CENTER FOR REGIONAL DEVELOPMENT
TRANSPARENCY INTERNATIONAL ARMENIA

CORRUPTION PERCEPTION IN ARMENIA

2007 PHONE SURVEY

YEREVAN 2007

QUESTIONNAIRE

1. In your opinion, did the level of corruption in Armenia increase or decrease in the last three years?
1. Increased
2. Decreased
3. Remained the same
4. Difficult to answer

2. Please, enumerate the three most corrupt areas/services.
_____

3. In your opinion, which are the causes of corruption? /up to three causes/.
_____

4. Are you aware that the Armenian Government is implementing an Anti-corruption Program?
1. Yes
2. No

5. If you are aware, whether or not is that fight effective?
1. Yes
2. No
3. Difficult to answer

6. Respondents' Education
1. Secondary
2. Vocational
3. Higher
4. Scientific degree

7. Respondents' Occupation
1. Employee of state-funded institution
2. Businessman
3. Private sector employee
4. NGO employee
5. Student
6. Retired/Welfare recipient
7. Unemployed
8. Housewife

8. Respondents' Age
1. Below 20
2. 21-40
3. 41-60
4. Over 61

9. Respondents' Gender
1. Male
2. Female

OVERVIEW OF THE SURVEY FINDINGS

Center for Regional Development/Transparency International Armenia (CRD/TI Armenia) non-governmental organization conducted a phone survey among the urban population of Armenia in September 2007. The survey aimed to find out Armenian citizens' assessment of the level of corruption and the anti-corruption activity implemented by the Armenian government.

The survey was conducted in 41 out of 49 urban communities of Armenia (Yerevan, Ashtarak, Aparan, Talin, Artashat, Ararat, Vedi, Masis, Armavir, Metsamor, Vagharshapat, Gavar, Chambarak, Martuni, Sevan, Vardenis, Vanadzor, Stepanavan, Alaverdi, Spitak, Tashir, Hrazdan, Abovyan, Charentsavan, Yeghvard, Nor Hachn, Byureghavan, Gyumri, Artik, Maralik, Kapan, Goris, Sisian, Kajaran, Yeghegnadzor, Jermuk, Vayk, Ijevan, Dilijan, Berd, Noyemberyan). Towns with population of less than 5,000 people were not included in the sample, since provided 1,500 phone calls, less than one (0.75) phone call could have been made to those towns. The margin of error for this survey is +/- 2.58 percent, thus in the presented figures one can find the responses equal to or exceeding 3% with an exception of the demographic data.

The survey was first conducted in 2005 with the same format, methodology and the same questionnaire. Its findings are presented along with those of 2007 respectively. The population of each community has been verified based on the publications of the National Statistical Service of the Republic of Armenia. The numbers of phone calls to relevant communities was distributed given that ratio. The attempts to clarify the number of automated telephone stations of the towns from ArmenTel were doomed to failure. The step for a phone call in Yerevan was defined as "..-10-10," and for other towns "-10." For instance, if for Yerevan a randomly selected initial phone number was "22-03-11," it was then followed by the next number in the mentioned sequence, thus number "22-13-21," then "22-23-31," etc. In case of marzes, for instance, "2-14-17" number went after "2-14-07," and was followed by "2-14-27," etc. If there was no response, only the last digit was changed in a 6-digit phone number in Yerevan, and 5 or 4-digit in marzes, for instance if there was no response after dialing 22-13-21, then 22-13-22, 22-13-23 were dialed until a response was received. The next numbers were dialed according to the previously mentioned order.

The telephone survey was conducted on weekdays from 18.30 to 22.00 and from 12.30 to 22.00 on weekends.

Figure 1. Assessment of the Level of Corruption
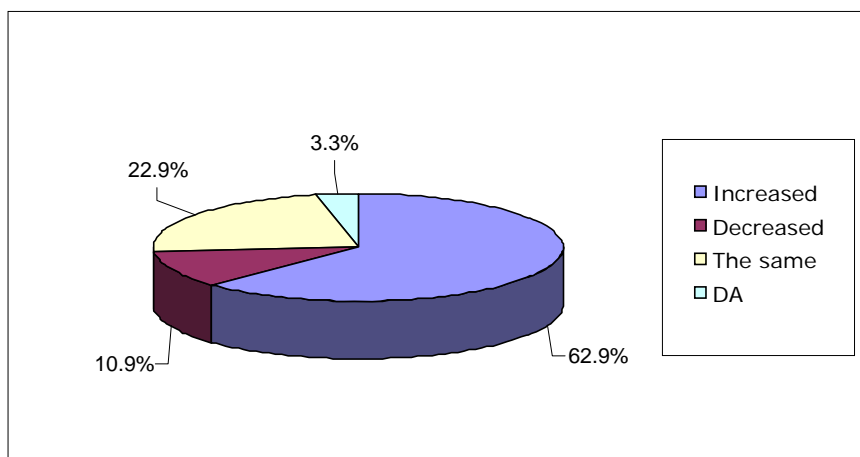
As shown in Figure 1, in 2007, the level of corruption in Armenia increased in the last three years in the opinion of 62.9% of the respondents, according to 10.9% of those surveyed it decreased, and 22.9% think that it remained the same. 3.3% of interviewees found it difficult to answer (DA). In 2005 as well, 62.9% considered that corruption had increased, according to 4.5% it had decreased and 15.5% of the respondents thought that it remained the same. The 17.1% of respondents faced difficulties in answering this question. Thus, the share of those who thought that the level of corruption decreased or remained the same, increased at the expense of those not oriented towards the level of corruption two years ago.

Figure 2. The most corrupt areas/services
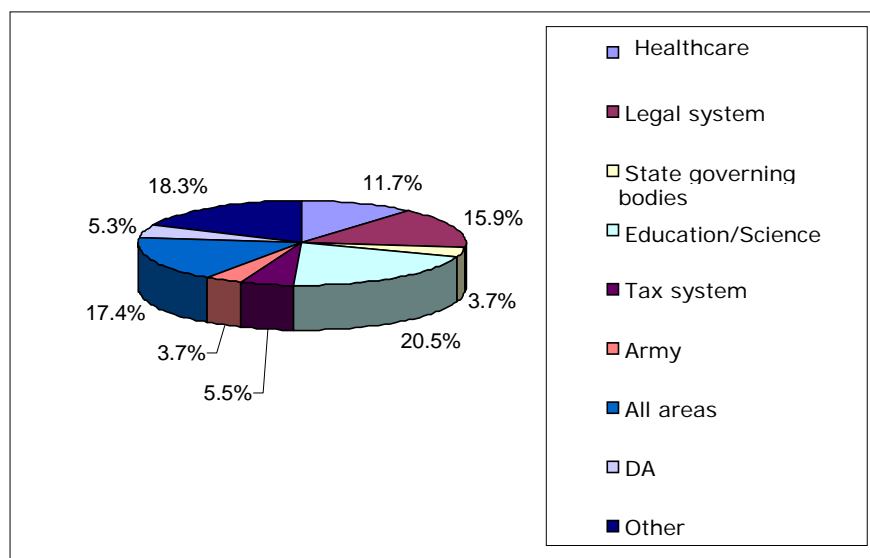
In 2007 the most corrupt areas were considered education (20.5%), judicial (including the prosecutor's office, courts, police) (15.9%) and healthcare (11.7%) systems. Whereas in 2005, the level of corruption in education was estimated 8.3%, in judiciary - 11.6%, in healthcare - 7.8%. In comparison with the previous survey share of state governing bodies has "decreased" from 13.1% to 3.7% the percentage for the army has almost remained the same decreasing from 3.7% to 3.1%. In 2007, the number of those who were reluctant to express their opinion reduced 5.6 times and the number of those who find that there are almost no spheres which are not corrupt in Armenia have increased by 6.1 percent. By the way, in 2007 another interesting tendency was observed - when mentioning one corrupt sphere, education, for example, the respondent immediately went on stating that other spheres were corrupt as well.

Both in 2007 and 2005 the respondents were offered to give three options of replies when questioned about areas and reasons of corruption. Not all of the respondents were willing to answer and as a result 3,101 in 2007, and 2,940 answers in 2005 were received out of possible 4,500 answers. In 2007 education, judiciary and healthcare were mentioned as the first three corrupt areas with respective percentage of 18, 18 and 14.3 (Figure 3). In 2005 the picture was quite different – the level of corruption in judiciary was estimated 18.9%, the level of education 8.1%, and the level of healthcare - 7.4%. In 2005 the second place was occupied by state governing bodies as the most corrupt institutions with 11.5%, which, in 2007 "gave way" to healthcare and education (See Figure 4).

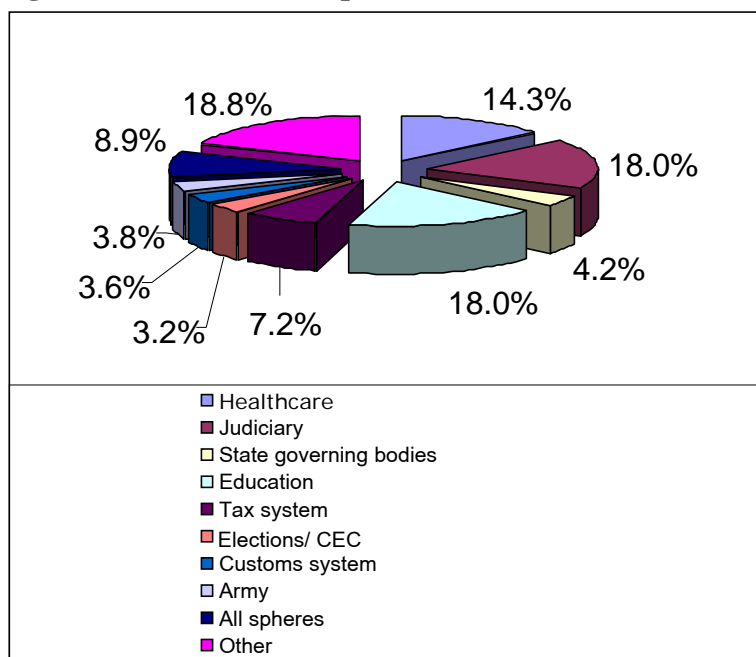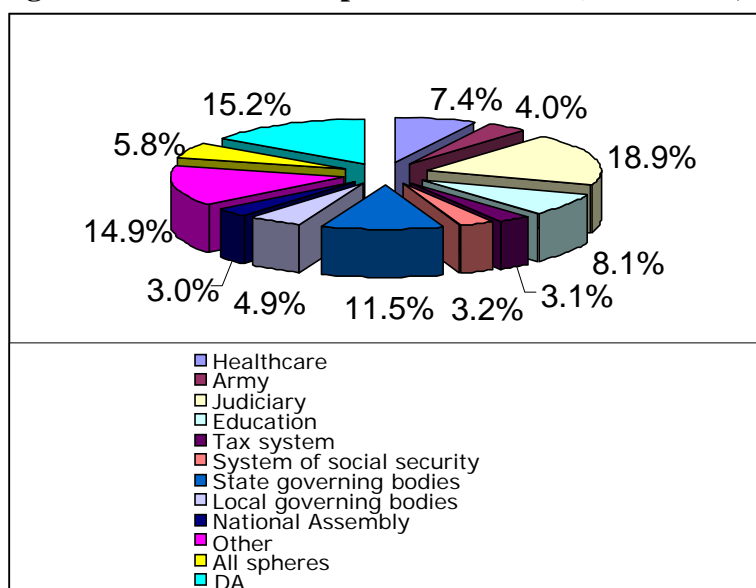**Figure 3. The most corrupt areas/services (all answers, 2007).**

Legend:
- Healthcare
- Judiciary
- State governing bodies
- Education
- Tax system
- Elections/ CEC
- Customs system
- Army
- All spheres
- Other

Figure 4. The most corrupt areas/services (all answers, 2005)

Legend:
- Healthcare
- Army
- Judiciary
- Education
- Tax system
- System of social security
- State governing bodies
- Local governing bodies
- National Assembly
- Other
- All spheres
- DA

In 2005 the respondents were given an opportunity to prioritize first three main causes of corruption. The following factors were mentioned by the respondents (first choice): unfavorable social conditions (22.1%), anarchy (9.5%), and greediness of state officials (5.5%). 15.5% of interviewees were unable to state even one reason.

In 2007 unfavorable socio-economic conditions, including unemployment (24.0%); human nature, especially those of state officials (greediness, money rush, etc, as well as the level of consciousness and upbringing) - 18.0%; imperfection of adopted laws and poor law enforcement - 8.0%, were mentioned as three major causes of corruption. Again, as in case of areas, though in lower degree (2.8 times lower) the number of those who had difficulty in answering, has reduced.

In 2007 the following picture was observed concerning the causes of corruption.

Figure 5. Causes of Corruption
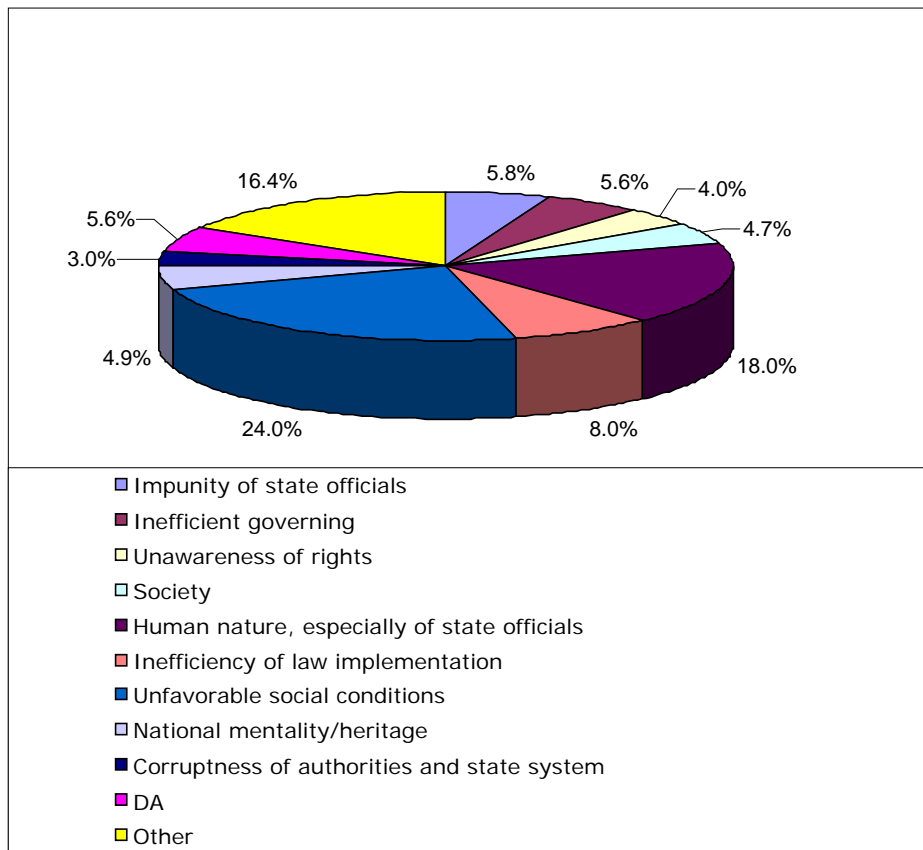
In case of causes of corruption three choices of answers were offered to respondents as well. 2,559 were received in 2007 and 2,496 answers in 2005. In 2007, as main causes of corruption were mentioned unfavorable social conditions (18.8%), human nature, especially those of state officials (17.4%), as well as imperfection of laws and/or poor law enforcement mechanisms having considerable low share. In 2005 as well with 23.9% the unfavorable social conditions occupied the first place, followed by inefficient government of the state (11.9%) and impunity of state officials (8.2%).

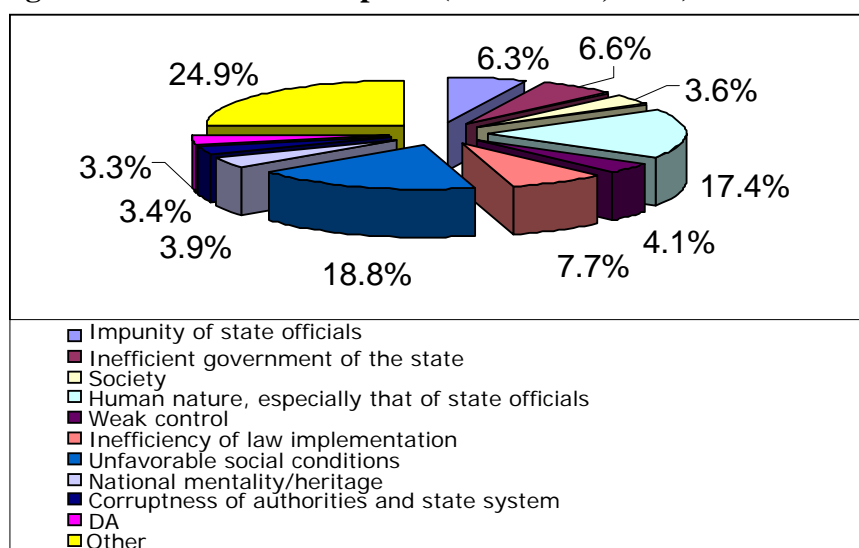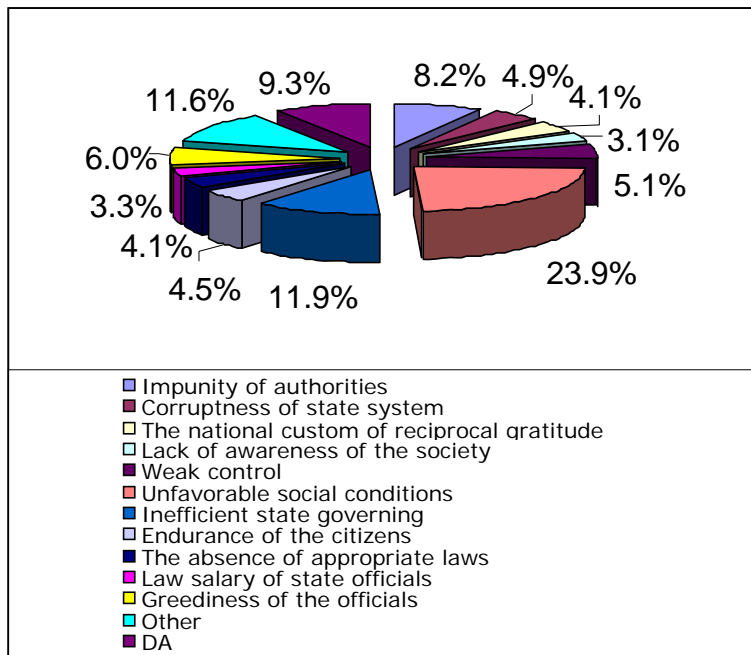**Figure 6. Causes of Corruption (all answers, 2007)**

Figure 7. Causes of Corruption (all answers 2005)

11.6% 9.3% 8.2% 4.9% 4.1%
6.0% 3.1%
3.3% 5.1%
4.1%
4.5% 11.9% 23.9%

- ◼ Impunity of authorities
- ◼ Corruptness of state system
- ◻ The national custom of reciprocal gratitude
- ◻ Lack of awareness of the society
- ◼ Weak control
- ◼ Unfavorable social conditions
- ◼ Inefficient state governing
- ◻ Endurance of the citizens
- ◼ The absence of appropriate laws
- ◼ Law salary of state officials
- ◻ Greediness of the officials
- ◻ Other
- ◼ DA

In 2005 the vast majority of the respondents (66%) was aware of the anti-corruption program adopted by the government of the Republic of Armenia. In 2007 the rate of awareness increased by 7.3 percentage point as a result of its active propaganda by mass media, especially by television during the political developments of pre-election campaign period (September of 2007).

Figure 8. Awareness of program of struggle against corruption

2.No
26.6%

1. Yes
73.3%
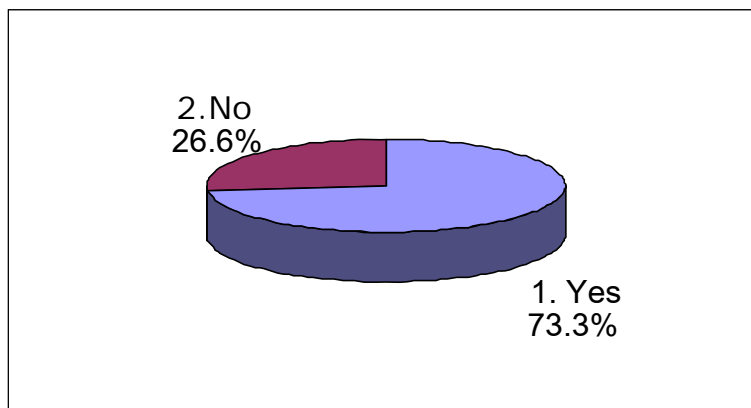
The anti-corruption program adopted by the government was considered effective by 7.6% of the respondents (among those who were aware of the program), 74.8% considered it ineffective and 17.6% had difficulty to answer. In 2007 the share of those who considered anti-corruption struggle ineffective, increased by 13 percentage point, totaling to 20.6%; the number of undecided was reduced by some percentage and those considering the struggle inefficient by 11.5 percantege (making up 63.3%).

Figure 9. Effectiveness of struggle against corruption
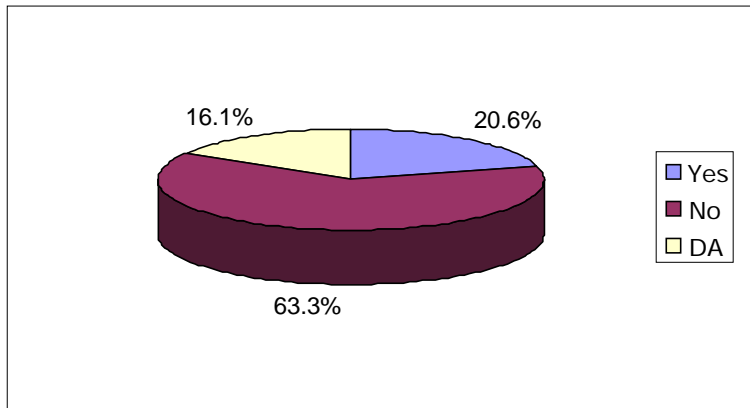
In 2007, 28.6% of respondents were male, the 71.4% being female (In 2005 the ration was 33.1% and 66.9% respectively. Hereinafter, the information in brackets presents the results of 2005 survey).

The 52.6% of the respondents had higher education (38,2%), 24.6% secondary education (37,2%), 21.7 % vocational education (23.9%) and only 1.1% had scientific degree (0.7%).

The 23.4% of the respondents were housewives (20.2%), 21.5% employee of state-funded institutions (14.8%), 15.3% were unemployed (23.4%), 14.2% were private sector employees (16.3%), 10.6% were retired (15.7%), 7.7% were students (6.4%), 3.2% - businessmen (1.3%), and 4.1% employees of non-governmental organizations (0.5%).

The respondents were mainly people of 21-40 (42.7%) and 41-60 (39.0%) years of age (42.1% and 32.7%).12% and 6.3% were people over 61 and below 20 years of age respectively (15.9% and 9.3%).

The distribution of telephone calls according to places of residence.

No.	Place of residence	Marzes	Total
1	Yerevan	Yerevan	817
2	Ashtarak	Aragatsotn	15
3	Aparan		4
4	Talin		4
5	Artashat	Ararat	16
6	Ararat		14
7	Vedi		9
8	Masis		15
9	Armavir	Armavir	23
10	Metsamor		8
11	Vagharshapat		41
12	Gavar	Gegharkunik	18
13	Chambarak		4
14	Martuni		9
15	Sevan		16
16	Vardenis		9
17	Vanadzor	Lori	76
18	Stepanavan		12

19	Alaverdi		11
20	Spitak		11
21	Tashir		6
22	Hrazdan	Kotaik	39
23	Abovyan		33
24	Charentsavan		16
25	Yeghvard		9
26	Nor Hajn		8
27	Byureghavan		6
28	Gyumri	Shirak	107
29	Artik		12
30	Maralik		4
31	Kapan	Syunik	33
32	Goris		16
33	Sisian		12
34	Kajaran		6
35	Yeghegnadzor	Vayots Dzor	6
36	Jermuk		4
37	Vaik		4
38	Ijevan	Tavush	26
39	Dilijan		11
40	Berd		6
41	Noyemberyan		4
	Total		1500