

**August 2015**

**NATIONAL SURVEY ON USERS OF PUBLIC SERVICES AND PUBLIC ADMINISTRATORS ON THE IMPACT OF ANTI-CORRUPTION ACTIVITIES:  
THE CASE OF THE SOUTH WEST REGION**



IMPLEMENTED BY

THE FOCAL INTEGRITY TEAM FOR CAMEROON (MEMBER OF THE)  
NATIONAL ANTI-CORRUPTION COALITION OF CAMEROON (CNLCC)  
THROUGH FUNDING AND TECHNICAL SUPPORT FROM THE NATIONAL ANTI-  
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International Governance Institute's Focal Integrity Team for Cameroon

IGI-FITCAM  
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## **1.0. Introduction**

To combat corruption and deepen the implementation of the National Anti-Corruption Strategy within the public service in the South West Region, the National Anti-Corruption Commission undertook to sample the opinion of users of public services on the impact of anti-corruption activities in the different public service institutions and local government councils in the South West Region.

From the 22<sup>th</sup> of June, 2015 to the 10<sup>th</sup> of July, 2015 the National Anti-Corruption Coalition (CNLCC) was commissioned by the National Anti-Corruption Commission (CONAC) to carry out the above exercise with the following as objective:

- Conduct field interviews of users of public services within the 6 divisions of the South West Region
- Collect the responses of the public/users of public services using customized questionnaires that will be used forthwith to measure the impact of activities carried out by public administrators in the fight against corruption.

This report therefore highlights activities conducted by teams of the National Anti-Corruption Coalition in the South West Region within the 6 divisions in the region. It also provides a detail spreadsheet and graphical presentation and analysis of the total responses collected in classification of:

- Division
- District
- Administration
- Level of Transparency
- Efficiency of service
- Prevention
- Education
- Conductions
- Incentives
- Sanctions
- Highlight of the 5 most corruption professions in the region
- Including levels of corruption in the health, education, electricity and water sectors in the region

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## **2.0. Highlight of Activities Conducted**

The operational exercise began with a visit to the office of the Governor of the South West Region to officially introduce the survey team and also to inform the chief executive of the region on the nature of the activities to be carried out whilst soliciting his facilitation of the exercise in the 6 divisions of the South West Region. In this regard a service letter was prepared by the Secretary General on behalf of the Governor of the South West Region to all Senior Divisional Officers in the 6 divisions of the South West Region.

A second and third introductory visit was made to the National Security Regional Office in Buea as well as to the Legion Commander/Colonel of the Gendermerie in the South West Region in Buea. Following the introductory meetings, team members were deployed to conduct interviews with users of public services in the following divisions:

- Fako
- Meme
- Ndian
- Kepemaneguba
- Lebialem
- Manyu

At the close of the exercise more than 700 users of public services within the 6 divisions mentioned above had been interviewed and their responses documented. Below are graphics of users' responses as well as a classification of the responses received during the interviews.

From the aspect of Transparency to Efficiency of Service within Administrative Structures, Ndian leads at the top of transparency, efficiency etc in all the categories of the questionnaire, followed by Fako, Lebialem, KupeMuanenguba, Meme and Manyu respectively. Between the categories, there is little variation across divisions, meaning that there is a very consistent scoring for the different areas of service. Manyu is the lowest division in all categories, however the number of questionnaires for this division was significantly less than for the others, therefore the results are not as representative.

Table 1

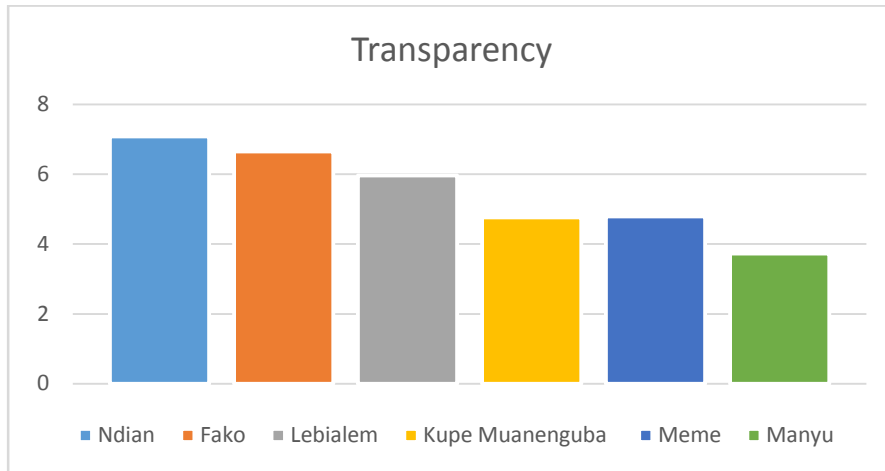


Table 2

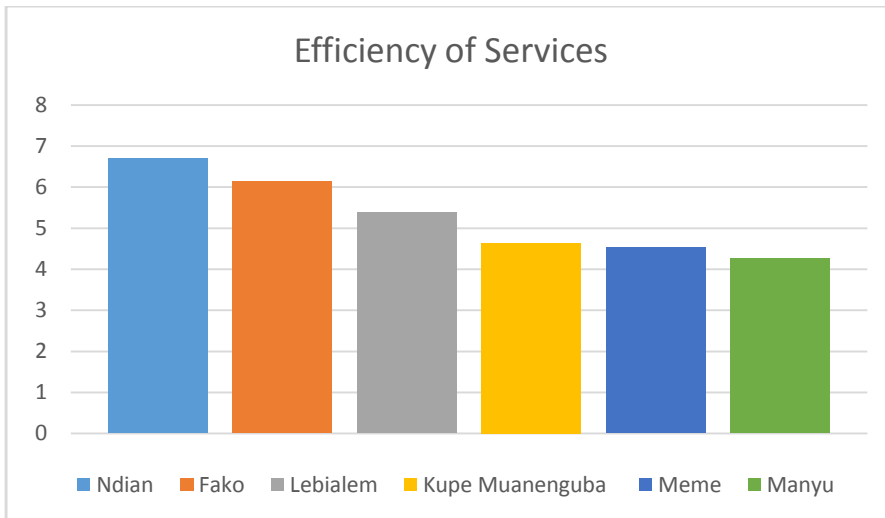


Table 3

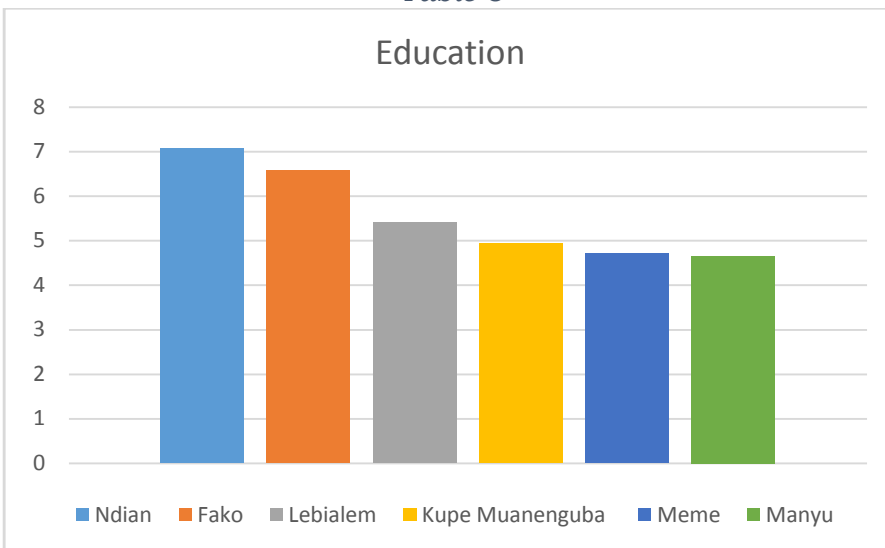


Table 4

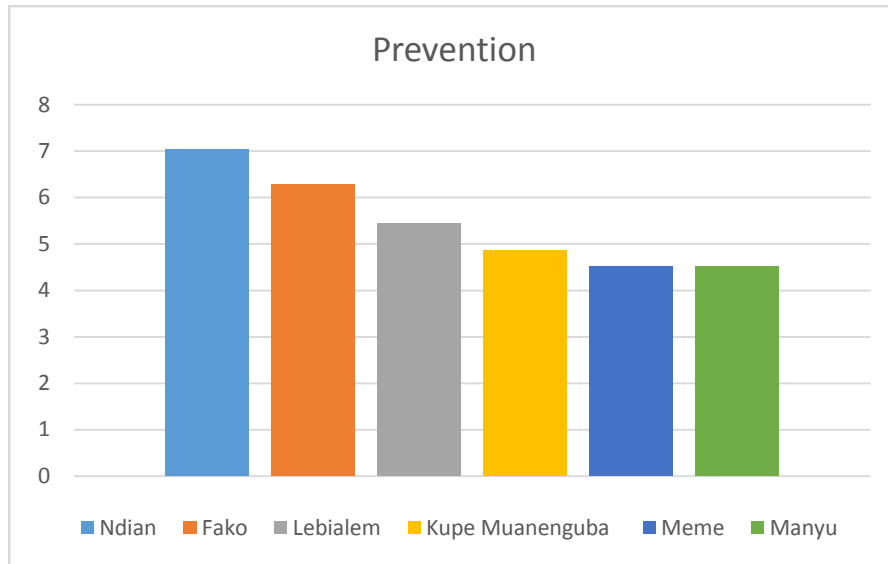
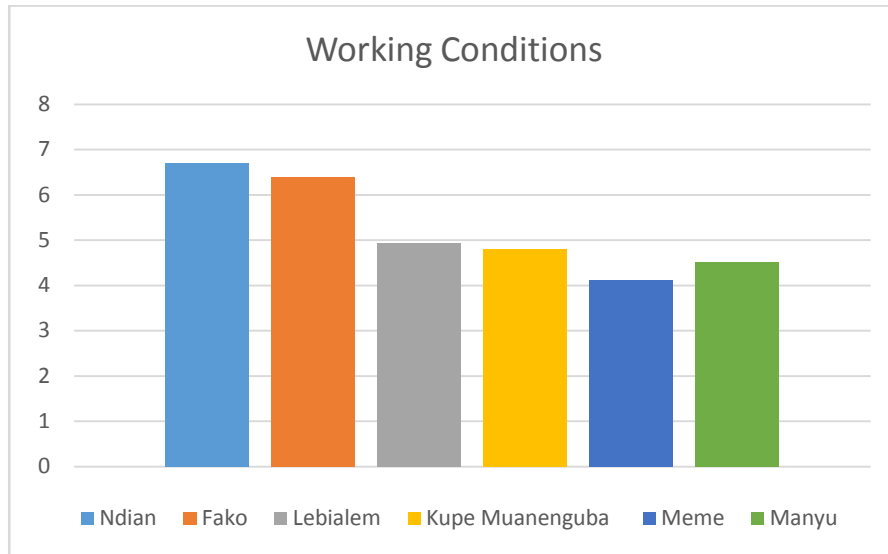
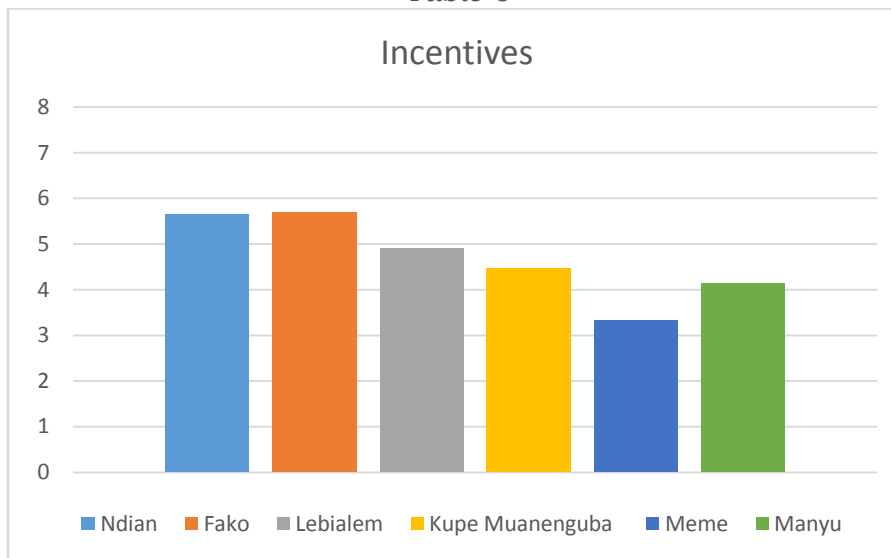


Table 5



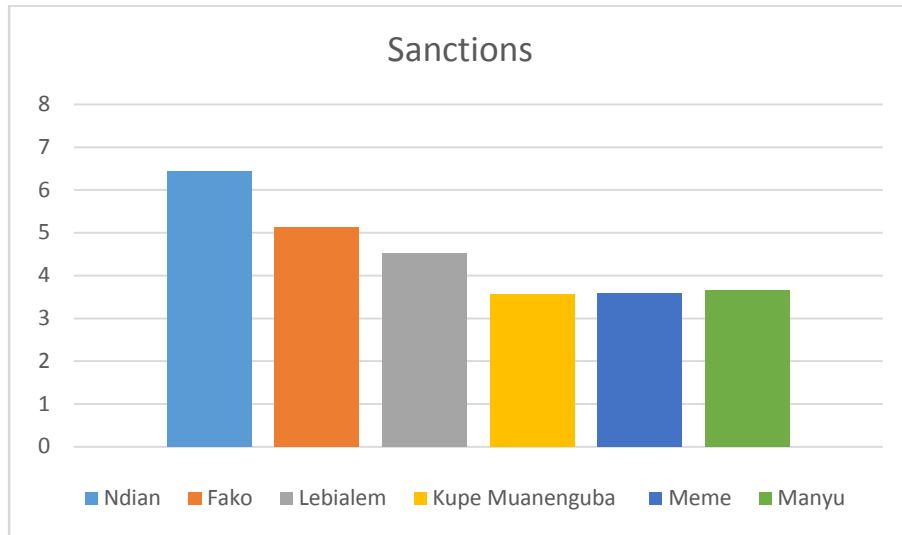
As table 5 shows, the most favorable working condition are also in Ndian, followed by Fako.

Table 6



Ndian and Fako are the best at providing incentives, like promotion of workers, encouragement to tax, competition of bidders, overall quality of service and other factors important to the public.

Table 7



The sanctions scores show that Ndian is the **best institution** at sanctioning corruption, which **does not** mean in turn that it is the most corruption. It only represents that they are the best at prosecution of corruption followed by Fako.

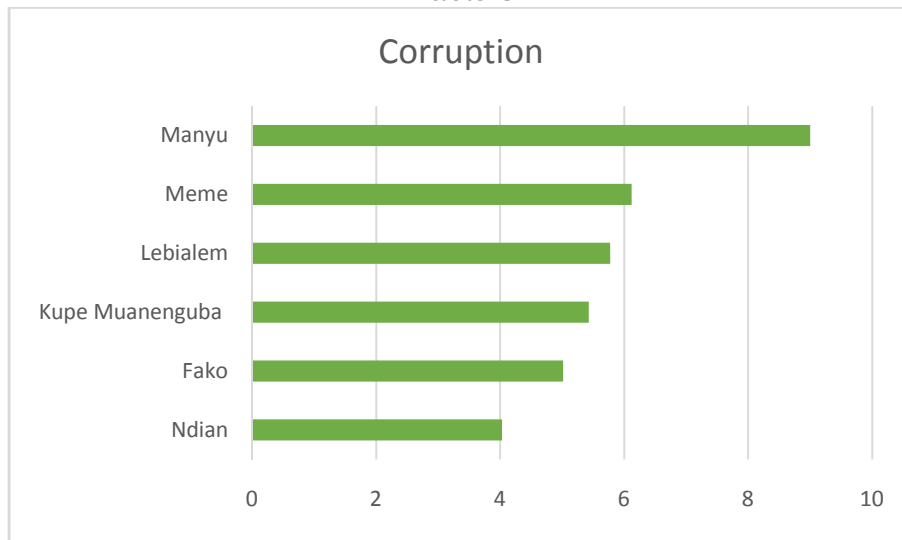


### 3.0. User's Perception of the Most Corrupt Division in the South West Region

Regarding the responses around corruption, the results are consistent with the quality indicators, where the results of the interviews show that Manyu has the highest score for corruption and Ndian the lowest, which means that Ndian is the least corruption division and Manyu is most corrupt. After Ndian, the least corrupt are Fako, KupeMuanenguba, Lebialem, Meme and Manyu respectively. The higher the score represents a higher perception of corruption.

The reason that the results are the opposite of the quality areas is that corruption is scaled on 10, where 10 is the **most corrupt** and 1 means the **least corrupt**.

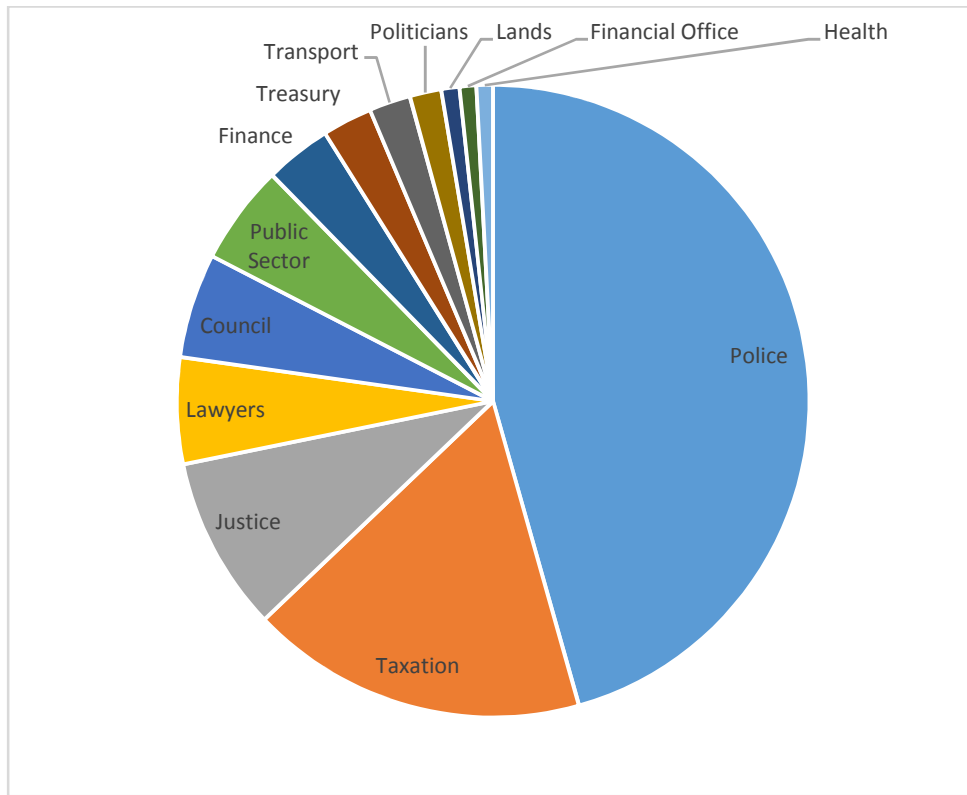
Table 8



**4.0. User’s Perception of the Most Corrupt Department or Profession in the South West Region beginning with the Divisions**

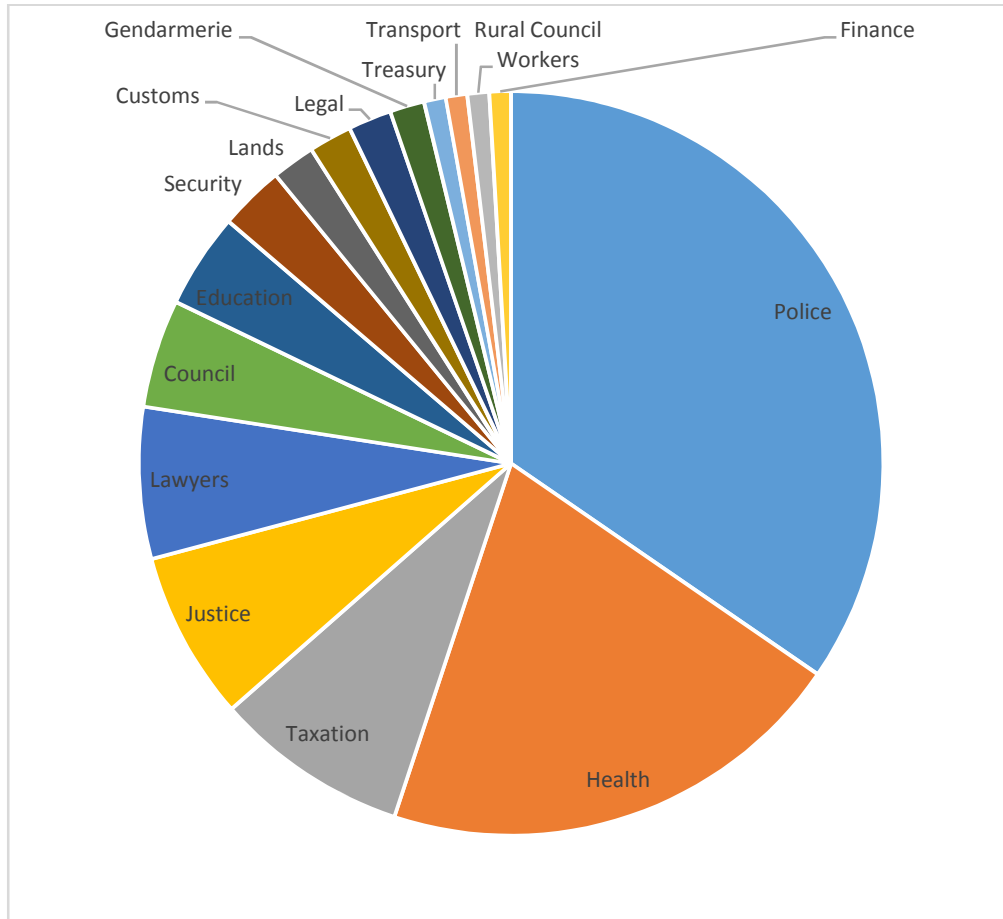
The profession and/or departments that respondents mentioned as the most corrupt were **Police** and **Taxation**. This two were in stood out as the majority in all 6 divisions. However, it is worth mentioning that with the exception ofKupeManenguba, the most mentioned corrupt department or profession was **Justice**. This is the only division where Police was not mentioned as the most corrupt.

**Table9. Most Corrupt Professions:Fako**



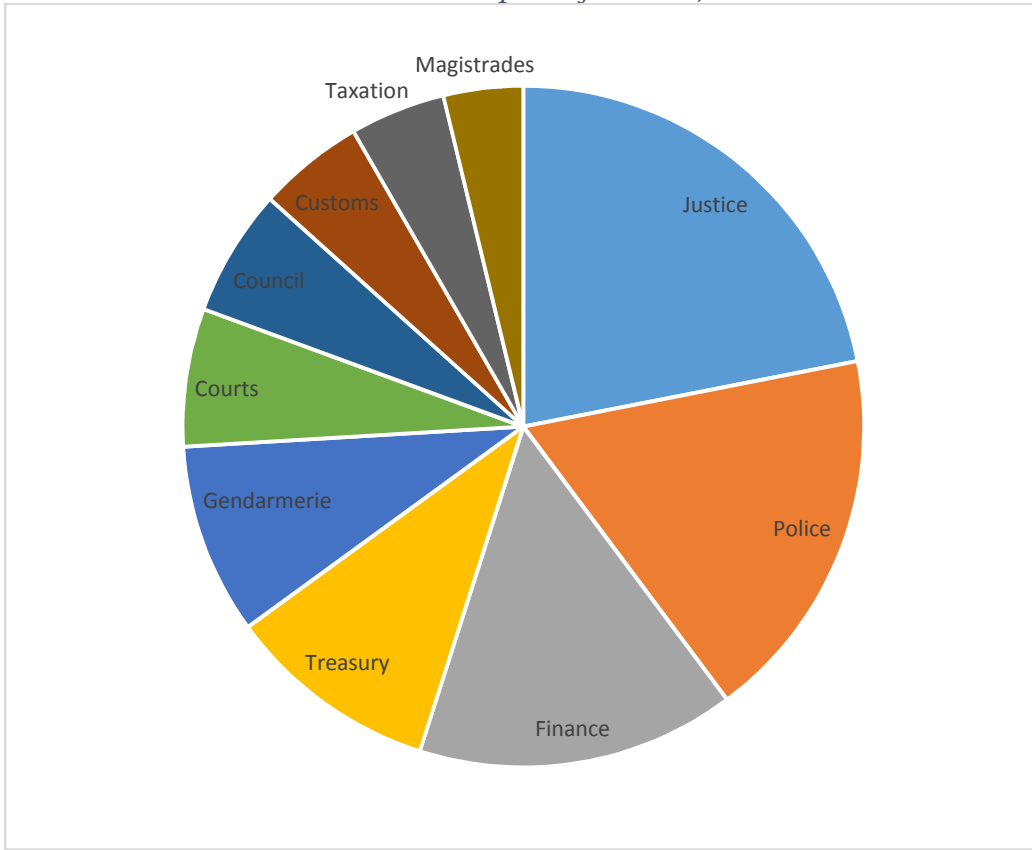
The Police, Taxation, Justice Department, Lawyers and Councils stand out in Fako Division as the most corrupt ‘Big Four’

**Table 10. Most Corrupt Professions, Kupe-Manenguba**



The Police, Health, Taxation, Justice Department, Lawyers and Councils stand out in KupeManenguba Division as the most corrupt 'Big Five'

Table 11. Most Corrupt Professions, Lebialem



The Justice Department, Police, Finance, Treasury, Gendemerie, Courts and Councils stand out in KupeManeguba Division as the most corrupt 'Big Seven'

In Manyu, corruption is widely spread amongst the police followed by taxation, agriculture and public sector.

Table 12. Most Corrupt Departments, Manyu

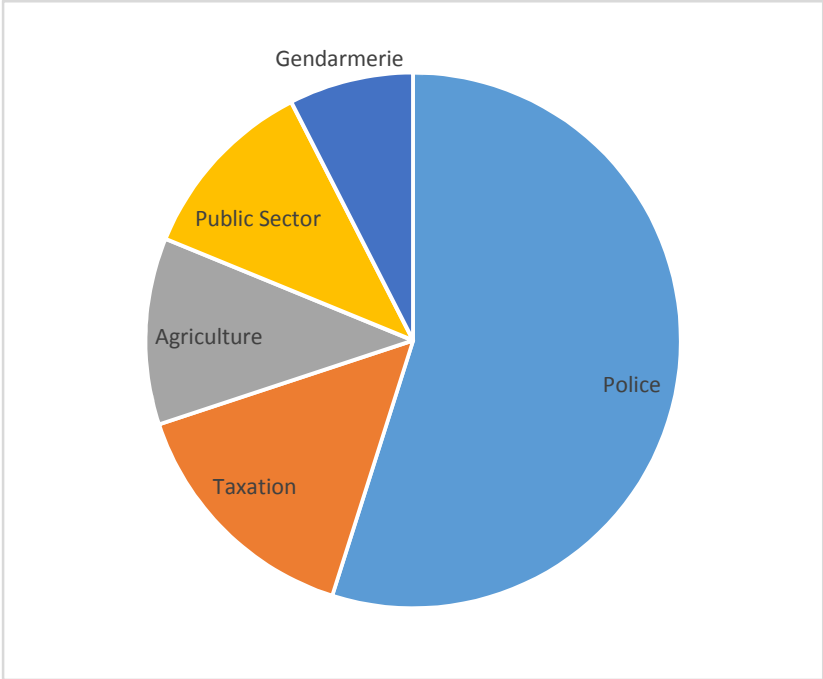


Table 13. Most Corrupt Professions, Meme

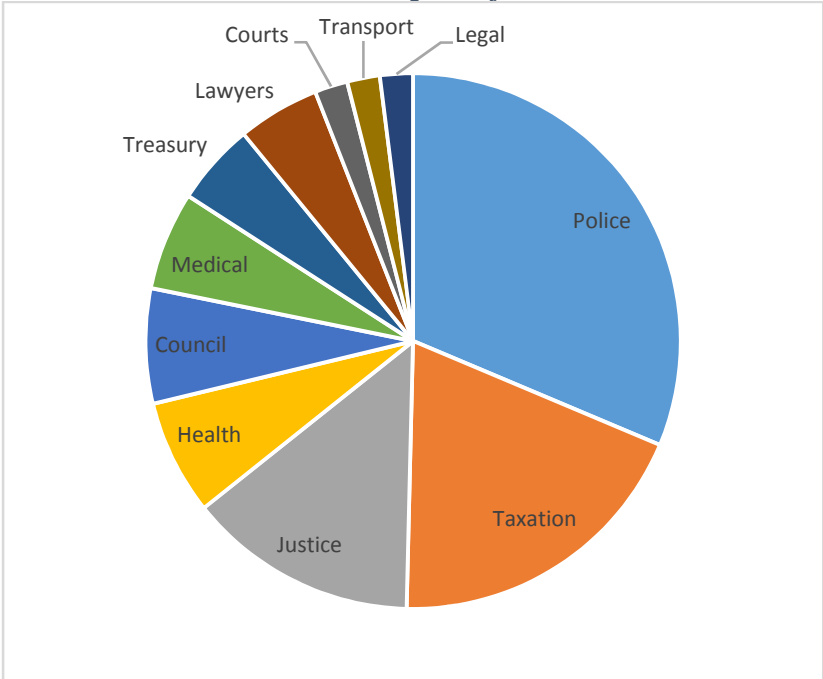
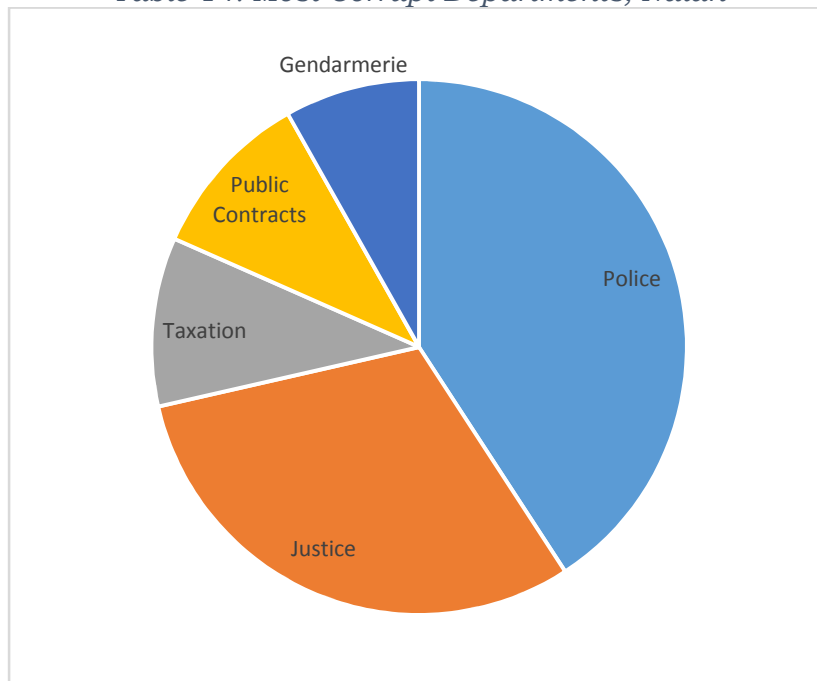
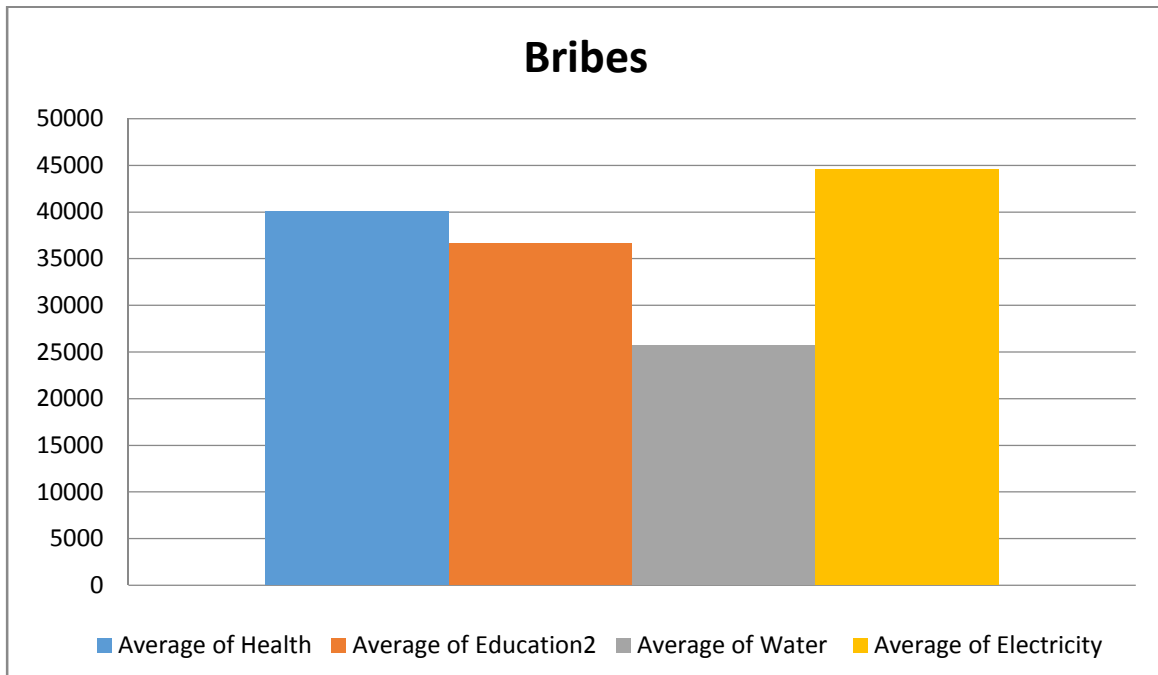


Table 14. Most Corrupt Departments, Ndian



The Police, Justice Department, Taxation, Public Contracts and Gendarmerie are out in KupeManeguba Division as the most corrupt 'Big Five'.

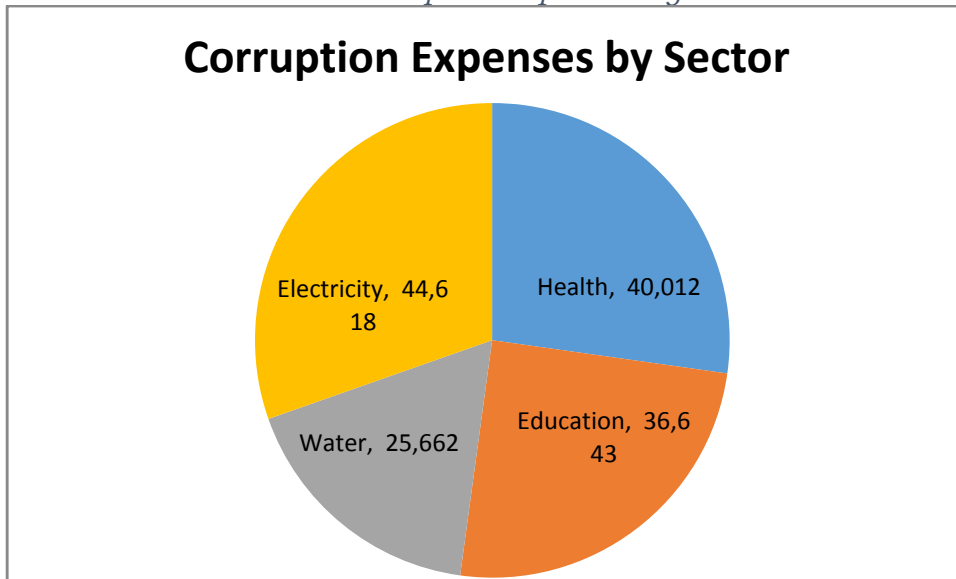
Table 155. Corruption Expenses per Sector



The sector that causes the most expenses from the citizens is **Electricity** with an average bribe of **44,618 CFA**. After that, the sectors of **health, education** and **water** follow respectively. However, this could correspond for several illegal payments and not just one given the phrasing of the question<sup>1</sup>. Table 16 shows the difference between the sectors and allows appreciating the magnitude, while the pie chart allows seeing the total number and the proportion that each industry takes.

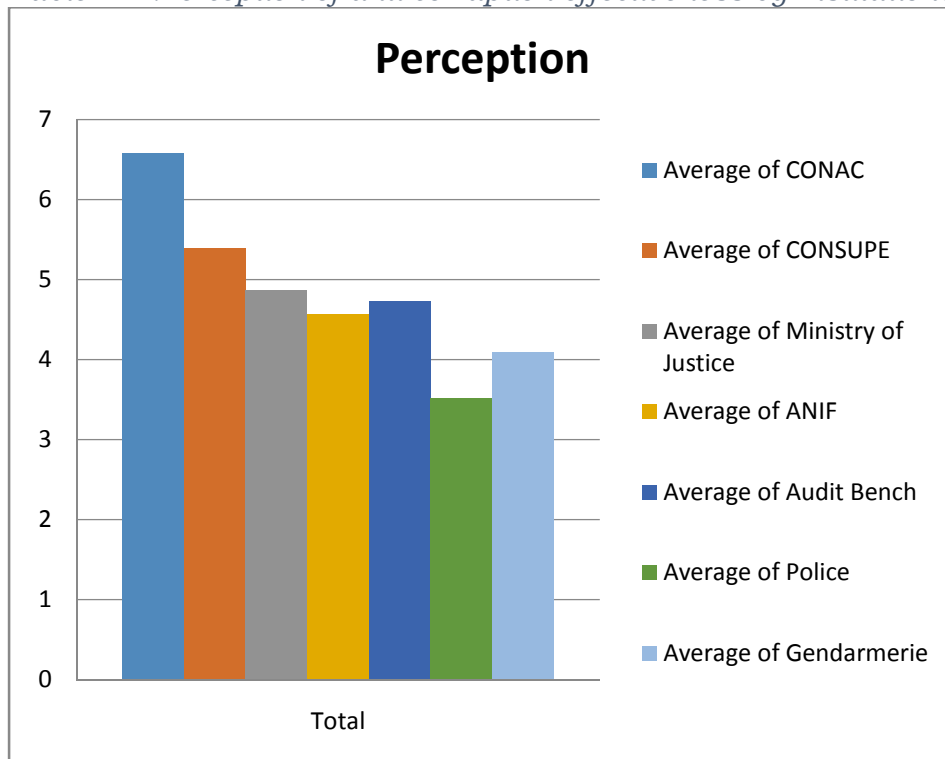
<sup>1</sup> "What are the extra costs paid by you in the following sectors?"

Table 166. Corruption Expenses by Sector



On the other hand, the institution ratings showed CONAC and CONSUPE at the top on a scale of ten. The Police and Gendarmerie were at the bottom, with significantly lower scores as effective and efficient institutions currently in the fight against corruption in the South West Region.

Table 177. Perception of anti-corruption effectiveness by Institutions





## **5.0. Highlight of Challenges faced during execution and application of the Questionnaire along with vital recommendations for the future**

In order to improve the quality of the information that is collected, the following recommendations may be undertaken:

- Numbering of the questions and questionnaires
- Establishing quotas per administration
- Eliminating repetitive questions
- Have the same scale for **all** questions (e.g. 10 very good, 1 very poor)
- Have one questionnaire for employees and another for users
- Specify on the extra costs question, over what period of time
- Have a “not applicable” option or blank spaces
- Specify that some questions are on individual expenses and perceptions, not the institution’s
- In the field, the respondents complained **very much about the length** of the questionnaires
- Many public officials were not aware of the fact that the interviews were going to be carried out
- Public officials were aggressive sometimes about the application of the questionnaires in their institution
- Many of the users said the questions were not applicable to them.
- Remote areas were hardly accessible and time was very limited to catch up with the questionnaires
- Provision of sufficient transportation for interviewers would greatly improve the easiness of the work
- Many users were very busy or not willing to do the questionnaire.

**Picture gallery of some field interviews during the exercise**



**A portion of Field Staff in action during administration of questionnaires**



**Annex 1:**

Spread Sheet Statistical Data on Questionnaires Completed in the Field