



# Corruption and public service delivery

Highlights from the Ghana Afrobarometer Round 8 survey  
3 December 2019



# At a glance

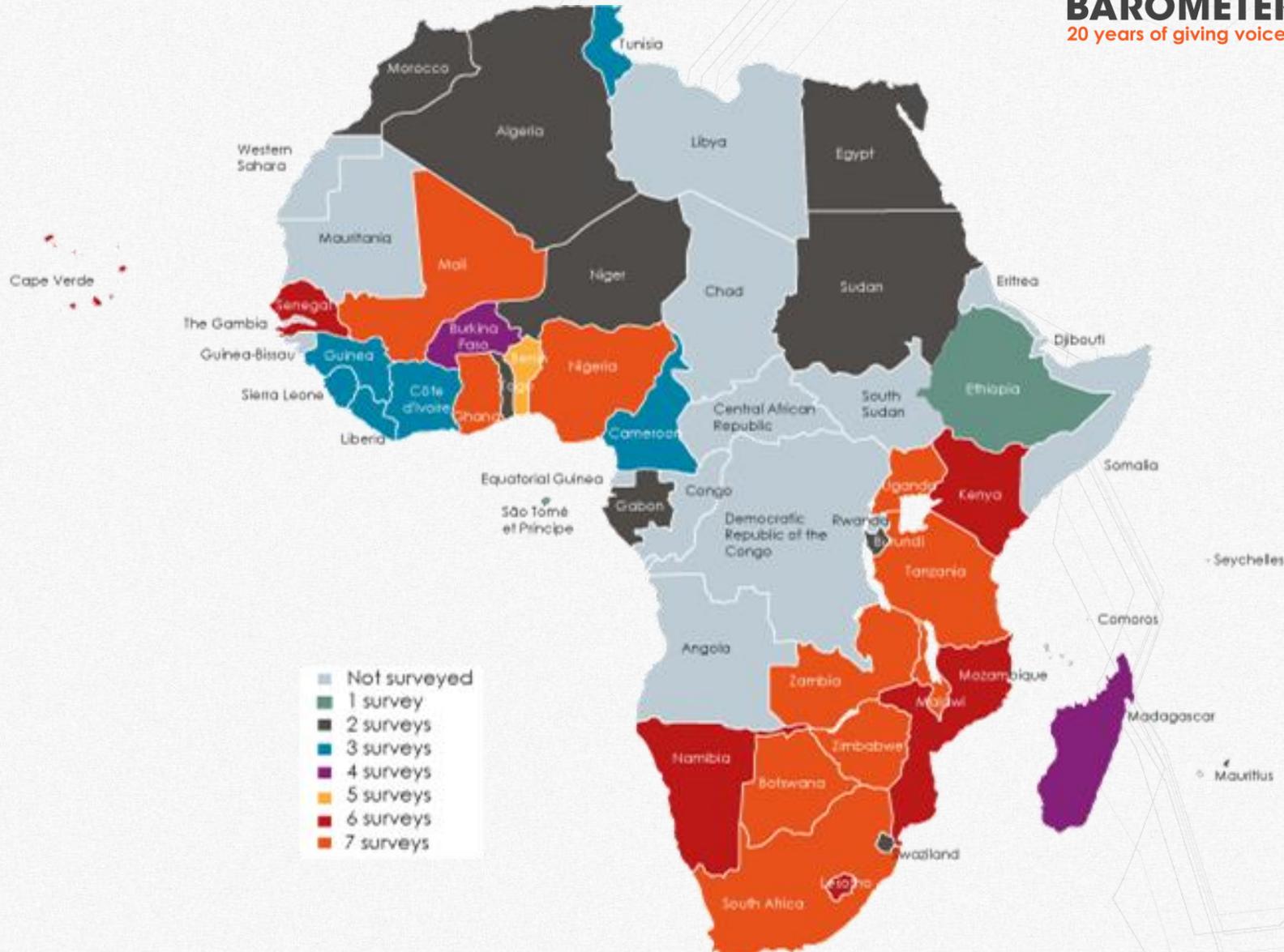
- **Paying bribes to access public services:** The police is the institution that the largest number of citizens report bribing to access services.
- **Trends in perceived corruption among institutions:** Perceived corruption among the police has declined modestly compared to 2017.
- **Level of corruption:** 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

| Gender              | %  |
|---------------------|----|
| Men                 | 50 |
| Women               | 50 |
| Residence           |    |
| Urban               | 52 |
| Rural               | 48 |
| Education           |    |
| No formal education | 18 |
| Primary             | 22 |
| Secondary           | 46 |
| Post-secondary      | 14 |
| Religion            |    |
| Christian           | 74 |
| Muslim              | 18 |
| Other               | 8  |



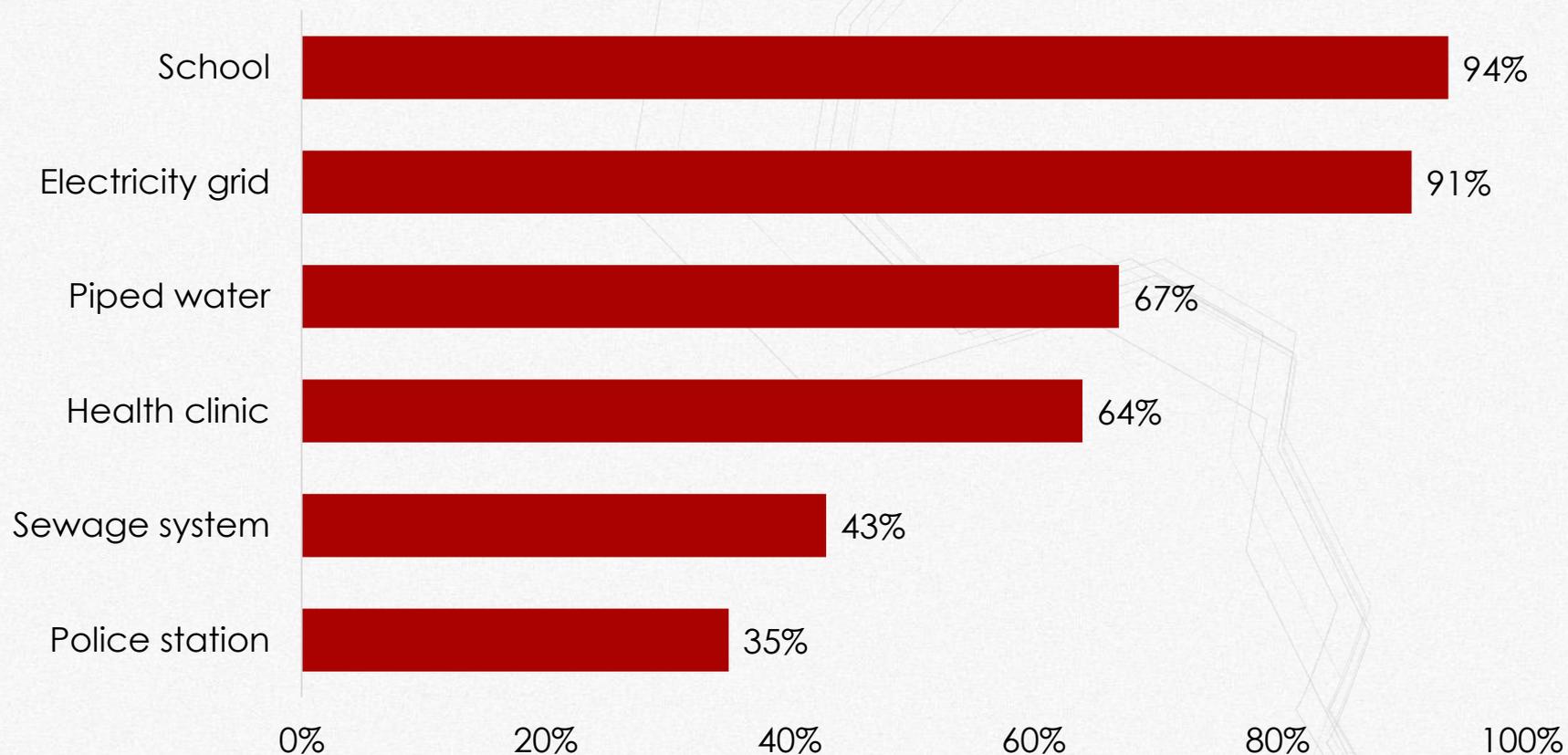
# Public service delivery

# 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.

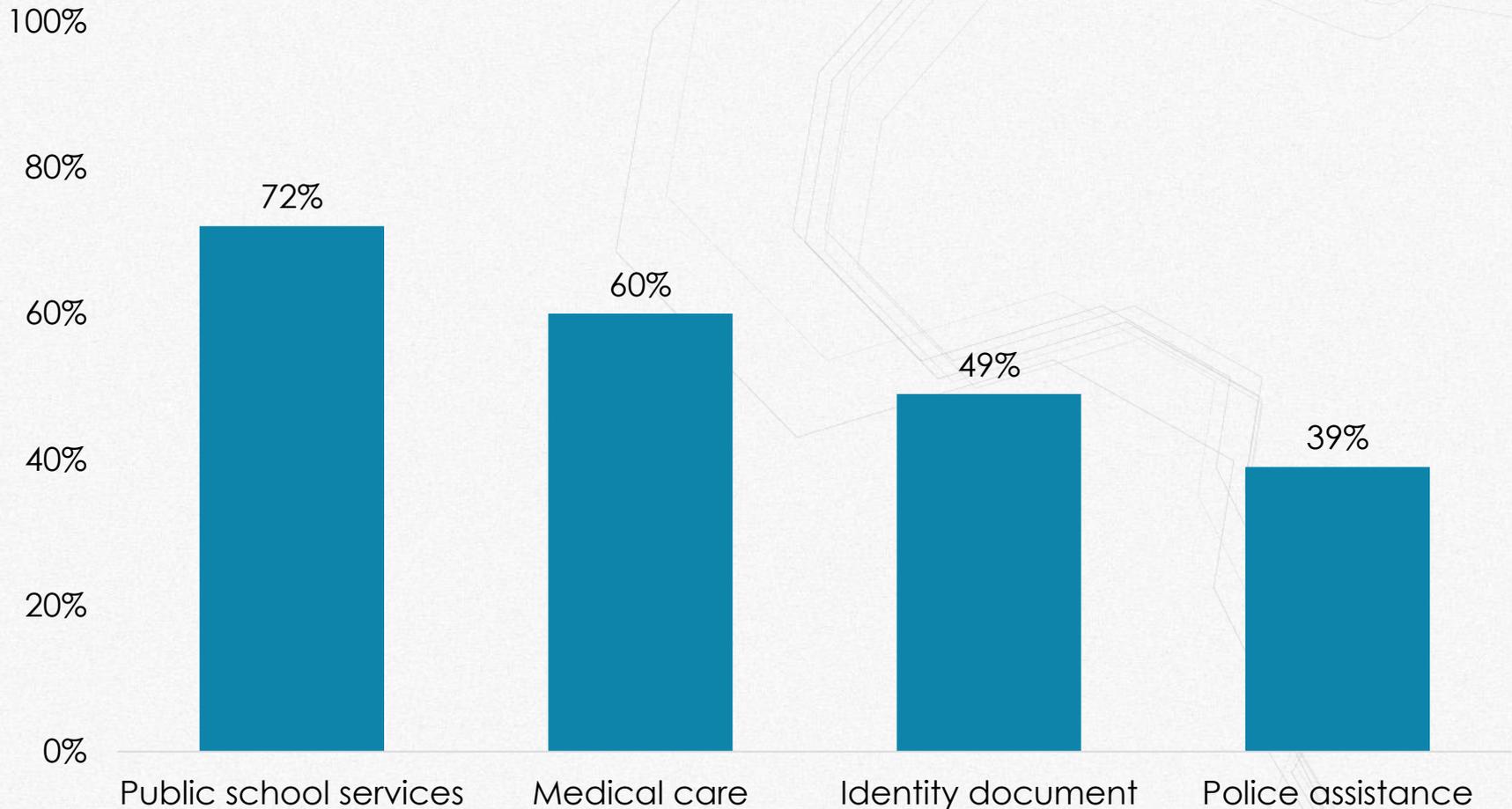
# Local presence of public infrastructure

| Ghana | 2019



*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.*

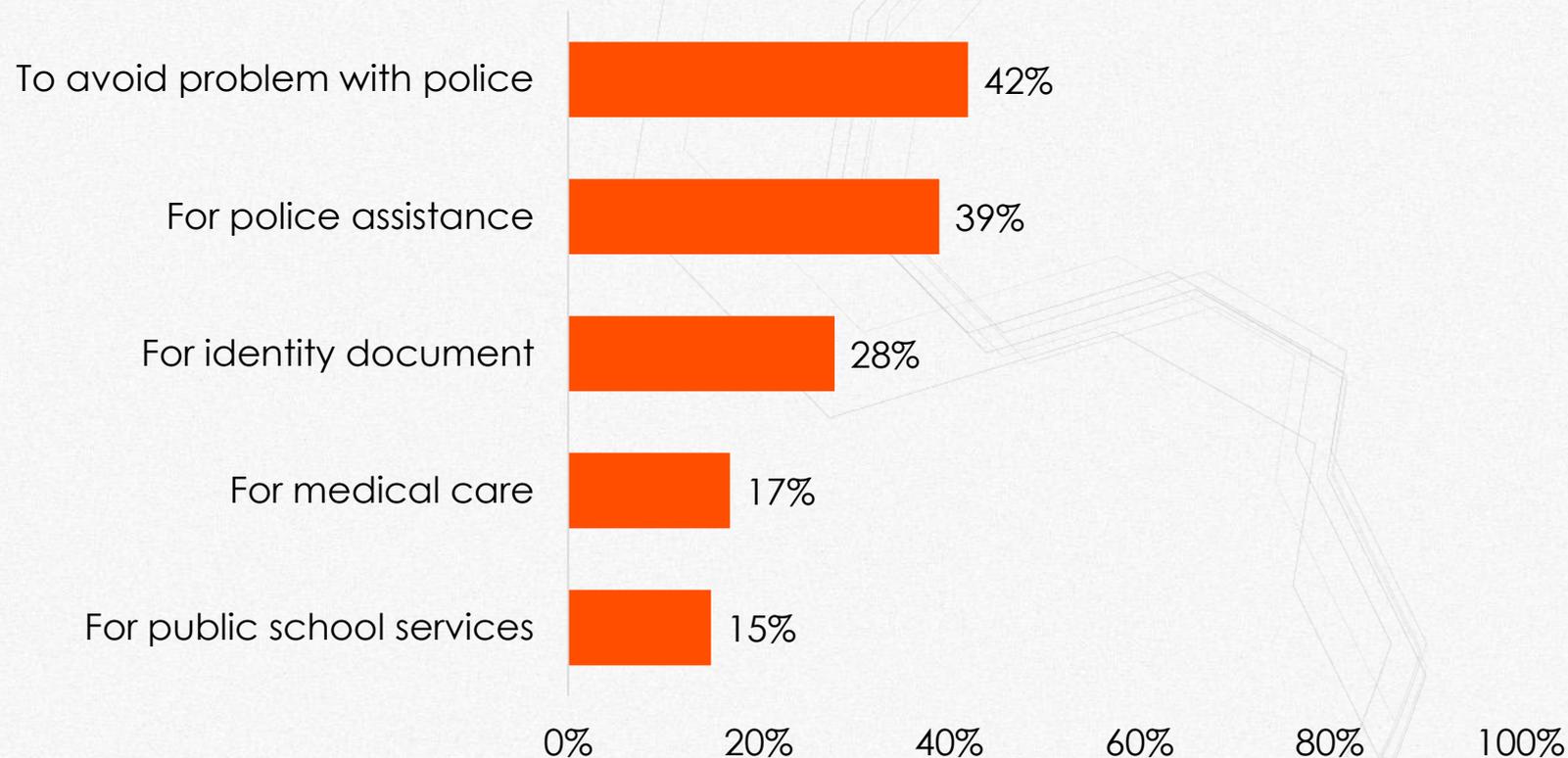
# Ease of accessing public services | Ghana | 2019



*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")*

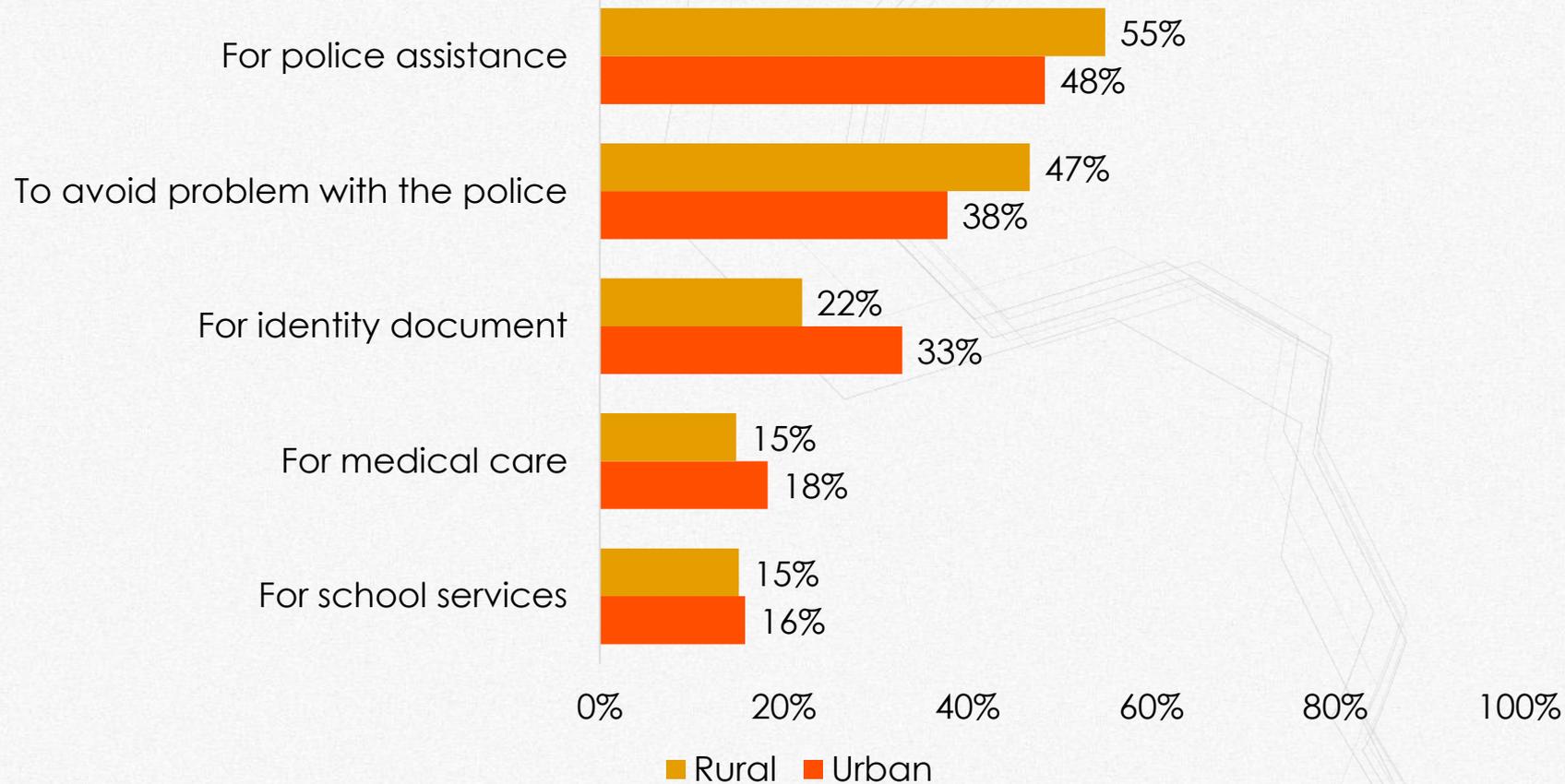
# Paid bribes to access public services

## | Ghana | 2019



**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”)

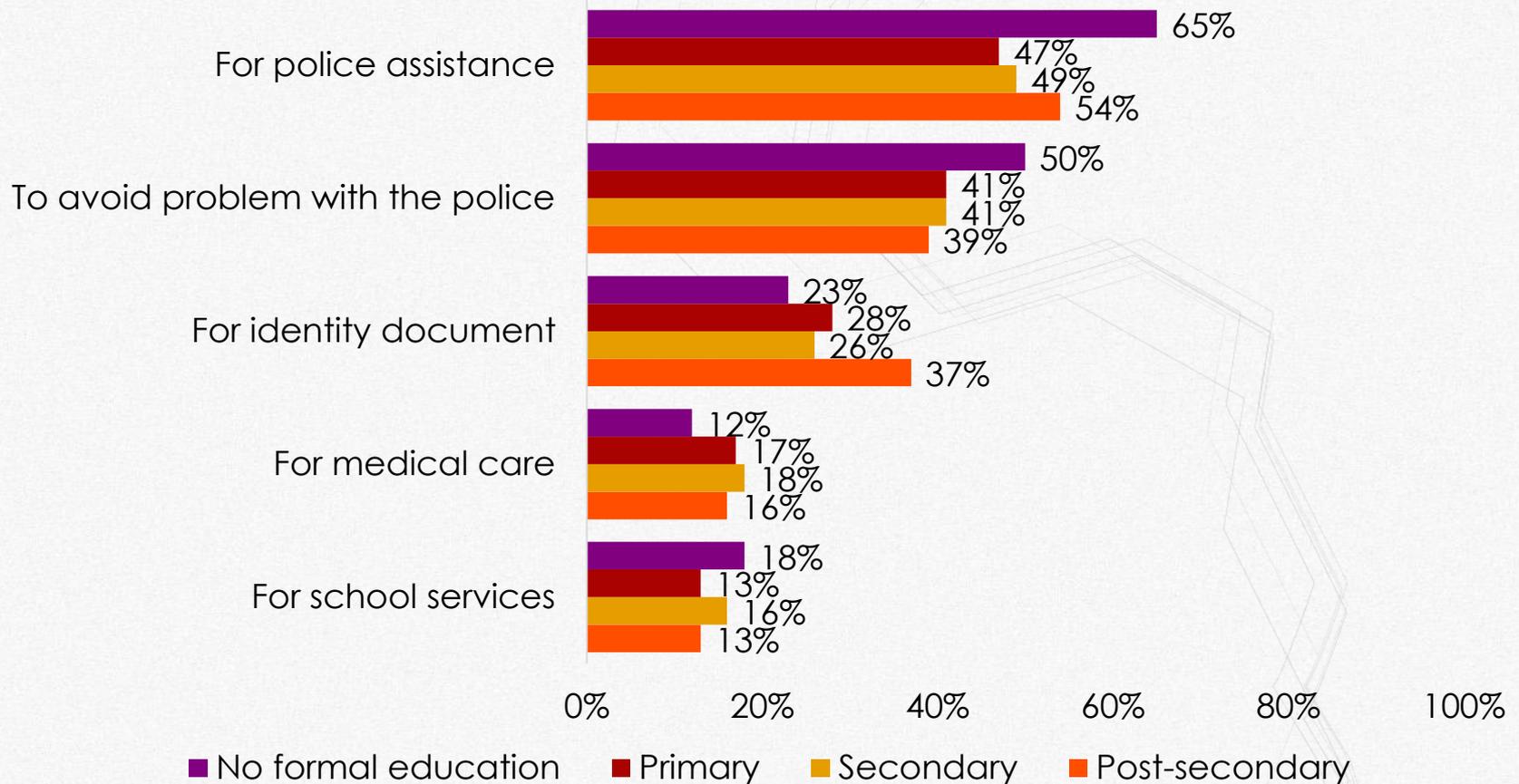
# Paid bribes to access public services | by rural-urban location | Ghana | 2019



(% 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

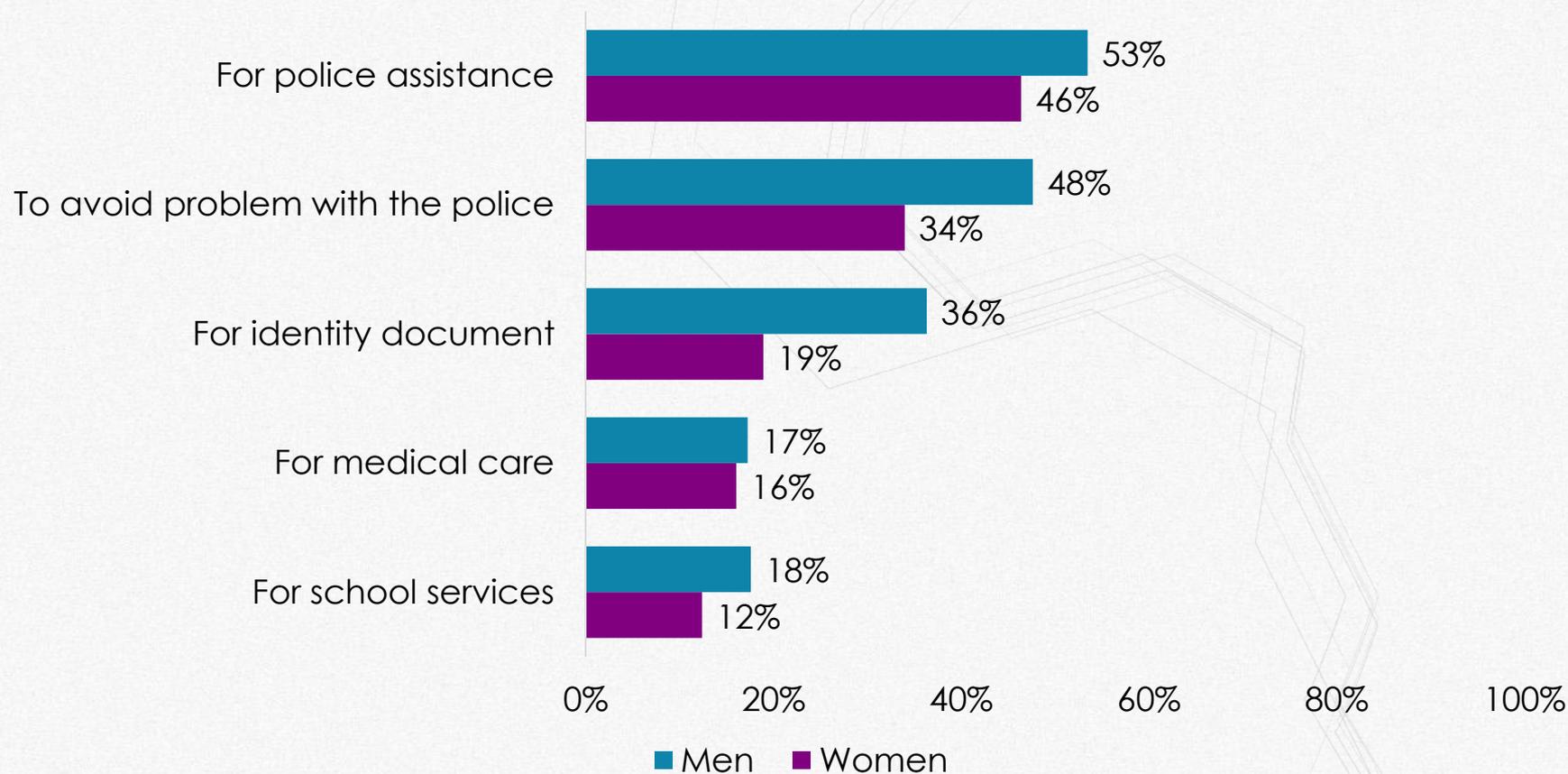
| by education level | Ghana | 2019



(% 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.

# Paid bribes to access public services | by gender

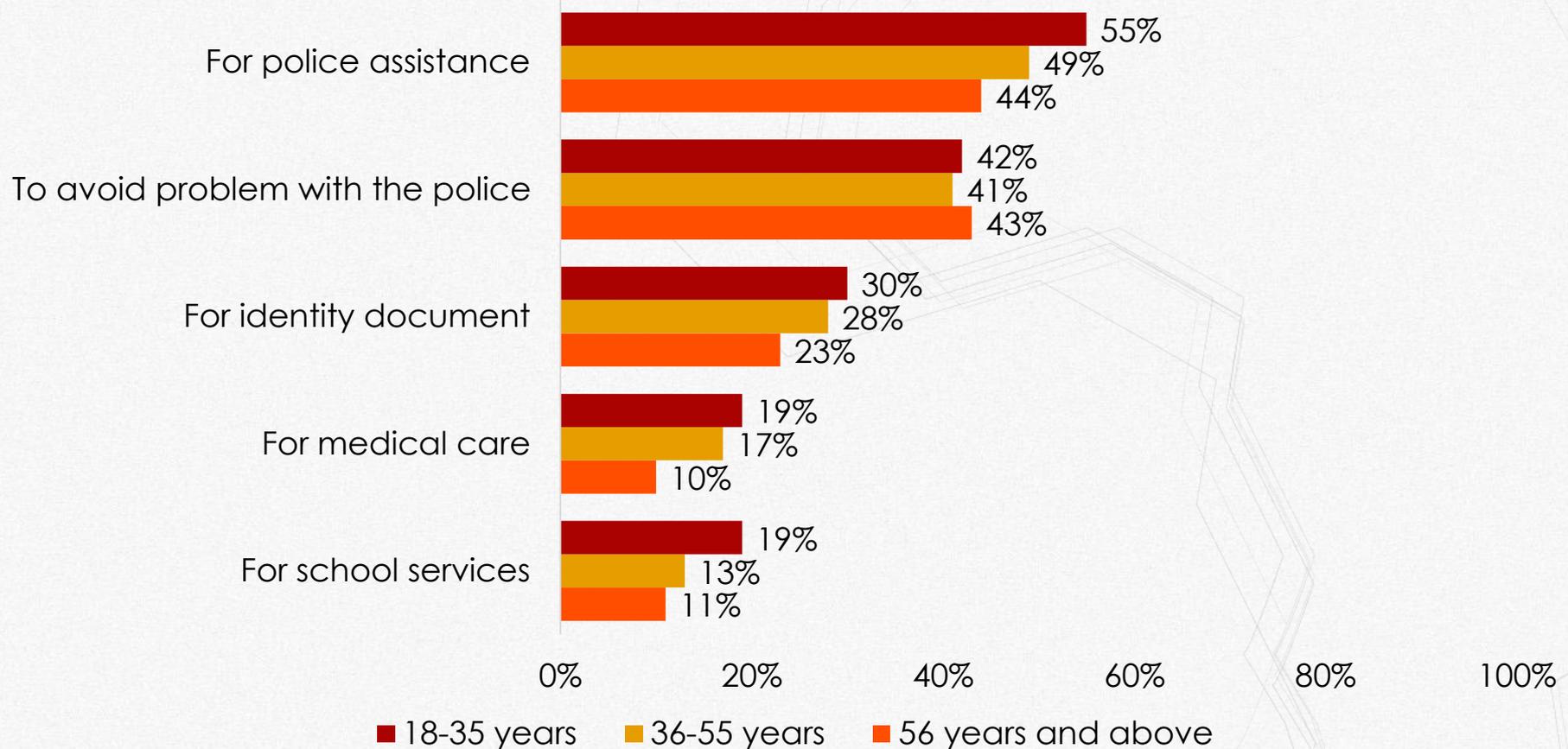
## | Ghana | 2019



(% 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.

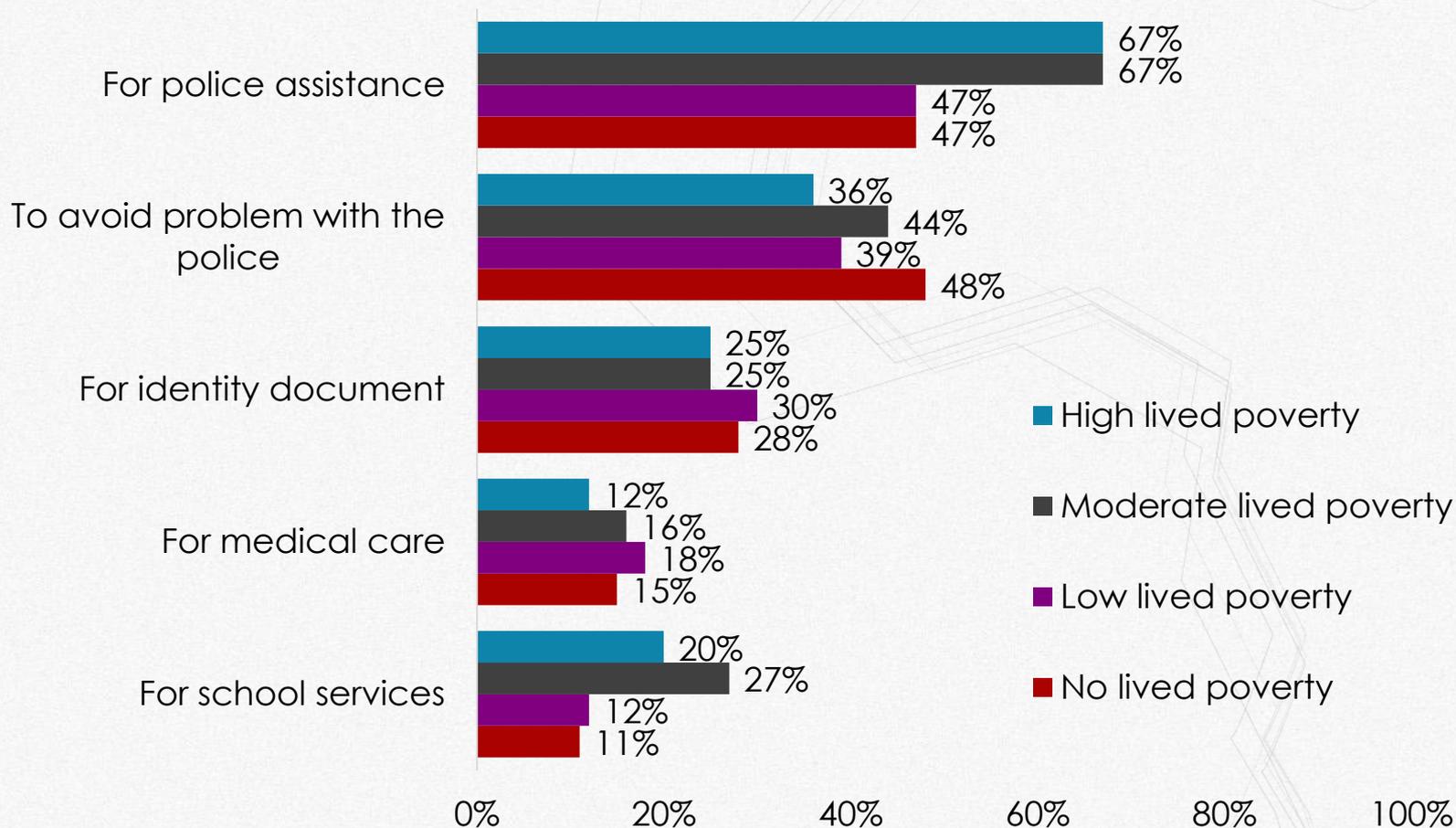
# Paid bribes to access public services

| 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.

# Paid bribes to access public services | by lived poverty | 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.

# Approval of government performance in public service delivery | Ghana | 2002-2019

|  | 2002 | 2005 | 2008 | 2012 | 2014 | 2017 | 2019 | Change 2017-2019 (pct. points) | Change 2002-2019 (pct. points) |
|--|------|------|------|------|------|------|------|--------------------------------|--------------------------------|
| Improving basic health services          | 66%  | 75%  | 85%  | 63%  | 37%  | 69%  | 61%  | -8                             | -5                             |
| Addressing educational needs             | 68%  | 72%  | 84%  | 60%  | 35%  | 82%  | 74%  | -8                             | 6                              |
| Providing water and sanitation services  | 60%  | 60%  | 64%  | 48%  | 32%  | 64%  | 56%  | -8                             | -4                             |
| Reducing crime                           | 70%  | 72%  | 66%  | 61%  | 41%  | 66%  | 43%  | -23                            | -27                            |
| Providing reliable supply of electricity |      |      | 65%  | 51%  | 24%  | 75%  | 67%  | -8                             | 67                             |

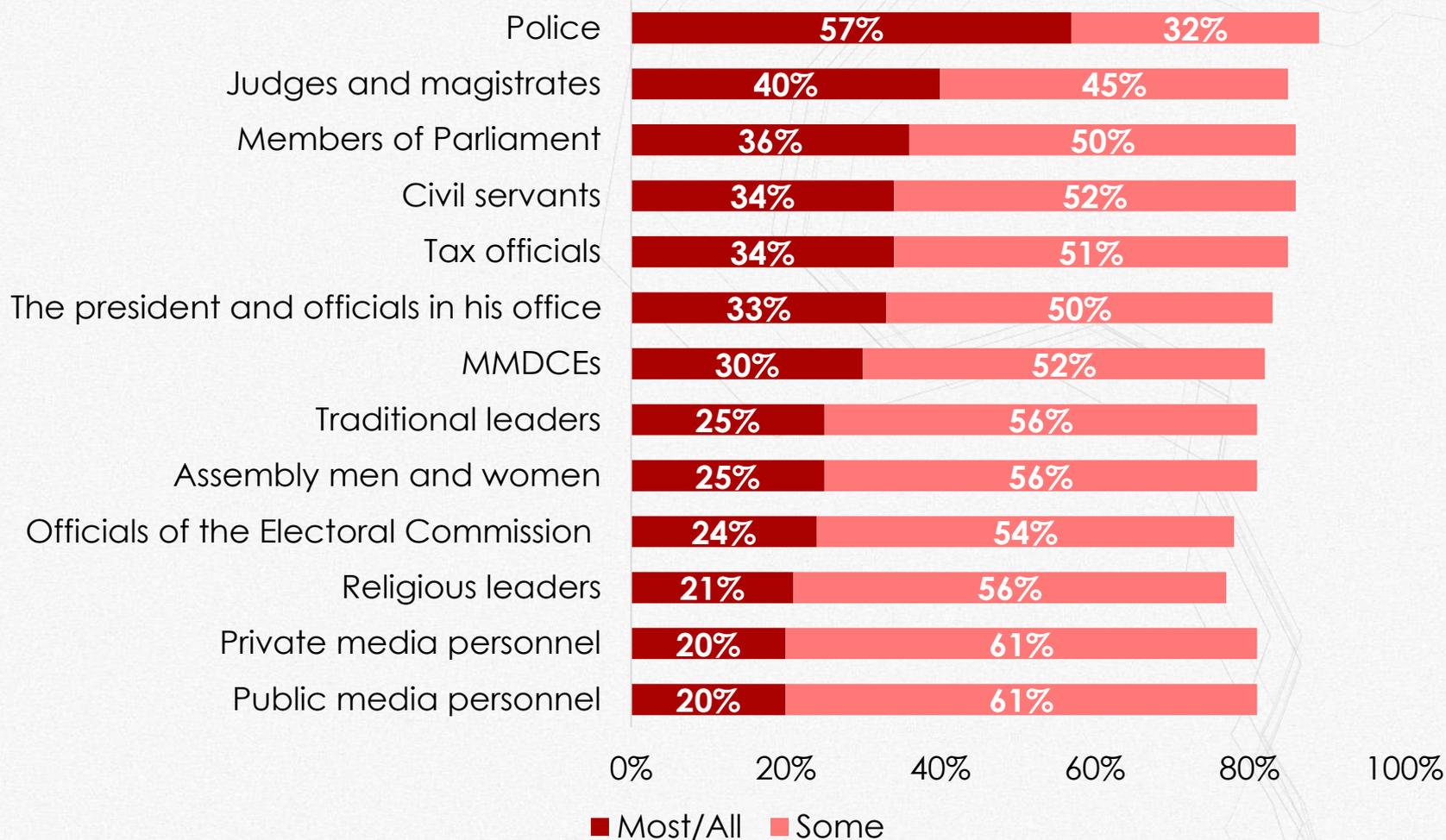
**Respondents were asked:** How well or badly would you say the current government is handling the following matters, or haven't you heard enough to say? (% who say "fairly well" or "very well")

# 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.

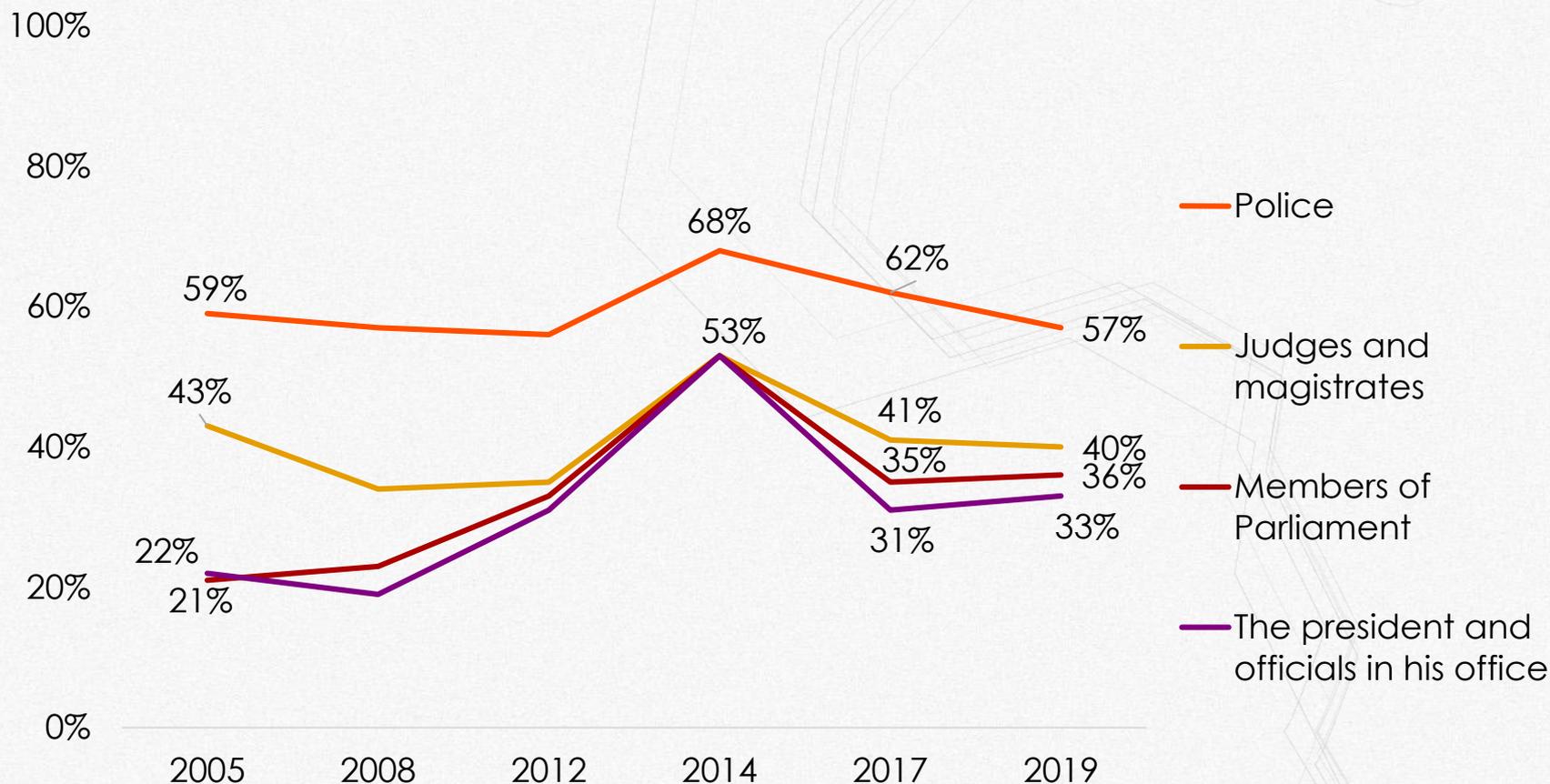
# Who is corrupt? | Ghana | 2019



**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?

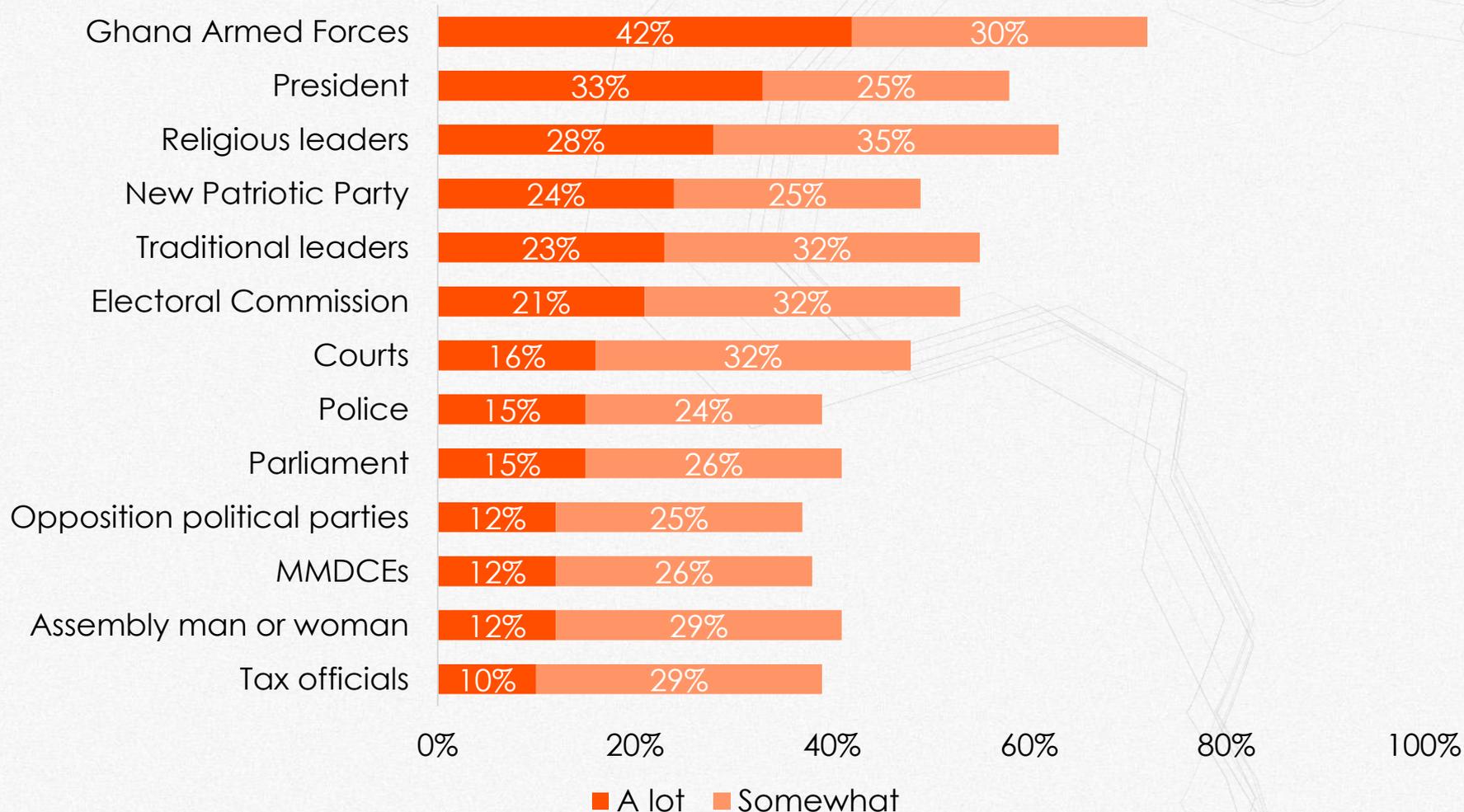
# Trends: Institutional corruption

| 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")

# Trust in institutions | Ghana | 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

|                              | 2002 | 2005 | 2008 | 2012 | 2014 | 2017 | 2019 | Change 2017-2019 (pct. points) | Change 2002-2019 (pct. points) |
|------------------------------|------|------|------|------|------|------|------|--------------------------------|--------------------------------|
| <b>President</b>             | 69%  | 78%  | 76%  | 56%  | 41%  | 73%  | 58%  | <b>-15</b>                     | <b>-11</b>                     |
| <b>Courts</b>                | 48%  | 68%  | 60%  | 57%  | 44%  | 59%  | 48%  | <b>-11</b>                     | <b>0</b>                       |
| <b>Members of Parliament</b> | 53%  | 73%  | 64%  | 49%  | 37%  | 58%  | 41%  | <b>-17</b>                     | <b>-12</b>                     |
| <b>Police</b>                | 52%  | 67%  | 48%  | 42%  | 36%  | 41%  | 39%  | <b>-2</b>                      | <b>-13</b>                     |

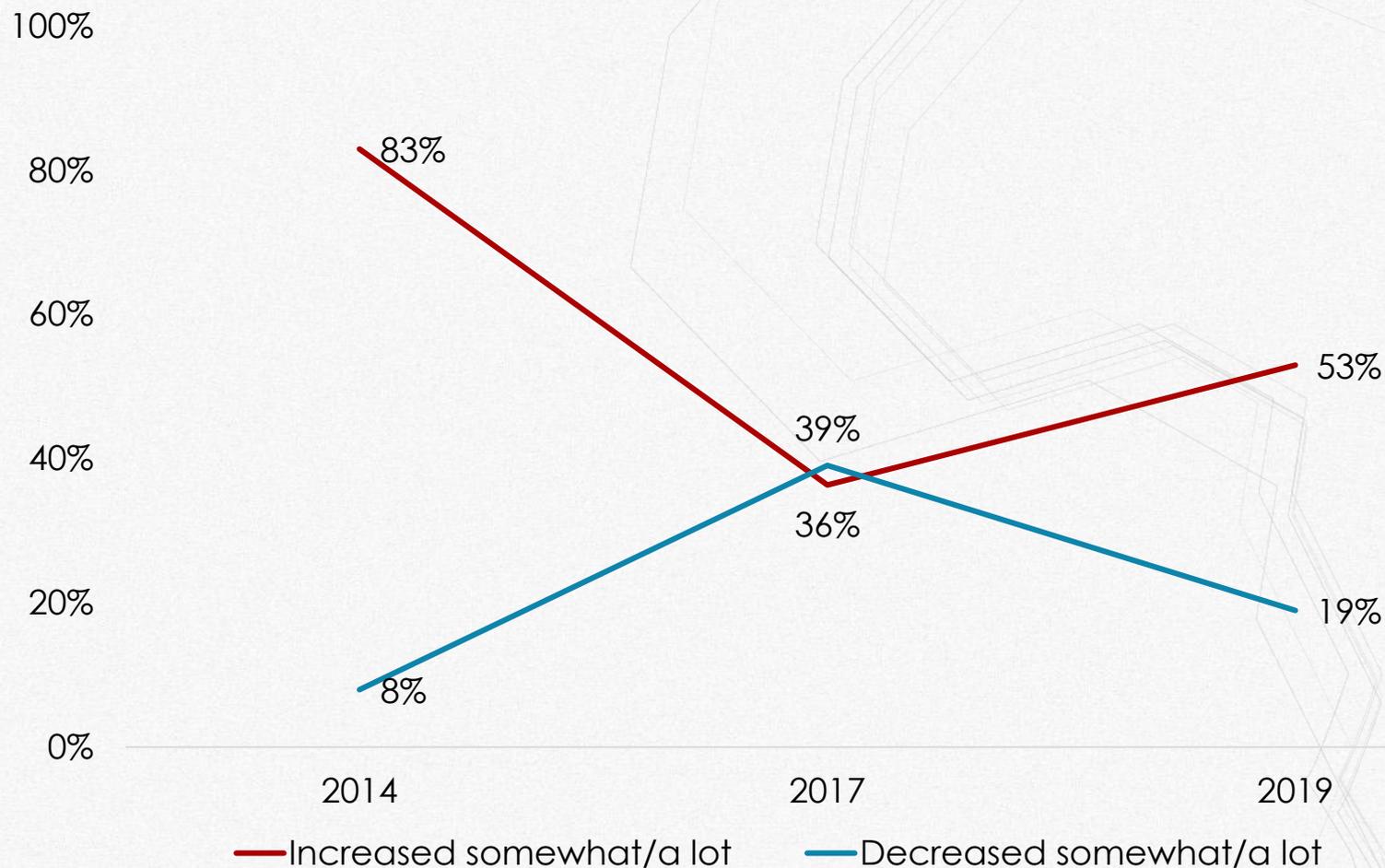
**Respondents were asked:** How much do you trust each of the following, or haven't you heard enough about them to say? (% who say "somewhat" or "a lot")

# Level of corruption in the country

# Key findings

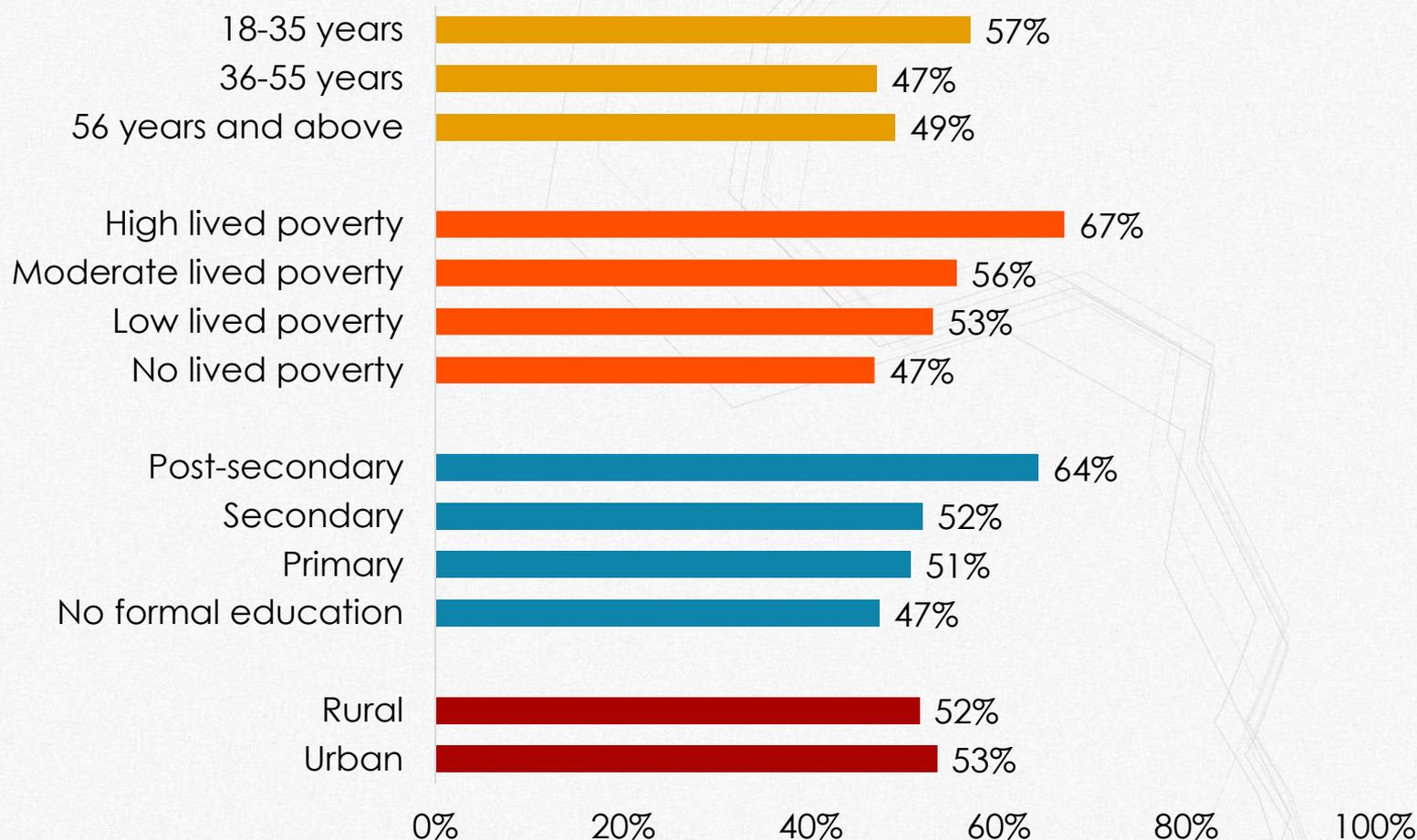
- More than half (53%) of Ghanaians say the level of corruption in the country has gotten “somewhat” or “a lot” worse, a 17-percentage-point increase compared to 2017.
- Perceptions of worsening corruption decrease with age and increase with respondents’ education level and experience of poverty.
- Six 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.

# Level of corruption | Ghana | 2014-2019



**Respondents were asked:** In your opinion, over the past year, has the level of corruption in this country increased, decreased, or stayed the same?

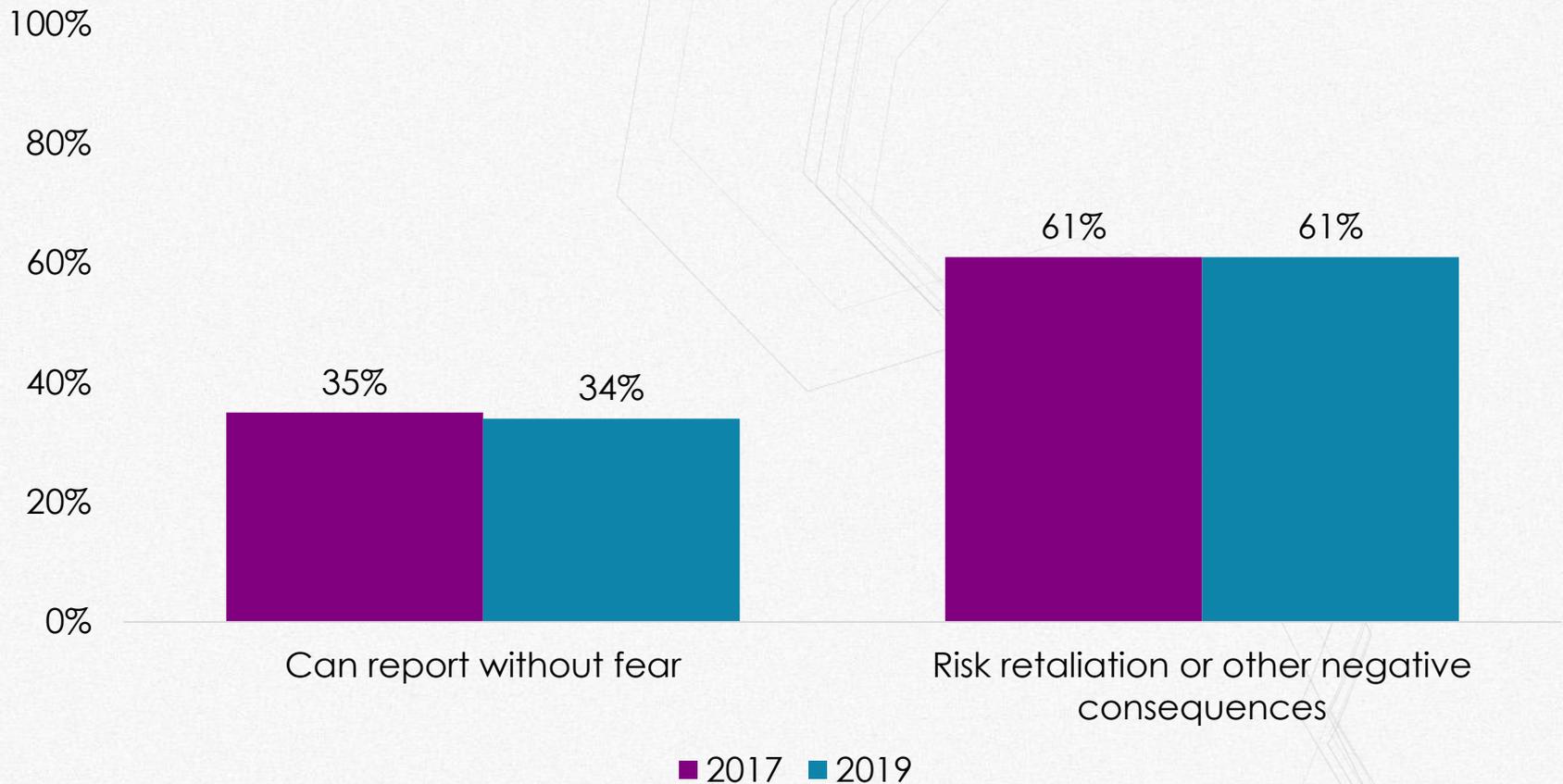
# Level of corruption has increased | by socio-demographic group | Ghana | 2019



**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”)

# Risk of retaliation for reporting corruption

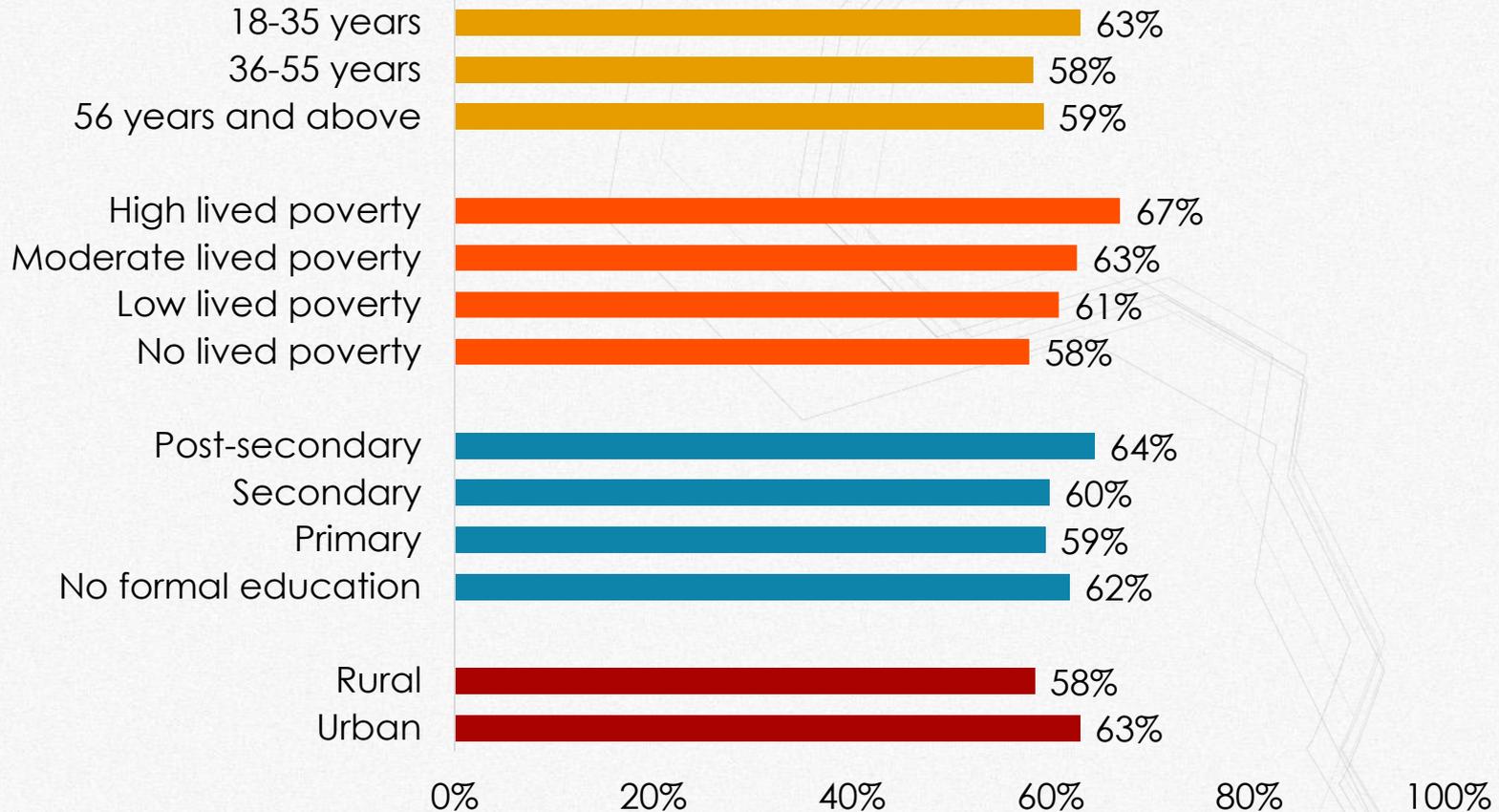
| Ghana | 2019



**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?

# Risk retaliation for reporting corruption

| by socio-demographic group | Ghana | 2019



**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)

**Corruption ranks low among problems  
that citizens consider most important**

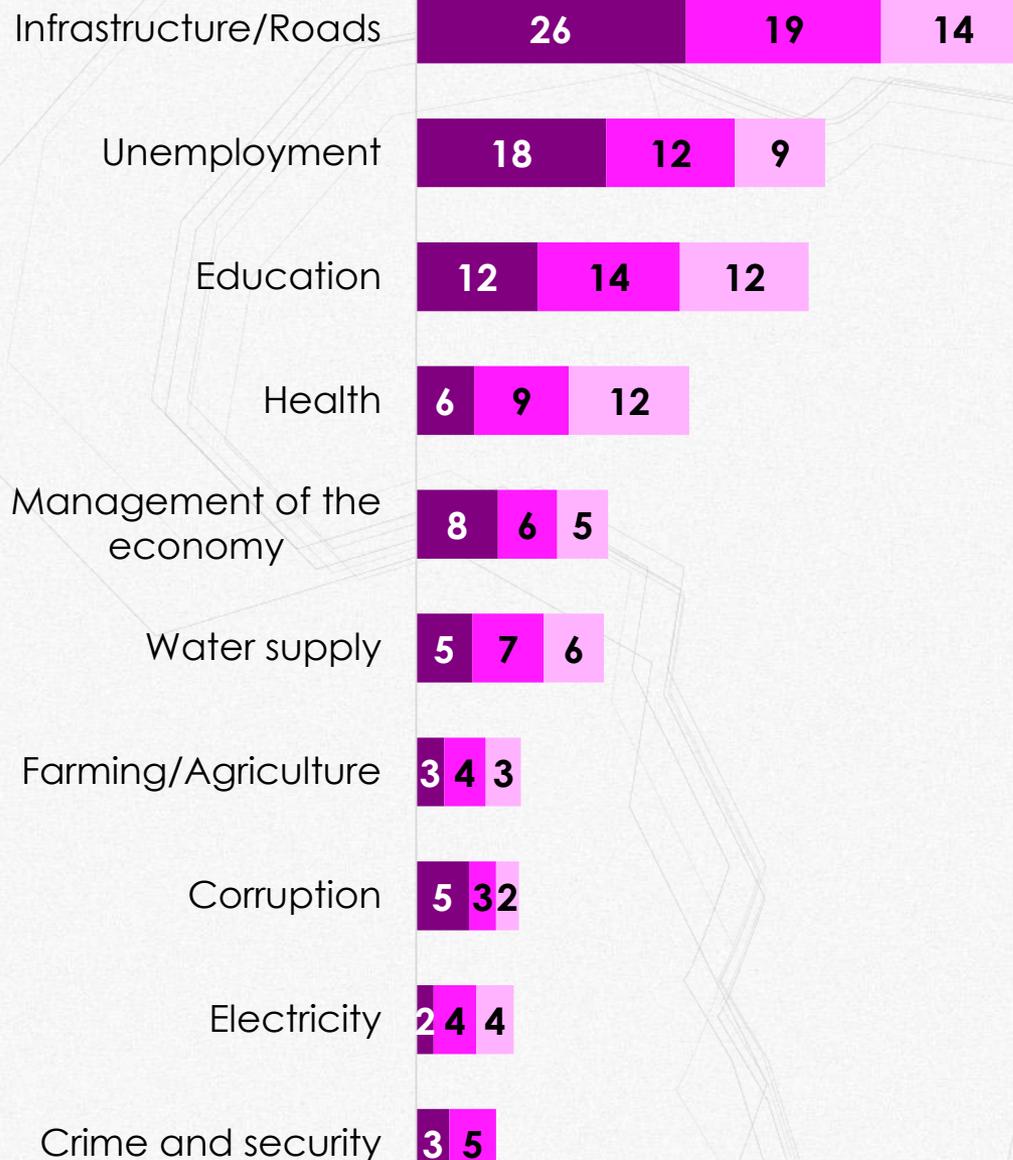
# Key findings

- Corruption is the 8<sup>th</sup> 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.)*



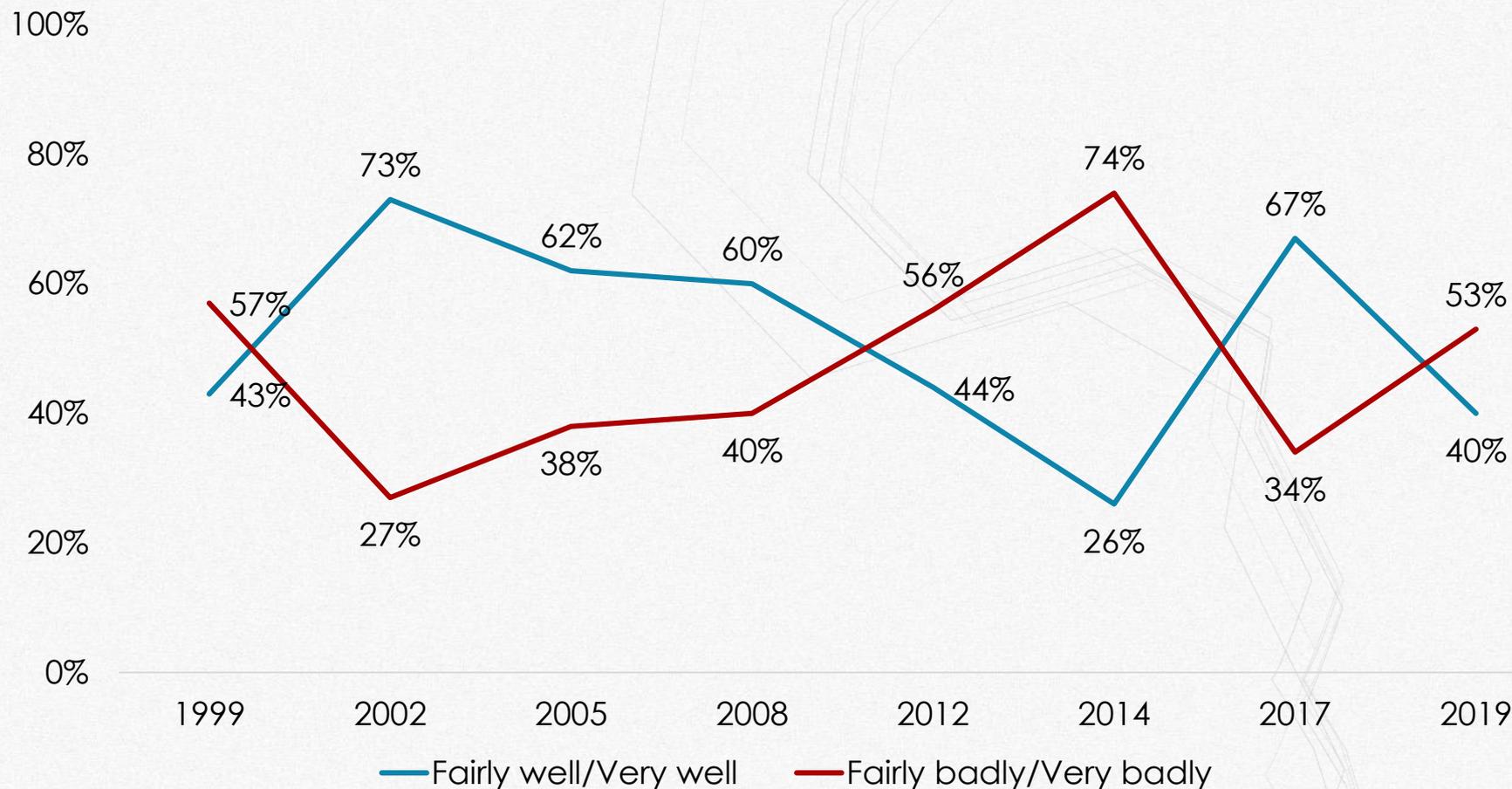
# Government performance in fighting corruption

# 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.

# Government's performance in fighting corruption

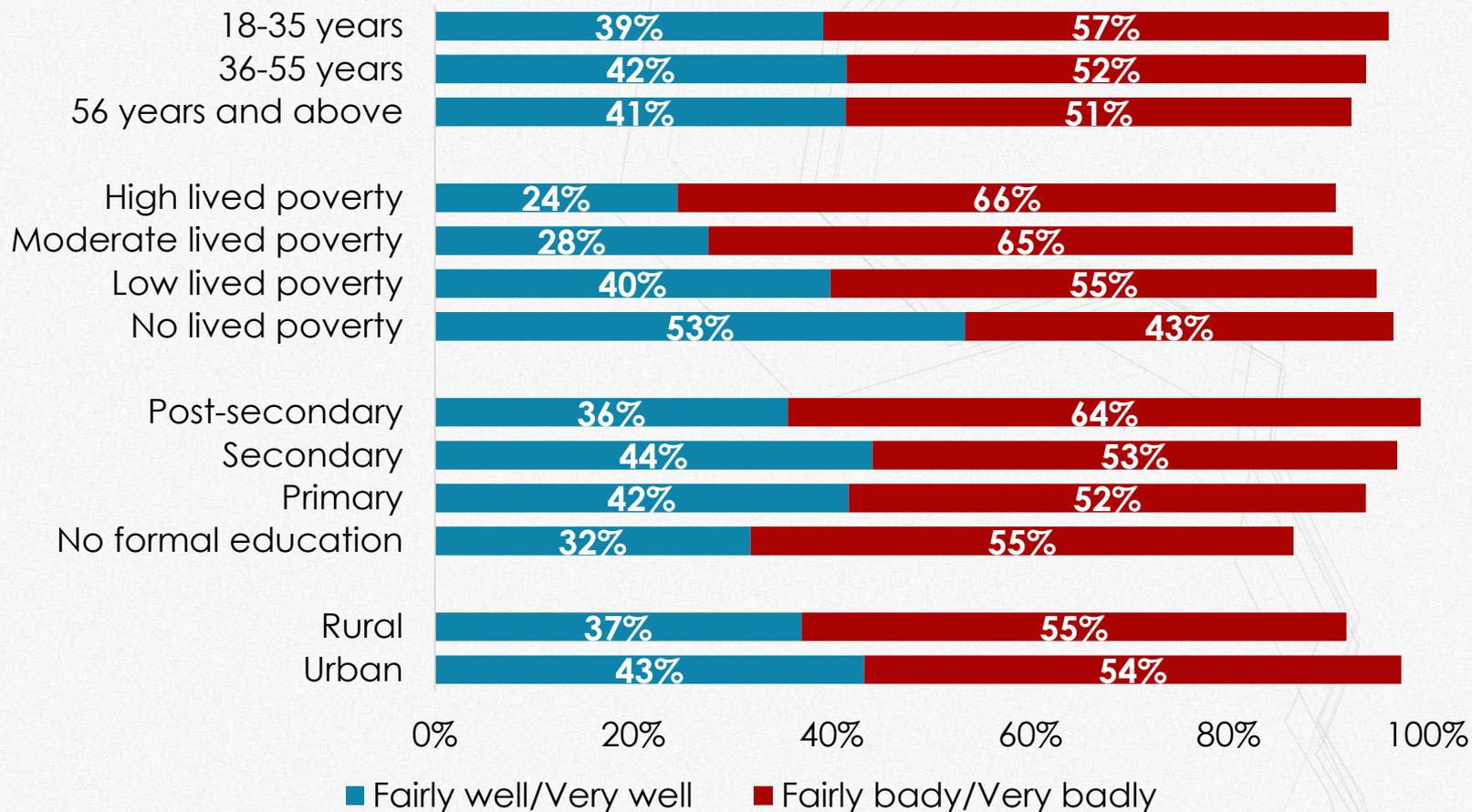
## | Ghana | 1999-2019



**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?

# 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?



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