

# THE GALLUP ORGANIZATION

PRINCETON, NEW JERSEY

## MAGYAR GALLUP INTÉZET

BUDAPEST, FŐ TÉR 1., ZICHY-KASTÉLY

### Gallup Researches on Corruption

#### In relation to UN's Global Programme Against Corruption (2000, 2003)

A short summary of the surveys performed on population samples in Budapest and in the whole country

##### Description of the research

The Hungarian Gallup Institution – within the framework of the Global Programme Against Corruption organized by the United Nations' Office of Drug Control and Crime Prevention (UN ODCCP) and its Interregional Crime and Justice Research Institute (UNICRI) – has performed, following the preliminary surveys in 1999 a corruption assessment survey in 2000. The survey was performed among the population of Budapest, the national population, the population and the employee sphere of five municipalities and among the companies of the small and medium enterprise sector, with questionnaires and with focus group discussions in several areas of employment.

In 2003, as a follow-up to this research Gallup has performed a survey among the population of Budapest and among the national population. For its researches Gallup has used the questions of the standardized questionnaire used in many capitals of the world for UN's victimization surveys and some other questions, too. The survey of 2003 in Budapest and the national survey of 2003 have repeated certain questions of the previous Budapest and national surveys so in these cases we could make comparisons.

##### Main findings of the research

During its surveys Gallup considers as corruption those cases where a citizen offers or is requested to offer money or payments during the procedure so that he or she can use a service that he or she is legally entitled to use or so that he or she can get help.

1. Our survey conducted in 2000 has shown that the various behavior forms falling within this concept sphere are considered as corruption by the population to a varying extent. For example, almost everyone considers as corruption when officials or politicians – for a proper fee – tolerate the activities of organized crime or when during the filling of posts, the awarding of orders or the conclusion of contracts those win who bribe the decision-makers. On the other hand, the gratuities given to physicians are considered as corruption only by a little more than one-fourth of the population while in the case of tips this proportion is one-fifth only.
2. As compared to the situation ten years ago the population does not feel that there were comprehensive changes in the transparency or cultured character of administration within the public sphere – or that the officials' tendency to accept bribes has increased or decreased. The proportion of those who feel that today it is harder to get proper treatment is higher than that of those who feel the opposite but the difference is within the margin of error. As for the question whether it is easier or harder today to get an official to do a favor, the proportion of those who did not know or did not want to answer was very high (38%); the proportion of those who think it harder was higher (21%) than of those who think it easier (19%), but the difference is again within the margin of error, while 21 percent thinks nothing has changed in this regard.
3. If one wants to get the matters he or she is entitled to legally handled properly he or she has to bribe – of the twelve employment groups there were five for which a larger proportion of the population has felt that this statement is true in 2003 than in 2000. Suspicions of requesting bribes

or extra payments have grown in the following five areas: medicine, private business sector, customs offices, members of the Parliament, and ministry officials. No increase was perceived among the police officers, the tax authority and excise office officials and the court judges. The proportion of people feeling that special offerings are required has increased within the margin of error for municipality representatives and officials and has decreased within the margin of error for supervisors and teachers. The growth of mistrust against the various groups differs from the change of the perceived corruption situation.

4. It cannot be stated that the rate of corruption has changed between 1999 and 2002. In 2000 9 percent while in 2003 10 percent of the questioned persons said that in the previous year a public official or public servant had asked or expected bribes from him or her for services he or she was entitled to. We do not know whether corruption had actually occurred in these cases or not. The one percentage point difference falls within the statistical margin of error.
5. There were two areas of employment where a relatively large proportion of the population has experienced or felt a corrupt situation both in 2003 and in 2000: in the case of police officials and in medicine. Due to the low number of cases we cannot determine whether there was any change in the tendencies.
6. Of the 29 public office and public service areas there was only one – the hospitals – where a larger proportion of the clients have felt in 2003 that extra payments were expected of them for services which they were legally entitled to. This growth was within the statistical margin of error so we cannot declare that the expectation of extra payments has increased.
7. Not counting medical gratuities, of the 640 clients (or client relatives) of 10 public office and public service areas 25 – 4 percent – has said that he or she did give bribes or extra payments; this is 4 percent of all families having any contact with the institutions (but not of all client contacts!) This means that in the non-medical part of the public sphere every 25<sup>th</sup> person who (or whose relatives) had been a client of a public institution at least once last year had actually taken part in corruption (but the proportion of corruption cases must be much lower when compared to the total number of client contacts.)
8. Less than half of the population (43%) would know where to turn to and report if they experienced corruption. The remaining 57 percent of the population does not know where to turn.
9. If they experienced corruption nearly two third of the population (62%) would be ready to report it. 37 percent of the population would also provide their name while 25 percent would report anonymously. A little more than every fifth person (22%) would not report corruption and 16 percent does not know what they would do. The proportion of the population claiming to be ready to report corruption is larger than the proportion knowing where they should turn to in such a case.
10. The population reports only an insignificant part of all corruption cases. Of the 1016 persons asked 101 claimed to have perceived a situation of corruption but only four of them have reported it: three at the police and one at the chief public prosecutor's office. The number of reports is extremely lower than the number of cases and also from the number one can expect on the basis of the population's proportion claiming to be ready to report corruption or even on the basis of the proportion knowing where to turn to.
11. Most of the persons not reporting the corruption they have experienced claim that "it did not worth making a report." The other most frequent explanations were – in descending order –: because the bribed party was the police; because they are afraid of the bribed party's retaliation; and because they could solve their problem this way.

## Summary

- The proportion of persons presuming corruption in certain areas has increased in the past three years but no increase can be demonstrated in the number of perceived situations of corruption.

- The population does not perceive more situations of corruption than they did three years ago. 9-10 percent of the population has perceived a situation of corruption in the last year.
- The population did not perceive a comprehensive increase in the expectation for extra payments by the public officials and public servants. (The proportion of those saying that now it is harder to get an official to do a favor is 3 percentage points higher.)
- There are two areas where a relatively large proportion of the population has experienced or perceived situation of corruption both in 2003 and in 2000: in the police and in the medicine.
- In spite of the foregoing there are five areas where a somewhat higher proportion of the population presumes a tendency for corruption than they did three years ago. Mistrust has increased against people working in medicine, in the private business sector and in the customs offices and against the representatives of the Parliament and the officials of the ministries.
- More than two percent of the population admitted that he or she or a relative of him or her has actually given extra payment lays year in the public sphere for taking measures, starting procedures or the provision of services (excluding medicine).
- Only a very small fragment of all cases of corruption are reported by the population. A lower percentage of the population knows where they could report cases of corruption than the percentage claiming to be ready to report. However, incomparably smaller is the proportion of those who actually report corruption than of those who know where to report it.

## Methodology

Between February 6<sup>th</sup> and 9<sup>th</sup>, 2003 the Hungarian Gallup Institute has asked through the phone 1016 Budapest residents of at least 16 years of age about certain corruption-related matters, and between February 6<sup>th</sup> and 13<sup>th</sup>, 2003 the Institute has asked 1009 adult (at least 18 years of age) persons living in 67 different Hungarian settlements about certain other corruption-related matters. The statistical sampling error for such sample sizes is less than +/- 3.2 percent of the whole of the sample.

In March 2000 we have conducted a phone survey on 1513 Budapest residents of at least 16 years of

age and in April 2000 we have conducted a survey on a nationwide representative sample of 1839 adult (at least 18 years of age) persons. The statistical sampling error for such sample sizes is less than +/- 2.3 percent of the whole of the sample.

The composition of the samples was in accordance with the national gender, age-group and type of settlement distribution. The smaller deviations from the properties of the total population due to the sampling process were corrected by using a multi-aspect weighting.

For a more detailed report on the research

please visit the anti-corruption website of the Hungarian Gallup Institute,

the Gallup Monitor at

<http://www.gallup.hu/Gallup/monitor/en/analysis.html>

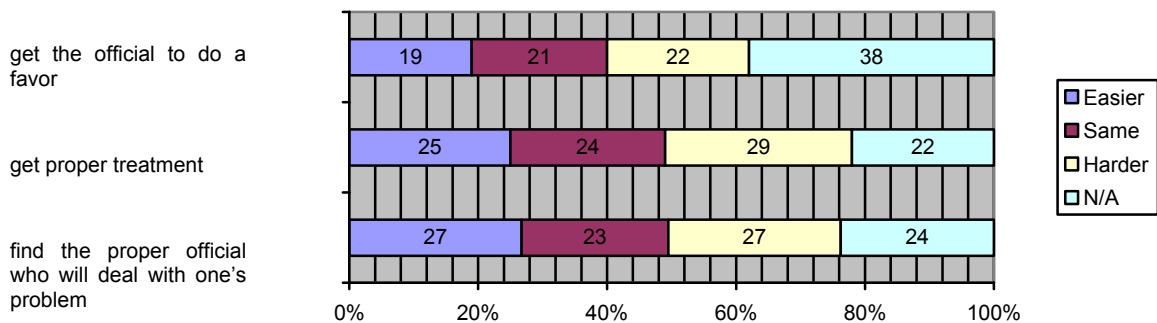
## Cases considered as corruption

Percentage of population considering the given situation as obvious corruption

- If public officials or politicians tolerate the operation of organized crime for a fee: 94%
- If during the filling of posts, the awarding of state or municipality orders or contracts those win who bribe the decision-makers: 93%
- If an official deals with one's case for a gratuity or bribe only: 92%
- If instead of paying a fine one hands over a sum to the traffic policeman without asking for a receipt: 82%
- If during the filling of posts, the awarding of state or municipality orders or contracts nepotistic considerations prevail: 81%
- If people need acquaintances or "godfathers" when they want to have their cases dealt with: 75%
- If a public official or public servant violates some smaller rules for the benefit of his or her relatives: 63%
- If a public official or public servant accepts smaller gifts from his or her clients: 45%
- Physician's gratuity: 28%
- Tipping: 20%

Nationwide research, 2000; N=1839

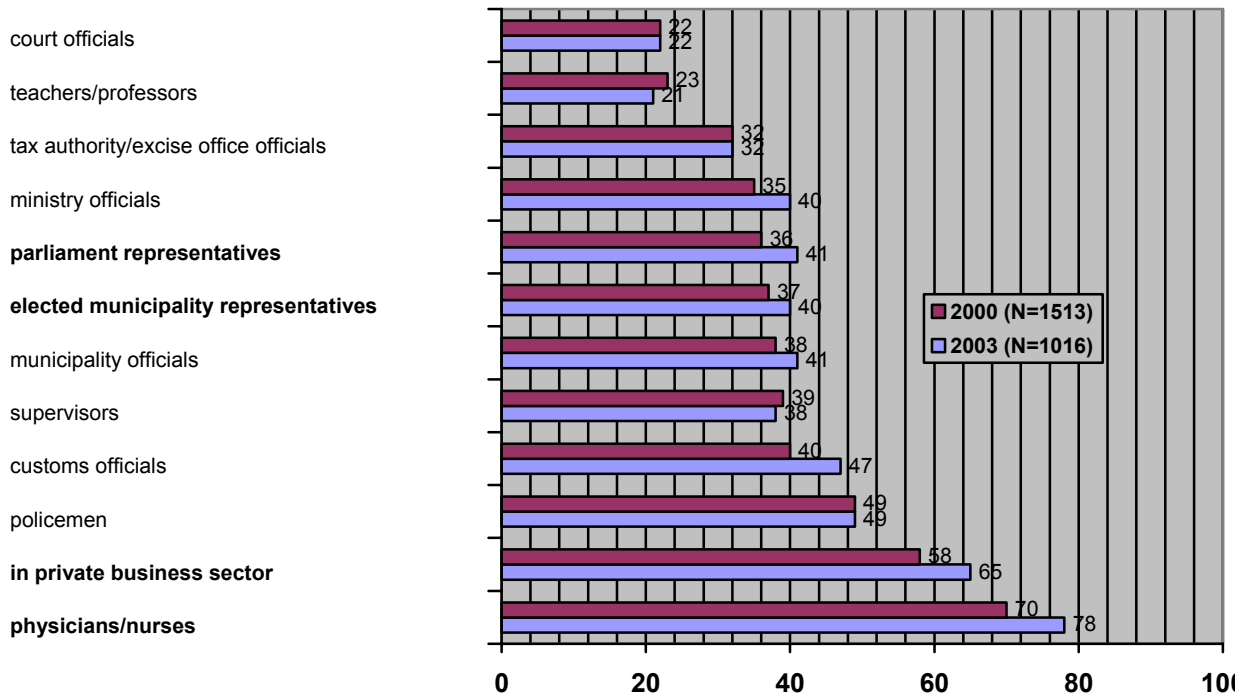
## As compared to the period ten years ago is it now easier or harder to:



Budapest research 2003... N=1016

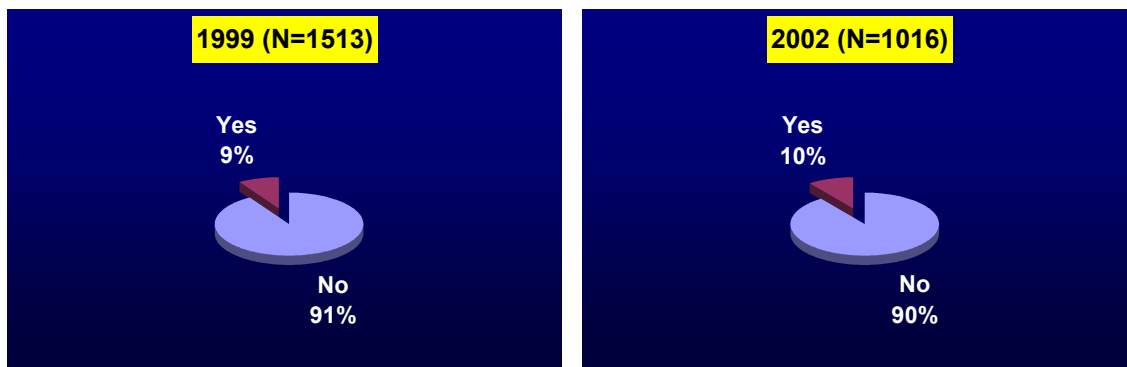
## Presumption of corruption

It is likely that one will have to offer gifts or favors to...



Budapest research, 2000-2003

## “Perceived” situation of corruption

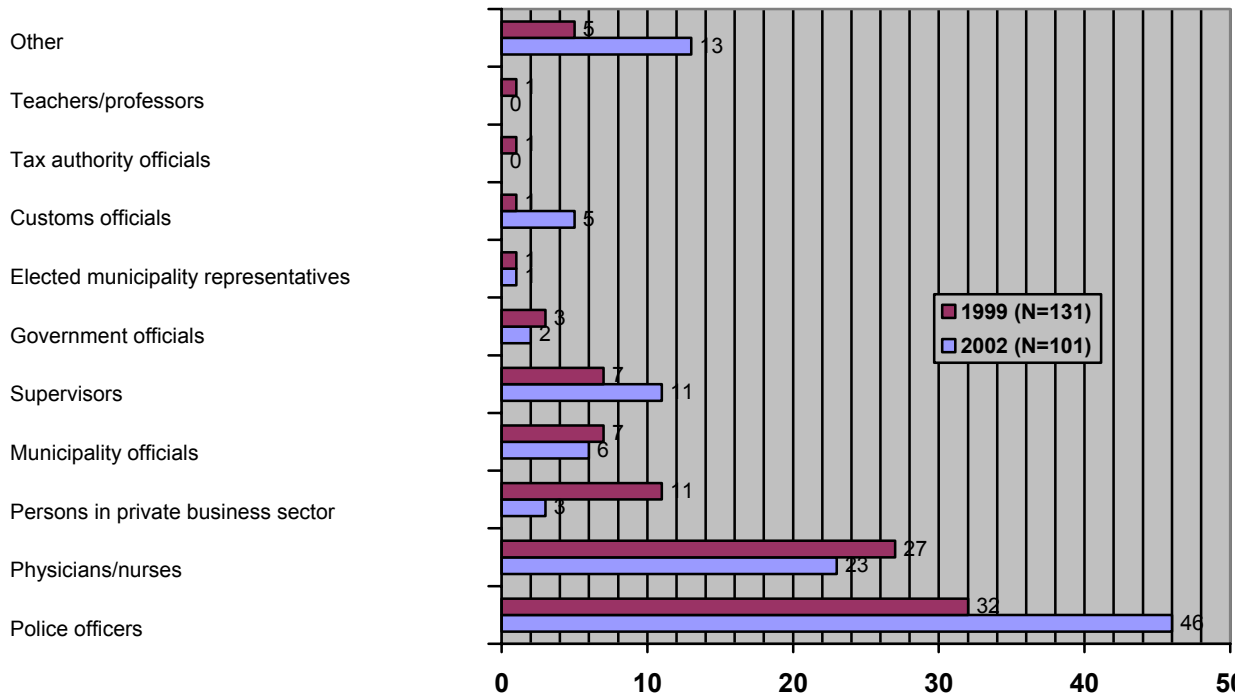


We do not know whether there WAS ACTUAL corruption or not

Budapest research, 2000-2003

## Officials expecting extra payments

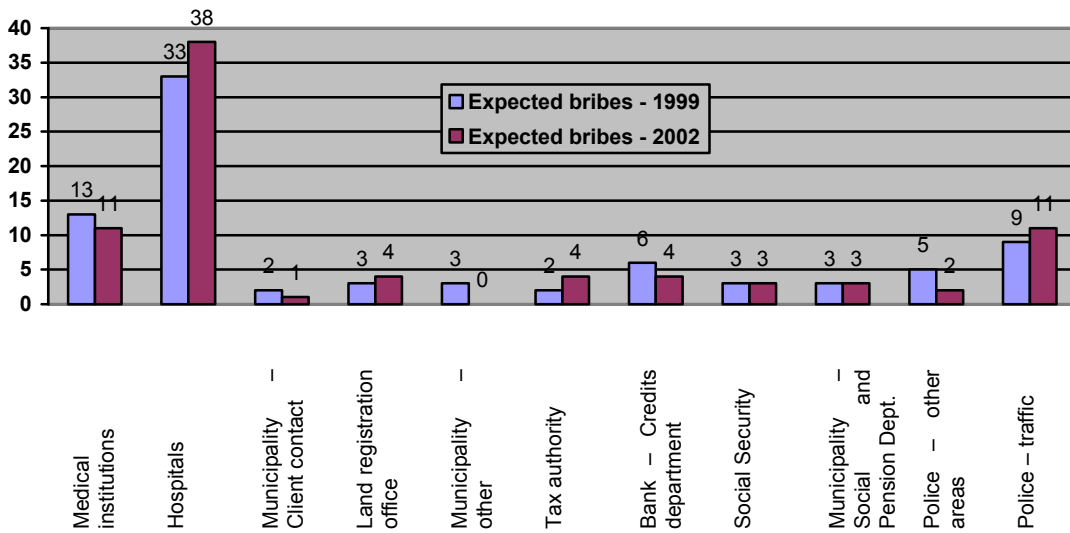
As a percentage of those who have perceived the situation of corruption



Budapest research, 2000-2003

## Perception of situations of corruption

as percentage of the clients



National research, 2000-2003

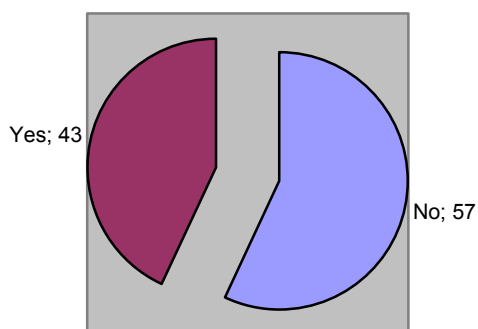
## Cases that were uncovered in the course of the survey only

	Number of clients in sample	Number of those who felt that bribes were expected	Number of those who said they gave bribes
Police – traffic	99	11	5
Tax authority	152	6	4
Traffic Inspectorate/Chief Inspectorate	36	2	4
Municipality – Technical Department	42	5	2
Social Security	132	4	2
Public Areas Inspectorate	27	4	2
National Public Health Office	42	2	2
Police – other areas	73	1	1
Municipality – Assets Department	36	0	1
Market Inspectorate	3	1	1

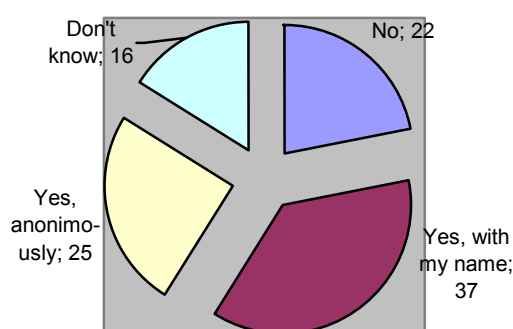
National research 2003; N=1010

## If you were faced with corruption...

would you know where to report it?



would you know where to report it?



Budapest research 2003; N=1016

## Why you DID NOT report the corruption to the police?

As percentage of the unreported cases

It was not worth it	35%
The police was the bribed party	16%
I did not dare because I was afraid of retaliation by the bribed official	14%
Because I could solve my problem	12%
The police would not have done anything/would not have been interested	7%
I could not make thing work any other way	5%
I did not want the public to learn about the matter	5%
I could not prove it	4%
I did not know where to go	2%
In my opinion it makes no sense	2%
I was afraid/I did not want to get the police involved	2%
I had no time/I did not want to take the trouble	1%

Budapest research 2003; N=1016

## Gallup Monitor – <http://monitor.gallup.hu>

After the four decades of the single-party regime it became gradually clearer and clearer that a multi-party system in itself does not ensure democracy. A key question is the quality of the public sphere, the public offices and the public services: do these serve the interests of the public, of each and every man or just that of certain people or groups of people. How do the public persons, the participants of public life, the public officials and the public servants use the power entrusted on them, how do they use their entitlements and decision-making rights? Are their actions governed by the public interest – even by pushing into the background their own interests – or do they subordinate the public interest – violating moral and/or legal rules – to their own interests?

From this consideration the Hungarian Gallup Institute has started an online periodical publication in the fall of 2000 as a part of its public service quality control activities. With its informing activities the Gallup Monitor should serve the cleanliness and transparency of public life and public services, the accountability of the decision-makers and the observance of law. At the current status of the development of the public services its chief theme is anti-corruption work and in this it keeps contact with UN's Global Programme Against Corruption.

### News

Analyses: Gallup's corruption researches

### Notes

#### Links:

Current situations

Institutions

Documents

Rules of Conduct

Sources (Anti-corruption websites and online periodicals)

#### Bibliographies:

Ildikó Ritter: Thematic bibliography of corruption (January 1995 – September 2000)

István Wintermantel: Thematic Bibliography of Fact-finding journalism (– 2001)