



TRANSPARENCY
INTERNATIONAL
MALAYSIA

Malaysia Corruption Barometer Survey Report 2014

14th MAY 2014
Petaling Jaya

CONTEXT

- **Transparency International (TI)** is the **global civil society organization leading the fight against corruption**. Transparency International's Global Corruption Barometer is the biggest survey tracking world-wide public opinion on corruption, on yearly bases.
- TI's **Global Corruption Barometer 2013** draws on a survey of more than 114,000 respondents in 107 countries. It addresses people's direct experiences with bribery and details their views on corruption in the main institutions in their countries. 1,000 Malaysian respondents.
- For **Malaysia Corruption Barometer Survey 2014**, TI-M has collaborated with **Frost & Sullivan** on data collection as well reporting of findings.
- This research has been conducted within March – April, 2014, whereby Frost & Sullivan in a randomly represented sample had interviewed more than 2000 Malaysian citizens across Malaysia.



MALAYSIAN CORRUPTION BAROMETER 2014

Survey of **general public**:

- General perceptions of Corruption
- Perceptions of Corruption in Public Sector and of Government Officials
- Perception of Government Effectiveness in Fighting Corruption
- Perceived Corruption of Key Institutions
- Personal Experiences of Bribery
- Willingness to Report an Incident & Channels of Reporting
- Citizens' Willingness To Fight Corruption



METHODOLOGY

Questionnaire

- Interview lasted about 20 minutes.
- The questionnaire used was quantitative – mostly closed ended questions, with a few open ended.

Selection of sampling locations

- Within each state, a number of areas was selected and each was assigned a number of interviews.
- Locations were chosen to provide a reasonable geographical spread, income and ethnic distribution.

Random Sampling

- At each location, recruitment was conducted door to door, using random sampling with a skip pattern, left turns, and no more than 2 interviews within the same apartment block or condominium.

Selection of the individual within a household

- The individual was interviewed within a household was determined by the nearest next birthday.

TARGET SAMPLE SIZE BY STATES & DEMOGRAPHICS

Example

State	Census data		Sample
	Population (2010)	Pop %	Corruption Barometer N=2,000
North	6,264,700	22%	444
Perak	2,460,800	39%	174
Perlis	240,100	4%	18 *
Kedah	1,966,900	31%	139
Penang	1,596,900	25%	113
Central	6,825,100	24%	483
Selangor	5,102,600	75%	361
Kuala Lumpur	1,722,500	25%	122
South	5,089,100	18%	360
Negeri Sembilan	1,011,700	20%	72
Johor	3,305,900	65%	234
Melaka	771,500	15%	55
East Coast	4,255,300	15%	301
Kelantan	1,670,500	39%	118
Pahang	1,534,800	36%	109
Terengganu	1,050,000	25%	74
East Malaysia	5,816,200	21%	412
Sabah	3,309,700	56%	234
Sarawak	2,506,500	44%	177

Selangor Population		Census	Sample
		5,102,600	361
Urban Density	Urban	88%	318
	Rural	12%	43
Ethnicity	Malay	59%	213
	Chinese	28%	101
	Indian & Others	13%	47
Age *	18-19	6%	20
	20-29	25%	90
	30-39	25%	91
	40-49	20%	74
	50-59	14%	51
	60-69	6%	23
	70+	3%	12
Gender	Male	51%	184
	Female	49%	177

*Age quotas are not locked within each state and have shown some variations from targets, especially in smaller states

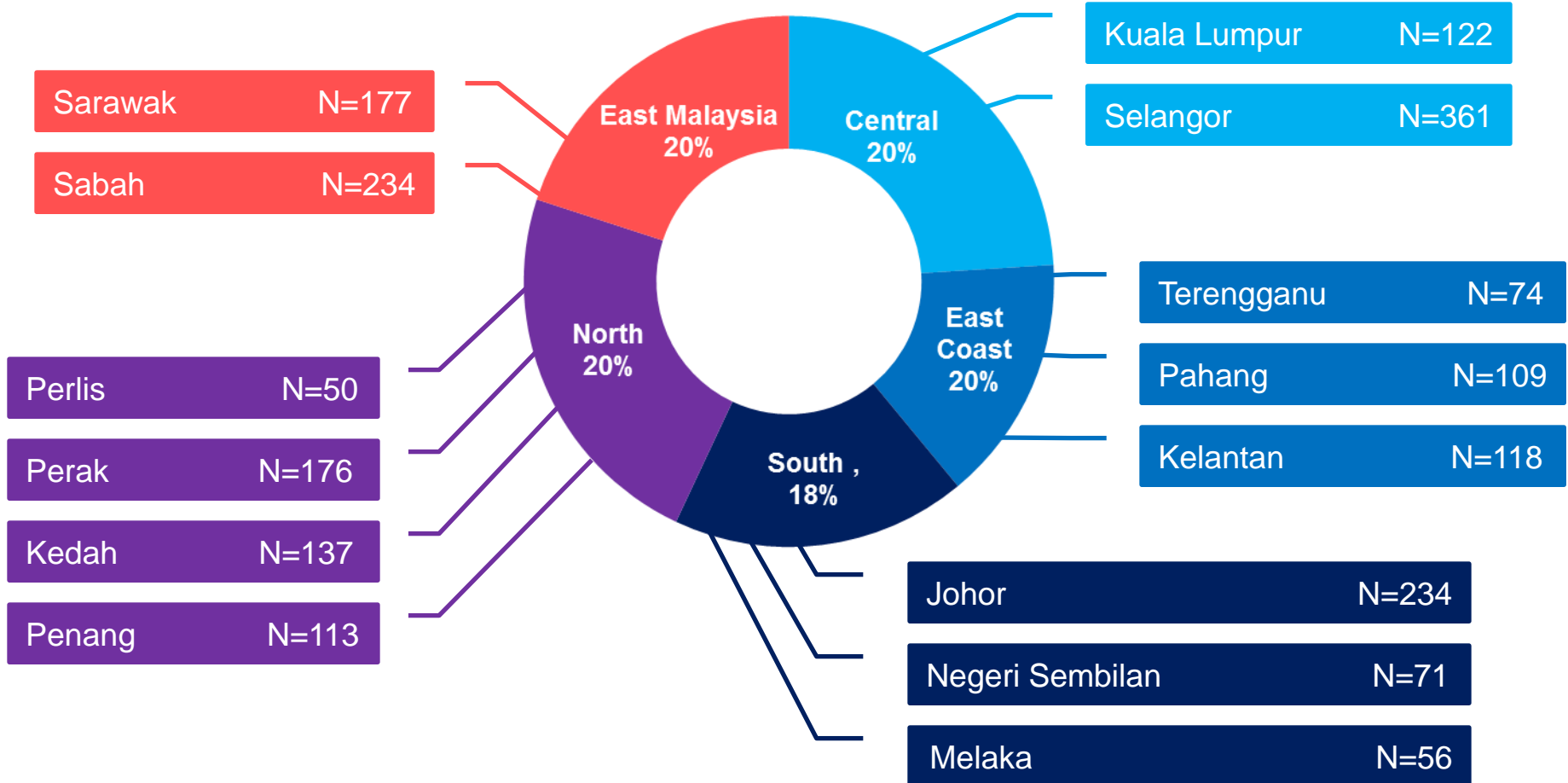
INTERVIEWING RESOURCES

- Fieldwork duration = 14 days (March – April 2014)

State	Completed Sample	Number of Interviewers	Number of Team Leaders
North			
Perak	176 [174]	8	1
Perlis	50 [18]	3	1
Kedah	137 [139]	6	1
Penang	113 [113]	6	1
Central			
Selangor	361 [361]	18	1
Kuala Lumpur	122 [122]	6	1
South			
Negeri Sembilan	72 [72]	4	1
Johor	234 [234]	12	1
Melaka	55 [55]	4	1
East Coast			
Kelantan	118 [118]	6	1
Pahang	109 [109]	6	1
Terengganu	74 [74]	4	1
East Malaysia			
Sabah	234 [234]	12	1
Sarawak	177 [177]	9	1
	2,032 [2,000]		

GENERAL SAMPLE DISTRIBUTION : REGIONS

- A total of **2,032** respondents were interviewed across Malaysia from **March – April 2014**, following the below geographical distribution:

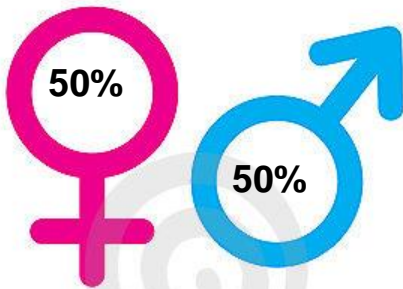


BRIEF SAMPLE SIZE OVERVIEW

2,032 Malaysians

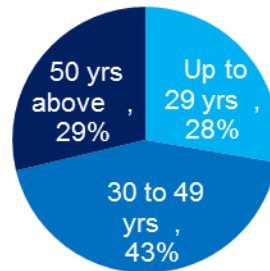
Gender

An even split between male and female respondents.



Age

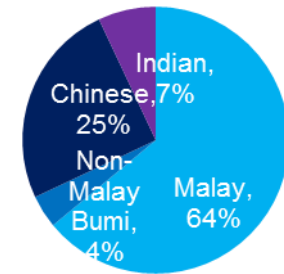
Average age is 41 years old.



Average: 41 yrs

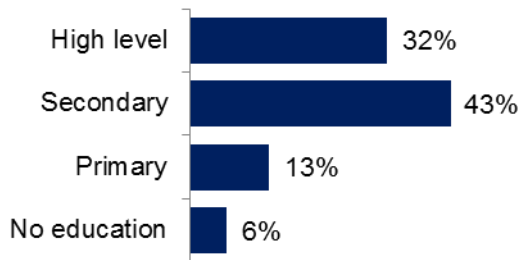
Ethnicity

Sample size for ethnicity is based on the nationwide census population in Malaysia



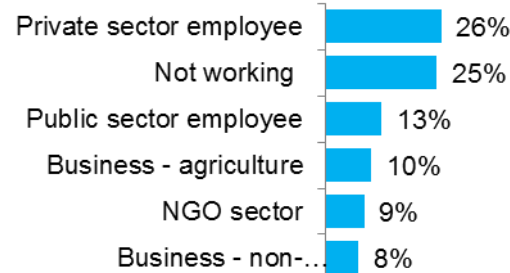
Education

Most respondents have completed their secondary and high level education.



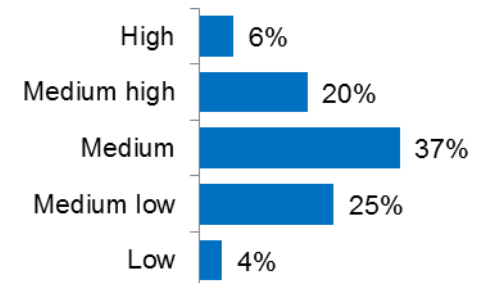
Employment

About half of the respondents are either private sector employee or not working. Not working includes students, housewives and retirees.



Annual Household Income

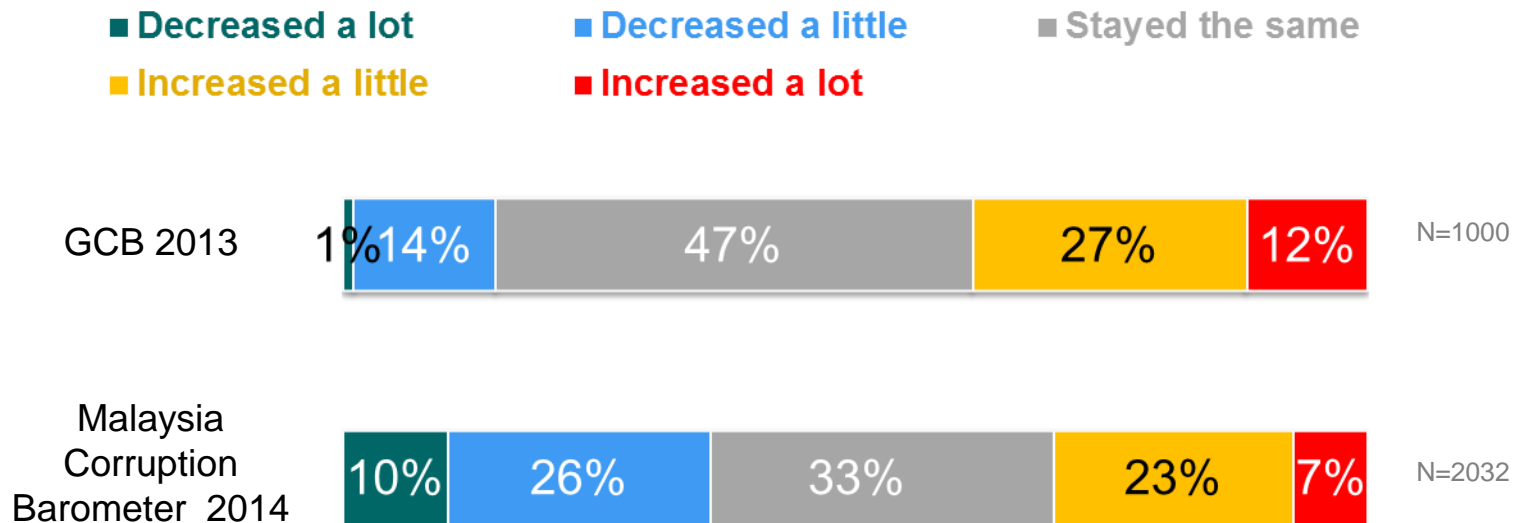
Around 40% of the respondents belong to the medium income group.



1. Perception Of Corruption Trend In The Past 2 Years

- **Relative to GCB 2013, the perception had improved significantly.**
- In 2014 Survey, only about **30% of Malaysians feel that level of corruption has increased** in past two years, which denotes a drop of about 10% since last year.
- Similarly, the proportion of 'stayed the same' respondents had decreased significantly in 2014, with a major shift towards the positive perceptions of decreased corruption.

Over the past 2 years, how has the level of corruption changed?



Perception Of Corruption Trend In The Past 2 Years

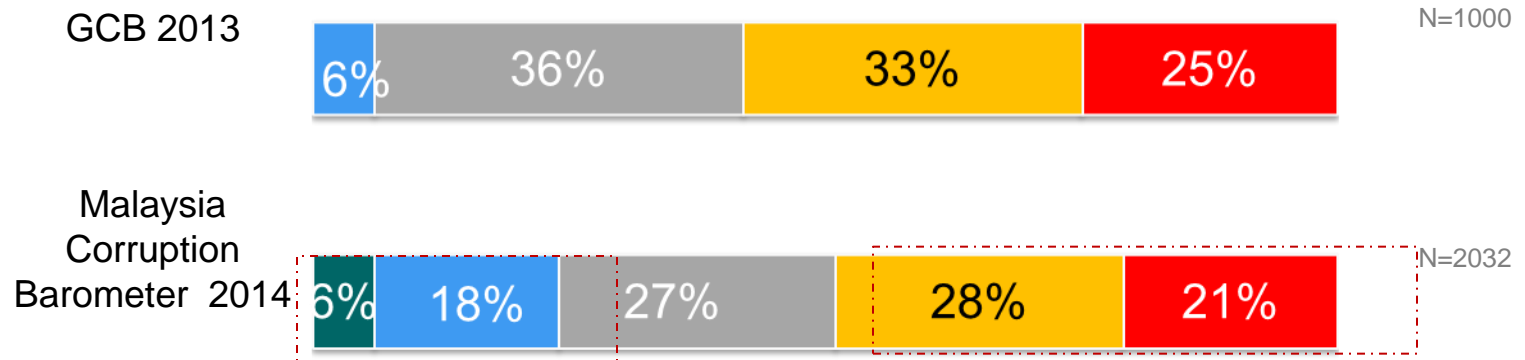
- ❖ 30% of Malaysians **feel** that level of corruption has **increased** (2013: 39%)
- ❖ Relative to GCB 2013, the perception had **IMPROVED** slightly better(10%).

2. Perception Of Corruption in Public Sector

- **Relative to GCB 2013, the perception of level of corruption for Public Sector had decreased.**
- In 2014 Survey, about a **quarter of Malaysians feel that corruption of public sector is not a problem**, which denotes an improvement of about **18%** since last year
- About **50%** of Malaysians still believe it is a serious problem in public sector.
- Similarly, proportion of 'neutral' respondents had decreased in 2014, with a slight shift towards the positive perceptions.

Do you believe corruption is a problem in the public sector?

■ Not a problem at all ■ Not a problem ■ Neutral
■ A serious problem ■ A very serious problem



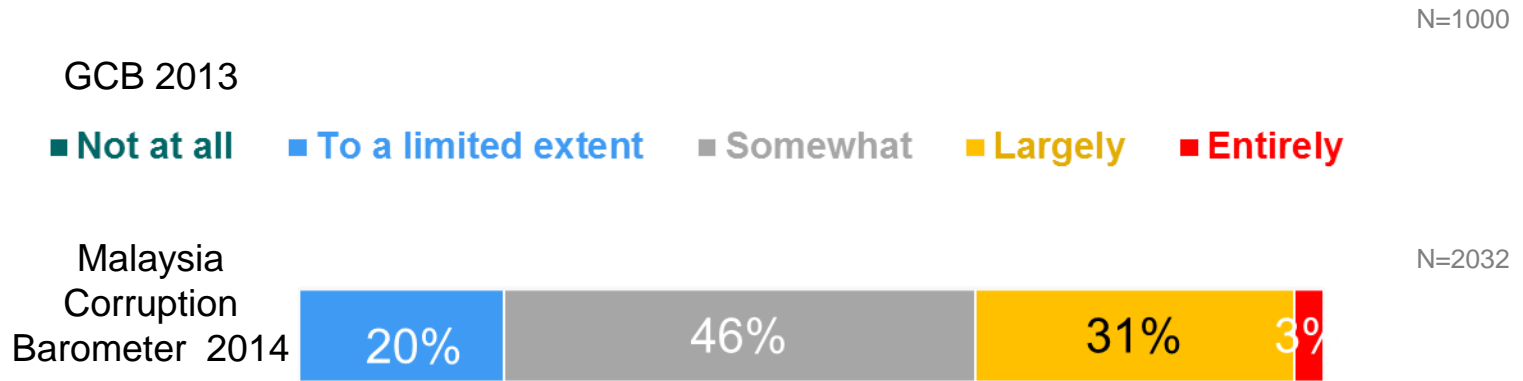
Perception Of Corruption in Public Sector

- ❖ 24% of Malaysians **feel** that corruption of public sector is **not a problem.** (2013:42%)
- ❖ But **50%** of Malaysians still believe it is a serious problem in public sector(2013:**58%**)
- ❖ Relative to **GCB 2013**, the perception of level of corruption for Public Sector have somewhat **IMPROVED.**

3. Perception Of Corruption Of Government Officials

- Relative to GCB 2013, the perception of level corruption for Government Officials had improved.
- In 2014 Survey, almost **40% of Malaysians feel that Government Officials do not look only after their interests**, which denotes an improvement of about 19% since last year.
- Similarly, the proportion of those who do perceive high corruption in this regard, had decreased in 2014 for about 10%. But **23%** of Malaysians feel that government is run by a few big interests.

To what extent is Malaysia’s government run by a few big interests looking out for themselves?



Q4. To what extent is Malaysia’s government run by a few big interests looking out for themselves?



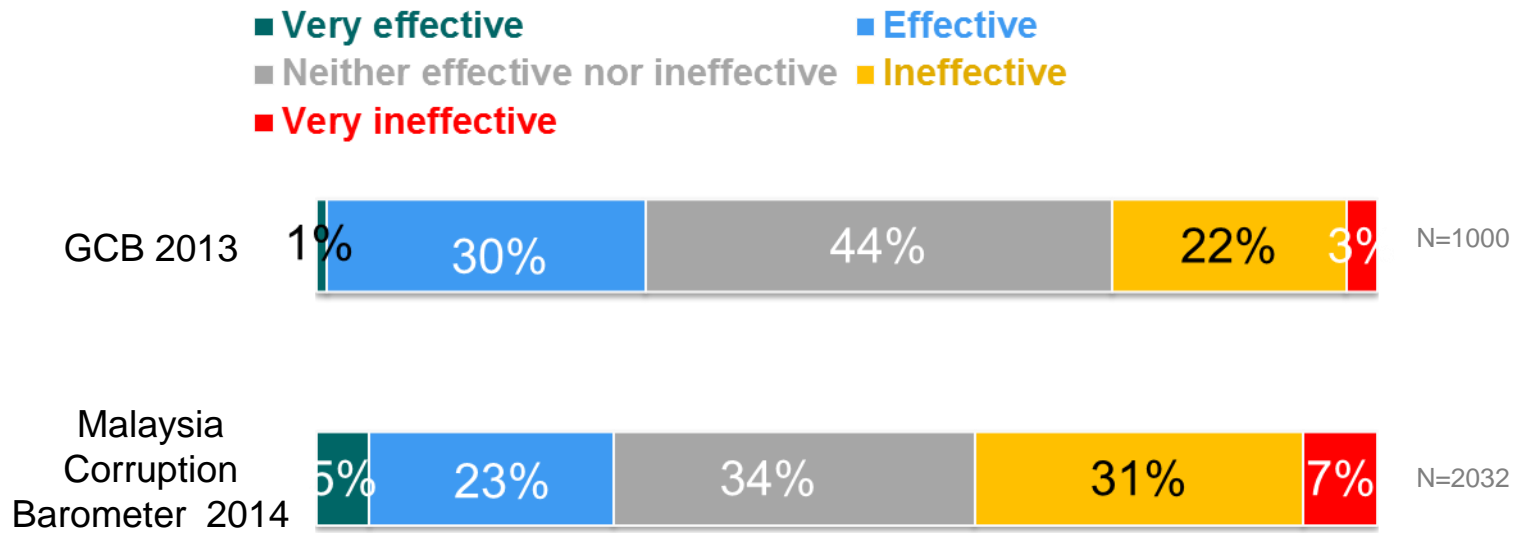
Perception Of Corruption in Public Sector

- ❖ **39% of Malaysians feel that Government Officials do not look only after their interests, (2013: 20%)**
- ❖ **Relative to GCB 2013, the perception had IMPROVED 19% since last year.**

4. Perception Of Government Effectiveness in Fighting Corruption

- Relative to GCB 2013, the perception of Government's anti-corruption efforts has deteriorated.
- In 2014 Survey, 28% feel that Malaysia's efforts in curbing corruption are effective.
- But 38% of Malaysians think the government is ineffective in fighting corruption.(2013:25%)
- The proportion of 'neutral' respondents had decreased in 2014, with a slight shift towards the negative perceptions.

How effective do you think Malaysia's actions are in the fight against corruption?

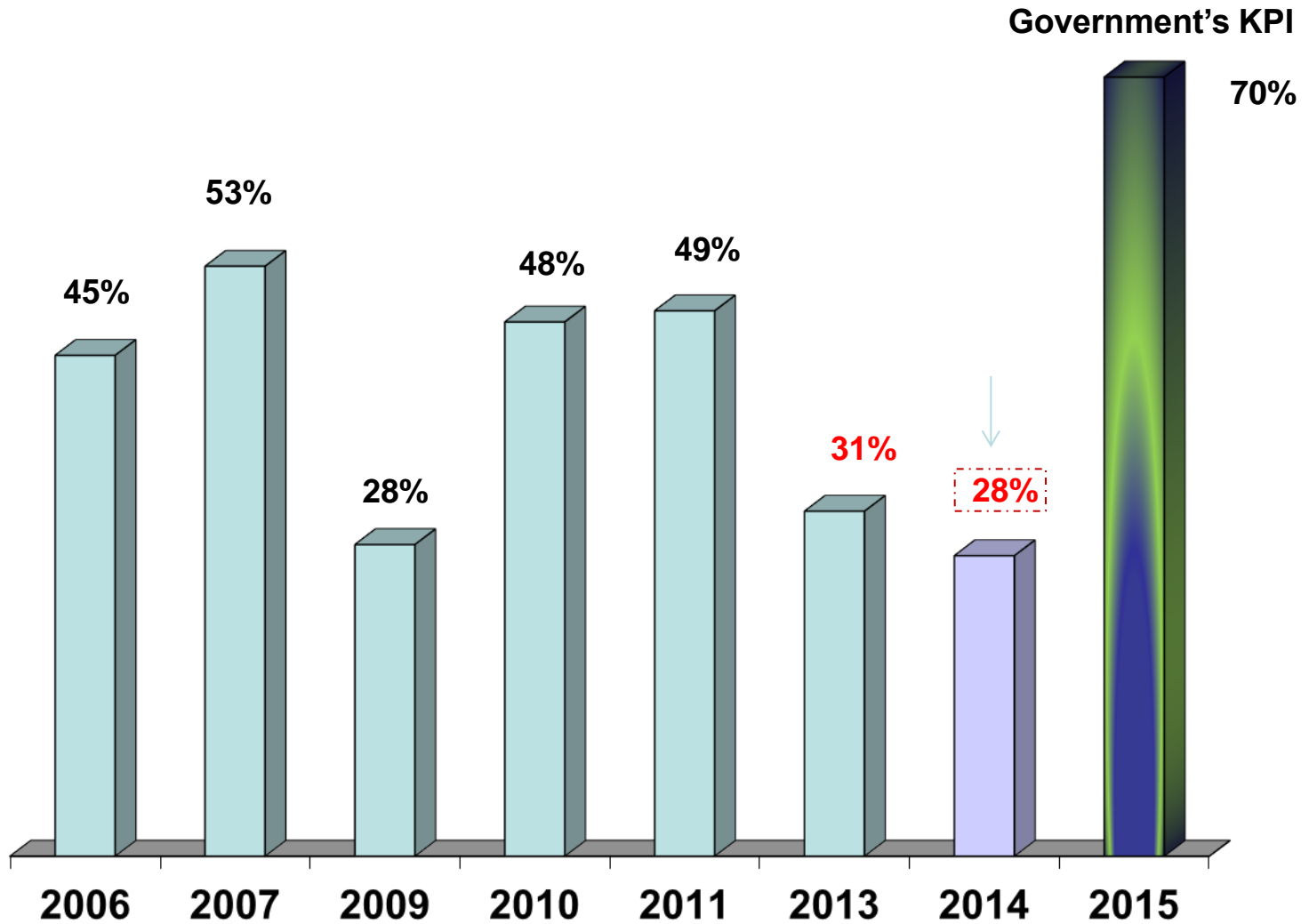


Q5. How effective do you think Malaysia's actions are in the fight against corruption?
1=Very ineffective; 5=Very effective

Perception Of Government Effectiveness in Fighting Corruption

- ❖ **28%** of Malaysians feel that Malaysia's efforts in curbing corruption are **effective**.
(2013: 31%)
- ❖ **38%** of Malaysians think the government is **ineffective** in fighting corruption(**2013:25%**)
Dropped by 13%

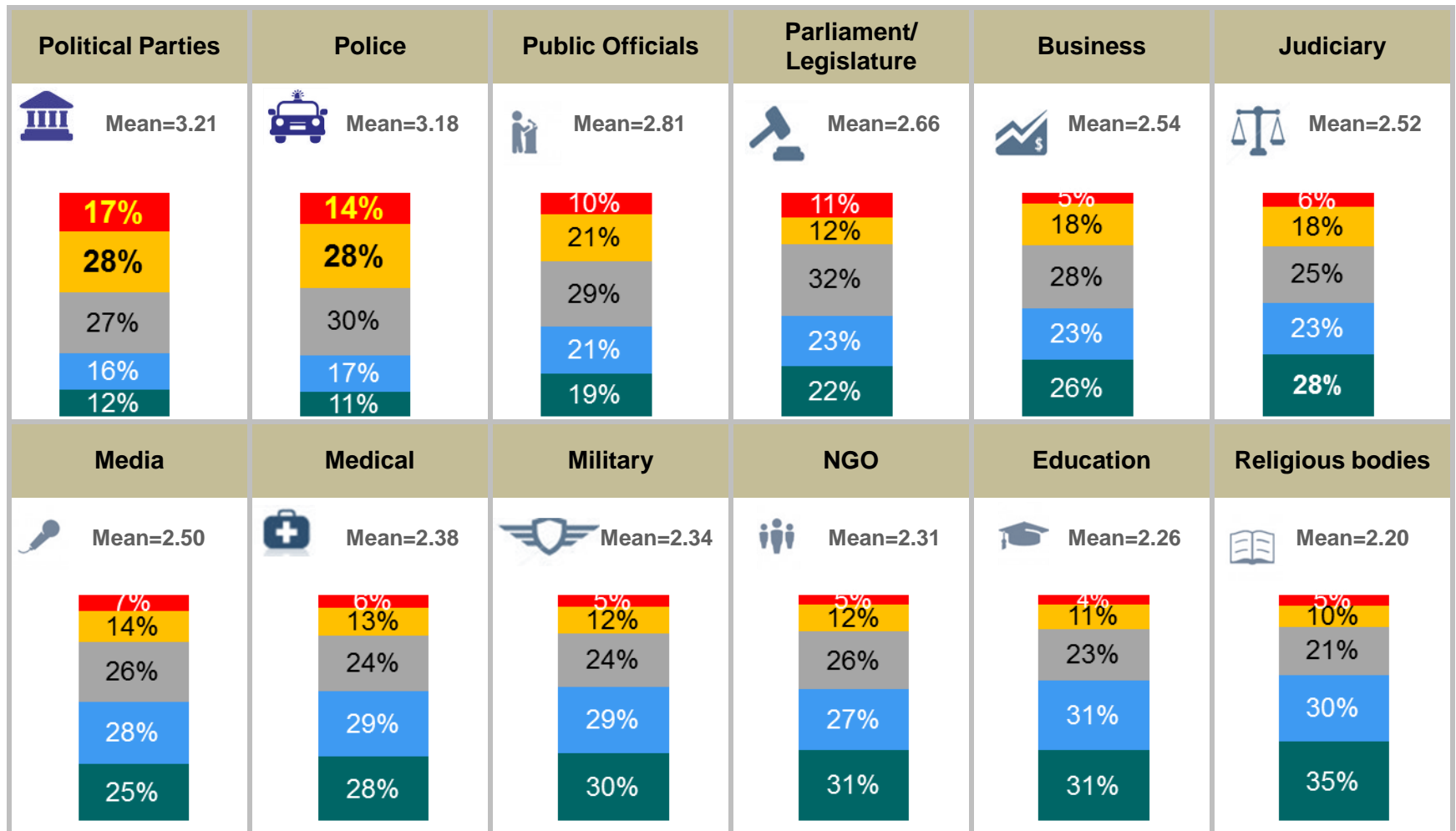
Malaysian Government's Effectiveness in Fighting Corruption: 2006 to 2014



Source: Transparency International Global Corruption Barometer 2006 to 2013. Percentages are weighted.

5. Perceived Corruption of Key Institutions - 2014

■ Not at all corrupt
 ■ Not corrupt
 ■ Neutral
 ■ Corrupt
 ■ Extremely corrupt

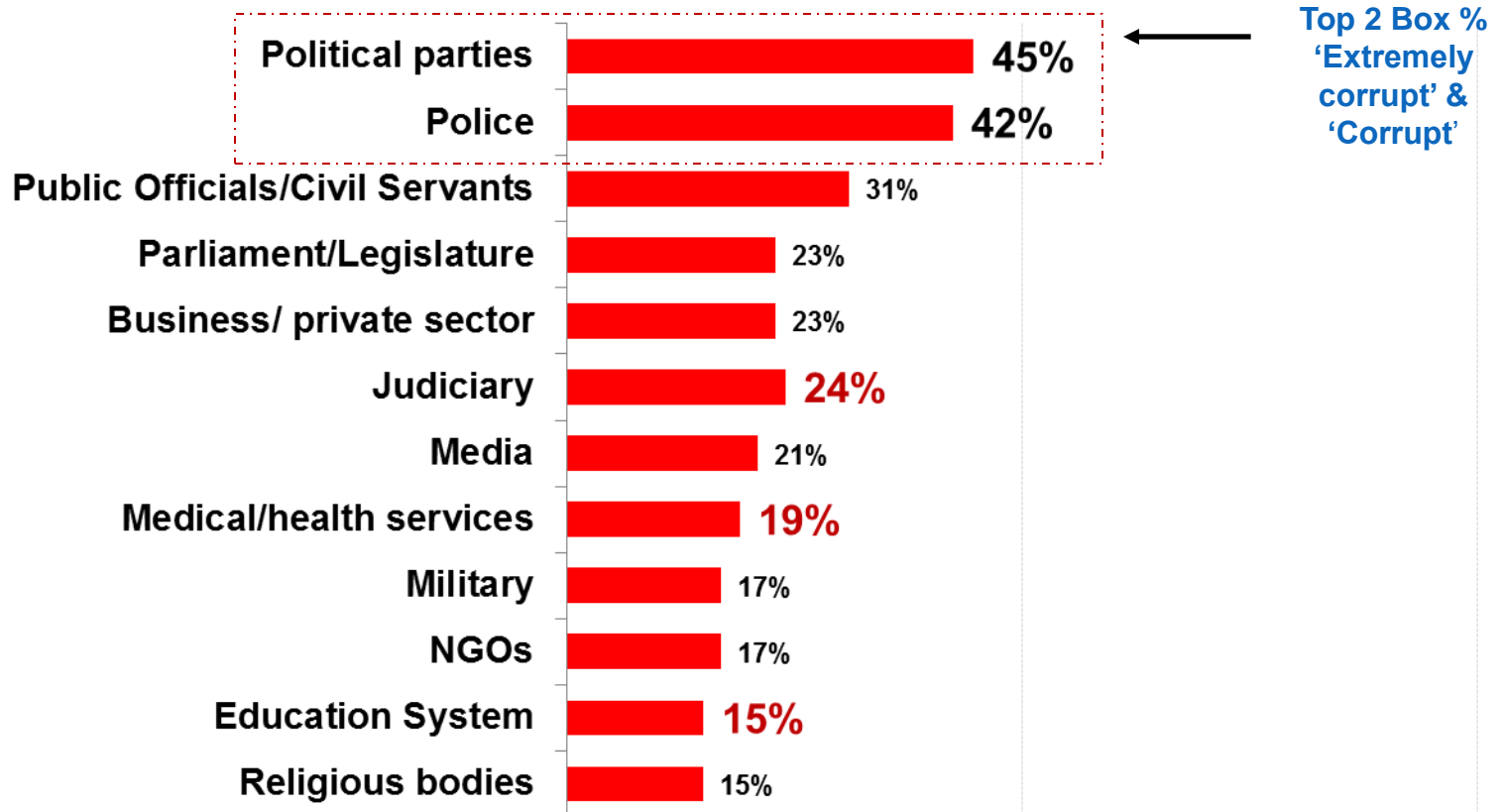


Q6. To what extent do you see the following institutions/organizations in Malaysia to be affected by corruption?
Please answer on a scale from 1 to 5 where 1 means not at all corrupt and 5 means extremely corrupt.

Perceived Corruption of Key Institutions - 2014

Q6. To what extent do you see the following institutions/organizations in Malaysia to be affected by corruption?
Please answer on a scale from 1 to 5 where 1 means not at all corrupt and 5 means extremely corrupt.

Perceived Most Corrupt Institutions In Malaysia Corruption Barometer 2014

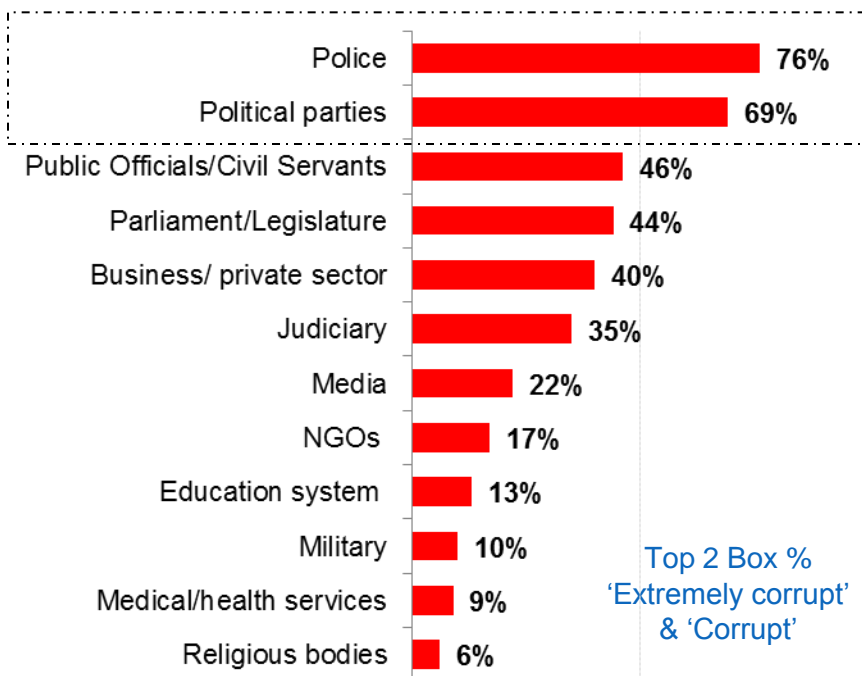


Perceived Corruption of Key Institutions

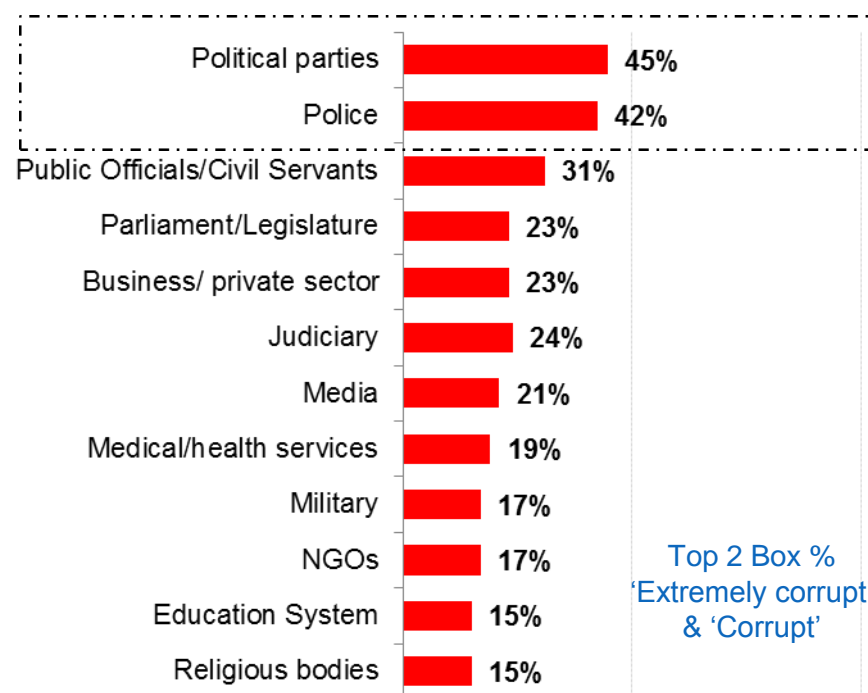
GCB 2013 vs. Malaysia Corruption Barometer 2014

- Higher perception of corruption in GCB 2013.

Perceived Most Corrupt Institutions In GCB 2013



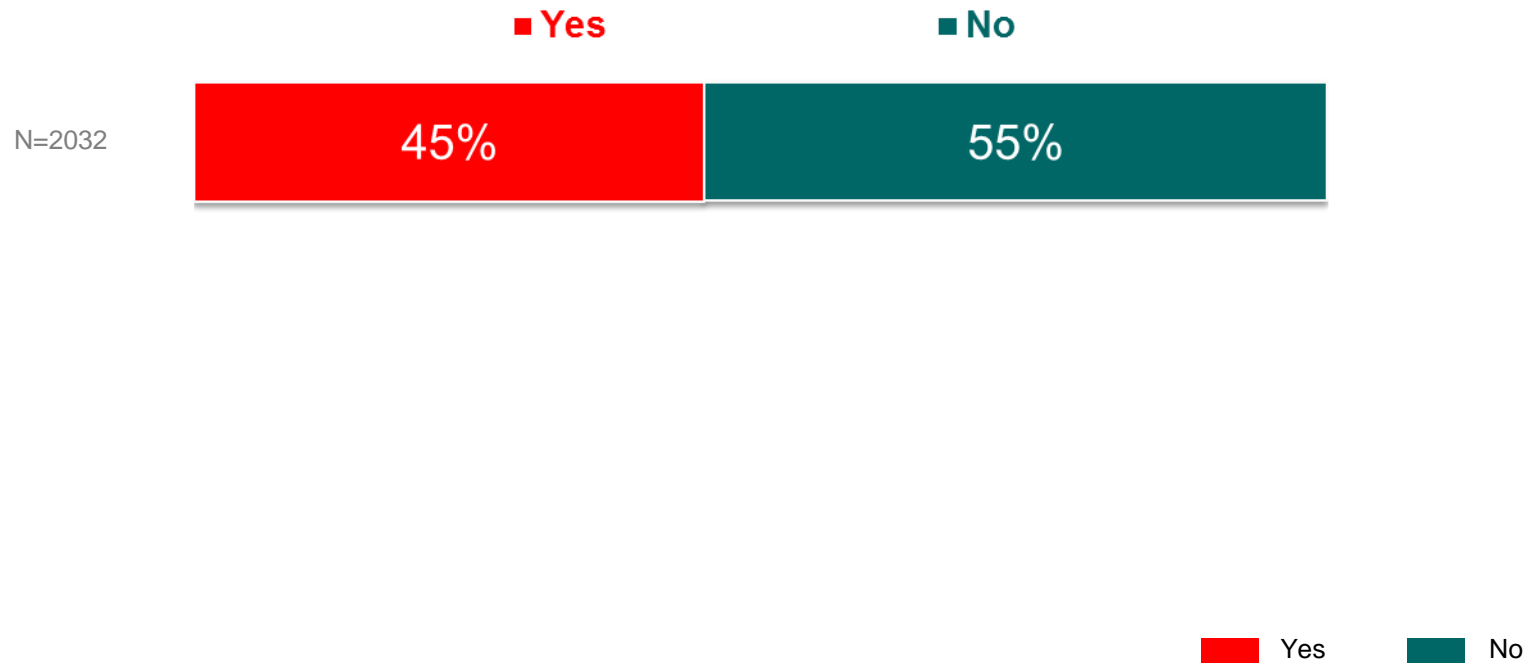
Perceived Most Corrupt Institutions In Malaysia Corruption Barometer 2014



6. Incidence Of Bribery Been Asked For in the Past

- About **45%** of the respondents have been asked to **pay a bribe at one point in time in the past.**

• **Have you ever been asked to pay a bribe in the past, from any institution?**



Q12A. Previously we had asked you about bribes to specific institutions/organizations. Now I would like to ask you something more general, have you ever been asked to pay a bribe, in Malaysia, at any time in the past, from any institution/organization or individual?

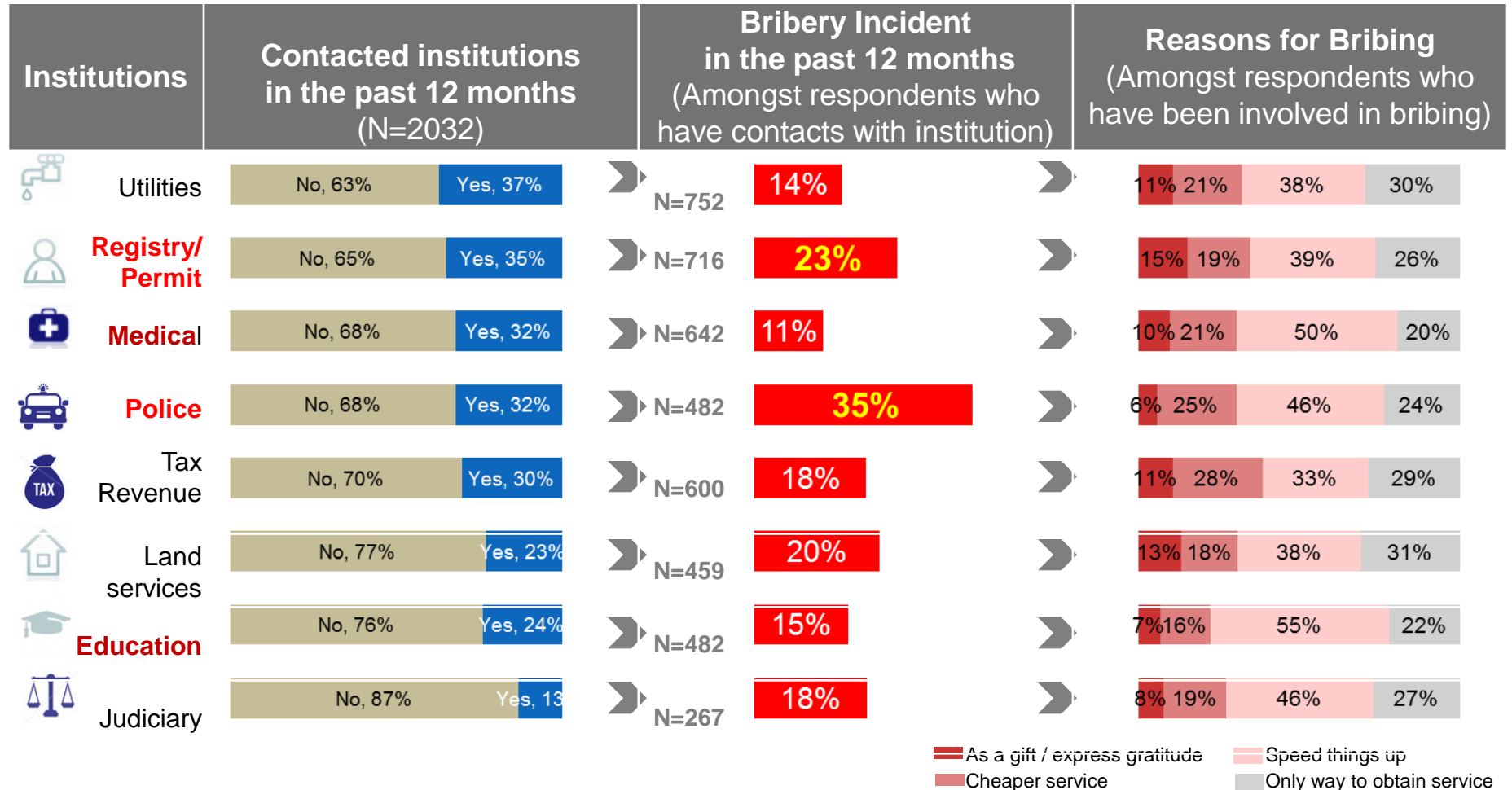
Incidence Of Bribery Been Asked For in the Past

Have you ever been asked to pay a bribe in the past, from any institution?

45% of respondents have been asked to **pay a bribe at one point in time in the past**

7. Incidence Of Personal Involvement in Bribery In the Past 12 Months

- Highest incidence of bribery in the past 12 months reported for Police followed by the Registry/Permit.
- Overall, across all institutions, the key reason for bribery is to 'speed things up'.











Q7A. In the past 12 months, have you had a contact (s) with any of the following institutions/organization?
 Q7B. In your contact or contacts with ... have you paid a bribe in any form in the past 12 months?.

Incidence Of Personal Involvement in Bribery

GCB 2013 vs. Malaysia Corruption Barometer 2014

- Overall, higher incidence of bribery in the past 12 months as compare to GCB 2013.

Institutions	Malaysia Corruption Barometer 2014 Bribery Incident in the past 12 months (N=2032)	GCB 2013 Bribery Incident in the past 12 months (N=1000)
 Police	No, 89% Yes, 11%	No, 88% Yes, 12%
 Judiciary	No, 98% Yes, 2%	No, 92% Yes, 8%
 Education	No, 96% Yes, 4%	No, 97% Yes, 3%
 Utilities	No, 95% Yes, 5%	No, 98% Yes, 2%
 Registry Permit	No, 92% Yes, 8%	No, 98% Yes, 2%
 Medical	No, 97% Yes, 3%	No, 99% Yes, 1%
 Tax Revenue	No, 95% Yes, 5%	No, 100% Yes, 0%
 Land Services	No, 95% Yes, 5%	No, 100% Yes, 0%

Q7A. In the past 12 months, have you had a contact (s) with any of the following institutions/organization?

Q7B. In your contact or contacts with ... have you paid a bribe in any form in the past 12 months?.

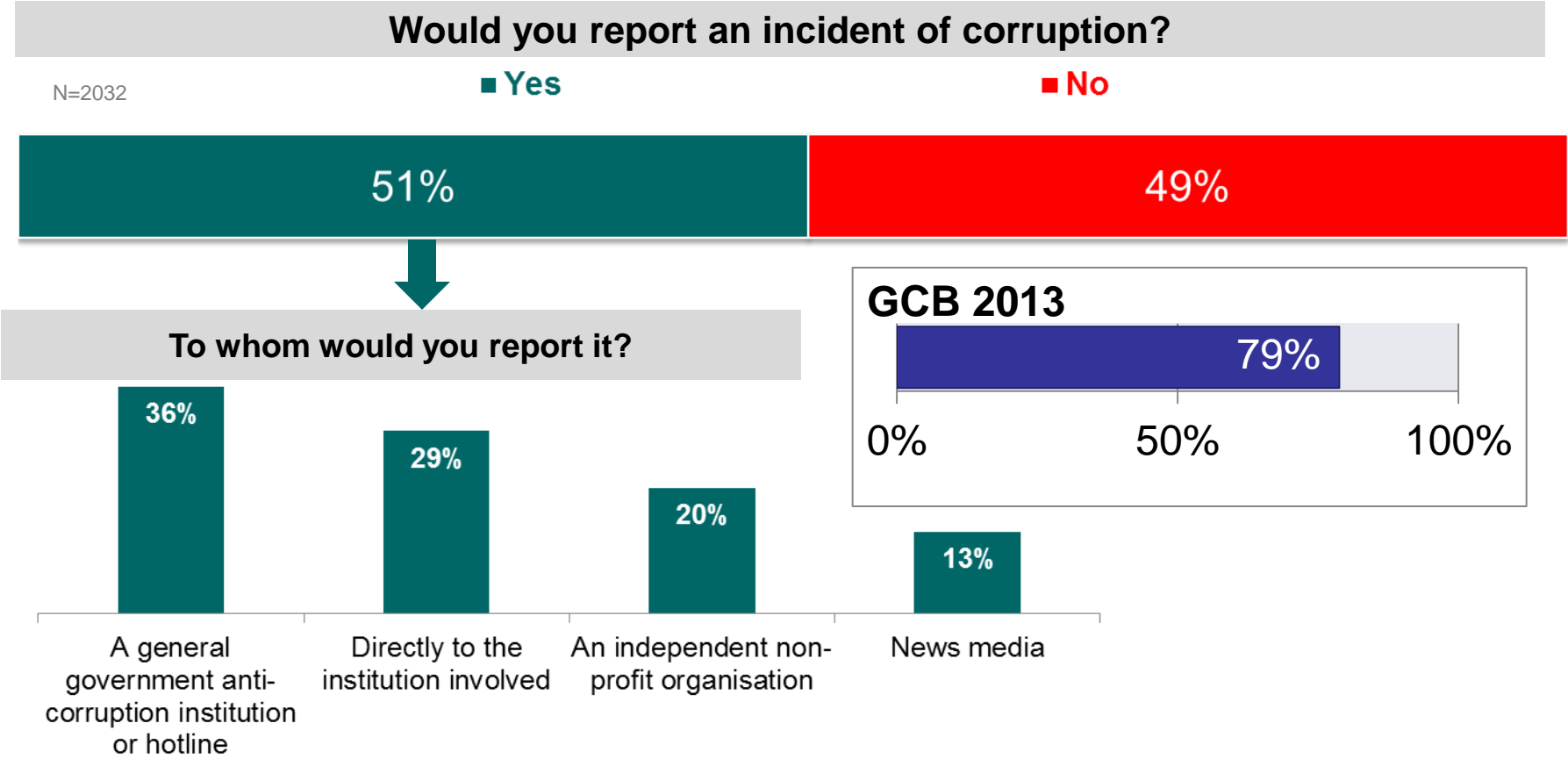
Incidence Of Personal Involvement in Bribery

GCB 2013 vs. Malaysia Corruption Barometer 2014

INSITUTIONS	MCB 2013	GCB 2014	
Police	12 %	11 %	Decreased
Judiciary	8 %	2 %	
Education	3 %	4 %	Increased
Utilities	2 %	5 %	
Registry/Permit	2 %	8 %	
Medical	1 %	3 %	
Tax Revenue	0 %	5 %	
Land Revenue	0 %	5 %	

8. Willingness to Report an Incident & Channels of Reporting

- About **half of the respondents** are willing to report an **incident of corruption**.
- The incident of corruption is more likely to be report to a **general government anti-corruption institution or hotline**, as well as **directly to the institution involved**.



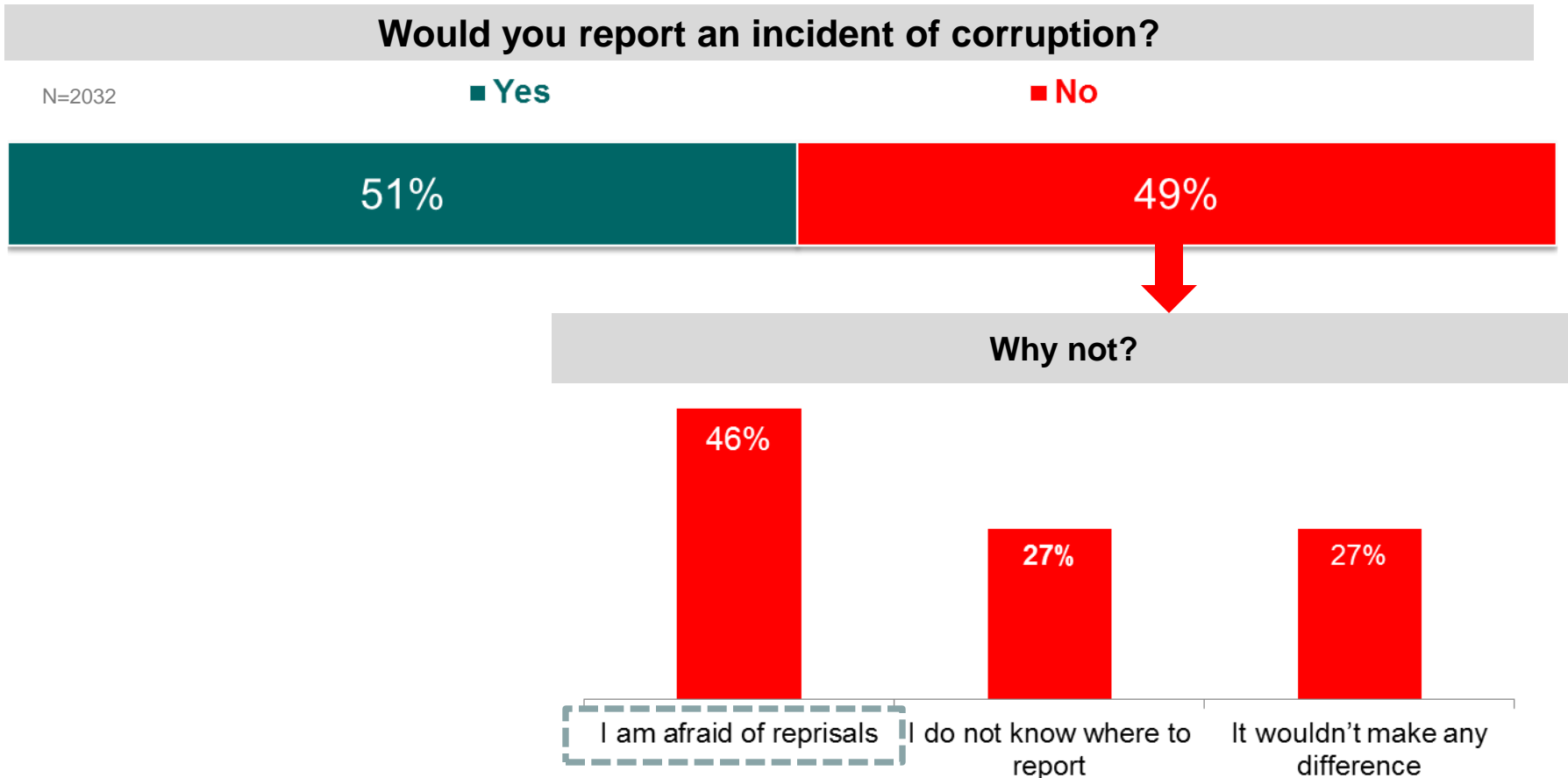
Q10F. Would you report an incident of corruption?
Q11A. To whom would you report it?

Willingness to Report an Incident

- ❖ **51% of respondents are willing to report an incident of corruption.(2013: 79%)**
- ❖ **Relative to GCB 2013, the respondents are willing to report an incident of corruption has **DECREASED****

9. Main Reasons for Not Reporting an Incident

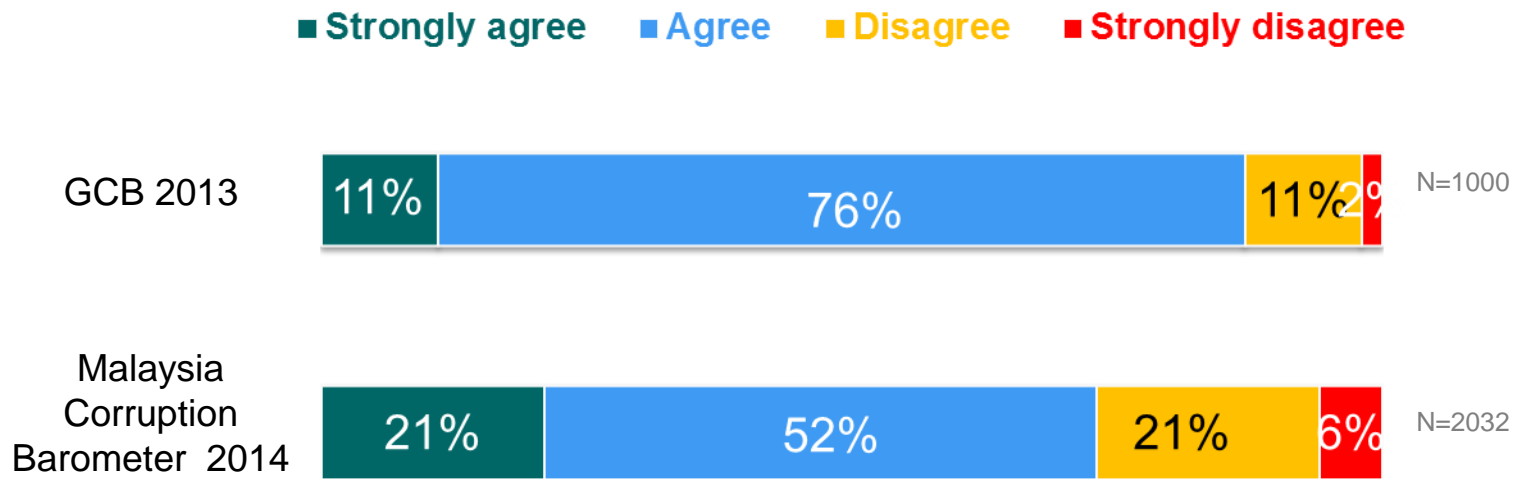
- Amongst those not willing to report an incident, the **key reason** for not reporting is a **fear of reprisals**.
- The rest, are not aware of where to report or feel that it wouldn't make any difference.



10. Perception Of Role Of Ordinary Citizens In Fighting Corruption

- Relative to GCB 2013, higher polarisation of opinion.

ORDINARY PEOPLE CAN MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION



Q9. Do you agree or disagree with the following statement?

“ORDINARY PEOPLE CAN MAKE A DIFFERENCE IN THE FIGHT AGAINST CORRUPTION”

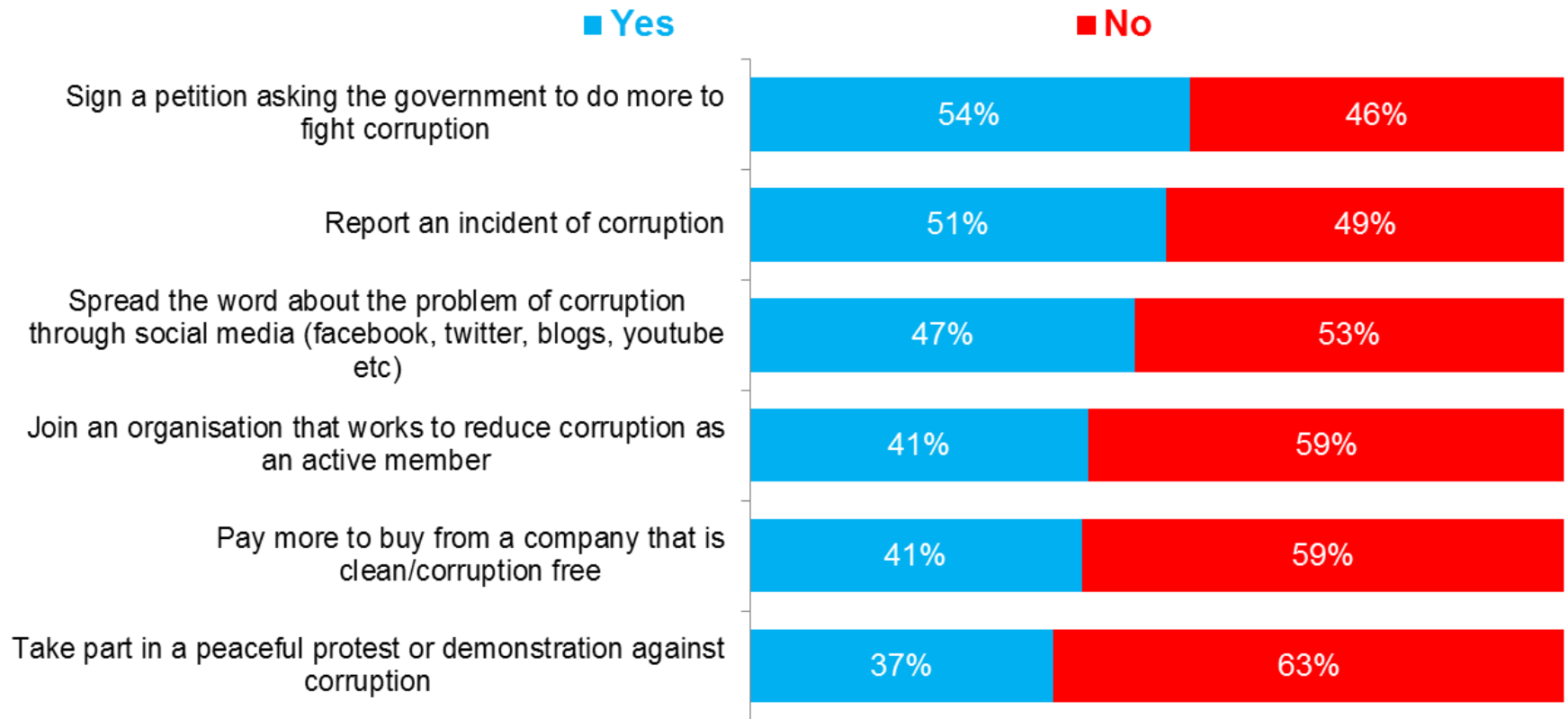
Perception Of Role Of Ordinary Citizens In Fighting Corruption

- ❖ **73 % of respondents** agree that citizens can play a significant role in fighting corruption (**2013: 87%**)
- ❖ Relative to GCB 2013, the respondents are willing in fighting corruption has **DECREASED**

11. Citizens' Willingness To Fight Corruption

Ranking By Institutions

- More than half are **willing to sign a petition** or **report incident** to fight corruption.
- Significantly **lower percent** are willing to take part in a **peaceful protest**.



Based on all respondents (n=2032)

Q10. There are different things people could do to fight corruption and I am now going to ask whether you would be willing to do any of the following: Please answer Yes or No.

TI-M's RECOMMENDATIONS

- ❖ **Identify and address the root cause of corruption in Malaysia.**
- ❖ **Make integrity & trust the founding principles of public institutions & services;**
- ❖ **Respect the rule of law and practice what you preach**
- ❖ **Tone at the top (Leadership by example)**
- ❖ **Auditor General's Report. It is the duty of each and every minister of a ministry (previously only head of department) to ensure their own integrity and that of all others below them**
- ❖ **It is sad when political parties being the driving force of democracies, are PERCEIVED to be the most corrupt institution.**

TI-M's RECOMMENDATIONS

- ❖ **Hold the corrupt to account without fear or favor**
- ❖ **Political financing: Political contributions should be channeled into proper party accounts and not in personal bank accounts**
- ❖ **For a start, the top 8 institutions mentioned above should encouraged their staff to take psychometric testing**
- ❖ **While systematic structures have been positioned to enhance anti-graft practices, the government has to put tougher measures to curb corruption**
- ❖ **Give people the tools and protection to fight against corruption to reduce fear of reprisal**

Comments and Questions



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