ETHICS AND ANTI-CORRUPTION COMMISSION

NATIONAL ETHICS AND CORRUPTION SURVEY (NECS), 2022

EACC RESEARCH REPORT NO. 14 OF SEPTEMBER 2023

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ETHICS AND ANTI-CORRUPTION COMMISSION

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EACC ORGANIZATIONAL STATEMENTS

Our Mandate

To combat and prevent corruption, economic crime and unethical conduct in Kenya through law enforcement, prevention, public education, promotion of standards and practices of integrity, ethics and anti-corruption

Our Mission

To promote integrity and combat corruption through law enforcement, prevention and education

Mission

Core Values

Vision

Our Vision

An Integrity and Values-Driven Kenyan Society

Fidelity to the Law

Integrity

Team Work

Innovation

Professionalism

Courage

FOREWORD

Corruption is a complex and multilayered phenomenon affecting all spheres of life worldwide and requires intervention at various societal and economic levels. Corruption acts as a barrier to a nation's economic progress and it encourages extravagant government expenditure and distorts the allocation of government funds to less effective public projects that offer greater room for manipulation and corrupt practices.

Kenya is a signatory to United Nations Sustainable Development Goals which advocate for state parties to promote accountable and inclusive institutions and substantially reduce bribery and corruption in all their forms. Corruption poses a problem to the realization of Vision 2030 and implementation of the Bottom-Up Economic Transformation Agenda. Despite the government putting several measures in place to tackle the corruption epidemic, it still persists in Kenya.

Due to its complex nature, fighting corruption calls for dynamic planning, agility in decision making and proactive strategy implementation. These in turn demand accessibility and a continual stream of punctual and dependable data that enable pragmatic strategy execution and consistent policy actions. Consequently, the Ethics and Anti-Corruption Commission (EACC) conducted the National Ethics and Corruption Survey (NECS), 2022. The overall aim of the Survey was to establish the status of corruption in the country using both perception and experience-based measures.

On behalf of the EACC, it is my privilege to introduce the NECS 2022 Report. This comprehensive Report outlines insights derived from a survey conducted among 5,100 respondents drawn from across all 47 Counties. The findings contained herein will serve as valuable guides and provide strategies for combating and preventing corruption in public service delivery within our nation.

As you peruse this report, I earnestly urge all stakeholders to join hands with the Commission in our shared mission to eradicate corruption and foster ethical practices throughout our beloved country.

Tuangamize Ufisadi, Tuijenge Kenya!

David Oginde, PhD
CHAIRPERSON
ETHICS AND ANTI-CORRUPTION COMMISSION

ACKNOWLEDGEMENT

Rampant corruption continues to undermine Kenya's ambition towards achieving its development goals. It undermines democratic institutions, contributes to instability within states and governments, slows economic development by reducing domestic investment and discourages foreign direct investment. Huge sums of money are lost to corruption every year that could otherwise have been used for improving living standards by increasing access to housing, health, education and water.

Indicators which measure corruption are an important tool in the war on graft used for enhancement of awareness creation, advocating for institutional reforms and assessing the extent of reform implementation by the Kenyan government. The Ethics and Anti-Corruption Commission (EACC), conducted the National Ethics and Corruption Survey 2022 to provide data on corruption and unethical conduct. The Survey generated data to develop indicators focusing on trends, magnitude, likelihood, prevalence, and impact of corruption and unethical conduct in the Country.

The Survey is founded on a scientific study design and accurate collection, analysis and interpretation of data. The Commission conveys its gratitude to the crucial role of the staff of Kenya National Bureau of Statistics (KNBS) for adequate facilitation in sample selection, coordination of data collection and data weighting that enabled seamless implementation and production of this report. The Team was led by Macdonald Obudho and comprised of James Ng'ang'a, John Bore, Zachary Ochola and Renice Bunde in addition to County Statistic Officers (CSOs), Enumerators and Village Guides. Much appreciation also goes to Kenyans who voluntarily made time to provide responses on their experiences with corruption.

Lastly, I would like to express my deepest gratitude to Commission's Research Team for providing technical input in the final production of this report.

Tuangamize Ufisadi, Tuijenge Kenya!

Twalib Mbarak, MGH, CBS
SECRETARY/CHIEF EXECUTIVE OFFICER
ETHICS AND ANTI-CORRUPTION COMMISSION

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The Survey involved face-to-face interviews with a representative household sample of 5,100 household respondents aged 18 years and above and review of other corruption surveys and relevant literature."

EXECUTIVE SUMMARY

The overall aim of the National Ethics and Corruption Survey (NECS), 2022 was to establish the status of corruption in the country by generating data on the magnitude of corruption and unethical conduct, perceptions on corruption, awareness levels, access to anti-corruption services and effectiveness of existing anti-corruption initiatives. The key respondents of the Survey were the general public who provided feedback on their interaction with public officers while seeking services in public offices. The Survey involved face-to-face interviews with a representative household sample of 5,100 household respondents aged 18 years and above and review of other corruption surveys and relevant literature.

The highlights of the Survey findings are as follows:

a) **Perceptions on Corruption and Ethics**

i. Majority of respondents (70.2%) perceived corruption level to be high in the country. The main reason given by 22 percent of the respondents is the high cost of living.

ii. Majority of respondents (55%) thought the prevalence of corruption was increasing. High cost of living (30.5%), more corruption cases reported (14.4%), no action is taken to reduce corruption cases (9.9%) and high levels of poverty (9.1%) were cited as the main reasons.

iii. Most respondents (38.2%) opined that the levels of corruption and unethical conduct would decrease in the next one year in contrast to 35.8 per cent who expected it to increase.

iv. A majority of the respondents (70.7%) reported the war on corruption was not headed in the right direction, while a minority (29.3%) reported the contrary.

v. One is most likely to encounter corruption and unethical practices in the Ministry of Interior and Coordination of National Government (46.3%), Ministry of Health (15.5%), Ministry of Defense (5.8%), Ministry of Transport, Infrastructure, Housing, Urban Development and Public Works (5.5%) and Ministry of Education (5.0%).

vi. Government Departments and Agencies perceived to be most prone to corruption include: Police (63.4%), Registrar of Persons (3.1%), Public Health (2.8%), Immigration Department (2.8%), Department of Education (2.4%), Kenya Revenue Authority (6.7%) and Department of Devolution (1.6%).

vii. County Health Services (48%); County Transport (13%); County Public Works and Services (11.8%); and, Trade Development and Regulation (7.5%) were perceived to be the most corruption-prone County Government departments.

Majority of respondents (70.2%) perceived corruption level to be high in the country.

viii. Seventy-eight percent (78.2%) of respondents indicated that they were aware about what constitutes unethical practices in the public service in 2022, while 45.6 percent had witnessed unethical practices by a public officer in the past one year.

ix. Bribery (26.4%), delay in public service provision (18.0%) and discrimination (12.2%) were the three most prevalent unethical practices witnessed.

b) **Likelihood of Bribery**

i. Each time one seeks for police protection services, there is a likelihood that; a service seeker is likely to be asked for a bribe 1.45 times. To receive a business permit, one is likely to be asked to pay a bribe 1.26 times and to register a business, a service seeker is likely to be asked for a bribe 1.04 times.

ii. Each time a service is sought in the Nairobi Water and Sewerage Company there is a likelihood that one is likely to be asked for a bribe 1.24 times, County Government Offices 1.18 times and in the Police 1.1 times.

iii. Each time a service is sought in Kajiado County one is likely to be asked for a bribe 6.36 times followed by Isiolo (1.08 times) and Siaya (1.05 times).

c) **Prevalence of Bribery**

i. Each time a service seeker sought to obtain a reference letter, file tax returns, transfer from a work station, register or transfer a vehicle and apply for an NSSF Card, a bribe was paid.

ii. The Kenya Revenue Authority, Ministry of Interior and Co-ordination of National Government and Ministry of Transport, Infrastructure, Housing, Urban Development and Public Works are the three public institutions where bribery is most prevalent, with all respondents who sought services in these institutions paying a bribe.

iii. Lamu and Machakos were the counties where bribery was most prevalent. All respondents who sought services in Lamu and Machakos counties paid a bribe.

d) **Impact of Bribery**

i. Each time a person paid a bribe while seeking driving licenses, police security or protection and business permit they were 3.3 times, 1.2 times and 1.04 times respectively more likely to receive the service than if they did not pay the bribe.

ii. Impact of bribery on public institutions is more evident in the National Transport and Safety Authority (NTSA) and County Commissioner/Assistant County Commissioner Office. Each time a person paid a bribe in the National Transport and Safety Authority (NTSA) and County Commissioner/Assistant County Commissioner Offices, they were 1.44 times and 1.41 times more likely to receive the service than if they did not pay the bribe, respectively.

iii. The indicator reveals that bribe payment had the highest impact in Kajiado, Vihiga and Uasin Gishu Counties. Each time a person paid a bribe in Kajiado, Vihiga and Uasin Gishu Counties, they were 2.50 times, 2.03 times and 1.41 times more likely to receive the service than if they did not pay the bribe, respectively.

e) Average Size of Bribe

i. The overall national average bribe increased to KES 6,865 in 2022 from KES 5,890 in 2021.

ii. Service seekers paid the largest amount of bribes while acquiring a visa (KES 350,000); seeking retirement benefits (KES 33,150); seeking employment (KES 29,407); applying for college admission (KES 24,958); solving land conflicts (KES 21,493); and obtaining a tender (KES 20,583).

iii. On average, service seekers paid the largest amount of bribe at the Ministry of Foreign Affairs (KES 221,157); the Judiciary (KES 105,990); and the Teachers Service Commission (KES 46,547).

iv. On average, respondents paid the largest amount of bribe in Kirinyaga (KES 54,506), Samburu (KES 21,611), Narok (KES 16,359), Kitui (KES 15,484), West Pokot (KES 14,872), Busia (KES 11,157), Nairobi (KES 11,148), and Murang'a (KES 10,242) counties.

f) Share of National Bribe

i. The largest share of national bribe was paid to solve land conflicts (17.5%); to acquire a visa (14.7%) and while seeking employment (14.0 %).

ii. The institutions that received the largest share of national bribe were: The Police (18.2%), Ministry of Lands and Physical Planning (16.9%) and Ministry of Foreign Affairs (14.7%).

iii. The Counties that received the largest share of national bribe were: Nairobi (27.7%), Kirinyaga (8.7%) and Narok (8.6%) counties.

g) Causes and Effects of Corruption

i. Greed of public officers (45.6%), lack of integrity (8.5%), and desire for quick services (7.1%) were the three major causes of corruption in public service provision.

ii. Hampered economic development (23.2%), poor living standards (18.7%) and increase in the cost of living (17.4%) were perceived as the leading effects of corruption in the country.

iii. Unemployment (42.5%) ranked first as the most critical problem facing the country followed by poverty (37.4%), corruption (35.6%), high cost of living (32.1%) and poor infrastructure (14.9%).

h) Effectiveness of Anti-Corruption Initiatives

i. Public education and awareness creation (44.2%), imprisonment of persons found guilty of corruption (41.7%) and employment creation (40.8%) were deemed the most effective measures in combating corruption and unethical practices in Kenya.

ii. The government was rated good in managing education services (30.1%), transport services (24.7%) and public works (24.1%).

iii. Less than half (48.8%) of the respondents indicated that they had done nothing in the past one year to fight corruption and unethical conduct in the country, a slight drop from the 51.3 percent as reported in 2021.

i) Level of Access to Ethics and Anti-Corruption Services

i. The most known EACC services were: corruption prevention (64%), investigation of corruption (61.5%) and receiving reports on corruption and ethical breaches (27.1%).

ii. Use of mainstream media such as television, radio and print was cited by 58.9 percent as the most effective way to carry out public education and awareness on corruption.

iii. Television programmes such as infomercials, spots, messages and documentaries ranked first among IEC materials utilized by the respondents with 60.3 percent, followed by social media messaging (31.9%), radio programmes (20%) and posters (18.2%).

j) Sources of Information on Corruption and Ethics

i. Radio (79.6%) remained the most preferred source of information on corruption and unethical conduct in the past 12 months, followed by Television (71.5%), social media (43.6%) and newspapers (19.5%).

ii. Radio (39.2%) was deemed the most reliable source of information in the fight against corruption and unethical practices, followed by Television (36%) and Social Media (17.6%).

iii. The Daily Nation Newspaper recorded the highest preference rate of 56.6 percent followed by the Standard Newspaper (18.2%) and Taifa Leo (5.0%).

iv. Citizen Television was the most widely watched with 68.7 percent of respondents, followed by Inooro TV (8.0%), KTN (5.6%) and NTV (4.8%).

v. Regional and vernacular radio stations had the highest listenership with 30.4 percent of respondents, followed by Radio Citizen (21.5%), Radio Jambo (10.6%) and Radio Maisha (10.0%).

vi. Facebook was the most preferred social media platform as indicated by 50.2 percent of respondents, followed by Whatsapp (21.8%), Twitter (8.6%), YouTube (5.3%), Tiktok (5.1%) and Instagram (4.9%).

k) Recommendations

i. Expedite legislation of the Whistle Blowers Bill, 2021 in order to eliminate victimization of whistle blowers.

ii. Enhance focus on use of vernacular stations, Facebook and television for public education.

iii. Promote stakeholder engagement in creating awareness on service delivery and disseminate anti-corruption information to sensitize the public on their rights, where to report and how to report corruption.

iv. Undertake systems examination in institutions where bribery was either most likely or prevalent.

v. Preventive measures should be instituted in MDACs most prone to corruption.

vi. Accounting officers should enforce existing anti-corruption regulations and promote a culture of integrity and ethics

vii. Empower EACC to enforce integrity verification recommendations especially during elections.

Some Statistics

Government Departments and Agencies perceived to be most prone to corruption

Police (63.4%),
Registrar of Persons (3.1%),
Public Health (2.8%),
Immigration Department (2.8%),
Department of Education (2.4%),
Kenya Revenue Authority (6.7%) and
Department of Devolution (1.6%).

55%
Percentage of respondents who thought that the corruption level was increasing

KES 6,865
The overall national average bribe
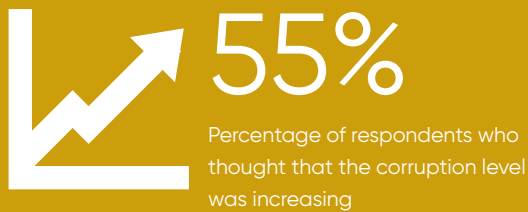
79.6%
Percentage who noted that Radio remained the most preferred source of information on corruption and unethical conduct in the past 12 months

Causes of Corruption

45.6%
Greed of public officers

8.5%
Lack of integrity

7.1%
Desire for quick services

KES 350,000
Largest amount of bribes while acquiring a visa by service seekers

Counties where bribery had the most impact

Kajiado, Vihiga and Uasin Gishu Counties

Counties where bribery was most prevalent.

Lamu and Machakos

1
Background

CHAPTER ONE: BACKGROUND

1. BACKGROUND

1.1. INTRODUCTION

Corruption is generally defined as the abuse of public office for private gain while unethical behavior is defined as actions that are against social norms or acts that are unacceptable to the public (The World Bank, 1997 & Gino, 2016). Corruption is a multifaceted phenomenon that affects social, political and economic spheres in all countries. It undermines democratic institutions, slows economic development and contributes to instability within states and governments (UNODC, 2021).

Every year, an estimated USD 1 trillion is paid in bribes and USD 2.6 trillion is stolen through corruption. As a whole, this sum represents 5% of annual global GDP (UN, 2018). At household level, studies have confirmed that one standard deviation in the growth rate of corruption reduces income growth of the poor by 7.8 percent per year (Chêne, 2014). Corruption hinders economic development of a country by reducing domestic investment, discouraging foreign direct investment, encouraging overspending in government, and skewing the composition of government spending away from education, health, and infrastructure maintenance, towards less efficient public projects with more scope for manipulation and bribe-taking opportunities (The World Bank, 1998). In addition to the human suffering caused by inferior products and services, corruption derails the functioning of markets and undermines economic development (OECD, 2022).

United Nations Sustainable Development Goal (SDG) number 16 advocates for state parties to promote accountable and inclusive institutions at all levels by: reducing illicit financial flows; strengthening recovery and return of stolen assets; and, substantially reducing bribery and corruption in all their forms. Despite corruption occurring throughout the world, it is of greater concern in developing countries, Kenya included.

United Nations Sustainable Development Goal (SDG) number 16 advocates for state parties to promote accountable and inclusive institutions at all levels."

1.2. THE PROBLEM OF CORRUPTION IN KENYA

Endemic corruption continues to undermine Kenya's ambition towards achieving the Kenya Vision 2030 and the Bottom-Up Economic Transformation Agenda. Huge sums are lost to corruption that could otherwise have been used for improving living standards by increasing access to housing, health, education and water.

Fighting corruption should be prioritized in Kenya if development is to be bolstered (Myint, 2000). Despite the government putting several measures in place to tackle the corruption epidemic, it still persists in Kenya. The high levels of corruption in Kenya also continue to undermine the strengthening of institutions including compromising public service delivery (National Treasury and Planning, 2020).

Kenya faces challenges in the fight against corruption which include: public apathy; tolerance to a culture of corruption; delays in responses to international requests to support investigations; slow judicial processes; weak legal framework for implementation of Chapter Six of the Constitution; and, lack of a legal mechanism to ensure implementation of system review recommendations, among others (EACC, 2021).

It is against this back drop that EACC continues to undertake surveys to understand the root causes and changing nature of corruption as a basis for development of targeted interventions and strategies against corruption.

1.3. SIGNIFICANCE OF THE SURVEY

Corruption is a complex and multilayered problem that requires intervention at various societal (individual and group) and economic (micro and macro) levels. Cultural and social factors are related to a country's level of corruption; in particular, when family ties are very important, reported corruption is high. Hence fighting corruption calls for dynamic planning, effective decision making and proactive execution. These in turn demand availability and regular flow of timely and reliable data that enable pragmatic strategic and policy actions.

The National Ethics and Corruption Survey, 2022 was conducted pursuant to the provisions of Article 254 (1) of the Constitution, Section 27 of the Ethics and Anti-Corruption Commission Act, 2011 and Section 45(1) of the Leadership and Integrity Act (LIA) 2012. These laws require the Commission to report on the impact of its initiatives in the fight against corruption and unethical conduct. The Survey findings will form the basis for monitoring and evaluating the impact of anti-corruption interventions in as far as societal attitudes, collective knowledge and practices are concerned.

The Survey combines corruption metrics that are based on perceptions (e.g. whether corruption is getting better or worse) with those that track actual prevalence of corrupt behavior over time (e.g. actual bribe payment in the past year). While perception-based indices have helped raise general awareness on the magnitude of corruption, they have limited usefulness for tracking changes over time. Experiential surveys, on the other hand, tend to provide a more accurate understanding of corruption trends over time, but they are intentionally narrower in scope. They allow for systematic tracking of direct experiences with corruption in society using a consistent methodology, that is, the same questionnaires and sampling (World Bank, 2020).

Indicators which measure corruption are an important tool in the war on graft used for enhancement of awareness creation, advocating for institutional reforms and assessing the extent of reform implementation by the Kenyan government. Data to measure corruption indicators are obtained by conducting interviews with households, enterprises and public officers. Household Surveys provide respondent information on individual characteristics as well as their multiple interactions with public officers. Consequently, the Ethics and Anti-Corruption Commission, conducts the household-based National Ethics and Corruption Survey (NECS) annually to provide data on corruption indicators to gauge the trends in corruption and unethical conduct with particular focus on incidence, prevalence, severity, frequency, cost, size, quality of service and expectations.

Data to measure corruption indicators are obtained by conducting interviews with households, enterprises and public officers."

The Survey guides EACC interventions by gauging trends in corruption and unethical conduct. In addition, the findings provide context and perspective to the war on graft revealing both real-life happenings and perceptions on corruption within organizations and society at large, with the attendant ethical dilemmas and corruption risks faced.

1.4. OBJECTIVES OF THE STUDY

The overall aim of the Survey was to establish the status of corruption in the country by generating data on the magnitude of corruption and unethical conduct.The Survey specifically sought to:

i.   Establish the status of corruption and unethical behavior in Kenya;

ii. Identify service areas most prone to corruption and unethical conduct in public service delivery;

iii. Assess the effectiveness of existing anti-corruption initiatives by public institutions;

iv. Gauge the level of access to ethics and anti-corruption services; and

v.   Find out sources of information on corruption and unethical behavior for the citizenry.

1.5. SCOPE OF THE SURVEY

Given the nature and scope of information sought in the Survey both quantitative and qualitative research methods were used. Computer Assisted Personal interviews were conducted with household heads and literature review provided critical insights into topical issues on anti-corruption.

"Computer Assisted Personal interviews were conducted with household heads and literature review provided critical insights into topical issues on anti-corruption."

The key respondents of the Survey were the general public. They provided feedback on their interaction with public officers while seeking services in public offices. The Survey utilized various data collection methods including: -

i.   Face-to-face interviews with a representative household sample of 5,100 household respondents drawn from 510 clusters distributed across all the 47 counties;

ii. Review of administrative records from MDAs perennially viewed as most corrupt; and

iii. Review of earlier EACC surveys, other national and global corruption surveys and other relevant literature and research materials on corruption and ethics.

1.6. ORGANIZATION OF THE REPORT

The Survey report is organized into four chapters. Chapter One, the background, gives an introduction of the report including, the problem statement, the significance, the objectives and the scope of the Survey. Chapter Two details the methodology used in undertaking the Survey including the research design, sampling technique, data collection methods and logistics, coverage and representation, data processing and data weighting. Chapter Three presents the findings themed on the objectives of the Survey. Chapter Four contains conclusions and recommendations. The demographics, social and economic characteristics of Survey respondents are provided in the appendices.

2

Methodology

CHAPTER TWO: METHODOLOGY

2. METHODOLOGY

This chapter presents the methods applied to gather and process data. It describes the research design, sampling method, selection of clusters and households, data collection process, data processing, weighting and analysis.

2.1. RESEARCH DESIGN

The Survey utilized a cross-sectional research design. The design entailed collecting data on a number of cases and at a single point in time in order to assemble a body of quantitative and qualitative data in relation to the variables. The data were then examined to establish patterns of association. The design provided reliable estimates for most of the indicators at three levels of estimation: National, Rural and Urban. The Survey ideally targeted household heads aged 18 years and above.

The quantitative research method entailed use of a structured questionnaire. The data was collected through face-to-face interviews which allowed the interviewers to probe and clarify responses resulting in a higher response rate. The qualitative research process involved examination of secondary data sources to consolidate information on laws, regulations and policies in addition to insights into institutional systems, initiatives and incentives to prevent corruption. Secondary data also shed light on financial, social and economic impacts of corruption in the country. Data gathered was presented using descriptive statistical tools such as frequency tables, percentages, charts and illustrative quotes.

2.2. SAMPLING FRAME

The Survey used clusters from the Kenya Household Master Sample Frame (KHMSF), which was developed after conducting the 2019 Population and Housing Census. The sampling frame is maintained by the Kenya National Bureau of Statistics (KNBS). The frame contains 10,000 clusters selected with Probability Proportional to Size (PPS) from approximately 128,000 Enumeration Areas (EAs) drawn from the 2019 Kenya Population and Housing Census (KPHC) Enumeration Areas (EAs). The frame is divided into 4 sub-samples each containing 2,500 clusters which can serve as independent sampling frames. The frame is stratified further into 92 rural and urban strata in each of the 45 counties plus Nairobi and Mombasa counties which are purely urban. The frame is stratified by county as the first level of stratification and further into rural and urban strata.

The data was collected through face-to-face interviews which allowed the interviewers to probe and clarify responses resulting in a higher response rate.

2.3. SAMPLING

The computation of the sample size took into consideration several factors including survey precision that represents the true value in the population, cost, design effect, reference indicator, and the number of survey domains among others. The sample size for the National Ethics and Corruption Survey (NECS) 2022 was computed at 5,100 households and 510 clusters. The allocation of the sample to the Survey domains was done using the power allocation method.

A two-stage sampling technique was applied; the first stage involved selection of 510 clusters from the KHMSF while the second stage entailed selection of the 5,100 households. For selection of clusters, the clustering effect was annulled by a design effect in determining the sample size. The clusters, being the primary sampling units (PSUs) for the Survey, were selected independently from the frame using equal probability selection method. The process involved ordering the clusters by unique geocodes before drawing the sample of clusters. A total of 10 households were then sampled systematically, with a random start, from the list of households in the sampled clusters. These households were listed during the 2019 Kenya Population and Housing Census.

2.4. DATA COLLECTION AND LOGISTICS

Data collection was preceded by questionnaire design and two days of training held between 5th and 6th June, 2023. Twenty-four (24) research assistants, supervisors and KNBS coordinators were trained to enhance the quality of data collected. During the training, the participants were briefed about EACC mandate, the purpose and objectives of the Survey, data collection methods and the implications on the analysis. As part of practical training, the research assistants carried out a pre-test of the tools. The feedback from the pre-test helped in revision and refinement of the research tool.

The research was designed to obtain primary data from the general public through face-to-face interviews with structured interview questionnaires being administered to the general public in preselected households. Data from the structured questionnaire was captured using tablets with Census and Survey Processing (CSPro) Entry software. Partnership with KNBS was to enhance coordination of data collection through their statistical offices and sampling statisticians countrywide. Data collection was conducted from 7th to 30th June, 2023.

2.5. DATA PROCESSING

Once the fieldwork was complete, the open-ended questions in the structured questionnaire were coded and entered in the Statistical Package for Social Sciences (SPSS). The data was then cleaned by way of editing, validation and verification of both electronic and print versions. All errors identified were examined, validated, and verified before being admitted into the database for the next phase of data analysis. Analysis was done using IBM SPSS version 21.

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A total of 10 households were then sampled systematically, with a random start, from the list of households in the sampled clusters.

Data analysis comprised statistical analysis of the quantitative data. Summative statistics including percentages, mean, and median were calculated. In addition, key variables were cross tabulated to assess patterns of association.

2.6. DATA WEIGHTING

As a result of non-proportional allocation of the sample to the different sampling strata and to adjust for non-response, sampling weights are required for any analysis using the NECS data to ensure the representativeness of the Survey results at national level. Since the 2022 NECS sample was a two-stage stratified cluster sample selected from the KMHSF, sampling weights were calculated based on sampling probabilities separately for each sampling stage, that is, the master sample selection probabilities and probabilities for each cluster. The master sample was selected from the 2019 Census Enumeration Areas (EAs) using Probability Proportional to Size, with the clusters for the Survey selected using equal probability from the household master sample frame and the households selected using systematic sampling procedure. The overall design weight for the Survey was obtained by taking the inverse of the product of all the selection probabilities.

Subsequently, the design weights were adjusted for household non-response and individual non-response to get the sampling weights for households and for individuals, respectively. Non-response was adjusted at the sampling stratum level. For the household sampling weight, the household design weight was multiplied by the inverse of the household response rate per stratum, while for the individual sampling weight, the individual design weight was multiplied by the inverse of the stratum level individual response rate. Individual weights were further post-stratified using the population projection arising from the 2019 census to ensure that the data was representative of the target population and to correct for coverage.

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The overall design weight for the Survey was obtained by taking the inverse of the product of all the selection probabilities.

3

Survey Findings

CHAPTER THREE: SURVEY FINDINGS

3. SURVEY FINDINGS

This Chapter presents the Survey findings themed under: magnitude of corruption; access to ethics and anti-corruption services; effectiveness and support for anti-corruption initiatives; status, experiences and perceptions on corruption and unethical practices; and sources of information on corruption and unethical conduct. The chapter contains graphical illustrations, descriptive statistics and bribery indices of the findings as well as comparisons with previous similar Surveys.

3.1. MAGNITUDE OF CORRUPTION

In this section, the Report presents findings on proportion of respondents who encountered bribery incidents while seeking public services.

3.1.1. Access to Public Services

The Survey sought to establish the proportion of respondents seeking public services. There was a significant rise of respondents who sought government services in 2022. Whereas the figure stood at 55.9 percent in 2021, it increased to 64 percent in 2022 as presented in Figure 3.1.
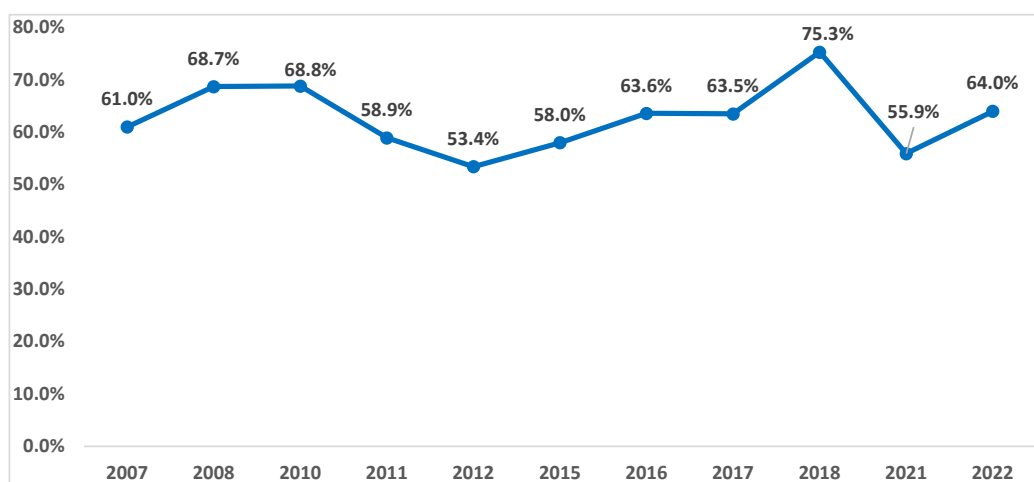
Figure 3.1: Trend of Respondents seeking Public Services

3.1.2. Forms of Corruption and Unethical Conduct Experienced by Service Seekers

Giving of bribes (68.2%) was the most common form of corruption witnessed in public offices. This was followed by receiving of bribes (42.7%), abuse of office (24.8%), favoritism (22.7%), tribalism and nepotism (21.6%) and embezzlement of public funds (12.7%), among others, as presented in Figure 3.2.
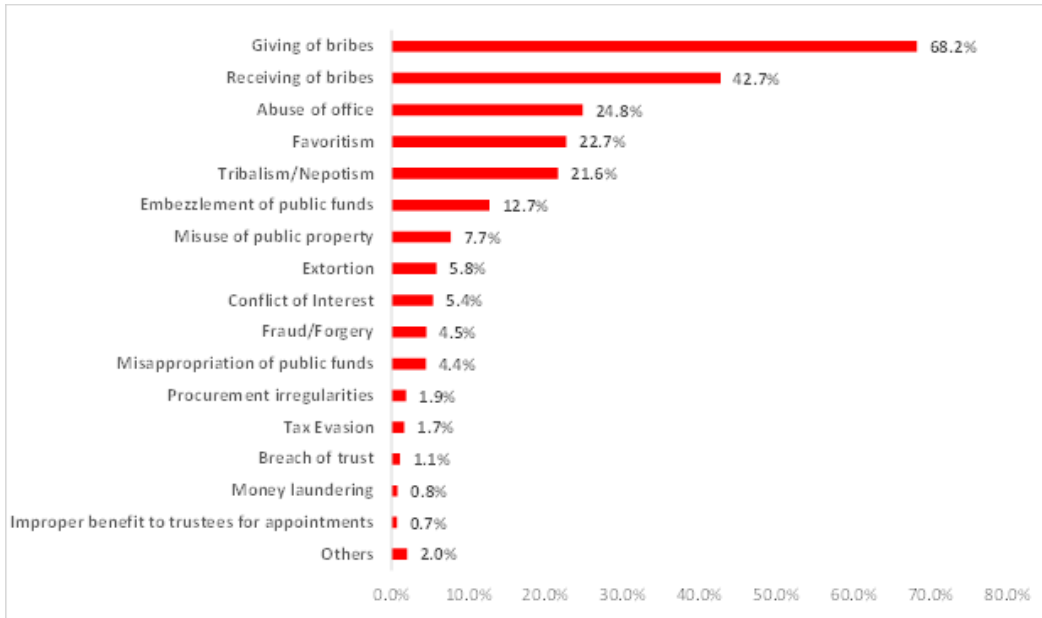
Figure 3.2: Forms of Corruption and Unethical conduct encountered

3.1.3. Nature of Bribery in Public Offices

The proportion of respondents who encountered bribery in government offices while seeking services was 40.1 percent representing an increase from 23.2 percent in the 2021 Survey. Close to twenty-two percent (21.8%) were explicitly asked for a bribe, 16.8 percent were implicitly expected to pay a bribe while 1.5 percent offered a bribe on their own volition, as illustrated in Figure 3.3.
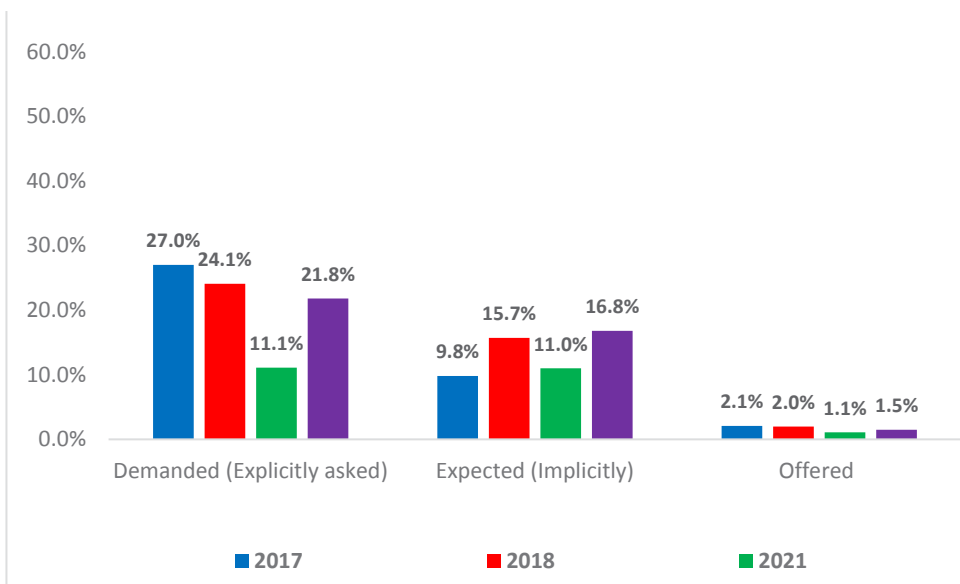
Figure 3.3: Nature of Encounter with Bribery Incidents

3.2. BRIBERY INDICES

Overall, 34.4 percent of respondents who sought government services were asked to pay a bribe with 28.3 percent of the respondents paying a bribe. The Report presents bribery indicators that measure likelihood, prevalence, impact, average and the share of national bribe in institutions and counties that offer public services.

3.2.1. Likelihood of Bribery

The likelihood of bribery indicator represents the number of respondents from whom bribes were demanded or expected as proportion of the total number of respondents who reported seeking public services or visiting an institution or county office, respectively.

3.2.1.1. Likelihood of Bribery Demand by Service

The likelihood indicator reveals that the three most bribery-prone public services were: seeking police protection, seeking a business permit and registration of a business. There is a likelihood that each time they seek for police protection; a service seeker is likely to be asked for a bribe 1.45 times. Further, each time a person seeks a business permit, they are likely to be asked to pay a bribe 1.26 times. To register a business, a service seeker is likely to be asked to pay a bribe 1.04 time for every interaction with a public officer. Table 3.1 presents likelihood of bribery demand for various services from the most to the least likely.

Table 3.1: Likelihood of Bribe Demands by Public Service

Public Service	Likelihood
Seeking Police Security/Protection	1.45
Seeking Business Permit	1.26
Registration of Business	1.04
Obtaining a reference Letter	1.00
Release of Impounded Goods	1.00
Undergoing Driving Test	1.00
Application for KRA Pin Number	1.00
Application for NHIF Card	1.00
Obtaining a Tender	1.00
Seeking Transfer	1.00
Registration/Transfer of Vehicle	1.00
Application for NSSF Card	1.00
Seeking P3 Forms	0.90
Application For College Admission	0.90
Bailing of Arrested Individuals	0.87
Filing Tax Returns	0.87
Seeking A Police Abstract	0.86
Application for Bursary	0.84
Solving Land Conflict	0.83
Changing of ID Particulars	0.80
Seeking Police Certificate of Good Conduct	0.80
Application/Collection of Birth Certificate	0.75
Obtaining a Death Certificate	0.75
Reporting a Crime/Writing A Statement	0.75
Seeking Medical Attention	0.74

Public Service	Likelihood
Water Connection	0.74
Seeking Employment	0.72
Registration/Collection of Land Title Deed	0.72
Registration/Collection/Renewal of ID	0.72
Seeking Relief Food/Water	0.65
Acquiring Visa	0.60
Seeking Retirement Benefits	0.60
Application for a Passport	0.59
Following up on a case/Seeking to dismiss a case	0.59
Educational Services	0.55
Seeking Public Health Clearance Certificate	0.52
Seeking School Documents/Certificates	0.51
Seeking of CDF Funds	0.50
Collection of Building/Construction Certificate	0.50
Seeking of Government Funds- Uwezo/Youth/Women/Elderly/PWD/HSNP	0.47
Power Connection/Bill payment	0.46
Application for TSC Number	0.42
Registering a Group	0.41
Asset recovery	0.33
Seeking Driving License	0.22

3.2.1.2. Likelihood of Bribery Demand in Public Institutions

Nairobi Water and Sewerage Company, County Government Offices and Regular Police are the three most bribery-prone public institutions. There is a likelihood that each time a service is sought in Nairobi Water and Sewerage Company and County Government Offices, one is likely to be asked for a bribe 1.24 and 1.18 times, respectively. Each time a service is sought from the Police, a service seeker is likely to be asked for a bribe 1.1 times. This is as illustrated in Table 3.2.

Table 3.2: Likelihood of Bribe Demands in Public Institutions

Institution	Likelihood
Nairobi Water and Sewarage Company	1.24
County Government Offices	1.18
Regular Police/Police Station/Kenya Police	1.10
Kenya Revenue Authority	1.00
Kenya Forestry Service	1.00
Ministry of Interior and Co-ordination of National Government	1.00
Ministry Of Transport, Infrastructure, Housing, Urban Development and Public Works	1.00
National Hospital Insurance Fund (NHIF)	0.99
MCA's Office	0.94
Public Colleges and Universities	0.90
Huduma Centre	0.89
Traffic Police	0.86
Ministry of Labour and Social Protection	0.81
Dispensary/Public Hospitals	0.81
Constituency Development Fund Office (CDF)	0.80

Institution	Likelihood
Ministry of Lands and Physical Planning	0.80
Judiciary	0.77
Chief's Office/Village Elder	0.77
Registrar of Persons (ID)	0.75
Mombasa Water and Sewerage Company Limited	0.74
County Education Department	0.73
Ministry of Health	0.71
Ministry of Education	0.71
Civil Registration(Births and Deaths)	0.69
National Social Security Fund	0.69
County Health Department	0.69
Attorney General's Office	0.67
City Inspectorate	0.62
Ministry of Foreign Affairs	0.62
Directorate of Criminal Investigation (DCI)	0.60
Ministry of Industrialization, Trade and Enterprise Development	0.60
County Commissioner/Assistant County Commissioner Office	0.60
Immigration Department	0.56
Ministry of Agriculture, Livestock, Fisheries and Co-Operatives	0.55
Public Service Commission (PSC)	0.54
Kenya Power and Lighting Company	0.47
Ministry of Water, Sanitation and Irrigation	0.42
Administration Police (AP)	0.40
Ministry of Defence	0.36
Other Water and Sewerage Companies	0.33
Teachers Service Commission	0.29
National Transport and Safety Authority (NTSA)	0.27
County Public Service Boards	0.22
Ministry of Public Service and Gender	0.15

3.2.1.3. Likelihood of Bribery Demand in Counties

Kajiado, Isiolo and Siaya Counties are the three most bribery-prone counties. Each time a service is sought in Kajiado County one is likely to be asked for a bribe 6.36 times. Each time a service is sought in Isiolo and Siaya Counties one is likely to be asked for a bribe 1.08 and 1.05 times, respectively. Table 3.3 presents likelihood of bribery demand from the most to the least prone counties.

Table 3.3: Likelihood of Bribe Demands in Counties

County	Likelihood
Kajiado	6.36
Isiolo	1.08
Siaya	1.05
Lamu	1.00
Machakos	1.00
West Pokot	1.00
Busia	1.00
Kakamega	1.00

County	Likelihood
Nyamira	0.98
Kitui	0.96
Samburu	0.96
Homabay	0.95
Turkana	0.93
Kisii	0.92
Bomet	0.90
Narok	0.90
Trans Nzoia	0.85
Uasin Gishu	0.84
Bungoma	0.84
Nandi	0.82
Kericho	0.82
Wajir	0.82
Mandera	0.82
Migori	0.81
Meru	0.80
Kiambu	0.78
Makueni	0.78
Kirinyaga	0.76
Nairobi	0.75
Embu	0.75
Murang'a	0.73
Nyandarua	0.71
Laikipia	0.71
Baringo	0.69
Taita Taveta	0.67
Kisumu	0.65
Nakuru	0.62
Kwale	0.61
Tana River	0.60
Marsabit	0.59
Nyeri	0.58
Mombasa	0.58
Garissa	0.57
Elgeyo Marakwet	0.47
Kilifi	0.44
Vihiga	0.42
Tharaka Nithi	0.35

3.2.2. Prevalence of Bribery

The prevalence of bribery indicator captured the portion of respondents that paid a bribe. This indicator represents the number of respondents who paid bribes as a proportion of the total number of respondents who reported seeking public services or visiting an institution or county office, respectively.

3.2.2.1. Prevalence of Bribe Payment by Service

The indicator reveals that the five public services where bribery is most prevalent were: obtaining a reference letter, filing tax returns, seeking transfer, registration or transfer of a vehicle and application for NSSF Card. Each time the above services were sought a bribe was paid. Table 3.4 presents prevalence of bribery while seeking various public services from the most to the least prevalent.

Table 3.4: Prevalence of Bribery in Public Services

Public Service	Prevalence
Obtaining a Reference Letter	100.0%
Filing Tax Returns	100.0%
Seeking Transfer	100.0%
Registration/Transfer of Vehicle	100.0%
Application for NSSF Card	100.0%
Application for College Admission	89.7%
Seeking Police Certificate of Good Conduct	70.6%
Undergoing Driving Test	67.8%
Seeking a Police Abstract	60.0%
Application for KRA Pin Number	57.7%
Seeking P3 Forms	55.8%
Release of Impounded Goods	55.5%
Registration/Collection/Renewal of ID	54.4%
Bailing of Arrested Individuals	53.3%
Application for NHIF Card	52.2%
Obtaining a Death Certificate	50.9%
Collection of Building/Construction Certificate	50.0%
Registration of Business	46.9%
Seeking Police Security/Protection	46.4%
Changing of ID Particulars	44.1%
Registering a Group	41.1%
Seeking Medical Attention	40.9%
Application For a Passport	40.1%
Seeking Business Permit	39.0%
Obtaining a Tender	38.6%
Reporting a Crime/Writing a Statement	38.4%
Application/Collection of Birth Certificate	37.3%
Asset Recovery	33.3%
Water Connection	31.1%
Seeking Employment	31.1%
Seeking Relief Food/Water	28.2%
Following Up on a Case/Seeking to Dismiss a Case	27.1%
Application for Bursary	25.7%
Seeking School Documents/Certificates	25.4%
Educational Services	24.0%
Power Connection/Bill payment	23.9%
Seeking Public Health Clearance Certificate	21.8%
Seeking of CDF Funds	21.6%
Registration/Collection of Land Title Deed	21.0%
Solving Land Conflict	20.5%

Public Service	Prevalence
Acquiring Visa	20.0%
Seeking of Government Funds- Uwezo/Youth/Women/Elderly/PWD/HSNP	17.0%
Seeking Retirement Benefits	6.1%

3.2.2.2. Prevalence of Bribe Payment in Public Institutions

The Kenya Revenue Authority, Ministry of Interior and Co-ordination of National Government Ministry of Transport were the three public institutions where bribery was most prevalent with all (100%) respondents who sought services in these institutions paying a bribe. This was followed by the Judiciary, Public Colleges and Universities and National Social Security Fund (NSSF) where 77, 68 and 61 out of 100 respondents who sought services paying a bribe, respectively (Table 3.5).

Table 3.5:Prevalence of Bribe Payment in Public Institutions

Institution	Prevalence
Kenya Revenue Authority	100.0%
Ministry of Interior and Co-ordination of National Government	100.0%
Ministry of Transport, Infrastructure, Housing, Urban Development and Public Works	100.0%
Judiciary	77.2%
Public Colleges and Universities	68.6%
National Social Security Fund	61.8%
Huduma Centre	54.9%
Regular Police/Police Station/Kenya Police	53.6%
Nairobi Water and Sewerage Company	50.0%
Dispensary/Public Hospitals	49.7%
Ministry of Education	49.2%
Mombasa Water and Sewerage Company Limited	48.7%
Registrar of Persons (ID)	47.4%
Ministry of Health	45.9%
Chief's Office/Village Elder	45.3%
National Hospital Insurance Fund (NHIF)	44.4%
Ministry of Public Service and Gender	43.1%
County Government Offices	41.2%
City Inspectorate	39.3%
County Health Department	38.8%
County Commissioner/Assistant County Commissioner Office	38.6%
Civil Registration(Births and Deaths)	37.6%
Immigration Department	35.6%
National Transport and Safety Authority (NTSA)	33.5%
Kenya Forestry Service	33.3%
Traffic Police	32.8%
Ministry of Defence	28.8%
Ministry of Foreign Affairs	28.4%
Directorate of Criminal Investigation (DCI)	26.8%
Ministry of Labour and Social Protection	24.2%
County Education Department	24.1%
Constituency Development Fund Office (CDF)	22.8%
Kenya Power and Lighting Company	22.3%

Institution	Prevalence
MCA's Office	21.2%
Ministry of Industrialization, Trade and Enterprise Development	20.0%
Public Service Commission (PSC)	19.0%
Other Water and Sewerage Companies	18.7%
Administration Police (AP)	14.0%
Ministry of Lands and Physical Planning	14.0%
Ministry of Agriculture, Livestock, Fisheries and Co-operatives	13.7%
Teachers Service Commission	13.6%
Ministry of Water, Sanitation and Irrigation	10.3%

3.2.2.3. Prevalence of Bribe Payment in Counties

Lamu and Machakos are the two counties where bribery was most prevalent with all (100%) respondents who sought services in these counties paying a bribe. This was followed by Kajiado, Meru and Kitui counties where 75, 74 and 70 out of 100 respondents who sought services in these counties paying a bribe, respectively. Table 3.6 ranks counties on bribe payment from the counties where it is most prevalent to counties where it is least prevalent.

Table 3.6: Prevalence of Bribe Payment in Counties

County	Prevalence
Lamu	100.0%
Machakos	100.0%
Kajiado	75.3%
Meru	74.0%
Kitui	70.9%
Wajir	69.3%
Trans Nzoia	65.3%
Embu	65.2%
Kakamega	62.8%
Nyandarua	61.8%
Busia	61.0%
Kiambu	60.3%
Marsabit	59.0%
Samburu	57.8%
Turkana	56.3%
Narok	55.5%
West Pokot	51.0%
Nandi	50.6%
Makueni	49.7%
Bungoma	47.6%
Kwale	47.4%
Isiolo	46.5%
Siaya	45.3%
Murang'a	44.4%
Kisii	44.0%
Taita Taveta	41.9%
Bomet	40.8%
Kericho	40.8%

County	Prevalence
Laikipia	39.7%
Uasin Gishu	38.7%
Nakuru	38.1%
Elgeyo Marakwet	37.6%
Kisumu	36.8%
Tharaka Nithi	35.4%
Nyeri	35.3%
Homabay	34.9%
Baringo	34.3%
Garissa	32.4%
Tana River	32.4%
Nairobi	32.1%
Nyamira	32.0%
Migori	31.7%
Mombasa	31.6%
Mandera	30.2%
Kilifi	26.9%
Vihiga	23.1%
Kirinyaga	8.7%

3.2.3. Impact of Bribe Payment

The impact indicator represents the proportion of respondents who reported having accessed a particular service, institution or county only after paying a bribe.

3.2.3.1. Impact of Bribe Payment on Public Service Delivery

The indicator reveals that impact of bribery on public service delivery is more evident in seeking driving licenses, seeking police security or protection and seeking business permit. Each time a person paid a bribe for these services, they were 3.3 times, 1.2 times and 1.04 times more likely to receive the service than if they did not pay the bribe. Table 3.7 presents services on which bribe payment had an impact from the most to the least impacted.

Table 3.7: Impact of Bribe Payment on Public Service Delivery

Public Service	Impact
Seeking Driving License	3.34
Seeking Police Security/Protection	1.22
Seeking Business Permit	1.04
Obtaining a Reference Letter	1.00
Filing Tax Returns	1.00
Application for KRA Pin Number	1.00
Application for NHIF Card	1.00
Registration/Transfer of Vehicle	1.00
Collection of Building/Construction Certificate	1.00
Application for College Admission	0.90
Release of Impounded Goods	0.87
Registration of Business	0.81

Public Service	Impact
Seeking a Police Abstract	0.77
Bailing of Arrested Individuals	0.75
Seeking Police Certificate of Good Conduct	0.71
Registration/Collection/Renewal of ID	0.70
Obtaining a Tender	0.68
Seeking Medical Attention	0.68
Undergoing Driving Test	0.68
Application/Collection of Birth Certificate	0.65
Seeking P3 Forms	0.62
Changing of ID Particulars	0.62
Water Connection	0.59
Seeking Transfer	0.56
Solving Land Conflict	0.53
Application for Bursary	0.49
Obtaining a Death Certificate	0.48
Application For a Passport	0.47
Seeking Relief Food/Water	0.44
Reporting a Crime/Writing a Statement	0.42
Power Connection/Bill Payment	0.41
Seeking Public Health Clearance Certificate	0.40
Application for TSC Number	0.40
Educational Services	0.36
Seeking of CDF Funds	0.32
Seeking of Government Funds- Uwezo/Youth/Women/Elderly/PWD/ HSNP	0.30
Following up on a Case/Seeking to dismiss a Case	0.29
Registration/Collection of Land Title Deed	0.26
Seeking Employment	0.26
Seeking School Documents/Certificates	0.25
Seeking Retirement Benefits	0.06

3.2.3.2. Impact of Bribe Payment in Public Institutions

The indicator reveals that impact of bribery on public institutions is more evident in the National Transport and Safety Authority (NTSA) and County Commissioner/Assistant County Commissioner Office. Each time a person paid a bribe in the National Transport and Safety Authority (NTSA) and County Commissioner/Assistant County Commissioner Offices, they were 1.44 times and 1.41 times more likely to receive the service than if they did not pay the bribe, respectively. Table 3.8 presents the impact of bribe payment on public institutions from the most impacted to the least impacted.

Table 3.8: Impact of Bribe Payment in Public Institutions

Institution	Impact
National Transport and Safety Authority (NTSA)	1.44
County Commissioner/Assistant County Commissioner Office	1.41
Kenya Revenue Authority	1.00
Ministry of Interior and Co-ordination of National Government	1.00
Ministry of Transport, Infrastructure, Housing, Urban Development and Public Works	1.00
Nairobi Water and Sewerage Company	0.97

Public Colleges and Universities	0.90
County Government Offices	0.84
National Hospital Insurance Fund (NHIF)	0.78
Judiciary	0.77
Dispensary/Public Hospitals	0.72
Traffic Police	0.71
MCA's Office	0.70
Regular Police/Police Station/Kenya Police	0.69
Chief's Office/Village Elder	0.66
Ministry of Education	0.65
Registrar of Persons (ID)	0.63
Ministry of Health	0.62
Huduma Centre	0.60
Ministry of Labour and Social Protection	0.57
National Social Security Fund	0.55
County Health Department	0.54
City Inspectorate	0.52
Administration Police (AP)	0.51
Constituency Development Fund Office (CDF)	0.50
Mombasa Water and Sewerage Company Limited	0.49
Civil Registration (Births and Deaths)	0.48
Ministry of Water, Sanitation and Irrigation	0.47
County Education Department	0.46
Public Service Commission (PSC)	0.44
Immigration Department	0.43
Ministry of Lands and Physical Planning	0.40
Kenya Power and Lighting Company	0.37
Ministry of Defence	0.36
Attorney General's Office	0.33
Other Water and Sewerage Companies	0.33
Directorate of Criminal Investigation (DCI)	0.32
Ministry of Industrialization, Trade and Enterprise Development	0.20
Teachers Service Commission	0.15
Ministry of Foreign Affairs	0.11
Ministry of Agriculture, Livestock, Fisheries and Co-operatives	0.10

3.2.3.3. Impact of Bribe Payment in Counties

The indicator reveals that bribe payment had the highest impact in Kajiado, Vihiga and Uasin Gishu Counties. Each time a person paid a bribe in Kajiado, Vihiga and Uasin Gishu Counties, they were 2.50 times, 2.03 times and 1.41 times more likely to receive the service than if they did not pay the bribe, respectively. Table 3.9 presents the impact of bribe payment in Counties from the most impacted to the least impacted.

Table 3.9: Impact of Bribe Payment in Counties

County	Impact
Kajiado	2.50
Vihiga	2.03
Uasin Gishu	1.41

County	Impact
Lamu	1.00
Machakos	1.00
Siaya	0.98
Busia	0.93
Kitui	0.93
Turkana	0.91
Bomet	0.87
Meru	0.80
Samburu	0.78
Trans Nzoia	0.77
Kirinyaga	0.75
Kisii	0.74
Nyandarua	0.73
Wajir	0.72
Kakamega	0.71
Kiambu	0.71
Nandi	0.68
Marsabit	0.67
Embu	0.66
Murang'a	0.66
Bungoma	0.66
Kisumu	0.64
Nyamira	0.62
Makueni	0.60
Narok	0.59
Kericho	0.59
West Pokot	0.58
Migori	0.55
Nyeri	0.53
Mandera	0.53
Mombasa	0.52
Baringo	0.51
Homabay	0.51
Laikipia	0.49
Taita Taveta	0.46
Isiolo	0.45
Kwale	0.44
Tana River	0.41
Nairobi	0.41
Nakuru	0.39
Elgeyo/Marakwet	0.36
Garissa	0.35
Tharaka Nithi	0.35
Kilifi	0.30

3.2.4. Average Size of Bribe

The national average bribe increased from KES 5,889.89 in 2021 to stand at KES 6,864.89 in 2022. Figure 3.4 illustrates the average bribe trends since 2005.
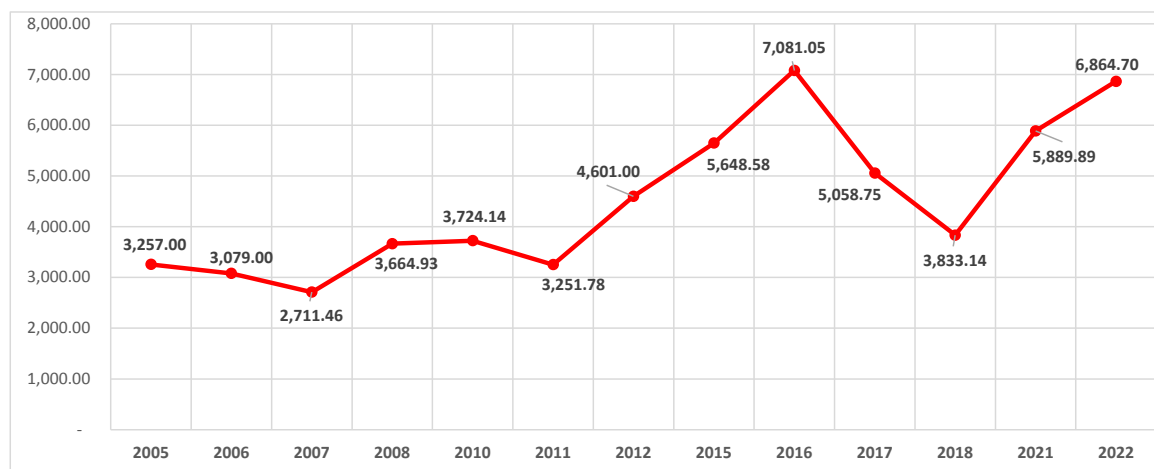

Figure 3.4: National Average Bribe in KES

The average size of bribe indicator is a measure of the average payment made by respondents who reported paying a bribe for a service, in an institution or in a county.

3.2.4.1. Average Size of Bribe Paid for Public Services

On average, respondents paid the largest amount of bribe in acquiring a visa (KES. 350,000). Other services where service seekers had to pay large amount of bribe to access the services were: seeking retirement benefits (KES. 33,150), seeking employment (KES. 29,407), application for college admission (KES. 24,958), solving land conflict (KES. 21,493) and obtaining a tender (KES. 20,583). Table 3.10 presents the average size of bribe paid for each service from the highest to the lowest.

Table 3.10: Average Size of Bribe Paid for Public Services

Public Service	Average
Acquiring a visa	350,000
Seeking Retirement Benefits	33,150
Seeking Employment	29,407
Application for College Admission	24,958
Solving Land Conflict	21,493
Obtaining a Tender	20,583
Asset Recovery	15,000
Seeking Transfer	11,605
Application for a Passport	11,522
Registration/Collection of Land Title Deed	11,374
Power Connection/Bill payment	10,395
Release of Impounded Goods	9,484
Seeking Public Health Clearance Certificate	8,052
Following up on a Case/Seeking to dismiss a Case	7,941
Educational Services	6,894
Bailing of Arrested Individuals	6,715

Seeking of Government Funds- Uwezo/Youth/Women/Elderly/PWD/HSNP	5,898
Undergoing Driving Test	4,921
Seeking Police Security/Protection	4,704
Seeking Medical Attention	4,542
Obtaining a Death Certificate	4,040
Seeking of CDF Funds	3,994
Seeking Business Permit	3,962
Water Connection	3,227
Changing of ID Particulars	2,848
Reporting a Crime/Writing a Statement	2,630
Registration/Transfer of Vehicle	2,500
Application for Bursary	2,394
Registration of Business	2,309
Seeking Police Certificate of Good Conduct	2,183
Seeking a Police Abstract	2,159
Collection of Building/Construction Certificate	2,000
Registering a Group	2,000
Application for NHIF Card	1,981
Application/Collection of Birth Certificate	1,807
Registration/Collection/Renewal of ID	1,742
Seeking School Documents/Certificates	1,646
Seeking P3 Forms	1,619
Seeking Relief Food/Water	1,223
Application for KRA Pin Number	1,158
Filing Tax Returns	834
Obtaining a Reference Letter	280
Application for NSSF Card	200

3.2.4.2. Average Size of Bribe Paid in Public Institutions

On average, respondents paid the largest amount of bribe in the Ministry of Foreign Affairs (KES. 221,157). Other public institutions where service seekers had to pay large bribe amounts to access services were: The Judiciary (KES. 105,990) and Teachers Service Commision (KES. 46,547). Table 3.11 presents the average bribe size paid in each institution from the highest to the lowest.

Table 3.11: Average Size of Bribe Paid in Public Institutions

Institution	Average
Ministry of Foreign Affairs	221,157
Judiciary	105,990
Teachers Service Commission	46,547
County Education Department	34,079
Ministry of Defence	31,869
Ministry of Water, Sanitation and Irrigation	25,971
Ministry of Lands and Physical Planning	25,963
Public Service Commission (PSC)	24,396
MCA's Office	14,911
Administration Police (AP)	14,391
Kenya Forestry Service	12,000

Institution	Average
Immigration Department	11,366
Kenya Power and Lighting Company	10,368
Ministry of Agriculture, Livestock, Fisheries and Co-operatives	7,026
Public Colleges and Universities	6,990
County Health Department	6,759
Ministry of Interior and Co-ordination of National Government	6,305
Regular Police/Police Station/Kenya Police	6,032
City Inspectorate	5,970
Traffic Police	5,039
Huduma Centre	4,530
Ministry of Labour and Social Protection	4,353
Other Water and Sewerage Companies	4,283
Directorate of Criminal Investigation (DCI)	4,231
National Hospital Insurance Fund (NHIF)	4,210
County Government Offices	4,097
Kenya Revenue Authority	3,995
National Transport and Safety Authority (NTSA)	3,595
Constituency Development Fund Office (CDF)	3,400
Registrar of Persons (ID)	3,141
Dispensary/Public Hospitals	3,024
Chief's Office/Village Elder	2,317
Ministry of Transport, Infrastructure, Housing, Urban Development and Public Works	2,300
County Commissioner/Assistant County Commissioner Office	1,783
Ministry of Public Service and Gender	1,620
Ministry of Education	1,499
Ministry of Health	1,415
Civil Registration (Births and Deaths)	1,375
National Social Security Fund	1,018
Ministry of Industrialization, Trade and Enterprise Development	1,000
Mombasa Water and Sewerage Company Limited	763
Nairobi Water and Sewerage Company	595

3.2.4.3. Average Size of Bribe Paid in Counties

On average, respondents paid the largest amount of bribe in Kirinyaga (KES. 54,506). Other counties where service seekers had to pay large bribe amounts to access services were: Samburu (KES. 21,611), Narok (Kshs. 16,359), Kitui (KES. 15,484), West Pokot (KES. 14,872), Busia (KES. 11,157), Nairobi (KES. 11,148), and Murang'a (KES. 10,242) Counties. Table 3.12 presents the average bribe size paid in each County from the highest to the lowest.

Table 3.12: Average Size of Bribe Paid in Counties

County	Average
Kirinyaga	54,506
Samburu	21,611
Narok	16,359
Kitui	15,484
West Pokot	14,872

County	Average
Busia	11,157
Nairobi	11,148
Murang'a	10,242
Garissa	9,057
Kilifi	8,565
Makueni	7,721
Laikipia	7,407
Migori	7,191
Kajiado	6,987
Tharaka Nithi	6,891
Taita Taveta	6,429
Kisii	6,381
Mandera	5,825
Mombasa	5,519
Nyandarua	4,574
Elgeyo Marakwet	4,304
Turkana	4,277
Isiolo	4,003
Kwale	3,891
Kericho	3,701
Bungoma	3,654
Nyeri	3,633
Baringo	3,569
Lamu	3,404
Vihiga	3,333
Wajir	3,174
Machakos	2,971
Homabay	2,928
Kiambu	2,899
Uasin Gishu	2,542
Tana River	2,305
Nyamira	2,290
Trans Nzoia	2,177
Nakuru	2,061
Bomet	2,042
Kisumu	1,741
Nandi	1,632
Embu	1,561
Kakamega	1,408
Siaya	1,213
Meru	1,191
Marsabit	1,092

3.2.5. Share of National Bribe

The share of national bribe indicator measures the proportion of actual bribes paid as a percentage of all bribes reported to have been paid for a service, in an institution or in a given county.

3.2.5.1. Share of National of Bribe by Service

The largest share of national bribe was paid to solve land conflicts (17.5%); to acquire a visa (14.7%) and while seeking employment (14.0 %). Table 3.13 presents the share of national bribe for each public service from the largest to the smallest.

Table 3.13: Share of National Bribe by Public Service

Public Service	Share
Solving Land Conflict	17.5%
Acquiring Visa	14.7%
Seeking Employment	14.0%
Bailing of Arrested Individuals	8.7%
Seeking Medical Attention	8.0%
Registration/Collection of Land Title Deed	5.3%
Application for a Passport	4.5%
Registration/Collection/Renewal of ID	4.4%
Application/Collection of Birth Certificate	3.6%
Seeking a Police Abstract	2.0%
Reporting a Crime/Writing a Statement	1.6%
Application for College Admission	1.5%
Seeking Business Permit	1.5%
Power Connection/Bill Payment	1.1%
Application for Bursary	1.0%
Changing of ID Particulars	1.0%
Seeking Public Health Clearance Certificate	0.9%
Seeking Police Security/Protection	0.9%
Educational Services	0.9%
Application for TSC Number	0.9%
Water Connection	0.7%
Seeking Retirement Benefits	0.5%
Following up on a Case/Seeking to dismiss a Case	0.4%
Seeking of CDF Funds	0.4%
Seeking Police Certificate of Good Conduct	0.4%
Seeking P3 Forms	0.4%
Seeking Transfer	0.3%
Release of Impounded Goods	0.3%
Obtaining a Tender	0.3%
Obtaining a Death Certificate	0.2%
Undergoing Driving Test	0.2%
Collection of Building/Construction Certificate	0.1%
Application for NHIF Card	0.1%
Asset Recovery	0.1%
Seeking Relief Food/Water	0.1%
Seeking School Documents/Certificates	0.1%
Registration of Business	0.1%

3.2.5.2. Share of National Bribe for each Public Institution

The institutions that received the largest share of national bribe were: The Police (18.2%), Ministry of Lands and Physical Planning (16.9%) and Ministry of Foreign Affairs (14.7%). Table 3.14 presents the share of national bribe for each public institution from the largest to the smallest.

Table 3.14: Share of National Bribe by Public Institution

Institution	Share
Regular Police/Police Station/Kenya Police	18.2%
Ministry of Lands and Physical Planning	16.9%
Ministry of Foreign Affairs	14.7%
Chief's Office/Village Elder	5.7%
Registrar of Persons (ID)	5.4%
County Education Department	5.2%
Dispensary/Public Hospitals	3.6%
Immigration Department	3.2%
Judiciary	2.4%
County Government Offices	2.2%
County Health Department	2.1%
Civil Registration (Births and Deaths)	1.9%
Administration Police (AP)	1.8%
Traffic Police	1.2%
Kenya Power and Lighting Company	1.2%
Public Service Commission (PSC)	1.1%
Constituency Development Fund Office (CDF)	1.1%
Huduma Centre	1.0%
Teachers Service Commission	0.7%
MCA's Office	0.7%
Ministry of Defence	0.5%
National Hospital Insurance Fund (NHIF)	0.5%
Ministry of Water, Sanitation and Irrigation	0.4%
Ministry of Health	0.4%
City Inspectorate	0.4%
Public Colleges and Universities	0.3%
Directorate of Criminal Investigation (DCI)	0.3%
Kenya Forestry Service	0.3%
County Commissioner/Assistant County Commissioner Office	0.3%
Kenya Revenue Authority	0.3%
Other Water and Sewerage Companies	0.2%
Ministry of Interior and Co-ordination of National Government	0.2%
National Transport and Safety Authority (NTSA)	0.2%
National Social Security Fund	0.1%
Ministry of Education	0.1%
Ministry of Agriculture, Livestock, Fisheries and Co-operatives	0.1%
Nairobi Water and Sewerage Company	0.1%
Ministry of Labour and Social Protection	0.1%

3.2.5.3. Share of National Bribe for each County

The largest shares of national bribe were paid in Nairobi County (27.7%), Kirinyaga County (8.7%) and Narok County (8.6%). Table 3.15 presents the share of national bribe for each County from the largest to the smallest.

Table 3.15: Share of National Bribe by County

County	Share
Nairobi	27.7%
Kirinyaga	8.7%
Narok	8.6%
Migori	6.2%
Kisii	4.7%
Kilifi	4.1%
Murang'a	3.8%
Mombasa	3.7%
Garissa	3.1%
Kiambu	1.9%
Kericho	1.8%
Kajiado	1.7%
Samburu	1.6%
Nakuru	1.5%
Mandera	1.3%
Homabay	1.3%
Nyandarua	1.2%
Kitui	1.2%
Turkana	1.2%
Laikipia	1.2%
Makueni	1.1%
Trans Nzoia	1.1%
Busia	1.1%
Kwale	0.9%
West Pokot	0.9%
Taita Taveta	0.9%
Uasin Gishu	0.7%
Nyamira	0.7%
Wajir	0.6%
Bungoma	0.6%
Baringo	0.6%
Kisumu	0.5%
Meru	0.4%
Elgeyo Marakwet	0.4%
Bomet	0.4%
Isiolo	0.3%
Nyeri	0.3%
Tana River	0.3%
Kakamega	0.3%
Tharaka Nithi	0.3%
Vihiga	0.2%
Nandi	0.2%

County	Share
Machakos	0.2%
Embu	0.2%
Siaya	0.1%
Lamu	0.1%
Marsabit	0.02%

3.2.6. Bribe Payments

The proportion of respondents who were asked to pay a bribe in order to receive a service increased to 28.3 percent in 2022 from 16.5 percent recorded in 2021 (Figure 3.5). Among those who were asked to pay a bribe in order to be served, 71.7 percent declined to pay in 2022
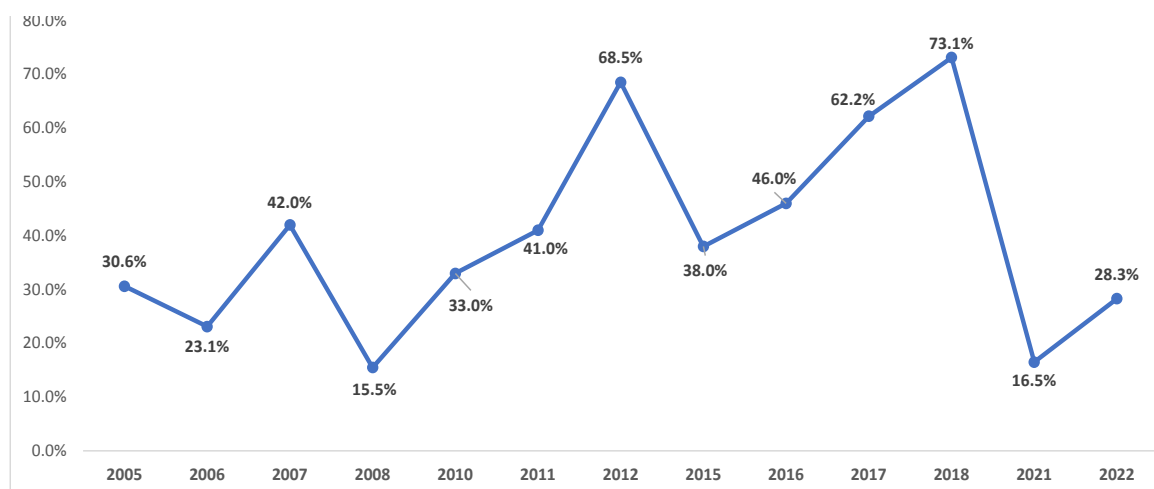

Figure 3.5: Trend of Bribe Payment

3.2.7. Reasons Cited for Bribe Payments

Most of the respondents (40.5%) paid a bribe since it was the only way to access a service, followed by 22.1 percent who paid a bribe to avoid delay in service and 17.9 percent who paid since it was demanded. Figure 3.6 illustrates the various reasons why service seekers paid bribes.
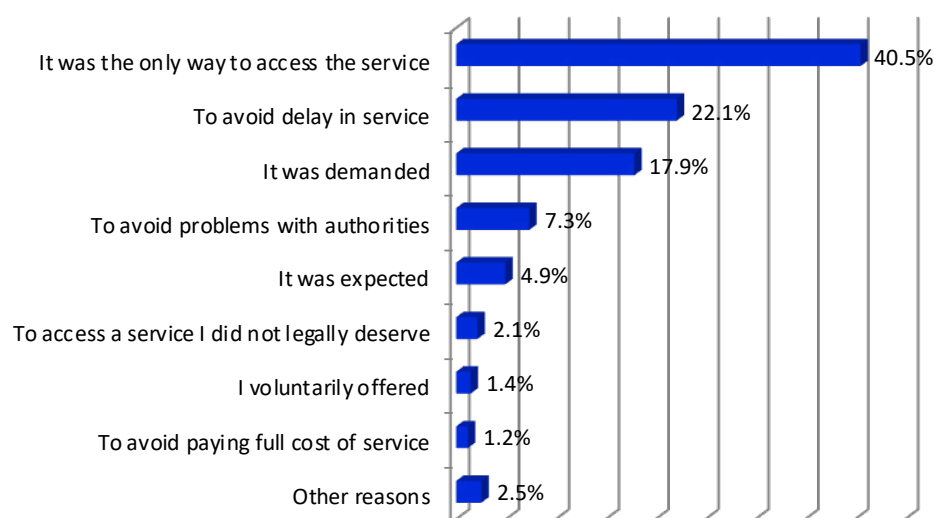
Figure 3.6: Reasons for paying bribes

3.2.8. Satisfaction with Services after Paying Bribe

A majority (58.7%) of the service seekers were dissatisfied with services received after paying a bribe, while 41.6 percent were satisfied with the services received after paying a bribe as illustrated in Figure 3.7.
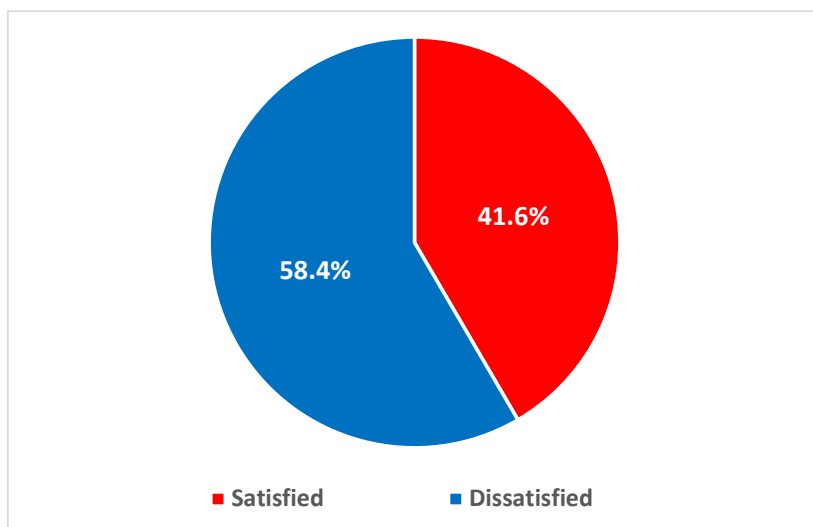

Figure 3.7: Satisfaction with Services after paying Bribes

3.2.9. Level of Satisfaction with Public Service Delivery in Kenya

A majority of the respondents, 71.1 percent were dissatisfied with integrity, transparency and accountability in public service delivery in Kenya while 28.9 percent were satisfied as illustrated in Figure 3.8.
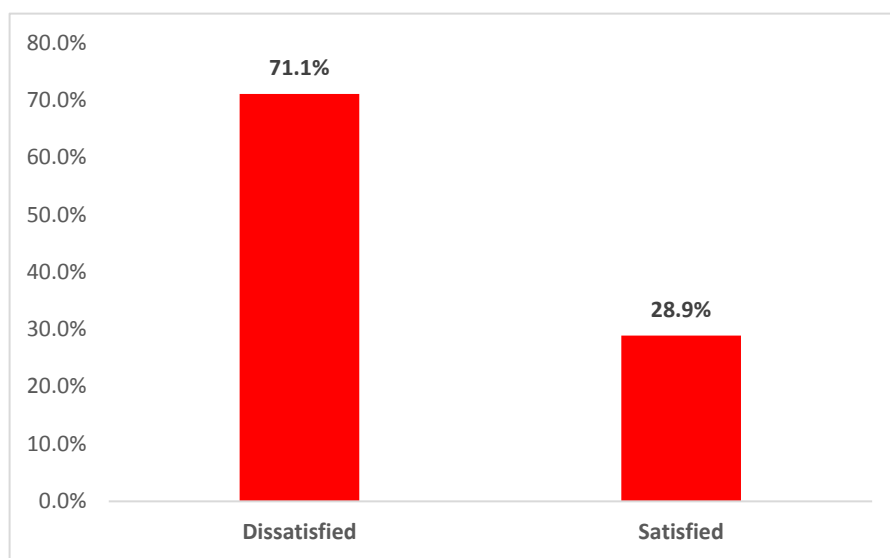
Figure 3.8: Level of Satisfaction with Public Service Delivery in Kenya

3.2.10. Awareness of what constitutes Corruption in Public Service

A significant majority of the respondents (89.4%) were aware of what constituted corruption in public service while 10.6 percent were not aware as illustrated in Figure 3.9.
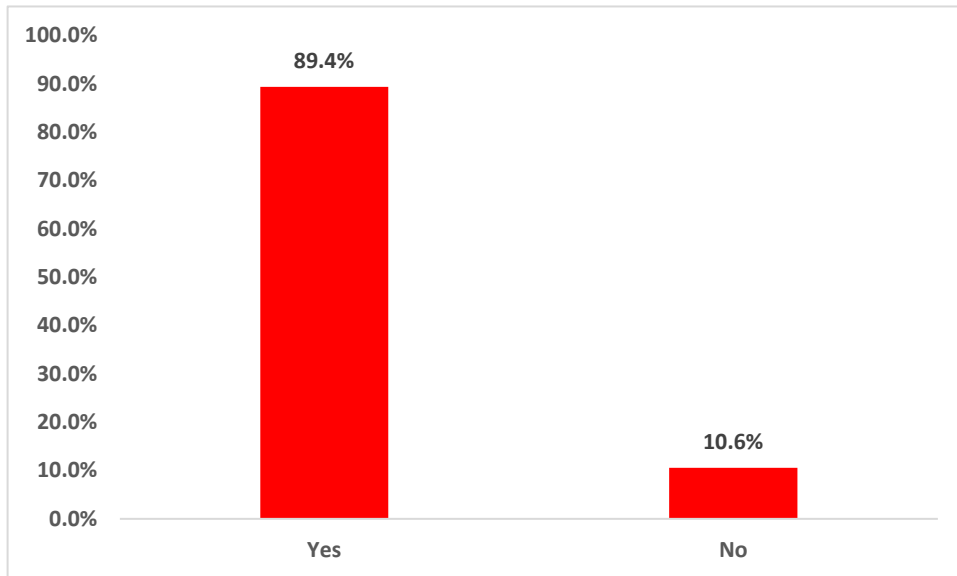
Figure 3.9 Awareness of what constitutes Corruption in Public Service

3.2.11. Bribery in the 2022 General Election

Respondents were asked if they had received a bribe during the 2022 election period, the total amount of bribe they had received and whether the bribe influenced their decision.

3.2.11.1. Respondents that Received Bribe During the 2022 General Elections

A majority of the respondents, 66.5 percent, did not receive a bribe in the last general election while 33.5 percent received a bribe as presented in Figure 3.10.
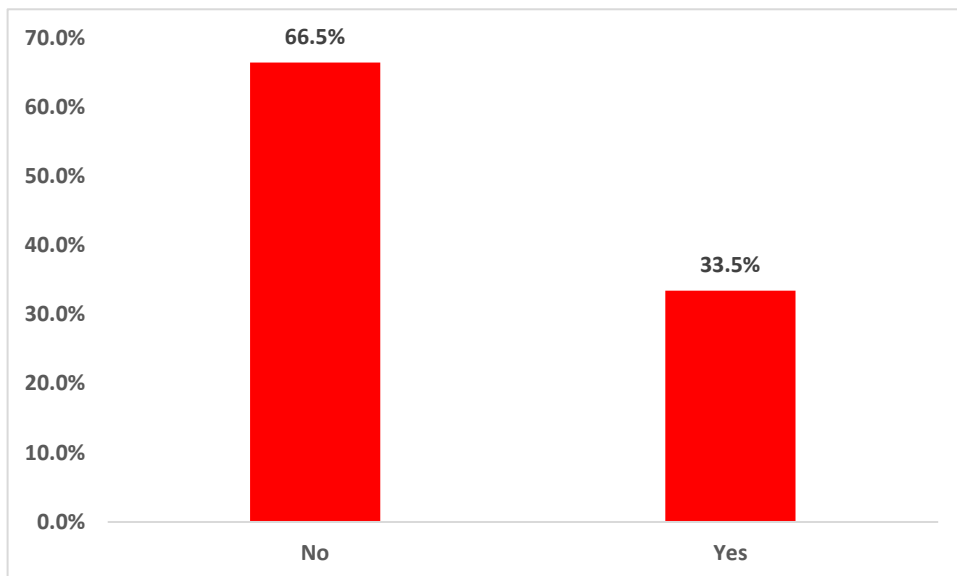

Figure 3.10 Respondents that Received a Bribe During the 2022 General Elections

3.2.11.2. Bribes Received During the 2022 General Elections

Over 70% of the respondents received between KES 30 to KES 1,000 in bribes during the 2022 election period, followed by 22.9%, who received between KES 1,000 to KES 5,000 and 3.4% that received between KES. 6,000 to KES 10,000 respectively. A small number (0.04%) received over KES 700,000 as presented in Figure 3.11.
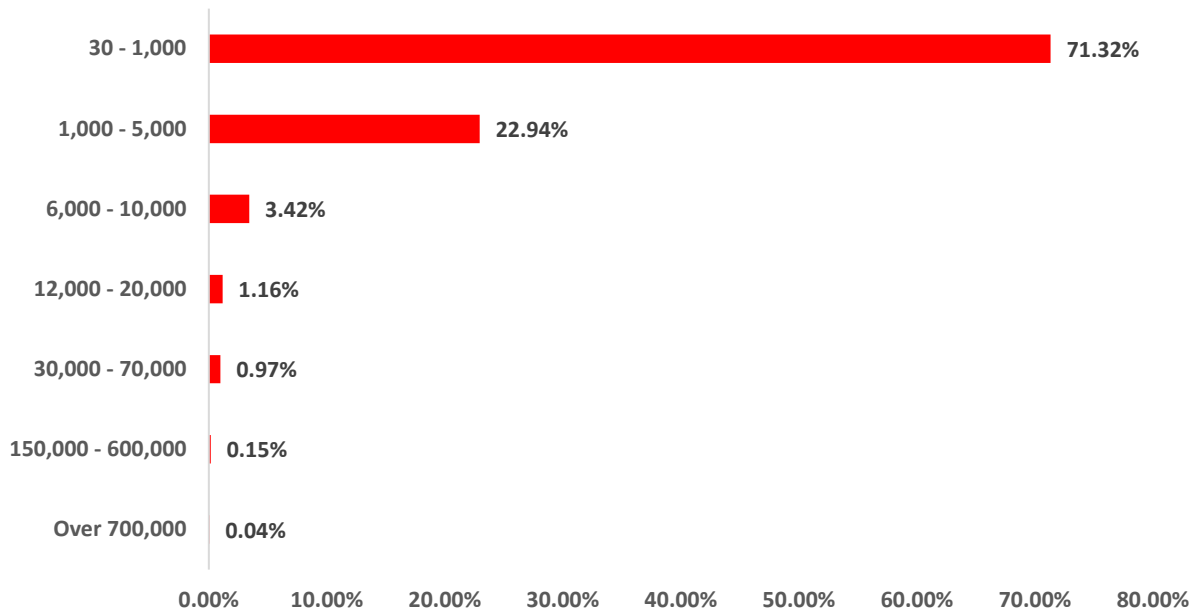

Figure 3.11: Bribes Received During the 2022 Election Period

3.2.11.3. Influence of Bribery on Voting Decision

Voting choices were largely unaffected by bribery as indicated by a majority of respondents (82.3%). This is in contrast to 17.7% of respondents who indicated that bribery influenced their voting choices as illustrated in Figure 3.12.
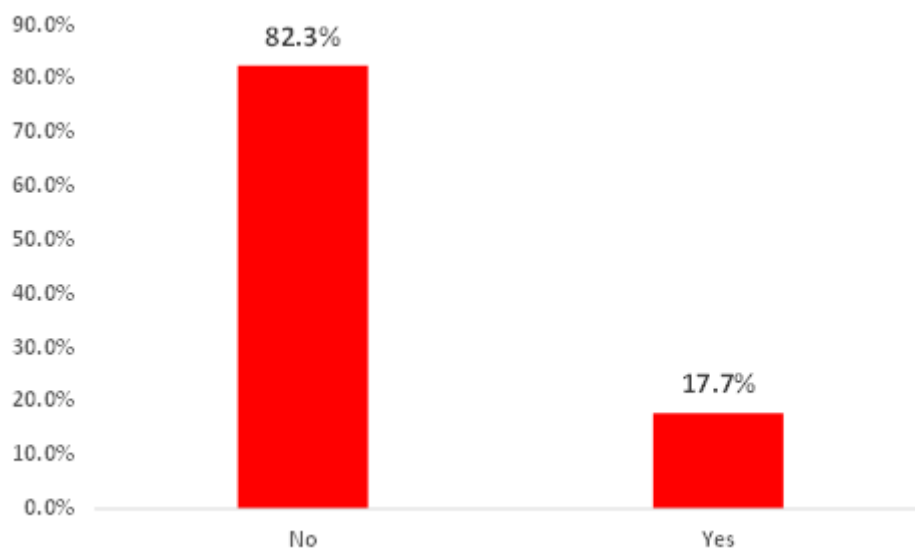

Figure 3.12: Influence of Bribery on Voting Decision

3.2.12. Quality of Government Services

Respondents were asked their opinion regarding improvement in provision of both national and county government services in the last one year.

3.2.12.1. Quality of National Government Services

Respondents were asked their opinion regarding improvement in provision of national government services in the last one year. Most of them, 66.1 per cent, reported the services had not improved while 28 percent reported that services had improved. This is as illustrated in Figure 3.13.
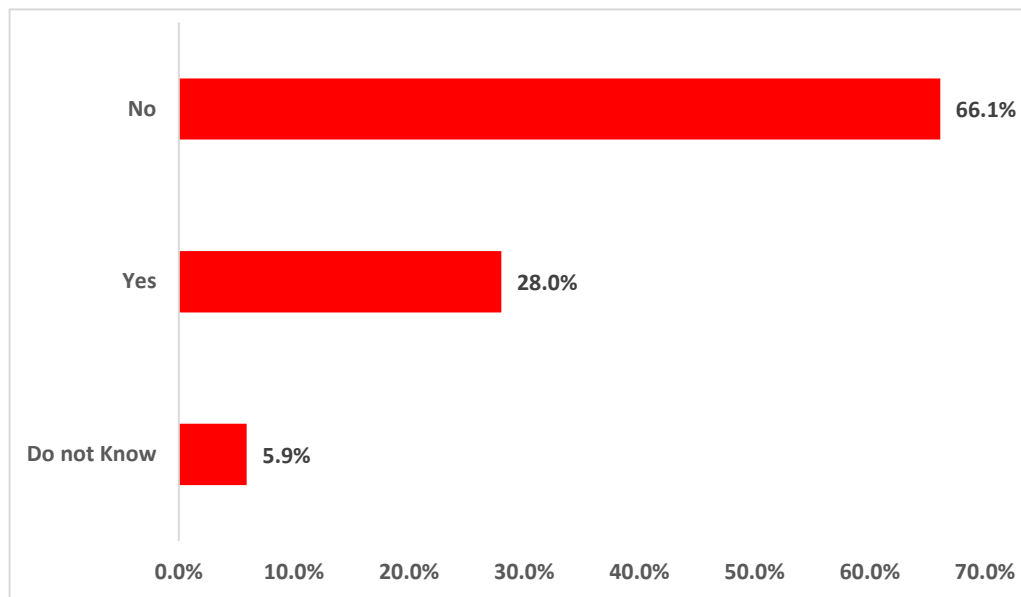

Figure 3.13: Perception on Improvement of National Government Services

3.2.12.2. Quality of County Government Services

Respondents were asked their opinion regarding improvement in provision of county government services in the last one year. Most of them, 60.1 per cent, reported that services had not improved while 33.4 percent reported the services had improved. This is as illustrated in Figure 3.14.
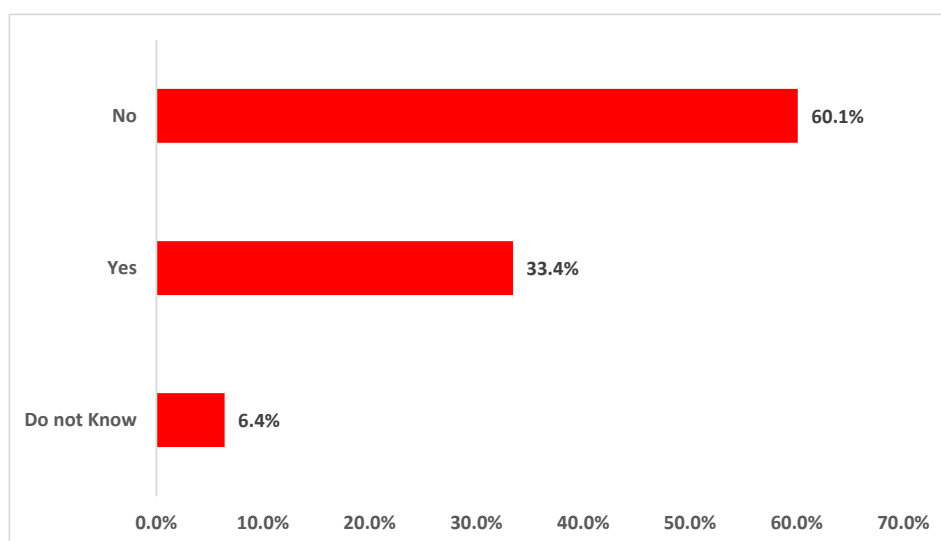

Figure 3.14: Perception on Improvement of County Government Services

3.2.13. Uptake of Huduma Centre Services

The uptake of Huduma Centre services increased to 36.1 percent in 2022 from 32.6 percent in 2021 (Figure 3.15).
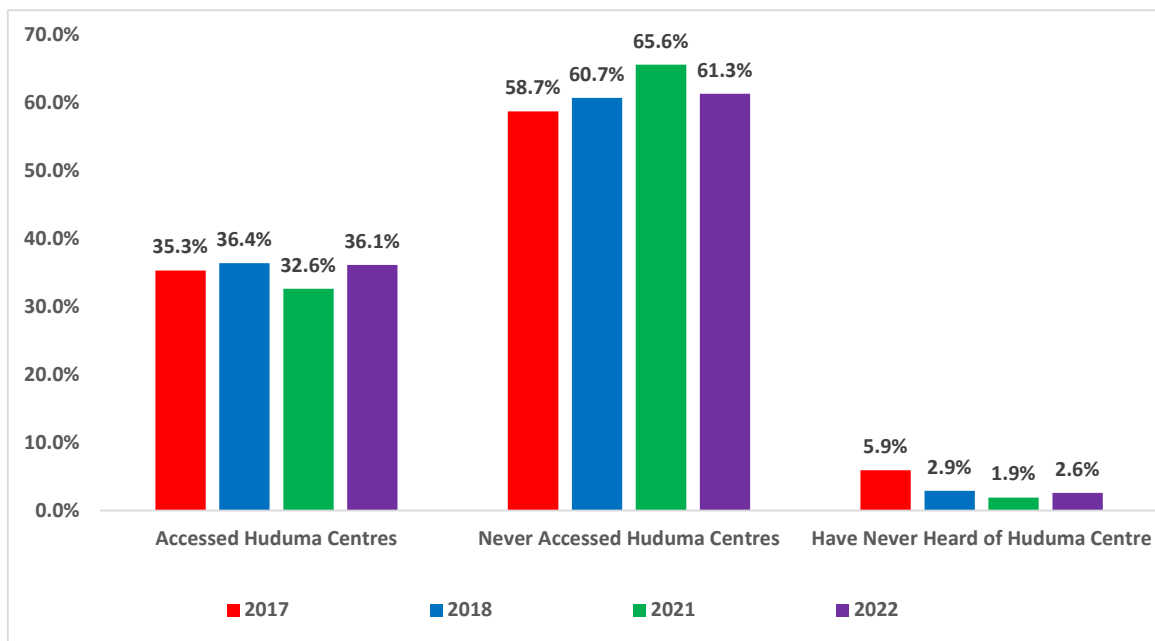

Figure 3.15: Uptake of Huduma Services

Respondents were asked to rate their experiences with Huduma Services based on availability, accessibility, reliability and affordability. Majority of the respondents described Huduma Centre services as available (77%), accessible (72.6%), reliable (71.7%) and affordable (66.6 %) as shown in Table 3.16.

Table 3.16: Huduma Services Rating

Aspect	High	Moderate	Low
Availability	77.0%	16.8%	6.2%
Accessibility	72.6%	19.3%	8.1%
Reliability	71.7%	19.6%	8.8%
Affordability	66.6%	21.9%	11.5%

3.3. ETHICS

Ethics, a central component of public service, entails continuous efforts of striving to ensure people, and the institutions they shape, live up to the standards and norms that are considered acceptable (Nerkar, 2016). The purpose of this section was to identify types of unethical behavior or practices that occurred frequently in the public sector. The Survey sought to find out from respondents whether they were aware of what constituted unethical practices in public service and if they have witnessed unethical practices by a public officer.

3.3.1. Awareness of What Constitutes Ethics in the Public Service

More than 78 percent of respondents indicated that they were aware about what constitutes unethical practices in the public service in 2022. This was an increase of 15.9 percent from 62.3 percent reported in 2021 as illustrated in Figure 3.16.
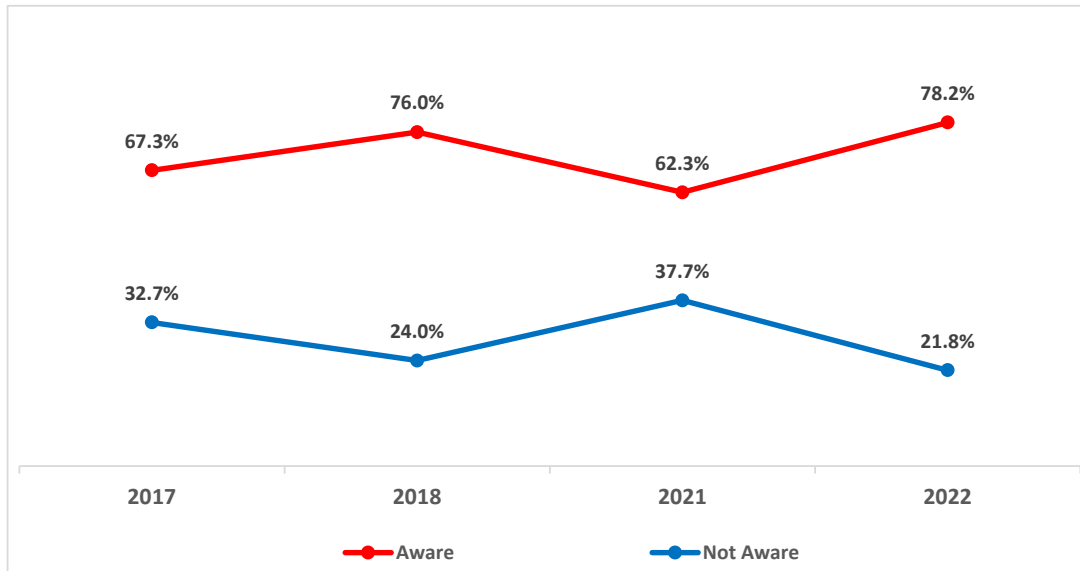

Figure 3.16: Awareness of what constitutes Unethical Practices in the Public Service

Among those respondents, 45.6 percent had witnessed unethical practices by a public officer in the past one year. This was a slight drop of 0.3% from the year 2021 as depicted in Figure 3.17.
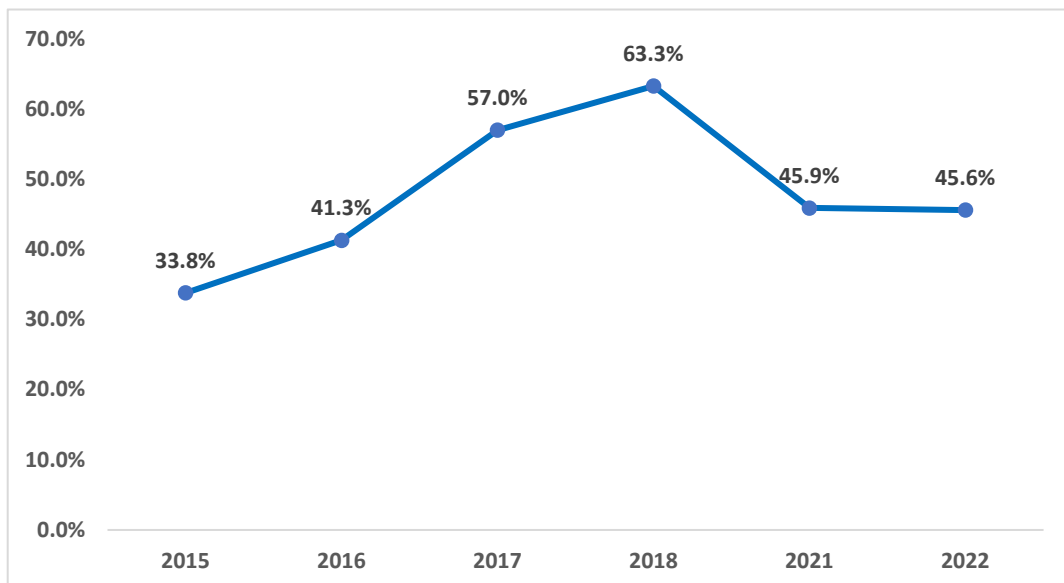

Figure 3.17: Level of Unethical Conduct in Public Service

3.3.2.   Prevalent Forms of Unethical Practices in Public Service

Bribery (26.4%), delay in service provision (18.0%) and discrimination (12.2%) were the three most prevalent unethical practices witnessed by respondents who had sought services in public offices over the past one year (Figure 3.18).
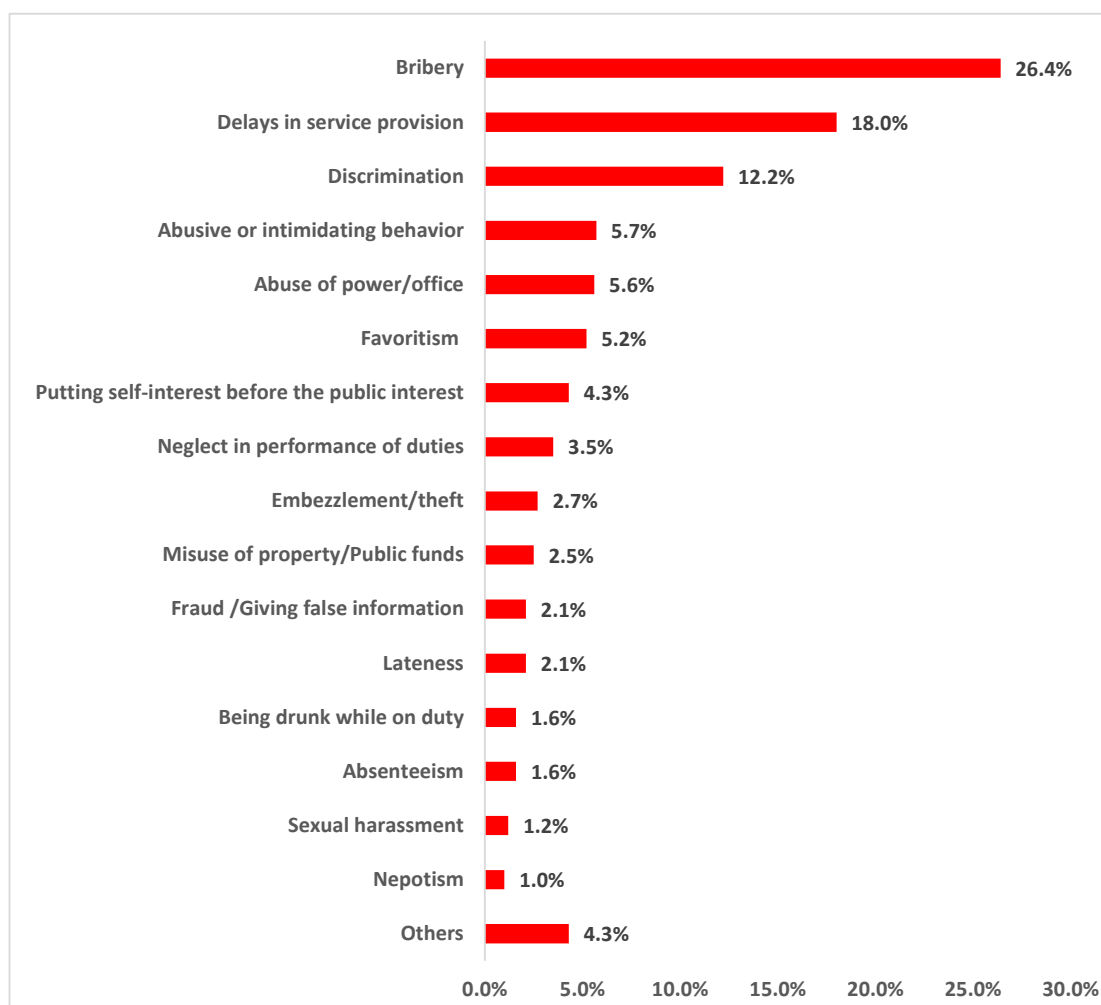

Figure 3.18: Prevalent Forms of Unethical Practices Witnessed

3.3.3.   Factors Affecting Decision not to Report Corruption or Unethical Practices

The four major factors that affect the decision not to report corruption and unethical practices included: investigations cannot be made about the report (81.0%); cases cannot be proved (80.2%); concern about potential harassment and reprisal/fear of victimization (79.7%); and corruption is a way of life (79.5%). Other factors are as presented in Table 3.17.

Table 3.17: Factors Affecting Decision Not to Report Corruption or Unethical Practices

Factors	Affects a Lot	Does not affect	Indifferent	Do not Know
Investigations cannot be made about the report	81.0%	8.3%	8.5%	2.2%
Cases cannot be proved	80.2%	10.4%	7.6%	1.9%
Concern about potential harassment, reprisal and fear of victimization	79.7%	8.4%	10.0%	2.0%

Factors	Affects a Lot	Does not affect	Indifferent	Do not Know
Corruption is a way of life	79.5%	11.4%	7.8%	1.3%
I would have been arrested too	75.9%	12.2%	9.3%	2.6%
The process is too complex and long	74.9%	13.2%	9.0%	2.9%
Long distance to the place where to report	74.4%	15.2%	7.8%	2.6%
Not knowing where to report	73.8%	15.5%	8.6%	2.1%
I knew the person	67.3%	20.6%	9.7%	2.3%
Not beneficial to me	66.6%	20.2%	10.9%	2.3%
Not my responsibility	64.7%	21.1%	10.9%	3.3%
Bribes can be justified under the current economic situation	63.5%	21.6%	11.6%	3.2%
It was petty	61.6%	24.2%	11.4%	2.8%

3.4. EFFECTIVENESS AND SUPPORT FOR EXISTING ANTI-CORRUPTION INITIATIVES

This section presents the respondents' perception about the commitment of individuals, government, institutions and various stakeholders in tackling corruption and unethical conduct.

3.4.1. Individual Role in the Fight Against Corruption and Unethical Conduct

Less than half (48.8 percent) of the respondents indicated that they had done nothing in the past one year to fight corruption and unethical conduct in the country. This represents a significant improvement from the previous surveys that reported 51.3 percent, 67 percent and 61.7 percent in 2021, 2018 and 2017 respectively. This was followed by 12.4 percent of the respondents who indicated that their role was to refuse to take or give bribes, 12.2 percent who indicated that they could not do anything, 7.3 percent who adhere to rules and regulations and 4 percent who pray about the state of corruption and unethical conduct in the country (Figure 3.19).
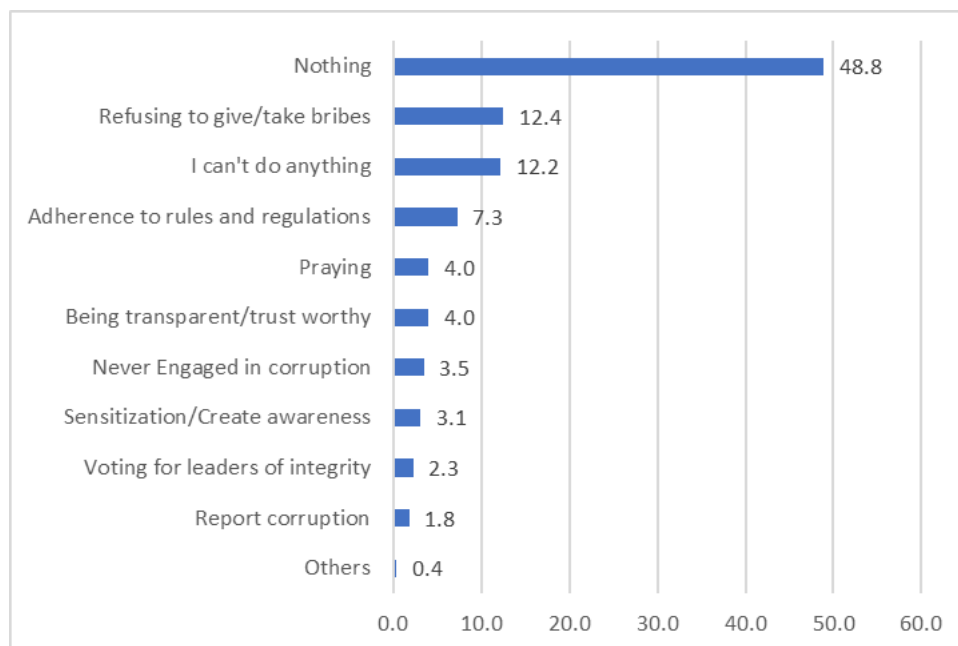

Figure 3.19: Individual Role in Fighting Corruption and Unethical Conduct

3.4.2. Government Commitment in Fighting Corruption and Unethical Conduct

Respondents who thought that the Kenyan Government is committed in the fight against corruption and unethical practices in the public service comprised 31.5 percent. Respondents who believed that the government was committed to the fight against corruption cited the following reasons: investigation of top government officials (34.6%); the President's condemnation of the vice through the media (12.6%); good service delivery in government offices (9.8%); reduced levels of corruption (7.4%); and the role of EACC (6.9%) as illustrated in Figure 3.20.
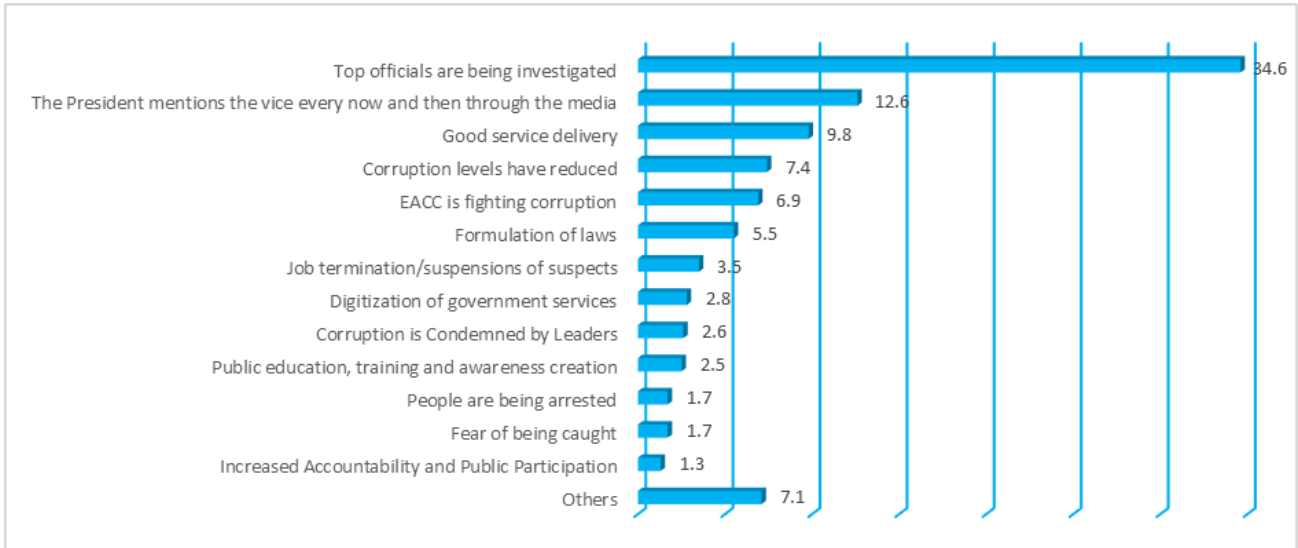
Figure 3.20: Reasons Cited for Government Commitment Against Corruption

On the other hand, those who indicated that the government is not committed in the fight against corruption cited corruption is still high in government offices (19.1%), government is corrupt itself (13.4%), corruption is deeply rooted (14.4%) and no action taken on those alleged to be involved in corruption (10.1%) as illustrated in Figure 3.21.

Figure 3.21: Reasons cited for lack of Government Commitment Against Corruption

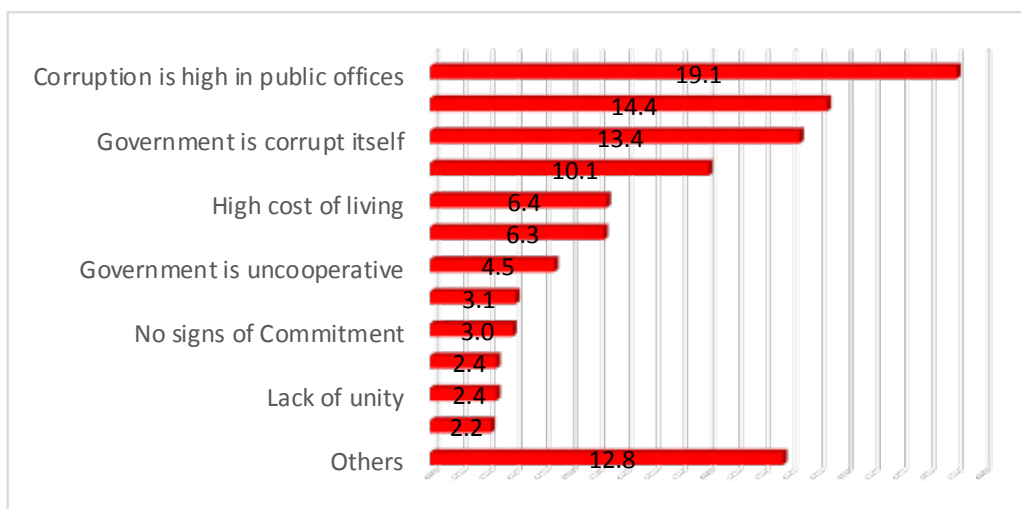### 3.4.3. Confidence in Stakeholders in the fight against Corruption and Unethical Conduct

Private broadcasting stations (61.6%), public broadcasting stations (58%), religious organizations (57.8%) and social media platforms (52%) ranked highest among stakeholders with regard to confidence in the fight against corruption and unethical conduct. The Police (72.7%) followed by Senators (55.1%), Members of the County Assembly (54.8%), Members of the National Assembly (53.1%), the Executive (53%) and the Governors (52.4%) ranked lowest in confidence regarding the fight against corruption and unethical conduct (Table 3.18).

Table 3.18: Confidence Level in Stakeholders in the fight against Corruption and Unethical Conduct

	Confident	Not confident	Do not Know
Private Broadcasting Stations e.g Citizen, NTV, KTN etc	61.6%	28.2%	10.2%
Public Broadcasting Stations e.g KBC TV/RADIO	58.0%	29.8%	12.2%
Religious Organizations	57.8%	35.3%	6.9%
Users of Social Media e.g WhatsApp, TikTok, Facebook, Twitter	52.0%	28.2%	19.8%
Civil Society	45.2%	35.7%	19.1%
Private Sector	38.4%	37.4%	24.2%
Governors	38.2%	52.4%	9.4%
Members of National Assembly	35.2%	53.1%	11.7%
The Executive	34.4%	53.0%	12.7%
Members of County Assembly	34.2%	54.8%	11.0%
The Judiciary	33.4%	47.9%	18.7%
Senators	32.1%	55.1%	12.9%
Directorate of Criminal Investigation (DCI)	30.8%	47.8%	21.4%
Kenya Revenue Authority	27.5%	51.3%	21.1%
Cabinet Secretaries	26.6%	51.9%	21.5%
Office of the Attorney General	25.9%	44.8%	29.3%
Office of the Director of Public Prosecution	24.8%	45.4%	29.8%
Principal Secretaries	23.6%	49.6%	26.8%
Office of the Auditor General	23.1%	43.4%	33.5%
Commission on Administrative Justice	23.1%	46.5%	30.4%
The Police	22.3%	72.7%	5.0%
Office of the Controller of Budget	21.6%	45.3%	33.1%

3.4.4. Effectiveness of Anti-Corruption Measures

Regarding measures in combating corruption and unethical practices in Kenya, public education and awareness creation (44.2%), imprisonment of persons found guilty of corruption (41.7%) and employment creation (40.8%) were deemed most effective (Table 3.19).

Table 3.19: Effectiveness of Anti-Corruption Measures

	Effective	Moderately Effective	Not effective at all	Don't Know
Public education and awareness creation	44.2%	35.3%	16.3%	4.2%
Imprisonment	41.7%	26.4%	27.0%	4.8%
Employment creation	40.8%	27.5%	28.3%	3.4%
Mainstreaming of anti-corruption into the education curriculum	36.5%	38.5%	17.8%	7.3%
User friendly corruption reporting channels	35.9%	33.6%	20.4%	10.1%
Eradication of poverty	35.2%	28.5%	31.6%	4.8%
Partnerships and collaboration among stakeholders in the fight against corruption	26.9%	37.2%	21.5%	14.4%
Investigations	26.6%	36.5%	31.4%	5.5%
Administrative sanctions on public officials	26.0%	38.4%	24.9%	10.6%
Asset recovery and restitution	25.0%	36.5%	27.5%	11.0%
Prevention of corruption	24.4%	36.5%	33.6%	5.5%
Existing anti-corruption laws	21.9%	40.9%	29.8%	7.3%
Devolution and decentralization	18.8%	35.1%	35.3%	10.8%

3.4.5. County Government Service Delivery

Education – ECDE, village polytechnics, childcare facilities (30.1%), county transport – county roads, street lighting, traffic and parking (24.7%), county public works and services – water and sanitation, storm water and management systems (24.1%) and agriculture – abattoirs, livestock sale yards, disease control (23.8%) were ranked as good by the highest number of respondents in the provision of services by county governments (Table 3.20).

Table 3.20: Rating on Provision of County Government Services

Service	Good	Average	Poor	Don't Know
Education – ECDE, village polytechnics, childcare facilities.	30.1%	39.6%	24.1%	6.2%
County transport – county roads, street lighting, traffic and parking	24.7%	36.8%	36.7%	1.8%
County public works and services – water and sanitation, storm water and management systems	24.1%	31.6%	41.7%	2.6%
Agriculture – abattoirs, livestock sale yards, disease control	23.8%	32.6%	33.2%	10.4%
Implementation of national government policies on natural resources and environmental conservation	21.8%	41.4%	23.4%	13.3%
Control of air pollution, noise pollution, outdoor advertising	21.6%	40.8%	29.8%	7.8%
County Health services-ambulance, Health facilities, cemeteries	21.0%	31.2%	45.3%	2.6%
Trade development and regulation-markets, trade licenses, local tourism.	18.0%	34.9%	34.1%	13.0%
Animal control and welfare	15.8%	37.1%	35.6%	11.5%

Service	Good	Average	Poor	Don't Know
Cultural activities, public entertainment, public amenities	14.8%	41.4%	33.6%	10.2%
County Planning and development– land survey, mapping, housing	14.8%	35.8%	31.2%	18.2%
Control of drugs and pornography	13.6%	27.5%	52.4%	6.5%
Ensuring and coordinating participation of communities in governance	13.6%	37.5%	40.0%	9.0%
Firefighting services and disaster management	11.0%	23.5%	43.1%	22.4%

3.5. ACCESS TO ETHICS AND ANTI-CORRUPTION SERVICES

This section covers awareness about EACC services, uptake, rating and suggested areas of improvement of EACC IEC materials and key measures to reduce corruption and promote ethics.

3.5.1. Awareness about EACC Services

Among those who were aware about EACC, 64 percent identified its corruption prevention mandate, 61.5 percent its mandate of investigating corruption and unethical conduct, and 27.1 percent its services of receiving reports on corruption and ethical breaches (Figure 3.22).
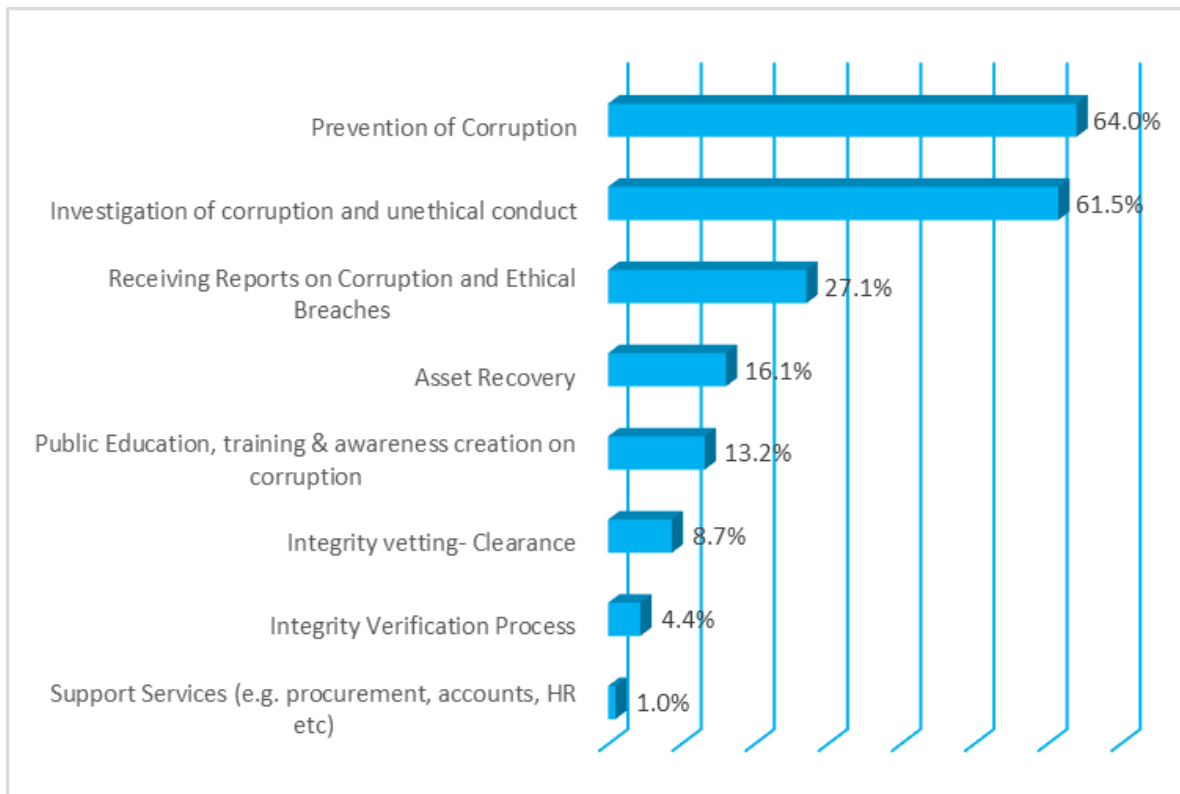

Figure 3.22: Awareness About EACC Services

With regard to utilization of EACC services, 39.2 percent of respondents had sought clearance on integrity, 24.1 percent had sought employment while 17.7 percent reported corruption (Figure 3.23).
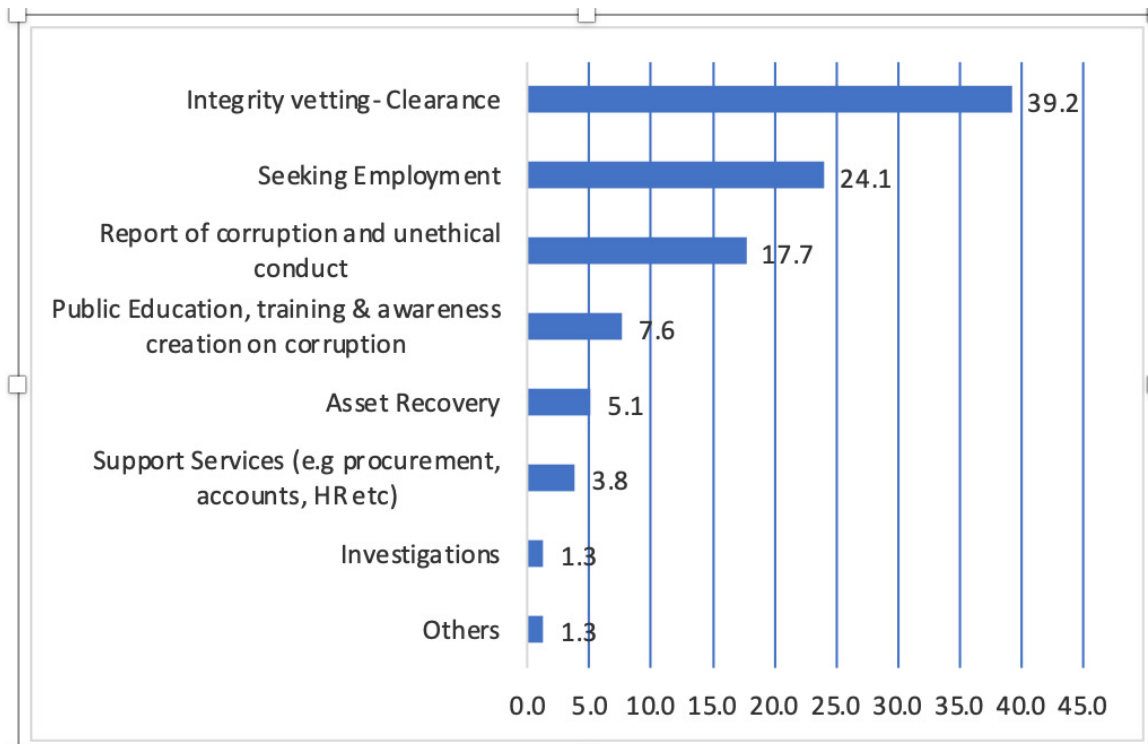

Figure 3.23: Services sought at EACC

3.5.2. Uptake of EACC IEC Materials

The uptake of information education and communication materials (IEC) from EACC increased from 12.4 percent of respondents in 2021 to 33.1 percent in 2022 as depicted in Figure 3.24.
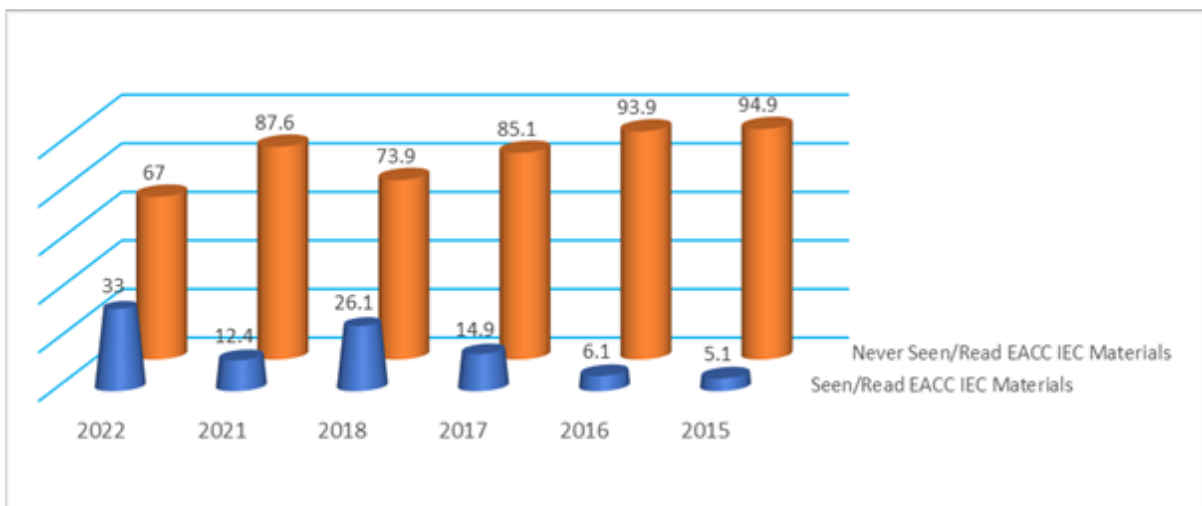

Figure 3.24: Uptake of EACC IEC Materials

Television programmes such as infomercials, spots, messages and documentaries ranked first among IEC materials utilized by the respondents with 60.3 percent, followed by 31.9 percent who singled out social media messaging, 20 percent who mentioned radio programmes and 18.2 percent cited posters (Figure 3.25).
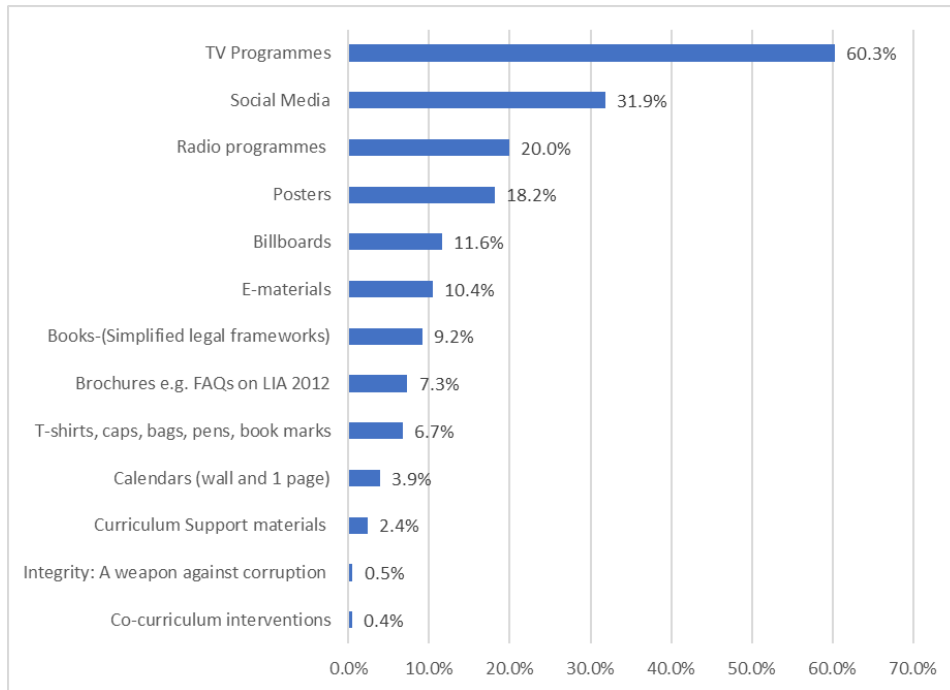

Figure 3.25: Media and Types of EACC IEC Materials

3.5.3. Rating of EACC IEC Materials

The Survey sought to rate EACC IEC Material on language, availability, relevance, clarity, design and influence. Their responses are illustrated in Table 3.21. It was noted that the IEC materials availability was low.

Table 3.21: Ratings of EACC IEC Materials

	Good	Fair	Poor	No Response	Don't Know
Language	76.3%	21.5%	1.2%	0.3%	0.7%
Relevance	72.8%	22.5%	3.3%	0.6%	0.8%
Influence	64.2%	26.7%	7.3%	0.8%	1.0%
Availability	45.4%	32.2%	20.0%	0.8%	1.5%
Clarity	68.9%	27.4%	2.1%	0.6%	1.1%
Design	66.3%	26.7%	2.3%	2.2%	2.5%

Use of mainstream media such as television, radio and print were cited by 58.9 percent as the most effective way to carry out public education and awareness on corruption. Use of the social media was cited by 20.3 percent while 18.1 percent suggested use of caravans through outreach clinics (Figure 3.26).
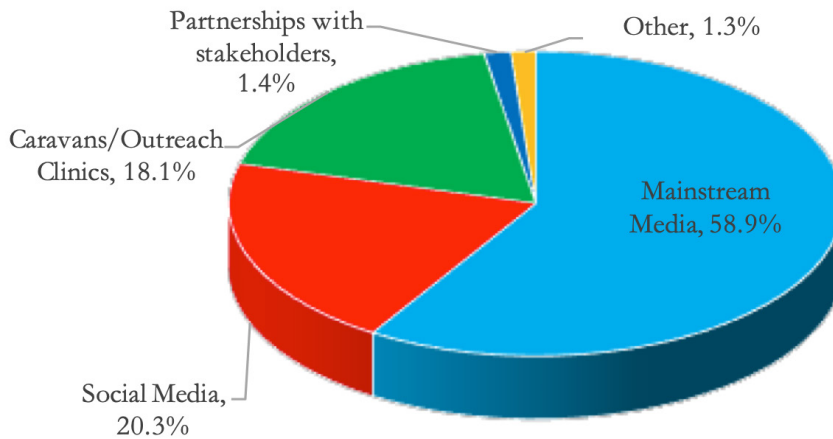

Figure 3.26: Modes of communication for public education and awareness creation

3.5.4. Suggestions to Improve EACC IEC Materials

When asked to suggest ways of improving EACC IEC material, 43.6 percent of the respondents suggested utilization of the media to communicate and disseminate information on corruption and unethical practices. A further 38.7 percent suggested increasing availability and accessibility in the whole country, 36.9 percent suggested holding of public sensitization programmes while 27.7 percent cited use of easy language such as vernacular (Figure 3.27).
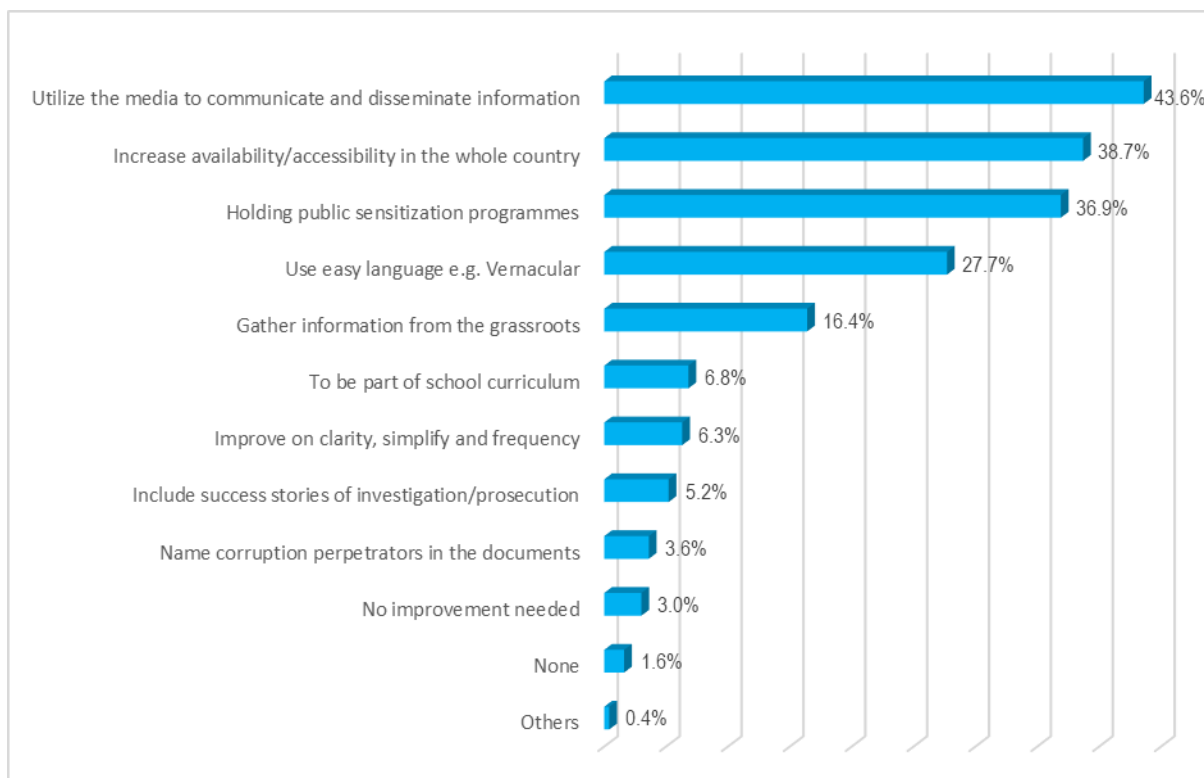

Figure 3.27: Suggestions to Improve EACC IEC Materials

3.5.5. Key Measures to Reduce Corruption and Promote Ethics

When asked to suggest measures to reduce corruption and unethical conduct, respondents cited reducing the cost of living (11.8%), arresting and jailing of corrupt people (10.4%), acting on corruption reports promptly (10%), increasing public education on effects of corruption (9.6%) and creation of employment opportunities (8.4%) as indicated in Figure 3.28.
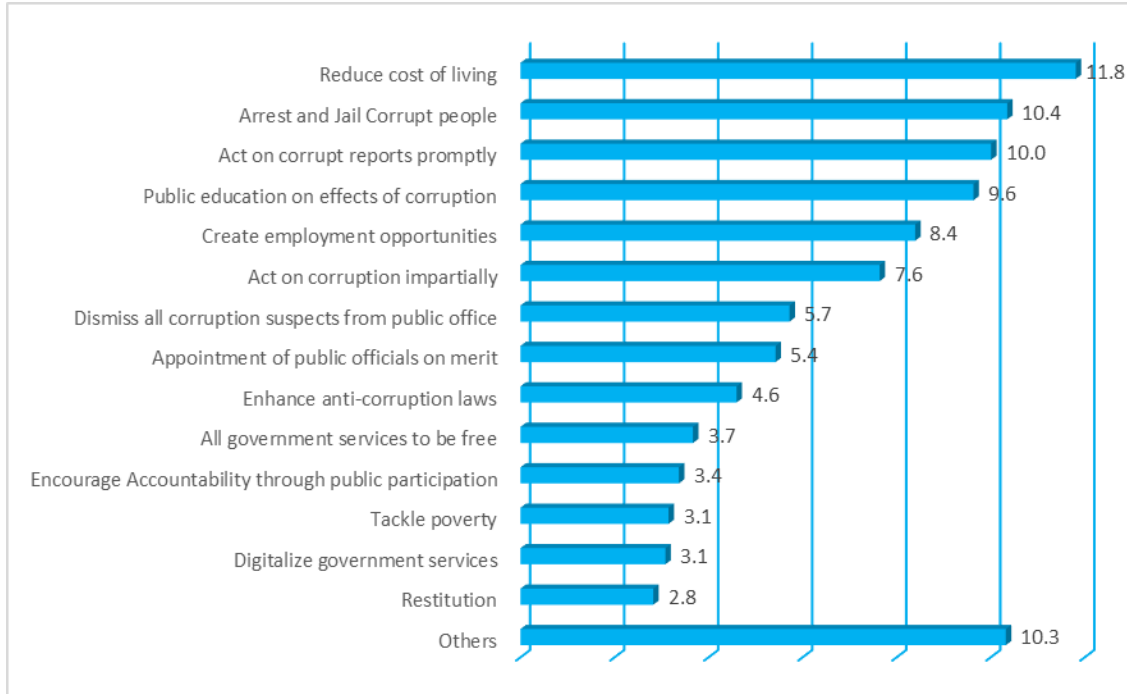

Figure 3.28: Suggested measures to reduce corruption and promote ethics

3.6. PERCEPTIONS ON CORRUPTION AND UNETHICAL PRACTICES

This section presents findings on the perceptions and opinions on corruption and its main causes and whether the war against corruption is headed in the right direction.

3.6.1. Willingness and Participation in Corruption and Unethical Practices

Close to a quarter (24.2%) of the respondents reported they had actually participated in corrupt acts or unethical practices in the past one year. More than a quarter of respondents (27.1%) indicated that, given an opportunity, they would engage in corruption or unethical practices. The trend on willingness and actual participation in corruption or unethical practices is illustrated in Figure 3.29.
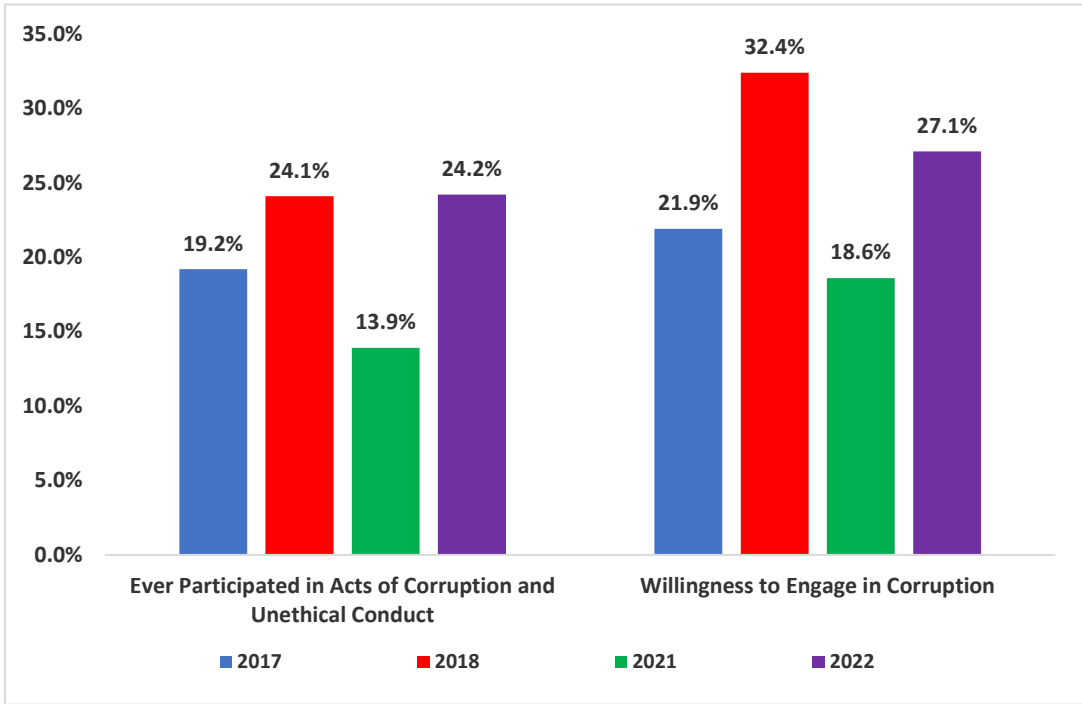
Figure 3.29: Willingness and Participation in Corruption or Unethical Practices

Assistance to get employed (33.2%), avoidance of police arrest (31.4%), quickening access to services (23.8%) and corruption being the only option (22.4%) were the key circumstances under which respondents felt it right to engage in corruption or unethical practices. This is as illustrated in Figure 3.30.

Figure 3.30: Circumstance that encourage engaging in Corruption or Unethical Practices

3.6.2. Causes and Effects of Corruption in the Country

The main causes of corruption in the country are as presented in Figure 3.31. From the figure, it is apparent that greed of public officers (45.6%), lack of integrity (8.5%), and desire for quick services (7.1%) were the three major causes of corruption in public service provision. Other causes of corruption included poverty, culture of corruption, poor living standards and misappropriation of resources, among others.
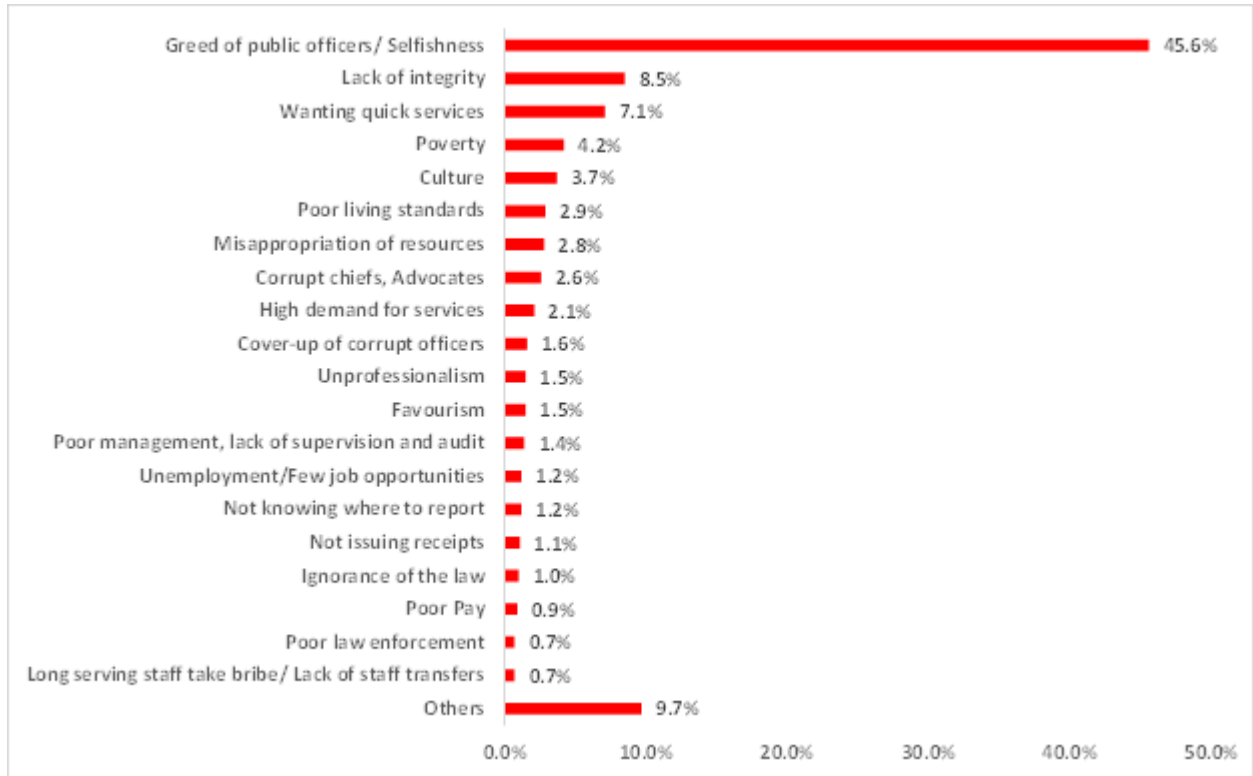
Figure 3.31: Main Causes of Corruption in Public Service Delivery

Respondents were asked to state the main effect of corruption in the country. The most prominent effects of corruption in the country as presented in Figure 3.32 included hampered economic development (23.2%), poor living standards (18.7%) and increase in the cost of living (17.4%). Other effects of corruption stated were: high unemployment levels, unfair distribution of resources, poor service delivery and loss of confidence in the government, among others.
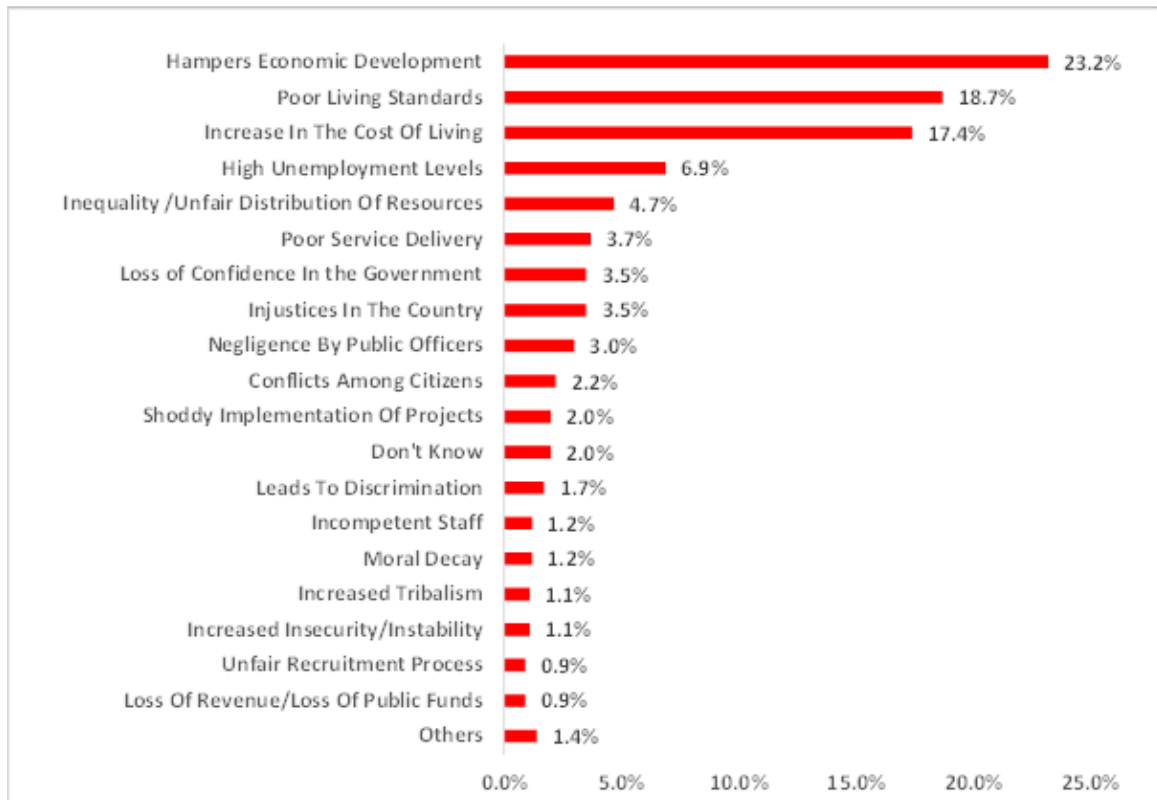
Figure 3.32: Main Effects of Corruption in the Country

3.6.3. War Against Corruption

The three major reasons cited why the war against corruption is headed in the right direction were: action is being taken on corrupt individuals, government is committed to fighting corruption and reduced level of corruption in the country. These was expressed by 45.3 per cent, 23.9 per cent and 8.4 per cent of the respondents, respectively. Other reasons stated are illustrated in Figure 3.33.
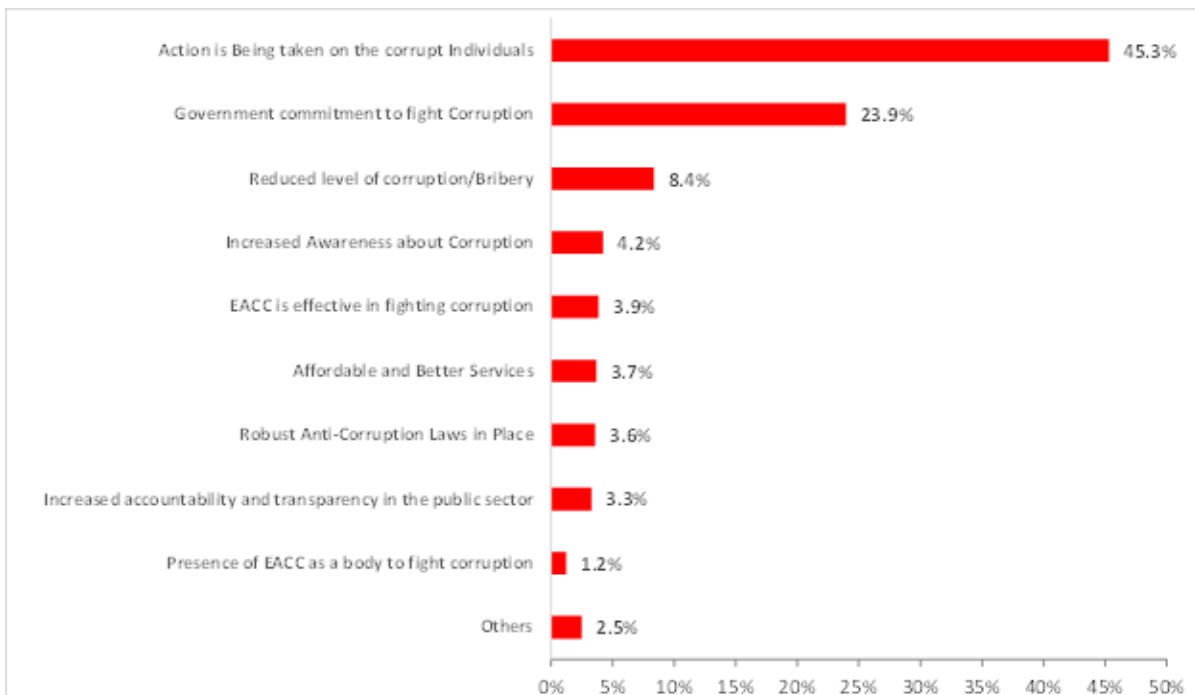

Figure 3.33: Reasons Why the War on Corruption is Headed in the Right Direction

Three major reasons why the war against corruption is not headed in the right direction were high level of corruption (24.8%), no action is taken against the corrupt (17.6%) and government officials being corrupt (14.3%). Other reasons as illustrated in Figure 3.34 included high cost of living which is constantly rising; corruption is a way of life; lack of government commitment in fighting corruption; poor leadership full of false promises; and, delay and poor service delivery, among others.
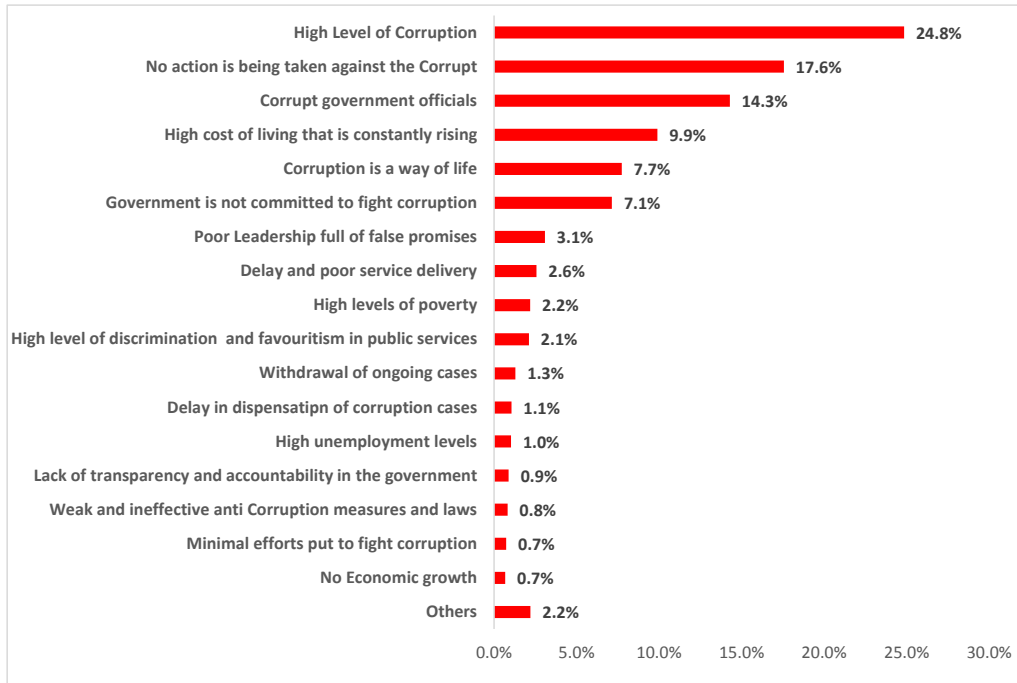

Figure 3.34: Reasons why the War on Corruption is headed in the Wrong Direction

3.6.4. Level of Corruption and Unethical Conduct

Perception levels of corruption decreased from 73.5 percent in 2021 to stand at 70.2 percent in 2022. Figure 3.35 indicates the changing trends since 2012.
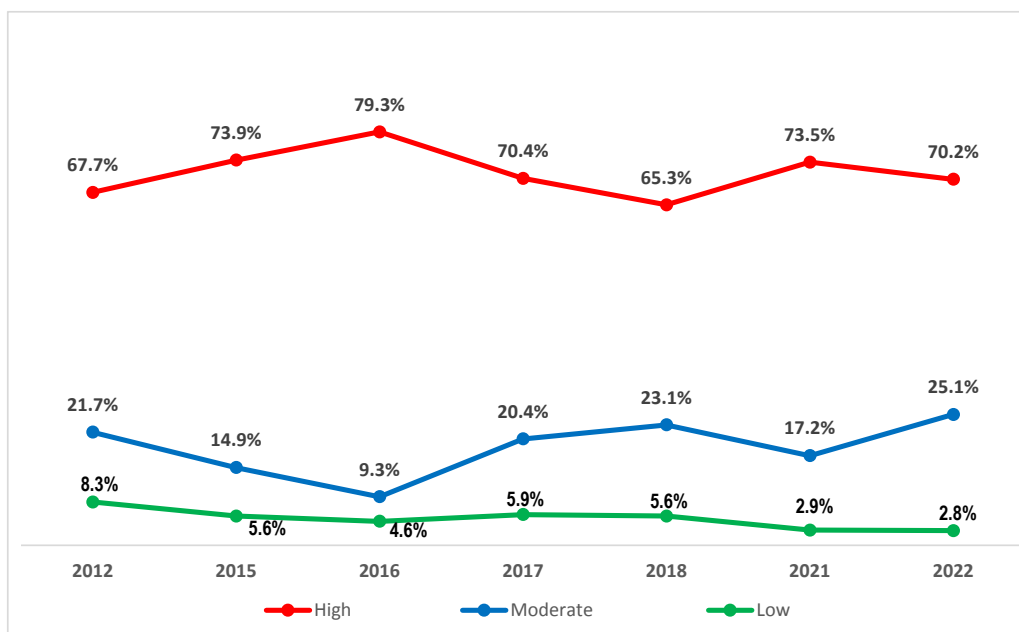
Figure 3.35: Trends on Perceived Level of Corruption

The reasons indicated for rating the level of corruption as high include: high cost of living (22%); rampant corruption in public offices (15%); more corruption incidences being reported (13.8%); bad governance (11.1%); bribery demands to obtain services (6.5%); poor delivery of public services (5.8%); and high poverty levels (4.9%). This is as illustrated in Figure 3.36.
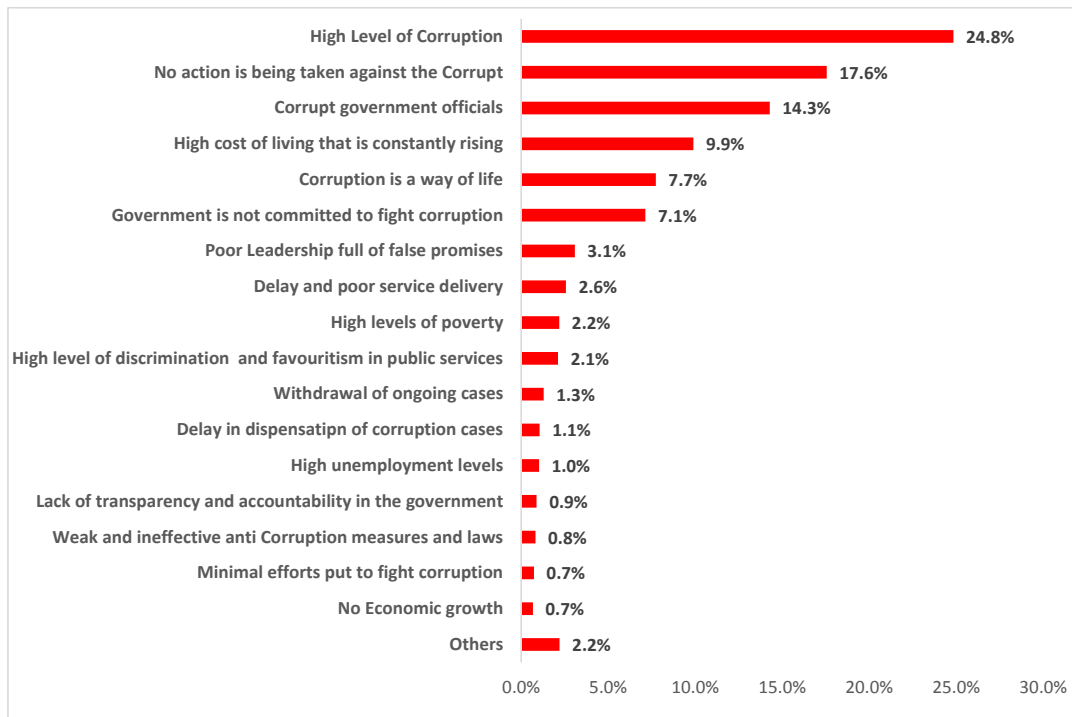
Figure 3.36: Reasons cited for high level of Corruption and Unethical Conduct in Kenya

3.6.5. Trends on Prevalence of Corruption and Unethical Conduct

The proportion of respondents who thought the prevalence of corruption was increasing declined to 55 percent from 71 percent in 2021. On the contrary, those who thought the level of corruption was decreasing rose to 13.5 percent from 10 percent in 2021. Those who opined that corruption levels had remained constant increased to 27.2 per cent from 11.6 percent in 2021. This is as presented in Figure 3.37.

Figure 3.37: Trends on prevalence of Corruption

Among the respondents who indicated that prevalence of corruption and unethical practices was increasing, high cost of living (30.5%), more corruption cases reported (14.4%), no action is taken to reduce corruption cases (9.9%) and high levels of poverty (9.1%) were cited as the reasons. Respondents who thought that corruption was decreasing cited the following reasons: the government is committed to fight corruption (24.7%), corruption cases have reduced (22.2%), prosecution of corrupt officers (12.4%) and improvement in service delivery (8.1%). This is as illustrated in Table 3.22.
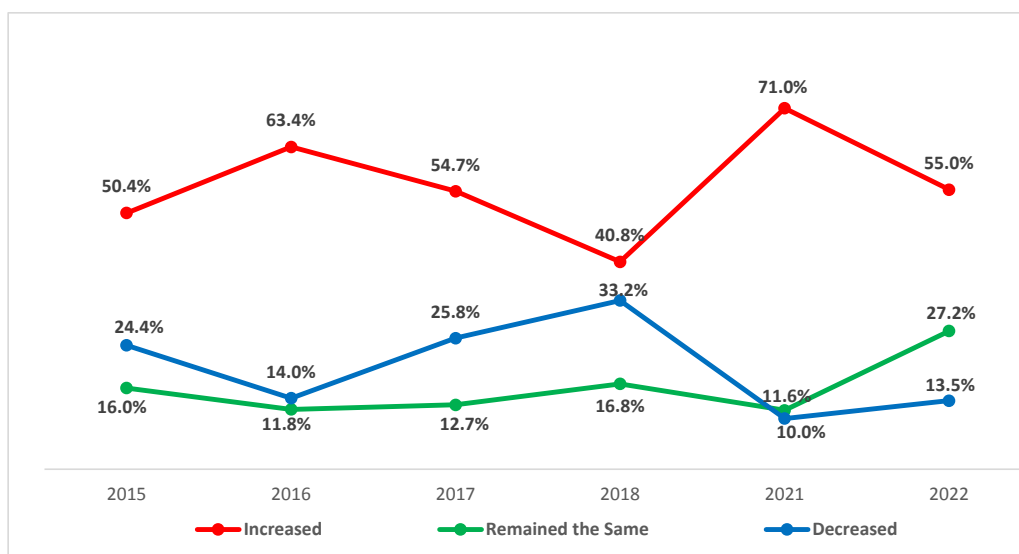
Table 3.22: Reasons cited for Prevalence of Corruption and Unethical Conduct

Reasons Cited for Increasing	%	Reasons Cited for Decreasing	%
High cost of living	30.5%	The government is committed to fight corruption	24.7%
More corruption cases reported	14.4%	Corruption cases have reduced	22.2%
No action taken to reduce corruption cases.	9.9%	Prosecution of corrupt officers	12.4%
High levels of poverty	9.1%	Improvement in service delivery	8.1%
Bribery demanded for service delivery	7.4%	Strategies have been implemented to fight corruption	7.5%
Corruption is a common practice in most public offices	7.3%	Zero tolerance to corruption by the President	5.4%
Abuse of office by public officers	3.2%	EACC is fighting corruption	3.4%
Embezzlement of funds	2.0%	There is transparency and accountability	2.6%
Poor service delivery	1.6%	Public education and sensitization has reduced corruption	2.5%
Discrimination and delay in service provision	1.5%	No corruption cases being reported	2.5%
Impunity by public officers	1.3%	Improved economy	1.4%
Poor distribution of resources	1.2%	Fear of prosecution	1.2%
Bad governance	1.1%	Fair distribution of resources	1.0%
Lack of transparency and accountability	0.9%	Others	3.0%
Procurement irregularities are rampant	0.8%		
Lack of political goodwill to fight corruption	0.8%		
Shoddy implementation of projects	0.8%		
Lack of adequate resources to fight corruption	0.8%		
Poor economy	0.8%		
Favourism in service provision	0.8%		
Others	4.1%		

3.6.6. Expectations on the Levels of Corruption and Unethical Conduct

On the question of expectations about the levels of corruption and unethical conduct in the next one year, 38.2 per cent expected the level of corruption to decrease, 35.8 percent expected an increase while 14 percent indicated that it will remain unchanged (Figure 3.38).
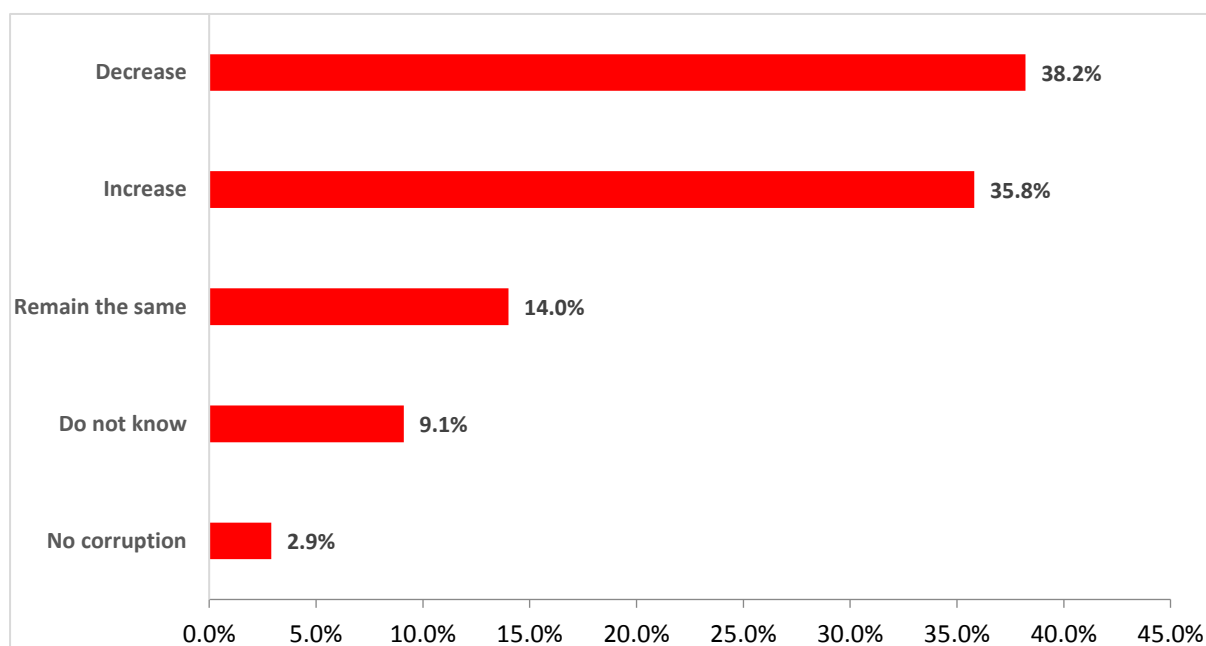

Figure 3.38: Expectations on the Levels of Corruption and Unethical Conduct

3.6.7. Attitude towards Corruption and Unethical Practices

To gauge attitude on corruption, statements were read to the respondents and they were required to agree or disagree. From Table 3.23, a majority agreed with the statements: "I am aware of the negative effects of corruption" (88%); "Corruption will reduce if persons of integrity are elected into office" (78.8%); "Corruption will reduce if corrupt people are sent to jail" (75.3%); "It is wrong for a local leader to acquire wealth through corruption to help the community" (75%); "People who report corruption are likely to suffer for reporting" (68.5%); "My income will double if corruption is to be decreased by a half" (63.6%); and, "There is no point in reporting corruption because nothing will be done" (62.8%).

On the other hand, over 50% of the respondents disagreed with the statements: "It is right for an election candidate to give a small gift in exchange for a vote" (72.9%); "Most corruption is too petty to be worth reporting" (57.8%); "Penalties meted out on corrupt individuals are adequate" (57.7%); "There is demonstrated credible intent by governors to tackle perceived causes and effects of corruption effectively" (56.4%); "There is demonstrated credible intent by MCA's to tackle perceived causes and effects of corruption effectively" (56.3%); "There is demonstrated credible intent by Members of Parliament to tackle perceived causes and effects of corruption effectively" (54.2%), "Corruption is an acceptable way of doing things/Culture" (53.7%); "Anti-corruption strategies are effective" (52%); "Informants or whistleblowers are well protected from potential harassment" (51.1%); and, "The government is committed to improving the business environment through curbing corruption" (50.7%).

Table 3.23: Attitude towards Corruption

Attribute	Agree	Disagree	Don't know
I am aware of the negative effects of corruption	88.0%	8.3%	3.7%
Corruption will reduce if persons of integrity are elected into office	78.8%	17.1%	4.0%
Corruption will reduce if corrupt people are sent to jail	75.3%	20.6%	4.2%
It is wrong for a local leader to acquire wealth through corruption to help the community	75.0%	20.9%	4.1%
People who report corruption are likely to suffer for reporting	68.5%	23.6%	7.9%
My income will double if corruption is to be decreased by a Half	63.6%	22.9%	13.5%
There is no point in reporting corruption because nothing will be done	62.8%	31.8%	5.4%
There is reduction in time for obtaining key government services (e.g., ID, passport, licenses)	48.3%	36.8%	15.0%
There is reduction in real costs of obtaining key government services (e.g., ID, passport, licenses)	45.9%	39.0%	15.1%
I am adequately involved in the fight against corruption and unethical conduct	42.8%	43.5%	13.7%
Corruption is an acceptable way of doing things/Culture	41.0%	53.7%	5.2%
There is demonstrated credible intent by civil society watchdogs, stakeholder groups to tackle perceived causes and effects of corruption effectively	39.1%	45.5%	15.4%
The government is committed to improving the business environment through curbing corruption	36.6%	50.7%	12.7%
There is demonstrated credible intent by Members of Parliament to tackle perceived causes and effects of corruption effectively	35.3%	54.2%	10.5%
Infrastructural (Physical) facilities for the anti-corruption institutions are satisfactory	33.2%	42.4%	24.4%
Most corruption is too petty to be worth reporting	32.8%	57.8%	9.3%
There is demonstrated credible intent by governors to tackle perceived causes and effects of corruption effectively	32.7%	56.4%	10.9%
Penalties meted out on corrupt individuals are adequate	32.3%	57.7%	10.0%
There is demonstrated credible intent by MCAs to tackle perceived causes and effects of corruption effectively	32.0%	56.3%	11.6%
There is demonstrated credible intent by development partners to tackle perceived causes and effects of corruption effectively	31.8%	46.7%	21.5%
Anti-corruption strategies are effective	29.8%	52.0%	18.2%
It is right for an election candidate to give a small gift in exchange for a vote	22.4%	72.9%	4.7%
Informants or whistleblowers are well protected from potential harassment	21.3%	51.5%	27.3%
The EACC reporting process is very simple	13.3%	27.9%	58.8%

3.6.8. Institutions Most Prone to Corruption

3.6.8.1. Government Ministries most prone to Corruption and Unethical Practices

One is more likely to encounter corruption and unethical practices in the Ministry of Interior and coordination of National Government (46.3%) followed by the Ministry of Health (15.5%), Ministry of Defense (5.8%), Ministry of Transport, Infrastructure, Housing, Urban Development and Public Works (5.5%) and Ministry of Education (5.0%). This is as presented in Figure 3.39.
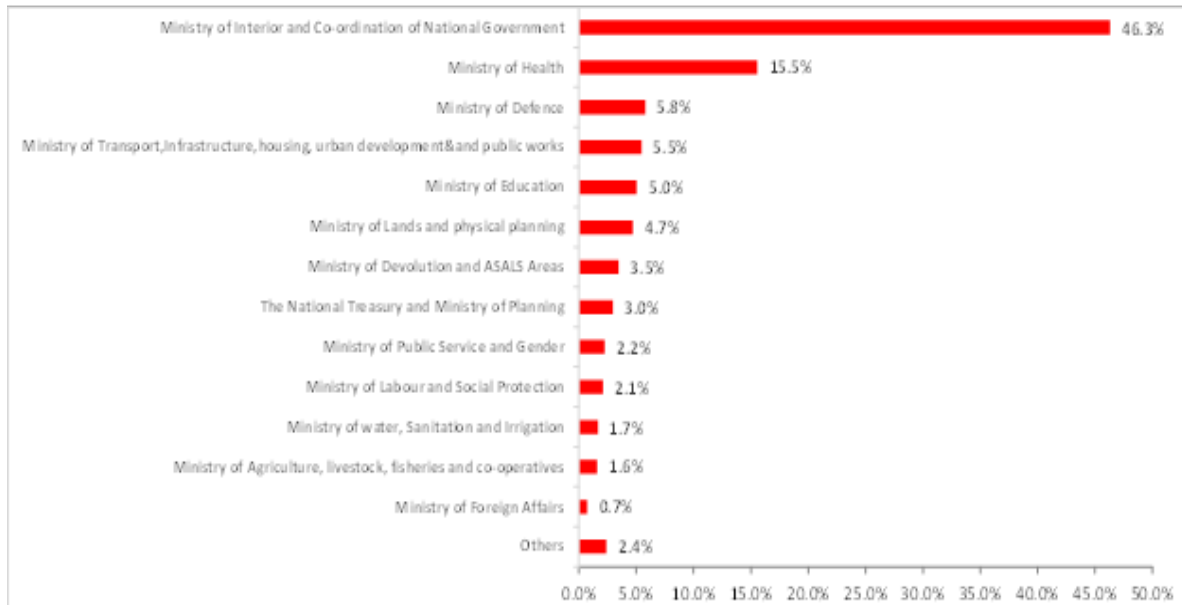
Figure 3.39: Ministries perceived to be most prone to Corruption

3.6.8.2. Government Departments and Agencies most prone to Corruption and Unethical Practices

The Kenya Police (60%) ranked first as the government departments and agencies most prone to corruption followed by Traffic Police (3.4%), Registrar of Persons (3.1%), Public Health (2.8%), Immigration Department (2.8%), Department of Education (2.4%), Kenya Revenue Authority (6.7%) and Department of Devolution (1.6%), among others (Figure 3.40).

Figure 3.40: Government Departments and Agencies most Prone to Corruption
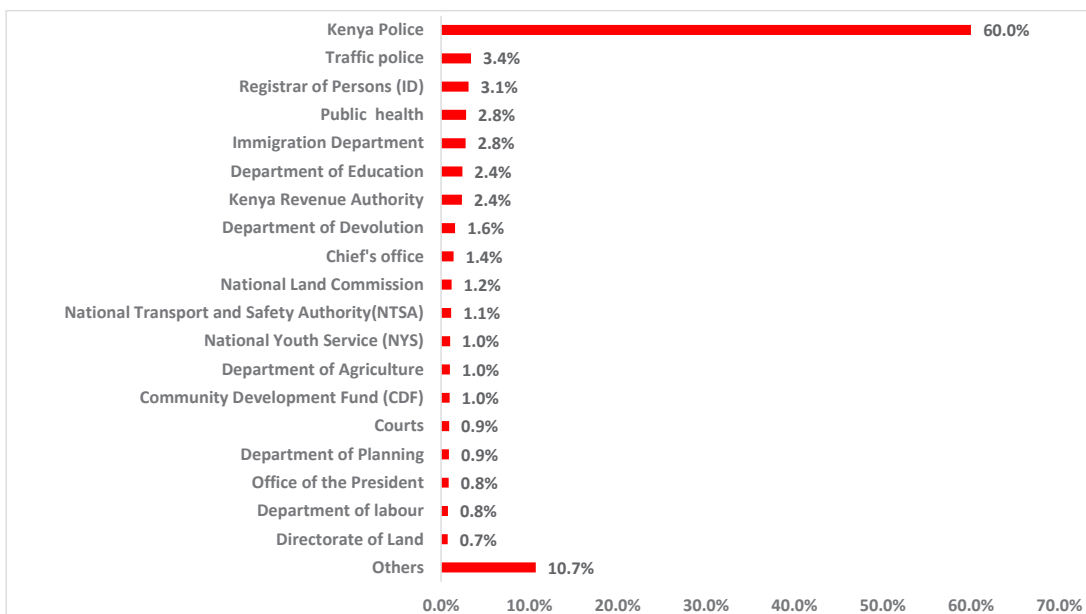
3.6.8.3. County Government Departments and Services most prone to Corruption and Unethical Practices

Departments and services most prone to corruption and unethical practice in County Governments were: County Health Services such as ambulance, health facilities and cemeteries (48%); Country Transport– county roads, street lighting, traffic and parking (13%); County Public Works and Services, including water and sanitation (11.8%); and, Trade Development And Regulation - markets, trade licenses, local tourism (7.5%). This is as illustrated in Figure 3.41.
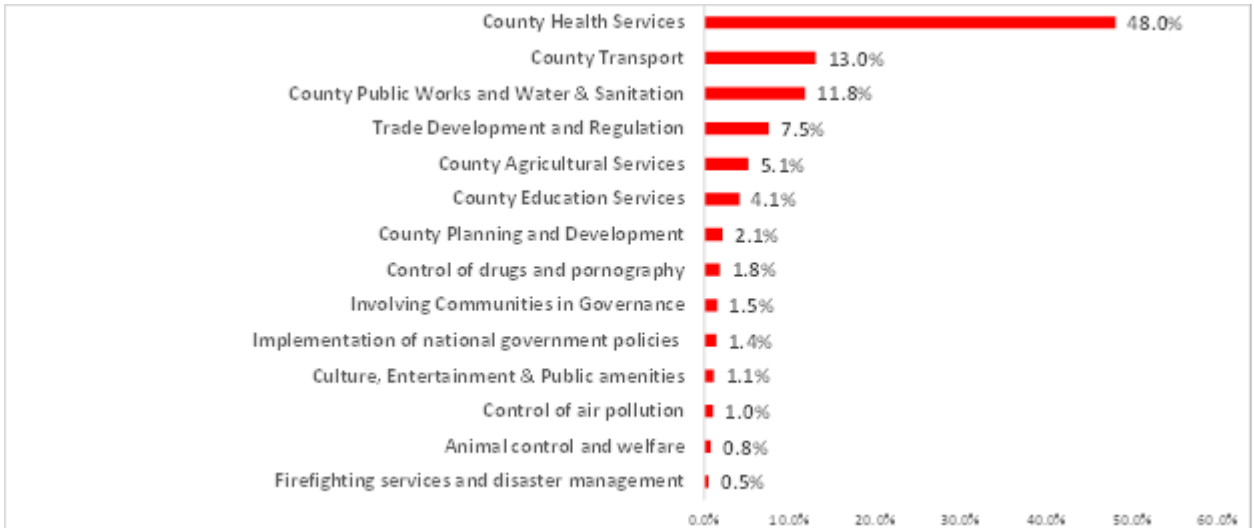
Figure 3.41: County Government Departments and Services most prone to Corruption and Unethical Practices

3.6.9. Major Problems Facing the Country

Unemployment (42.5%) ranked first as the most critical problem facing the country today followed by poverty (37.4%), corruption (35.6%), high cost of living (32.1%) and poor infrastructure including bad roads and lack of electricity (14.9%) as shown in Figure 3.42.
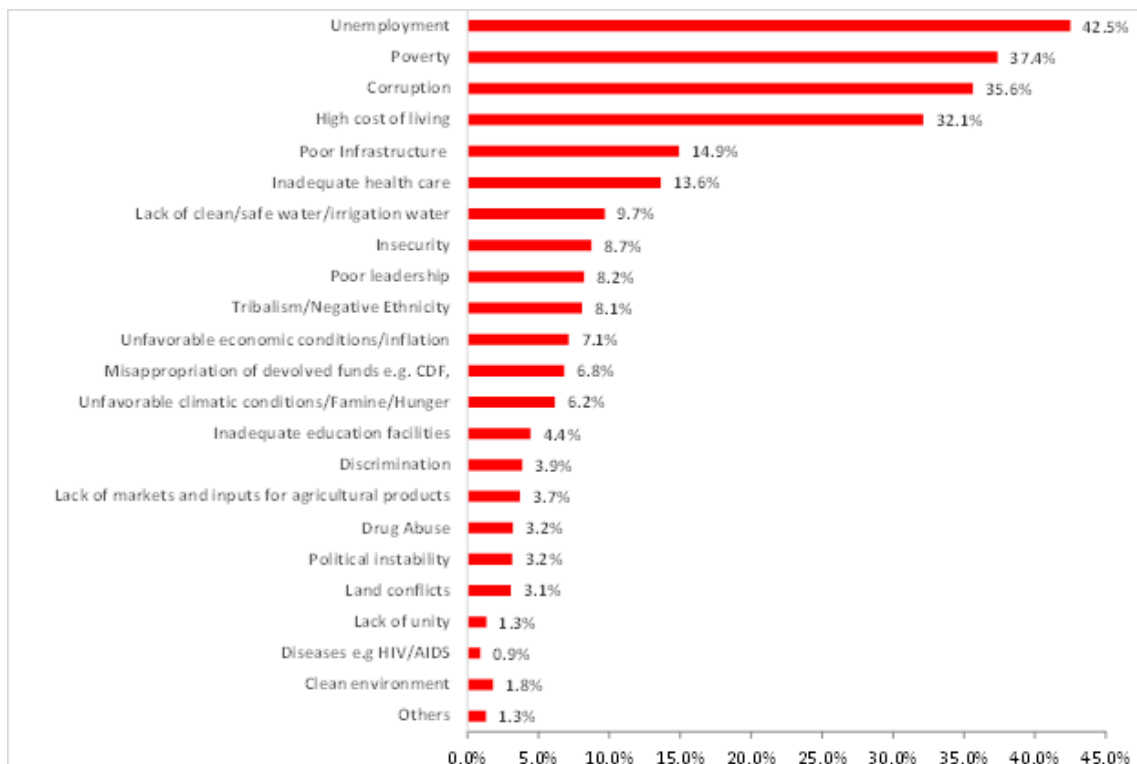
Figure 3.42: Major Problems Facing the Country

3.7. EDUCATION AND SENSITIZATION ON CORRUPTION AND ETHICS

Under this section, the Survey sought to identify sources of information on Corruption and Unethical Conduct and the most reliable and preferred media.

3.7.1. Sources of Information

Figure 3.43 presents respondents' sources of information on corruption and unethical conduct in the past 12 months. Radio remained in the lead with a preference level of 79.6 percent followed by Television with 71.5 percent, social media with 43.6 percent and newspapers with 19.5 percent.

Figure 3.43: Sources of Information on Corruption and Unethical Conduct

Further, Radio (39.2%), Television (36%) and Social Media (17.6%) were ranked top in that order as the most reliable sources of information on corruption and unethical conduct.

71%

Respondents who perceive the level of corruption and unethical conduct as high

42.5%

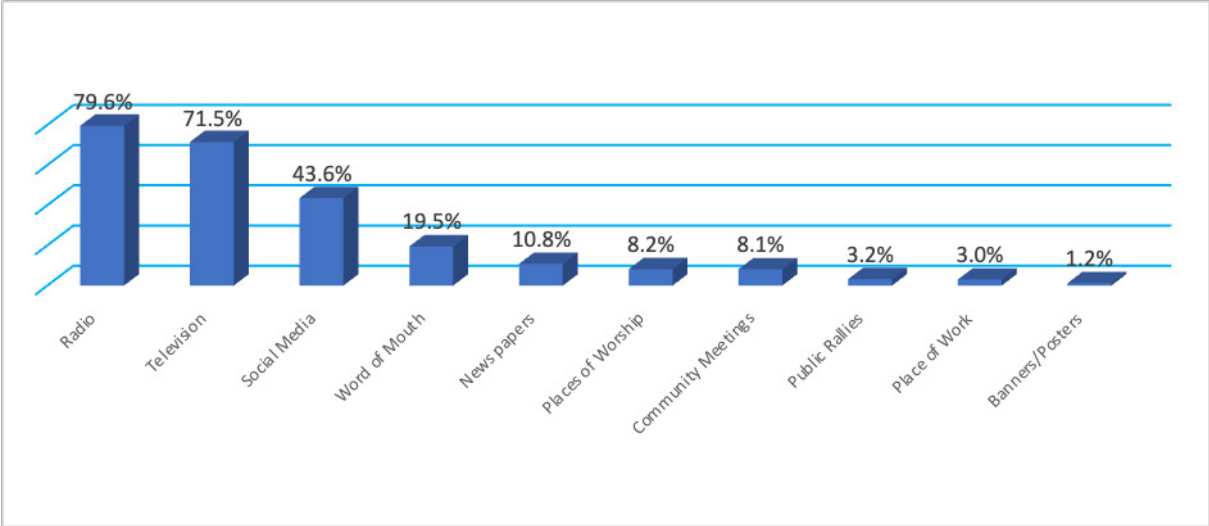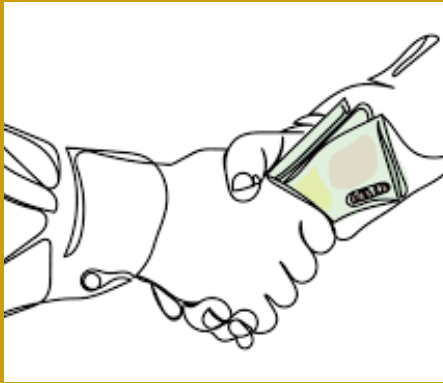Percentage who felt that unemployment was the most critical problem facing the country

Ethics

Measures to reduce corruption

Reducing the cost of living (11.8%)

Arresting and jailing of corrupt people (10.4%)

Acting on corruption reports promptly (10%)

Increasing public education on effects of corruption (9.6%)

Creation of employment opportunities (8.4%)

78%

Those who were aware about what constitutes unethical practices in the public service

17.6%

Respondents who used Social media as a source of information in the fight against corruption and unethical practices

The reasons indicated for rating the level of corruption as high

High cost of living (22%);
Rampant corruption in public offices (15%);
More corruption incidences being reported (13.8%);
Bad governance (11.1%);
Bribery demands to obtain services (6.5%);
Poor delivery of public services (5.8%)
High poverty levels (4.9%).

58.7%

Percentage of the service seekers dissatisfied with public services received after paying a bribe

4

Conclusion and Recommendations

CHAPTER FOUR: CONCLUSION AND RECOMMENDATIONS

The National Ethics and Corruption Survey, 2022 set out to assess the status of corruption and unethical conduct in the Country. The Survey used a representative sample of 5,100 households spread across the 47 counties. The Survey provided both perception and experience-based responses on corruption and unethical practices in the public service.

4. CONCLUSION AND RECOMMENDATIONS

4.1. CONCLUSION

There was a marked increase in number of respondents who sought government services in 2022. A notable proportion of respondents encountered bribery in government offices while seeking services. Indicators were developed to measure likelihood of bribery, prevalence of bribery, impact of bribery, average bribe and the share of national bribe in institutions and counties visited and public services sought.

The likelihood of bribery indicator represents the number of respondents from whom bribes were demanded or expected as proportion of the total number of respondents. The prevalence of bribery indicator captured the portion of respondents that paid a bribe. The impact indicator represents the proportion of respondents who reported having accessed a particular service, institution or county only after paying a bribe. The average size of bribe indicator is a measure of the average payment made by respondents who reported paying a bribe for a service, in an institution or in a county. The share of national bribe indicator measures the proportion of actual bribes paid as a percentage of all bribes reported to have been paid for services, in institutions or in counties.

Acquiring a Visa, Ministry of Foreign Affairs and Kajiado County were the service, institution and county that ranked as most prone to bribery. The National average bribe stood at KES 6,864.89, an increase from KES 5889.89 in 2021. The proportion of respondents who encountered bribery in government offices while seeking services was 40.1 percent representing an increase from 23.2 percent in the 2021 Survey. Most people paid bribes because it was the only way to access services. Slightly above a third of respondents received a bribe in the 2022 General Election with voting choices largely remaining unaffected by bribery.

There was a significant increase on awareness of what constitutes unethical practices in public service between 2021 and 2022. However, a significant number of respondents refrain from reporting corruption and unethical conduct because of fear of harassment and victimization. Nearly a quarter of respondents had actually participated in corrupt acts or unethical practices while slightly more than a quarter would engage in corruption given an opportunity. Close to half of the respondents indicated that they had done nothing to fight corruption in the past year. The most effective anti-corruption measure identified was public education and awareness creation. Corruption prevention was the most identifiable service offered by EACC. Uptake of EACC IEC materials increased while television programmes were the most effective way of deploying the materials.

The leading cause of corruption was identified as greed while the leading effect of corruption was hampered economic development. The level of corruption is generally expected by a majority to decrease in the next one year.

Radio, television and social media were the most preferred sources of information on corruption and unethical conduct. Regional and vernacular stations had the most listenership, Citizen TV the highest viewership and Daily Nation the highest readership. Facebook was the most preferred social media platform.

4.2. RECOMMENDATIONS

1. Legislation of the Whistle Blowers Bill, 2021 should be expedited to eliminate victimization of whistle blowers.

2. Enhance focus on use of vernacular radio stations, Facebook and television for public education.

3. Promote stakeholder engagement in creating awareness on anti-corruption information to sensitize the public on their rights, where to report and how to report corruption.

4. Undertake systems examination in institutions where bribery was either most likely or prevalent. Anti-corruption measures, including policy reforms, review of systems, procedures and practices should be undertaken towards addressing corruption prone institutions.

5. Preventive measures to be instituted in MDACs most prone to corruption. Counties and Public institutions that have been highly ranked in the bribery indices should implement a results-based initiatives to enhance citizen's satisfaction with their service delivery and processes thereby reducing inefficiencies that encourage corruption and unethical behavior.

6. Accounting officers should enforce existing anti-corruption regulations and promote a culture of integrity and ethics.

7. Empower EACC to enforce integrity verification recommendations especially during elections.

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APPENDICES

Appendix 1: Socio-Demographic Characteristics of the Sample

Socio-demographic characteristics		Proportion%
Type of Place of Residence	Urban	38.7
	Rural	61.3
Gender	Male	49.51
	Female	50.46
	Intersex	0.02
Age Group in Years	18-24	24.2
	25-34	29.6
	35-44	19.9
	45-54	12.5
	55 and over	13.6
	Not Stated	0.1
Marital Status	Single	28.3
	Married	63.4
	Widowed	5.8
	Separated	2
	Divorced	0.5
Household status of Respondent	Head of household	53.5
	Spouse	31.3
	Child	14.0
	Other	1.2
Religion	Christian	90.3
	Islam	8.3
	Hindu	0.2
	Other	1.2
Highest level of education	None	3.9
	Informal education	3.6
	Primary	28.1
	Secondary	38.0
	College /Tertiary	20.7
	Graduate	5.4
	Post graduate	0.3
Employment status	Student	8.4
	Unemployed	31.8
	Self Employed/Employed in family business or farm	44
	Employed in private sector	7.3
	Employed in National government / parastatal	2.4
	Employed by the County Government	1.1
	Employed in community sector e.g. church, NGO	1.4
	Retired	3.0
	Others	0.6

Occupation		
	Farmer	19.9
	Professional	9.0
	Technical worker	5.1
	Businessman/woman	24.9
	Pastoralist	1.0
	Laborer	10.2
	Domestic worker	3.3
	Housewife/Husband	9.1
	Student	10.1
	Others	7.5
First Language	Kikuyu	20.1
	Luhya	16.6
	Luo	11.2
	Kalenjin	10.9
	Kamba	10.6
	Kisii	5.8
	Mijikenda/Swahili	5.6
	Meru	5.4
	Somali	3.2
	Turkana	2.4
	Maasai	1.7
	Embu	1.5
	Taita-Taveta	0.8
	Teso	0.7
	Kuria	0.7
	Samburu	0.4
	Boran	0.4
	Rendille	0.4
	Others	1.6

Appendix 2: Socio-Economic Characteristics of the Sample

Socio-Economic Characteristics	Yes (%)	No (%)	
Do you own the house you live in?	54.3	45.7	
Have you ever participated in county budget making process?	5.2	94.8	
Are you a beneficiary of government cash transfer fund?	28.8	71.2	
Have you borrowed money from a friend or family to meet your daily living cost in the last one year?	65.0	35.0	
Have you borrowed money from digital platforms (e. Fuliza, Tala, Easy loan, Mpesa e.tc) over the last one year?	63.8	36.2	
Have you failed to honor utility payments over the last one year (e.g gas, water, electricity etc)?	42.5	57.5	

Socio-Economic Characteristics	Yes (%)	No (%)	
How would you rate your standard of living?	Satisfied (%)	Neither Satisfied nor Dissatisfied (%)	Dissatisfied (%)
	11.7	24.8	63.5
How adequate is your monthly income?	More than enough (%)	Enough (%)	Not Enough (%)
	0.3	11.4	88.2