

**GLOBAL CORRUPTION BAROMETER
EUROPEAN UNION 2021**

CITIZENS' VIEWS AND EXPERIENCES OF CORRUPTION



Transparency International is a global movement with one vision: a world in which government, business, civil society and the daily lives of people are free of corruption. With more than 100 chapters worldwide and an international secretariat in Berlin, we are leading the fight against corruption to turn this vision into reality.

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GLOBAL CORRUPTION BAROMETER

EUROPEAN UNION 2021

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EXECUTIVE SUMMARY

European Union (EU) countries are known for being wealthy, stable and democratic. However, their clean image is undermined by issues ranging from socioeconomic disparities and instances of rising authoritarianism to corruption problems.





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Corruption affects every nation in the political bloc. Scandals reveal elected officials enriching themselves through backdoor deals, accepting bribes to cover up human rights abuses in a neighbouring country and giving criminals passports in exchange for investment. Meanwhile, banks, accountants and real estate agents do not do enough to stop the corrupt and criminals from laundering or parking their dirty money in the European Union.

The COVID-19 pandemic is worsening matters. In countries like Hungary and Poland, politicians use the crisis as an excuse to undermine democracy. Others see it as a chance to make a profit, as shown by Germany's lobbying and mask procurement affair.

People from the 27 countries surveyed in this *Global Corruption Barometer – European Union* are well aware of these issues and want their leaders to act with more integrity. An overwhelming majority see corruption as

either stagnating or being on the rise in their country, and there is a widespread belief that governments are tackling it poorly.

Many also encounter corruption directly, either through paying bribes or, more commonly, using personal connections to access essential services, such as health care and education.

Business executives and bankers almost tie with national politicians as the most corrupt institutions, and EU residents are concerned about the cosy relationships between business and government.

This can all change, however. A large majority of people know that they can make a difference in the movement against corruption. If they are supported by their governments and by EU bodies, which can now cut funding to countries breaching rule of law, the region could really earn its clean reputation.

The survey

The *Global Corruption Barometer (GCB) – European Union 2021* provides an in-depth look at people’s views on corruption, as well as their experiences of bribery and favouritism across the bloc.

Based on fieldwork conducted between October and December 2020, the GCB surveyed more than 40,000 people in 27 countries across Europe. For the first time since its debut in 2003, the GCB results are representative not only at the

national level, but also at the sub-national level, as per the EU’s official Nomenclature of territorial units for statistics (NUTS1 or NUTS2 level).¹

The results show that **almost a third of people think corruption is getting worse in their country and almost half say their government is doing a bad job at tackling corruption.**

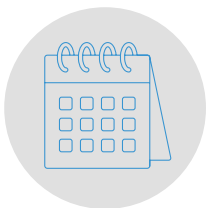
The GCB found that around three in 10 people pay a bribe or use a personal connection to access public services, such as health care or education.

This is equivalent to more than 106 million people across the 27 countries surveyed.

There is also widespread concern about the cosy relationship between business and politics, with over half of people thinking that their government is run by a few private interests.

Despite this, the GCB gives cause for optimism. Almost two thirds of people in the EU think that ordinary people can help stop corruption.

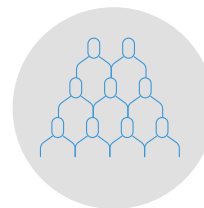
ABOUT THE SURVEY



CONDUCTED FROM
OCT 2020 -
DEC 2020



27
COUNTRIES
SURVEYED



40,600
PEOPLE AGED
18+ TOOK PART



KANTAR
FIELDIED
THE SURVEY



REPRESENTATIVE
RESULTS AT THE
NATIONAL & SUB-
NATIONAL LEVELS



PHONE
INTERVIEWS
IN ALL
27 COUNTRIES

KEY FINDINGS

01

Corruption levels are not improving

Around a third of people think corruption increased in their country in the previous 12 months, while 44 per cent think it stayed the same.

02

Integrity issues in both public and private sectors

In almost half the countries, prime ministers and members of parliament are seen as the most corrupt. In the other half, it is business executives and bankers.

03

Three in 10 EU residents experience corruption

While bribery and sexual extortion – or sextortion – are common in only a few countries, 28 per cent of people use personal connections to receive a public service.²

04

Health care is a corruption hotspot

Although just six per cent of people paid a bribe for health care, 29 per cent of EU residents relied on personal connections to get medical care.

05

Close ties between business and politics

Over half of people see governments as being run by a few private interests and awarding contracts to cronies and bribe payers.

06

Widespread perceptions of impunity

Only 21 per cent of people think that corrupt officials regularly face appropriate penalties.

07

Many fear retaliation

People are divided about it being safe to report wrongdoing, with 45 per cent fearing reprisals and 47 per cent not having this concern.

08

People see themselves as part of the solution

Sixty-four per cent of EU residents think they can make a difference in the fight against corruption.

Recommendations

Governments across the region and EU institutions need to make an immediate and concerted effort to ensure the lives of ordinary people are free of corruption. Key measures include:

1. BUILD PEOPLE'S TRUST AND PARTICIPATION

- + Ensure that policymaking is fully transparent and consultative, considering the interests of all affected groups equally.
- + Promote social accountability mechanisms, such as Integrity Pacts.

2. PROTECT THOSE REPORTING CORRUPTION

- + Ensure that the EU Whistleblower Directive is fully transposed by December 2021 in all Member States. The resulting protection should meet the highest possible standards – for example, by ensuring gender-sensitive reporting mechanisms – and have a material scope that extends past EU legislation to cover national law.
- + Defend civil society and journalists who expose corruption, including through adopting a dedicated EU directive to protect them from strategic lawsuits against public participation (SLAPPs), vexatious legal action aimed at silencing corruption reporting.

3. SAFEGUARD AGAINST UNDUE INFLUENCE IN POLITICS

- + Improve transparency of all lobbying activities and legislative processes.
- + Strengthen regulations to monitor and tackle potential or real conflicts of interest among elected and public officials.
- + Ensure adequate regulation on revolving doors and cooling-off periods for all individuals leaving public office or the civil service to work in the private sector, and vice versa.
- + Improve transparency in political campaign financing by disclosing contributions from corporations and foreign actors as close to real time as possible.
- + Improve public institutions' ethics regimes at the subnational, national and EU levels.

4. BUILD INTEGRITY STANDARDS IN THE PRIVATE SECTOR

- + Strengthen corporate anti-corruption standards by reforming the EU Non-Financial Reporting Directive for large companies, and require companies to prevent, detect and act on corruption risks.
- + Include a requirement for companies to address risks and prevent corruption in the upcoming EU legislation on corporate human rights and environmental due diligence in supply chains.

5. IMPROVE CORPORATE TAX TRANSPARENCY AND PREVENT TAX AVOIDANCE

- + Further harmonise EU corporate taxation rules.
- + Swiftly adopt EU legislation on public country-by-country reporting for all multinational companies.
- + Ensure that companies receiving public funds or tax relief meet clear criteria and fulfil the necessary conditions, including declaring their profits where economic activities take place and not making aggressive use of tax havens.

6. PREVENT FAVOURITISM IN SERVICE DELIVERY AND PUBLIC CONTRACTING

- + Invest in user-centred digital platforms that ease and simplify citizens' access to government services.
- + Improve the availability and quality of public contracting data in line with global standards, and secure its timely publication to reduce the risk of corruption in contract allocation.
- + Provide accessible, up-to-date and accurate registers of companies' beneficial owners, to ensure fair competition and help identify conflicts of interest and collusion.

7. ENSURE ACCOUNTABILITY FOR ABUSES OF POWER

- + Increase cooperation and information exchange between law enforcement agencies – particularly with the new European Public Prosecutor's Office – across the bloc and globally.
- + Guarantee effective monitoring and enforcement against corruption and other financial crimes, including through dissuasive sanctions for wrongdoing
- + Governments must uphold the rule of law, and the EU should not hesitate to take punitive measures with any countries that fail to do so, including by suspending EU funds.
- + and creating an independent EU anti-money laundering supervisory body. This should have the power to investigate and sanction banks, as well as oversee national supervisory authorities.

WHAT DO PEOPLE THINK ABOUT CORRUPTION?

We asked people what they thought about the state of corruption in their country: how prevalent it is, whether it is rising or declining and whether their government is doing enough to control it. Here's what we found.

Little progress against corruption

Over three quarters of EU residents see stagnating or worsening corruption.


Forty-four per cent of citizens think that corruption levels in their country have not changed over the past 12

months, while thirty-two per cent think corruption increased. Only 16 per cent of people thought that corruption decreased.

In Cyprus, an overwhelming number of citizens (65 per cent) think that corruption increased over the past year and around half of people

in Slovenia (51 per cent) and Bulgaria (48 per cent) also see an increase.


While there is no country in which a majority of citizens think that corruption is decreasing, the most positive results come from Slovakia, where 39 per cent of citizens see corruption declining.

32% 

OF PEOPLE THINK CORRUPTION INCREASED IN THE PREVIOUS 12 MONTHS

16% 

THINK CORRUPTION DECREASED

44% 

THINK CORRUPTION STAYED THE SAME



photo: GStamenov / Shutterstock.com

CORRUPTION ON THE RISE, BY COUNTRY

Percentage of people who think corruption increased in the previous 12 months.³

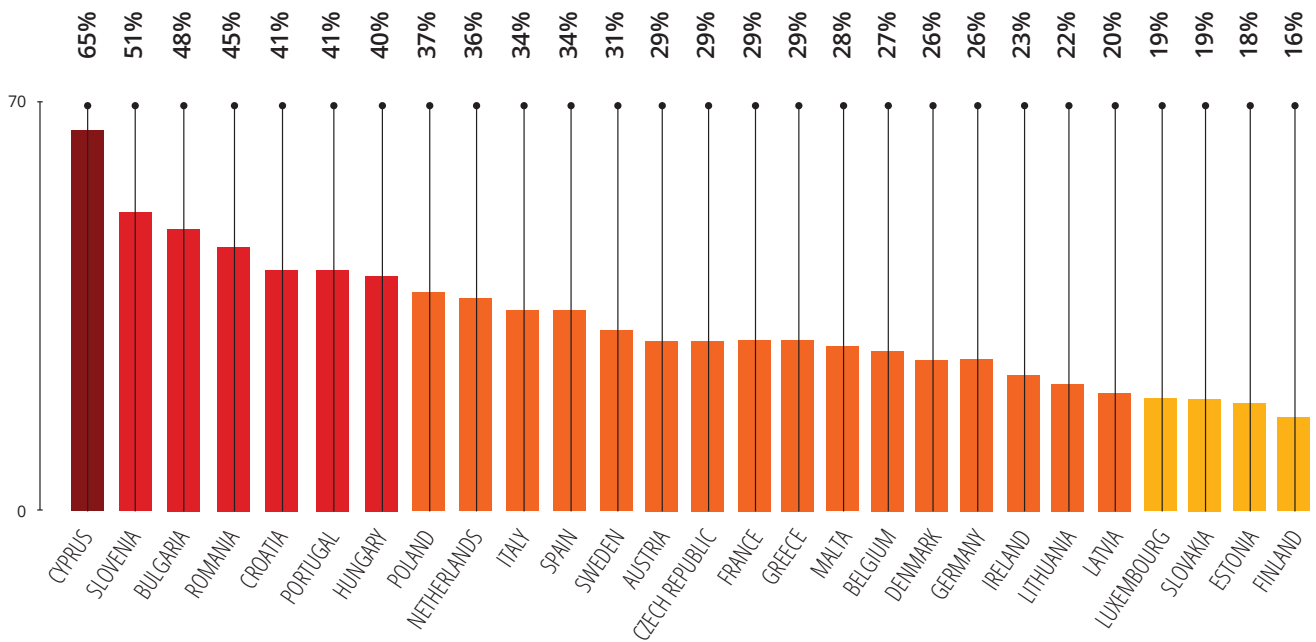




photo: AlexiaD / Shutterstock.com

Country in focus: Cyprus

In Cyprus, an overwhelming number of people (65 per cent) think that corruption increased over the past year. These perceptions have been fuelled by the scandals related to Cyprus's "golden passports" scheme, among other causes. In 2020, investigative journalists revealed that dozens of convicted criminals, fugitives and politically exposed individuals had bought citizenship from Cyprus.⁴ A covertly filmed documentary implicated high-level politicians in corruption related to the scheme.⁵

Following protests, the government cancelled the programme. The European Commission took legal action against Cyprus⁶ and is seeking an EU-wide ban of citizenship-for-sale schemes.

This scandal is part of wider backsliding on corruption. Almost three quarters of Cypriots feel there is impunity for corrupt politicians and over two thirds say that the government is controlled by business. Other key issues are political interference with public institutions and vulnerability to money laundering.⁷

The government announced significant anti-corruption measures in January 2021, including to establish an anti-corruption agency, a beneficial ownership register and whistleblower protection legislation.⁸ Many Cypriots were not convinced, as evidenced by further anti-corruption protests in February.

Cyprus should capitalise on the EU Whistleblower Protection Directive to ensure that anyone reporting corruption can do so safely. The government should also guarantee public access to the newly created register of companies' beneficial owners without any further delay.

The government needs to ensure accountability for past abuses related to the citizenship-by-investment programme and prevent similar abuses in the remaining residency scheme. It should also revoke any passports found to have been illegally awarded.⁹

The European Commission should conclude its infringement procedures against Cyprus¹⁰, as well as Malta. It must heed the European Parliament's call to phase out "golden visa" schemes completely. Until such time, the Commission should seek to harmonise standards at EU level to avoid Member States racing to the bottom in terms of security and due diligence, and prevent risky individuals from shopping for EU passports and visas between jurisdictions.

Government corruption is a problem

When asked whether government corruption is a problem in their country, 62 per cent of people said they think it's a big problem.

The results vary greatly across the region. Less than 20 per cent of people living in Denmark and Finland think that corruption in government is a big problem, while over 85 per cent of those in Bulgaria, Croatia, Cyprus, Italy, Portugal and Spain believe it is.

Our analysis also shows that gender largely influences perception of corruption. Across the region, women hold more negative beliefs about it and are on average five percentage points more likely than men to believe that corruption is a big problem in the national government.¹¹

62%

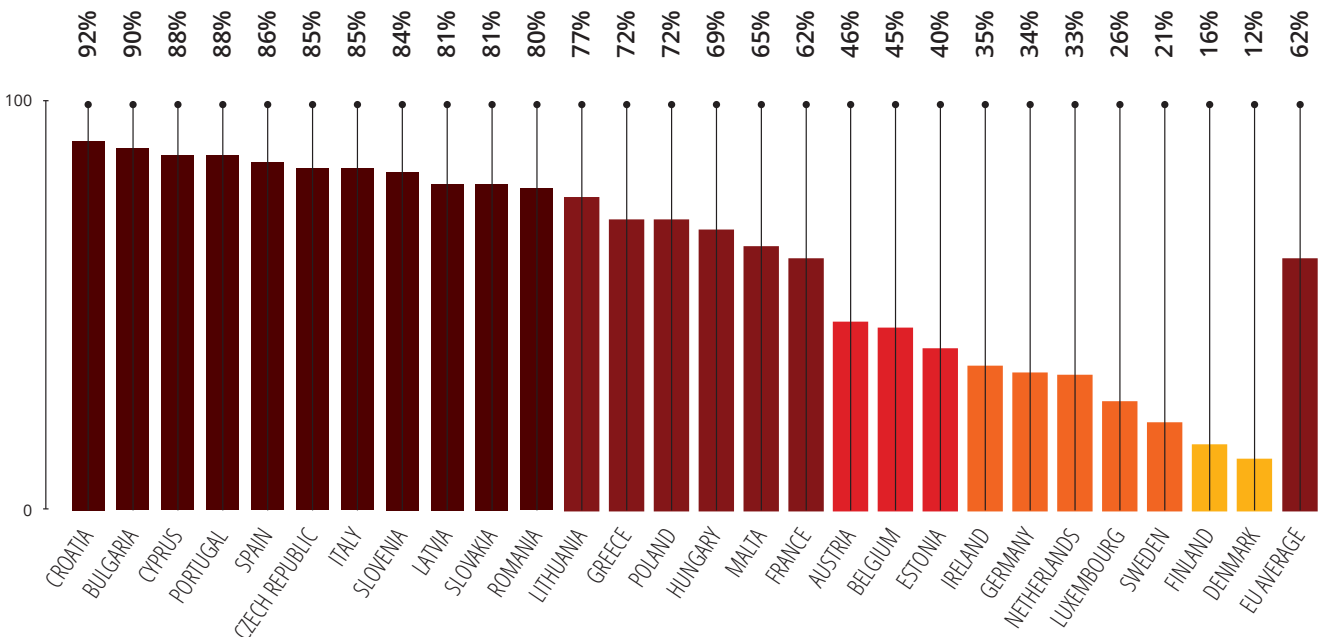
THINK GOVERNMENT CORRUPTION IS A BIG PROBLEM

33%

THINK GOVERNMENT CORRUPTION IS NO PROBLEM OR A SMALL PROBLEM

GOVERNMENT CORRUPTION, BY COUNTRY

Percentage of people who think corruption in government is a big problem.¹²



Governments not doing enough

We also asked people how they rate their government's efforts at tackling corruption.

People are divided on this issue, with half being unconvinced about leaders' efforts. Forty-three per cent of people in the EU think that their governments are doing a good job at tackling corruption.

However, 49 per cent think that their governments are doing a poor job.

Over 60 per cent of people in Denmark, Finland, Luxembourg and the Netherlands think their governments are doing well in the fight against corruption. More than half of people in Austria, Ireland, Malta, Slovakia and Sweden agree.

By contrast, 80 per cent of citizens in Cyprus think their government is not doing well in the fight against corruption. Two thirds or more people in Bulgaria, Croatia and the Czech Republic think the same.

49%

THINK THEIR GOVERNMENT IS DOING A **BAD JOB** AT TACKLING CORRUPTION

43%

THINK THEIR GOVERNMENT IS **DOING WELL**

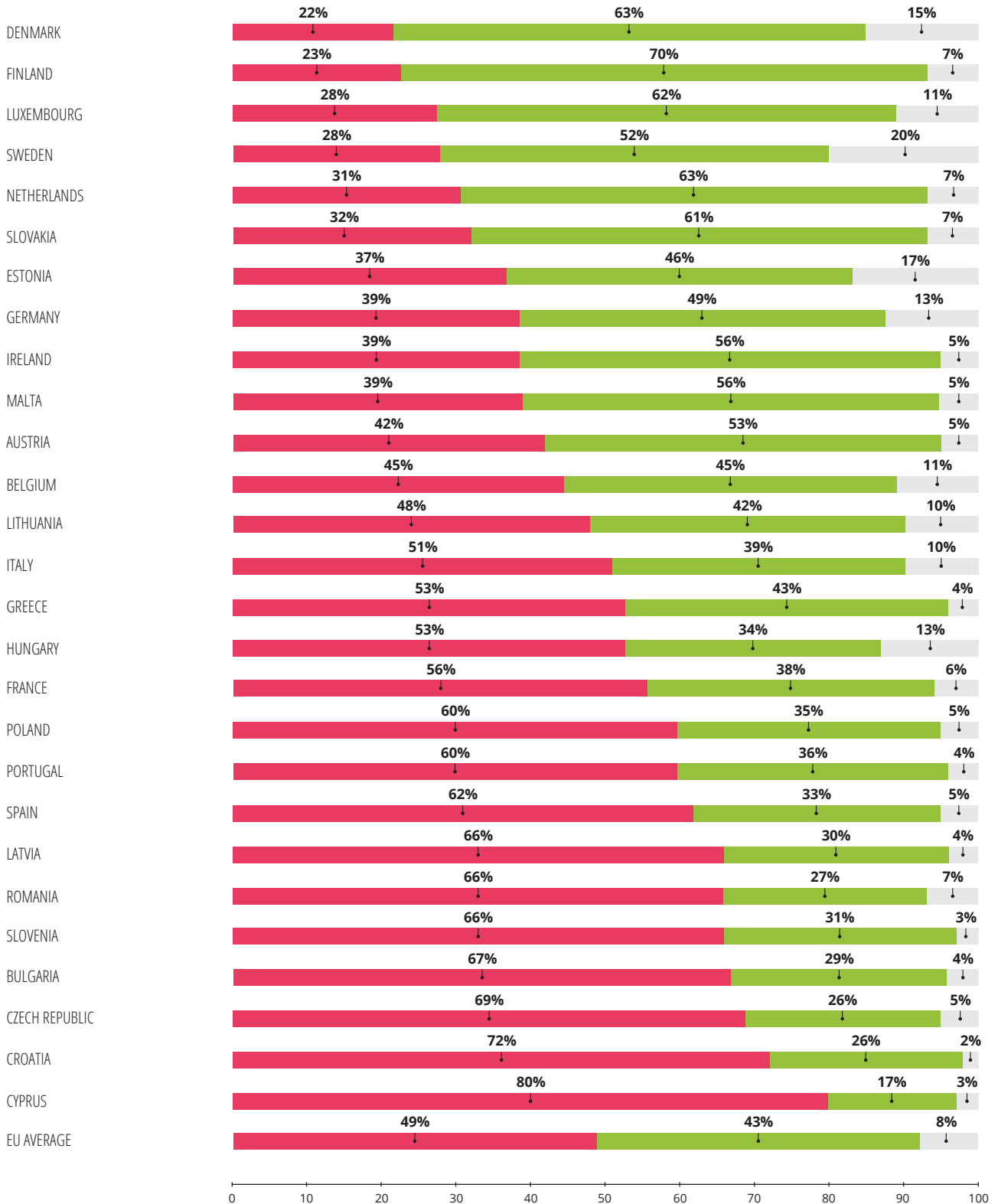


photo: Ju1978 / Shutterstock.com

GOVERNMENT PERFORMANCE AGAINST CORRUPTION, BY COUNTRY

● Badly ● Well ● Don't know

Percentage of people who think their government is doing badly vs. well in tackling corruption.¹³



Corruption in both the public and private sectors

We asked people how corrupt they consider various institutions in their country to be.

Members of parliament (MPs) are perceived as the most corrupt institution in Europe. Twenty-eight per cent of people in the region say that most or all MPs are involved in corruption. They are closely followed by prime ministers (23 per cent) and private-sector actors, such as

business executives (25 per cent) and bankers (23 per cent). These last two groups are also seen as the most corrupt in almost half EU countries.

In Spain, for example, 42 per cent of citizens think that most or all bankers are corrupt and 33 per cent of people in Portugal agree. In Germany, 35 per cent of people think that most or all business executives are corrupt.

In 13 EU countries, government institutions top the corruption list. Sixty-seven per cent of Bulgarians

and 51 per cent of Romanians and Cypriots think that most or all MPs are corrupt. The prime minister is seen as the most corrupt institution by more than a third of people in Slovenia (39 per cent) and the Czech Republic (34 per cent).

At the other end of the scale, in most EU country the police is seen as the least corrupt institution by most people. On average, 83 per cent of people in the region think that corruption in the police is limited to some officers at most.

CORRUPTION, BY INSTITUTION

Percentage of people who think that most or all people in these groups or institutions are involved in corruption.¹⁴

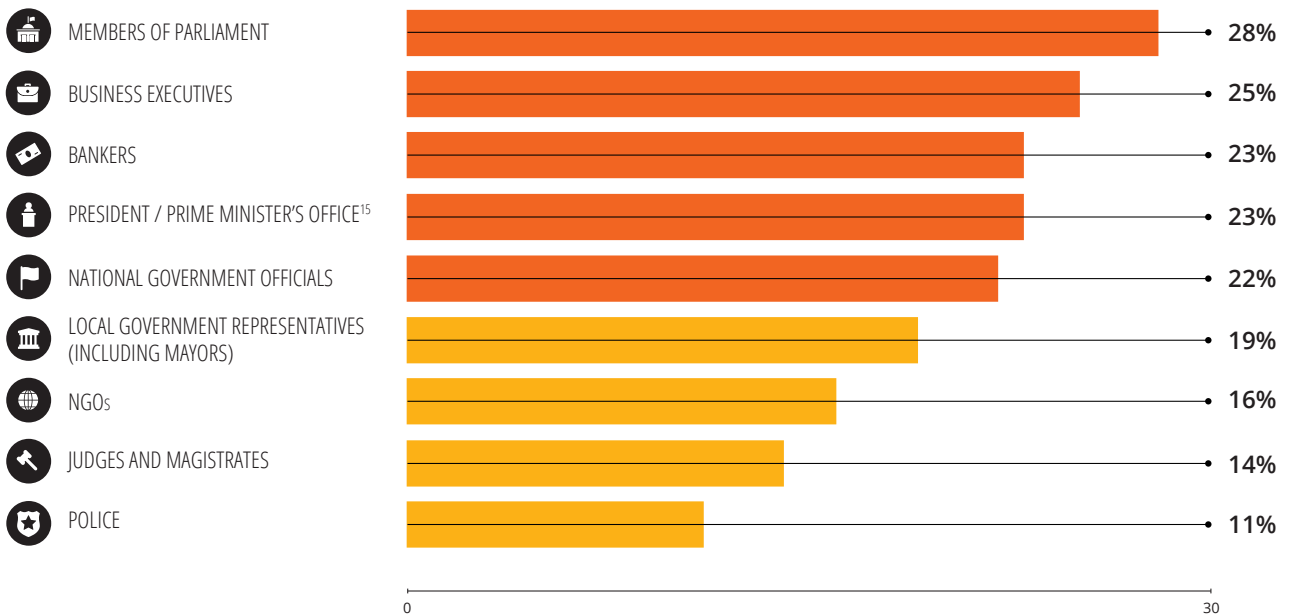




photo: Martin Kimla / Shutterstock.com

Czech prime minister's conflict of interest

In 2020, the European Commission published audit findings confirming that Czech Prime Minister Andrej Babiš had a conflict of interest by controlling a holding that was set to receive millions of euros in EU subsidies.¹⁶ As his government position enables him to influence the allocation of EU funds within his country, it was a breach of both national and union rules that his own company was awarded these subsidies.¹⁷

The European Commission's decision came after Transparency International Czech Republic found the prime minister was the company's beneficial owner in the records of neighbouring Slovakia's public register of company owners and submitted a complaint to the commission.¹⁸

Varying levels of trust in institutions

Corruption can contribute to the erosion of people's trust in government and other public institutions.

Trust in the police, local governments and the courts is high across the region.¹⁹ More than 60 per cent of EU residents reported having a fair amount or a great deal of trust in these institutions. Fifty-six per cent also reported trusting the European Union.

In contrast, public opinion appears more polarised when it comes to national governments. Fifty per cent of people across the region have little or no trust in their national governments.



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48%

HAVE A FAIR AMOUNT OR A GREAT DEAL OF TRUST IN THEIR **NATIONAL GOVERNMENTS**

61%

HAVE A FAIR AMOUNT OR A GREAT DEAL OF TRUST IN THE **COURTS**

77%

HAVE A FAIR AMOUNT OR A GREAT DEAL OF TRUST IN THE **POLICE**

56%

HAVE A FAIR AMOUNT OR A GREAT DEAL OF TRUST IN THE **EUROPEAN UNION**

However, there are big differences in terms of trust across Member States. People in Austria, Denmark, Finland, Germany, Ireland, Luxembourg, the Netherlands and Sweden have high levels of trust across all institutions. In contrast, Bulgaria, Cyprus, Poland and Romania consistently show the lowest levels of trust in institutions.

In 18 countries, trust in EU institutions is higher than trust in national governments. There are particularly large differences in the levels of trust between national governments and the EU in countries such as Romania (33 per cent), Slovenia (31 per cent), Poland (30 per cent), Spain (29 per cent) and Croatia (28 per cent). However, in the Nordic countries (Denmark,

Finland and Sweden), Austria, Germany, Luxembourg and the Netherlands, people tend to trust their national governments more than the European institutions. The largest gap is in the Netherlands, where the proportion of people trusting their national government is 21 percentage points higher than those who trust the EU.²⁰

HOW ARE PEOPLE AFFECTED BY CORRUPTION?

We asked EU residents about their experiences with corruption in accessing basic services, such as health care and education, to better understand what happens in people's daily lives.²¹ We found that bribery is only common in a few EU countries, but that the use of personal connections is widespread.

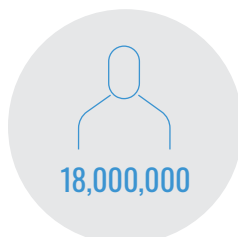
Bribery is restricted to a handful of countries

We asked people whether they had contact with six key public services in their country in the previous 12 months: schools, public health care, identity documents, welfare benefits, the police and the courts.²²

We then asked whether they paid a bribe, gave a gift or did a favour in order to receive the services they needed.

Of the people who had contact with at least one public service, only seven per cent paid a bribe to receive the service. However, there are important differences between countries: Denmark, Finland, and Sweden register the lowest bribery rates in the region (less than one per cent). The highest rates are in Romania (20 per cent) and Bulgaria (19 per cent), followed by Hungary (17 per cent), Lithuania (17 per cent) and Croatia (14 per cent).

While bribery is significantly more widespread in Eastern Europe, countries such as Belgium (10 per cent), Austria (9 per cent) and Greece (9 per cent) show above-average bribery rates, particularly when compared to most Western European countries.



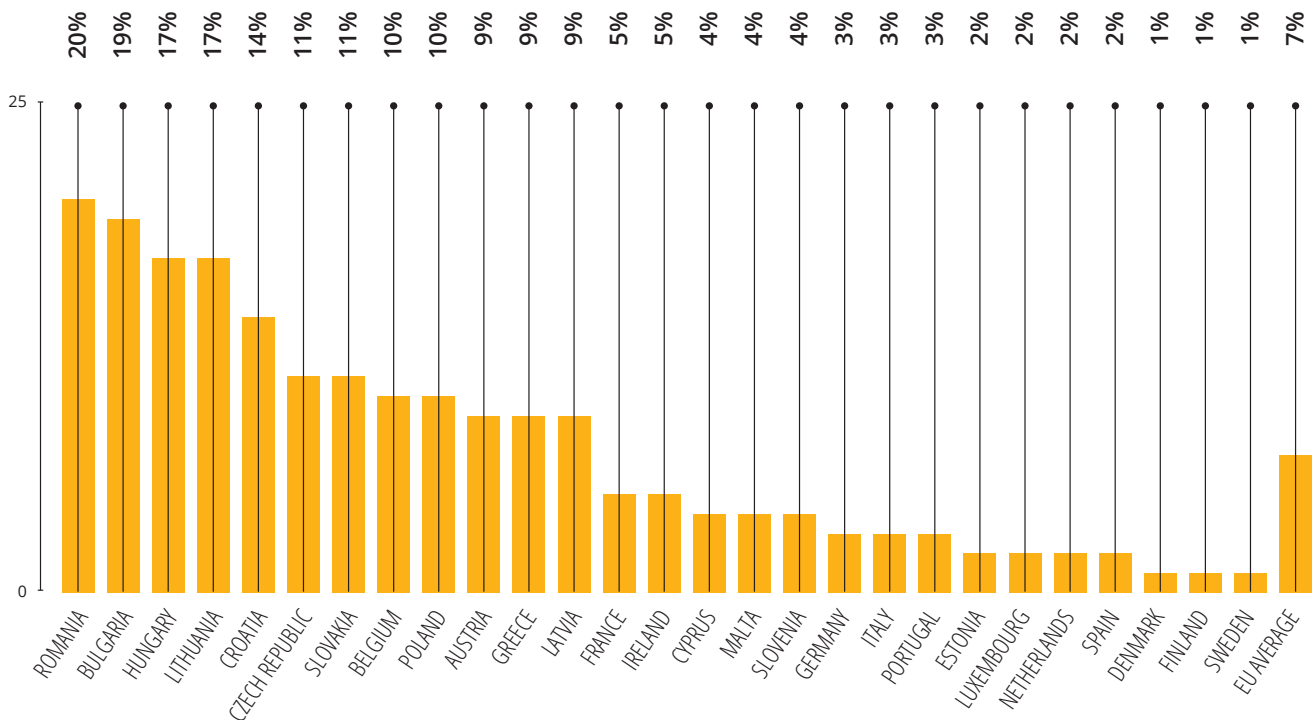
18 MILLION PEOPLE WHO USED A PUBLIC SERVICE IN THE PAST 12 MONTHS PAID A BRIBE.²³



photo: gabriel12 / Shutterstock.com

BRIBERY RATES, BY COUNTRY*

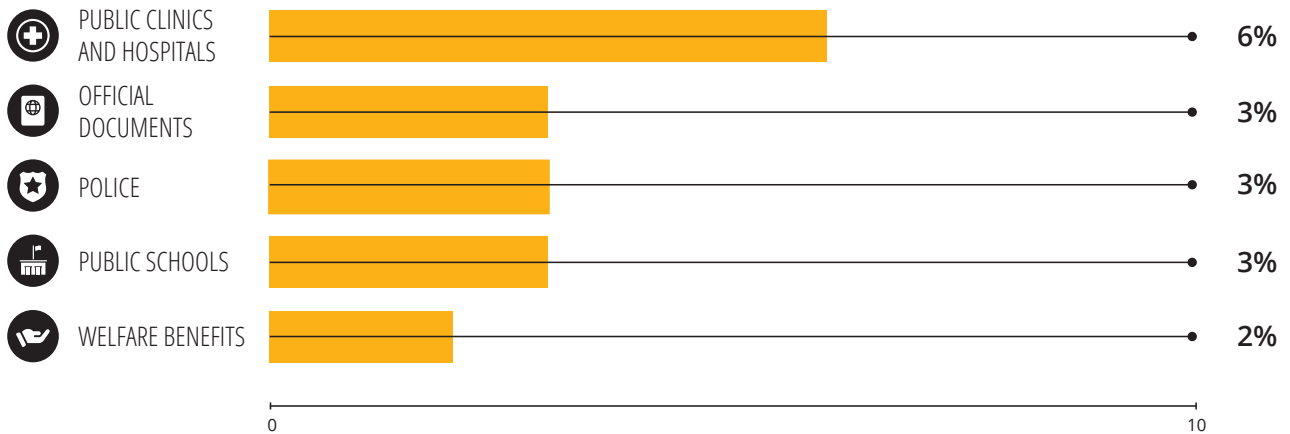
Percentage of public service users who paid a bribe to get a service in the previous 12 months.²⁴



*The estimated error for bribery rates of 5 per cent or less range from 0.65 to 1.35 per cent in countries with samples of 900-1000 respondents.

BRIBERY RATES, BY SERVICE

Percentage of people who used public services and paid a bribe in the previous 12 months.²⁵



Country in focus: Estonia

With low rates of bribery (2 per cent) and use of personal connections (12 per cent), people in Estonia experience corruption less than in any other EU country. This is largely due to the digitalisation of 99 per cent of public services,²⁶ meaning that people apply for official documents, declare taxes and register with schools online.

In very few areas does someone need to interact with a public official directly, which reduces opportunity for corruption. When such contact is necessary, communications are traced with a digital paper trail, which largely prevents officials misusing their power, as wrongdoing is more easily detected.

As well as protecting funds and ensuring equal access to services, this is building trust in institutions. For example, 91 per cent of Estonians trust the police.

Estonian institutions are also independent from political interference. Most officials act with integrity and there's a high level of media freedom. These factors support efficient anti-corruption strategies, rule of law and effective detection and prosecution of corruption.

However, almost half (46 per cent) of Estonians feel that the government is run by a few private interests, and better legislation is needed to ensure clean business that does not unduly influence politics.

To further reduce corruption, Estonia needs political leadership to drive integrity – especially inside political parties – as well as stronger lobbying regulation, better whistleblower protection and continued innovation in its public sector and services.



photo: Zigres / Shutterstock.com

Looking beyond bribery: the use of personal connections

Bribery is not the only form of corruption that some citizens experience directly. Rules and regulations can also be bypassed by calling in a favour or relying on a friend or family member to help arrange services or benefits.

This practice might help people with contacts to access or receive a better public service. However,

the resulting preferential treatment can prevent entire groups from accessing public services and skew the distribution of government services in favour of groups or individuals that are better connected in society and often more privileged in other ways.

Of those who had contact with at least one of the six public services listed above, 33 per cent reported having used connections to get the service they needed. This

is equivalent to more than 106 million people across Europe.

The highest use of personal connections was documented in the Czech Republic (57 per cent), France (48 per cent), Portugal (48 per cent), Hungary (43 per cent), Austria (40 per cent) and Belgium (40 per cent). The lowest use was reported in Estonia (12 per cent), Slovenia (18 per cent) and Sweden (19 per cent).



MORE THAN 3 IN 10 PEOPLE WHO USED A PUBLIC SERVICE IN THE PREVIOUS 12 MONTHS USED PERSONAL CONNECTIONS TO ACCESS IT.



THIS IS EQUIVALENT TO MORE THAN 106 MILLION PEOPLE ACROSS THE REGION.²⁷

Our analysis shows that someone's gender is likely to affect which public services they use personal connections to access. Women are significantly

more likely to rely on their personal connections to get a service from a state school, a public health facility or from an office issuing benefits. In contrast,

men are significantly more likely to rely on connections in dealing with the police and bodies issuing official documents.²⁸

PERSONAL CONNECTION RATES, BY SERVICE

Percentage of people who used public services and used personal connections in the previous 12 months.²⁹

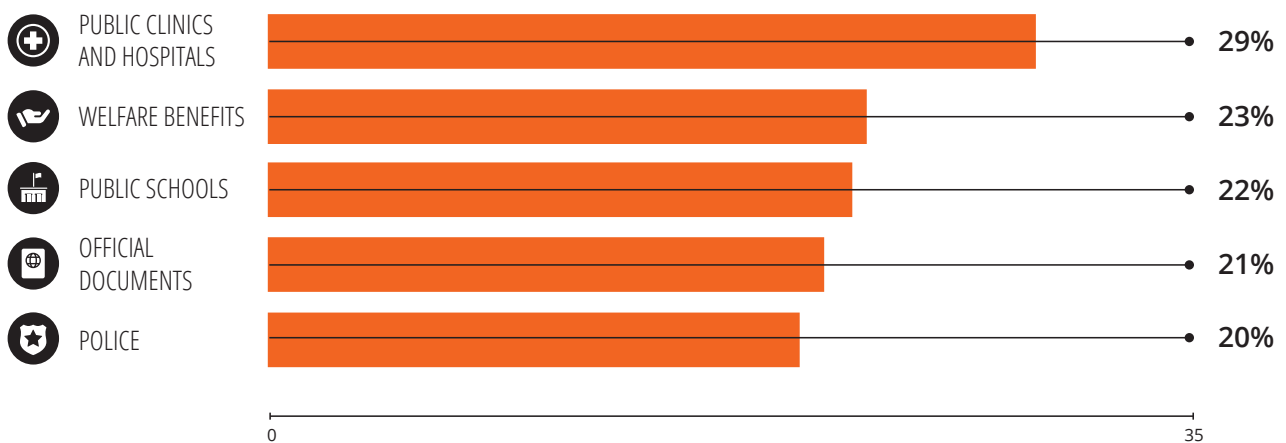
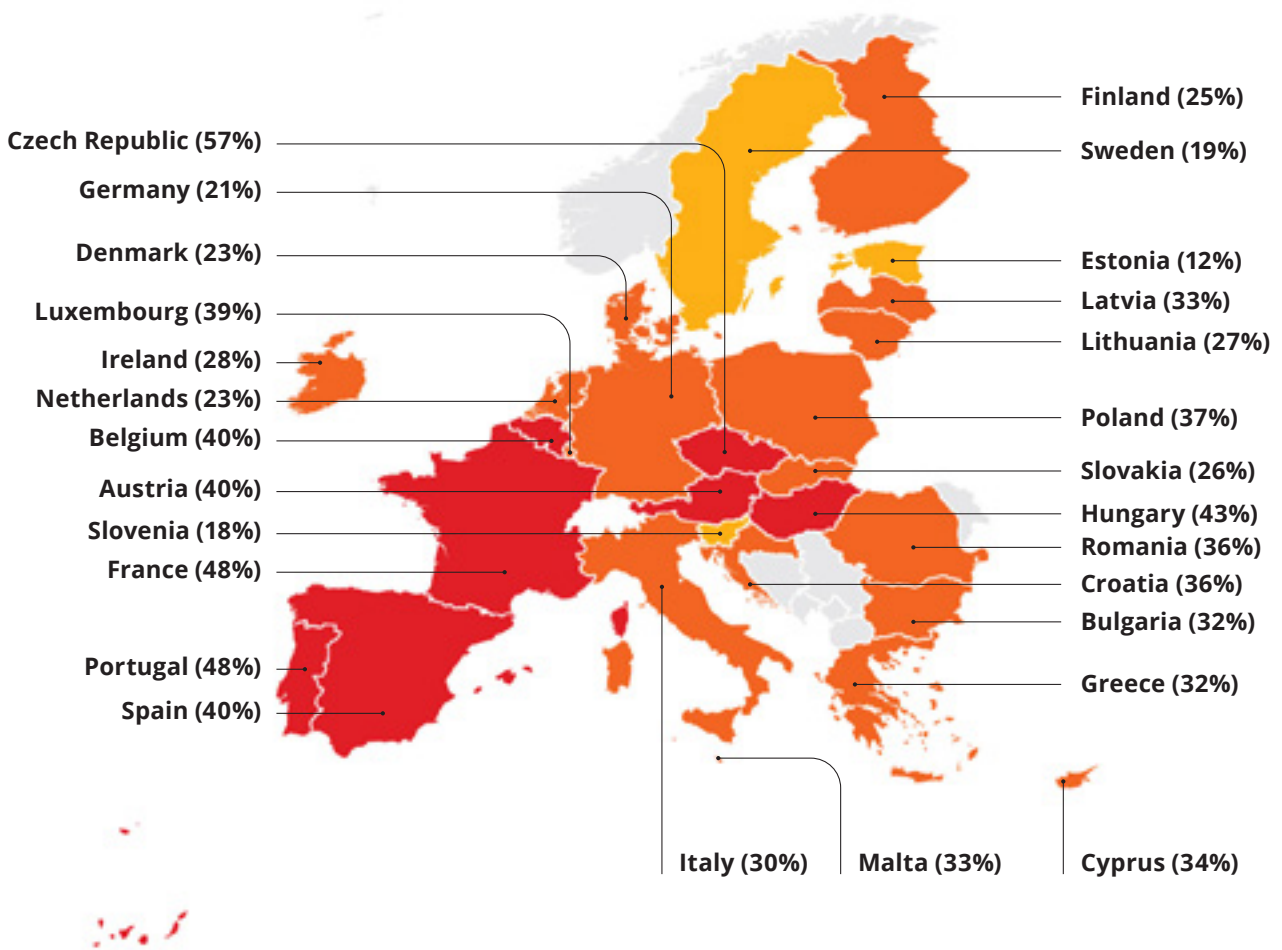
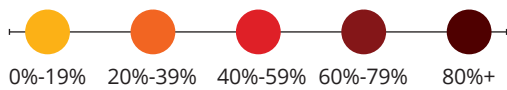


photo: Ladanifer / Shutterstock.com

PERSONAL CONNECTION RATES, BY COUNTRY

Percentage of public service users who used personal connections to get a service in the previous 12 months.³⁰



SEXTORTION

The GCB EU also compiled data on sextortion, one of the most significant forms of gendered corruption. In this type of corruption, sex becomes the currency of the bribe and people are coerced into engaging in sexual acts in exchange for

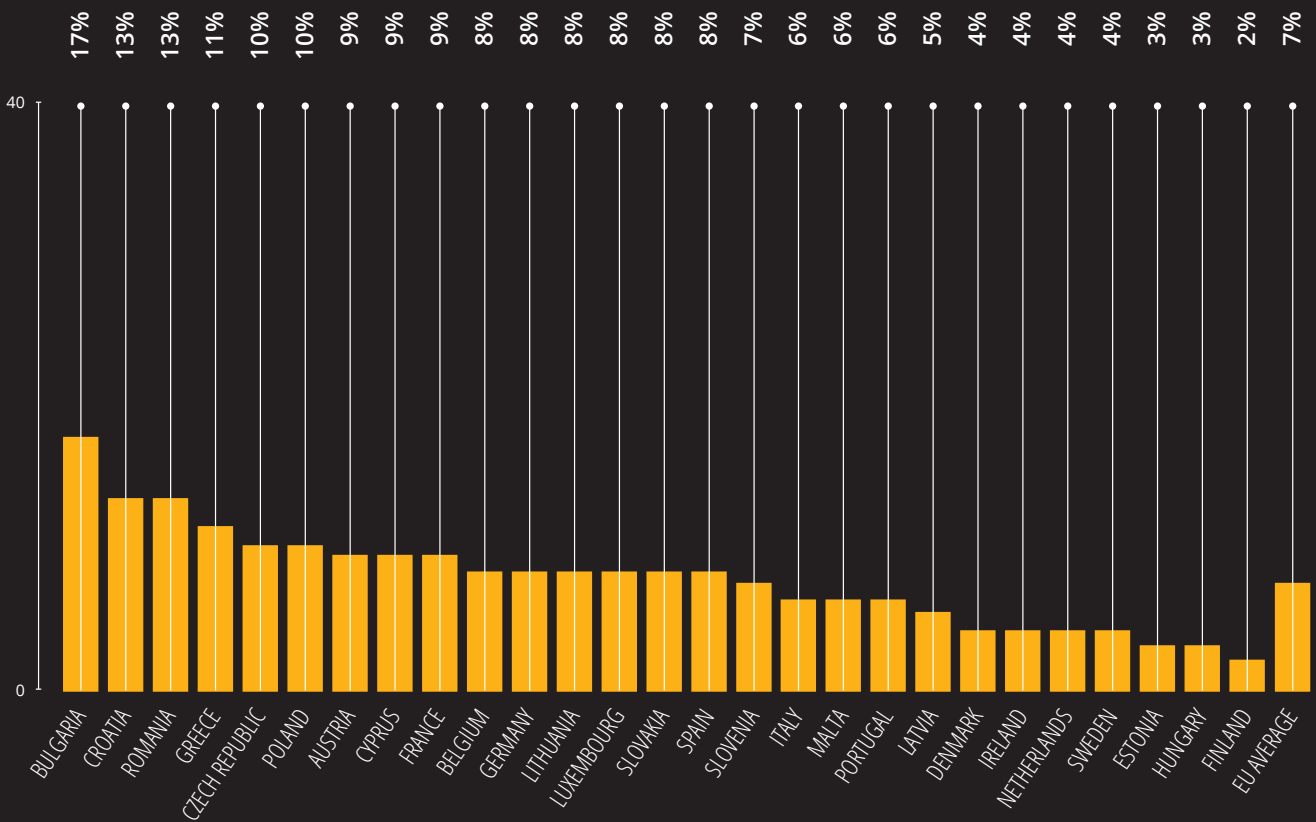
essential services, including health care and education.

While 74 per cent of EU residents think that sextortion occurs at least occasionally, only seven per cent of people report either having experienced it directly

or knowing someone who has. The highest numbers of people reporting having experienced sextortion or knowing someone who has were in Bulgaria (17 per cent), Romania (13 per cent) and Croatia (13 per cent).

SEXTORTION RATES, BY COUNTRY

Percentage of people who experienced sextortion or know someone who has.³¹



Topic in focus: COVID-19 and corruption

The COVID-19 pandemic is putting EU governments through extraordinary challenges. Their institutions are straining to act quickly against the virus and to mobilise large sums of money to deal with its consequences. Without strong transparency, accountability and oversight mechanisms, emergency situations such as this can provide fertile ground for corruption. This, in turn, can undermine responses to the crisis and cost lives.

Despite such risks, only around four in 10 people across the EU think that their governments have handled the pandemic in a transparent manner. In France, Poland and Spain, 60 per cent of respondents or more think that their government's management of the pandemic lacks in transparency.

Citizens' experience of corruption was also highest when dealing with public clinics or hospitals, services which may never have been more important than now. On average, 6 per cent of people across the region paid a bribe to obtain or access health services and 29 per cent relied on personal connections. Bribery rates in the health sector were highest in Romania (22 per cent) and Bulgaria (19 per cent), and more than four in 10 health care users relied on personal connections in the Czech Republic (54 per cent), Portugal (46 per cent) and Hungary (41 per cent).

These findings are particularly worrying in the current context. Not only are COVID-19 sufferers in need of medical support, but governments across the EU are rolling out vaccinations to protect those most vulnerable to the virus and are creating plans to allocate billions of euros for post-pandemic recovery. Corruption threatens all these activities with the most severe consequences.

Integrity Pacts

An Integrity Pact is a mechanism for government agencies to collaborate with civil society in a public contracting project. All parties sign an agreement where they commit to refraining from corruption and to enhancing transparency and accountability throughout the process. Independent experts and local communities then closely monitor the agreements to ensure that everybody delivers on their promises.

Currently piloted by Transparency International and the European Commission in 11 EU countries,³² Integrity Pacts have shown that collaboration with civil society improves transparency, accountability and, ultimately, trust in public contracting. Governments should promote civic monitoring to help protect the EU's new budget from fraud, mismanagement and corruption.³³

CLOSE LINKS BETWEEN BUSINESS AND POLITICS

Since the 2008 global financial crisis, citizens have increasingly scrutinised the cosy relationship between business and government. Widening inequality within most EU Member States and the concentration of wealth at the top³⁴ have further increased concerns about whether ordinary people's interests are being prioritised.³⁵

When there is lack of clarity on the ties that policymakers have to the business community, there is a risk that policies and regulations are made in favour of narrow business interests, rather than the common good. The resulting loss of trust in governments has in some cases led to the rise of populist

politicians and the deterioration of democratic institutions.

The GCB results show that around half of people in the EU have concerns about undue influence by business on politics.

48%

THINK GOVERNMENTS DO NOT TAKE THEIR VIEWS INTO ACCOUNT WHEN MAKING DECISIONS.

52%

THINK THAT BRIBES OR CONNECTIONS ARE COMMONLY USED BY BUSINESSES TO SECURE CONTRACTS.

53%

THINK THEIR GOVERNMENT IS RUN BY PRIVATE INTERESTS.



People in the EU do not feel heard by their governments

To assess how transparent and inclusive government decision-making processes are in the EU, we asked people to tell us if they feel that government decisions take the needs and views of

ordinary citizens into account. Around half the people in the region (48 per cent) do not think that this is the case. Finland is the only country in the EU where most people (62 per cent) feel that their views are considered by the government when making decisions.

In contrast, around two thirds of people in Croatia (71 per cent), Poland (68 per cent), Bulgaria (66 per cent) and France (65 per cent) feel their governments ignore their views. Across the EU, women in particular are less likely to believe that the views of ordinary people are heard by the government.³⁶

INCLUSIVE DECISION-MAKING, BY COUNTRY

Percentage of citizens who think governments take their views into account when making decisions.³⁷

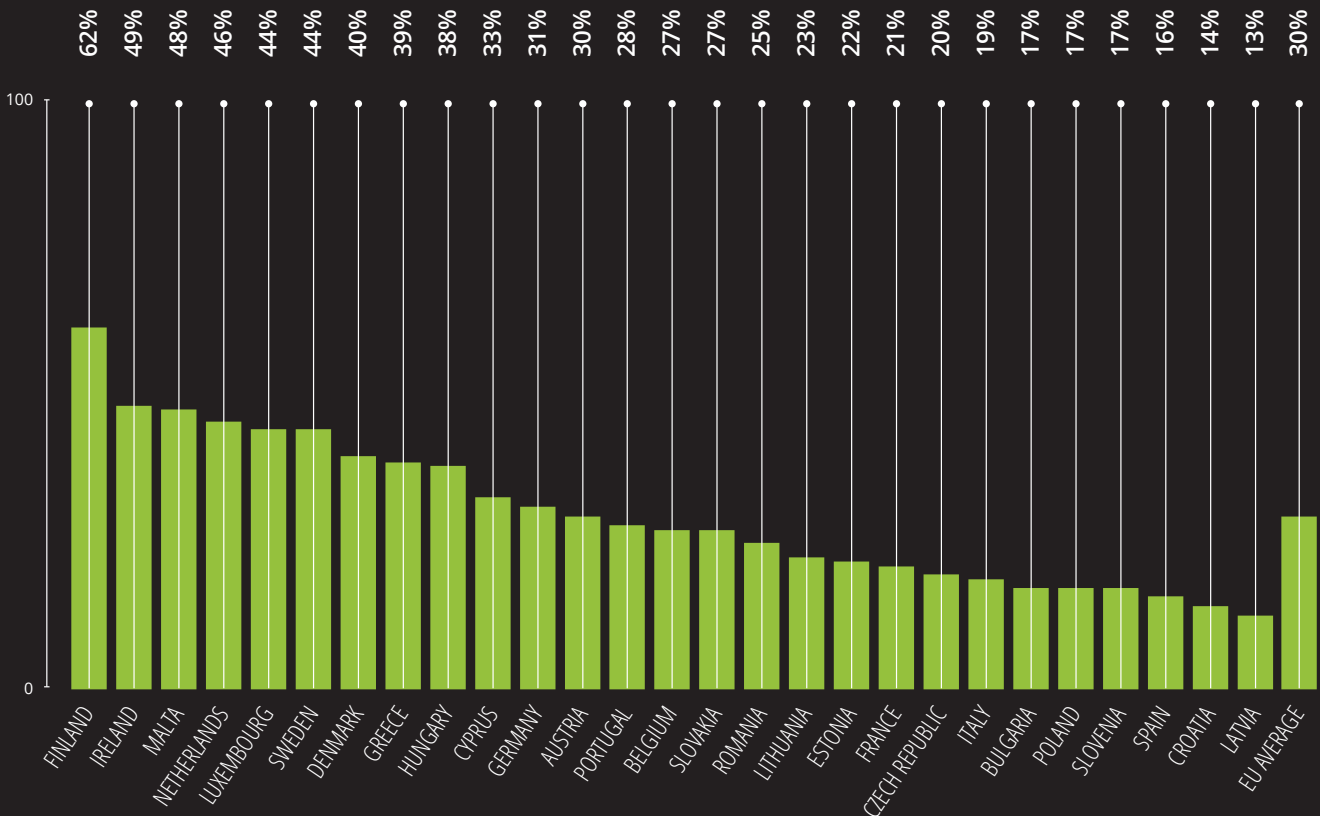




photo: Remy Chanteloup / Shutterstock.com

Companies not playing by the rules?

Most people in the EU (52 per cent) also doubt that government contracts are allocated in a competitive manner. Instead, they think that the procurement of goods and services in their countries often gets decided through the use of bribes or personal connections.

This view is shared by at least half of people in 16 of the 27 EU countries, including some

of the biggest economies in the region, such as France (50 per cent) and Germany (57 per cent), reaching its highest rates in Bulgaria (76 per cent), Cyprus (75 per cent) and Greece (74 per cent).³⁸ The Nordic states, Estonia and Ireland are the only Member States where a majority thinks that government contracts are mostly allocated in a competitive manner.

Across the EU, big companies are also seen as failing to meet their fiscal responsibilities.

The GCB shows that more than five in 10 people believe that big companies often avoid paying their taxes.

The countries where people most commonly think that corporate tax avoidance and evasion are routine are Greece (78 per cent), Cyprus (76 per cent), Portugal (74 per cent), Italy (69 per cent), Spain (68 per cent) and Germany (66 per cent).³⁹ In contrast, this view is least widely held in the Baltic and Nordic countries.

Undue influence on governments

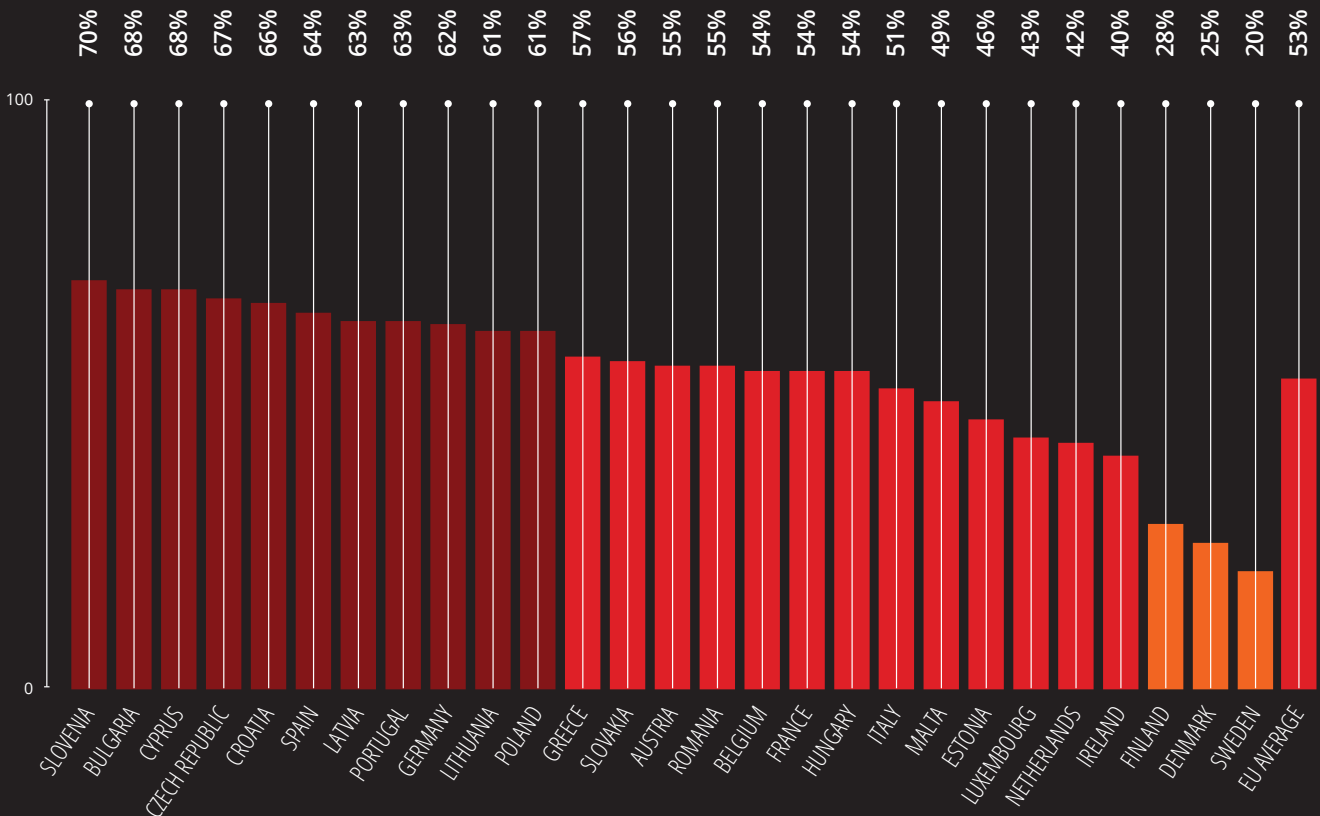
Given that around half EU residents think politicians do not take their views into account when making decisions, and that companies cosy up to governments to win profitable contracts and avoid paying

taxes, it is not surprising that they also think governments are controlled by a few business groups looking out for themselves. More than half of people in 19 EU Member States hold this view.

In Bulgaria, Cyprus, the Czech Republic and Slovenia, two thirds of people or more think that businesses are controlling their governments. In contrast, fewer than 3 in every 10 people in Finland (28 per cent), Denmark (25 per cent) and Sweden (20 per cent) share this view.

GOVERNMENT CONTROLLED BY PRIVATE INTERESTS, BY COUNTRY

Percentage of citizens who agree that the government is run by a few big interests looking out for themselves.⁴⁰



Country in focus: Germany

Sixty-two per cent of Germans think that the government is run by a few private interests. Over half think that companies commonly rely on money or connections to win government contracts. This may be due to opaque processes and several scandals.

These range from MPs taking big commissions⁴¹ for securing government purchases of COVID-19 masks, to a €1.9 billion accounting scandal,⁴² which authorities could have prevented with better regulation and oversight. In 2017, Germans discovered that a corporate tax fraud scheme had taken €31.8 billion from their treasury.⁴³ The fraudsters used legal loopholes that seem to have been created by lobbying.⁴⁴

It is legal for German MPs to act as paid lobbyists – although this will soon stop – and there's no central register of MPs' additional incomes. The country's incoming first lobbying law only calls for transparency by lobbyists, not the politicians they deal with, and will not require legislative footprints.^{45, 46}

Resistance to change can also be seen in the lack of whistleblower protection legislation, professional enablers of corruption – like accountants and lawyers – not having to report suspicious activity by their clients, and Germany reportedly being the key blocker of EU efforts to improve corporate transparency standards.⁴⁷

Most politicians in Germany act with integrity and manage their conflicts of interest well. However, if the country is to address its corruption issues, it must strengthen transparency, regulations and law enforcement, while driving cultural change.

Beneficial ownership registers

For decades, anonymous shell companies have enabled tax avoidance, cross-border corruption and money laundering. In recent years, scandals and public calls to end corporate secrecy have made beneficial ownership transparency a key reform area with the potential to counter this trend.

In the EU, an anti-money laundering directive has committed countries to establish beneficial ownership registers and to make them publicly available. But with Member States taking steps to establish registers, issues around accuracy and up-to-dateness of data as well as the organisation and functioning of the registers continue to pose a challenge.

A recent assessment by Transparency International shows that more than a year after the transposition deadline of the EU directive, nine countries still do not have public beneficial ownership registers. Among those that do, at least four have created significant barriers to the general public accessing the information.⁴⁸

TAKING ACTION

People see themselves as part of the solution

Citizen engagement is crucial to keep corruption in check. Engaged and informed people can demand more from their governments and hold them to account, particularly in democratic settings.

Almost two thirds of people in the EU (64 per cent) think that citizens can make a difference

in the fight against corruption.⁴⁹ This is especially true in Italy, Portugal and Ireland, where more 80 per cent of people or more believe so. In contrast, less than half of people in Austria (48 per cent), Germany (47 per cent) and Poland (23 per cent) think that they can help stop corruption.

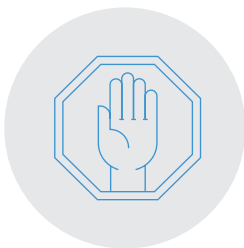
Almost three quarters (73 per cent) of people in the region think that it is unacceptable

for governments to rely on corruption when trying to get things done.⁵⁰ This includes most residents in 25 out of the 27 EU Member States. Particularly low levels of tolerance towards corruption are found in Germany, Denmark and Sweden. Romania is the only EU member state where a slim majority (53 per cent) would accept some government corruption.



64%

THINK ORDINARY PEOPLE CAN MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION



73%

DON'T THINK GOVERNMENT CORRUPTION CAN BE JUSTIFIED

Topic in focus: Democratic backsliding in Hungary and Poland

Governments in Poland and Hungary continue to pursue policies that are fundamentally at odds with democratic principles and the rule of law. These result in growing inequalities and marginalise some of their most vulnerable communities.

In Hungary, changes to the electoral law and deteriorating economic and political institutions put the country in a precarious position. In Poland's case, recent reforms weakened the independence of the judiciary and are a potential violation of the principles of EU membership.⁵¹ Over the past five years, the ruling coalition has established tight control over the Constitutional Tribunal, the Supreme Court and the public broadcaster.⁵²

Throughout 2020, the governments in both countries used the COVID-19 pandemic as a pretext to adopt measures that further weakened democratic institutions. The Hungarian government introduced controversial legislation that targeted the political opposition, the media and the courts.⁵³ The Polish government enacted regulations that hampered access to public information, made public contracting less transparent and made it harder to prosecute abuses of power.⁵⁴

Both countries have also witnessed the abuse of public resources. The Law and Justice party's government in Poland relied on public funds to create clientelistic networks with local governments, which have contributed to social inequalities.⁵⁵ In Hungary, COVID-19 relief funds were used to enrich cronies in several sectors.⁵⁶ These developments are concerning and could be seen as a cautionary indicator of what might happen to the funds promised to these countries under the umbrella of the EU's post-COVID recovery programme.

The capture of public institutions by governing elites and the attacks on the media and on civil and political rights could also weaken civic engagement and social accountability. In the current context, almost half of people in Poland and Hungary fear reprisals for reporting corruption. Furthermore, people in both countries are also among the least likely across the EU to think that they can make a difference in the fight against corruption.



photo: SARATSTOCK / Shutterstock.com

45%

**FEAR RETALIATION
IF THEY REPORT CORRUPTION.**

47%

**THINK THEY CAN REPORT
CORRUPTION WITHOUT FEAR.**

Fear of retaliation and lack of prosecution remain hurdles

Having appropriate channels for people to report corruption is an important way of helping uncover wrongdoing. However, many whistleblowers face retaliation in forms such as dismissal, prosecution and even physical harm.

In 2019, the European Union adopted the Whistleblower Protection Directive, which contains many ground-breaking provisions. The directive prohibits retaliation against whistleblowers, safeguards their identities and offers several reporting avenues. However, it

does have some weaknesses, such as not protecting people reporting breaches of national law, just EU law in some areas. EU Member States have until December 2021 to transpose the directive into their national legislation and should use this opportunity to ensure comprehensive protection in line with best practice. As of February 2021, however, most EU Member States had made only minimal or no progress.⁵⁷

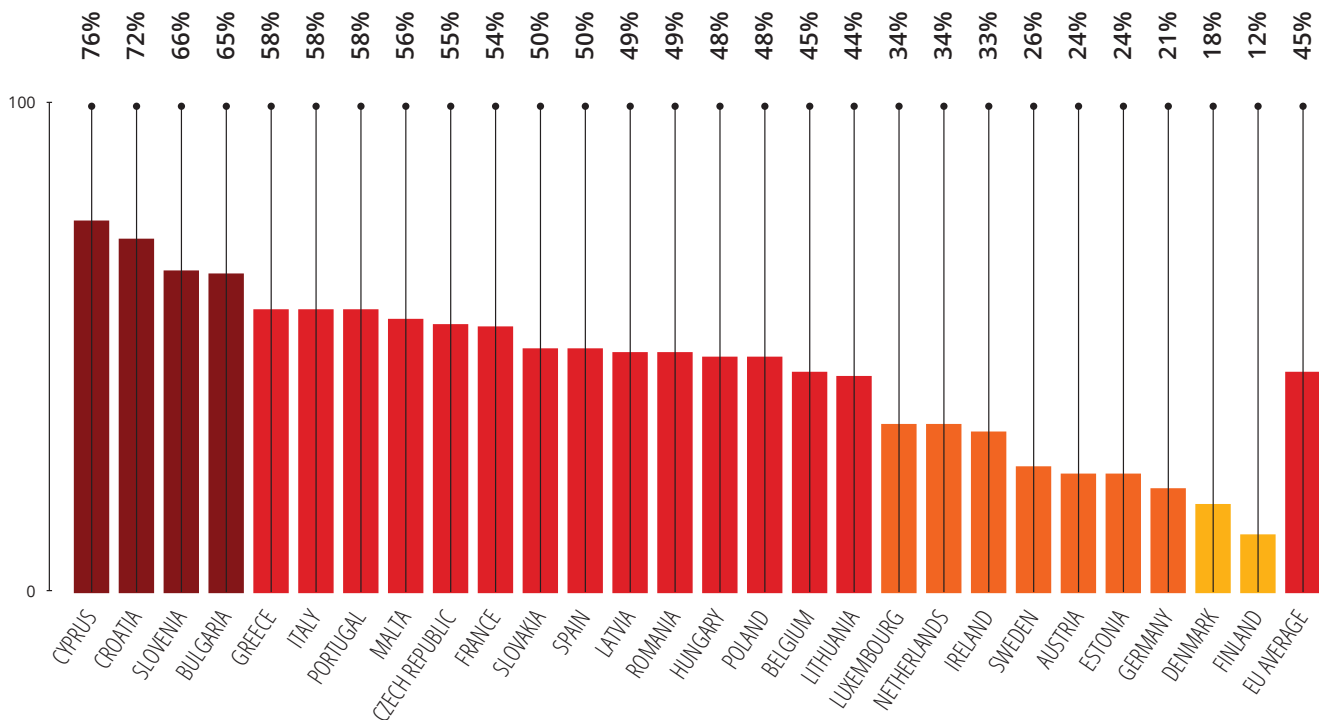
The GCB results show how crucial high quality whistleblower protection legislation is. Only 47 per cent of people in the EU feel they can safely report corruption and 45 per cent fear reprisals. The

fear of facing consequences for reporting corruption is highest in Cyprus (76 per cent), Croatia (72 per cent), Slovenia (66 per cent) and Bulgaria (65 per cent). In contrast, over two thirds of people feel that it is safe to report corruption in Austria, Denmark, Finland and Germany.

In the EU, a person's gender regularly affects whether they believe corruption can be reported without fear. It also affects whether they think citizens can make a difference against corruption. Our analysis shows that women are less likely than men to hold these two opinions about being able to safely call out and stop corruption.⁵⁸

FEAR OF RETALIATION FOR REPORTING CORRUPTION

Percentage of people who fear reprisals for reporting corruption.⁵⁹



However, providing appropriate channels and protection for people to report corruption and wrongdoing is not enough. Governments must also act to ensure that there are consequences for public officials and politicians who engage in corruption.

Most people in the EU think that corruption is rarely punished.

Across the region, only around a fifth of people (21 per cent) think that governments systematically take appropriate action when corruption is exposed.⁶⁰

Finland, Sweden and Greece are the three countries where officials are believed to face consequences more often, with around three in every 10 people thinking that appropriate action

against corruption is taken regularly. At the other end of the spectrum are Bulgaria, Latvia and Slovenia, where less than 10 per cent of people think public officials face consequences.

CONCLUSION

Despite widely held beliefs to the contrary, corruption is a problem in the EU. Bribery rates may be low, but many people rely on personal connections to obtain services, while governments seem to make little progress against various forms of corruption.

With more than 106 million people across the EU experiencing petty corruption – through bribes or personal connections – governments must do more to address the issue. This involves following the lead of countries that are digitalising their public services.

Corruption levels seem to be largely stagnating or increasing, while trust in government is low. Furthermore, almost half of EU residents say their government is doing a bad job at tackling corruption. Concerted efforts by both national governments and the EU are needed to address this, including through better law enforcement and preventing favouritism in public life.

People in most countries are wary of the relationship between the private sector and their governments. Particularly in the older Member States, banks and business executives are viewed as the most corrupt institutions,

and throughout the region people think that governments are controlled by these actors.

Leaders who are serious about breaking the grip of big business must safeguard against undue influence in politics, while increasing transparency in the private sector and preventing corporate tax avoidance.

Most people across the region think that they can make a difference in the fight against corruption. However, they can be empowered further if barriers to their participation are removed. The notion that corruption goes mostly unpunished, and the fear of suffering retaliation for reporting acts of corruption, need to be addressed. Capitalising on the EU whistleblowing directive is a key step toward providing appropriate reporting channels and protection to people who want to challenge corruption.

METHODOLOGY

The survey targeted the general population aged 18 and older in all European regions. All the interviews were conducted via computer assistant telephone interviews (CATI) using random digit dialling (RDD) sample generation.

The samples were drawn from an overlapping dual frame design of fixed lines and mobile numbers, with a fully probabilistic approach in the largest regions and a combination of probabilistic and targeted in smaller, less populated regions.

The targeted sample used in smaller regions was based on geo-tagged mobile RDD, which allows for a minimum percentage of responses from mobile phones within these regions. This design provided net samples that best represent the population parameters by gender, age, working status and educational attainment.

For the mobile sample, the person answering the phone – if the primary user and eligible – was selected as the survey respondent. For the landline sample, one individual was sampled at random from the pool of eligible adults per household. This selection was made following the last birthday rule.

Sample sizes

In all but four countries, the regional level of the survey was set at NUTS1 level, with a minimum of 300 respondents by level. Bulgaria, Lithuania, Romania and Slovakia were surveyed at the NUTS2 level. Extra targets were also set to achieve at least 300 completed interviews in each of the two NUTS2 regions of Croatia and Ireland.

For feasibility purposes, some of the smaller regions of France (Corsica and the overseas territories of Guadeloupe, Martinique, Guyana, La Réunion and Mayotte), Spain (Ceuta and Melilla) and Finland (Åland) were not covered in the study. The design relied on Eurostat's 2016 NUTS classification.

Weighting

Weights are calculated to mitigate for some of the observable issues with the representation of the net sample of respondents due to our design choices and differential response rates. In the first step, a design weight is calculated for the landline sample. The weight is equivalent to the number of adults (aged 18+) in the household. This is to compensate for the fact that only one person in each household is selected to take part, so individuals in larger households have a lower probability of selection. For the mobile sample, the design weight is 1, as the person answering the phone is selected and we have assumed people tend to own and use only one mobile phone.

In the second step, the design weighted sample is calibrated to known population targets on gender, age, employment and educational attainment. The population targets are collected at the regional level, to align with the design used in each country, and the calibration weights calculated at this level.

Unless otherwise stated, for reported multi-country averages, an additional weighting factor is applied so that the sample sizes for each country are equal. The overall results for the European Union are equivalent to an average of the 27 countries surveyed.

Margin of error

The efficiency of the result is subject to the sample size and the observed percentage. According to these, we can estimate the confidence interval of our results. The following table summarises information related to the fieldwork execution, sample size, coverage and accuracy of the samples.

| Country | Local partner | Fieldwork dates | Sample size | Margin of error |
|----------------|--|-------------------------|-------------|-----------------|
| Austria | Kantar TNS Info Research Austria | 13/10/2020 - 30/11/2020 | 900 | 3.27% |
| Belgium | Kantar Belgium | 13/10/2020 - 19/11/2020 | 900 | 3.27% |
| Bulgaria | Kantar TNS BBSS | 13/10/2020 - 06/12/2020 | 3,000 | 1.79% |
| Croatia | Hendal | 13/10/2020 - 05/11/2020 | 1,000 | 3.10% |
| Cyprus | CYMAR Market Research Ltd | 13/10/2020 - 18/11/2020 | 500 | 4.39% |
| Czech Republic | Kantar CZ | 13/10/2020 - 05/11/2020 | 1,000 | 3.10% |
| Denmark | Kantar Gallup | 17/10/2020 - 30/11/2020 | 1,000 | 3.10% |
| Estonia | Kantar Emor | 13/10/2020 - 10/11/2020 | 1,000 | 3.10% |
| Finland | Kantar TNS Oy | 13/10/2020 - 10/11/2020 | 1,000 | 3.10% |
| France | Leaderfield | 13/10/2020 - 01/12/2020 | 3,600 | 1.63% |
| Germany | Kantar Deutschland | 13/10/2020 - 23/11/2020 | 4,800 | 1.41% |
| Greece | Kantar Greece S.A. | 13/10/2020 - 25/11/2020 | 1,200 | 2.83% |
| Hungary | Kantar Hoffmann | 13/10/2020 - 05/11/2020 | 900 | 3.27% |
| Ireland | Kantar UK Limited | 14/10/2020 - 30/11/2020 | 1,000 | 3.10% |
| Italy | Kantar Italia Srl | 13/10/2020 - 20/11/2020 | 1,500 | 2.53% |
| Latvia | Kantar TNS Latvia | 16/10/2020 - 08/11/2020 | 1,000 | 3.10% |
| Lithuania | Kantar Lithuania | 26/10/2020 - 19/11/2020 | 1,000 | 3.10% |
| Luxembourg | TNS Ilres | 12/10/2020 - 05/11/2020 | 500 | 4.38% |
| Malta | MISCO International Limited | 13/10/2020 - 18/11/2020 | 500 | 4.38% |
| Netherlands | Kantar TNS NIPO | 13/10/2020 - 30/10/2020 | 1,200 | 2.83% |
| Poland | Kantar Polska | 13/10/2020 - 15/11/2020 | 2,100 | 2.14% |
| Portugal | Marktest | 13/10/2020 - 24/11/2020 | 1,000 | 3.10% |
| Romania | Centrul Pentru Studierea Opiniei si Pietei | 13/10/2020 - 04/12/2020 | 4,000 | 1.55% |
| Slovakia | Kantar Slovakia | 13/10/2020 - 23/11/2020 | 2,000 | 2.19% |
| Slovenia | Mediana DOO | 13/10/2020 - 19/11/2020 | 1,000 | 3.10% |
| Spain | TNS Investigación de Mercados y Opinión | 13/10/2020 - 27/11/2020 | 2,100 | 2.14% |
| Sweden | Kantar Sifo | 13/10/2020 - 24/11/2020 | 900 | 3.27% |

COUNTRY CARDS



AUSTRIA

- 9%** Paid a bribe for public services in the previous 12 months*
- 40%** Used personal connections for public services in the previous 12 months*
- 9%** Experienced sextortion or know someone who has
- 30%** Think the government takes people's views into account when making decisions
- 55%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 9% | 40% |
| Public schools | 8% | 30% |
| Public clinics and health centres | 6% | 36% |
| Identity documents | 6% | 27% |
| Social security benefits | 8% | 35% |
| Police | 4% | 27% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 29% |
| Decreased | 18% |
| Stayed the same | 49% |
| Don't know | 3% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 48% |
| No | 29% |
| Neither yes nor no | 16% |
| Don't know / refused to answer | 7% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 7% |
| Prime minister | 15% |
| Members of parliament | 13% |
| National government officials | 13% |
| Local government representatives (including mayors) | 10% |
| Police | 5% |
| Judges and magistrates | 4% |
| Business executives | 24% |
| Bankers | 20% |
| NGOs | 12% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 70% |
| No | 24% |
| Don't know | 6% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 53% |
| Bad | 42% |
| Don't know | 5% |



BELGIUM

- 10%** Paid a bribe for public services in the previous 12 months*
- 40%** Used personal connections for public services in the previous 12 months*
- 8%** Experienced sextortion or know someone who has
- 27%** Think the government takes people's views into account when making decisions
- 54%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 10% | 40% |
| Public schools | 6% | 27% |
| Public clinics and health centres | 7% | 32% |
| Identity documents | 6% | 26% |
| Social security benefits | 3% | 35% |
| Police | 4% | 22% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 27% |
| Decreased | 14% |
| Stayed the same | 47% |
| Don't know | 12% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 58% |
| No | 29% |
| Neither yes nor no | 10% |
| Don't know / refused to answer | 2% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | n/a |
| Prime minister | 20% |
| Members of parliament | 16% |
| National government officials | 18% |
| Local government representatives (including mayors) | 16% |
| Police | 12% |
| Judges and magistrates | 11% |
| Business executives | 25% |
| Bankers | 27% |
| NGOs | 14% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 51% |
| No | 45% |
| Don't know | 5% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 45% |
| Bad | 45% |
| Don't know | 11% |



BULGARIA

- 19%** Paid a bribe for public services in the previous 12 months*
- 32%** Used personal connections for public services in the previous 12 months*
- 17%** Experienced sextortion or know someone who has
- 17%** Think the government takes people's views into account when making decisions
- 68%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 19% | 32% |
| Public schools | 11% | 21% |
| Public clinics and health centres | 19% | 33% |
| Identity documents | 8% | 18% |
| Social security benefits | 5% | 11% |
| Police | 15% | 23% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 48% |
| Decreased | 12% |
| Stayed the same | 31% |
| Don't know | 9% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 52% |
| No | 31% |
| Neither yes nor no | 15% |
| Don't know / refused to answer | 2% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 27% |
| Prime minister | 56% |
| Members of parliament | 67% |
| National government officials | 49% |
| Local government representatives (including mayors) | 43% |
| Police | 34% |
| Judges and magistrates | 40% |
| Business executives | 38% |
| Bankers | 32% |
| NGOs | 31% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 30% |
| No | 65% |
| Don't know | 5% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

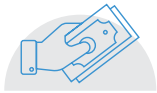
| | |
|------------|-----|
| Good | 29% |
| Bad | 67% |
| Don't know | 4% |



CROATIA

- 14%** Paid a bribe for public services in the previous 12 months*
- 36%** Used personal connections for public services in the previous 12 months*
- 13%** Experienced sextortion or know someone who has
- 14%** Think the government takes people's views into account when making decisions
- 66%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 14% | 36% |
| Public schools | 7% | 17% |
| Public clinics and health centres | 15% | 36% |
| Identity documents | 3% | 15% |
| Social security benefits | 7% | 22% |
| Police | 7% | 20% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 41% |
| Decreased | 11% |
| Stayed the same | 47% |
| Don't know | 2% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 54% |
| No | 35% |
| Neither yes nor no | 10% |
| Don't know / refused to answer | 1% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 22% |
| Prime minister | 38% |
| Members of parliament | 48% |
| National government officials | 39% |
| Local government representatives (including mayors) | 53% |
| Police | 20% |
| Judges and magistrates | 40% |
| Business executives | 45% |
| Bankers | 32% |
| NGOs | 25% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 25% |
| No | 72% |
| Don't know | 4% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 26% |
| Bad | 72% |
| Don't know | 2% |



CYPRUS

- 4%** Paid a bribe for public services in the previous 12 months*
- 34%** Used personal connections for public services in the previous 12 months*
- 9%** Experienced sextortion or know someone who has
- 33%** Think the government takes people's views into account when making decisions
- 68%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 4% | 34% |
| Public schools | 0% | 16% |
| Public clinics and health centres | 3% | 27% |
| Identity documents | 3% | 23% |
| Social security benefits | 2% | 24% |
| Police | 2% | 22% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 65% |
| Decreased | 5% |
| Stayed the same | 28% |
| Don't know | 3% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 72% |
| No | 15% |
| Neither yes nor no | 12% |
| Don't know / refused to answer | 2% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 48% |
| Prime minister | n/a |
| Members of parliament | 51% |
| National government officials | 47% |
| Local government representatives (including mayors) | 37% |
| Police | 32% |
| Judges and magistrates | 27% |
| Business executives | 38% |
| Bankers | 39% |
| NGOs | 23% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 19% |
| No | 76% |
| Don't know | 5% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 17% |
| Bad | 80% |
| Don't know | 3% |



CZECH REPUBLIC

- 11%** Paid a bribe for public services in the previous 12 months*
- 57%** Used personal connections for public services in the previous 12 months*
- 10%** Experienced sextortion or know someone who has
- 20%** Think the government takes people's views into account when making decisions
- 67%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 11% | 57% |
| Public schools | 6% | 40% |
| Public clinics and health centres | 10% | 54% |
| Identity documents | 6% | 41% |
| Social security benefits | 0% | 55% |
| Police | 4% | 46% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 29% |
| Decreased | 13% |
| Stayed the same | 50% |
| Don't know | 8% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 58% |
| No | 25% |
| Neither yes nor no | 15% |
| Don't know / refused to answer | 2% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | 34% |
| Prime minister | 34% |
| Members of parliament | 23% |
| National government officials | 18% |
| Local government representatives (including mayors) | 12% |
| Police | 6% |
| Judges and magistrates | 10% |
| Business executives | 25% |
| Bankers | 10% |
| NGOs | 17% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 37% |
| No | 55% |
| Don't know | 8% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 26% |
| Bad | 69% |
| Don't know | 5% |



DENMARK

- 1%** Paid a bribe for public services in the previous 12 months*
- 23%** Used personal connections for public services in the previous 12 months*
- 4%** Experienced sextortion or know someone who has
- 40%** Think the government takes people's views into account when making decisions
- 25%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 1% | 23% |
| Public schools | 2% | 16% |
| Public clinics and health centres | 1% | 19% |
| Identity documents | 2% | 18% |
| Social security benefits | 1% | 22% |
| Police | 2% | 11% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 26% |
| Decreased | 6% |
| Stayed the same | 57% |
| Don't know | 11% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 74% |
| No | 11% |
| Neither yes nor no | 10% |
| Don't know / refused to answer | 5% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | n/a |
| Prime minister | 6% |
| Members of parliament | 7% |
| National government officials | 6% |
| Local government representatives (including mayors) | 7% |
| Police | 3% |
| Judges and magistrates | 3% |
| Business executives | 11% |
| Bankers | 14% |
| NGOs | 6% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 71% |
| No | 18% |
| Don't know | 11% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

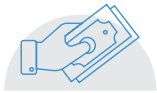
| | |
|------------|-----|
| Good | 63% |
| Bad | 22% |
| Don't know | 15% |



ESTONIA

- 2%** Paid a bribe for public services in the previous 12 months*
- 12%** Used personal connections for public services in the previous 12 months*
- 3%** Experienced sextortion or know someone who has
- 22%** Think the government takes people's views into account when making decisions
- 46%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 2% | 12% |
| Public schools | 1% | 5% |
| Public clinics and health centres | 2% | 12% |
| Identity documents | 1% | 3% |
| Social security benefits | 0% | 5% |
| Police | 1% | 5% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 18% |
| Decreased | 24% |
| Stayed the same | 39% |
| Don't know | 19% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 67% |
| No | 19% |
| Neither yes nor no | 11% |
| Don't know / refused to answer | 3% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | 4% |
| Prime minister | 8% |
| Members of parliament | 17% |
| National government officials | 13% |
| Local government representatives (including mayors) | 14% |
| Police | 3% |
| Judges and magistrates | 4% |
| Business executives | 24% |
| Bankers | 17% |
| NGOs | 12% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 59% |
| No | 24% |
| Don't know | 17% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 46% |
| Bad | 37% |
| Don't know | 17% |



FINLAND

- 1%** Paid a bribe for public services in the previous 12 months*
- 25%** Used personal connections for public services in the previous 12 months*
- 2%** Experienced sextortion or know someone who has
- 62%** Think the government takes people's views into account when making decisions
- 28%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 1% | 25% |
| Public schools | 1% | 16% |
| Public clinics and health centres | 1% | 21% |
| Identity documents | 1% | 13% |
| Social security benefits | 0% | 17% |
| Police | 1% | 16% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 16% |
| Decreased | 8% |
| Stayed the same | 69% |
| Don't know | 8% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 50% |
| No | 30% |
| Neither yes nor no | 18% |
| Don't know / refused to answer | 2% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 1% |
| Prime minister | 5% |
| Members of parliament | 13% |
| National government officials | 5% |
| Local government representatives (including mayors) | 8% |
| Police | 2% |
| Judges and magistrates | 3% |
| Business executives | 20% |
| Bankers | 10% |
| NGOs | 6% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 82% |
| No | 12% |
| Don't know | 6% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

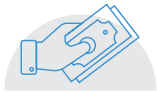
| | |
|------------|-----|
| Good | 70% |
| Bad | 23% |
| Don't know | 7% |



FRANCE

- 5%** Paid a bribe for public services in the previous 12 months*
- 48%** Used personal connections for public services in the previous 12 months*
- 9%** Experienced sextortion or know someone who has
- 21%** Think the government takes people's views into account when making decisions
- 54%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 5% | 48% |
| Public schools | 4% | 33% |
| Public clinics and health centres | 2% | 37% |
| Identity documents | 3% | 39% |
| Social security benefits | 3% | 44% |
| Police | 3% | 35% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 29% |
| Decreased | 12% |
| Stayed the same | 51% |
| Don't know | 8% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 51% |
| No | 32% |
| Neither yes nor no | 12% |
| Don't know / refused to answer | 5% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | 25% |
| Prime minister | 23% |
| Members of parliament | 26% |
| National government officials | 18% |
| Local government representatives (including mayors) | 12% |
| Police | 11% |
| Judges and magistrates | 12% |
| Business executives | 15% |
| Bankers | 23% |
| NGOs | 14% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 41% |
| No | 54% |
| Don't know | 4% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

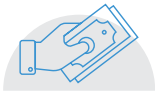
| | |
|------------|-----|
| Good | 38% |
| Bad | 56% |
| Don't know | 6% |



GERMANY

- 3%** Paid a bribe for public services in the previous 12 months*
- 21%** Used personal connections for public services in the previous 12 months*
- 8%** Experienced sextortion or know someone who has
- 31%** Think the government takes people's views into account when making decisions
- 62%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 3% | 21% |
| Public schools | 2% | 14% |
| Public clinics and health centres | 2% | 17% |
| Identity documents | 1% | 11% |
| Social security benefits | 1% | 12% |
| Police | 2% | 10% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 26% |
| Decreased | 6% |
| Stayed the same | 55% |
| Don't know | 13% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 47% |
| No | 26% |
| Neither yes nor no | 15% |
| Don't know / refused to answer | 12% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 5% |
| Prime minister | 7% |
| Members of parliament | 13% |
| National government officials | 10% |
| Local government representatives (including mayors) | 9% |
| Police | 3% |
| Judges and magistrates | 3% |
| Business executives | 35% |
| Bankers | 29% |
| NGOs | 10% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 71% |
| No | 21% |
| Don't know | 8% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 49% |
| Bad | 39% |
| Don't know | 13% |



GREECE

- 9%** Paid a bribe for public services in the previous 12 months*
- 32%** Used personal connections for public services in the previous 12 months*
- 11%** Experienced sextortion or know someone who has
- 39%** Think the government takes people's views into account when making decisions
- 57%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 9% | 32% |
| Public schools | 1% | 15% |
| Public clinics and health centres | 10% | 30% |
| Identity documents | 4% | 20% |
| Social security benefits | 3% | 18% |
| Police | 2% | 21% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 29% |
| Decreased | 33% |
| Stayed the same | 33% |
| Don't know | 5% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 73% |
| No | 15% |
| Neither yes nor no | 10% |
| Don't know / refused to answer | 2% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | 16% |
| Prime minister | 30% |
| Members of parliament | 45% |
| National government officials | 33% |
| Local government representatives (including mayors) | 35% |
| Police | 21% |
| Judges and magistrates | 23% |
| Business executives | 34% |
| Bankers | 32% |
| NGOs | 59% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 38% |
| No | 58% |
| Don't know | 5% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 43% |
| Bad | 53% |
| Don't know | 4% |



HUNGARY

- 17%** Paid a bribe for public services in the previous 12 months*
- 43%** Used personal connections for public services in the previous 12 months*
- 3%** Experienced sextortion or know someone who has
- 38%** Think the government takes people's views into account when making decisions
- 54%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 17% | 43% |
| Public schools | 4% | 29% |
| Public clinics and health centres | 18% | 41% |
| Identity documents | 4% | 30% |
| Social security benefits | 6% | 28% |
| Police | 4% | 28% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 40% |
| Decreased | 15% |
| Stayed the same | 30% |
| Don't know | 15% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 53% |
| No | 26% |
| Neither yes nor no | 10% |
| Don't know / refused to answer | 11% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 22% |
| Prime minister | 32% |
| Members of parliament | 39% |
| National government officials | 28% |
| Local government representatives (including mayors) | 20% |
| Police | 13% |
| Judges and magistrates | 17% |
| Business executives | 26% |
| Bankers | 24% |
| NGOs | 16% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 34% |
| No | 48% |
| Don't know | 18% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

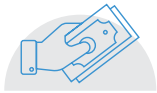
| | |
|------------|-----|
| Good | 34% |
| Bad | 53% |
| Don't know | 13% |



IRELAND

- 5%** Paid a bribe for public services in the previous 12 months*
- 28%** Used personal connections for public services in the previous 12 months*
- 4%** Experienced sextortion or know someone who has
- 49%** Think the government takes people's views into account when making decisions
- 40%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 5% | 28% |
| Public schools | 6% | 22% |
| Public clinics and health centres | 1% | 23% |
| Identity documents | 2% | 17% |
| Social security benefits | 2% | 21% |
| Police | 1% | 14% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 23% |
| Decreased | 20% |
| Stayed the same | 51% |
| Don't know | 5% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 80% |
| No | 12% |
| Neither yes nor no | 7% |
| Don't know / refused to answer | 1% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | 5% |
| Prime minister | 12% |
| Members of parliament | 16% |
| National government officials | 11% |
| Local government representatives (including mayors) | 12% |
| Police | 7% |
| Judges and magistrates | 5% |
| Business executives | 15% |
| Bankers | 25% |
| NGOs | 8% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 61% |
| No | 33% |
| Don't know | 6% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 56% |
| Bad | 39% |
| Don't know | 5% |



ITALY

- 3%** Paid a bribe for public services in the previous 12 months*
- 30%** Used personal connections for public services in the previous 12 months*
- 6%** Experienced sextortion or know someone who has
- 19%** Think the government takes people's views into account when making decisions
- 51%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 3% | 30% |
| Public schools | 2% | 23% |
| Public clinics and health centres | 3% | 29% |
| Identity documents | 3% | 21% |
| Social security benefits | 2% | 22% |
| Police | 2% | 24% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 34% |
| Decreased | 12% |
| Stayed the same | 47% |
| Don't know | 7% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 85% |
| No | 8% |
| Neither yes nor no | 5% |
| Don't know / refused to answer | 1% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 9% |
| Prime minister | 15% |
| Members of parliament | 32% |
| National government officials | 27% |
| Local government representatives (including mayors) | 22% |
| Police | 9% |
| Judges and magistrates | 18% |
| Business executives | 25% |
| Bankers | 19% |
| NGOs | 19% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 34% |
| No | 58% |
| Don't know | 7% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 39% |
| Bad | 51% |
| Don't know | 10% |



LATVIA

- 9%** Paid a bribe for public services in the previous 12 months*
- 33%** Used personal connections for public services in the previous 12 months*
- 5%** Experienced sextortion or know someone who has
- 13%** Think the government takes people's views into account when making decisions
- 63%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 9% | 33% |
| Public schools | 4% | 24% |
| Public clinics and health centres | 10% | 30% |
| Identity documents | 2% | 19% |
| Social security benefits | 0% | 22% |
| Police | 3% | 28% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 20% |
| Decreased | 20% |
| Stayed the same | 55% |
| Don't know | 5% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 60% |
| No | 24% |
| Neither yes nor no | 15% |
| Don't know / refused to answer | 1% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | 14% |
| Prime minister | 20% |
| Members of parliament | 38% |
| National government officials | 30% |
| Local government representatives (including mayors) | 30% |
| Police | 13% |
| Judges and magistrates | 12% |
| Business executives | 26% |
| Bankers | 27% |
| NGOs | 15% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 46% |
| No | 49% |
| Don't know | 5% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 30% |
| Bad | 66% |
| Don't know | 4% |



LITHUANIA

- 17%** Paid a bribe for public services in the previous 12 months*
- 27%** Used personal connections for public services in the previous 12 months*
- 8%** Experienced sextortion or know someone who has
- 23%** Think the government takes people's views into account when making decisions
- 61%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 17% | 27% |
| Public schools | 3% | 21% |
| Public clinics and health centres | 19% | 25% |
| Identity documents | 6% | 15% |
| Social security benefits | 2% | 15% |
| Police | 4% | 16% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 22% |
| Decreased | 32% |
| Stayed the same | 40% |
| Don't know | 6% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 58% |
| No | 22% |
| Neither yes nor no | 16% |
| Don't know / refused to answer | 4% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 7% |
| Prime minister | 19% |
| Members of parliament | 33% |
| National government officials | 17% |
| Local government representatives (including mayors) | 21% |
| Police | 9% |
| Judges and magistrates | 21% |
| Business executives | 27% |
| Bankers | 16% |
| NGOs | 12% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 45% |
| No | 44% |
| Don't know | 11% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 42% |
| Bad | 48% |
| Don't know | 10% |



LUXEMBOURG

- 2%** Paid a bribe for public services in the previous 12 months*
- 39%** Used personal connections for public services in the previous 12 months*
- 8%** Experienced sextortion or know someone who has
- 44%** Think the government takes people's views into account when making decisions
- 43%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 2% | 39% |
| Public schools | 0% | 29% |
| Public clinics and health centres | 1% | 28% |
| Identity documents | 2% | 27% |
| Social security benefits | 1% | 20% |
| Police | 0% | 20% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 19% |
| Decreased | 10% |
| Stayed the same | 54% |
| Don't know | 17% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 57% |
| No | 28% |
| Neither yes nor no | 11% |
| Don't know / refused to answer | 3% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | n/a |
| Prime minister | 7% |
| Members of parliament | 8% |
| National government officials | 7% |
| Local government representatives (including mayors) | 12% |
| Police | 6% |
| Judges and magistrates | 4% |
| Business executives | 23% |
| Bankers | 22% |
| NGOs | 9% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 60% |
| No | 34% |
| Don't know | 6% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 62% |
| Bad | 28% |
| Don't know | 11% |



MALTA

- 4%** Paid a bribe for public services in the previous 12 months*
- 33%** Used personal connections for public services in the previous 12 months*
- 6%** Experienced sextortion or know someone who has
- 48%** Think the government takes people's views into account when making decisions
- 49%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 4% | 33% |
| Public schools | 2% | 32% |
| Public clinics and health centres | 4% | 31% |
| Identity documents | 5% | 28% |
| Social security benefits | 4% | 33% |
| Police | 0% | 32% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 28% |
| Decreased | 24% |
| Stayed the same | 39% |
| Don't know | 9% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 77% |
| No | 14% |
| Neither yes nor no | 6% |
| Don't know / refused to answer | 2% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 2% |
| Prime minister | 17% |
| Members of parliament | 20% |
| National government officials | 14% |
| Local government representatives (including mayors) | 7% |
| Police | 6% |
| Judges and magistrates | 8% |
| Business executives | 24% |
| Bankers | 4% |
| NGOs | 7% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 35% |
| No | 56% |
| Don't know | 9% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 56% |
| Bad | 39% |
| Don't know | 5% |



NETHERLANDS

- 2%** Paid a bribe for public services in the previous 12 months*
- 23%** Used personal connections for public services in the previous 12 months*
- 4%** Experienced sextortion or know someone who has
- 46%** Think the government takes people's views into account when making decisions
- 42%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 2% | 23% |
| Public schools | 2% | 23% |
| Public clinics and health centres | 1% | 18% |
| Identity documents | 1% | 15% |
| Social security benefits | 1% | 20% |
| Police | 1% | 17% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 36% |
| Decreased | 9% |
| Stayed the same | 47% |
| Don't know | 8% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 74% |
| No | 17% |
| Neither yes nor no | 7% |
| Don't know / refused to answer | 1% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | n/a |
| Prime minister | 7% |
| Members of parliament | 6% |
| National government officials | 7% |
| Local government representatives (including mayors) | 6% |
| Police | 5% |
| Judges and magistrates | 5% |
| Business executives | 23% |
| Bankers | 21% |
| NGOs | 9% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 59% |
| No | 34% |
| Don't know | 6% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 63% |
| Bad | 31% |
| Don't know | 7% |



POLAND

- 10%** Paid a bribe for public services in the previous 12 months*
- 37%** Used personal connections for public services in the previous 12 months*
- 10%** Experienced sextortion or know someone who has
- 17%** Think the government takes people's views into account when making decisions
- 61%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 10% | 37% |
| Public schools | 5% | 21% |
| Public clinics and health centres | 10% | 37% |
| Identity documents | 3% | 16% |
| Social security benefits | 1% | 9% |
| Police | 5% | 21% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 37% |
| Decreased | 20% |
| Stayed the same | 34% |
| Don't know | 9% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 23% |
| No | 57% |
| Neither yes nor no | 17% |
| Don't know / refused to answer | 3% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 25% |
| Prime minister | 32% |
| Members of parliament | 31% |
| National government officials | 34% |
| Local government representatives (including mayors) | 21% |
| Police | 10% |
| Judges and magistrates | 20% |
| Business executives | 20% |
| Bankers | 15% |
| NGOs | 12% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 40% |
| No | 48% |
| Don't know | 12% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

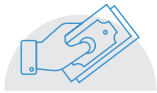
| | |
|------------|-----|
| Good | 35% |
| Bad | 60% |
| Don't know | 5% |



PORTUGAL

- 3%** Paid a bribe for public services in the previous 12 months*
- 48%** Used personal connections for public services in the previous 12 months*
- 6%** Experienced sextortion or know someone who has
- 28%** Think the government takes people's views into account when making decisions
- 63%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 3% | 48% |
| Public schools | 2% | 46% |
| Public clinics and health centres | 2% | 43% |
| Identity documents | 2% | 42% |
| Social security benefits | 3% | 49% |
| Police | 3% | 39% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 41% |
| Decreased | 13% |
| Stayed the same | 41% |
| Don't know | 4% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 85% |
| No | 9% |
| Neither yes nor no | 6% |
| Don't know / refused to answer | 0% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 5% |
| Prime minister | 15% |
| Members of parliament | 27% |
| National government officials | 16% |
| Local government representatives (including mayors) | 19% |
| Police | 5% |
| Judges and magistrates | 11% |
| Business executives | 27% |
| Bankers | 33% |
| NGOs | 13% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 40% |
| No | 58% |
| Don't know | 2% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 36% |
| Bad | 60% |
| Don't know | 4% |



ROMANIA

- 20%** Paid a bribe for public services in the previous 12 months*
- 36%** Used personal connections for public services in the previous 12 months*
- 13%** Experienced sextortion or know someone who has
- 25%** Think the government takes people's views into account when making decisions
- 55%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 20% | 36% |
| Public schools | 11% | 25% |
| Public clinics and health centres | 22% | 36% |
| Identity documents | 9% | 26% |
| Social security benefits | 7% | 21% |
| Police | 7% | 24% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 45% |
| Decreased | 17% |
| Stayed the same | 32% |
| Don't know | 6% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 78% |
| No | 11% |
| Neither yes nor no | 7% |
| Don't know / refused to answer | 3% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 33% |
| Prime minister | 37% |
| Members of parliament | 51% |
| National government officials | 40% |
| Local government representatives (including mayors) | 33% |
| Police | 24% |
| Judges and magistrates | 22% |
| Business executives | 25% |
| Bankers | 28% |
| NGOs | 22% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 40% |
| No | 49% |
| Don't know | 11% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 27% |
| Bad | 66% |
| Don't know | 7% |



SLOVAKIA

- 11%** Paid a bribe for public services in the previous 12 months*
- 26%** Used personal connections for public services in the previous 12 months*
- 8%** Experienced sextortion or know someone who has
- 27%** Think the government takes people's views into account when making decisions
- 56%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 11% | 26% |
| Public schools | 5% | 14% |
| Public clinics and health centres | 10% | 23% |
| Identity documents | 4% | 15% |
| Social security benefits | 2% | 12% |
| Police | 5% | 16% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 19% |
| Decreased | 39% |
| Stayed the same | 33% |
| Don't know | 9% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 77% |
| No | 14% |
| Neither yes nor no | 7% |
| Don't know / refused to answer | 3% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | 11% |
| Prime minister | 30% |
| Members of parliament | 41% |
| National government officials | 31% |
| Local government representatives (including mayors) | 23% |
| Police | 21% |
| Judges and magistrates | 34% |
| Business executives | 23% |
| Bankers | 17% |
| NGOs | 21% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 37% |
| No | 50% |
| Don't know | 13% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 61% |
| Bad | 32% |
| Don't know | 7% |



SLOVENIA

- 4%** Paid a bribe for public services in the previous 12 months*
- 18%** Used personal connections for public services in the previous 12 months*
- 7%** Experienced sextortion or know someone who has
- 17%** Think the government takes people's views into account when making decisions
- 70%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 4% | 18% |
| Public schools | 1% | 7% |
| Public clinics and health centres | 5% | 18% |
| Identity documents | 1% | 9% |
| Social security benefits | 1% | 3% |
| Police | 3% | 5% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 51% |
| Decreased | 10% |
| Stayed the same | 34% |
| Don't know | 5% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 66% |
| No | 20% |
| Neither yes nor no | 11% |
| Don't know / refused to answer | 2% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | 14% |
| Prime minister | 39% |
| Members of parliament | 24% |
| National government officials | 28% |
| Local government representatives (including mayors) | 17% |
| Police | 6% |
| Judges and magistrates | 13% |
| Business executives | 22% |
| Bankers | 24% |
| NGOs | 13% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 30% |
| No | 66% |
| Don't know | 4% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

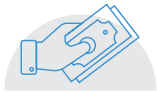
| | |
|------------|-----|
| Good | 31% |
| Bad | 66% |
| Don't know | 3% |



SPAIN

- 2%** Paid a bribe for public services in the previous 12 months*
- 40%** Used personal connections for public services in the previous 12 months*
- 8%** Experienced sextortion or know someone who has
- 16%** Think the government takes people's views into account when making decisions
- 64%** Think the government is run by a few big interests

*Based on people who used these public services in the previous 12 months.



BRIBERY AND PERSONAL CONNECTION RATES*

*Based on people who used these public services in the previous 12 months.

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 2% | 40% |
| Public schools | 1% | 24% |
| Public clinics and health centres | 1% | 35% |
| Identity documents | 1% | 26% |
| Social security benefits | 1% | 27% |
| Police | 2% | 29% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 34% |
| Decreased | 23% |
| Stayed the same | 40% |
| Don't know | 3% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 67% |
| No | 22% |
| Neither yes nor no | 9% |
| Don't know / refused to answer | 1% |



CORRUPTION BY INSTITUTION*

*Percentage who think that most or all people in these institutions are corrupt.

| | |
|---|-----|
| President | n/a |
| Prime minister | 34% |
| Members of parliament | 31% |
| National government officials | 20% |
| Local government representatives (including mayors) | 21% |
| Police | 7% |
| Judges and magistrates | 12% |
| Business executives | 27% |
| Bankers | 42% |
| NGOs | 17% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 46% |
| No | 50% |
| Don't know | 4% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 33% |
| Bad | 62% |
| Don't know | 5% |



SWEDEN

- 1%** Paid a bribe for public services in the previous 12 months*
- 19%** Used personal connections for public services in the previous 12 months*
- 4%** Experienced sextortion or know someone who has
- 44%** Think the government takes people's views into account when making decisions
- 20%** Think the government is run by a few big interests

**Based on people who used these public services in the previous 12 months.*



BRIBERY AND PERSONAL CONNECTION RATES*

**Based on people who used these public services in the previous 12 months.*

| | BRIBERY | PERSONAL CONNECTIONS |
|-----------------------------------|---------|----------------------|
| Overall rate | 1% | 19% |
| Public schools | 0% | 19% |
| Public clinics and health centres | 1% | 16% |
| Identity documents | 2% | 12% |
| Social security benefits | 0% | 10% |
| Police | 0% | 7% |



HAS CORRUPTION LEVEL CHANGED IN THE PREVIOUS 12 MONTHS?

| | |
|-----------------|-----|
| Increased | 31% |
| Decreased | 7% |
| Stayed the same | 47% |
| Don't know | 15% |



CAN ORDINARY PEOPLE MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION?

| | |
|--------------------------------|-----|
| Yes | 73% |
| No | 10% |
| Neither yes nor no | 12% |
| Don't know / refused to answer | 4% |



CORRUPTION BY INSTITUTION*

**Percentage who think that most or all people in these institutions are corrupt.*

| | |
|---|-----|
| President | n/a |
| Prime minister | 6% |
| Members of parliament | 6% |
| National government officials | 6% |
| Local government representatives (including mayors) | 7% |
| Police | 2% |
| Judges and magistrates | 3% |
| Business executives | 15% |
| Bankers | 14% |
| NGOs | 8% |



CAN PEOPLE REPORT CORRUPTION WITHOUT FEAR OF RETALIATION?

| | |
|------------|-----|
| Yes | 64% |
| No | 26% |
| Don't know | 10% |



IS THE GOVERNMENT DOING A GOOD OR BAD JOB OF FIGHTING CORRUPTION?

| | |
|------------|-----|
| Good | 52% |
| Bad | 28% |
| Don't know | 20% |

ENDNOTES

- 1 The European Commission describes the NUTS classification (Nomenclature of territorial units for statistics) as “a hierarchical system for dividing up the economic territory of the EU and the UK for the purpose of the collection, development and harmonisation of European regional statistics”. See: <https://ec.europa.eu/eurostat/web/nuts/background>.
- 2 Thirty-three per cent of people with contact with at least one of the six public services included in the survey used personal connections and seven per cent paid a bribe in the 12 months prior to the survey. Fifteen percent of the respondents did not report any contact with public services. The total rates for the use of bribery and connections for the entire sample amount to six and 28 per cent respectively. As part of the analysis we also identified all respondents who used personal connections and/or paid a bribe. This figure amounts to 29 per cent of the total sample.
- 3 Question: Over the past year, in your opinion, has the level of corruption in (INSERT COUNTRY NAME)? Response options: “Decreased a lot”; “Somewhat decreased”; “Stayed the same”; “Somewhat increased”; “Increased a lot”; “Don’t know”. Base: All respondents, excluding missing. Reported percentages are obtained by adding responses “Somewhat increased” and “increased a lot”.
- 4 Al Jazeera (2020). ‘The Cyprus Papers’. Available at: <https://interactive.aljazeera.com/aje/2020/cyprus-papers/index.html>. Last accessed on 18.05.2021.
- 5 Al Jazeera (2020). ‘Cyprus officials implicated in plans to sell Passport to criminals’. Available at: <https://www.aljazeera.com/news/2020/10/12/cypriot-politicians-implicated-in-plan-to-sell-criminals-passport>. Last accessed on 18.05.2021.
- 6 European Commission (2020). ‘Investor citizenship schemes: European Commission opens infringements against Cyprus and Malta for “selling” EU citizenship’. Available at: https://ec.europa.eu/commission/presscorner/detail/en/ip_20_1925. Last accessed on 18.05.2021.
- 7 Christophorou, C. & Axt, H.J. (2019). ‘Cyprus Report- Sustainable Governance Indicators 2019’. Gütersloh: Bertelsmann Foundation. Available at: https://www.sgi-network.org/docs/2019/country/SGI2019_Cyprus.pdf. Last accessed on 18.05.2021.
- 8 AP (2021), ‘Cyprus unveils anti-corruption steps to quell public angst’. Available at: <https://apnews.com/article/cyprus-nicos-anastasiades-0debb82d751435f7e9858975c10ed57f>. Last accessed on 20.05.2021.
- 9 Al Jazeera (2021). ‘Most Cyprus passports issued in investment scheme were ‘illegal’. Available at: <https://www.aljazeera.com/news/2021/4/16/half-of-cyprus-passports-in-cash-scheme-were-illegal-inquiry>. Last accessed on 18.05.2021.
- 10 European Commission (2020). ‘Investor citizenship schemes: European Commission opens infringements against Cyprus and Malta for “selling” EU citizenship’. Available at: https://ec.europa.eu/commission/presscorner/detail/en/ip_20_1925. Last accessed on 18.05.2021.
- 11 Based on logistic regressions and post-estimated predicted probabilities from models controlling for influential demographic variables.
- 12 Question: How much of a problem, if at all, is corruption in the national government in (INSERT COUNTRY NAME)? Response options: “No problem at all”; “A fairly small problem”; “A fairly big problem”; “A very big problem”; “Don’t know”. Base: All respondents, excluding missing. Reported percentages are obtained by adding responses “A fairly big problem” and “A very big problem”.
- 13 Question: How well or badly would you say the current national government is handling the task of fighting corruption? Response options: “Very badly”; “Fairly badly”; “Fairly well”; “Very well”; “Don’t know”. Base: All respondents, excluding missing. Reported percentages are obtained by adding responses “Very well” and “Fairly well”, as well as “very badly” and “fairly badly”.
- 14 Question: How many of the following people in (INSERT COUNTRY NAME) do you think are involved in corruption?

- Response options: “None”, “Some of them”, “Most of them”, “All of them”, “Don’t know”. Base: All respondents, excluding missing. Reported percentages are obtained by adding responses “Most of them” and “All of them”.
- 15 Respondents were asked across all countries for their perceptions of corruption for presidents and prime ministers, where these offices exist. The figure reported here takes into consideration the office considered as head of the government in the different countries, depending on the political system. For almost all countries, the data being reported corresponds to the perceptions of corruption in the prime minister’s office. The two exceptions are Cyprus and France, where we considered the perceptions of corruption in the president’s office.
- 16 Reuters (2021). ‘EU audit finds Czech PM Babis in conflict of interest’. Available at: <https://www.reuters.com/world/europe/eu-audit-finds-czech-pm-babis-conflict-interest-2021-04-24/>. Last accessed on: 20.05.2021.
- 17 European Commission (2021). ‘Final report on the audit of the functioning of the management and control systems in place to avoid conflict of interest in Czechia.’ Available at: https://ec.europa.eu/regional_policy/en/information/publications/reports/2021/final-report-on-the-audit-of-the-functioning-of-the-management-and-control-systems-in-place-to-avoid-conflict-of-interest-in-czechia. Last accessed on 26.05.2021.
- 18 Transparency International (2018). ‘Transparency International Sends The First Complaint Concerning Andrej Babiš’s Conflict Of Interest’. Available at: <https://www.transparency.org/en/press/transparency-international-czech-republic-complaint-concerning-andrej-babis>. Last accessed on: 20.05.2021.
- 19 Question: How much trust and confidence do you have in the following institutions to do a good job in (INSERT COUNTRY NAME) whilst carrying out their responsibilities? Response options: “No trust at all”; “Not very much trust”; “A fair amount of trust”; “A great deal of trust”; “Don’t know”. Base: All respondents excluding missing.
- 20 The percentages reported here represent the difference between the total number of respondents saying that they have “some” or a “great deal of trust” in the national government and those that report a “some” or a “great deal of trust” in the European Union institutions.
- 21 Due to the social distancing and lockdown measures in the region throughout the year to deal with the COVID-19 pandemic, contact patterns with different services might be different from those recorded before the pandemic.
- 22 Although the survey enquired about six different public services, the results for the courts are not reported separately, due to the low contact rates with this service. The numbers were considered for the calculations of the overall bribery rates.
- 23 To calculate the number of people who paid a bribe in the EU, we relied on the latest Eurostat population statistics for the year 2020. We took the adult population (18+) as the basis, calculated the share of the population that would have had contact with at least one service using the results of the survey, and then multiplied that number by the percentage of respondents per country who reported having paid a bribe. The results for the individual countries were then added up to obtain the EU27 total.
- 24 Base: Respondents who had contact with at least one of the listed public services or institutions in the past 12 months. Reported percentages are obtained by adding response options “Once or twice”, “A few times” and “Often”.
- 25 Respondents were first asked about their contact with six different institutions or public services, i.e., “A public school”; “A public clinic or hospital”; “A government office to get an official document, such as a birth certificate, driver’s licence, passport or voter’s card, or a permit”; “A government office to get unemployment or other social benefits”, “The police” and “The courts”. Respondents who reported contact were then asked the following question for each service they interacted with: “How often, if ever, did you have to pay a bribe, give a gift, or do a favour in order to get the assistance or services you needed?” Response options: “Never”; “Once or twice”; “A few times”; “Often”; “Don’t know”; “Refuse”. Base: Respondents who had contact with the relevant service at least once in the past 12 months. Reported percentages are obtained by adding response options “Once or twice”, “A few times” and “Often”. Bribery rates for “The courts” are not reported due to the low contact rates.

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- 27 To calculate the number of people who used personal connections in the EU, the total personal connection rates obtained per country across all services were extrapolated to the population statistics obtained from the latest Eurostat population statistics for the year 2020. We took the adult population (18+) as the basis, calculated the share of the population that would have had contact with at least one service using the results of the survey and then multiplied that number by the percentage of respondents per country who reported having used personal connections. The results for the individual countries were then added up to obtain the EU27 total.
- 28 Based on logistic regressions and post-estimated predicted probabilities from models controlling for influential demographic variables.
- 29 Respondents were first asked about their contact with six different institutions or public services, i.e., “A public school”; “A public clinic or hospital”; “A government office in order to get an official document, such as a birth certificate, driver’s licence, passport or voter’s card, or a permit”; “A government office in order to get unemployment or other social benefits”, “The police” and “The courts”. Respondents who reported contact were then asked the following question for each service they interacted with: “How often, if ever, did you have to use personal connections in order to get the assistance or services you needed?” Response options: “Never”; “Once or twice”; “A few times”; “Often”; “Don’t know”; “Refuse”. Base: Respondents who had contact with the relevant service at least once in the past 12 months. Reported percentages are obtained by adding response options “Once or twice”, “A few times” and “Often”. Results for “The courts” are not reported due to the low contact rates.
- 30 Base: Respondents who had contact with at least one of the listed public services or institutions in the past 12 months. Reported percentages are obtained by adding response options “Once or twice”, “A few times” and “Often”.
- 31 Question: The question was asked in two steps due to the sensitivity of the issue. First people were asked “Some people experience situations in which public officials make requests of a sexual nature in exchange for a government service or benefit. How often do you think this happens in (INSERT COUNTRY)?” As a follow-up, people were asked “Thinking about your own experience in the last five years, has it ever happened that an official in (INSERT COUNTRY NAME) asked for something similar from you or from someone you know?” Response options: “Never”; “Once or twice”; “A few times”; “Often”; “Don’t know”; “Refuse”. Base: All respondents, excluding missing. Reported percentages are obtained by adding response options “Once or twice”, “A few times” and “Often”.
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- 36 Based on logistic regressions and post-estimated predicted probabilities from models controlling for influential demographic variables.
- 37 Question: Please tell me whether you disagree, agree, or neither agree nor disagree. The government in (INSERT COUNTRY NAME) takes the views of people like me into account when making decisions. Response options: “Disagree”, “Agree”, “Neither agree nor disagree”, “Don’t know”. Base: All respondents, excluding missing.

- 38 Question: How often do you think the following situations happen in (INSERT COUNTRY NAME)? Companies using money or connections to secure profitable government contracts. Response options: "Never", "Rarely", "Occasionally", "Often", "Very Often", "Don't know". Base: All respondents, excluding missing. Reported percentages are obtained by adding the response options "Often" and "Very often".
- 39 Question: How often do you think the following situations happen in (INSERT COUNTRY NAME)? Big companies avoid paying their taxes. Response options: "Never", "Rarely", "Occasionally", "Often", "Very Often", "Don't know". Base: All respondents, excluding missing. Reported percentages are obtained by adding the response options "Often" and "Very often".
- 40 Question: Please tell me whether you disagree, agree, or neither agree nor disagree. The Government in (INSERT COUNTRY NAME) is pretty much run by a few big interests looking out for themselves. Response options: "Disagree", "Agree", "Neither agree nor disagree", "Don't know". Base: All respondents, excluding missing.
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- 49 Question: Please tell me whether you disagree, agree, or neither agree nor disagree: "Citizens can make a difference in the fight against corruption." Response options: "Disagree", "Agree", "Neither agree nor disagree", "Don't know". Base: All respondents, excluding missing.
- 50 Question: Please tell me whether you disagree, agree, or neither agree nor disagree: "It is acceptable for the government to engage in corruption as long as it delivers good results." Response options: "Disagree", "Agree", "Neither agree nor disagree", "Don't know". Base: All respondents, excluding missing.
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- 59 Question: In your opinion, do you think that citizens can report incidents of corruption without fear in (INSERT COUNTRY NAME)? Response options: "Yes, they can report without fear"; "No, they fear reprisals", "Don't know". Base: All respondents, excluding missing.
- 60 Question: How often do you think the following situations happen in (INSERT COUNTRY NAME)? "Appropriate actions being taken against officials who engage in corruption." Response options: "Never", "Rarely", "Occasionally", "Often", "Very Often", "Don't know". Base: All respondents, excluding missing. Reported percentages are obtained either by adding the response options "Often" and "Very often" or "Never" and "Rarely".

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