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: 37.9

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

<table>
<thead>
<tr>
<th>Level of satisfaction</th>
<th>Female (%)</th>
<th>Male (%)</th>
<th>Total %</th>
</tr>
</thead>
<tbody>
<tr>
<td>very satisfied</td>
<td>16.21%</td>
<td>15.46%</td>
<td>15.83%</td>
</tr>
<tr>
<td>satisfied</td>
<td>42.46%</td>
<td>42.00%</td>
<td>42.23%</td>
</tr>
<tr>
<td>neither nor</td>
<td>2.64%</td>
<td>3.01%</td>
<td>2.83%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>28.44%</td>
<td>28.26%</td>
<td>28.35%</td>
</tr>
<tr>
<td>very dissatisfied</td>
<td>10.24%</td>
<td>11.28%</td>
<td>10.77%</td>
</tr>
</tbody>
</table>

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

Knowledge about SB

How have you heard about the SB project?

- CCC member
- Family or friends
- Radio
- Public officials
- Saw it at Sector office
- Ti-RW activities

Yes
No
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 is compliant SSC (varies significantly among districts)

![Compliance between service requested and SSC](image)

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 %):** 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 by district](image)

**Forms of corruption by gender**

- Work before service
- Through a third party
- Sex-based corruption
- Phone airtime
- Other
- Money bribe

![Forms of corruption by gender](image)

Corruption encounter 2017 + 2018

- Kayonza
- Rubavu
- Nyamagabe
- Huye
- Kamonyi
- Average

Corruption encounter is higher in 2018 compared to 2017

![Corruption encounter 2017 + 2018](image)