



Global Corruption 2013 Survey Armenia Findings

The 2013 Global Corruption Barometer (GCB 2013) was carried out in 107 countries between September 2012 and March 2013 mainly by the survey company WIN/GIA¹ (see more about GCB survey in the “Frequently asked questions” material included in the package of materials). In Armenia the survey was conducted by MPG (Marketing Professional Group) LLC, which is the official representative of WIN/GIA in Armenia. The total sample size was 1,068 individuals, whose age is above 18 and survey method was face to face interview. Armenia is included in the GCB for the third consecutive time (previous surveys, in which Armenia was also included were conducted in 2009 and 2010).

Data on Armenia and other former Soviet republics, involved in GCB 2013 are summarized in the attached tables, which are part of the GCB materials package.² For more details on GCB 2013 visit TI web-site – www.transparency.org

GCB Key findings for Armenia

- Only 19% of respondents think that the level of corruption in Armenia has decreased over the past 2 years, and 43% think that it has increased.
- 82% of the surveyed says that corruption is a serious or very serious problem for Armenia, and only 3% thinks it is not a problem at all.
- Only 21% of surveyed think that the actions of Armenian government are effective or very effective. At the same time 53% of the respondents considers those actions as ineffective or very ineffective. Comparing these numbers with answers given to this question during the previous GCB 2010 survey, it can be argued that there are less people, who consider the actions of the government as effective or very effective (from 27% to 21%).
- The judiciary, public officials/civil servants and medical and health services are perceived in Armenia as the most corrupt institutions/services.³ With perception index values equal to 4.0 on the scale from 1 to 5 (where 1 means absolutely clean and 5 – absolutely corrupt) each, the mentioned institutions/services share the first three “glorious” places among the institutions/services included in the survey questionnaire.⁴ With perception index value equal to 3.9, the police is only slightly behind the mentioned above “leaders”. The least corrupt institutions are perceived NGOs and religious bodies with the values of indices equal to 2.8 and 2.9, respectively. The most alarming point here is that among the institutions perceived as the most corrupt are those, which themselves are by law entitled to

¹ WIN/GIA (World Independent Network/Gallup International Association) is a global network made up of 77 leading marketing and polling firms in their respective countries.

² The tables include world average data, data of those former Soviet republics, which were included in the GCB 2013 survey (except Kyrgyzstan, where the survey was conducted only in 8 cities, and, thus, the results cannot be compared with those of other countries, where the survey was nationwide) and data of Turkey. Among Armenia’s neighbors survey was not conducted in Iran.

³ The institutions/services included in the survey are the judiciary, public officials/civil servants, medical and health services, police, education system, political parties, parliament/legislature, business/private sector, military, media, religious bodies and NGOs.

⁴ According to the previous, GCB 2010 survey the most corrupt institutions/services in Armenia were perceived the education system (4.2), followed by the police (4.1) and judiciary (4.1).

fight against corruption. The judiciary with the value of perception index equal to 4.0 is perceived as corrupt or extremely corrupt by 69% of Armenian respondents, and the police with index value equal to 3.9 is perceived as corrupt or extremely corrupt by 66% of the surveyed in Armenia.

- According to 48% of the respondents Armenian government is run by a few big entities acting in their own best interests. Only 16% of the surveyed think that these entities have no or little influence on the government.
- Only 9% of the surveyed Armenians think that personal contacts are not important at all to get things done, and 48% are of opposite opinion, saying that personal contacts are important or very important.
- However, the biggest concern for Armenia revealed by GCB 2013 are revealed when one looks at those findings of the survey, which relate to the willingness of the people to get involved in the fight against corruption and perception of their role in that fight. In particular, only 37% of the surveyed agree or strongly agree that ordinary people make difference in the fight against corruption. These numbers are lower only in Ukraine (29%), Serbia (34%) and Tunisia (35%). Only 43% of the surveyed are willing to get involved in any form of activities to fight corruption. This is the lowest number among all 107 countries included in the survey and even Hungary, which has the second worst result (54%), is ahead Armenia with 11% larger proportion. This points to either the indifference dominating in the Armenian society, atmosphere of fear in the country or, if we consider that all answers to this question imply peaceful means of struggle against corruption,⁵ perception of ineffectiveness of such methods. Finally, only 33% of the Armenian respondents would report an incident of corruption.⁶ These numbers are lower only in Ukraine (26%), Yemen (27%), Libya (29%) and Hungary (30%). Also, 68% of those, who gave negative answer to this question, would not report an incident of corruption, because he/she thinks that it wouldn't make any difference. Though this reason is the most widespread among the surveyed countries (in 73 out of 107 countries it was the most frequently stated answer), Armenia's rate of 68% is the highest among those countries, where the majority of the surveyed responded that they wouldn't report an incident of corruption.

Among other results of GCB 2013 for Armenia one can mention that only 18% of those surveyed, who had contact with any of services⁷ included in the questionnaire, have paid bribe to any of them.⁸ Most frequently bribes were paid to medical and health services (24%) and police (21%). The lowest rate is for the utilities (2%). The majority of those (51%), who paid bribes, explained

⁵ The activities mentioned in the questionnaire are: a) signing a petition asking the government to do more to fight corruption, b) take part in a peaceful protest or demonstration against corruption, c) join an organization that works to reduce corruption as an active member, d) pay more to buy goods from a company that is clean/corruption free, and e) spread the word about the problem of corruption through social media.

⁶ Considering the fact that only 5% of those 33% (which is only 1.7% from the total number of respondents) who would report an incident of corruption, would report to independent non-profit, it is not surprising that only 2% of the surveyed are familiar with our organization, which the national chapter of Transparency International. Also, 69% of those, who would report, would report to the general government hotline.

⁷ Those services are education system, judicial system, medical and health services, police, registry and permit service, utilities, tax system and land services (cadaster).

that paying bribe for them is giving gift, gratitude. At the same time, 27% of the surveyed mentioned that they paid bribe because it was the only way to obtain a service. Finally, according to the survey, only 28% of the respondents were asked to pay a bribe, and 62% of them refused that offer.

⁸ According to the findings of GCB 2010,