Corruption and public service delivery

Highlights from the Ghana Afrobarometer Round 8 survey
3 December 2019
At a glance

- **Paying bribes to access public services**: The police is the institution that the largest number of citizens report bribing to access services.

- **Trends in perceived corruption among institutions**: Perceived corruption among the police has declined modestly compared to 2017.

- **Level of corruption**: More than half (53%) of Ghanaians say the level of corruption in the country has risen in the past year, a 17-percentage-point increase compared to 2017.

- **Evaluation of government performance in fighting corruption**: Compared to 2017, there has been a 27-percentage-point decline in the approval rating of government’s performance in fighting corruption.
What is Afrobarometer?

• A pan-African, non-partisan, non-profit research network that measures citizen attitudes on democracy and governance, the economy, civil society, and other topics.

• Started in 12 African countries in 1999. Round 8 surveys in 2019/2020 are planned in at least 35 countries.

• **Goal:** To give the public a voice in policymaking by providing high-quality public opinion data to policymakers, policy advocates, civil society organizations, academics, news media, donors and investors, and ordinary Africans.

• A national partner in each country conducts the survey. In Ghana, Afrobarometer Round 8 survey was conducted by the Ghana Center for Democratic Development (CDD-Ghana).
Where Afrobarometer works
Methodology

• Nationally representative sample of adult citizens
  ❑ All respondents are randomly selected.
  ❑ Sample is distributed across regions/states/provinces and urban/rural areas in proportion to their share in the national population.
  ❑ Every adult citizen has an equal chance of being selected.

• Face-to-face interviews in the language of the respondent’s choice.

• Standard questionnaire allows comparisons across countries and over time.

• Sample size in Ghana of 2,400 adult citizens yields a margin of error of +/-2 percentage points at a 95% confidence level.

• Fieldwork for Round 8 in Ghana was conducted between 16 September and 3 October 2019.
## Survey demographics

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td><strong>Gender</strong></td>
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<tr>
<td>Men</td>
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<td>Women</td>
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<td>Urban</td>
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<td>Muslim</td>
<td>18</td>
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<tr>
<td>Other</td>
<td>8</td>
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</tbody>
</table>
Public service delivery
Key findings

- The police is the institution that the largest number of citizens report bribing to access services.
- Rural residents and less-educated citizens are more likely to pay bribes to the police.
  - Urban residents and highly educated citizens are more likely to pay bribes for identity documents.
- Men are more likely than women to pay bribe for all services.
- Youth are somewhat more likely than older citizens to pay bribes for most services (except to avoid problems with the police).
- Evaluations of government performance in service delivery have worsened compared to 2017.
Survey enumerators recorded the presence or absence in each enumeration area of key services and facilities, including electricity, piped water, and sewage systems that most houses can access; a school; a clinic; a police station; and a post office.
Respondents who had contact with key public services during the previous year were asked: How easy or difficult was it to obtain the services you needed? (% who say “easy” or “very easy”)

- Public school services: 72%
- Medical care: 60%
- Identity document: 49%
- Police assistance: 39%
Respondents who had contact with key public services during the previous year were asked: And how often, if ever, did you have to pay a bribe, give a gift, or do a favour [for a public official to obtain the needed assistance or avoid problems]? (% who say “once or twice,” “a few times,” or “often”)
Paid bribes to access public services | by rural-urban location | Ghana | 2019

- **For police assistance**
  - Rural: 55%
  - Urban: 48%

- **To avoid problem with the police**
  - Rural: 47%
  - Urban: 38%

- **For identity document**
  - Rural: 22%
  - Urban: 33%

- **For medical care**
  - Rural: 15%
  - Urban: 18%

- **For school services**
  - Rural: 15%
  - Urban: 16%

(% who say “once or twice,” “a few times,” or “often”) Note: Figure excludes those who had no contact with the key public services within the previous year.

AFROBAROMETER
Paid bribes to access public services
| by education level | Ghana | 2019

(\% who say “once or twice,” “a few times,” or “often”) Note: Figure excludes those who had no contact with these public services during the previous year.
A graph titled "Paid bribes to access public services by gender | Ghana | 2019" shows the percentage of respondents who paid bribes for various services. The services include:

- For police assistance: 53% (men), 46% (women)
- To avoid problem with the police: 48% (men), 34% (women)
- For identity document: 36% (men), 19% (women)
- For medical care: 17% (men), 16% (women)
- For school services: 18% (men), 12% (women)

The data is labeled as "(% who say “once or twice,” “a few times,” or “often”) Note: Figure excludes those who had no contact with the key public services within the previous year."
Paid bribes to access public services
| by age | Ghana | 2019

(\% who say “once or twice,” “a few times,” or “often”) Note: Figure excludes those who had no contact with the key public services within the previous year.

- **For police assistance**: 18-35 years: 55\%, 36-55 years: 49\%, 56 years and above: 44\%
- **To avoid problem with the police**: 18-35 years: 42\%, 36-55 years: 41\%, 56 years and above: 43\%
- **For identity document**: 18-35 years: 30\%, 36-55 years: 28\%, 56 years and above: 23\%
- **For medical care**: 18-35 years: 19\%, 36-55 years: 17\%, 56 years and above: 10\%
- **For school services**: 18-35 years: 19\%, 36-55 years: 13\%, 56 years and above: 11\%
Paid bribes to access public services | by lived poverty | Ghana | 2019

- **For police assistance**: 67% (High lived poverty), 47% (Moderate lived poverty), 47% (Low lived poverty), 48% (No lived poverty)
- **To avoid problem with the police**: 36% (High lived poverty), 44% (Moderate lived poverty), 39% (Low lived poverty), 48% (No lived poverty)
- **For identity document**: 25% (High lived poverty), 25% (Moderate lived poverty), 30% (Low lived poverty), 28% (No lived poverty)
- **For medical care**: 12% (High lived poverty), 16% (Moderate lived poverty), 18% (Low lived poverty), 15% (No lived poverty)
- **For school services**: 20% (High lived poverty), 12% (Moderate lived poverty), 27% (Low lived poverty), 11% (No lived poverty)

(% who say “once or twice,” “a few times,” or “often”) Note: Figure excludes those who had no contact with the key public services within the previous year.
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</thead>
<tbody>
<tr>
<td>Improving basic health services</td>
<td>66%</td>
<td>75%</td>
<td>85%</td>
<td>63%</td>
<td>37%</td>
<td>69%</td>
<td>61%</td>
<td>-8</td>
<td>-5</td>
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<tr>
<td>Addressing educational needs</td>
<td>68%</td>
<td>72%</td>
<td>84%</td>
<td>60%</td>
<td>35%</td>
<td>82%</td>
<td>74%</td>
<td>-8</td>
<td>6</td>
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<tr>
<td>Providing water and sanitation services</td>
<td>60%</td>
<td>60%</td>
<td>64%</td>
<td>48%</td>
<td>32%</td>
<td>64%</td>
<td>56%</td>
<td>-8</td>
<td>-4</td>
</tr>
<tr>
<td>Reducing crime</td>
<td>70%</td>
<td>72%</td>
<td>66%</td>
<td>61%</td>
<td>41%</td>
<td>66%</td>
<td>43%</td>
<td>-23</td>
<td>-27</td>
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<tr>
<td>Providing reliable supply of electricity</td>
<td>65%</td>
<td>51%</td>
<td>24%</td>
<td>75%</td>
<td>67%</td>
<td>67%</td>
<td>67%</td>
<td>-8</td>
<td>67</td>
</tr>
</tbody>
</table>

Respondents were asked: How well or badly would you say the current government is handling the following matters, or haven’t you heard enough to say? (% who say “fairly well” or “very well”)
Trends in trust and perceived corruption among institutions
Key findings

- Among key public officials, the police, judges and magistrates, Members of Parliament, civil servants, and tax officials are most widely perceived as corrupt.

- Perceived corruption among the police has declined modestly compared to 2017.

- Among key public institutions, the Army, the president, and religious leaders are the most trusted.

- Compared to 2017, popular trust in the president, Parliament, and courts has declined by more than 10 percentage points.
**Who is corrupt? | Ghana | 2019**

<table>
<thead>
<tr>
<th>Category</th>
<th>Most/All</th>
<th>Some</th>
</tr>
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<tbody>
<tr>
<td>Police</td>
<td>57%</td>
<td>32%</td>
</tr>
<tr>
<td>Judges and magistrates</td>
<td>40%</td>
<td>45%</td>
</tr>
<tr>
<td>Members of Parliament</td>
<td>36%</td>
<td>50%</td>
</tr>
<tr>
<td>Civil servants</td>
<td>34%</td>
<td>52%</td>
</tr>
<tr>
<td>Tax officials</td>
<td>34%</td>
<td>51%</td>
</tr>
<tr>
<td>The president and officials in his office</td>
<td>33%</td>
<td>50%</td>
</tr>
<tr>
<td>MMDCEs</td>
<td>30%</td>
<td>52%</td>
</tr>
<tr>
<td>Traditional leaders</td>
<td>25%</td>
<td>56%</td>
</tr>
<tr>
<td>Assembly men and women</td>
<td>25%</td>
<td>56%</td>
</tr>
<tr>
<td>Officials of the Electoral Commission</td>
<td>24%</td>
<td>54%</td>
</tr>
<tr>
<td>Religious leaders</td>
<td>21%</td>
<td>56%</td>
</tr>
<tr>
<td>Private media personnel</td>
<td>20%</td>
<td>61%</td>
</tr>
<tr>
<td>Public media personnel</td>
<td>20%</td>
<td>61%</td>
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</tbody>
</table>

**Respondents were asked:** How many of the following people do you think are involved in corruption, or haven’t you heard enough about them to say?
Trends: Institutional corruption
| Ghana | 2005-2019

Respondents were asked: How many of the following people do you think are involved in corruption, or haven’t you heard enough about them to say? (% who say “most” or “all”)

- Judges and magistrates: 43% (2005), 41% (2014), 40% (2019)
- The president and officials in his office: 21% (2005), 35% (2014), 36% (2019)
Respondents were asked: How much do you trust each of the following, or haven’t you heard enough about them to say?
## Trends in institutional trust | Ghana | 2002-2019

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</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>69%</td>
<td>78%</td>
<td>76%</td>
<td>56%</td>
<td>41%</td>
<td>73%</td>
<td>58%</td>
<td>-15</td>
<td>-11</td>
</tr>
<tr>
<td>Courts</td>
<td>48%</td>
<td>68%</td>
<td>60%</td>
<td>57%</td>
<td>44%</td>
<td>59%</td>
<td>48%</td>
<td>-11</td>
<td>0</td>
</tr>
<tr>
<td>Members of Parliament</td>
<td>53%</td>
<td>73%</td>
<td>64%</td>
<td>49%</td>
<td>37%</td>
<td>58%</td>
<td>41%</td>
<td>-17</td>
<td>-12</td>
</tr>
<tr>
<td>Police</td>
<td>52%</td>
<td>67%</td>
<td>48%</td>
<td>42%</td>
<td>36%</td>
<td>41%</td>
<td>39%</td>
<td>-2</td>
<td>-13</td>
</tr>
</tbody>
</table>

Respondents were asked: How much do you trust each of the following, or haven’t you heard enough about them to say? (% who say “somewhat” or “a lot”)
Level of corruption in the country
Key findings

- More than half (53%) of Ghanaians say the level of corruption in the country has gotten “somewhat” or “a lot” worse, a 14-percentage-point increase compared to 2017.

- Perceptions of worsening corruption decrease with age and increase with respondents’ education level and experience of poverty.

- Six in 10 Ghanaians (61%) say people risk retaliation or other negative consequences if they report incidents of corruption.
  - Only one-third (34%) of Ghanaians say they can report corruption without fear of retaliation.
Respondents were asked: In your opinion, over the past year, has the level of corruption in this country increased, decreased, or stayed the same?
Level of corruption has increased | by socio-demographic group | Ghana | 2019

Respondents were asked: In your opinion, over the past year, has the level of corruption in this country increased, decreased, or stayed the same? (% who say it has increased “somewhat” or “a lot”)

- 18-35 years: 57%
- 36-55 years: 47%
- 56 years and above: 49%
- High lived poverty: 67%
- Moderate lived poverty: 56%
- Low lived poverty: 53%
- No lived poverty: 47%
- Post-secondary: 64%
- Secondary: 52%
- Primary: 51%
- No formal education: 47%
- Rural: 52%
- Urban: 53%
Respondents were asked: In this country, can ordinary people report incidents of corruption without fear, or do they risk retaliation or other negative consequences if they speak out?
Respondents were asked: In this country, can ordinary people report incidents of corruption without fear, or do they risk retaliation or other negative consequences if they speak out? (% who say they risk retaliation)

- 18-35 years: 63%
- 36-55 years: 58%
- 56 years and above: 59%
- High lived poverty: 67%
- Moderate lived poverty: 63%
- Low lived poverty: 61%
- No lived poverty: 58%
- Post-secondary: 64%
- Secondary: 60%
- Primary: 59%
- No formal education: 62%
- Rural: 58%
- Urban: 63%

Risk retaliation for reporting corruption | by socio-demographic group | Ghana | 2019
Corruption ranks low among problems that citizens consider most important
Key findings

- Corruption is the 8th most important problem that Ghanaians want government to address (cited by 10%).
Most important problems (%) | Ghana | 2019

Respondents were asked:
In your opinion, what are the most important problems facing this country that government should address? (Respondents could give up to three answers.)

- Infrastructure/Roads: 26% first response, 19% second response, 14% third response
- Unemployment: 18% first response, 12% second response, 9% third response
- Education: 12% first response, 14% second response, 12% third response
- Health: 6% first response, 9% second response, 12% third response
- Management of the economy: 8% first response, 6% second response, 5% third response
- Water supply: 5% first response, 7% second response, 6% third response
- Farming/Agriculture: 3% first response, 4% second response, 3% third response
- Corruption: 5% first response, 32% second response
- Electricity: 2% first response, 4% second response, 4% third response
- Crime and security: 3% first response, 5% second response
Government performance in fighting corruption
Key findings

- Compared to 2017, there has been a 27-percentage-point decline in the approval rating of government’s performance in fighting corruption.

- Young, poor, and highly educated citizens are more likely to think government is performing badly in fighting corruption.
Respondents were asked: How well or badly would you say the current government is handling the following matters, or haven’t you heard enough to say?
Government performance in fighting corruption
| by socio-demographic group | Ghana | 2019

Respondents were asked: How well or badly would you say the current government is handling the following matters, or haven’t you heard enough to say?

<table>
<thead>
<tr>
<th>Group</th>
<th>Fairly well/Very well</th>
<th>Fairly badly/Very badly</th>
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<tbody>
<tr>
<td>18-35 years</td>
<td>39%</td>
<td>57%</td>
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<tr>
<td>36-55 years</td>
<td>42%</td>
<td>52%</td>
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<tr>
<td>56 years and above</td>
<td>41%</td>
<td>51%</td>
</tr>
<tr>
<td>High lived poverty</td>
<td>24%</td>
<td>66%</td>
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<tr>
<td>Moderate lived poverty</td>
<td>28%</td>
<td>65%</td>
</tr>
<tr>
<td>Low lived poverty</td>
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<td>55%</td>
</tr>
<tr>
<td>No lived poverty</td>
<td>53%</td>
<td>43%</td>
</tr>
<tr>
<td>Post-secondary</td>
<td>36%</td>
<td>64%</td>
</tr>
<tr>
<td>Secondary</td>
<td>44%</td>
<td>53%</td>
</tr>
<tr>
<td>Primary</td>
<td>42%</td>
<td>52%</td>
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<tr>
<td>No formal education</td>
<td>32%</td>
<td>55%</td>
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<tr>
<td>Rural</td>
<td>37%</td>
<td>55%</td>
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<tr>
<td>Urban</td>
<td>43%</td>
<td>54%</td>
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</tbody>
</table>

Respondents were asked: How well or badly would you say the current government is handling the following matters, or haven’t you heard enough to say?
Thank you

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