



НАЦІОНАЛЬНЕ АГЕНТСТВО
З ПИТАНЬ ЗАПОБІГАННЯ
КОРУПЦІЇ



CORRUPTION IN UKRAINE

2023: UNDERSTANDING, PERCEPTION, PREVALENCE

*REPORT BASED ON THE RESULTS OF THE SURVEY OF
POPULATION AND ENTREPRENEURS*

CORRUPTION IN UKRAINE 2022: UNDERSTANDING, PERCEPTION, PREVALENCE. REPORT BASED ON THE RESULTS OF THE SURVEY OF POPULATION AND ENTREPRENEURS. — Kyiv, 2023

This Report was prepared based on the results of sociological research based on the Methodology of the Standard Survey on the Corruption in Ukraine, approved in 2021 by the NACP. (Methodology was amended and reworded in 2023). The survey was conducted in 2023 by the sociological company *Info Sapiens*. Interpretation of the results of sociological research and preparation of this report was performed by *Info Sapiens* research team made of D. Savchuk and A. Shurenkova.



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The research data is presented, where it is possible, in comparison with the first wave conducted in 2017 by the sociological company *GfK Ukraine* with the support of the OSCE Project Coordinator in Ukraine under the auspices of the project *Support of Diagnostics, Monitoring and Prosecution of Corruption in Ukraine* (see *Corruption in Ukraine: Understanding, Perception, Prevalence*. Report based on interviews with entrepreneurs, experts, and general public /Team of authors. – Kyiv: Vaite, 2018. - 42 p.), the second wave conducted in 2020 (*Corruption in Ukraine 2020: Understanding, Perception, Prevalence*. Report based on interviews with entrepreneurs, experts, and general public. – Kyiv, 2020), the third wave conducted in 2021 (*Corruption in Ukraine 2021: Understanding, Perception, Prevalence*. Report based on the survey of population and entrepreneurs. – Kyiv, 2022) and the fourth wave conducted in 2022 (*Corruption in Ukraine 2022: Understanding, Perception, Prevalence*. Report based on the survey of population and entrepreneurs. – Kyiv, 2023). Report structure, methodology description, as well as some conclusions of the study (on provision of coinciding with conclusions from 2017-2021) are taken from 2017, 2020, 2021 and 2022 reports.

This publication was prepared by *Info Sapiens* LLC on the basis of the results of the standard survey on corruption in Ukraine ordered by the National Agency on Corruption Prevention (NACP) and financed by the budget program KPKVK 6331030 *Implementation of Anti-Corruption Strategies*. Views, conclusions and recommendations presented in this publication are those of the authors and may not reflect the official position of NACP.

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LIST OF THE MAIN ABBREVIATIONS

- HACC** – the High Anti-Corruption Court of Ukraine
- SBI** – State Bureau of Investigations
- STA** — State Tax Agency
- MIA** — Ministry of Internal Affairs of Ukraine
- NABU** — National Anti-Corruption Bureau of Ukraine
- NACP** — National Agency on Corruption Prevention
- OSCE** — Organization for Security and Co-operation in Europe
- UN** — United Nations
- SAPO** — Specialized Anti-Corruption Prosecutor’s Office
- SSU** — Security Service of Ukraine
- FOP** — Individual entrepreneur
- ASCs** — Administrative Service Centers

CORRUPTION IN UKRAINE 2023: UNDERSTANDING, PERCEPTION, PREVALENCE – SUMMARY

In December 2023, the 5th national survey of the population and entrepreneurs was conducted for comprehensive assessment of the situation with corruption in Ukraine. The first wave of the study was conducted in 2017, the second – in 2020, the third – in 2021, and the fourth – in 2022.

As for corruption in Ukraine, the main trend of 2023 can be characterized as "disappointment after hopes for the best". Thus, after a significant improvement in 2022 (in particular, prevalence and general positive changes in the corruption level, effectiveness of anti-corruption authorities), values for a number of indicators have actually **returned to the "pre-war" level**. The improvement in 2022 values could have been due to a sense of social banding together against an external threat, as well as expectations for a stress (war)-driven recovery of the society from corruption "illness". Since there has been no permanent recovery for almost 2 years, and last year the attention to corruption-related issues in Ukrainian public space was significant (media coverage of crime detection cases, promotion of the need for anti-corruption reforms as requirements for joining the EU, etc.) , then estimation of corruption as a problem has increased.

It should be pointed out that there is a certain *gap* between the *perception* of prevalence and corruption level and changes in personal *experience of corruption*. Thus, the share of the population that experienced corruption (Indicator 2) increased compared to 2022, but remained lower than in 2020-2021. In addition, the population assesses corruption prevalence not so much from personal experience as from reports, judgments and assessments widespread in the public discourse. It can be assumed that it is this component that plays a greater role, because both entrepreneurs and population consider political corruption to be the most serious problem, while the respondents' personal experience of being involved in corrupt practices is mainly regarded as petty corruption (for the population) or corruption in business (for entrepreneurs).

General indicators of corruption perception are presented in Section 1.

- According to the *population* survey, in 2023, **corruption** rose to the **second place** among major problems the list of which was offered to the respondents, compared to the third place in 2022. In 2023, **71,6%** of citizens considered corruption a very serious problem, which is 7,4 p.p. higher than the similar indicator in 2022. Thus, corruption severity indicator has returned to the level of 2020–2021, after a decrease in 2022 (64,2%).

According to the *entrepreneurs'* survey, estimation of corruption as a problem has significantly increased and is holding its second **place** in top list of problems (or the first out of all the problems provided military aggression of russia is disregarded). **73,0%** of interviewed entrepreneurs consider corruption a very serious problem (statistically significant increase of the indicator by 17,8 p.p. compared to 2022 indicator of 55,2%). Thus, in business sector corruption threat assessment has returned to the pre-war level of 2021.

- Speaking about *the corruption prevalence perception* indicator, **87,9%** of the *population* believe that **corruption is somewhat or very common in Ukraine** (32,9% and 55,0% of the respondents respectively), which is 6,8 p.p. higher than in 2022 (this increase is statistically

significant). At the same time, there is a significant increase in the share of the respondents who are of the opinion that corruption in Ukraine is *very common* (55% and the increase is statistically significant; this indicator has returned to 2021 level (53%)).

81,3 % of *entrepreneurs* believe that corruption is somewhat or very common in Ukraine (31,5% and 49,8% of the surveyed respectively), which is 12,1 p.p. higher than in 2022.

General **indices of corruption prevalence perception** on a 5-point scale have also **increased** compared to 2022 equaling **4,44** points for the *population* (compared to 4,22 points in 2022) and **4,29** points for *entrepreneurs* (compared to 3,98 points in 2022). It is significant that corruption prevalence perception index in the sector where the surveyed entrepreneurs actually work is systematically estimated to be much lower than the general prevalence, and in 2023 it is only 2,29 points on a 5-point scale (compared to 2,17 points in 2022).

- According to the *population*, the first and second places in corruption prevalence belong to **judicial system** (4,52) and **customs** (4,41). Third place is taken by **border control** (4,25). According to the population, the sequence of the most corrupt sectors remains unchanged for the third period in a row, which is indicative of urgency of anti-corruption activities in these sectors. It is an alarming signal that in 2023, the humanitarian aid sector also came close to the TOP-3 "traditionally" most corrupt sectors (4,23).

According to *entrepreneurs*, corruption is the most prevalent in **permits issuing sectors, mineral extraction** and at the **customs** (4,44); they are followed by **public procurement of works and services for highways** (4,39), as well as **other large infrastructure projects** (4,23). Corruption prevalence perception indices in the most corrupt sectors exceed 4,2 on a 5-point scale in both target groups.

Both the general public and business people demonstrate a worse perception of corruption prevalence. A significant increase in the index is observed in most sectors.

- As for **corruption level** dynamics, 2023 indicators are worse compared to 2022. **Higher corruption level** is reported by more than half of the surveyed citizens (**61,2%**), which *is more than twice as much* as last year (29,2%). *Entrepreneurs* also report markedly **higher corruption level** in 2023 – this was reported by **46,3%** of the respondents, which *is almost thrice as high* as in 2022 (16%). The *population* feels worse about corruption level changes than *business*: if in its assessments of corruption level changes business has actually returned to the level of 2021, then the population shows *the most negative picture for all the years of observation*.

- Both *population* and *entrepreneurs* are most often inclined to consider central authorities, such as **the President of Ukraine and his Office**, the **Parliament** and the **National Anti-Corruption Bureau of Ukraine (NABU) responsible for tackling corruption**. These three establishments are rating leaders for the third year in a row.

- As for anti-corruption activities effectiveness estimates, they have markedly and statistically significantly **decreased** for all the authorities both among the *population* and *entrepreneurs*, which is a correction of perception after 2022 increase (however, these estimates are higher than those of 2021). According to both groups, the **Security Service of Ukraine** is the **most effective** in the field of corruption tackling among the authorities. SSU is the only institution whose estimate among entrepreneurs did not decrease compared to 2022.

- However, the **awareness** level of both groups of the **activities** of anti-corruption authorities remains low (both population and entrepreneurs are aware of the activities of the National Police, while their awareness level about other anti-corruption authorities is much lower). As for most institutions, the *population* mainly chooses a “fully unaware” option, while *entrepreneurs* choose “superficially aware”.

- In 2023, population and entrepreneurs were asked to assess the **level of awareness of availability of electronic services** serving as alternatives to corrupt practices. In general, the level of population’s awareness of services is significantly lower than that of entrepreneurs. As for the population, the first place in terms of awareness was shared by services of electronic queues for receiving administrative services and medical services. As for entrepreneurs, user account on STA website is the undisputed leader.

- **Corruption experience** of the population and entrepreneurs was deeply analyzed in the study, respondent’s **corruption experience indicators by sectors under review** were identified, and analysis of corrupt situations that could occur in the process of citizens’ and entrepreneurs’ application for services in various sectors (or at the time of interaction with representatives of relevant agencies and institutions). This is what Section 2 is devoted to.

- The summarized indicators of the *population’s corruption experience by sectors* are shown in the table below.

In 2023, **MIA service centers** won the “**first place**” in terms of corruption prevalence (**35,7%** of those who dealt with this sector reported corruption experience, which is 9,0 p.p. more than in 2022 (26,7%), and this increase is statistically significant).

The **second place** in this rating was shared by three sectors with indicators from 31,4% to 32,5%:

- ✓ **construction and land relations** – **32,5%** (in 2022 – 23,9%);
- ✓ **state and municipal healthcare** – **32,3%** (statistically significant increase by 7,5 p.p. compared to 2022 (24,8%));
- ✓ **services for connection and maintenance of power, gas, water supply and sewer systems** – **31,4%** (in 2022 – 28,7%).

Summarized indicators¹ of population's corruption experience by sectors

Sector of activity	Corruption experience by self-assessment	Initiated corrupt relationships	Forced corrupt situation	Dealt with the sector
	of those who have dealt with the sector			
MIA service centers activities	↑35,7%	19,10%	29,50%	7,60%
Construction and land relations	32,50%	9,70%	39,40%	3,30%
State and municipal healthcare (medical services)	↑32,3%	13,50%	27,20%	49,40%
Services for connection and maintenance of power, gas, water supply, and sewer systems	31,40%	12,00%	26,60%	↓9,3%
Services of educational institutions (municipal kindergartens)	↑27,0%	11,70%	16,10%	9,20%
Services of higher education institutions	26,60%	11,00%	26,00%	↑13,8%
Law enforcement activities (Patrol Police, National Police, SSU, Prosecutor's Office)	↓23,4%	9,90%	19,00%	↓4,7%
Services of educational institutions (elementary and secondary education)	↑21,6%	9,80%	↑13,4%	19,60%
Humanitarian aid	19,90%	2,90%	7,10%	15,60%
Provision of administrative services by the executive bodies and local self-government authorities (except for ASCs and MIA service centers)	16,80%	12,10%	15,60%	8,10%
Activities of the administrative service centers (ASCs)	8,90%	6,50%	7,90%	↑25,8%

Most often, the population gains corruption experience during the contact with the **state or municipal healthcare institutions**. Almost half of citizens contact these institutions during a year. Thus, irrespective of the fact that corruption level in medicine is lower than in such sectors as *activities of MIA service centers* and *construction and land relations*, medical institutions are the ones where most Ukrainians gain **corruption experience** (each third of those applying for medical assistance). So, in 2023, **16,0%** of Ukrainians in total experienced corruption in healthcare institutions or know about such experience from their family members. However, in comparison with 2022, this indicator has significantly increased, but has not reached the level of 2021 (in 2021 and 2022, corruption experience in healthcare institutions was reported by 21,9% and 12,6% of Ukrainians respectively).

The summarized indicators of *entrepreneurs' corruption experience* assessment are shown in the table below. The entrepreneurs deal with the state less often than the population and are less likely to experience corruption during these contacts. It is pleasant to note that the level of corruption is the lowest in **tax authorities** for the third period in a row, while the contacts with it are the most frequent.

¹ Here and further in the tables, the symbols ↑ and ↓ indicate the data that are statistically significantly higher (lower) than the values of the previous wave of the study. The significance level is 0,95. The difference (in percentage points) with the 2022 value is indicated in parentheses.

The **first place** in the top list of the most corrupt sectors for entrepreneurs is maintained by the **customs** for the third consecutive period – **35,2%** of those who dealt with the sector reported corruption experience. This indicator has not changed compared to 2022.

The second place by corruption prevalence was shared by three sectors with indicators of **27-29%**:

- ✓ **law enforcement authorities** – **28,8%** (statistically significant increase in the indicator compared to 2022 (18,6%));
- ✓ **construction and land relations** – **28,6%** (without significant changes compared to 2022 (32,5%));
- ✓ **services for connection and maintenance of power, gas, water supply and sewer systems** – **26,6%** (in 2022 – 29,3%).

Summarized indicators of entrepreneurs' corruption experience by sectors

Sector of activity	Corruption experience by self-assessment	Initiated corrupt relationships	Forced corrupt situation	Dealt with the sector
	of those who have dealt with the sector			
Customs (customs control, preparation and clearance of customs documents for business entities)	35,20%	6,80%	27,10%	10,90%
Law enforcement activities to ensure law and order, pre-trial investigation	28,80%	4,10%	16,30%	14,20%
Construction and land relations	28,60%	5,90%	16,90%	11,20%
Services for connection and maintenance of power, gas, water supply and sewer systems, except for services associated with current payments	26,60%	5,80%	22,60%	16,50%
Control and supervision of business activities	↑ 24,5%	3,30%	20,50%	11,20%
Judicial system	15,20%	3,00%	10,20%	10,10%
Enforcement of court decisions	7,30%	1,30%	7,30%	7,80%
Activities of tax authorities	13,10%	2,20%	9,00%	30,30%

• Apart from corruption experience analysis, we also analyzed who **initiates** corrupt situation. In all analyzed situations, the initiators are **most often** representatives of **service providers** (government officials, representatives of supplier companies, administrators or specialists of educational and healthcare institutions, etc.). In general, in 2023, **12,1%** of population and **3,9%** of entrepreneurs initiated corrupt relationships (in sectors under review). After a significant decrease, these indicators remained at the level of 2022.

At the same time, **20,8%** of the population and **11,9%** of entrepreneurs were involved in corrupt relationships in connection with the demand from representatives of authorities or organizations and institutions in the relevant sectors to make unofficial payments or provide services. These indicators are significantly higher than in 2022 and, in fact, a return to 2021 levels after a significant

improvement in 2022 is clearly seen. Thus, the tendency persists that citizens who have found themselves in a corrupt situation are more likely than entrepreneurs to have initiated it.

- Taking into account the comparison of 2021–2023 survey results, it should be pointed out that in certain sectors there is a *stable share of respondents* who are *used to receiving services* (interaction with authorities, institutions or organizations) *in a corrupt way*, i.e. initiating corrupt practices on their own. For the population, this applies to most sectors, for entrepreneurs – to customs and communication with regulatory bodies.

Entrepreneurs are the least likely to initiate corruption in such sectors as control and supervision of business activities, judicial system, enforcement of court decisions, and activities of tax authorities.

In accordance with the Methodology of the Standard Survey on Corruption in Ukraine, **5 indicators** of the state anti-corruption policy effectiveness were calculated and are listed in the table below (indicator measuring details can be found in Section 3).

- • During 2017–2022, there was a gradual increase in the share of the *population* with a **negative attitude to corruption manifestations**: in 2017, this indicator was 43,3%, in 2021 this share reached almost a half (49,4%), and in 2022 it significantly exceeded half of the population and amounted to 57,4% (+8 p.p. to the level of 2021). In 2023, this indicator has stabilized and amounts to **56,0%** (the difference of 1.4 p.p. compared to 2022 is statistically insignificant).

After the increase in 2022, the share **of anti-corruption-minded entrepreneurs** has stabilized in 2023 and amounts to **57,8%** (-2,5 p.pl. compared to 2022 is not statistically significant, and the value is significantly higher than that in 2021)

- The share of the *population* with **personal experience of corruption** (according to the respondents' self-assessment of their involvement in corruption) has stabilized after the decrease in 2022 and amounts to **19,5%** (the increase from 17,7% in 2022 is statistically insignificant).

However, in business sector there is a negative *trend towards an increase* in the share of enterprises with corruption experience. In 2023, it was **22,2%**, which is statistically higher than in 2022 (an increase of 6,8 p.p.). Also, for the first time in three years, this indicator exceeded the similar indicator for the population.

- The share of the citizens **willing to report** cases of corruption also remained at the level of 2022, and after the increase amounts to **10,2%** for the *population* and to **26,9%** for *entrepreneurs*.

- The share of the respondents who **reported on the corruption** they had experienced to the relevant authorities remains low, but the tendency towards increase continues among *entrepreneurs* (**14,0%** in 2023). As for the *population*, changes are practically absent in the period of 2021-2023, and the share of such respondents varies between 5,2% to **6,5%** (for 2023).

- The share of those **supporting the activities of whistleblowers** decreased in 2021, but *increased* in 2022 and continued to increase in 2023: the vast majority of both the *population* (**67,3%**), and *entrepreneurs* (**89,6%**) support their activities.

- In 2023, only **16,1%** of the population could be considered **duly aware about the legal protection guarantees for whistleblowers**, and in 2021-2023 this indicator remains practically unchanged.

Nº	Indicator	Category	2017	2020	2021	2022	2023
1	The share of the citizens with negative attitude towards manifestations of corruption ¹	Population	43,3%	↑46,8%	49,4%	↑57,4%	56,0%
		Entrepreneurs	56,7%	↓51,5%	55,3%	↑60,3%	57,8%
2	The share of the citizens with personal experience of corruption ²	Population	НД	27,0%	26,0%	↓17,7%	19,5%
		Entrepreneurs	ND	ND	21,6%	↓15,4%	↑ 22,2%
3.1	The share of the citizens willing to report on the corruption cases ³	Population	10,9%	↓8,1%	↑9,8%	11,2%	10,2%
		Entrepreneurs	21,0%	17,9%	↑22,7%	↑26,2%	26,9%
3.2	The share of the citizens who have experienced and reported corruption to the relevant authorities ⁴	Population	ND	3,3%	↑5,7%	5,2%	6,5%
		Entrepreneurs	ND	ND	10,5%	12,8%	14,0%
4	The share of the citizens supporting the activities of whistleblowers ⁵	Population	ND	71,8%	↓60,6%	↑65,1%	67,3%
		Entrepreneurs	ND	84,5%	↓79,5%	↑86,0%	↑ 89,6%
5	The share of the citizens who are duly aware about legal protection guarantees for whistleblowers ⁶	Population	ND	ND	13,4%	17,7%	16,1%

ND (no data) — stands for situation when it is impossible to calculate the indicators due to absence of the relevant data

¹ Based on the results of the analysis of the replies on the hypothetical situation, a share of the respondents who have refused corruption as a way of solving certain problems (from the use of a corrupt model of behavior) was determined. For more details, please, see Section 3.

² The share of the respondents who answered affirmatively to the question: "Did you encounter corruption in the last 12 months – in other words, did you give or were requested a bribe, use connections, etc.?" was calculated. (for entrepreneurs – "...for the benefit of the enterprise where you are working?"): did you encounter it personally or was it encountered by your family members – for the population; did you encounter it personally or was it encountered by the enterprise's employees (as its representatives)– for entrepreneurs.

³ Based on the results of the analysis of the replies on the hypothetical situation, the share of the respondents who would inform the relevant authorities or mass media about the possibility of using the corrupt way of dealing with a certain problem was determined. For more details, please see Section 3.

⁴ The share of the respondents who answered affirmatively to the question: "Did you file a complaint to the authorities or law enforcement agencies regarding a case of corruption?" was calculated (for entrepreneurs – as a head/representative of an enterprise).

⁵ The share of the respondents who have chosen "Fully support" or "Rather support" option as an answer to the question: "What is your attitude to people who file complaints (reports) to the authorities or law enforcement agencies regarding a corruption case?" was calculated.

⁶ The share of the respondents who correctly marked at least 5 options out of 8 when answering the question "In your opinion, do citizens reporting cases of corruption to the competent authorities have the following rights?" was identified.

INTRODUCTION

The need to develop and implement a special toolkit as a basic element of corruption level assessment system is determined by the up-to-date requirements for the mechanisms of development and implementation of state anti-corruption policy formulated, in particular, in the UN Convention against Corruption (2003).

Article 61 of the Convention states that each participating state, in consultation with experts, considers the possibility of conducting the analysis of corruption trends in its territory, as well as the conditions under which corruption crimes are committed. In order to develop (to the possible extent) common definitions, standards and methodologies, the possibility of expanding statistical data, analytical knowledge about corruption and information is considered, including knowledge about optimal types of practices in the field of preventing and tackling corruption, and exchanging them through the mediation of international and regional organizations. Each participating state considers the possibility of monitoring its policies and practical anti-corruption measures, as well as assessment of their effectiveness and efficiency¹. The specification of these provisions is presented in the recommendations of international monitoring organizations, that are also implemented into the Ukrainian anti-corruption legislation.

So, according to Clause 5, Part 1, Art. 11 of the Law of Ukraine *On Prevention of Corruption*², the National Agency must ensure organization of studies on the situation with corruption in Ukraine. The Methodology of the standard survey on corruption in Ukraine approved by the NACP allows for monitoring of the situation in the field of prevention and combating corruption in Ukraine, which captures the dynamics of corruption prevalence indicators and the population's perception of anti-corruption activities effectiveness.

Study limitation is due to its being conducted at the time of the war of russian federation with Ukraine. In all waves of the study, the general population is population/enterprises residing/located in the territories controlled by the Ukrainian government (except temporarily occupied territories and areas of hostilities). In 2022-2023, after the full-scale invasion started, the structure of the Ukrainian population has significantly changed due to the occupation and spread of hostilities over a large part of the territory, as well as due to mass departure of Ukrainians abroad. The data from each wave remain representative for the territory of Ukraine, where Ukrainian authorities exercise their powers (and implement anti-corruption policy accordingly). However, changes from the years before 2022-2023 may have been caused not only by an alteration in the attitudes and behavior of the surveyed population, but also by the population structure redesign.

¹ UN Convention against Corruption // https://zakon.rada.gov.ua/laws/show/995_c16#o519

² Law of Ukraine *On Prevention of Corruption* // <https://zakon.rada.gov.ua/laws/show/1700-18#n159>

The purpose of the study is a comprehensive assessment of the situation with corruption in Ukraine in 2023. Study tasks include assessment of the state anti-corruption activities in Ukraine, assessment of corruption perception and understanding, identification of population's and entrepreneurs' corruption experience, as well as assessment, in accordance with the Methodology, of corrupt practices prevalence level in the following sectors:

Sociological study item	Sector	
<i>Nationwide survey of the population</i>	1	State and municipal healthcare (medical services)
	2	Services of higher education institutions
	3	Services of educational institutions (<i>elementary and secondary education</i>)
	4	Services of educational institutions (<i>municipal kindergartens</i>)
	5	Activities of MIA service centers
	6	Activities of administrative service centers (ASCs)
	7	Provision of administrative services by executive bodies and local self-government authorities (<i>except for administrative service centers and MIA service centers</i>)
	8	Humanitarian aid
<i>Nationwide survey of the population/ Nationwide survey of entrepreneurs</i>	9	Services for connection and maintenance of power, gas, water supply, and sewer systems (<i>except for the services associated with current payments</i>)
	10	Construction and land relations
	11	Law enforcement activities to ensure law and order, pre-trial investigation
<i>Nationwide survey of entrepreneurs</i>	12	Activities of tax authorities (<i>accrual and collection of taxes and other mandatory payments</i>)
	13	Control and supervision of business activities
	14	Customs (<i>customs control, preparation and clearance of customs documents for business entities</i>)
	15	Judicial system (<i>including enforcement of court decisions</i>)

The survey of the population and entrepreneurs provides a reliable assessment (representativeness) of the main indicators for Ukraine in general and for 6 economic and geographical regions of Ukraine, in particular:

- Kyiv city;
- Northern region: Kyivska oblast, Zhytomyrska oblast, Sumska oblast, Chernihivska oblast;
- Central region: Cherkaska oblast, Poltavaska oblast, Kirovohradska oblast, Vinnytska oblast;
- Eastern region: Dnipropetrovska oblast, Donetska oblast, Zaporizka oblast, Luhanska oblast, Kharkivska oblast;
- Southern region: Odeska oblast, Mykolayivska oblast, Khersonska oblast;
- Western region: Ivano-Frankivska oblast, Khmelnytska oblast, Chernivetska oblast, Lvivska oblast, Rivnenska oblast, Ternopilka oblast, Volynska oblast, Zakarpatska oblast.

This survey of the population and entrepreneurs is the fifth wave of the nationwide study aiming at a comprehensive assessment of the situation with corruption in Ukraine; the field stage (data collection) took place in November-December 2023.

The first wave of the study was conducted in 2017; the second wave — in 2020, during the COVID-19 epidemic, the third — in December 2021, before the full-scale invasion. In 2017, the fieldwork stage was carried out by the team of the independent research company *GfK Ukraine* in the period

from May to July. The researchers of the independent research agency *Info Sapiens LLC* carried out field stage of waves 2-4: from March to April 2020, from November to December 2021, in December 2022 and in November-December 2023.

The comparison of the results of this survey with the previous ones is presented in the report in the cases where it was methodologically appropriate, in other words, when the wording of the questions and the range of answers coincide.

Population Survey

The survey was carried out using Computer-Assisted Personal Interviewing (CAPI). The sample represents the adult population of Ukraine. The first research wave was conducted from May 29 to June 21, 2017; the second wave – from March 4 to April 6, 2020; the third – from November 29 to December 29, 2021; the fourth – from December 9 to December 28, 2022, the fifth – from November 8 to December 4, 2023. 2,585 personal interviews were conducted during the first wave; 2,516 – during the second wave, 2,636 – during the third wave, 2,646 – during the fourth wave and **2,488** – during the fifth. The maximum theoretical error of the population sample does not exceed ± 2 percentage points without taking into account the design effect. The samples of all research waves have a similar design: they are stratified by oblast and type of settlement, multistage, and random at each stage. In the households, respondents were randomly selected for interviewing with a last birthday method. The weighting coefficients are applied in accordance with the data of the State Statistics Service of Ukraine on the socio-demographic structure of the population. In order to form weighting coefficients (in accordance with the data of the State Statistics Service of Ukraine on the socio-demographic structure of the population as of 01.01.2022), fourth wave respondents were asked about the place of their permanent residence before the full-scale invasion on February 24, 2022, on the data of which the data array was weighted.

In order to form a sample load per settlement, State Statistics Service Data were adjusted, for teams of interviewers, by the *Info Sapiens* data about current residence of the Ukrainian population received via phone survey via random number generation conducted in January - September 2023 (sample size – 15, 900 respondents).

Due to military operations in 2022-2023, field work was limited in the following regions:

1. AR Crimea — absent in the sample.
2. Dnipropetrovska oblast — Nikopolsky rayon and partially Pavlograds'ky and Synel'nykivs'ky rayons were excluded from the sample.
3. Donetska oblast — absent in the sample.
4. Zhytomyrska oblast — border regions are not covered.
5. Zaporizka oblast — only oblast capital and Zaporizky rayon were covered.
6. Kyivska oblast — border regions are not covered.
7. Luhanska oblast — absent in the sample.
8. City of Sevastopol — absent in the sample.
9. Mykolayivska oblast — only oblast capital, its suburbs and northern part of oblast were covered.
10. Sumska oblast — only oblast capital, southern and eastern part of oblast were covered.

11. Kharkivska oblast — only oblast capital, its suburbs and western part of oblast were covered.
12. Khersonska oblast — absent in the sample.
13. Chernihivska oblast — only oblast capital, southern and eastern parts of oblast were covered.

Survey of entrepreneurs

The survey was carried out using Computer-Assisted Personal Interviewing (CAPI). The sample represents individual entrepreneurs (FOP) and business owners and/or managers of enterprises – legal entities. **1,208** respondents in total were surveyed from November 13, 2023 until December 11, 2023. For information: 1,005 telephone interviews were conducted within the first research wave; 1,093 – within the second, 1,224 – within the third and 1,203 – within the fourth. The maximum theoretical error of the sample of entrepreneurs does not exceed ± 3 percentage points without taking into account the design effect. The vast majority of respondents are owners, co-owners, directors or deputy directors of enterprises; in isolated cases – chief accountants, heads of departments and other respondents holding managerial positions. The sample¹ is random, stratified by the region of registration and the size of business entity. It is formed by random selection of telephone numbers contained in the UDR (except for those operating in the temporarily occupied territories). The weighting coefficients are applied in accordance with the data of the State Statistics Service of Ukraine on individual entrepreneurs (FOP), size of business entities, type of economic activity, and region of registration as of 2021.

After introductory questions, questions about the importance of problems, assessment of the corrupt nature of the situations and self-assessment of awareness, the following information was read out to all categories of the respondents in order to ensure the same understanding of corruption:

«Corruption provisions various forms of behavior. For the purpose of this study, corruption is:

- 1) abuse of power by a public official (government employee or employee of local self-government bodies) or employees of enterprises (organizations) in order to receive a bribe (illegal benefit);*
- 2) bribing (illegal benefit) a public official or employee of an enterprise (organization) with the goal of inducing him/her to abuse his/her official power.*

Thus, corruption is always associated with illegal benefits (money, other property, advantages, benefits, services, etc.) that a public official or enterprise (organization) employee actually receives or tries to receive as payment for the abuse of his/her official power or opportunities associated with it”.

¹ Approaches to entrepreneurs' sample designing were changing in different waves. For example, in the third and fourth waves (2021 and 2022 respectively), FOPs' share was set in proportion to the distribution of the number of FOPs and legal entities – 29% (in the first wave – 20%, in the second – 50%). For uniformity, the previous samples were reweighted according to the 3rd and 4th waves approach. This allows data to be compared, but survey indicators for entrepreneurs in this report differ from those provided in the 2017 and 2020 reports.

If it is indicated that there are statistically significant¹ changes in the text, tables or figures compared to previous years, it should be borne in mind that a confidence level of 0,95 was used for statistical calculations everywhere.

Statistical analysis for subgroups of respondents was performed when the number of responses in a subgroup was 50 or more.

¹ Availability of statistically significant dynamics of indicators in 2022 and 2023 data comparison means that specified difference is unlikely to be accidental. This statement does not mean that this difference must be big, important or meaningful in the general sense of this word.

SECTION 1. CORRUPTION PERCEPTION INDICATORS

1.1. Corruption importance perception

According to the *population* survey, in 2023, **corruption** has moved to the **second place** in the top list of the main problems offered to the respondents (Fig. 1.1.1), compared to third place in 2022. In 2023, **71,6%** of Ukrainians regarded corruption as **a very serious problem**, which is 7,4 p.p. higher than in 2022. Thus, corruption severity indicator has returned to the level of 2020-2021 after the decrease in 2022.

The large-scale **military aggression of russian federation** remains the biggest problem for Ukrainians: it was regarded as a very serious problem by **90%** of the respondents. And the problem of the *high cost of living* has somewhat lost its importance for Ukrainians, but it still remains in the TOP-3: 63,7% of the respondents called this problem very important (5,5 p.p. less than in 2022). Instead, indicators of such problems as **injustice in the judicial system** and **seizure of power by oligarchs** where decrease in importance was reported last year, are *returning to "pre-war" values* - these problems were regarded as very important by **59,7%** and **59,4%** of Ukrainians respectively (more than in 2022, by 4,5 and 6,0 p.p. respectively).

The problem of *unemployment*, the importance of which increased significantly last year, shows a *significant* decrease in the indicator in 2023. 49% of Ukrainians regarded unemployment as a very serious problem, which is 15 p.p. less than in 2022. The indicator is also lower than in the "pre-war" year of 2021, when 57,1% of the respondents regarded this problem very important.

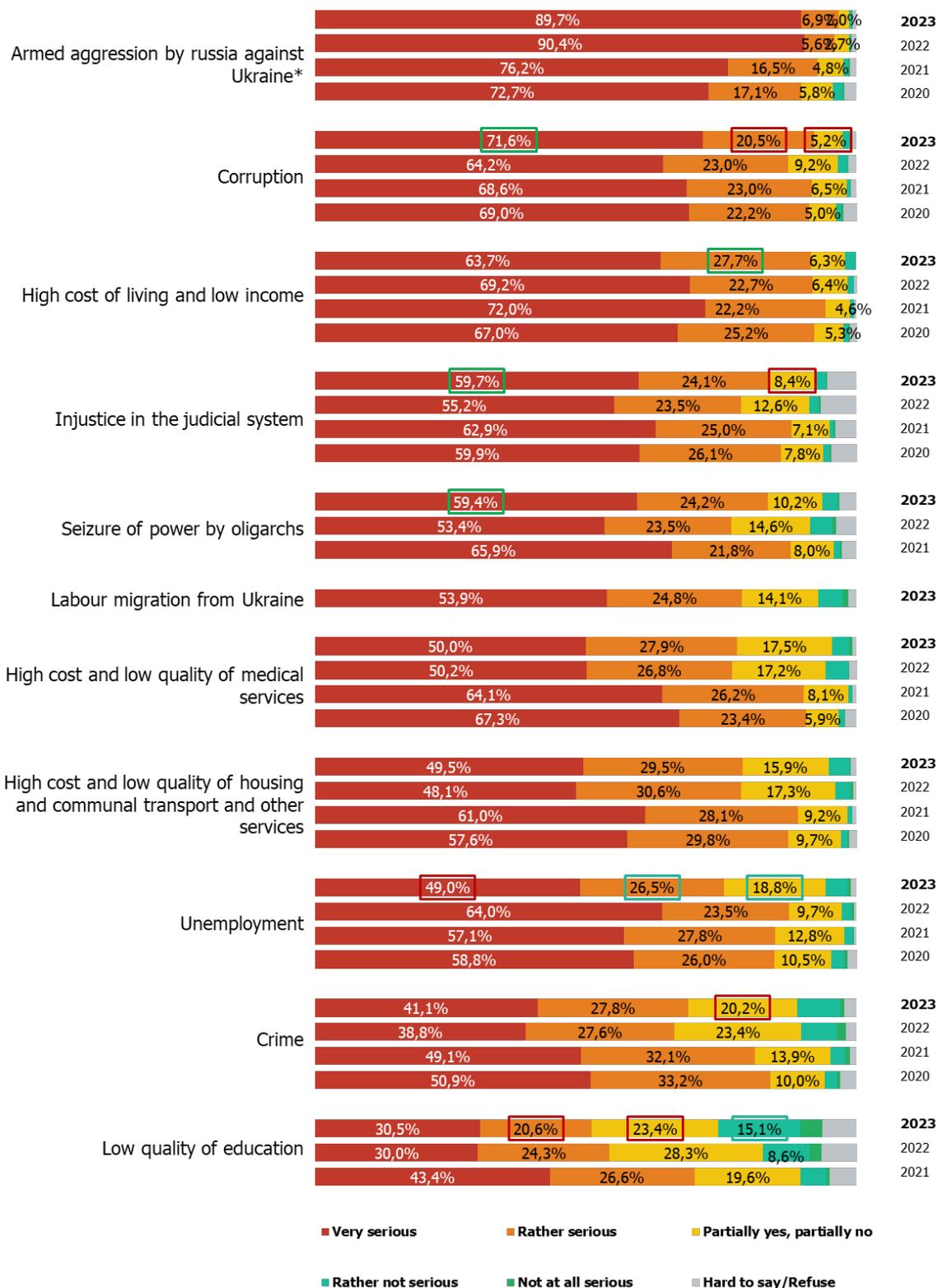
If we combine estimates "very serious problem" and "serious", then, as of December 2023, the «**leaders**» among the remaining problems (apart from the **military aggression of russian federation** for which the consolidated indicator is **96,6%**) are as follows:

- **corruption** (92,1%, increase by 4,9 p.p. is significant).
- **high cost of living and low income** (91,4%, decrease by 0,5 p.p.);
- **injustice in the judicial system** (83,9%, increase by 5,1 p.p. is significant)
- and **seizure of power by oligarchs** (83,6%, increase by 6,7% is significant).

The rest of the problems are regarded as serious by less than 80% of the respondents. At the same time, it should be pointed out that problems such as the **high cost and low quality of housing, transport and healthcare services** remain quite important for citizens, as reported by 78,9% and 77,9% of the respondents respectively. Ukrainians also regard as serious the problem of **population migration from Ukraine**, which was added to the list this year – **78,8%** of the citizens confirmed this (53,9% regarded it as very serious).

The *low quality of education* (51,1% of the respondents consider this problem serious) closes the top list of problems in Ukraine. As for this problem, a decrease in the indicator was recorded for the second year in a row - by 3,3 p.p. compared to 2022.

Fig. 1.1.1. Perception of the main problems for Ukraine: population ¹



* in 2020–2021 the answer was worded as follows: "Military actions in Donetsk and Luhansk regions"

¹ Question: "In your opinion, how serious are the following problems for Ukraine?" Here and further, the data statistically significantly different from that of 2022 is framed in the graphs. The significance level is 0,95.

The data from *entrepreneurs'* survey (Fig. 1.1.2) generally confirm the trends that can be traced when analyzing the responses of the population. In particular, the severity ratings for most problems have increased after the decrease in 2022. A significant decrease was recorded only in **unemployment** (in 2022, the problem was regarded as serious or very serious by 66,1%, while in 2023 - by 54,3% of surveyed business representatives).

The assessment of **corruption** as a problem has also significantly increased and continues to occupy a "prominent" place (**2nd place in the top list in general**, or the first among other problems, if Russian military aggression is "taken out"). **88,2%** of the surveyed entrepreneurs regard corruption as a serious problem, of which **55,2%** consider it a **very serious** one (a statistically significant *increase* in indicators by 11,0 p.p. and 17,8 p.p. respectively compared to 2022 indicators). Thus, the assessment of corruption threats in business has returned to the level of the "pre-war" year of 2021.

Though measured for the first time in 2023, the threat of **population migration from Ukraine** has immediately made it to the TOP-3 problems with an indicator of **85,3%** of the respondents regarding it as a very serious problem. It can be assumed that migration processes are the factor that has caused unemployment problem importance decrease.

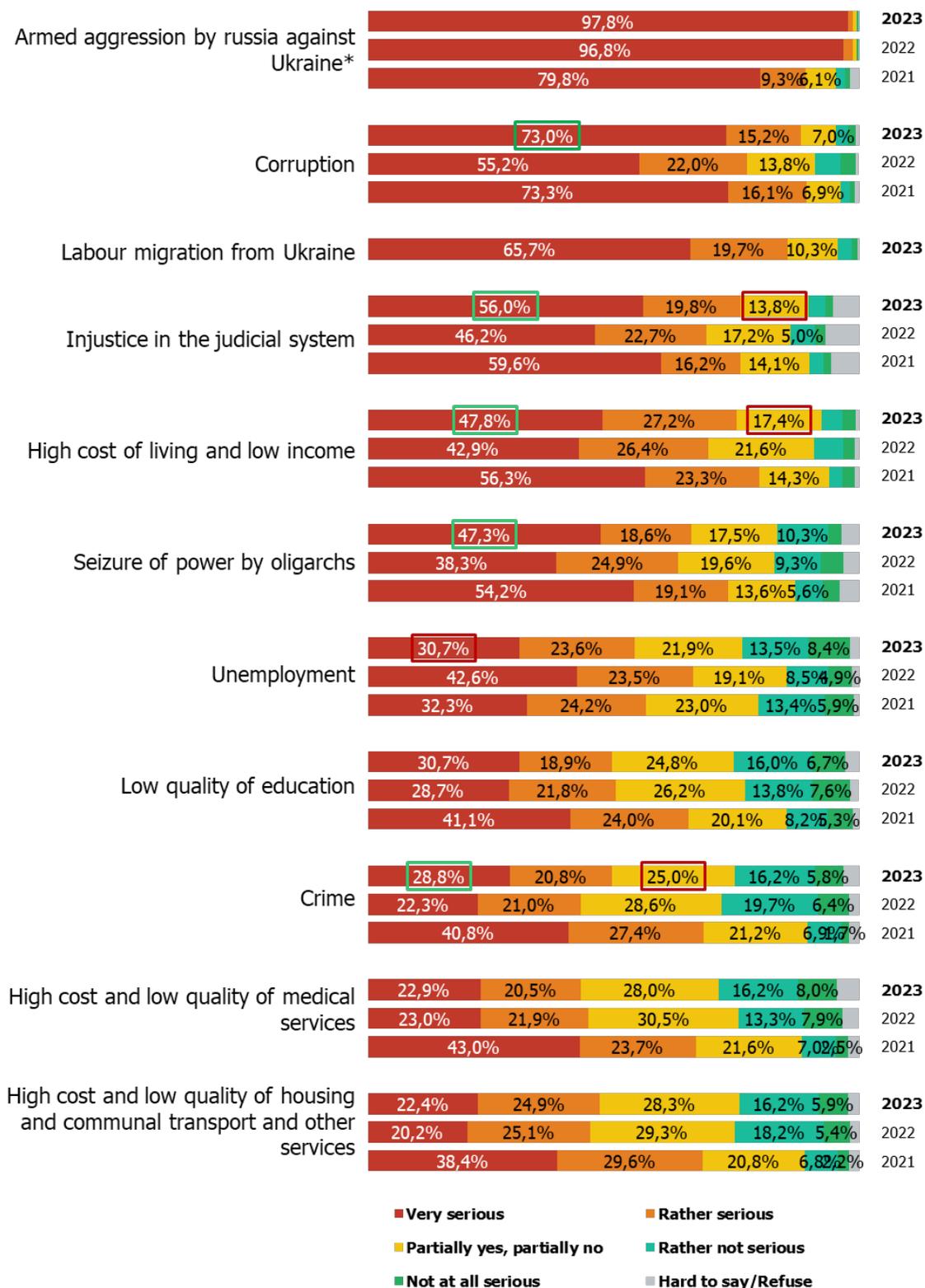
Apart from the war, corruption and migration, entrepreneurs are also worried about the **injustice in the judicial system** and high cost of living and low income - the assessment of the severity of both problems has increased significantly - about **75%** of the respondents consider them serious or very serious (it should be pointed out that the increase is due to the share of those respondents who regard them as very serious).

Thus, both groups of respondents (population and entrepreneurs) during the whole period of observation attribute corruption to the "leaders" among the problems. ***Increasing indicators of corruption as a problem*** in the respective ratings (2nd place for both population and business and "leadership" on provision that military aggression of Russia against Ukraine is not taken into consideration) continues being an urgent **signal** about the need to solve this problem.

We tend to explain the probable reasons for increased indicators of corruption-related issues, compared to 2022, by a rather "artificial" decrease in last year's indicators. In fact, if 2022 is excluded from the estimate, indicator remains unchanged compared to 2021.

Decrease of 2022 indicators could have been caused by a feeling of a societal banding together against an external threat, as well as expectations of society's recovery from the "disease" of corruption as a result of stress (war). Since there has been no permanent recovery for almost 2 years, and last year the attention in the Ukrainian public space to issues related to corruption was significant (media coverage of cases of crime detection, actualization of the need for anti-corruption reforms in the context of meeting the requirements for joining the EU, etc.) , then assessments of corruption as a problem has returned to the "pre-war" level.

Fig. 1.1.2. . Perception of the main problems for Ukraine: entrepreneurs¹



* in 2021 the answer was worded as follows: "Military actions in Donetsk and Luhansk regions"

¹ Question: "In your opinion, how serious are the following problems for Ukraine?"

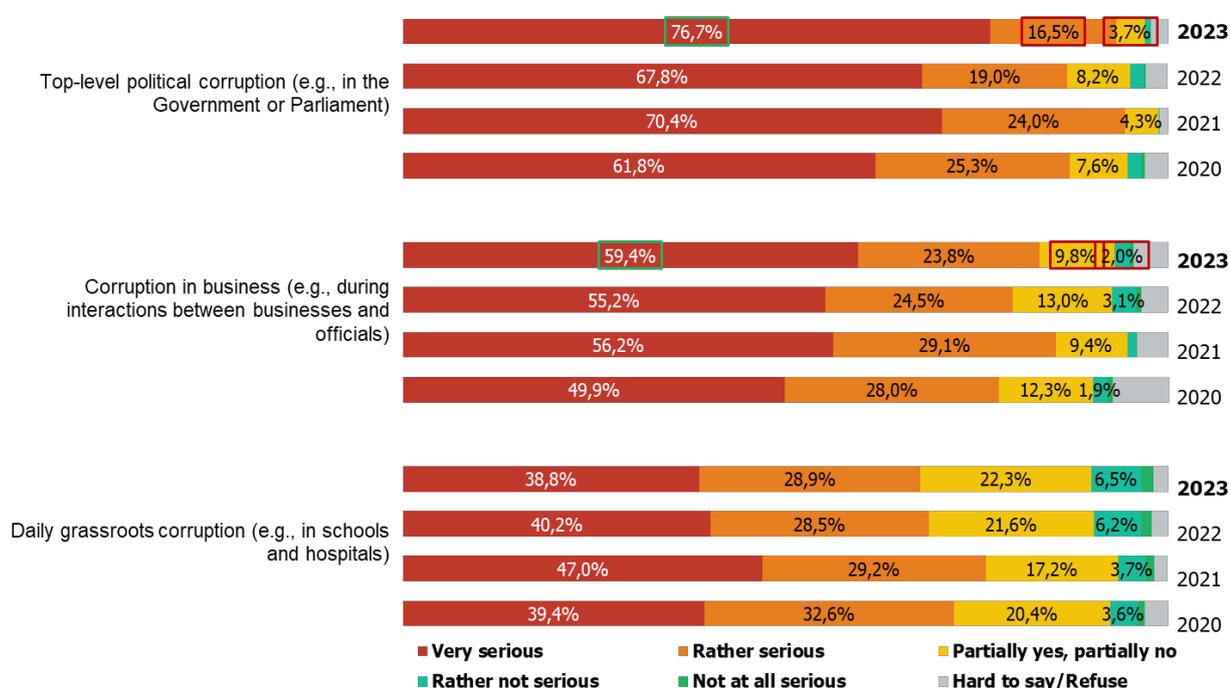
1.2. Understanding and perception of corruption prevalence

Assessment of types of corruption as a serious problem for Ukraine

According to the *population* survey, the respondents consider **political corruption at the highest level (93,2%** consider corruption in the Government or Supreme Council to be a serious or a very serious problem) to be the most serious problem. **Corruption in business** ranks second (with an indicator of 83,2%), while the third is **routine petty corruption (67,7%)** (Fig.1.2.1.)

It is political corruption and corruption in business that are factors contributing to an increase in corruption in general. After all, in 2023, estimates of **political** and **business corruption** severity increased by 6,4 and 3,5 p.p. respectively (such increase is statistically significant). Meanwhile, estimates of everyday petty corruption remained at a level close to last year (a decrease by 1 p.p. is not statistically significant).

Fig. 1.2.1. Severity of different types of corruption in Ukraine: population¹



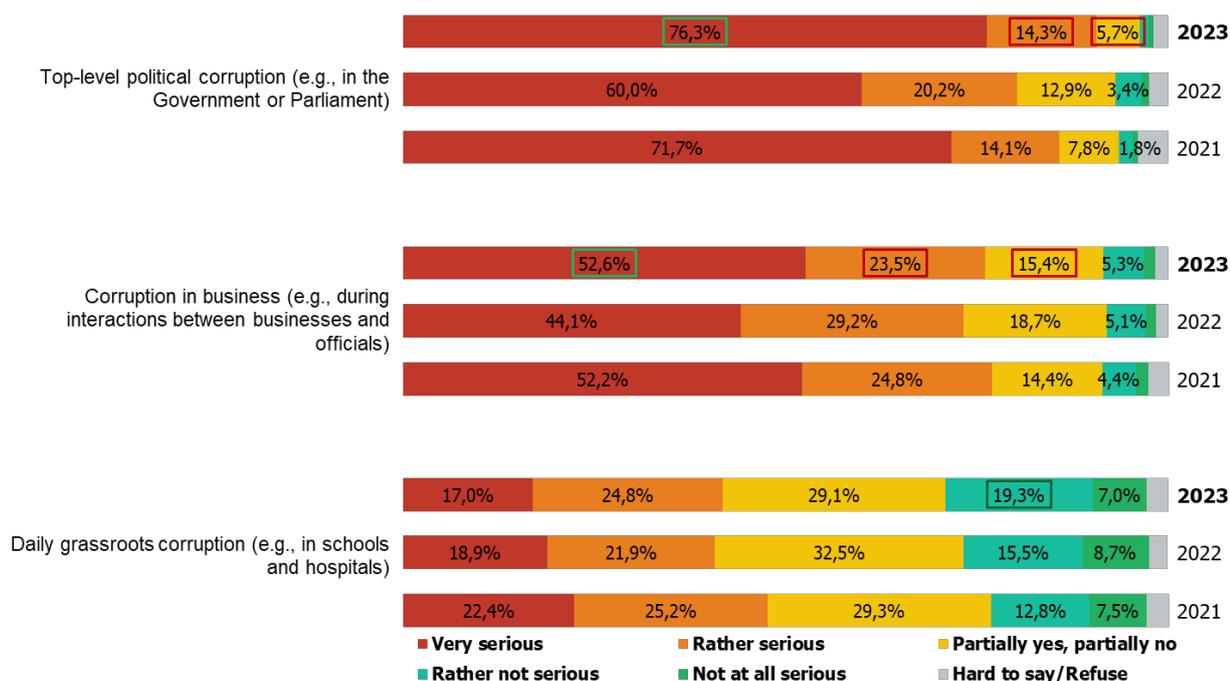
The surveyed *entrepreneurs* also consider **political corruption** at the highest level to be the most serious type of corruption among the three types under review. If in 2021-2022 they estimated political corruption as less serious compared to the population, then 2023 estimates of both groups are similar (**90,6%** of entrepreneurs regard this corruption type as serious or very serious).

It is significant that among entrepreneurs, political corruption severity estimates have *increased* even compared *to 2021*. *Business corruption* indicators returned to 2021 level, while *petty corruption* indicators remained unchanged after the decrease in 2022.

¹ Question: "In your opinion, how serious is the problem with the following types of corruption in Ukraine?"

It should be pointed out that *petty corruption* severity estimates by *population* (**67,7%**) and *entrepreneurs* (**41,8%**) remain different. If in the *population* survey of this corruption type estimate "lags behind" political corruption by 25,6 p.p., then among entrepreneurs – more than two-fold (by 48,8 p.p.). That is, the problem of petty corruption remains sensitive for the population, who in their estimates in a certain way overestimate its importance for the state. With better understanding of political-and-business-corruption-derived losses incurred by Ukraine, business representatives give more realistic estimates.

Fig. 1.2.2. Severity of different types of corruption in Ukraine: entrepreneurs

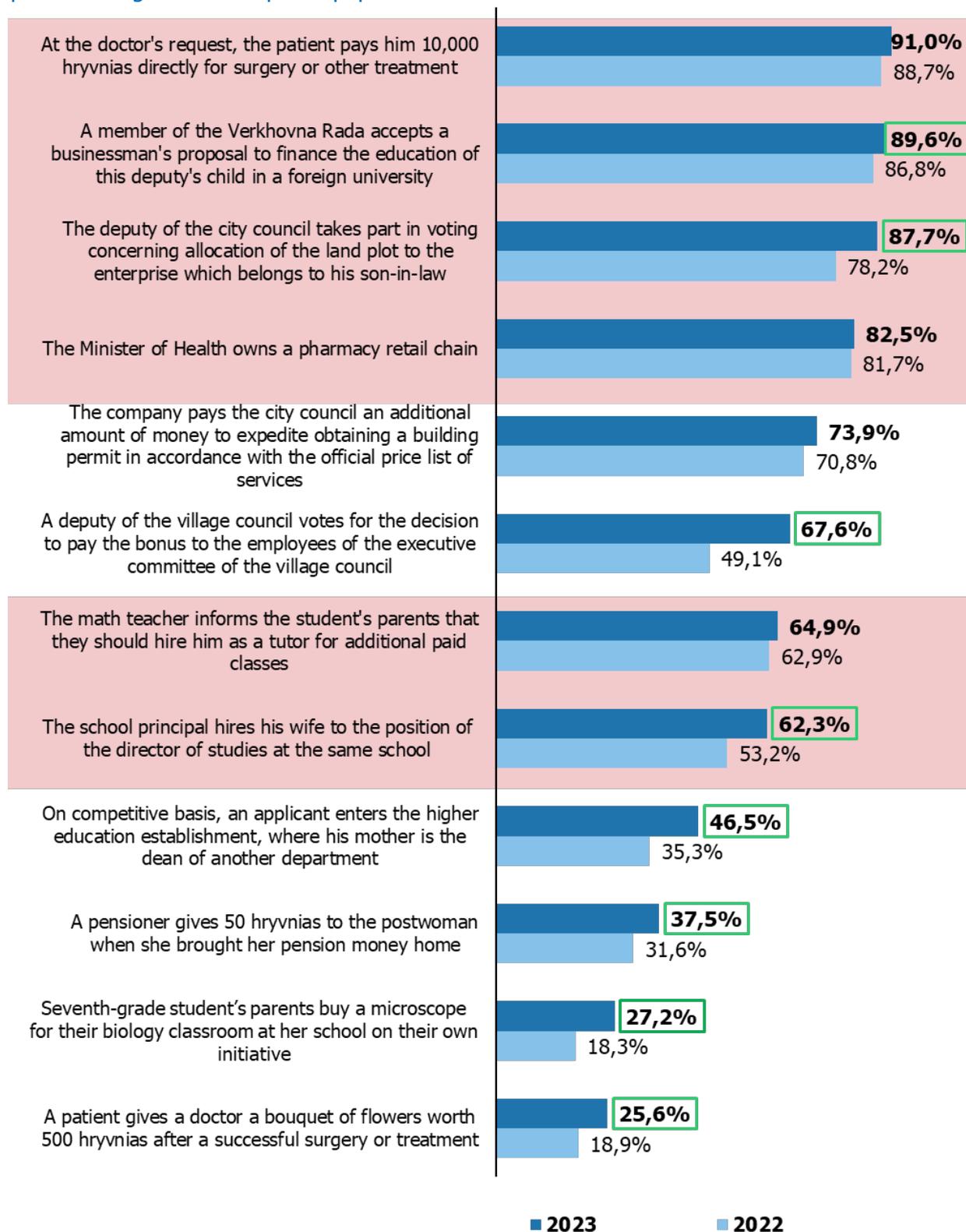


Understanding (identification) of corruption

There are some types of behavior that may look like corruption but not be it from the legal point of view, and vice versa. For those unaware of legal definition of corruption, it is not always easy to single out situations that can be regarded as corruption from the legal point of view. Therefore, it is important to find out how ordinary people tend *to identify situation as corrupt* in certain cases.

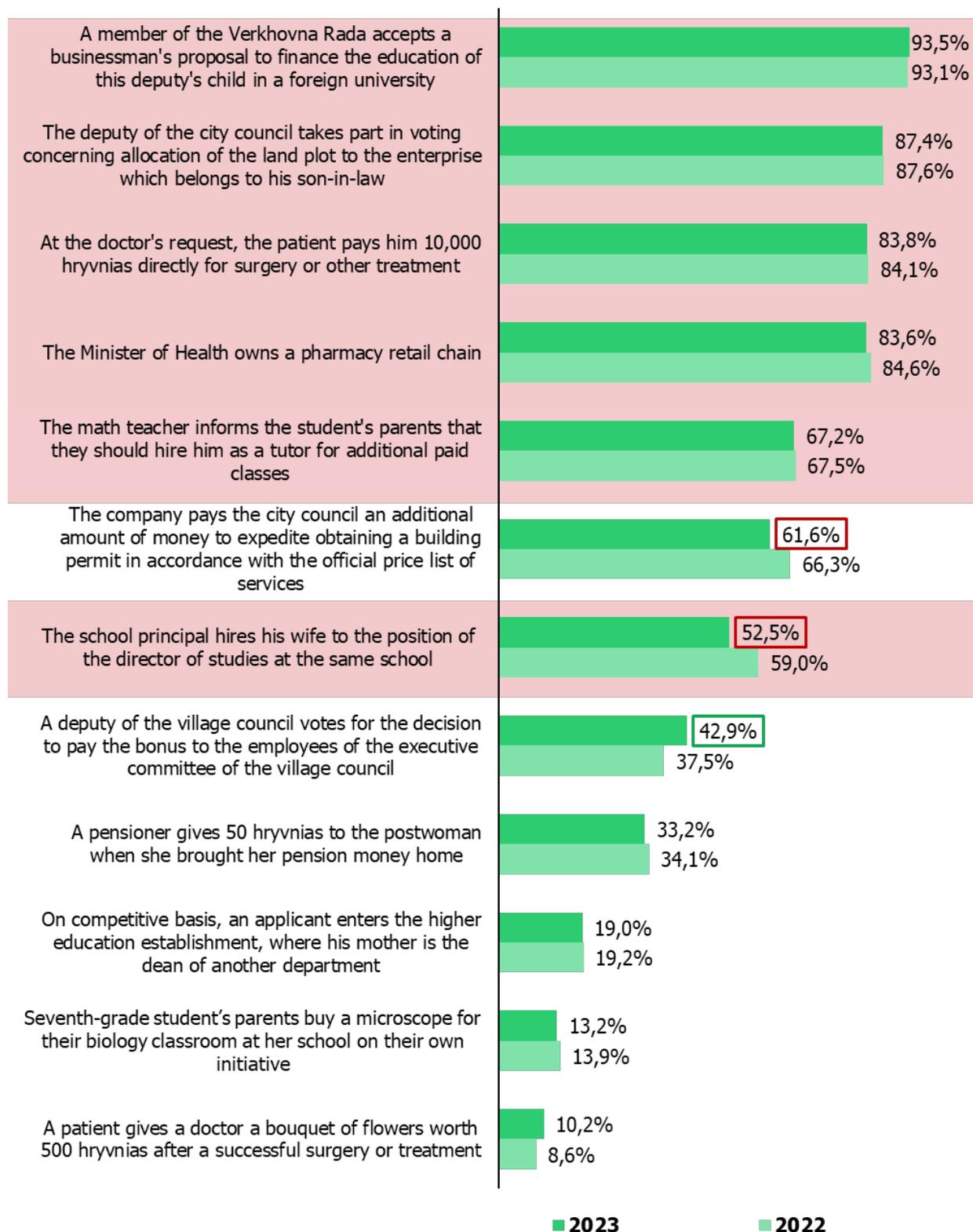
The research used the method of "hypothetical situations" – the respondents (*both the population and entrepreneurs*) were given a set of typical life situations (which are conditional in nature and in no way related to certain individuals) with a request to identify presence or absence of the *corruption component*. The results of this research component are shown in Fig. 1.2.3. (population) and 1.2.4 (entrepreneurs).

Fig. 1.2.3. Identification of corruption: distribution of the share of responses by situation that respondents regard as corruption: population¹



¹ Question: "In your opinion, can the following situations be regarded as manifestations of corruption or other violations of anti-corruption legislation?"
In the figure, corrupt situations (from the legal point of view) are written on the pink background)

Fig. 1.2.4. Identification of corruption: distribution of the share of responses by situation that respondents regard as corruption: entrepreneurs¹



¹ Question: "In your opinion, can the following situations be regarded as manifestations of corruption or other violations of anti-corruption legislation?"
In the figure, corrupt situations (from the legal point of view) are written on the pink background)

The results of 2023 *population* survey generally *coincide* with previous years' conclusions. A significant percentage of the respondents consider corruption cases that are not corrupt pursuant to the law. Moreover, there is a growing tendency among the population to see corruption component where, according to the law, there is none. In particular, we observe a statistically significant increase in affirmative answers regarding non-corrupt situations:

- "*village council deputy votes for the decision to pay bonuses to village council executive committee employees*" - compared to last year, the share of the respondents who called it corrupt has increased by 18,5 p.p. to 67,6%;
- "*an applicant passes entrance exam at a higher education institution in which his mother is the dean*" (46,5%, an increase by 11,2 p.p.).
- "*a retired person gives 50 hryvnias to the postwoman when she brings her pension to her home*" (37,5%, an increase by 5,9 p.p.);
- "*parents of a seventh-grader buy a microscope for school biology room on their own initiative*" (27,2%, an increase by 8,9 p.p.);
- "*a patient gives the doctor a bouquet of flowers worth 500 hryvnias after a successful operation or treatment*" (25,6%, an increase by 6,7 p.p.).

The consequence of this, in particular, is a *high probability of regarding as corruption a behavior that is not such*. However, if we take the share of the respondents who correctly distinguish more than half (that is, 7 or more out of 12) of the proposed situations as **corruption identification index**, then the level of this indicator in the **population** has not changed: in 2023, it was **70,9%**, while in 2022 – 71,8% (the difference of 0,9 p.p. is statistically insignificant).

Entrepreneurs are generally *better* in distinguishing between corrupt and non-corrupt situations. Only one situation was falsely identified as corrupt by the majority of the interviewed entrepreneurs: "*The company pays the city council an additional amount to speed up issuance of a construction permit in accordance with the official price list*" that was regarded as corrupt by 61,6% of the respondents from (but the share of false positive answers has significantly decreased compared to 2022). In general, **index of corruption identification** by entrepreneurs calculated using a similar method (correct distinguishing of 7 or more of the 12 proposed situations) is *higher* than population awareness level: in 2022-2023, this indicator was **91,7%** and **91,4%**, respectively.

Corruption prevalence perception

Studying the corruption perception is important for anti-corruption policy development and evaluation of its implementation. It is noteworthy that corruption perception does not always correspond to the objective prevalence of corrupt practices.

The study used several indices to determine the corruption prevalence perception indicator (hereinafter – "corruption prevalence perception index"), which were calculated, in all cases, as an average score on a 5-point scale. Specifically, the indices were calculated:

- 1) based on the question about the "corruption prevalence in certain sectors";
- 2) based on the question about the "corruption prevalence in Ukraine in general";

3) only for enterprises: based on the question about "corruption manifestations in the sector your company is operating in."

All indicators (except for the last item) were considered separately for two categories – population and entrepreneurs. The 5-point scale of answers regarding corruption prevalence in specific questions was as follows: "5" – very common, "4" – somewhat common, "3" – sometimes it is common, sometimes it is not, "2" – almost absent, "1" – absent. The prevalence index is the arithmetic mean of this scale. So, at first, the respondents were asked to rate corruption prevalence in various sectors on a 5-point scale and then asked about the corruption prevalence in general.

According to the *population*, the **first place** in terms of corruption prevalence belongs to the **judicial system** (index - 4,52, See table 1.2.1), second place – to the **customs** (with an index of 4,41), third – to **border control and land relations** (with indices of 4,25 and 4,23 respectively). In comparison with 2022 data, *corruption prevalence perception indices* have significantly *increased* in *almost all sectors* (except for higher education institutions). The *most noticeable* changes are reported in *humanitarian aid* sector (increase by 0,7 p.p.). Significant increase is also reported in sectors of *transfer of people and goods to the temporarily occupied territories and in vice versa* (+0,3 points), *patrol police activities* (+0,28 points) and *social services and aid* (+0,28 points). On the other hand, an increase in indicators in sectors with the leading status in corruption prevalence perception (*judicial system and customs*) is less significant - the index increased by 0,17 and 0,06 points, respectively.

As for the corruption prevalence perception index, *in total*, **87,9%** of the *population* believe that corruption is **somewhat or very common** in Ukraine (32,9% and 55,0% of the respondents respectively), which is 6,8 p.p. higher than in 2022 (statistically significant increase). At the same time, the share of respondents who believe that corruption in Ukraine is **very common** has *increased* significantly (by 11,1 percentage points) (**55%**, the increase is statistically significant, this indicator has returned to the level of 2021 (53%)).

The **general corruption prevalence perception index** calculated on the basis of this question is **4,44** points on a 5-point scale, which is 0,19 points *higher* than last year (index increase is statistically significant).

From the point of view of *entrepreneurs*, corruption is most common in sectors of as **issuance of permits and extraction of minerals**, and **customs** (index – 4,44). This is followed by **public procurement of works and services for construction, repair and maintenance of highways** (4,39) and **large infrastructure projects** (4,23), forestry (4,20), privatization of enterprises (4,17) and land relations / land management (4,14, table 1.2.2).

The index of one of the rating "leaders", the sector of *issuance of permits and extraction of minerals*, has remained at the level of 2022 (4,44 points). A statistically significant *increase in the index* was reported in such sectors as *customs* (+0,16 points), *public procurement of works and services for the construction, repair and maintenance of highways* (+0,25 points), *public procurement of works and services for the implementation of other large infrastructure projects* (+0,21 points). In general, a statistically significant *increase in* corruption prevalence *index* from the point of view of entrepreneurs was reported in 11 out of 17 sectors.

In business sector, the general **corruption prevalence perception index** has also *increased* and amounts to **4,29** points, which is **0,31** points higher than that of 2022, but less than the indicator

calculated based on population estimates (4,44). The *increase* occurred due to an increase in the share of those who believe that corruption is **very common** (from 31,5% in 2022 to **49,8%** in 2023, and this change is statistically significant). As in the population, this indicator has almost returned to the level of 2021 (51%).

In general, **81,3%** of *entrepreneurs* believe that corruption is **somewhat or very common** in Ukraine (31,5% and 49,8% of the respondents, respectively), which is by 12,1 p.p. higher than in 2022 (this increase is statistically significant).

Table 1.2.1. Corruption prevalence perception in certain sectors: population¹

SECTOR	Absent	Almost absent	Sometimes it is common, sometimes it is not	Somewhat common	Very common	Hard to say/ Refusal	Index
Judicial system	↑4,52 (+0,17)	60,2%	22,0%	9,4%	0,9%	0,3%	7,2%
Customs	↑4,41 (+0,07)	51,2%	23,9%	9,7%	1,8%	0,6%	12,8%
Border control (except for customs control)	↑4,25 (+0,19)	42,7%	27,0%	12,9%	2,4%	1,0%	14,0%
Humanitarian aid in connection with military aggression of rf against Ukraine	↑4,23 (+0,70)	42,8%	27,7%	13,8%	2,4%	1,4%	11,9%
Transfer of people and goods from the territories controlled by Ukraine to the territories of Ukraine temporarily occupation by russia and vice versa.	↑4,19 (+0,30)	34,9%	24,1%	13,5%	2,1%	0,9%	24,6%
Land relations, land management	4,08 (+0,04)	36,5%	28,0%	15,3%	3,9%	2,1%	14,2%
Law enforcement activities (except for patrol police)	↑4,03 (+0,09)	31,8%	28,4%	18,2%	3,7%	1,1%	16,7%
State and municipal healthcare	↑3,97 (+0,09)	34,4%	34,9%	22,3%	5,1%	1,5%	1,9%
Patrol police activities	↑3,89 (+0,28)	28,4%	30,6%	23,5%	5,5%	1,1%	10,9%
MIA service centers activities	↑3,67 (+0,24)	23,2%	23,5%	20,8%	9,1%	3,5%	20,0%
Higher education institutions	3,65 (-0,06)	23,5%	26,5%	24,5%	9,2%	3,6%	12,7%
Services for connection and maintenance of power, gas, water supply, and sewer systems	↑3,46 (+0,22)	21,3%	21,8%	25,6%	12,3%	6,2%	12,8%
Social services and aid	↑3,29 (+0,28)	19,0%	19,5%	23,5%	16,5%	8,1%	13,4%
Provision of administrative services, (except for ASCs and MIA service centers)	3,16 (+0,01)	16,2%	16,7%	20,4%	19,0%	8,8%	18,9%
Activities of the administrative service centers (ASCs)	↑3,04 (+0,21)	18,0%	14,9%	20,3%	18,7%	14,3%	13,7%
Municipal kindergartens	↑2,98 (+0,10)	13,0%	16,4%	23,7%	21,6%	11,4%	14,0%

¹ Question: "In your opinion, how common is corruption in the following sectors?"
Please, answer using a 5-point scale, where: "1" – absent, "2" – almost absent, "3" – sometimes it is common, sometimes it is not, "4" – somewhat common, "5" – very common
In «Index» column, number in the parenthesis shows indicator change in comparison with 2022 data

SECTOR	Absent	Almost absent	Sometimes it is common, sometimes it is not	Somewhat common	Very common	Hard to say/ Refusal	Index
Elementary and secondary school	2,95 (+0,07)	12,5%	15,7%	25,2%	23,6%	10,9%	12,1%
Corruption in Ukraine in general (2023)	↑4,44 (+0,19)	55,0%	32,9%	10,2%	0,5%	0,1%	1,3%
Corruption in Ukraine in general (2022)	4,25	43,9%	37,2%	15,8%	1,4%	0,3%	1,5%
Corruption in Ukraine in general (2021)	4,39	53,0%	32,5%	12,6%	0,6%	0,1%	1,3%

Table 1.2.2. Perception of the prevalence of corruption in certain sectors: entrepreneurs¹

SECTOR	Absent	Almost absent	Sometimes it is common, sometimes it is not	Somewhat common	Very common	Hard to say/ Refusal	Index
Issuance of permits and extraction of minerals	4,44 (+0,04)	58,1%	17,8%	10,6%	2,5%	1,0%	10,1%
Customs	↑4,44 (+0,16)	59,3%	21,0%	12,1%	2,1%	,4%	5,0%
Public procurement of works and services for construction, repair and maintenance of state and local roads	↑4,39 (+0,25)	59,3%	20,9%	12,5%	3,9%	,5%	2,8%
Public procurement of works and services for implementation of other large infrastructure projects	↑4,23 (+0,21)	48,5%	24,4%	14,8%	3,7%	1,5%	7,1%
Forestry	4,20 (+0,02)	46,1%	22,9%	17,9%	3,9%	,7%	8,4%
Privatization of enterprises	↑4,17 (+0,08)	44,5%	24,1%	17,0%	4,2%	1,3%	8,9%
Land relations and maintenance	4,14 (-0,01)	45,5%	24,9%	19,9%	4,5%	1,1%	4,2%
Judicial system (including enforcement of court decisions)	↑4,00 (+0,11)	42,2%	21,1%	21,6%	7,0%	2,2%	5,9%
Use of other natural resources (hunting, fishing, water management))	3,93 (+0,02)	31,7%	30,2%	21,9%	6,0%	1,3%	8,9%
State regulation and control in public procurement sector	↑3,88 (+0,26)	34,0%	25,0%	25,1%	7,6%	1,7%	6,5%
Activities of the Antimonopoly Committee of Ukraine	↑3,72 (+0,31)	28,5%	20,1%	21,4%	10,2%	3,4%	16,5%
Architectural and construction control	3,70 (-0,01)	27,2%	25,0%	27,1%	8,1%	3,9%	8,7%
Purchase of medical equipment and medicines	3,69 (+0,09)	25,1%	24,5%	24,5%	9,9%	2,4%	13,5%
Other activities of law enforcement bodies (National Police, SSU, prosecutors' office)	↑3,68 (+0,16)	27,4%	25,8%	27,9%	11,3%	2,4%	5,1%
Humanitarian aid in connection with military aggression of rf against Ukraine	↑3,54 (+0,56)	28,7%	21,8%	23,3%	14,3%	6,9%	5,0%
Control and supervision of business activities	↑3,53 (+0,23)	24,7%	23,2%	30,8%	12,0%	5,1%	4,2%
Services for connection and maintenance of power, gas, water supply and sewer systems	3,39 (+0,03)	23,9%	20,1%	28,3%	17,6%	6,2%	3,8%

¹ Question: "In your opinion, how common is corruption in the following sectors?"

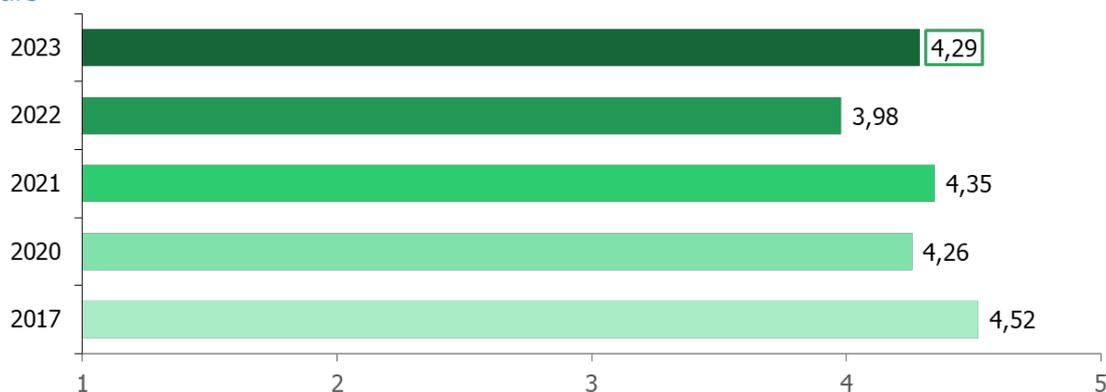
SECTOR	Absent	Almost absent	Sometimes it is common, sometimes it is not	Somewhat common	Very common	Hard to say/ Refusal	Index
Municipal property management	3,30 (-0,01)	16,7%	20,7%	30,5%	16,7%	5,2%	10,1%
Accrual and collection of tax and other mandatory payments	↑3,06 (+0,15)	16,7%	17,6%	29,8%	20,9%	12,0%	2,9%
Provision of administrative services, (except for ASCs and MIA service centers)	2,52 (-0,07)	6,3%	11,9%	25,8%	26,9%	20,6%	8,4%
Corruption in Ukraine in general (2023)	↑4,29 (+0,31)	49,8%	31,5%	16,7%	1,7%	0,1%	0,2%
Corruption in Ukraine in general (2022)	3,98	31,5%	37,7%	27,4%	2,9%	0,1%	0,4%
Corruption in Ukraine in general (2021)	4,35	51,0%	33,0%	14,0%	1,0%	0,0%	1,0%

Corruption prevalence perception has worsened in both population and business sector. Significant *increase* of this index is reported in most sectors.

Fig. 1.2.5. Corruption prevalence perception index in general (average score on a 5-point scale): population¹



Fig. 1.2.6. Corruption prevalence perception index in general (average score on a 5-point scale): entrepreneurs¹



¹ Question: "In your opinion, how common is corruption in Ukraine in general?"

Also, the trend continues that *entrepreneurs* estimate corruption prevalence in the sector they are operating in as significantly lower than in other sectors and in Ukraine in general.

Thus, the average **corruption prevalence perception index in the sector** the interviewed entrepreneurs **are operating in** is only **2,29** points on a 5-point scale), which is almost twice as low as corruption prevalence estimate in Ukraine in general.

The corruption manifestations distribution analysis in the proposed questions with options of entrepreneurs' interaction with various subjects (government officials, service providing companies etc.) did not reveal significant differences in estimations (the index ranges from 2,14 to 2,40).

Table 1.2.3. Corruption prevalence perception index in business sector in which an enterprise operates: entrepreneurs¹

Manifestations	Index
Corruption in interaction with government officials (<i>obtaining permits, licenses, business legalization, etc.</i>)	2,40
"Kickbacks", bribes in interaction with other business entities in the process of business operations	2,32
Corruption in interaction with companies providing power, gas, water supply, sewerage services, freight transportation	2,14

More than a *third and more entrepreneurs* (31,5%-39,7%) report *the full absence* of the proposed corruption manifestations in their sector of operation. And the share of those answering that corruption is "absent" or "almost absent" is more than half of the interviewed - from 54,6% to 61,8%. Less than 20% of entrepreneurs (13,8 – 19,7%) report *prevalence* of such cases («very » or «somewhat» common).

Corruption prevalence perception index in the "own" business sector remains low for the third year in a row (2,17 in 2022; 2,25 in 2021), and this difference is statistically insignificant for three years. Differences in estimates given by entrepreneurs regarding corruption prevalence in general and in the sector where their enterprise operates may be due to both a more realistic estimation of the situation and reluctance to expose corruption in "own" sector.

Perception of changes in the corruption level in Ukraine

According to this indicator, **significant negative changes in the assessment of the situation with corruption** in the country in 2023 are reported by both groups of respondents.

The population perceives changes in the level of corruption in Ukraine very pessimistically (Fig. 1.2.7): more than half of the surveyed citizens (**61,2%**) report an *increase* (increased greatly or "it rather did") in the level of corruption, which is *twice as high compared to last year* (29,2%). Rather large and significant increase in the share of answers "rather increased" and "greatly increased" and a significant decrease in the share of answers "rather decreased" and "greatly decreased" was reported. Thus, only 6,4% of the respondents reported a decrease in corruption level (in 2002 - 15,5%).

¹ Question: "Tell me, please, whether the following cases of corruption are common in the sector your company is operating in (case examples: entrepreneurs offer or receive bribes, informal services, use of connections, etc.)?"

Entrepreneurs also report a significant *increase* (increased greatly or “it rather did”) in *corruption level* over the past year (**46,3%** of the respondents, which is **almost three times higher** than in 2022 (16%)).

In general, the *population* feels worse about corruption level changes than *entrepreneurs*: if in their assessments of corruption level changes entrepreneurs have actually returned to the level of 2021 (Fig.1.28.8), then the population demonstrates the most negative picture for all the years of observation.

Entrepreneurs’ estimates of corruption level changes generally correlate with those of the population: the shares of negative estimates have increased greatly and statistically significantly, and, accordingly, the shares of positive estimates have decreased. In particular, in contrast to the previous study, as in 2021, a number of those reporting corruption level increase (46,3%) is greater than those reporting its decrease (20,1%).

It should be noted that *entrepreneurs* are less pessimistic than the *population*: the share of answers “rather increased” and “greatly increased” in business sector is 46,3%, while in the population it exceeds 60%.

Fig. 1.2.7. Changes in corruption level in Ukraine over the past 12 months: population¹



¹ Question: “In your opinion, how did the corruption level in Ukraine change over the last 12 months?”

Fig. 1.2.8. Changes in corruption level in Ukraine over the past 12 months: entrepreneurs¹



As it will be shown later (Section 2, Section 3), there is a certain *gap* between the corruption level *prevalence* and dynamics and personal *corruption experience*. Thus, the share of the population that has its own corruption experience (Indicator 2) has increased compared to 2022, but remained lower than in 2020-2021. It can be assumed that unjustified expectations regarding the corruption level reduction after the large-scale invasion of the Russian Federation in Ukraine led to disappointment that resulted in inflated indicators of corruption prevalence and dynamics in 2023. However, this hypothesis needs in-depth study using qualitative research methods.

Besides, the population evaluates corruption prevalence not so much from personal experience, but from messages, judgments and estimates spread in the society. It can be assumed that this component plays a greater role, because both entrepreneurs and population consider political corruption to be the most serious problem. While the respondents' own experience of being involved in corrupt practices belongs precisely to the realm of petty corruption (for the population) or corruption in business (for entrepreneurs).

¹ Question: "In your opinion, how did the corruption level in Ukraine change over the last 12 months?"

1.3. Assessment of anti-corruption policy of the state and awareness about it

Responsibility for tackling corruption

When answering the question "In your opinion, who is responsible for tackling corruption in Ukraine?", the respondents were asked to indicate no more than three options. In general, the top list of the responsible remained practically unchanged: *both the population and entrepreneurs*, for the most part, tend to believe that the central authorities such as the **President of Ukraine and his Office**, the **Parliament**, and the **National Anti-Corruption Bureau of Ukraine (NABU)** are responsible for tackling corruption. These three institutions are the leaders for the third year in a row (Fig. 1.3.1 and 1.3.2)

However, there are certain changes in the position of both the population and entrepreneurs.

The *population* began to place responsibility for tackling corruption on **the President more often**, and this answer remains the most popular (**47,5%**, increase by 3,6 p.p.). Also, there is a significant *increase* in the share of the population considering **NABU** (by 5,1 p.p. to **36,9%**) and the National Agency on Corruption Prevention (**NACP**) (increase by 5,6 p.p. to **28,3%**) responsible for tackling corruption. In general, we can talk about the return of the indicator of assigning responsibility for tackling corruption to these institutions to the level of 2021. The frequency of **Supreme Council** mentions in the answers of the population (**30,9%**) is stable in all years of research.

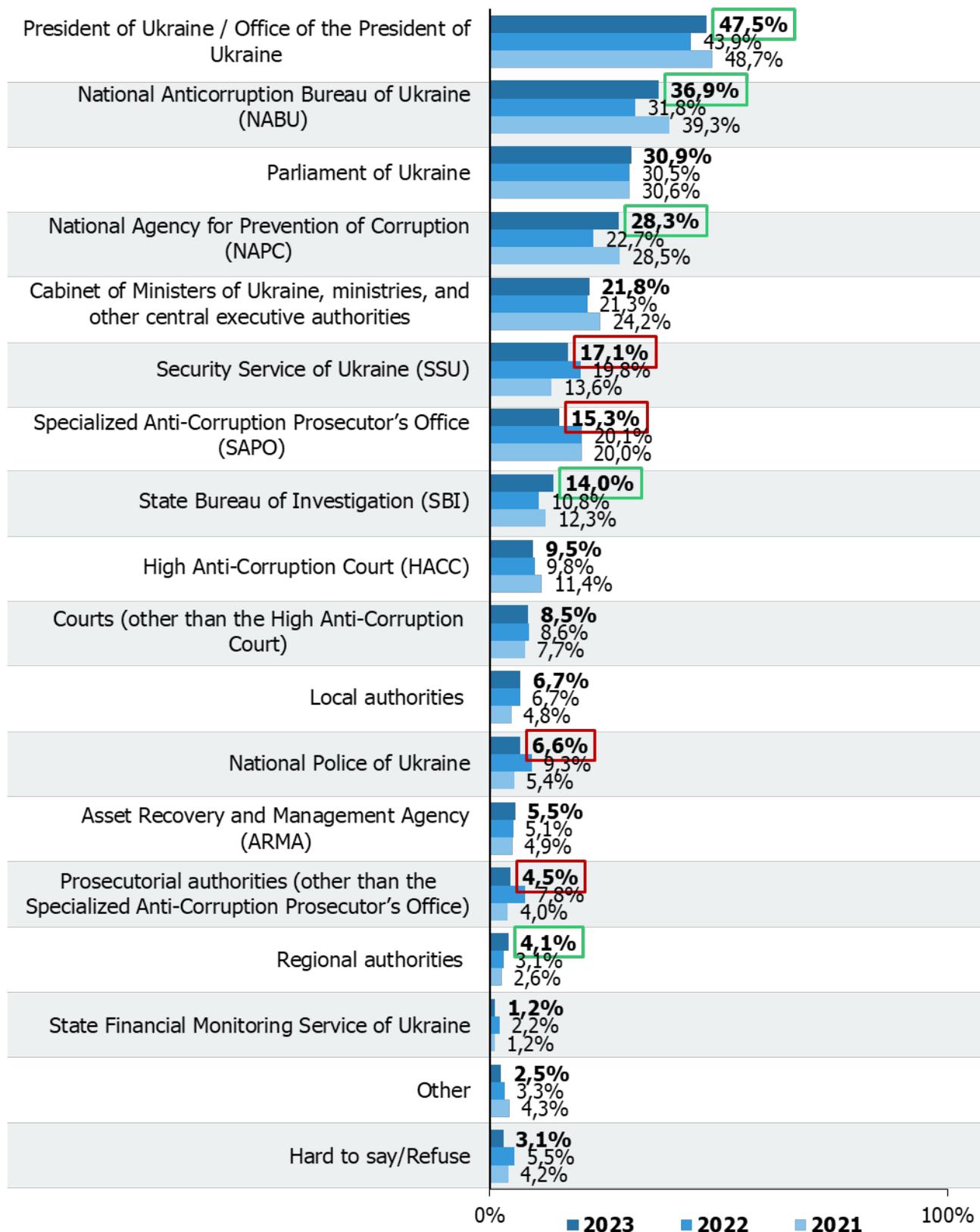
As for *entrepreneurs*, representatives of enterprises, as well as the population, also *more often* assign responsibility for tackling corruption to **the President and his Office (48,3%**, a decrease by 12,9 p.p. compared to 2022). The frequency of mentions of the **Supreme Council of Ukraine** as an institution responsible for tackling corruption has also *increased* (increase by 4,2 p.p. to **39,2%**). As for **NABU**, a smaller share of entrepreneurs called it responsible for tackling corruption (**32,4%** in 2023 vs. 37,5% in 2022, and this difference is statistically significant), the indicator returned to the level of 2021 (32,8%).

In general, the range of responses is rather wide. Thus, among the *population*, apart from the above-mentioned, the frequency of mentions of the State Bureau of Investigation (**SBI**) and regional authorities has increased. The frequency of mentions of *law enforcement agencies* such as Security Service of Ukraine (SSU), prosecutor's office (both in general and SAPO in particular) and National Police - has *decreased*.

Among entrepreneurs, frequency of **SSU** and **SAPO** mentions has also *decreased* and there is no increase (apart from those mentioned) reported.

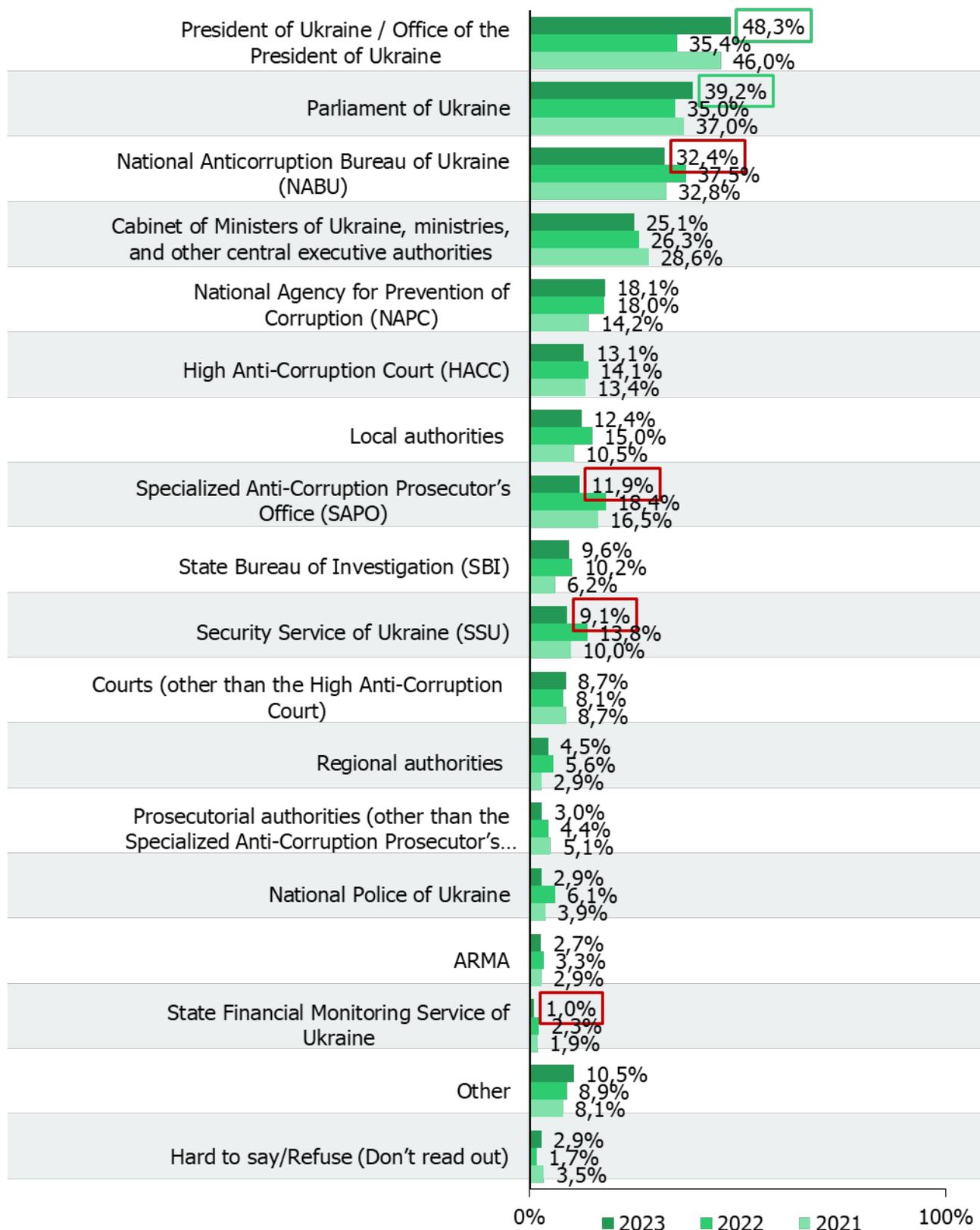
Regarding the perception of the **anti-corruption institutions NABU and NACP** as those responsible for tackling corruption in the country, the dynamics are also multidirectional. The frequency of **NABU** mentions has *increased* among the *population* and, at the same time, *decreased* in *business sector*. **NACP** position has *become stronger* in the *population* and remained at the level of 2022 for entrepreneurs.

Fig. 1.3.1. Who is responsible for tackling corruption in Ukraine: population¹



¹ Question: "In your opinion, who is responsible for tackling corruption in Ukraine?"

Fig. 1.3.2. Who is responsible for tackling corruption in Ukraine: entrepreneurs¹



¹ Question: "In your opinion, who is responsible for tackling corruption in Ukraine?"

Effectiveness of anti-corruption activities of public authorities

Also, the research aimed to assess how Ukrainians perceive the effectiveness of anti-corruption activities of various public authorities in Ukraine. A 5-point scale was used for evaluation, where 5 means “very effective” and 1 – “absolutely ineffective” (in other words, the indicator higher than 3 means a greater number of positive estimates, and lower than 3 means a greater number of negative estimates).

Population. The results of the population survey regarding the assessment of the effectiveness of the activities intended to prevent and tackle corruption are shown in the Figure 1.3.3. First of all, it is noteworthy that *indicators of anti-corruption activities effectiveness* have markedly and statistically significantly *decreased* for all the authorities after the increase in 2022, but remain higher than those of *2021*. According to the population, **SSU** was the most effective authority in 2023 (**2,29** points). In conditional second place - the **President / Office of the President** with an indicator of **2,24** (a *decrease* by 0,66 p.p. compared to 2022).

Specialized institutions with the main of is tackling corruption, such as **NABU** and **NACP**, are holding positions in the upper half of the top list with indicators of **2,14** and **2,07** respectively (having demonstrated a statistically significant *decrease* by 0,25 and 0,28 points respectively).

Institutions, the effectiveness of which is rated the lowest (Cabinet of Ministers and ministries, courts and the Supreme Council) in 2023 received ratings lower than 2 points and remained at the bottom of the list.

Entrepreneurs. The results of entrepreneurs’ survey regarding the assessment of the effectiveness of corruption tackling activities of public authorities are shown in Figure 1.3.4. As with the population, entrepreneur’s estimates have *decreased* significantly for almost all the authorities (after a significant increase in 2022). The only exception is the leader of the top least - **SSU**, estimate of which has remained at the level of 2022 (**2,82** points).

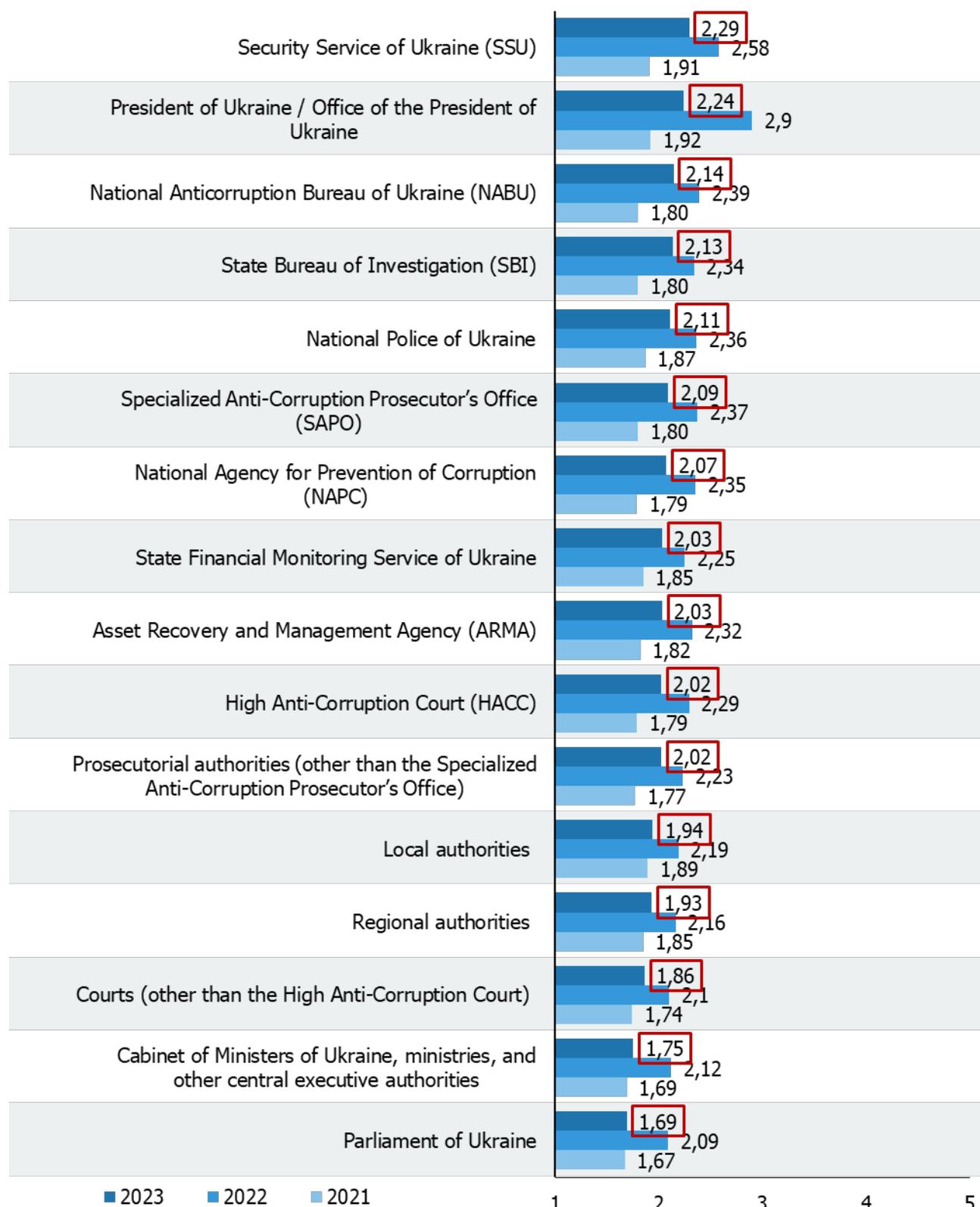
However, if for the population, despite an increase in estimates, the rating order itself has not changed very significantly, then in business sector, *significant rearrangements* have been recorded for the second year in a row. Thus, **the President of Ukraine and his Office leading the 2022 top list** with an indicator of **2,98**, have returned to the middle of the list with an indicator of **2,41**). Therefore, according to entrepreneurs, leadership in effectiveness of anti-corruption activities of public authorities belongs to *specialized anti-corruption and law enforcement establishments* (SSU, NABU, SBI, SAPO, NACP, National Police).

According to entrepreneurs, the outsider – the Supreme Council - remains in last place. Anti-corruption activities effectiveness estimate has decreased to 1,90.

In general, *entrepreneurs’* assessments of effectiveness of anti-corruption activities of all public authorities, as in the previous wave of the study, remain *higher* than those of the *population*.

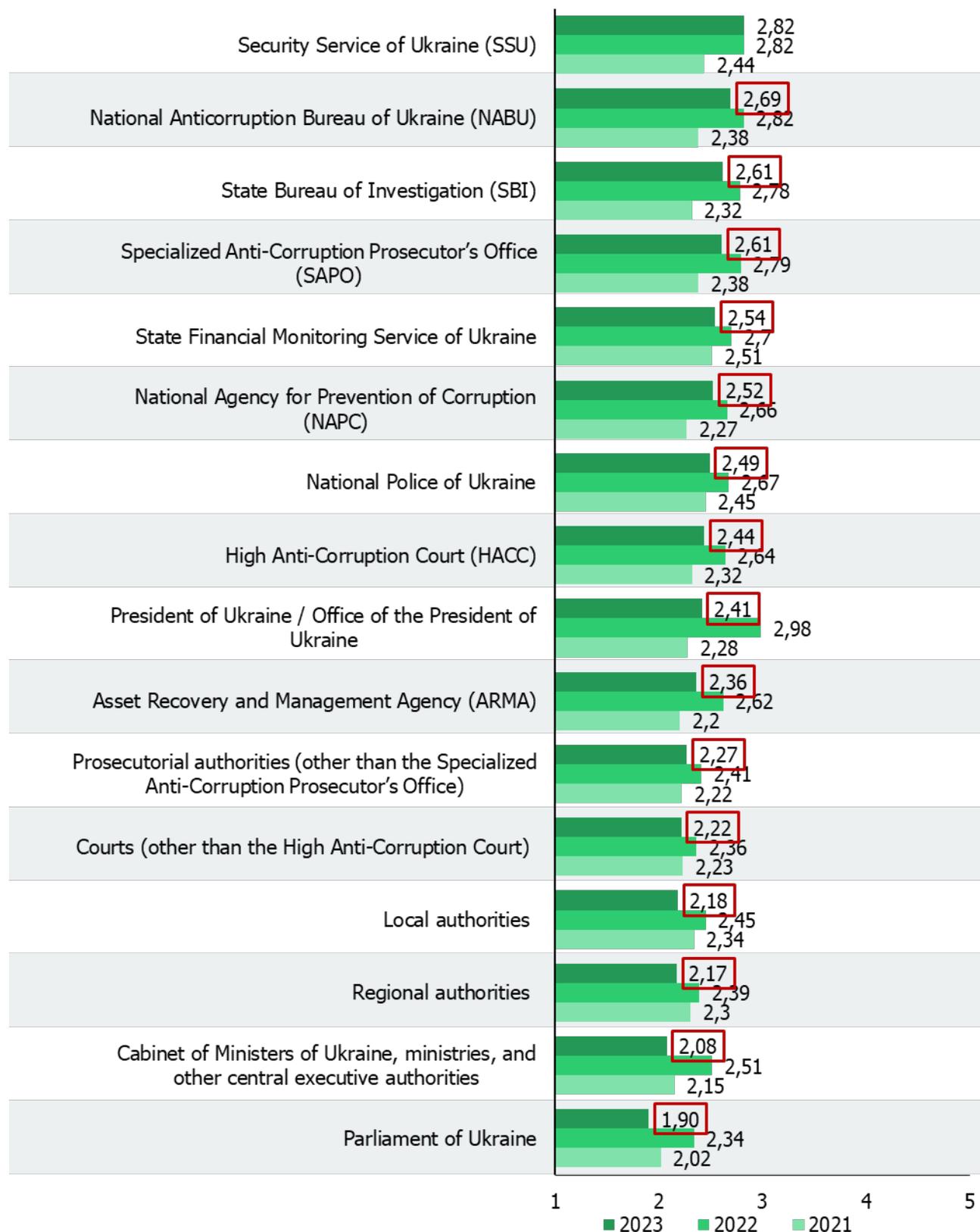
It should also be noted that the **absolute values of estimates remain low**, and the highest of them do not even reach 3 points, that is, the share of negative estimates of this activity prevails.

Fig. 1.3.3. Assessment of anti-corruption activities effectiveness of public authorities by the population¹



¹ Question: "In your opinion, how effective is anti-corruption activity of the following public authorities?"

Fig. 1.3.4. Assessment of anti-corruption activities effectiveness of public authorities by entrepreneurs¹



¹ Question: "In your opinion, how effective is anti-corruption activity of the following public authorities?"

Priority sectors for corruption tackling

In response to the question "*In which sectors, in your opinion, is it necessary to tackle corruption first of all?*" the respondents could choose no more than three options. Figures 1.3.5 and 1.3.6 show data for the sectors mentioned among the three most important.

Both the *population* and *entrepreneurs* single out the **judicial system and customs** as **priority sectors** for tackling corruption – these two sectors are in the TOP-3 of the list for the third period in a row. Moreover, the urgency of tackling corruption in the **judicial system** is continuously **increasing** since last year, and in 2023 it is acknowledged by half of the population (**50,6%**), while at the **customs** it has remained at the same level (**37,8%**). For entrepreneurs, the frequency of mentions of customs and judicial system as priority sectors for tackling corruption has **decreased** significantly compared to 2022 (*customs* was named by 58,3%, which is 4,7 p.p. less than in 2022, while the judicial system - by 31,7%, which is 2,5 p.p. less than in 2022).

The *population* places the need to tackle corruption in **healthcare** in third place (**29,6%**), however, the share of mentions of this sector has somewhat *decreased* compared to 2022 (by 2,6 p.p.)

For *entrepreneurs*, the TOP-3 priority sectors include the need to tackle corruption in **public procurement for the construction, repair and maintenance of highways** (**33,4%**, unchanged compared to 2022).

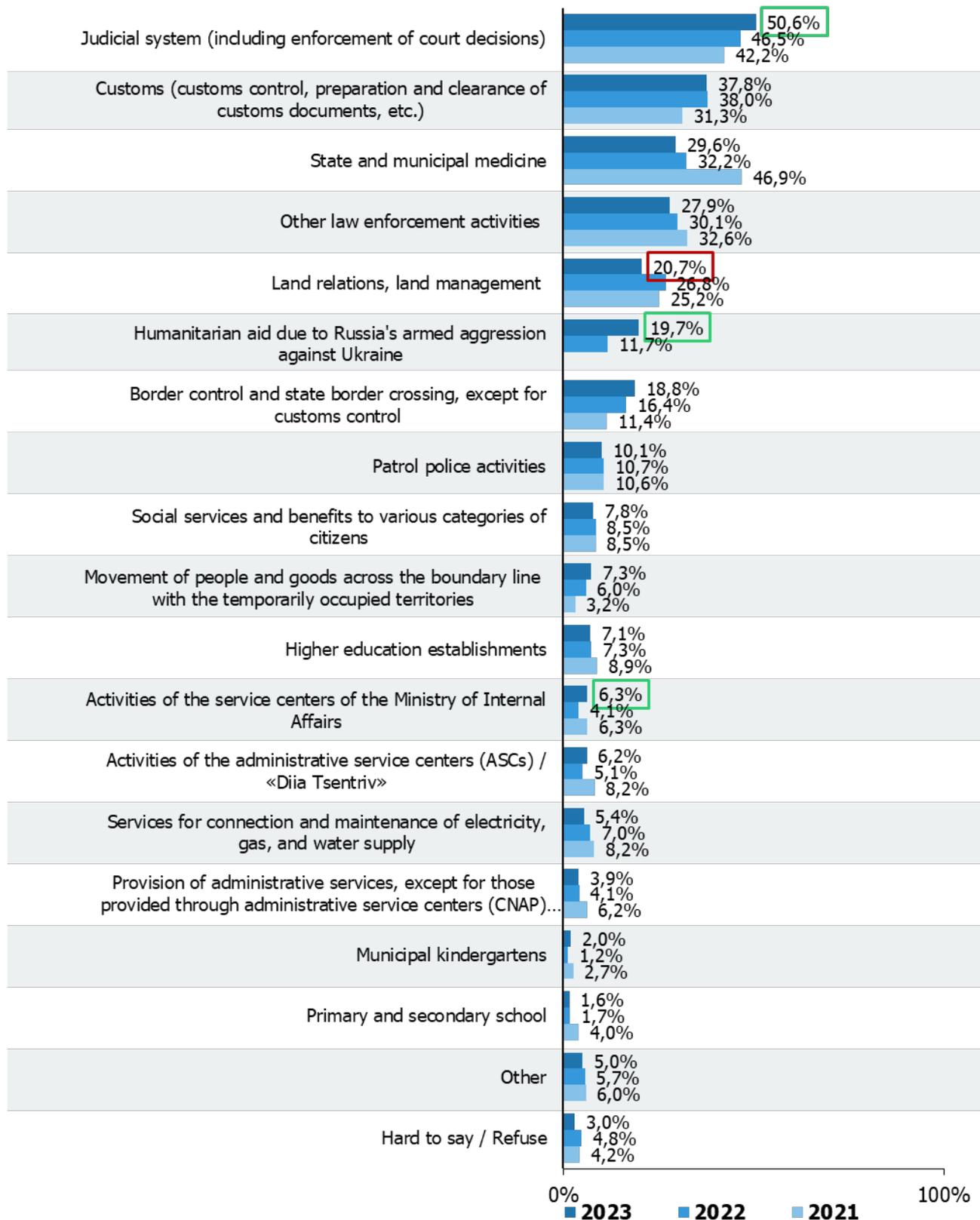
It is noteworthy that *land relations/land management sector*, compared to the previous study, was mentioned by fewer representatives of both the population (20,7%) and business (18,7%) (a significant *decrease* in indicators for both groups of the respondents from 26,8% and 28,4% respectively in 2022).

It is also necessary to note a statistically significant increase, both according to estimates of the *population* (from 11,7% to **19,7%**), and entrepreneurs (from 13,3% to **19,3%**), of the need to tackle corruption in the sector of **humanitarian aid in connection with the war**: that is, in 2023, this was stated by every fifth respondent.

It is noteworthy that answers of the *population* in general *coincide* with their **estimates of corruption prevalence** in these sectors (see Table 1.2.1) - citizens believe that, first of all, it is **necessary to tackle corruption** in the sectors where its prevalence is, in their opinion, the highest (**judicial system, customs**). The population's inclusion of healthcare into the TOP-3 priorities for tackling corruption is due to the fact that the demand for this service sector is the highest for the citizens and, at the same time, according to their estimates, corruption in this sector remains quite common (3,97 on a 5-point scale).

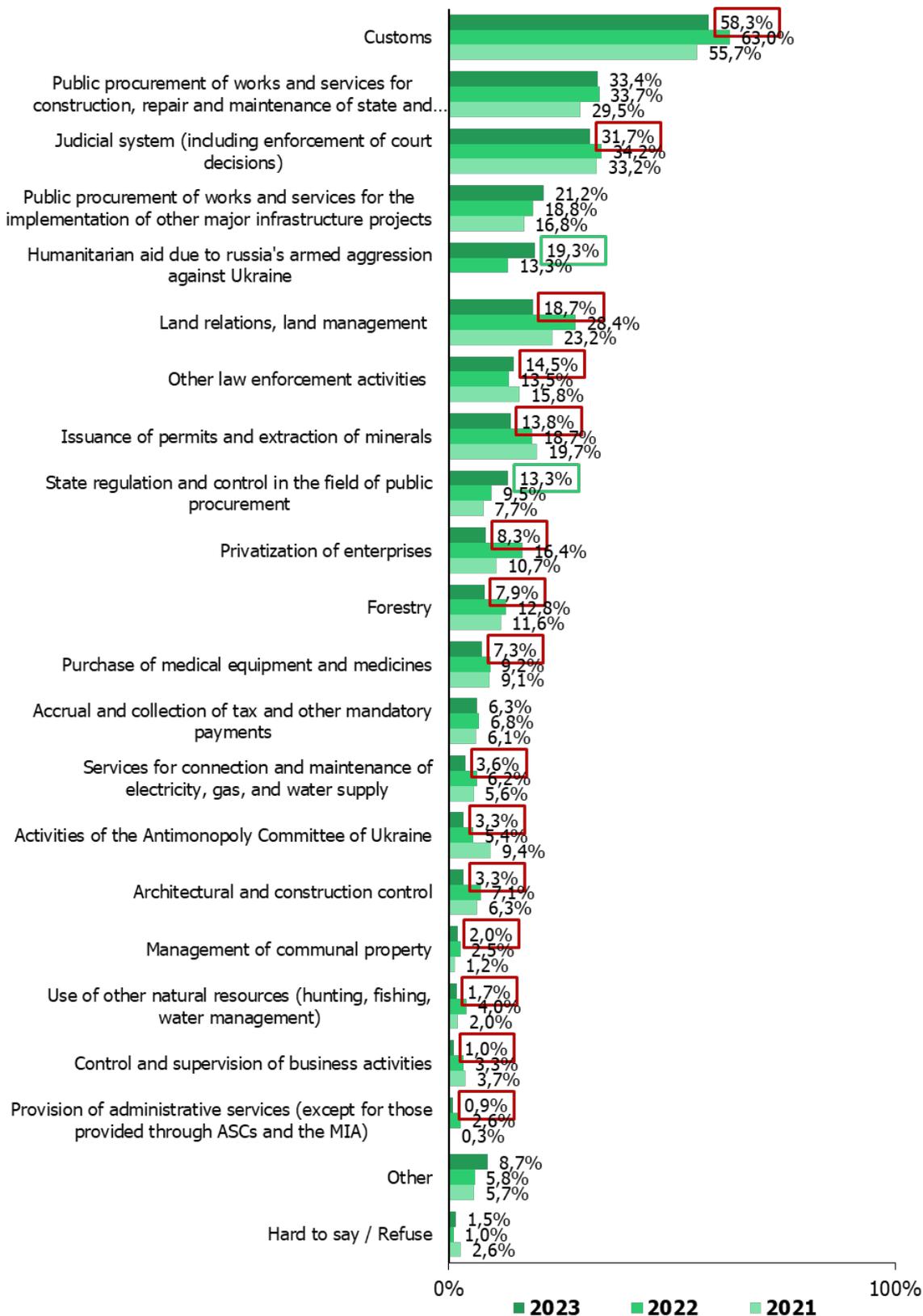
Entrepreneurs' estimates do not have such a clear correlation (see Table 1.2.2): apparently, they assess not only the degree of corruption prevalence in a certain sector, but also the impact of this sector on their business activities. For example, sector "*issuance of permits and extraction of minerals*" is marked as the most corrupt, but, at the same time, only 13,7% of the respondents have reported the need to tackle corruption in this sector as a priority, and only 7,9% of the surveyed consider a priority tackling corruption in "Forestry" sector, which is in the TOP-5 most corrupt, according to entrepreneurs.

Fig. 1.3.5. Priority sectors for tackling corruption: population¹



¹ Question: "In which sectors, in your opinion, is it necessary to tackle corruption in the first place?" Respondents could choose no more than 3 options

Fig. 1.3.6. Priority sectors for tackling corruption: entrepreneurs¹



¹ Question: "In which sectors, in your opinion, is it necessary to tackle corruption in the first place?" Respondents could choose no more than 3 options

Awareness of the activities of anti-corruption bodies and NACP powers

In 2023, a decrease in the level of population's awareness and an increase in entrepreneurs' awareness of the activities of anti-corruption bodies is recorded (Figs. 1.3.7 and 1.3.8).

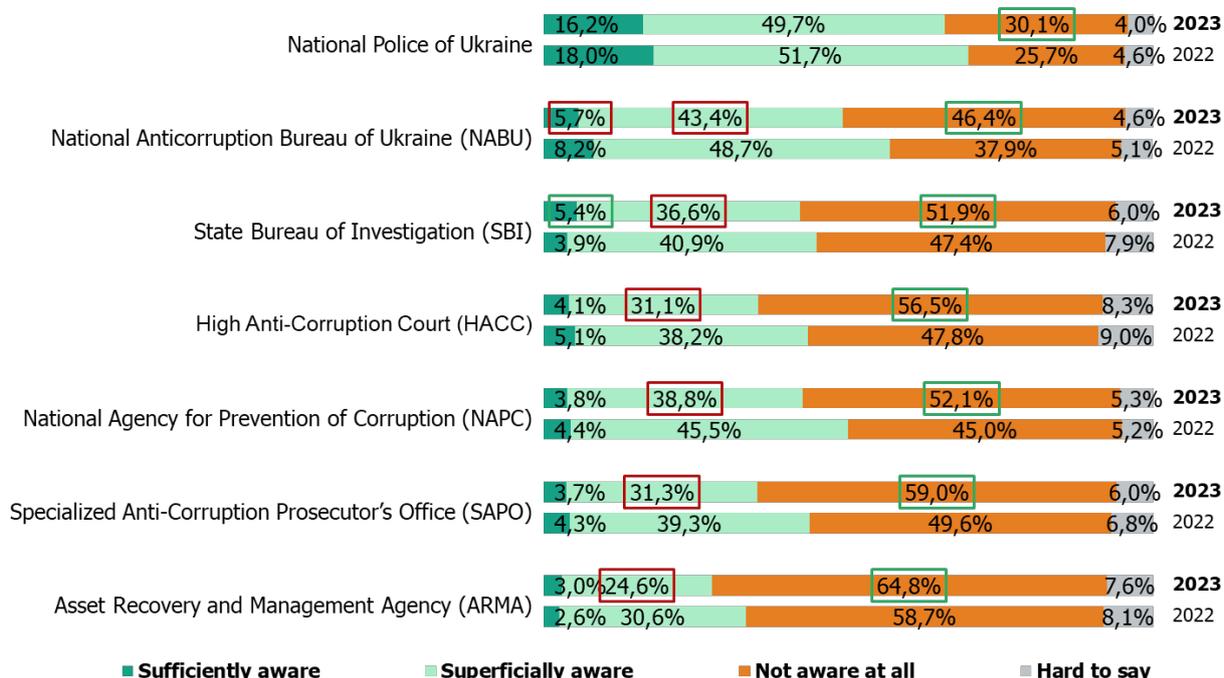
Both population and entrepreneurs demonstrate the highest level of awareness about the activities of the **National Police of Ukraine: 65,9%** of the *population* and **89,6%** of *entrepreneurs* consider themselves at least superficially aware, of whom 16,2% and 39,6% respectively consider themselves sufficiently aware.

NABU is in second place in terms of awareness level among the *population* (**49,0%** are sufficiently or superficially aware). In business sector, NABU (**82,2%**) shares second place with **SBI (80,3%)** by this combined indicator. However, the share of "sufficiently aware" in both groups is more than *twice lower* than the National Police indicator (5,7% of the population and 19,2% of entrepreneurs consider themselves *sufficiently aware* about NABU activities).

It is noteworthy that a statistically significant *increase* in the frequency of "*fully unaware*" responses was recorded in the population *for all public authorities*. Also, as for all the authorities, except for the National Police and NABU, the share of the respondents considering themselves "fully unaware" exceeds half of the surveyed.

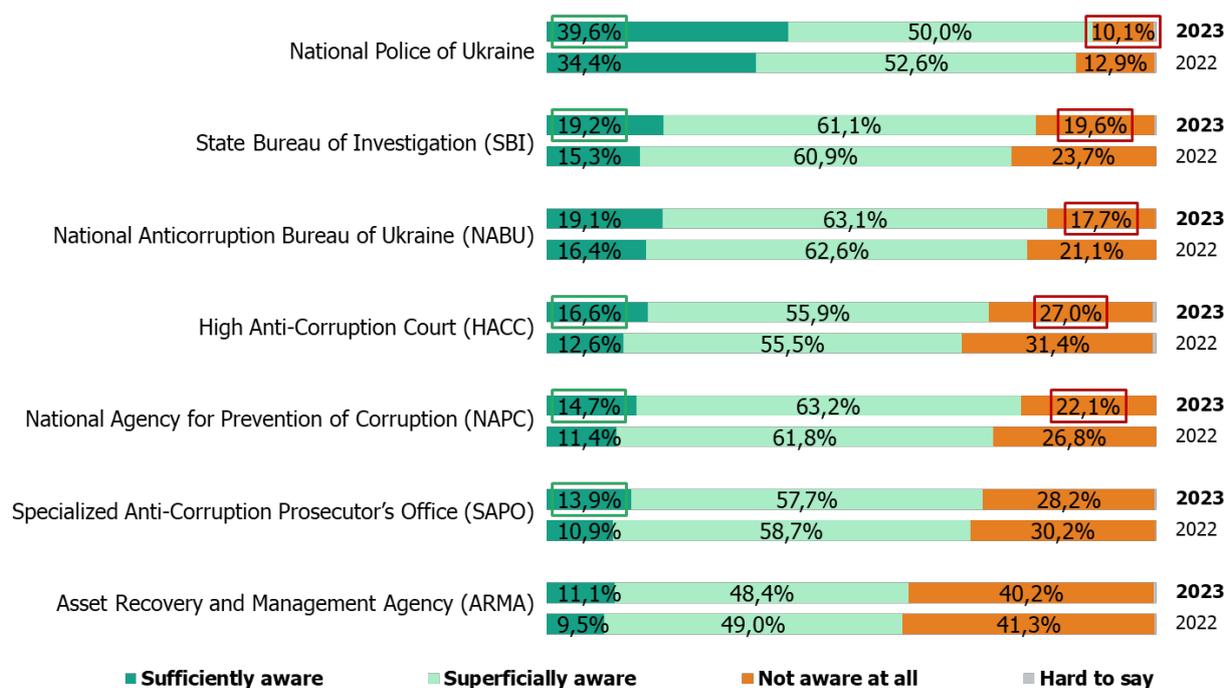
In *business* sector, on the contrary, the level of self-assessment of awareness of the activities of most anti-corruption authorities is increasing.

Fig. 1.3.7. Awareness about the activities of anti-corruption bodies: population¹



¹ Question: "What is your degree of awareness about the activities of these public authorities?"

Fig. 1.3.8. Awareness about the activities of anti-corruption bodies: entrepreneurs



Both groups demonstrate *the lowest level of awareness* of the National Agency of Ukraine for Identification, Search and Management of Assets Obtained from Corruption and Other Crimes (**ARMA**). 64,8% of the population and 40,2% of surveyed entrepreneurs stated that they were fully unaware of the agency's activities.

NACP is in the middle of the list in both target groups. **42,6%** of the *population* (7,3 p.p. less than in 2022) and **77,9%** of *entrepreneurs* (4,7 p.p. more than in 2022, statistically significant increase in the share of sufficiently aware) are at least superficially aware of the agency's activities. The share of "fully unaware" among the population is 52,1%, among entrepreneurs – 22,1%.

In general, *entrepreneurs demonstrate greater awareness* of the activities of anti-corruption bodies than the population.

This statement is also confirmed by the results of the "test" when the respondents were asked to determine which activities could be regarded as NACP authority and which couldn't. For this purpose, the respondents were given a number of statements for evaluation, with a question of whether a certain action is within NACP scope of authority. For half of the statements, the correct answer was "yes", for half - "no". "Test" results are shown in Figures 1.3.9 and 1.3.10 (population and business, respectively)¹).

¹ The corresponding "yes" and "no" marks are given in parentheses after each statement, and respondents' answers were recoded as "correct" and "incorrect".

Fig. 1.3.9. Awareness about NACP powers: population ¹

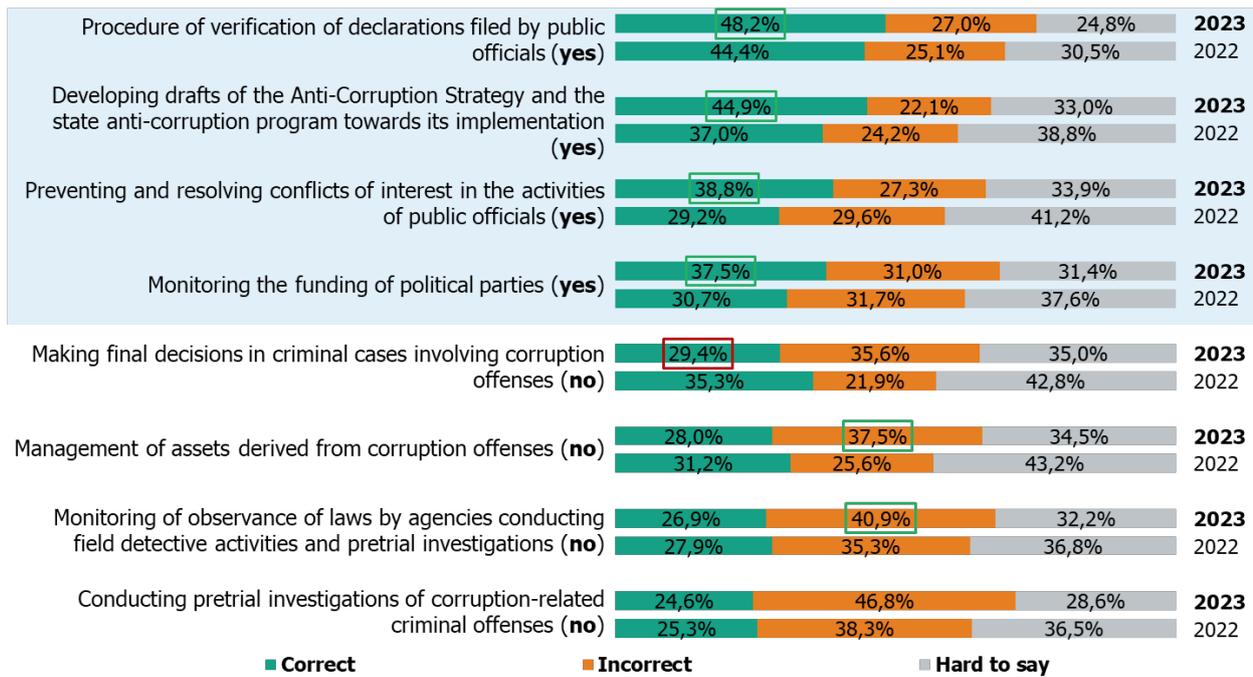
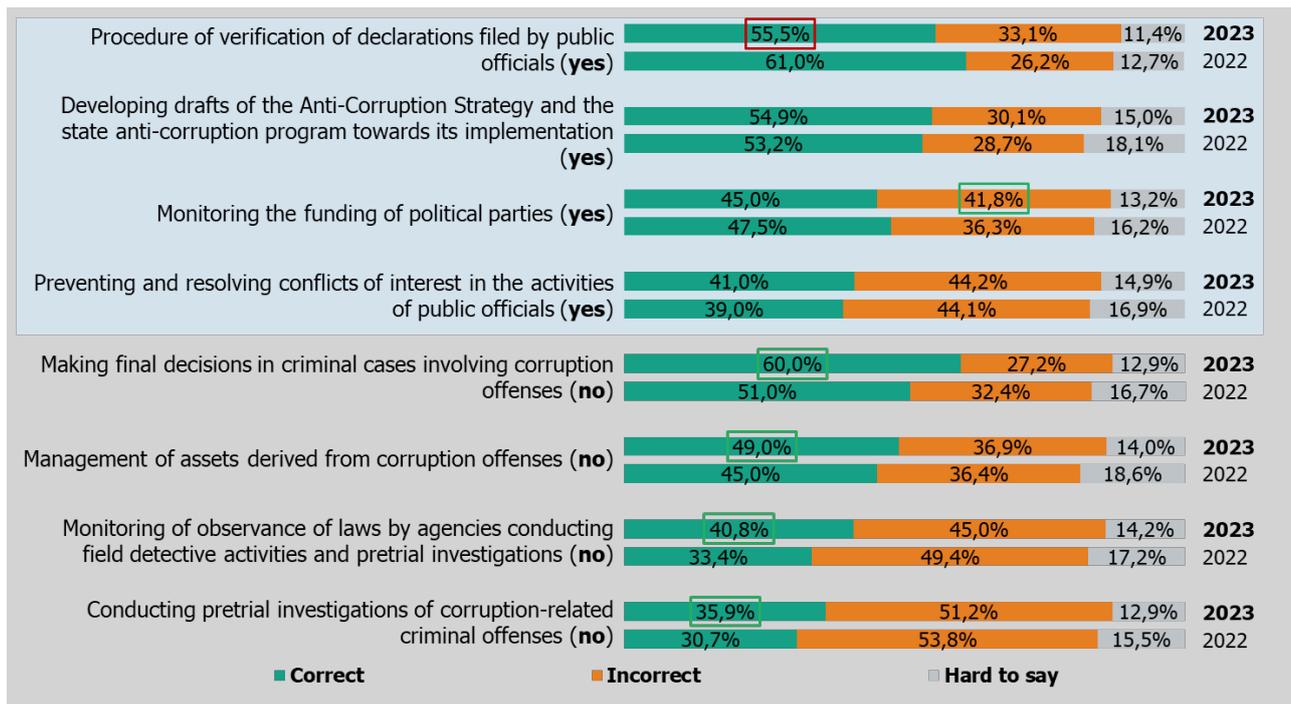


Fig. 1.3.10. Awareness about NACP powers: entrepreneurs



In general, the *population gives correct answers less often than entrepreneurs* and more often chooses the "hard to say" option. However, similar trends in the responses of both groups can be traced. For example, both the population and entrepreneurs most confidently attribute to the NACP

¹ Question: "In your opinion, does the National Agency on Corruption Prevention exercise such powers?"

the authority to *examine declarations of public officials* (48,2% of correct answers among the population and 55,5% among entrepreneurs).

Both groups place second the development of *projects of Anti-Corruption Strategy and the State Anti-Corruption Program for its Implementation*. The correct answer "yes" was given by 44,9% of the population and 54,9% of entrepreneurs.

However, a significant part of the respondents (40-47% of the population and around 45-51% of entrepreneurs) *mistakenly believe* that NACP should *supervise compliance with the law by the bodies* conducting domestic intelligence activities, *pre-trial investigations* on corruption offenses and *conduct pre-judicial inquiry* on criminal offences related to corruption.

In general, the population in this wave of the study was *more inclined to attribute* all of the listed powers to NACP, which led to an *increase* in the share of *correct answers* in the case of *valid* powers of this authority: an increase from 3,8 p.p. (*examination of declarations of public officials*, 48,2% of correct answers) up to 9,6 p.p. (*prevention and settlement of conflicts of interest in the activities of public officials*, 38,8% of correct answers). Accordingly, the *share of incorrect answers* in case of powers out of NACP scope of authority has also *increased*: an increase from 5,6 p.p. (*supervision of compliance with the law by authorities conducting domestic intelligence activities, pre-trial investigation*, 40,9% of incorrect answers) up to 13,7 p.p. (*making final decisions in criminal cases on corruption offenses*, 35,6% of incorrect answers).

In *business* sector, on the contrary, the shares of *correct negative answers* regarding the powers *outside the NACP scope of authority* have systematically *increased*.

To analyze the dynamics of populations' and entrepreneurs' awareness, we introduced an **estimated awareness index**. Respondents who gave correct answers to more than half of questions, i.e. at least 5 out of 8, are considered *sufficiently informed*. In 2023, **11,6% of the population** and **29,0% of entrepreneurs** were *sufficiently informed*. The indicator for the population has remained unchanged (in 2022, the index was 11,4%). The indicator for entrepreneurs demonstrates an *upward trend* (+2.5 p.p. compared to 2022), but the changes are not statistically significant.

It should be pointed out that "test" results indicate that the *declared level* of the respondents' self-assessment regarding their awareness of the activities of this or that public authority *does not always correspond to the actual knowledge*. This is confirmed by the analysis of the shares of correct answers about certain NACP powers in each of the 3 groups of the surveyed who regarded themselves as "sufficiently aware", "superficially aware" and "fully unaware" of NACP activities.

The results are presented in Tables 1.3.1 and 1.3.2 (for population and entrepreneurs respectively).

Table 1.3.1. Awareness about NACP powers: self-assessment by the population (% of correct answers)¹

NACP POWERS	Self-assessed level of awareness of NACP activities		
	Sufficiently aware	Superficially aware	Sufficiently aware
Examination of declarations of public officials (yes)	64,5%	55,9%	42,0%
Development of projects of Anti-Corruption Strategy and State Anti-Corruption Program of its Implementation (yes)	61,9%	53,7%	38,4%
Prevention and management of conflicts of interests in the activities of public officials (yes)	58,9%	43,6%	34,0%
Monitoring of political parties financing (yes)	56,0%	40,7%	33,6%
Approval of final decisions in criminal cases on corruption offences (no)	35,0%	27,6%	31,8%
Supervision of compliance with the law by the bodies conducting domestic intelligence activities and pre-trial investigations on corruption offenses (no)	28,4%	28,4%	26,2%
Management of assets derived from corruption offenses (no)	28,1%	28,7%	28,4%
Conduction of pre-judicial inquiry on corruption offences (no)	22,6%	23,5%	25,9%
Chose the correct answer on 5 and more statements (2023)	15,8%	11,4%	12,1%
Chose the correct answer on 5 and more statements (2022)	23,8%	12,9%	10,3%

Таблиця 1.3.2. Awareness about NACP powers: self-assessment by entrepreneurs (% of correct answers)

NACP POWERS	Self-assessed level of awareness of NACP activities		
	Sufficiently aware	Superficially aware	Fully unaware
Examination of declarations of public officials (yes)	65,2%	55,0%	50,5%
Monitoring of political parties financing (yes)	55,9%	45,4%	36,8%
Development of projects of Anti-Corruption Strategy and State Anti-Corruption Program of its Implementation (yes)	54,6%	57,4%	47,7%
Prevention and management of conflicts of interests in the activities of public officials (yes)	52,2%	40,7%	34,5%
Approval of final decisions in criminal cases on corruption offences (no)	78,1%	59,2%	49,9%
Management of assets derived from corruption offenses (no)	60,1%	49,9%	39,1%
Supervision of compliance with the law by the bodies conducting domestic intelligence activities and pre-trial investigations on corruption offenses (no)	56,5%	40,3%	32,0%
Conduction of pre-judicial inquiry on corruption offences (no)	50,7%	33,6%	32,8%
Chose the correct answer on 5 and more statements (2023)	44,0%	27,6%	22,9%
Chose the correct answer on 5 and more statements (2022)	45,9%	27,9%	14,9%

Thus, it can be seen that the respondents who rated their knowledge as "sufficient" *give correct answers* about NACP powers, in general, *more often* than those who said they were superficially aware or fully unaware (with a few exceptions). However, even *the most aware respondents*, both among the population and entrepreneurs, *do not always give correct answers* regarding NACP powers. Thus, among the population, the share of those *giving more than half of correct*

¹ Question: "In your opinion, does the National Agency on Corruption Prevention exercise such powers?"

answers regarding NACP powers (that is, at least 5 out of 8), even *among the most aware*, is only **15,8%** (*decrease* by 8 p.p. compared to 2022). For comparison, 5 or more correct answers were given by 11,4% of the respondents who classified themselves as superficially aware and by 12,1% of the respondents who regarded themselves fully unaware. Thus, it can be stated that *real awareness* of target groups of the activities of anti-corruption authorities is even *lower than the declared one*.

In case with *entrepreneurs*, correlation between the awareness and test results is clearer. Thus, among those who classified themselves as "**sufficiently aware**" with NACP activities, **44%** (unchanged compared to 2022) correctly attributed at least 5 out of 8 powers. Among those who classified themselves as "superficially aware", the index value was 27,6%, and among the "fully unaware" – 22,9%.

Thus, *the worst aware entrepreneurs have better knowledge* about NACP powers *than the best aware part* of the *population*.

Awareness of electronic systems for online rendering of public services

In 2023, population and business were asked to assess the level of awareness regarding the availability of electronic services serving as alternatives to corrupt practices. Respondents who either have *experience of using such services* or *have enough knowledge to use them* are considered *sufficiently aware* about each service. The results are shown in Fig. 1.3.11 (population) and 1.3.12 (entrepreneurs).

In general, the level of public awareness of services is significantly lower than entrepreneurs' awareness: among the *population*, the "*sufficient awareness*" indicator (the average level among all offered services) is **29,4%**, while in *business* sector it is twice as high – **57,2%**. But, at the same time, it is necessary to take into account that the lists of services for both groups of respondents differ.

As for the *population*, the first place in terms of awareness was shared by *electronic queue services for receiving administrative services* and *healthcare services* (Helsi, "E LIKI", etc.): they were used by 18,4% and 19, 2% of the respondents respectively, and more than 20% know how to use them if necessary. In general, **41, 8%** and **39,3%** of the population *are sufficiently aware* of these two services respectively. Other services are used less by the population (targeted at specific groups of people). So, this may explain the lower level of awareness about them.

In case with *entrepreneurs*, the **electronic account on STA website** is the undisputed leader - the share of those sufficiently aware of it is **90,5%** (83,6% of the respondents are using it and another 6,8% know how to do it). The second place belongs to **electronic registration of the enterprise or its activity change**: the awareness level is **82%**, of which 68,1% already have experience of using it. 61,9% of entrepreneurs have mastered **obtaining statements and certificates online**, another 14,2% know how to do it (so the awareness level is **76,1%**).

Fig. 1.3.11. Awareness of electronic systems for online rendering of public services: population¹

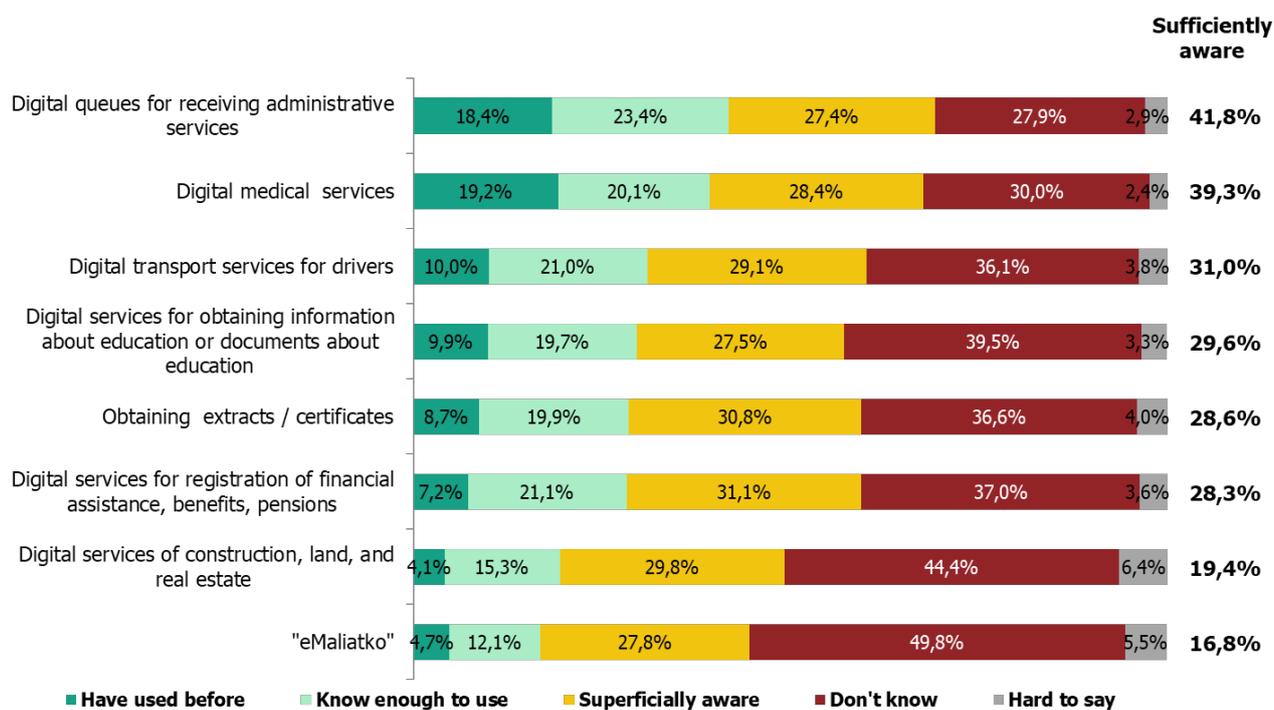
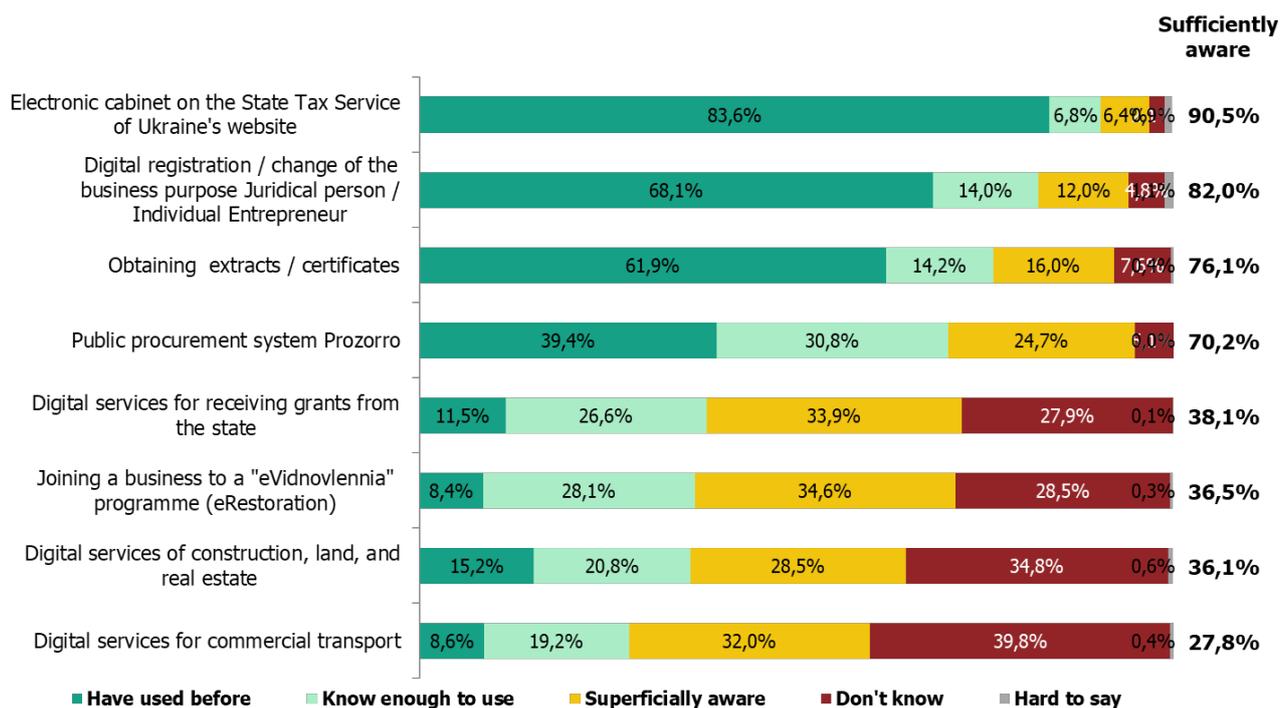


Fig. 1.3.12. Awareness of electronic systems for online rendering of public services: entrepreneurs²



¹ Question: "How well are you aware of such electronic systems for online rendering public services?"

² Question: "How well is your enterprise aware of such electronic systems for online rendering public services?"

Awareness of the specifics of submission and mechanisms for review of reports on corruption

Awareness of the population of the specifics of submission (report channels) and mechanisms for review of reports on corruption was also assessed in 2023. According to the methodology, the respondents were offered 8 statements, among which there was equal number of correct and incorrect ones. Respondents who correctly marked more than half of the statements, i.e. 5 or more out of 8, are considered to be sufficiently aware, superficially knowledgeable - half of the statements (4).

The following statements were proposed for assessment of **awareness of the specifics of submission (channels) of reports on corruption** (the correct answer and the proportion of the respondents who have chosen it are provided in the parentheses):

- All reports on corruption from the citizens should be stored on the Unified Whistleblower Reporting Portal (**yes: 69,3%**)
- Citizens are to submit reports on corruption only through the Unified Whistleblower Reporting Portal, submission of such reports in other ways (in person, through a special telephone line, etc.) should not be allowed (**no: 27,0%**)
- It is possible to report corruption anonymously without specifying information about oneself (information that can identify a person) (**yes: 59,9%**)
- When submitting a report through the Unified Whistleblower Reporting Portal, the person must include an email address (**no: 30%**)
- Citizens can report corruption not only at their workplace (educational institution), but also to specially authorized anti-corruption authorities (the prosecutor's office, National Police, NABU, NACP) (**yes: 68,4%**)
- Citizens cannot report corruption through the following individuals: journalists, public figures, people's representatives (**no: 32,7%**)
- Citizens can report work/education-related corruption to a higher-level authority monitoring compliance with anti-corruption legislation at sub-departmental organizations (**yes: 66,7%**)
- Corruption reports concerning high-ranking officials, law enforcement officers and judges must be submitted solely to NACP (**no: 18,9%**)

In general, the share of *sufficiently aware* respondents (who correctly marked at least 5 out of 8 statements) is **28,4%**. At the same time, the share of those who correctly marked at least 4 statements out of 8 (*sufficiently and superficially aware*) is more than twice as large and amounts to **67,4%**.

The assessment of **awareness of mechanisms for review** of reports on corruption was carried out in a similar way. Below is a list of 8 statements with the correct answers and share of the respondents who have chosen them:

- A report is a subject for review if it contains factual data indicating the possible commission of a corruption or corruption-related offense that can be verified (**yes: 76,0%**)
- Anonymous messages are not to be reviewed (**no: 39,2%**)
- The term of a preliminary review of a report about a case of corruption at workplace is no longer than ten working days (**yes: 57.5%**)

- If it is established that a report on corruption does not contain factual data indicating the possible commission of an offense, such report shall be returned to a person who has submitted it, without further consideration (**no: 16,6%**)
- If the facts stated in the report concern the head of a public authority to which it was addressed, such report cannot be reviewed by this authority, but is to be sent to the entity authorized to conduct a review or investigation of such facts (**yes: 64.7%**)
- A person who has submitted a report shall be provided with detailed information about the results of its preliminary review only in case of his/her separate request for it (**no: 17,2%**)
- If, according to the results of a preliminary review of a report, information contained in it is confirmed, disciplinary actions shall be taken to address guilty persons (**yes: 63,3%**)
- If signs of a corruption criminal offense are revealed during the preliminary review, the relevant materials shall be transferred to NACP (**no: 11,9%**)

The share of *sufficiently aware* respondents (who correctly marked at least 5 statements out of 8) is **24,7%**. The share of *sufficiently* and *superficially aware* (those who correctly marked at least 4 statements out of 8) is **60,1%**.

SECTION 2. SECTOR-SPECIFIC CORRUPTION EXPERIENCE INDICATORS

2.1. General methodology of corruption experience assessment

Three approaches of population's and entrepreneurs' corruption experience researching (measuring) are used in this study:

1) *direct method (self-assessment)* of respondents' determination of corruption experience presence/absence over a certain period of time (the general question "Did you encounter corruption over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?" (for entrepreneurs – "...for the benefit of the enterprise where you are working?"). The indicator of the share of the population (entrepreneurs) who, according to *self-assessment*, had corruption experience, is characterized by certain stability when used for comparison in different waves of research. That is why it is defined as **population's/entrepreneurs' corruption experience indicator** and is used as one of the indicators of the state anti-corruption policy effectiveness;

2) *self-assessment* by the respondents of *experiencing corruption in their interaction/contacts with a certain sector* (answers to a direct question). The share of the respondents (out of those who dealt with the sector) who answered affirmatively, i.e., acknowledge that they or their family members (for entrepreneurs – as enterprise heads/representatives) have experienced corruption at the time of their interaction with representatives of relevant institutions/agencies/authorities, is defined in this study as **sector-specific corruption experience indicator** and can be used for comparison in different waves of research;

3) determination of *prevalence degree of certain corrupt practices in certain sectors* based on the results of confirmation of the fact that the respondents have experienced certain contact situations with signs of corruption. Based on the results of the data analysis, an integral research indicator is calculated – the share of the respondents who have **experienced corrupt situations in a certain sector** (from those who dealt with the sector). The list of corrupt situations offered to the respondents cannot cover all the existing corrupt practices in the sector and will periodically change in different waves of research. This taken into consideration, this indicator cannot be used as estimation of corruption in the sector, but is used for comparison with corruption experience indicator (by self-assessment) for recognition of the existing contact situations as corruption.

In order to assess corruption prevalence in certain sectors, the respondents were asked to evaluate their own experience of interaction with public authorities and institutions in the period of 12 months prior to the survey. Evaluation of corruption experience was carried out only by those respondents who had had the experience of addressing (availability of contacts) each sector (either personally, or family members had this experience – for the population, and employees' experience – for entrepreneurs).

Population and entrepreneur groups were offered to evaluate various sectors that are the most relevant for each group.

The *population* evaluated the following sectors¹:

- Sector 1: State and municipal healthcare (medical services)
- Sector 2: Services of higher education institutions
- Sector 3: Services of educational institutions (primary and secondary education)
- Sector 4: Services of educational institutions (municipal kindergartens)
- Sector 5: Activities of MIA service centers
- Sector 6: Activities of the administrative service centers (ASCs)
- Sector 7: Provision of administrative services by executive bodies and local self-government authorities (except for administrative service centers and MIA service centers)
- Sector 8: Services for connection and maintenance of power, gas, water supply, and sewer systems (except for services associated with current payments)
- Sector 9: Construction and land relations
- Sector 10: Law enforcement activities (Patrol Police, National Police, SSU, Prosecutor's Office) to ensure law and order, pre-trial investigation (except for MIA service centers)
- Sector 11: Humanitarian aid

Entrepreneurs evaluated the following sectors:

- Field 1: Services for connection and maintenance of power, gas, water supply and sewer systems, except for services associated with current payments
- Field 2: Construction and land relations
- Field 3: Law enforcement activities (National Police, Tax police, SSU, State Border Guard Service, Prosecutor's Office) to ensure law and order, pre-trial investigation
- Field 4: Activities of tax authorities (accrual and collection of tax and other mandatory payments)
- Field 5: Monitoring and supervision of business activities
- Field 6: Customs (customs control, preparation and clearance of customs documents for business entities)
- Field 7: Judicial system (including enforcement of court decisions)

Due to the fact that the list of sectors is significantly different for the *population* and *entrepreneurs*, estimates of these two groups will be presented separately in the following sections.

¹ Services of private providers in healthcare and education sectors were not evaluated.

2.2. Assessment of population's corruption experience by sector

Fig.2.2.1 presents summarized data on the population's corruption experience by sector that will be analyzed in detail in this Section. Sectors are sorted by the share of citizens who had corruption experience (out of those who dealt with the relevant sector/had contacts with public and non-public institutions in the relevant sectors over the last 12 months).

Calculation of the respondents' **corruption experience** indicators for each sector was made on the basis of two questions:

- Self-assessment indicator: respondents were asked whether they or their family members had experienced corruption in that sector (direct question about each sector for those who dealt with it (addressed, contacted)). The share of the respondents who gave an affirmative answer to a direct question, is determined in this study as **sectors-specific corruption experience indicator**;
- Integral indicator of experiencing corrupt situations: when answering this question, the respondents were asked to recall, in more detail, whether they had experienced situations with the signs of corruption¹ when receiving specific services (or when contacting representatives of relevant institutions, establishments). If their answer was positive, the respondents were asked to specify whether such situation had been initiated by them or something had been requested by the institution/establishment employees. If such situations did not occur (including cases when certain service was not provided), the respondents chose the option "Such situation did not occur." The respondents could also choose the option "Other" or refuse to answer. The integral **indicator of experiencing corrupt situations** was calculated as the share of the respondents who had chosen any answer except for "Such situation did not occur" when discussing specific corrupt situations (options "Other" or "Refuse to answer" are regarded as socially acceptable substitutes for answers about participation in a corrupt situation).

According to the results of the comparison of corruption level in different sectors² and changes with 2022 values, a tendency of *self-assessed corruption experience indicator increase* in **most sectors under review** was reported. The only exception is the sector of *law enforcement activities*, where corruption level *has decreased*. However, as compared to 2021, 2023 indicators demonstrate reduced number of testimonies about the corruption experience.

The **lowest level of corruption**, as in previous years, was recorded in ASCs: only **8,9%** of visitors reported corrupt situations in this sector.

¹ Namely: the respondents or their family members made unofficial payments (cash or gifts) or rendered services in certain situations. The situations were worded in the most neutral way possible, avoiding any evaluative concepts with negative connotation. The term "corruption" was not used in the description of the situations.

² The maximum error in the assessment of corruption experience depends on the sample size of the respondents who dealt (contacted) with the relevant sector as well as on corruption experience indicator and varies from $\pm 2,7\%$ до $\pm 11,3\%$.

In 2023, **MIA service centers** took the "**first place**" among other sectors in terms of corruption prevalence (corruption experience was reported by **35,7%** of those who dealt with the sector, which is a 9,0 p.p. increase as compared to 2022 and it is statistically significant).

The **second** place in this rating was shared by three areas with indicators from 31,4% to 32,5%:

- **Construction and land relations (32,5%**, increase by 8,6 p.p., but due to a very small number of citizens contacting this sector, these changes cannot be regarded as statistically significant);
- **State and municipal healthcare (32,3%**, statistically significant increase by 7,5 p.p.);
- **Services of connection and maintenance of power, gas and water supply and sewer systems (31,4%**, increase by 2,7 p.p., statistically insignificant).

In certain sectors, the corruption experience indicator ranged within 23-27%, including:

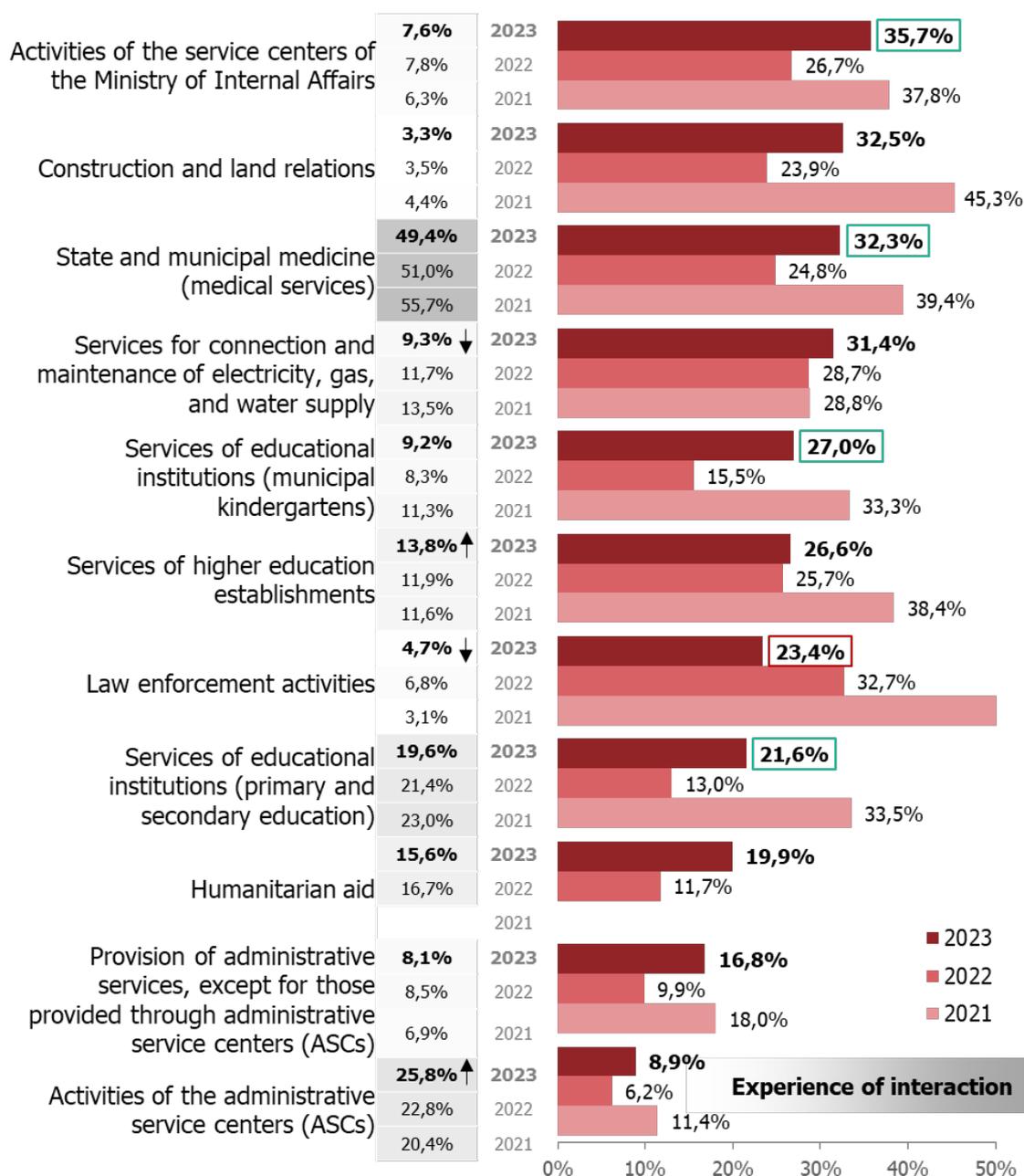
- *Services of pre-school educational institutions (27,0%*, increase by 11,5 p.p. –*the largest* corruption experience indicator *increase* reported, and it is statistically significant);
- *Services of higher educational institutions (26,6%*, without significant changes);
- *Activities of law-enforcement authorities (23,4%* - the only sector where corruption experience *indicator decrease* by 9,3 p.p. was reported, and this difference statistically significant).

Sector of *healthcare services* requires special attention, as such that is contacted by approximately half of the population. This sector's corruption experience indicator is **32,3%** (increase by 7,4 p.p.). Thus, "**medical**" *corruption experience remains the most prevalent* in terms of the general population - in 2023, in total **15,9%** of the population reported corruption experience in healthcare sector. It should be pointed out that in 2022 this indicator was 12,6%, and in 2021 – 21,9%. Thus, the corruption experience indicator in state healthcare sector has increased significantly in 2023 compared to 2022, but remained lower than in 2021.

It should be noted that distribution of places in the top list of corrupt sectors is somewhat conditional because corruption experience indicators are statistically similar (no statistically significant difference).

Further on, we will review each sector and peculiarities of corrupt situations in it in more detail.

Fig. 2.2.1 Experience of dealing with sectors and self-assessed corruption experience¹



¹ Questions for each sector:

(1) "Did you or your family members have to deal with (use services of...) ... over the last 12 months?" (for the following sectors: healthcare institutions, MIA service centers, ASCs, executive authorities and local self-government, enterprises, institutions and organisations)

or "Did you or your family members meet (contact) representatives of... (on issues related to...) over the last 12 months?" (with representatives of law enforcement authorities, public authorities or local self-government);

for educational institutions: "Are you or your family members currently studying or studied in ... over the last 12 months?";

(1) "Did you, over the last 12 months, experience corruption when you applied to (for... services)/during the meeting (contact) with... – i.e., did you give or were demanded to give a bribe, use connections, etc.?"

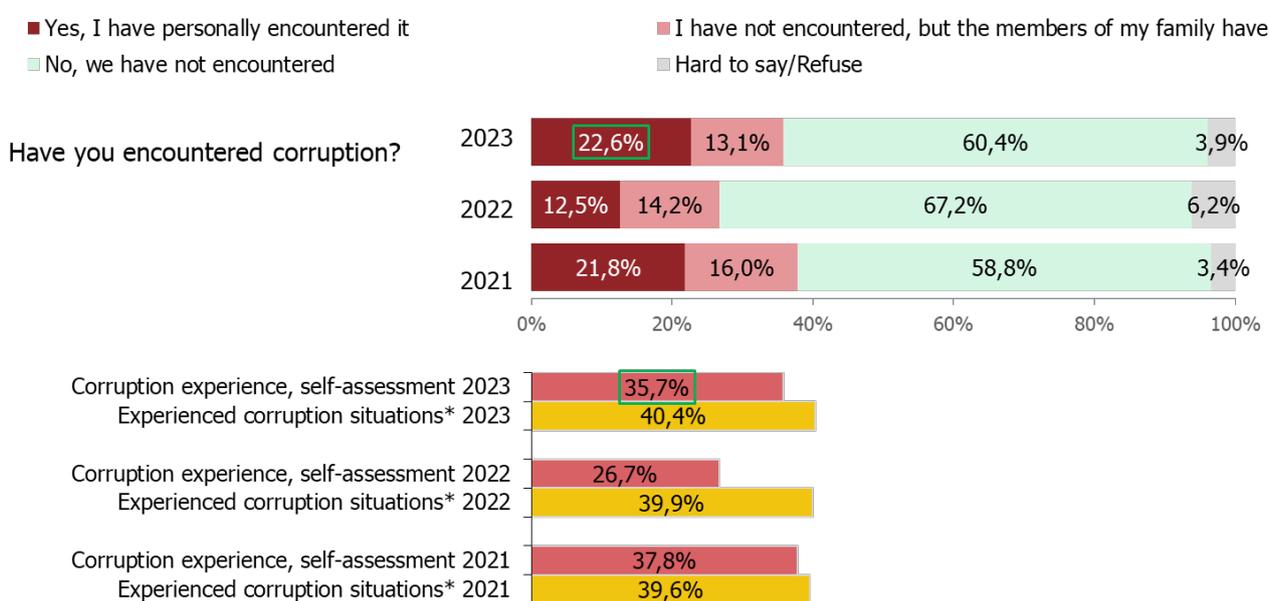
MIA service centers activities

In 2023, the share of the respondents with experience of *applying* to MIA service centers over the last 12 months remained at the level of 2022 (**7,6%**), or, in other words, has stabilized after the increase in 2022.

By answering a *direct question*, **35,7%** of the respondents reported that they had *experienced corruption*. Compared to last year, this indicator has **increased** by 9,0 p.p. and returned to 2021 level (mainly due to an increase of the respondents' personal corruption experience, and this difference is statistically significant).

In general, **40,4%** of the respondents have reported *experiencing specific contact situations* with signs of corruption (which is similar to 2021-2022 indicators). Thus, the share of the respondents who did not perceive part of the situations as corruption reduced from 13% to 5%.

Fig. 2.2.2. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

As for *specific corrupt situations*, no significant changes have been observed, and there is no uniform trend either – frequency of occurrence of some situations has increased and, at the same time, it has decreased for some other ones.

Just like last year, corrupt situations most frequently occurred in cases of **registration or de-registration of vehicles** – such experience was reported by **30,5%**. This indicator is *higher* than in 2021 and 2022 (26,4% and 22,8% accordingly).

¹ Question: "Did you experience corruption when contacting MIA service centers over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed $\pm 7,1$ p.p.

"Second place" belongs to corrupt situations connected with issuance (replacement, exchange etc.) **of a driver's license**. The share of the respondents with corruption experience in these situations has *increased* by 5,8 p.p. – from 17,0% in 2022 to **22,8%** in 2023.

"Third place" have situations related to **car plates receipt**. Corruption in these situations was reported by **18,2%** of those who dealt with MIA service centers. This indicator is 7 p.p. *higher* than in 2022.

In the rest of the situations, the corruption remains fairly common, with indicators ranging from 13% to 16%.

In addition, this study highlighted a corrupt situation when service center customers could solve their own problems through driving school employees. 5,9% of the respondents made illegal payments to employees of driving schools or rendered them services in exchange for assistance in solving problems in MIA service centers. However, in order to assess the level of corruption in driving schools, additional research is needed, including separation of respondents who have taken the driving test.

Fig. 2.2.3. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to any official (cash or gifts) or rendered services for ...

registration (renewal of registration) of a motor vehicle, deregistration of a motor vehicle	2023	30,5%
	2022	22,8%
	2021	26,4%
issuance of a driver's license (including for passing a theoretical and practical exam in a service center*)	2023	22,8%
	2022	17,0%
	2021	20,9%
issuance of customized number plates for a motor vehicle / transfer of the owner's number plates to a new motor vehicle	2023	18,2%
	2022	11,1%
	2021	16,0%
issuance of certificates / duplicates of documents out of turn or as part of an accelerated procedure	2023	15,8%
	2022	17,3%
	2021	18,0%
resolution of issues during an operational inspection of a motor vehicle (including in matters of structural conformity of motor vehicles to applicable requirements)	2023	15,7%
	2022	20,5%
	2021	16,0%
issuance of a certificate proving the absence of a prior record of convictions	2023	13,0%
	2022	16,0%
	2021	11,0%
to an employee of the driving school for assistance in resolving issues at the service center of the Ministry of Internal Affairs	2023	5,9%
	2022	n.d.
	2021	n.d.

**including for passing theory and practical test in a service center²*

¹ Question: "Did you or your family members experience the following situations while dealing with MIA service centers?" (former Inter-District Department for Motor Vehicle Registration and Driver Licensing)

² Besides, during the survey, it was clarified to the respondent that this situation concerned MIA service centers and does not include illegal payments (services) to employees of driving schools

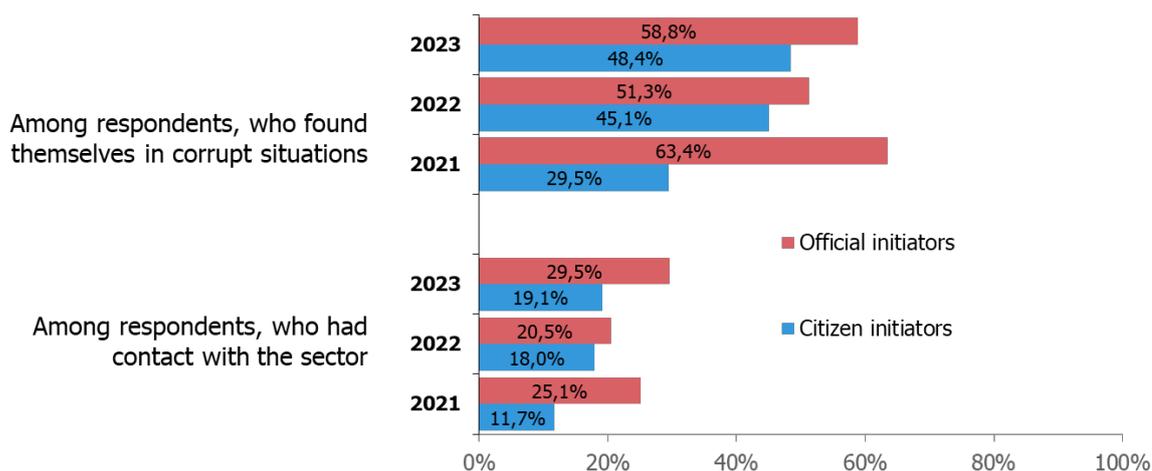
In situations connected with **registration or deregistration of motor vehicles**, corrupt situations were, to a greater extent, **initiated by the employees** of MIA service centers: **46,5%** of the respondents reported that they had been asked to make an unofficial payment, but 34,8% did it on their own initiative.

Due to the insufficient number of responses about other corrupt situations, the statistical analysis aimed at identification of their *initiator* (visitors or employees of MIA service centers) in each situation was impossible.

If all the corrupt situations are analyzed together, **19,1%** of service centers **visitors** acted as **initiators** of corrupt situations (this indicator is similar to 2022). Among the respondents *who experienced corrupt situations*, the share of the “proactive” citizens amounted to **48,4%** (in 2022 – 45,1%).

Employees of MIA service centers **initiated** corrupt situations *more* often than last year. In 2022, the share of the respondents who reported that corrupt situations had been initiated by MIA employees was 20,5%, while in 2023 this indicator has increased to **29,5%**. Out of those who experienced *contact corrupt situations*, **58,8%** reported that they had been initiated by the employees, which is 7,5 p.p. *higher* than in 2022 (51,3%). However, due to a small number of such respondents, this difference cannot be regarded as statistically significant.

Fig. 2.2.4. Initiators of corrupt situations



Construction and land relations

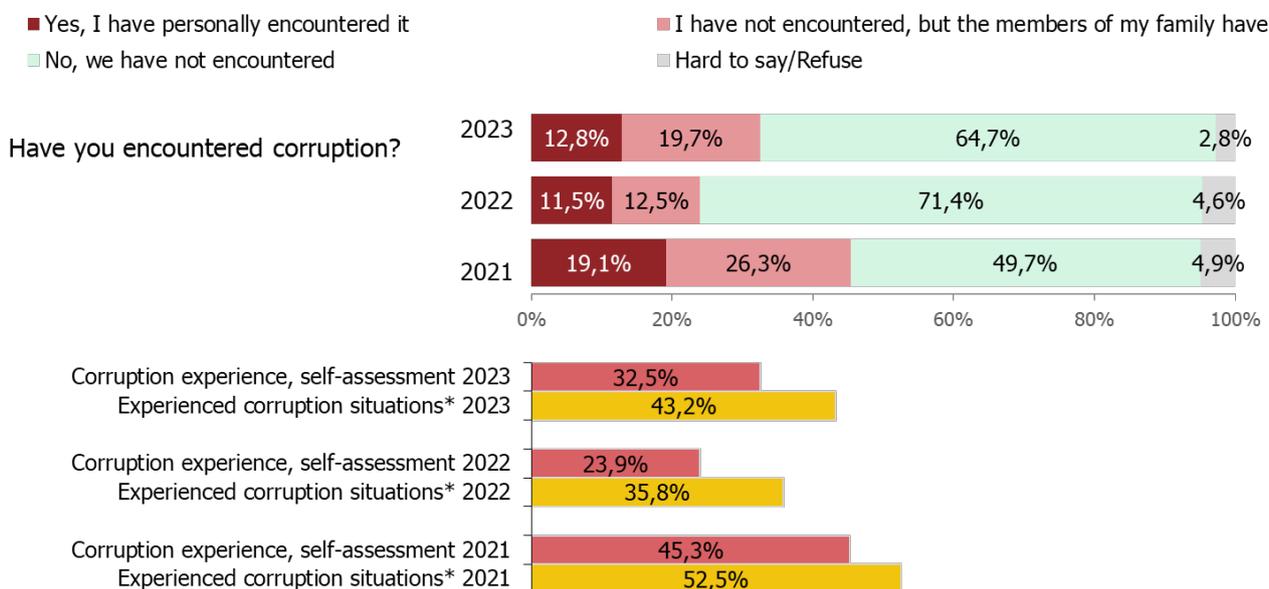
Construction and land relations sector is also one of those citizens quite rarely deal with. Only **3,3%** of the respondents reported the experience of dealing with this sector, which is the lowest indicator.

In this sector, an *increase* in the *self-assessed corruption experience indicator* was reported - if in 2022, 23,9% of the respondents affirmatively answered a *direct question* about experiencing corruption, then in 2023 this indicator was **32,5%**. The main reason for this indicator’s increase is self-assessment of corruption experience of the respondent's family members that has increased from 12,5 p.p. in 2022 to 19,7% in 2023.

43,2% of the respondents experienced *specific contact situations* with signs of corruption, which is significantly higher than 2022 indicator (increase by 7,4 p.p.).

Thus, in 2023, the *gap* between the self-assessed corruption experience indicator and the estimated indicator of experiencing corrupt situations *remains large*. About *11% of the respondents are unaware of their own corruption experience* in the sector of construction and land relations, therefore they do not recall it when asked directly about self-assessment.

Fig. 2.2.5. Corruption experience in the sector (% of those who dealt with the sector)¹



*calculated indicator

Regarding the majority of corrupt situations (9 out of 10) in the sector of construction and land relations, an *increase in their prevalence* has been observed as compared to 2022. However, only for two situation the difference is statistically significant: **decision on gardening plot privatization** (increase from 24,8% to 36,6%) and **decision to change the designated purpose of a land plot** (increase from 12,7% to 28,1%, the largest growth indicator). However, for half of the situations, the prevalence in 2023 is lower than in 2021.

The TOP-3 corrupt situations remained unchanged as compared to 2022: **gardening plot privatization** – corruption experience in this sector is reported by **36,6%** of those who have dealt with it (increase by 11,8 p.p.), **registration of a land plot in the State Land Cadaster (32,%,** increase by 10,3 p.p.) and **land plot privatization for individual farming (29,3%,** increase by 8,3 p.p.). It should be pointed out that in 2021, prevalence of the last situation was the largest with an indicator of 40,9%.

¹ Question: "Did you encounter corruption when applying for services in construction and land relations over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ±11,4 p.p.

Fig. 2.2.6. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for ...

making (approving) a decision on the privatization of (transfer of title to) a gardening plot	2023 ↑ 36,6% 2022 24,8% 2021 39,2%
registration of a land plot in the State Land Cadaster	2023 32,0% 2022 21,7% 2021 36,5%
making (approving) a decision on the privatization of (transfer of title to) a land plot for individual farming	2023 29,3% 2022 21,0% 2021 40,9%
a decision to change the designated purpose of a land plot	2023 ↑ 28,1% 2022 12,7% 2021 24,6%
issuance of a permit to develop land management documentation for development and approval of such documentation for privatization of a land plot for individual farming	2023 25,3% 2022 17,5% 2021 33,6%
facilitation of the release of financial aid and/or construction materials by national or local government agencies for restoration of destroyed / damaged housing	2023 24,8% 2022 15,7% 2021 n.d.
issuance of designs and permits for construction or reconstruction (remodeling) of a private residence (apartment)	2023 23,2% 2022 14,3% 2021 21,8%
issuance of a permit to develop land management documentation, for development and approval of such documentation for privatization of a gardening plot	2023 19,0% 2022 10,5% 2021 34,9%
the use of stand-ins (people who have not used their right to free privatization) in order to subsequently re-register title to such a land plot in your own favor	2023 18,5% 2022 12,7% 2021 22,3%
entry into operation of a new private residence or building (apartment) after renovation (remodeling)	2023 15,6% 2022 16,2% 2021 15,0%

Due to the insufficient number of responses on each corrupt situation, statistical analysis aimed at identification of the *initiator* (citizens or employees of executive authorities, institutions and organizations rendering relevant services) was impossible.

In total, **9,7% of Ukrainians** who *dealt* with the authorities, institutions and organizations for services in construction and land relations sector (on issues of privatization, ownership of premises or land plots) acted as **initiators** of corruption (or **22,5%** of those who *have experienced contact corrupt situations*). Compared to 2021-2022, no statistically significant changes were recorded.

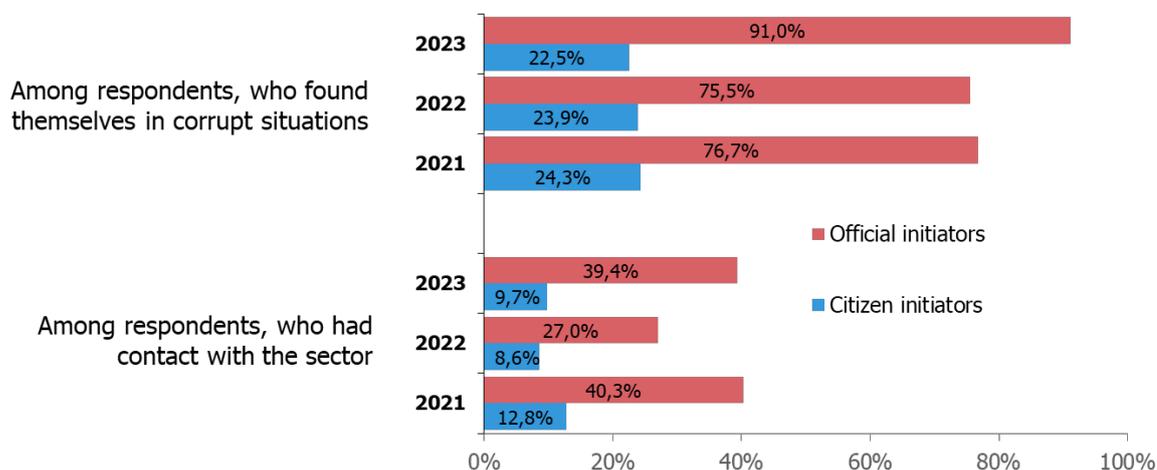
But the share of the respondents pointing out to the **initiative of the officials** in construction and land relations sector (the officials requested money, gifts or services from visitors) has *increased* and returned to 2021 level: if in 2021 more than 40% of those who dealt with the sector reported that

¹ Question: "Did you or your family members experience the following situations when applying for services in construction and land relations sector?"»

officials had acted as initiators of corruption, then in 2022 this indicator was only 27,0% but in 2023 it has reached **39,4%** (increase by 12,4 p.p., the difference is not statistically significant).

However, among the respondents who *experienced contact corrupt situations* the share of those reporting that officials have acted as corrupt situation initiators (at least in one from the list) has increased from 75-76% in 2021-2022 to **91%** in 2023 (by approximately 15 p.p.), but the difference is not statistically significant.

Fig. 2.2.7. Initiators of corrupt situations



State and Municipal Healthcare

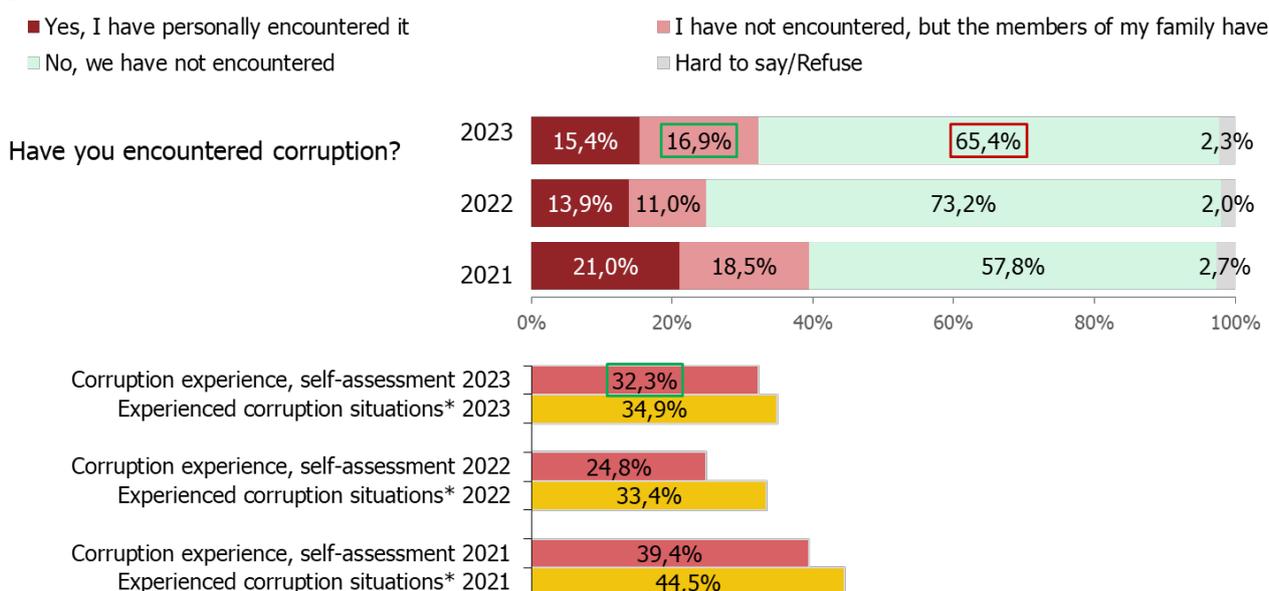
In 2023, almost half of Ukrainian families had experience of using services of state or municipal healthcare facilities, – **49,4 %** of the respondents or their family members reported this. Thus, state and municipal healthcare facilities remain the sector most often dealt with, and by a large margin.

When answering a *direct question*, **32,3%** of the respondents who dealt with the sector reported that either they or their family members had *experienced corruption* when dealing with healthcare institutions. In other words, they gave or were requested to give a bribe, used connections etc. This indicator is significantly higher than in 2022, when corruption experience was reported by 24,8% of the respondents (*increase* by 7,5 p.p.). Subsequently, the share of those who *didn't have corruption experience* (65,4% - reduction by 7,8 p.p.) significantly *decreased*. The main driver of this indicator's increase is corruption experience of family members – share of the respondents who reported that their family members had encountered corruption in state or municipal healthcare facilities increased from 11,0% to 16,9% (by 5,9 p.p.).

However, self-assessed corruption experience indicator of 2023 remains lower than in 2021 when it amounted to 45,3%.

The share of the respondents who *experienced contact situations* with signs of corruption remained at the level of 2022. In 2023, it was reported by **34,9%** of the respondents, while in 2022 this indicator amounted to 33,4%. Thus, the share of the respondents who didn't perceive their involvement into corrupt practices as such has decreased.

Fig. 2.2.8. Corruption experience in the sector (% of those who dealt with the sector)¹



*calculated indicator

Frequency of *experiencing corrupt situations* (for those who dealt with the sector) has remained practically **unchanged** for most of the situations under review.

The most common remains the situation when it was necessary to “thank” for the **treatment or surgery** – it was experienced by **24,3%** of the respondents (not significantly different from 2022 when similar experience was reported by 23,5% of the respondents). Situations of decision-making on the conditions of **staying in inpatient healthcare facilities** remain in a second place – they were experienced by every fifth person (**19,1%** - statistically significant *increase* compared to 2022; after the decrease, this indicator has practically reached the level of 2021.). Ranking third is the situation added to the list in 2023: **15,6%** of the respondents reported making **unofficial payments for medicines** they were entitled to receive free of charge.

Thus, the situation when **medical checkup** was needed has shifted from the third to the fourth place. Such corruption experience was reported by **13,3%** of the respondents who dealt with healthcare facilities (this indicator remains at the level of 2022).

The rest of the situations were experienced by a lesser share of the respondents – their frequency varies from 7,6% to 10,5%. In general, there is *no change in the frequency of corrupt situations* compared to 2022 (we wish to remind that in 2022, the frequency of most corrupt situations in healthcare sector decreased significantly).

¹ Question: “Did you experience corruption in dealing with the state/municipal healthcare institutions (when receiving medical services) over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?”

The statistical error for indicators in this sector does not exceed $\pm 2,8$ p.p.

Fig. 2.2.9. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an employee of a healthcare facility (cash or gifts) or rendered services:

in exchange for medical services involving treatment of a patient or surgery	2023	24,3%
	2022	23,5%
	2021	30,7%
to resolve issues involving the conditions of admission to an inpatient facility	2023 ↑	19,1%
	2022	15,7%
	2021	21,9%
for a patient's receipt of medicines that are on the balance sheet of the medical institution and which the patient has the right to receive	2023	15,6%
	2022	n.d.
	2021	n.d.
for a medical examination at a healthcare facility	2023	13,3%
	2022	12,8%
	2021	16,1%
to obtain certificates, sick leaves, official summaries , etc.	2023	10,5%
	2022	9,1%
	2021	11,1%
to resolve issues relating to childbirth	2023	8,3%
	2022	9,1%
	2021	10,8%
to receive the "needed" prescription	2023	7,6%
	2022	6,7%
	2021	10,0%

In 2023, the trend persists and, according to the respondents, the **employees** of healthcare facilities are the ones **initiating** these corrupt situations, and their share ranges from 51,7% to 67,9% depending on the situation.

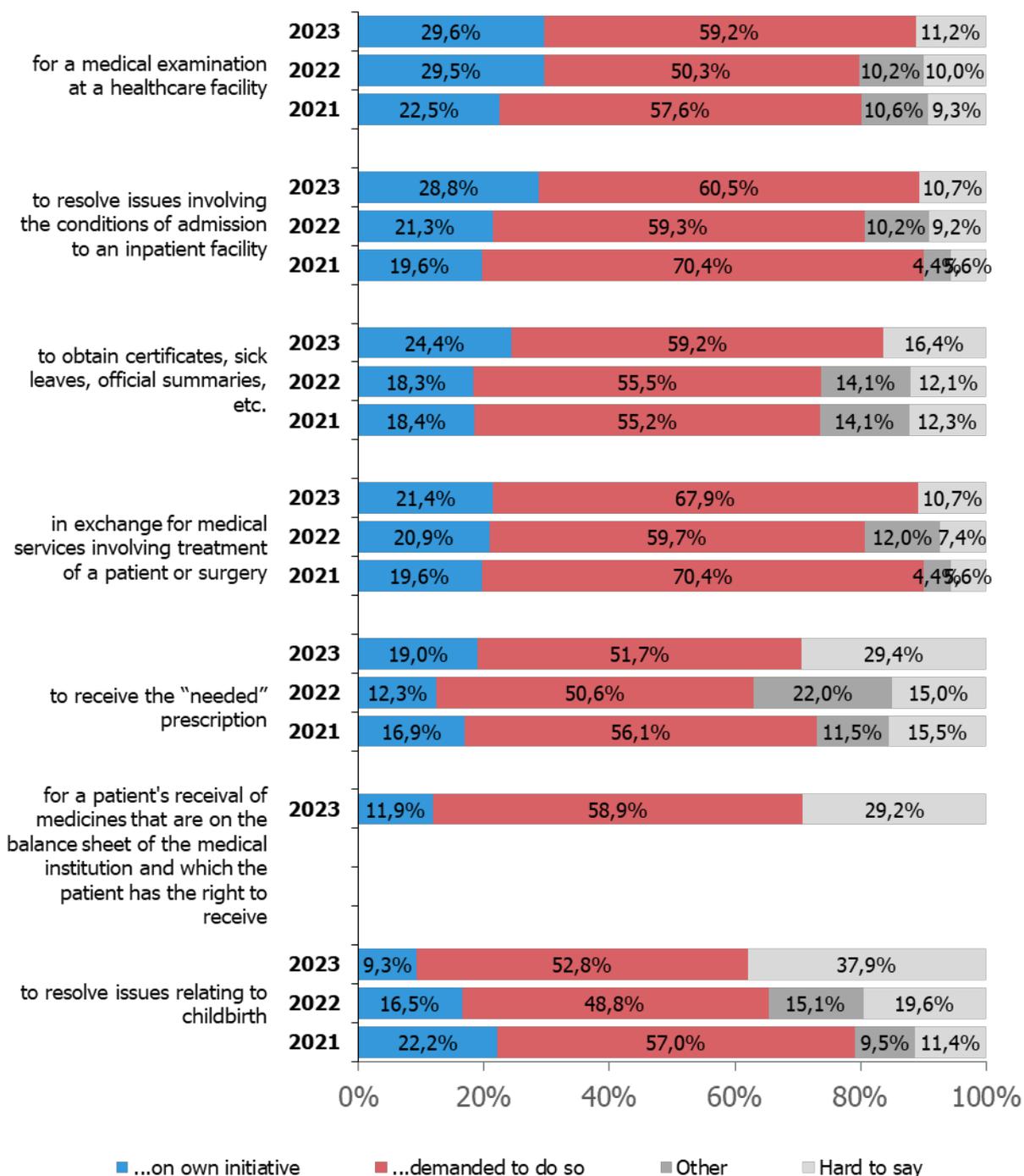
In particular, the issue of receiving cash payments, gifts or services for **treatment** (including surgical intervention) and when deciding on the conditions of a **hospital stay** was most often raised by the facility employees – **67,9%** and **60,5%** respectively. These two situations remain such in which medical workers most often act as corruption initiators.

However, **patients** themselves quite often act as **initiators** of corrupt situations – on an average, in every fifth case.

¹ Question: "Did you or your family members experience such situations while receiving medical services?"

Fig. 2.2.10. Initiators of corrupt situations (% of those with relevant experience)¹

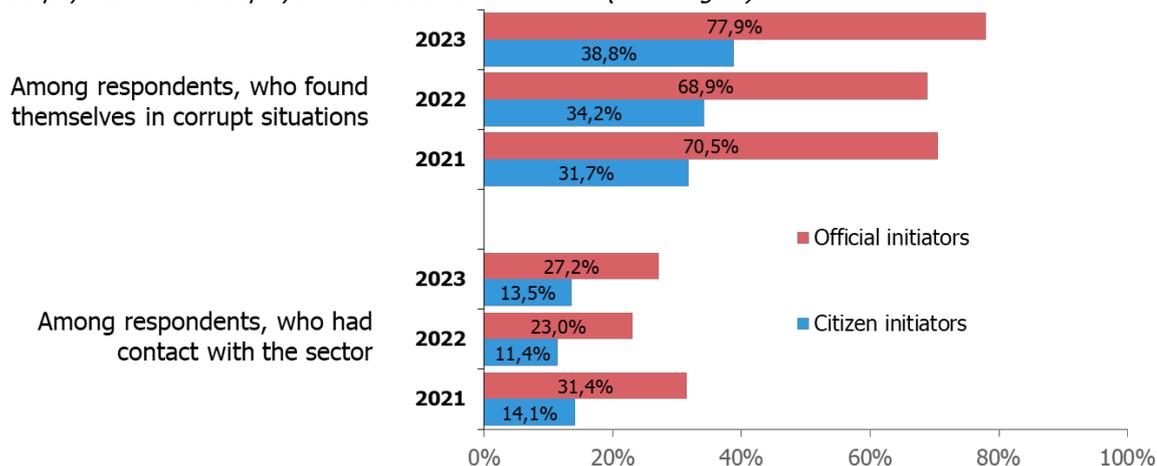
Made unofficial payments to an employee of a healthcare institution (cash or gifts) or rendered services ...



¹ Question: Did you or your family members experience such situations while receiving medical services?»

Fig. 2.2.11. Initiators of corrupt situations, summarized for all the situations

Made unofficial payments to an employee of a healthcare institution (cash or gifts) or rendered services ...



In total, **38,8% of the respondents** who experienced corrupt situations in 2023 initiated them, which makes **13,5%** of the all the Ukrainians dealing with healthcare sector.

77,9% of the respondents who reported at least one contact situation were involved into corrupt practices in connection with the demand to make unofficial payments to a healthcare institution **employee** (cash or gifts) or to provide services (i.e. **27,2%** of the respondents dealing with healthcare sector).

At the same time, it is necessary to point out the *tendency towards a decrease* in the indicator of corruption initiative *on the part of both the respondents and healthcare sector employees*.

Services for connection and maintenance of power, gas, water supply and sewer systems

The respondents' assessments of services for connection and maintenance of power, gas, water supply and sewer systems were not related to payment issues. Only **9,3%** of households had the *experience of application* to the suppliers for such services, which is a significant decrease compared to 2022 when this indicator was 11,7%. Thus, the share of the respondents dealing with this sector is significantly decreasing for the second year in a row.

31,4% of the respondents reported (when answering a *direct question*) that they had *experienced corruption*, and this indicator has not changed compared to 2022, with accuracy of the statistical error.

34,7% of the respondents mentioned *experiencing specific contact situations* with signs of corruption, which is 8,9 p.p. less compared to 2022, and this *decrease* is statistically significant.

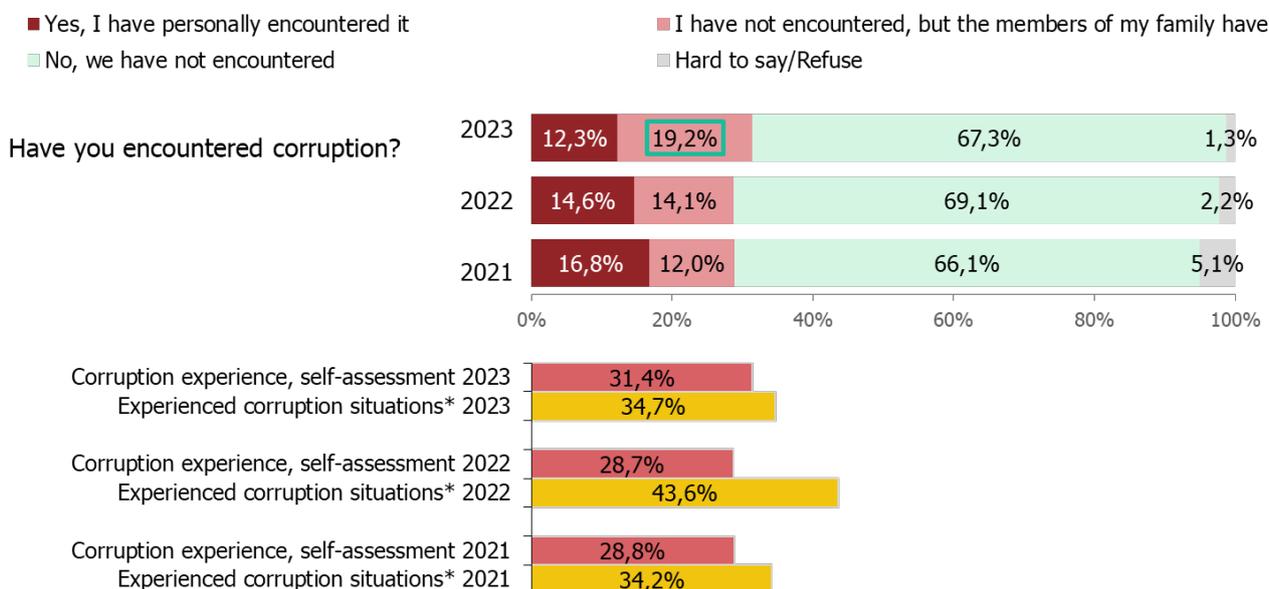
In 2023, the *gap* between the share of the citizens who actually experienced corrupt situations and those admitting corruption experience has *decreased* to only 3,3 %. Thus, the share of the respondents unaware of their corruption experience is decreasing.

The citizens **most often** encounter corruption in the situation of **installation, sealing or registration of meters (water supply and water disposal metering systems)** - more than every fifth (**22,9%**) of those who dealt with this sector. The second place (with a significant margin of almost 10 p.p. from the leader) is shared by two situations such as **renovation/repair of water**

supply systems of apartment buildings or private residence and preparation of gas supply documents: corruption was encountered by **13,0%** and **13,8%** of the respondents respectively.

Between 4,9% and 12,8% of the respondents experienced corruption in other situations. It is noteworthy that there is a tendency towards corrupt situations prevalence reduction for the most situations in this sector.

Fig. 2.2.12. Corruption experience in the sector (% of those who dealt with the sector)¹



*calculated indicator

¹ Question: "Did you experience corruption when applying for services for connection and maintenance of power, gas, water supply and sewer systems over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed $\pm 6,3$ p.p.

Fig. 2.2.13. Corruption experience in situations that could have occurred at the time of application (% of those who have dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for ...

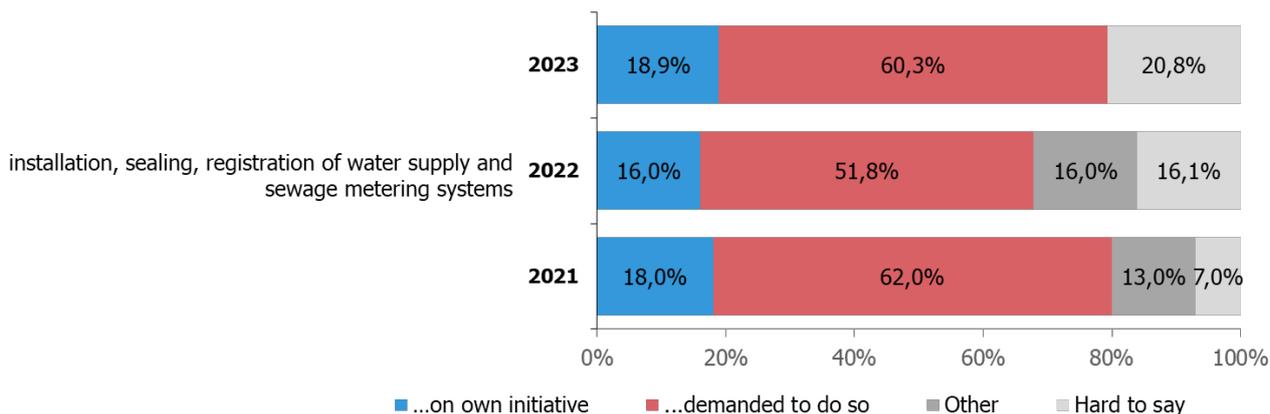
installation, sealing, registration of water supply and sewage metering systems	2023	22,9%
	2022	27,0%
	2021	23,8%
preparation / acceleration of preparation of gas supply documents or modifications to them	2023	13,8%
	2022	15,9%
	2021	15,4%
renovation / repairs of water supply systems to an apartment building or private residence	2023	13,0%
	2022	17,6%
	2021	n.d.
connection of a private residence to the gas supply network, unauthorized modifications to the gas pipeline, resumption of gas supply without legal grounds for doing so	2023	12,8%
	2022	12,4%
	2021	11,5%
approval of design documentation for subsequent connection of a private residence to the power grid / for getting a private residence connected to the power grid	2023	12,7%
	2022	12,4%
	2021	13,1%
failure to hold accountable for / respond to any detected violations of the rules for operation of the power grid, electrical units, or electricity meters	2023 ↓	6,6%
	2022	12,5%
	2021	10,0%
failure to hold accountable for / respond to any detected violations of the rules for using water supply facilities (including by reducing or revoking penalties)	2023 ↓	5,3%
	2022	9,4%
	2021	9,6%
failure to hold accountable for / respond to any instances of unauthorized connection to the gas supply network or violations of the rules for operation of gas equipment and appliances	2023	4,9%
	2022	7,4%
	2021	7,7%

Due to the insufficient number of responses for most corrupt situations, a statistical analysis aimed at identification of the *initiator* (citizens or suppliers' employees) could only be conducted for the most common situation, namely the **installation, sealing or registration of meters**. According to the respondents, corrupt relationships were, for the most part, initiated by the **supplier companies' employees** (60,3%). However, almost every fifth respondent who encountered a corrupt situation initiated it him/herself (18,9%).

¹ Question: "Did you or your family members experience the following situations while dealing with these companies?"

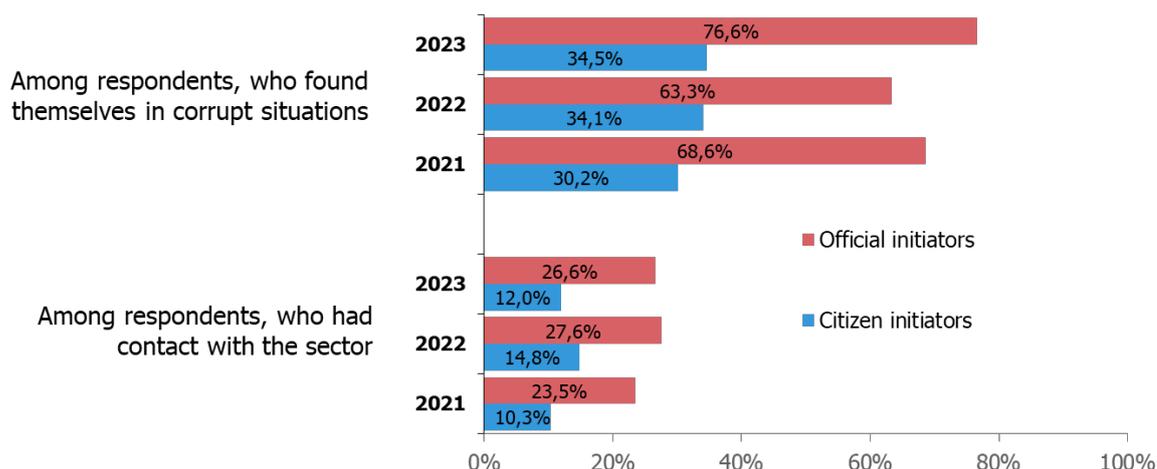
Fig. 2.2.14. Initiators of corrupt situations (% of those who have experienced the situation)¹

Made unofficial payments to an official (cash or gifts) or rendered services for ...



In total, **12,0% of the Ukrainians** who applied for these services to the suppliers acted as **initiators** of corrupt relationships (or **34,5%** of those who experienced contact corrupt situations). **26,6%** of the respondents who applied for such services reported that corrupt situations had been **initiated** by the **supplier company representatives** (or **76,6%** of those experienced contact corrupt situations). Statistically significant changes compared to 2022 are not reported.

Fig. 2.2.15. Initiators of corrupt situations



Services of educational institutions (kindergartens)

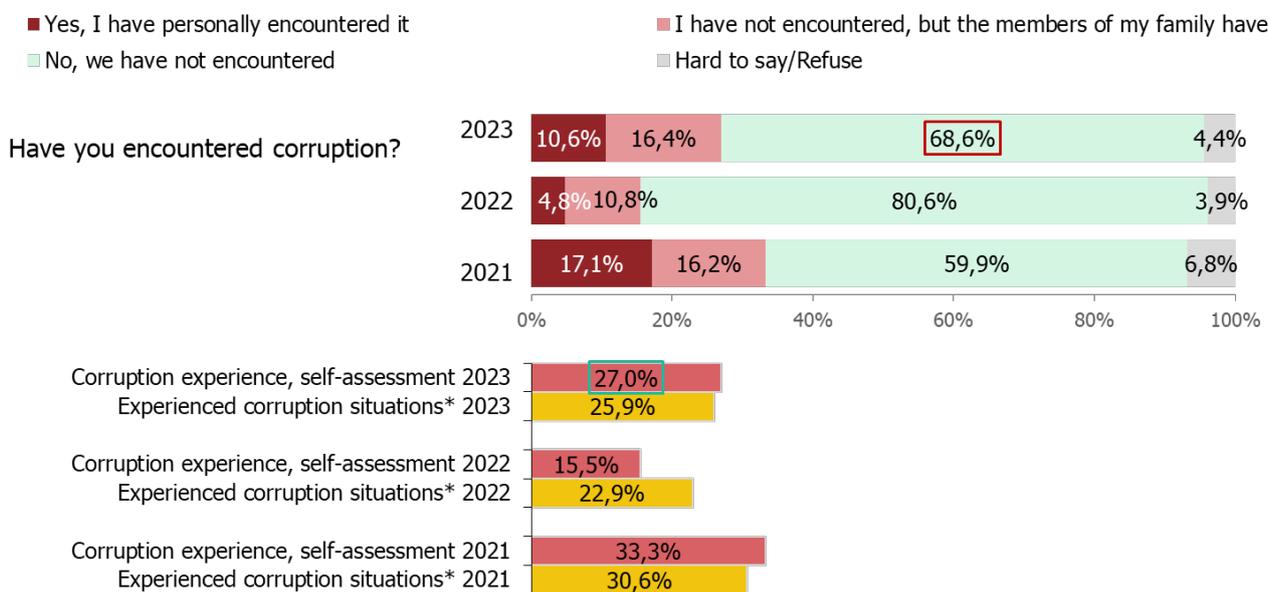
Interaction with municipal kindergartens remained at 2022 level, and their services are used by the families of **9,2%** of surveyed Ukrainians (in 2022 – 8,3%).

Self-assessed corruption level in kindergartens has **increased** compared to 2022 (when significant decrease was reported), but not to the level of 2021. When answering a direct question, only **27,0%** of the respondents reported that they *had experienced corruption* (in 2022 – 15,5%, and such increase is statistically significant).

¹ Question: "Did you or your family members experience the following situations while dealing with these companies?"

Experiencing *specific contact situations* with signs of corruption was reported by **25,9%** of the respondents, and this indicator remained at 2022 level. Thus, the share of the respondents who may not regard some of the situations as corruption is decreasing.

Fig. 2.2.16. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

As last year, the first place among corrupt situations belongs to **unofficial payments for child's enrollment into a kindergarten** – **21,6%** of the respondents reported such experience (this indicator remained at 2022 level). **20,5%** and **19,1%** respectively made payments for **resolving issues involving the child's stay in a kindergarten** or **better treatment of a child by kindergarten teachers** (17,4% and 15,4% respectively in 2022). Thus, all corrupt situations that can occur in kindergartens have approximately the same prevalence degree. Compared to the previous period, there was no statistically significant change in frequency of respondents' finding themselves in corrupt situations.

¹ Question: "Did you experience corruption in kindergartens over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ±6,4 p.p.

Fig. 2.2.17. Corruption experience in situations that could have occurred while attending kindergarten (% of those using kindergarten services)¹

Situations

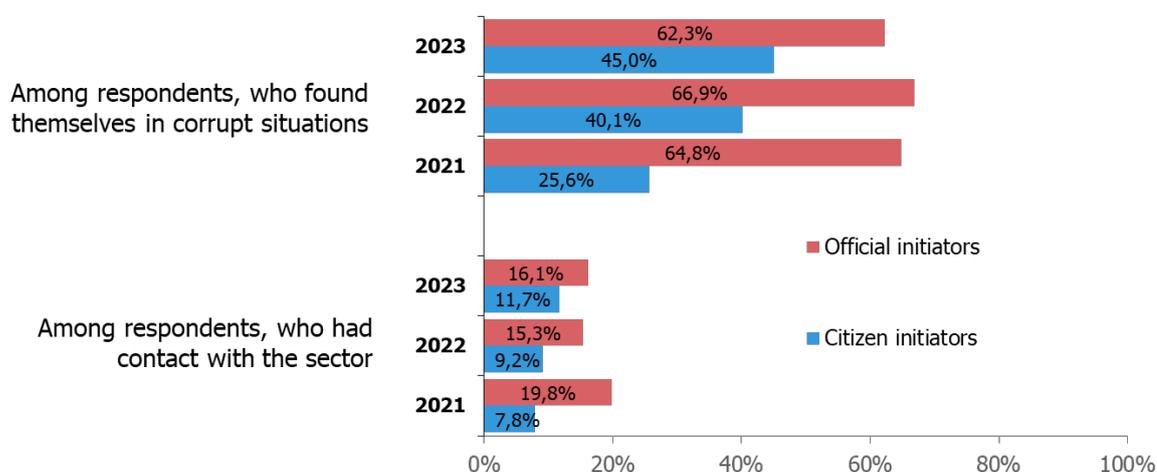
Made unofficial payments or provided services in order to be added to the waiting queue at a kindergarten or resolve other important issues involving the child's enrollment at a kindergarten	2023	21,6%
	2022	21,2%
	2021	29,5%
Made unofficial payments or provided services in order to resolve issues involving the child's stay at a kindergarten	2023	20,5%
	2022	17,4%
	2021	20,3%
Made unofficial payments or provided services to group teachers to get them to treat your child better	2023	19,1%
	2022	15,4%
	2021	17,5%

11,7 % of the parents acted as **initiators** of corrupt situations in interaction with municipal kindergartens (this indicator remained at the level of 2021-2022 with an accuracy of a statistical error, therefore upward trend is quite obvious).

Among those who experienced specific *contact situations*, **45,0% of parents** acted as initiators (there is a *trend towards the increasing* corruption initiatives on the part of children's parents).

According to the respondents, kindergarten **employees or administration** initiated corrupt situations more often – **16,1%** (in 2022 – 15,3%). Among those who *experienced situations* with signs of corruption, this indicator was **62,3%** (in 2022 - 66,9%).

Fig. 2.2.18. Initiators of corrupt situations



¹ Question: "Did you or your family members experience the following situations while attending these institutions?"

Services of higher education institutions

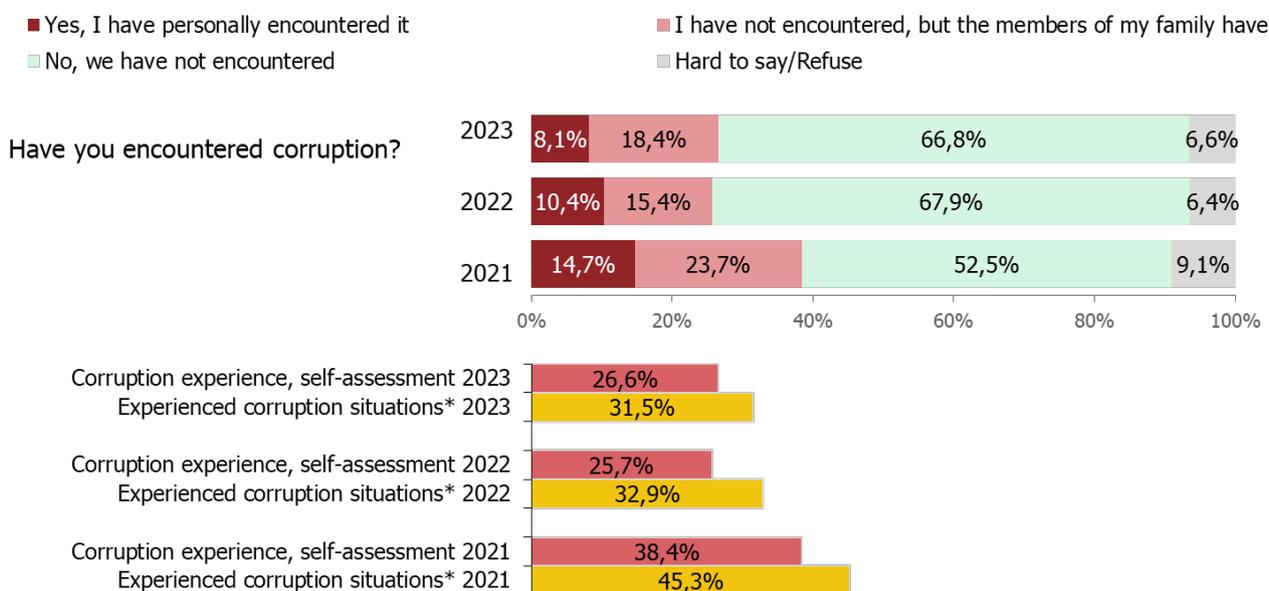
13,8% of Ukrainians study either in state or municipal higher education institutions or have a student in their family. This indicator is significantly higher than in 2021-2022 when services of higher education institutions were used by 11,6% and 11,9% of the respondents accordingly. Two thirds of them (**66,8%**) *did not experience corruption* over the last 12 months. This indicator remained at the last year level after the significant increase in 2022 as compared to 2021.

The level of corruption in higher education sector has not changed as compared to last year. **26,6%** (in 2022 – 25,7%). of the respondents have replied affirmatively to a *direct question about their experiencing corruption* (or their family members).

Experience of *specific contact situations* with signs of corruption was reported by **31,5%** of the respondents (2022 – 32,9%).

As in 2021-2022, part of the students (around 5-7%) or their family members do not perceive their experience as corruption.

Fig. 2.2.19. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

A trend towards a decrease in prevalence of most *typical corrupt situations* reported in 2022 is true only for several situations (such as **writing and defense of term papers** and **higher grades in periods between term examinations**).

For all other situations, indicators have stabilized or even increased.

The most common corrupt situations are the following two: receiving **credits and higher grades at term examinations** (**27,9%**, without significant changes) and unofficial payments **for writing**

¹ Question: "Did you experience corruption in higher education institutions over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed $\pm 5,1$ p.p.

and defense of reports (term papers, essays, practical and laboratory papers etc.) (**23,6 %**, the downward trend continues).

The second place was also shared by two situations: unofficial payments for **securing a place in a dormitory (19,1%)** and **higher grades in periods between term examinations (18,0%)**. No significant changes compared to 2022 are reported in both situations.

The remaining situations are relatively common with indicators from 13,5% to 15,3%.

Fig. 2.2.20. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments (cash or gifts) or rendered services:

personally to teachers in exchange for a passing grade, exam, higher grade during term examinations , including as a way to secure a stipend	2023	27,9%
	2022	27,3%
	2021	34,5%
in exchange for the writing and / or defense of term papers, essays, practical, laboratory papers, etc. or purchased such papers from teachers without personally writing them	2023	23,6%
	2022	27,9%
	2021	35,0%
to administrators in order to secure a room in a dormitory, have living conditions improved , etc.	2023	19,1%
	2022	16,7%
	2021	19,9%
in exchange for higher grades during periods between term examinations	2023	18,0%
	2022	20,1%
	2021	28,5%
to administrators to secure enrollment at institutions of higher education	2023	15,3%
	2022	10,4%
	2021	15,5%
personally to teachers or administrators in exchange for a transfer to another department, another educational institutions , a change of the form of attendance	2023	14,9%
	2022	11,7%
	2021	12,0%
to teachers / administrators of institutions of higher education in exchange for passing grades for teaching / on-the-job training, internships	2023	14,1%
	2022	15,2%
	2021	14,9%
to administrators to obtain a diploma without studying	2023	13,5%
	2022	9,4%
	2021	15,0%

Due to a small number of respondents with experience of studying in higher education institutions, a number of responses for less common situations is not sufficient for the analysis. Therefore, identification of the *initiator* is only possible for the most common situations.

As we can see, this sector is characterized by a *high proportion of "hard to say" answers*, which is obviously explained by a significant share of the respondents who are relatives of students and are not aware of all the circumstances of their studies.

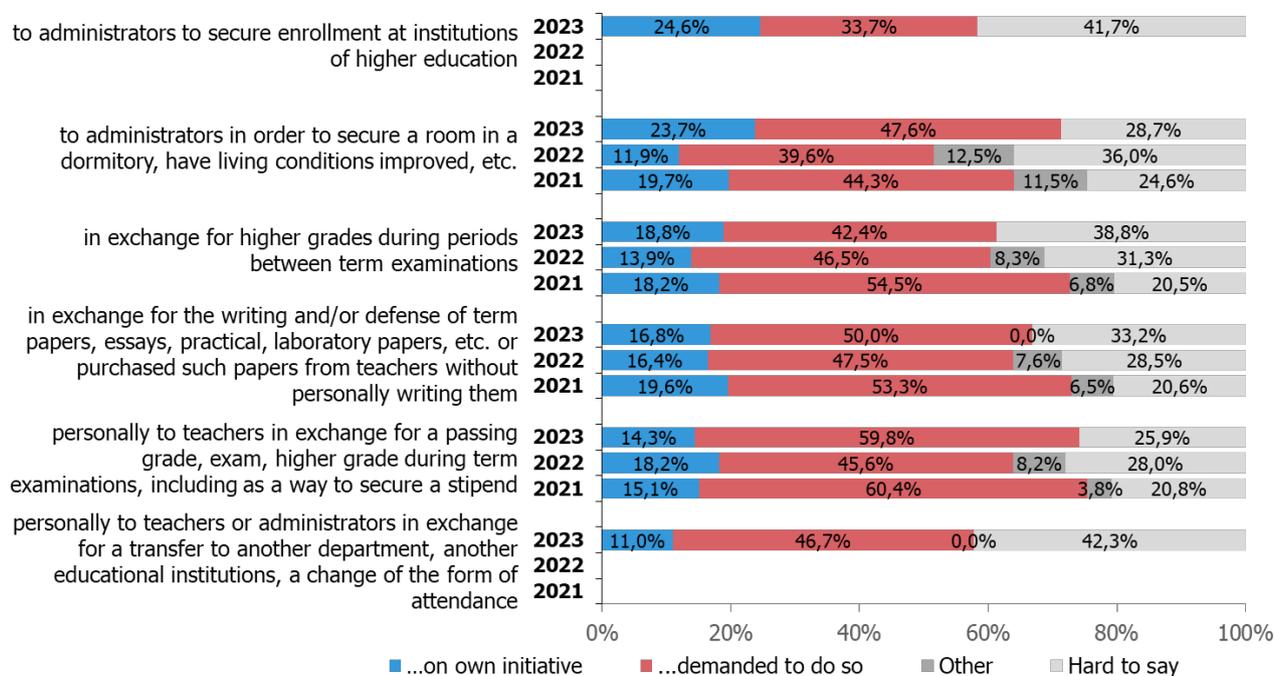
¹ Question: "Did you or your family members experience such situations when studying in these institutions?"

The **administration or teachers** most often **initiate** corrupt situations under review (**33,7-59,8%**).

The students **initiate 11,0% – 24,6%** of cases: most often in situations with payments for securing a place in a dormitory (23,7%) and enrollment to higher education institutions (24,6%).

Fig. 2.2.21. Initiators of corrupt situations (% of those with relevant experience)

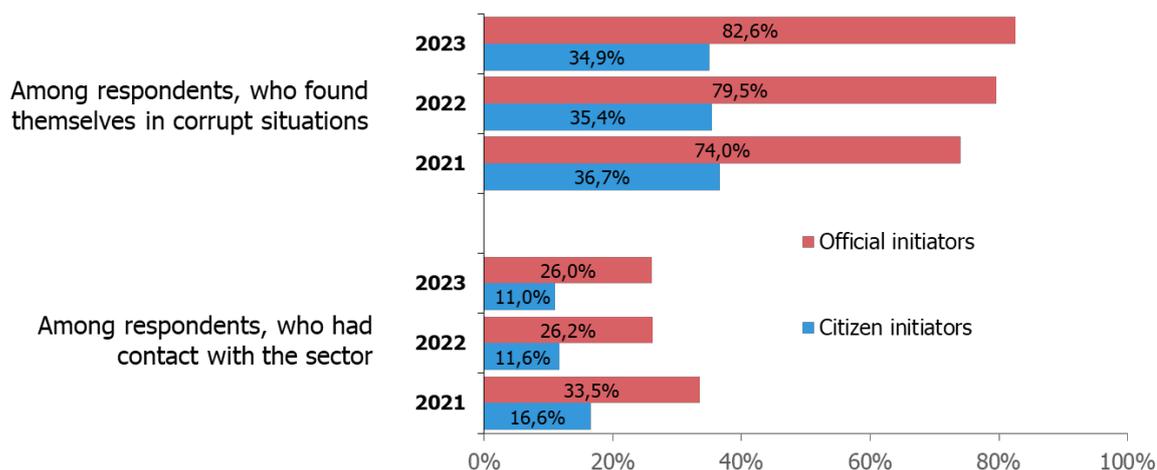
Made unofficial payments to a law enforcement officer (cash or gifts) or rendered services ...



In total, **11.0 %** of Ukrainians studying in public higher education institutions or having students in their families acted as **initiators** of corrupt situation (no significant change compared to 2022). If indicator of initiators out of those who have experienced *contact corrupt situations* is calculated, it will also remain the same as in the previous study – **34,9%** (in 2022 – 35,4%).

Teachers or administration of educational institutions act as **initiators** of corrupt situations more than twice as often – **26,0%**. This indicator remained at 2022 level. As for those who *have experienced contact corrupt situations*, this indicator is **82,6%** (in 2022 – 79,5%, no significant change).

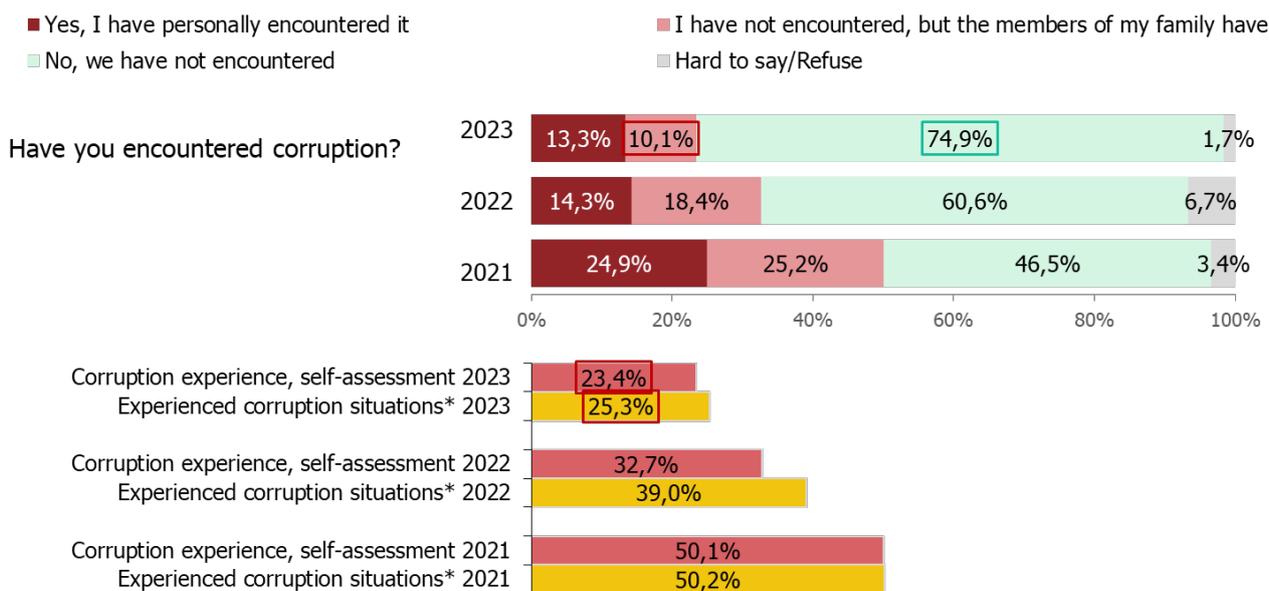
Fig. 2.2.22. Initiators of corrupt situations



Law enforcement activities to ensure law and order, pre-trial investigation

In 2023, 4,7% of the respondents had experience of *dealing* with this sector, which is a decrease compared to 2022 (6,8%), but 1,5-fold as many as in 2021 (3,1%).

Fig. 2.2.23. Sector-specific corruption analysis (% of those who dealt with the sector)¹



*calculated indicator

Law enforcement activities sector is the only one where *the trend towards a decrease in corruption indicators* is maintained for the second year in a row. Among those who had experience with enforcement agencies (Patrol Police, National Police, SSU, Prosecutor's Office), **23,4%** reported **corruption experience by self-assessment** (we would like to remind that in 2022 an affirmative answer to a *direct question of whether they or their family members* experienced corruption was

¹ Question: "Did you experience corruption when meeting (contacting) law enforcement agencies over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ±9,4 p.p.

given by **32,7%**, and as compared to 2021, the decrease in 2023 is statistically significant). Thanks to this indicator's decrease law enforcement activities sector has lost its first place in the "corruption top list" of sectors and moved to its second half.

25,3 % of the respondents reported *experiencing specific contact situations* with signs of corruption, therefore the trend towards the decrease is persistent in 2022-2023, while changes reported in 2021-2023 are statistically significant.

Regarding all the potential *corrupt situations* proposed for evaluation, there is no general trend reported. Decreasing prevalence trend is reported for some situations. Indicators for some other situations are unchanged as compared to the last year.

In general, the **TOP-3** most corrupt situations remain unchanged: most often, corruption initiated by both citizens and officials is reported when it comes to **examination of documents** at stationary police posts, at the time of **violation of traffic rules** and **examination by the police of ID documents** or those granting permission to be in public places. **26,5%**, **20,0%**, and **16,2%** of the respondents respectively (of those who dealt with the sector) experienced corruption in these situations. As for the two last situations, prevalence decrease trend is observed for the second period in a row.

Fig. 2.2.24. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to a law enforcement officer (cash or gifts) or rendered services:

during ID checks by the patrol police at stationary posts	2023	26,5%
	2022	23,7%
	2021	33,8%
to avoid / mitigate liability for violations of traffic safety regulations	2023	20,0%
	2022	25,4%
	2021	28,2%
to avoid liability during police checks of identity documents or documents granting the right to be in public places, as well as during a pat-down search	2023	16,2%
	2022	23,0%
	2021	27,0%
to avoid / mitigate liability for an administrative offense committed by you or your relatives (other than traffic safety violations)	2023	14,4%
	2022	14,3%
	2021	23,2%
to facilitate a swift and objective investigation of an offense of which you or your relatives are / were victims, to facilitate a search for and recovery of stolen property	2023	11,0%
	2022	11,5%
	2021	21,0%
to mitigate restrictions imposed as part of the pretrial investigation of a crime committed by you or your relatives	2023	11,0%
	2022	8,7%
	2021	13,7%
to avoid / mitigate liability for a crime committed by you or your relatives	2023	10,1%
	2022	10,7%
	2021	13,0%

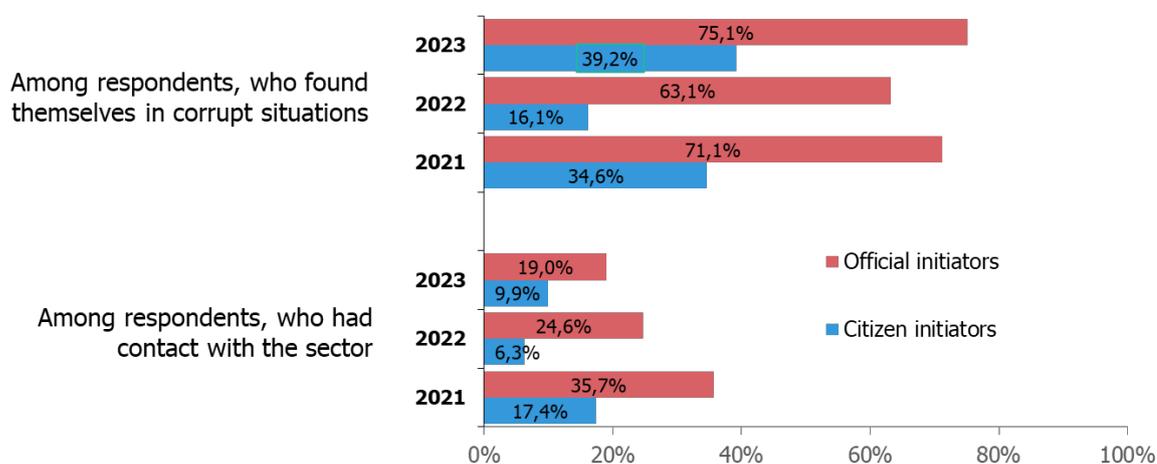
¹ Question: "Did you or your family members experience the following situations in the time of dealing (contact) with law enforcement agencies or interaction with their representatives?"

Due to the insufficient number of responses for each corrupt situation, statistical analysis aimed at identification of the *initiator* (citizens or law enforcement officers) was impossible.

In total, **9,9% of Ukrainians** who dealt with the law enforcement organs, acted as **initiators** of corruption (or **39,2%** of those who experienced contact corrupt situations). These indicators are higher than those in 2022 - 6,3% and 16,1% respectively.

According to the respondents, **law enforcement officers** acted as **initiators** of corruption significantly more often: **19,0 %** of the respondents *who dealt* with law enforcement authorities reported that either they or their family members had been requested to make unofficial payments to law enforcement officers (cash or gifts) or render services to the latter (*downward trend* for the second period in a row and statistically significant change compared to 2021). At the same time, in the distribution of those who experienced corrupt situations, law enforcement officers acted as initiators in **75,1%** of cases (in 2022, this indicator was 63,1%). It should be pointed out that due to the small sample size, these changes cannot be regarded as significant.

Fig. 2.2.25. Initiators of Corrupt situations



Services of educational institutions (elementary and secondary education)

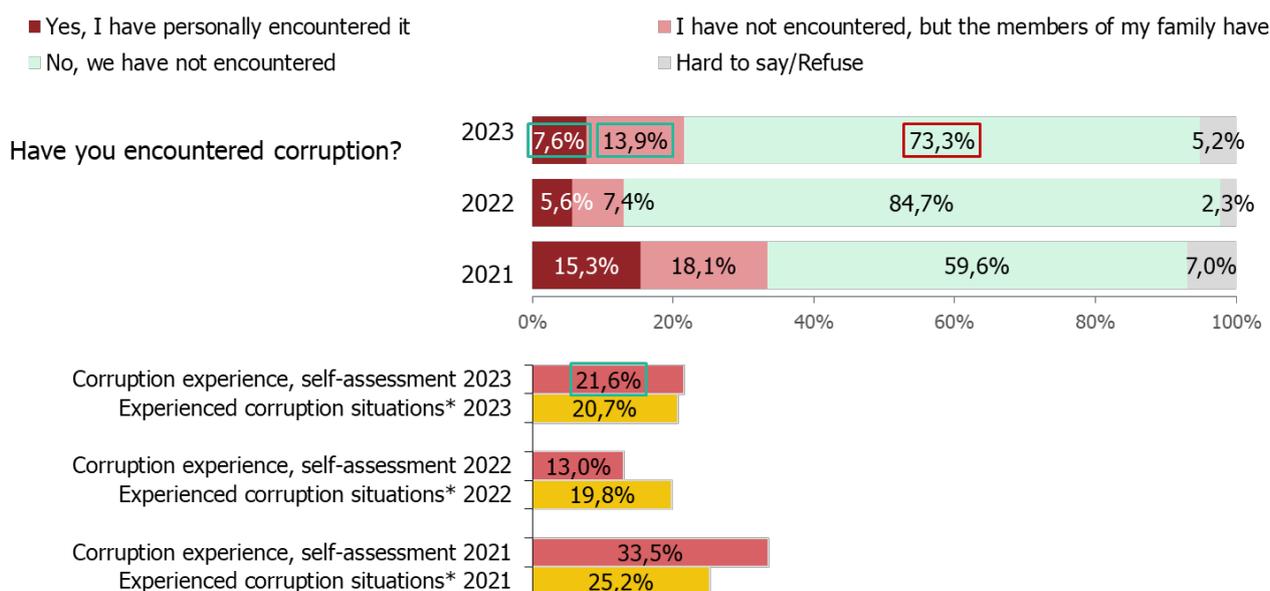
Services of elementary and secondary education institutions is one of the most popular sectors (**19,6%** of Ukrainians *dealt* with it), second only to healthcare sector and ASCs services.

According to the respondents' *self-assessment*, corruption prevalence *has increased* compared to 2022, but is still lower than in 2021. When answering *a direct question*, **21,6%** of the respondents (+8,6 p.p. to the last year indicator, and this increase is statistically significant) reported that they (or their family members) had *experienced* corruption (we would like to remind that in 2021-2022 these indicators were 33,5% and 13,0% respectively). Corruption experience indicator increase is due to both the respondents' personal experience and that of their family members.

20,7% of the respondents reported *experiencing specific contact situations* with signs of corruption (practically unchanged as compared to 2022).

In 2023, the difference between self-assessed corruption experience and reports of experiencing specific situations with signs of corruption is absent. Thus, it can be concluded that the share of the respondents who do not regard certain situations as corruption has decreased.

Fig. 2.2.26. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

After the significant decrease last year, 2023 *prevalence* indicators for all the proposed *corrupt situations* demonstrate a statistically significant *increase* and for some of them have reached the 2021 level. **Unofficial payments to teachers for "tutoring"** remain the "leader" in terms of prevalence with an indicator of **17,5%** (in 2022 – 14,8%). In second place, just as last year, are corrupt situations related to **admission or enrollment in educational institutions**. This experience was reported by **14,5%**, which is 5,3 p.p. *more* than last year.

The third place was shared by the situations related with **transfer to another class or attendance form change** and unofficial payments for **higher grades during studies** with indicators of 13,3% and 13,0% respectively.

¹ Question: "Did you experience corruption in elementary and secondary education institutions over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ±4,4 p.p.

Fig. 2.2.27. Corruption experience in situations that could have occurred during study time (% of those who have schoolchildren in a family)¹

Situations

Made unofficial payments or provided services in person to teachers who taught your children / you for individual tutoring as a condition for getting higher grades	2023	17,5%
	2022	14,8%
	2021	22,8%
Made unofficial payments or provided services to administrators in order to resolve issues involving admission / enrollment at an educational institution (including the first grade, group)	2023 ↑	14,5%
	2022	9,2%
	2021	15,7%
Made unofficial payments or provided services in connection with the transfer to another class, group, or a change of the form of attendance	2023 ↑	13,3%
	2022	7,4%
	2021	13,1%
Made unofficial payments or provided services to get higher grades during studies	2023 ↑	13,0%
	2022	7,3%
	2021	12,4%
Made unofficial payments or provided services to get the desired grades in the certificate of education	2023 ↑	10,4%
	2022	5,5%
	2021	13,5%

Due to a small number of the respondents with experience of interaction with the sector of elementary and secondary education, the number of responses for less common situations is not sufficient for the analysis. Therefore, statistical analysis aimed at identification of the corrupt situation *initiator* is only possible for the most common situations.

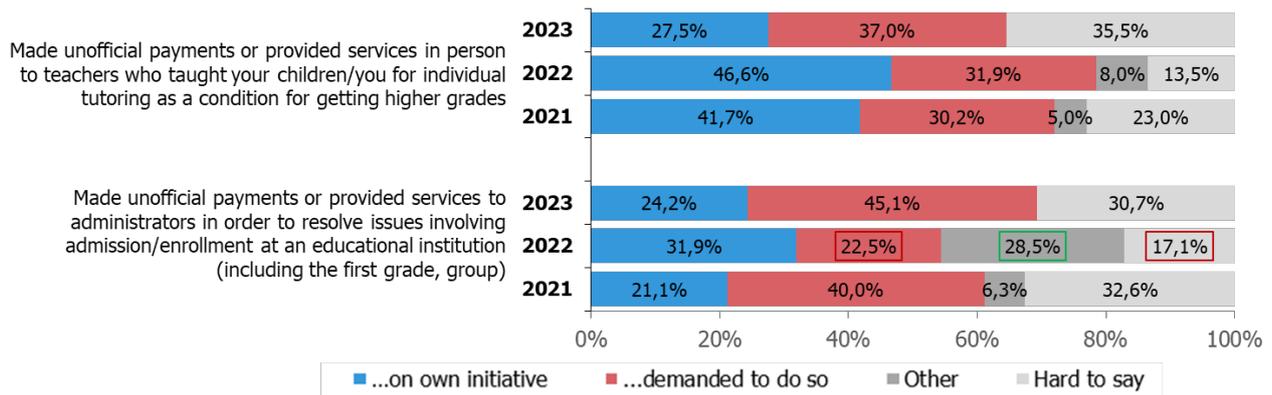
In both situations under review (**payments for "tutoring"** and **payments for admission or enrollment**), corruption *initiation "leaders" have changed*. If in 2021-2022, the initiative belonged to schoolchildren's parents (and it was one of very few cases when citizens initiated corruption more often than officials), in 2023, according to the respondents, teachers and administrators initiated corruption more often.

The level of the initiative on the part of **administration** of educational institutions in connection with **admission or enrollment** *has increased almost two-fold* compared to last year - from 22,5% to **45,1 %**. At the same time, the share of parents-initiators has decreased from 31,9% to **24,2%**.

¹ Question: "Did you or your family members experience the following situations in connection with studying in these institutions?"

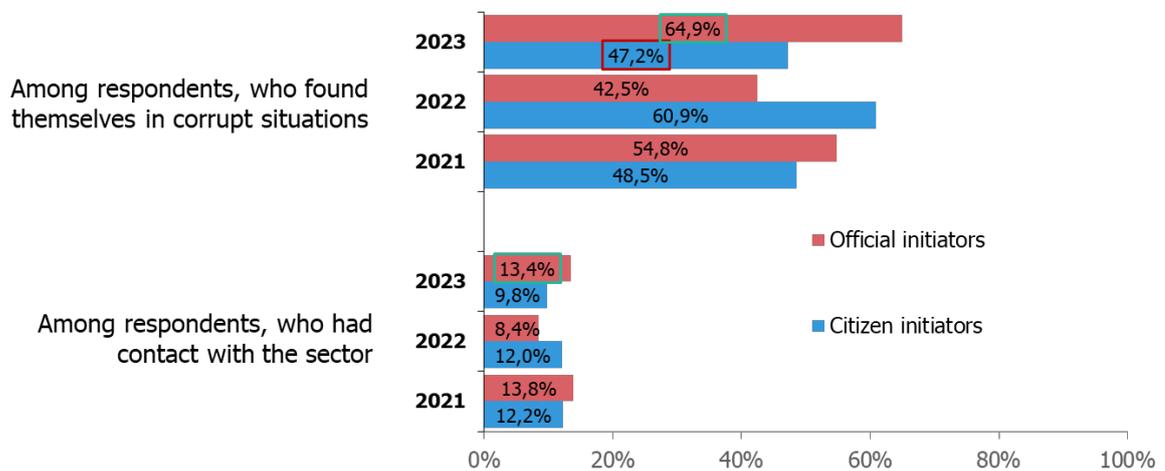
Fig. 2.2.28. Initiators of corrupt situations (% of those who experienced the situation)¹

Situations



In total, **9,8%** of those with public school students in a family have acted as **initiators** of corrupt situations. Out of those who have *experienced corrupt situations*, such were **47,2%** (and this indicator is significantly lower than that of 2022 when it was 60,9%).

Fig. 2.2.29. Initiators of Corrupt situations



Teachers acted as **initiators** of corruption a bit more often than the parents, and also more often than last year – **13,4%** compared to 8,4 % in 2022. Among the respondents who *experienced contact corrupt situations*, **64,9 %** (which is significantly more than in 2022, when this indicator was 42,5%) reported an initiative on the part of teachers or the administration.

¹ Question: "Did you or your family members experience the following situations in connection with studying in these institutions?"

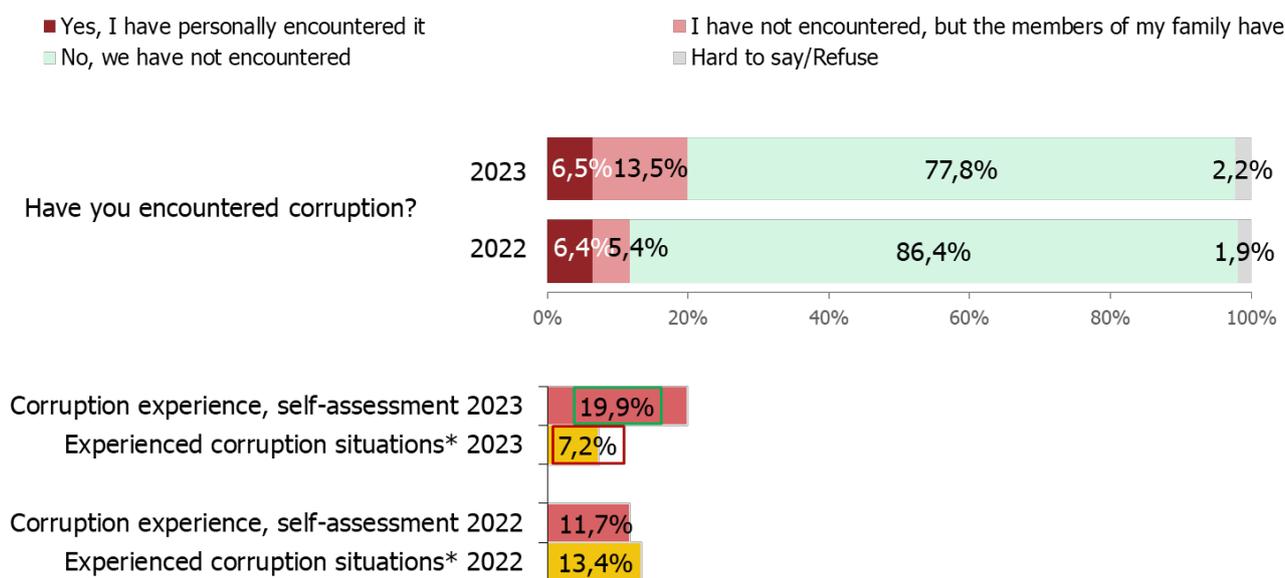
Humanitarian aid

In 2022, humanitarian aid sector was added to the survey for the first time. The study of corruption in this sector was extremely relevant due to a widespread involvement of citizens in the processes related to humanitarian aid receipt or provision in connection with military aggression of Russian Federation against Ukraine.

In total, **15,6 %** of the population dealt with humanitarian aid sector (no statistically significant changes are reported as compared to 2022 when it was 16,7%).

Humanitarian aid sector is among the TOP-3 with the *lowest corruption level*: affirmative answer to a direct question about *corruption experience* was given by **19,9 %** of the respondents (this indicator is significantly higher than that of 2022 when corruption experience was reported by 11,7% of the respondents). This is due to the fact that this year the respondents reported more about the corruption experience of their family members (personal experience indicator is at the level of 2022). It should be pointed out that the share of the respondents who *have experienced certain corrupt situations*, on the contrary, has *significantly decreased* (from 13,4% in 2022 to **7,2%** in 2023).

Fig. 2.2.30. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

¹ Question: "Did you or your family members have the experience of interaction (contact) with representatives of public authorities or local self-government on the subject of humanitarian aid collection or solving issues related to its arrangement and provision (in case they are involved in volunteer movement) to the population, military units and organizations after 24.02.2022 and until now?"

The statistical error for indicators in this sector does not exceed $\pm 5,4\%$ p.p.

Such a gap between self-assessment and experiencing a certain corrupt situation may indicate that certain situations related to distribution, receipt or provision of humanitarian aid are *perceived* by the respondents as corruption. At the same time, situations could include both true corrupt situation that were not in the list of situations that presupposed respondent – official interaction (for example, cases of inappropriate use of goods and foodstuffs from humanitarian aid, in particular their delivery from humanitarian warehouses to free sales locations), and other violations of the legislation, which, due to the sensitivity of the subject, are mistakenly regarded as corruption by the respondents.

In total, from **2,7% to 5,9%** of the respondents who dealt with the humanitarian aid sector experienced *certain corrupt situations*. *Reduced* prevalence is reported for all the situations under review, and in most cases (6 out of 10) this decrease is statistically significant.

The most frequent was the situation when, as the result of providing an illegal benefit to an employee (unofficial payments or services), it was possible to gain **humanitarian aid distribution advantages**.

The most infrequent situation is taking into consideration the respondents' wishes when making the request for humanitarian aid, and only 2,7% of the respondents reported this experience.

Fig. 2.2.31. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services:

in exchange for a favorable treatment during the distribution or issuance of humanitarian aid for the population (food, goods, medications, etc.) in your favor (or in the favor of the organization you represent)	2023 ↓	5,9%
	2022	10,2%
to facilitate the distribution or release of humanitarian aid intended for military units , for which you have organized delivery of humanitarian aid	2023	4,6%
	2022	6,9%
to speed up customs formalities (customs clearance and/or customs control) when transporting humanitarian aid, to move undeclared goods across the border	2023 ↓	4,3%
	2022	8,5%
in exchange for issuance of various documents (letters of request, letters of confirmation, etc.) for the needs of a volunteer or other organization as proof of receipt of humanitarian aid by a state (or local) government agency	2023 ↓	4,1%
	2022	8,1%
to resolve the issue of delivery of humanitarian aid (funds, goods, services) intended for restoring destroyed / damaged housing, private residences, and other property belonging to you or your relatives	2023 ↓	3,8%
	2022	7,9%
for granting a volunteer organization access to warehouses controlled by the authorities for storage of humanitarian aid or permission to receive humanitarian aid (collected under the coordination of the organization you represent) temporarily stored in such warehouses	2023	3,8%
	2022	6,0%
in exchange for permission to cross the line of contact with the territory of Ukraine temporarily occupied by Russia to deliver humanitarian aid or for accelerating the process of moving humanitarian aid across the line of contact (including due to the need to obtain the relevant documents)	2023	3,7%
	2022	6,8%
in exchange for facilitation with the issuance of supporting documents and identification proving that the vehicle is transporting humanitarian aid	2023 ↓	3,1%
	2022	6,8%
to facilitate a decision by a government agency to allow drivers liable for military duty to leave Ukraine while transporting humanitarian aid cargo	2023 ↓	2,8%
	2022	6,9%
in order for the authorities to take into account your needs (or the needs of the organization / community you represent) when formulating a request for humanitarian aid	2023	2,7%
	2022	5,6%

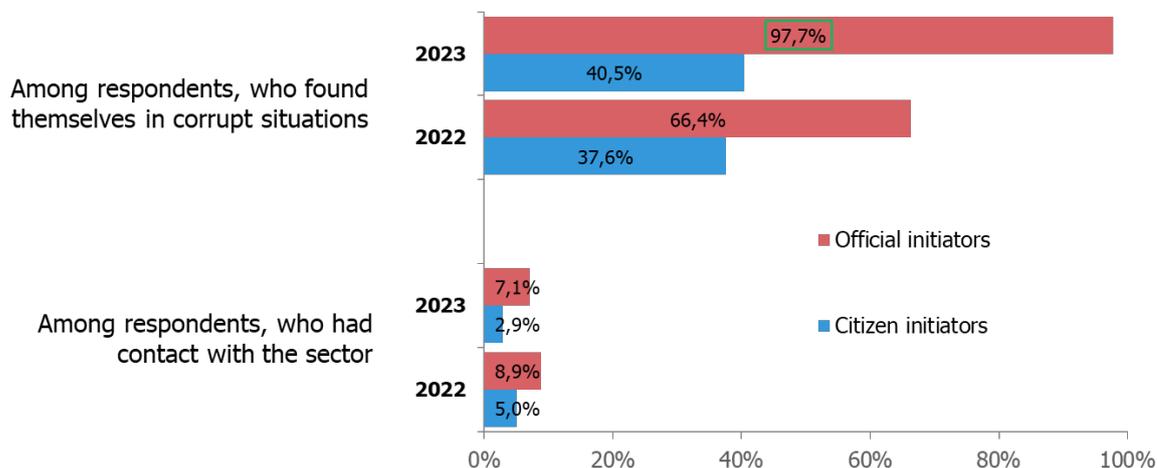
Due to the insufficient number of responses for each corrupt situation, statistical analysis aimed at identification of the *initiator* (visitors or public officials) was impossible. In total, **2,9% of the**

¹ *Did you or your family members have the experience of interaction (contact) with representatives of public authorities or local self-government on the subject of humanitarian aid collection or solving issues related to its arrangement and provision (in case they are involved in volunteer movement) to the population, military units and organizations?"*

respondents acted as **initiators** of corrupt situations. This is the *lowest indicator* out of all sectors under review. Among those who experienced *contact corrupt situations*, **40,5%** of the respondents have acted as their initiators.

7,1% of those who *received* such aid or *were involved* in its receipt and distribution or **97,7%** of those who *experienced contact corrupt situations* reported that corruption had been **initiated** by the **public officers** responsible for humanitarian aid distribution.

Fig. 2.2.32. Initiators of Corrupt situation



An *additional approach* to corruption research has also been applied in this sector. Apart from corrupt practices associated with direct "corruption interaction" with public officials, separate study of cases of **inappropriate use of humanitarian aid** by the representatives of public authorities or local self-government reported by the respondents was carried out. After all, the actions of officials regarding appropriation, embezzlement or seizure of other people's property are also regarded as *corruption offenses* for which criminal liability is provisioned under Article 191 of the Criminal Code of Ukraine.

As already mentioned, **15,6%** of the population dealt with the humanitarian aid sector. These respondents were asked whether they could recall *cases of inappropriate use of humanitarian aid* (i.e. not for the intended purpose or for profit) by public officials or local self-government members over the last 12 months (in 2022 – from 24.02.2022)¹.

In the case of an affirmative answer to this question, the respondents were asked to specify which cases of inappropriate use of humanitarian aid they have experienced.

The majority of the respondents did not witness inappropriate use of humanitarian aid: **79,2%** of the respondents *could not recall* such cases.

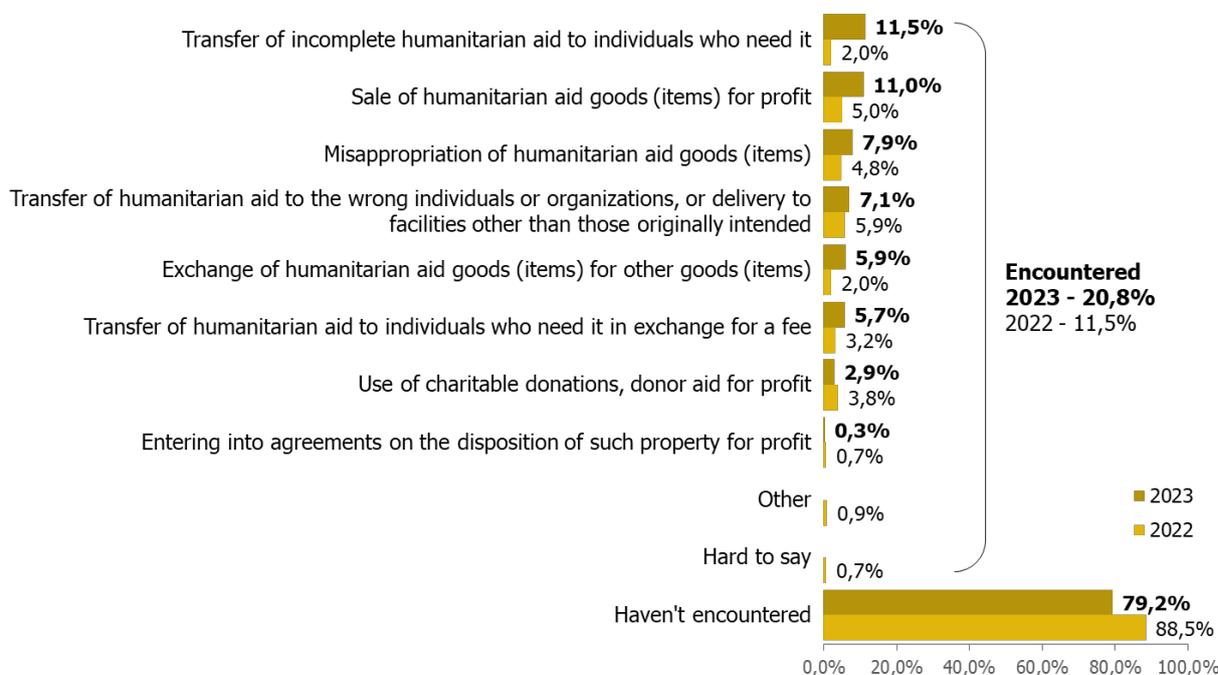
20,8% of the respondents (of those who dealt with the officials of this sector) *encountered* cases of *inappropriate use of humanitarian aid* by representatives of public authorities or local self-government, and this indicator has almost doubled as compared to 2022 (11,5%).

¹ In addition, the following was explained to the respondents: this study does not consider operations (measures) with humanitarian aid carried out independently by representatives of volunteer and other public organizations

More than half of the of them report witnessing **transfer of humanitarian aid not in the full amount** as well as **sale of humanitarian aid with a goal of earning profit** (reported by **11,5%** and **11,0%** of the respondents respectively).

Second place belongs to violations connected with **appropriation of humanitarian aid goods** and **transfer of humanitarian aid not to designated persons or organizations** (reported by **7,9%** and **7,1%** of the respondents respectively).

Fig. 2.2.33. Inappropriate use of humanitarian aid (% of those who dealt with the sector)¹



It is noteworthy that the share of the respondents who encountered cases of *inappropriate use of humanitarian aid* (20,8%) is rather similar to corruption indicator in this sector according to the respondents' self-assessment (19,9%, answers to a direct question). That is, taking into account both approaches, it can be affirmatively concluded that every fifth respondent has experienced corruption in the humanitarian aid sector.

¹ Question 1: "Did you encounter cases of inappropriate use of humanitarian aid (not for intended purposes, but for profit) by representatives of public authorities or local self-government after 24.02.2022 and until now?"
Question 2: "What kind of cases of inappropriate use of humanitarian aid by representatives of public authorities or local self-government did you encounter?"

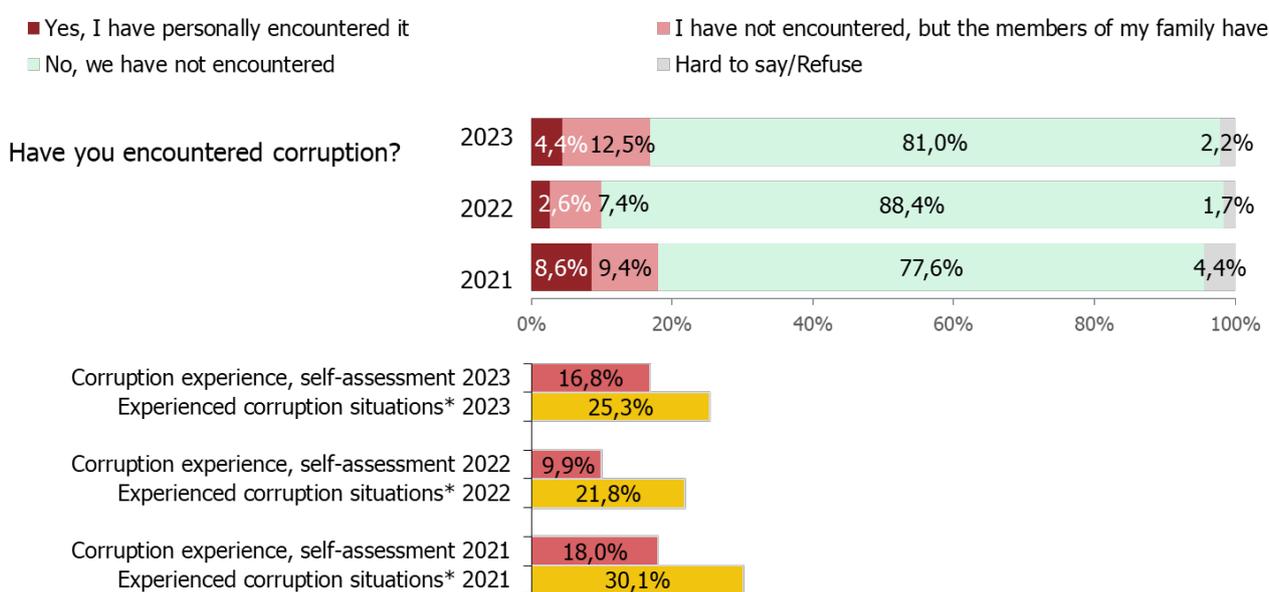
Provision of administrative services by executive authorities and local self-government

Citizens receive administrative services from executive authorities and local self-government three times less often than from ASCs (see the next Section) - only **8,1%** of the respondents reported this experience. This share remains unchanged as compared to 2022.

The share of the respondents who reported that they had *experienced corruption* when receiving such services *increased* as compared to 2022. Thus, when answering a *direct question* about their (their family members') experiencing corruption, **16,8%** of the respondents replied affirmatively, which is significantly *higher* than the 2022 indicator of 9,9%. This *increase* was equally due to the respondent's personal experience as well as their family members'.

In 2023, **25,3%** of the respondents reported *experiencing specific contact situations* with signs of corruption (no statistically significant difference as compared to 2022).

Fig. 2.2.34. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

In 2023, the gap between self-assessed corruption experience and experiencing corrupt situations has somewhat decreased and amounts to 8,5 p.p. This means that 8,5% of the respondents do not perceive their experience of communication with executive authorities and local self-government as corruption. This is the highest indicator of "unconscious experience" out of all sectors under review for the third year in a row.

As for individual corrupt situations, citizens most often report corruption in cases of receiving certificates or documents (the corruption proposal concerns **speeding up the queue**) – this is reported by 16,4% of those who had dealt with the sector.

¹ Question: Did you experience corruption when applying to executive bodies or local self-government in order to receive different administrative services or documents over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed $\pm 7,1$ p.p..

Second place is shared by the situations arising at the time of **social benefits** and **housing subsidy approval**, with the respective indicators of 13,2% and 13,0%.

Corrupt situations are the rarest in cases of land title registration (7,4%). As for most corrupt situations, a trend towards prevalence increase was recorded after 2022 reduction, however, due to a small number of responses, statistically significant differences could not be recorded.

Fig. 2.2.35. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for...

issuance of certificates / duplicates of documents relating to other issues out of turn or as part of an accelerated procedure	2023	16,4%
	2022	15,1%
	2021	15,6%
issuance of social benefits and services (due to childbirth, for single mothers, persons with disabilities, certain social groups, etc.)	2023 ↓	13,2%
	2022	7,9%
	2021	11,0%
grant / renewal of a housing subsidy	2023	13,0%
	2022	12,0%
	2021	15,4%
issuance / renewal of pensions	2023	10,4%
	2022	9,7%
	2021	11,0%
issuance (renewal) of documents relating to business activities	2023 ↓	10,2%
	2022	5,8%
	2021	10,2%
issuance of documents relating to real estate	2023	9,6%
	2022	8,2%
	2021	13,8%
registration of title to land	2023	7,4%
	2022	7,5%
	2021	12,7%

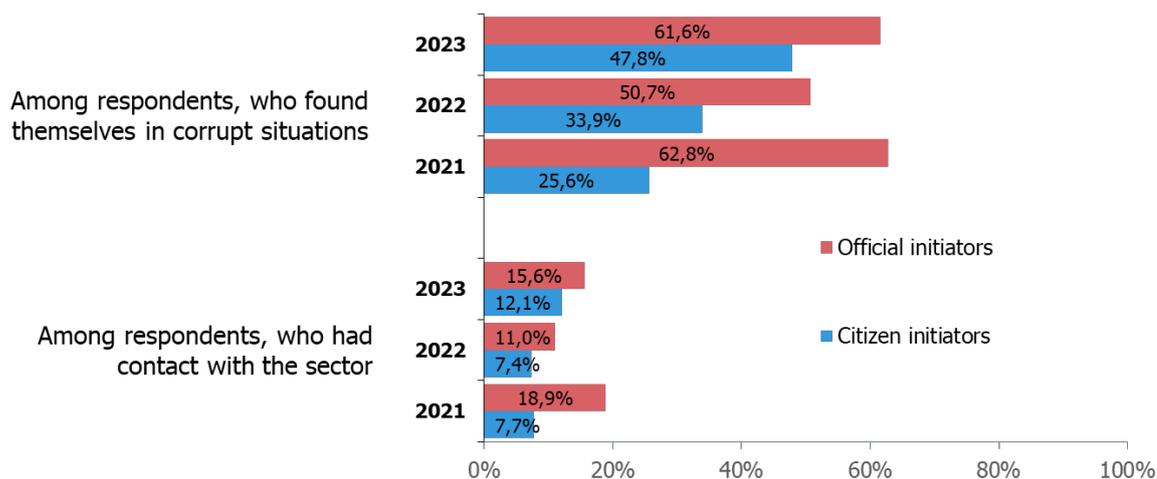
Also, due to the insufficient number of answers about each corrupt situation, the statistical analysis aimed at identification of the *initiator* (citizens or employees of executive and local self-government bodies) was impossible. In total, **12,1% of Ukrainians** who received administrative services from executive and local self-government bodies acted as **initiators** of corrupt situations (almost half of those who experienced *contact corrupt situations* – **47,8%**).

According to the respondents, **officials** act as **initiators** of corrupt situations more often: this is reported by **15,6%** of the respondents who *contacted* the executive and local self-government bodies (or **61,6%** of those who *experienced corruption contact situations*). Both indicators have increased compared to the previous year (by 4,6 p.p. and 10,9 p.p. respectively).

It is possible to speak about *a certain tendency to restore corruption initiatives on the part of employees* to 2021 level, as well about a trend towards the *increase of corruption initiative on the part of visitors*.

¹ Question: "Did you or your family members experience such situations when applying to executive bodies or local self-government?"

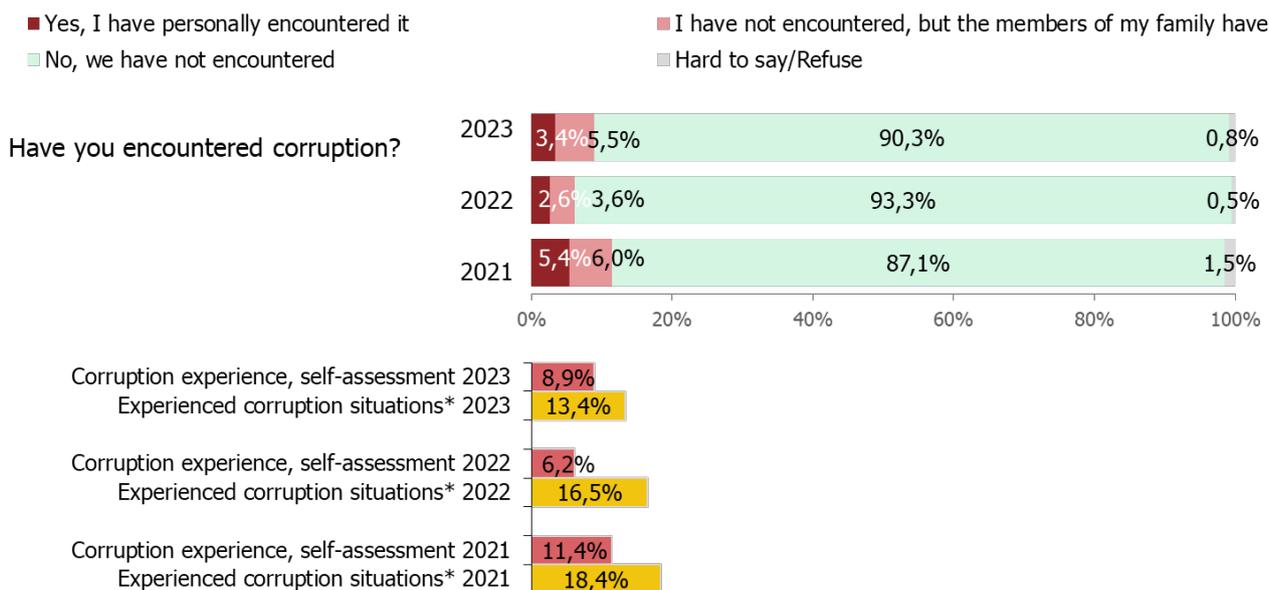
Fig. 2.2.36. Initiators of corrupt situations



Activities of administrative service centers

The activity of administrative service centers is the second most popular sector after healthcare: **25,8%** of the respondents (in 2022 – 22,8%) have applied to ASCs (personally or family members).

Fig. 2.2.37. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

ASCs **corruption level remains the lowest** among all sectors under review in this study for the third period in a row. When answering a *direct question* about the corruption experience, it was reported by **8,9%**, which is 2,7 p.p. *higher* than last year (however this difference is statistically insignificant).

¹ Question: Did you encounter corruption when applying to administrative service centers (ASCs) over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ±3,9 p.p.

Experiencing specific contact situations with signs of corruption was reported by **13,4%** of the respondents (in 2022 – 16,5%). Thus, about 4,5 % of the respondents did not perceive their experience as corruption (however the share of such citizens decreased almost two-fold as compared to 2022).

It is difficult to single out the most corruption-laden situations in ASCs – frequency of mentions of all situations under review varies from 4,4% to 7,1%. For most situations, frequency has not changed compared to 2022.

Fig. 2.2.38. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for...

services involving registration / deregistration of a place of residence and issuing a certificate of registration of a person's place of residence	2023	7,1%
	2022	7,4%
	2021	7,5%
grant / renewal of a housing subsidy	2023	6,4%
	2022	9,4%
	2021	6,9%
issuance of documents relating to real estate	2023	6,1%
	2022	4,8%
	2021	6,7%
issuance (renewal) of an international passport	2023	5,7%
	2022	6,9%
	2021	5,5%
issuance of social benefits and services (due to childbirth, for single mothers, persons with disabilities, certain social groups, etc.)	2023	5,6%
	2022	5,1%
	2021	4,8%
issuance (renewal) of documents relating to business activities	2023	5,4%
	2022	4,5%
	2021	6,0%
registration of title to land	2023	4,4%
	2022	3,5%
	2021	7,3%

Due to the insufficient number of responses for each corrupt situation, statistical analysis aiming at identification of the *initiator* (visitors or ASCs employees) was impossible. In total, **7,9%** of CSAP **visitors** acted as **initiators** of corrupt situations, while among those who *experienced contact corrupt situations*, the share was **48,4%**. There were no significant changes compared to 2022 indicators.

7,9 % of ASCs visitors reported that officials had acted as initiators of corrupt situations - this indicator is *higher* than last year by 1,8 p.p. (this difference is not statistically significant). Out of those who *experienced contact corrupt situations*, this indicator amounts to **58,8%** (in 2022 – 37,0% and increase by 21,8 p.p. is statistically significant). Thus, the respondents are saying that corruption initiative mostly belongs to ASCs employees.

¹ Question: "Did you or your family members experience such situations when applying to administrative service centers (ASCs)?"

Fig. 2.2.39. Initiators of corrupt situations

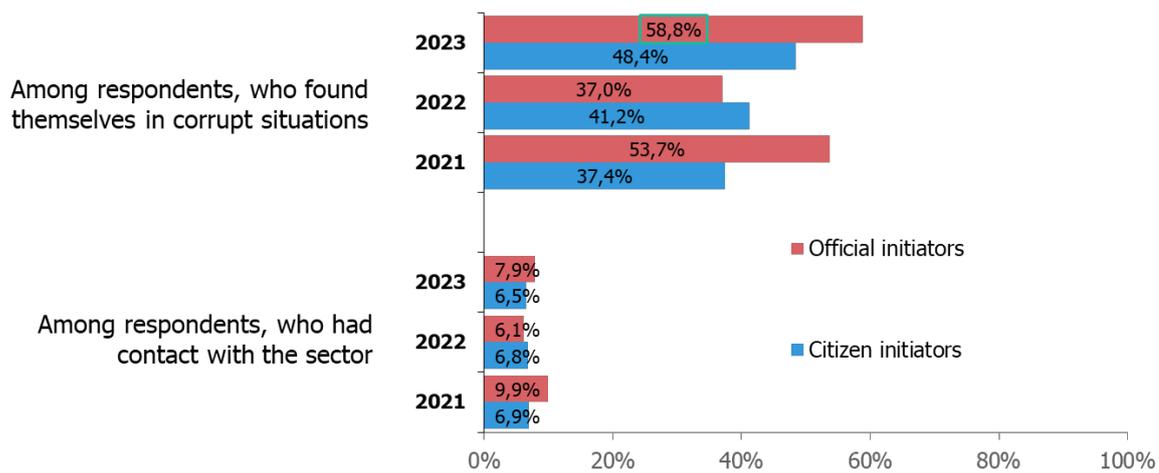


Table 2.2.1. Summary table of the population's sector-specific corruption experience

Sector	Year	Self-assessed corruption experience*	Experienced corrupt situations*			% respondents who dealt with the sector
			% of the respondents	% of the respondents who initiated corrupt relationships	% of the respondents involved in the corrupt situation upon request	
MIA service centers activity	2023	↑ 35,7% (±6,8)	40,4% (±7,0)	19,1% (±5,6)	29,5% (±6,5)	7,6% (±1,0)
	2022	26,7%	39,9%	18,0%	20,5%	7,8%
	2021	37,8%	39,6%	11,7%	25,1%	6,3%
Construction and land relations	2023	32,5% (±10,7)	43,2% (±11,3)	9,7% (±6,7)	39,4% (±11,1)	3,3% (±0,7)
	2022	23,9%	35,8%	8,6%	27,0%	3,5%
	2021	45,3%	52,5%	12,8%	40,3%	4,4%
State and municipal healthcare (medical services)	2023	↑ 32,3% (±2,6)	34,9% (±2,7)	13,5% (±1,9)	27,2% (±2,5)	49,4% (±2,0)
	2022	24,8%	33,4%	11,4%	23,0%	51,0%
	2021	39,4%	44,5%	14,1%	31,4%	55,7%
Services for connection and maintenance of power, gas, water supply and sewer systems	2023	31,4% (±5,8)	34,7% (±6,0)	12,0% (±4,2)	26,6% (±5,6)	↓9,3% (±1,1)
	2022	28,7%	43,6%	14,8%	27,6%	11,7%
	2021	28,8%	34,2%	10,3%	23,5%	13,5%
Services of educational institutions (municipal kindergartens)	2023	↑ 27,0% (±5,6)	25,9% (±5,6)	11,7% (±4,1)	16,1% (±4,7)	9,2% (±1,1)
	2022	15,5%	22,9%	9,2%	15,3%	8,3%
	2021	33,3%	30,6%	7,8%	19,8%	11,3%
Services of higher education institutions	2023	26,6% (±4,5)	31,5% (±4,7)	11,0% (±3,2)	26,0% (±4,5)	↑13,8% (±1,3)
	2022	25,7%	32,9%	11,6%	26,2%	11,9%
	2021	38,4%	45,3%	16,6%	33,5%	11,6%
Law enforcement activities (Patrol Police, National Police, SSU, Prosecutor's Office)	2023	↓ 23,4% (±7,9)	↓25,3% (±8,2)	9,9% (±5,6)	19,0% (±7,4)	↓4,7% (±0,8)
	2022	32,7%	39,0%	6,3%	24,6%	6,8%
	2021	50,1%	50,2%	17,4%	35,7%	3,1%
Services of educational institutions (primary and secondary education)	2023	↑ 21,6% (±3,6)	20,7% (±3,5)	9,8% (±2,6)	↑13,4% (±3,0)	19,6% (±1,6)
	2022	13,0%	19,8%	12,0%	8,4%	21,4%
	2021	33,5%	25,2%	12,2%	13,8%	23,0%
Humanitarian aid	2023	19,9% (±4,3)	↓7,2% (±3,9)	2,9% (±1,8)	7,1% (±2,8)	15,6% (±1,4)
	2022	11,7%	13,4%	5,0%	8,9%	16,7%
Provision of administrative services by executive bodies and local self-government authorities (except for ASCs and MIA service centers)	2023	16,8% (±5,3)	25,3% (±6,1)	12,1% (±4,6)	15,6% (±5,1)	8,1% (±1,1)
	2022	9,9%	21,8%	7,4%	11,0%	8,5%
	2021	18,0%	30,1%	7,7%	18,9%	6,9%
Activities of administrative service centers (ASCs)	2023	8,9% (±2,2)	13,4% (±2,7)	6,5% (±1,9)	7,9% (±2,1)	↑25,8% (±1,7)
	2022	6,2%	16,5%	6,8%	6,1%	22,8%
	2021	11,4%	18,4%	6,9%	9,9%	20,4%

* % was calculated from the number of the respondents who dealt with the sector

2.3. Entrepreneurs' corruption experience assessment by sectors

Figure 2.3.1 presents summarized data on entrepreneurs' corruption experience by sector. Each sector will be analyzed in detail in this Section. The sectors are sorted by the share of the respondents with corruption experience in each of them (either personally or know about such experience from their employees).

In 2023, a statistically significant *increase in the frequency of* entrepreneurs' *contacts* with such sectors as **construction and land relations** and **tax agency** has been reported. As for other sectors, contact frequency remained at 2022 level (we would like to remind that 2022 was marked by statistically significant reduction of contact frequency with most sectors except for customs).

Contact frequency in *construction and land relations* sector has returned to 2021 level and amounts to 11,2%. Contact frequency with *tax authorities* increased from 23,2% to 30,3%.

The assessment of the share of entrepreneurs who experienced corruption was carried out according to the same methodology as in the population survey ¹.

The activity of tax authorities remains the area with *one the lowest* recorded corruption levels: for the third period in a row, only **13 %** of those who dealt with tax authorities reported about corrupt situations in this sector. At the same time, tax authorities remain the sector, which is *most frequently contacted* by entrepreneurs (contact frequency increased in 2023).

Second place by *contact* frequency belongs to companies offering services for *connection and maintenance of power, gas, water supply and sewer systems*. In 2023, contact frequency in this sector was restored to 2021 level (but changes reported are statistically insignificant). *Law enforcement* activities sector takes third place by contact frequency.

For the third period in a row, **customs** remain the *corruption prevalence "leader"* – **35,2%** of the respondents who dealt with this sector reported corruption experience. Compared to 2022, there were no significant changes in this indicator.

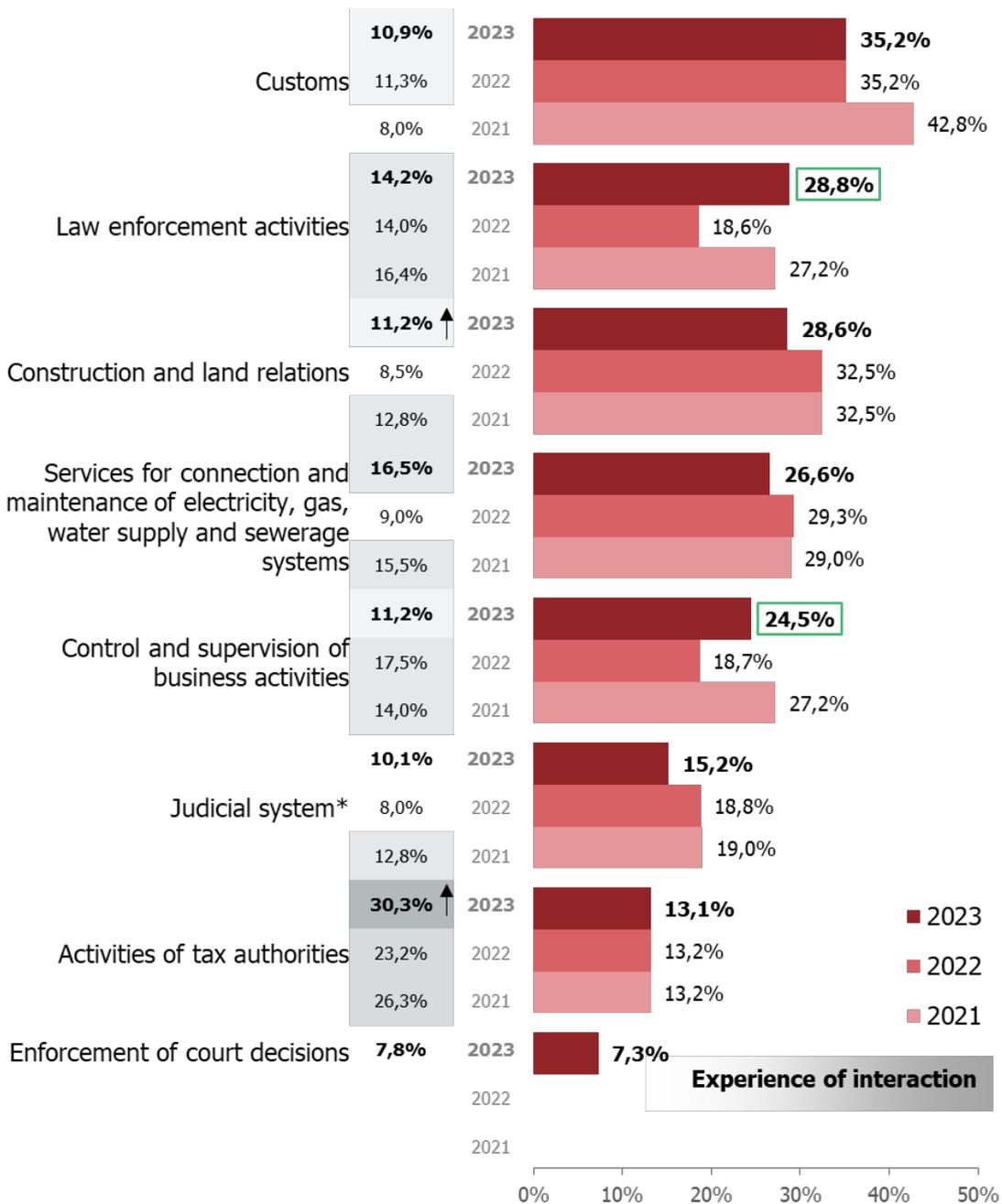
Second place by corruption prevalence was shared by three sectors with indicators of **27-29%**:

- ✓ **law enforcement authorities** – statistically significant *increase* in the number of respondents reporting corruption experience in this sector;
- ✓ **construction and land relations** (without significant changes as compared to 2022);
- ✓ services for **connection and maintenance of power, gas, water supply and sewer systems** (also without significant changes).

In the following, each sector and the peculiarities of its corrupt situations will be described in more detail.

¹ The maximum error in the assessment of corruption experience depends on the size of the sample of the interviewed respondents who have dealt (contacted) with the relevant sector and on the corruption experience indicator and varies from ±3,4 p.p. до ±7,9 p.p.

Fig. 2.3.1. Experience of interaction with sectors and corruption experience ¹



* In 2021-2022, sector «Judicial System» includes, inter alia, activities of authorities responsible for enforcement of court decisions, and in 2023 these sectors were split.

¹ Questions for each sector:

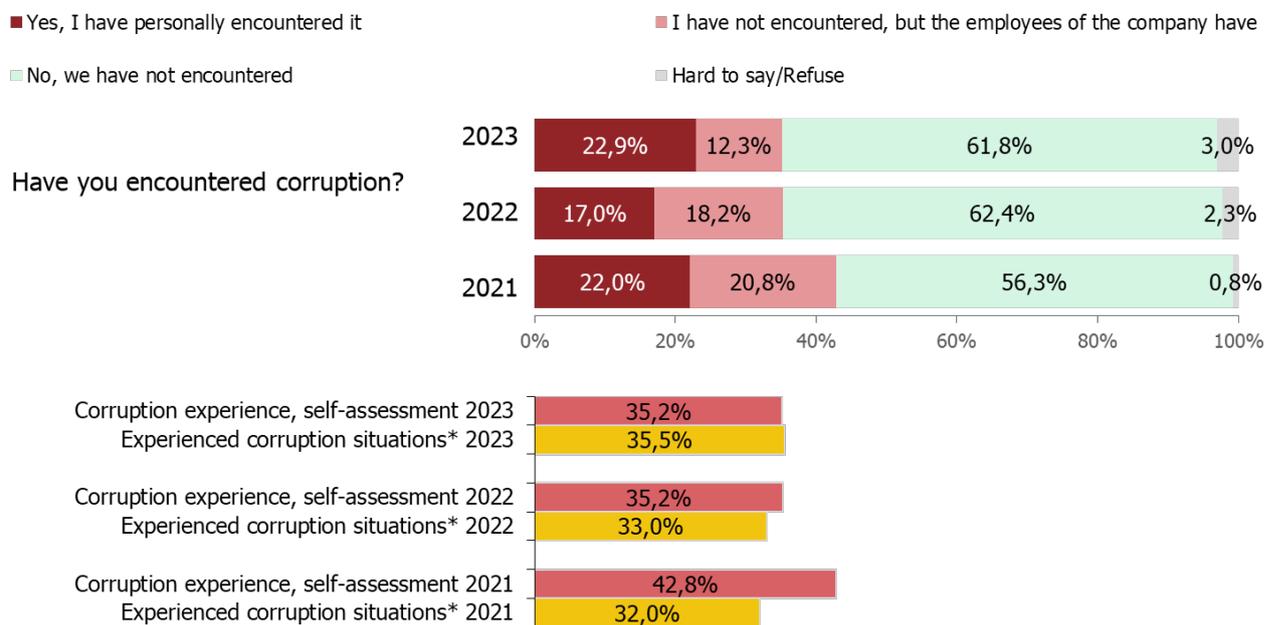
- (1) "Did you (as a company head/representative) / your company have to apply for services... to... over the last 12 months?" ("... interact (contact) with representatives of ... bodies on... your enterprise operational issues?")
- (2) "Did you (as a company head/representative)/ did your company encounter corruption when applying to... for.. services of.. (in)... over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?" ("... at the time of interaction (contact) with representatives of... bodies);

Customs

10,9% of Ukrainian enterprises had contacts with representatives of customs authorities. This indicator remained at 2022 level, with accuracy up to a statistical significance (0,4 p.p. difference only).

As in last two years, the customs rank first in corruption prevalence. Corruption experience was reported by **35,2%** of the respondents (when answering a *direct question*) (the indicator remained at 2022 level). **35,2%** of the respondents reported *experiencing specific contact situations* with signs of corruption (in 2021 - 33%).

Fig. 2.3.2. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

As for the situations in which corruption can present, **the 1st place**, for the third period in a row and by a large margin, belongs to **acceleration of customs formalities** – such experience is reported by **30,7%** of the respondents who dealt with customs authorities, which is several-folds more than in all other situations. This indicator has *increased* by 3,3 p.p. compared to 2022, but the increase is statistically insignificant.

The remaining situations were reported by 2,2% - 10,5% of the respondents.

A *downward trend* was recorded for less frequent situations for the second period in a row, though statistically *significant changes* are absent.

¹ Question: Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with customs officials over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ±8,3 p.p.

As for **customs clearance of cars** (which ranked second), there is a certain increase in frequency after a decrease in 2022, however changes are statistically insignificant. Closes the TOP-3 “**turning a blind eye**” to **incorrectly reported customs value and/or classification code of products**. The frequency of this situation remained at the level of last year (after a two-fold decrease in 2022).

Fig. 2.3.3. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for...

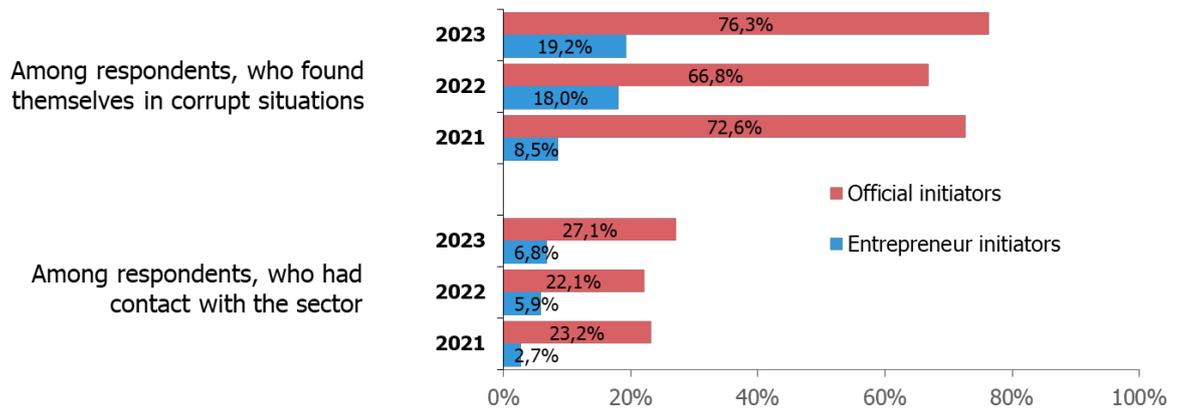
acceleration of customs formalities (customs clearance and/or customs control)	2023	30,7%
	2022	27,4%
	2021	32,6%
unimpeded passage of passenger cars with foreign registration across the customs border without their official customs clearance	2023	10,5%
	2022	5,3%
	2021	8,2%
turning a blind eye to incorrectly reported (understated) customs value of goods and/or incorrectly chosen product classification code	2023	9,9%
	2022	11,2%
	2021	20,5%
resolving issues relating to the storage of goods and commercial vehicles at bonded warehouses	2023	3,5%
	2022	5,1%
	2021	6,4%
failure to document undeclared goods during customs inspections	2023	3,2%
	2022	4,8%
	2021	11,9%
unjustified permission to place goods under a certain customs regime and subsequent failure to monitor compliance with the requirements of the customs regime (for example, granting “transit” status to imported goods)	2023	2,8%
	2022	6,9%
	2021	7,5%
customs clearance of the release of goods outside the customs territory of Ukraine without such goods actually crossing the border	2023	2,2%
	2022	4,7%
	2021	7,3%

Due to the insufficient number of responses for each corrupt situation, statistical analysis aiming at identification of the *initiator* (visitors or representatives of customs authorities) was impossible. In total, **6,8% of entrepreneurs acted as initiators** of corrupt relationships in at least one situation in this sector. Among the respondents who experienced corrupt situations, the share of initiators is **19,2%**. It is noteworthy that *there is a trend towards the increasing activity of entrepreneurs in initiating corrupt situations*.

27,1% of the respondents who *dealt* with customs sector reported that corrupt situations had been **initiated** by **customs officials**. This is *the highest indicator in all sectors under review* (is holding “leading” position for the third year in a row). Out of those who *experienced corrupt situations*, **76,3%** reported an initiative on the part of employees (this is also one of the highest indicators compared to other situations).

¹ Question: “Did you/company employees (company representatives) experience such situations at the time of dealing (contact) with customs representatives?”

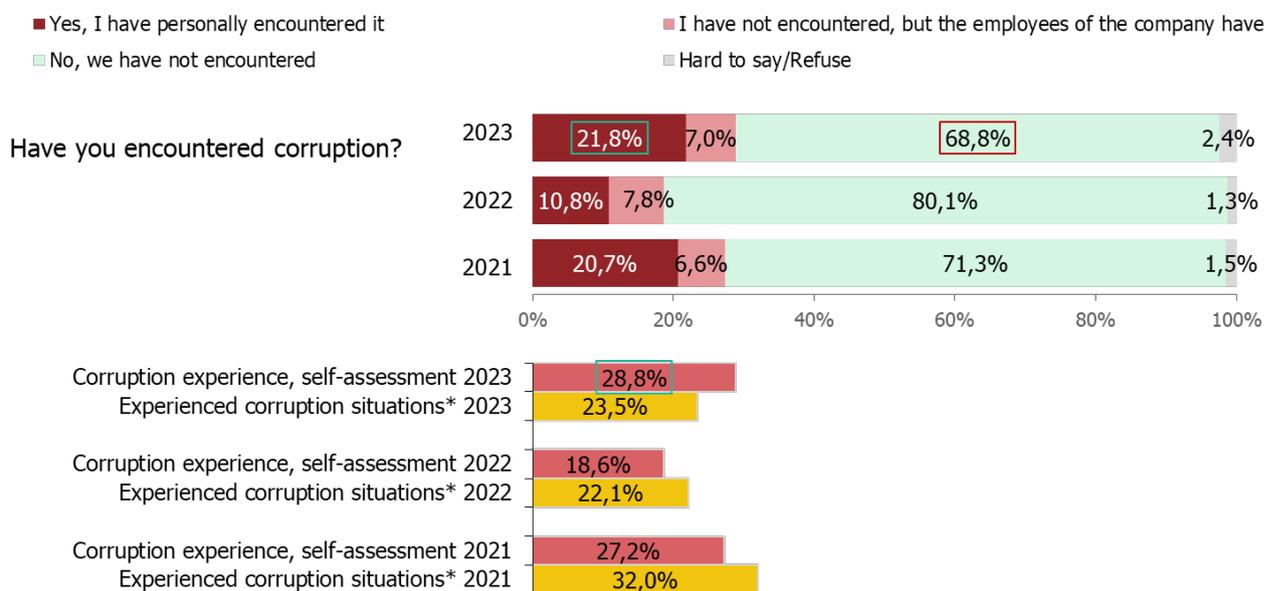
Fig. 2.3.4. Initiators of Corrupt situations



Law enforcement activities to ensure law and order, pre-trial investigation

14,2 % of the surveyed entrepreneurs (no changes as compared to 2022) interacted with representatives of law enforcement authorities (National Police, Economic security bureau of Ukraine, SSU, State Border Service, Prosecutor's Office) on issues related to the activities of their enterprises.

Fig. 2.3.5. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

¹ Question: Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of law enforcement authorities over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ±7,8 p.p.

The share of enterprise representatives who gave an affirmative answer to the *direct question* about *having experiencing* corruption has reached the level of 2021 and amounts to **28,2%** (an *increase* by 10,2 p.p. is statistically significant).

At the same time, the share of enterprise representatives who *personally experienced corruption has increased almost two-fold* – from 10,8% to **21,8%** (such increase is statistically significant).

The share of those who reported that they had experienced *specific corruption contact situations* has *increased* from 22,1% to **23,5%** (though the difference of 1,4 p.p. is statistically insignificant).

At the top of the list of the situations with signs of corruption in interaction with law enforcement agencies is for the third period in a row bribing for **non-interference in the activities of enterprises**. The share of the respondents claiming such *experience* has significantly *increased* - from 8,2% in 2022 to **16,6%** in 2023 (it almost returned to 2021 level).

Fig. 2.3.6. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to a law enforcement officer (cash or gifts) or provided him with services for...

non-interference in the activities / refraining from creating obstacles to the legitimate activities of the company	2023 ↑	16,6%
	2022	8,2%
	2021	18,2%
mitigation / non-enforcement of procedural restrictions during the pretrial investigation (confiscation/seizure of property, funds, documents, computer equipment, etc.)	2023 ↑	7,8%
	2022	4,5%
	2021	5,2%
conducting (facilitating) a prompt and objective investigation of a crime that resulted in losses (damages) for your company	2023	7,7%
	2022	6,6%
	2021	10,1%
avoidance or mitigation of liability for an administrative offense committed by representatives of your company and related to its business operations of the company	2023	6,1%
	2022	6,6%
	2021	9,7%
protection of illegal (unlicensed, unsanctioned, etc.) business by representatives of law enforcement agencies	2023	5,5%
	2022	3,1%
	2021	2,1%
initiating an investigation into offenses committed by competitors	2023	2,4%
	2022	2,2%
	2021	3,5%
avoidance or mitigation of criminal liability for an offense committed by representatives of your company and related to its business operations of the company	2023	1,9%
	2022	2,6%
	2021	3,9%

Statistically significant frequency *increase* is also reported for situations related to **mitigation/non-enforcement of procedural restrictions** at the time of pre-trial investigation. This was reported by **7,8%** of the respondents (for comparison: in 2021-2022 this indicator was 5,2% and 4,5% respectively).

¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of law enforcement authorities?"

The conventional "second place" is shared, with the above situation, by the **assistance in conducting a prompt and objective investigation of a crime** as a result of which the enterprise suffered losses (**7,7%**, positive dynamics compared to 2022 is statistically insignificant).

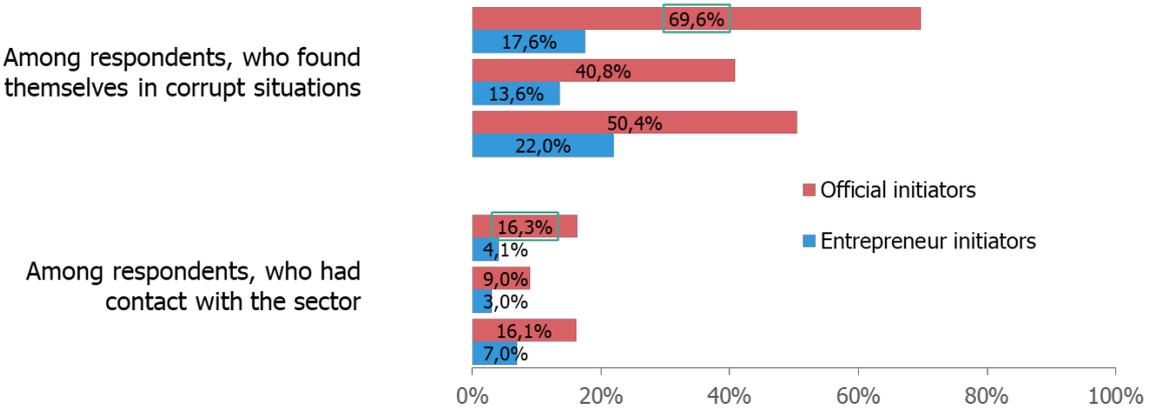
The remaining corrupt situations are less common - 1,9% to 6,1% of the respondents with experience of dealing with law enforcement agencies reported about experiencing them.

Due to the insufficient number of responses for each corrupt situation, statistical analysis aimed at the identification of the *initiator* (visitors or law enforcement officers) was impossible.

Only **4,1%** of **entrepreneurs** acted as **initiators** of corruption in at least one situation, which is at the level of 2022, with an accuracy of a statistical error. Out of those who *experienced contact corrupt situations*, this share is **17,6%** (which is more than in 2022, however, this difference is statistically insignificant).

The share of the respondents reporting **corruption initiative** on the part of **law enforcement officers** has *increased* statistically significantly: out those who dealt with the sector, the *increase* was 7,3 p.p., from 9,0% in 2022 to **16,3%** in 2023 (indicator returned to 2021 level). Out of those who *experienced corrupt situations*, this was reported by **69,6%** (this is more than in 2022 and 2021, and the increase is statistically significant as compared to 2022).

Fig. 2.3.7. Initiators of Corrupt situations

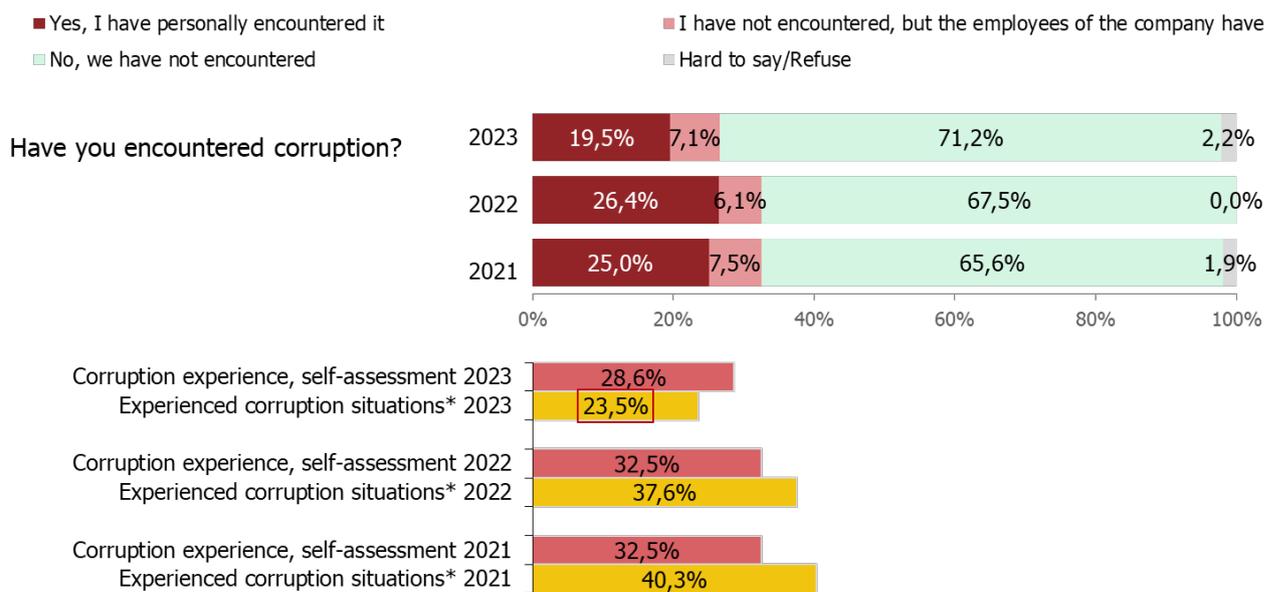


Construction and land relations

In the sector of construction and land relations, the **corruption level** for entrepreneurs' applications (for example, on such issues as privatization, ownership of premises or land plots) **remains consistently high**. In total, **11,2%** of enterprises *dealt* with this sector (in 2022 – 8,5%).

When answering a direct question, **28,6%** of the respondents reported that they had *experienced corruption* in this sector (decrease is statistically insignificant as compared to 2022).

Fig. 2.3.8. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

Experiencing specific contact situations with signs of corruption was reported by **23,5%** of the respondents (decrease by 14,1 p.p. as compared to 2022 is statistically significant).

In construction and land relations sector, a *downward trend* in the share of the respondents who *dealt with the sector* was recorded, however, there is no statistically significant changes. Statistically significant frequency reduction is reported for only one situation - **biased (lowered) assessment of the value of a land plot** by an official. In 2023, only **4,3%** of the surveyed respondents reported this situation, while in 2022 it was at the top of the list with an indicator of 13,3%.

In 2023, "leadership" with indicators of **11,6%**, **10,9%** and **10,7%**, respectively is shared by the following situations: **issuance of urban planning conditions and restrictions on land development, obtaining of construction/reconstruction permission, and resolving the issue of changes to the designated purpose of land.**

From 2,6% to 9,4% of the respondents reported experiencing other situations.

¹ Question: Did you (as a company head/representative)/did your company experience corruption when applying for services to construction and land relations sector over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ±8,3 p.p.

Fig. 2.3.9. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payment to an official (cash or gifts) or rendered services for...

issuance of urban planning conditions and restrictions on land development	2023	11,6%
	2022	10,7%
	2021	11,8%
issuance of a construction / reconstruction permit	2023	10,9%
	2022	12,4%
	2021	17,8%
resolving the issue of changes to the designated purpose of land	2023	10,7%
	2022	9,9%
	2021	14,1%
"positive" conclusion based on the findings of an architectural and construction inspection	2023	9,4%
	2022	8,5%
	2021	14,0%
entry of an immovable property into operation (obtaining a certificate of acceptance of real estate into operation)	2023	8,0%
	2022	12,0%
	2021	13,8%
resolving the issue of the transfer of a land plot for use or ownership, including outside the auction procedure	2023	7,6%
	2022	11,7%
	2021	15,0%
facilitation of the release of financial aid and/or construction materials by national or local government agencies for restoration of destroyed/damaged buildings, structures	2023	5,7%
	2022	3,0%
	2021	n.d.
"positive" findings of designer and technical supervision	2023	5,2%
	2022	5,3%
	2021	8,1%
a biased assessment of the value of a land plot, resulting in an underestimated amount of rent for the use of state and municipal land	2023 ↓	4,3%
	2022	13,3%
	2021	11,2%
failure to respond to unlawful use of a land plot after the expiration of the land lease agreement	2023	3,4%
	2022	9,1%
	2021	13,0%
entering into a joint venture agreement with a permanent user of a land plot with the objective of construction on such land	2023	2,6%
	2022	4,5%
	2021	5,5%

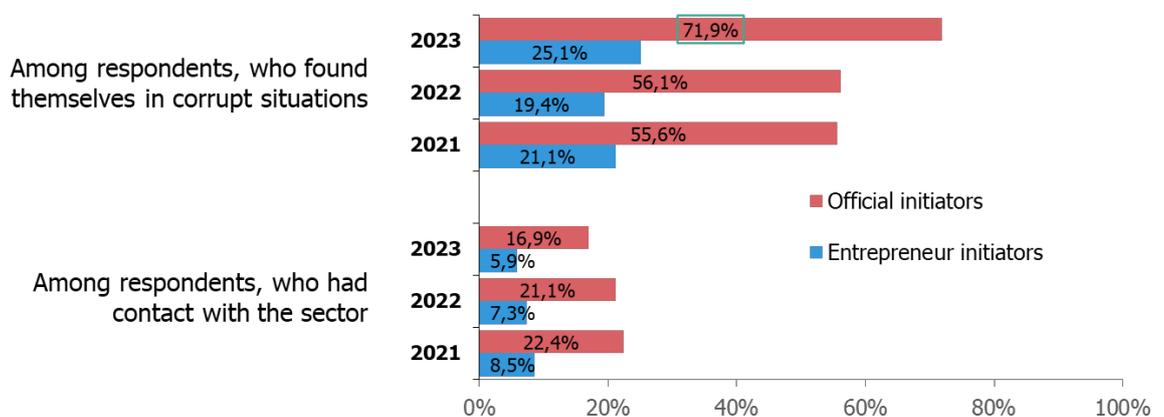
¹ Question: "Did you/company employees (company representatives) experience such situations when applying for services to construction and land relations sector?"

Due to the insufficient number of responses for each corrupt situation, statistical analysis aimed at identification of the *initiator* (visitors or employees of authorities, institutions and organizations providing services in construction and land relations sector) was impossible.

In total, **5,9%** of entrepreneurs acted as **initiators** of corruption in at least one situation in this sector (out of those who *experienced contact situations* with signs of corruption, the share of respondents-initiators is **25,1%**).

Public officials act as initiators of corrupt situations more often. **16,9%** of the respondents who dealt with construction and land relations sector reported that representatives of public authorities, institutions and organizations were the ones who requested money or services from them for problem solving. Out of the respondents who *experienced corrupt situations*, **71,9%** reported the initiative on the part of employees (as compared to 2022, the increase is statistically significant).

Fig. 2.3.10. Initiators of Corrupt situations



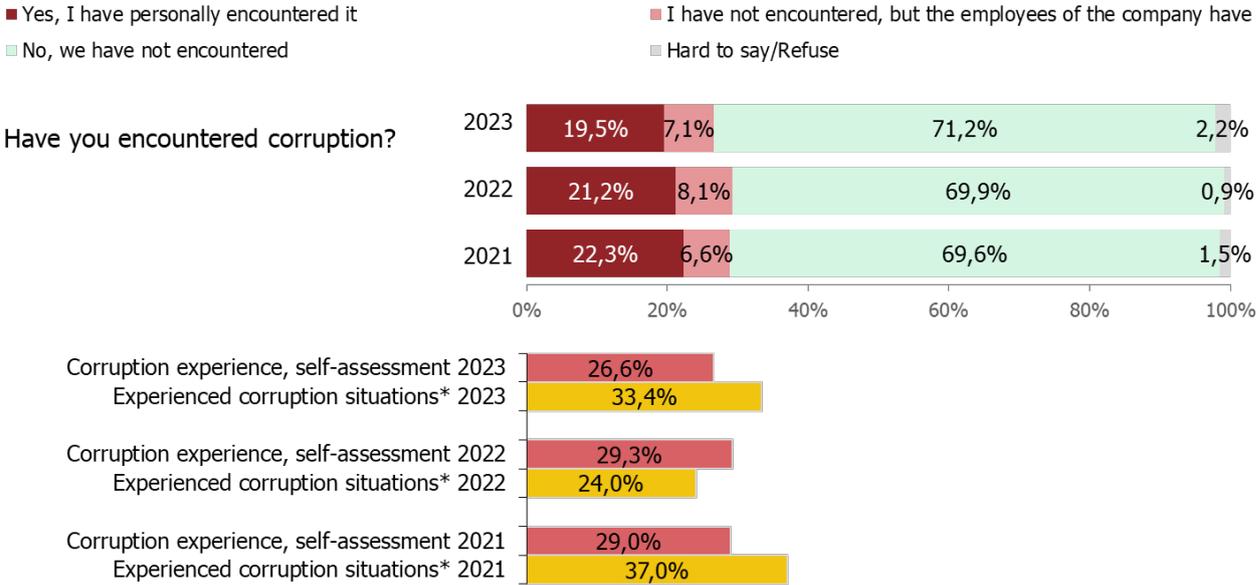
Services for connection and maintenance of power, gas, water supply and sewer systems

In 2023, Ukrainian enterprises *applied* for services for connection and maintenance of power, gas, water supply and sewer systems *more often* than in 2022. The share of the respondents who used services of specialists from this sector was **16,5%** (vs. 9,0 % in 2022), which means that frequency of applications has returned to the level of 2021.

26,6% of the respondents gave an affirmative reply to a direct question of whether enterprise heads or representatives had *experienced corruption*. This indicator at the level of 2021-2022, with an accuracy of a statistical error.

The indicator of *experiencing specific situations* with signs of corruption demonstrates upward trend after a significant decrease in 2022 (**33,4%** in 2023 vs. 24,0% in 2022), though the difference is statistically insignificant.

Fig. 2.3.11. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

Situations with signs of corruption were *most common* in services related to **approval of documentation** and **connection to the power grid**. **19,6%** of the respondents experienced corruption when connecting non-residential premises to the power grid (by 5,1 p.p. higher than in 2022, and this indicator has practically reached the level of 2021, though the change is statistically insignificant). This is the “leader” of the top list of corrupt situations for the third year in a row.

Second place belongs to a situation connected with **gas supply documentation preparation or amendment** (**11,9%**; no statistically significant changes).

Third place is taken by **approval of design documentation for subsequent connection of an apartment building to the power grid** (or connection to the grid in general) – **10,4%** of the respondents reported it, but there are no changes as compared to the previous periods.

¹ Did you (as a company head/representative)/did your company encounter corruption when contacting enterprises for services of connection and maintenance of power, gas water supply and water disposal systems over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?”
The statistical error for indicators in this sector does not exceed ±7,0 p.p.

Fig. 2.3.12. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

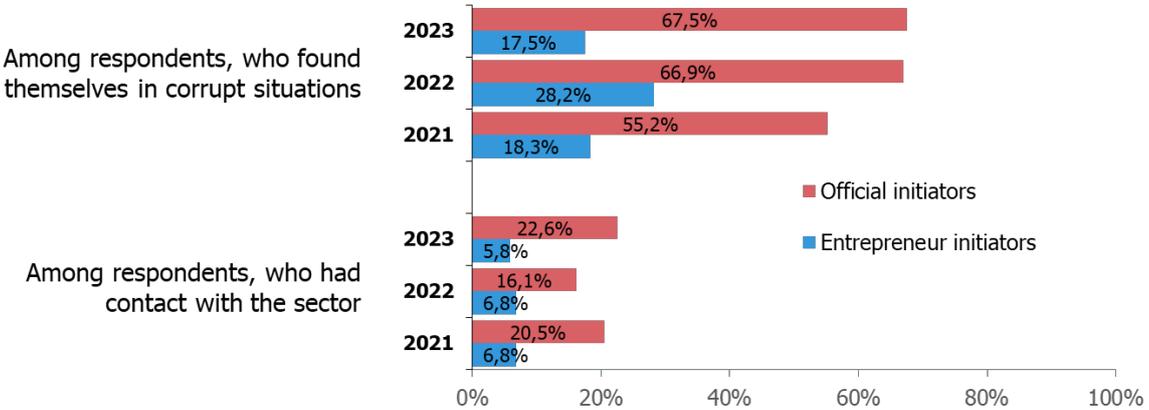
Made unofficial payments to an official (cash or gifts) or rendered services for...

approval of design documentation for subsequent connection of a nonresidential facility to the power grid / for getting a nonresidential facility connected to the power grid	2023	19,6%
	2022	14,5%
	2021	19,7%
preparation / acceleration of preparation of gas supply documents or modifications to them	2023	11,9%
	2022	11,5%
	2021	8,8%
approval of design documentation for subsequent connection of an apartment building to the power grid / for getting an apartment building connected to the power grid	2023	10,4%
	2022	10,9%
	2021	11,9%
failure to hold accountable for / respond to any detected violations of the rules for operation of the power grid, electrical units, or electricity meters	2023	9,8%
	2022	7,4%
	2021	13,4%
resolving issues relating to the connection of the sewer system and its maintenance	2023	7,4%
	2022	5,5%
	2021	6,5%
connection / completion of the annual procedure of approval of the connection of a nonresidential facility to the gas supply network , illegal remodeling of a gas pipeline, resumption of gas supply without legal grounds for doing so	2023	6,9%
	2022	7,3%
	2021	5,4%
renovation / repairs of water supply systems of buildings	2023	4,9%
	2022	4,5%
	2021	n.d.
failure to hold accountable for / respond to any detected violations of the rules for using water supply facilities (including by reducing or revoking penalties)	2023	4,3%
	2022	4,4%
	2021	2,1%
connection / completion of the annual procedure of approval of the connection of an apartment building to the gas supply network , illegal remodeling of a gas pipeline, resumption of gas supply without legal grounds for doing so	2023	4,3%
	2022	7,3%
	2021	3,3%
installation, sealing, registration of water supply and sewage metering systems	2023	4,0%
	2022	7,7%
	2021	7,7%
noninterference with business operations by suspending / limiting gas supply	2023	3,8%
	2022	5,9%
	2021	2,4%
entry into (renewal) of a contract for the supply of gas at a lower price established for a different category of consumers	2023	3,0%
	2022	4,6%
	2021	3,2%
failure to hold accountable for / respond to any instances of unauthorized connection to the gas supply network or violations of the rules for operation of gas equipment and appliances, including sealing of the gas meter without verification	2023	2,9%
	2022	5,7%
	2021	2,7%

¹ Question: "Did you/company employees (company representatives) experience such situations when applying to such enterprises?"

Due to the insufficient number of responses for each corrupt situation, statistical analysis aimed at identification of the *initiator* (visitors or employees of supplier companies) was impossible.

Fig. 2.3.13. Initiators of Corrupt situations



The share of **entrepreneurs** who acted as corruption **initiators** in at least one situation in this sector has not significantly changed as compared to 2022 and amounts to **5,8%**. Out of those who *experienced contact corrupt situations*, the share of "initiators" has *decreased* by 10,7 p.p. - from 28,2% to **17,5%** (however, no statistical significance was reported).

22,6% of the respondents (**67,5%** of those who experienced contact corrupt situations) reported that **representatives of supplier companies** acted as **initiators** of corruption, and there are no significant changes in these indicators.

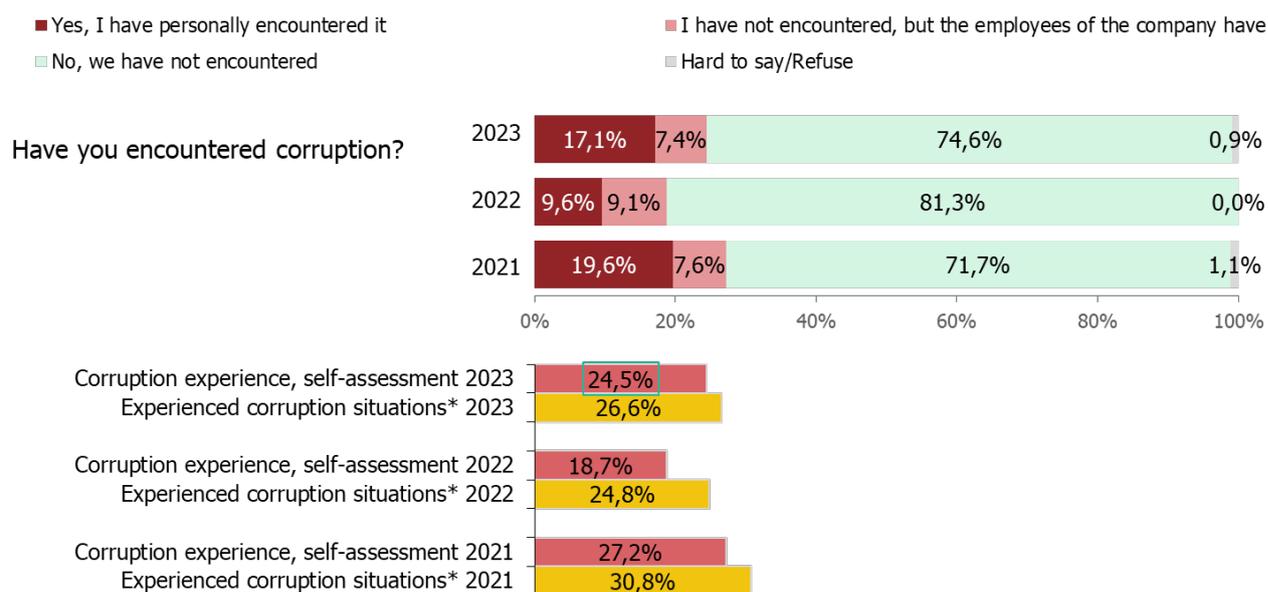
Control and supervision of business activities

The share of enterprises with *experience of communication* with representatives of regulatory bodies (Environmental Agency, State Food and Consumer Service, State Fire Supervision Authority, Architecture and Construction Inspectorate, etc.) is **11,2%** (without marked change after significant reduction in 2022).

The share of the respondents who gave the affirmative reply to a *direct question* about *their having experienced corruption*, has increased from 18,7% in 2022 to **24,5%** in 2023, and this increase is statistically significant.

When analyzing corrupt situations, the share of the respondents who reported that they had experienced *specific contact situations* (with representatives of certain regulatory bodies) with signs of corruption, was **26,6%**, without significant changes as compared to 2022.

Fig. 2.3.14. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

Among the regulatory authorities in terms of the prevalence of corrupt situations, 2023 leaders are **local architectural and construction regulatory bodies** – **12,5%** of the respondents reported corrupt situations there. These authorities were added to the questionnaire in 2023, therefore no data for comparison are available.

The second place belongs to the **State Inspection of Architecture and Urban Planning of Ukraine** (SIAUP) with an indicator of **10,9%** (changes as compared to 2021-2022 are statistically insignificant, and the indicator has returned to the level of 2021 after the decrease).

Leader of the last years, the **State Tax Service of Ukraine** took third place. **7,8%** of the respondents reported corrupt situations when dealing with tax officials (no statistically significant changes reported).

Between 1 % and 7,1 % of interviewed entrepreneurs mentioned the remaining regulatory bodies in the context of situations with signs of corruption.

¹ Question: Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of regulatory authorities over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ±8,4 p.p.

Fig. 2.3.15. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services to representatives of...

Representative authorities of architectural and construction control at the local level (executive authorities of the village, settlement, city council / structural department of the Kyiv and Sevastopol city-state administrations)	2023	12,5%
	2022	n.d.
	2021	n.d.
The State Architecture and Urban Development Inspectorate*	2023	10,9%
	2022	8,5%
	2021	10,4%
The State Tax Service of Ukraine	2023	7,8%
	2022	10,1%
	2021	9,3%
State Labor Service of Ukraine	2023	7,1%
	2022	4,4%
	2021	7,3%
The State Service of Ukraine for Food Safety and Consumer Protection	2023	6,8%
	2022	2,4%
	2021	2,7%
The State Service for Emergencies of Ukraine (monitoring of fire safety and accident prevention)	2023	5,7%
	2022	7,7%
	2021	13,9%
The Antimonopoly Committee of Ukraine	2023	4,4%
	2022	0,7%
	2021	3,4%
cultural heritage protection authorities	2023	3,2%
	2022	1,9%
	2021	2,7%
The State Environmental Inspectorate of Ukraine	2023	1,0%
	2022	4,8%
	2021	7,3%

Due to the insufficient number of responses for each corrupt situation, statistical analysis aimed at identification of the *initiator* (visitors or representatives of regulatory bodies) was impossible.

The share of **entrepreneurs** who acted as corruption **initiators** in at least one situation in this sector, has remained unchanged compared to 2022 and is now **3,3%** - this remains *one of the lowest indicators* compared to all other sectors.

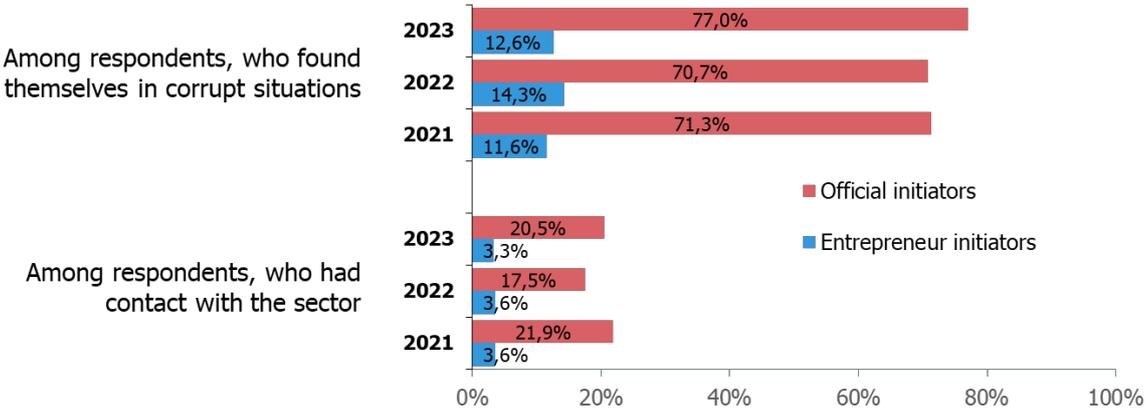
Among those who *experienced specific contact situations* with signs of corruption, this share has somewhat decreased - from 14,3% to **12,6%** (however, this change is statistically insignificant).

¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of regulatory authorities?"

*Until 15.09.2021, state architectural and construction control functions were carried out by SACI, and later they were transferred to SIAUP. Taking into consideration the fact that 2021 study assessed presence of corrupt situations during the respondents' contacts with representatives of regulatory bodies over the last 12 months (as of survey dates - November - December 2021), 2021 indicator specified in the chart mainly concerns SACI activities.

Representatives of the regulatory agencies acted as **initiators** of corrupt situations much more often - it was reported by **20,5%** of the respondents who dealt with this sector and **77,0%** of the respondents who *experienced at least one corrupt situation*. This is the **highest indicator in all the sectors**.

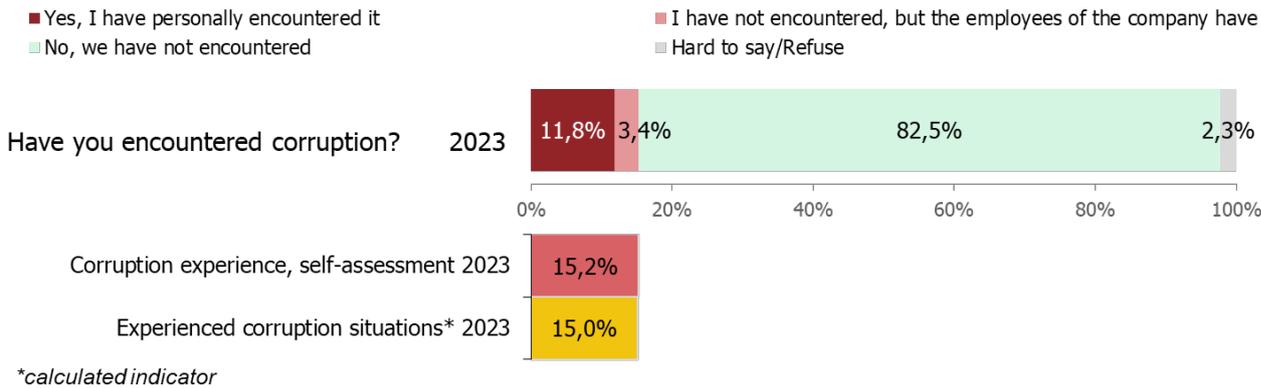
Fig. 2.3.16. Initiators of corrupt situations



Judicial system

Until 2023, the corruption level was measured in relation to the judicial system in general (as a result of interaction with judicial and enforcing authorities together). In 2023, these two sectors were separated, and respondents answered the relevant questions that formed indicators of corruption in both sectors separately. Thus, an adequate analysis of changes from 2021 is not possible, however, 2021-2022 data will be provided for certain indicators in the "combined sector" (judicial system together with enforcement of court decisions).

Fig. 2.3.17. Corruption experience in the sector in general (% of those who dealt with the sector)¹



¹ Question: Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of judicial or enforcement bodies over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?”
The statistical for indicators in this sector does not exceed ±8,5 p.p.

10,0% of entrepreneurs dealt with the judicial system in 2023 (in 2022, this indicator for the “combined sector” was 8,0%).

15,2% of entrepreneurs have given an affirmative answer to a *direct question* about *having experienced* corruption in the judicial system. (in 2021-2022, this indicator in the “combined sector” was 19%).

The indicator of *experiencing specific contact situations* with signs of corruption is **15,0%**, therefore the discrepancy between self-reported corruption experience and reports of experiencing specific situations with signs of corruption is absent.

Out of the situations occurring during the enterprise’s contact with the judicial system, **judicial review of economic cases** in which an enterprise is a party remains the “leader” in terms of corruption load: **10,1%** of the respondents out of those who dealt with the judicial system reported presence of corruption signs in this very situation.

Second place belongs to **creating complications for operations of another company through the use of legal remedies in commercial and civil proceedings**, and this was reported by 7,0% of the surveyed respondents.

Other situations were reported by 1,3% - 6,0% of the respondents.

Fig. 2.3.18. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services...

services involving a judicial examination of commercial disputes to which your company is a party	2023	10,1%
creating complications for the operations of another company through the use of legal remedies in commercial and civil proceedings (seizure of property, prohibition of disposition of property, suspension of customs clearance of goods, etc.)	2023	7,0%
avoidance (mitigation) of liability for an offense committed by representatives of your company and related to its business operations	2023	6,0%
services involving judicial examination of administrative cases contesting the validity of a regulatory or individual act (decision), actions or omission to act by a government agency or its official	2023	4,9%
services related to the examination of cases concerning the reorganization (bankruptcy) of an enterprise	2023	1,3%

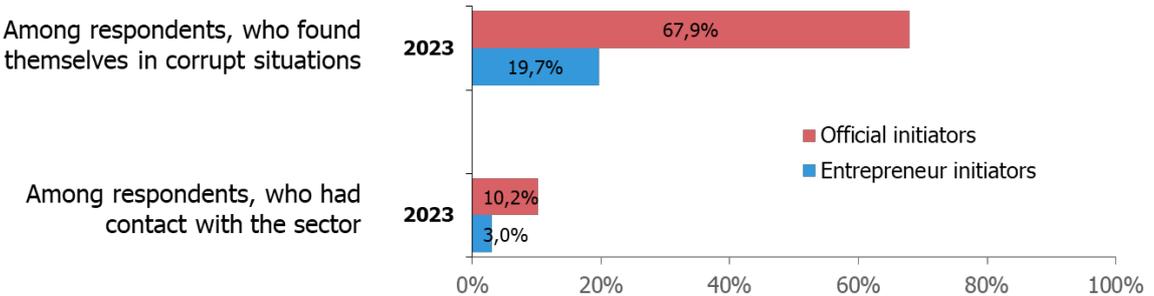
Due to the insufficient number of responses for each corruption situation, statistical analysis aimed at identification of the *initiator* (visitors or judicial system representatives) was impossible.

¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of judicial or enforcement bodies?"

In total, **3,0 % of entrepreneurs** have acted as corruption **initiators** in at least one situation in this sector. Out of those who *experienced contact corruption situations*, **19,7%** acted as initiators.

In 2023, the initiative on the part of the **employees of judicial bodies** was reported by **10,2%** of those who *dealt* with the judicial sector or **67,9%** of those who *experienced corrupt situations*.

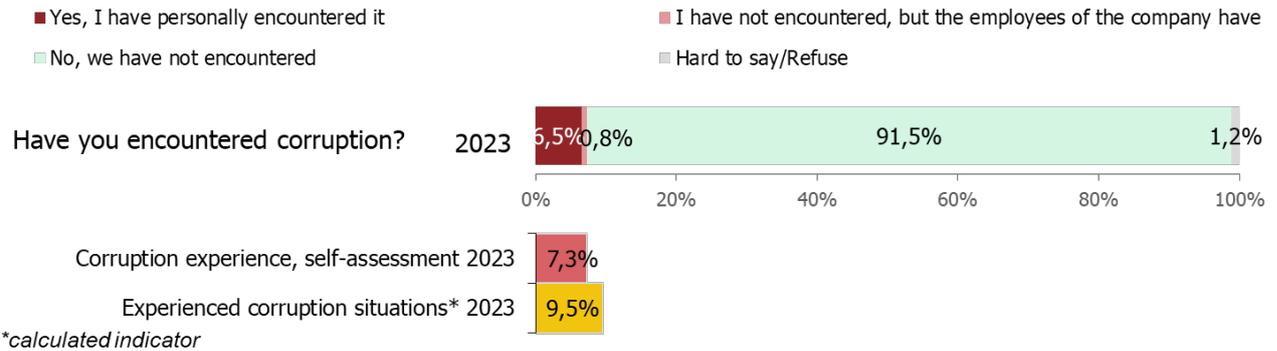
Fig. 2.3.19. Initiators of corrupt situations



Enforcement of court decisions

In 2023, **7,8%** of entrepreneurs encountered representatives of the enforcing authorities. Enforcement of court decisions, as a separate sector, was added to the questionnaire for entrepreneurs in 2023, so the data on individual indicators for analyzing changes, compared to previous years, are not available. In general, **7,3%** of the respondents answered affirmatively to the *direct question* of whether they had *experienced* corruption. **9,5%** reported the experience of *experiencing specific corrupt situations*.

Fig. 2.3.20. Corruption experience in the sector in general (% of who dealt with the sector)¹



In the sector of enforcement of court decisions, the *lowest indicators* of corruption level (by self-assessment and through experiencing contact situations) among all sectors under review in 2023.

¹ Question: Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of bodies responsible for executions or court decisions over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?
The statistical for indicators in this sector does not exceed ±10,3 p.p.

Regarding the specific situations in which the company came into contact with the enforcing authorities, the "leader" in terms of corruption load is the **enforcement of a court decision in favor of the respondents' company: 9,3%** of the respondents out of those who dealt with the enforcing authorities reported signs of corruption in this situation.

Second place is taken by services for **stalling the enforcement of court decision against the respondents' company**. This was reported by **6,8%** of the respondents.

The rest of the situations were reported by 3,5% - 4,2% of the respondents.

Fig. 2.3.21. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

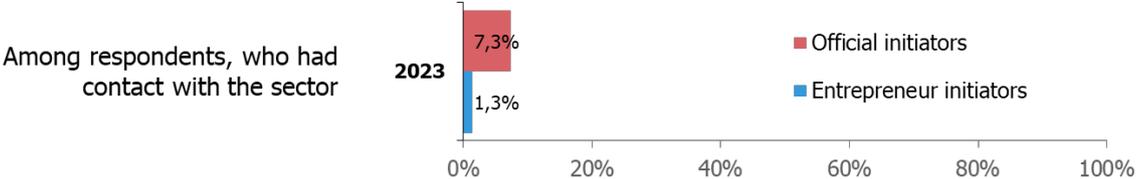
Made unofficial payments to a law enforcement officer (cash or gifts) or provided him with services...

enforcement of a court decision in favor of your company	2023	9,3%
stalling the enforcement of a court decision against your company	2023	6,8%
lifting the seizure of property, unfreezing of bank accounts, or discontinuing enforcement proceedings	2023	4,2%
excluding or unlawfully modifying information in the register of debtors in order to remove restrictions on the disposition of the company's property	2023	3,5%

Due to the insufficient number of responses for each corruption situation, statistical analysis aimed at identification of the *initiator* (visitors or judicial system representatives) was impossible.

In total, **1,3 % of entrepreneurs** acted as corruption **initiators** in at least one situation in this sector. The initiative on the part of the **employees of the enforcing authorities** was reported by **7,3%** who *dealt* with the judicial sector. Since corrupt situations were experienced by a small share of the respondents (less than 10), the statistical analysis aimed at the detection of the initiator is impossible.

Fig. 2.3.22. Initiators of corrupt situations



¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of enforcing authorities?"

Activities of tax authorities

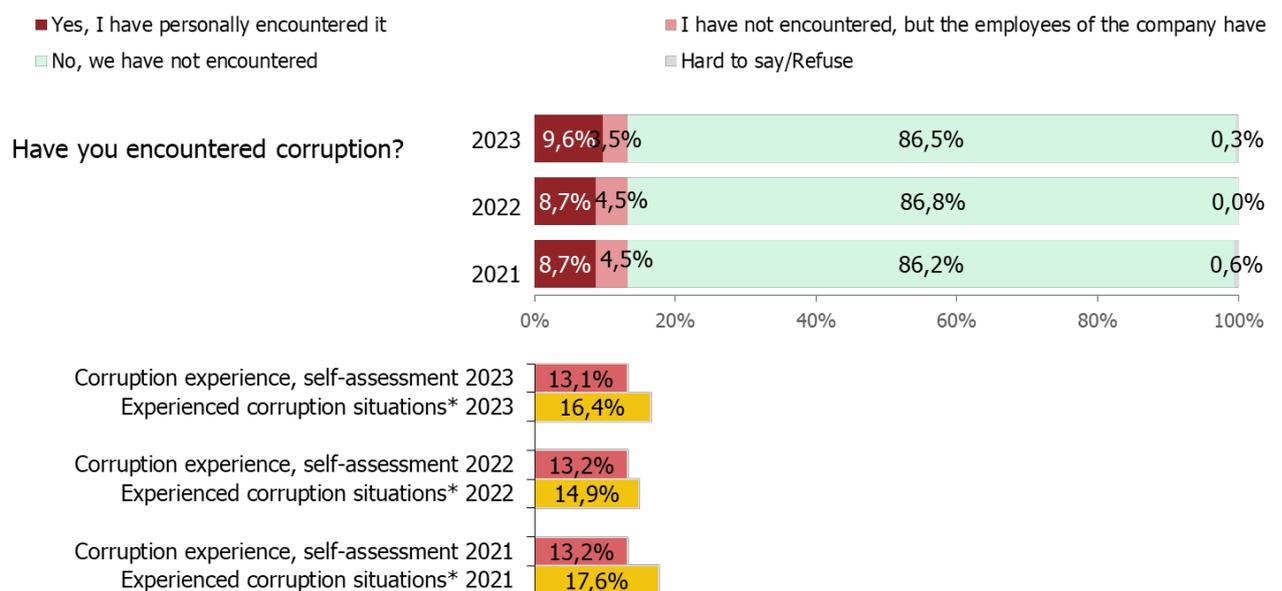
Tax sector remains the leader among the public authorities with which entrepreneurs interact most often. **30,3%** of surveyed entrepreneurs reported that they had dealt with tax authorities (in 2022, this indicator was 23,2%, and contact frequency increase is statistically significant).

13,1% of the respondents replied affirmatively to a *direct question* about their *corruption experience*. This indicator has remained unchanged from 2021-2022.

Experiencing specific contact situations with signs of corruption was reported by **16,4%** of the surveyed (as compared to 2022 and 2021, this change is not statistically significant).

Corruption level indicators in the tax authorities' activities sector **remain among the lowest** out of all the sectors under review (except for enforcement of court decisions made into a separate sector in 2023).

Fig. 2.3.23. Corruption experience in the sector in general (% of those who dealt with the sector)¹



*calculated indicator

Among the situations with the greatest corruption load, the **top place** remains, for the third year in a row, with **actions and decisions that facilitated VAT refund (8,9%**, unchanged compared to 2021-2022). Second place is shared by two situations: making unofficial payments to an official (money or presents) or rendering him/her services for **obtaining positive results of tax inspection** by tax authority representatives was reported by **6,4%** of the surveyed, while corrupt practices in situations of **support in tax administration of the company** were reported by 6,2%.

¹ Question: Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of tax authorities over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ±5,1 p.p.

The remaining situations were reported by 4,4% or less of the respondents. Statistically significant changes are absent for all the situations.

Fig. 2.3.24. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services...

actions and decisions that facilitated a VAT refund to your company (in particular, those related to the registration of tax invoices in the Unified Register of Tax Invoices, exclusion of your company from the list of "risky" companies, conducting an audit to confirm the refund)	2023	8,9%
	2022	8,6%
	2021	8,5%
positive results during an audit by representatives of the tax service	2023	6,4%
	2022	3,9%
	2021	5,8%
support in tax administration of the company	2023	6,2%
	2022	5,5%
	2021	8,2%
failure to carry out unscheduled inspections of your company or exclusion from the inspection schedule	2023	4,4%
	2022	2,0%
	2021	3,1%
resolving issues related to a tax debt (in particular, its deferral, write-off, recognition as "hopeless", etc.)	2023	4,2%
	2022	1,7%
	2021	2,5%
issuance of permits (including licenses) for the manufacture of specific goods	2023	2,1%
	2022	1,5%
	2021	2,3%
resolution of issues involving the grant of tax breaks , their accounting and monitoring	2023	2,0%
	2022	0,9%
	2021	0,9%
failure to document violations discovered during an inspection of employee records (unofficial use of labor by the company)	2023	1,9%
	2022	2,0%
	2021	1,3%
facilitation of the liquidation of a company	2023	1,7%
	2022	1,5%
	2021	1,8%
issuance of permits (including licenses) for the right to sell certain goods at retail / wholesale	2023	1,3%
	2022	1,2%
	2021	2,5%

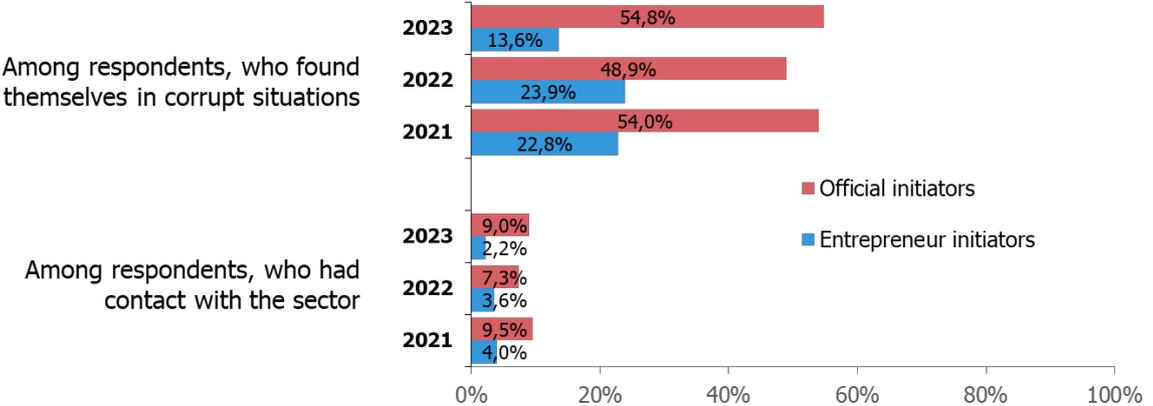
¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of tax authorities?"

Due to the insufficient number of responses for each corruption situation, statistical analysis aimed at identification of the *initiator* (visitors or tax officials) was impossible.

In total, **2,2%** of **representatives of enterprises** acted as **initiators** of corruption (among those who *experienced contact corrupt situations*, this share is **13,6%**). These indicators have decreased compared to 2021-2022, but these changes are not statistically significant.

Just like last year, **representatives of tax authorities** acted as **initiators** of corrupt situations much more often. **9,0%** of the respondents who *dealt with the sector* (in 2022 – 7,3%) reported that they were asked for money or services for “solving the issue”, or **54,8%** of those who *experienced contact corrupt situations* (in 2021 – 48,9%).

Fig. 2.3.25. Initiators of corrupt situations



When analyzing this sector, it is necessary to take into the account that the recorded low rate of entrepreneurs’ corruption experience during interaction with tax officials may be due to the "sensitivity" of relevant issues for a certain share of the respondents as well as an attempt to hide the real situation (avoided testifying about presence of corruption practices "legalized" by the enterprise’s management in relations with tax authorities).

Table 2.3.1. Summarized table of entrepreneurs' corruption experience by sector

Sector	Year	Self-reported corruption experience*	Experienced corruption situations*			% of the respondents who dealt with the sector
			% of the respondents	% of the responders who acted as corruption initiators	% of the respondents involved in corruption on demand	
Customs (customs control, preparation and clearance of customs documents for business entities)	2023	35,2% ($\pm 7,9$)	35,5% ($\pm 7,9$)	6,8% ($\pm 4,2$)	27,1% ($\pm 7,4$)	10,9% ($\pm 1,8$)
	2022	35,2%	33,0%	5,9%	22,1%	11,3%
	2021	42,8%	32,0%	2,7%	23,2%	8,0%
Law enforcement activities to ensure law and order, pre-trial investigation	2023	28,8% ($\pm 6,8$)	23,5% ($\pm 6,4$)	4,1% ($\pm 3,0$)	16,3% ($\pm 5,6$)	14,2% ($\pm 2,0$)
	2022	18,6%	↓22,1%	3,0%	↓9,0%	14,0%
	2021	27,2%	32,0%	7,0%	16,1%	16,4%
Construction and land relations	2023	28,6% ($\pm 7,5$)	23,5% ($\pm 7,0$)	5,9% ($\pm 3,9$)	16,9% ($\pm 6,2$)	11,2% ($\pm 1,8$)
	2022	32,5%	37,6%	7,3%	21,1%	8,5%
	2021	32,5%	40,3%	8,5%	22,4%	12,8%
Services for connection and maintenance of power, gas, water supply and water disposal systems, except for the services associated with current payments	2023	26,6% ($\pm 6,2$)	33,4% ($\pm 6,6$)	5,8% ($\pm 3,3$)	22,6% ($\pm 5,8$)	16,5% ($\pm 2,1$)
	2022	29,3%	↓24,0%	6,8%	16,1%	9,0%
	2021	29,0%	37,0%	6,8%	20,5%	15,5%
Control and supervision of business activities	2023	↑ 24,5% ($\pm 7,3$)	26,6% ($\pm 7,5$)	3,3% ($\pm 3,0$)	20,5% ($\pm 6,8$)	11,2% ($\pm 1,8$)
	2022	18,7%	24,8%	3,6%	17,5%	9,4%
	2021	27,2%	30,8%	3,6%	21,9%	17,5%
Judicial system	2023	15,2% ($\pm 6,1$)	15,0% ($\pm 6,1$)	3,0% ($\pm 2,9$)	10,2% ($\pm 5,2$)	10,1% ($\pm 1,7$)
Enforcement of court decisions	2023	7,3% ($\pm 5,3$)	9,5% ($\pm 6,0$)	1,3% ($\pm 2,3$)	7,3% ($\pm 5,3$)	7,8% ($\pm 1,5$)
Activities of tax authorities	2023	13,1% ($\pm 3,4$)	16,4% ($\pm 3,8$)	2,2% ($\pm 1,5$)	9,0% ($\pm 2,9$)	30,3% ($\pm 2,6$)
	2022	13,2%	14,9%	3,6%	7,3%	23,2%
	2021	13,2%	17,6%	4,0%	9,5%	26,3%
Judicial system and enforcement of court decisions** (2023– calculated indicator for the "combined" sector)	2023	13,4%	16,4%	2,2%	11,6%	13,8%
	2022	18,8%	22,0%	5,8%	7,6%	8,0%
	2021	19,0%	27,8%	4,7%	11,8%	12,8%

* % was calculated from the number of the respondents who have dealt with the sector

** In 2021-2022, sector «Judicial system» also included activities of enforcing authorities, and in 2023 these sectors were separated

SECTION 3. INTEGRATED INDICATORS OF THE STATE ANTI-CORRUPTION POLICY

Within the scope of this study, data was collected for calculation of indicators of the state anti-corruption policy indicators (1-3) and also additional corruption prevention and combating system effectiveness indicators (4, 5) in accordance with the Methodology of a standard survey on corruption in Ukraine:

1. Share of the population (entrepreneurs) with negative attitude to corruption.
2. Share of the population (entrepreneurs) with personal experience of corruption.
3. Share of the population (entrepreneurs) capable of being whistleblowers.
4. Share of the population (entrepreneurs) supporting activities of whistleblowers.
5. Share of the population duly aware about legal protection guarantees for whistleblowers.

In 2021, the approach to indicators has changed, and their number has increased. Since these indicators are valuable because of their ability to assess changes in the country, the indicators from the previous years were recalculated, where it was possible, according to the new methodology.

3.1. Indicator 1. Share of the population (entrepreneurs) with negative attitude to corruption

The goal of anti-corruption policy is to increase the share of the population with negative attitude to corruption. This indicator cannot be measured through a direct question of whether one likes or dislikes corruption, because then the respondents' replies would be socially desirable and the data would be biased. Instead, method of hypothetical situations was used for the study, which means that *the respondents (both the population and entrepreneurs) were offered* a hypothetical situation of receiving an administrative service from a state authority or a local self-government body.

"Imagine a situation. You have applied to a public authority for a certificate you urgently need for solving a personal problem (for *entrepreneurs* – for the benefit of an enterprise). You were informed that the certificate would be ready in 30 days, but you need it as soon as possible. When you left the office, a random person in a hall told you that his/her neighbor (acquaintance) had received this kind of certificate on the following day having paid 1000 hryvnias to the head of the department issuing such certificates. How would you most likely act in this situation?"

The respondents were asked to select the most probable option for solving a problem (options are given below) that could arise:

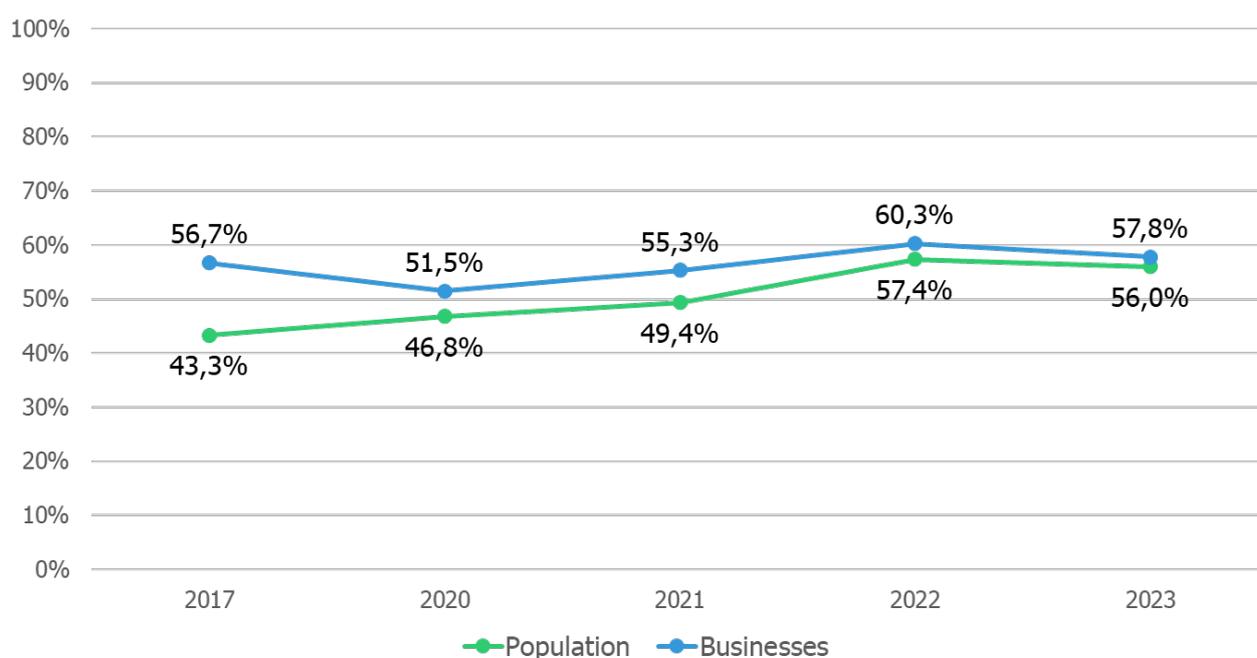
1. "I would wait 30 days"
2. "I would have paid 1,000 hryvnias, but I don't have this money."

3. "I would look for acquaintances or relatives who could help to acceleration issuance of a certificate"
4. "I would pay 1,000 hryvnias"
5. "I would file a complaint about corruption in the institution to a higher-level authority"
6. "I would report to the law enforcement authorities"
7. "I would turn to mass media (disclose these facts to journalists)"

Information and corresponding quantitative indicators as for **the identification of the respondents' negative attitude** to corruption were obtained based on the results of data analysis regarding their *refusal from corruption model of problem solution* in the given hypothetical situation.

To the category of people refusing corruption behavior model belong those who have chosen options 1 (waiting according to the rules) or 5-7 (reporting corruption) instead of the corrupt way of problem solving (options 2-4).

Fig. 3.1.1. Indicator 1. Share of the population (entrepreneurs) with negative attitude to corruption

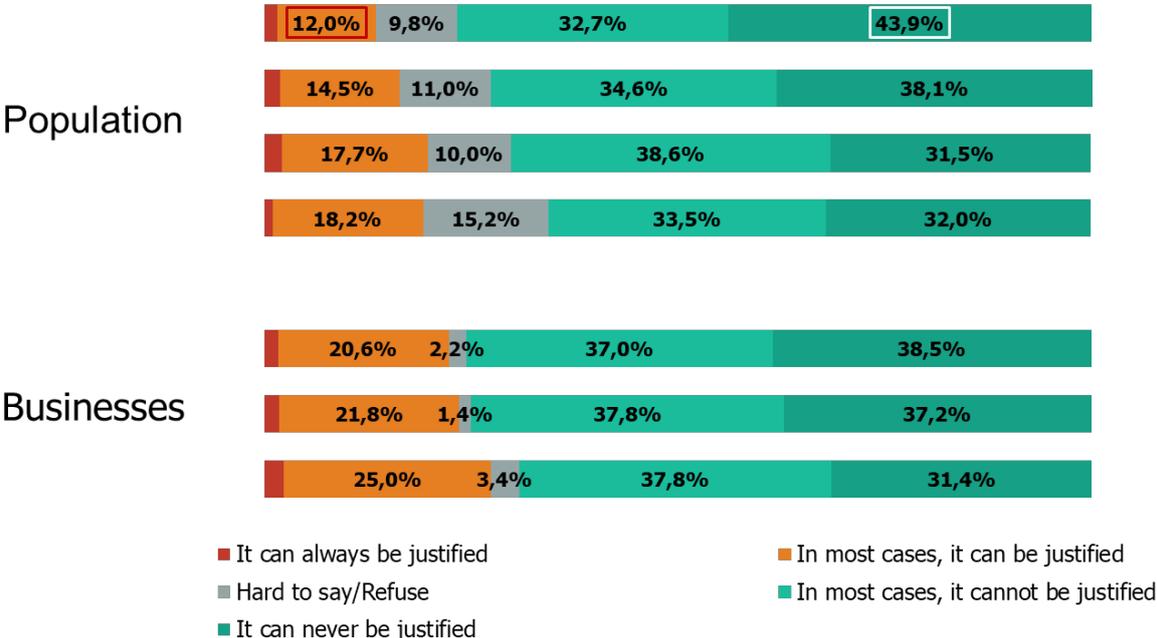


During 2017-2022, gradual *increase* in the share of the *population* with *negative attitude towards corruption* has been observed. In 2017, this indicator was 43,3%; in 2021 this share reached almost half (49,4%) of the respondents, while in 2022 it has significantly exceeded half of the population and amounted to **57,4%** (+8 p.p. compared to 2021). In 2023, this indicator has stabilized and amounts to **56,0%** (the difference of 1,4 p.p. compared to 2022 is not statistically significant).

After the increase in 2022, the share of anti-corruption-minded *entrepreneurs* has stabilized in 2023 and amounts to **57,8%** (-2,5 p.p. compared to 2022 is not statistically significant, and the value is significantly higher than that in 2021). Thus, in 2023, the shares of entrepreneurs and population refusing the corrupt behavior model have become equal, and the difference is only 1.8 p.p. in favor of entrepreneurs.

Despite the fact that Indicator 1 is based on a hypothetical situation, it is supplemented by a *direct question* in order to determine the share of the respondents who *do not justify corruption practices* for solving the problems that are of importance for citizens/enterprises (see Fig. 3.1.2).

Fig. 3.1.2. Justification for giving a bribe, gift or rendering unofficial services or a gift, if it is necessary to solve an important problem ¹



When it comes to a more theoretical question: can giving of a bribe be justified, the population expresses a greater commitment to the position of zero tolerance for corruption. For example, in 2023, **43,9%** of the *population* stated that a corrupt way of solving cases *could never be justified*. This indicator demonstrates a statistically significant *increase* for the second period in a row (+6.6 p.p. in 2022 and +5.8 p.p. in 2023). On the other hand, the share of those who, on the contrary, tolerate corrupt behavior (answers "*bribes can always or in most cases be justified*") has decreased statistically significantly to 13,6% (by 2,8 p.p.).

In business sector, there is also a tendency *to a gradual decrease* in the share of those justifying the corrupt way of solving problems. In 2023, 22,3% of the respondents fully or partially justify corruption, while, at the same time, **38,5%** of entrepreneurs categorically reject this way of solving

¹ Question: "In your opinion, can giving a bribe or a gift or rendering unofficial services can be justified by a need to solve an important problem?"

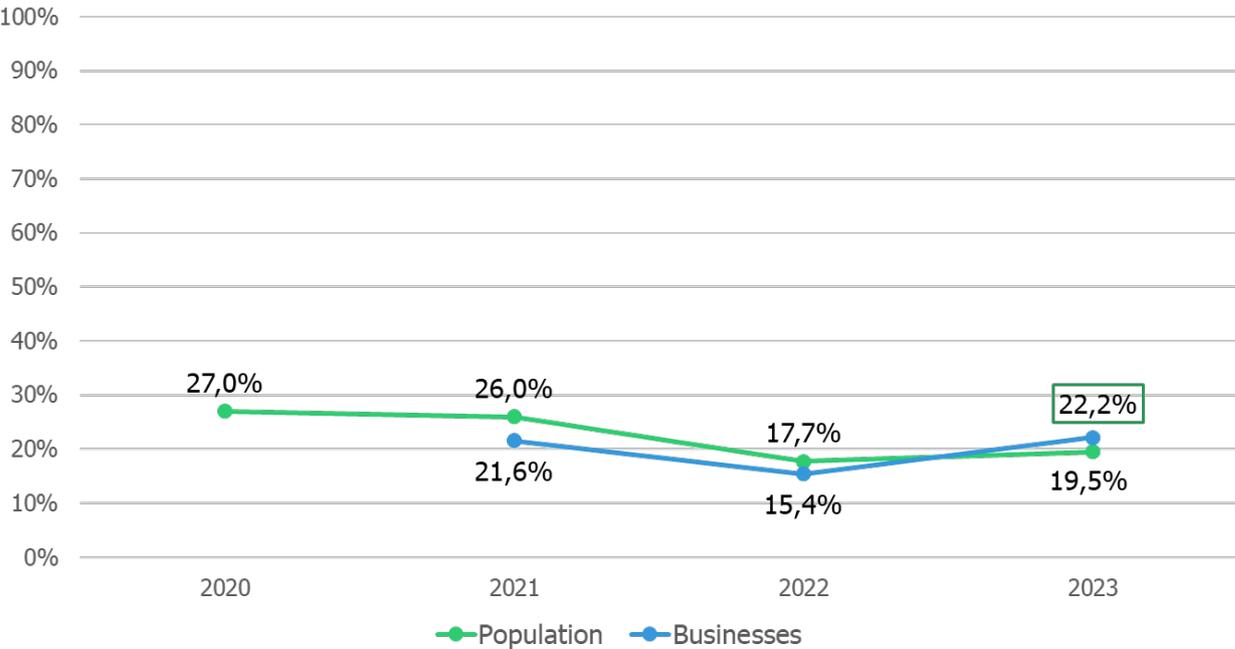
the important problems. And although statistically no significant changes compared to 2022 have been recorded, the dynamics of strengthening the position of zero tolerance is statistically significant compared to 2021.

3.2. Indicator 2. Share of the population (entrepreneurs) with personal experience of corruption

The goal of anti-corruption policy is reduction in the share of people who have had their own corruption experience. In order to determine the indicator, a *direct question* is asked about the *respondents' self-assessment of their involvement in corruption* : whether they personally or their family members (or employees of an enterprise for the benefit of an enterprise for entrepreneurs) have experienced corruption (gave or were asked for bribes, used connections, etc.) over the last 12 months. This indicator reflects the population's/entrepreneurs' *self-perception of their own corruption experience*, in other words they are of a subjective "informative" nature and may differ from real assessments of their involvement in corruption (if certain situations are analyzed for the presence of a corruption component in accordance with the legislation).

In 2023, this indicator for the *population* was **19,5%** (the difference of 1,8 p.p. compared to 2022 is not statistically significant). Thus, this indicator has stabilized after the decrease in 2022 (see Fig. 3.2.1)

Fig. 3.2.1. Indicator 2. Share of the population (entrepreneurs) with personal experience of corruption



In *business* sector, there is a negative trend towards an *increase* in the share of enterprises that have experienced corruption. In 2023, it was **22,2%**, which is statistically higher 2022 indicator (an

increase by 6,8 p.p.). Also, for the first time in three years, this indicator has exceeded the similar indicator for the *population*.

If, as stated above, corruption experience is summarized *by sectors* (See Section 2) when not only replies to a direct question are taken into consideration, but also affirmative answers regarding the respondents' involvement in corruption in each sector, then 2023 *estimated corruption experience indicator* for the *population* amounts to 26,1% and 16,0% for *entrepreneurs*.

For the *population*, this estimated indicator is statistically significantly higher than in 2022 (20,9%), but statistically significantly lower than in 2021 (33,8%), which generally correlates with the changes in Indicator 2. For *entrepreneurs*, the values of the estimated indicator were changing as follows: 17,4% in 2021, 12,9% in 2022 and 16, 0% in 2023, that is, the indicator has actually returned to the level of 2021, which also repeats Indicator 2 pattern.

It is interesting to note that the *population* systematically brings down the degree of corruption experience when answering the direct question of Indicator 2 compared to the estimated indicator of cumulative corruption experience by sectors. It is obvious that corruption experience in certain areas does not come to mind when a direct general question is asked, but only after being reminded.

In *business* sector, on the contrary, the answers to a direct general question are systematically lower than the estimated indicator. This can be explained by the fact that a certain share of corruption experience (or experience that surveyed entrepreneurs consider to be corrupt) lies outside the scope of sectors offered for assessment.

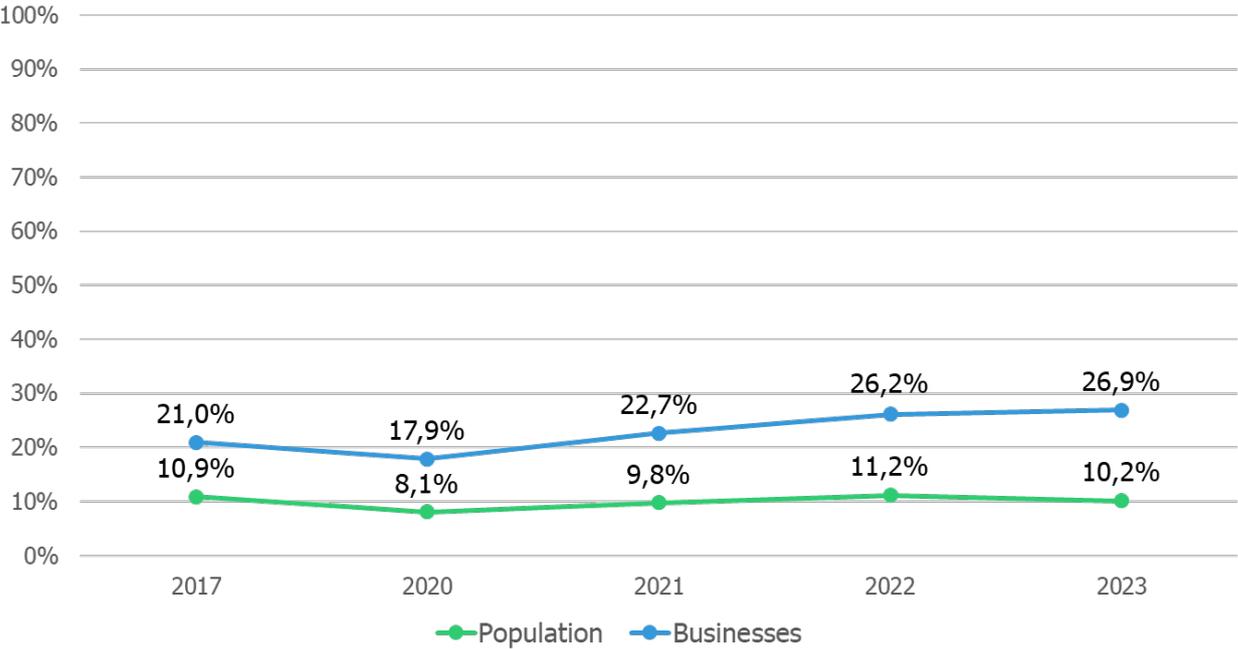
3.3. Indicator 3. Share of the population (entrepreneurs) capable of being whistleblowers

The goal of anti-corruption policy is to increase a number of citizens ready to *report the facts of corruption* (indicator 3.1) and those who have reported to the *competent authorities the facts of corruption they have experienced* (indicator 3.2).

To determine indicator 3.1, a hypothetical situation is used, just like for indicator 1, but determined is the **share of those who have chosen a exposing model of behavior** (reply options: 5. " I would file a complaint about corruption in the institution to a higher-level authority ", 6. "I would report to the law enforcement authorities ", or 7. " I would turn to mass media (disclose these facts to journalists)").

In 2023, indicator 3.1 (the share of the respondents willing to *report about corruption manifestations*) for the *population* has remained at the level of 2021-2022 (**10,2%** in 2023.). However, as compared to 2022, the increase is statistically significant (back then it was 8,1%).

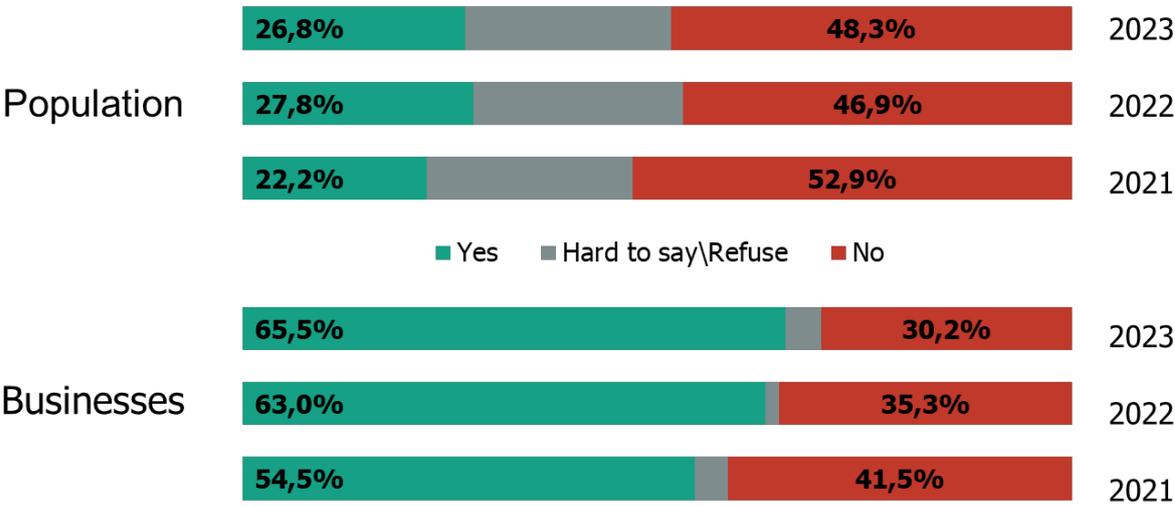
Fig. 3.3.1. Indicator 3.1. Share of the population (entrepreneurs) capable of being whistleblowers



Throughout the history of observation, *entrepreneurs* have been *much more* willing to report corruption than the population. In 2023, the indicator was **26,9%**, that is, it has *stabilized* after a statistically significant increase in 2022.

A direct question ("Would you file a complaint to the authorities or law enforcement agencies in connection with a case of corruption?") shows a significantly higher share of potential whistleblowers (more than twice as in case with the offered situation), but this indicator may be distorted due to social desirability of a "yes" answer: 26,8% for the population (this indicator remained unchanged as compared to 2022, after the increase as compared to 2021) and almost two-thirds – 63% for entrepreneurs (without significant change as compared to 2022, but there is a statistically significant increase as compared to 2021).

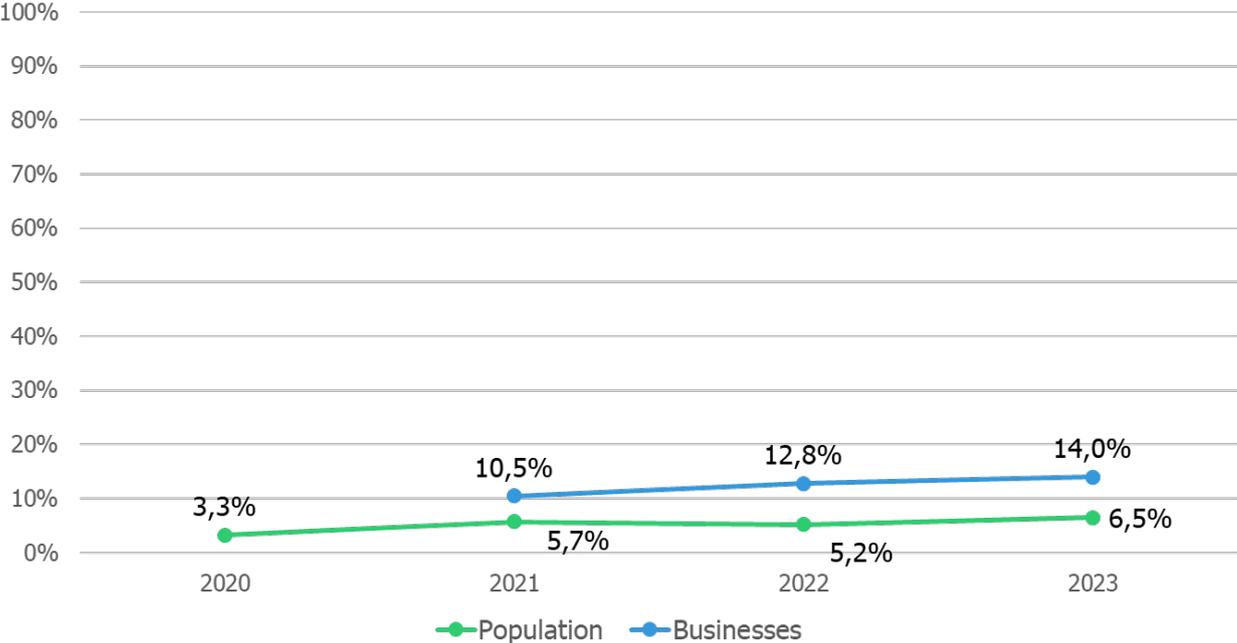
Fig. 3.3.2. Readiness to file a complaint about corruption to public authorities or law enforcement agencies (direct question)



Indicator 3.2 is defined as the share of those who have indicated that, having experienced corruption situation, s/he *has filed a complaint to public authorities or law enforcement agencies* (direct question). This indicator *remains extremely low*. The share of the respondents who reported the facts of corruption they had experienced to the competent authorities has increased for the *population* from 3,3% in 2020 to **6,5%** in 2023 (the increase is statistically significant compared to 2020). For entrepreneurs, this indicator is almost twice as high – **14,0%** (statistically significant increase compared to 2021).

There is no statistically significant difference between 2021-2023 indicators, therefore it is possible to state about *absence of tendency towards a noticeable increase* in the share of *whistleblowers*.

Fig. 3.3.3. Indicator 3.2. Share of the population (entrepreneurs) who reported corruption they had experienced to the competent authorities



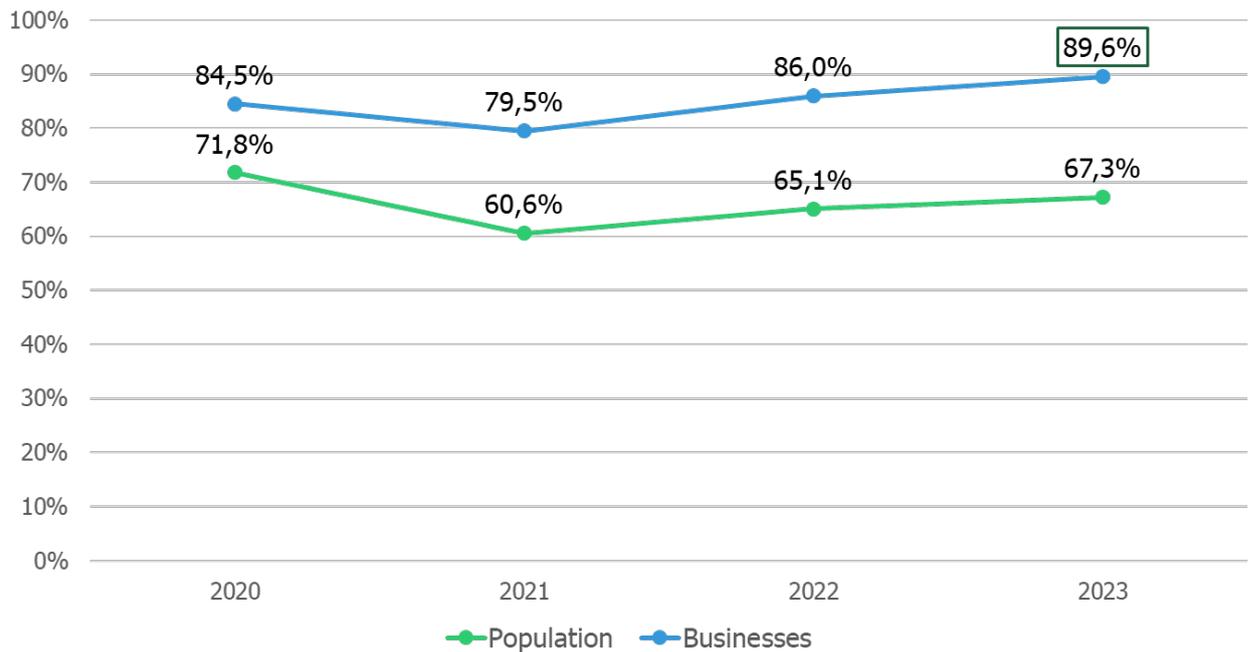
3.4. Indicator 4. Share of the population (entrepreneurs) supporting whistleblowers

The goal of anti-corruption policy is well-developed respect for whistleblowers as responsible citizens. The corresponding indicator 4 is defined on the basis of the replies to a direct question "What is your attitude to people who file complaints (reports) to authorities or law enforcement agencies regarding corruption cases?". The response scale contains 5 options (from "fully condemn" to "fully approve"). The quantitative indicator is obtained as a result of adding the percentages of "fully approve" and "rather approve" replies.

By this indicator, the shares of both groups decreased in 2021, but **increased** in 2022-2023: an absolute majority of both the *population (67,3%)* and *entrepreneurs (89,6%) approve of whistleblowers' activity*. For the population, the 2023 indicator remained at the level of 2022 with accuracy to a statistical error, while 2022 increase was statistically significant compared to 2021.

In *business* sector, the statistically significant *increase* is observed for the second period in a row, and it has reached its peak for the period under review (2020-2023).

Fig. 3.4.1. Indicator 4. Share of the population (entrepreneurs) supporting whistleblowers



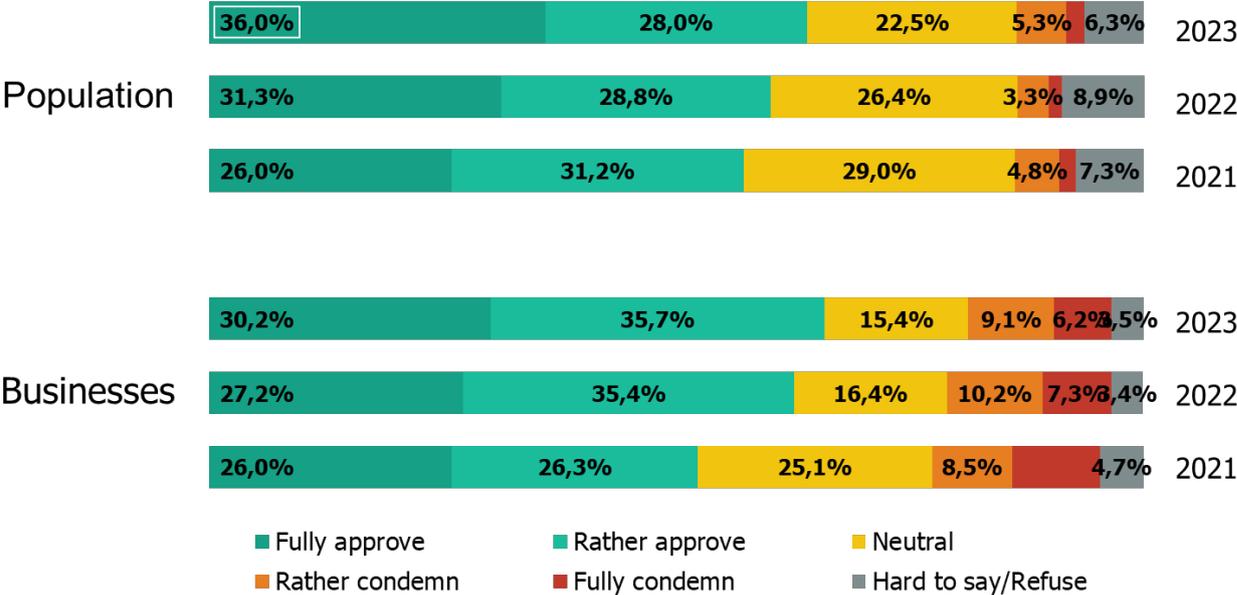
Additionally, for this indicator calculation, replies on a hypothetical situation are analyzed: *"Imagine such a situation. In an organization (enterprise) you are working for, one of your colleagues has informed the competent authorities about a corruption crime committed by another employee. What is your attitude towards such actions of your colleague?"*.

Among the *population*, the share of "fully approve" and "rather approve" answers is **64,0%** (60,1% in 2023), fig. 3.4.2. The increase in the indicator is statistically significant for the second period in a row, with the increase coming at the expense of an increase in the share of the population who "fully approve" of the actions of whistleblowers.

For *entrepreneurs*, the share of those who approve of the actions of a whistleblower colleague is **65,9%** (no change compared to 2022, but statistically significantly higher than in 2021).

Both the population and entrepreneurs demonstrate lesser approval of a colleague's actions exposing corrupt behavior of another colleague (compared to declarative answers to a direct question). This trend is especially characteristic of *entrepreneurs*, where the gap in 2023 reached 23,7 p.p). For the *population*, this gap is almost non-existent and amounts to only 1,4 p.p. This may indicate a more *stable attitude* towards whistleblowers among the *population*. A clear upward trend is observed in both target groups.

Fig. 3.4.2. Hypothetical situation: attitude to actions of a colleague who has reported corruption crime of another colleague to the competent authorities



3.5. Indicator 5. Share of the population duly aware about legal protection guarantees for whistleblowers

The goal of anti-corruption policy is achieving a state when the majority of citizens are duly informed about legal protection guarantees for whistleblowers. The corresponding indicator 5 is calculated on the basis of the replies “yes”, “no” or “hard to say” to a question “Do citizens reporting corruption cases to the competent authorities have the following rights?” for each item:

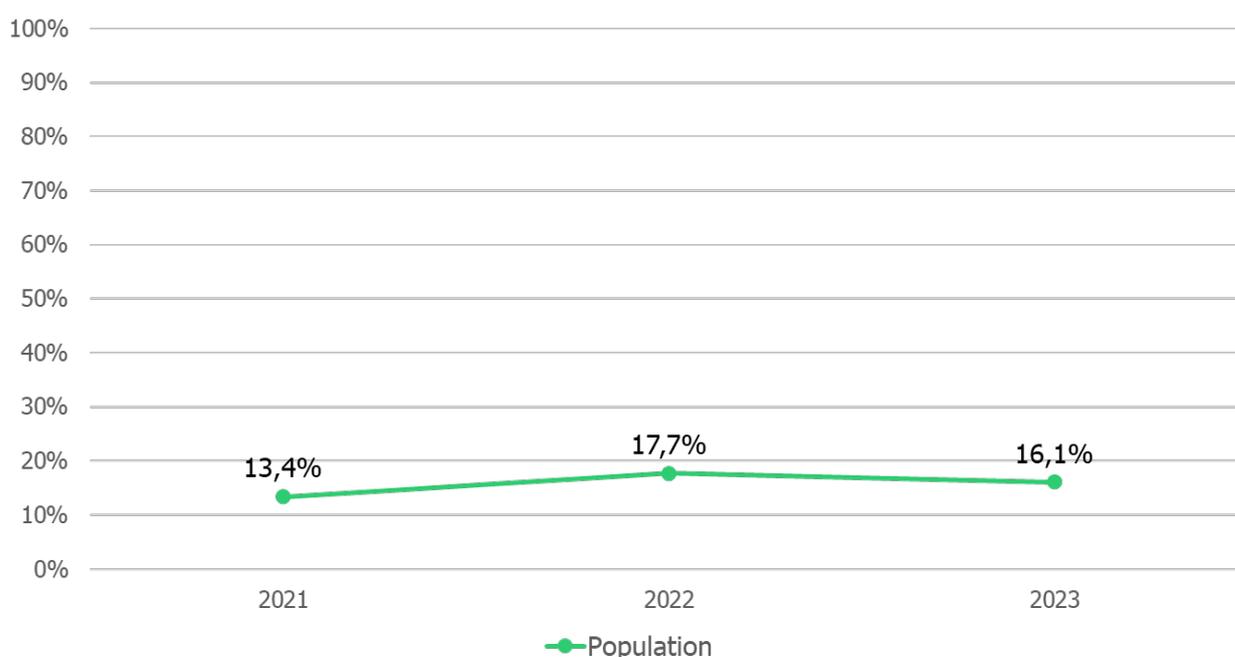
1. for free legal aid for protection of his rights (correct - “yes”);
2. for paid vacation during the corruption case notification consideration period, but not more than 30 days (correct - “no”);
3. for a monetary reward in cases specified by the law (correct - “yes”);
4. for receiving information from the law enforcement agencies about the results of the pre-trial investigation regarding all crimes committed by a person who has committed the corruption offense reported (correct - “no”);
5. for immediate reinstatement in the previous job (position) provided these persons have been dismissed from their position in connection with notification about possible facts of corruption or corruption-related offenses (correct - “yes”);
6. for measures to be taken by the law enforcement agencies aimed at ensuring protection of housing, irrespective of threats to life and health of a whistleblower, from the moment corruption was reported (correct - “no”);
7. for reimbursement of expenses for a lawyer in connection with protection of whistleblower’s rights (correct - “yes”);

8. for transfer, at his/her own will, to another equivalent position (job) in the institution (facility) s/he is working for (correct - "no").

The respondents who have marked correctly more than half of the items, i.e. at least 5 out of 8, are regarded as **duly aware**. In 2023, their share was **16,1%**, which is practically unchanged compared to 2022 (has stabilized after the increase in 2022).

Despite the increase compared to 2021, this indicator remains quite low - only one in six citizens can be considered duly aware of legal protection guarantees for whistleblowers. At the same time, among those citizens who are *ready to report* facts of corruption (10,2% according to indicator 3.1), the share of whistleblowers who are duly aware of legal protection guarantees is only 11,4% (in 2022, it was twice as large and amounted to 24,4 %). Thus, awareness of legal protection for whistleblowers has almost no correlation with willingness to act as a whistleblower.

Fig. 3.5.1. Indicator 5. Share of the population duly informed about legal protection guarantees for whistleblowers ¹



At the same time, the results correlate with the lack of awareness of the *activities and scope of authority of anti-corruption bodies, as well as specifics of submission (channels) and mechanisms for review of reports* on corruption. For example, only 11,6% of Ukrainians are duly aware of NACP powers (5 or mother powers were marked correctly), and 28,4% and 24,7% respectively are duly aware of the specifics of submission (channels) and mechanisms for review of reports on corruption (from more details - see Section 1.2).

¹ In the report on the results of the standard survey on corruption in Ukraine in 2022, an error was made in calculation of Indicator 5, and currently the error has been corrected 2022 indicator calculation.