

SURVEYS

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First- Annual Bribery Indicators in the COI Survey

1- Preface

The Commission of Integrity (**COI**) continued its monthly project over the past years to reach indicators outlining the size of one aspect of corruption, bribery, which overshadows its negative impact on the relationship between citizens on the one hand, and civil service and civil servants on the other.

This phenomenon leads to service reduction, prevention, and discriminate provision to the public, and also threatens civil peace due to the sense of distrust towards civil servants and the administrative system representing the government. Prevalence of corruption, primarily reflected in bribery, is a factor repelling investment, which consequently consolidates loss of job opportunities, unemployment and poverty even if it exists in affluent societies with abundant financial resources.

In the face of bribery risks and negative social impact, **COI** continued its project which relies on the monthly survey covering all the Iraqi governorates, except Kurdistan Region, and had direct contacts with citizens, public departments, and civil servants.

The **COI** broadly and directly discussed the extensive observations and reservations regarding the previous survey of 2012, starting with the preparation of the survey form and ending with an analysis of the information contained therein, aimed to reach the best results which closely reflect the realistic description of this phenomenon, discuss the impact of imbalances existing in government departments, and explain the main reasons behind corruption practices.

The survey of 2012 was closer to scientific analysis at all stages, and represented a step forward characterized by pursuing a neutral scientific approach and an objective analysis of the surveyed parties, i.e. citizens, civil servants, and rendered services or concerned government departments, with no need for justifications to alleviate or exaggerate the reached conclusions.

As a consequence of the terrorist attack on **COI**, which claimed the lives of a number of its employees at Al-Rasafa Investigation Office and Relations with NGOs Directorate, and the damage inflicted on the central committee's works, **COI** could not prepare the survey for January 2012. It however sought to focus on re-study the whole survey procedure to reach scientific convictions with respect to its updated or amended form so as to be taken as a credible, scientific, and reliable document. Thus, the monthly survey for 2012 covered eleven months; from February to December.

In order to outline the most important indicators concluded through this survey, **COI** current annual report depends on the overall figures and major indicators reached through the survey. The monthly details for these figures were included in the monthly survey sheets posted on the **COI** website (www.nazaha.iq) and circulated to all stakeholders for perusal and appropriate use.

It is worth noting that the monthly survey details are more extensive than this chapter dedicated to the annual report, especially in regard to the sector surveys covering the type of service provided by government departments and the nature of the administrative relationship of these departments, whether those concerned with the government departments in local authorities (governorates or

federal authorities (the ministries)), or the sector surveys for a specific type of service, such as border crossings and ration cards. For more details on these surveys, please refer to the published monthly surveys.

2- Goals

The primary goal of the survey annual bribery indicators is to identify all indicators at the national level in respect of the following subjects:

- A- The numbers of total, excluded and approved survey sheets for 2012, which represent the size of the surveyed sample;
- B- Classify the sample in terms of gender, educational attainment and age groups;
- C- Identify the reasons that prompt citizens to offer bribes or the difficulties they face in obtaining required services;
- D- Analyze the survey details as direct statistics;
- E- Recommendations to address the problem in light of the survey results; and
- F- Conclusion outlining the extent of the need to carry out and improve this survey procedure in light of academic data through universities and specialized colleges.

3- Survey Sample

A- Total number of monthly forms collected in 2012 reached 250,826, of which 13,601 forms were excluded for failing to satisfy the scientific requirements, such as the absence of citizens' need for the service at the contacted department, or when answers are found to be contradictory. Thus, the number of approved forms amounted to 237,225. The number of citizens who stated they offered bribes totaled 7,217 accounting for 3.4% of the total number of forms.

➤ For further details, see Table (1).

B- In terms of age groups, the largest number of citizens contacting with government departments were aged 31-40 with 65,626 citizens, followed by age group (21-30) with 60,535 citizens and then by age group (41-50) with 48,955 citizens.

➤ For further details, see Table (2).

C- In terms of educational attainment, the largest number of citizens contacting with government departments were holders of middle school certificate, with 53,055 citizens, followed by primary school certificate holders with 51,523 citizens, and then by bachelor degree holders, totaling 38,030 citizens. The category with the least results was Ph.D. degree holders with 799 citizens and master's degree holders with 2,679 citizens.

➤ For further details, see Table (3).

D- In terms of gender, the number of surveyed males was 181,048 against 53,467 females. The gender was not specified in 2,710 forms.

➤ For further details, see Table (4).

4- The Tendency to Offer Bribe Relationship with Gender, Age Group, and Educational Attainment

A- Out of 7,217 citizens who stated that they had offered bribes to get their work done, 5,713 were males at a rate of 79% against 1,325 females at 17%, while 179 respondents (4%) failed to state their gender.

➤ For further details, see Table (5).

B- In terms of bribe payment according to educational attainment, bachelor degree holders came first with 1,871 citizens at 25%, followed by preparatory school certificate holders, totaling 1,313 citizens at 18.19%, and then by intermediate school certificate holders totaling 1,222 citizens at 16.9%. Holders of Ph.D. degree were the least inclined to offer a bribe, accounting for 61 citizens at a rate of less than 1%.

➤ For more details, see Table (6).

C- In terms of bribe payment according to age groups, age group (21-30) came first with 2,070 citizens followed by age group (31-40) with 1,995 citizens and then by age group (41-50) with 1,410 citizens. Age group (71 and above) was the least willing to pay bribes, totaling 35 citizens.

➤ For more details, see Table (7).

5- Motivation for Payment of Bribes

Reasons for offering bribes include difficulties facing citizens to access services. This impression, perception, or reality casts a shadow on the sample behavior and determines whether or not they are ready to offer a bribe. Thus, the existence of difficulties or perception thereof are proportionate, albeit theoretically, with the willingness to pay bribes.

Out of a total of 7,217 citizens who declared that they offered bribes, the number of citizens who said they did so as a result of faced difficulties totaled 5,706 at a rate of 79% of total bribers, while 1,319 citizens (18.4%) said they offered bribes even without facing problems. On the other hand, 192 citizens (2.6%) offered bribes without stating whether they faced difficulties or not.

➤ For more details, see table (8).

6- Direct Causes for Payment of Bribes

A- The survey identified the direct motives behind bribe payment as employees' request, illegal petition, expediting petition process, others or not specified. It should be noted that a citizen may have more than one reason to pay bribe. Therefore, the fact that the number of those who said they offered a bribe, totaling 7,217 citizens, is less than the number of stated reasons, totaling 8,403, does not imply any contradictions.

B- The reason of paying a bribe due to concerned department's delay of processing petitions was reported 1910 times, while the reason of expediting the petition process was reported 1,830 times; both reasons accounting for 44.5% of overall causes. The reason of illegal petition was stated 216 times (2.5%), which is the less frequent.

➤ For further details, see Table (9).

7- Analysis of Relationships

A- 250,826 citizens were surveyed in 2012. The number of forms excluded for technical reasons is 13,601 accounting for 5.4%. Consequently, 94.6% of the survey forms were approved and analyzed.

B- Out of 237,225 surveyed citizens, 7,217 citizens stated that they offered bribes, accounting for 3.4% which is prevalence of bribery. The month with the highest bribery prevalence was June at 3.56%, while the lowest was March at 2.61%.

C- The survey covered different age groups, and the most striking group was 21-50 years, which comprises adult and mentally competent citizens who are most stable in terms of convictions.

D- The overriding group in the sample in terms of educational attainment primarily belonged to intermediate level, followed by elementary level and then by bachelor degree holders.

E- Males accounted for the largest number of respondents.

F- The following observations may be indicated in regard to the sample's circumstances, specifications, and willingness to offer bribes:

First: Willingness to offer bribes was larger among males.

Second: It is theoretically assumed that the relationship between educational attainment and willingness to offer bribes is an inverse relationship, while here this willingness was the highest among bachelor degree holders, followed by intermediate and preparatory school graduates.

Third: The relationship between age and willingness to pay bribe is inverse, where age group (21-30) was found to be the most willing to offer a bribe.

Fourth: The difficulties faced by the surveyed sample to get the desired service represent the first motivation to offer a bribe, although part of the sample had the tendency to offer a bribe although there were no difficulties.

Fifth: The primary reasons for offering a bribe are delayed petition processing by departments, and citizens' desire to expedite their petition processing.

G- The survey results suggest that the greater the bureaucratic government departments' procedures, the more intense the difficulties faced by citizens to get needed service, and the more they would be interested in having their petition expeditiously done. This is the prime reason for bribe payment and prevalence, while the motivation of illegal petition dropped to a comparatively minimum level, which confirms monitoring procedures' impact on combating this kind of corruption.

8- Recommendations

Bribery represents only one aspect of corruption, but its impact on individuals is the greatest since it is related to citizens' desire to access a particular service which is primarily their legitimate right. In addition, obtaining these services costs them effort, time and money, which are not supposed to be spent on dishonest civil servants at citizens' expense. Combating bribery is a constant effort aimed to curb this type of criminal corruption. An effective treatment for controlling this social scourge requires:

- A- Establishment of an e-government geared up to meeting citizens' needs, without direct contact with employees and without exerting additional efforts or spending time and money to get the required service through a most convenient and facilitated method, at minimum cost.
- B- Until the time when e-government procedure has been established, a one stop shop system can be adopted.
- C- Simplification of routine procedures, especially unnecessary ones, and adopting clear timing for work procedures aimed to curb civil servants' excesses or delayed processing of received petitions.
- D- Minimization of direct contact between service applicants and employees responsible for its delivery or for the processing of submitted petitions.
- E- Adoption of special identification badges for the officials on direct contact with costumers to allow the latter identify the employee they deal with and help reduce the chances of requesting bribes.
- F- A bulletin board must be used at the relevant department, on which the required documents as well as the fees and taxes charged for processing the submitted petition are posted.

9- Conclusion

Through publishing these facts, **COI** hopes that this modest effort may receive due attention by the concerned officials at all levels and positions because this issue is of importance for their departments and these data will help them seek every means that can contribute to reducing this phenomenon and ensure that the level of services delivered to citizens is performed with perfection, transparency, and highest standards.

COI also hopes that these results will be invested not only by its research departments – especially IACA and Researches and Studies Office – but also by research and studies centers in other ministries, universities, and stakeholders in media institutions for proper evaluation of available data. New conclusions should be drawn through output interlinking, and indicating appropriate remedies to achieve a corruption-free Iraq.

Table (1): Numbers of All, Approved, Excluded, and Bribery Forms

No.	Month	Total forms	Excluded forms	Approved forms	Bribery forms	%	Total
1	February	15674	1491	14183	423	2.98	31771
2	March	24549	2067	22482	587	2.61	49685
3	April	27024	1317	25707	822	3.2	54870
4	May	24696	929	23767	799	3.36	50191
5	June	24532	1068	23464	835	3.56	49899
6	July	22207	1040	21167	570	2.69	44984
7	August	19869	731	19138	552	2.88	40290
8	September	22445	1089	21356	711	3.33	45601
9	October	23715	1706	22009	700	3.18	48130
10	November	23451	1030	22421	602	2.67	47504
11	December	22664	1133	21531	616	2.86	45944
Total		250826	13601	237225	7217		508869

Table (2): The Sample by Age Group

No.	Month	Age Group								
		20 and below	21-30	31-40	41-50	51-60	61-70	71 and older	Unspecified	Total
1	February	652	3402	3638	2502	1192	400	66	2331	14183
2	March	1080	5498	6243	4393	2183	777	141	2167	22482
3	April	939	6129	7400	5504	2827	915	165	1828	25707
4	May	1087	6208	6685	4847	2582	872	174	1312	23767
5	June	1091	6116	6585	4961	2418	795	114	1384	23464
6	July	1072	5241	5732	4365	2145	654	108	1850	21167
7	August	968	5173	5243	4012	1923	612	100	1107	19138
8	September	1218	5442	5729	4451	2417	751	115	1233	21356
9	October	1322	5806	5991	4561	2325	844	141	1019	22009
10	November	1226	6050	6266	4716	2343	731	109	980	22421
11	December	1009	5470	6114	4643	2244	802	108	1141	21531
Total		11664	60535	65626	48955	24599	8153	1341	16352	237225

Table (3): The Sample by Educational Attainment

No.	Month	Educational Attainment									
		Illiterate	Primary School	Middle School	High School	Diploma	Bachelor	Master	Doctorate	Unspecified	Total
1	February	1749	2694	3082	2438	1388	1913	145	29	745	14183
2	March	2909	4371	4634	3258	2428	3415	303	69	1095	22482
3	April	3219	5209	5275	3830	3030	3679	121	99	1054	25707
4	May	2848	5001	5414	3824	2602	3258	253	110	457	23767
5	June	2395	4976	5314	3839	2667	3457	320	81	415	23464
6	July	2507	4400	4783	3584	2471	2656	277	98	391	21167
7	August	2061	4335	4736	3378	1878	2230	221	51	248	19138
8	September	2499	5152	4783	3273	2223	2713	227	59	427	21356
9	October	2625	5300	4792	3454	2090	2972	281	88	407	22009
10	November	2382	5110	5379	3849	2107	2828	267	55	444	22421
11	December	2566	4975	4863	3303	2158	2947	264	60	395	21531
Total		27760	51523	53055	38030	25042	32068	2679	799	6078	237225

Table (4): The Sample by Gender

No.	Month	Male	Female	Unspecified	Total
1	February	10938	2781	464	14183
2	March	17206	4868	408	22482
3	April	19839	5569	299	25707
4	May	18372	5183	212	23767
5	June	18288	5005	171	23464
6	July	16221	4735	211	21167
7	August	14583	4388	167	19138
8	September	15670	5474	212	21356
9	October	16742	5061	206	22009
10	November	17056	5169	196	22421
11	December	16133	5234	164	21531
Total		181048	53467	2710	237225

Table (5): Bribers by Gender

No.	Month	Male	Female	Unspecified	Total
1	February	343	64	16	423
2	March	493	77	17	587
3	April	669	132	21	822
4	May	601	182	16	799
5	June	667	161	7	835
6	July	442	108	20	570
7	August	445	87	20	552
8	September	557	136	18	711
9	October	541	144	15	700
10	November	482	110	10	602
11	December	473	124	19	616
Total		5713	1325	179	7217

Table (6): Bribers by Educational Attainment

No.	Month	Educational attainment									
		Illiterate	Primary School	Middle School	High School	Diploma	Bachelor	Master	Doctorate	Unspecified	Total
1	February	18	53	72	63	46	130	9	2	30	423
2	March	22	76	98	91	83	164	13	4	36	587
3	April	53	106	146	130	110	205	24	11	37	822
4	May	41	105	168	144	87	193	20	13	28	799
5	June	44	112	155	135	103	234	18	8	26	835
6	July	40	82	86	100	64	143	14	4	37	570
7	August	49	82	107	110	59	121	9	6	9	552
8	September	76	120	120	140	87	133	10	1	24	711
9	October	35	89	129	115	95	195	14	5	23	700
10	November	35	71	122	105	60	167	13	2	27	602
11	December	32	75	110	89	80	186	11	5	28	616
Total		445	971	1313	1222	874	1871	155	61	305	7217

Table (7): Bribers by Age Group

No.	Month	Age Group								
		20 and below	21-30	31-40	41-50	51-60	61-70	71 and older	Unspecified	Total
1	February	19	156	114	57	25	4	2	46	423
2	March	16	187	175	111	38	12	2	46	587
3	April	22	217	218	180	82	15	5	83	822
4	May	23	181	241	180	70	18	5	81	799
5	June	35	255	232	178	72	21	3	39	835
6	July	21	158	139	120	57	13	2	60	570
7	August	28	143	171	106	48	10	1	45	552
8	September	53	190	179	126	64	11	3	85	711
9	October	54	205	199	111	53	18	6	54	700
10	November	38	201	151	110	54	8	5	35	602
11	December	27	177	176	131	49	15	1	40	616
Total		336	2070	1995	1410	612	145	35	614	7217

Table (8): Number of Bribers who Faced/did not Face Difficulties

No.	Month	Bribers who Faced Difficulties	Bribers who did not Face Difficulties	Unspecified	Total
1	February	360	52	11	423
2	March	519	63	5	587
3	April	705	99	18	822
4	May	623	156	20	799
5	June	662	144	29	835
6	July	421	125	24	570
7	August	415	120	17	552
8	September	478	207	26	711
9	October	550	131	19	700
10	November	484	111	7	602
11	December	489	111	16	616
Total		5706	1319	192	7217

Table (9): Motivations of Bribery

No.	Month	Motivation of Bribery						
		Employee's Request	Illegal Petition	Rushing the Petition Processing	Delayed Petition Processing by Departments	Others	Unspecified	Total
1	February	91	15	125	140	18	132	521
2	March	126	31	189	177	19	184	726
3	April	150	24	240	251	21	303	989
4	May	154	8	182	212	26	319	901
5	June	171	17	229	238	25	273	953
6	July	108	11	129	130	13	260	651
7	August	82	15	99	93	14	300	603
8	September	85	19	127	127	26	391	775
9	October	129	24	167	195	40	268	823
10	November	120	25	174	165	29	223	736
11	December	121	27	169	182	27	199	725
Total		1337	216	1830	1910	258	2852	8403

Second: Border Crossing Survey

It is the first survey of its kind to be conducted at this sector. The survey was carried out in May 2012 and covered 14 border crossings, including a number of airports, where a total of 1,213 survey forms were distributed, out of which 162 forms were excluded due to form completion errors, or because they were given to persons having no relation to the investigated border points. Thus, the approved overall number came to 1,051 forms, of which 127 forms indicated bribery cases.

Table (1): Bribery Indicators at the Surveyed Border Crossing Points

No.	Body	Bribery Forms	Non-bribery Forms		Unspecified Forms		Unspecified Forms	
			No.	%	No.	%	No.	%
1	Tarbil Border Crossing/ Al-Anbar	105	47	44.76	58	55.24	0	0
2	Al Waleed Border Crossing/ Al-Anbar	95	41	43.16	54	56.84	0	0
3	Umm Qasr Customs/ Al-Basrah	51	9	17.65	42	82.35	0	0
4	Shalamja Border Crossing Customs/Al-Basrah	30	5	16.67	25	83.33	0	0
5	Rabia Border Crossing Customs/Ninawa	76	9	11.84	67	88.16	0	0
6	Abu Flous Customs/ Al-Basrah	61	6	9.84	55	90.16	0	0
7	Al-Basrah International Airport	23	2	8.70	21	91.30	0	0
8	Safwan Border Crossing/ Al-Basrah	81	3	3.70	76	93.83	2	2.47
9	Rabia Land Transport Department/Ninawa	64	2	3.13	62	96.88	0	0
10	Rabia Residency and Passport Center/Ninawa	71	1	1.41	70	98.59	0	0

11	Baghdad International Airport	147	2	1.36	143	97.28	2	1.36
12	Mosul International Airport	78	0	0	70	89.74	8	10.26
13	Munthuriya border crossing/ Diyala	115	0	0	114	99.13	1	1
14	Sheeb Border Crossing/ Maysan	54	0	0	54	100	0	0
Total		1051	127	12.08	911	86.68	13	1.24

- The level of bribery prevalence at Tabil and Al-Waleed border crossings are the highest. This may be attributed to the significant volume of bilateral trade between Iraq on the one hand and Syria and Jordan on the other, in addition to the great number of passengers from and to these two countries, which causes significant pressure across these two crossings, and consequently increased cases of bribery. Generally speaking, the greater the transportation movement at a border crossing, the higher the bribery prevalence.

Bribery Motivations	No. of Times	Percentage Out of Total bribers (%)	Percentage Out of Total times (%)
Employee's Request	68	53.54	40.48
Illegal Petition	18	14.17	10.71
Rushing the Petition Processing	33	25.98	19.64
Delayed Petition Processing by Departments	26	20.47	15.48
Others	2	1.57	1.19
Unspecified	21	16.54	12.50
Total	168		100

- The table shows that the motivation with the greatest percentage was official's request, an evidence of poor control, a lack of a working mechanism to reduce contact between citizens and employees, and distracted supervision due to multiple responsible authorities.

Third: Ration Card Survey

It is the second new survey **COI** carried out. It covered all governorates, except Kurdistan Region and was conducted in July 2012. Its concept developed as a result of the **COI** recognition of the importance of ration cards for a large segment of the population, and due to the problems occurring in regard to their quality, distribution, and delayed delivery, in addition to government-borne expenditures which are not compatible with the rationed items received by citizens.

Following is the Questions Contained in this Survey:

Dear citizen,

You are kindly requested to answer these questions truthfully and honestly. You are not required to indicate your name.

Ration card items are: a- Sugar, b- Flour, c- Oil, d- Rice, e- Baby Milk

Quality of received items:

a- Sugar	Poor <input type="radio"/>	Fair <input type="radio"/>	Good <input type="radio"/>
b- Flour	Poor <input type="radio"/>	Fair <input type="radio"/>	Good <input type="radio"/>
c- Oil	Poor <input type="radio"/>	Fair <input type="radio"/>	Good <input type="radio"/>
d- Rice	Poor <input type="radio"/>	Fair <input type="radio"/>	Good <input type="radio"/>
e- Baby Milk	Poor <input type="radio"/>	Fair <input type="radio"/>	Good <input type="radio"/>

1- Delivery of ration card items occurs in the same due month:

Yes ☐ No ☐ Sometimes ☐

2- There is a shortage in the number of monthly received ration card items:

Yes ☐ No ☐ Sometimes ☐

3- There is a shortage in the number of entitled ration card items received:

Yes ☐ No ☐ Sometimes ☐

4- Do you support replacement of the ration card items by cash:

Yes ☐ No ☐ Sometimes ☐

5- Do you think there is fraud or change in the ration card items, through replacement of good quality items for poor ones:

Yes ☐ No ☐

If your answer is yes, this replacement is made by: a- Agent ☐ b- Carrier ☐ c- Stores ☐
d- I do not know ☐

6. Do you have any relevant suggestions?

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- Target group: Iraqi citizens with a ration card, agents, carriers, and warehouse staff
- Sample size: 4,770 citizens

Survey overall results are as follows:

1- Ration Card Items Quality Indicator

- 39.57% believed the ration card items were good.
- 37.45% believed they were fair.
- 20.18% believed they were poor.
- 2.8% did not specify.

- In general, there is a sense of satisfaction among citizens with regard to the quality of ration card items, as the percentage of those who said it was good and fair was 77.02%.

2- Timely Receipt of Monthly Ration Items

- 66.14% said "no."
- 19.56% said "sometimes."
- 12.56% said "yes."
- 1.74% did not specify.

- Based on surveyed citizens' answers, there is an obvious violation vis-à-vis timely delivery of rationed items, which appears to be a real and aggravated problem due to numerous motivations, such as contracting globally unreliable suppliers, deficient storage and distribution plans, etc.

3- Shortage in Number of Monthly Delivered Ration Items

- 73.92% said "yes."
- 15.39% said "no."
- 8.68% said "sometimes."
- 2.01% did not specify.

- There is a clear imbalance in the number of monthly received ration items. Citizens' answers to this question is a logical extension of their answers to the preceding question, considering that the motivations are the same.

4- Weight Shortage of Received Ration Card Items

- 69.18% said "no."
- 14.93% said "yes."
- 12.58% said "sometimes."
- 3.31% did not specify.

- The above indicators reveal that citizens receive underweight rations. In our opinion, this situation clearly reflects serious problems associated with major corruption operations covering supply, transport, storage, distribution and agents' integrity.

5- Replacing Ration Items with Cash Payments

74.34% said “no.”

20.78% said “yes.”

2.18% said “sometimes.”

2.7% did not specify.

- These ratios suggest that a large segment of citizens do not accept this action, and their motivations survey must be thoroughly studied.

6- Fraud and Replacement of Ration Card Items for Inferior Quality Items in Place

54.42% said “no.”

40.86% said “yes.”

4.72% did not specify.

- The majority of surveyed citizens believe that this situation does not exist. This is perhaps due to strict control by competent authorities.