



DAILY LIVES AND CORRUPTION:
PUBLIC OPINION IN MALAYSIA

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Introduction

Transparency International Malaysia's survey collects the general public's views on and experiences of corruption. Public views on corruption are of critical importance. They offer significant insight into how corruption affects lives around the world. Transparency International Malaysia believes it is crucial to present the general public's perspective on corruption – for it is they who suffer its direct and indirect consequences around the world. At the same time, Transparency International Malaysia encourages the public to play an active role in stopping corruption and improving governance. To this end, the survey also probes public willingness to engage with the fight against corruption.

This report provides the results of the survey carried out in Malaysia.

1,000 people were surveyed between September 12th and October 18th 2011 by TNS Research International. The data were not weighted but grossed up to represent the population of 16,967,260 Malaysians between the ages of 18 and 79 years.

1. Public perceptions of corruption

The survey asked people in Malaysia for their perceptions of corruption in their home country. The survey captures views on whether people felt that overall corruption levels had increased or decreased over recent years. In addition, the survey asked about expected changes in the levels of corruption. The survey also asked people to rate the extent of corruption in different institutions separately, enabling us to identify key institutions where corruption was perceived to be greatest and thus target anti-corruption efforts to these particular institutions.

How has the level of corruption changed in the last three years?

FIGURE1: % of people asked, in the past three years, how has the level of corruption in this country changed?

INCREASED	STAYED THE SAME	DECREASED
36.5%	40.1%	23.4%

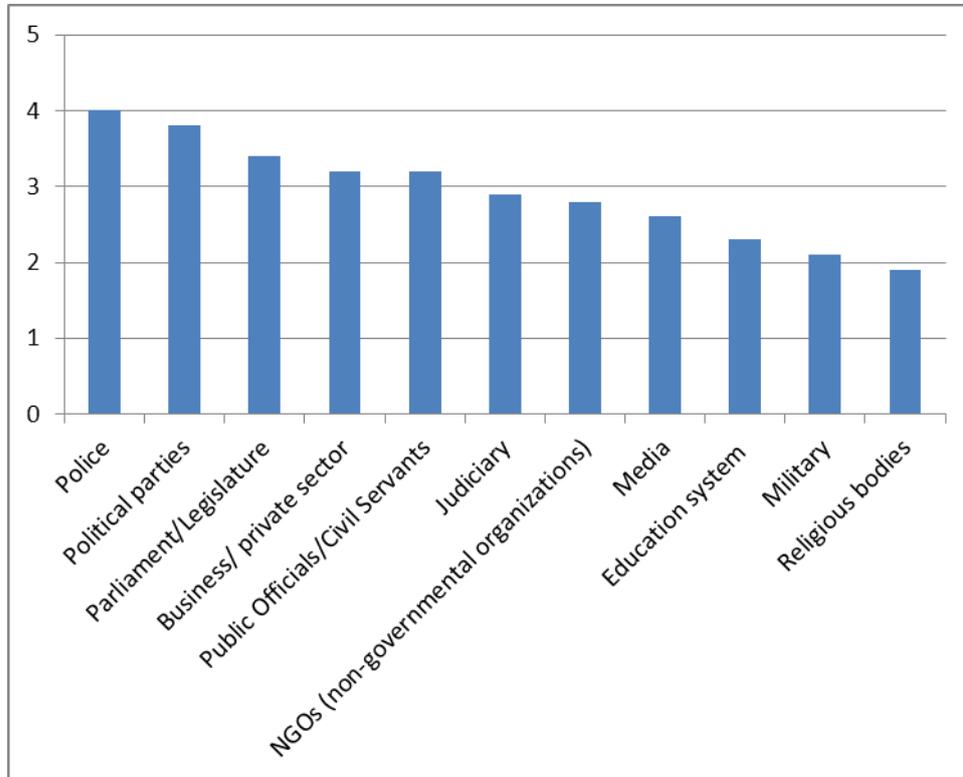
Do you expect the level of corruption in the next 3 years to change?

FIGURE2: % of people asked, do you expect the level of corruption in the next 3 years to change?

INCREASED	STAYED THE SAME	DECREASED
30.2%	39.6%	30.2%

Corruption, by institution

FIGURE3: On a scale of 1-5, where 1 means not at all corrupt and 5 means extremely corrupt, to what extent do you perceive the following institutions to be corrupt?



2. Personal experiences of bribery

The survey asked people if they had come into contact with 1 of 9 identified services in Malaysia. For each of these services they were then asked if they had paid a bribe. From this we can identify the services where people were most likely to pay a bribe. The % of people paying a bribe for each service is given as a proportion of people who had accessed that service. Those people that did not come into contact with each service were excluded from the analysis. The results by service were then aggregated such that a bribe payer was considered someone who had paid for any one or more of the services in the last 12 months. These results can then be broken down by gender, income and age to understand better, providing us with detail on both where the bribes are paid, but also on who is paying them. Further questions were then asked of those that had paid a bribe. These questions asked for the reasons why the bribe was paid and the amount of money spent on bribes over the past 12 months providing even more details on the nature of bribery in Malaysia.

1.2%

of people have paid a bribe to one of 9 service providers in Malaysia

Bribe payers, by gender income and age

FIGURE4: % of respondents who have paid a bribe to one of 9 service providers, by gender, income and age

MEN	WOMEN
1.5%	0.9%

HIGHEST INCOME QUINTILE	LOWEST INCOME QUINTILE
3.5%	0.0%

UNDER 30	OVER 30
2.6%	0.5%

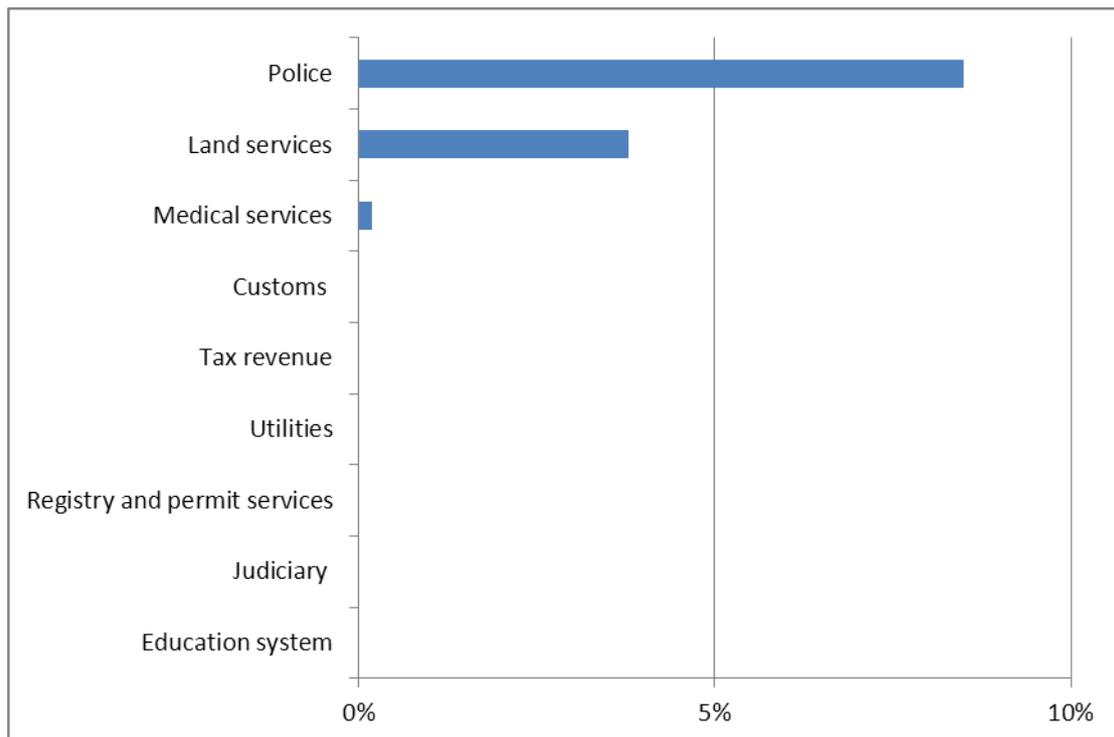
Bribe payers, by service

FIGURE 5: % of respondents who have paid a bribe to one of 9 service providers

Note: The answers are conditional upon having had contact with the service provider and are thus based on the following two questions:

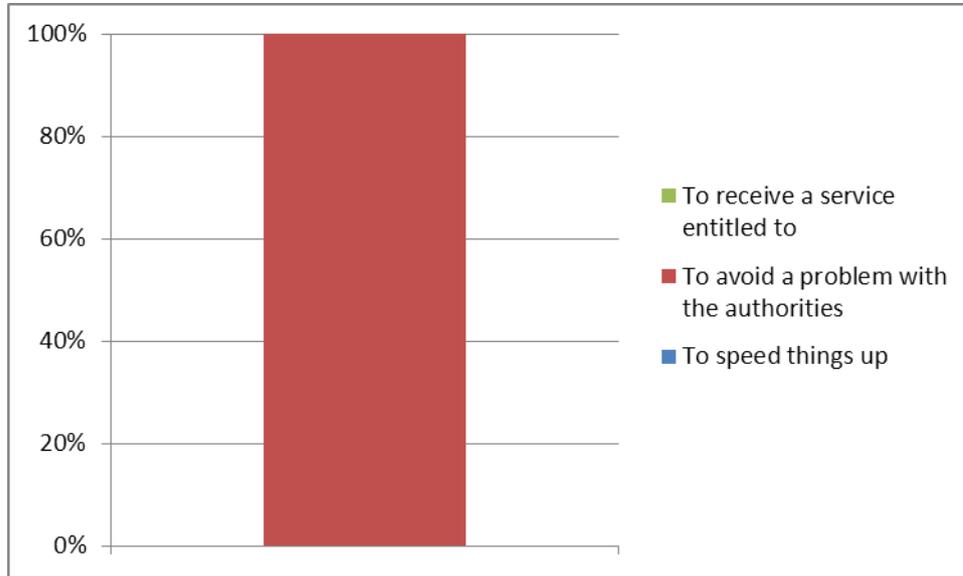
A – In the past 12 months have you or anyone living in your household had a contact with the following institution/organisation?

B – In the past 12 months have you or anyone in your household paid a bribe in any form to each of the following institutions/organisation?



Why was the LAST bribe paid?

FIGURE6: Respondents asked for the reason they paid the LAST bribe

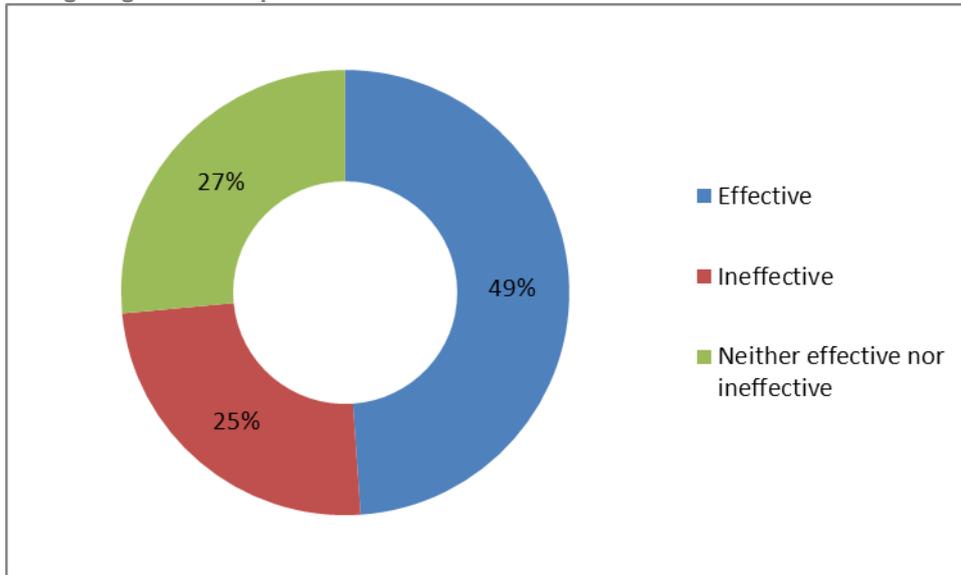


3. Views on the fight against corruption

Equally as important as capturing public views and experiences of the extent of bribery and corruption, is gathering the views on the fight against corruption. People in Malaysia were asked for their views of the effectiveness of the current government in the fight against corruption. These results were then disaggregated by respondents that had or had not paid a bribe in order to understand how experiences of bribery affected perceptions of government effectiveness. People were also asked from a list of 5 institutions, which institutions were most trusted to fight corruption.

Government effectiveness at fighting corruption

FIGURE7: How effective is the government in the fight against corruption?



Views on government effectiveness, by those who have and have not paid a bribe in the last 12 months

FIGURE8: How effective is the government in the fight against corruption? – Bribe payers

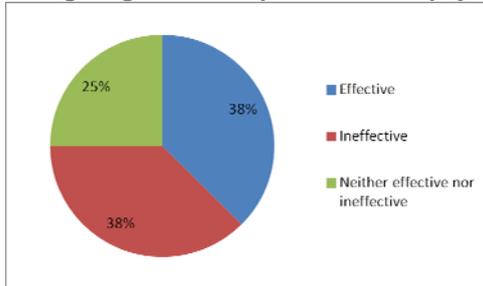
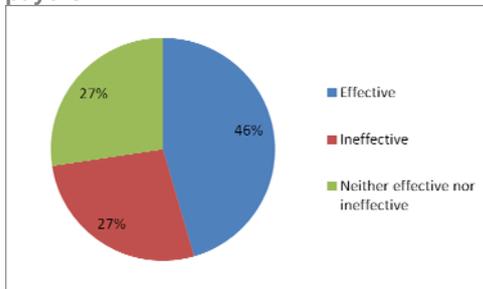
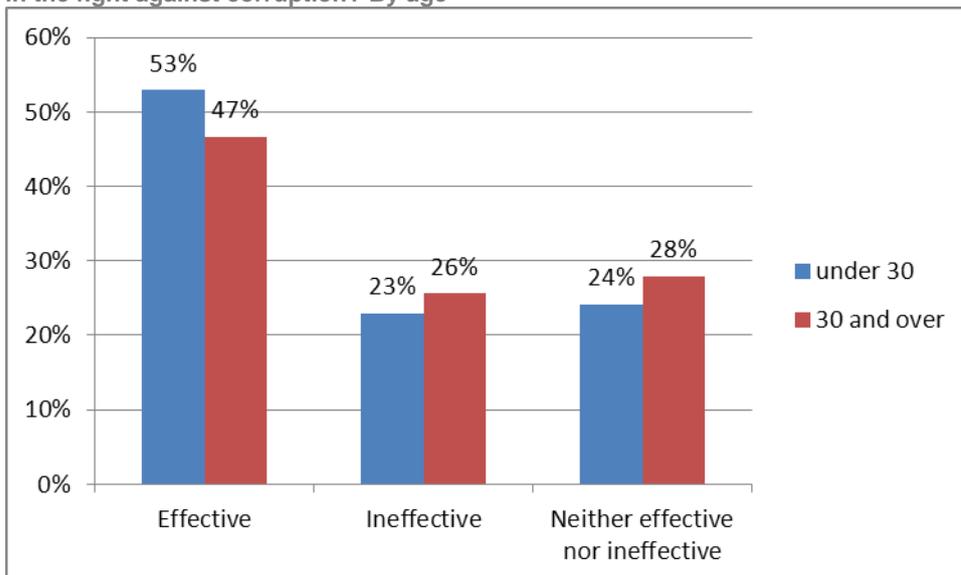


FIGURE9: How effective is the government in the fight against corruption? – NON - Bribe payers



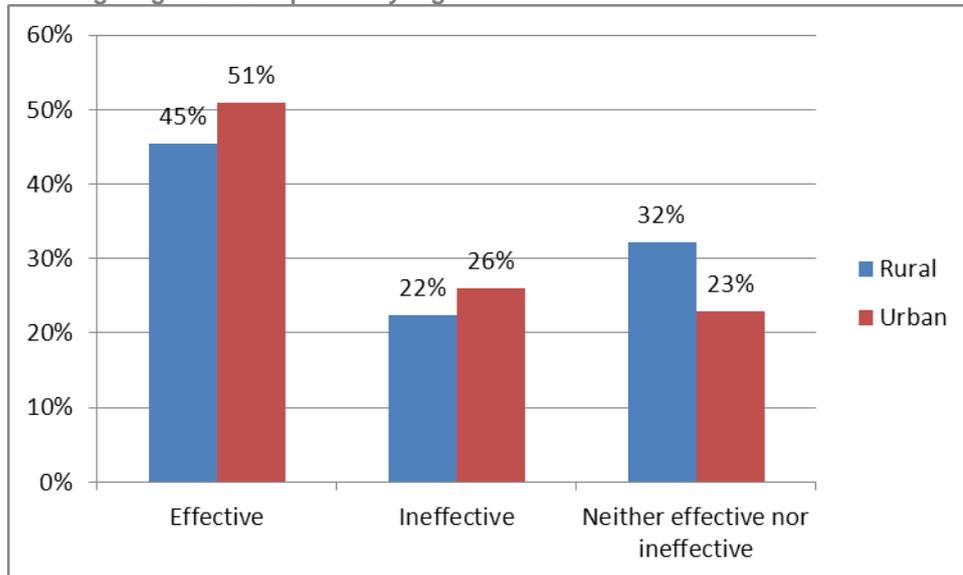
Views on government effectiveness, by age

FIGURE10: How effective is the government in the fight against corruption? By age



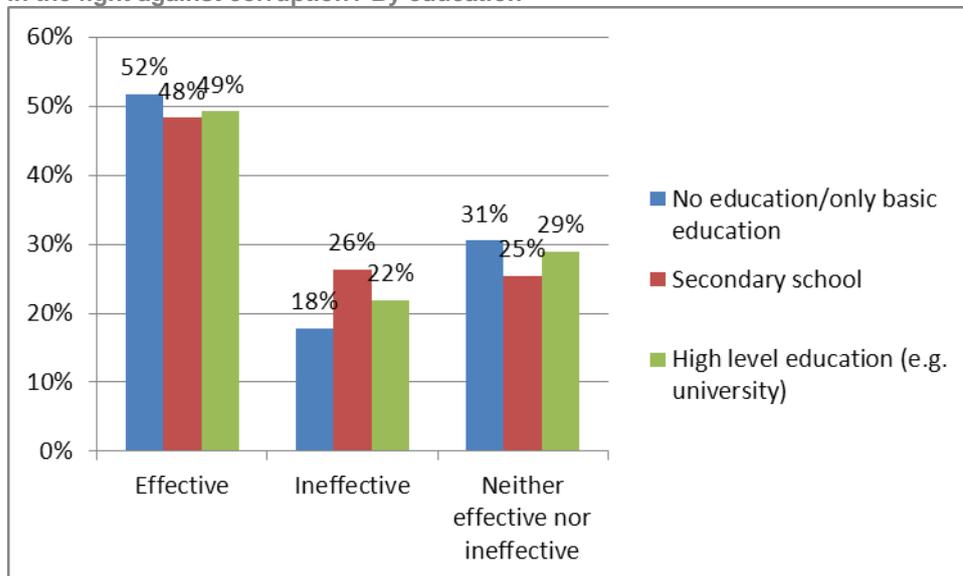
Views on government effectiveness, by region

FIGURE11: How effective is the government in the fight against corruption? By region



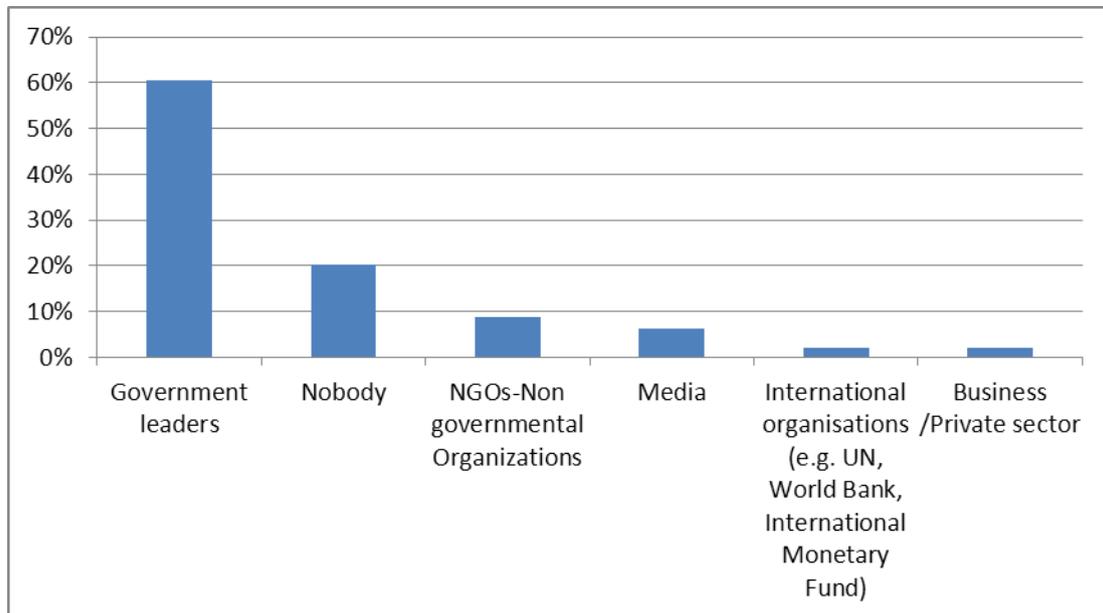
Views on government effectiveness, by educational level

FIGURE12: How effective is the government in the fight against corruption? By education



Who is MOST trusted to fight corruption?

FIGURE13: Which organisation/institution to you MOST trust to fight corruption?



4. Getting involved

This section reports the results of the questions which capture peoples' willingness to get involved in the fight against corruption in Malaysia. The survey first asks respondents if they believed that ordinary people in Malaysia can make a difference in the fight against corruption. Respondents were then asked if they would get involved themselves, by supporting a colleague or friend. Finally people were asked if they would be proactive in the fight against corruption. Two questions were asked in this respect, both from a theoretical point of view if they could imagine themselves getting involved and also using a more specific example with a question that asked if they would report an incident of corruption.

90% of people think that ordinary people can make a difference in the fight against corruption

FIGURE14: % of respondents who think that ordinary people can make a difference in the fight against corruption, by region

RURAL	URBAN
86%	93%

FIGURE15: % of respondents who think that ordinary people can make a difference in the fight against corruption, by income

HIGHEST INCOME QUINTILE	LOWEST INCOME QUINTILE
78%	96%

91% of people would support their colleague or friend if they fought against corruption

FIGURE16: % of respondents who would support their colleague or friend if they fought against corruption, by region

RURAL	URBAN
85%	94%

FIGURE17: % of respondents who would support their colleague or friend if they fought against corruption, by income

HIGHEST INCOME QUINTILE	LOWEST INCOME QUINTILE
71%	96%

87% of people can imagine themselves getting involved in fighting corruption

FIGURE18: % of respondents can imagine themselves getting involved in fighting corruption, by income

HIGHEST INCOME QUINTILE	LOWEST INCOME QUINTILE
77%	92%

85% of people would report an incidence of corruption

Appendix: Results for Malaysia

A.1

In the past three years, how has the level of corruption in this country changed:					
Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Don't Know/ No Answer
12.0%	22.9%	38.4%	19.4%	3.0%	4.3%

A.1a – additional variable

Do you expect the level of corruption in the next 3 years to change?					
Increase a lot	Increase a little	Stay the same	Decrease a little	Decrease a lot	Don't Know/ No Answer
14.7%	13.4%	36.8%	25.4%	2.7%	7.0%

A.2

How would you assess your current government's actions in the fight against corruption?					
The government is very effective	The government is somewhat effective	The government is neither effective not ineffective	The government is somewhat ineffective	The government is very ineffective	Don't Know/ No Answer
15.6%	31.4%	23.7%	16.2%	9.3%	3.8%

A.3

Whom do you trust MOST to fight corruption in this country						
Government leaders	Business private Sector	NGO's	Media	International Organisations	Nobody	Don't Know
51.0%	1.8%	7.5%	5.2%	1.9%	17.1%	15.5%

A.4

To what extent do you perceive the following institutions to be corrupt?							
Sectors	Not at all corrupt				Extremely corrupt	DK/NA	
Political parties	5.5%	5.9%	20.5%	33.9%	30.6%	3.6%	
Parliament/Legislature	8.9%	7.4%	29.7%	29.7%	16.6%	7.7%	
Police	6.3%	4.1%	13.6%	30.9%	43.6%	1.5%	
Business/ private sector	8.3%	14.8%	30.8%	32.7%	10.0%	3.4%	
Media	16.8%	26.4%	29.6%	14.7%	5.5%	7.0%	
Public Officials/Civil Servants	9.7%	18.5%	27.7%	27.1%	13.9%	3.1%	
Judiciary	13.8%	24.1%	24.2%	19.1%	12.1%	6.7%	
NGOs (non governmental organizations)	12.1%	24.9%	29.1%	21.0%	5.8%	7.1%	
Religious bodies	46.4%	25.5%	14.2%	6.7%	2.3%	4.9%	
Military	33.6%	34.0%	16.3%	8.3%	2.9%	4.9%	
Education system	27.5%	33.3%	18.9%	10.5%	4.9%	4.9%	

A.5

	Have you had a contact with the following institution/organisation?				Of those who have had contact, have you paid a bribe in any form			
	YES	NO	DK	REF	YES	NO	DK	REF
Education system	12.6%	85.2%	2.0%	0.2%	-	99.2%	0.8%	-
Judiciary	1.3%	93.3%	5.2%	0.2%	-	100.0%	-	-
Medical services	48.8%	48.9%	1.9%	0.4%	0.2%	99.0%	0.8%	-
Police	8.2%	86.5%	5.0%	0.3%	8.5%	91.5%	-	-
Registry and permit services (civil registry for birth, marriage, licenses, permits, land and property ownership and transfer of ownership)	9.9%	87.7%	2.2%	0.2%	-	99.0%	1.0%	-
Utilities (telephone, electricity, water, etc.)	49.3%	46.6%	3.8%	0.3%	-	99.8%	0.2%	-

Tax revenue	11.0%	86.2%	2.2%	0.6%	-	100.0%	-	-
Land services (buying, selling, inheriting, renting)	2.6%	91.3%	5.7%	0.4%	3.8%	96.2%	-	-
Customs	0.6%	96.4%	2.9%	0.1%	-	100.0%	-	-

A.6 and A.7 not asked

A.8

If you paid a bribe in the last 12 months, which of the following applied to the LAST bribe paid?				
The bribe was paid to speed things up	The bribe was paid to avoid a problem with the authorities	The bribe was paid to receive a service entitled to	Cannot remember	Don't Know / Refusal
-	87.5%	-	12.5%	-

A.9

	Strongly disagree	Disagree	Agree	Strongly agree
Ordinary people make a difference in the fight against corruption	1.2%	8.4%	63.1%	27.3%
I would support my colleague or friend, if they fought against corruption	2.5%	7.0%	45.6%	44.9%
I could imagine getting involved in fighting corruption	3.5%	9.2%	53.2%	34.1%
I would report an incidence of corruption	4.0%	11.2%	52.3%	32.5%

A.10 Demographics of survey sample

Results are weighted to be representative of the population

Rural/Urban	Rural	38.30%
	Urban	61.70%
Gender	Male	49.30%
	Female	50.70%
Age	Under 30	35.80%
	30-50	49.30%
	51-65	12.40%
	65+	2.50%
Income level	Low	6.40%
	Medium low	28.80%
	Medium	21.50%
	Medium high	23.80%
	High	18.30%
	Refused/Don't Know/No Answer	1.20%
Education level	No education/only basic	12.50%
	Secondary school	74.40%
	High level education	13.00%
	Don't Know/No Answer	0.10%

* **Note:** The full results in this appendix include 'Don't Know' and 'No Answer' responses. The results reported in the main body of the report exclude these non-responses from the reported results. Consequently there will be some variation in the % results reported between the two sections of this report.

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