

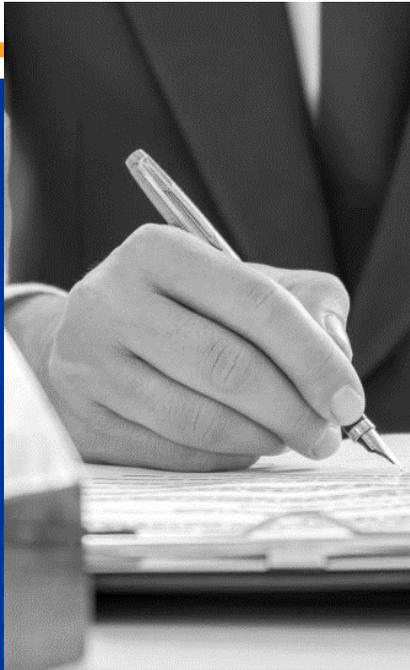


NATIONAL AGENCY  
ON CORRUPTION  
PREVENTION

A grayscale background image showing a close-up of hands holding a document. The hands are positioned as if presenting or examining the document. The document has some text and a small portrait visible. The overall tone is professional and serious.

# **Corruption in Ukraine 2023:** understanding, perception, prevalence

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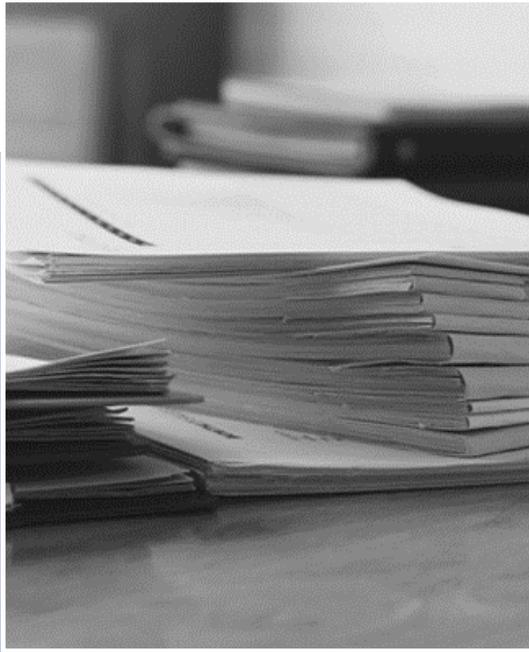
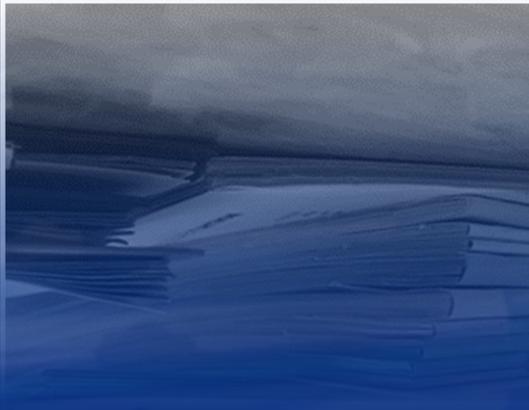


Study methods and goals

Indicators of perception of corruption

Corruption experience by sector

Integral indicators

A black and white photograph showing a thick stack of papers or documents, with some pages slightly offset, resting on a surface.A black and white photograph showing a stack of papers, similar to the one above, but with a more dramatic, low-angle perspective and some shadows, suggesting a desk or workspace.

# STUDY METHODS AND GOALS

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### TWO STUDY COMPONENTS IN EACH WAVE

	Surveys of the population	Surveys of businesses
<b>Specification of each study component</b>	<p>Nationally representative survey</p> <p>One-on-one interviews</p> <p><b>2023: 2488 interviews*</b></p> <p>2022: 2646 interviews</p> <p>2021: 2636 interviews</p> <p>2020: 2516 interviews</p> <p>2017: 2585 interviews</p>	<p>Nationally representative survey</p> <p>Telephone interviews</p> <p><b>2023: 1208 interviews**</b></p> <p>2022: 1203 interviews</p> <p>2021: 1224 interviews</p> <p>2020: 1093 interviews</p> <p>2017: 1005 interviews</p>

\* Maximum error:  $\pm 2$  p.p.

\*\* Maximum error:  $\pm 3$  p.p.

# MAIN OBJECTIVES OF THE STUDY



The goal of the study is a comprehensive assessment of the situation with corruption in Ukraine in 2023

## Objectives of the study:

- ✓ assessment of the state anti-corruption efforts in Ukraine
- ✓ assessment of the understanding and perception of corruption
- ✓ taking stock of the corruption experience of the population and businesses
- ✓ assessment of the level of prevalence of corrupt practices in the following sectors:

Surveys of the population	Surveys of businesses
State and municipal healthcare (medical services) Services of institutions of higher education Services of educational institutions (elementary and secondary education) Services of educational institutions (municipal kindergartens) Activities of service centers of the Ministry of Internal Affairs Activities of administrative service centers (ASCs) Administrative services provided by executive authorities and local self-government bodies (other than ASCs and service centers of the MIA) Humanitarian aid	Activities of the tax authorities Monitoring and oversight of business activities Customs Judicial system Enforcement of court decisions
Services involving connection to and maintenance of power, gas, water supply and sewer systems (other than services involving the processing of bill payments) Construction and land relations Law enforcement activities in maintaining law and order, conducting pretrial investigations	

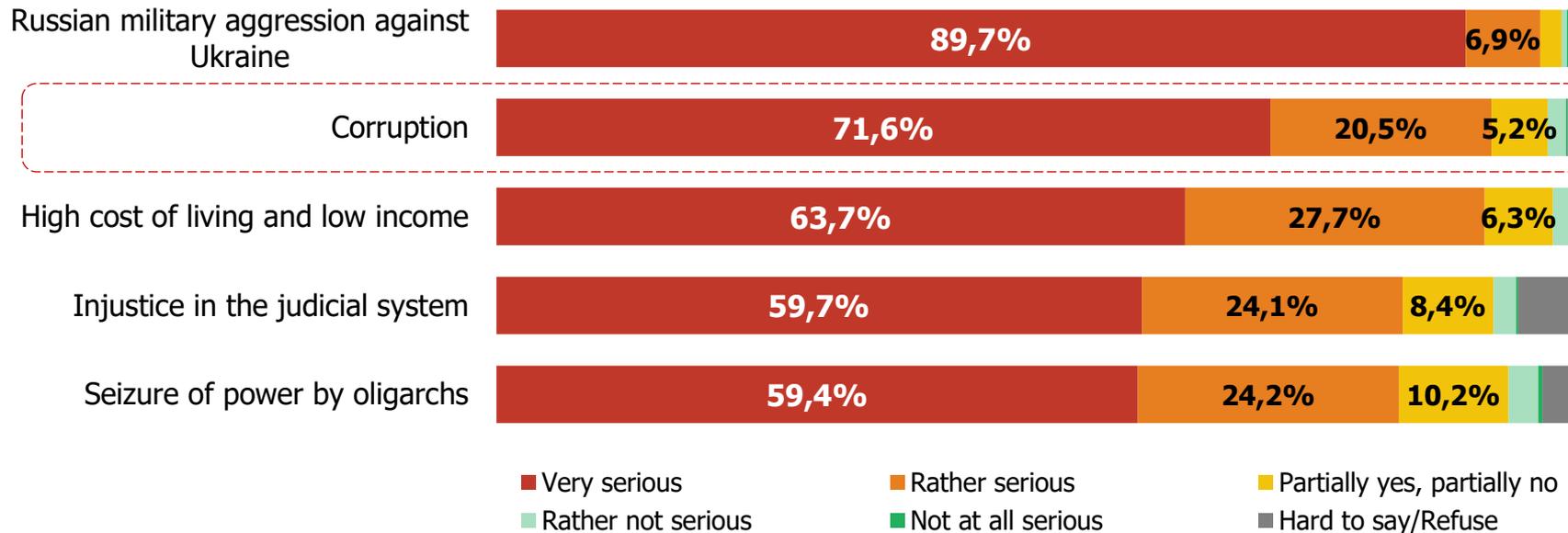


# INDICATORS OF PERCEPTION OF CORRUPTION

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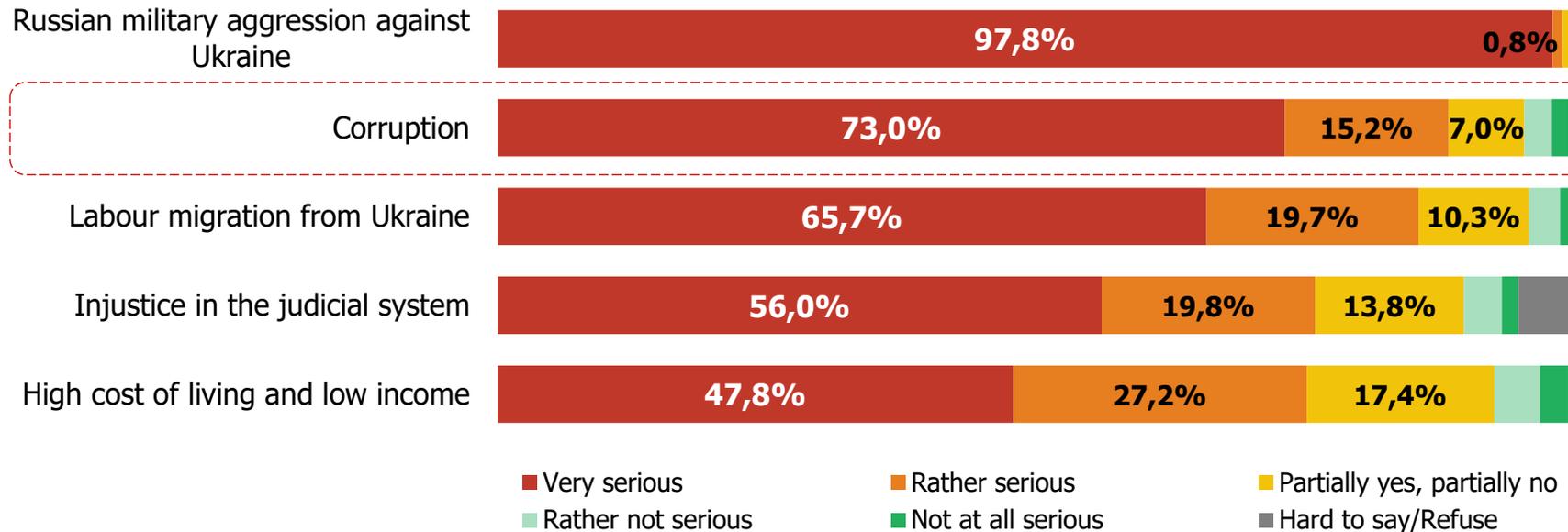
Perception of the major problems of Ukraine — TOP 5 (2023)



Question: "How serious do you think the following problems are for Ukraine?"



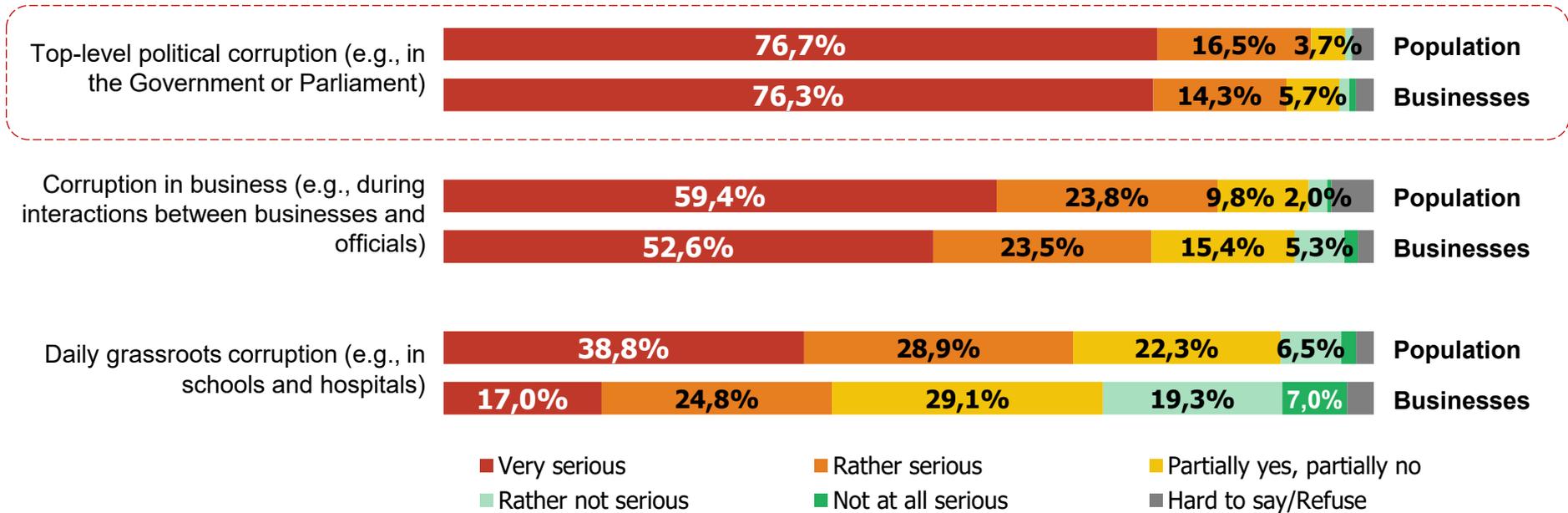
Perception of the major problems of Ukraine — TOP 5 (2023)



Question: "How serious do you think the following problems are for Ukraine?"

# Both the population and entrepreneurs consider political corruption to be the most serious type of corruption

## Seriousness of various types of corruption in Ukraine according to the population and businesses



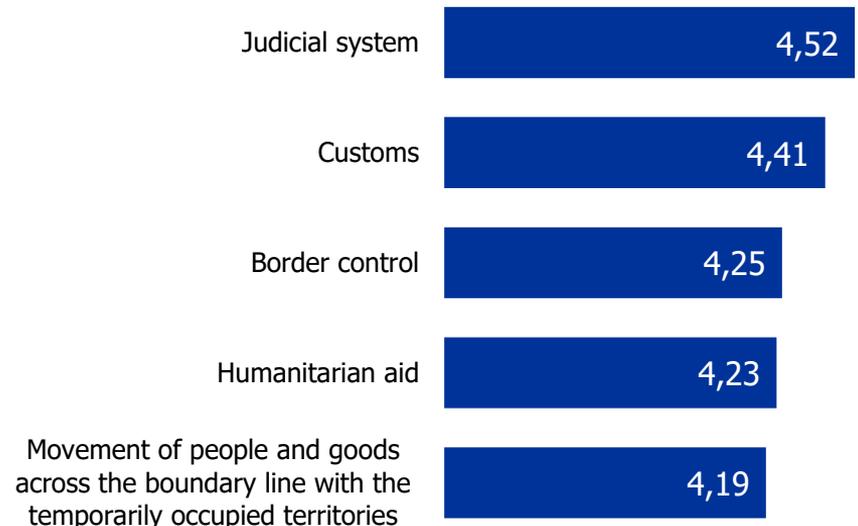
Question: "How serious a problem do you think these types of corruption are for Ukraine?"

# The most corrupt sectors, in the opinion of the population and businesses

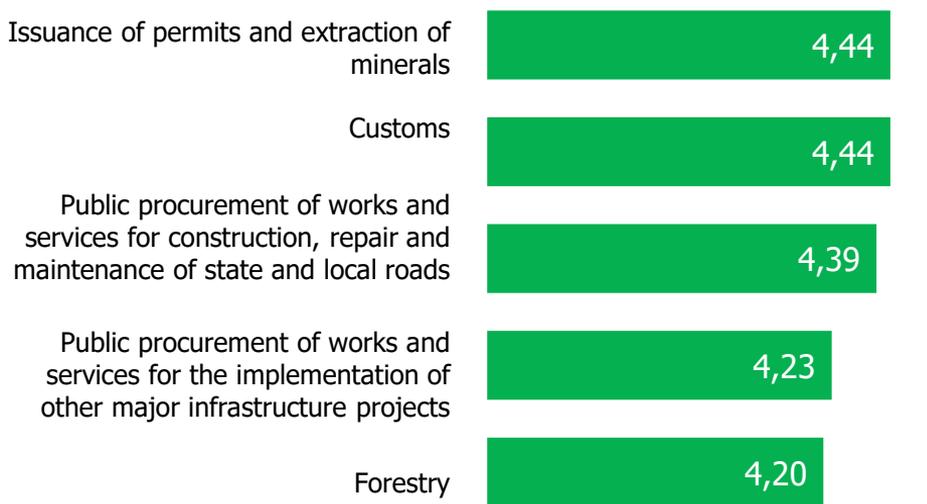


Index of perception of prevalence of corruption, according to assessment by:  
(average score on a 5-point scale, where 1 means no corruption and 5 means very prevalent corruption)

## Population



## Businesses



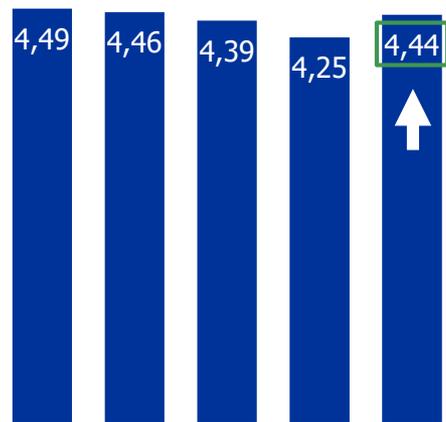
Question: "In your opinion, how prevalent is corruption in the following sectors?"

# The general index of perception of corruption has increased to the level of 2020



Index of perception of prevalence of corruption, according to assessment by:  
(average score on a 5-point scale, where 1 means no corruption and 5 means very prevalent corruption)

### Population



2017 2020 2021 2022 2023

### Businesses



2017 2020 2021 2022 2023

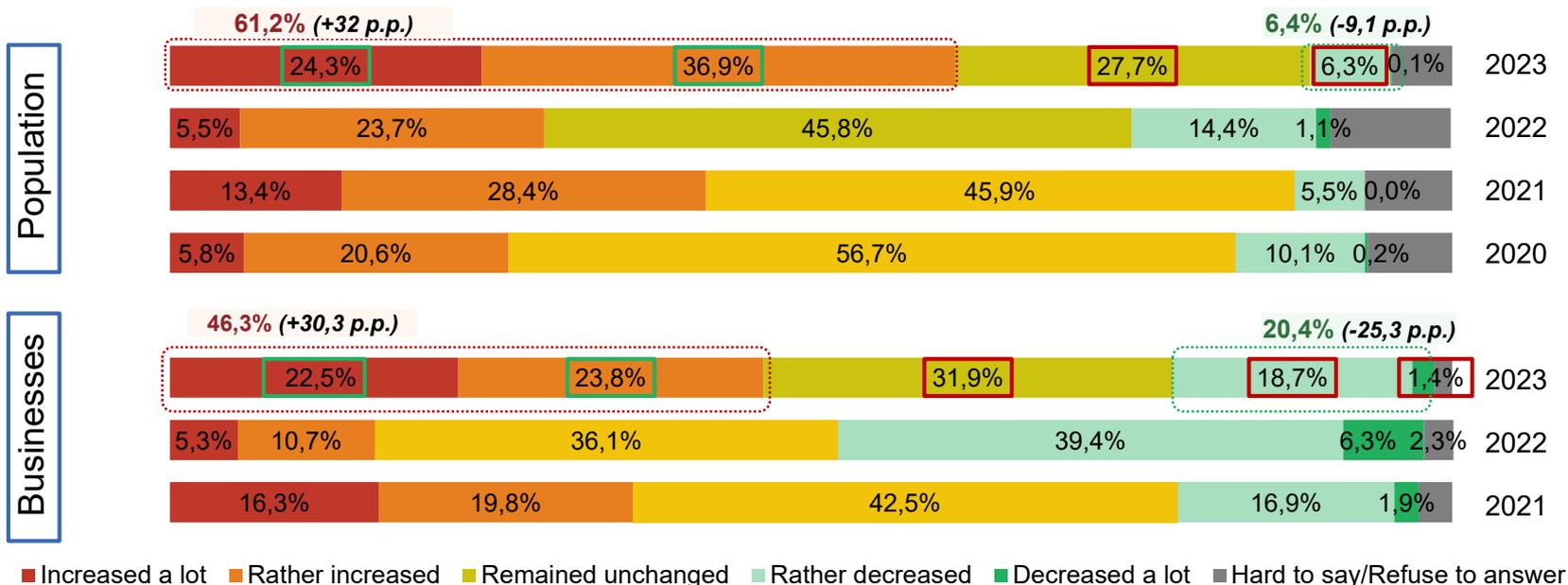
Notably, the index of perception of the prevalence of corruption in the sector where the surveyed entrepreneurs work is **2.29 points**

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

# Respondents noted a significant increase in the level of corruption Businesses have a less pessimistic assessment of changes in the level of corruption compared to the population



Assessment of changes in the level of corruption in Ukraine over the past 12 months among the population and businesses



Question: "In your opinion, how has the level of corruption in Ukraine changed over the past 12 months?"

# ASSESSMENT OF ANTI-CORRUPTION EFFORTS

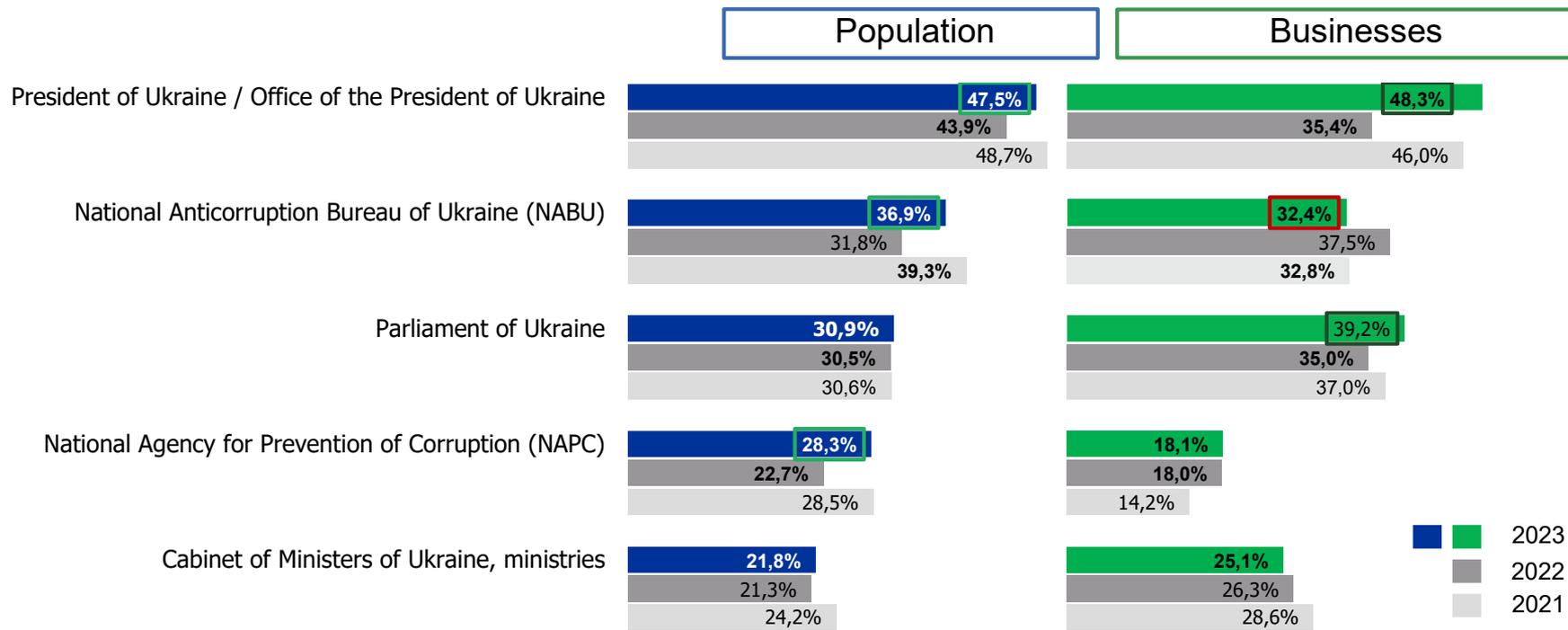
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# Central authorities along with specialized institutions are considered responsible for combating corruption



Who is responsible for combating corruption in Ukraine, according to:



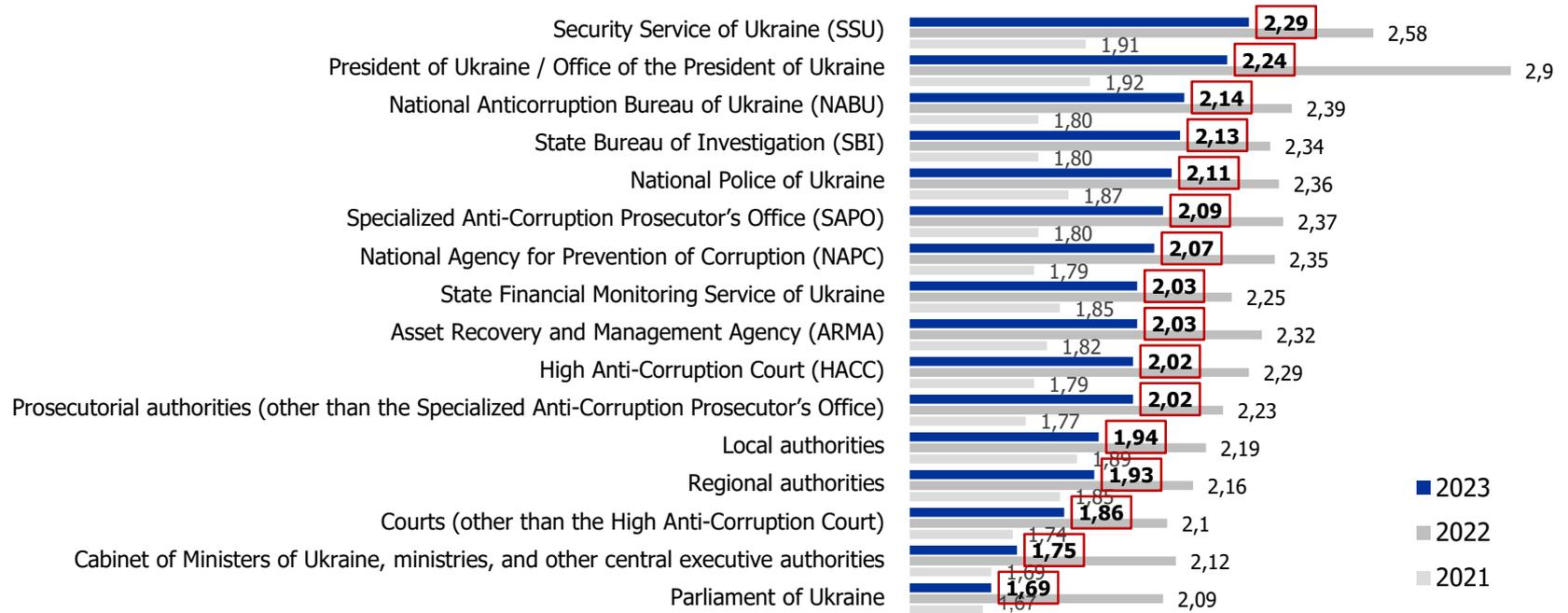
Question: "In your opinion, who is responsible for combating corruption in Ukraine?"

# Population: correction of estimates of the effectiveness of anti-corruption activities (lower than in 2022, but higher than the data of 2021)



## Assessment by the population of the effectiveness of anti-corruption efforts by government agencies

(average score on a 5-point scale, where 1 means that anti-corruption efforts are completely ineffective, and 5 means that they are highly effective)



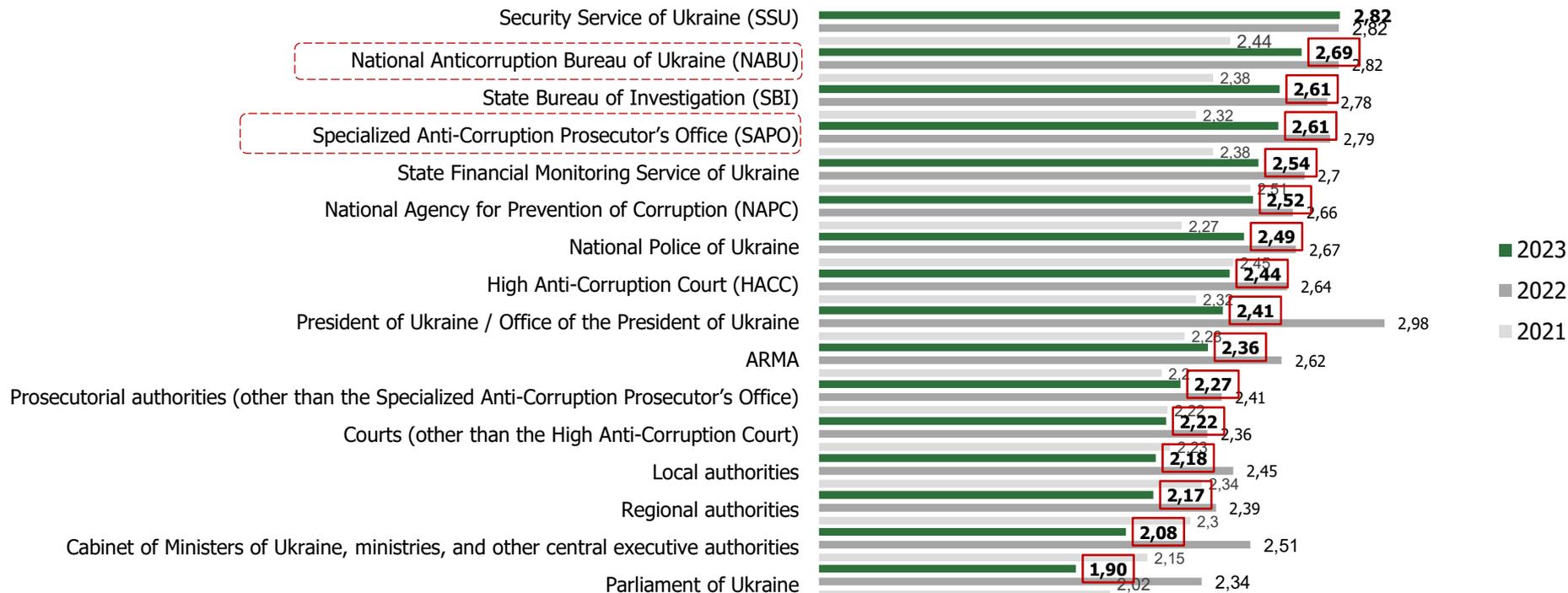
Question: "In your opinion, how effective (productive) are the anti-corruption efforts of the following government agencies?"

# Businesses: assessments also decreased. Among all anti-corruption agencies, the efforts by the NABU and SAPO received the highest ratings



## Assessment by businesses of the effectiveness of anti-corruption efforts by government agencies

(average score on a 5-point scale, where 1 means that anti-corruption efforts are completely ineffective, and 5 means that they are highly effective)

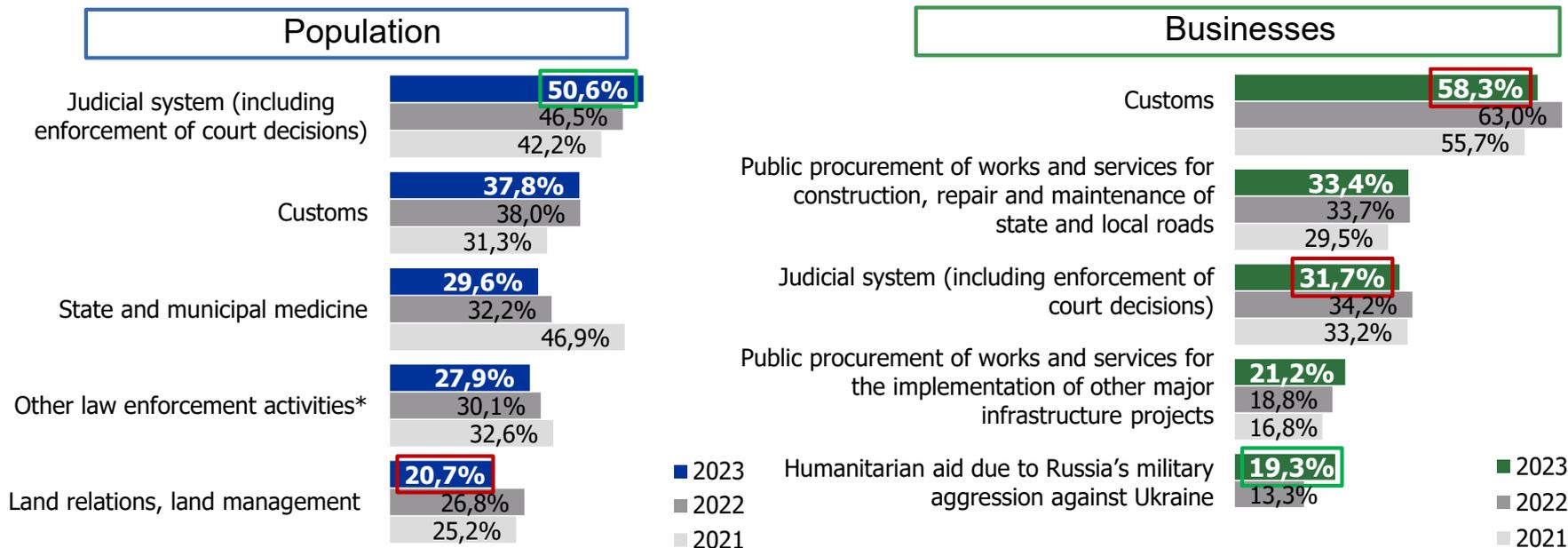


Question: "In your opinion, how effective (productive) are the anti-corruption efforts of the following government agencies?"

# The highest priority for the population is eradication of corruption in the judicial system, and for businesses – in the customs



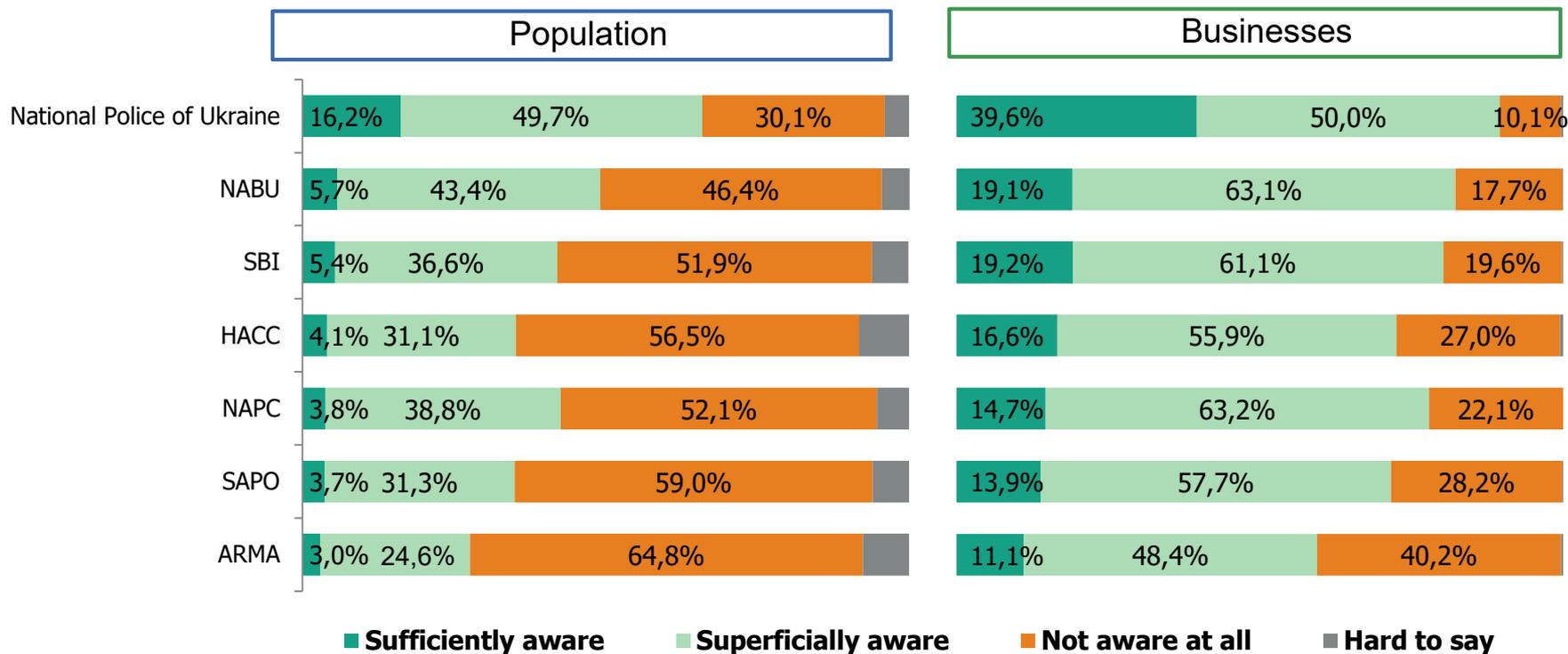
TOP 5 priority sectors for eradication of corruption, according to assessments of:



**Question:** "In what areas do you think it is necessary to combat corruption in the first place?"

\* Other activities of law enforcement agencies (National Police, Security Service of Ukraine, Prosecutor's Office) to maintain law and order, conduct pretrial investigations (except for the activities of patrol police, service centers of the Ministry of Internal Affairs)

# Awareness of the activities of anti-corruption agencies: the business community has a higher awareness

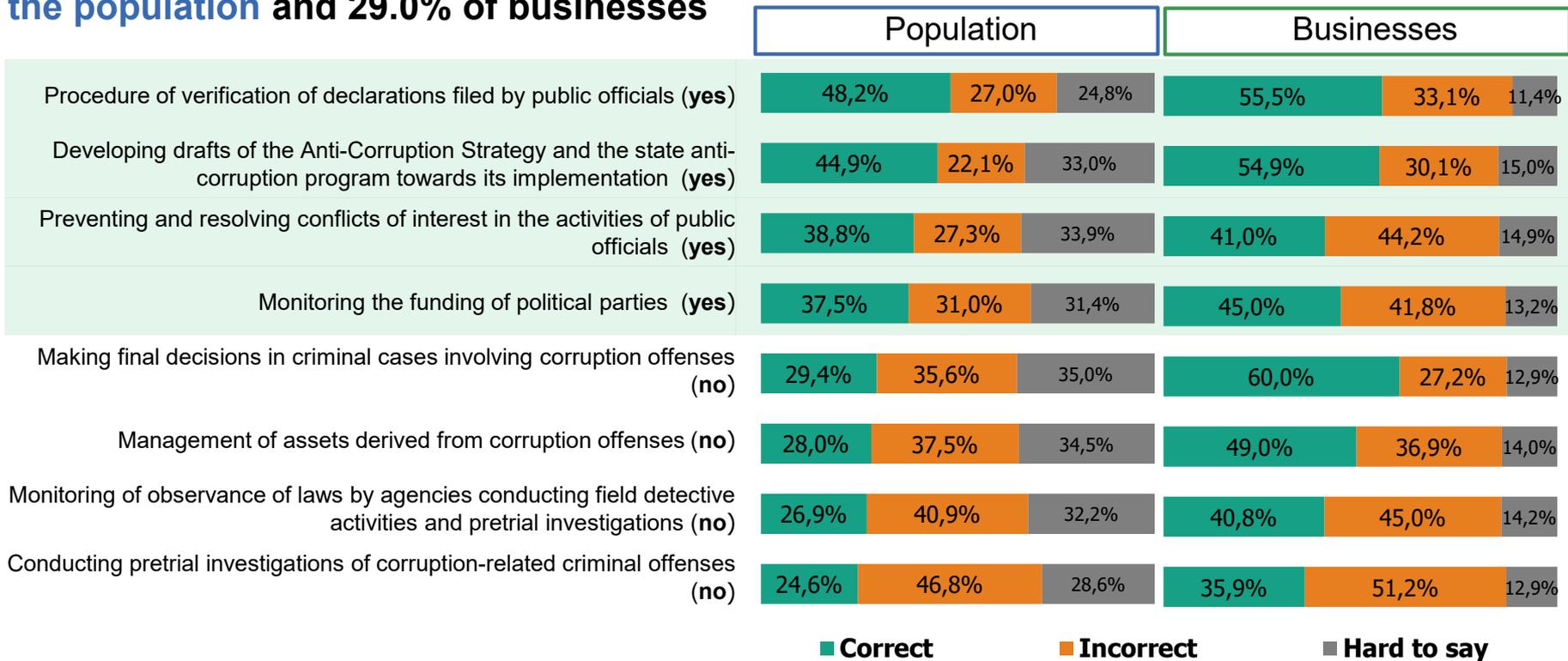


Question: "To what extent do you consider yourself to be aware of the activities of the following government agencies (institutions)?"

# Awareness of the powers of the NAPC



Correct answers to at least 5 out of 8 questions were given by **11.6% of the population** and **29.0% of businesses**

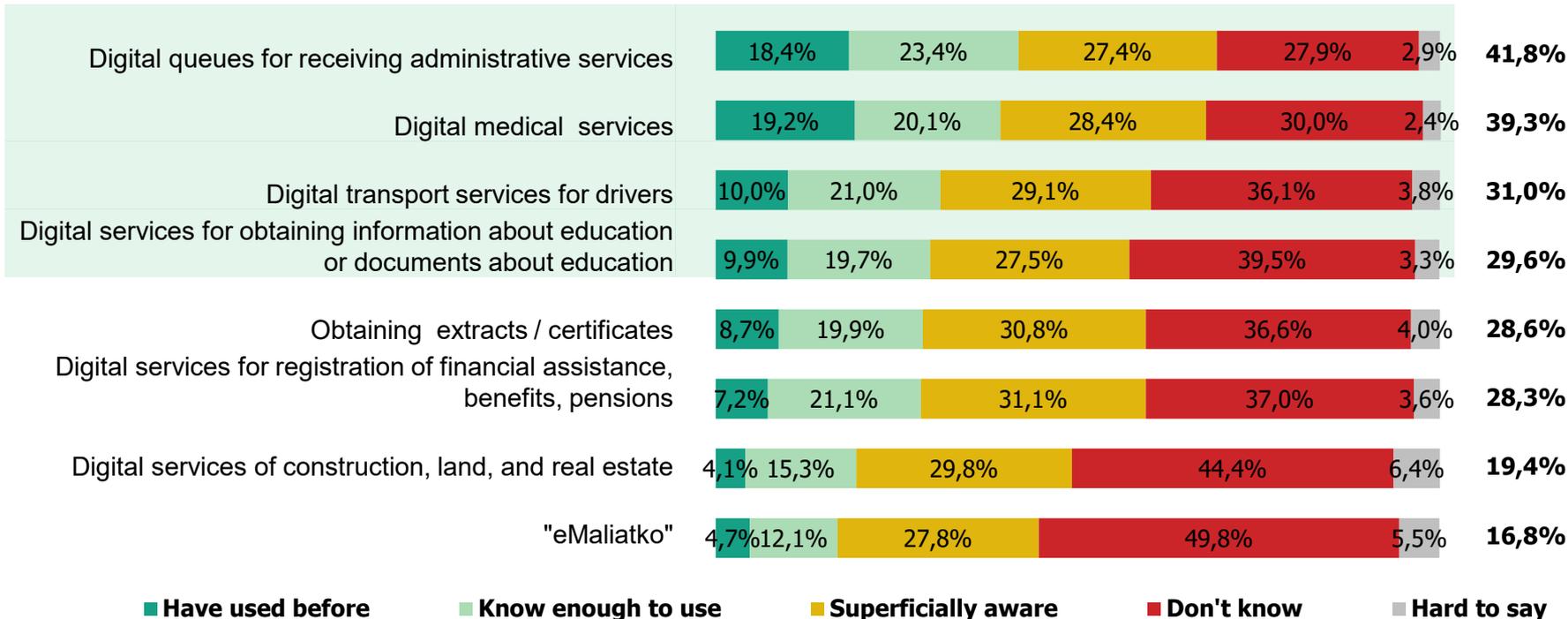


Question: "In your opinion, does the National Agency for Prevention of Corruption exercise such powers?"

# Population: Awareness of electronic systems for online rendering of public services

The **"sufficient awareness"** indicator (the average level among all offered services) is **29,4%**

**Sufficiently aware**



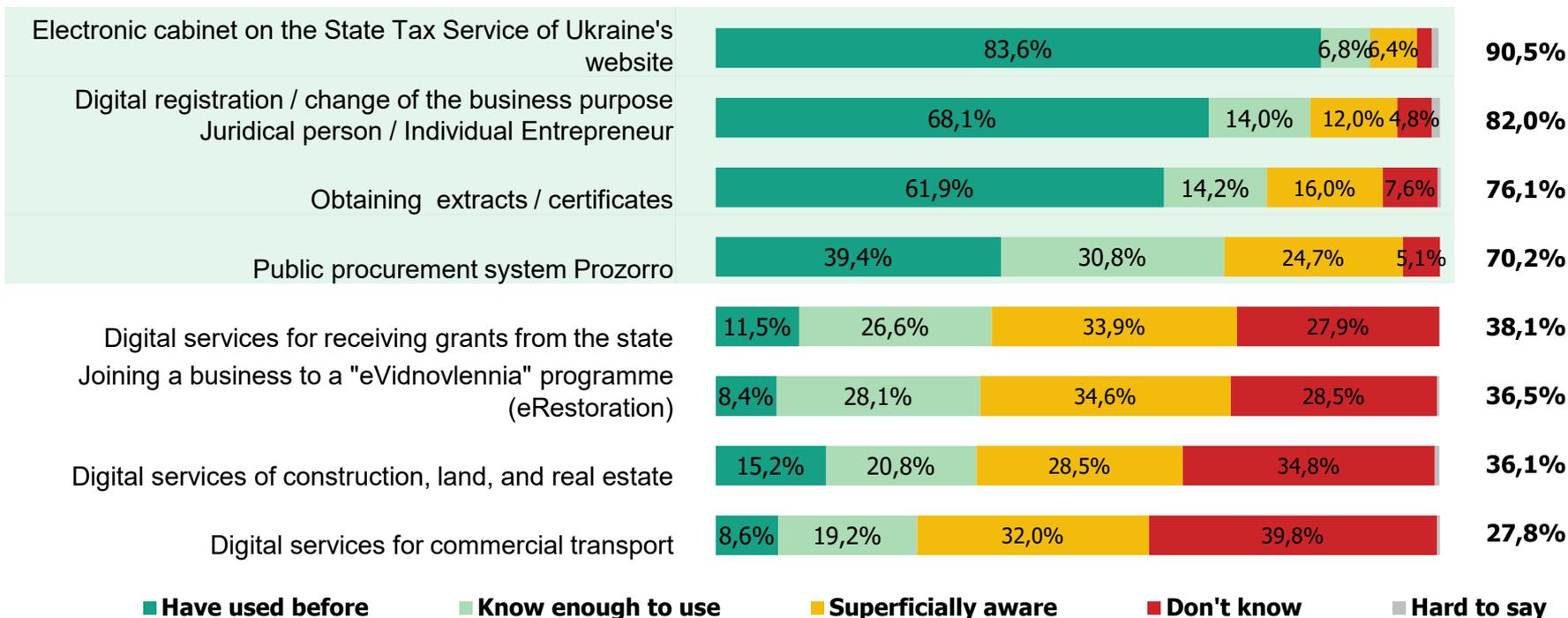
Respondents who either have experience of using such services or have enough knowledge to use them are considered **sufficiently aware** about each service

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

# Businesses: Awareness of electronic systems for online rendering of public services

The **"sufficient awareness"** indicator (the average level among all offered services) is **57,2%**

**Sufficiently aware**



Respondents who either have experience of using such services or have enough knowledge to use them are considered **sufficiently aware** about each service

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



# CORRUPTION EXPERIENCE BY SECTOR

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### Approach 1

**Direct method** (self-assessment) by which respondents determine whether they had any experience with corruption (general question «Have you faced corruption in the past 12 months...?») )

The indicator that is most stable for comparison purposes across different study waves is used as one of the indicators of effectiveness of the state anti-corruption policy

### Approach 2

**Self-assessment** by respondents of their experience with corruption **during interaction/contacts with a specific sector** (answers to a direct question)

It can be used for comparison between different study waves (within each sector)

### Approach 3

Determination of the degree of **prevalence of corrupt practices in sectors** based on the confirmation by respondents that **they faced** certain contact situations showing attributes of **corruption**

This integral indicator (a share of respondents who found themselves in corruption situations\*) depends on the list of corrupt practices offered for assessment

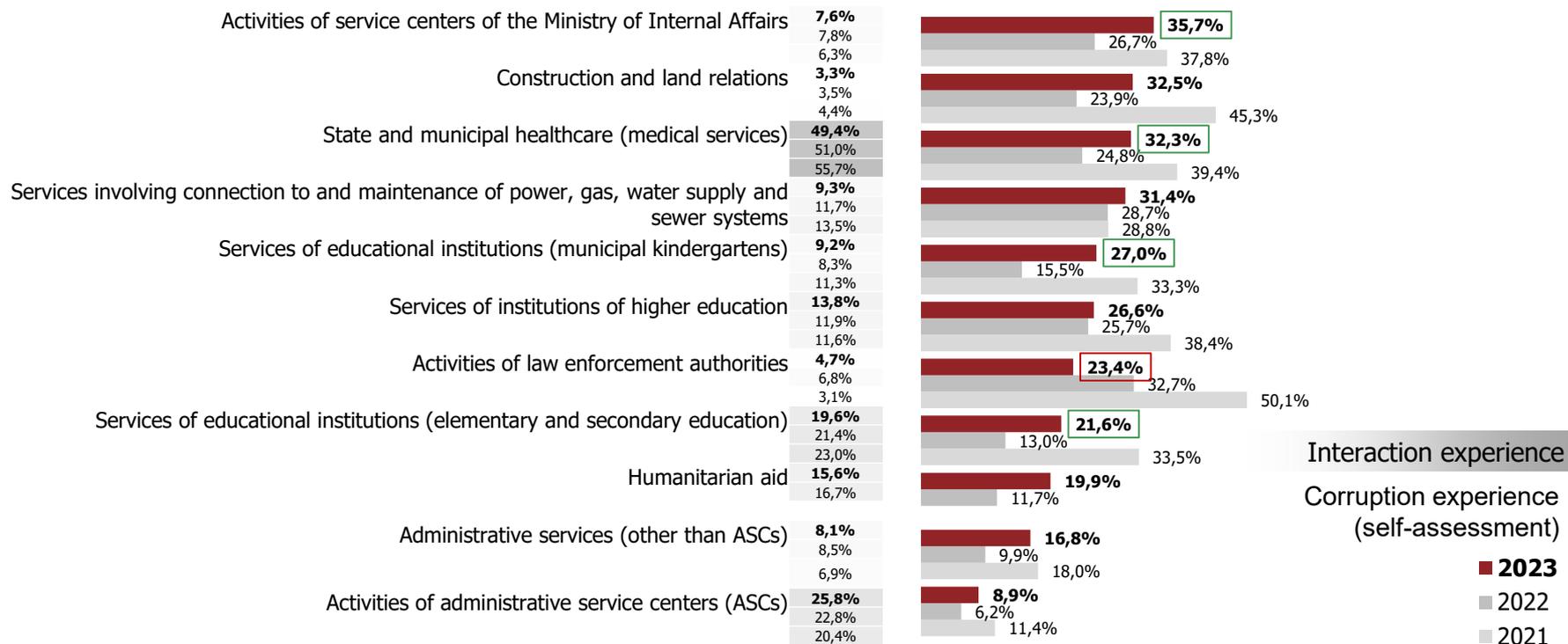
\* The integral indicator of being in corrupt situations is calculated as the share of respondents who chose any answer other than "No such situation" (we consider the options "Other" or "Refused to answer" to be socially acceptable substitutes for answers about involvement in a corrupt situation).



# CORRUPTION EXPERIENCE OF THE POPULATION

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# Population: experience interacting with sectors and corruption experience



## Questions for each sector:

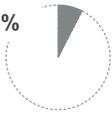
- "Did you or your family members have to deal with (use services of...) ... over the last 12 months?" / "Did you or your family members meet (contact) representatives of... (on issues related to...) over the last 12 months?"; / "Are you or your family members currently studying or studied in ... over the last 12 months?";
- "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.?"

# Population: experience interacting with sectors and corruption experience



*Of those who had contact with the sector*

Sectors of activity	Corruption experience based on self-assessment	Initiated by visitors	Initiated by officials	Had contact with the sector
Activities of service centers of the Ministry of Internal Affairs	↑35,7%	19,1%	29,5%	7,6%
Construction and land relations	32,5%	9,7%	39,4%	3,3%
State and municipal healthcare (medical services)	↑32,3%	13,5%	27,2%	49,4%
Services involving connection to and maintenance of power, gas, water supply and sewer systems	31,4%	12,0%	26,6%	↓9,3%
Services of educational institutions (municipal kindergartens)	27,0%	11,7%	16,1%	9,2%
Services of institutions of higher education	26,6%	11,0%	26,0%	↑13,8%
Activities of law enforcement authorities	↓23,4%	9,9%	19,0%	↓4,7%
Services of educational institutions (elementary and secondary education)	↑21,6%	9,8%	13,4%	19,6%
Humanitarian aid	19,9%	2,9%	7,1%	15,6%
Administrative services (other than ASCs)	16,8%	12,1%	15,6%	8,1%
Activities of administrative service centers (ASCs)	8,9%	6,5%	7,9%	↑25,8%



# Activities of service centers of the Ministry of Internal Affairs

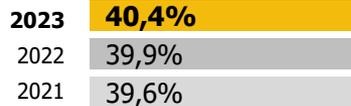


## Corruption experience

### Self-assessment

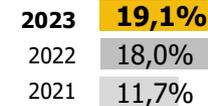


### Found themselves in corruption situations

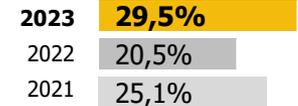


## Initiators of corruption situations

### Visitors

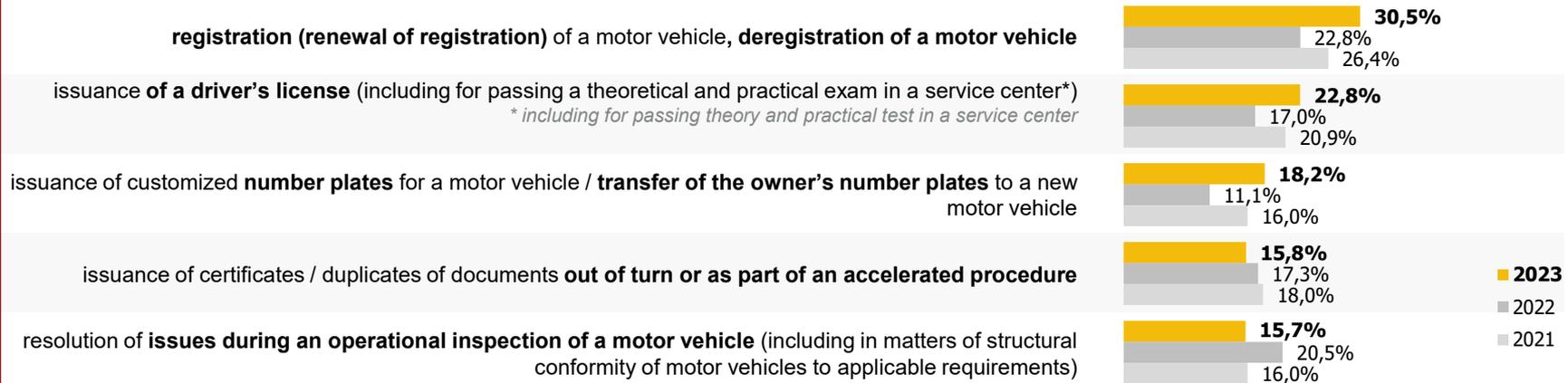


### Officials



## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

TOP-5 corruption situations



**Question** (for those who had contact with the sector, N = 189): "“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.?”; “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)

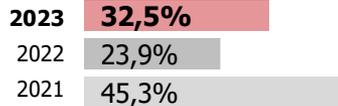


# Construction and land relations

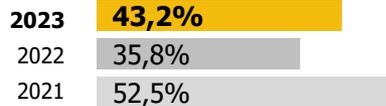


## Corruption experience

### Self-assessment

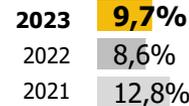


### Found themselves in corruption situations

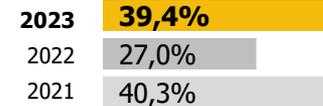


## Initiators of corruption situations

### Visitors



### Officials

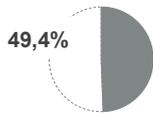


## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

TOP-5 corruption situations



**Question** (for those who had contact with the sector, N = 74); “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.?”; “Did you or your family members experience the following situations when applying for services in construction and land relations sector?”



# State and Municipal healthcare

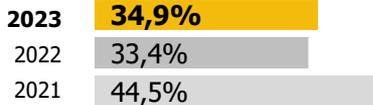


## Corruption experience

### Self-assessment



### Found themselves in corruption situations

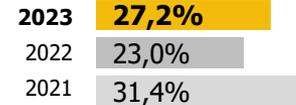


## Initiators of corruption situations

### Visitors

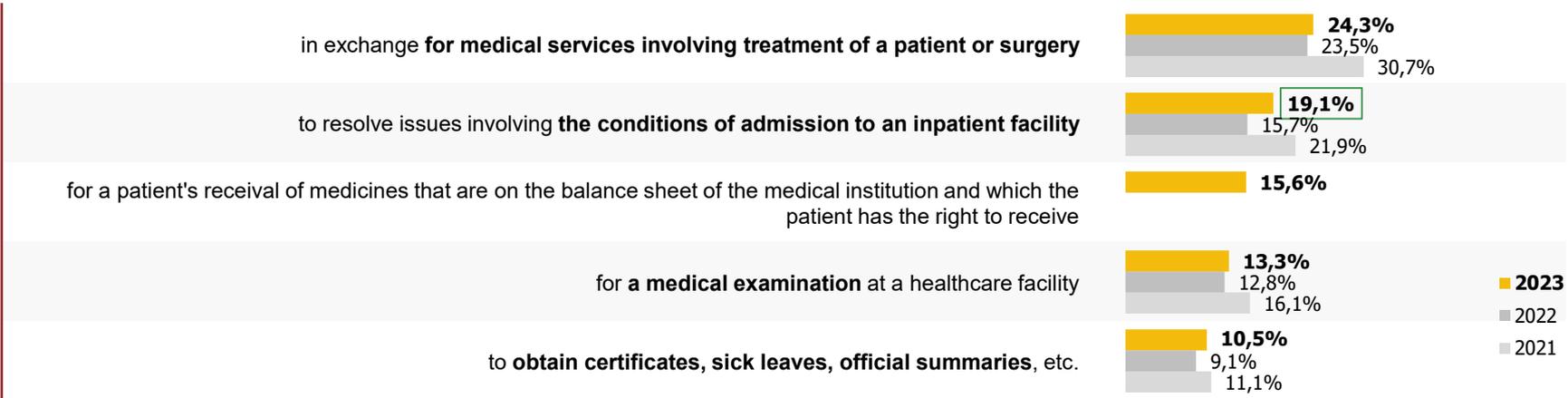


### Officials



## Made unofficial payments to an official (cash or gifts) or provided services to them...

TOP-5 corruption situations



**Question** (for those who had contact with the sector, N = 1195): "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.?" " Did you or your family members experience such situations while receiving medical services ?"

Had contact with the sector

9,3%

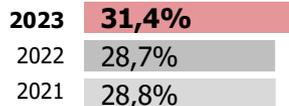


# Services for connection and maintenance of power, gas, water supply and sewer systems

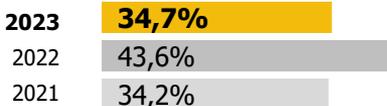


## Corruption experience

### Self-assessment

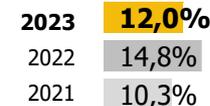


### Found themselves in corruption situations

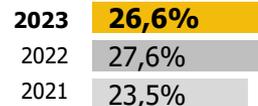


## Initiators of corruption situations

### Visitors

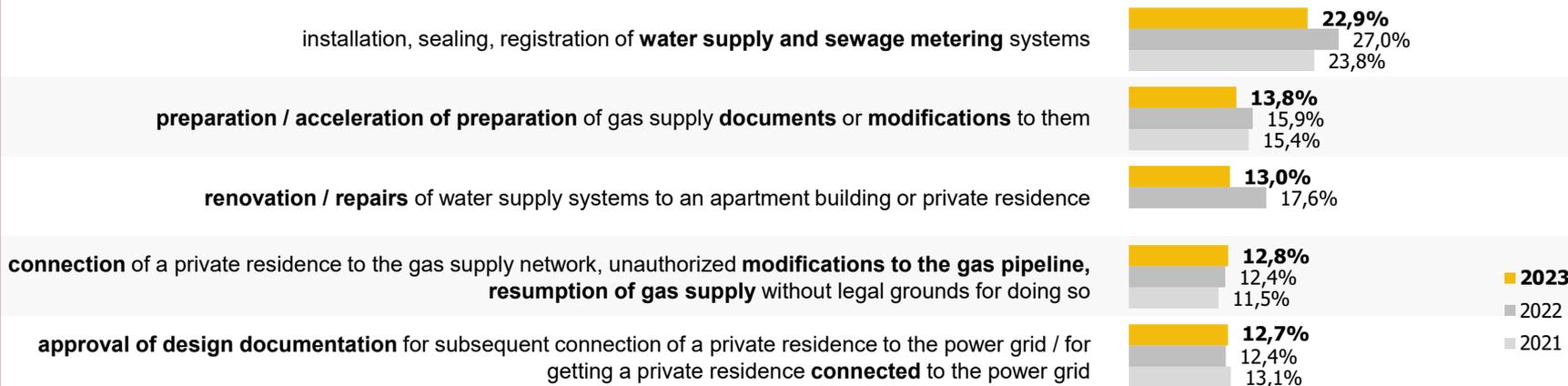


### Officials



## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

TOP-5 corruption situations



**Question** (for those who had contact with the sector, N = 243): "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.?" ; "Did you or your family members experience the following situations while dealing with these companies?"

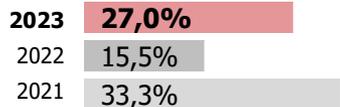


# Services of educational institutions (kindergartens)

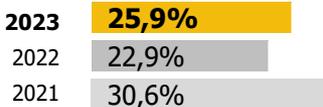


## Corruption experience

### Self-assessment

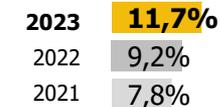


### Found themselves in corruption situations



## Initiators of corruption situations

### Visitors

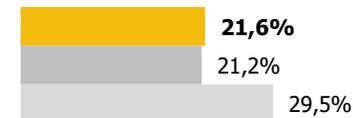


### Officials

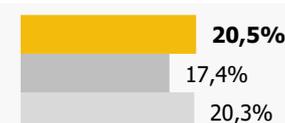


## Corruption situations

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



Made unofficial payments or provided services in order to resolve issues involving the child's stay at a kindergarten



Made unofficial payments or provided services to group teachers to get them to treat your child better



**Question** (for those who had contact with the sector, N = 238): "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.?"; "Did you or your family members experience the following situations while attending these institutions?"

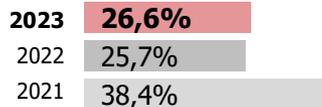


# Services of higher education institutions

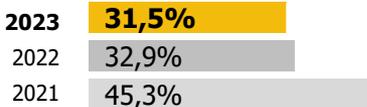


## Corruption experience

### Self-assessment

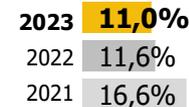


### Found themselves in corruption situations

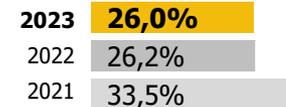


## Initiators of corruption situations

### Visitors



### Officials



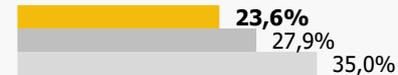
## Made unofficial payments to an official (cash or gifts) or provided services to them...

TOP-5 corruption situations

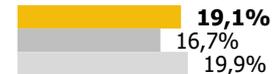
personally to teachers in exchange for a passing grade, exam, higher grade during term examinations, including as a way to secure a stipend



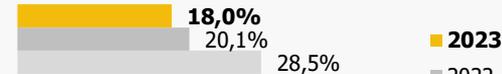
in exchange for the writing and / or defense of term papers, essays, practical, laboratory papers, etc. or purchased such papers from teachers without personally writing them



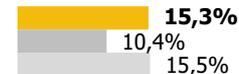
to administrators in order to secure a room in a dormitory, have living conditions improved, etc.



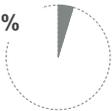
in exchange for higher grades during periods between term examinations



to administrators to secure enrollment at institutions of higher education



**Question** (for those who had contact with the sector, N = 370): "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.?"; "Did you or your family members experience such situations when studying in these institutions?"

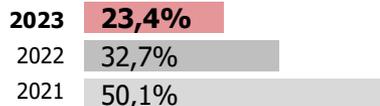


# Law enforcement activities to ensure law and order, pre-trial investigation

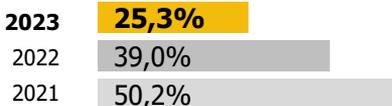


## Corruption experience

### Self-assessment

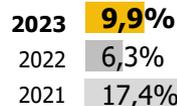


### Found themselves in corruption situations

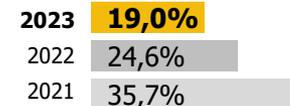


## Initiators of corruption situations

### Visitors

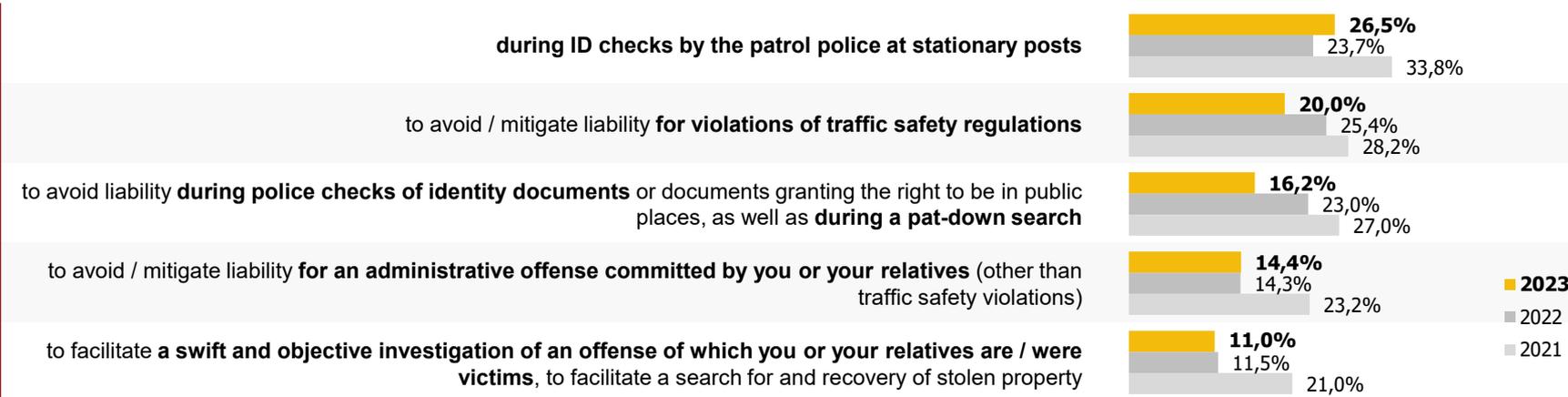


### Officials

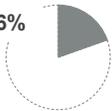


## Made unofficial payments to an official (cash or gifts) or provided services to them...

TOP-5 corruption situations



**Question** (for those who had contact with the sector, N = 109): "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.?" ; "Did you or your family members experience the following situations in in the time of dealing (contact) with law enforcement agencies or interaction with their representatives?"

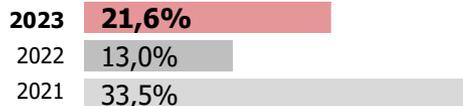


# Services of educational institutions (elementary and secondary education)

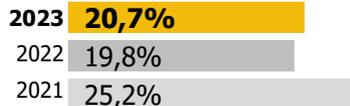


## Corruption experience

### Self-assessment



### Found themselves in corruption situations

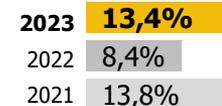


## Initiators of corruption situations

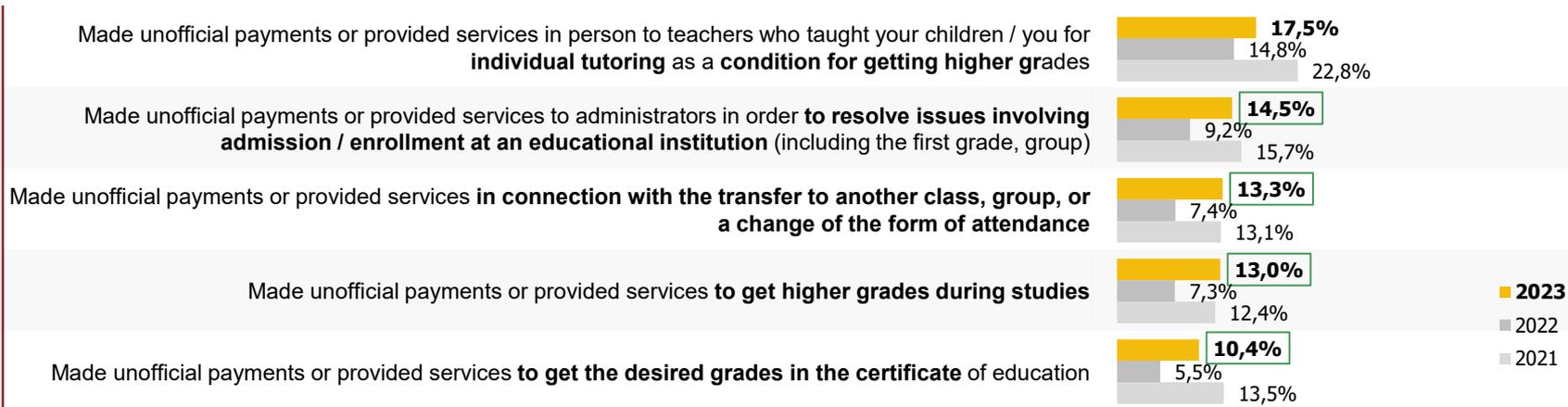
### Visitors



### Officials



## Corruption situations



**Question** (for those who had contact with the sector, N = 507): "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.?"; "Did you or your family members experience the following situations in connection with studying in these institutions?"



# Humanitarian aid

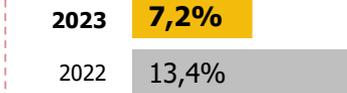


## Corruption experience

### Self-assessment

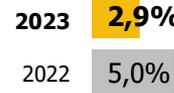


### Found themselves in corruption situations

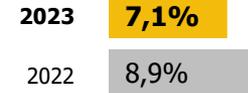


## Initiators of corruption situations

### Visitors



### Officials



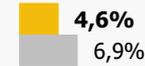
## Made unofficial payments to an official (cash or gifts) or provided services to them...

TOP-5 corruption situations

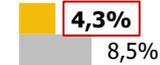
in exchange for a favorable treatment **during the distribution or issuance of humanitarian aid** for the **population** (food, goods, medications, etc.) **in your favor** (or **in the favor of the organization** you represent)



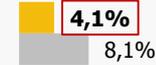
to facilitate **the distribution or release of humanitarian aid intended** for **military units**, for which you have organized delivery of humanitarian aid



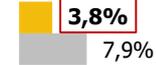
to speed up **customs formalities** (customs clearance and/or customs control) **when transporting humanitarian aid, to move undeclared goods across the border**



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



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



**Question** (for those who had contact with the sector, N = 333): "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?"; "Did you or your family members experience such situations when meeting with (contacting) representatives of state or local authorities to receive humanitarian aid or to resolve issues related to the organization of its release to the population, military units, and organizations?"

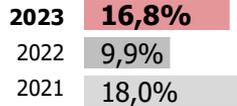


# Provision of administrative services by executive authorities and local self-government

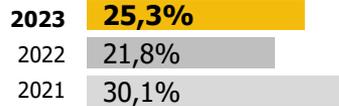


## Corruption experience

### Self-assessment



### Found themselves in corruption situations

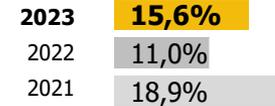


## Initiators of corruption situations

### Visitors

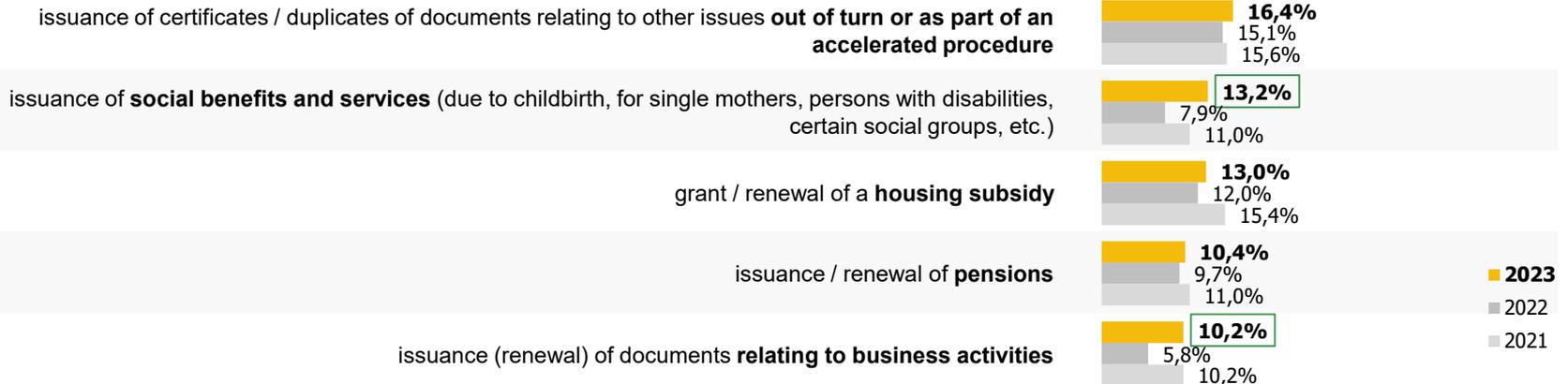


### Officials

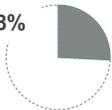


## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

TOP-5 corruption situations



**Question** (for those who had contact with the sector, N = 192): "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.?" ; "Did you or your family members experience such situations when applying to executive bodies or local self-government?"

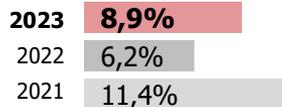


# Activities of administrative service centers

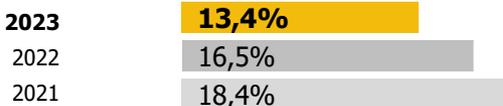


## Corruption experience

### Self-assessment



### Found themselves in corruption situations

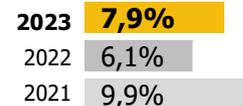


## Initiators of corruption situations

### Visitors



### Officials



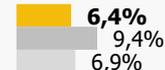
## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

TOP-5 corruption situations

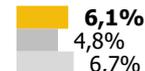
services involving **registration / deregistration of a place of residence and issuing a certificate of registration of a person's place of residence**



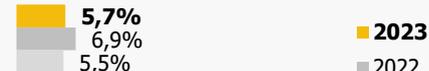
grant / renewal of a **housing subsidy**



issuance of documents **relating to real estate**



issuance (renewal) of an **international passport**



issuance of **social benefits and services** (due to childbirth, for single mothers, persons with disabilities, certain social groups, etc.)



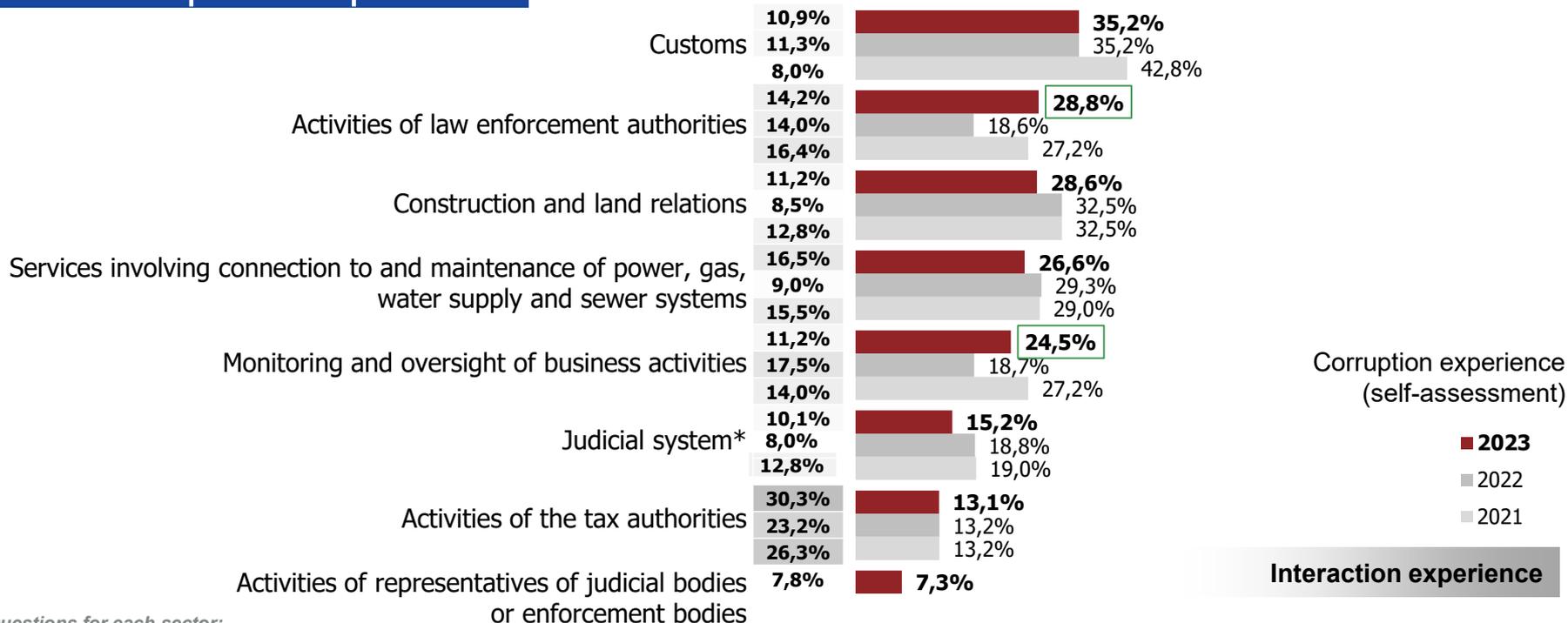
**Question** (for those who had contact with the sector, N = 616): "Did you encounter corruption when applying to administrative service centers (ASCs) over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"; "Did you or your family members experience such situations when applying to administrative service centers (ASCs)?"

# CORRUPTION EXPERIENCE OF BUSINESSES

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# Businesses: experience interacting with sectors and corruption experience



## 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);

\* 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.

# Businesses: experience interacting with sectors and corruption experience

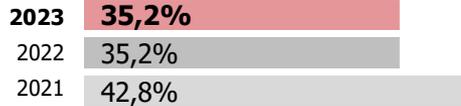


Sectors of activity	Of those who had contact with the sector			
	Corruption experience based on self-assessment	Initiated by visitors	Initiated by officials	Had contact with the sector
Customs (customs control, preparation and clearance of customs documents, etc.)	35,2%	35,5%	6,8%	27,1%
Activities of law enforcement authorities	28,8%	23,5%	4,1%	16,3%
Construction and land relations	28,6%	23,5%	5,9%	16,9%
Services involving connection to and maintenance of power, gas, water supply and sewer systems (other than services involving the processing of bill payments)	26,6%	33,4%	5,8%	22,6%
Monitoring and oversight of business activities	↑24,5%	26,6%	3,3%	20,5%
Judicial system	15,2%	15,0%	3,0%	10,2%
Activities of representatives of judicial bodies or enforcement bodies	7,3%	9,5%	1,3%	7,3%
Activities of the tax authorities	13,1%	16,4%	2,2%	9,0%

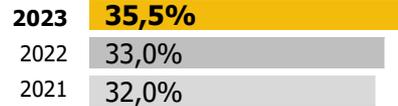


## Corruption experience

### Self-assessment

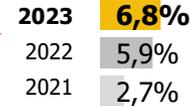


### Found themselves in corruption situations

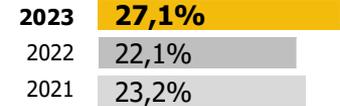


## Initiators of corruption situations

### Visitors

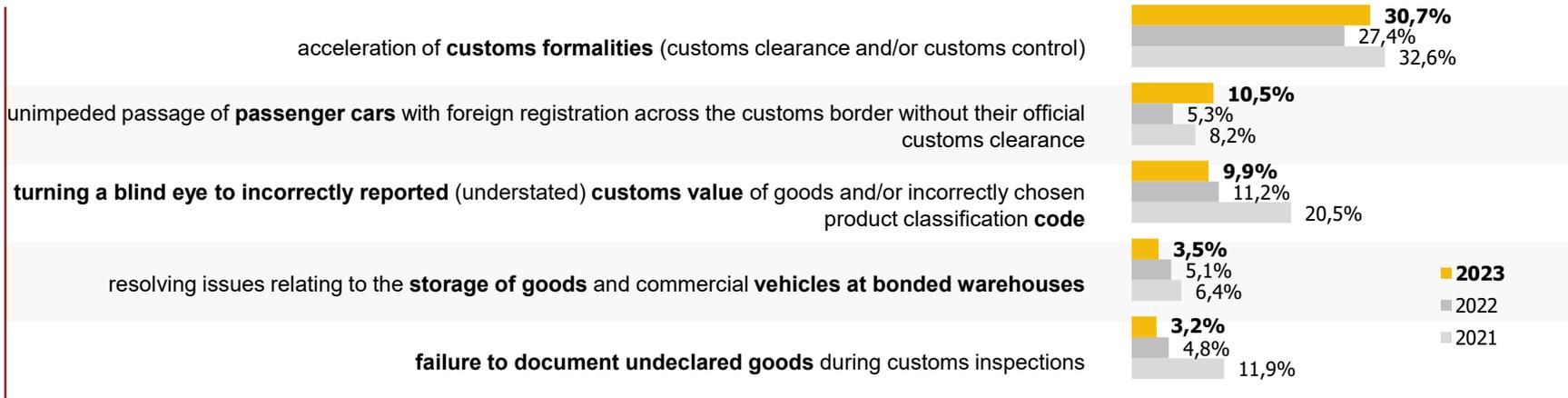


### Officials



## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

TOP-5 corruption situations



**Question** (for those who had contact with the sector, N = 140): "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.?" ; "Did you/company employees (company representatives) experience such situations at the time of dealing (contact) with customs representatives?"

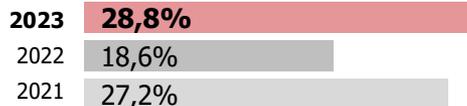


# Law enforcement activities to ensure law and order, pre-trial investigation



## Corruption experience

### Self-assessment

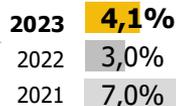


### Found themselves in corruption situations

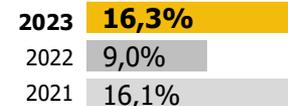


## Initiators of corruption situations

### Visitors

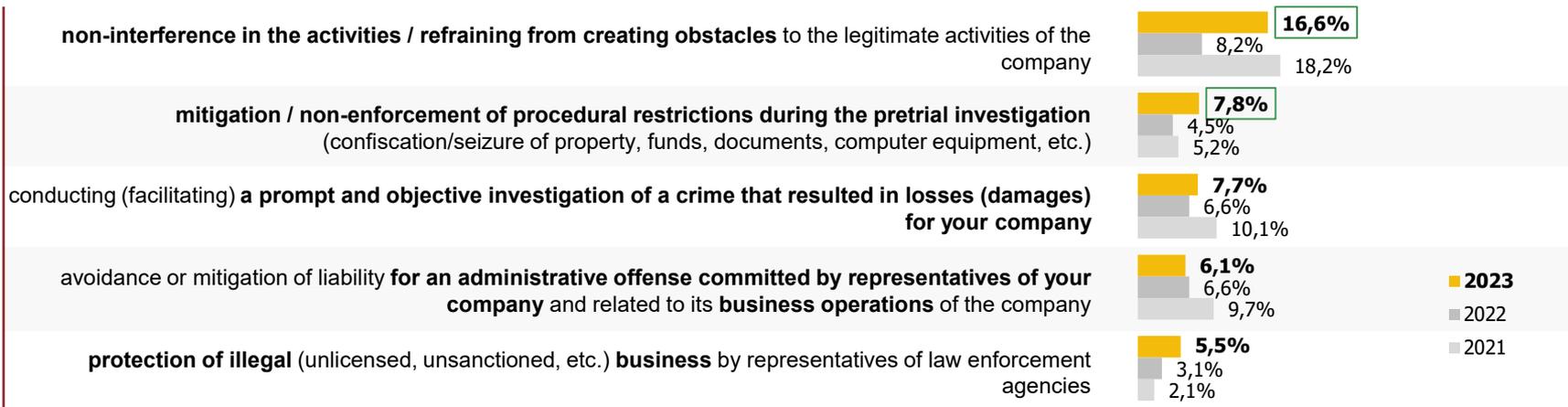


### Officials



## Made unofficial payments to an official (cash or gifts) or provided services to them...

TOP-5 corruption situations



**Question** (for those who had contact with the sector, N = 168): "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.?" ; "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of law enforcement authorities ?"

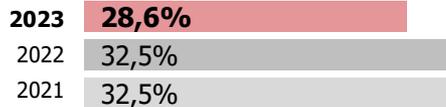


# Construction and land relations



## Corruption experience

### Self-assessment

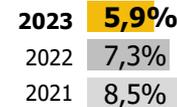


### Found themselves in corruption situations

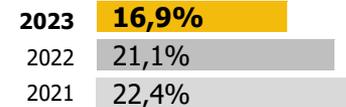


## Initiators of corruption situations

### Visitors

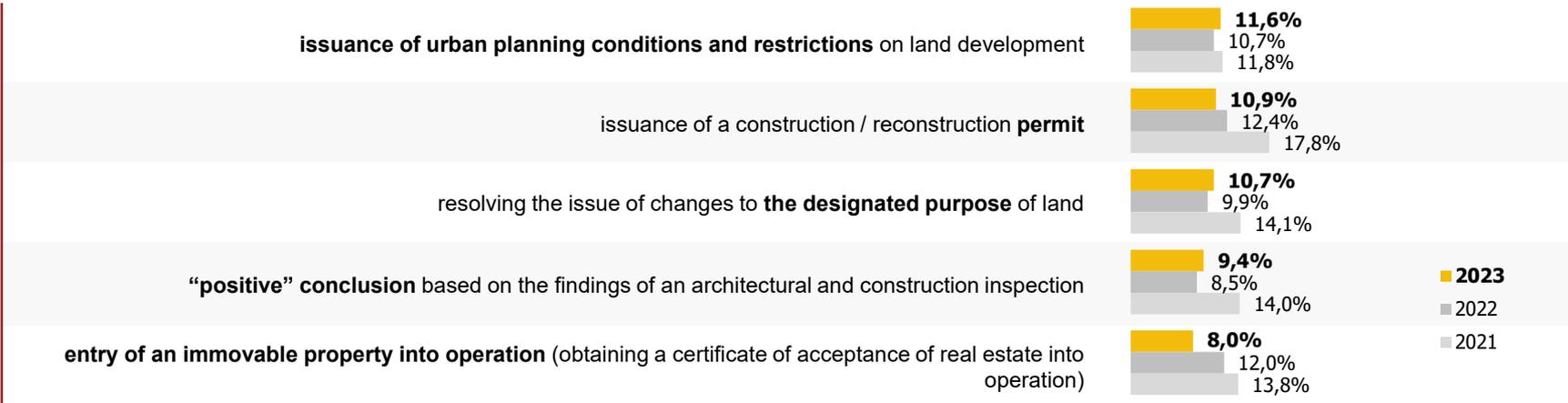


### Officials



## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

TOP-5 corruption situations



**Question** (for those who had contact with the sector, N = 140): "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.?" ; "Did you/company employees (company representatives) experience such situations when applying for services to construction and land relations sector?"

Had contact with the sector

16,5%



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



## Corruption experience

### Self-assessment

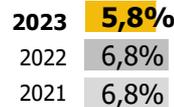


### Found themselves in corruption situations

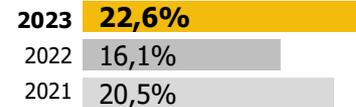


## Initiators of corruption situations

### Visitors



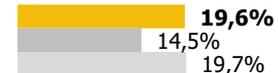
### Officials



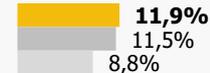
## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

TOP-5 corruption situations

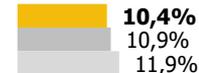
approval of design documentation for subsequent connection of a **nonresidential facility** to the power grid / for **getting a nonresidential facility connected** to the power grid



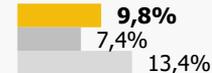
preparation / acceleration of preparation of gas supply documents or modifications to them



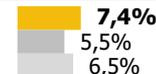
approval of design documentation for subsequent connection of an **apartment building** to the power grid / for **getting an apartment building connected** to the power grid



failure to hold accountable for / respond to any detected violations of the rules for operation of the power grid, electrical units, or electricity meters



resolving issues relating to the **connection of the sewer system and its maintenance**



**Question** (for those who had contact with the sector, N = 198): "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.?" ; "Did you/company employees (company representatives) experience such situations when applying to such enterprises?"



# Control and supervision of business activities



## Corruption experience

### Self-assessment

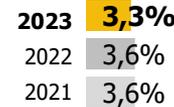


### Found themselves in corruption situations

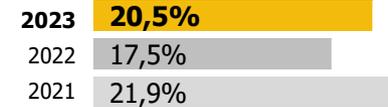


## Initiators of corruption situations

### Visitors



### Officials



## Made unofficial payments (cash or gifts) or provided services to an official of...

TOP-5 corruption situations

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)

12,5%

The State Architecture and Urban Development Inspectorate of Ukraine\*  
\* in 2021 - SACI

10,9%  
8,5%  
10,4%

The State Tax Service of Ukraine

7,8%  
10,1%  
9,3%

State Labor Service of Ukraine

7,1%  
4,4%  
7,3%

The State Service of Ukraine for Food Safety and Consumer Protection

6,8%  
2,4%  
2,7%

■ 2023  
■ 2022  
■ 2021

**Question** (for those who had contact with the sector, N = 135): "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.?" ; "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of regulatory authorities?"



# Judicial system



## Corruption experience

## Initiators of corruption situations

### Self-assessment

2023

15,2%

### Found themselves in corruption situations

2023

15,0%

### Visitors

2023

3,0%

### Officials

2023

10,2%

## Made unofficial payments to an official (cash or gifts) or provided services to them...

Corruption situations

services involving a judicial examination of **commercial disputes** to which **your company is a party**



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.)



7,0%

avoidance (mitigation) of liability **for an offense committed by representatives of your company** and related to **its business operations**



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



4,9%

■ 2023

services related to the examination of cases concerning **the reorganization** (bankruptcy) of an enterprise

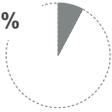


1,3%

**Question** (for those who had contact with the sector, N = 132): "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.?" ; "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of judicial or enforcement bodies?"

Had contact with the sector

7,8%



# Enforcement of court decisions



## Corruption experience

### Self-assessment

2023 7,3%

### Found themselves in corruption situations

2023 9,5%

## Initiators of corruption situations

### Visitors

2023 1,3%

### Officials

2023 7,3%

## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

Corruption situations

enforcement of a court decision in favor of your company 9,3%

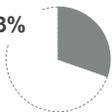
stalling the enforcement of a court decision against your company 6,8%

lifting the seizure of property, unfreezing of bank accounts, or discontinuing enforcement proceedings 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 3,5%

■ 2023

**Question** (for those who had contact with the sector, N = 91): "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.?" ; "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of enforcing authorities?"

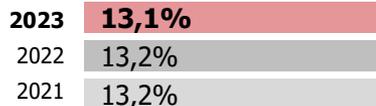


# Activities of the tax authorities

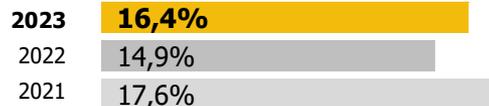


## Corruption experience

### Self-assessment

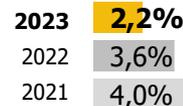


### Found themselves in corruption situations



## Initiators of corruption situations

### Visitors



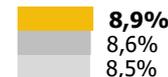
### Officials



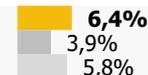
## Made unofficial payments to an official (cash or gifts) or provided services to them in exchange for...

TOP-5 corruption situations

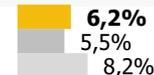
actions and decisions that **facilitated a VAT refund** to your company (in particular, those related to the registration of tax invoices in the Unified Register of Tax Invoices, exclusion of your company from the list of “risky” companies, conducting an audit to confirm the refund)



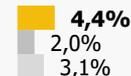
**positive results during an audit** by representatives of the tax service



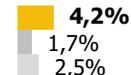
**support in tax administration** of the company



**failure to carry out unscheduled inspections** of your company or **exclusion from the inspection schedule**



resolving **issues related to a tax debt** (in particular, its deferral, write-off, recognition as “hopeless”, etc.)



**Question** (for those who had contact with the sector, N = 372): "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.?"; "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of tax authorities?"



# INTEGRAL INDICATORS OF THE STATE ANTI- CORRUPTION POLICY

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## 5 indicators of the state anti-corruption policy were established



- 1 Share of the population/businesses with a **negative attitude** towards manifestations of corruption
- 2 Share of the population/businesses that had their **own corruption experience**
- 3 Share of the population/businesses **capable of exposing corruption**
- 4 Share of the population/businesses **approving the activity of corruption whistleblowers**
- 5 Share of the population **aware of the guarantees** of legal protection for whistleblowers

Indicators of the state anti-corruption policy

Indicators of the effectiveness of the system for preventing and combating corruption

# Indicator 1. Share of the population/businesses with a negative attitude towards manifestations of corruption



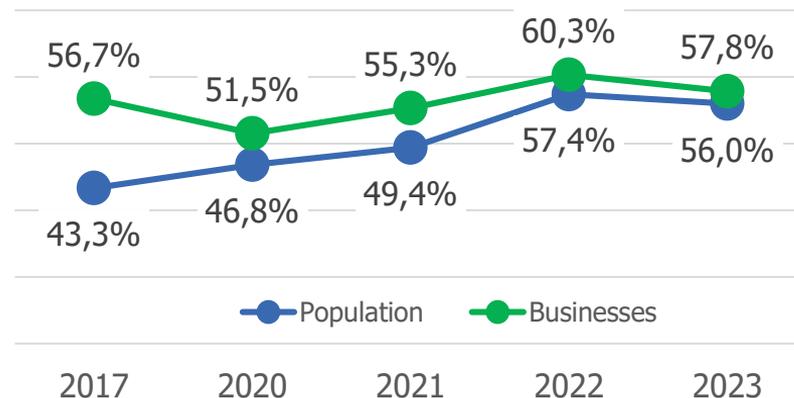
## Method of projected situations: What share of respondents reject the corrupt model of resolution of the situation?

“Picture the following situation. You have applied to a government agency for a certificate that you urgently need to resolve a personal matter (for a business – a matter in the interests of the company). You have been told that it will take 30 days to issue it, but you need it as soon as possible. When you left the office, a random person in the corridor told you that his neighbor (acquaintance) received such a certificate the following day by paying 1,000 hryvnias to the head of the department that issues such certificates. What would you most likely do in such a situation?”

Answer options:

1. “I will wait for 30 days” ✓
2. “I would pay 1,000 hryvnias, but I don’t have the money to do so” ✗
3. “I would look for friends or relatives who would help accelerate the issuance of the certificate” ✗
4. “I would pay 1,000 hryvnias” ✗
5. “I would report corruption to a higher-level institution” ✓
6. “I would file a report with law enforcement agencies” ✓
7. “I would contact the media (report these facts to journalists)” ✓

### Population and businesses: growth in 2023



## Indicator 2. Share of the population/businesses that had their own corruption experience

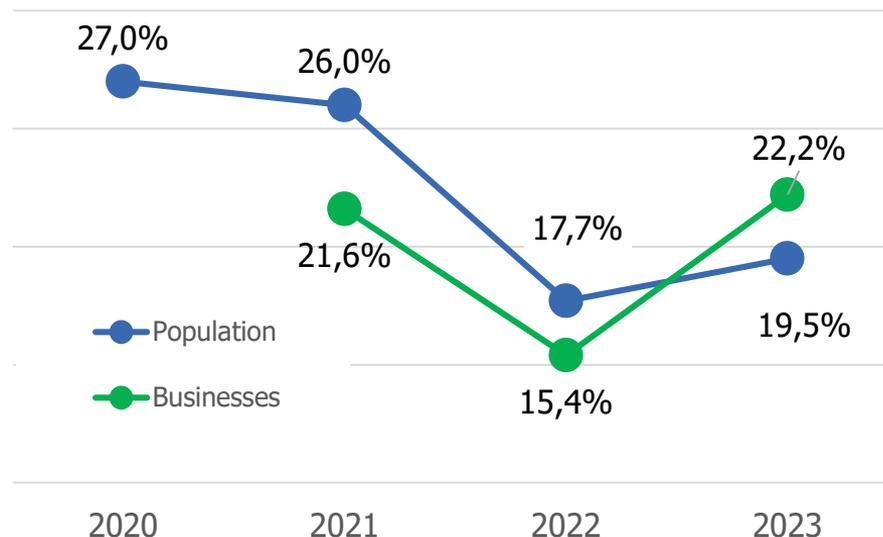


Direct question about the respondents' self-assessment of their involvement in corruption:

*Whether they have encountered corruption (given or been asked to give a bribe, used connections, etc.) in the last 12 months, either personally or by family members (or employees of the enterprise in its interests in the business survey)*

**Population:** no changes  
**Businesses:** growth in 2023

*The results attached to this indicator reflect the self-perception of corruption experience by the population/entrepreneurs, i.e., they are subjective and “informative” in nature and may differ from the actual assessment of their involvement in corruption (if certain situations are analyzed for the presence of a corruption component in accordance with the law)*



# Indicator 3.1. Share of the population/businesses capable of exposing corruption



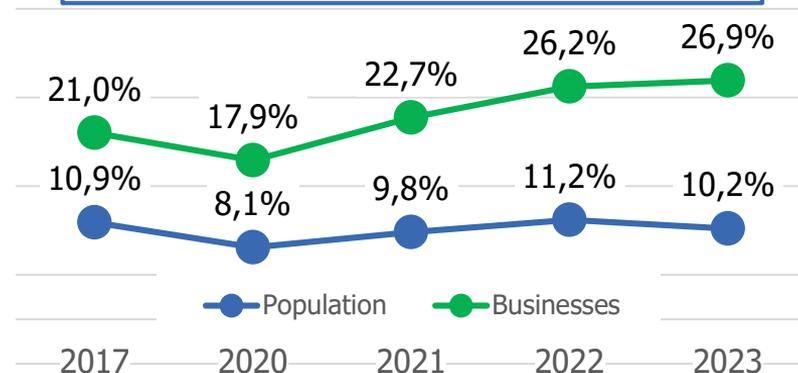
## Method of projected situations: What share of respondents choose the whistleblower model of behavior?

“Picture the following situation. You have applied to a government agency for a certificate that you urgently need to resolve a personal matter (for a business – a matter in the interests of the company). You have been told that it will take 30 days to issue it, but you need it as soon as possible. When you left the office, a random person in the corridor told you that his neighbor (acquaintance) received such a certificate the following day by paying 1,000 hryvnias to the head of the department that issues such certificates. What would you most likely do in such a situation?”

Answer options:

1. “I will wait for 30 days” ❌
2. “I would pay 1,000 hryvnias, but I don’t have the money to do so” ❌
3. “I would look for friends or relatives who would help accelerate the issuance of the certificate” ❌
4. “I would pay 1,000 hryvnias” ❌
5. “I would report corruption to a higher-level institution” ✅
6. “I would file a report with law enforcement agencies” ✅
7. “I would contact the media (report these facts to journalists)” ✅

### Population and businesses: no changes



## Indicator 3.2. Share of those who reported the corruption situation to the authorities

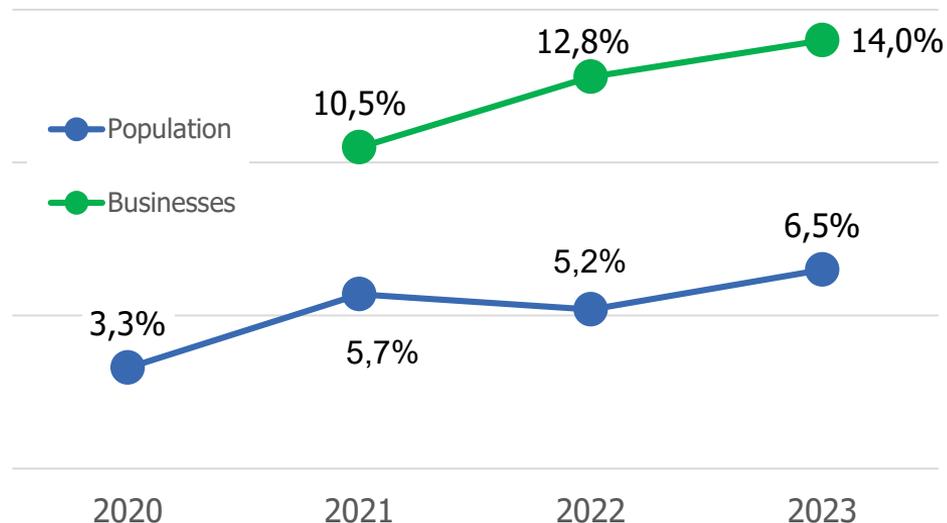


### Direct question:

(1)\* *Have you encountered corruption during the last 12 months - i.e. have you given or been asked to give a bribe, used connections, etc.?*

If the answer is “yes”: (2) *Have you complained to the authorities or law enforcement about a corruption incident?*

**Population and businesses:**  
upward trend in 2023



\*for businesses – in the interests of the company you work for

# Indicator 4. Share of the population/businesses approving the activity of corruption whistleblowers



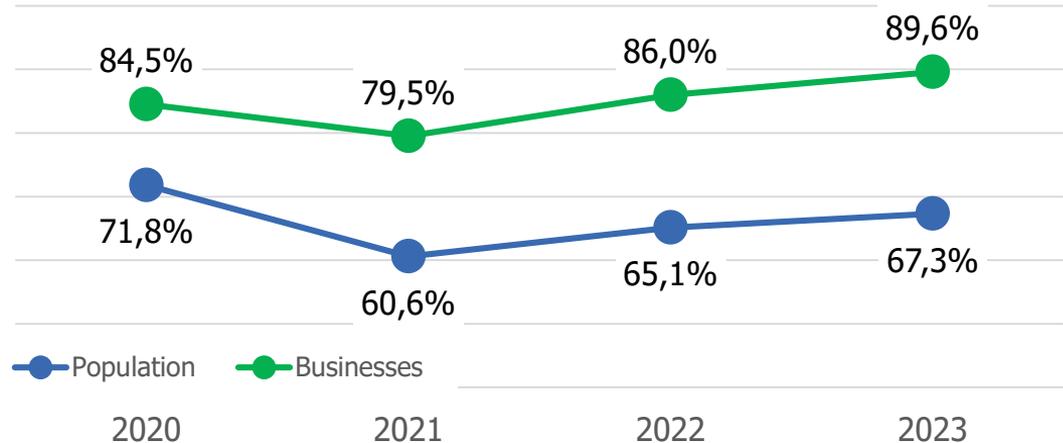
## Direct question:

*What is your attitude towards people who file complaints (reports) with the government agencies or law enforcement in connection with corruption incidents?*

Answer options:

1. Completely approve ✓
2. Rather approve ✓
3. Neutral
4. Rather disapprove
5. Completely disapprove
6. Hard to say/Refused to answer

**Population and businesses: upward trend in 2023**



# Indicator 5. Share of the population aware of the guarantees of legal protection for whistleblowers



## Direct question:

<i>Do citizens who report corruption incidents to the relevant authorities have such rights?</i>	Yes	No	Hard to say
1. The right to free legal assistance in connection with the protection of their rights	✓		
2. The right to a paid vacation during the period of examination of the report on a corruption incident, but not more than 30 days		✓	<b>Indicator 5 = the share of respondents who correctly answered at least 5 questions (more than one half)</b>
3. The right to a monetary reward in the instances prescribed by law	✓		
4. The right to receive information from law enforcement agencies on the results of pretrial investigations into all crimes committed by the same person against whom the corruption report was filed		✓	
5. The right to immediate reinstatement in their previous job (position) if they had been dismissed from work after reporting potential incidents of corruption or corruption-related offenses	✓		
6. The right to protection of the residence by law enforcement, regardless of whether or not threats to the life and health of the whistleblower have been made, from the time when the corruption incident was reported		✓	2021: <b>13,4%</b> 2022: <b>17,7%</b>
7. The right to reimbursement of legal fees in connection with the protection of the person's rights as a whistleblower	✓		2023: <b>16,1%</b>
8. The right to be transferred at their own request to another equivalent position (job) with the institution (establishment) where they work		✓	

# CONCLUSIONS

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# Indicators of perception of corruption and corruption experience



Corruption continues to rank **2nd** among the biggest **challenges** for Ukraine (after the Russian military aggression): **71.6%** of *population* and **73%** of *businesses* representatives consider corruption to be a *very serious* problem



More than 80% of respondents (**87.9%** of the *population* and **81.3%** of *businesses*) believe that corruption is somewhat or extremely **prevalent** in Ukraine. These indicators have **increased** significantly in both audiences (respectively by 6.8 p.p. and 12.1 p.p. more than in 2022).



There is a deterioration in the assessment of the **dynamics of the level of corruption** in 2023. **An increase in the level of corruption** is noted by **61.2%** of the *population* (more than twice as *much* as in 2022 (29.2%)) and **46.3%** of *business* representatives, which is almost three times *more* than the figure in 2022 (16%)

# Indicators of perception of corruption and corruption experience



- ✓ According to respondents, combating corruption is the **responsibility** of the central authorities (President of Ukraine and his Office, the Parliament) and the NABU – this opinion has not changed for the last three years.
- ✓ 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 the assessment of **corruption experience** of the *population*, the highest risk of encountering corruption is present for those who apply to **service centers of the MIA**, receive services involving **construction and land relations, healthcare**, and connection to **power, gas, water supply, and sewer systems**.  
In the opinion of *businesses*, the ranking of the most corrupt sectors for the last three years is topped by **customs control** as well as **law enforcement**, and like among population, **construction and land relations**, as well as **electricity, gas, and water supply**
- ✓ In the past 12 months, **corrupt relations were initiated** by **12.1%** of the Ukrainian *population* and **3.9%** of representatives of *businesses*. Meanwhile, **20.8%** of the *population* and **11.9%** of *businesses* were involved in corrupt relations because of **demands** made by representatives of the authorities or organizations and institutions in the relevant sectors



There is a discernible gradual **increase** in the share of *population* with a **negative attitude towards manifestations of corruption**: in 2017 this share reached 43,3%, in 2022 it significantly exceeded one half of the population (57,4%), and in 2023 it has now stabilized at **56,0%**.

The share of the anti-corruption minded *businesses* has stabilized after an increase in 2022 (60,3%) and is now at **57,8%**. Thus, in 2023, the shares of business representatives and members of the public who refuse the corrupt model of behavior have equaled.



The share of the *population* that had **their own experience of corruption** have stabilized after decreasing in 2022 and is now at **19,5%** (increase from 17,7% in 2022 is not statistically significant). But in the *business* audience, there is a negative *trend* towards an increase in the share of enterprises that have experienced corruption: in 2023, this indicator is **22.2%** (a statistically significant *increase* from 15.4% in 2022).



The share of citizens **ready to report** facts of manifestations of corruption has stabilized at the level of 2022 after increasing and is now **10.2%** among the *population*, and **26.9%** among *businesses*.



The share of respondents who **reported incidents of corruption** against them to the relevant authorities remains **low** but continues the *trend of growth* among the *business audience* (from 10.5% in 2021 to **14.0%** in 2023).

Among the *population*, the dynamics are practically absent in the period of 2021–2023, and the share of such respondents ranges from 5.2% to 6.5% (for 2023).



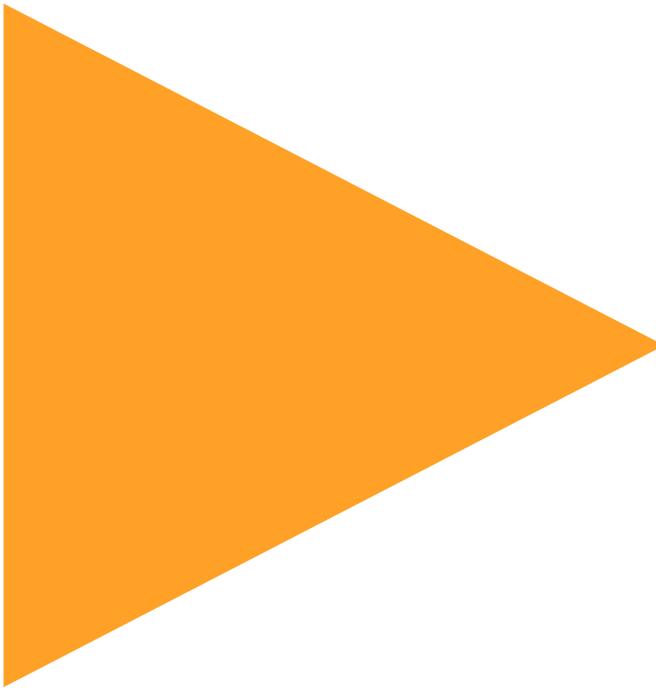
The shares of respondent who **approve of the activity of whistleblowers** decreased in 2021 but **increased** in 2022 and continues to **grow** in 2023: the absolute majority of the *population* (**67.3%**) and *businesses* (**89.6%**) approve of their activity.



Only **16,1%** of the population could be considered **aware of the guarantees of legal protection for whistleblowers** in 2023; this indicator remains at approximately the same level in 2021-2023.



НАЦІОНАЛЬНЕ АГЕНТСТВО  
З ПИТАНЬ ЗАПОБІГАННЯ  
КОРУПЦІЇ



**Thank you for your  
attention!**