavirusi mu gace	kimwe/ Single	2). Simbyemera/ Disagree
ntuyemo/ I feel safe in my	choice	3). Hagati na hagati/ Don't know
neighbourhood with regard to the		4). Ndabyemera/ Agree
Covid19 spread		5). Ndabyemera cyane/ Strongly agree
_		

IGICA CYA 08. IMIYOBORO Y'AMAKURU AKANGURIRA ABANTU KWIRINDA ICYOREZO CYA CORONAVIRUSI/ INFORMATION CHANNELS AND SOURCES ABOUT THE OUTBREAK AND PREVENTIVE MEASURES OF COVID-19

IIKIBAZO / Question	Guhitamo igisubizo/ Option	Igisubizo/ Answer
	g channels of	abona amakuru abakangurira kwirinda icyorezo information keep you informed about COVID-
1.Ubutumwa busakazwa n'utudege duto (Drone)/ Drones' msesages	Hitamo igisubizo kimwe/ Single choice	1) Buri gihe/ Always informed 2) Akenshi/ Often informed 3) Rimwe na rimwe/ Sometimes informed 4) gake/ Rarely informed 5) Ntanarimwe/ Never informed
2.Ibigo byitangazamakuru byikorera/ Private media	Hitamo igisubizo kimwe/ Single choice	1) Buri gihe/ Always informed 2) Akenshi / Often ifornmed 3) Rimwe na rimwe/ Sometimes informed 4) gake/Rarely informed 5) Ntanarimwe/ Never informed
3.Imodoka iherekejwe n' indagururamajwi/ Road Vehicles with loud speakers	Hitamo igisubizo kimwe/ Single choice	1) Buri gihe/ Always informed 2) Akenshi/ Often informed 3) Rimwe na rimwe/ Sometimes informed 4) gake/ Rarely informed 5) Ntanarimwe/ Never informed
4.Umurongo wa telefoni wihariye wagenewe Coronavirusi (114)/ COVID-19 Hotlines (114)	Hitamo igisubizo kimwe/ Single choice	1) Buri gihe / Always informed 2) Akenshi /Often ifornmed 3) Rimwe na rimwe/ Sometimes informed 4) gake/ Rarely informed 5) Ntanarimwe/ Never informed
5.Umuyoboro wa murandasi wagenewe Coronavirusi mu rwego rw'igihugu/ National COVID-19 information website	Hitamo igisubizo kimwe/ Single choice	1) Buri gihe/ Always informed 2) Akenshi/ Often ifornmed 3) Rimwe na rimwe/ Sometimes informed 4) gake/ Rarely informed 5) Ntanarimwe/ Never informed





6.Ubutumwa bugufi kuri Telefone/	Hitamo	1) Buri gihe/ Always informed 2) Akenshi
Telephone messsage	igisubizo	/Often ifornmed 3) Rimwe na rimwe/
	kimwe/	Sometimes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe/ Never informed
	choice	
7. Ikigo cyigihugu gishinzwe	Hitamo	1) Buri gihe/ Always informed 2) Akenshi /
itangazamakuru (RBA)/ RBA	igisubizo	Often ifornmed 3) Rimwe na rimwe/
• • •	kimwe/	Sometimes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe/ Never informed
	choice	
8.2. Ni kukihe kigero ibigo n'abantu bakurik	ira baguha an	nakuru agufasha kwirinda icyorezo cya
Coronavirusi? How frequent the following so	ources of info	rmation keep you informed about COVID-19
Preventive measures?		1 7
1.Minisiteri yubuzima/Ikigo cyigihugu	Hitamo	1) Buri gihe/ Always informed 2) Akenshi/
gishinzwe ubuzima/ Ministry of health	igisubizo	Often ifornmed 3) Rimwe na rimwe/
(RBC)	kimwe/	Sometimes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe/ Never informed
	choice	- /
2. Abajyanama bubuzima/ Community	Hitamo	1) Buri gihe/ Always informed 2) Akenshi/
health workers (abajyanama bubuzima)	igisubizo	Often iforn med3) Rimwe na rimwe/
	kimwe/	Sometimes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe/ Never informed
	choice	
3. Urugaga rw'abikorera (PSF)/ Privat	Hitamo	1) Buri gihe/ Always informed 2) Akenshi
Sector Federation (PSF)	igisubizo	/Often ifornmed3) Rimwe na rimwe/
Sector redeficient (151)	kimwe/	Sometimmes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe/ Never informed
	choice	
4. Polisi y'igihugu/ Rwanda national Police	Hitamo	1) Buri gihe/ Always informed 2) Akenshi/
1. I onor y iginaga: Kwanda national I onoc	igisubizo	Often iforn med 3) Rimwe na rimwe/
	kimwe/	Sometimes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe/ Never informed
	choice	
5. Ibyamamare n'abavuga rikijyana	Hitamo	1) Buri gihe/ Always informed 2) Akenshi/
bakoresha inkoranya mbaga/ Celebrities and	igisubizo	Often ifornmed 3) Rimwe na rimwe/
social media influencers	Kimwe/	Sometimes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe/ Never informed
	choice	miorined 3) i tuilidiini (6) i tovoi informed
6. Imiryango yigenga/ Local NGOs	Hitamo	1) Buri gihe/ Always informed 2) Akenshi/
o. mmyungo yigonga zotai 11005	igisubizo	Often ifornmed 3) Rimwe na rimwe/
	kimwe/	Sometimes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe / Never informed
	choice	miorined 5) I tuniarini wo / I tovor informed
7. Abanyamadini/ FBOs	Hitamo	1) Buri gihe/ Always inforemd 2) Akenshi/
7. Homiyamaamii 1000	igisubizo	Often ifornmed 3) Rimwe na rimwe/
	kimwe/	Sometimes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe/ Never informed
	Single	miormed 3) Ivianarmiwe/ Ivever informed

	choice	
8. Itangaza makuru ryigenga/ Private media	Hitamo	1) Buri gihe/ Always inforemd 2) Akenshi/
outlets	igisubizo	Often ifornmed 3) Rimwe na rimwe/
	kimwe/	Sometimes informed 4) gake/ Rarely
	Single	informed 5) Ntanarimwe/ Never informed
	choice	
9. Abakorana bushake bakangurira kwirinda	Hitamo	1) Buri gihe/ Always inforemd 2) Akenshi/
Coronavirusi/ Message from COVID-19	igisubizo	Often ifornmed 3) Rimwe na rimwe/
Volunteers	kimwe/	Sometimes informed 4) gake / Rarely
	Single	infornmed 5) Ntanarimwe/ Never informed
	choice	
10. Ministeri y'ubutegetsi bw'igihugu/	Hitamo	1) Buri gihe/ Always inforemd 2) Akenshi/
Ministry of Local Government	igisubizo	Often ifornmed 3) Rimwe na rimwe/
	kimwe/	Sometimes informed 4) gake/ Rarely
	Single	infornmed 5) Ntanarimwe / Never informed
	choice	

IGICE CYA 09. UKO ABATURAGE BANYUZWE NA SERVISI HAMWE N'INKUNGA YATANZWE NA GUVERNOMA MU GIHE CYA GUMA MURUGO/ THE LEVEL OF SATISFACTION OF CITIZENS WITH REGARD TO SERVICE AND SUPPORT RECEIVED DURING LOCKDOWN PERIOD

IBIBAZO/ Question	UBURY	IBISUBIZO/ Answer
_	O	
	BWOGU	
	SUBIZA	
	/Option	
9.1. Waba uri mu bantu bahawe inkunga na	Hitamo	1) Yego/ Yes
leta mu gihe cya guma mu rugo? / Were you	igisubizo	
eligible for government relief assistance	kimwe/	2) Oya/ No
during lockdown period	Single	
	choice	
9.2. Niba utari mu bahawe inkunga niyihe	Hitamo	1). Imfashanyo yo gutabara (ibiryo / ibindi
mpamvu yatumye utayihabwa? / If no, for	igisubizo	byingenzi bikenewe) ntabwo yari ihagije
which reasons?	kimwe	kuabatishoboye bose/
	/Single	Relief assistance (food/ other essentials
	choice	needs) was not enough to serve all needy
		2). Ntabwo nari nkeneye isabwa ntibyari bikwiye kandi bishingiye ku gutonesha/ I didn't need assistance/ self-reliant
		3). Guhitamo ufashwa ntabwo byanyuze mu mucyo/ Selection of eligibles was not fair and based on favoritism





			1) Nidifords of I don't lower
			4). Ndifashe/ I don't know
			5). Sobanura izindi mpamvu/
			Please specify
9.3. Niba warayihawe inkunga, turo		Hitamo	
ibyo mwahawe? / If yes, what did y receive?	ou	ibisubiz	
receive?		byinshi Multipl	
9.4. Inkunga wayihawe inshuro zin	gahe? /	Hitamo	1). Kabiri mucyumweru, 2). Buri cyumweru,
How often did you receive it?	5	igisubiz	
•		kimwe	3) Once in a month
		/Single	
		choice	
9.5. Inkunga yaba yaraziye kugihe		Hitamo	1). Yaziye igihe, 2) Yaje itinze, 3) Cyangwa
yaje itinze abantu baragezweho ing		igisubiz	o ntiyaje.
Did the relief assistance come on		kimwe	
came late when people were alrea	ıdy	/Single choice	1) It came on time, 2) It came late, 3) Neither
affected?		CHOICC	/Nor
9.6. Haba hari serivisi zingenzi cya		Hitamo	1)Yego/Yes 2) Oya/No 3) Simbizi/don't
inkunga zitatanzwe mugihe cya gur		igisubiz	o know
murungo? / Are there any essentia that have not been provided duri		kimwe	
COVID-19 lockdown?	ng	/Single choice	
COVID 15 IOCKGOWII.		CHOICE	
9.7. Niba igisubizo ali yego, mutub	wire ibyo	Inyandi	Sobaruna ibisubizo
byibanze mutashoboye kubona mul		o/	/
gihe cya guma murugo/? If yes, wl			Please specify
those essential services that were			
provided to you during COVID-1 lockdown?	.9		
9.8. Ni ku kihe kigero mwumva		Hitamo	1). Naranyuzwe cyane, 2). Akenshi
mwaranyuzwe na servisi hamwe n'	inkunga	igisubiz	
mwahawe na n'ubuyobozi mu gihe		kimwe/	nanyuzwe na gato, 5). Ndifashe/1). Very
murugo/ What extent do you rate the		Single	satisfied, 2). Mostly satisfied, 3).dont know,
satisfaction of service delivery or s	11	choice	4).mostly dissatisfied, 5). Not satisfied at all
from government officials during l	ockdown		
period? 9 9 Tubwire uko wumva wemeran	va cvanowa	l Litemera	nya n'ibi bikurikira/ Please indicate the extent to
which you agree or disagree with the			
1. Igihe cya guma murugo, inzego	Hitamo ig		1). Simbyemera nagato/ Strongly disagree
za leta zibishinzwe zaduhaye	kimwe/ S		2). Simbyemera/ disagree
servisi nta kubogama/ During	choice		3). Hagati na hagati/ not sure
COVID-19 lockdown,			4). Ndabyemera/ agree
government restrictions			5). Ndabyemera cyane/ Strongly agree
controlling bodies delivered fair			





services to me without bias of any kind		
2. Igihe cya guma mu rugo abayobozi b'agace ntuyemo bahaye abaturage servisi n'ubufasha mu mucyo kandi ntabusumbane./ During COVID-19 lockdown period, Local leaders in my neighborhood delivered good support services for all citizens equally and	Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato/ Strongly disagree 2). Simbyemera/ disagree 3). Hagati na hagati/ not sure 4). Ndabyemera/ agree 5). Ndabyemera cyane/ Strongly agree
transparently. 3. Igihe cya guma murugo servisi z'ibanze nk'ubuvuzi, kugura ibyo kurya n'amabanki, byahawe abaturage mu buryo bushimishije./ During COVID-19 lockdown, essential services such as healthcare, food shopping, banking or other emergence services were provided fairly.	Hitamo igisubizo kimwe/ Single choice	Simbyemera nagato/ Strongly disagree Simbyemera/ disagree Hagati na hagati/ not sure Ndabyemera/ agree Ndabyemera cyane/ Strongly agree
4. Igihe cya guma murugo inzego z'umutekano zajyaga zituvugisha neza/ During COVID-19 lockdown, security forces 'communication with me was appropriate	Hitamo igisubizo kimwe/ Single choice	 Simbyemera nagato/ Strongly disagree Simbyemera/ disagree Hagati na hagati/ not sure Ndabyemera/ agree Ndabyemera cyane/ Strongly agree
5. Igihe cya guma murugo, inzego z'umutekano n'abayobozi bo mu nzego z'ibanze nta kintu kibi bankoreye/ During COVID-19 lockdown, security forces and local leaders treated me with an unbiased attitude	Hitamo igisubizo kimwe/ Single choice	 Simbyemera nagato/ Strongly disagree Simbyemera/ disagree Hagati na hagati/ not sure Ndabyemera/ agree Ndabyemera cyane/ Strongly agree
6. Igihe cya guma murugo, inzego z'umutekano n'abayobozi bo mu nzego z'ibanze ntagikorwa cyo kubogama bangaragarije/ During COVID-19 lockdown, security forces and local leaders were honest and polite with me	Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato/ Strongly disagree 2). Simbyemera/ disagree 3). Hagati na hagati/ not sure 4). Ndabyemera/ agree 5). Ndabyemera cyane/ Strongly agree
7. Igihe cya guma murugo, abayobozi bo mu gace ntuyemo bagerageza gufasha abaturage kubona ibyo bakenera kandi bigakorwa mu mucyo/ During COVID-19 lockdown, the processes of supporting citizens	Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato/ Strongly disagree 2). Simbyemera/ disagree 3). Hagati na hagati/ not sure 4). Ndabyemera/ agree 5). Ndabyemera cyane/ Strongly agree





involving local leaders in my neighborhood attempt to meet all citizen needs transparently		
8. Igihe cya guma murugo, abashinzwe umutekano n'abayobozi b'inzego z'ibanze bashyize ingamba mu bikorwa bagendeye ku kuri kandi ntawe birengangije/ During COVID-19 lockdown period, The COVID-19 controlling measures employed by security forces and local leaders were conducted with fairness and justice	Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato/ Strongly disagree 2). Simbyemera/ disagree 3). Hagati na hagati/ not sure 4). Ndabyemera/ agree 5). Ndabyemera cyane/ Strongly agree
9. Igihe cya guma murugo abashinzwe umutekano n'abayobozi b'inzego zibanze, mu bulyo bwumvikana neza, bahaye abaturage ibisobanuro, amabwiriza n'imirongo ngenderwaho, bijyanye no kwirinda./ Security forces and local leaders provided reasonable explanations and specific guidance on the government restrictions to the citizens	Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato/ Strongly disagree 2). Simbyemera/ disagree 3). Hagati na hagati/ not sure 4). Ndabyemera/ agree 5). Ndabyemera cyane/ Strongly agree
10. Nanyuzwe n'ubufasha bwatanzwe n'abayobozi b'igihugu igihe cya guma murugo/ During COVID-19 lockdown period, I was fully satisfied with support received from government officials	Hitamo igisubizo kimwe/ Single choice	Simbyemera nagato/ Strongly disagree Simbyemera/ disagree Hagati na hagati/ not sure Ndabyemera/ agree Ndabyemera cyane/ Strongly agree
11. Niba utaranyuzwe, n'izihe mpamvu zatumye utanyurwa n'ubufasha bwatanzwe n'abayobozi igihe cya guma murugo? / What were the main reasons for dissatisfaction in service delivery or support during COVID-19 lockdown period?	inyandiko / Text	Sobanura / Please describe

IGICE CYA 10. KUTABOGAMA, UKURI, UBUNYANGAMUGAYO, NO GUKORERA MU MUCYO BYARANZE ABAYOBOZI IGIHE CYO GUTANGA UBUFASHA NA SERVISI MU GIHE CYA GUMA MURUGO?/ THE EXTENT OF TRANSPARENCY, ACCOUNTABILITY, FAIRNESS, INTEGRITY IN DELIVERY CHAIN OF SERVICES AND SUPPORT FROM THE GOVERNMENT OFFICIALS (COMPLIANCE)

IBIBAZO/ Question	UBURYO BWOGUSUBIZA/ Option	IBISUBIZO/ Answer
10.1 Ni ku kihe kigero kutabogama, ukuri, ubunyangamugayo, no gukorera mu mucyo byaranze abayobozi igihe cyo guhitamo abagenewe inkunga no kuyibagezaho byihutirwa (y'ibyo kurya n'ibikoresho by'isuku) mu gihe cya guma murugo?/ How transparent was the selection of the most relevant beneficiaries of relief items (food and sanitation items) by the Government of Rwanda during COVID-19	Hitamo igisubizo kimwe/ Single choice	1) Babyitwayemo neza cyane/ Very transparent 2) bitwaye neza / transparent 3) bitwaye neza biciriritse/ not sure 4) ntabwo bitwaye neza/some what transparent, 5) ndifashe/ not transparent

10.2 Muli ibi bikurikira, hitamo uko wemeranya cyangwa utemerenya n'imyitwarire yo kutabogama, gukoresha ukuri, ubunyangamugayo, no gukorera mu mucyo byaranze abayobozi igihe cyo gutanga ubufasha na servisi mu gihe cya guma murugo? / To what extent do you agree or disagree with the following statements on transparency, accountability, fairness, integrity in delivery chain of services and support from the local leaders or government authorities during COVID-19 lockdown?

1. Abayobozi bifashishije iminzani	Hitamo igisubizo	1). Simbyemera nagato/ Strongly
kugira ngo hatabaho kubogama	kimwe/ Single	disagree
igihe hatangwaga inkunga/ While	choice	2). Simbyemera/ disagree
distributing food during Covid-19		3). Hagati na hagati/ not sure
lockdown, weighing scales were		4). Ndabyemera/ agree
used by leaders in local		5). Ndabyemera cyane/ Strongly
administrative entities to ensure		agree
equal packages for every		
beneficiary		
2. Amakimbirane, akarengane	Hitamo igisubizo	1). Simbyemera nagato/ Strongly
n'ibindi bibazo bishamikiye ku	kimwe/ Single	disagree
nkunga yatanzwe igihe cya guma	choice	2). Simbyemera / disagree
murugo, byakemuwe neza		3). Hagati na hagati/ not sure
n'abayobozi/ Complaints, disputes,		4). Ndabyemera/ agree
or grievances about government		5). Ndabyemera cyane/ Strongly
support were resolved fairly by the		agree
authorities		
3. Igihe cya guma murugo ishyirwa	Hitamo igisubizo	1). Simbyemera nagato/ Strongly



kimwe/ Single choice	disagree 2). Simbyemera/ disagree 3). Hagati na hagati/ not sure 4). Ndabyemera/ agree 5). Ndabyemera cyane/ Strongly agree
Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato Strongly disagree 2). Simbyemera/ disagree 3). Hagati na hagati/ not sure 4). Ndabyemera/ agree 5). Ndabyemera cyane/ Strongly agree
Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato/ Strongly disagree 2). Simbyemera /disagree 3). Hagati na hagati/ not sure 4). Ndabyemera /agree 5). Ndabyemera cyane/ Strongly agree
Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato/ Strongly disagree 2). Simbyemera disagree 3). Hagati na hagati not sure 4). Ndabyemera agree 5). Ndabyemera cyane/ Strongly agree
Hitamo igisubizo kimwe/ Single choice	1). Simbyemera nagato/ Strongly disagree 2). Simbyemera/ disagree 3). Hagati na hagati not sure 4). Ndabyemera agree 5). Ndabyemera cyane/ Strongly agree
	Hitamo igisubizo kimwe/ Single choice



	T	
8.1. Ruswa ihagaze ite mu rwego rw'imitangire ya servisi muli iki gihe cy'icyorezo cya Coronavirusi? / How do you evaluate the level of corruption in service delivery during this period of coronavirus pandemic?	Hitamo igisubizo kimwe/ Single choice	1) Yiyongereye /Increased, 2) Yagabanutse Decreased, 3) Ntacyahindutse / Remained the same, 4) Simbizi / Don't know
8.2. Ibyiciro bikurikira ni byo bitungwa agatoki ku bijyanye na ruswa muli iki gihe cy'icyorezo cya Coronavirusi/ The following are the most involved in corruption during this COVID-19 pandemic	Hitamo igisubizo kimwe/ Single choice	1) Polisi /Police, 2)Urwego Rw'igihugu rushinzwe ubugenzacyaha/RIB, 3) abayobozi munzego zibanze /local leaders, 3) abakoresha / employers, abandi, sobanura /others please specify
8.3. Impamvu zikurikira nizo zikunze kuvugwaho gutiza umulindi ruswa muli iki gihe cy'icyorezo cya Coronavirusi/ Following are the main resons for which some people paid bribe during COVID 19 lock down	Guhitamo byinshi/Multiple choice	1) kwirinda guhanwa kubera kutubahiriza amabwiriza ya guma murugo / Avoiding arrest & detention for lock down violation 2) Kwirinda gufungirwa iduka/akabari mugihe bitubah irije amabwiriza yogukumira COVID-19 / Avoiding closure of busineses (shops, bars, beauty & hair saloon, Etc.) 3) Kurekurwa mbere yigihe cyateganijwe mugihe wafashwe bitewe nokutubahiriza amabwiriza ya guma murugo / Avoiding arrest for violating preventive measures (wearing mask properly, non respect of social distancing 4). Izindi mpamvu sobanura /Others please specify
8.4. Ni zihe ngaruka ubona zaba ziterwa n'uko nta bihano bihamye kandi bizwi na bose bihana abatubahiriza amabwiriza ajyanye no kwirinda icyorezo cya Coronavirusi/ How do you evaluate consequences of lack of standardized fines for violation COVID 19 preventive measures	Hitamo igisubizo kimwe/ Single choice	1) abahanwa bumva barenganijwe /Feeling of injustice for culprits 2) bituma abayobozi baha abakoze amakosa ibihano bikakaye / It encouraged some authorities to overfine culprits 3) bituma habaho icyuho cya ruswa / It encouraged some authorities to ask for bribe 4) Izindi ngaruka, sobanura / If any answer, specify
8.5. Waba warahuye na ruswa wowe ubwawe cyangwa umwe mu b'iwawe muli iki gihe cya Coronavirusi (Gutuga, gutonesha, ikimenyane, ruswa y'igitsina,	Hitamo igisubizo kimwe/ Single choice	1). Yego/ Yes 2). Oya/ No 3). Simbizi/ don't know





n'izindi mpano?) / Did you or anyone in your household experience corruption (Bribery, nepotism, favoritism, sexual favors or gift?)		
8.6. Niba byarabayeho, ni nde (umuntu wo mu rwego runaka) wahawe iyo ruswa? / If yes, to whom did you or anyone in your household pay such corruption?	Hitamo igisubizo kimwe/ Single choice	1) Polisi /Police, 2)Urwego Rw'igihugu rushinzwe ubugenzacyaha/RIB, 3) abayobozi munzego zibanze /local leaders, 3) abakoresha / employers, abandi, sobanura /others please specify
8.7. Hali hagambiriwe iki igihe cyo gutanga iyo ruswa? / If yes, to whom did you or anyone in your household pay such corruption?	Guhitamo byinshi/Multiple choice	Sobanura/ Please specify
8.8. Hatanzwe ubuhe bwoko bwa ruswa (ugendeye ku moko ya ruswa yavuzwe haruguru)? What was the corruption for?"	Hitamo igisubizo kimwe/ Single choice	1) Ruswa yamafaranga /Bribery, 2) itonesha / Favoritism, 3) ruswa ishingiye kugitsina /Sexual favors, 4) impano / Gift, 5) ubundi bwoko bwa ruswa, sonabura/ Any other form of corruption, specify
8.9. Haba haratanzwe amafaranga angan'iki, cyangwa niba hataratanzwe amafaranga, hatanzwe ibindi bintu bingan'iki? / Which Forms of corruption did you or anyone in your household experienced? If bribe, how much did you or anyone in your household pay?	Inyandiko/Text	Sobanura /Please describe

IGICE CYA 11. IBISHOBORA KUBANGAMIRA ISHYIRWA MU BIKORWA RY'INGAMBA ZIKUMIRA COVID 19 N'IBISUBIZO ABAYOBOZI N'ABATURAGE BAGENDERAHO / POSSIBLE CHALLENGES AND MITIGATIONS ASSOCIATED WITH THE IMPLEMENTATION OF COVID-19 PREVENTIVE MEASURES FOR BOTH GOVERNMENT OFFICIALS AND THE COMMUNITY.

11.1. Ni izihe mbogamizi nyamukuru urugo rwawe ruhura nazo biturutse ku ngamba zo gukumira COVID-19? (Sobanura)/ Which are the main challenges your household currently faces resulting from COVID-19 preventive measures? (Please describe)

11.2. Ufite ibitekerezo byinyongera bijyanye nibyo ukeneye cyane muri ikigihe cyicyorezo cya COVID-19? Sobanura / Do you have additional comments regarding your most pressing needs? Please specify







Transparency International Rwanda P.O. Box 6252, Kigali-Rwanda E-Mail : info@tirwanda.org Phone : +250 788 30 95 83 Mobile : 2641 (Toll free) Twitter: TI_Rwanda