



Suggestion Box Key findings 2018

The SB project has started in 2011. Today, SBs are installed local administration buildings in 46 sectors (8 districts). This allows TI-RW to monitor compliance of service provision of 12 services at Sector level with the Standard Service Charter and to gather information about corruption in local administration.

Citizens provide information about:

- Services demanded, service providers approached services received
- Time frame in which service was received the fees they had to pay to analyze compliance
- Corruption encounters, forms of corruption and reporting corruption

Demographics

In 2018, **6112** citizens participated in the survey.



Women

Sample size: 2915 (49.06 %)
Average age: 36.9



Men

Sample size: 3027 (50.94 %)
Average age: 39.0

People with disability: 8.85 %
Average age: 37.9

Rural residents: 82.94 % (others are peri-urban, and urban residents)

Services received

68.09 % of citizens have received the service they requested (women: 68 %, men: 67 %, PWD: 58 %).

20.18 % of services were received through IREMBO.

The services received, vary significantly between services requested:

Highest for:

Birth registration (88.22 %)

Marriage certificate (87.78 %)

Birth certificate (84.92 %)

Lowest for:

Execution of court judgements (49.19 %)

Construction permit in community (55.5 %)

Resolution of complaints related to land ownership (58.66 %)

Satisfaction

Level of satisfaction	Female (%)	Male (%)	Total %
very satisfied	16.21%	15.46%	15.83%
satisfied	42.46%	42.00%	42.23%
neither nor	2.64%	3.01%	2.83%
dissatisfied	28.44%	28.26%	28.35%
very dissatisfied	10.24%	11.28%	10.77%

Satisfaction varies significantly between service providers:

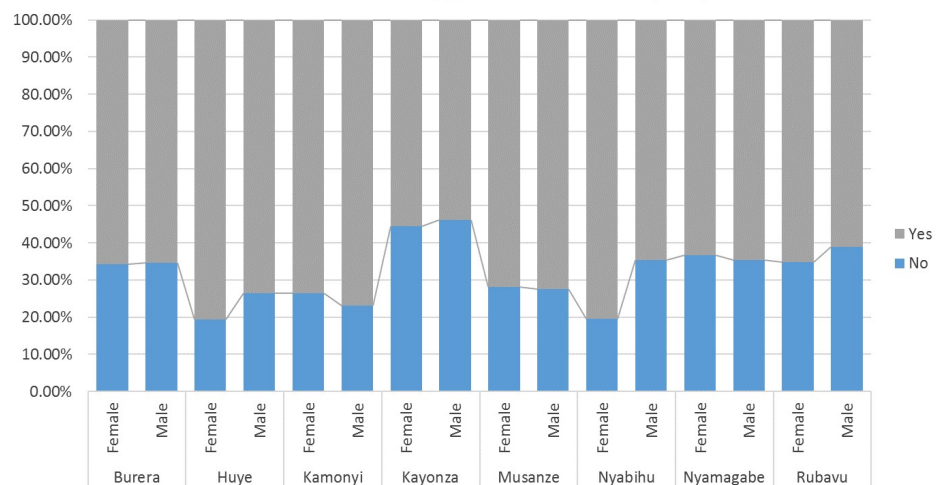
Satisfaction above 60 %:

- ES of the sector
- Sector civil status officer
- Sector education officer
- Sector social affairs officer
- Tax and fee payment officer

Dissatisfaction above 50 %:

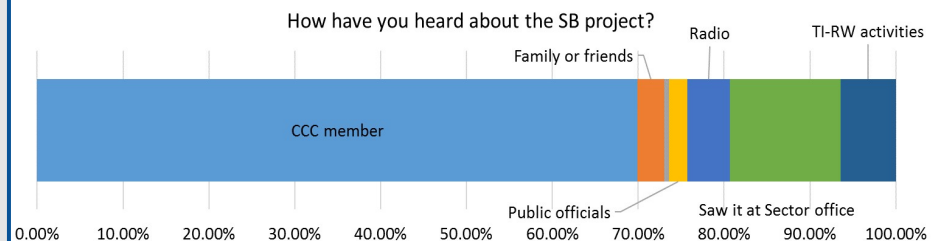
- Village chief
- Health service providers
- ES of the cell
- Police

Service received by gender and district (in %)



Knowledge about SB

How have you heard about the SB project?



Compliance between service requested and SSC



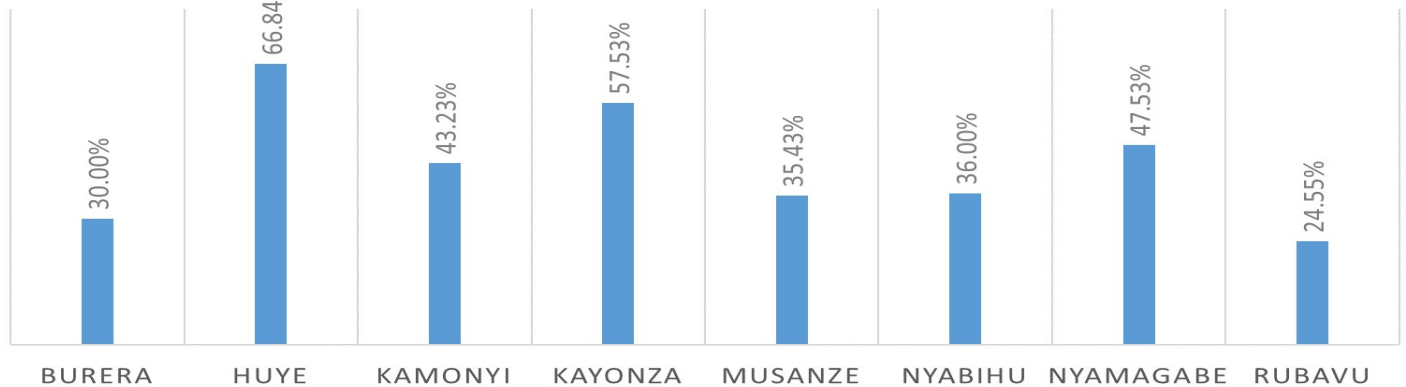
59.99 % of citizens remembered how much they had to pay for the services only. Often citizens are asked for additional copy fees or pay for two services at the same time.

62.11 % of payments are compliant with SSC (varies significantly among districts)

22.35 days is the average waiting time of citizens to receive a service, 46.34 % receive a service on the same day.

62.99 % of the waiting time s is compliant SSC (varies significantly among districts)

% OF DOUBLE COMPLIANCE



Corruption in service delivery

17 % of citizens have encountered corruption in 2018 (women: 15 %, men: 18 %) and with this has increased since 2017

Corruption reporting remains low. Only **20.39 %** of corruption encounters were reported

Corruption encounter differs significantly between services and with also between service providers

Highest (above 20 %):

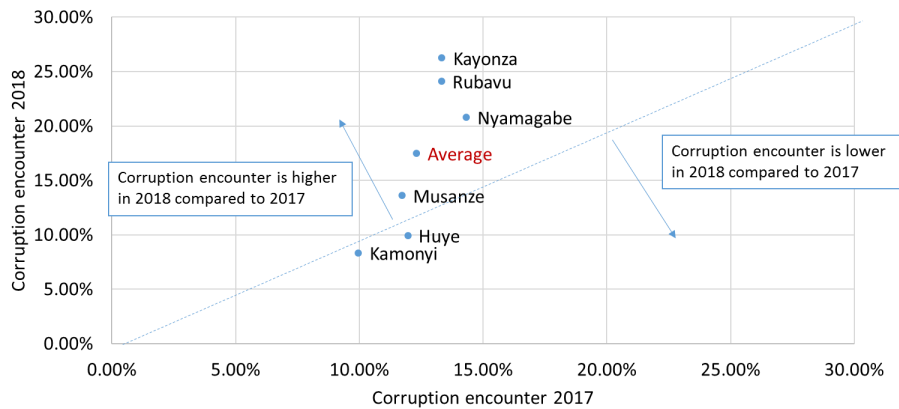
- Police
- Village chief
- ES of the cell

Lowest (below 10 %) for:

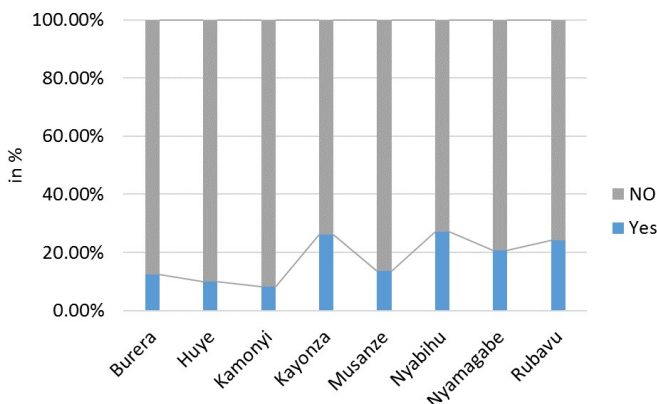
- Health service provider
- Sector civil status officer
- Sector social affairs officer
- ES of the sector
- Sector education officer

With this, corruption encounter correlates with the level of satisfaction in service delivery

Corruption encounter 2017 + 2018



Corruption encounter by district



Forms of corruption by gender

