



**CENTER FOR REGIONAL DEVELOPMENT**  
**TRANSPARENCY INTERNATIONAL ARMENIA**

**CORRUPTION PERCEPTION IN ARMENIA**  
**2005 PHONE SURVEY**

**YEREVAN 2006**



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## TABLE OF CONTENTS

SURVEY NARRATIVE.....	1
DEMOGRAPHIC DATA.....	2
OVERVIEW OF THE SURVEY RESULTS.....	3
COMPARATIVE ANALYSIS.....	10

## **SURVEY NARRATIVE**

Within the Project entitled “Towards More Efficient Anti-Corruption Policy in Armenia”, the non-governmental organization “Center for Regional Development/Transparency International Armenia” conducted a nationwide phone survey in the period from August 1 to August 31, 2005. The goal of the survey was to find out the level of awareness of the Armenian citizens concerning the Anti-Corruption Strategy Program, being implemented by the Armenian Government.

1,500 respondents participated in the phone survey. The survey was implemented in all urban communities of Armenia, including Yerevan City. The sample was made based on the statistical data of the last census conducted in Armenia, from which a total population of Armenia; a population size of each Marz, including Yerevan; as well as a number of residents of each urban community were taken.

Then the population of each Marz (including Yerevan) was divided on the population size of Armenia to find out the proportion of each Marz population in the whole population of the country. Following this approach, the number of phone calls for each Marz was identified. The proportion of the population of the urban communities of the Marz to the Marz whole population outlined the number of phone calls for each urban community.

The same approach was applied to Yerevan, considering its neighboring communities as separate urban settlements. After defining the number of phone calls for each community, the lists of phone numbers were verified through Marzpetarans, municipalities and post offices.

The step for a phone call in Yerevan was defined as “.-10-10”, for other towns – “-10”. For example, if for Yerevan a randomly selected initial phone number was “63-12-05”, it was then followed by the number “63-22-15”, then “63-32-25”, etc. In the case of Marzes, for instance, “2-14-27” number went after “2-14-17” and was followed by “2-14-37”, etc. If there was no response, then the next number in the mentioned sequence was dialed.

The respondents answered to the following questions:

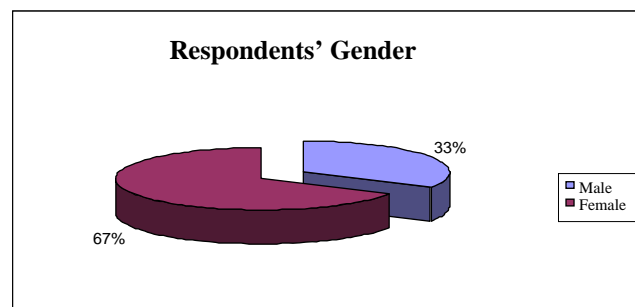
1. In the last three years, has the level of corruption in Armenia been increased or decreased?
2. Please, name three most corrupt areas.
3. In your opinion, which are the causes of corruption?
4. Are you aware that Armenian Government is implementing the Anti-Corruption Program?
5. If you are aware, is that fight effective or not?

## **DEMOGRAPHIC DATA**

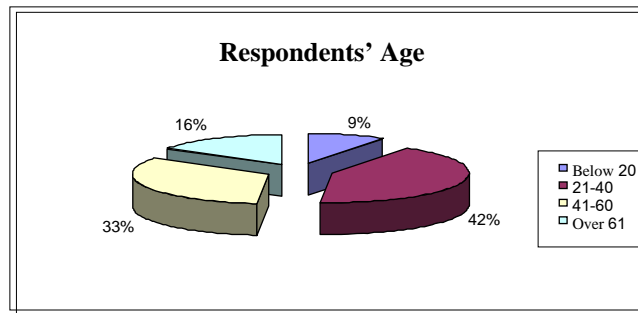
Among the respondents 33.1% were males and 66.9% - females. They mainly belonged to “21-40” and “41-60” age categories (42.1% and 32.7%, respectively). Respondents belonging to “below 20” and “over 61” age categories comprised correspondingly 15.9% and 9.3% of all respondents. There were 38.2% of those surveyed having higher (university) education, 37.2% - general secondary and 23.9% - vocational (specialized secondary) education, while only 0.7% of the respondents had certain scientific degrees.

Only 23.4% of respondents were unemployed, whereas 20.2% were housewives, 16.3% worked in the private sector, 15.7% were retired, 14.8% were employees of the institutions funded from the state budget, 6.4% - students, 1.3% - businessmen, 0.5% - representatives of the non-governmental organizations and 1.3% had other occupations. Demographic data of the respondents are presented in Figures 4-7.

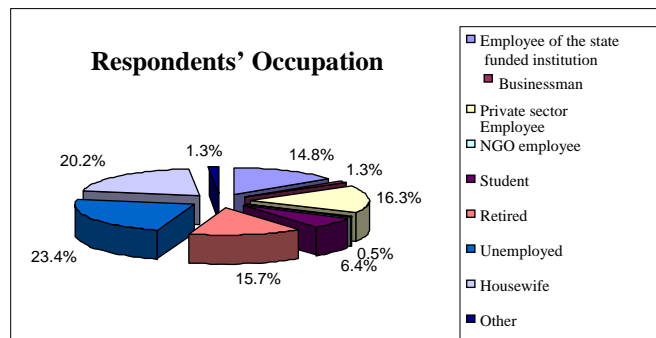
**Figure 4**



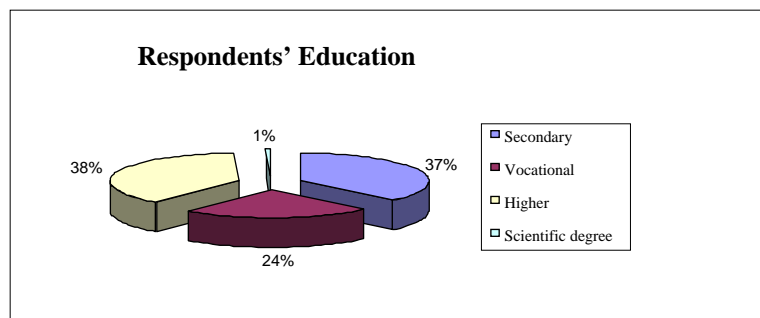
**Figure 5**



**Figure 6**



**Figure 7**

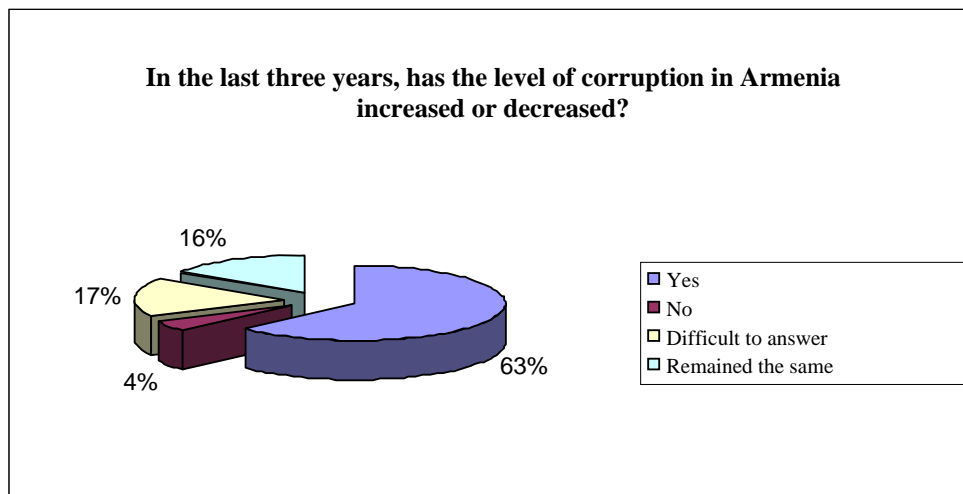


## **OVERVIEW OF THE SURVEY RESULTS**

***Question 1. In the last three years, has the level of corruption in Armenia increased or decreased?***

In the opinion of the 62.9% of those surveyed, in the last three years the level of corruption in Armenia has increased. Merely 4.5% of all respondents think that the level of corruption has decreased and 15.5% of them responded that it remained the same. In the meantime, 17.1% of respondents had difficulties in answering this question (see Figure 8).

**Figure 8**



**Question 2. Please, name three most corrupted areas.**

The respondents were asked a question that had 31 options, from which only three were to be selected, mentioning the degree of their importance. For 13.1% of respondents the most corrupt areas were the state institutions (including the ministries), while 11.3% of respondents believed that there are no “clean” (not corrupt) areas in Armenia, and 29.9% could not answer to this question.

The state institutions (including the ministries) were ranked as the second most corrupt area by 5.3% of respondents, the Police – by 5.0%, whereas 46.4% of those surveyed did not answer at all. The courts and police was each marked by 5.1% as the third most corrupt area, while 57.6% of respondents had no answer (see Table 1).

**Table 1**

Most Corrupted Areas		Answer 1	%	Answer 2	%	Answer 3	%
1	No answer	0	0.0	696	46.4	864	57.6
2	Authorities registering marriages and divorces	1	0.1	0	0.0	1	0.1
3	Forestry	5	0.3	7	0.5	2	0.1
4	Public health system	117	7.8	73	4.9	28	1.9
5	Army	46	3.1	34	2.3	38	2.5
6	Banking system	5	0.3	7	0.5	7	0.5
7	Courts	86	5.7	71	4.7	77	5.1
8	Prosecution	16	1.1	37	2.5	56	3.7
9	Energy system	9	0.6	8	0.5	8	0.5
10	Condominiums	0	0.0	2	0.1	3	0.2
11	Education system	125	8.3	73	4.9	36	2.4
12	Tax authorities	33	2.2	35	2.3	24	1.6

13	Customs system	5	0.3	16	1.1	10	0.7
14	Traffic police	10	0.7	21	1.4	12	0.8
15	Water supply and sewage system	7	0.5	12	0.8	5	0.3
16	Police	62	4.1	75	5.0	76	5.1
17	Social security system	29	1.9	32	2.1	34	2.3
18	Office of the President	6	0.4	8	0.5	5	0.3
19	State institutions/ Ministries	196	13.1	80	5.3	61	4.1
20	National Assembly (Parliament)	13	0.9	54	3.6	22	1.5
21	Local self-government bodies	45	3.0	61	4.1	39	2.6
22	Elections	8	0.5	22	1.5	14	0.9
23	Authorities granting permits on urban development /construction	7	0.5	19	1.3	12	0.8
24	Transportation	8	0.5	18	1.2	8	0.5
25	State register	0	0.0	1	0.1	3	0.2
26	Business sector (oligarchs)	21	1.4	15	1.0	30	2.0
27	Telecommunications system	6	0.4	7	0.5	7	0.5
28	Cadastre	17	1.1	15	1.0	16	1.1
29	NGOs	0	0.0	1	0.1	2	0.1
30	There are no corruption-free areas in Armenia, all areas are corrupt	169	11.3	0	0.0	0	0.0
31	Difficult to answer	448	29.9	0	0.0	0	0.0
	<b>Total</b>	<b>1500</b>	<b>100</b>	<b>1500</b>	<b>100</b>	<b>1500</b>	<b>100</b>

After grouping the responses for three options it appeared that according to those surveyed the most corrupt areas are the state institutions, including the ministries (11.5%), courts and education sector (8.0%), health sector (7.4%) and police (7.2%). In the opinion of the 5.7% of respondents, there are no non-corrupt areas in Armenia and all areas are equally corrupt (see Table 2 for details).

**Table 2**

	<b>Most corrupt areas</b>	<b>Total #</b>	<b>Total %</b>
1	Public health system	218	7.4
2	Army	118	4.0
3	Courts	234	8.0
4	Prosecution	109	3.7
5	Education system	234	8.0
6	Tax authorities	92	3.1
7	Police	213	7.2



8	Social security system	95	3.2
9	Local self-government bodies	145	4.9
10	Difficult to answer	448	15.2
11	State institutions/ Ministries	337	11.5
12	There are no corruption-free areas in Armenia, all areas are corrupt	169	5.7
13	National Assembly	89	3.0
14	Other	439	15.0
	<b>Total</b>	<b>2940*</b>	<b>100</b>

\* “No answer at all” cases are not included

### **Question 3. In your opinion, which are the causes of corruption?**

The following causes were outlined as the primary reasons of corruption in Armenia: difficult social conditions (22.1%), anarchy (9.5%), greediness of the public officials (5.5%), poor governance system and impunity of high-level public officials (4.7% each), corruption across the whole public sector (4.5%), national tradition of exchange of favors (4.3%), and, absence of control and punishment mechanisms (4.1%).

As the second cause of corruption, respondents mentioned widespread unemployment (8.1%), impunity of high-ranking public officials (8.0%) and difficult social conditions (4.6%). Four causes, namely, impunity of high-ranking public officials, tolerance of the citizens, greed of public officials and corruption across the whole public sector received each 1.1% as the third cause of corruption. Those surveyed who could not mention any cause were 15.5% of all respondents, 54.8% mentioned two causes only and 11.6% pointed to three causes (see Table 3).

**Table 3**

	<b>Causes of corruption</b>	<b>1</b>	<b>%</b>	<b>2</b>	<b>%</b>	<b>3</b>	<b>%</b>
1	No answer	0	0.0	678	45.2	1326	88.4
2	Absence of political will	2	0.1	0	0.0	1	0.1
3	Absence of participation in decision-making processes	1	0.1	1	0.1	0	0.0
4	Wide opportunities of the state to interfere into the functioning of other sectors	2	0.1	4	0.3	3	0.2
5	Impunity of high-ranking officials	70	4.7	120	8.0	16	1.1

6	Low levels of remuneration of public officials and deterioration of moral values	18	1.2	21	1.4	6	0.4
7	Coalescence of political and economic interests	0	0.0	0	0.0	1	0.1
8	Privileges for the members of military elite	5	0.3	2	0.1	2	0.1
9	Complex and imperfect laws, ineffectiveness of law enforcement	42	2.8	26	1.7	1	0.1
10	Absence of independence of the judiciary from the executive	1	0.1	2	0.1	0	0.0
11	Mistrust towards the state within the society	15	1.0	5	0.3	1	0.1
12	Corrupt public sector	67	4.5	40	2.7	16	1.1
13	Absence of free and competitive market	5	0.3	1	0.1	0	0.0
14	National tradition of exchange of favours	65	4.3	33	2.2	4	0.3
15	Abuse of kinship relations	7	0.5	7	0.5	1	0.1
16	Lack of citizens' awareness on their rights	36	2.4	33	2.2	9	0.6
17	Inconsistency of mass media coverage of corruption cases	0	0.0	1	0.1	0	0.0
18	Limitations on the access of information	1	0.1	1	0.1	0	0.0
19	Lack of transparency and accountability in the public sector	0	0.0	1	0.1	0	0.0
20	Lack of control and punishment mechanisms	62	4.1	57	3.8	9	0.6
21	Difficult social and economic conditions	332	22.1	69	4.6	10	0.7
22	Greediness of public officials	83	5.5	49	3.3	17	1.1
23	Poor governance system	70	4.7	19	1.3	5	0.3
24	Widespread unemployment	50	3.3	122	8.1	13	0.9
25	Snobby public officials	4	0.3	5	0.3	2	0.1
26	Desire to achieve the ends with all the means	18	1.2	21	1.4	5	0.3
27	Anarchy	142	9.5	50	3.3	13	0.9
28	Indifference of country leaders	9	0.6	7	0.5	1	0.1
29	Dysfunctional state bodies	19	1.3	6	0.4	1	0.1
30	Citizens' tolerance towards corruption	38	2.5	55	3.7	17	1.1
31	Absence of relevant laws	50	3.3	39	2.6	12	0.8
32	Electoral system and elections	1	0.1	2	0.1	2	0.1
33	Low salaries of public officials	53	3.5	23	1.5	6	0.4
34	Difficult to answer	232	15.5	0	0.0	0	0.0
	<b>Total</b>	<b>1500</b>	<b>100</b>	<b>1500</b>	<b>100</b>	<b>1500</b>	<b>100</b>

After grouping all three answers to Question 3, the major reasons were the following: difficult social-economic conditions (16.5%), anarchy and impunity of the high-ranking public officials (8.2%), widespread unemployment (7.4%), greediness of public officials (5.9%), and absence of control and punishment mechanisms (5.1%). For more details see Table 4.

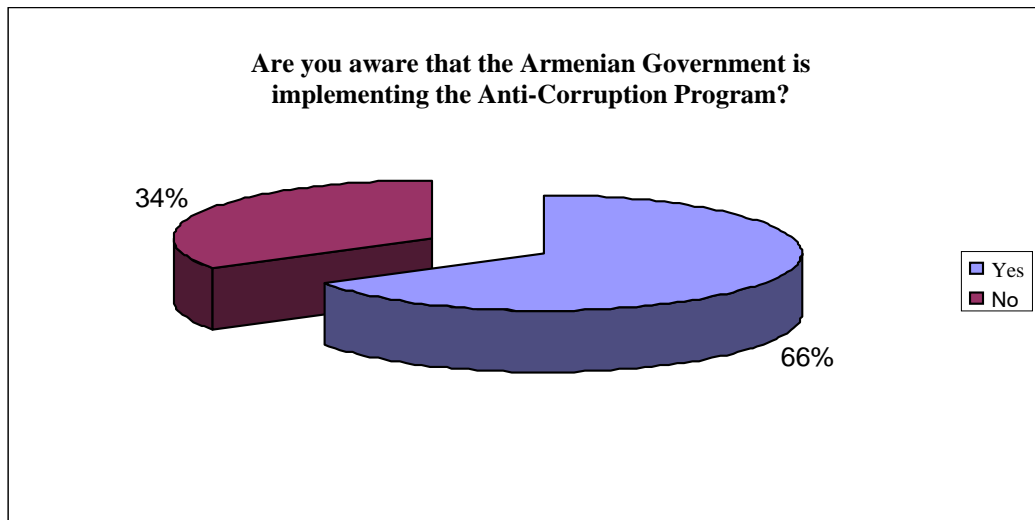
**Table 4**

	<b>Causes of corruption</b>	<b>Total #</b>	<b>Total %</b>
1	Impunity of high ranking public officials	206	8.2
2	Corrupt public sector	123	4.9
3	National tradition of exchange of favours	102	4.0
4	Lack of citizens' awareness on their rights	78	3.1
5	Absence of control and punishment mechanisms	128	5.1
6	Difficult social and economic conditions	411	16.5
7	Difficult to answer	232	9.3
8	Poor governance system	94	3.7
9	Widespread unemployment	185	7.4
10	Anarchy	205	8.2
11	Citizens' tolerance towards corruption	110	4.4
12	Absence of relevant laws	101	4.0
13	Low salaries of public officials	82	3.3
14	Greediness of public officials	149	5.9
15	Other	290	12.0
	<b>Total</b>	<b>2496</b>	<b>100</b>

***Question 4. Are you aware that Armenian Government is implementing the Anti-Corruption Program?***

The majority of the respondents were aware on the “fight against corruption” initiated by the Armenian Government (see Figure 9). However, considering the fact that the phone survey was conducted in urban settlements, which normally have more information than rural areas, 34% of those unaware respondents could be hardly regarded as a small number, and this is an indication that the Government failed to ensure effective awareness raising campaign.

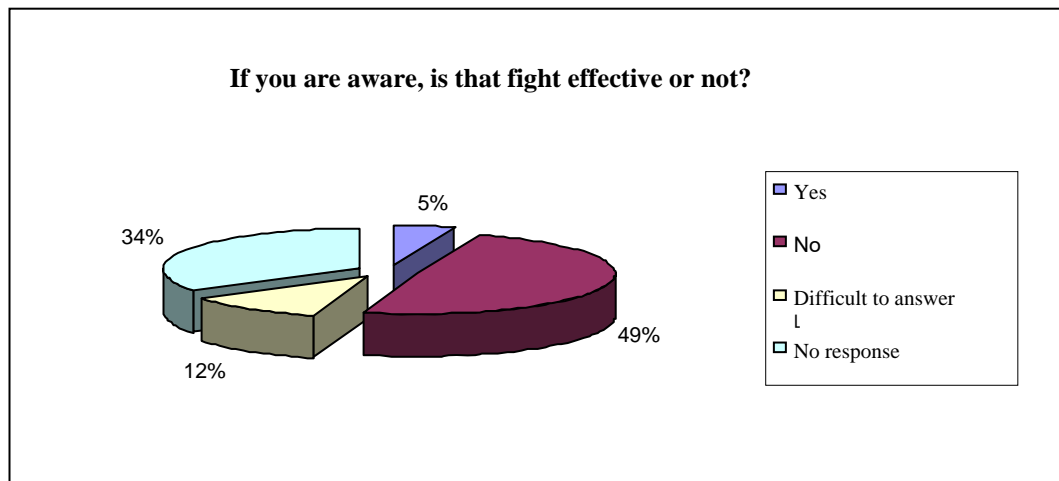
**Figure 9**



***Question 5. If you are aware, is that fight effective or not?***

Only 5.0% of all respondents thought that the implementation of the Anti-Corruption Program of the Armenian Government was efficient, 49.4% considered it as inefficient, and 11.7% had difficulties to answer to this question, while in the rest of cases there was no answer at all (see Figure 10).

**Figure 10**



## COMPARATIVE ANALYSIS

The highest proportion among the respondents who considered that corruption in Armenia increased were those from Gyumri (76.3%). Distribution of answers to “*In the last three years, has the level of corruption in Armenia increased or decreased?*” is presented in Table 5.

**Table 5**

		<b>Overall in Armenia</b>	<b>Gyumri</b>	<b>Vanadzor</b>	<b>Yerevan</b>
1	Yes	62,9	76,3	61,9	67,4
2	No	4,5	1,7	5,7	1,9
3	Difficult to answer	17,1	14,0	17,1	14,0
4	Remained the same	15,5	7,9	15,2	16,7
	<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Answers to the “*Please, name the three most corrupted areas.*” question were distributed in the following way:

Overall in Armenia:

- State institutions/Ministries – 11.5%.
- Courts and education system – 8.0% each.
- Public health system – 7.4%.

In Gyumri:

- State institutions/Ministries – 14.2%.
- Local self-government bodies – 11.8%.
- There are no non-corrupt areas in Armenia, all areas are corrupt – 9.9%.

In Vanadzor:

- Courts – 10.5%.
- State institutions – 10.0%.
- Education system – 7.5%.

In Yerevan:

- State institutions/Ministries – 11.9%.
- Courts – 9.1%.
- Education system – 8.8%.

As it can be seen, in contrast to Yerevan, Vanadzor and other towns of Armenia, in Gyumri a relatively large proportion of respondents mentioned the local self-government bodies as one of the most corrupt areas. Also, in all cities and towns the respondents mentioned state institutions/Ministries among three most corrupt areas.

As the main reasons of corruption the respondents mainly mentioned difficult social and economic conditions, impunity of the high-level public officials and anarchy. In Yerevan, the respondents included the greediness of public officials among the three main reasons of corruption. The answers to this question were distributed in the following way.

Overall in Armenia:

- Difficult social and economic conditions – 16.5%.
- Impunity of high level officials and anarchy – 8.2% each.
- Widespread unemployment – 7.4%.

In Gyumri:

- Difficult social and economic conditions – 18.3%.
- Anarchy – 15.6%.
- Widespread unemployment – 11.8%.

In Vanadzor:

- Difficult social and economic conditions – 16.9%.
- Anarchy – 7.9%.
- Widespread unemployment – 7.9%.

In Yerevan:

- Impunity of high level officials – 10.3%.
- Difficult social and economic conditions – 13.9%.
- Greediness of public officials – 7.6%.

The survey findings also indicated that the most informed were respondents from Yerevan and Vanadzor – 73.3% and 72.5%, respectively (see Table 6).

**Table 6**

		<b>Overall in Armenia</b>	<b>Gyumri</b>	<b>Vanadzor</b>	<b>Yerevan</b>
1	Yes (aware)	66,1	59,6	73,3	72,5
2	No (not aware)	33,9	40,4	26,7	27,5

As seen in Table 7, while answering the question on the effectiveness the government's fight against corruption, the most critical were respondents from Yerevan (58.9%).

**Table 7**

		<b>Overall in Armenia</b>	<b>Gyumri</b>	<b>Vanadzor</b>	<b>Yerevan</b>
1	Yes (effective)	5,0	0,9	7,6	3,5
2	No (not efficient)	49,4	50,0	53,3	58,9
3	Difficult to answer	11,7	8,8	12,4	10,1
4	No answer	33,9	40,4	26,7	27,5
	<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Demographic profile of respondents is presented below in Tables 8-11. Thus, the lowest proportion of male respondents was in Vanadzor – 28.6% and the highest in Gyumri – 40.4%.

**Table 8**

	<b>Gender</b>	<b>Overall in Armenia</b>	<b>Gyumri</b>	<b>Vanadzor</b>	<b>Yerevan</b>
1	Male	31,1	40,4	28,6	36,2
2	Female	66,9	59,6	71,4	63,8
	<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Participation of those under the age of 20 was the highest in Yerevan – 10.1% and the lowest in Gyumri – 7.0%. The participation of respondents of the age between 21 and 40 was almost equal for all cities and towns. The lowest level of participation of those “between 41 to 60” was indicated in Vanadzor – 27.6%. At the same time, Vanadzor had the highest level of participation among those of ages over 61 – 22.9%, whereas the lowest participation for this age category was in Yerevan – 18.0%.

**Table 9**

	<b>Age</b>	<b>Overall in Armenia</b>	<b>Gyumri</b>	<b>Vanadzor</b>	<b>Yerevan</b>
1	Below 20	9,3	7,0	9,5	10,1
2	21-40	42,1	41,2	40,0	39,0
3	41-60	32,7	32,5	27,6	32,9
4	Over 61	15,9	19,3	22,9	18,0
	<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The number of respondents with higher education and scientific degrees was the highest for Yerevan – 51.4% and 1.2%, correspondingly.

**Table 10**

	<b>Education</b>	<b>Overall in Armenia</b>	<b>Gyumri</b>	<b>Vanadzor</b>	<b>Yerevan</b>
1	Secondary	37,2	32,5	36,2	26,2
2	Vocational	23,9	20,2	21,0	21,1
3	Higher (university)	38,2	47,4	41,9	51,4
4	Scientific degree	0,7	0,0	1,0	1,2
	<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The lowest proportion of the employees working in the budget-funded institutions was in Gyumri – only 9.6% of all respondents and the highest was in Yerevan – 16.9%. Relatively high proportion of businessmen and those employed in the private sector were among Vanadzor respondents – 1.9% and 21.9%, respectively. Employees of NGOs were comparatively more frequently asked in Gyumri – 2.6% and the lowest proportion of them was in Yerevan – 0.4%.

The highest proportion of students among the respondents was in Yerevan – 7.9% and the lowest in Gyumri – 3.5%. The highest number of retired people was in Vanadzor – 21.9%. More unemployed and housewives were surveyed in Gyumri – 28.9% and 22.8%, respectively, and less in Vanadzor – 17.1% and 12.4%, correspondingly.

**Table 11**

	<b>Occupation</b>	<b>Overall in Armenia</b>	<b>Gyumri</b>	<b>Vanadzor</b>	<b>Yerevan</b>
1	Employee of the budget-funded institution	14,8	9,6	15,2	16,9
2	Businessman	1,3	0,9	1,9	0,6
3	Employee of the private sector	16,3	11,4	21,9	16,1
4	Employee of public institution	0,5	2,6	1,0	0,4
5	Student	6,4	3,5	7,6	7,9
6	Retired	15,4	18,4	21,9	16,5
7	Unemployed	23,4	28,9	17,1	22,9
8	Housewife	20,2	22,8	12,4	18,0
9	Other	1,3	1,8	1,0	0,6
	<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>