

GLOBAL CORRUPTION BAROMETER 2013

**DAILY LIVES AND CORRUPTION:
PUBLIC OPINION IN
EUROPEAN UNION**

Transparency International is the global civil society organisation leading the fight against corruption. Through more than 90 chapters worldwide and an international secretariat in Berlin, we raise awareness of the damaging effects of corruption and work with partners in government, business and civil society to develop and implement effective measures to tackle it.

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INTRODUCTION

WHAT DO PEOPLE THINK ABOUT CORRUPTION IN THEIR COUNTRY

Public views on corruption are of critical importance. They offer significant insight into how corruption affects lives around the world. Transparency International believes it is crucial to present the public's view on corruption – for it is they who suffer its direct and indirect consequences. At the same time, Transparency International encourages the public to play an active role in stopping corruption and improving governance. To this end, this survey also probes public willingness to engage in the fight against corruption.

Between September 2012 and February 2013, more than 20,000 people were interviewed from 20 different countries/territories in EUROPEAN UNION on their views of corruption levels in their countries and their governments' efforts to fight corruption. This report also examines the frequency of reports of bribery in different sectors and institutions. It also investigates public willingness to engage in the fight against corruption.

* ~~TOTALS~~ IN RESULTS CHARTS AND TABLES MAY NOT EQUAL 100% BECAUSE OF ROUNDING

PUBLIC OPINION IN EUROPEAN UNION

PUBLIC PERCEPTIONS OF CORRUPTION

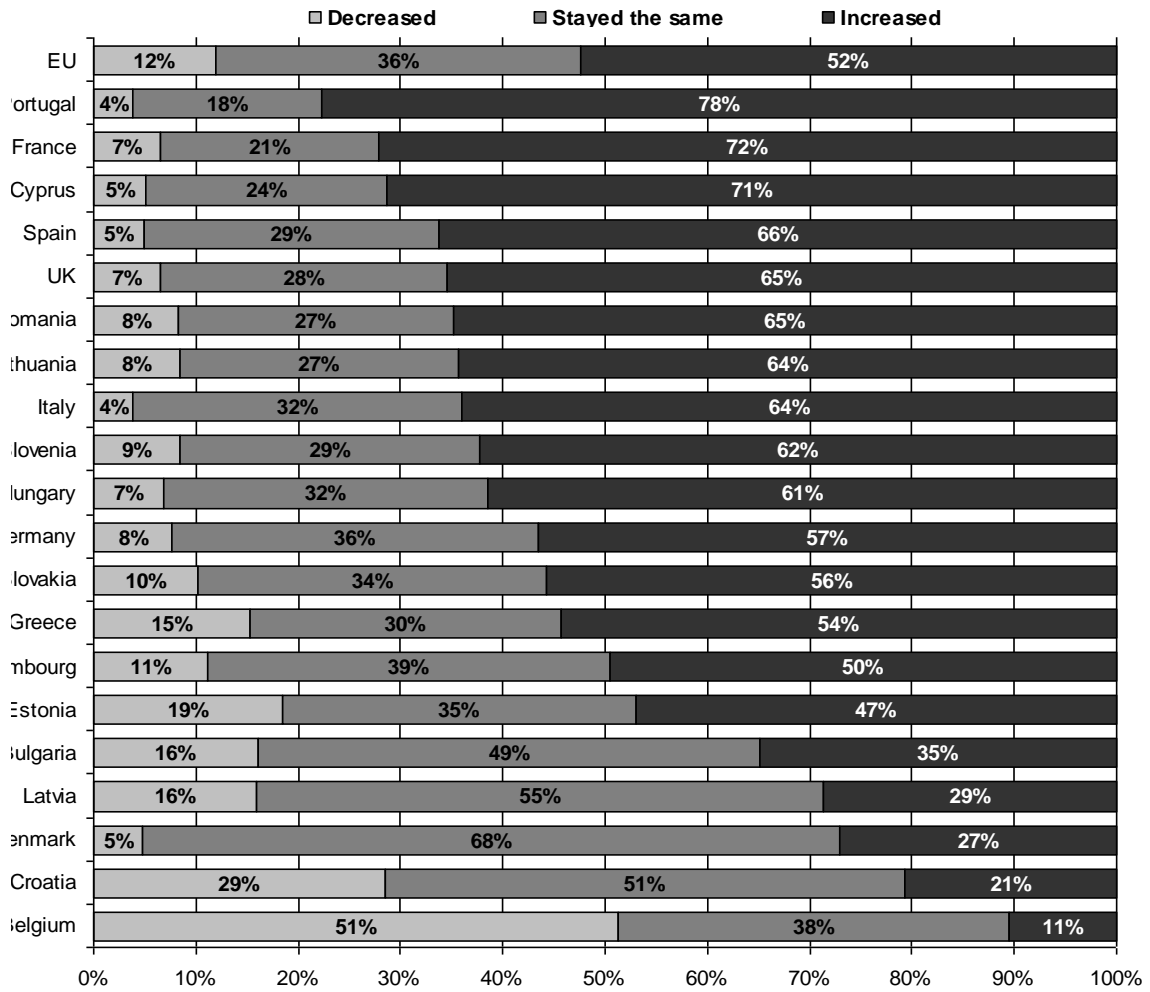
The public were asked about their perceptions of corruption in their home country. The survey captures views on whether people feel that overall corruption levels have increased or decreased in recent years, the extent of corruption overall in the public sector and then in different institutions. For the first time this year, we also asked people how about the importance of personal relationships when trying to get things done and the influence of big interests in government decision making.

Close to half of people surveyed in the region think that corruption has increased in their country in the past 2 years.

Figure 1: How has the level of corruption changed?

% of people from each of the 20 countries surveyed in EUROPEAN UNION

Over the past 2 years, how has the level of corruption in this country changed?



The average results across the 20 countries surveyed find that 52% of people think that corruption had increased in the past two years with 36% thinking that the situation had stayed the same and 12% thought that it had decreased.

Close to three quarters of people surveyed in Portugal, France and Cyprus think that corruption has increased or increased a lot in the past two years.

We then asked people how big a problem in general corruption is in the public sector. On a scale of one to five, where 1 means not a problem at all and 5 means a very serious problem, the average score across the 20 countries in EUROPEAN UNION was 4.1, indicating a serious problem with the public sector institutions in the region.

Figure 2: How big is the problem of corruption in the public sector in EUROPEAN UNION?

Average score on a scale of 1-5 from the 20 countries surveyed in EUROPEAN UNION

On a scale of 1-5, where 1 is not a problem at all and 5 is a very serious problem, to what extent do you believe corruption is a problem in the public sector in your country?

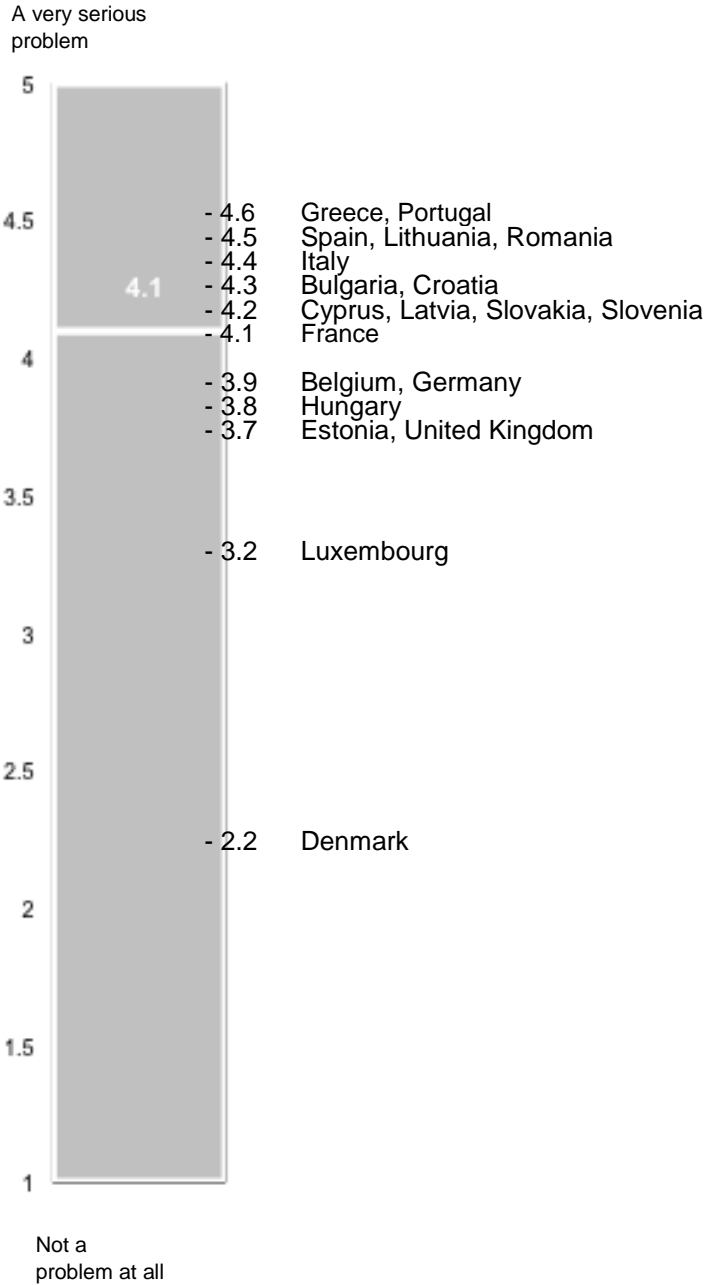


Figure 3: How important are personal contacts?

% of people in EUROPEAN UNION

In your dealings with the public sector. How important are personal contacts and/or relationships to get things done?

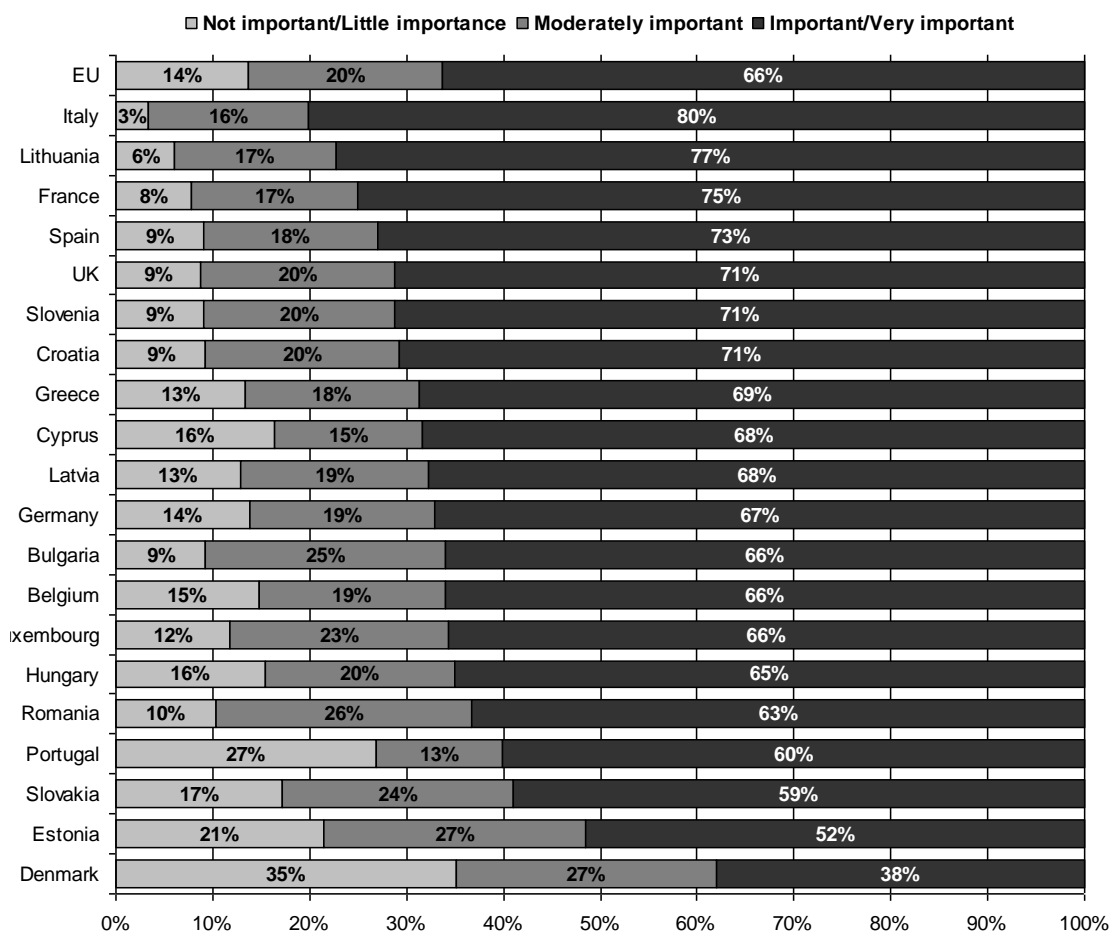


Figure 4: How influential are 'big interests'?

% of people in EUROPEAN UNION

To what extent is this country's government run by a few big entities acting in their own best interests?

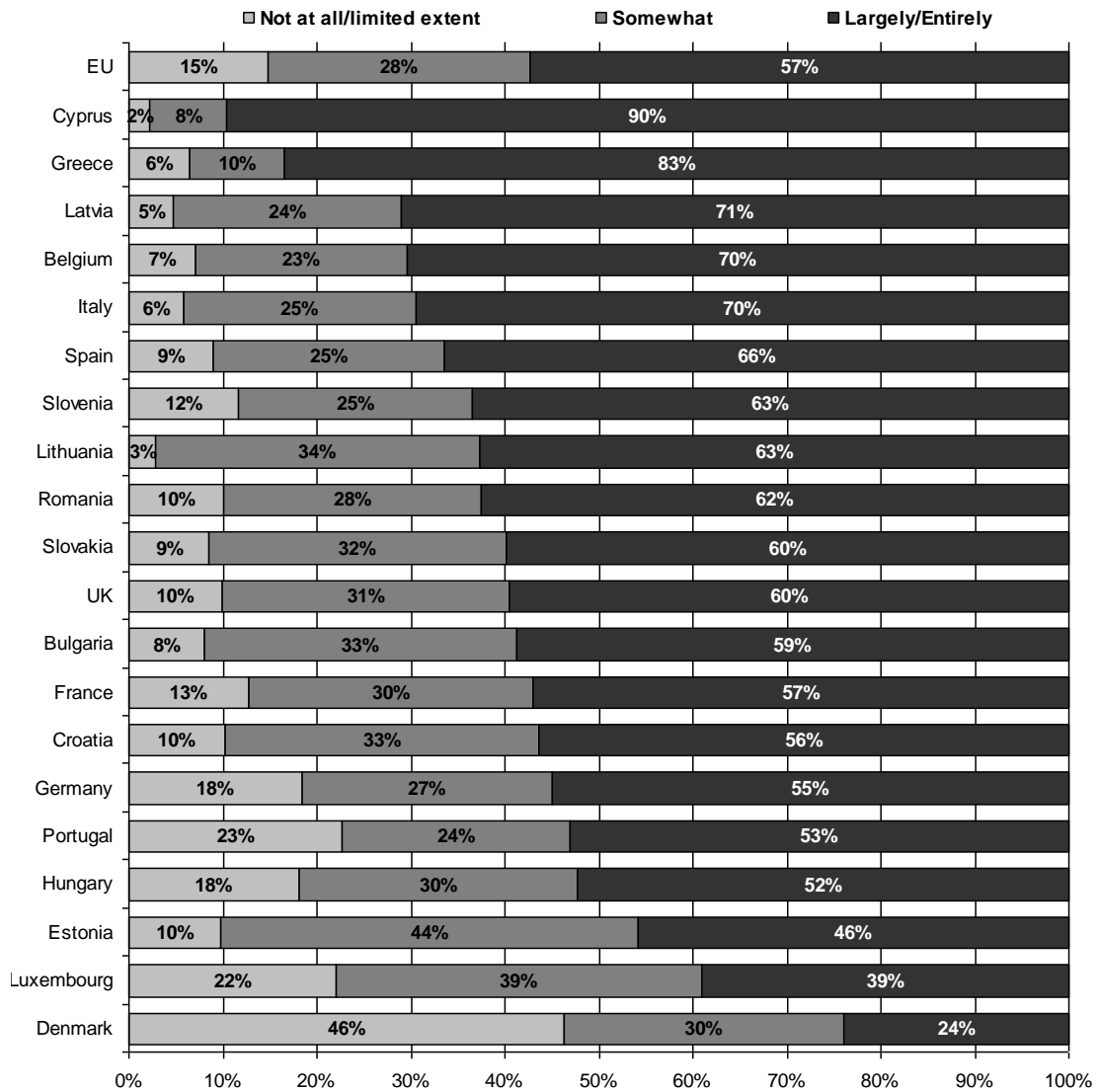


Figure 5: Extent of corruption, by institution

On a scale of 1-5, where 1 means not at all corrupt and 5 means extremely corrupt, to what extent do you see the following categories to be affected by corruption in this country?

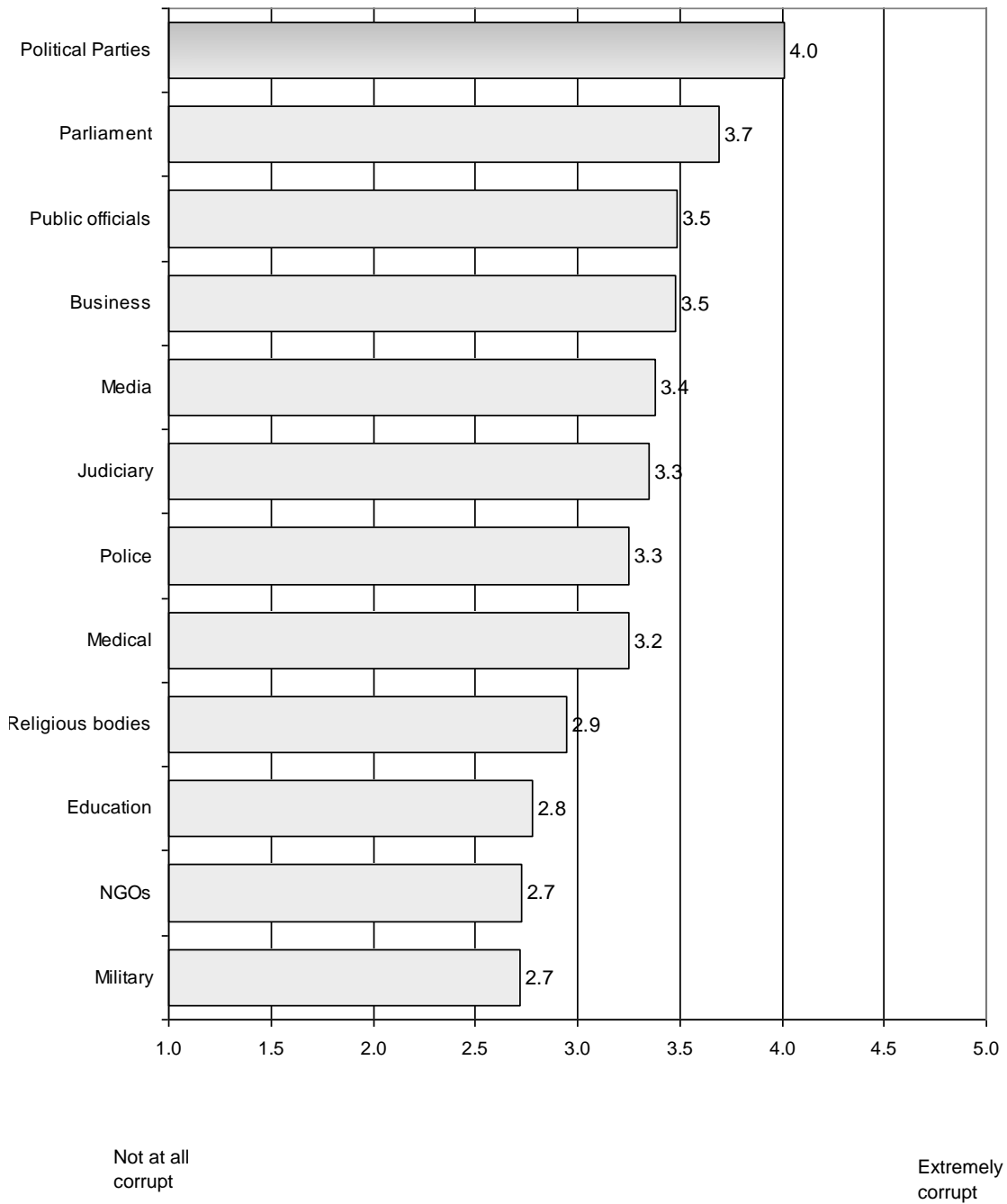


Figure 6: Most corrupt institutions

On a scale of 1-5, where 1 means not at all corrupt and 5 means extremely corrupt, to what extent do you see the following categories to be affected by corruption in this country?

| COUNTRY | INSTITUTION |
|-----------------------|------------------------------|
| EUROPEAN UNION | Political parties |
| Belgium | Political parties |
| Bulgaria | Judiciary |
| Croatia | Political parties, Judiciary |
| Cyprus | Political parties |
| Denmark | Religious bodies |
| Estonia | Political parties |
| France | Political parties |
| Germany | Political parties |
| Greece | Political parties |
| Hungary | Political parties |
| Italy | Political parties |
| Latvia | Political parties |
| Lithuania | Parliament and Judiciary |
| Luxembourg | Political parties |
| Portugal | Political parties |
| Romania | Political parties |
| Slovakia | Judiciary |
| Slovenia | Political parties |
| Spain | Political parties |
| United Kingdom | Political parties and Media |

PERSONAL EXPERIENCES OF BRIBERY *

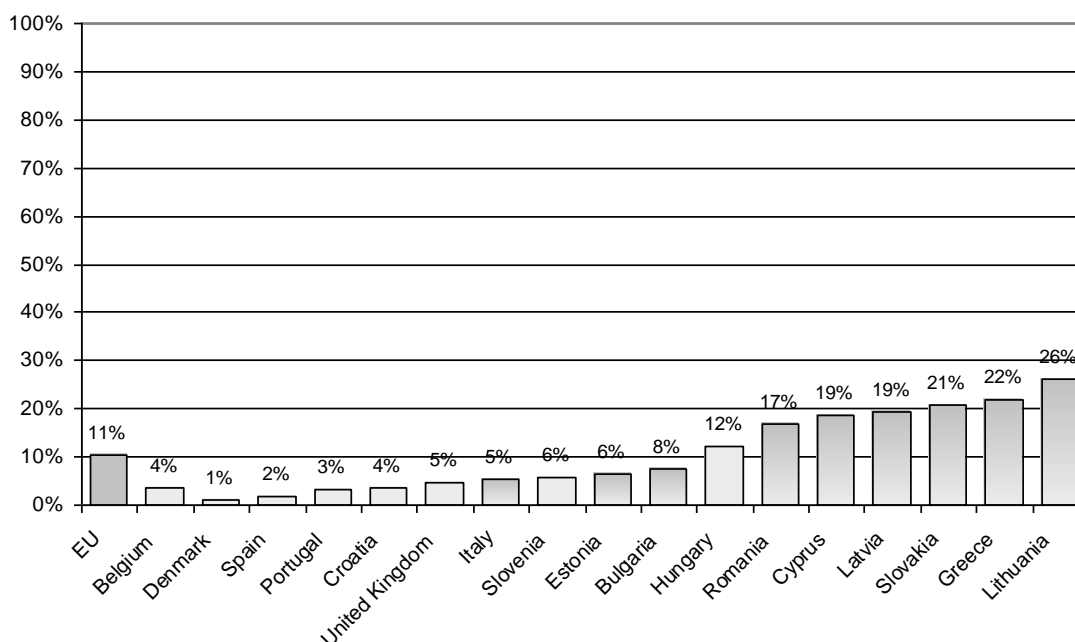
The survey asked people if they had come into contact with one of eight services. For each of these services they were then asked if they had paid a bribe. These results were broken down by gender and age, to better understand where the bribes are paid and who is paying them. Those that had paid a bribe were then asked why they had paid the bribe.

Across the region, an average of 11 % of people have paid a bribe to one of eight service providers in the last 12 months

Figure 7: Bribe payers

% of people in EUROPEAN UNION that have paid a bribe when coming into contact with any one of 8 services.

In the past 12 months, if you or anyone living in your household had a contact or contacts with one of eight services, have you paid a bribe in any form?



* Data from France, Germany and Luxembourg were removed for questions in this section due to validity concerns

Across the region, people were most likely to have paid a bribe to medical services. An average of 12% of people that have come into contact with medical and health services in the past 12 months said that they have paid a bribe.

Figure 8: Bribe payers in, by service

% of people in EUROPEAN UNION that have paid a bribe

In the past 12 months, if you or anyone living in your household had a contact or contacts with each of the following eight services, have you paid a bribe in any form to this service?

| COUNTRY | EDUCATION | JUDICIARY | MEDICAL AND HELATH | POLICE | REGISTRY AND PERMIT SERVICES | UTILITIES | TAX | LAND SERVICES |
|-----------------------|-----------|-----------|--------------------|-----------|------------------------------|-----------|-----------|---------------|
| EUROPEAN UNION | 4% | 8% | 12% | 7% | 5% | 2% | 2% | 7% |
| Belgium | 2% | 6% | 3% | 4% | 3% | 3% | 3% | 6% |
| Bulgaria | 2% | 13% | 7% | 17% | 3% | 0% | 1% | 7% |
| Croatia | 0% | 3% | 4% | 3% | 2% | 2% | 1% | 6% |
| Cyprus | 4% | 11% | 14% | 10% | 8% | 5% | 9% | 13% |
| Denmark | 0% | 1% | 1% | 1% | 2% | 1% | 1% | 2% |
| Estonia | 2% | 2% | 7% | 2% | 3% | 0% | 0% | 0% |
| Greece | 7% | 6% | 23% | 4% | 7% | 3% | 4% | 9% |
| Hungary | 1% | 3% | 18% | 0% | 1% | 1% | 1% | 1% |
| Italy | 3% | 12% | 4% | 4% | 3% | 6% | 2% | 4% |
| Latvia | 8% | 14% | 24% | 25% | 6% | 2% | 2% | 9% |
| Lithuania | 7% | 15% | 35% | 23% | 10% | 2% | 1% | 24% |
| Portugal | 1% | 2% | 2% | 1% | 2% | 1% | 2% | 7% |
| Romania | 7% | 13% | 27% | 9% | 6% | 1% | 1% | 11% |
| Slovakia | 9% | 8% | 28% | 12% | 19% | 3% | 5% | 11% |
| Slovenia | 2% | 3% | 5% | 3% | 4% | 3% | 2% | 5% |
| Spain | 0% | 2% | 1% | 3% | 2% | 2% | 1% | 2% |
| United Kinadom | 7% | 21% | 3% | 8% | 11% | 3% | 4% | 11% |

Figure 9: Why do people pay bribes?

% of people in EUROPEAN UNION

What was the most common reason for paying the bribe/bribes?

| COUNTRY | AS A GIFT, OR TO EXPRESS GRATITUDE | TO GET A CHEAPER SERVICE | TO SPEED THINGS UP | IT WAS THE ONLY WAY TO OBTAIN A SERVICE |
|-----------------------|------------------------------------|--------------------------|--------------------|---|
| EUROPEAN UNION | 30% | 12% | 34% | 23% |
| Belgium | 15% | 16% | 34% | 35% |
| Bulgaria | 27% | 5% | 38% | 30% |
| Croatia | 45% | 5% | 41% | 9% |
| Cyprus | 7% | 1% | 60% | 32% |
| Denmark | 3% | 45% | 28% | 24% |
| Estonia | 54% | 4% | 30% | 12% |
| Greece | 22% | 6% | 31% | 41% |
| Hungary | 60% | 2% | 24% | 15% |
| Italy | 28% | 23% | 38% | 11% |
| Latvia | 43% | 8% | 24% | 24% |
| Lithuania | 30% | 4% | 40% | 26% |
| Portugal | 15% | 7% | 48% | 30% |
| Romania | 42% | 5% | 30% | 23% |
| Slovakia | 44% | 5% | 34% | 18% |
| Slovenia | 43% | 8% | 32% | 16% |
| Spain | 17% | 34% | 24% | 26% |
| United Kingdom | 22% | 28% | 29% | 21% |

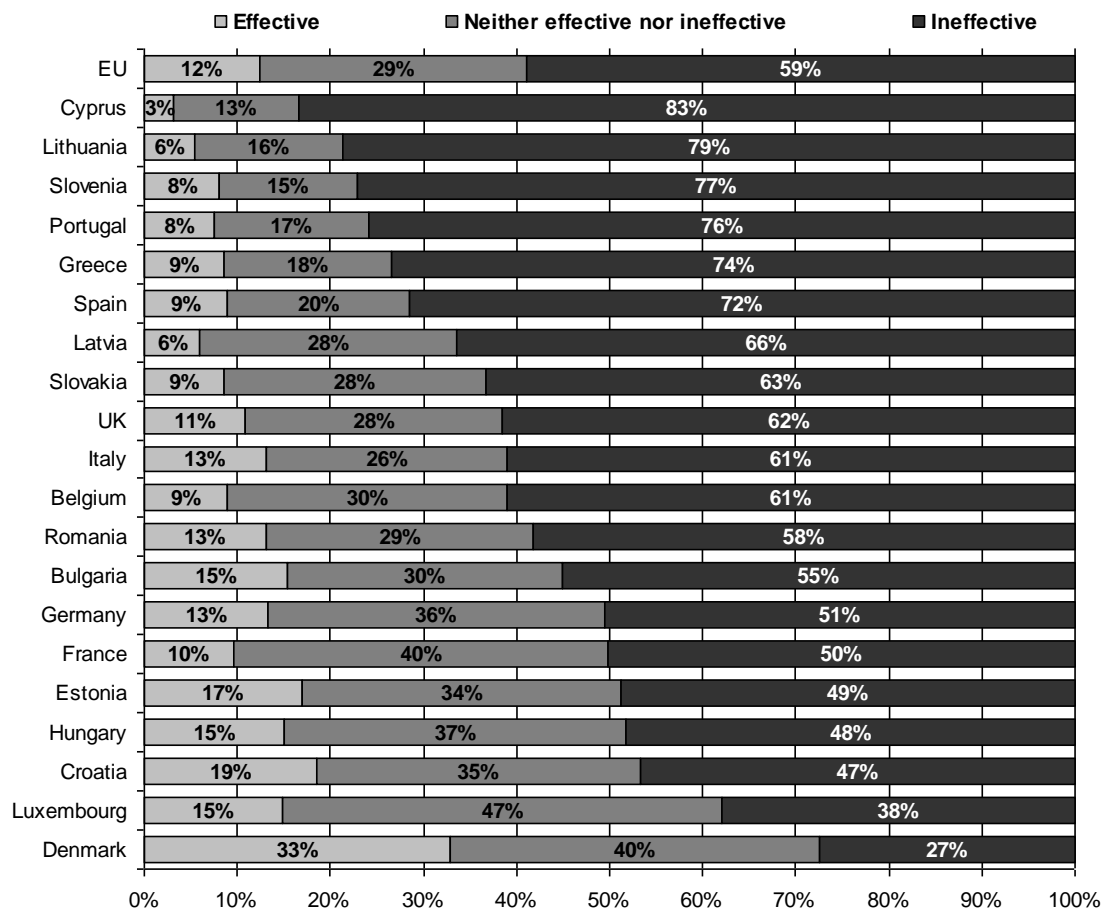
IEWS ON THE FIGHT AGAINST CORRUPTION

Governments in EUROPEAN UNION have been engaged in the fight against corruption to varying degrees in recent years. People were asked for their views on the effectiveness of the current government in the fight against corruption.

Figure 10: How effective are the governments in fighting corruption?

% of people in EUROPEAN UNION

How effective do you think your government's actions are in the fight against corruption?



GETTING INVOLVED

People were asked about their willingness to get involved in the fight against corruption. Respondents were first asked if they believed that ordinary people can make a difference in the fight against corruption. They were then asked more directly if they would be willing to get involved themselves through a number of different ways, including if they would be willing to report an incident of corruption. Of those people that would be willing to report, we asked them where and of those people that would not report, we asked them why not. Finally we asked if people had ever themselves stood up against corruption by refusing to pay a bribe.

Figure 11: Can ordinary people make a difference?

% of people in EUROPEAN UNION

Do you agree or disagree with the following statement: "Ordinary people can make a difference in the fight against corruption?"

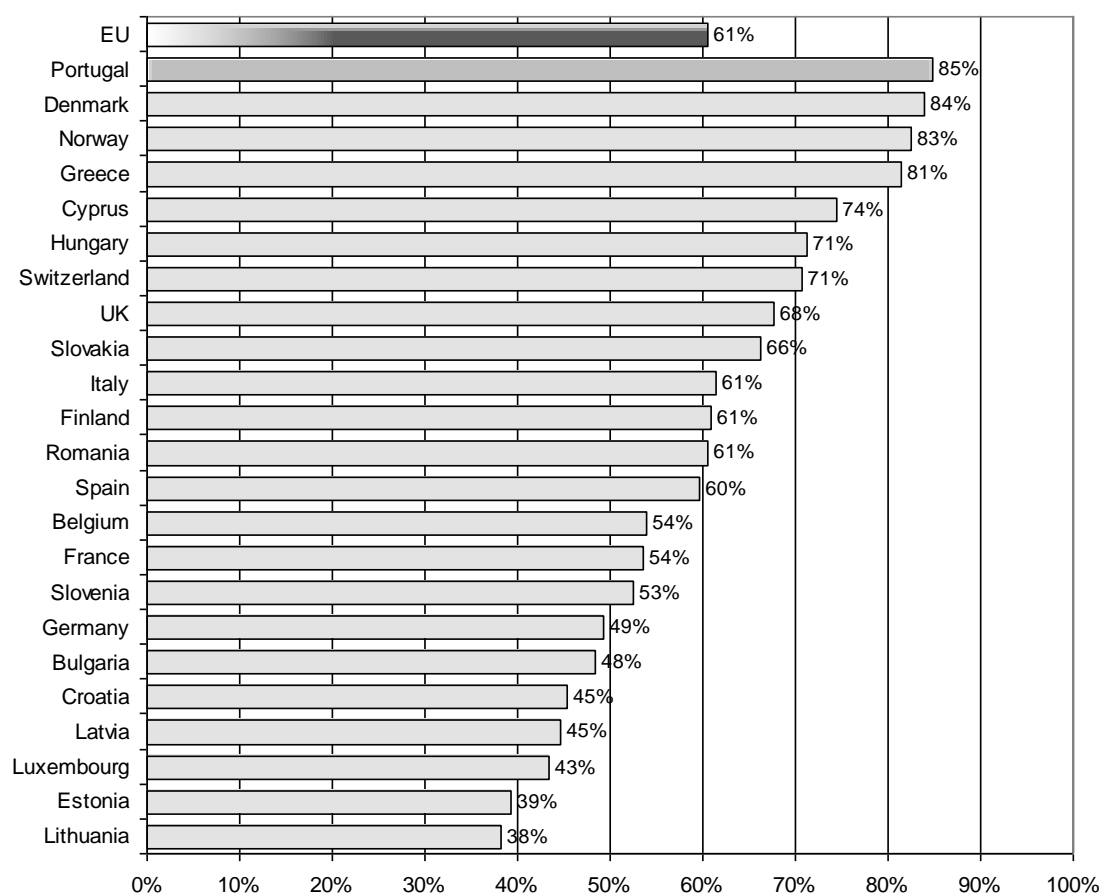


Figure 12: How are people willing to get involved in the fight against corruption

% of people in EUROPEAN UNION

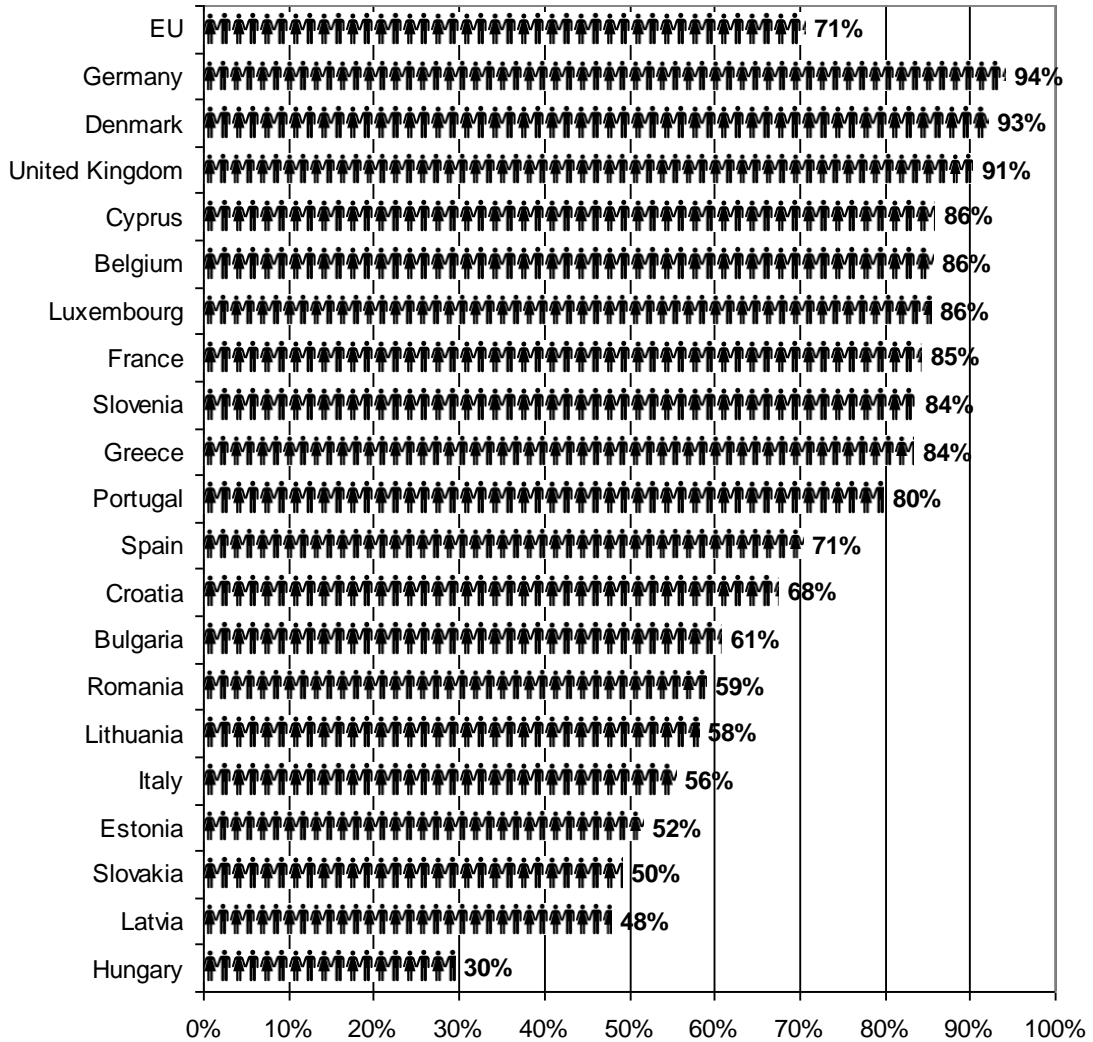
There are different things people could do to fight corruption. Would *you* be willing to do any of the following:

| COUNTRY | SIGN A PETITION ASKING THE GOVERNMENT TO DO MORE TO FIGHT CORRUPTION | TAKE PART IN A PEACEFUL PROTEST OR DEMONSTRATION AGAINST CORRUPTION | JOIN AN ORGANISATION THAT WORKS TO REDUCE CORRUPTION AS AN ACTIVE MEMBER | PAY MORE TO BUY GOODS FROM A COMPANY THAT IS CLEAN/CORRUPT OR FREE | SPREAD THE WORD ABOUT THE PROBLEM OF CORRUPTION THROUGH SOCIAL MEDIA |
|-----------------------|--|---|--|--|--|
| EUROPEAN UNION | 76% | 48% | 36% | 43% | 49% |
| Belgium | 81% | 31% | 31% | 45% | 53% |
| Bulgaria | 64% | 45% | 31% | 22% | 33% |
| Croatia | 83% | 56% | 39% | 46% | 48% |
| Cyprus | 96% | 81% | 80% | 77% | 84% |
| Denmark | 75% | 41% | 22% | 59% | 50% |
| Estonia | 67% | 36% | 17% | 24% | 36% |
| France | 77% | 51% | 43% | 41% | 59% |
| Germany | 86% | 61% | 37% | 46% | 56% |
| Greece | 82% | 69% | 56% | 62% | 73% |
| Hungary | 49% | 19% | 10% | 16% | 15% |
| Italy | 66% | 52% | 40% | 56% | 52% |
| Latvia | 64% | 39% | 21% | 19% | 39% |
| Lithuania | 70% | 44% | 38% | 27% | 38% |
| Luxembourg | 75% | 38% | 40% | 59% | 66% |
| Portugal | 81% | 59% | 40% | 61% | 54% |
| Romania | 71% | 50% | 38% | 35% | 37% |
| Slovakia | 71% | 39% | 26% | 22% | 41% |
| Slovenia | 86% | 56% | 41% | 51% | 50% |
| Spain | 80% | 64% | 41% | 37% | 54% |
| United Kingdom | 86% | 32% | 33% | 48% | 49% |

Figure 13: Are people willing to report an incident of corruption

% of people in EUROPEAN UNION that answered 'Yes'

Would you be willing to report an incident of corruption?



71% of people would be willing to report an incident of corruption

Figure 14: Where would you report an incident of corruption?

% of people in EUROPEAN UNION that would report an incident

Of those people that answered that they would report an incident of corruption, to whom would you report?

| COUNTRY | DIRECTLY TO THE INSTITUTION INVOLVED | A GENERAL GOVERNMENT ANTI-CORRUPTION INSTITUTION OR HOTLINE | AN INDEPENDENT NON-PROFIT ORGANISATION | NEWS MEDIA | OTHER |
|-----------------------|--------------------------------------|---|--|------------|-----------|
| EUROPEAN UNION | 26% | 35% | 12% | 21% | 5% |
| Belgium | 24% | 28% | 16% | 29% | 3% |
| Bulgaria | 29% | 39% | 7% | 21% | 4% |
| Croatia | 24% | 32% | 11% | 28% | 5% |
| Cyprus | 23% | 37% | 17% | 18% | 6% |
| Denmark | 36% | 27% | 10% | 20% | 8% |
| Estonia | 28% | 38% | 8% | 17% | 8% |
| France | 21% | 31% | 27% | 18% | 3% |
| Germany | 22% | 28% | 19% | 28% | 3% |
| Greece | 32% | 30% | 12% | 20% | 7% |
| Hungary | 41% | 28% | 11% | 14% | 7% |
| Italy | 35% | 24% | 13% | 24% | 5% |
| Latvia | 15% | 50% | 9% | 25% | 2% |
| Lithuania | 15% | 57% | 6% | 19% | 3% |
| Luxembourg | 19% | 36% | 20% | 22% | 0% |
| Portugal | 26% | 12% | 15% | 31% | 16% |
| Romania | 34% | 46% | 3% | 15% | 2% |
| Slovakia | 42% | 29% | 5% | 20% | 4% |
| Slovenia | 7% | 55% | 7% | 20% | 11% |
| Spain | 24% | 32% | 17% | 18% | 9% |
| United Kingdom | 25% | 40% | 17% | 15% | 2% |

29% of people would NOT be willing to report an incident of corruption

Figure 15: Why would you not report an incident of corruption?

% of people in EUROPEAN UNION that would not report an incident

Of those people that answered that they would not report an incident of corruption, why would you not report an incident of corruption?

| COUNTRY | I DO NOT KNOW WHERE TO REPORT | I AM AFRAID OF THE CONSEQUENCES | IT WOULDN'T MAKE ANY DIFFERENCE | OTHER |
|-----------------------|-------------------------------|---------------------------------|---------------------------------|-----------|
| EUROPEAN UNION | 13% | 29% | 52% | 7% |
| Belgium | 11% | 24% | 55% | 9% |
| Bulgaria | 13% | 28% | 59% | 1% |
| Croatia | 6% | 30% | 61% | 3% |
| Cyprus | 5% | 47% | 48% | 0% |
| Denmark | 8% | 35% | 46% | 12% |
| Estonia | 12% | 15% | 58% | 15% |
| France | 17% | 27% | 48% | 8% |
| Germany | 15% | 21% | 44% | 21% |
| Greece | 5% | 31% | 56% | 8% |
| Hungary | 10% | 30% | 58% | 2% |
| Italy | 17% | 41% | 41% | 1% |
| Latvia | 10% | 22% | 61% | 8% |
| Lithuania | 19% | 17% | 62% | 2% |
| Luxembourg | 28% | 26% | 47% | 0% |
| Portugal | 13% | 42% | 23% | 23% |
| Romania | 15% | 20% | 58% | 6% |
| Slovakia | 22% | 40% | 37% | 2% |
| Slovenia | 6% | 34% | 51% | 10% |
| Spain | 8% | 16% | 72% | 4% |
| United Kingdom | 16% | 30% | 48% | 6% |

APPENDIX: SURVEY METHODOLOGY

Exactly 1000 people from each of the 20 countries in EUROPEAN UNION were surveyed between September 2012 and March 2013 as part of the Global Corruption Barometer 2013 survey.

The survey sample in each country has been weighted to be nationally representative where possible. The survey questionnaire was translated into local languages and used for face to face, CATI (Computer Assisted Telephone Interviewing) or online interviews depending on the country context.

The data has been checked and analysed at the Transparency International Secretariat in Berlin and verified by an independent analyst. The results presented in the report do not include ambiguous responses (don't know/no answer). EUROPEAN UNION results are the un-weighted average across the 20 countries surveyed and any apparent small difference in the aggregated global results is due to rounding differences. The full questionnaire in all languages and results at individual respondent level are available free of charge on request from Transparency International.

| COUNTRY | LOCAL SURVEY COMPANY | SAMPLE SIZE | SURVEY METHOD | COVERAGE |
|-----------------|----------------------|-------------|---------------|----------|
| Belgium | iVox | 1000 | Online | National |
| Bulgaria | BBSS | 1002 | Face to face | National |
| Croatia | BBSS | 1000 | Face to face | National |
| Cyprus | TI-Cyprus | 570 | Online | National |
| Denmark | DMA Research | 1007 | Online | National |
| Estonia | Riat | 1000 | Face to face | National |
| France | BVA | 1009 | Online | National |
| Germany | Produkt + Markt | 1000 | Online | National |
| Greece | Centrum | 1001 | CATI | National |
| Hungary | Mareco | 1000 | Face to face | National |
| Italy | Doxa | 1010 | Face to face | National |
| Latvia | RAIT | 1054 | Face to face | National |

| | | | | |
|-----------------------|---------------|------|--------------|----------|
| Lithuania | RAIT | 1007 | Face to face | National |
| Luxembourg | TNS | 502 | Online | National |
| Portugal | Marktest | 1003 | CATI | National |
| Romania | CSOP | 1143 | Face to face | National |
| Slovakia | Mareco | 1000 | Face to face | National |
| Slovenia | BBSS | 1003 | Face to face | National |
| Spain | Instituto DYM | 1009 | Face to face | National |
| United Kingdom | ORC | 1000 | Online | National |

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