Corruption in Service Sectors: National Household Survey 2017

66.5% surveyed households victims of corruption

Most corrupt sector Law Enforcement Agencies

89% households paid bribe because 'services are not provided if bribe is not paid'

Average amount of bribe paid per household 5,930 BDT

Estimated amount of total bribe paid BDT 1,06,889 million which is 3.4% of the national budget (2016-17)
The Context

'Corruption in Service Sectors: National Household Survey' is one of the main research activities of Transparency International Bangladesh (TIB). Since 1997, TIB has consistently been conducting this survey which covers corruption in service sectors. This survey is expected to assist in identifying the nature and extent of corruption in service sectors and take relevant action in preventing corruption.

Objectives

The overall objective of the survey is to assess the nature and degree of corruption in selected service sectors on the basis of experiences of members of the households of Bangladesh. Specific objectives are:
# to measure the proportion of households experiencing corruption in accessing services from different sectors;
# to assess the nature and degree of corruption or harassment experienced by households in accessing services from different sectors and sub-sectors; and
# to portray degree of corruption against different socio-economic dimensions of surveyed households.

Purview of Corruption

The definition of corruption used in this survey ‘Abuse of power for personal gains’

General people experienced different types of corruption during receiving services from different sectors that include bribery (including transaction of unauthorised money, embezzlement of money), embezzlement of assets, deception, negligence to duties, nepotism, and different types of harassment.

Duration of Data Collection for this survey

Data collection period: 1 January to 31 March 2018
Reference period of the survey: January-December 2017

Sampling Method of the Survey

A Three Stage Stratified Cluster Sampling method was followed for drawing sampled households for the survey. The Integrated Multipurpose Sampling Frame (IMPS) developed by Bangladesh Bureau of Statistics (BBS) was used as sampling frame for designing the survey.

1,320 PSUs (858-Rural 462-Urban) selected from 16 Strata of 8 Divisions

One cluster of 100 HHs selected from each of the selected PSUs and listing of 100 HHs

Random selection of 12 households from listed 100 HHs

Surveyed Households: 15,581 (98.4%)
Non-response Households: 259 (1.6%)
Urban 5,426 (34.8%)
Rural 10,155 (65.2%)

Sampling Procedure at a Glance

Survey Management and Quality Control of Data

The planning of the survey and data analysis were carried out by TIB’s research team. The questionnaire was filled-in on smart phone using an application design on KoBo Toolbox. Randomly selected questionnaires were verified with due process (accompany check 18.0%, back check 11.6%, spot check 11.5%, telephone check 2.6%); estimates calculated in the survey was adjusted with necessary weight; any information gap identified through these checks was corrected accordingly. To ensure scientific quality of the survey, overall advice and assistance in different stages of the survey were taken from a committee consisting of eight nationally and internationally reputed experts.

Percentage of households facing corruption

Overall percentage of households that experienced corruption is **66.5%**, where the rate in rural and urban areas are **68.4%** and **65%** respectively.

Percentage of households experiencing bribery

Overall percentage of households that experienced bribery is **49.8%**, where **54%** households in rural areas and **46.6%** in urban areas had to pay bribe.

Average amount of bribe

Service recipient households had to pay on an average of BDT 5,930 as bribe for receiving different services. The average amount was BDT 3,930 in rural areas and BDT 7,733 in urban areas.

Cause of bribery

89% households paid bribe because ‘services are not provided if bribe is not paid’

Estimated total amount of bribe

nationally BDT **1,06,889** million which is BDT **18,671** million (21.2%) more than that of 2015, **0.5%** of Bangladesh’s GDP and **3.4%** of national budget (amended) in fiscal year 2016-17.

Estimated amount of bribe per person

In 2017, per capita amount of bribe or unauthorised money paid in service sectors is BDT **658** per annum where corresponding amount in 2015 was BDT **533**.

Bribe burden in comparison to income

The bribe burden is comparatively higher as households with low income spends more of their annual income in receiving services than households with high income (0.12% vs 2.41%).

Sectors included in Survey

Education Health
Local Govt Institutions Land Service
Passport Agriculture
Law Enforcement Agency Judiciary
BRTA Tax and Customs Banking Others
Insurance Gas

NGO
National Household Survey 2017: Extent of Sectorwise Corruption

**Law-Enforcement Agency**
- Victims of Corruption (HH): 72.5%
  - Rural: 76.1%
  - Urban: 70.9%
- Households received Services: 11%
  - Rural: 9.2%
  - Urban: 14.4%
- Avg. Bribe Paid (HH): BDT 6,972
  - Rural: 6,965
  - Urban: 6,975
- Estimated Total Bribe: BDT 21,669 million

**Passport**
- Victims of Corruption (HH): 67.3%
  - Rural: 77.1%
  - Urban: 63.0%
- Households received Services: 7.5%
  - Rural: 5.3%
  - Urban: 9.1%
- Avg. Bribe Paid (HH): BDT 2,881
  - Rural: 2,994
  - Urban: 2,814
- Estimated Total Bribe: BDT 4,516 million

**BRTA**
- Victims of Corruption (HH): 65.4%
  - Rural: 72.4%
  - Urban: 63.4%
- Households received Services: 5.6%
  - Rural: 2.9%
  - Urban: 7.7%
- Avg. Bribe Paid (HH): BDT 6,318
  - Rural: 6,199
  - Urban: 6,354
- Estimated Total Bribe: BDT 7,102 million

**Electricity**
- Victims of Corruption (HH): 38.9%
  - Rural: 39.8%
  - Urban: 37.9%
- Households received Services: 93.3%
  - Rural: 87.3%
  - Urban: 97.9%
- Avg. Bribe Paid (HH): BDT 3,032
  - Rural: 2,494
  - Urban: 4,473
- Estimated Total Bribe: BDT 9,141 million

**Victims of Bribery (HH)**
- Rural: 68.0%
- Urban: 61.7%

**Victims of Bribery (HH)**
- Rural: 71.9%
- Urban: 53.7%

**Victims of Bribery (HH)**
- Rural: 25.9%
- Urban: 10.5%
National Household Survey 2017: Extent of Sectorwise Corruption

**Law**
- Victims of Corruption (HH): 60.5%
  - Rural: 60.0%
  - Urban: 60.8%
- Households received Services: 7.1%
  - Rural: 6.5%
  - Urban: 7.6%
- Estimated Total Bribe: BDT 12,419 million
  - Rural: 11,511
  - Urban: 19,292

**Land Administration**
- Victims of Corruption (HH): 44.9%
  - Rural: 43.3%
  - Urban: 46.1%
- Households received Services: 16%
  - Rural: 15.3%
  - Urban: 16.6%
- Estimated Total Bribe: BDT 25,129 million
- Avg. Bribe Paid (HH): BDT 11,458
  - Rural: 7,393
  - Urban: 16,315

**Health**
- Victims of Corruption (HH): 19.8%
  - Rural: 20.8%
  - Urban: 19.0%
- Households received Services: 86.0%
  - Rural: 87.8%
  - Urban: 84.6%
- Estimated Total Bribe: BDT 1,602 million
- Avg. Bribe Paid (HH): BDT 498
  - Rural: 390
  - Urban: 593

**Education**
- Victims of Corruption (HH): 34.1%
  - Rural: 36.8%
  - Urban: 31.7%
- Households received Services: 70.7%
  - Rural: 68.9%
  - Urban: 72.1%
- Estimated Total Bribe: BDT 4,552 million
- Avg. Bribe Paid (HH): BDT 714
  - Rural: 548
  - Urban: 867
TIB’s recommendations considering the findings of the survey

1. Public officials engaged in corrupt practices must be brought under the rule of law. Those who are engaged in corrupt practices must be taken to trial disregarding involved person’s identity or social status.
2. Besides concerned departments, the Anti-corruption Commission should take legal action to curb corruption in service sectors.
3. Every institution must adopt its own Code of Conduct. Accountability and transparency must be ensured on the basis of this.
4. Steps should be taken for providing both positive and negative incentives to prevent corruption. At the same time, reward and punishment must be ensured on the basis of performance.
5. To ensure transparency and accountability of service providing agencies, activities like public hearings should be increased for ensuring people’s participation in service delivery processes.
6. To increase people’s awareness and participation against corruption, social movement against corruption needs to be strengthened. At the same time, media’s roles in unearthing and releasing news on corruption need to be unfettered.
7. For effective implementation of ‘Right to Information Act, 2009’ and ‘Whistleblowers’ Protection Act, 2011’, awareness and training on implementation of laws of concerned officials and relevant stakeholders should be increased.
8. Use of information technology has to be increased to reduce direct contact between service providers and recipients. In this regard, service providers have to increase voluntary disclosure of information through online platforms.
9. Every service agency has to implement their citizen’s charters and introduce effective grievance redress mechanisms.
10. Every service providing agency has to reform their service procedure to remove unnecessary steps, delays and any other obstacles to ensure quick service availability.
11. Investments for public institutions need to be increased and their proper management so that public services would not be hampered due to lack of manpower, infrastructures and logistics.
12. Political will and its proper implementation; Political will and its proper use need to be ensured at every level to curb corruption in service sectors.

Supported by

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