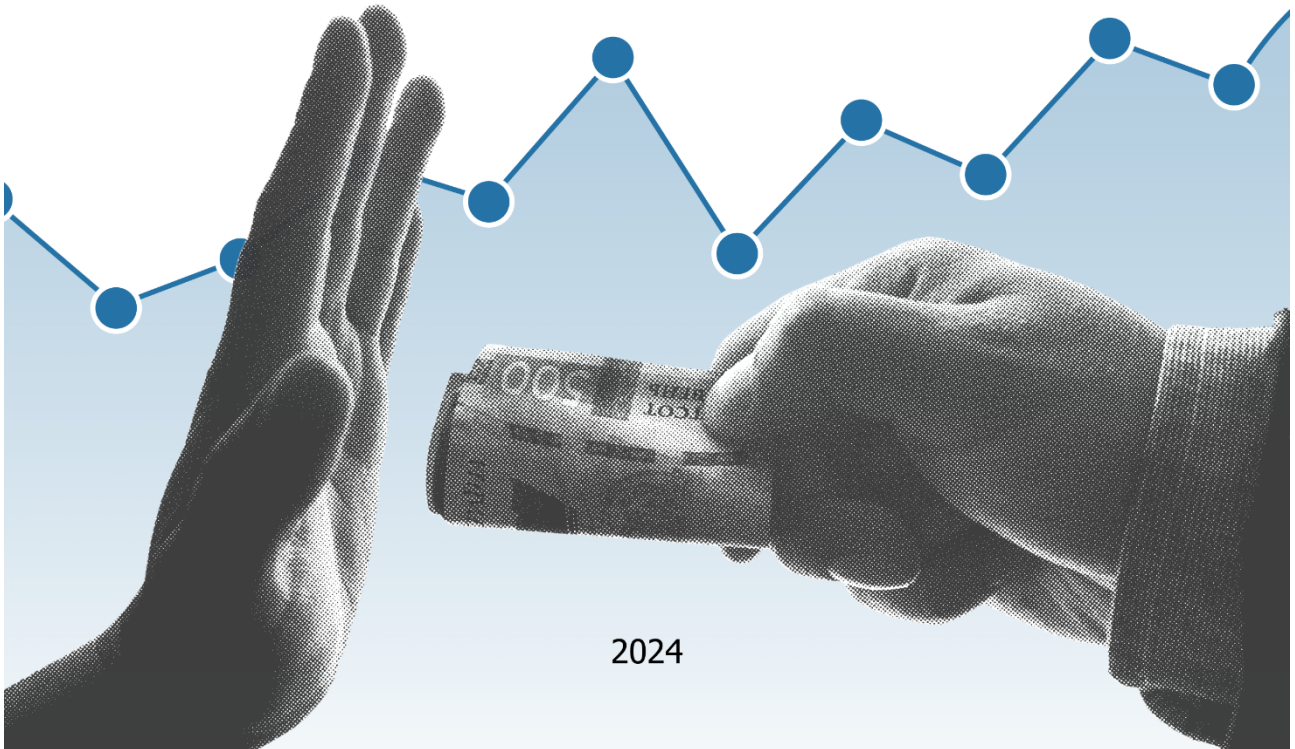


CORRUPTION IN UKRAINE 2024: UNDERSTANDING, PERCEPTION, PREVALENCE

ANALYTICAL REPORT BASED ON THE RESULTS OF THE SURVEY
OF POPULATION AND ENTREPRENEURS



CORRUPTION IN UKRAINE 2024: UNDERSTANDING, PERCEPTION, PREVALENCE. ANALYTICAL REPORT ON THE RESULTS OF THE SURVEY OF POPULATION AND ENTREPRENEURS. — Kyiv, 2024.

This analytical report was prepared based on the results of sociological research based on the Methodology of the Standard Survey on the Corruption in Ukraine, approved in 2021 by the NACP (in 2024, the methodology was amended and reworded). The survey was conducted in 2024 by the sociological company Info Sapiens. Interpretation of the results of sociological research and preparation of this report was carried out by Info Sapiens research team consisting of D. Savchuk and A. Shurenkova.



The research data is presented, where it is possible, in comparison with the first wave conducted in 2017 by the sociological company *GfK Ukraine* with the support of the OSCE Project Coordinator in Ukraine under the auspices of the project *Support of Diagnostics, Monitoring and Prosecution of Corruption in Ukraine* (see *Corruption in Ukraine: Understanding, Perception, Prevalence*. Report based on interviews with entrepreneurs, experts, and general public /Team of authors. – Kyiv: Vaite, 2018. - 42 p.), the second wave conducted in 2020 (*Corruption in Ukraine 2020: Understanding, Perception, Prevalence*. Report based on interviews with entrepreneurs, experts, and general public. – Kyiv, 2020), the third wave conducted in 2021 (*Corruption in Ukraine 2021: Understanding, Perception, Prevalence*. Report based on the survey of population and entrepreneurs. – Kyiv, 2022), the fourth wave conducted in 2022 (*Corruption in Ukraine 2022: Understanding, Perception, Prevalence*. Report based on the survey of population and entrepreneurs. – Kyiv, 2023), and the fifth wave conducted in 2023 (*Corruption in Ukraine 2023: Understanding, Perception, Prevalence*. Report on the results of a survey of the population and business. - Kyiv, 2023).

Report structure, methodology description, as well as some conclusions of the study (on provision of coinciding with conclusions from 2017-2023) are taken from the reports of 2017, 2020, 2021, 2022, and 2023.

This publication was prepared by *Info Sapiens* LLC on the basis of the results of the standard survey on corruption in Ukraine ordered by the National Agency on Corruption Prevention (NACP) and financed by the budget program CPCEC 6331030 *Implementation of Anti-Corruption Strategies*. Views, conclusions and recommendations presented in this publication are those of the authors and may not reflect the official position of NACP.

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LIST OF THE MAIN ABBREVIATIONS

- ARMA** — Asset Recovery and Management Agency
- HACC** — the High Anti-Corruption Court of Ukraine
- SBI** — State Bureau of Investigations
- STA** — State Tax Agency
- MIA** — Ministry of Internal Affairs of Ukraine
- NABU** — National Anti-Corruption Bureau of Ukraine
- NACP** — National Agency on Corruption Prevention
- OSCE** — Organization for Security and Co-operation in Europe
- UN** — United Nations
- SAPO** — Specialized Anti-Corruption Prosecutor’s Office
- SSU** — Security Service of Ukraine
- FOP** — Individual entrepreneur
- ASCs** — Administrative Service Centers
- CEBs** — Central Executive Bodies

CORRUPTION IN UKRAINE 2024: UNDERSTANDING, PERCEPTION, PREVALENCE – SUMMARY

In October-November 2024, the 6th national survey of the population and entrepreneurs was conducted for comprehensive assessment of the situation with corruption in Ukraine. The first wave of the survey was conducted in 2017, and the second to fifth waves were conducted in 2020-2023, respectively.

The results of a sociological survey conducted in 2024 show that the vast majority of Ukrainian citizens and entrepreneurs have a negative attitude towards corruption. Despite the respondents' critical assessment of the results of the fight against corruption in Ukraine, the share of those who actually had corruption experience in 2024 has not changed significantly since last year. It is also worth noting that since the second year of Russia's full-scale invasion, entrepreneurs have been facing corruption somewhat more often than the population. However, until 2022 inclusive, it was the population that reported having corruption experience more often. The absence of growth in this indicator and relative stabilization at the same level in 2022-2024 of the share of citizens who have faced corruption may be one of the markers of the effectiveness of anti-corruption measures in a number of areas with which the population is in contact.

The fact of a steady increase in the share of Ukrainians (population and businesses) who have reported corruption to the competent authorities is definitely positive. The dynamics of growth of this indicator has been recorded since the beginning of the collection of relevant data according to the established methodology (2020-2021), and in 2024 it was the highest compared to previous years. Thus, this year, one in six entrepreneurs and one in ten citizens of Ukraine reported corruption, if it occurred, in their own lives. Meaningful results in the fight against corruption and its negative impact on living standards are impossible to achieve without the direct involvement of citizens in this process. At present, a critical mass of "anti-corruption activists" has not yet been formed in Ukrainian society, but we can already talk about a statistically significant active minority. For example, in 2020, the percentage of people who reported corruption against themselves was barely above the statistical margin of error. The steady growth of this indicator (both among the population and businesses) may indicate certain results in the process of developing zero tolerance to corruption and legal skills to fight it among Ukrainians.

Of course, a significant statistical *gap between the perception of the prevalence of corruption and personal experience of corruption* remains relevant for both the population and business. In 2024, the negative dynamics of a number of indicators of perception of corruption and assessment of the performance of public authorities in fighting it continued (it started in 2023 after a significant improvement in 2022). Given that the corruption experience of Ukrainians did not undergo significant changes in 2024, and therefore cannot be a major factor in the deterioration of the perception of corruption, the relevant respondents' assessments have a different basis.

Usually, the perception of the problem of corruption is rated much higher than the actual experience of corruption. This trend is generally true for the modern world community, and Ukraine is no exception. According to modern political science research, a high level of perception of corruption is correlated with such factors as general trust in the government, assessment of the effectiveness of government agencies, and freedom of the media.

The Ukrainian information space traditionally shows a high level of interest in the topic of corruption, which, in particular, affects the public's perception of its prevalence.

Corruption remains an extremely sensitive issue for Ukrainians, perceived as a serious problem for the development of society and the state. This is reflected in the estimates of its prevalence. Corruption is associated with a lack of social justice, low living standards, and ineffective work of the authorities. This phenomenon is especially irritating against the backdrop of challenges facing the state and society, which has been resisting Russian military aggression for a decade.

General indicators of corruption perception are presented in Section 1.

- According to a *public* opinion poll, in 2024, **corruption** remained **in second place** among the main **problems** presented to respondents (in 2022, corruption was in third place, and in 2023 it rose to second place). Moreover, the relevance of corruption as a problem has increased. In 2024, **79.4% of** citizens called corruption a very serious problem, which is 7.8 percentage points higher than in 2023. Thus, the assessment of the seriousness of corruption has been *growing* statistically significantly for the second consecutive period (2023 and 2024). In 2024, this indicator reached its highest point since 2021.

In the *business* environment, the assessment of corruption as a problem has also increased significantly and continues to rank **second in** the rating overall (or, like among the population, first among other problems, if we "bracket" the armed aggression of Russia). Corruption is considered a very serious problem **by 76.0% of** representatives of Ukrainian business entities (this is 3.0 percentage points more than in 2023; although no statistical significance of the change in the indicator was recorded, the trend of the problem is quite noticeable; in particular, the growth compared to 2022 is has grown by 20.8 percentage points). Thus, the assessment of corruption threats in the business audience has exceeded the level of 2021 "pre-war" year.

- *The perception of the prevalence of corruption in Ukraine* has worsened among both the general public and entrepreneurs.

91.4% of the population believes that **corruption is somewhat or very widespread** (30.2% and 61.2% of respondents, respectively), which is 3.5 percentage points more than in 2023 (the increase is statistically significant). At the same time, the share of respondents who believe that corruption *is very widespread* in Ukraine *has increased* significantly (by 6.2 percentage points) (**61.2%**, a statistically significant increase for the second year in a row from 43.9% and 55% in 2022-2023, respectively). This indicator has reached its highest point since 2021.

83.1% of entrepreneurs believe that corruption **is somewhat or very widespread** in Ukraine (25.9% and 57.2% of respondents, respectively), which is 1.8 percentage points more than in 2023 (without statistically significant dynamics). Similarly to the population, *the growth* has been observed for the second year in a row due to an increase in the share of those who believe that corruption *is very widespread* (from 49.8% in 2023 to **57.2%** in 2024, statistically significant). Just like among the population, this figure has significantly exceeded the level of 2021 (51%).

Accordingly, the overall **corruption perception index** on a 5-point scale continued the upward trend that began in 2023. The values of the indexes in 2024 **are 4.52** points for *the population* (compared to 4.44 points in 2023) and **4.39** points for *businesses* (4.29 points in 2023).

It is noteworthy that entrepreneurs consistently assess the prevalence of corruption in the business area where they operate much lower than the overall prevalence of corruption in Ukraine - the index

value in their "own" area is only 2.35 points on a 5-point scale. However, even this index has been increasing since 2022 (2.17 points and 2.29 points in 2022-2023).

- *Traditionally, the judicial system* (4.49), **customs** (4.40), and **border control** (4.26) are the areas with the highest level of corruption. The order of the most corrupt areas, according to the public, has remained unchanged for the fourth year in a row, which reflects the public's demand for anti-corruption actions in these areas.

From the *business* perspective, corruption is most prevalent at **customs** (4.47), as well as in **the areas of permitting and mining** (4.45) and **public procurement of works and services for construction, repair and maintenance of roads** (4.42).

- In 2024, the rapid deterioration in respondents' assessments of changes in the corruption situation in Ukraine (which began in 2023) continues: both the public and business show *the most negative picture of the dynamics of corruption over all the years of observation*.

The population continues to be very pessimistic about changes in the level of corruption in Ukraine: **69.1% of citizens** report an *increase* in the level of corruption, which is significantly more than last year (61.2%). The growth is driven by citizens who believe that the level of corruption *has increased significantly* (**35.6%** in 2024 vs. 24.5% in 2023).

Entrepreneurs also note a significant *increase in the level of corruption*, which continues for the second year in a row - **57.0% of** respondents (compared to 46.3% in 2023), of which almost a third (31.4%) note *a significant* increase (compared to 22.5% in 2023).

- For the fourth year in a row, both the *public* and *business* most often hold the **President of Ukraine and his Office, the Parliament, and the National Anti-Corruption Bureau of Ukraine** (NABU) **responsible for fighting corruption**. However, in 2024, the NABU was tied for third place with the **Cabinet of Ministers, ministries and other central executive agencies** in the business audience's ranking of those responsible.

- In 2024, for the second year in a row, respondents continued to *decline* their assessments of **the effectiveness of anti-corruption activities of** state agencies (after increase in 2022), but the 2024 assessments are still higher than in 2021. The **Security Service of Ukraine** remains the most effective in combating corruption, according to both the public and business, but its performance has also declined

- In 2024, there was *an increase in the level of awareness of* the anti-corruption agencies in both audiences. Both the population and businesses are best aware of the activities of the National Police (23.5% and 46.1% respectively consider themselves *sufficiently informed*), the NABU (8.7%; 22.8%) and the SBI (8.7%; 22.5%), while the indicators of other anti-corruption agencies are lower. In general, *business demonstrates greater awareness of* the activities of anti-corruption agencies than the population.

- Since 2023, **the level of awareness of electronic services** that serve as alternatives to corrupt practices has been assessed among the public and businesses. In general, the level of *"sufficient awareness"* of services among the population is significantly *lower* than the level of business awareness: among *the population, this indicator* (the average level among all the services offered) is **36.1%**, while among the *business* audience it is much higher - **59.9%**. In terms of

trends, business awareness remained at the level of 2023, while public awareness increased significantly (from 29.4% in 2023).

The first place in terms of awareness among the public was shared by the electronic queue services for administrative services and medical services. Among business users, the electronic cabinet on the STA website is the undisputed leader.

- The study analyzed in-depth **the corruption experience of** individuals and businesses, identified **indicators of corruption experience of** respondents **by research areas** and analyzed corruption situations that could arise when citizens and entrepreneurs apply for services in various areas (or when they contact representatives of relevant institutions and agencies). Section 2 is devoted to this issue.
- The table below summarizes the indicators of *people's corruption experience* in 11 areas covered by the survey.

Summarized indicators¹ of population’s corruption experience by sectors

Sector of activity	Corruption experience by self-assessment	Initiated corrupt relationships	Forced corrupt situation	Dealt with the sector
	of those who have dealt with the sector			
Construction and land relations	44,1%	13,8%	38,9%	3,7%
State and municipal healthcare (medical services)	↓ 28,5%	11,5%	↓21,8%	51,5%
Law enforcement activities (Patrol Police, National Police, SSU, Prosecutor’s Office)	28,5%	8,6%	24,3%	5,4%
MIA service centers activities	↓ 26,1%	↓11,0%	↓20,7%	10,0%
Services of higher education institutions	25,7%	9,9%	22,2%	10,4%
Services for connection and maintenance of power, gas, water supply, and sewer systems	24,1%	10,1%	20,5%	9,9%
Humanitarian aid	21,7%	3,3%	↑13,8%	9,7%
Provision of administrative services by the executive bodies and local self-government authorities (except for ASCs and MIA service centers)	20,6%	↓4,5%	15,5%	8,1%
Services of educational institutions (municipal kindergartens)	↓ 15,1%	↓4,5%	14,9%	9,0%
Services of educational institutions (elementary and secondary education)	↓ 12,0%	6,4%	↓8,5%	20,0%
Activities of administrative service centers (ASCs)	↓ 3,8%	↓2,5%	↓4,3%	27,7%

The **construction and land relations** sector came out on top among other sectors in terms of corruption prevalence in 2024: **44.1%** those who had contact with this sector reported having had corruption experience. Although this is 11.6 percentage points more than in 2023 (32.5%), the

¹ Here and further in the tables, the symbols ↑ and ↓ indicate the data that are statistically significantly higher (lower) than the values of the previous wave of the study. The significance level is 0,95. The difference (in percentage points) with the 2023 value is indicated in parentheses.

increase is not statistically significant due to the small size of the subsample of those who have been in contact with the sector.

The second place in this ranking was shared by five areas with indicators ranging from 24.1% to 28.6%:

- ✓ **state and municipal healthcare - 28.6%** (statistically significant decrease by 3.9 percentage points from the 2023 figure (32.3%));
- ✓ **law enforcement activities - 28.5%**;
- ✓ **MIA service centers activities - 26.0%** (in 2023 - 35.7%, a statistically significant decrease of 9.7 percentage points);
- ✓ **services of higher education institutions - 25.7%**;
- ✓ **connection and maintenance of power, gas, water supply and sewer systems - 24.1%**.

Among other areas, it is worth noting a significant and meaningful *decrease in* corruption experience of the population compared to 2023 *in areas related to children's education*: **municipal kindergartens - 15.1%** (-11.9 percentage points), as well as **primary and secondary education - 12.0%** (-9.6%).

The lowest level of corruption was recorded in **ASCs** - only 3.8% of respondents stated this.

Most often, people experience corruption when they come into contact with **state or municipal healthcare** facilities. About half of citizens visit such institutions during the year (in 2024 - 51.5%). Thus, despite the fact that the level of corruption in healthcare is lower than in *construction and land relations*, it is in healthcare facilities that the majority of Ukrainians experience corruption - in total, almost **15%** of Ukrainians in 2024 had experience of corruption in state and municipal healthcare facilities either personally or knew about such experience from family members. The figure is at the level of 2023 (16%), but lower than in 2021, when 22% of Ukrainians had corruption experience in healthcare facilities.

- The summary indicators of *business corruption experience* for the 8 areas under study are presented in the table below.

For the fourth year in a row, customs remain the **"leader" in terms** of corruption prevalence: **35.1% of** entrepreneurs who have had contact with the sector reported having had corruption experience (the figure remains unchanged in 2022-2024).

The second most corrupt sector is that of **power, gas, water supply and sewer systems service** providers, 32.2% of companies reporting corruption experience in this area.

The third place was shared by two areas with comparable indicators: **law enforcement (28.5%)** and **construction and land relations (27.9%)**.

The lowest rate of corruption experience (about 15%) the business audience was recorded in such areas as **tax authorities, control and supervision of business activities**, and **enforcement of court decisions**.

Summarized indicators of entrepreneurs' corruption experience by sectors

Sector of activity	Corruption experience by self-assessment	Initiated corrupt relationships	Forced corrupt situation	Dealt with the sector
	of those who have dealt with the sector			
Customs (customs control, preparation and clearance of customs documents for business entities)	35,1%	7,7%	22,2%	8,7%
Services for connection and maintenance of power, gas, water supply and sewer systems, except for services associated with current payments	32,2%	8,7%	20,6%	15,6%
Law enforcement activities to ensure law and order, pre-trial investigation	28,5%	6,4%	19,8%	12,8%
Construction and land relations	27,9%	5,0%	19,9%	12,5%
Judicial system	18,1%	3,7%	15,0%	10,1%
Activities of tax authorities	15,8%	1,3%	12,6%	↓25,5%
Control and supervision of business activities	15,4%	1,2%	21,5%	10,7%
Enforcement of court decisions	15,4%	5,4%	10,6%	5,9%

- In addition to the indicators of corruption experience, all areas of the study identified the most **common corruption practices** that arise in the interaction of respondents with officials/officials, as well as **initiators** of corruption situations.

In all areas of the study (among the population and business), **the initiators are most often representatives of the party providing services** (government officials, representatives of supplier companies, administrators or specialists of educational and medical institutions, etc): **18.3% of the population** were involved in corrupt relations in connection with their demand for unofficial payments or services in the respective areas. This is statistically significantly less than in 2023, when this figure was 20.8% (down 2.5 percentage points). In the *businesses' experience*, the share of entrepreneurs who were involved in corrupt relations on demand has not changed since 2023 and amounts to **11.6%** (in 2023 - 11.9%).

Respondents show their own initiative to solve an issue/problem through corruption much less often: in 2024, **9.2% of the population of Ukraine** and **4.0% of entrepreneurs** initiated corruption relations (in the areas studied). The indicator for the population has significantly decreased (in 2023 it was 12.1%), while for business it remained at the level of 2023 (3.9%)

- In certain areas, there is a tendency to maintain a fairly stable share of respondents who are used to receiving services (interacting with authorities, institutions or organizations) through corrupt means of resolving issues, i.e., initiating corrupt practices on their own. The population most often initiates corruption in construction and land relations, and entrepreneurs - in customs. The least frequent initiators of corruption are citizens in such areas as humanitarian aid and ASCs. Entrepreneurs are the least likely to initiate corrupt behavior in the sphere of control and supervision of business activities and in cooperation with tax authorities.

In accordance with the Methodology of the Standard Survey on Corruption in Ukraine, **five indicators of the effectiveness of the state anti-corruption policy** were calculated, which are presented in the table below (for more details on the methodology of measuring indicators, see Section 3).

Nº	Name of the indicator ¹	Category	2017	2020	2021	2022	2023	2024
1	The share of the citizens with negative attitude towards manifestations of corruption	Population	43,3%	↑46,8%	49,4%	↑57,4%	56,0%	57,9%
		Entrepreneurs	56,7%	↓51,5%	55,3%	↑60,3%	57,8%	58,8%
2	The share of the citizens with personal experience of corruption	Population	ND	27,0%	26,0%	↓17,7%	19,5%	18,7%
		Entrepreneurs	ND	ND	21,6%	↓15,4%	↑22,2%	23,2%
3.1	The share of the citizens willing to report on the corruption cases	Population	10,9%	↓8,1%	↑9,8%	11,2%	10,2%	↑ 12,3%
		Entrepreneurs	21,0%	17,9%	↑22,7%	↑26,2%	26,9%	↓ 21,3%
3.2	The share of the citizens who have experienced and reported corruption to the relevant authorities	Population	ND	3,3%	↑5,7%	5,2%	6,5%	↑ 9,7%
		Entrepreneurs	ND	ND	10,5%	12,8%	14,0%	↑ 17,2%
4	The share of the citizens supporting the activities of whistleblowers	Population	ND	71,8%	↓60,6%	↑65,1%	67,3%	↑ 74,3%
		Entrepreneurs	ND	84,5%	↓79,5%	↑86,0%	↑89,6%	↓ 85,8%
5	The share of the citizens who are duly aware about legal protection guarantees for whistleblowers	Population	ND	ND	13,4%	17,7%	16,1%	16,8%

- In 2017-2022, there was a gradual increase in the share of *the population with a negative attitude towards corruption* (from 43.3% in 2017 to 57.4% in 2022). In 2023-2024, *the indicator stabilized* at 56-58%, and in 2024 it was **57.9%** (the difference compared to 2022-2023 is not statistically significant).

The share of **anti-corruption-minded businesses** also stabilized in 2023-2024 after growing in 2022 and now stands at **58.8%**.

- In 2024, the share of people who had **their own corruption experience** (according to respondents' self-assessment of their involvement in corruption) **was 18.7%** (no significant difference from 2022-2023). The indicator in 2022-2024 has stabilized (at 17-19%) after a decline in 2022.

In the *businesses*, the share of enterprises with corruption experience increased in 2023 and remained without significant changes in 2024. The figure for 2024 **is 23.2%**. For the second year

¹ For detailed definitions of the indicators, see Section 3.

ND (no data) - stands for situation when it is impossible to calculate the indicators due to absence of the relevant data.

in a row, the share of enterprises with corrupt access exceeds the same indicator in the population audience.

- The share of citizens **willing to report** corruption *increased to 12.3%* in the general *population* (an increase of 2.1 percentage points compared to 2023 is statistically significant). In the *business environment*, the opposite negative trend is observed: after increasing since 2020 and stabilizing in 2022-2023 (at 26-27%), the indicator statistically significantly *decreased to 21.3%* (by 5.6 percentage points compared to 2023). Thus, the willingness to report corruption among businesses has returned to the level of 2021.
- In 2024, *for the first time*, a statistically significant *increase* in the share of **whistleblowers reporting corruption** was recorded in both audiences, although this figure remains quite low. The share of respondents who **reported corruption** to the competent authorities increased in 2024 to **17.2%** among *the business audience* (by 3.2 percentage points compared to 2023) and to **9.7%** among *the population* (by 3.4 percentage points, after a long period of stability in 2021-2023).
- The share of people who **approve of whistleblowers' activities** in the business audience remains higher than in the population: **85.8%** and **74.3%**, respectively. However, in 2024, these indicators reflected the opposite significant dynamics compared to 2023: while the indicator *increased (+7 p.p.)* among the population, *it decreased (-3.8 p.p.)* in the business audience to the level of 2022.
- Only **16.8% of** the population could be considered to be **adequately aware of the legal protection guarantees for whistleblowers** in 2024, and this figure remained at approximately the same level in 2022-2024.

Analyzing the indicators, it is worth noting certain negative trends in the *business audience's attitude to the institution of whistleblowing*: in 2024, the share of entrepreneurs who approve of the activities of whistleblowers and those who are ready to report corruption decreased simultaneously. However, whether this dynamic is a temporary trend in 2024 (a rollback to the pre-war period) or a reorientation of the values of a certain share of entrepreneurs toward tolerating corruption in order to maintain their own business activity during the war requires separate additional qualitative research. At the same time, the increase in the share of entrepreneurs who actually reported corruption in the business environment may indicate the existence of a total rejection of this phenomenon among the majority of entrepreneurs

INTRODUCTION

The need to develop and implement a special toolkit as a basic element of corruption level assessment system is determined by the up-to-date requirements for the mechanisms of development and implementation of state anti-corruption policy formulated, in particular, in the UN Convention against Corruption (2003).

Article 61 of the Convention states that each participating state, in consultation with experts, considers the possibility of conducting the analysis of corruption trends in its territory, as well as the conditions under which corruption crimes are committed. In order to develop (to the possible extent) common definitions, standards and methodologies, the possibility of expanding statistical data, analytical knowledge about corruption and information is considered, including knowledge about optimal types of practices in the field of preventing and tackling corruption, and exchanging them through the mediation of international and regional organizations. Each participating state considers the possibility of monitoring its policies and practical anti-corruption measures, as well as assessment of their effectiveness and efficiency¹. The specification of these provisions is presented in the recommendations of international monitoring organizations, that are also implemented into the Ukrainian anti-corruption legislation.

So, according to Clause 5, Part 1, Art. 11 of the Law of Ukraine *On Prevention of Corruption*², the National Agency must ensure organization of studies on the situation with corruption in Ukraine. The Methodology of the standard survey on corruption in Ukraine approved by the NACP allows for monitoring of the situation in the field of prevention and combating corruption in Ukraine, which captures the dynamics of corruption prevalence indicators and the population's perception of anti-corruption activities effectiveness.

Study limitation is due to its being conducted at the time of the war of russian federation with Ukraine. In all waves of the study, the general population is population/enterprises residing/located in the territories controlled by the Ukrainian government (except temporarily occupied territories and areas of hostilities). In 2022-2024, after the full-scale invasion started, the structure of the Ukrainian population has significantly changed due to the occupation and spread of hostilities over a large part of the territory, as well as due to mass departure of Ukrainians abroad. The data from each wave remain representative for the territory of Ukraine, where Ukrainian authorities exercise their powers (and implement anti-corruption policy accordingly). However, changes from the years before 2022-2024 may have been caused not only by an alteration in the attitudes and behavior of the surveyed population, but also by the population structure redesign.

¹ UN Convention against Corruption // https://zakon.rada.gov.ua/laws/show/995_c16#o519

² Law of Ukraine *On Prevention of Corruption* // <https://zakon.rada.gov.ua/laws/show/1700-18#n159>

The purpose of the study is a comprehensive assessment of the situation with corruption in Ukraine in 2023. Study tasks include assessment of the state anti-corruption activities in Ukraine, assessment of corruption perception and understanding, identification of population’s and entrepreneurs’ corruption experience, as well as assessment, in accordance with the Methodology, of corrupt practices prevalence level in the following sectors:

Sociological research component	Sector	
<i>Nationwide survey of the population</i>	1	State and municipal healthcare (medical services)
	2	Services of higher education institutions
	3	Services of educational institutions (<i>elementary and secondary education</i>)
	4	Services of educational institutions (<i>municipal kindergartens</i>)
	5	Activities of MIA service centers
	6	Activities of administrative service centers (ASCs)
	7	Provision of administrative services by executive bodies and local self-government authorities (<i>except for administrative service centers and MIA service centers</i>)
	8	Humanitarian aid
<i>Nationwide survey of the population/ Nationwide survey of entrepreneurs</i>	9	Services for connection and maintenance of power, gas, water supply, and sewer systems (<i>except for the services associated with current payments</i>)
	10	Construction and land relations
	11	Law enforcement activities to ensure law and order, pre-trial investigation
<i>Nationwide survey of entrepreneurs</i>	12	Activities of tax authorities (<i>accrual and collection of taxes and other mandatory payments</i>)
	13	Control and supervision of business activities
	14	Customs (<i>customs control, preparation and clearance of customs documents for business entities</i>)
	15	Judicial system
	16	Enforcement of court decisions

The survey of the population and entrepreneurs provides a reliable assessment (representativeness) of the main indicators for Ukraine in general and for 6 economic and geographical regions of Ukraine, in particular:

- Kyiv city;
- Northern region: Kyivska oblast, Zhytomyrska oblast, Sumska oblast, Chernihivska oblast;
- Central region: Cherkaska oblast, Poltavaska oblast, Kirovohradska oblast, Vinnytska oblast;
- Eastern region: Dnipropetrovska oblast, Donetska oblast, Zaporizka oblast, Luhanska oblast, Kharkivska oblast;
- Southern region: Odeska oblast, Mykolayivska oblast, Khersonska oblast;
- Western region: Ivano-Frankivska oblast, Khmelnytska oblast, Chernivetska oblast, Lvivska oblast, Rivnenska oblast, Ternopilka oblast, Volynska oblast, Zakarpatska oblast.

This survey of the population and entrepreneurs is the sixth wave of the nationwide study aiming at a comprehensive assessment of the situation with corruption in Ukraine; the field stage (data collection) took place in September-November 2024.

The first wave of the study was conducted in 2017; the second wave — in 2020, during the COVID-19 epidemic, the third — in December 2021, before the full-scale invasion. In 2017, the fieldwork

stage was carried out by the team of the independent research company *GfK Ukraine* in the period from May to July. The researchers of the independent research agency *Info Sapiens LLC* carried out field stage of waves 2-4: from March to April 2020, from November to December 2021, in December 2022, in November-December 2023, and from September to November 2024.

The comparison of the results of this survey with the previous ones is presented in the report in the cases where it was methodologically appropriate, in other words, when the wording of the questions and the range of answers coincide.

Survey of the population

The survey was carried out using Computer-Assisted Personal Interviewing (CAPI). The sample represents the adult population of Ukraine. The first research wave was conducted from May 29 to June 21, 2017; the second wave – from March 4 to April 6, 2020; the third – from November 29 to December 29, 2021; the fourth – from December 9 to December 28, 2022, the fifth – from November 8 to December 4, 2023, and the sixth - from September 27 to October 30, 2024.

2,585 personal interviews were conducted during the first wave; 2,516 – during the second wave, 2,636 – during the third wave, 2,646 – during the fourth wave, 2,488 – during the fifth, **2,488 - during the sixth (last)**.

The maximum theoretical error of the population sample does not exceed ± 2 percentage points without taking into account the design effect. The samples of all research waves have a similar design: they are stratified by oblast and type of settlement, multistage, and random at each stage. In the households, respondents were randomly selected for interviewing with a last birthday method. The weighting coefficients are applied in accordance with the data of the State Statistics Service of Ukraine on the socio-demographic structure of the population. In order to form weighting coefficients (in accordance with the data of the State Statistics Service of Ukraine on the socio-demographic structure of the population as of 01.01.2022), respondents of the fourth to sixth waves (surveys of 2022-2024) were asked about their place of permanent residence before the large-scale invasion February 24, 2022, which was used to weight the data set.

In order to form a sample load per settlement, State Statistics Service Data were adjusted, for teams of interviewers, by the *Info Sapiens* data about current residence of the Ukrainian population received via phone survey via random number generation conducted from the 1st quarter of 2023 to the 3rd quarter of 2024 (sample size 42,120 respondents).

Due to military operations in 2022-2024, field work was limited in the following regions:

1. AR Crimea — absent in the sample.
2. Dnipropetrovska oblast — Nikopolsky rayon and partially Pavlograds'ky and Synel'nykivs'ky rayons were excluded from the sample.
3. Donetska oblast — absent in the sample.
4. Zhytomyrska oblast — border regions are not covered.
5. Zaporizka oblast — only oblast capital and Zaporizky rayon were covered.
6. Kyivska oblast — border regions are not covered.
7. Luhanska oblast — absent in the sample.
8. City of Sevastopol — absent in the sample.
9. Mykolayivska oblast — only oblast capital, its suburbs and northern part of oblast were covered.

10. Sumska oblast region - in 2022-2023, only oblast capital, southern and eastern part of oblast were covered, in 2024, fieldwork in the region was not conducted due to the intensification of military operations.
11. Kharkivska oblast — only oblast capital, its suburbs and western part of oblast were covered.
12. Khersonska oblast - no fieldwork was conducted in 2022-2023, in 2024 it was conducted in Kherson.
13. Chernihivska oblast — only oblast capital, southern and eastern parts of oblast were covered.

Survey of entrepreneurs

The survey was conducted by computer-assisted telephone interviews (CATI). The sample represents individual entrepreneurs (FOPs) and business owners and/or managers of enterprises. A total of **1206** respondents were interviewed, and the survey period was *from September 20 to November 16, 2024*

For reference: 1005 telephone interviews were conducted in the first wave, 1093 in the second, 1224 in the third, 1203 in the fourth, and 1208 in the fifth

The maximum theoretical error of the sample of entrepreneurs does not exceed ± 3 percentage points without taking into account the design effect. The vast majority of respondents are owners, co-owners, directors or deputy directors of enterprises; in isolated cases – chief accountants, heads of departments and other respondents holding managerial positions. The sample¹ is random, stratified by the region of registration and the size of business entity. It is formed by random selection of telephone numbers contained in the UDR (except for those operating in the temporarily occupied territories). The weighting coefficients are applied in accordance with the data of the State Statistics Service of Ukraine on individual entrepreneurs (FOP), size of business entities, type of economic activity, and region of registration as of 2023.

After introductory questions, questions about the importance of problems, assessment of the corrupt nature of the situations and self-assessment of awareness, the following information was read out to all categories of the respondents in order to ensure the same understanding of corruption:

«Corruption provisions various forms of behavior. For the purpose of this study, corruption is:

- 1) ***abuse of power by a public official (government employee or employee of local self-government bodies) or employees of enterprises (organizations) in order to receive a bribe (illegal benefit);***
- 2) ***bribing (illegal benefit) a public official or employee of an enterprise (organization) with the goal of inducing him/her to abuse his/her official power.***

*Thus, **corruption** is always associated with **illegal benefits** (money, other property, advantages, benefits, services, etc.) that a public official or enterprise (organization) employee actually receives*

¹ Approaches to entrepreneurs' sample designing were changing in different waves. For example, in the third and fourth waves (2021 and 2022 respectively), FOPs' share was set in proportion to the distribution of the number of FOPs and legal entities – 29% (in the first wave – 20%, in the second – 50%). For uniformity, the previous samples were reweighted according to new approach. This allows data to be compared, but survey indicators for entrepreneurs in this report differ from those provided in the 2017 and 2020 reports.

or tries to receive as payment for the abuse of his/her official power or opportunities associated with it”.

If it is indicated that there are statistically significant¹ changes in the text, tables or figures compared to previous years, it should be borne in mind that a confidence level of 0,95 was used for statistical calculations everywhere.

Statistical analysis for subgroups of respondents was performed when the number of responses in a subgroup was 50 or more.

¹ Availability of statistically significant dynamics of indicators in data comparison means that specified difference is unlikely to be accidental. This statement does not mean that this difference must be big, important or meaningful in the general sense of this word.

SECTION 1. CORRUPTION PERCEPTION INDICATORS

1.1. Corruption importance perception

According to a *population* survey, in 2024, **corruption** remained **in second place** among the main problems listed by respondents (Fig. 1.1.1)¹. It is worth reminding that in 2023, corruption moved from third place to second. In 2024, **79.4% of** citizens called corruption **a very serious problem**, which is 7.8 percentage points higher than in 2023. Thus, the assessment of the seriousness of corruption *has been growing* statistically significantly for the second consecutive period (2023 and 2024). In 2024, this indicator reached its highest value since 2021 (Fig. 1.1.1.(1)). If it were not for the war, corruption would have topped the ranking of problems by a wide margin.

However, the **large-scale armed aggression of the Russian Federation** remains the most pressing problem for Ukrainians, with more **than 90%** of respondents calling it very serious.

The problem **of high cost of living** remains in the top 3 problems: **67.5% of** respondents said this problem was very important (3.8 percentage points more than in 2023). Thus, the relevance of this problem has increased and returned to the level of 2022 after a decline in 2023.

Overall, most problems have either become more pressing or remained at the level of 2023. The only exception is the problem of **unemployment**, which has been *declining* significantly for the second consecutive period. Currently, 42.6% of the population called unemployment a very urgent problem, which is 6.4% less than in 2023 (the dynamics is statistically significant); this figure has reached its lowest level since 2021.

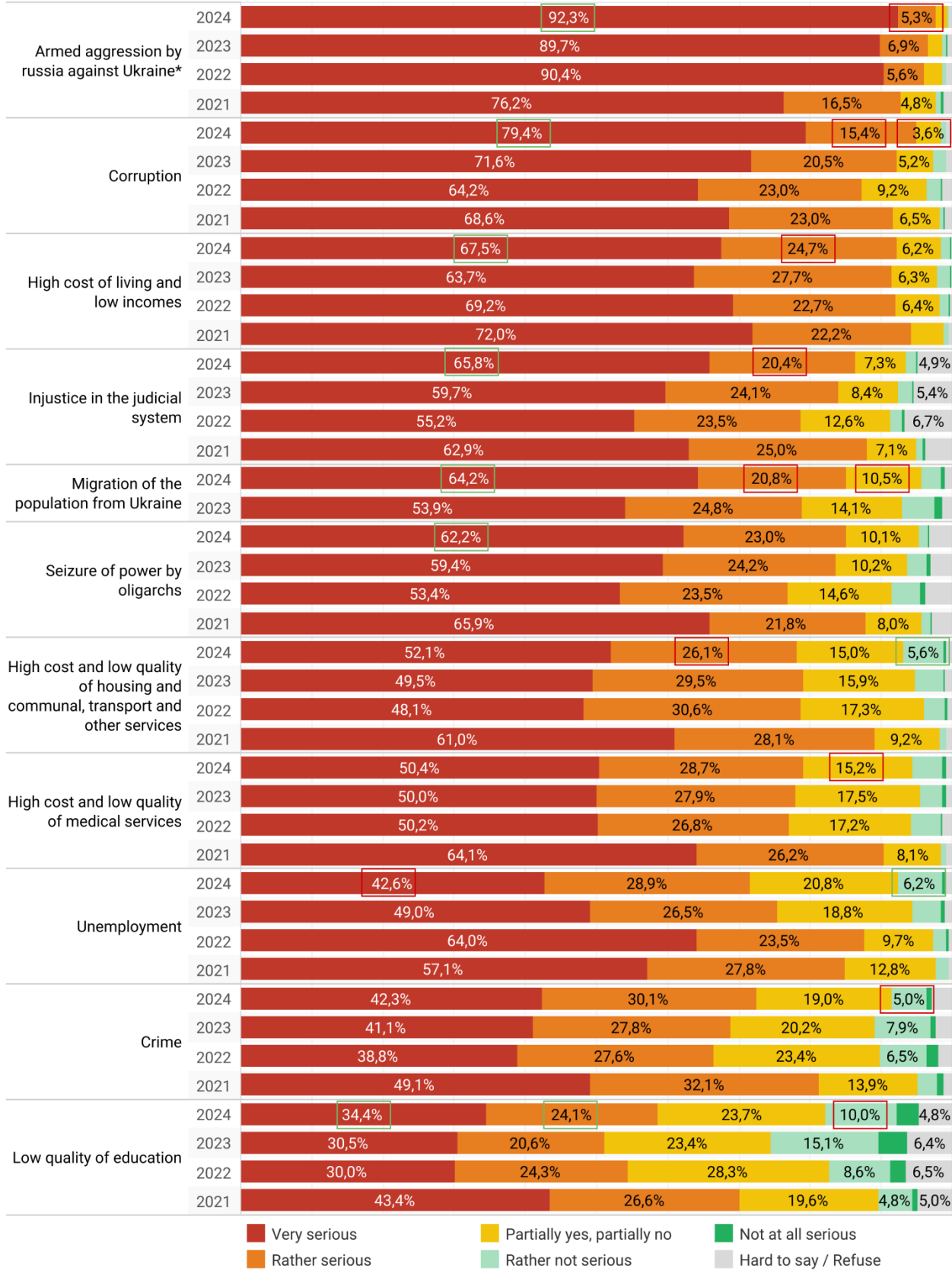
If we combine the answers "very serious problem" and "serious", the **"leaders"**, among other problems (except for the problem of **russia's military aggression**, for which the total indicator is **97.6%**), as of the end of 2024 are:

- **corruption** (94.8%, *an increase* of 2.7 percentage points is statistically significant);
- **high cost of living and low income** (92.2% overall in 2023, but a significant increase in the assessment of the problem as "very serious");
- **injustice in the judicial system** (86.2%, *an increase* of 2.4 percentage points is significant, the score has been growing for the second consecutive period)
- **migration of the population from Ukraine** (85%, *an increase* of 6.3 percentage points is significant);
- **seizure of power by oligarchs** (85.2%, an increase of 1.6 percentage points is not significant, but it has been growing for the second consecutive period).

Other problems are rated as serious by less than 80% of respondents. It is worth noting that more and more citizens rate as "very serious" and "serious" the problems that traditionally close the rating: **low quality of education** (58.5%, a significant increase of 7.4 percentage points) and **crime** (72.4%, a significant *increase of 3.5%* percentage points).

¹ The rating of problems in this section is based on the answer option "very serious problem"

Figure 1.1.1. Perception of the main problems of Ukraine: population¹



In 2020-2021, the answer was formulated as follows: "Military actions in Donetsk and Luhansk regions"

¹ Question: "In your opinion, how serious are the following problems for Ukraine?"

Hereinafter, the boxes on the graphs indicate data that are statistically significantly different from the data of 2023. The significance level is 0.95.

The data from the *entrepreneurs'* survey (Figure 1.1.2) generally confirm the trends observed in the analysis of household responses. In particular, assessments of the severity of most problems continued to *increase* in 2023-2024 (after a decline in 2022). A significant *decline* was recorded only for the problem of **unemployment** (in 2023, 54.3% of respondents considered the problem serious or very serious, and in 2024 - 42.8% of entrepreneurs, a decrease of 11.5 percentage points).

The assessment of **corruption** as a problem also shows an *upward trend*. In 2024, **90.3% of** surveyed entrepreneurs consider corruption **to be a serious** problem (an increase of 2.1 percentage points compared to 2023), of which **76.0%** consider **it to be very serious** (+3 percentage points). Although no statistical significance of changes in these indicators was recorded, the upward trend is noteworthy. Thus, corruption continues to **rank second in the ranking in general** (Fig. 1.1.2 (1)), or first among other problems, if we "bracket" Russia's armed aggression.

The threat of **migration of population from Ukraine** was measured for the first time in 2023 and immediately entered the top 3 problems. In 2024, the share of respondents who considered it serious or very serious was **86.5%** (no dynamics compared to 2023, with an accuracy of statistical error), of which **69.2% considered it very serious**.

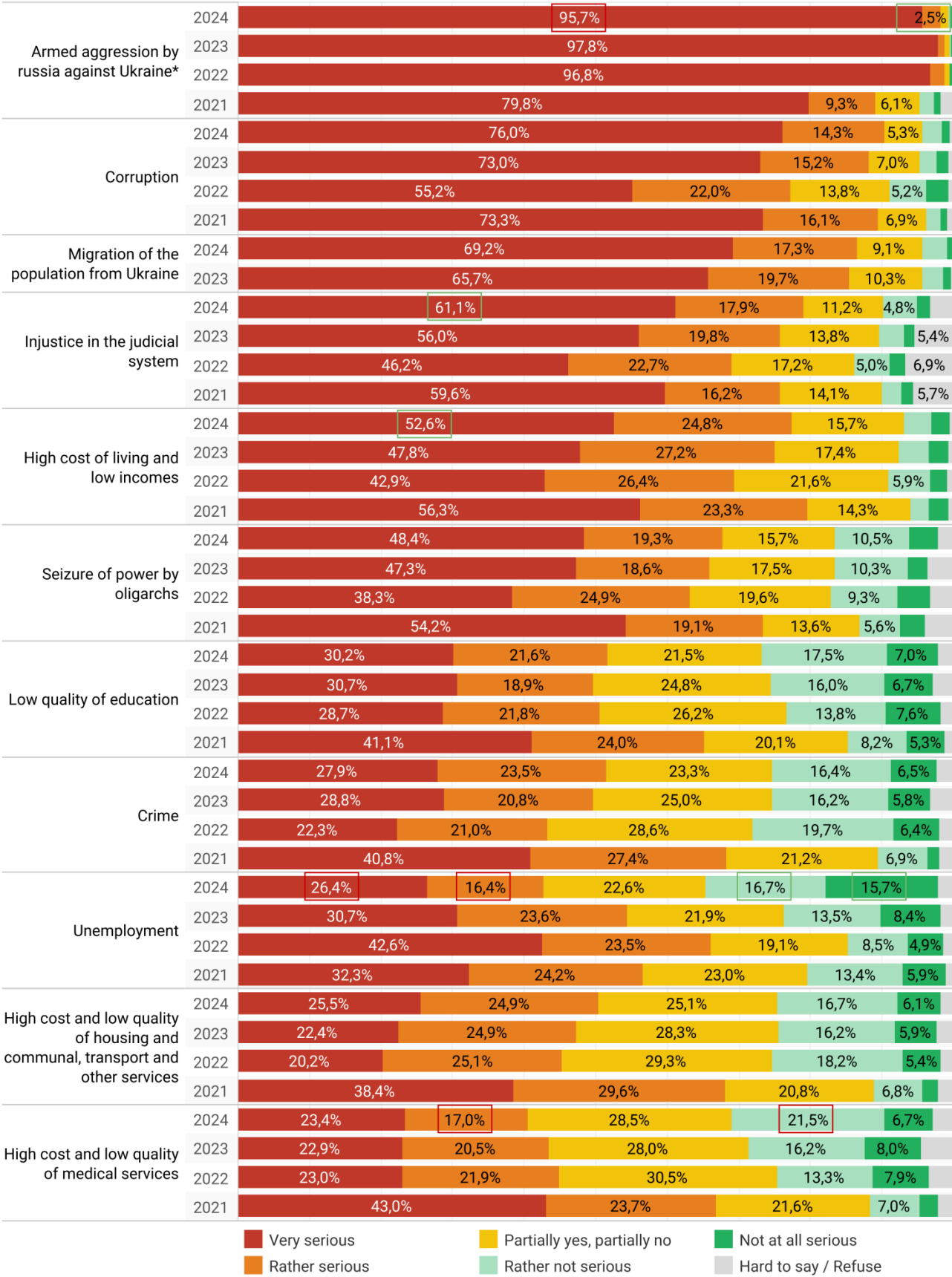
In addition to war, corruption, and migration, entrepreneurs are also concerned about **injustice in the judicial system, as well as high cost of living and low income** (the severity of both problems has been growing significantly *for the second consecutive period*: 79.0% and 77.4% of respondents respectively consider them serious or very serious). It should be noted that the increase in the urgency of these problems is due to those respondents who consider them **very serious** (**61.1%** and **52.6%** respectively).

Thus, both groups of respondents (population and businesses) have been ranking corruption as a "leader" of problems throughout the entire period of observation. *The growth of corruption scores* in the relevant ratings for the second consecutive period (second place among both the population and business, and "first place" if we do not take into account the armed aggression of Russia against Ukraine) continues to be a relevant *signal* of the need to address it.

In general, the 2024 survey data confirmed the conclusions of last year's observation: the probable reasons for the increase in corruption issues in 2023 and 2024 compared to 2022 can be explained rather by a somewhat "artificial" decrease in the indicators of the first year of the war (2022).

The decline in 2022 could be due to a sense of social cohesion in the face of an external threat, as well as expectations of a recovery from the "disease" of corruption due to stress (war). Since there was no sustainable recovery in 2023-2024, and the attention in the Ukrainian public space to corruption issues in these years was significant (media coverage of crime solving, actualization of the need for anti-corruption reforms in the context of fulfilling the requirements for EU accession, etc.) and sensitive against the background of numerous challenges and difficulties due to the ongoing war, assessments of corruption as a problem returned to the "pre-war" level.

Fig. 1.1.2. Perception of the main problems of Ukraine: business¹



* in 2021, the answer was formulated as follows: "Military operations in Donetsk and Luhansk regions"

¹ Question: "In your opinion, how serious are the following problems for Ukraine?"

Fig. 1.1.1.(1) Dynamics of perception of the main problems of Ukraine ("very serious"): population

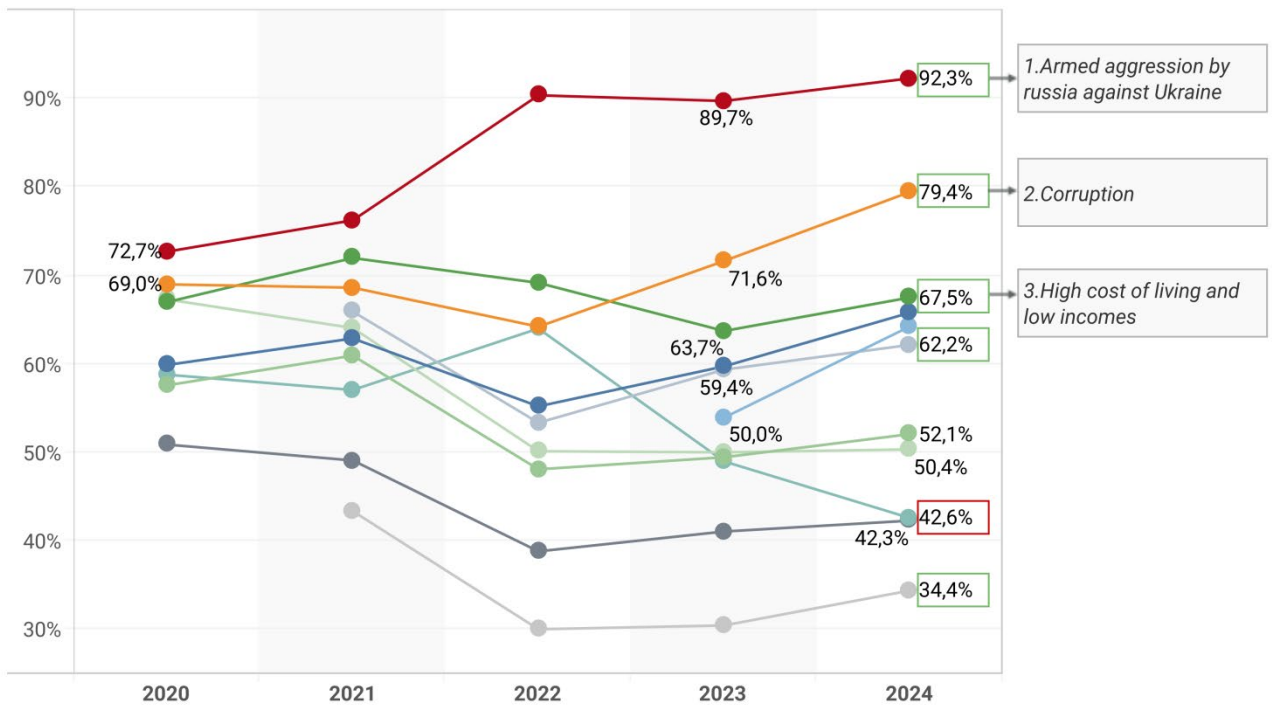
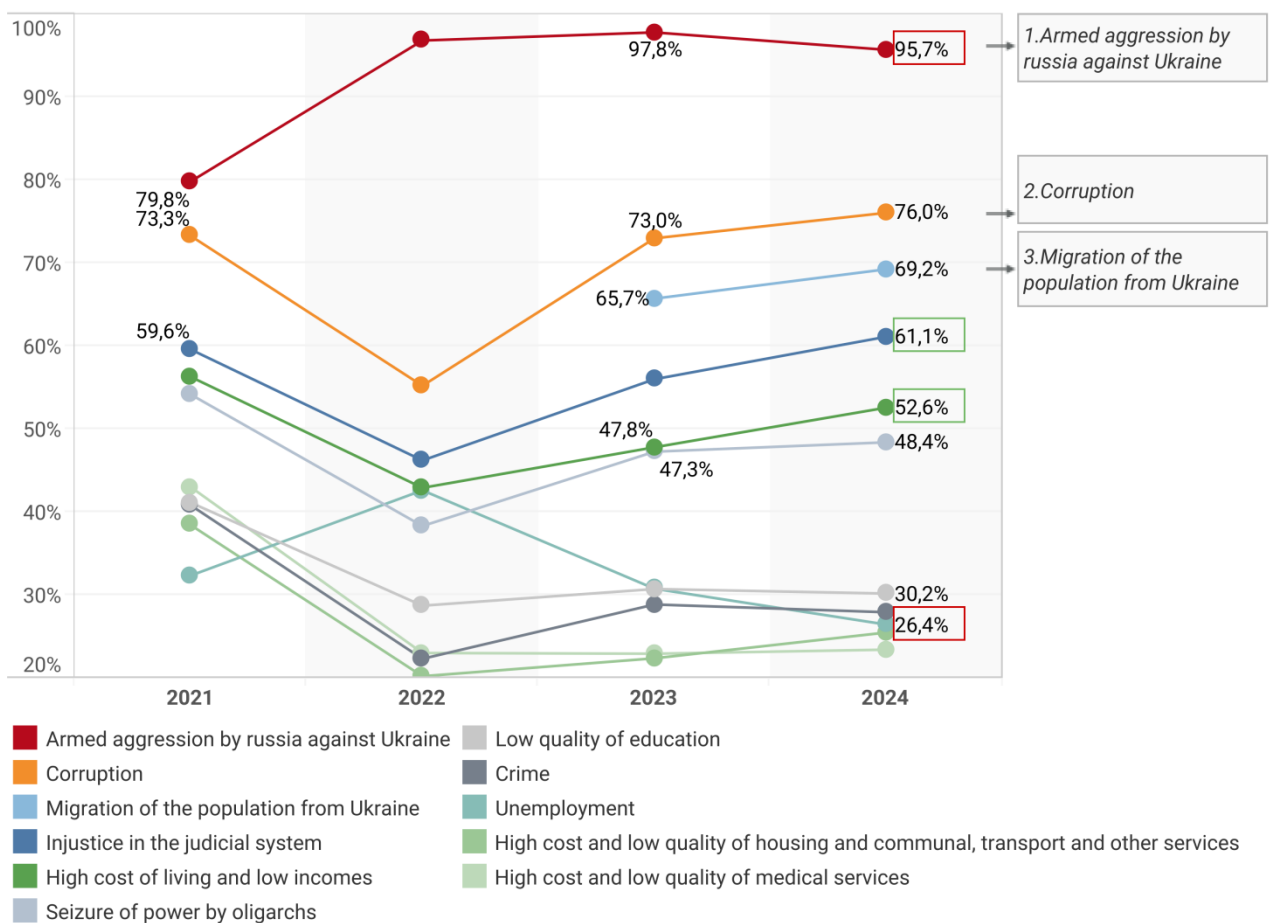


Fig. 1.1.2.(1) Dynamics of perception of the main problems of Ukraine ("very serious"): business

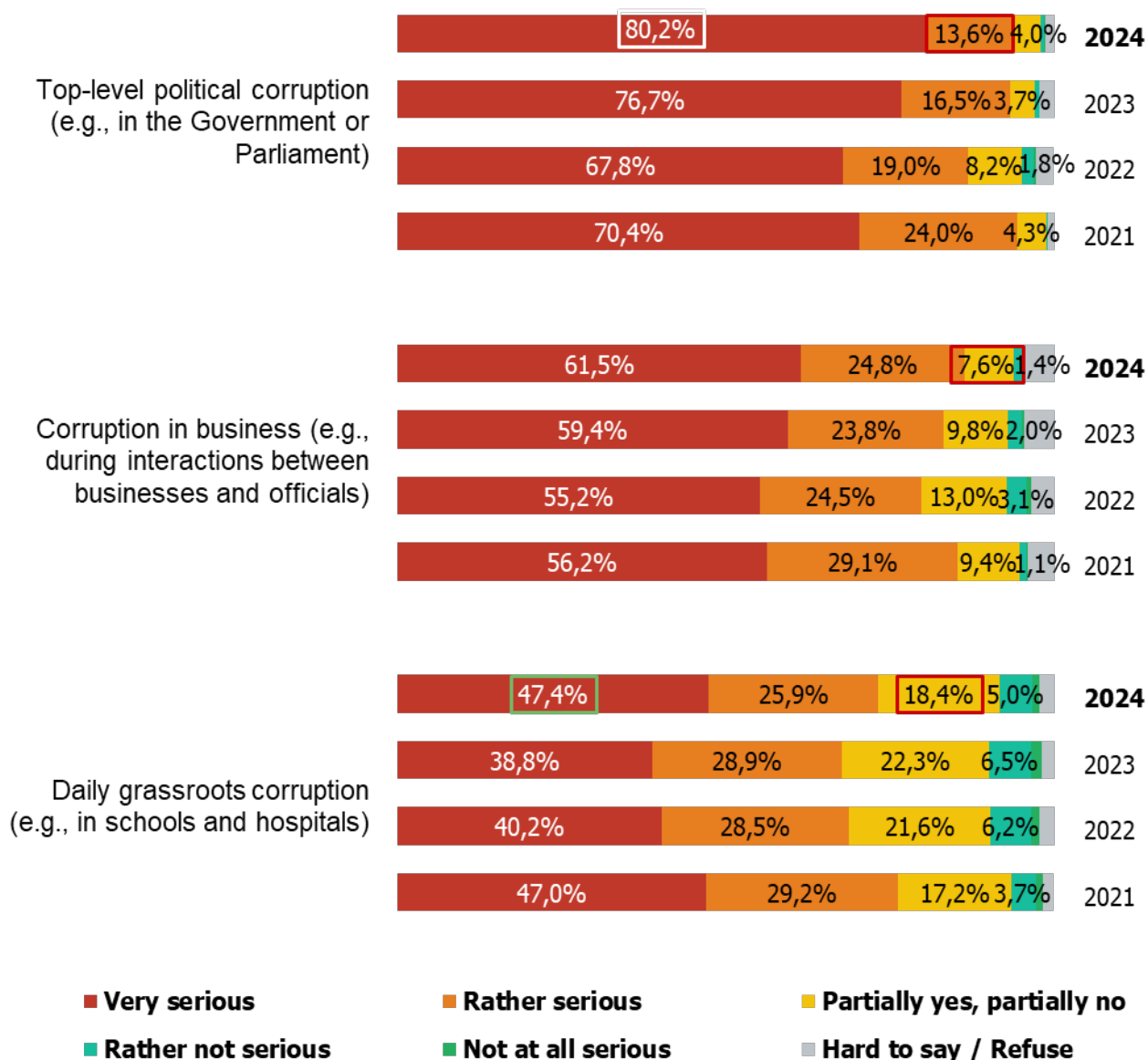


1.2. Understanding and perception of corruption prevalence

Assessment of types of corruption as a serious problem for Ukraine

According to the *population survey*, among all types of corruption, respondents consider **top-level political corruption** to be the most serious problem (**93.8% of** respondents named corruption in the Government or the Parliament as a serious or very serious problem, without significant dynamics compared to 2023) (Fig. 1.2.1). However, it is noteworthy that the share of those who consider top-level political corruption to be a *very serious* problem has *increased* statistically significantly compared to 2023.

Figure 1.2.1. Severity of different types of corruption in Ukraine: population¹



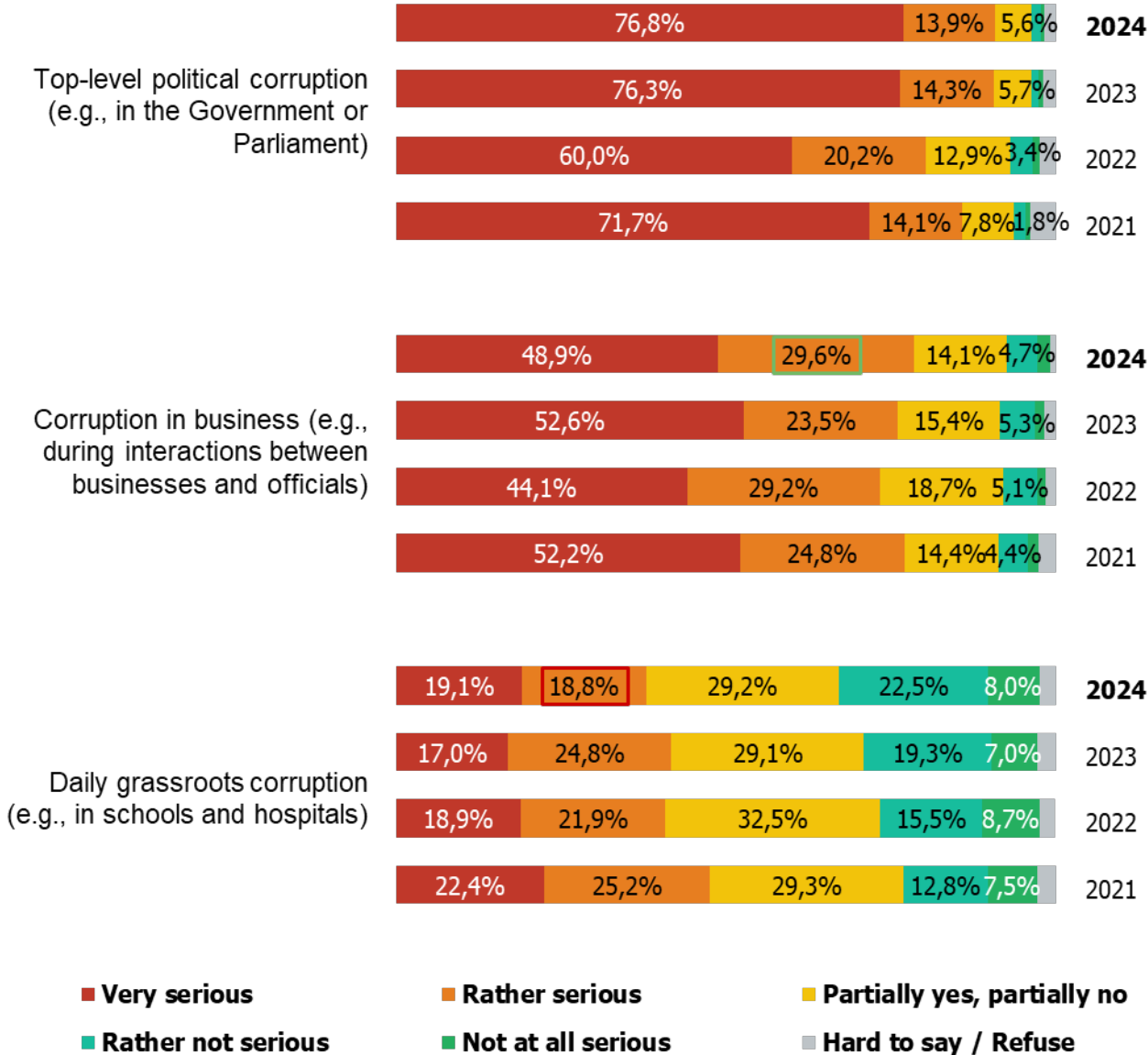
According to the survey, **corruption in business** ranks second (**86.3%**, a significant increase of 3.1 percentage points). In third place is **daily grassroots corruption** (**73.3%**, a significant increase of 5.9 percentage points, also due to the "very serious problem" rating).

¹ Question: "In your opinion, how serious is the problem with the following types of corruption in Ukraine?"

Thus, all types of corruption, from political to domestic, are contributing to the growth of corruption among the population of Ukraine.

The surveyed *entrepreneurs* also consider **top-level political corruption** to be the most serious type of corruption among the three proposed. While in 2021-2022, business assessed political corruption as less serious than the population, in 2023-2024, the audiences agreed on the same assessment (**90.7%** of entrepreneurs assess this type of corruption as serious or very serious, with no change compared to 2023).

Figure 1.2.2. Severity of different types of corruption in Ukraine: entrepreneurs



Entrepreneurs are not as critical of the problem of corruption in their own sector of activity (**business corruption**) as the population: **78.5%** of respondents consider it serious or very serious (compared to 86.3% of the population). The changes are not statistically significant compared to 2023, while we can talk about the return (after a decline in 2022) of this indicator in 2023-2024 to the level of pre-war 2021 (77%).

It is worth noting that assessments of the severity *of the problem of daily grassroots corruption by the population (73.2%)* and *entrepreneurs (37.9%)* remain different. Moreover, this difference in assessments has increased compared to 2023 - the assessment of domestic corruption among the population has increased, while the assessment of business audience has decreased. That is, the problem of daily corruption remains *sensitive for the population*, which in their assessments somewhat overestimates its importance for the state. Representatives of business, on the other hand, give more realistic estimates, better understanding the damage to Ukraine caused by political and business corruption.

Understanding (identification) of corruption

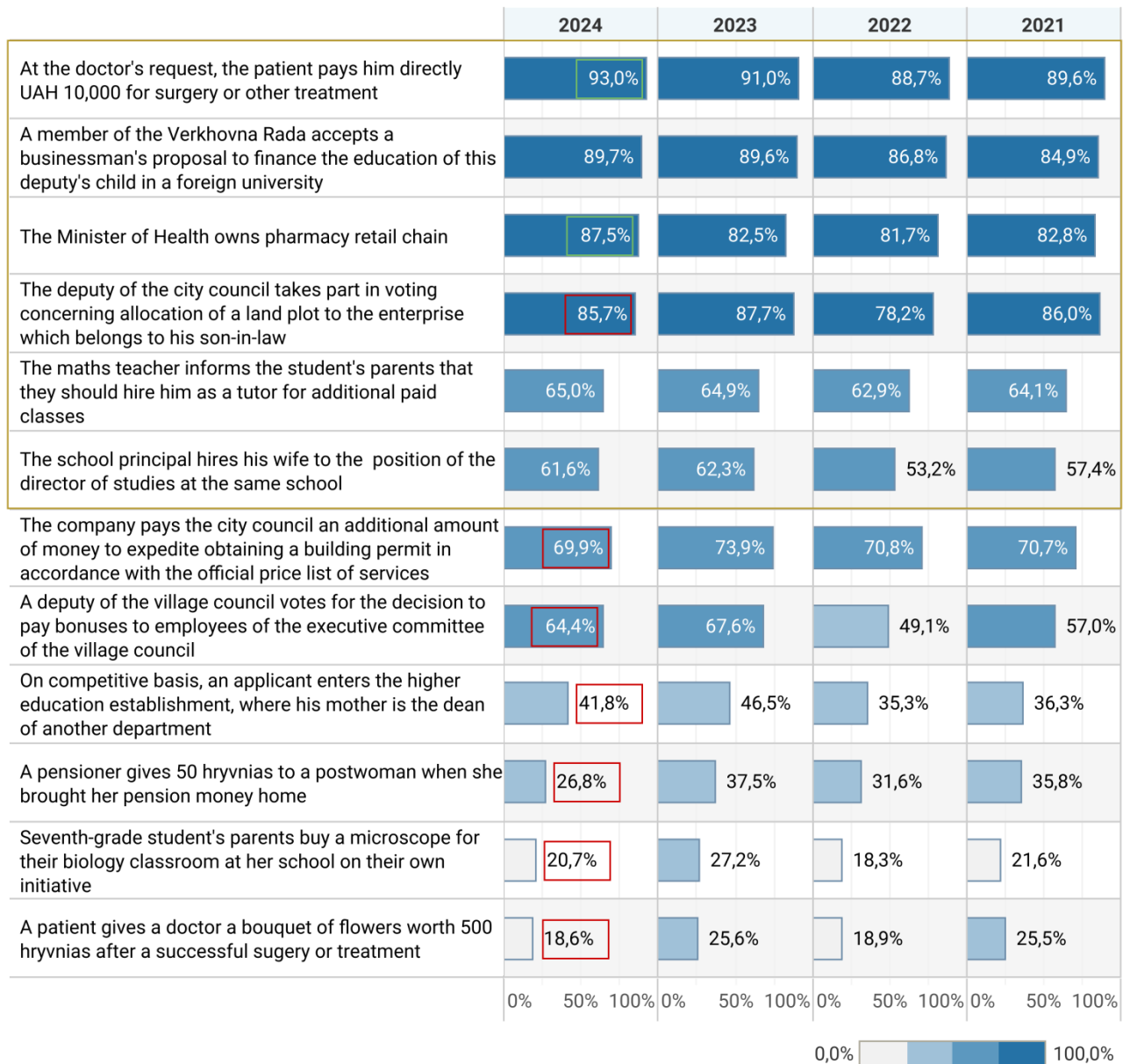
There are some types of behavior that may look like corruption but not be it from the legal point of view, and vice versa. For those unaware of legal definition of corruption, it is not always easy to single out situations that can be regarded as corruption from the legal point of view. Therefore, it is important to find out how ordinary people tend *to identify situation as corrupt* in certain cases.

The research used the method of "hypothetical situations" – the respondents (*both the population and entrepreneurs*) were given a set of typical life situations (which are conditional in nature and in no way related to certain individuals) with a request to identify presence or absence of the *corruption component*. The results of this research component are shown in Fig. 1.2.3. (population) and 1.2.4 (entrepreneurs).

The results of the survey among *the population* in 2024 do not show a significant difference compared to previous years. A significant percentage of respondents consider cases that are not corrupt according to the law to be corruption. However, the share of respondents who falsely positively identify (see) a corruption component where there is none according to the law decreased in 2024. A statistically significant *decrease* in affirmative answers was recorded for all *non-corruption situations*.

However, *the likelihood of recognizing behavior that is not corruption* remains quite high. However, if we take the share of respondents who correctly distinguish between more than half (i.e., 7 or more out of 12) of the proposed situations as the **corruption identification index**, the level of this indicator in the **population increased** and reached **76.6%** (in 2022 and 2023 it was 71.8% and 70.9%, respectively); the increase of 5.7 percentage points compared to 2023 is statistically significant.

Fig. 1.2.3. Identification of corruption: distribution of the share of responses by situations that respondents consider corruption: population ¹



Businesses are generally *better* at distinguishing between corrupt and non-corrupt situations. The majority of surveyed entrepreneurs identify only one situation as corrupt year after year: "The company pays an additional amount to the city council to speed up the process of obtaining a building permit in accordance with the official price list." In 2024, 62.2% of surveyed entrepreneurs assessed this situation as corrupt (without significant dynamics compared to 2023).

¹ Question: "In your opinion, can the following situations be regarded as manifestations of corruption or other violations of anti-corruption legislation?"
The figure in the brown box shows situations that, according to the law, contain a corruption component.

In general, the index of **corruption identification by businesses** using a similar methodology (correctly distinguishing 7 or more of the 12 proposed situations) is *higher* than the level of *public* awareness: in 2024, this figure was **88.9%** (compared to 76.6% for the population). It should be noted that the index value *has decreased* statistically significantly compared to 2022-2023, when it was 91.7% and 91.4%, respectively.

Fig. 1.2.4. Identification of corruption: distribution of the share of responses by situations that respondents consider corruption: business ¹



¹ Question: "In your opinion, can the following situations be regarded as manifestations of corruption or other violations of anti-corruption legislation?"
The figure in the brown box shows situations that, according to the law, contain a corruption component.

Corruption prevalence perception

Studying the corruption perception is important for anti-corruption policy development and evaluation of its implementation. It is noteworthy that corruption perception does not always correspond to the objective prevalence of corrupt practices.

The study used several indices to determine the corruption prevalence perception indicator (hereinafter – “corruption prevalence perception index”), which were calculated, in all cases, as an average score on a 5-point scale. Specifically, the indices were calculated:

- 1) based on the question about the “corruption prevalence in certain sectors”;
- 2) based on the question about the “corruption prevalence in Ukraine in general”;
- 3) only for enterprises: based on the question about “corruption manifestations in the sector your company is operating in.”

All indicators (except for the last item) were considered separately for two categories – population and entrepreneurs. The 5-point scale of answers regarding corruption prevalence in specific questions was as follows: “5” – very common, “4” – somewhat common, “3” – sometimes it is common, sometimes it is not, “2” – almost absent, “1” – absent. The prevalence index is the arithmetic mean of this scale. So, at first, the respondents were asked to rate corruption prevalence in various sectors on a 5-point scale and then asked about the corruption prevalence in general.

According to *the population*, **the judicial system** ranked **first in terms** of corruption in 2024 (index - 4.49, see Table 1.2.1). The second place was taken by **customs** (with an index score of 4.40). **Border control** is in third place (with an index of 4.26). These three *“leaders”* have not changed compared to 2023, and the values of the indices have also remained unchanged.

In 2023, *the values of the corruption perception indices* increased in almost all sectors, meanwhile in 2024, the dynamics of the indices is *mixed*. *The largest increase in the index was in the area of Higher Education Institutions* (up 0.12 points). Also, a statistically significant increase in the Corruption Perceptions Index was recorded in the areas of *State and Municipal Healthcare (Medical Services)* +0.08 points, and *Patrol Police Activities* (+0.06 points). Both of these areas demonstrate an increase in the index for the second consecutive period. On the other hand, the following areas showed a decline: *“Humanitarian aid”* (-0.11 points); *“MIA service centers activities”* (-0.19 points); *“Services for connection and maintenance of power, gas, water supply and sewer systems”* (-0.17 points); *“Social services and aid”* (-0.17 points); *“Provision of administrative services, (except for ASCs and MIA service centers)”* (-0.21 points); *“Municipal kindergartens”* (-0.12 points); *“Elementary and secondary schools”* (-0.11 points); *“Activities of administrative service centers (ASCs)”* (-0.28 points).

In terms of the overall corruption perception, **91.4% of the population** believes that corruption **is somewhat or very common** in Ukraine (30.2% and 61.2% of respondents, respectively), which is 3.5 percentage points more than in 2023 (the increase is statistically significant). This is the second consecutive year of statistically significant growth of this indicator. At the same time, for the second year in a row, the share of respondents who believe that corruption *is very common* in Ukraine has increased significantly (by 6.2 percentage points) (**61.2%**, the increase is statistically significant). Thus, the corruption prevalence rate has reached a historic high since 2021.

Table 1.2.1. Corruption prevalence perception in certain sectors: population¹

SECTOR	Index.	Very common	Somewhat common	Sometimes common, sometimes not	Almost absent	Absent	Hard to say / Refusal
Judicial system	4.49 (-0,03)	59,0%	23,6%	8,7%	1,4%	0,6%	6,7%
Customs	4.40 (-0,02)	52,7%	24,3%	11,0%	2,3%	0,4%	9,2%
Border control (except for customs control)	4.26 (+0,01)	47,3%	22,4%	13,8%	4,5%	0,4%	11,5%
Transfer of people and goods from the territories controlled by Ukraine to the territories of Ukraine temporarily occupied by Russia and vice versa.	4.15 (-0,04)	33,8%	24,0%	13,9%	2,0%	1,5%	24,7%
Humanitarian aid in connection with military aggression of Russia against Ukraine	↓4.12 (-0,11)	37,9%	28,3%	16,9%	2,6%	1,7%	12,6%
Land relations, land management	4.11 (+0,02)	36,8%	27,2%	17,3%	3,8%	0,9%	14,0%
State and municipal healthcare (medical services)	↑4.06 (+0,08)	36,1%	36,3%	22,1%	3,4%	0,5%	1,6%
Law enforcement activities (except for patrol police)	4.04 (+0,01)	33,8%	30,3%	21,6%	3,2%	0,6%	10,5%
Patrol police activities	↑3.96 (+0,06)	29,1%	32,7%	24,0%	3,5%	0,6%	10,1%
Higher education institutions	↑3.78 (+0,12)	24,4%	28,8%	27,0%	5,1%	2,2%	12,5%
MIA service centers activities	↓3.48 (-0,19)	16,9%	22,0%	27,7%	11,2%	2,9%	19,3%
Services for connection and maintenance of power, gas, water supply, and sewer systems	↓3.29 (-0,17)	17,3%	22,1%	27,2%	14,5%	8,2%	10,6%
Social services and aid	↓3.12 (-0,17)	15,5%	19,8%	25,8%	18,3%	10,9%	9,6%
Provision of administrative services, (except for ASCs and MIA service centers)	↓2.94 (-0,21)	12,2%	14,2%	26,1%	20,7%	11,4%	15,4%
Municipal kindergartens	↓2.86 (-0,12)	9,8%	14,3%	25,7%	21,6%	11,9%	16,7%
Elementary and secondary school	↓2.83 (-0,11)	9,3%	13,7%	28,5%	22,8	11,9%	13,8%
Activities of the administrative service centers (ASCs)	↓2.76 (-0,28)	11,2%	13,5%	24,9%	23,9%	16,6%	9,9%
Corruption in Ukraine in general (2024)	↑4.52 (+0,08)	61,2%	30,2%	6,8%	1,1%	0,1%	0,6%
Corruption in Ukraine in general (2023)	4,44	55,0%	32,9%	10,2%	0,5%	0,1%	1,3%
Corruption in Ukraine in general (2022)	4,25	43,9%	37,2%	15,8%	1,4%	0,3%	1,5%
Corruption in Ukraine in general (2021)	4,39	53,0%	32,5%	12,6%	0,6%	0,1%	1,3%

The overall index of public perception of corruption calculated for this question is **4.52** points on a 5-point scale, which is 0.08 points *higher* than last year (the increase in the index is statistically significant).

¹ Question: "In your opinion, how common is corruption in the following sectors?" Please, answer using a 5-point scale, where: "1" – absent, "2" – almost absent, "3" – sometimes it is common, sometimes it is not, "4" – somewhat common, "5" – very common
In the "Index" column, the value in parentheses reflects the change in the indicator compared to the 2023 data.

It is noteworthy that the public perceives the prevalence of corruption in Ukraine as higher than in any of the areas assessed. The index of perception of the prevalence of corruption in Ukraine among *the population* exceeded the index of the "leader" among the areas that were assessed (i.e., the overall index among the population is 4.52, while the index in the "worst" area (customs) is 4.49). That is, this overall assessment comprehensively incorporates the presence of corruption in the spheres of public life. This may also indicate that the perception of the prevalence of corruption in Ukraine is also formed by factors other than the state of corruption in the areas under study, in particular, by the perception of the prevalence of top-level political corruption.

From the *entrepreneurs* perspective, corruption is most widespread at **customs** (index: 4.47), as well as in the areas of **issuance of permits and extraction of minerals** (index: 4.45) and **public procurement of works and services for construction, repair and maintenance of state and local roads** (4.42) (Table 1.2.2). The top three remain unchanged compared to 2023, and there is no change in the dynamics of the indices (after an increase in 2023).

The entrepreneurs did not identify any areas where corruption has become less widespread, according to respondents. Instead, a statistically significant increase in the index was recorded in a number of areas: "*Public procurement of works and services for the implementation of other large infrastructure projects*" (+0.09 points); "*Other activities of law enforcement bodies*" (+0.16 points, the maximum increase); "*Procurement of medical equipment and medicines*" (+0.12 points); "*Architectural and construction control*" (+0.12 points); "*Municipal property management*" (+0.13 points).

The overall **index of businesses' perception of corruption** has also *increased* and amounts to **4.39** points, which is 0.1 points higher than in 2023, but lower than the index calculated based on the population's estimates (4.52). Unlike the population, the corruption prevalence indices in the top 3 sectors are higher than the overall index. This may mean that these three areas (*customs, permitting and mining, and public procurement of works and services for construction, repair and maintenance of state and local roads*) are characterized by a particularly negative perception of "corrupt activities" of the relevant institutions by businesses, reflecting the lack of confidence of entrepreneurs in the possibility of resolving issues through legal means (as corrupt practices are perceived as an integral part of the work of officials/employees in these areas).

Similar to the general public, *the growth* is happening for the second year in a row due to an increase in the share of those who believe that corruption *is very common* (from 49.8% in 2023 to **57.2%** in 2024, a statistically significant trend). Similarly to the population, this figure significantly exceeded the level of 2021 (51%).

In general, **83.1% of entrepreneurs** believe that corruption **is somewhat or very common** in Ukraine (25.9% and 57.2% of respondents, respectively), which is 1.8 percentage points more than in 2023 (without statistically significant dynamics).

Table 1.2.2. Corruption prevalence perception in certain sectors: entrepreneurs¹

SECTOR	Index.	Very common	Somewhat common	Sometimes common, sometimes not	Almost absent	Absent	Hard to say / Refusal
Customs	4.47 (+0,03)	62,0%	21,4%	9,9%	2,0%	0,9%	3,9%
Issuance of permits and extraction of minerals	4.45 (+0,01)	59,5%	18,1%	9,9%	2,6%	1,1%	8,9%
Public procurement of works and services for the construction, repair and maintenance of state and local roads	4.42 (+0,03)	61,0%	21,7%	11,9%	2,7%	1,0%	1,8%
Public procurement of works and services for the implementation of other major infrastructure projects	↑4.33 (+0,09)	55,2%	23,0%	13,4%	3,3%	1,2%	3,9%
Forestry	4.25 (+0,05)	48,1%	25,0%	14,8%	3,4%	1,1%	7,5%
Privatization of enterprises	4.22 (+0,05)	47,2%	25,0%	16,3%	3,1%	1,5%	6,9%
Land relations, land management	4.17 (+0,03)	46,6%	27,4%	16,7%	4,4%	1,5%	3,4%
Judicial system	4.00 (+0,00)	41,4%	25,9%	20,2%	7,0%	2,4%	3,1%
Use of other natural resources (hunting, fishing, water management))	3.97 (+0,03)	35,8%	26,2%	23,6%	5,5%	1,4%	7,5%
State regulation and control in public procurement sector	3.91 (+0,03)	37,3%	26,3%	22,6%	7,8%	2,6%	3,4%
Other activities of law enforcement bodies (National Police, SSU, prosecutors' office)	↑3.84 (+0,16)	31,8%	29,2%	24,9%	7,0%	2,8%	4,3%
Procurement of medical equipment and medicines	↑3.81 (+0,12)	32,1%	23,7%	21,6%	8,9%	3,2%	10,6%
Architectural and construction control	↑3.81 (+0,12)	32,5%	25,6%	24,2%	8,4%	3,1%	6,2%
Activities of the Antimonopoly Committee of Ukraine	3.78 (+0,06)	30,7%	22,2%	22,4%	8,3%	3,7%	12,7%
Control and supervision of business activities	3.53 (+0,01)	26,9%	23,1%	26,9%	14,3%	5,5%	3,4%
Humanitarian aid in connection with military aggression of rf against Ukraine	3.51 (-0,03)	28,1%	21,5%	23,3%	16,6%	6,1%	4,3%
Municipal property management	↑3.43 (+0,13)	21,0%	24,2%	27,8%	14,5%	6,0%	6,6%
Services for connection and maintenance of power, gas, water supply and sewer systems	3.37 (-0,03)	25,9%	18,1%	26,7%	20,0%	7,1%	2,3%
Accrual and collection of tax and other mandatory payments	3.07 (+0,00)	17,9%	19,1%	25,0%	22,0%	13,3%	2,7%
Provision of administrative services, (except for ASCs and MIA service centers)	2.58 (+0,06)	7,0%	11,5%	27,5%	27,4%	18,1%	8,5%
Corruption in Ukraine in general (2024)	↑4,39 (+0,1)	57,2%	25,9%	15,1%	1,5%	0,2%	0,1%
Corruption in Ukraine in general (2023)	4,29	49,8%	31,5%	16,7%	1,7%	0,1%	0,2%
Corruption in Ukraine in general (2022)	3,98	31,5%	37,7%	27,4%	2,9%	0,1%	0,4%
Corruption in Ukraine in general (2021)	4,35	51,0%	33,0%	14,0%	1,0%	0,0%	1,0%

¹ Question: "In your opinion, how common is corruption in the following areas?"

We have to state that both the general population and entrepreneurs *have worsened their perception of corruption*. This is **the second consecutive period of growth** in the Corruption Perceptions Index, after a drop in 2022. Most areas have seen a significant **increase** in the index.

Fig. 1.2.5. Corruption prevalence perception index in general (average score on a 5-point scale): population¹

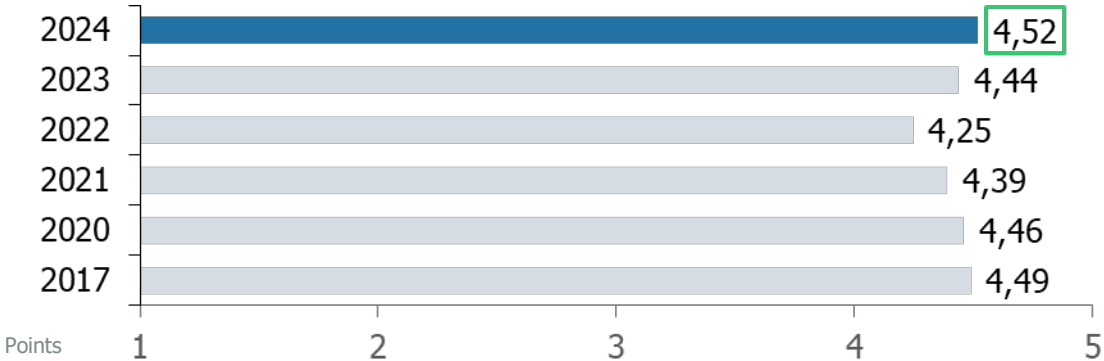
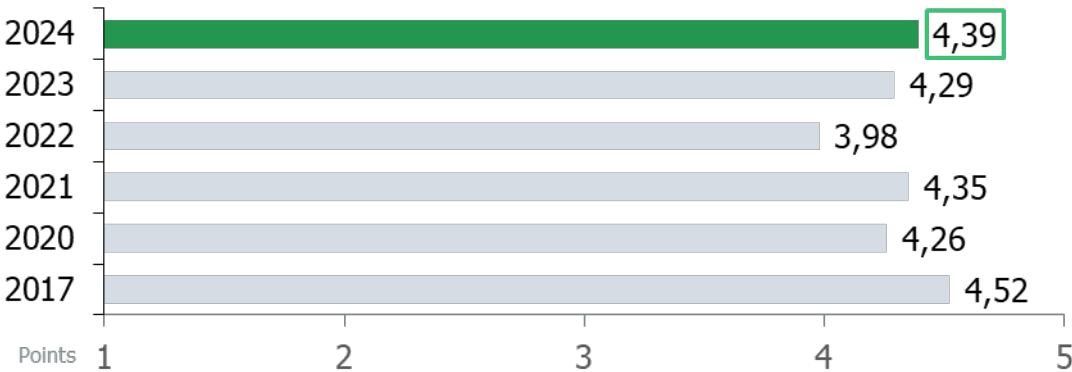


Fig. 1.2.6. Corruption prevalence perception index in general (average score on a 5-point scale): entrepreneurs¹



In 2024, the trend continues that *entrepreneurs* assess the prevalence of corruption in the sector they work in much lower than in other sectors and in Ukraine as a whole (Table 1.2.3). Thus, the average index of **perception of corruption in the area** where the surveyed **entrepreneurs operate** is only **2.35** points (on a 5-point scale), which is almost twice lower than the assessment of corruption in Ukraine as a whole. This index has remained *low* throughout the entire history of observations (2.25, 2.17, and 2.29 in 2021, 2022, and 2023, respectively), and the difference in scores over the three years is not statistically significant. The differences in the estimates given by businesses regarding the prevalence of corruption in general and in the business sector where they operate may be due to both a more realistic assessment of the situation and unwillingness to expose corruption in their "own" sector.

Almost *a third or more* of *entrepreneurs* (30.4-39.1%) report a *complete absence* of the proposed cases of corruption in their field of activity. And the share of those who say that corruption is *"absent"* and *"almost absent"* exceeds half of the respondents and ranges from 54.2% to 64.5%. A minority of entrepreneurs (16.1-22.3%) note *the prevalence* of such cases ("very" or "somewhat" common).

¹ Question: "In your opinion, how common is corruption in Ukraine in general?"

However, even in the sector where the respondent's company operates, there is *a trend towards an increase* in the perception of corruption, *in all areas* - both in interaction with officials and other business entities, including companies providing power, gas, water, and sewer systems services. There was no statistical significance of the indexes' growth, however, the growth of the index in all three areas of interaction indicates a deterioration of the situation.

Table 1.2.3. Corruption prevalence perception index in business sector in which an enterprise operates: entrepreneurs¹

Manifestations	Index 2024	Index 2023
Corruption in interaction with government officials (<i>obtaining permits, licenses, business legalization, etc.</i>)	2,48	2,40
"Kickbacks", bribes in interaction with other business entities in the process of business operations	2,37	2,32
Corruption in interaction with companies providing power, gas, water supply, sewer systems services, freight transportation	2,19	2,14

Perception of changes in the corruption level in Ukraine

In addition to assessing the level of corruption in Ukraine by sector and in general, respondents were also asked to assess changes in the level of corruption over the past 12 months. According to this indicator, **significant negative changes in the assessment of the situation with corruption** in the country were recorded by both groups of respondents *for the second consecutive period*- in 2023 and 2024.

The population continues to perceive changes in the level of corruption in Ukraine very pessimistically (Fig. 1.2.7): the share of citizens who report an increase (very or rather) in the *level of corruption has increased*, their share is **69.1%**, which is 7.9 percentage points *higher than last year* (the dynamics is statistically significant). The growth is driven by the share of "very much increased" responses, which increased by 11.3 percentage points. There was also a significant decrease in the share of respondents who say that the level of corruption has decreased - from 6.4% in 2023 to 2.5% in 2024.

Entrepreneurs also note *a significant increase* (very or rather increased) in the *level of corruption* over the past year (**57.0%**, compared to 46.3% in 2023).

Assessments of the dynamics of corruption in the *business audience* generally correlate with those of the population: *the share of negative assessments has increased* significantly and statistically significantly, while the share of positive assessments has decreased. In general, *both audiences* demonstrate *the most negative picture over all the years of observation*. However, it should be noted that *entrepreneurs* are somewhat *less pessimistic* than the *population*: the share of "rather increased" and "very increased" answers among entrepreneurs is 57%, while among the population it exceeds 69%.

¹ Question: "Please tell us whether the following cases of corruption are widespread in the business sector where your company operates (examples of cases: entrepreneurs offer or receive bribes, unofficial services, use connections, etc.

Figure 1.2.7. Changes in corruption level in Ukraine over the past 12 months: population¹

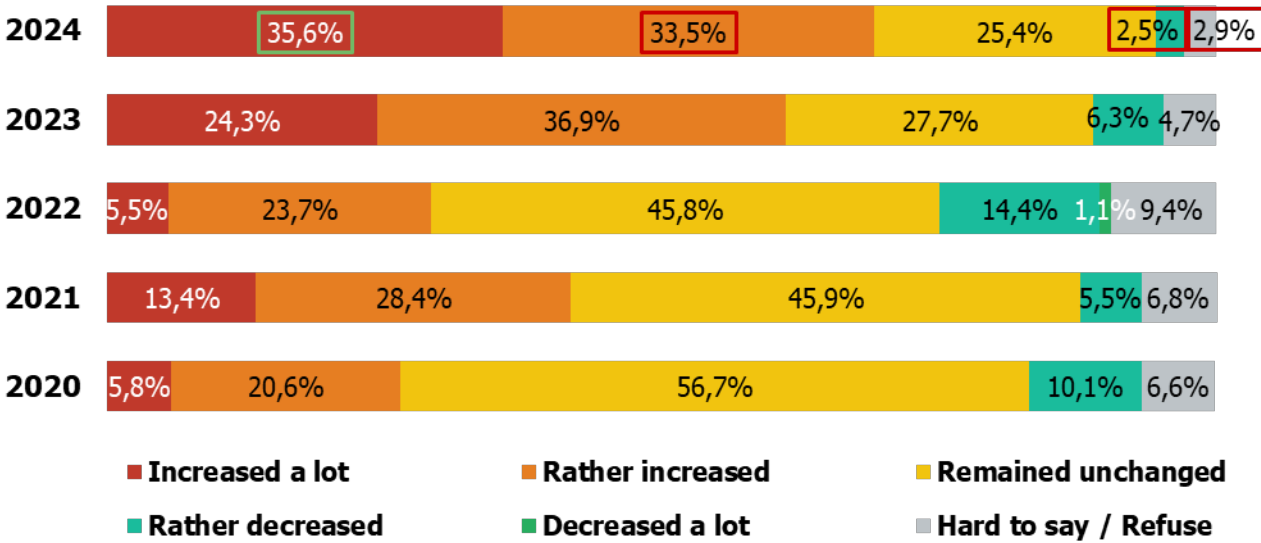
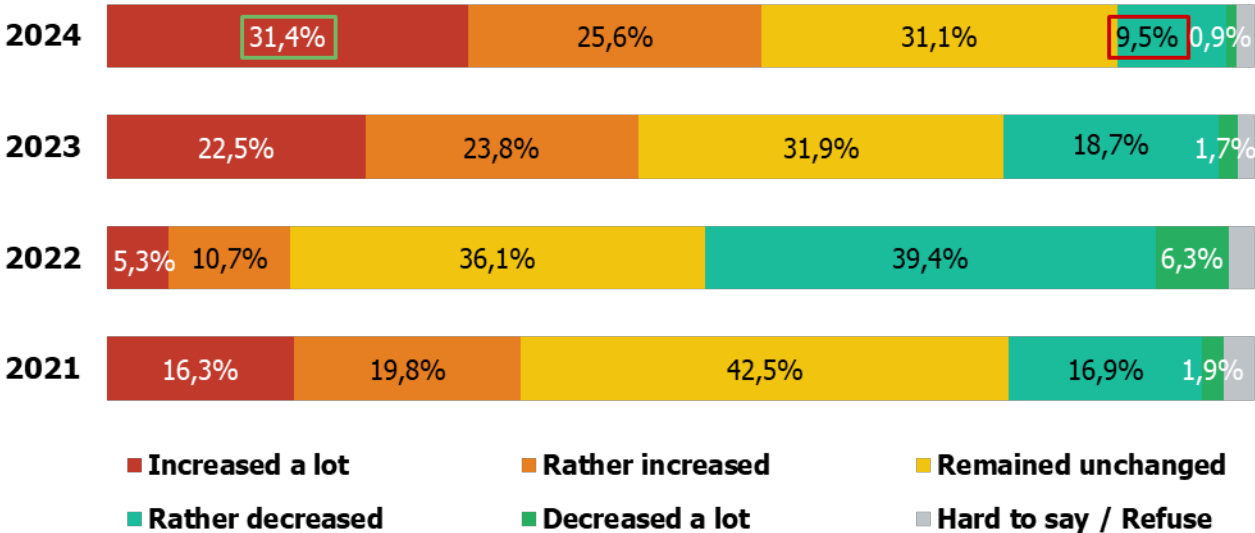


Figure 1.2.8. Changes in corruption level in Ukraine over the past 12 months: entrepreneurs²



As will be shown below (Sections 2, 3), there is a certain *gap* between the perception of the *prevalence* and dynamics of corruption and *personal corruption experience*. Thus, the shares of the population and businesses that had their own corruption experience in 2024 (Indicator 2) did not increase statistically significantly compared to 2023 (although in the business category there is a negative trend of increasing the indicator in the period 2022-2024).

Analyzing the data from last year's and this year's surveys, we can conclude that, to some extent, unjustified expectations of a decrease in corruption after Russia's large-scale invasion of Ukraine led to disappointment, which resulted in overestimated indicators of the perception of the prevalence and dynamics of corruption in 2023-2024.

¹ Question: "In your opinion, how did the corruption level in Ukraine change over the last 12 months?"
² Question: "In your opinion, how did the corruption level in Ukraine change over the last 12 months?"

People assess the prevalence of corruption not so much from their own experience as from reports, judgments and assessments circulating in the public discourse, in particular, regarding corruption among high-ranking officials. It can be assumed that this component of the "publicized corruption" factor is more important for assessments of the perception of the prevalence and dynamics of corruption for both the public and business. At the same time, the respondents' own experience of involvement in corrupt practices belongs to the sphere of domestic corruption (for the population) or corruption in business (for entrepreneurs).

1.3. Assessment of anti-corruption policy of the state and awareness about it

Responsibility for tackling corruption

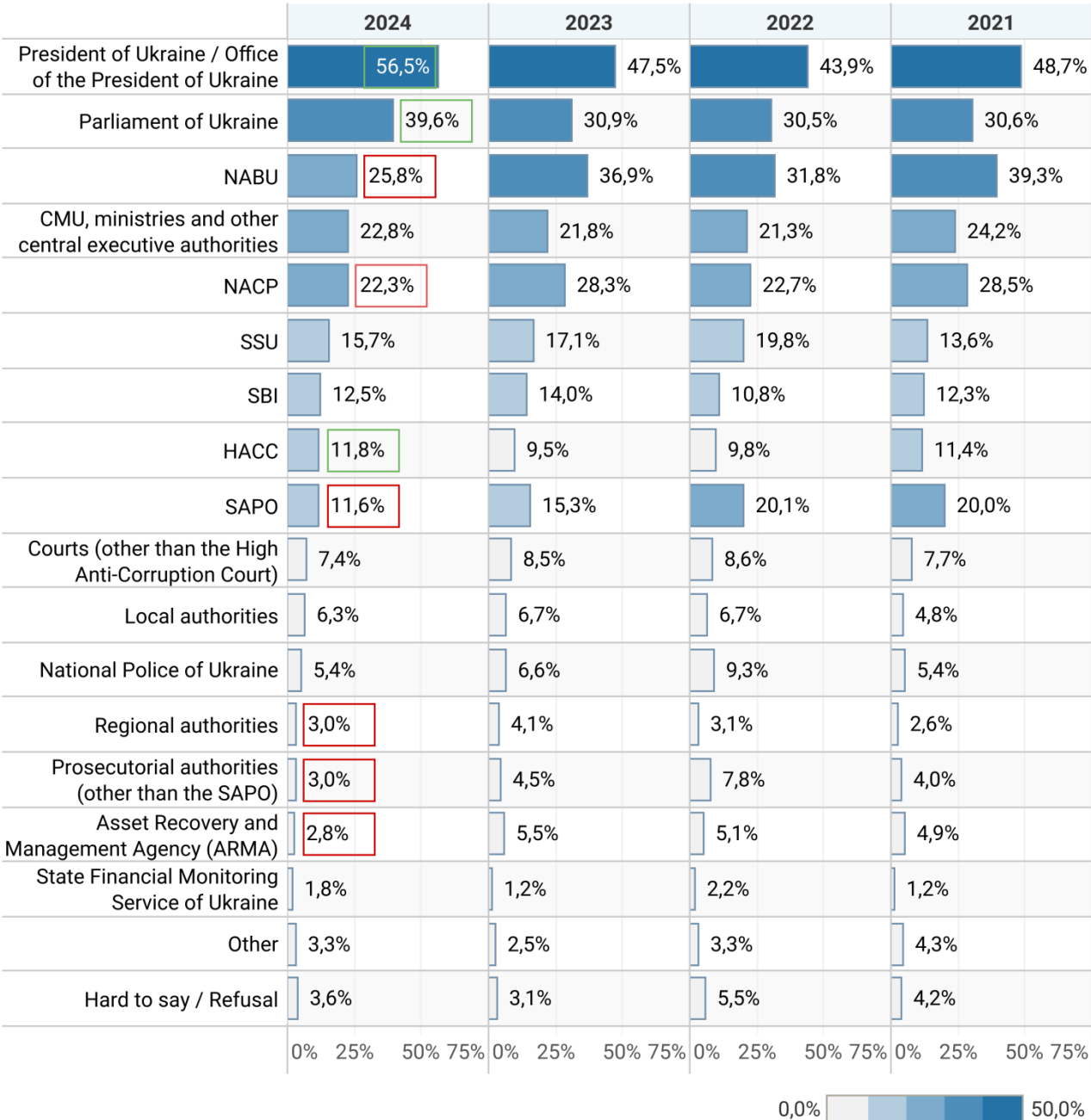
When answering the question "In your opinion, who is responsible for overcoming corruption in Ukraine?" respondents were asked to select no more than three options. In general terms, the rating of those responsible remained without significant changes: representatives of *the population* most often tend to consider that central authorities, such as the **President of Ukraine and his Office, the Parliament and the National Anti-Corruption Bureau of Ukraine (NABU), are responsible for fighting corruption**. These three institutions have been the leaders of the rating for the fourth year in a row (Fig. 1.3.1). As for *the businesses*, the NABU gave way to the **Cabinet of Ministers and central executive authorities** in the TOP-3 (Fig. 1.3.2).

However, there are certain changes in the attitudes of both population and businesses.

The population has become *even more likely* (compared to the results of 2023) to hold the **President and his Office** responsible for tackling corruption; this answer remains the most frequent for the fourth year in a row and in 2024 reflects the opinion of **56.5% of** respondents (an increase of 9.0 percentage points is statistically significant). The share of people who believe that **the Parliament** is responsible for fighting corruption has also *increased* to **39.6%** (an increase of 8.7 percentage points is statistically significant). In 2024, for the first time in the years of observation, the Parliament moved from 2nd to 3rd place in the ranking of those responsible for fighting corruption, **with a score of 25.8%** (a significant *decrease* of 11.1 percentage points compared to 2023).

In addition to **the NABU, the NACP and the SAPO** have also lost ground as anti-corruption agencies in public perception. The share of *the population* that holds these institutions responsible for fighting corruption has significantly *decreased* and reached *the lowest level in the history of observations*, in particular for **the NACP - 22.3%** (-6 p.p. to the value in 2023), for the **SAPO - 11.6%** (-3.7 p.p.).

Fig. 1.3.1 Who is responsible for tackling corruption in Ukraine: population¹

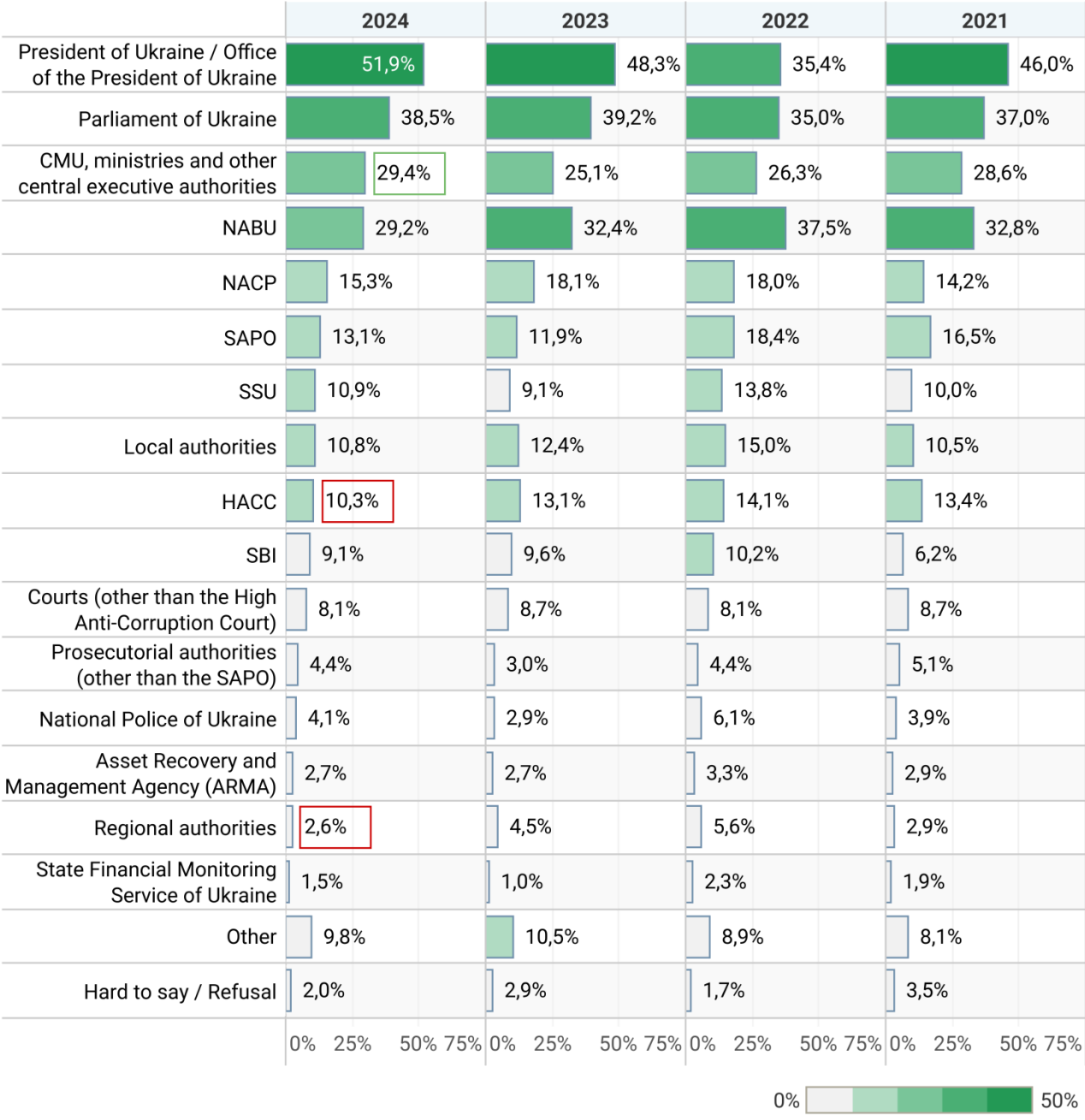


As for *businesses* (Fig. 1.3.2), entrepreneurs, like the population, also *most often* place responsibility for fighting corruption on the **President and his Office (51.9%**, an increase of 3.6 percentage points compared to 2023, not statistically significant). The frequency of references to **the Parliament** as an institution responsible for fighting corruption remains high after an increase in 2023 (38.5%). For the first time, the **Cabinet of Ministers, ministries and other central executive bodies** entered the TOP-3 ranking of responsible institutions according to entrepreneurs' answers - **29.4%** (a significant *increase* by 4.3 percentage points compared to 2023).

In contrast, in 2024, *an even smaller share of* the businesses named the **NABU** as responsible for fighting corruption *compared to 2023* - **29.2%** (although the drop of 3.2 percentage points is not statistically significant).

¹ Question: "In your opinion, who is responsible for tackling corruption in Ukraine?"

Figure 1.3.2. Who is responsible for tackling corruption in Ukraine: entrepreneurs¹



In general, the dynamics of responses is multidirectional. Thus, among *the population*, in addition to the above-mentioned, the frequency of references to the **HACC** *increased* the frequency of references to regional authorities, the Prosecutor's Office and the ARMA decreased. In the *businesses*, the frequency of references to regional authorities also *decreased*

As for the perception of *the anti-corruption institutions*, **NABU** and **NAPC** as those responsible for overcoming corruption in the country, *the dynamics is negative* in both audiences. The frequency of mentions of these institutions has significantly *decreased* among *the population*. In the *business* audience, there is also a *trend towards a decrease in the frequency of* mentions of these institutions, however, the dynamics is not statistically significant compared to 2023. However, compared to 2022, the frequency of mentions of the NABU decreased significantly (37.5% in 2022, 29.2% in 2024).

¹ Question: "In your opinion, who is responsible for tackling corruption in Ukraine?"

Effectiveness of anti-corruption activities of public authorities

This research aimed to assess how Ukrainians perceive the effectiveness of anti-corruption activities of various public authorities in Ukraine. A 5-point scale was used for evaluation, where 5 means “very effective” and 1 – “absolutely ineffective” (in other words, the indicator higher than 3 means a greater number of positive estimates, and lower than 3 means a greater number of negative estimates).

The population. The results of the survey of the population on the assessment of the effectiveness of activities to prevent and combat corruption are shown in Fig. 1.3.3 First of all, it is worth noting that **assessments of the effectiveness of anti-corruption activities** have statistically significantly **decreased** for all authorities. The decline in efficiency scores continues for **the second year in a row**, after an increase in 2022. However, for most authorities, the scores are still **higher** than **in 2021**. According to the public, the most effective agency in 2024 was the **SSU (2.15 points)**.

Fig. 1.3.3. Assessment of anti-corruption activities effectiveness of public authorities by the population¹

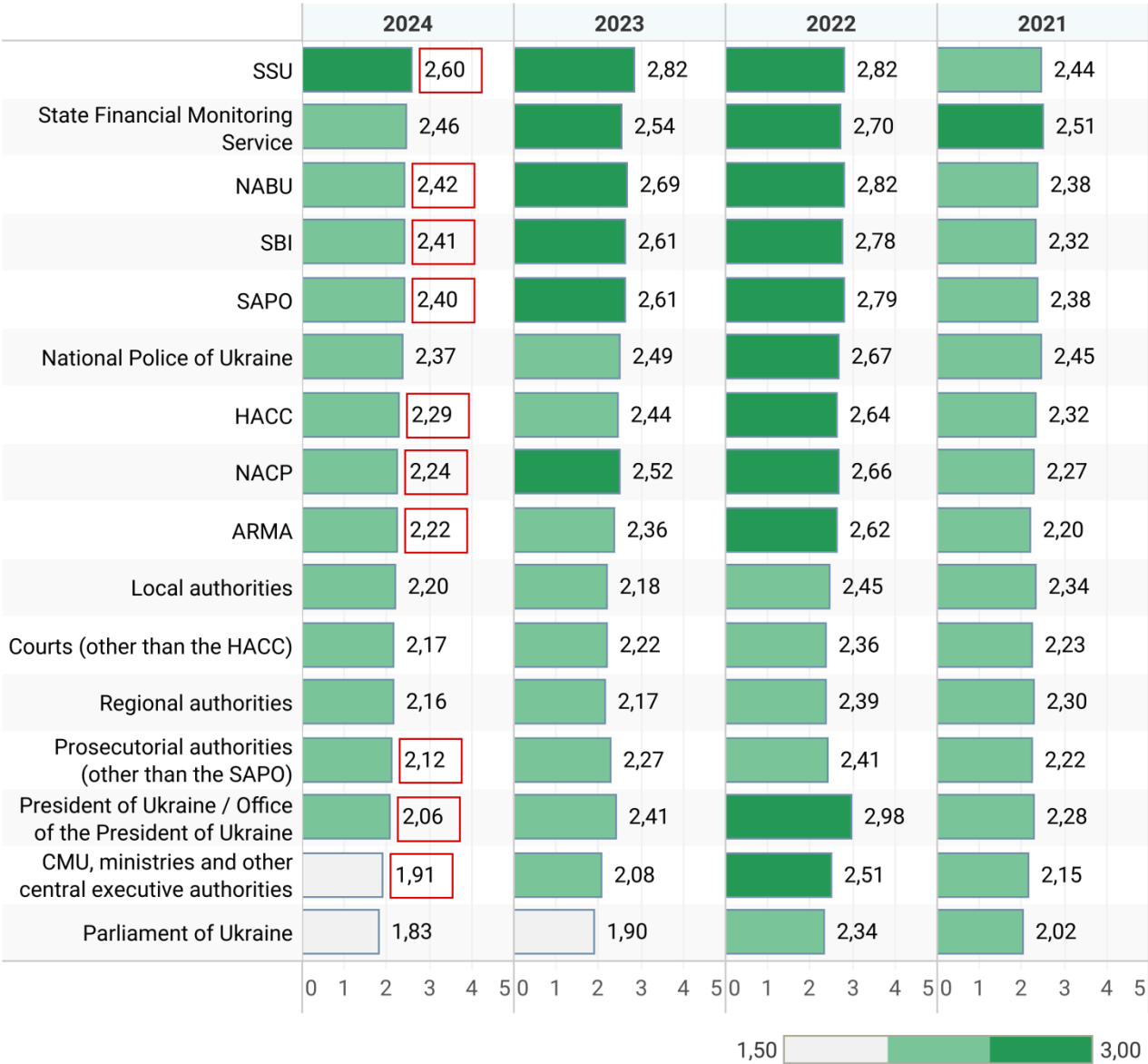


¹ Question: "In your opinion, how effective is the anti-corruption activity of the following public authorities?"

Specialized anti-corruption institutions, such as **the NABU and the NACP**, are in the top half of the ranking with scores of **1.98** and **1.93** respectively (showing a statistically significant *decrease* of 0.16 and 0.14 points respectively, the second consecutive year of decline). However, most institutions received scores below 2 points on a 5-point scale. It is worth noting the rapid decline in the scores of **the President of Ukraine and his Office** since the beginning of the war: 2022 - 2.9 points, 2023 - 2.24 points, and in 2024 - **1.91** points (-0.33 points).

Entrepreneurs. The results of the survey of entrepreneurs on the assessment of the effectiveness of public authorities in preventing and combating corruption are shown in Fig. 1.3.4. Similar to the general public, entrepreneur’s assessments have significantly *decreased* for most authorities for the second year in a row (after a significant increase in 2022).

Fig. 1.3.4. Assessment of anti-corruption activities effectiveness of public authorities by entrepreneurs¹



¹ Question: "In your opinion, how effective is the anti-corruption activity of the following public authorities?"

The entrepreneurs has seen *significant changes* for the third year in a row. Thus, **the President of Ukraine and his Office, which topped the rating in 2022** with a score of 2.98 and returned to the middle of the rating with a score of 2.41 in 2023, in 2024 took a position at the bottom of the rating (**2.06** points). In 2024, *specialized anti-corruption and law enforcement agencies* (SSU, NABU, SBI, SAPO, National Police, NAPC, and HACC) were *the top performers* in the rating of the effectiveness of anti-corruption activities of public authorities according to businesses. The SSU leads the ranking for the second year in a row with a score of 2.60 points, while the State Financial Monitoring Service of Ukraine is second (2.46 points).

According to entrepreneurs, the Parliament remains the outsider of the rating, with its assessment of the effectiveness of anti-corruption activities dropping to 1.83.

In general, **entrepreneurs'** assessments of the effectiveness of anti-corruption activities of all government agencies remain *higher* than those of the general *public*, just as in the previous wave of the survey

It should also be noted that the absolute **values of the scores remain low**: the scores of government agencies in the business audience mostly do not reach 2.5 points, and in the public audience - 2 points. That is, we can talk about exclusively negative assessments of the performance of all agencies in both audiences.

Priority areas for corruption tackling

In response to the question "*In which areas do you think it is necessary to fight corruption in the first place?*" respondents could choose no more than three options. Figs. 1.3.5 and 1.3.6 provide data on the areas that were mentioned among the three most important.

Both the population and businesses highlight **the judicial system** and **customs** as **priority areas** for fighting corruption - these two areas are in the TOP-3 of the rating for the fourth consecutive period. Among *the population*, the relevance of fighting corruption **in the judiciary** and at **customs** *has decreased* compared to 2023, and amounts to **47%** and **34.2%**, respectively (a decrease of 3.6 percentage points for both indicators is statistically significant). In the *business* audience, the frequency of references to customs and the judiciary as priority areas for fighting corruption remained at the level of 2023 (**60.1%** mentioned *customs* and **32.3%** mentioned the *judiciary*, without statistically significant dynamics).

The population puts the need to overcome corruption in **law enforcement agencies** in third place (**31.9%**), the share of mentions of this area *has increased* significantly compared to 2023 (by 4 percentage points). This indicates an increased demand for the efficiency and transparency of the law enforcement system in the context of the military threat from russia, and, as a result, increased responsibility for maintaining security and justice.

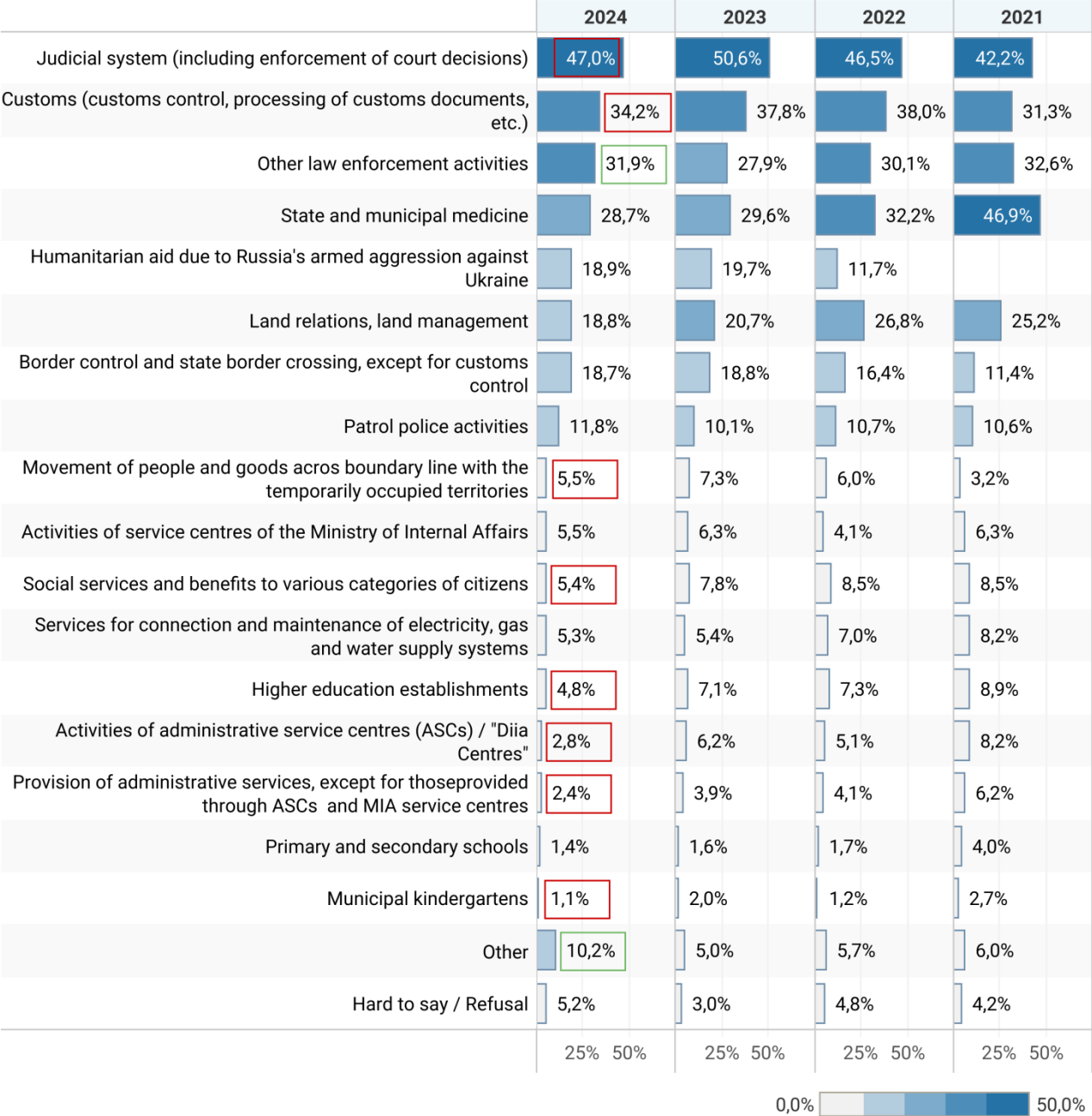
For *entrepreneurs*, the top 3 priority areas, in addition to the courts and customs mentioned above, include the need to overcome corruption in **public procurement for the construction, repair and maintenance of roads** (32.2%, no change in 2022-2024).

In general, the *population* recorded a decrease in the frequency of references to many areas, with the only exception of *law enforcement*. In the *businesses*, a decrease was recorded only in *humanitarian aid* and in the area of *municipal property management*. The assessment of the need

to fight corruption in the humanitarian sector, according to business, returned to the level of 2022 after an increase in 2023.

It is worth noting that *population's* responses generally *coincide* with their **estimates of the prevalence of corruption** in these areas (see Table 1.2.1) - citizens believe that *corruption should be fought* first in the areas where they believe it is most widespread (**judiciary, customs**).

Figure 1.3.5. Priority sectors for tackling corruption: population¹

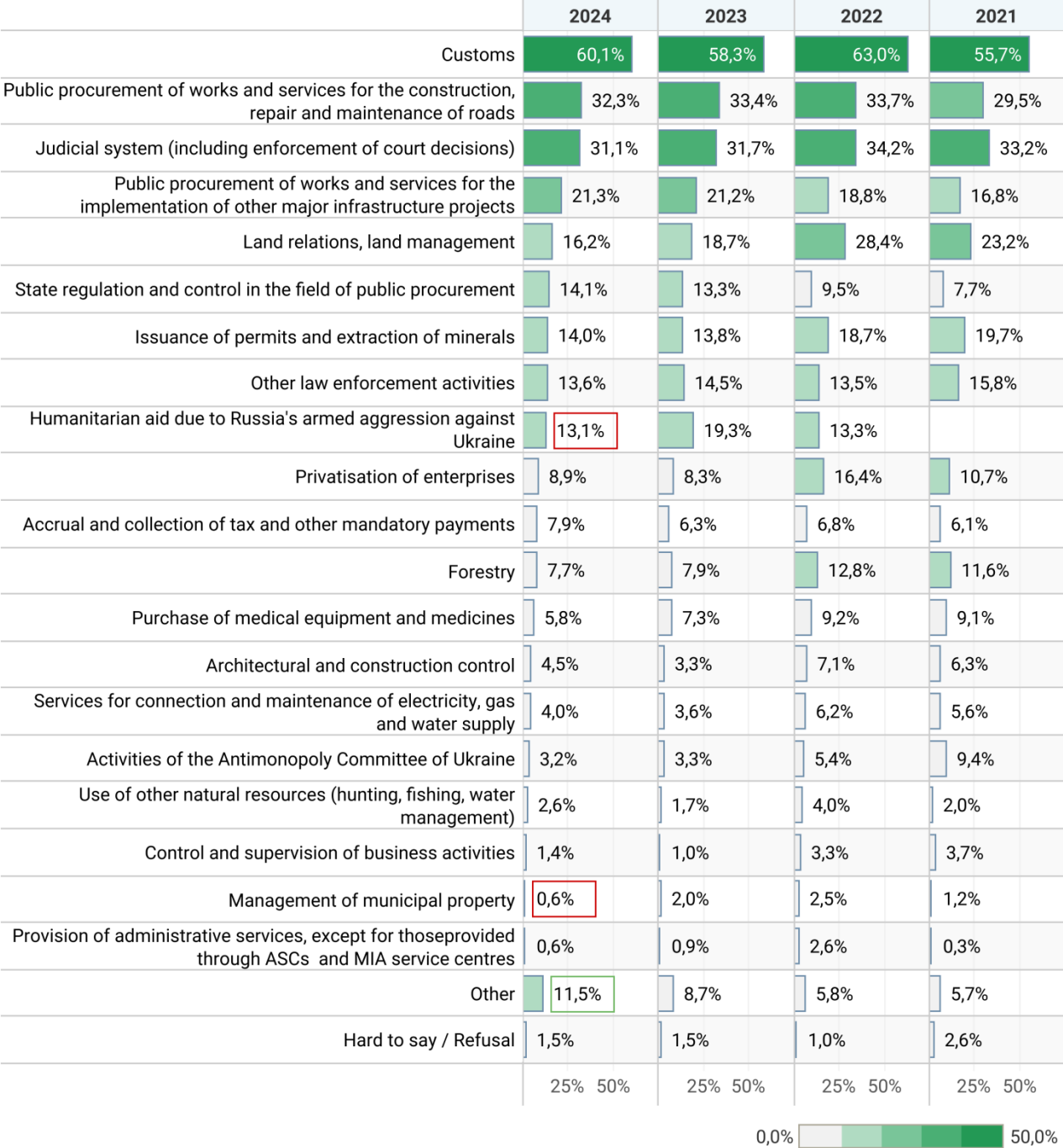


The position of entrepreneurs on the priority areas of fighting corruption also *overlaps* with the **corruption perception index** for the leading areas of the respective rating (**customs and public procurement for roads**). However, for most sectors, *businesses'* assessments do not show such

¹ Question: "In which sectors, in your opinion, is it necessary to tackle corruption in the first place?" Respondents could choose no more than 3 options

a clear correlation (see Table 1.2.2): apparently, when prioritizing sectors, entrepreneurs assess not only the degree of corruption in them, but also the impact of this sector on business activities. For example, the area of *permitting and mining* is labeled as one of the most corrupt, but at the same time, only 14% of respondents mention the need to fight corruption as a priority.

Fig. 1.3.6. Priority sectors for tackling corruption: entrepreneurs¹



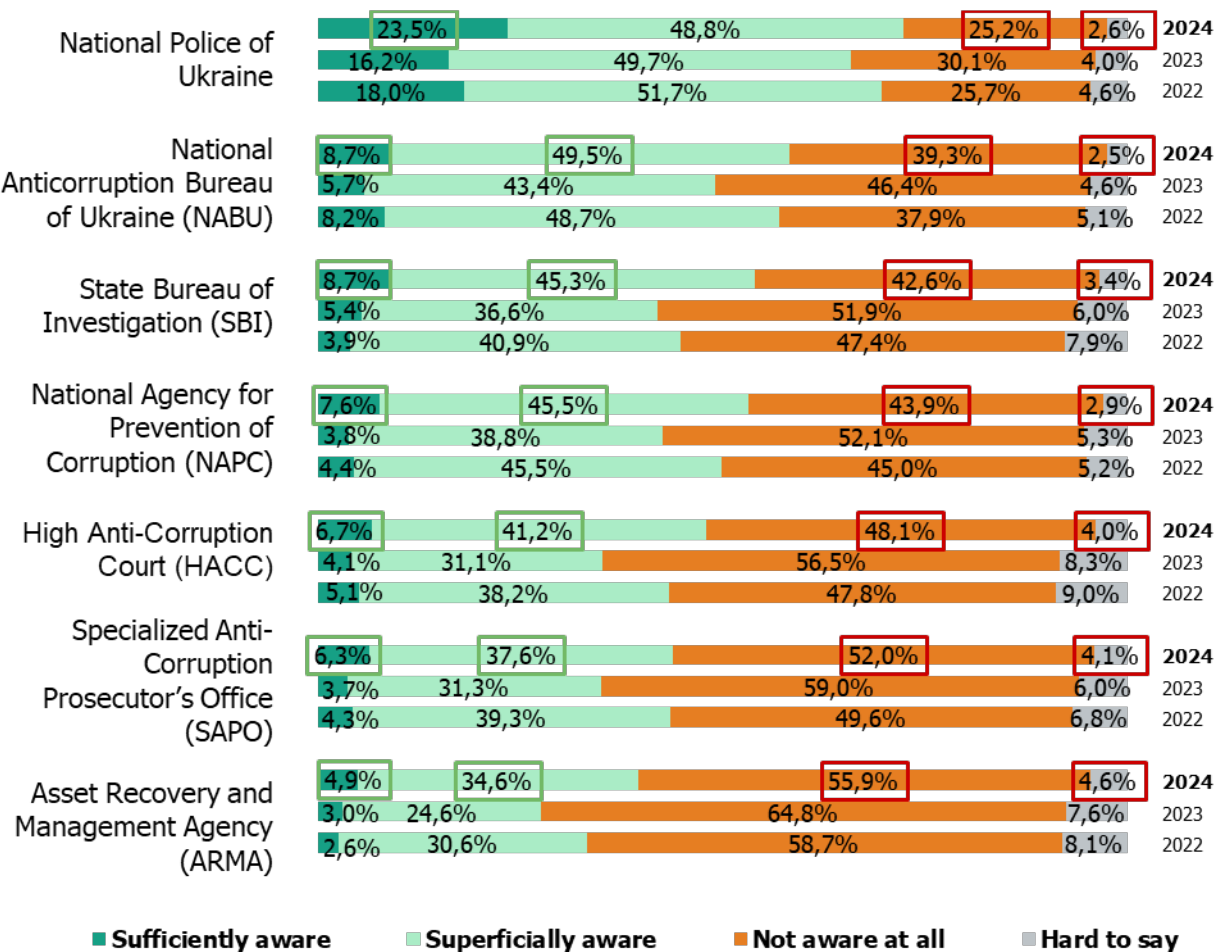
¹ Question: "In which sectors, in your opinion, is it necessary to tackle corruption in the first place?" Respondents could choose no more than 3 options

Awareness of the activities of anti-corruption bodies and NACP powers

In 2024, *there was an increase in public awareness* of the activities of anti-corruption agencies after a decline in 2023 (Figures 1.3.7 and 1.3.8). Awareness among the public exceeded the level of 2022, when this indicator was first introduced. Awareness among the *businesses* has been *growing* for the second consecutive period.

Both the population and businesses are best aware of the activities of the **National Police of Ukraine: 72.3%** of the population and **91.7%** of businesses consider themselves at least superficially aware, of which 23.5% and 46.1% respectively consider themselves sufficiently aware (the share of respondents who *consider themselves sufficiently aware* has *increased* statistically significantly in both audiences).

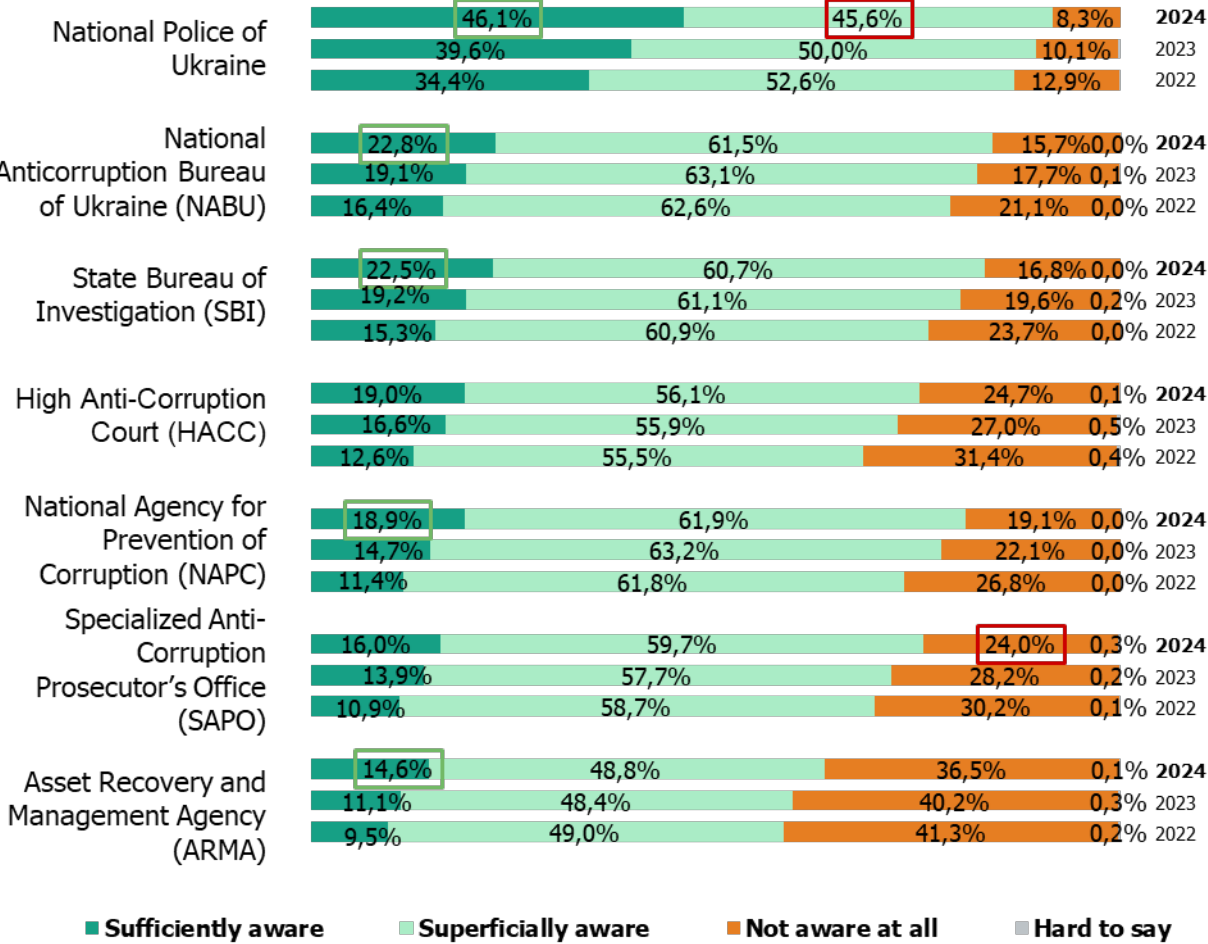
Fig. 1.3.7. Awareness of the activities of anti-corruption bodies: population¹



Among the *population*, the **NABU** remains in second place in terms of awareness (**58.2%** are sufficiently or superficially aware, a significant increase compared to 2023). Among the *businesses*, the NABU (**84.3%**) shares second place with the **SBI (83.2%)** in this combined indicator. However, the share of "sufficiently aware" in both audiences is more than *twice as low as* that of the National Police (8.7% of the population and 22.8% of businesses consider themselves *sufficiently aware* about the NABU's activities).

¹ Question: "To what extent do you consider yourself aware of the activities of the following public authorities (institutions)?"

Fig. 1.3.8. Awareness of the activities of anti-corruption bodies: entrepreneurs



Both audiences demonstrate *the lowest awareness* of the **ARMA's activities**. 55.9% of the population and 36.5% of entrepreneurs surveyed are not aware at all of the agency's activities.

The NAPC is in the middle of the ranking in both target audiences. At least superficially aware of the agency's activities are **53.1% of the population** (10.5 percentage points more than in 2023, which is *statistically significant*) and **80.8% of businesses** (2.9 percentage points more than in 2022, a statistically significant *increase* in the share of those who are sufficiently aware). The share of "not aware at all" is 43.9% among *the population* and 19.1% among *entrepreneurs*.

In general, *businesses demonstrate greater awareness of the activities of anti-corruption agencies* than the general public.

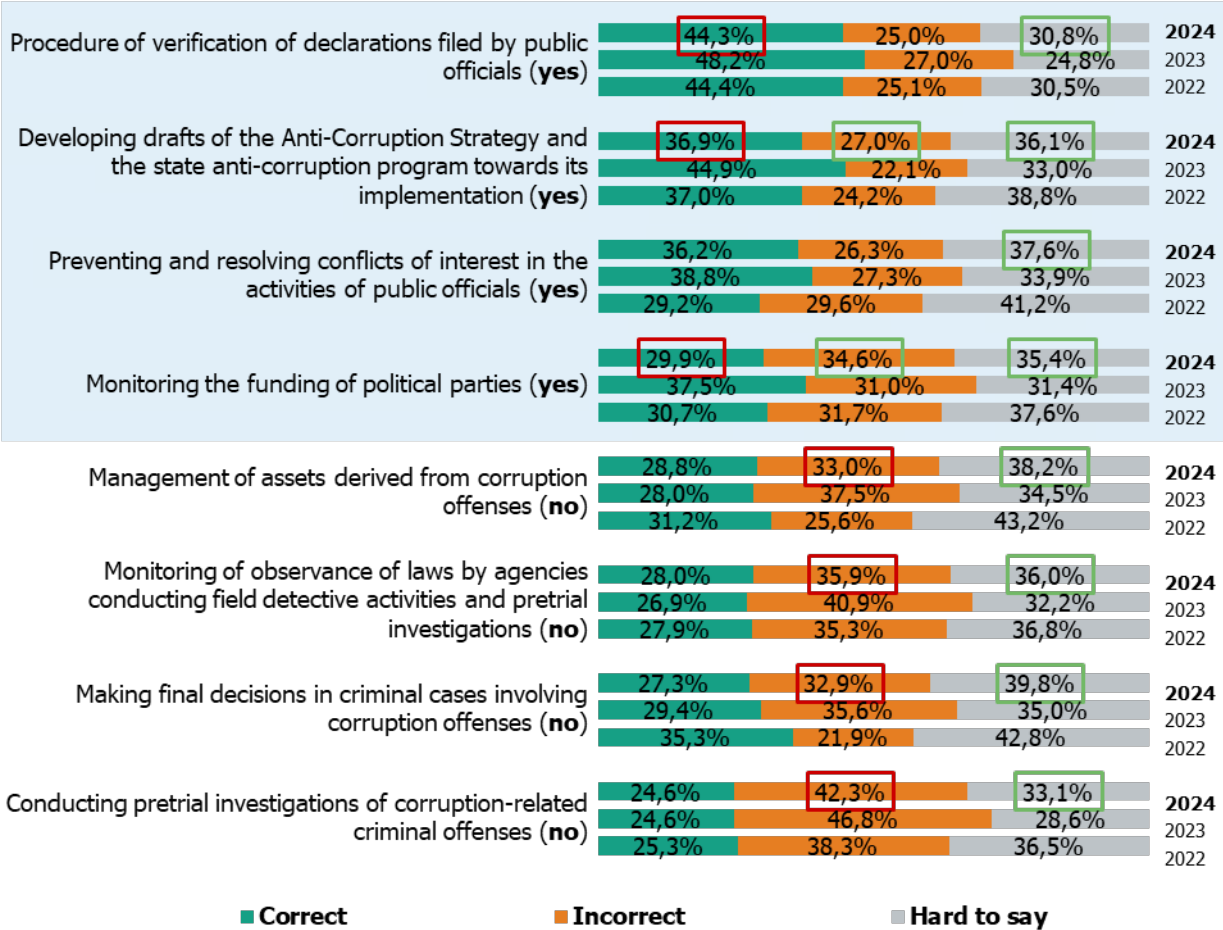
This thesis is also confirmed by the "testing" data, when the respondents were asked to identify which activities/functions are within *the NAPC's powers* and which are not. For this purpose, the respondents were presented with a number of statements with the question whether they are within the NAPC's powers. For half of the statements, the correct answer was "yes", for half - "no". The results of the "testing" of respondents are shown in Figures 1.3.9 and 1.3.10 (population and businesses respectively).¹

¹ The corresponding "yes" and "no" marks are given in parentheses after each statement, and respondents' answers were recoded as "correct" and "incorrect".

In general, *the population is less likely to give correct answers than businesses*, and more likely to choose the "hard to say" option. This trend has been observed for the third year in a row. But there are similar trends in the answers of both audiences. For example, both the population and businesses are most confident in attributing to the NACP the authority to **verify public officials' declarations** (44.3% of correct answers among the public, 63.3% among business).

The second most popular answer in both audiences was the *developing of the draft Anti-Corruption Strategy and the state anti-corruption program towards its implementation*. The correct answers were given by 36.9% of the population and 49.7% of businesses.

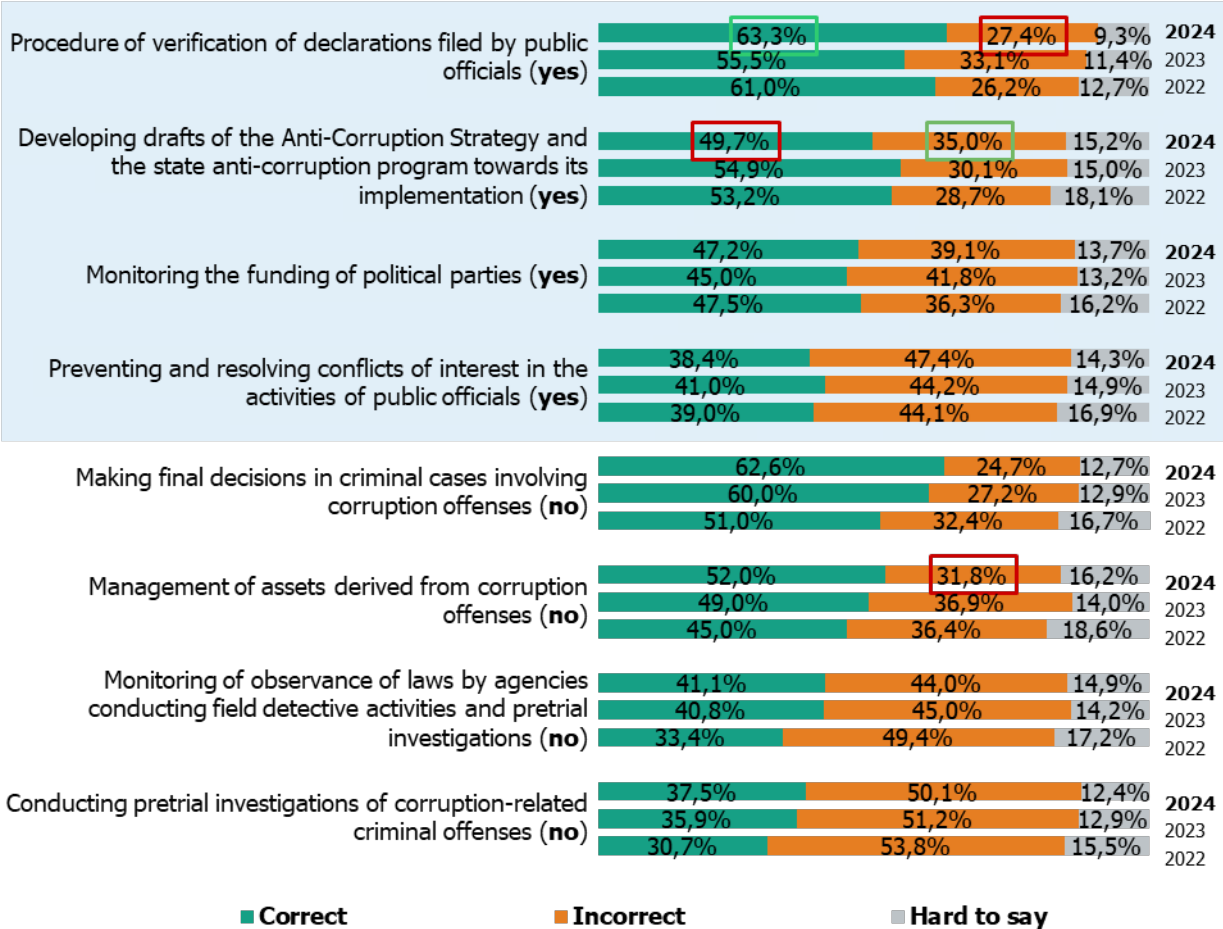
Figure 1.3.9. Awareness of the NACP's powers: population ¹



Businesses are much more likely than the population to attribute to the NACP such activities as *making final decisions in criminal cases involving corruption offenses* and *managing assets derived from corruption offenses*. False "yes" answers were given by 62.6% and 52.0% of entrepreneurs, respectively (moreover, the share of false positive answers to these and other questions in the business audience has been growing for the second consecutive period).

¹ Question: "In your opinion, does the National Agency on Corruption Prevention exercise such powers?"

Fig. 1.3.10. Awareness of the NACP's powers: entrepreneurs¹



To analyze the dynamics of population’s and businesses’ awareness, an **estimated awareness index** was introduced. Respondents who gave correct answers to more than half of the items, i.e. at least 5 out of 8, are considered to be sufficiently informed. In 2024, **8.9% of the population** and **33.3% of businesses** can be recognized *as sufficiently informed*. The indicator for the *population has decreased* (in 2022-2023, the index was 11.4%-11.6%). The indicator for *businesses* has a statistically significant *positive trend* (+4.3 percentage points compared to the indicator in 2023 (29%)).

It is worth noting that the results of the "testing" show that *the declared level of* respondents' self-assessment of their awareness of the activities of a particular state institution **does not correspond to their actual knowledge of their powers**. This is especially pronounced in the *population* audience. This thesis is confirmed by the analysis of the shares of correct answers about the **NACP's powers** in each of the 3 groups of respondents who considered themselves "sufficiently aware", "superficially aware" and "not at all aware" of the NACP's activities.

The results are shown in Tables 1.3.1 and 1.3.2 (for population and businesses, respectively).

Thus, we see that respondents from the *population* audience who rated their awareness as "sufficient" do not *give correct answers* about the NACP's powers more often than those who said

¹ Question: "In your opinion, does the National Agency on Corruption Prevention exercise such powers?"

they were only superficially aware. However, even *the best-informed* respondents, both from the public and business, *do not always give correct answers* about the NACP's powers. Thus, among the population, the share of those who *give more than half of the correct answers* about the NACP's powers (i.e. at least 5 out of 8), even *among the best (sufficiently) informed*, is only **11.4%** (a decrease of 4.4 percentage points compared to 2023). For comparison, 10.1% of respondents who considered themselves superficially aware gave 5 or more correct answers, and 7.6% of respondents who considered themselves not at all aware. Thus, it can be stated that **the real awareness** of the population about the work of anti-corruption agencies is even **lower than the declared one**.

Table 1.3.1. Awareness of the NACP powers: population by level of self-assessment (% of correct answers)¹

NACP POWERS	Self-assessed level of awareness of NACP activities		
	Sufficiently aware	Superficially aware	Not aware at all
Procedure of verification of declarations filed by public officials (yes)	54,2%	52,5%	34,5%
Preventing and resolving conflicts of interest in the activities of public officials (yes)	51,4%	41,7%	28,8%
Developing drafts of the Anti-Corruption Strategy and state anti-corruption program towards its implementation (yes)	49,0%	44,4%	27,3%
Monitoring the funding of political parties (yes)	42,8%	33,6%	24,2%
Management of assets derived from corruption offenses (no)	32,6%	30,6%	26,8%
Making final decisions in criminal cases involving corruption offences (no)	31,8%	28,1%	26,0%
Monitoring of observance of laws by agencies conducting field detective activities and pretrial investigations (no)	28,8%	30,0%	26,2%
Conducting pretrial investigations of corruption-related criminal offenses (no)	19,5%	26,2%	23,8%
Gave the correct answer to 5 or more statements (2024)	11,4%	10,1%	7,6%
Gave the correct answer to 5 or more statements (2023)	15,8%	11,4%	12,1%
Gave the correct answer to 5 or more statements (2022)	23,8%	12,9%	10,3%

In the *business* audience, there is *a clearer correlation* between self-assessed awareness and the results of the "test". Thus, among those who considered themselves *"sufficiently aware"* of the NACP's activities, **53.4%** correctly attributed at least 5 out of 8 powers (a significant positive trend compared to 2023). Among those who considered themselves "superficially aware", the index value was 31.5%, and among "not aware at all" - 19.8% (both indicators - without statistically significant dynamics). Thus, *the worst-informed business audience is better aware of the NACP's powers than the best-informed segments of the population*

¹ Question: "In your opinion, does the National Agency on Corruption Prevention exercise such powers?"

Table 1.3.2. Awareness of the NACP powers: businesses by level of self-assessment (% of correct answers)

NACP POWERS	Self-assessed level of awareness of NACP activities		
	Sufficiently aware	Superficially aware	Not aware at all
Procedure of verification of declarations filed by public officials (yes)	74,4%	65,4%	45,5%
Monitoring the funding of political parties (yes)	55,9%	47,3%	38,2%
Developing drafts of the Anti-Corruption Strategy and state anti-corruption program towards its implementation (yes)	54,7%	51,9%	37,8%
Preventing and resolving conflicts of interest in the activities of public officials (yes)	46,1%	37,7%	32,7%
Making final decisions in criminal cases involving corruption offences (no)	78,4%	62,1%	48,7%
Management of assets derived from corruption offenses (no)	70,4%	52,7%	31,6%
Monitoring of observance of laws by agencies conducting field detective activities and pretrial investigations (no)	57,6%	40,9%	25,7%
Conducting pretrial investigations of corruption-related criminal offenses (no)	53,6%	35,8%	26,9%
Gave the correct answer to 5 or more statements (2024)	53,4%	31,5%	19,8%
Gave the correct answer to 5 or more statements (2023)	44,0%	27,6%	22,9%
Gave the correct answer to 5 or more statements (2022)	45,9%	27,9%	14,9%

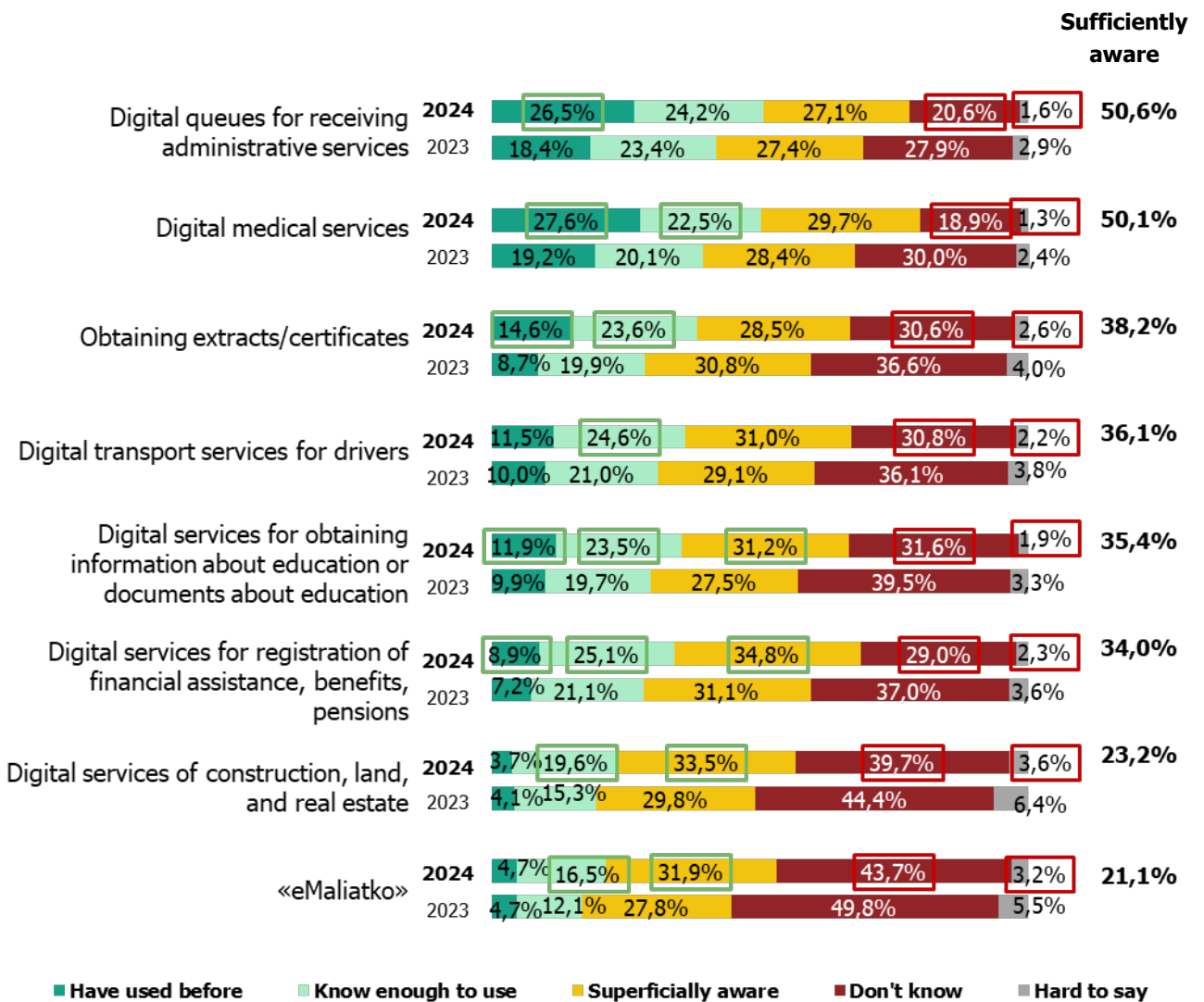
Awareness of electronic systems for online rendering of public services

In 2023-2024, population and businesses were asked to assess the level of awareness regarding the availability of electronic services serving as alternatives to corrupt practices. Respondents who either have *experience of using such services* or *have enough knowledge to use them* are considered *sufficiently aware* about each service. The results are shown in Fig. 1.3.11 (population) and 1.3.12 (entrepreneurs).

In general, the level of public awareness of services is significantly *lower* than the level of business awareness: among the *population*, the *"sufficient awareness" indicator* (the average level among all the services offered) is **36.1%**, while among the *business* audience it is much higher and amounts to **59.9%**. However, it is worth noting that the average awareness of *the population*, compared to 29.4% in 2023, has *increased* significantly (+6.7 percentage points), while *business* awareness has remained at the same level (57.2% in 2023).

The first place in terms of awareness among the general public was shared by **digital queues for receiving administrative services** and **medical services** (Helsi, "E LIKI", etc.): 26.5% and 27.6% of respondents used them respectively, and over 24.2% and 22.5% respectively know how to use them if necessary. In general, more than half of the population *is sufficiently aware of* these two services: **50.7%** and **50.1% of the population**, respectively. Other services are used less by the population (because they are aimed at specific audiences). However, *for all services*, there has been a significant *increase* in at least one of the awareness components (experience of use or ability to use).

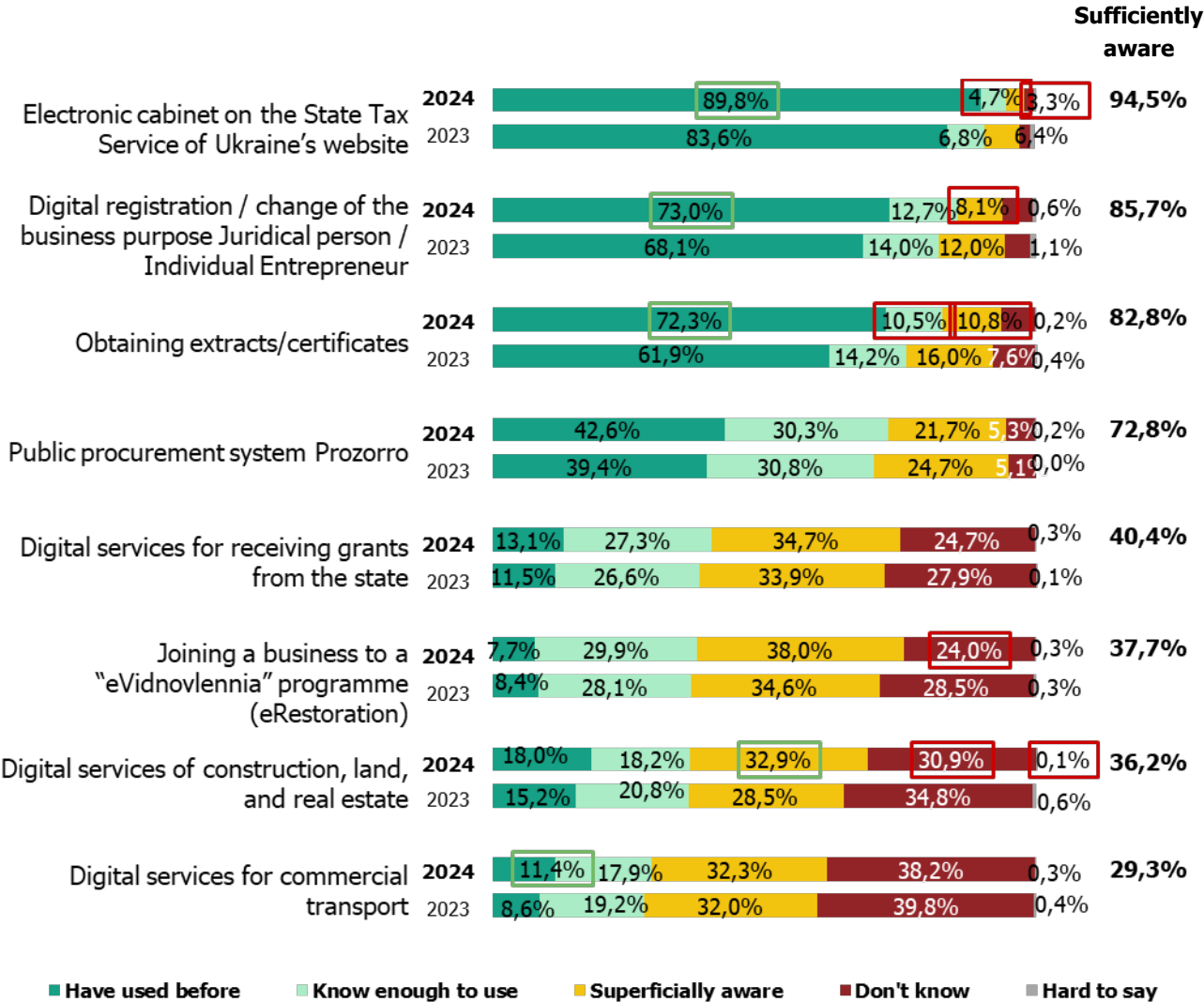
Fig. 1.3.11. Awareness of electronic services for the provision of public services online: population¹



The electronic cabinet on the STA website remains the undisputed leader among the *business* audience - the share of those who are sufficiently aware of it is **94.5%** (89.8% of respondents use it, another 4.7% know how to do it). The second place is occupied **by digital registration or change of the business purpose**: the level of awareness is **85.7%**, of which 73.0% already have experience of using it. **Obtaining extracts and certificates online** has been mastered by 72.3% of entrepreneurs, and another 10.5% know how to do it (so the level of awareness is **82.7%**). These three leading services also demonstrate a significant increase in the share of respondents with experience (in particular, due to those who were only potential users in 2023).

¹ Question: "How well are you aware of such electronic systems for online rendering public services?"

Fig. 1.3.12. Awareness of electronic services for the provision of public services online: business¹



Awareness of the specifics of submission and mechanisms for review of reports on corruption

Awareness of the population of the specifics of submission (report channels) and mechanisms for review of reports on corruption was also assessed in 2023. According to the methodology, the respondents were offered 8 statements, among which there was equal number of correct and incorrect ones. Respondents who correctly marked more than half of the statements, i.e. 5 or more out of 8, are considered to be sufficiently aware, superficially knowledgeable - half of the statements (4).

The following statements were proposed for assessment of **awareness of the specifics of submission (channels) of reports on corruption** (the correct answer and the proportion of the respondents who have chosen it are provided in the parentheses):

- All reports of corruption from citizens should be stored on the Unified Whistleblower Reporting Portal (**yes: 75.2%**, + 5.6 percentage points significant *increase*)

¹ Question: "How well is your enterprise aware of such electronic systems for online rendering public services?"

- Citizens are to submit reports on corruption only through the Unified Whistleblower Reporting Portal, submission of such reports in other ways (in person, through a special telephone line, etc.) should not be allowed (**no: 31.0%**,+ 4.0 percentage points significant *increase*);
- It is possible to report corruption anonymously without specifying information about oneself (information that can identify a person) (**yes: 61.0%**, no dynamics);
- When submitting a report through the Unified Whistleblower Reporting Portal, the person must include an email address (**no: 29.6%**, no change);
- Citizens can report corruption not only at their workplace (educational institution), but also to specially authorized anti-corruption authorities (the prosecutor's office, National Police, NABU, NACP) (**yes: 72.1%**, +3.7 percentage points significant *increase*);
- Citizens cannot report corruption through the following individuals: journalists, public figures, people's representatives (**no: 33.6%**, no dynamics);
- Citizens can report work/education-related corruption to a higher-level authority monitoring compliance with anti-corruption legislation at sub-departmental organizations (**yes: 69.3%**, no change);
- Corruption reports concerning high-ranking officials, law enforcement officers and judges must be submitted solely to NACP (**no: 18.6%**, no change).

In general, the share of *sufficiently aware* respondents (who answered at least 5 out of 8 statements correctly) is **32.9%**, which is statistically significantly higher (+4.5 percentage points) than in 2023 (28.4%). At the same time, the share of those who correctly answered at least 4 statements out of 8 (*sufficiently and superficially knowledgeable*) is twice as high and amounts to **66.1%** (no change compared to 2023 (67.4%))

The assessment of **awareness of mechanisms for review** of reports on corruption was carried out in a similar way. Below is a list of 8 statements with the correct answers and share of the respondents who have chosen them:

- A report is a subject for review if it contains factual data indicating the possible commission of a corruption or corruption-related offense that can be verified (**yes: 78.7%**, +2.7 percentage points significant *increase*);
- Anonymous messages are not to be reviewed (**no: 41.2%**, without significant dynamics);
- The term of a preliminary review of a report about a case of corruption at workplace is no longer than ten working days (**yes: 64.0%**,+ 6.5 percentage points significant *increase*);
- If it is established that a report on corruption does not contain factual data indicating the possible commission of an offense, such report shall be returned to a person who has submitted it, without further consideration (**no: 15.8%**, no significant dynamics);
- If the facts stated in the report concern the head of a public authority to which it was addressed, such report cannot be reviewed by this authority, but is to be sent to the entity authorized to conduct a review or investigation of such facts (**yes: 70.0%**,+ 5.3 percentage points significant *increase*);
- A person who has submitted a report shall be provided with detailed information about the results of its preliminary review only in case of his/her separate request for it (**no: 17.2%**, no dynamics);

- If, according to the results of a preliminary review of a report, information contained in it is confirmed, disciplinary actions shall be taken to address guilty persons (**yes: 64.3%**, no dynamics);
- If signs of a corruption criminal offense are revealed during the preliminary review, the relevant materials shall be transferred to NACP (**no: 6.4%**, minus 5.5 percentage points, a significant *drop*).

The share of *sufficiently aware* respondents (those who answered at least 5 out of 8 statements correctly) is **26.6%** (no change compared to 2023 (24.7%)). The share of *sufficiently* and *superficially aware* (those who answered at least 4 out of 8 statements correctly) **is 65.0%** (+4.9 percentage points compared to 2023 (60.1%), a significant *positive trend*).

SECTION 2. SECTOR-SPECIFIC CORRUPTION EXPERIENCE INDICATORS

2.1. General methodology of corruption experience assessment

Three approaches of population's and entrepreneurs' corruption experience researching (measuring) are used in this study:

1) *direct method (self-assessment)* of respondents' determination of corruption experience presence/absence over a certain period of time (the general question "Did you encounter corruption over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?" (for entrepreneurs – "...for the benefit of the enterprise where you are working?"). The indicator of the share of the population (entrepreneurs) who, according to *self-assessment*, had corruption experience, is characterized by certain stability when used for comparison in different waves of research. That is why it is defined as **population's/entrepreneurs' corruption experience indicator** and is used as one of the indicators of the state anti-corruption policy effectiveness;

2) *self-assessment* by the respondents of *experiencing corruption in their interaction/contacts with a certain sector* (answers to a direct question). The share of the respondents (out of those who dealt with the sector) who answered affirmatively, i.e., acknowledge that they or their family members (*for entrepreneurs* – as enterprise heads/representatives) have experienced corruption at the time of their interaction with representatives of relevant institutions/agencies/authorities, is defined in this study as **sector-specific corruption experience indicator** and can be used for comparison in different waves of research;

3) determination of *prevalence* degree *of certain corrupt practices in certain sectors* based on the results of confirmation of the fact that the respondents have experienced certain contact situations with signs of corruption. Based on the results of the data analysis, an integral research indicator is calculated – the share of the respondents who have **experienced corrupt situations in a certain sector** (from those who dealt with the sector). The list of corrupt situations offered to the respondents cannot cover all the existing corrupt practices in the sector and will periodically change in different waves of research. This taken into consideration, this indicator cannot be used as estimation of corruption in the sector, but is used for comparison with corruption experience indicator (by self-assessment) for recognition of the existing contact situations as corruption.

In order to assess corruption prevalence in certain sectors, the respondents were asked to evaluate their own experience of interaction with public authorities and institutions in the period of 12 months prior to the survey. Evaluation of corruption experience was carried out only by those respondents who had had the experience of addressing (availability of contacts) each sector (either personally, or family members had this experience – for the population, and employees' experience – for entrepreneurs).

Population and entrepreneur groups were offered to evaluate various sectors that are the most relevant for each group.

The *population* evaluated the following sectors¹:

- Sector 1: State and municipal healthcare (medical services)
- Sector 2: Services of higher education institutions
- Sector 3: Services of educational institutions (primary and secondary education)
- Sector 4: Services of educational institutions (municipal kindergartens)
- Sector 5: Activities of MIA service centers
- Sector 6: Activities of the administrative service centers (ASCs)
- Sector 7: Provision of administrative services by executive bodies and local self-government authorities (except for administrative service centers and MIA service centers)
- Sector 8: Services for connection and maintenance of power, gas, water supply, and sewer systems (except for services associated with current payments)
- Sector 9: Construction and land relations
- Sector 10: Law enforcement activities (Patrol Police, National Police, SSU, Prosecutor's Office) to ensure law and order, pre-trial investigation (except for MIA service centers)
- Sector 11: Humanitarian aid

Entrepreneurs evaluated the following sectors:

- Sector 1: Services for connection and maintenance of power, gas, water supply and sewer systems, except for services associated with current payments
- Sector 2: Construction and land relations
- Sector 3: Law enforcement activities (National Police, Tax police, SSU, State Border Guard Service, Prosecutor's Office) to ensure law and order, pre-trial investigation
- Sector 4: Activities of tax authorities (accrual and collection of tax and other mandatory payments)
- Sector 5: Monitoring and supervision of business activities
- Sector 6: Customs (customs control, preparation and clearance of customs documents for business entities)
- Sector 7: Judicial system
- Sector 8: Enforcement of court decisions

Due to the fact that the list of sectors is significantly different for the *population* and *entrepreneurs*, estimates of these two groups will be presented separately in the following sections.

¹ Services of private providers in healthcare and education sectors were not evaluated.

2.2. Assessment of population's corruption experience by sector

This section analyzes in detail the generalized data on indicators of corruption experience by sector.

Calculation of the respondents' **corruption experience** indicators for each sector was made on the basis of two questions:

- Self-assessment indicator: respondents were asked whether they or their family members had experienced corruption in that sector (direct question about each sector for those who dealt with it (addressed, contacted))¹. The share of the respondents who gave an affirmative answer to a direct question, is determined in this study as **sectors-specific corruption experience indicator**;
- Integral indicator of experiencing corrupt situations: when answering this question, the respondents were asked to recall, in more detail, whether they had experienced situations with the signs of corruption² when receiving specific services (or when contacting representatives of relevant institutions, establishments). If their answer was positive, the respondents were asked to specify whether such situation had been initiated by them or something had been requested by the institution/establishment employees. If such situations did not occur (including cases when certain service was not provided), the respondents chose the option "Such situation did not occur." The respondents could also choose the option "Other" or refuse to answer. The integral **indicator of experiencing corrupt situations** was calculated as the share of the respondents who had chosen any answer except for "Such situation did not occur" when discussing specific corrupt situations (options "Other" or "Refuse to answer" are regarded as socially acceptable substitutes for answers about participation in a corrupt situation).

Fig. 2.2.1 presents summarized data on the population's corruption experience by sector that will be analyzed in detail in this Section. Sectors are sorted by the share of citizens who had corruption experience (out of those who dealt with the relevant sector/had contacts with public and non-public institutions in the relevant sectors over the last 12 months).

¹ Questions for each sector:

- (1) "Did you or your family members have to deal with (use services of...) ... over the last 12 months?" (for the following sectors: healthcare institutions, MIA service centers, ASCs, executive authorities and local self-government, enterprises, institutions and organisations) or "Did you or your family members meet (contact) representatives of... (on issues related to...) over the last 12 months?" (with representatives of law enforcement authorities, public authorities or local self-government); for educational institutions: "Are you or your family members currently studying or studied in ... over the last 12 months?";
- (2) "Did you, over the last 12 months, experience corruption when you applied to (for... services)/during the meeting (contact) with... – i.e., did you give or were demanded to give a bribe, use connections, etc.?"

² Namely: the respondents or their family members made unofficial payments (cash or gifts) or rendered services in certain situations. The situations were worded in the most neutral way possible, avoiding any evaluative concepts with negative connotation. The term "corruption" was not used in the description of the situations.

According to the results of comparing the level of corruption in different sectors¹ and in the dynamics compared to 2023, there is no single trend towards an increase or decrease in corruption.

The lowest level of corruption, as in previous years, was recorded in ASCs: only **3.8% of** visitors reported a corruption situation in this area (a significant *decrease* compared to 2023)

The **construction and land relations** sector came out on top among other sectors in terms of corruption prevalence in 2024: **44.1%** those who had contact with the sector reported having experienced corruption. Although this is 11.6 percentage points more than in 2023, the increase is not statistically significant due to the small size of the subsample of those who have been in contact with the sector.

The second place in this ranking was shared by five areas with indicators ranging from 24.1% to 28.6%:

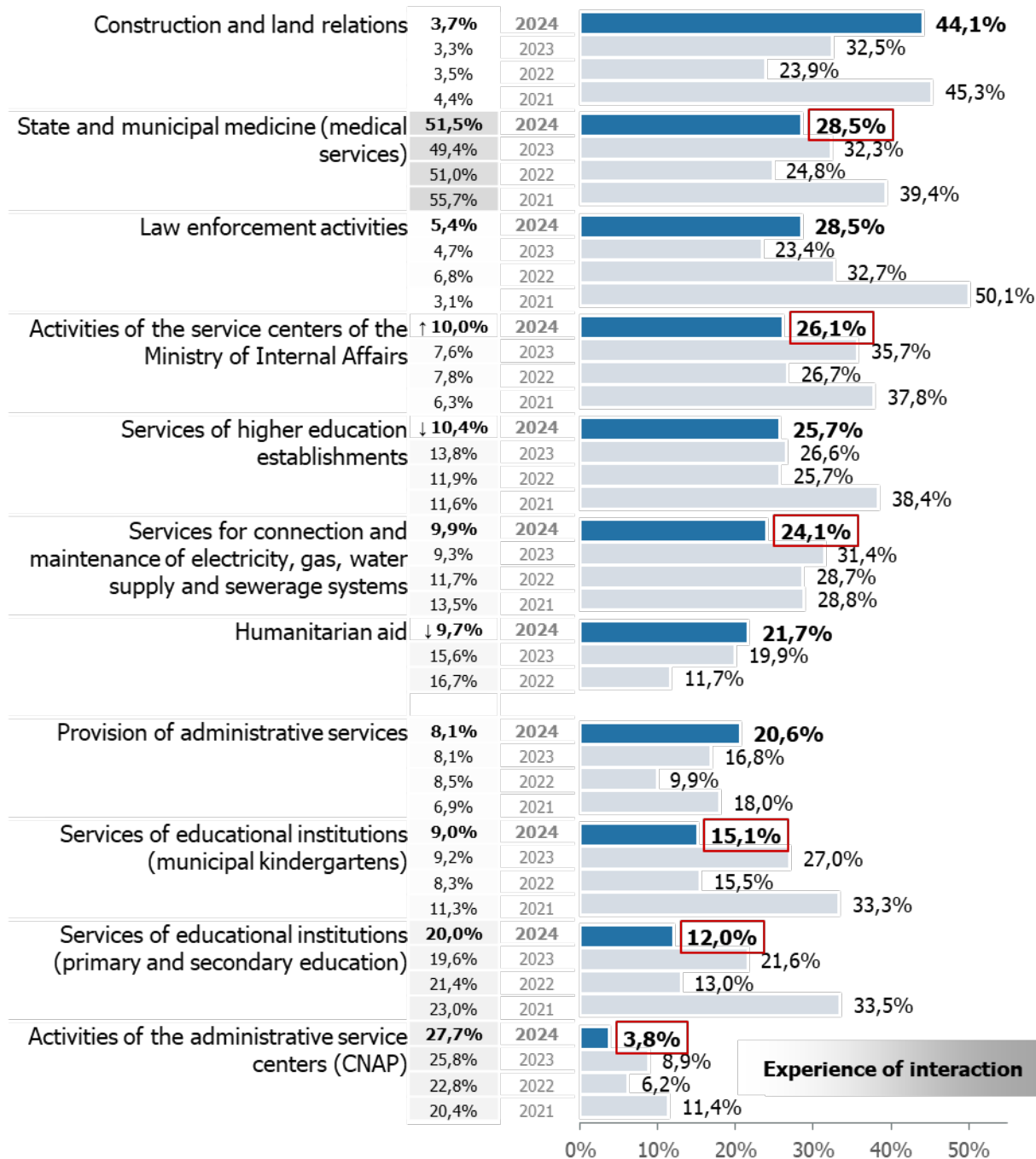
- **State and municipal medicine (28.6%**, a statistically significant *decrease* of 3.9 percentage points);
- **Law enforcement activities (28.5%**, the growth rate is not statistically significant).
- **Activities of the service centers of the MIA (26.0%**, due to a statistically significant *decrease in* the indicator, the sector lost the first place in this "rating", which it held in 2023).
- **Services of higher education establishments (25.7%**, without significant dynamics);
- **Services for connection and maintenance of electricity, gas, water supply and sewerage systems (24.1%**, a decrease of 7.3 percentage points is not statistically significant).

The *medical services* sector requires special attention. Approximately half of the population has contacts with this sector. Compared to the previous survey, the rate of corruption experience in this area has significantly decreased (-3.7 percentage points) and amounts to **28.6%**. At the same time, *"medical" corruption experience remains the most widespread* in terms of the entire population - in 2024, **14.7% of** the population as a whole had corruption experience in the field of medicine. It should be noted that in 2021-2023, this figure was 21.9%, 12.6%, and 15.9%, respectively. Thus, the rate of corruption experience in public healthcare among the general population in 2024 remained at the level of 2023, i.e. statistically significantly higher than in 2022, but lower than in 2021.

Among other areas, it is worth noting a significant *decrease*, compared to 2023, in people's experience of corruption **in areas related to children's education**: municipal kindergartens - **15.1%** (-11.9 percentage points), and **elementary and secondary education - 12.0%** (-9.6%)

¹ The maximum error in the assessment of corruption experience depends on the sample size of the respondents who dealt (contacted) with the relevant sector as well as on corruption experience indicator and varies from ±2.7 to ±10.2 percentage points.

Fig. 2.2.1 Experience of dealing with sectors and self-assessed corruption experience



It should be noted that distribution of places in the top list of corrupt sectors is somewhat conditional because corruption experience indicators are statistically similar (no statistically significant difference).

Further on, we will review each sector and peculiarities of corrupt situations in it in more detail.

Construction and land relations

The area of construction and land relations is one of those that citizens rarely encounter. Only **3.7%** of respondents stated that they had experience with this area, which is the lowest figure.

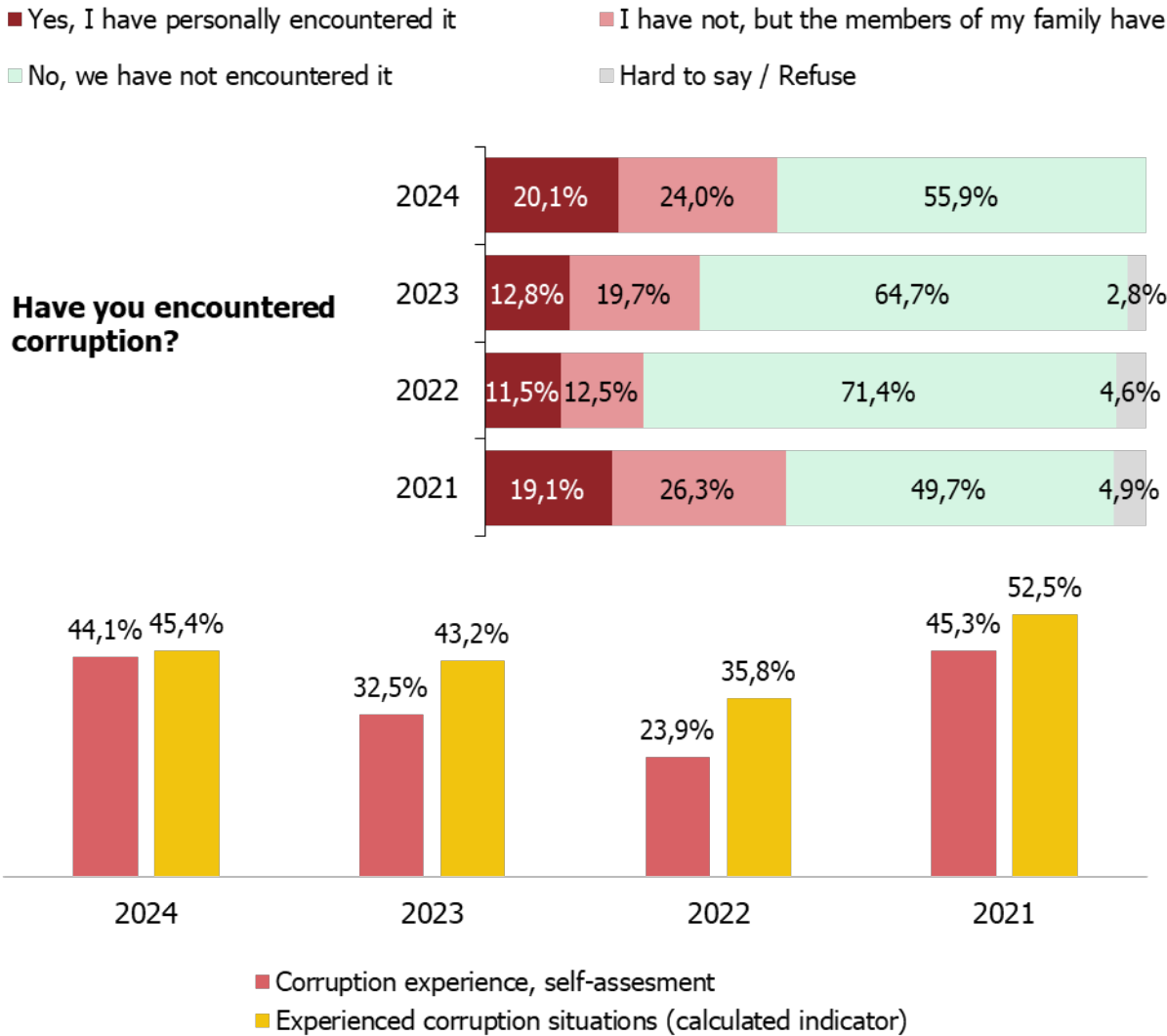
This is the second consecutive period *when the self-assessment of corruption experience has increased*. While in 2022, 23.9% of respondents answered a direct question about their corruption

experience, in 2023 this figure was 32.5%, and in 2024 it was **44.1%**. The main factor behind the increase in 2024 is self-assessment of corruption experience of both the respondent and their family members (increase from 12.8% to 20.1% and from 19.7% to 24.0% in 2024 compared to 2023, respectively).

In these *specific contact situations*, **45.4%** were involved in corruption-related activities, which remained at the level of 2023.

Thus, in 2024, *there was almost no gap* between the self-assessed corruption experience and the calculated corruption experience. That is, respondents began to realize their involvement in corrupt practices in contact situations as their own corruption experience.

Fig. 2.2.2. Corruption experience in the sector (% of those who dealt with the sector)¹



As for most *corruption situations* in construction and land relations (Fig. 2.2.3), there is a decrease in their prevalence compared to 2023.

¹ Question: "Did you encounter corruption when applying for services in construction and land relations over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
 The statistical error for indicators in this sector does not exceed ±10.2 percentage points.

Fig. 2.2.3. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for ...

registration of a land plot in the State Land Cadaster (including registration of land shares)	2024	27,4%
	2023	32,0%
	2022	21,7%
	2021	36,5%
making (approving) a decision on the privatization of (transfer of title to) a gardening plot	2024	23,6%
	2023	36,6%
	2022	24,8%
	2021	39,2%
making (approving) a decision on the privatization of (transfer of title to) a land plot for individual farming	2024	21,5%
	2023	29,3%
	2022	21,0%
	2021	40,9%
issuance of a permit to develop land management documentation , for approval of such documentation for privatization of a gardening plot	2024	20,3%
	2023	19,0%
	2022	10,5%
	2021	34,9%
a decision to change the designated purpose of a land plot	2024	17,9%
	2023	28,1%
	2022	12,7%
	2021	24,6%
the use of stand-ins (people who have not used their right to free privatization) in order to subsequently re-register title to such a land plot in your own favor	2024	15,7%
	2023	18,5%
	2022	12,7%
	2021	22,3%
issuance of a permit to develop land management documentation for approval of such documentation for privatization of a land plot for individual farming	2024	15,1%
	2023	25,3%
	2022	17,5%
	2021	33,6%
entry into operation of a new private residence or building (apartment) after renovation (remodeling)	2024	11,3%
	2023	15,6%
	2022	16,2%
	2021	15,0%
issuance of permits for construction or reconstruction (remodeling) of a private residence (apartment)	2024 ↓	10,0%
	2023	23,2%
	2022	14,3%
	2021	21,8%
facilitation of the release of financial aid and/or construction materials by national or local government agencies for restoration of destroyed / damaged housing	2024 ↓	6,2%
	2023	24,8%
	2022	15,7%
obtaining a construction passport / urban planning conditions and restrictions from the Department of Urban Planning and Architecture*	2024	5,7%
	2023	

* Department of regional / district / local urban planning and architecture

¹ Question: "Did you or your family members experience the following situations when applying for services in construction and land relations sector?"

However, only for two situations the dynamics is statistically significant: *issuance of permits for construction or reconstruction (remodeling) of an private residence (apartment)* (decrease from 24.8% to 10.0%) and *facilitation of the release of financial aid and/or construction materials by national or local government agencies for restoration of deatroyed/damaged housing* (decrease from 24.8% to 6.2%).

The three *most common* corruption situations have not changed compared to 2023. These **are registration of land plot in the State Land Cadaster** (including registration of land shares) (**27.4%**, down 4.6 percentage points); **privatization of gardening plots - 23.6%** of those who have encountered this area report corruption experience (down 13.0 percentage points); and **privatization of land plots for individual farming (21.5%**, down 7.7 percentage points).

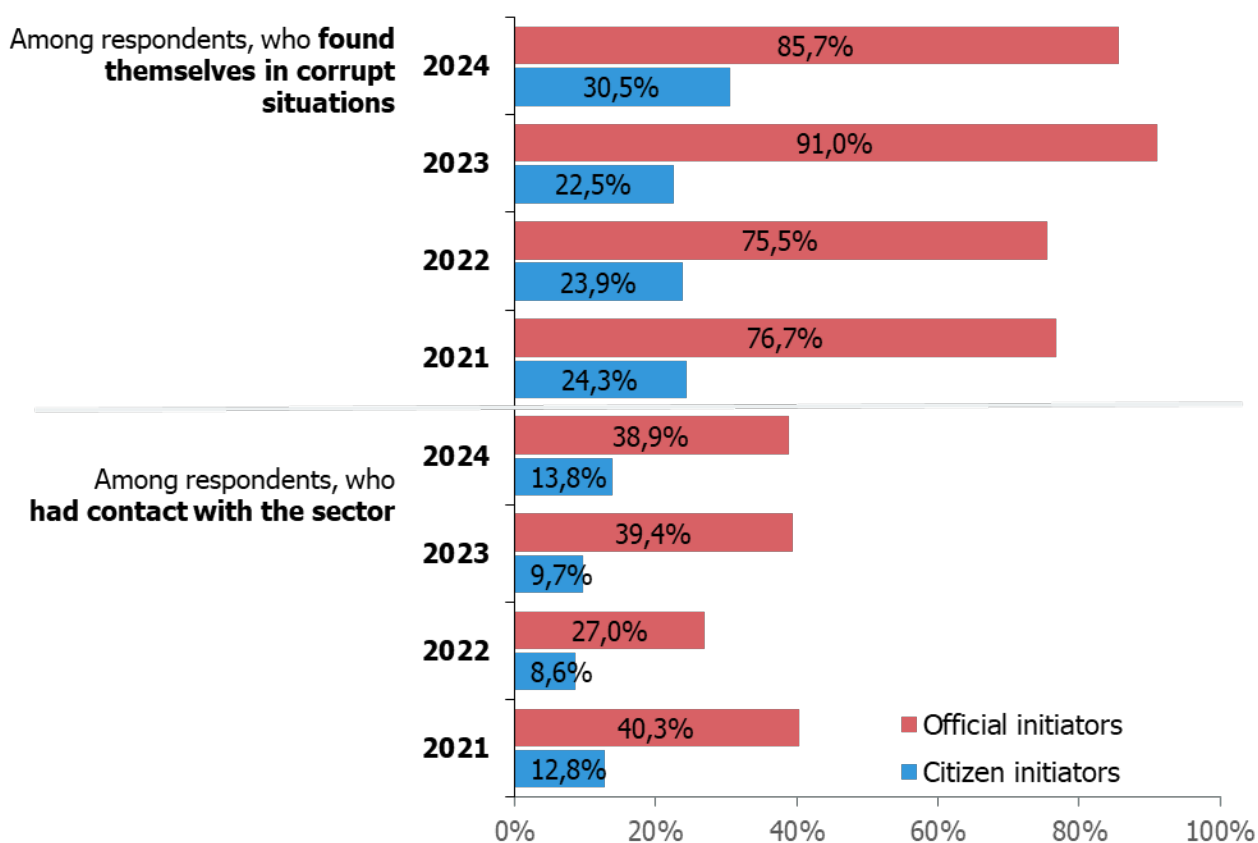
Due to the insufficient number of responses on each corrupt situation, statistical analysis aimed at identification of the *initiator* (citizens or employees of executive authorities, institutions and organizations rendering relevant services) was impossible.

In general, **13.8% of Ukrainians** who *dealt* with authorities, institutions and organizations for services in the field of construction and land relations (privatization, ownership of premises or land plots) acted as **initiators** of corrupt relations (or **30.5%** of those who were *in contact with corrupt situations*) (Fig. 2.2.4). Compared to 2021-2023, no statistically significant dynamics was recorded, but there is a trend towards an increase in the share of citizen initiators.

The share of respondents who point to the **initiative of officials** in the field of construction and land relations (officials demanded money, gifts or services from visitors) remained at the level of 2023. In 2024, this figure **was 38.9%** of those who had contact with the sector.

Among those respondents who *have been in contact with corruption*, the share of those who point to officials as initiators of corruption situations (at least one of the listed) also remained at the level of 2023 and amounts to **85.7%**

Fig. 2.2.4. Initiators of corrupt situations



State and municipal medicine

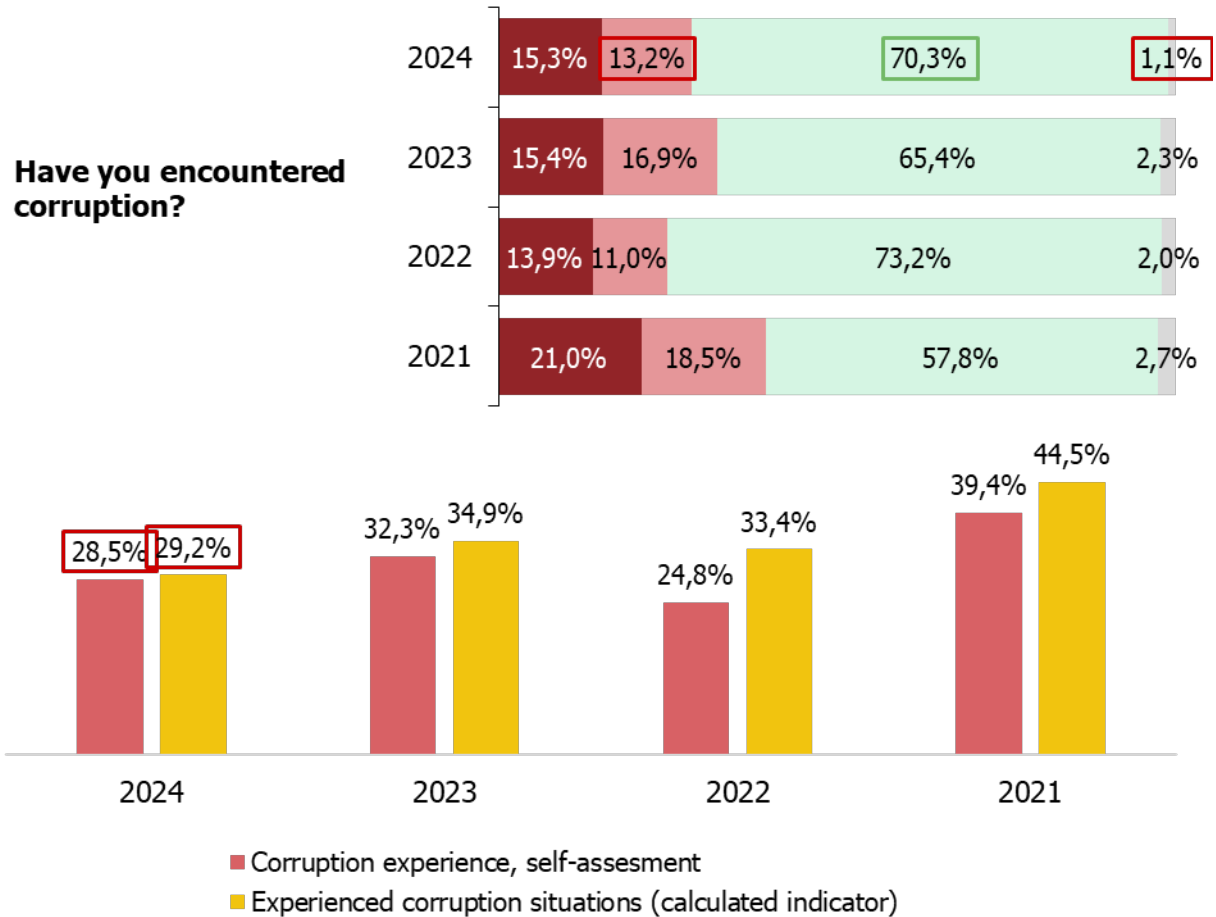
In 2024, more than half of Ukrainian families sought care at state or municipal healthcare facilities, and **51.5%** of respondents had experience of seeking care either personally or through their family members. Thus, state and municipal healthcare facilities remain the area that people encounter most often, and by a wide margin.

Among those who had contacts with the sector, **28.5% of** respondents answered *a direct question and* stated that they or their family members **had faced corruption** when visiting healthcare facilities, i.e. they had given or been asked for bribes, used connections, etc. This is significantly **less than in 2023**, when 32.3% of respondents reported having corruption experience (*down 3.8 p.p.*). Accordingly, the share of those who *have not had any corruption experience has increased* statistically significantly (70.3%, an increase of 4.9 percentage points). The main driver of the decline is the corruption experience of family members: the share of respondents who stated that their family members had faced corruption in state or municipal healthcare facilities decreased from 16.9% to 13.2 (by 3.7 percentage points). The rate of respondents' own corruption experience remained at the level of 2023.

The share of respondents who had *been in contact situations* with signs of corruption also **decreased**. In 2024, **29.2%** of respondents reported having been in corrupt situations, a decrease of 5.7 percentage points, which is statistically significant. In 2023-2024, the self-assessment and the calculated corruption experience indicators almost equaled, so compared to 2021-2022, the share of respondents who did not recognize their experience of engaging in corrupt practices as corrupt is very low (the gap in indicators is 0.7 percentage points).

Fig. 2.2.5. Corruption experience in the sector (% of those who dealt with the sector)¹

- Yes, I have personally encountered it
- I have not, but the members of my family have
- No, we have not encountered it
- Hard to say / Refuse



The frequency of *being in corrupt situations* (for those who had experience of applying) also decreased for all situations proposed for evaluation (Fig. 2.2.6).

¹ Question: "Did you experience corruption in dealing with the state/municipal healthcare institutions (when receiving medical services) over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ±2.7 percentage points.

Fig. 2.2.6. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an employee of a healthcare facility (cash or gifts) or rendered services...

in exchange for medical services involving treatment of a patient or surgery	2024 ↓	20,9%
	2023	24,3%
	2022	23,5%
	2021	30,7%
to resolve issues involving the conditions of admission to an inpatient facility	2024	16,2%
	2023	19,1%
	2022	15,7%
	2021	21,9%
for a patient's receipt of medicines that are on the balance sheet of the medical institution and which the patient has the right to receive	2024 ↓	10,0%
	2023	15,6%
	2022	
to obtain certificates (including during the Medical and Social Expert Commission), sick leaves, official summaries , etc.	2024	9,5%
	2023	10,5%
	2022	9,1%
	2021	11,1%
for a medical examination at a healthcare facility	2024 ↓	8,4%
	2023	13,3%
	2022	12,8%
	2021	16,1%
during the Military Medical Commission	2024	7,5%
	2023	
to receive the "needed" prescription	2024	6,9%
	2023	7,6%
	2022	6,7%
	2021	10,0%
to resolve issues relating to childbirth	2024 ↓	5,7%
	2023	8,3%
	2022	9,1%
	2021	10,8%

However, statistically significant decrease was recorded only for some situations. In particular, there was a statistically significant *decrease in* the proportion of respondents who made unofficial payments to a healthcare facility employee: for *providing medical services for treatment and surgery* (decrease by 3.4 p.p. to 20.9%); for *receiving medications that are on the balance sheet of a healthcare facility* and that a patient is entitled to receive (decrease by 5.6 p.p. to 10.0%); *during medical check-ups* (decrease by 4.9 p.p. to 8.4%) and for resolving *issues related to childbirth* (decrease by 2.6 p.p. to 5.7%).

¹ Question: "Did you or your family members experience such situations while receiving medical services?"

The most *common* situation is when it was necessary to "thank" for **treatment or surgery**, which was **reported by 20.9% of** respondents. The second most corrupt situation is when the issue of the **patient's inpatient stay is** being resolved (**16.2%**). The third place was taken by the situation that has been studied since 2023: **10.0% of** respondents said they had made **unofficial payments to receive medications** that they were entitled to receive free of charge.

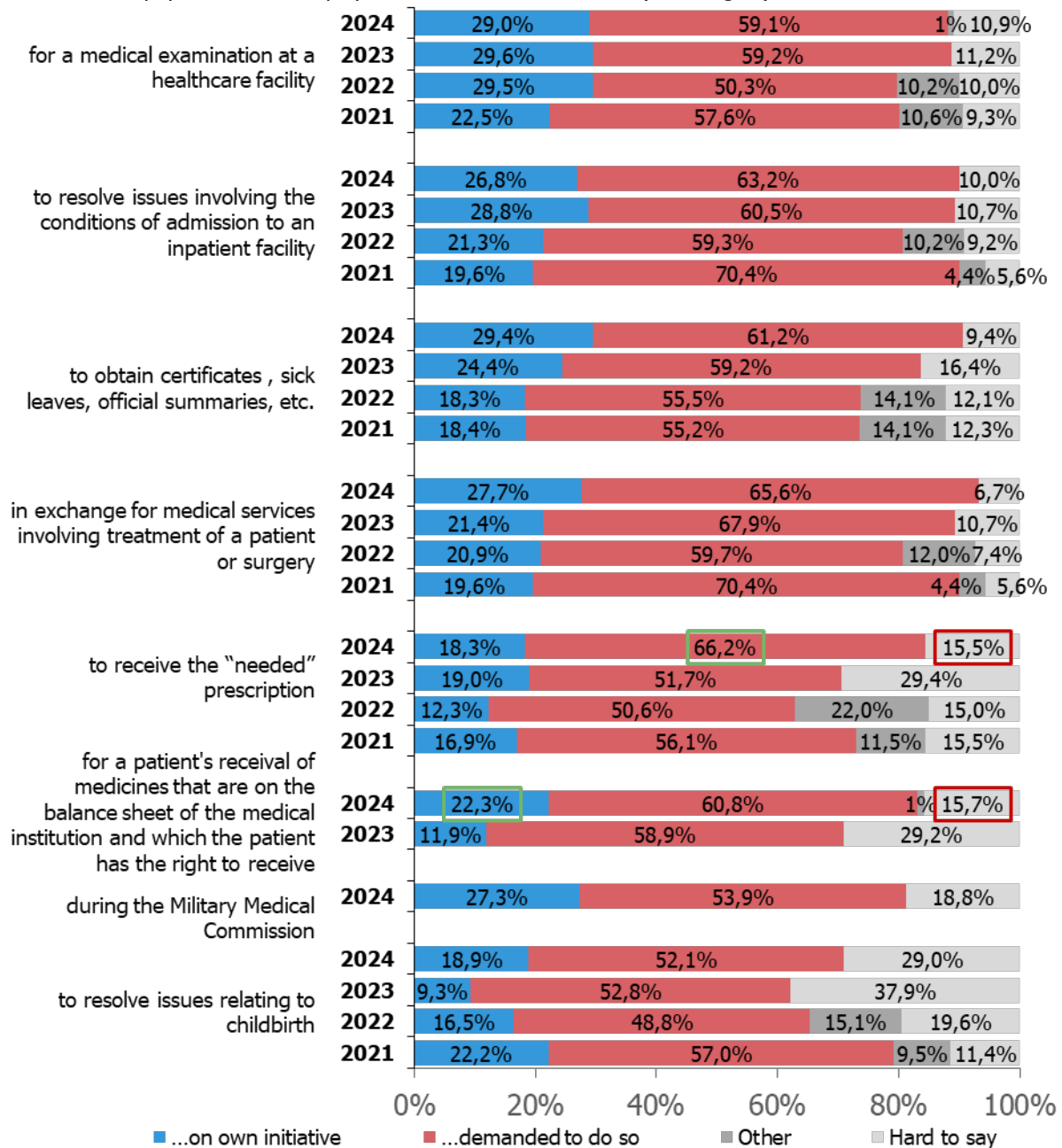
Less than 10% of patients faced the rest of the situations. In particular, in 2024, for the first time, the situation of patient contact with healthcare workers **during** the pre-qualification examination, which could lead to corrupt interaction, was studied. Such corrupt practices were reported by 7.5% of respondents

In 2024, the trend continues that, according to respondents, it is *mostly* healthcare **workers who initiate** such corruption situations, with their share ranging from 52.1% to 66.2% depending on the situation (Fig. 2.2.7)

However, quite often **patients** themselves are the **initiators** of corruption situations. In addition, in many corruption situations in 2024, there is *a tendency for patients' involvement* in creating such situations *to increase*. In particular, patients *more often than in 2023* offered illegal remuneration to doctors for **issuing medical certificates**, for **providing medical services for the treatment of patients** (including examination, counseling) **and surgery**, for **receiving medicines** that patients should have received free of charge, and for resolving **issues with childbirth**.

Fig. 2.2.7. Initiators of corrupt situations (% of those with relevant experience)¹

Made unofficial payments to an employee of a healthcare institution (cash or gifts) or rendered services...



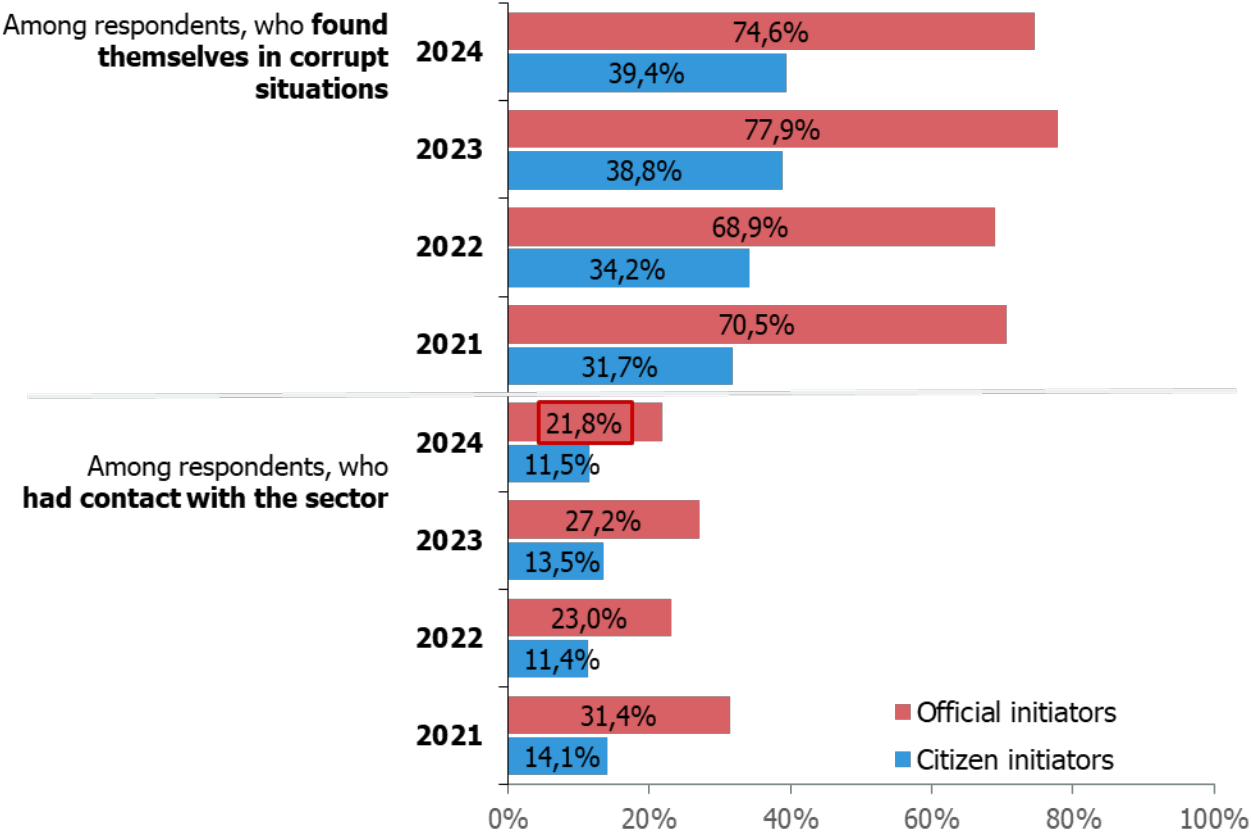
In general, **39.4% of respondents** who were involved in corruption situations in 2024 **initiated** them, which is **11.5%** of all Ukrainians who seek medical care (Fig. 2.2.8).

74.6% of respondents who reported having at least one contact situation were involved in corrupt practices due to the **requirement to** make unofficial payments to a healthcare facility **employee** (money or gifts) or provide services. In general, it is important to note that among *the entire audience of healthcare service users* in 2024, the share of respondents who faced corrupt demands from/for healthcare workers statistically significantly *decreased* (-5.4 percentage points) **to 21.8%** (vs. 27.2% in 2023), which is a factor in reducing the above-mentioned indicators of corruption experience of the population in this area.

¹ Question: "Did you or your family members experience such situations while receiving medical services?"

Thus, the *upward trend in the corruption initiative indicator on the part of both respondents and healthcare workers that emerged in 2023 did not continue in 2024*, but the increase in patients' corruption initiative in certain situations requires attention.

Fig. 2.2.8. Initiators of corrupt situations, summarized for all the situations



It is worth noting that when we overlay the level of corruption experience in a particular area with the frequency of contacts of respondents in this area, we have to admit that the majority of Ukrainians experience corruption in the healthcare sector. In 2024, almost 15% of Ukrainians had experience of corruption in state and municipal healthcare institutions (either personally or from family members). This figure is at the level of 2023 (16%), but lower than in 2021, when 21.9% of Ukrainians had corruption experience in healthcare facilities, respectively). This indicator reached its lowest level in 2022 (12.6%)

Law enforcement activities to ensure law and order, pre-trial investigation

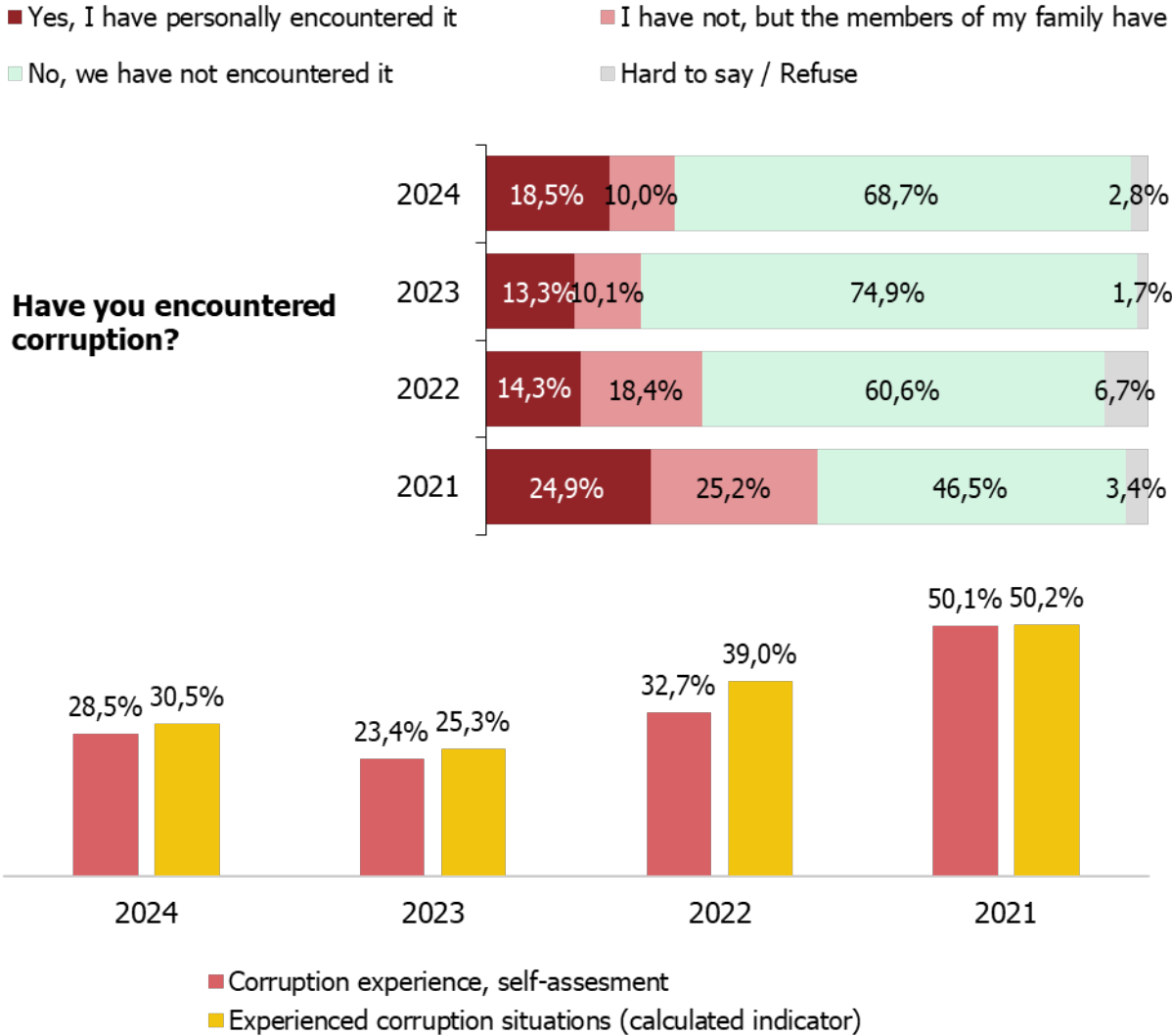
The experience of *contacts* with this area in 2024 was 5.4%. This is more than 2023 (4.7%), but less than in 2022 (6.8%).

In 2024, the sphere of law enforcement *lost the positive dynamics of previous years, as corruption indicators increased*, which interrupted the previous downward trend . Among those who have had experience with law enforcement agencies (patrol police, National Police, SSU, prosecutors), **28.5%** report having had **corruption experience according to their self-assessment**. In 2023, **23.4%** of respondents gave an affirmative answer to the same *direct question about whether they or their family members had experienced* corruption, which shows an upward trend (+ 5.1 percentage points), but is not statistically significant

There has also been an increase in the share of people who *have been in specific contact situations* that contained signs of corruption, reported **by 30.5%** of respondents (compared to 25.3% in 2023, +5.2 percentage points).

The gap between the values of both indicators is insignificant (2 percentage points), meaning that in general, it can be concluded that respondents clearly record their involvement in corrupt practices in certain situations in this area as their own corruption experience.

Fig. 2.2.9. Sector-specific corruption analysis (% of those who dealt with the sector)¹



As for the potentially *corrupt situations* proposed for assessment, there is a *downward trend* in the frequency of those situations that were studied in 2021-2023. At the same time, in 2024, new corruption practices were added to the questionnaire, and the involvement of the population in them has led to an increase in corruption experience.

¹ Question: "Did you experience corruption when meeting (contacting) law enforcement agencies over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ±8.5 percentage points.

Citizens and officials most often engage in corrupt practices when **violating traffic rules** and when **patrol police check documents** at stationary posts/block posts. Corruption experience in these situations was gained by **14.2%** and **13.0%**, respectively, of those who had experience with the sector.

The top corruption practices in this area in 2024 included a new contact situation when citizens made unofficial payments / provided services **during police checks of military records, to avoid administrative detention, and during delivery to the TCC** - one in ten (**10.7%**) of those who had contact with law enforcement officers reported this. When committing **administrative offenses** (except for traffic violations), **10.1%** of respondents had corruption experience.

Fig. 2.2.10. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to a law enforcement officer (cash or gifts) or rendered services:

to avoid / mitigate liability for violations of traffic safety regulations	2024	14,2%
	2023	20,0%
	2022	25,4%
	2021	28,2%
during ID checks by the patrol police at stationary posts	2024↓	13,0%
	2023	26,5%
	2022	23,7%
	2021	33,8%
during the police check of military registration documents , avoiding administrative detention and delivery to the Territorial Recruitment Center	2024	10,7%
	2023	
to avoid / mitigate liability for an administrative offense committed by you or your relatives (other than traffic safety violations)	2024	10,1%
	2023	14,4%
	2022	14,3%
	2021	23,2%
to avoid liability during police checks of identity documents or documents granting the right to be in public places, as well as during a pat-down search	2024	8,6%
	2023	16,2%
	2022	23,0%
	2021	27,0%
for returning a detained vehicle without officially paying for parking and the corresponding fine	2024	8,0%
	2023	
to speed up the bureaucratic procedure or to illegally obtain services/information from law enforcement officials	2024	6,6%
	2023	
to facilitate a swift and objective investigation of an offense of which you or your relatives are / were victims , to facilitate a search for and recovery of stolen property	2024	6,3%
	2023	11,0%
	2022	11,5%
	2021	21,0%
to mitigate restrictions imposed as part of the pretrial investigation of a crime committed by you or your relatives	2024	5,9%
	2023	11,0%
	2022	8,7%
	2021	13,7%
to avoid / mitigate liability for a crime committed by you or your relatives	2024	5,0%
	2023	10,1%
	2022	10,7%
	2021	13,0%

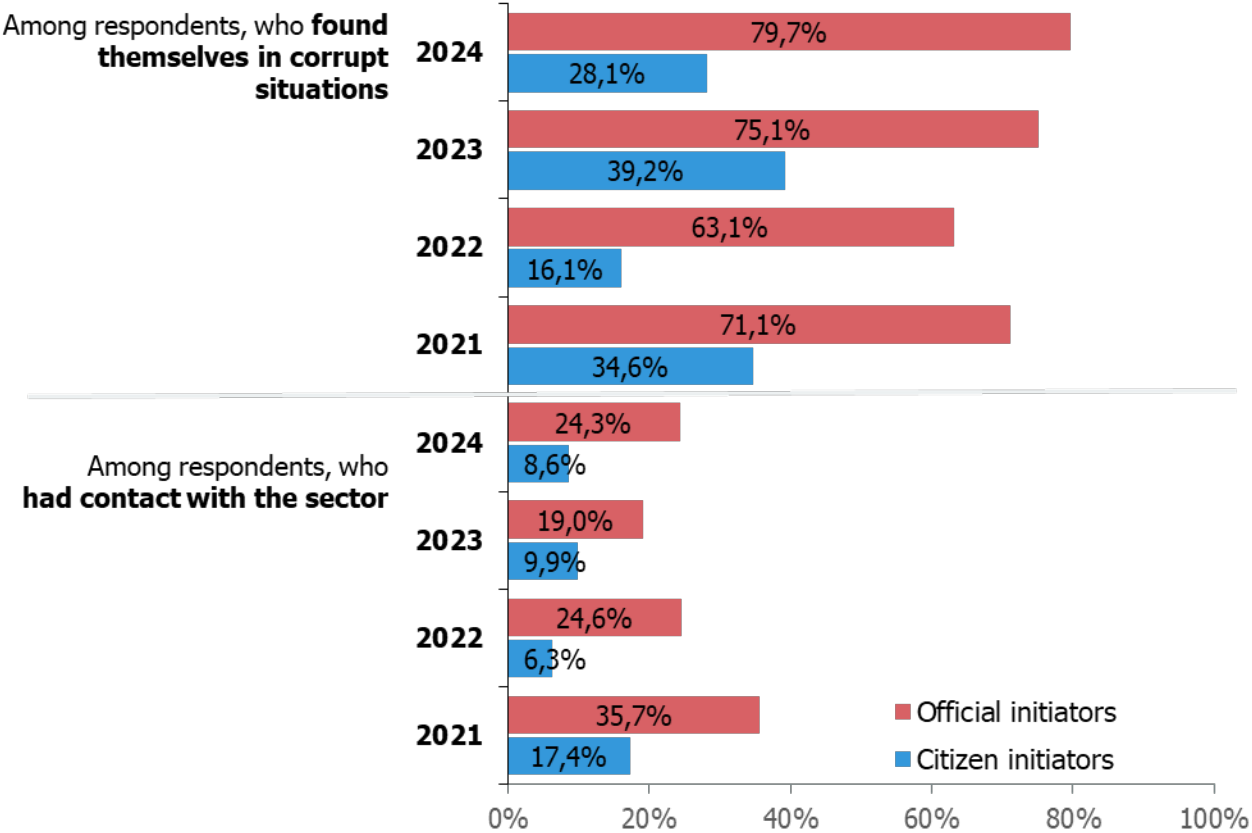
Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (citizens or law enforcement officers)

¹ Question: "Did you or your family members experience the following situations in the time of dealing (contact) with law enforcement agencies or interaction with their representatives?"

In general, **8.6% of Ukrainians** who had contacts with law enforcement agencies acted as **initiators** of corrupt relations (or **28.1%** of those who were in contact with corrupt situations). This is less than in 2023, when these figures were 9.9% and 39.2%, respectively.

According to the respondents, **law enforcement officers initiate** corrupt relations much more often: **24.3%** of respondents who *had contact* with law enforcement agencies or their family members were required to make unofficial payments to law enforcement officers (cash or gifts) or provide them with services (in 2023 - 19%). At the same time, in the distribution of those who have been in corrupt situations, law enforcement officers are the initiators in **79.7%** of cases (in 2023 - in 75.1% of cases). It should be noted that, due to the small sample size, we cannot speak about the significance of changes in the indicators, but a certain increase in the corruption initiative of law enforcement officers correlates with the trend of increasing indicators of corruption experience in this area.

Fig. 2.2.11. Initiators of corrupt situations

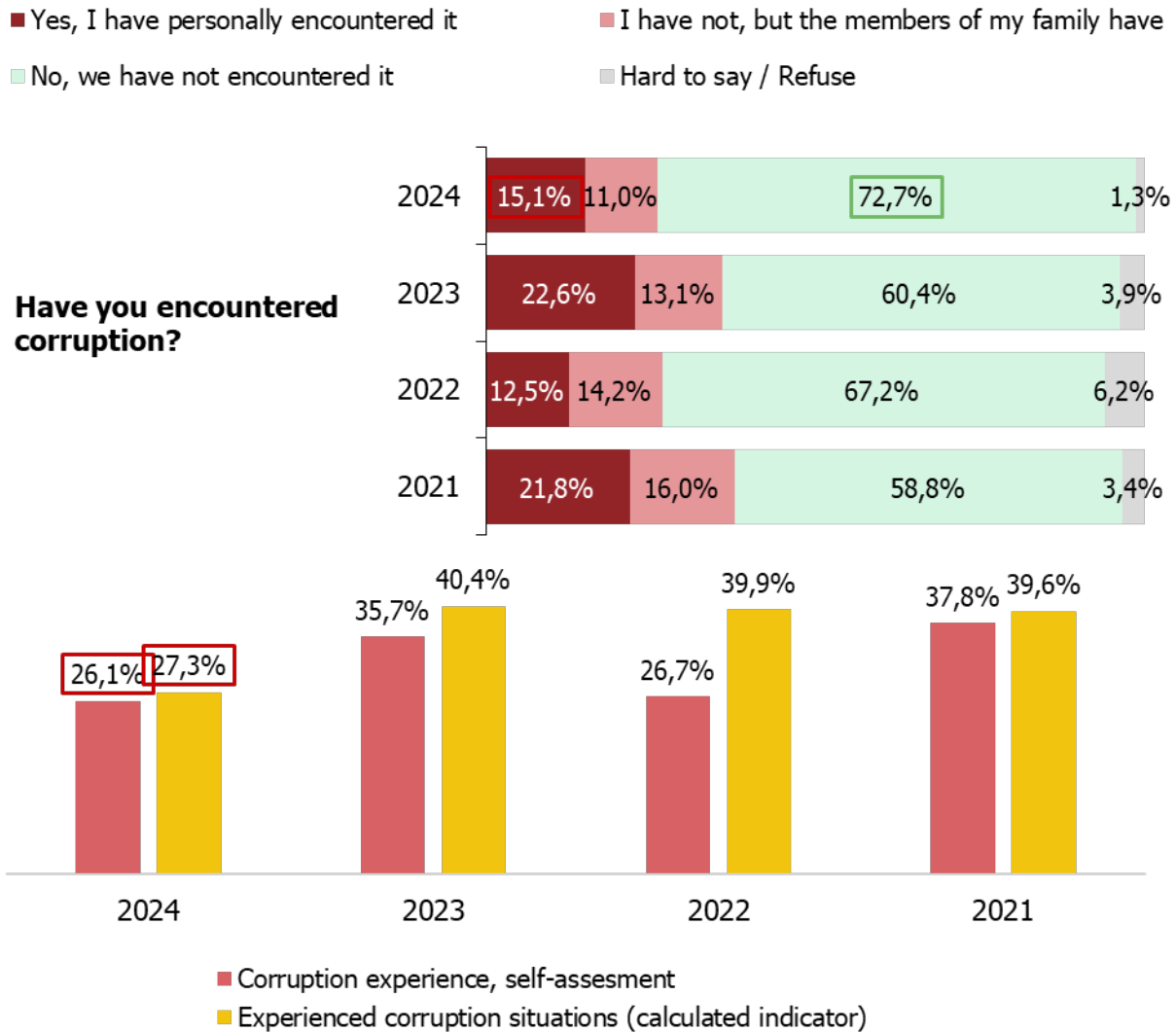


MIA service centers activities

The share of respondents who have had experience of contacting MIA service centers in the last 12 months increased in 2024 compared to last year and amounted to **10%** (in 2023 it was **7.6%**).

When answering a direct question, **26.1%** of respondents said they *had encountered corruption*. This figure *decreased* by 9.6 percentage points compared to last year and returned to the level of 2022 (mainly due to a *decrease in personal corruption experience of respondents*, the dynamics is statistically significant).

Fig. 2.2.12. Corruption experience in the sector in general (% of those who dealt with the sector)¹



In general, **27.3% of** respondents reported *being in specific contact situations* that contained signs of corruption, which is significantly *less* than in 2021-2023 (the difference is statistically significant). Thus, the share of respondents who did not perceive some situations as corrupt decreased from 4.7% to 1.2%.

As for *specific corruption situations*, this year there has *been a significant decrease* in all cases related to the direct activities of service center employees. The share of respondents who reported such situations is the lowest for the entire period of observation.

As in the previous year, the most frequent corruption situations arose when registering **or deregistering vehicles** - **19.0%** reported such experiences, which is significantly *lower* than in previous years (the figure was 22.8% and 30.5% in 2022 and 2023, respectively).

¹ Question: "Did you experience corruption when contacting MIA service centers over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ±6.2 percentage points.

Fig. 2.2.13. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to any official (cash or gifts) or rendered services for ...

registration (renewal of registration) of a motor vehicle, deregistration of a motor vehicle	2024↓	19,0%
	2023	30,5%
	2022	22,8%
	2021	26,4%
receiving administrative services out of turn or as part of an accelerated procedure	2024	14,8%
	2023	15,8%
	2022	17,3%
	2021	18,0%
issuance (renewal) of a driver's license (including for passing a theoretical / practical exam in a service center of the Ministry of Internal Affairs*)	2024↓	14,6%
	2023	22,8%
	2022	17,0%
	2021	20,9%
to an employee of the driving school for assistance in resolving issues at the service center of the Ministry of Internal Affairs	2024↑	12,4%
	2023	5,9%
issuance of number plates for a motor vehicle / responsible transfer of the owner's number plates to a new motor vehicle at the service center of the Ministry of Internal Affairs	2024↓	8,6%
	2023	18,2%
	2022	11,1%
	2021	16,0%
obtaining permits for the transportation of dangerous goods	2024	6,4%
	2023	
obtaining a document (conclusion) on the approval of vehicle conversion on an individual basis**	2024	5,9%
	2023	

Corruption situations related to receiving **administrative services out of turn, quickly**, or with other violations of the procedure are in second place. The share of respondents who have had corruption experience in such situations is **14.8%**, which is the same as in 2023 (15.8%).

"The third place was taken by corruption situations related to the issuance (replacement, exchange, etc.) of driving **licenses** (including exams at a service center). Corruption in such situations was reported by **14.6%** of those who had contacted MIA service centers. This figure is 8.2 percentage points *lower* than in 2023.

The other situations studied are less common, with rates ranging from 5.9% to 12.4%.

Additionally, since 2023, a separate corruption situation has been studied, when customers of service centers could solve their own issues **through driving school employees**. In 2024, compared to the previous year, twice as many respondents (of those who interacted with the sector) made illegal payments to driving school employees or provided them with services for assistance in resolving issues at service centers (**12.4%** vs. 5.9% in 2023). These changes are statistically significant.

¹ Question: "Did you or your family members experience the following situations while dealing with MIA service centers?" (former Inter-District Department for Motor Vehicle Registration and Driver Licensing)

Besides, during the survey, it was clarified to the respondent that this situation (*) concerned MIA service centers and does not include illegal payments (services) to employees of driving schools; (**) refers to interaction with officials of the MIA service centers and does not include illegal payments (services) to third parties

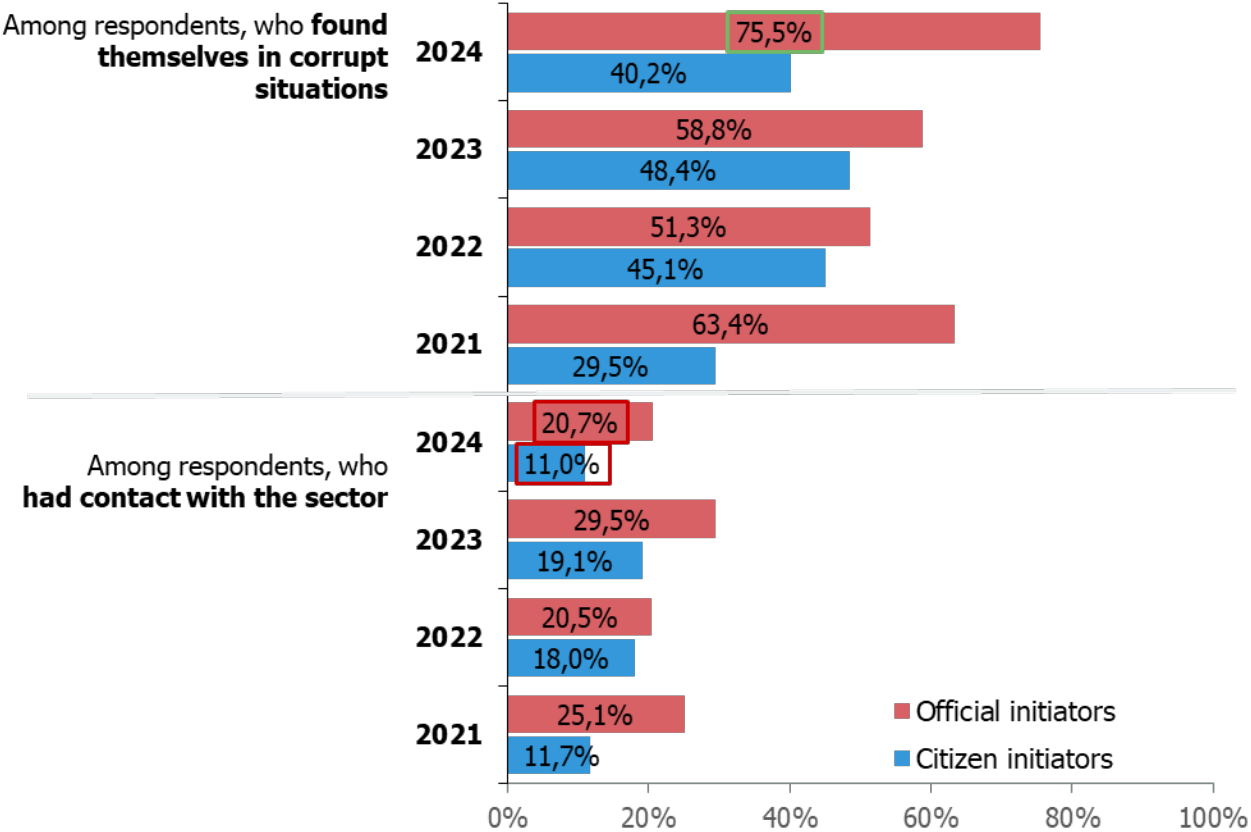
However, additional research is needed to assess the corruption burden related to driving schools, including the share of respondents who have passed the driving test.

When analyzing all corruption situations in general, **11.0% of visitors to service centers initiated** corruption situations. This figure shows a statistically significant *decrease* compared to 2023 (19.1%). Among the respondents who *were in corruption situations*, the share of "initiative" citizens was **40.2%** (in 2023 - 48.4%).

In 2024, the share of respondents who reported that their **employees initiated** corruption situations after interacting with **MIA service centers** *decreased* statistically significantly to **20.7%** (in 2023, the number was 29.5%). This figure has returned to the level of 2022.

Among those who were involved in *contact corruption situations*, **75.5%** reported an initiative from employees, which is 16.7 percentage points more in 2023 (58.8%). This dynamics, which reflects relative changes in the structure of subjects of corruption initiatives, is also statistically significant

Fig. 2.2.14. Initiators of corrupt situations



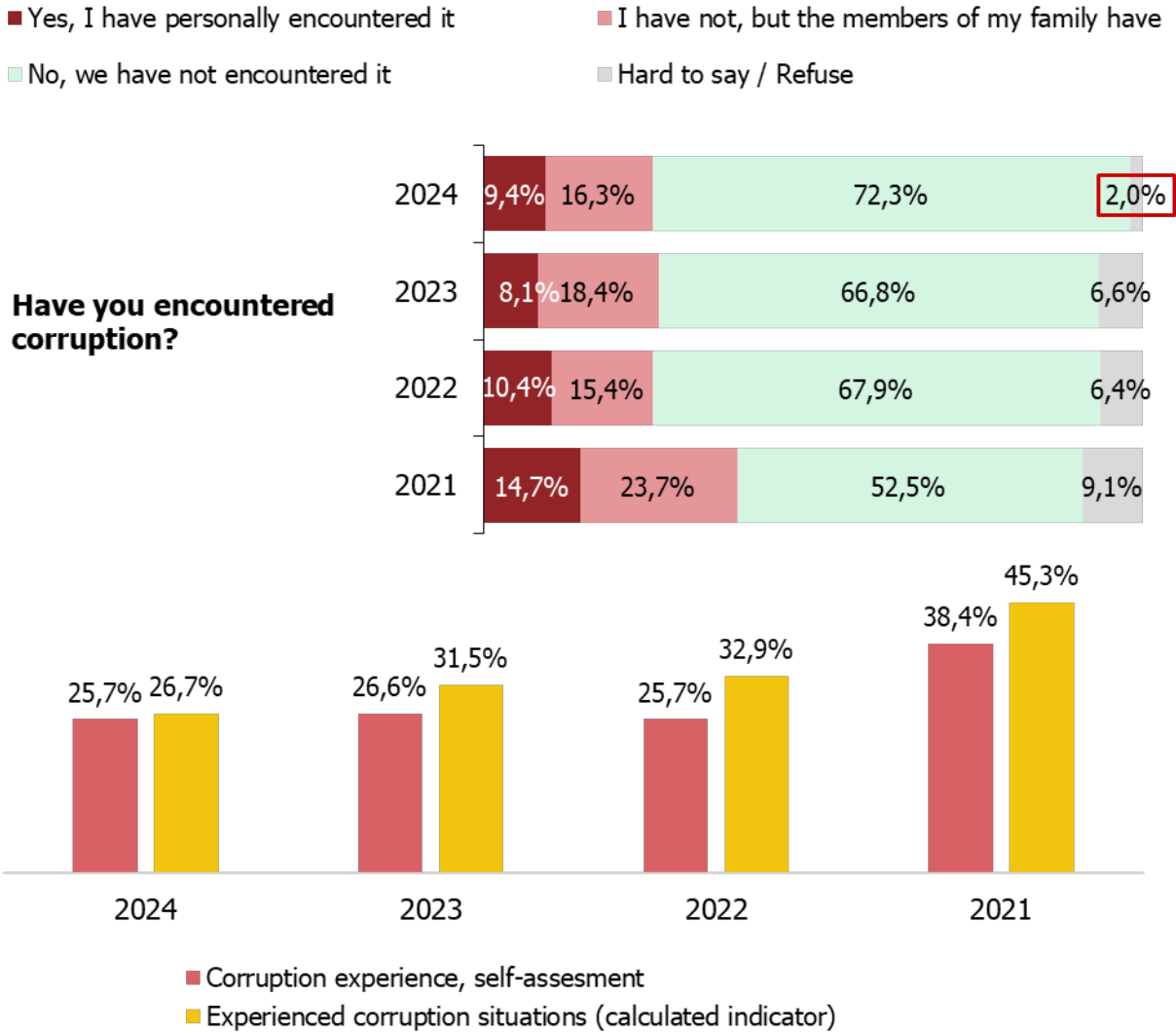
Services of higher education institutions

10.4% of Ukrainians study at state or municipal higher education institutions or have a student among their family members. This is less than in 2022-2023, when 11.9% and 13.8% of respondents used the services of higher education institutions, respectively. Most of these families (**72.3%**) *have not faced corruption* in the past year. This figure is slightly higher than last year (66.8%), but there are no statistically significant changes.

The level of corruption in higher education has not changed compared to 2023. When *asked directly whether* the respondents (or their family members) had encountered **corruption, 25.7% of respondents** answered in the affirmative (in 2023 - 26.5%).

26.7% of respondents reported having been in *specific contact situations* that contained signs of corruption (a decrease of 4.8 percentage points compared to 2023 (31.5%) is not significant).

Fig. 2.2.15. Corruption experience in the sector in general (% of those who dealt with the sector)¹



For the first time in the years of research, the values of both indicators are at the same level, meaning that students and their family members are fully aware of their involvement in corrupt practices as their own corruption experience (the share of those who are not aware has decreased to **1%**, in 2022-2023 it was about 5-7%).

The downward trend in frequency is observed this year for all *specific corruption situations*.

¹ Question: "Did you experience corruption in higher education institutions over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ±6.1 percentage points.

Fig. 2.2.16. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments (cash or gifts) or rendered services:

personally to teachers in exchange for a passing grade, exam, higher grade during term examinations, including as a way to secure a stipend	2024	22,0%
	2023	27,9%
	2022	27,3%
	2021	34,5%
in exchange for the writing and / or defense of master's / bachelor's / term papers, essays, practical, laboratory papers, etc. or purchased such papers from teachers without personally writing them	2024	17,5%
	2023	23,6%
	2022	27,9%
	2021	35,0%
in exchange for higher grades during periods between term examinations	2024	14,1%
	2023	18,0%
	2022	20,1%
	2021	28,5%
to administrators in order to secure a room in a dormitory, have living conditions improved, etc.	2024↓	10,4%
	2023	19,1%
	2022	16,7%
	2021	19,9%
викладачам / адміністрації закладів вищої освіти тощо для вирішення питань проходження / непроходження начальної / виробничої практики, стажування (у т.ч., за кордоном)	2024	9,8%
	2023	14,1%
	2022	15,2%
	2021	14,9%
to administrators to secure enrollment at institutions of higher education	2024↓	7,4%
	2023	15,3%
	2022	10,4%
	2021	15,5%
personally to teachers or administrators in exchange for a transfer to another department, another educational institutions, a change of the form of attendance	2024↓	6,7%
	2023	14,9%
	2022	11,7%
	2021	12,0%
to administrators to obtain a diploma without studying	2024↓	6,1%
	2023	13,5%
	2022	9,4%
	2021	15,0%

"The most common corruption situation is receiving **credits and higher grades during exams** (22.0% in 2024 vs. 27.9% in 2023). The second place was taken by unofficial payments **for the preparation and defense of reports** (term papers, essays, practical, laboratory, etc.) (17.5 in 2024 vs. 23.6% in 2023).

In third place is the receipt of **higher current grades in the intersession period** (14.1% in 2024 vs. 18.0% in 2023).

There are no significant changes for these "leaders" of corruption situations compared to 2023.

¹ Question: "Did you or your family members experience such situations when studying in these institutions?"

Other situations are less common. In particular, a statistically significant *decrease in* frequency compared to the previous year was recorded in situations of corrupt interaction in: **resolving issues of students' living conditions, admission to higher education institutions, transfer to another faculty (to another institution) and obtaining a diploma** (without completing the actual training).

Due to the small number of respondents with experience in higher education, the number of answers for less common situations is not sufficient for analysis. Therefore, we can analyze who *initiated* the corruption situation only for the most common situation - getting **credits, higher grades and passing exams during the sessions**.

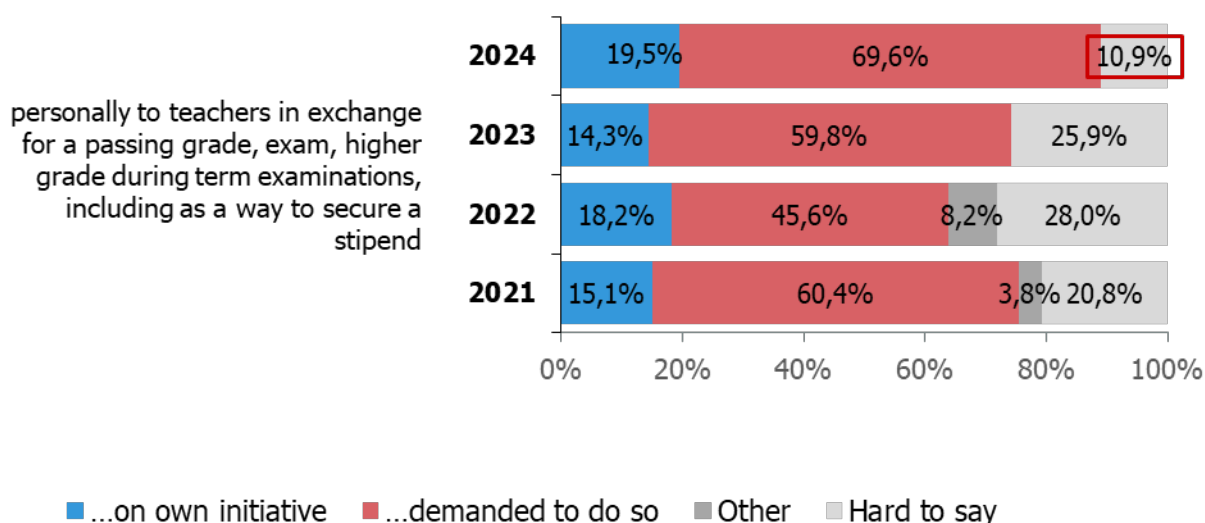
As we can see, this area is characterized *by a high share of "hard to say" answers*. Obviously, this is explained by a significant share of respondents who are relatives of students and do not know all the circumstances of their studies. However, this share has almost halved compared to last year and amounts to **10.9%** compared to 25.9% in 2023 (a statistically significant decrease).

Administration or teachers are much more likely to **initiate** the analyzed corruption situation (**69.6%**).

Students are the **initiators** in **19.5%** of cases (the increase compared to 2023 is not statistically significant).

Fig. 2.2.17. Initiators of corrupt situations (% of those with relevant experience)

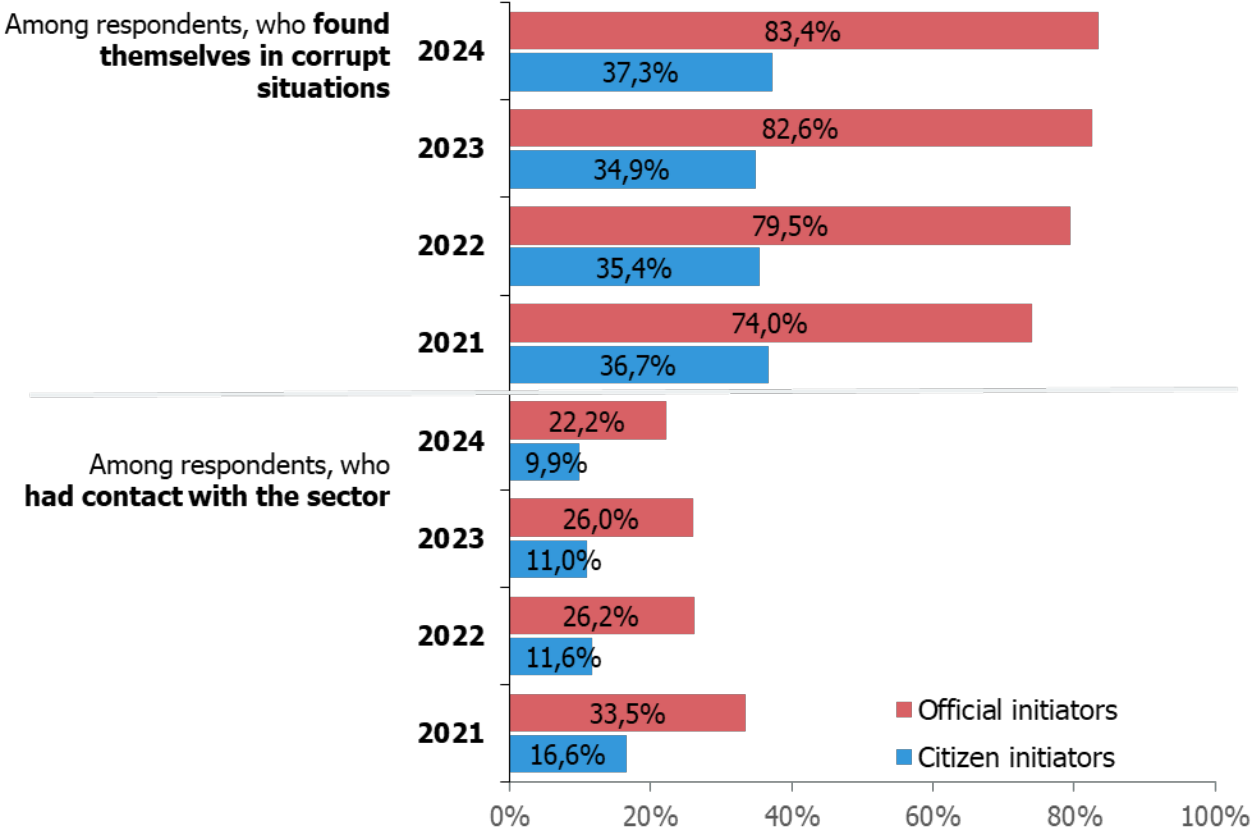
Made unofficial payments (money or gifts) or rended services...



In general, **9.9% of Ukrainians** studying in public higher education institutions or having students in their families acted as **initiators** of corruption situations (an indicator without dynamics compared to 2023). If we calculate the rate of such initiators among those who were in *contact with corruption*, it also remained almost at the level of the previous survey period - **37.3%** (in 2023 - 34.9%).

Teachers or administrators of educational institutions **initiate** corruption situations more than twice as often as students - **22.2%**. This value decreased slightly (26.0% in 2023), but the difference is not statistically significant. Among those who *have been in contact corruption* situations, this value is **83.4%** (in 2023 - 82.6%, without significant dynamics).

Fig. 2.2.18. Initiators of corrupt situations



Services for connection and maintenance of power, gas, water supply and sewer systems

The respondents' assessment of services for connecting and maintaining electricity, gas, water, and sewerage systems did not include payment issues. Only **9.9% of** households had experience of *contacting* suppliers on such issues, which remained at the level of 2023, when it was 9.3%.

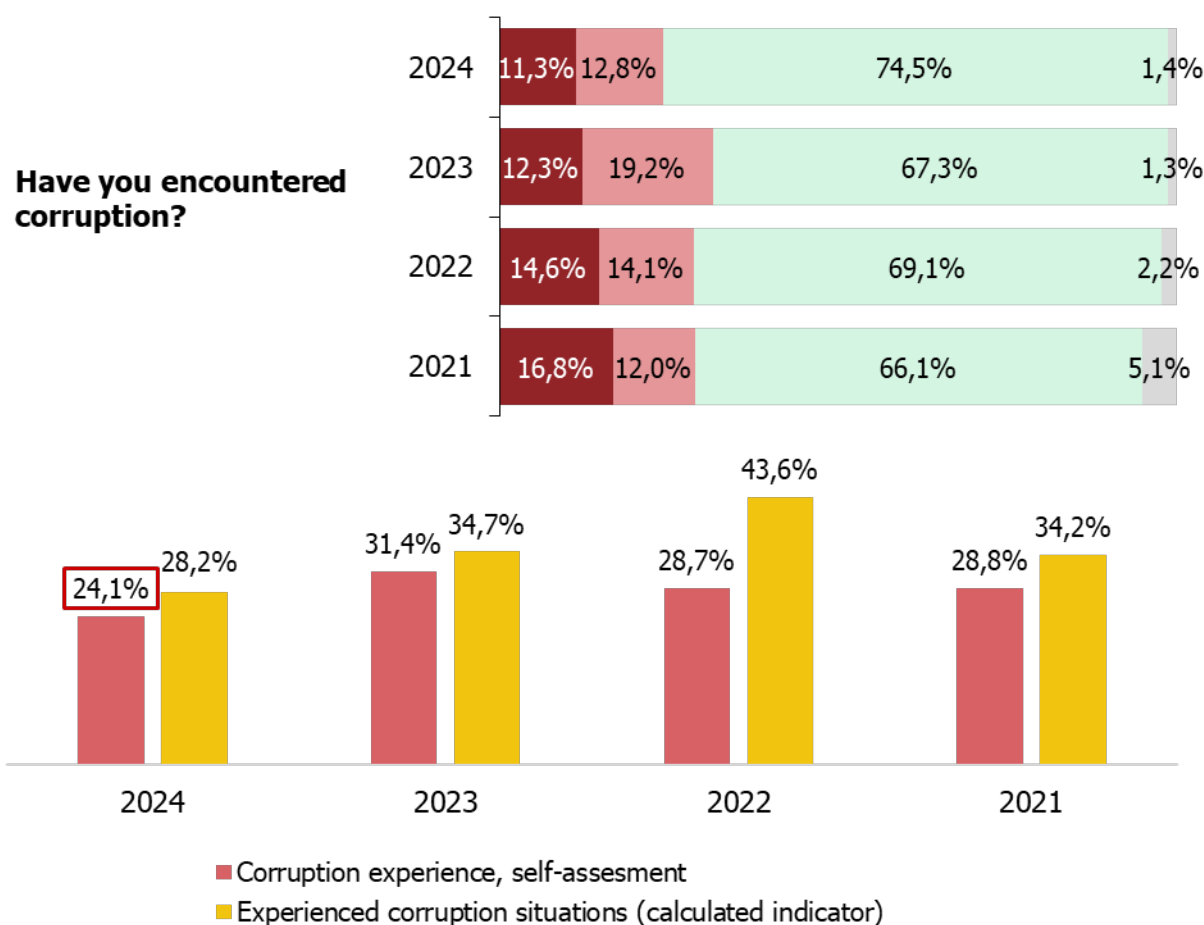
When answering *a direct question*, **24.1% of** respondents stated that *they had encountered corruption*, which is statistically significantly *less* by 7.3 percentage points than in 2023 (31.4%).

Specific contact situations with signs of corruption were **reported by 28.2% of** respondents (6.5 percentage points less than in 2023). Although the decline in this indicator is not statistically significant, given its decrease to the lowest value for all years of the survey and the indicator of self-assessed corruption experience (direct question) in general, we can record a *decrease in corrupt interaction between* the population and officials in this area in 2024 compared to 2021-2023.

In 2024, the difference between the share of citizens who have actually been in corrupt situations and those who admit to corruption experience is 4.1% of respondents.

Fig. 2.2.19. Corruption experience in the sector (% of those who dealt with the sector)¹

■ Yes, I have personally encountered it ■ I have not, but the members of my family have
■ No, we have not encountered it ■ Hard to say / Refuse



Citizens **most often** encounter corruption when **installing, sealing, or registering meters (water supply and sewage metering systems)** - 15.7% of those who have addressed this issue. This figure has decreased compared to 2023, when it was 22.9% (the difference is statistically significant). The second place was shared by two situations, namely **the restoration/repair of water supply systems** to an apartment building or private residential building and **the preparation/acceleration of gas supply documentation** - 9.9% and 8.2% of respondents faced corruption here, respectively. A statistically significant decrease in frequency was recorded for the latter situation.

Between 2.0% and 6.6% of respondents have experienced corruption in other situations. It is worth noting that *there is a trend toward a decrease in the frequency of all corruption situations* in this area, which in general led to a statistically significant decrease in the indicator of corruption experience of the population 2024.

¹ Question: "Did you experience corruption when applying for services for connection and maintenance of power, gas, water supply and sewer systems over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ±6,2 p.p.

Fig. 2.2.20. Corruption experience in situations that could have occurred at the time of application (% of those who have dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for...

installation, sealing, registration of water supply and sewage metering systems	2024 ↓	15,7%
	2023	22,9%
	2022	27,0%
	2021	23,8%
renovation / repairs of water supply systems to an apartment building or private residence	2024	9,9%
	2023	13,0%
	2022	17,6%
	2021	
preparation / acceleration of preparation of gas supply documents or modifications to them	2024 ↓	8,2%
	2023	13,8%
	2022	15,9%
	2021	15,4%
approval of design documentation for subsequent connection of a private residence to the power grid / for getting a private residence connected to the power grid	2024 ↓	6,6%
	2023	12,7%
	2022	12,4%
	2021	13,1%
failure to hold accountable for / respond to any instances of unauthorized connection to the gas supply network or violations of the rules for operation of gas equipment and appliances	2024	4,3%
	2023	4,9%
	2022	7,4%
	2021	7,7%
connection of a private residence to the gas supply network, unauthorized modifications to the gas pipeline, resumption of gas supply without legal grounds for doing so	2024 ↓	4,3%
	2023	12,8%
	2022	12,4%
	2021	11,5%
failure to hold accountable for / respond to any detected violations of the rules for operation of the power grid, electrical units, or electricity meters	2024	3,8%
	2023	6,6%
	2022	12,5%
	2021	10,0%
failure to hold accountable for / respond to any detected violations of the rules for using water supply facilities (including by reducing or revoking penalties)	2024	2,0%
	2023	5,3%
	2022	9,4%
	2021	9,6%

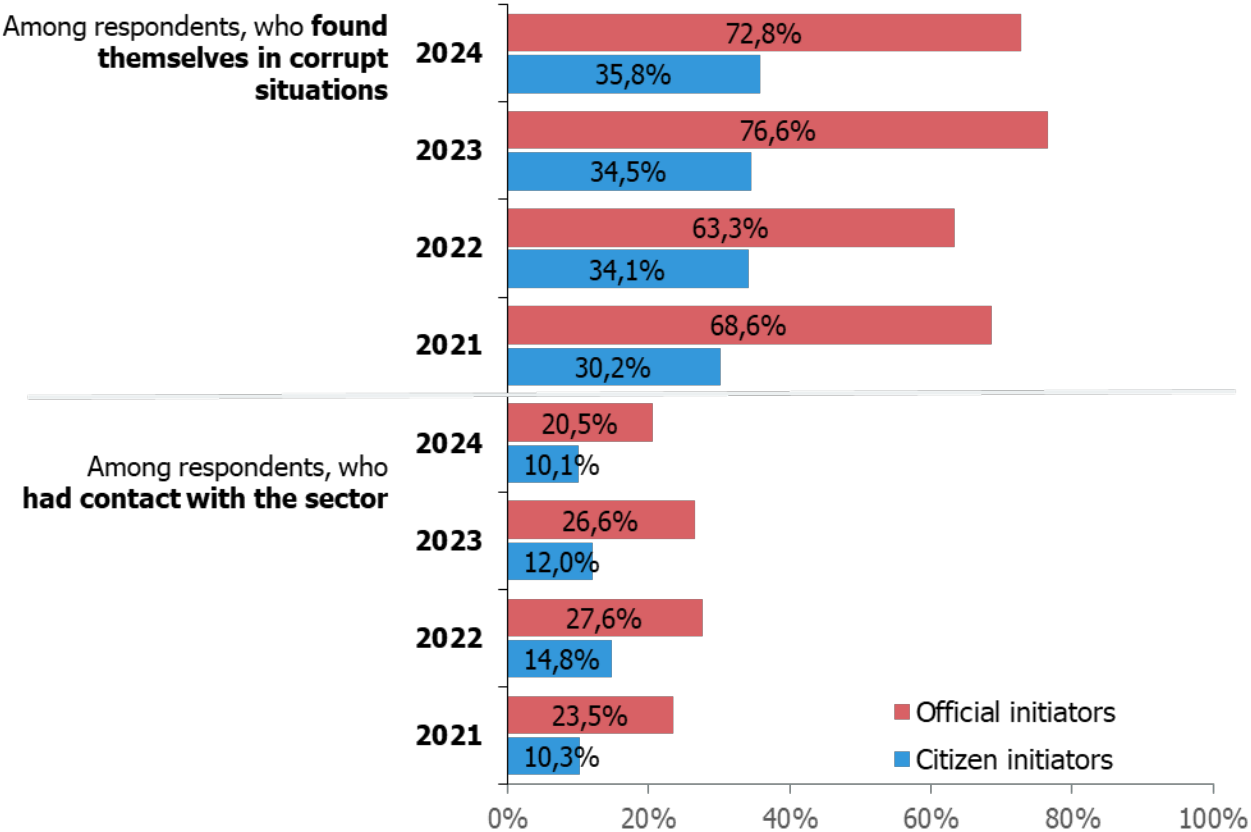
Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (citizens or employees of suppliers).

In general, **10.1% of Ukrainians** who sought such services from suppliers acted as **initiators** of corrupt relations (or **35.8% of** those who were involved in corrupt situations). The fact that **the initiators** of corruption relations were **representatives of supplier companies** was stated by **20.5% of** respondents who sought such services (or **72.8% of** those who were in contact with corruption). There was no statistically significant change compared to 2023, but there is a noticeable

¹ Question: "Did you or your family members experience the following situations while dealing with these companies?"

trend towards a decrease in the demand (compared to 2022-2023) from employees of electricity, gas, water and sewage companies to solve issues for the population through corrupt means

Figure 2.2.21. Initiators of corrupt situations



Humanitarian aid

In total, **9.7%** of the population encountered humanitarian aid in 2024 (this is less than in 2022-2023, when 16.7% and 15.6% of respondents reported contacts with the sector, respectively).

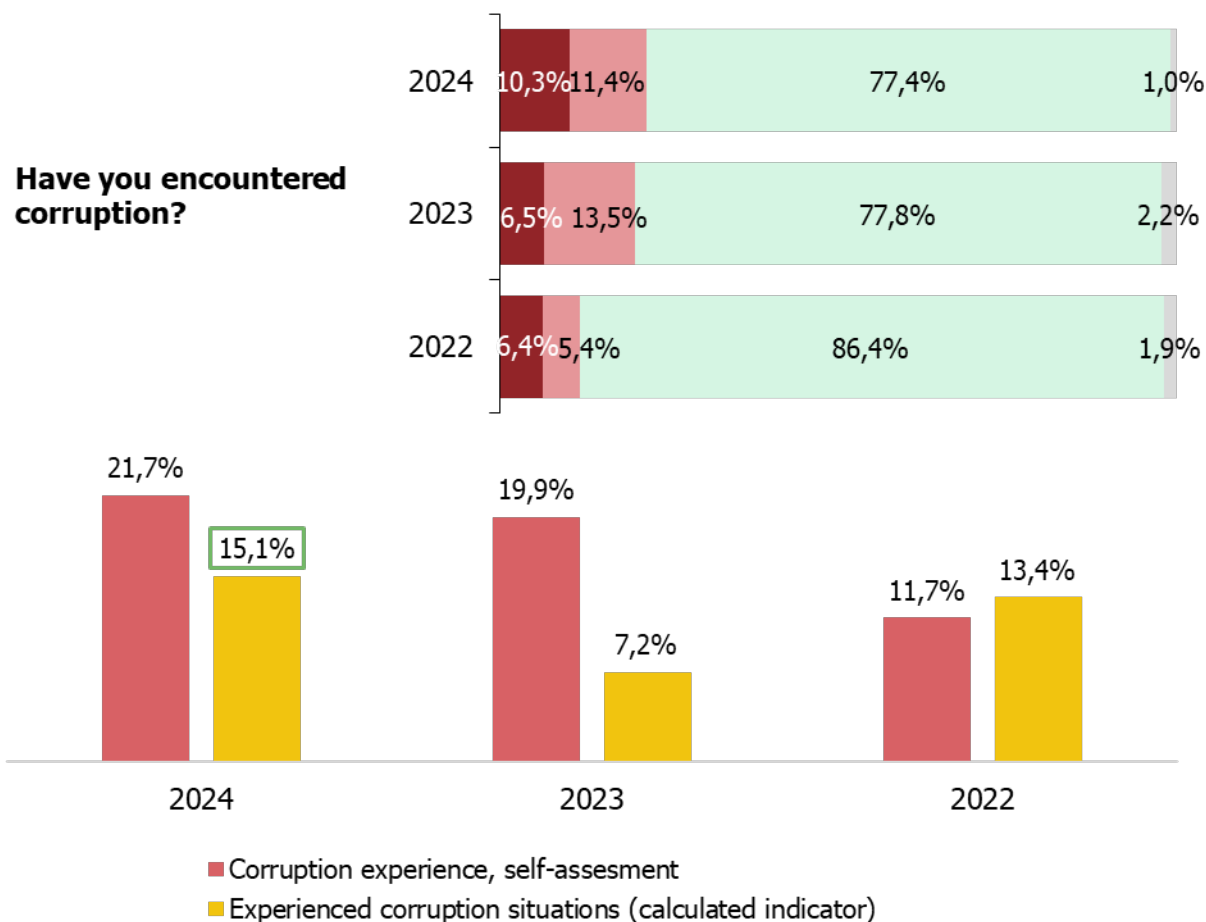
In 2024, the share of respondents who reported **their own experience with corruption** increased to **21.7%** (compared to 19.9% in 2023). Although this increase is not statistically significant, amid a decline in similar indicators in other sectors, the position of humanitarian aid in the ranking of sectors by corruption experience has changed (increased).

The increase was due to an increase in the share of respondents who reported their own experience of corruption, while the number of cases involving family members decreased.

It is worth noting that the share of respondents who have *been in certain corrupt situations has* significantly *doubled* (from 7.2% in 2023 to **15.1%** in 2024).

Fig. 2.2.22. Corruption experience in the sector in general (% of those who dealt with the sector)¹

■ Yes, I have personally encountered it ■ I have not, but the members of my family have
■ No, we have not encountered it ■ Hard to say / Refuse



Such a gap between self-assessment and experience in certain corrupt situations may indicate that respondents *perceive* other specific situations related to the distribution, receipt or provision of humanitarian aid as corrupt. At the same time, such situations could include both truly corrupt ones that may not have been included in the list of situations that involved contact of respondents with officials (for example, cases of misuse of humanitarian aid goods and products, in particular, their free sale from humanitarian warehouses - *such practices were studied separately (see Fig. 2.2.25),*) and other violations of the law that, due to the sensitivity of the topic, respondents mistakenly consider corruption.

In general, **2.8% to 11.5%** of respondents who had contact with the humanitarian aid sector were involved in *certain corruption situations*. The frequency of the majority of the suggested situations is *increasing*.

¹ Question: "Did you or your family members have the experience of interaction (contact) with representatives of public authorities or local self-government on the subject of humanitarian aid collection or solving issues related to its arrangement and provision (in case they are involved in volunteer movement) to the population, military units and organizations after 24.02.2022 and until now?"

The statistical error for indicators in this sector does not exceed ±6.3% percentage points..

Fig. 2.2.23. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services:

in exchange for a favorable treatment during the distribution or issuance of humanitarian aid for the population (food, goods, medications, etc.) in your favor (or in the favor of the organization you represent)	2024 ↑	11,5%
	2023	5,9%
	2022	10,2%
in order for the authorities to take into account your needs (or the needs of the organization / community you represent) when formulating a request for humanitarian aid	2024 ↑	10,0%
	2023	2,7%
	2022	5,6%
in exchange for issuance of various documents (letters of request, letters of confirmation, etc.) for the needs of a volunteer or other organization as proof of receipt of humanitarian aid by a state (or local) government agency	2024	7,5%
	2023	4,1%
	2022	8,1%
to facilitate a decision by a government agency to allow drivers liable for military duty to leave Ukraine while transporting humanitarian aid cargo	2024	4,6%
	2023	2,8%
	2022	6,9%
to resolve the issue of delivery of humanitarian aid (funds, goods, services) intended for restoring destroyed / damaged housing, private residences, and other property belonging to you or your relatives	2024	4,6%
	2023	3,8%
	2022	7,9%
for assistance in obtaining documents confirming the destruction of low-quality or unusable humanitarian aid goods (items)	2024	4,4%
	2023	
	2022	
to speed up customs formalities (customs clearance and/or customs control) when transporting humanitarian aid, to move undeclared goods across the border	2024	3,8%
	2023	4,3%
	2022	8,5%
in exchange for facilitation with the issuance of supporting documents and identification proving that the vehicle is transporting humanitarian aid	2024	3,5%
	2023	3,1%
	2022	6,8%
to facilitate the distribution or release of humanitarian aid intended for military units , for which you have organized delivery of humanitarian aid	2024	3,3%
	2023	4,6%
	2022	6,9%
for granting a volunteer organization access to warehouses controlled by the authorities for storage of humanitarian aid or permission to receive humanitarian aid (collected under the coordination of the organization you represent) temporarily stored in such warehouses	2024	2,8%
	2023	3,8%
	2022	6,0%

As in the previous year, the most frequent situation was when an official was given an undue **advantage** (unofficial payments or services) to gain **advantages in the distribution of humanitarian aid (11.5%**, a significant *increase* from 5.9% in 2023).

As for the situation **of taking into account the wishes of respondents when formulating a request for humanitarian aid**, the increase is also statistically significant: in 2024, this situation

¹ Question: "Did you or your family members have the experience of interaction (contact) with representatives of public authorities or local self-government on the subject of humanitarian aid collection or solving issues related to its arrangement and provision (in case they are involved in volunteer movement) to the population, military units and organizations?"

ranked second with a **10.0%** indicator, and last year it was the last in the ranking with a 2.7% indicator.

7.5% of respondents made unofficial payments to an official or provided services **for preparing various documents for the needs of a volunteer or other organization** (to confirm that the state authority/local self-government body received humanitarian aid).

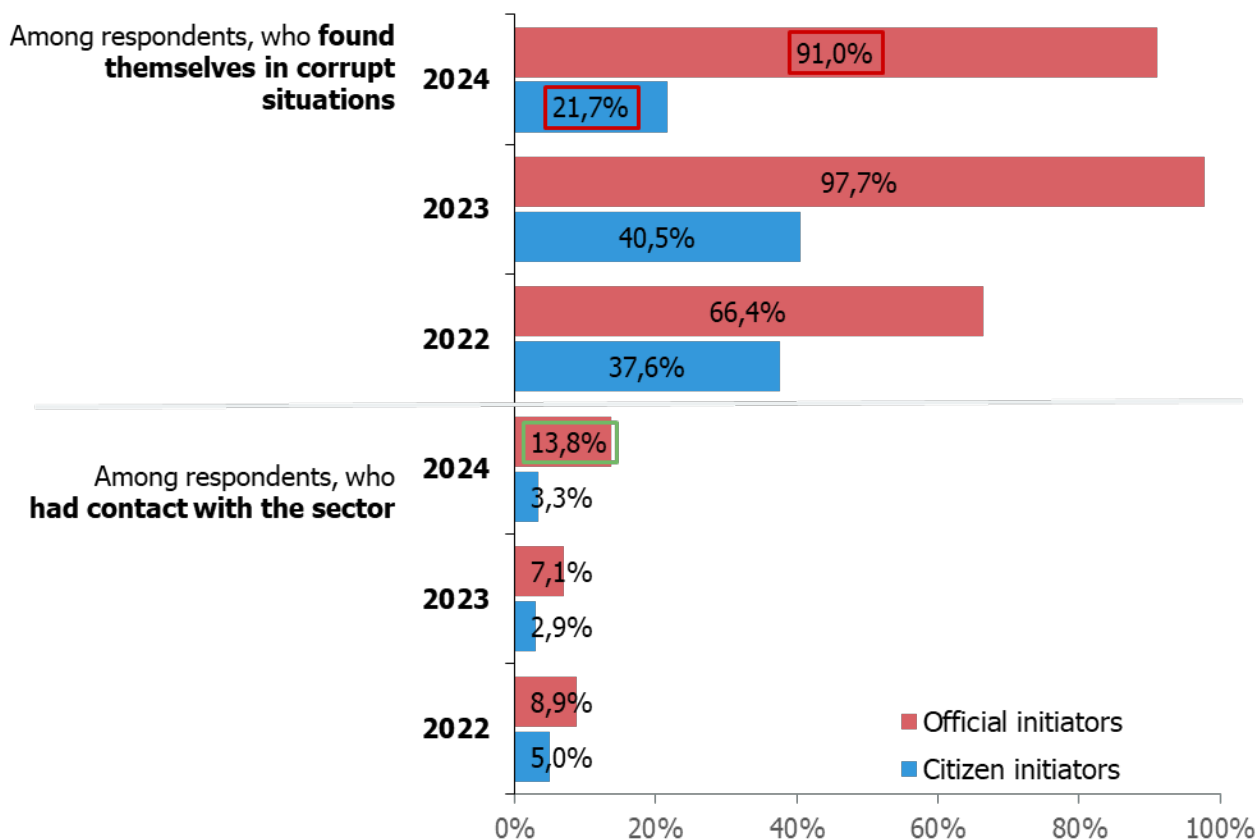
Other corruption situations were encountered by 2.8% to 4.6% of respondents who had contacted representatives of state or local authorities to receive humanitarian aid or to resolve issues related to the organization of its provision.

Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (visitors or government officials).

In total, **3.3% of respondents** acted as **initiators** of corruption situations. This is one of the *lowest figures* among all the surveyed sectors. Among those who have been involved in *contact corruption situations*, **21.7% of** respondents were initiators. This figure has significantly *decreased* compared to 2023, when 40.5% of respondents initiated such situations (a statistically significant difference). Moreover, this is the lowest figure among other areas

The fact that corruption situations were **initiated** by **government officials** dealing with the distribution of humanitarian aid is stated by **13.8% of** those who *received* such aid *or were involved* in its receipt and distribution (a significant *increase* compared to the 2023 figure (7.1%)). At the same time, **91.0% of** respondents who *have been in contact with corruption* (at least in one *situation*) hold officials responsible for corruption.

Fig. 2.2.24. Initiators of corrupt situations



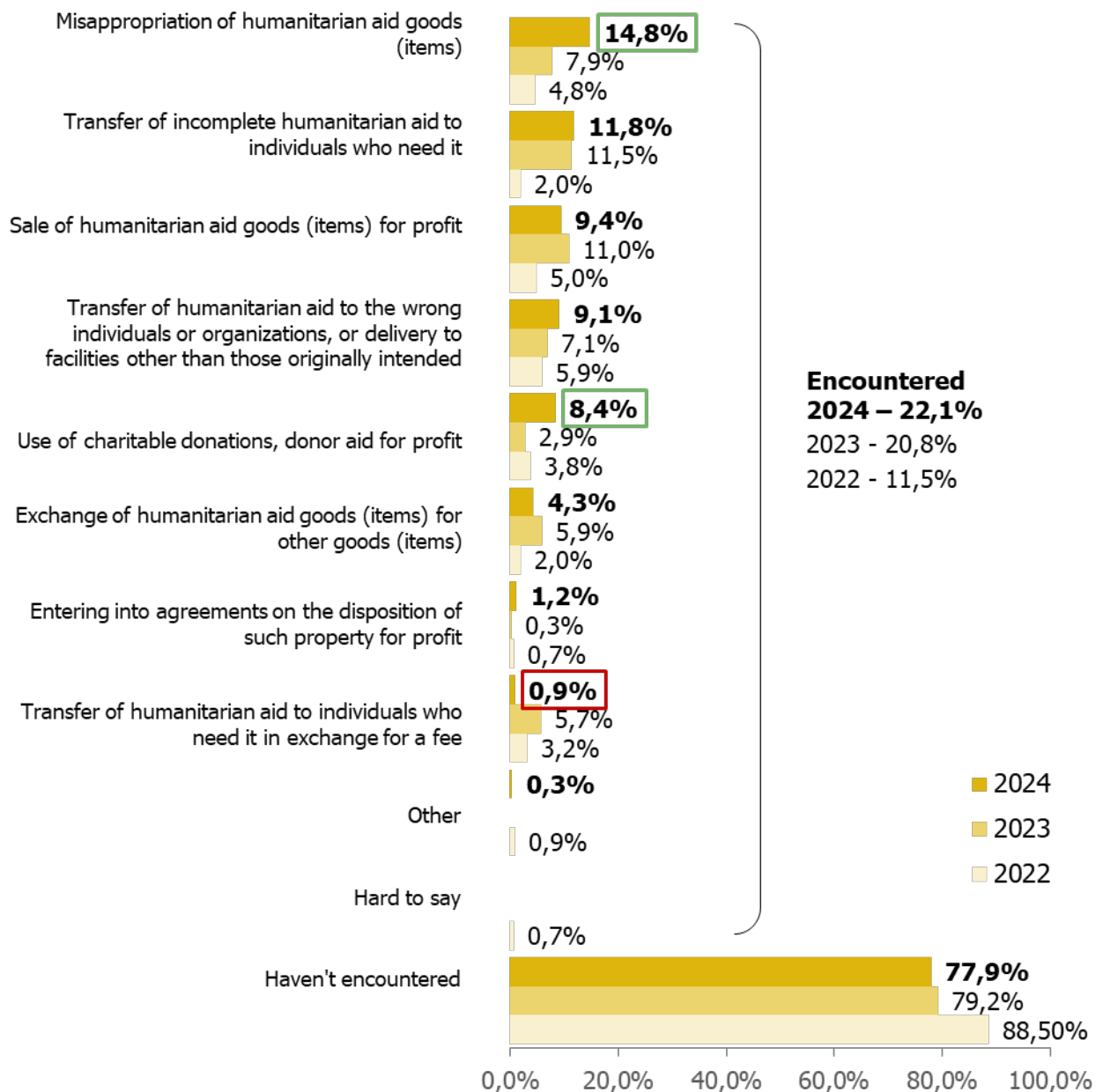
In this area, *an additional approach* to studying corruption was also applied. In addition to corrupt practices related to direct "corrupt interaction" with public officials, the respondents' reporting of cases of **misuse of humanitarian aid** by representatives of state authorities or local self-government was also studied. After all, the actions of officials to misappropriate, embezzle or seize other people's property are also *corruption offenses* that are subject to criminal liability under Article 191 of the Criminal Code of Ukraine.

As already mentioned, **9.7% of** the population has encountered humanitarian assistance. These respondents were asked whether they had encountered any cases of misuse of humanitarian aid in the last 12 months (in 2022 - since February 24 2022) *with cases of misuse of humanitarian aid* (i.e., for other purposes or for profit) by representatives of state authorities or local self-government¹. In case of an affirmative answer to this question, respondents were asked to specify which cases of misuse of humanitarian aid they had encountered.

The majority of respondents have not witnessed humanitarian aid being misused: **77.9% of** respondents *have not encountered* cases of misuse. Cases of *misuse of humanitarian aid* by representatives of state authorities or local self-government bodies *have been encountered* **22.1% of** respondents (of those who have contacted officials in this area). This figure remained at the level of 2023 (20.8%).

¹ In addition, the following was explained to the respondents: this study does not consider operations (measures) with humanitarian aid carried out independently by representatives of volunteer and other public organizations.

Figure 2.2.25. Inappropriate use of humanitarian aid (% of those who dealt with the sector)¹



Among the individual cases of misuse, respondents most often mention **the misappropriation of humanitarian aid - 14.8% of** respondents mentioned this, the frequency of this offense has almost doubled compared to 2023 (7.9%). **The transfer of humanitarian aid was reported by 11.8% of respondents in part.**

¹ Question 1: "Did you encounter cases of inappropriate use of humanitarian aid (not for intended purposes, but for profit) by representatives of public authorities or local self-government after 24.02.2022 and until now?"

Question 2: "What kind of cases of inappropriate use of humanitarian aid by representatives of public authorities or local self-government did you encounter?"

Quite often, respondents report cases of **selling humanitarian aid for profit** and **transferring humanitarian aid to the wrong people or organizations** as planned (**9.4%** and **9.1%** of respondents, respectively).

A statistically significant *increase*, compared to 2023, was recorded in the case of using charitable donations/charitable assistance for profit - from 2.9% to **8.4%**. However, the cases of transferring humanitarian aid for remuneration have significantly *decreased*: the share of respondents who reported this *decreased* from 5.7% in 2023 to **0.9%** in 2024.

It is noteworthy that the share of respondents who have encountered cases of *misuse of humanitarian aid* (**22.1%**) is *comparable to the rate of corruption experience* in this area *according to respondents' self-assessment* (**21.6%**, answers to the direct question). That is, taking into account both approaches, we can say that *every fifth respondent has encountered corruption* in the field of humanitarian aid

Provision of administrative services by executive authorities and local self-government

Citizens receive administrative services in executive and local government bodies more than three times less often than in ASCs (see the relevant section) - only **8.1% of** respondents had experience with such appeals. This share has not changed compared to 2023.

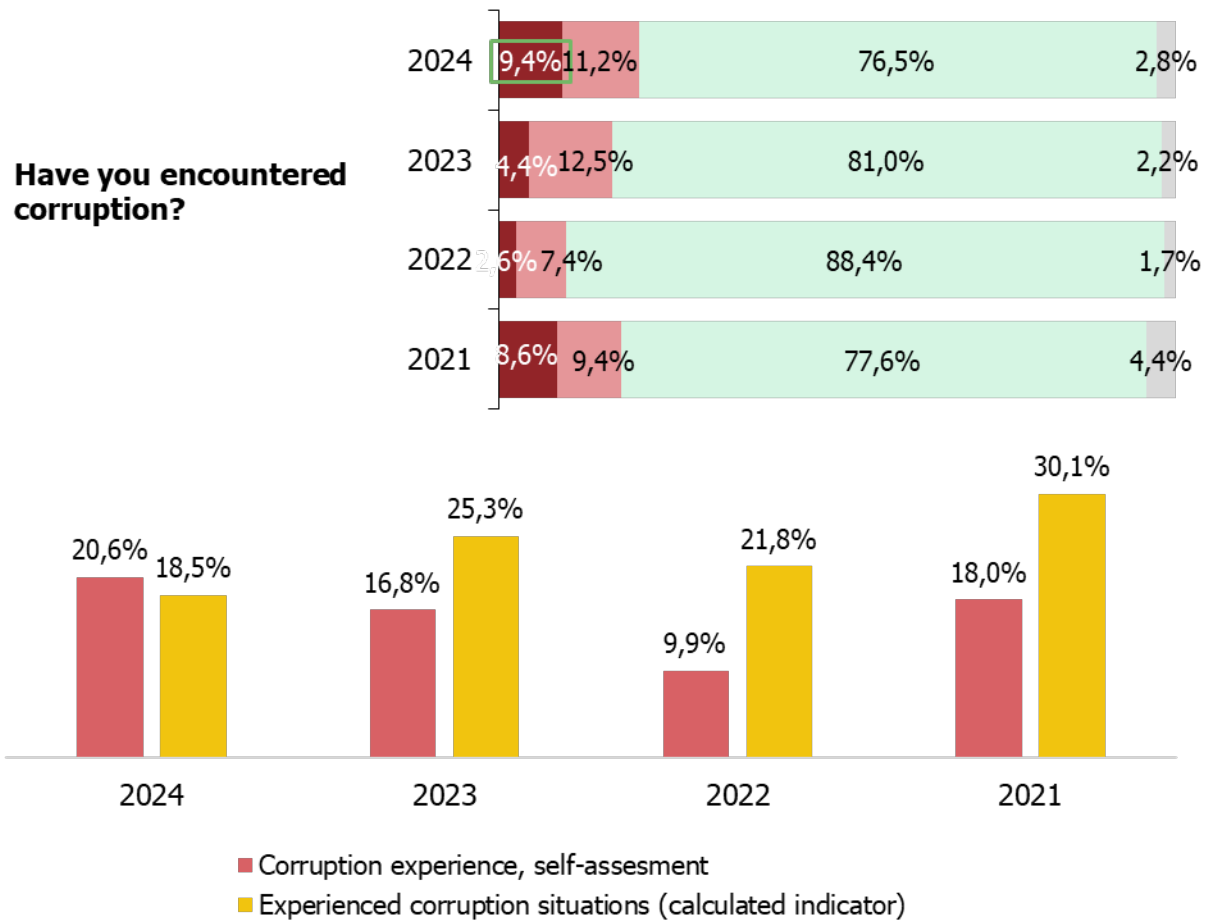
When asked *directly* whether respondents (or their family members) *had faced corruption*, **20.6% of** respondents answered in the affirmative, which is *higher* (+3.8 percentage points) than in 2023, when the figure was 16.8%. The growth was driven by the respondents' personal experience, which *increased* from 4.4% in 2023 to 9.4% in 2024 (the dynamics is statistically significant)

In 2024, **18.5% of** respondents reported *having been in specific contact situations* that contained signs of corruption, which is lower than in 2023, when the figure was 25.3% (no statistically significant difference).

Comparing both of these indicators in the dynamics for 2021-2024, the following should be noted. Although there has been a noticeable trend of growth in the population's self-assessed corruption experience since 2022 and a return to the 2021 figure, it is inappropriate to talk about the growth of corruption in this area in recent years, rather about the stabilization of corruption experience around the share of respondents of about 20%, which is due, among other things, to an increase in the level of awareness of respondents. After all, in 2022-2023, against the backdrop of lower self-assessed corruption rates, we saw much higher estimated rates of exposure to corrupt situations. 2024, these two indicators converged.

Fig. 2.2.26. Corruption experience in the sector in general (% of those who dealt with the sector) ¹

■ Yes, I have personally encountered it ■ I have not, but the members of my family have
■ No, we have not encountered it ■ Hard to say / Refuse



In terms of specific corruption situations, citizens most often report corruption **in the process of processing real estate documents**, as stated by **17%** of those who have had contact with the sector. This is a significant *increase* compared to 2023, when the figure was 9.6%.

The second place with **12.2%** and **11.8%** respectively was shared by situations arising **from obtaining services on land issues** (registration of land ownership, development of a land management project, etc.) and **registration (re-registration) of documents related to entrepreneurial activity**.

The least frequently corrupt situations arise when applying for/re-registering pensions (8.2%). There was also a statistically significant *decrease in* the frequency of *receiving certificates / duplicate documents on other issues out of turn or quickly* (in the shortest possible time). In 2023, the figure

¹ Question: Did you experience corruption when applying to executive bodies or local self-government in order to receive different administrative services or documents over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ±6.9 percentage points.

was 16.4%, in 2024 - 9.8% (a drop of 6.6 percentage points). For most corruption situations, there was a downward trend in frequency after an increase in 2022, but due to the small number of responses, no statistically significant differences could be recorded.

Fig. 2.2.27. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for...

issuance of documents relating to real estate	2024 ↑	17,0%
	2023	9,6%
	2022	8,2%
	2021	13,8%
obtaining services on land issues	2024	12,2%
	2023	7,4%
	2022	7,5%
	2021	12,7%
issuance (renewal) of documents relating to business activities	2024	11,8%
	2023	10,2%
	2022	5,8%
	2021	10,2%
issuance of certificates / duplicates of documents relating to other issues out of turn or as part of an accelerated procedure	2024 ↓	9,8%
	2023	16,4%
	2022	15,1%
	2021	15,6%
grant / renewal of a housing subsidy	2024	9,8%
	2023	13,0%
	2022	12,0%
	2021	15,4%
issuance of social benefits and services (due to childbirth, for single mothers, persons with disabilities, certain social groups, etc.)	2024	8,4%
	2023	13,2%
	2022	7,9%
	2021	11,0%
issuance / renewal of pensions	2024	8,2%
	2023	10,4%
	2022	9,7%
	2021	11,0%

In total, **4.5% of Ukrainians** who received administrative services from executive authorities and local self-government bodies acted as **initiators** of corruption situations. This share has significantly *decreased* compared to 2023, when it was 12.1%.

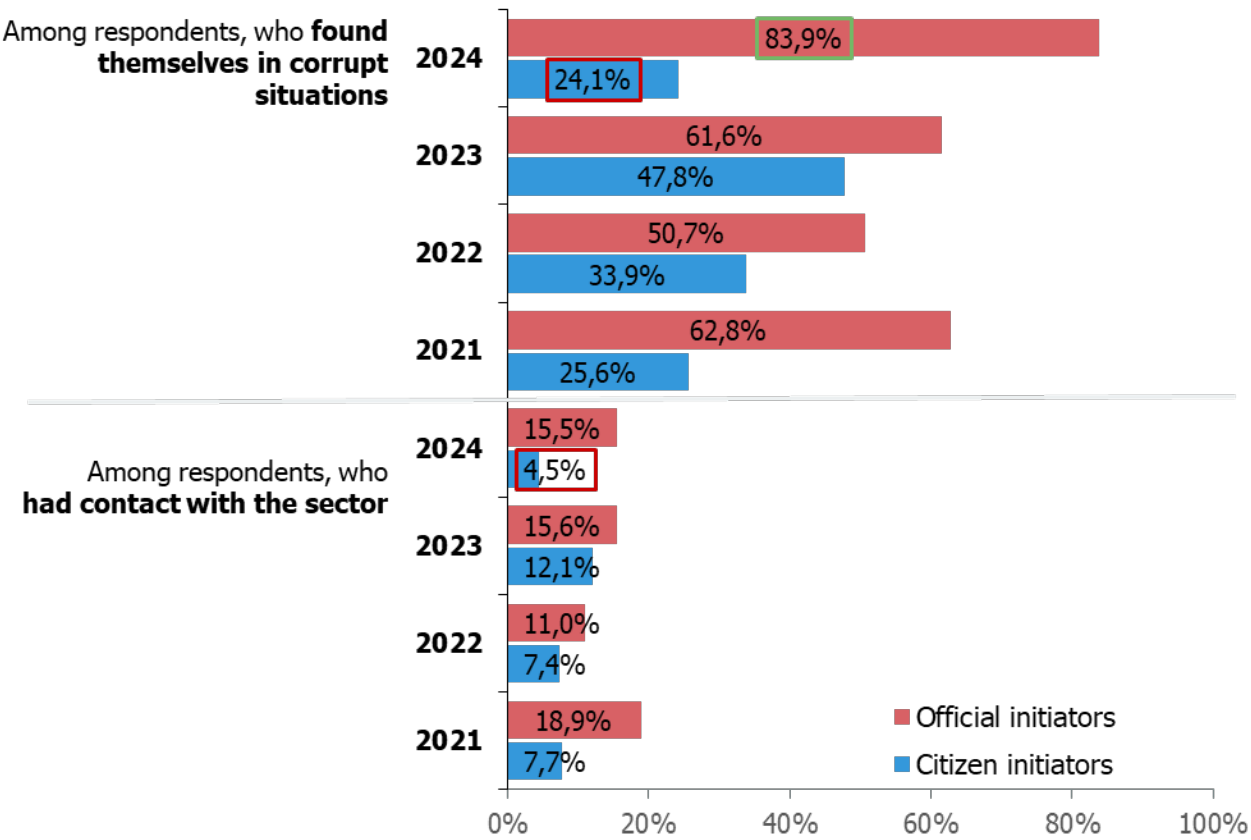
Among those who have been in *corrupt contact situations*, the share of initiators has also significantly decreased, from 47.8% to **24.1%** (almost twice)

¹ Question: "Did you or your family members experience such situations when applying to executive bodies or local self-government?"

Respondents note that **officials initiate** corruption situations more often: **15.5% of** respondents who have had *contact* with executive authorities and local self-government bodies (or **83.9% of** those who *have been in corrupt contact situations*) say so. Compared to the previous year, the rate among respondents who had contact with the sector remained almost the same (-0.1 percentage points), while the rate among those who had been in corrupt situations *increased* statistically significantly: in 2023 it was 61.6%, in 2024 - 83.9% (+22.3 percentage points).

We can talk about certain structural changes among the subjects of corruption initiatives (among those respondents who have been in corrupt situations): a record increase in *demands for corrupt interaction on the part of employees* is recorded, while there is a trend of *decreasing corruption initiatives on the part of visitors*.

Figure 2.2.28. Initiators of corrupt situations



Services of educational institutions (kindergartens)

Interaction with municipal kindergartens remained at the level of 2023, **with 9.0% of** Ukrainians using their services (in 2023 - 9.2%).

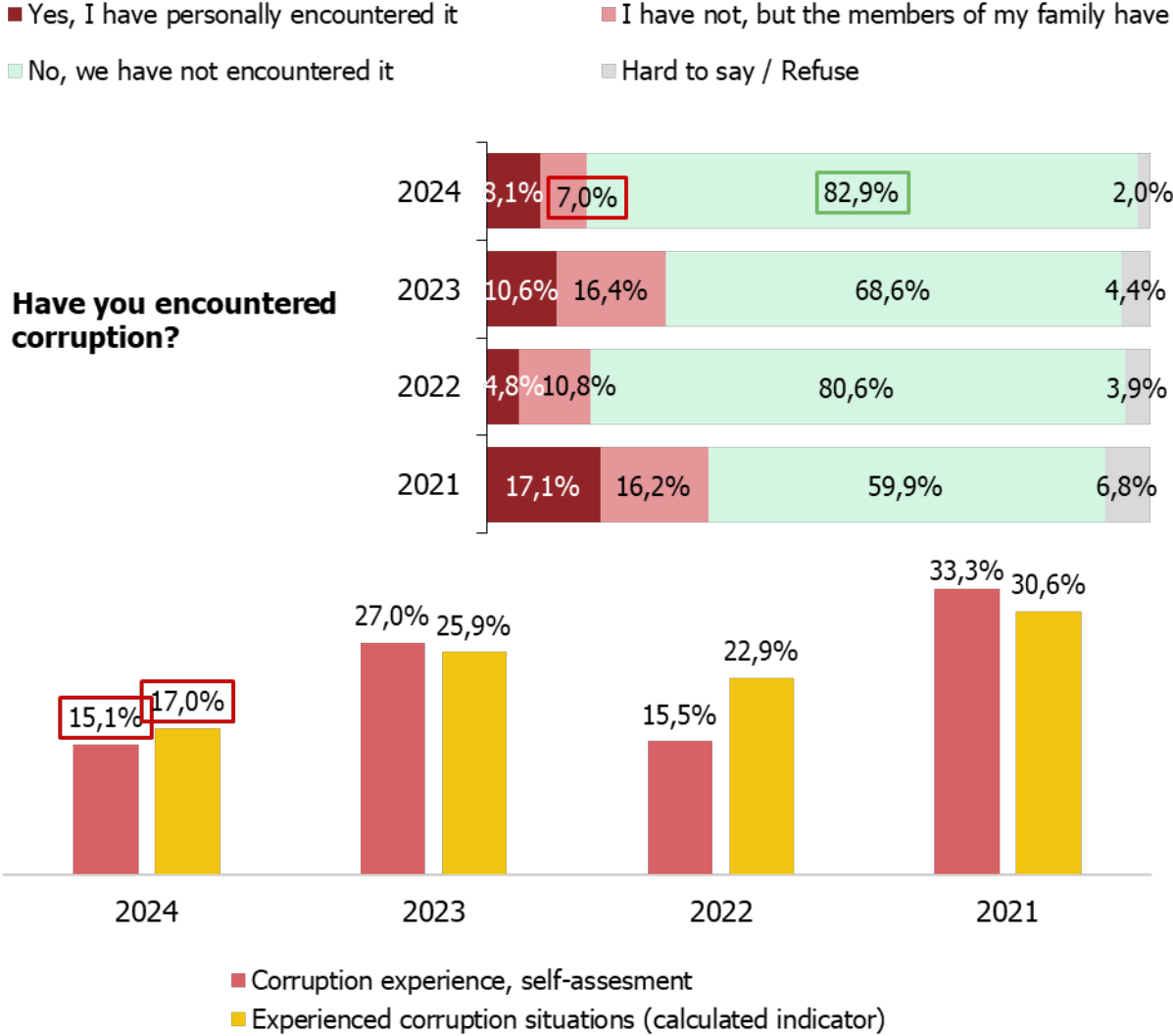
When answering a direct question, **15.1% of** respondents reported that they had *encountered corruption* (in 2023 - 27.0%, a statistically significant *decrease*). Thus, *the* level of corruption in kindergartens *decreased* compared to 2023 (after increasing in 2022) and returned to the level of 2022

The decline in the indicator was due to a decrease in the share of those who know about corruption from family members: a decrease from 16.4% in 2023 to 7.0% in 2024 (the dynamics is statistically

significant). Accordingly, the share of those who *have not encountered corruption* has *increased* significantly (from 68.6% in 2023 to **82.9%** in 2024).

17.0% of respondents reported *having been in specific contact situations* that contained signs of corruption; this figure has significantly *decreased* since 2023, when it was 25.9% (a drop of 8.9 percentage points).

Fig. 2.2.29. Corruption experience in the sector in general (% of those who dealt with the sector)¹



Unofficial payments or services in resolving issues related to **the conditions of a child's stay in a kindergarten** are in the first place among corruption situations, **with 13.9%** of respondents reporting such experience (the figure has decreased since 2023, when it was 20.5%, but the dynamics is not statistically significant). Unofficial payments **for enrolling a child in a**

¹ Question: "Did you experience corruption in kindergartens over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ±6.6 percentage points.

kindergarten or for **improving the child's attitude on the part of educators** were made by **11.3%** and **10.6%**, respectively (in 2023 - 21.6% and 19.1%, respectively), which is a statistically significant *decrease in* both cases. Thus, all corruption situations that can occur in kindergartens have approximately the same prevalence, but the figures are the lowest for the entire period since 2021. In general, it can be stated that it was the significant decrease in the frequency of corrupt practices in these two situations that had a positive impact on reducing corruption in this area of education in 2024.

Fig. 2.2.30. Corruption experience in situations that could have occurred while attending kindergarten (% of those using kindergarten services)¹

Situations

Made unofficial payments or provided services in order to resolve issues involving the child's stay at a kindergarten	2024	13,9%
	2023	20,5%
	2022	17,4%
	2021	20,3%
Made unofficial payments or provided services in order to be added to the waiting queue at a kindergarten or resolve other important issues involving the child's enrollment at a kindergarten	2024↓	11,3%
	2023	21,6%
	2022	21,2%
	2021	29,5%
Made unofficial payments or provided services to group teachers to get them to treat your child better	2024↓	10,6%
	2023	19,1%
	2022	15,4%
	2021	17,5%

4.5% of parents initiated corruption situations in their interactions with municipal kindergartens (the figure has significantly *decreased* since 2023, when it was 11.7%).

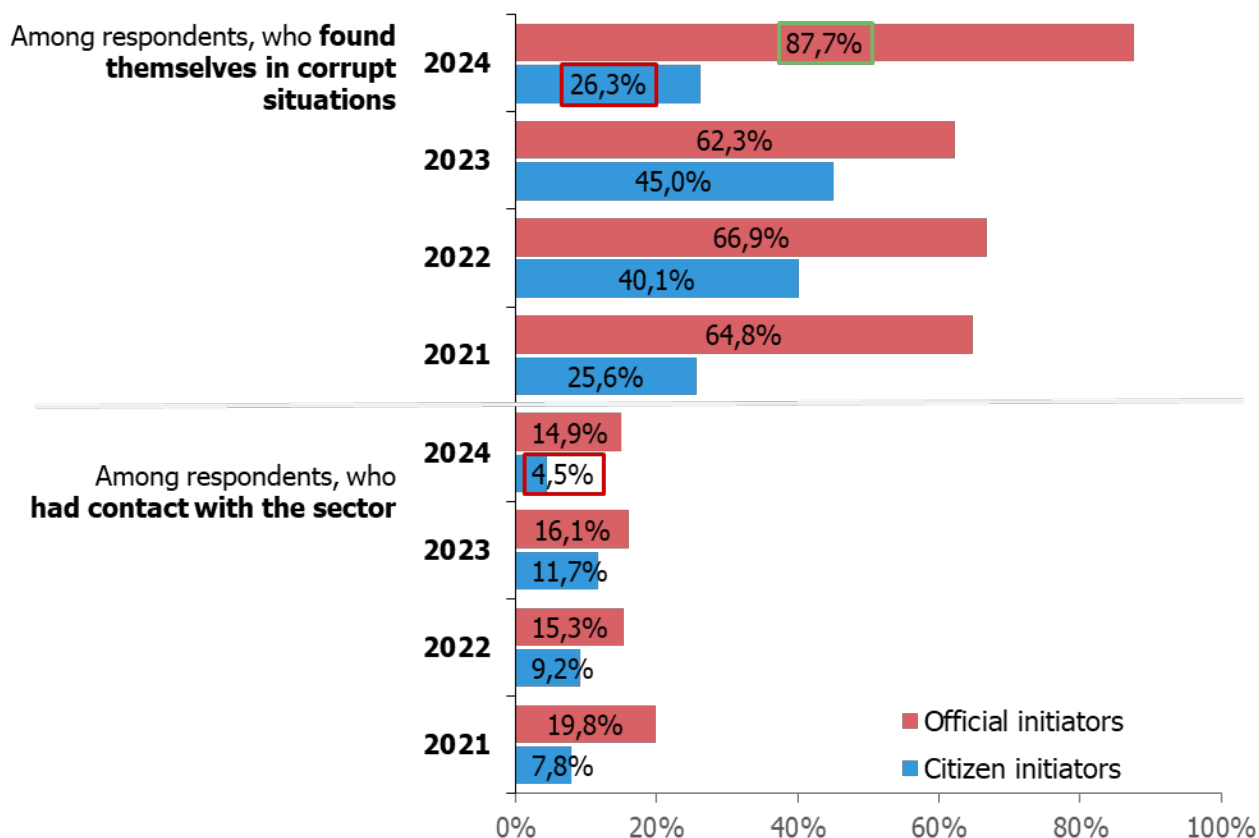
Among those who were in specific *contact situations*, **26.3% of parents** initiated the *contact* (we also see a significant *decrease* compared last year's 45.0%).

According to respondents who had contact with the sector, **employees or administrators** of kindergartens **initiated** corruption situations less often than in 2023 - **14.9%** (in 2023 - 16.1%), but the difference is not statistically significant. Among those who had *been in situations* with signs of corruption, this figure was **87.7** (in 2023 - 62.3%, the increase is statistically significant), i.e. there was a certain redistribution in the structure of corruption initiators, given the significant decrease in proposals by parents to solve issues through corruption.

In general, it should be noted that the decrease in corruption in this area in the last year was probably also influenced by the change in the nature of interaction between parents and representatives of kindergartens as a result of the war (the format of education, social and psychological aspects of understanding of parents' and children's problems by employees, etc.)

¹ Question: "Did you or your family members experience the following situations while attending these institutions?"

Figure 2.2.31. Initiators of corrupt situations



Services of educational institutions (elementary and secondary education)

The services of primary and secondary education institutions are one of the most contacted areas (**20.0%** of Ukrainians *interacted* with them). In terms of the prevalence of services, primary and secondary education is second only to healthcare and ASC services.

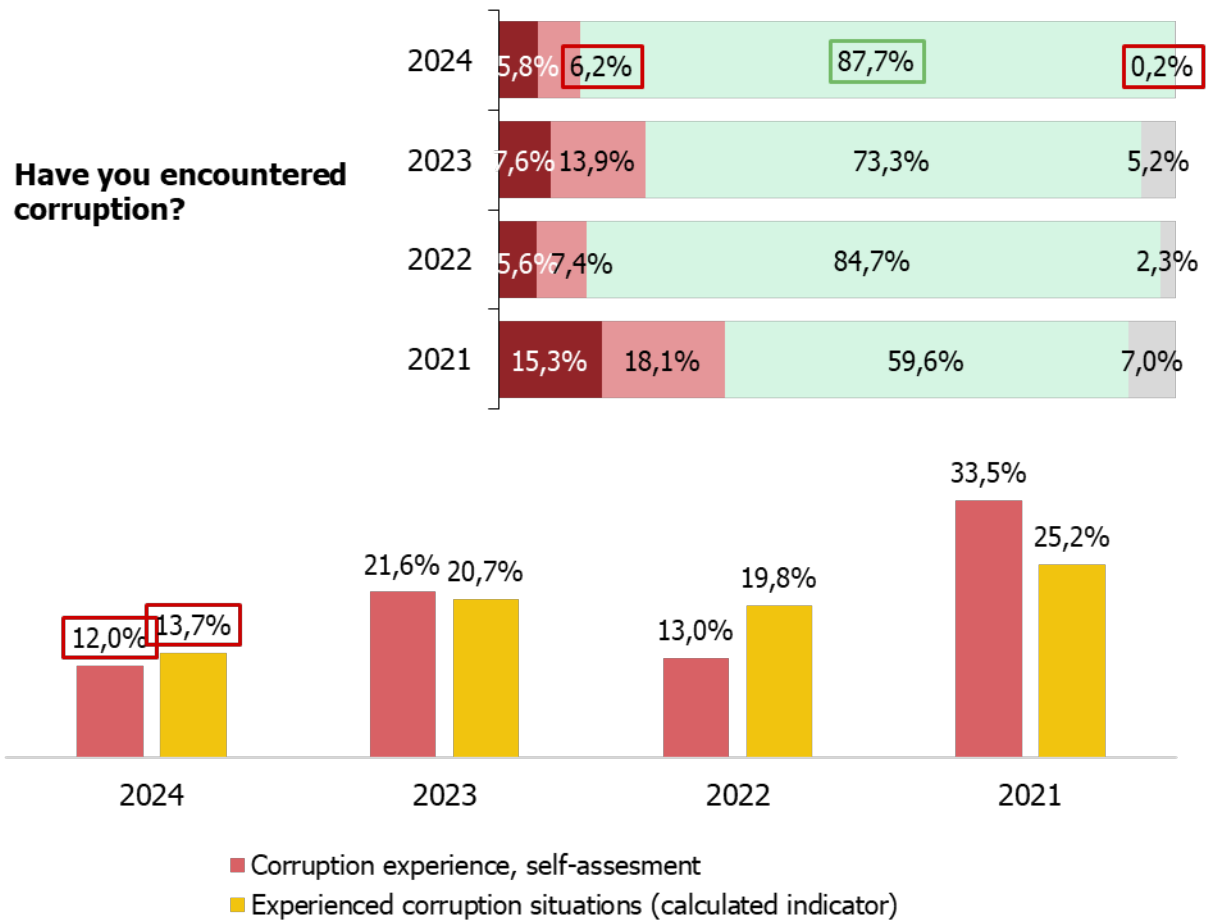
According to respondents' *self-assessment*, the prevalence of corruption has *decreased* compared to 2023 and is the lowest since 2021. When answering a *direct question*, **12.0%** of respondents reported that they (or their family members) had *experienced corruption* (9.6 percentage points less than last year, a statistically significant decrease). The decrease in corruption experience was due to both the respondents' own experience and the experience of their family members, with the latter decreasing from 13.9% in 2023 to 6.2% in 2024 (statistically significant). The share of respondents *who have not encountered corruption* in the sector has statistically increased - in 2023 it was 73.3%, in 2024 **it was 87.7%** (an increase of 14.4 percentage points, statistically significant).

13.7% of respondents reported *having been in specific contact situations* that contained signs of corruption (a statistically significant *decrease* of -7.0 percentage points compared to 2023).

In 2024, the difference between self-assessed corruption experience and reports of being in specific situations with signs of corruption is only 1.7 percentage points. That is, the perceived corruption experience and the experience of being in corrupt situations remain at the same level in 2023-2024.

Fig. 2.2.32. Corruption experience in the sector in general (% of those who dealt with the sector)¹

- Yes, I have personally encountered it
- I have not, but the members of my family have
- No, we have not encountered it
- Hard to say / Refuse



After a significant increase last year, *the prevalence of all corruption situations* proposed for assessment in 2024 *decreased* statistically significantly and in all situations reached *the lowest level since 2021*. **Unofficial payments to teachers for "tutoring"** remain the most common with a prevalence **rate of 8.8%** (in 2023 - 17.5%). Corruption related to **admission or enrollment in educational institutions** is in second place, just like last year. This experience was reported by **6.6%**, which is 7.9 percentage points *less* last year.

The third place with a rate of **5.8%** is occupied by situations related to unofficial **payments for high current valuations**.

The fourth place with the same rate of 3.8% was shared by situations related to unofficial payments for **transferring to another grade or form of education** and for **obtaining the desired grades in the certificate of education**.

¹ Question: "Did you experience corruption in elementary and secondary education institutions over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ±4.4 percentage points.

Figure 2.2.33. Corruption experience in situations that could have occurred during study time (% of those who have schoolchildren in a family)¹

Situations

Made unofficial payments or provided services in person to teachers who taught your children / you for individual tutoring as a condition for getting higher grades	2024 ↓	8,8%
	2023	17,5%
	2022	14,8%
	2021	22,8%
Made unofficial payments or provided services to administrators in order to resolve issues involving admission / enrollment at an educational institution (including the first grade, group)	2024 ↓	6,6%
	2023	14,5%
	2022	9,2%
	2021	15,7%
Made unofficial payments or provided services to get higher grades during studies	2024 ↓	5,8%
	2023	13,0%
	2022	7,3%
	2021	12,4%
Made unofficial payments or provided services to get the desired grades in the certificate of education	2024 ↓	3,8%
	2023	10,4%
	2022	5,5%
	2021	13,5%
Made unofficial payments or provided services in connection with the transfer to another class, group, or a change of the form of attendance	2024 ↓	3,8%
	2023	13,3%
	2022	7,4%
	2021	13,1%

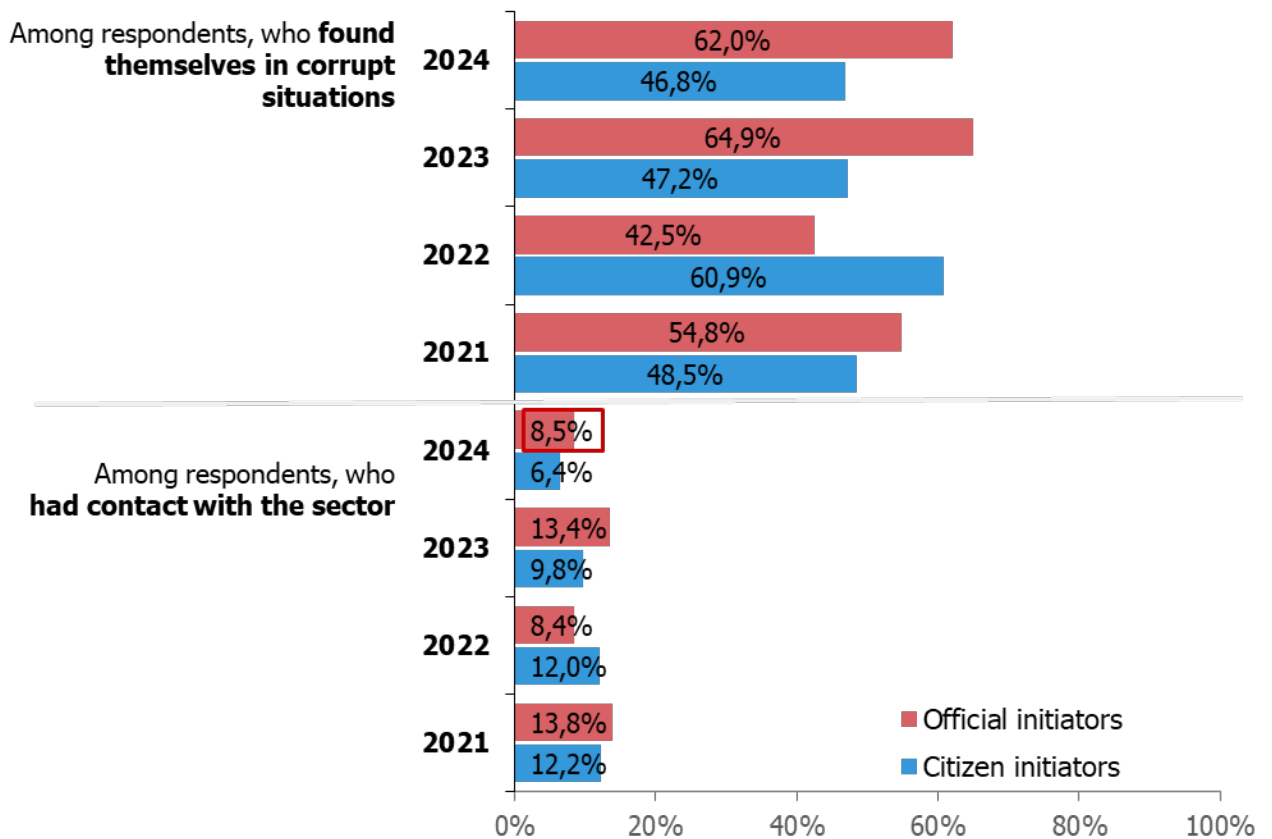
Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* each of them (parents or employees of educational institutions).

In contrast to 2023, when there was a clear change in the "leaders" of **corruption initiators** from students' parents to teachers and administrators, in 2024 the situation remained almost unchanged.

Among **parental respondents** who had contact with the sector, the share of "**proactive**" parents decreased from 9.8% in 2023 to **6.4%** in 2024 (a decrease of 3.4 percentage points). Among those who *were in corrupt situations*, the share of initiating parents remained at the level of 2023 (46.8%).

¹ Question: "Did you or your family members experience the following situations in connection with studying in these institutions?"

Figure 2.2.34. Initiators of corrupt situations



Teachers initiated corruption *less often* than last year - **8.5%**, compared to 13.4% in 2023 (statistically significant). Among the respondents who *were in contact with corruption*, **62.0%** reported an initiative from teachers or administrators (slightly lower than in 2023, when the figure was 64.9%, but without significant dynamics).

In general, it should be noted that the decrease in corruption in primary and general education in 2024 was probably also influenced by changes in the nature of interaction between parents and educators as a result of the war (change in the format of education with a preference for online learning in certain regions, certain personnel changes among teachers, migration and transfer of children to other schools, social and psychological aspects of understanding of parents' and children's problems by employees, etc.)

Activities of administrative service centers

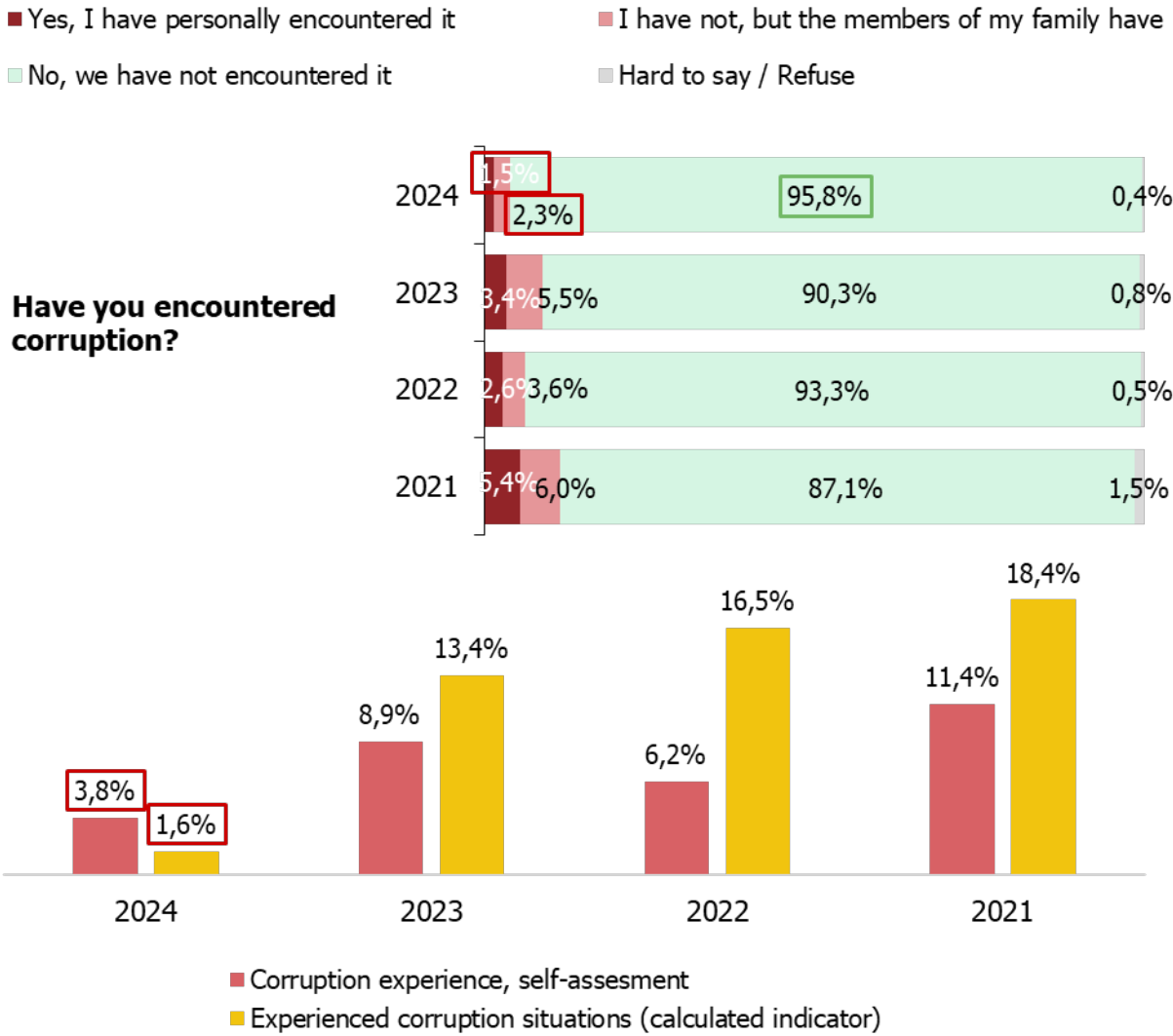
The activities of administrative service centers are the most common area of contact for respondents after healthcare: **27.7% of** respondents (in 2023 - 25.8%) have visited an ASC (either personally or through family members).

The level of corruption in ASCs *remains the lowest* among all the areas analyzed in all the years of the survey. When answering a *direct question* about *having encountered corruption*, **3.8%** reported that *they had*, which is 5.1 percentage points *less* than last year (the dynamics is

statistically significant). The decline was due to significant changes in both the share of respondents with personal experience of corruption and the experience of family members (from 3.4% in 2023 to 1.5% in 2024, from 5.5% in 2023 to 2.3% in 2024, respectively). Thus, the share of respondents *who have not faced corruption in the sector* has significantly increased: from 90.3% in 2023 to **95.8%** in 2024 (an increase of 5.5 percentage points).

Only 1.6% of respondents reported *having been in specific contact situations* that contained signs of corruption (last year - 13.4%, a statistically significant decrease). Thus, about 2.2% of respondents perceived their experience as corrupt, although it may not have been.

Fig. 2.2.35. Corruption experience in the sector in general (% of those who dealt with the sector)¹



In ASCs, it is difficult to identify the most corruption-ridden situations - the frequency of mentions of all situations varies from 1.7% to 3.0%, which does not exceed the statistical error in this area. For all situations (except for updating military registration data, which is being studied for the first time), the *frequency has significantly decreased* compared to 2023.

¹ Question: "Did you encounter corruption when applying to administrative service centers (ASCs) over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?" The statistical error for indicators in this sector does not exceed ±3.7 percentage points.

The most common corruption situations are those related to **updating military registration data** (3.0% in 2024) and processing **real estate** documents (2.9% in 2024 vs. 6.1% in 2023). The third place is shared by situations reported by only about **2.5% of** visitors to the centers and related to the registration of **social benefits and services** (2.7% in 2024 vs. 5.6% in 2023), **housing** subsidies (2.5% vs. 6.4% in 2023), **passports** (2.5% vs. 5.7% in 2023) and **registration/deregistration of residence** (2.5% vs. 7.1% in 2023). The least frequently encountered corruption situations are related to the *processing of business documents* and *land services* (both of which were encountered by 1.7% of respondents).

Fig. 2.2.36. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for...

updating military registration data of persons liable for military service	2024	3,0%
	2023	
issuance of documents relating to real estate	2024 ↓	2,9%
	2023	6,1%
	2022	4,8%
	2021	6,7%
issuance of social benefits and services (due to childbirth, for single mothers, persons with disabilities, certain social groups, etc.)	2024 ↓	2,7%
	2023	5,6%
	2022	5,1%
	2021	4,8%
grant / renewal of a housing subsidy	2024 ↓	2,5%
	2023	6,4%
	2022	9,4%
	2021	6,9%
issuance (renewal) of an international passport	2024 ↓	2,5%
	2023	5,7%
	2022	6,9%
	2021	5,5%
services involving registration / deregistration of a place of residence and issuing a certificate of registration of a person's place of residence	2024 ↓	2,5%
	2023	7,1%
	2022	7,4%
	2021	7,5%
issuance (renewal) of documents relating to business activities	2024 ↓	1,7%
	2023	5,4%
	2022	4,5%
	2021	6,0%
obtaining services on land issues	2024 ↓	1,7%
	2023	4,4%
	2022	3,5%
	2021	7,3%

¹ Question: "Did you or your family members experience such situations when applying to administrative service centers (ASCs)?"

Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who initiated them (visitors or ASC staff). In total, **2.5%** of ASC **visitors initiated** corruption situations (a statistically significant *decrease* of 4 percentage points compared to 2023). Among those who *were involved in contact corruption situations*, the share of initiating visitors is **44.0%**

The fact that corruption situations were **initiated** by **officials** was reported by **4.3%** of those who visited ASCs. This figure is 3.6 percentage points *lower* than last year (the difference is statistically significant). Among those who *have been in contact corruption situations*, the indicator of initiative of employees is **75.8%** (in 2023 - 58.8%, an increase of 17 percentage points is statistically significant). Thus, respondents say that the initiative to corrupt belongs to a greater extent to ASC employees.

Fig. 2.2.37. Initiators of corrupt situations

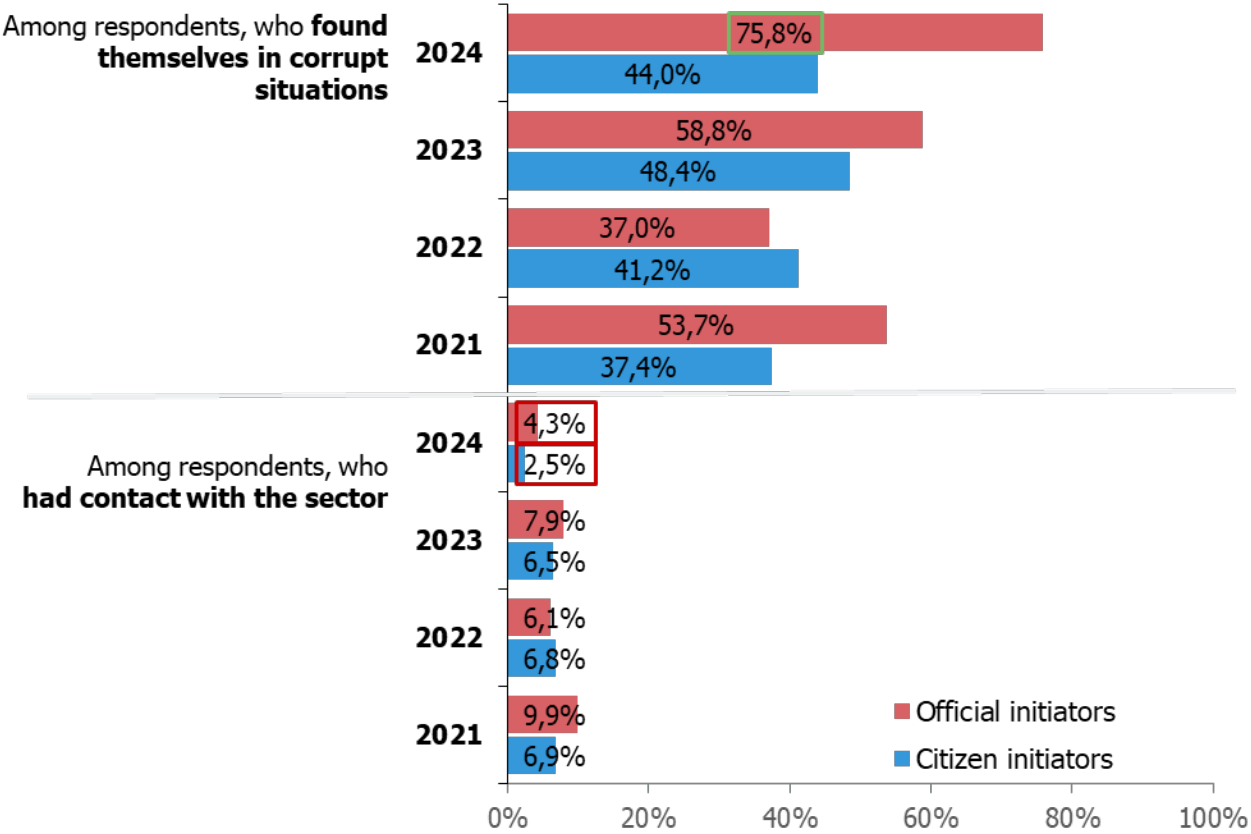


Table 2.2.1. Summary table of the population's sector-specific corruption experience

Sector	Year	Self-assessed corruption experience*	Experienced corrupt situations*			% respondents who dealt with the sector
			% of the respondents	% of the respondents who initiated corrupt relationships	% of the respondents involved in the corrupt situation upon request	
MIA service centers activity	2024	↓26,1%(±5,5)	↓27,3%(±5,5)	↓11,0%(±3,9)	↓20,7%(±5,0)	10,0%(±1,2)
	2023	35,7%	40,4%	19,1%	29,5%	7,6%
	2022	26,7%	39,9%	18,0%	20,5%	7,8%
	2021	37,8%	39,6%	11,7%	25,1%	6,3%
Construction and land relations	2024	44,1%(±10,1)	45,4%(±10,2)	13,8%(±7,0)	38,9%(±10,0)	3,7%(±0,7)
	2023	32,5%	43,2%	9,7%	39,4%	3,3%
	2022	23,9%	35,8%	8,6%	27,0%	3,5%
	2021	45,3%	52,5%	12,8%	40,3%	4,4%
State and municipal healthcare (medical services)	2024	↓28,5%(±2,5)	↓29,2%(±2,5)	11,5%(±1,7)	↓21,8%(±2,3)	51,5%(±2,0)
	2023	32,3%	34,9%	13,5%	27,2%	49,4%
	2022	24,8%	33,4%	11,4%	23,0%	51,0%
	2021	39,4%	44,5%	14,1%	31,4%	55,7%
Services for connection and maintenance of power, gas, water supply and sewer systems	2024	↓24,1%(±5,3)	28,2%(±5,6)	10,1%(±3,8)	20,5%(±5,0)	9,9% (±1,2)
	2023	31,4%	34,7%	12,0%	26,6%	9,3%
	2022	28,7%	43,6%	14,8%	27,6%	11,7%
	2021	28,8%	34,2%	10,3%	23,5%	13,5%
Services of educational institutions (municipal kindergartens)	2024	↓15,1%(±4,7)	↓17,0%(±4,9)	↓4,5%(±2,7)	14,9%(±4,7)	9,0%(±1,1)
	2023	27,0%	25,9%	11,7%	16,1%	9,2%
	2022	15,5%	22,9%	9,2%	15,3%	8,3%
	2021	33,3%	30,6%	7,8%	19,8%	11,3%
Services of higher education institutions	2024	25,7%(±5,3)	26,7%(±5,4)	9,9%(±3,6)	22,2%(±5,1)	10,4%(±1,2)
	2023	26,6%	31,5%	11,0%	26,0%	13,8%
	2022	25,7%	32,9%	11,6%	26,2%	11,9%
	2021	38,4%	45,3%	16,6%	33,5%	11,6%
Law enforcement activities (Patrol Police, National Police, SSU, Prosecutor's Office)	2024	28,5%(±7,7)	30,5%(±7,8)	8,6%(±4,8)	24,3%(±7,3)	5,4%(±0,9)
	2023	23,4%	25,3%	9,9%	19,0%	4,7%
	2022	32,7%	39,0%	6,3%	24,6%	6,8%
	2021	50,1%	50,2%	17,4%	35,7%	3,1%
Services of educational institutions (primary and secondary education)	2024	↓12,0%(±2,9)	↓13,7%(±3,0)	6,4%(±2,1)	↓8,5%(±2,4)	20,0%(±1,6)
	2023	21,6%	20,7%	9,8%	13,4%	19,6%
	2022	13,0%	19,8%	12,0%	8,4%	21,4%
	2021	33,5%	25,2%	12,2%	13,8%	23,0%

Sector	Year	Self-assessed corruption experience*	Experienced corrupt situations*			% respondents who dealt with the sector
			% of the respondents	% of the respondents who initiated corrupt relationships	% of the respondents involved in the corrupt situation upon request	
Humanitarian aid	2024	21,7%(±5,2)	↑15,1%(±4,5)	3,3%(±2,3)	↑13,8%(±4,4)	9,7%(±1,2)
	2023	19,9%	7,2%	2,9%	7,1%	15,6%
	2022	11,7%	13,4%	5,0%	8,9%	16,7%
Provision of administrative services by executive bodies and local self-government authorities (except for ASCs and MIA service centers)	2024	20,6%(±5,6)	18,5%(±5,4)	↓4,5%(±2,9)	15,5%(±5,0)	8,1%(±1,1)
	2023	16,8%	25,3%	12,1%	15,6%	8,1%
	2022	9,9%	21,8%	7,4%	11,0%	8,5%
	2021	18,0%	30,1%	7,7%	18,9%	6,9%
Activities of administrative service centers (ASCs)	2024	↓3,8%(±1,4)	↓1,6%(±0,9)	↓2,5%(±1,2)	↓4,3%(±1,5)	27,7%(±1,8)
	2023	8,9%	13,4%	6,5%	7,9%	25,8%
	2022	6,2%	16,5%	6,8%	6,1%	22,8%
	2021	11,4%	18,4%	6,9%	9,9%	20,4%

* % was calculated from the number of the respondents who dealt with the sector

2.3 Entrepreneurs' corruption experience assessment by sector

This section analyzes in detail the generalized data on corruption experience of businesses by sector.

Fig. 2.3.1 shows data on entrepreneurs' corruption experience by sector (according to their self-assessment). The sectors are sorted by the share of respondents who indicated that they had experienced corruption in each sector (either personally or through their employees).

The frequency of contacts with most of the surveyed areas did not change in 2024. The only exception is contacts with the tax authorities, where the share of entrepreneurs who had to deal with tax authorities decreased from 30.3% to 25.5% (the decrease is statistically significant). Thus, the share of businesses in contact with tax authorities has returned to the level of 2021-2022.

The share of entrepreneurs who have had corruption experience was assessed using the same methodology as in the population survey.¹

The activities of the tax authorities remain an area with *one of the lowest* recorded **levels of corruption**: only about **15.8%** of those who have contacted the tax authorities reported a corruption situation in this area (it should be noted that in 2021-2023, the rate of corruption experience in this area was about 13%, but the increase of 2.7 percentage points is not statistically significant). At the same time, tax authorities remain the area with which entrepreneurs *have the most frequent contact* (despite the fact that the frequency of contacts decreased in 2024). In general, the *rate of corruption experience of about 15% is the lowest* in 2024. Such indicators were also recorded for such areas as **control and supervision of business activities** and **enforcement of court decisions**.

For the fourth year in a row, **customs** remains the "**leader**" in terms of *corruption prevalence* - **35.1%** of those who have had contact with the sector reported having experienced corruption. This figure has not changed compared to 2022-2023.

The second most corrupt sector is the providers of **electricity, gas, water, and sewerage services**. The share of companies reporting corruption experience in this area is **32.2%** (an increase of 5.6 percentage points compared 2023, however, due to the small number of companies facing this area, no statistical significance was recorded).

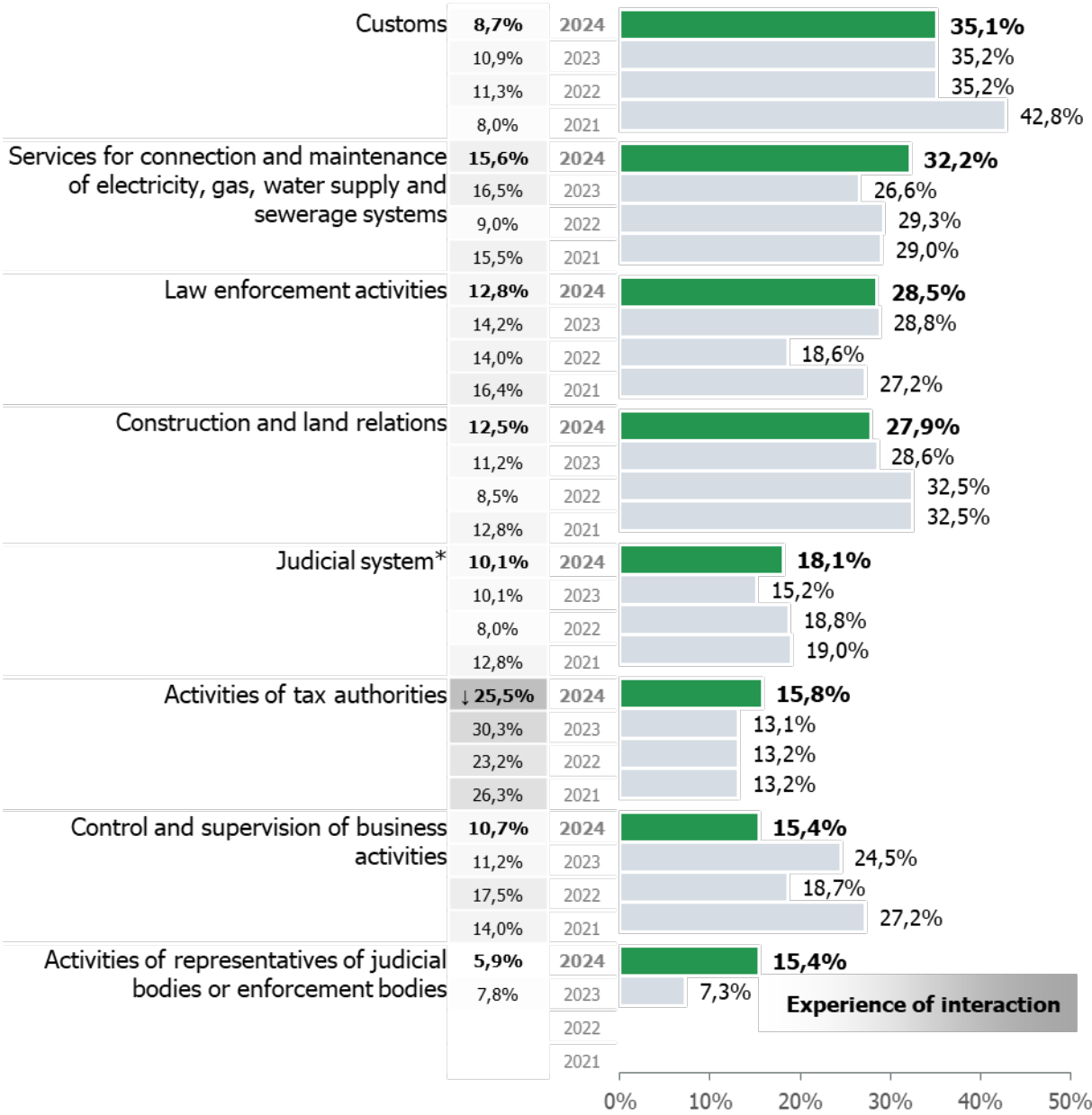
The third place was shared by two areas with about **28%: law enforcement** and **construction and land relations** (both with no dynamics compared to 2023).

It should be noted that these four areas have always been at the top of the ranking of areas with corruption experience of business in all years of research (2021-2024).

In the following, we will consider each area and the specifics of corruption situations in it in more detail.

¹ The maximum error in the assessment of corruption experience depends on the size of the sample of the interviewed respondents who have dealt (contacted) with the relevant sector and on the corruption experience indicator and varies from ± 5.6 percentage points to ± 11.5 percentage points.

Fig. 2.3.1. Experience of interaction with sectors and corruption experience ¹



* The «Judicial system» sphere in 2021-2022 also included the activities of representatives of judicial bodies or enforcement bodies, in 2023 these spheres were separated

¹ Questions for each sector:

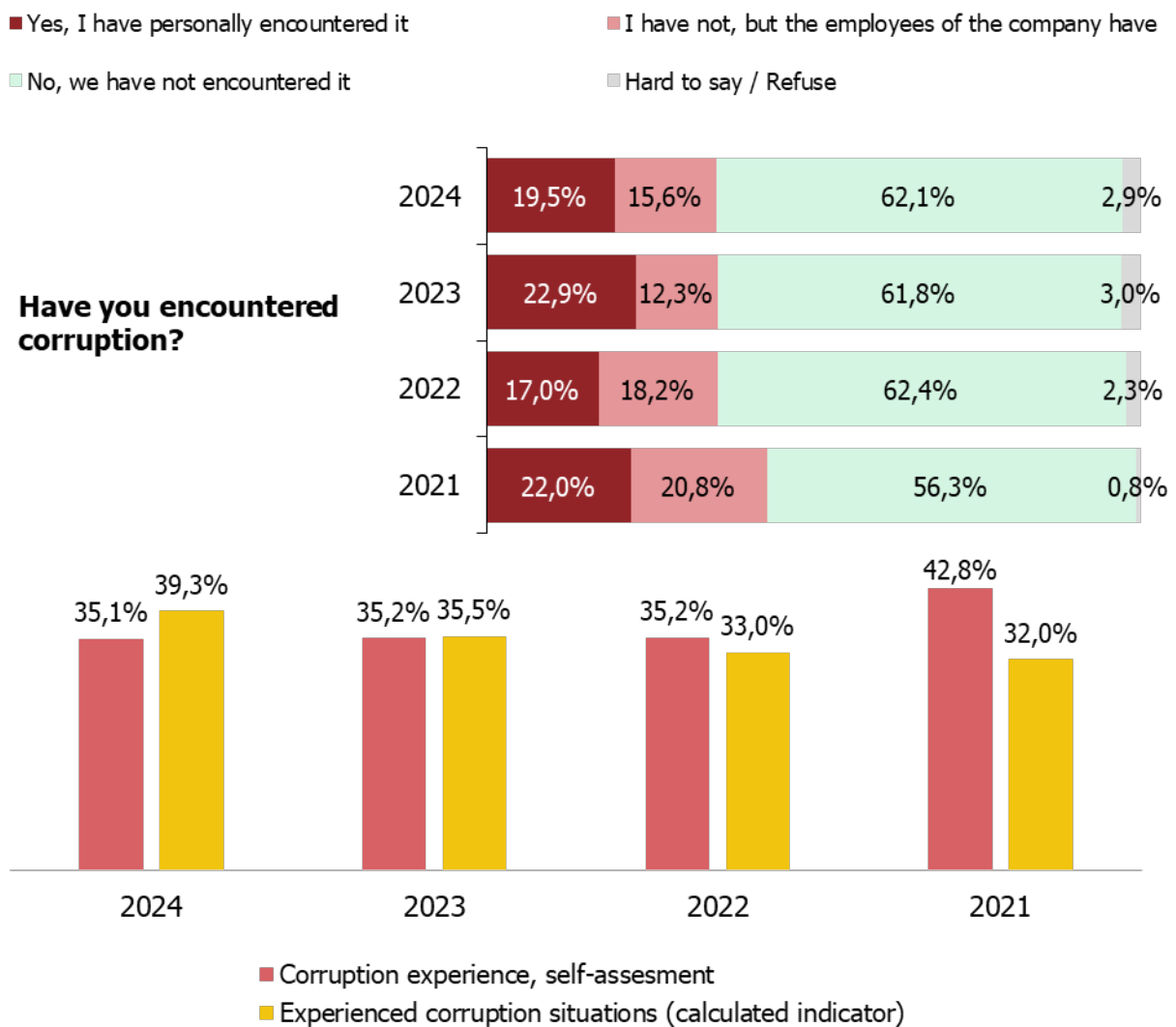
- (1) "Did you (as a company head/representative) / your company have to apply for services... to... over the last 12 months?" ("... interact (contact) with representatives of ... bodies on... your enterprise operational issues?")
- (2) "Did you (as a company head/representative)/ did your company encounter corruption when applying to... for.. services of... (in)... over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?" ("... at the time of interaction (contact) with representatives of... bodies);

Customs

8.7% of Ukrainian enterprises had *contacts* with representatives of customs authorities. This indicator has not changed since 2021 with an accuracy of statistical significance (the difference of - 2.2 percentage points compared to 2023 is not statistically significant).

Customs ranks first in terms of corruption for the fourth year in a row. **Corruption experience** (when answering *a direct question*) is reported **by 35.1%** (the figure remained at the level of 2022-2023). *Specific contact situations* with signs of corruption were reported **by 39.3%** of respondents (35.2% in 2023, no statistically significant difference). Thus, in this study, compared to 2023, there is a gap between these indicators: *4.2% of respondents are not aware of their own corruption experience* (they do not recall engaging in certain corrupt practices when asked directly about self-assessment).

Fig. 2.3.2. Corruption experience in the sector in general (% of those who dealt with the sector)¹



¹ Question: *Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with customs officials over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?*

The statistical error for indicators in this sector does not exceed ± 9.6 percentage points.

Among the situations in which corruption may occur, the **first place** traditionally (for the fourth year in a row) is taken by a wide margin by **services related to customs formalities** (or **failure to reflect the actual results of their completion**) - **32.6%** of respondents who interacted with customs authorities reported having experienced such a situation, which is a multiple of all other situations. This indicator *has an upward trend* compared to 2022, but the dynamics is not statistically significant.

Fig. 2.3.3. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for...

assistance in customs formalities or failure to reflect the actual results of their passage	2024	32,6%
	2023	30,7%
	2022	27,4%
	2021	32,6%
failure to record the detected violation of customs rules during the customs inspection	2024 ↑	11,0%
	2023	3,2%
	2022	4,8%
	2021	11,9%
customs clearance of falsely indicated data on the customs value (understatement) and/or code of goods	2024	10,5%
	2023	9,9%
	2022	11,2%
	2021	20,5%
customs clearance of vehicles in the import mode	2024	9,6%
	2023	10,5%
	2022	5,3%
	2021	8,2%
unjustified permission to place goods under a certain customs regime and subsequent failure to monitor compliance with the requirements of the customs regime	2024	5,1%
	2023	2,8%
	2022	6,9%
	2021	7,5%
resolving issues relating to the storage of goods and commercial vehicles at bonded warehouses	2024	4,5%
	2023	3,5%
	2022	5,1%
	2021	6,4%
customs clearance of the release of goods outside the customs territory of Ukraine without such goods actually crossing the border	2024	3,2%
	2023	2,2%
	2022	4,7%
	2021	7,3%

Other situations were reported by 3.2% to 11% of respondents.

¹ Question: "Did you/company employees (company representatives) experience such situations at the time of dealing (contact) with customs representatives?"

The situation of **failure to record a detected violation of customs rules** (failure to declare goods, declaring false goods, etc.) was reported by 11% of companies that had contacted customs officials, which is more than three times more than in 2023 (3.2%), and the difference is statistically significant. Thus, this situation took second place, moving up from the bottom of the ranking.

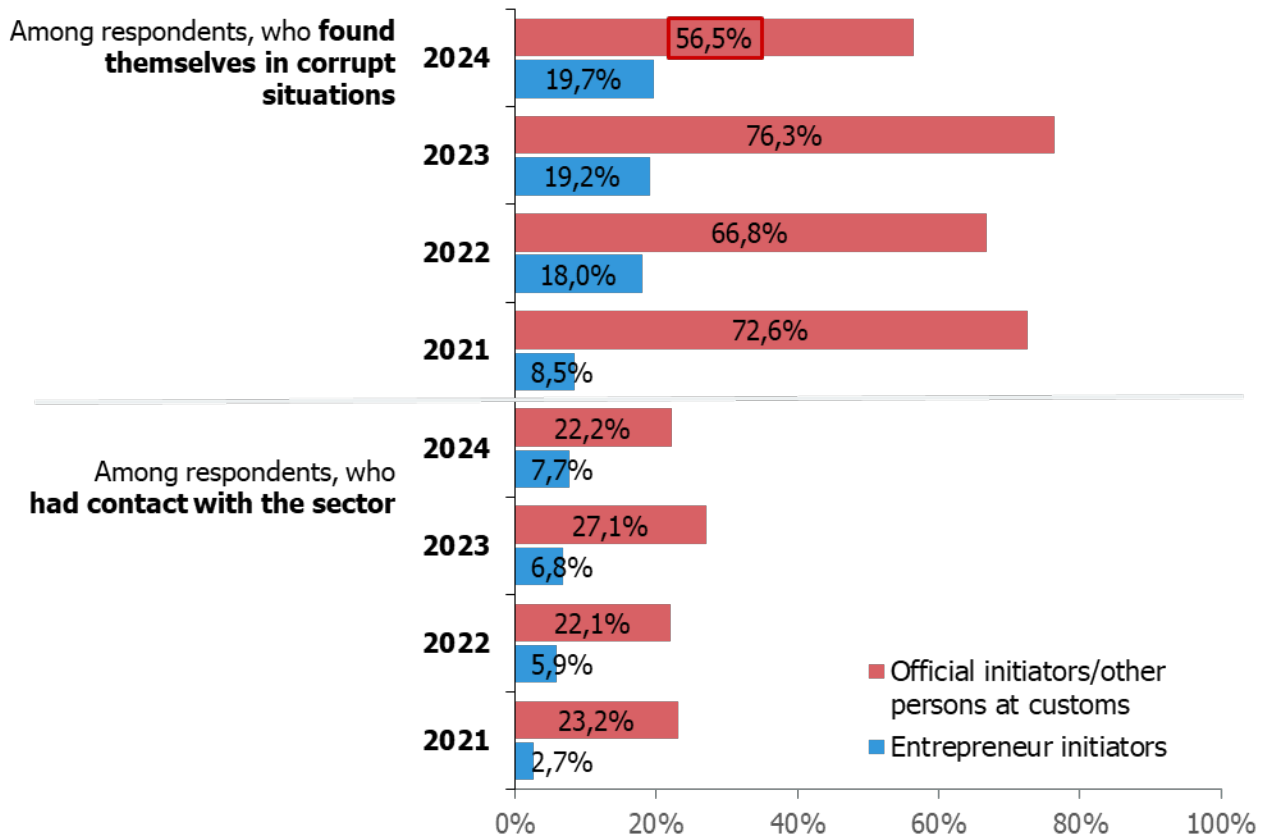
Also, the second place was shared by situations of **customs clearance of falsely indicated data on the customs value** (understatement) and/or classification code of goods (**10.5%**) and **vehicles** in the import mode (**9.6%**). The frequency of these situations remained at the level of the previous year.

In other situations, there is no dynamics either.

Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (visitors or customs officials) in each situation. Overall, **7.7% of entrepreneurs** (of those who had contact with customs officers) **initiated** corrupt relations in at least one situation in this area. Among those respondents who have *been* in corrupt situations, the share of initiators **is 19.7%**. It should be noted that *the trend of increasing activity of entrepreneurs* in initiating corruption situations, which was observed in 2021-2023, *has stopped*

22.2% of respondents who *had dealt* with customs reported that it was **representatives of customs authorities or services providing customs procedures that initiated** corruption situations. This is *the highest rate among other areas* (and remains in the "leading" position for the fourth year in a row), although the value of this indicator has decreased (without fixing the significance of changes) compared to the previous survey to the level of 2022. Among those who *were involved in corruption situations*, **56.5%** reported an initiative on the part of customs officers and other persons involved in customs activities (a significant decrease compared to 2023). In general, the dynamics of both of these indicators may indicate certain trends towards a decrease in corruption initiatives by customs officers, but the existence of a stable trend can be verified in the next study.

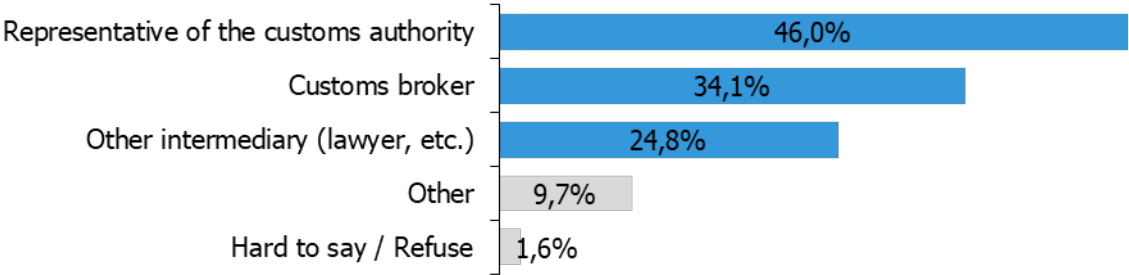
Fig. 2.3.4. Initiators of corrupt situations¹



Additionally (for the first time in the 2024 survey), respondents who had contact with customs were asked the following question: "If you or your company's employees were required to make unofficial payments (cash/gifts) or services for assistance in resolving issues related to customs activities (customs formalities, etc.), who did you receive such a request from?" Thus, we can assess which categories of persons related to customs activities initiate corruption situations. In the first place are **representatives of the customs authorities**, almost half of the respondents (**46.0%**) said that they could offer a corrupt way to resolve the issue. **Customs brokers** are in the second place, with almost a third of respondents (**31.1%**) expecting corruption initiatives from them. Every fourth respondent (**24.8%**) is inclined to believe that **another intermediary** may come up with a corrupt initiative. Interestingly, only 1.6% of respondents found it difficult to answer this question.

¹ In the legend of the graph, "other persons at customs" include representatives of services that provide services related to customs procedures (brokers, lawyers, other intermediaries)

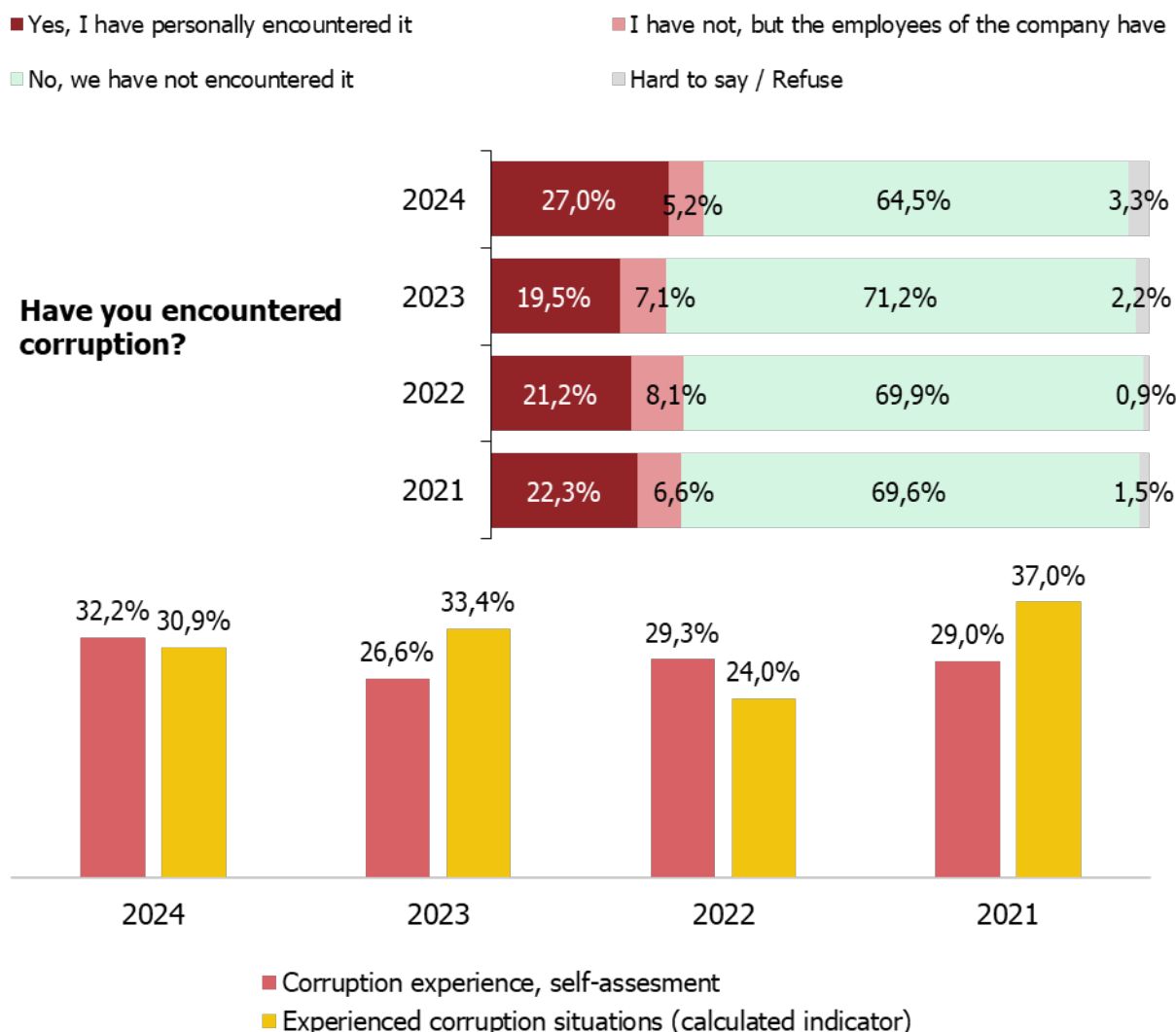
Figure 2.3.4 (1). Initiators of corruption situations (*breakdown by categories of persons related to customs activities / customs formalities*)



Services for connection and maintenance of power, gas, water supply and sewer systems

In 2024, 15.6% of Ukrainian enterprises applied for services for the connection and maintenance of electricity, gas, water supply and sewage systems. This figure has not changed compared to 2023. When asked directly whether their managers or representatives had encountered *corruption*, **32.2%** of respondents answered in the affirmative. This indicator remained at the level of 2021-2023 with a statistical error (a change of +5.6 percentage points by 2023 is not significant). The indicator of experience *in specific situations* that contained signs of corruption also remains at the level of 2023 (**30.9%** in 2024 vs. 33.4% in 2023, the dynamics is not statistically significant).

Fig. 2.3.5. Corruption experience in the sector in general (% of those who dealt with the sector) ¹



Situations with signs of corruption were *most common* in services related to the **approval of documentation and connection to the electricity grid** (Figure 2.3.6). Corruption in the connection of non-residential premises was experienced **by 14.3% of** respondents (5.3 percentage points less than in 2023, the dynamics is not statistically significant). This situation remains the "leader" in the rating of corruption situations for the fourth year in a row.

The second place for the second year in a row is occupied by the situation related to **the preparation of gas supply documentation or making changes to it (14.2%**, no statistically significant dynamics). The top three situations that carry a corruption burden include resolving issues related **to connecting consumers to sewage systems and their operation - 9.6% of** respondents have encountered it, also without any dynamics compared to previous periods.

¹ Question: "Did you (as a company head/representative)/did your company encounter corruption when contacting enterprises for services of connection and maintenance of power, gas water supply and water disposal systems over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical error for indicators in this sector does not exceed ± 7.1 percentage points.

Fig. 2.3.6. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services for...

approval of design documentation for subsequent connection of a nonresidential facility to the power grid / for getting a nonresidential facility connected to the power grid	2024	14,3%
	2023	19,6%
	2022	14,5%
	2021	19,7%
preparation / acceleration of preparation of gas supply documents or modifications to them	2024	14,2%
	2023	11,9%
	2022	11,5%
	2021	8,8%
resolving issues relating to the connection of the sewer system and its maintenance	2024	9,6%
	2023	7,4%
	2022	5,5%
	2021	6,5%
failure to hold accountable for / respond to any detected violations of the rules for operation of the power grid, electrical units, or electricity meters	2024	8,0%
	2023	9,8%
	2022	7,4%
	2021	13,4%
renovation / repairs of water supply systems of buildings	2024	7,8%
	2023	4,9%
	2022	4,5%
approval of design documentation for subsequent connection of an apartment building to the power grid / for getting an apartment building connected to the power grid	2024	7,7%
	2023	10,4%
	2022	10,9%
	2021	11,9%
connection / completion of the annual procedure of approval of the connection of a nonresidential facility to the gas supply network , illegal remodeling of a gas pipeline , resumption of gas supply without legal grounds for doing so	2024	7,5%
	2023	6,9%
	2022	7,3%
	2021	5,4%
connection / completion of the annual procedure of approval of the connection of an apartment building to the gas supply network , illegal remodeling of a gas pipeline , resumption of gas supply without legal grounds for doing so	2024	7,2%
	2023	4,3%
	2022	7,3%
	2021	3,3%
installation, sealing, registration of water supply and sewage metering systems	2024	6,7%
	2023	4,0%
	2022	7,7%
	2021	7,7%
failure to hold accountable for / respond to any detected violations of the rules for using water supply facilities (including by reducing or revoking penalties)	2024	4,7%
	2023	4,3%
	2022	4,4%
	2021	2,1%
failure to hold accountable for / respond to any instances of unauthorized connection to the gas supply network or violations of the rules for operation of gas equipment and appliances, including sealing of the gas meter without verification	2024	4,0%
	2023	2,9%
	2022	5,7%
	2021	2,7%
noninterference with business operations by suspending / limiting gas supply	2024	3,2%
	2023	3,8%
	2022	5,9%
	2021	2,4%
entry into (renewal) of a contract for the supply of gas at a lower price established for a different category of consumers	2024	3,2%
	2023	3,0%
	2022	4,6%
	2021	3,2%

¹ Question: "Did you/company employees (company representatives) experience such situations when applying to such enterprises?"

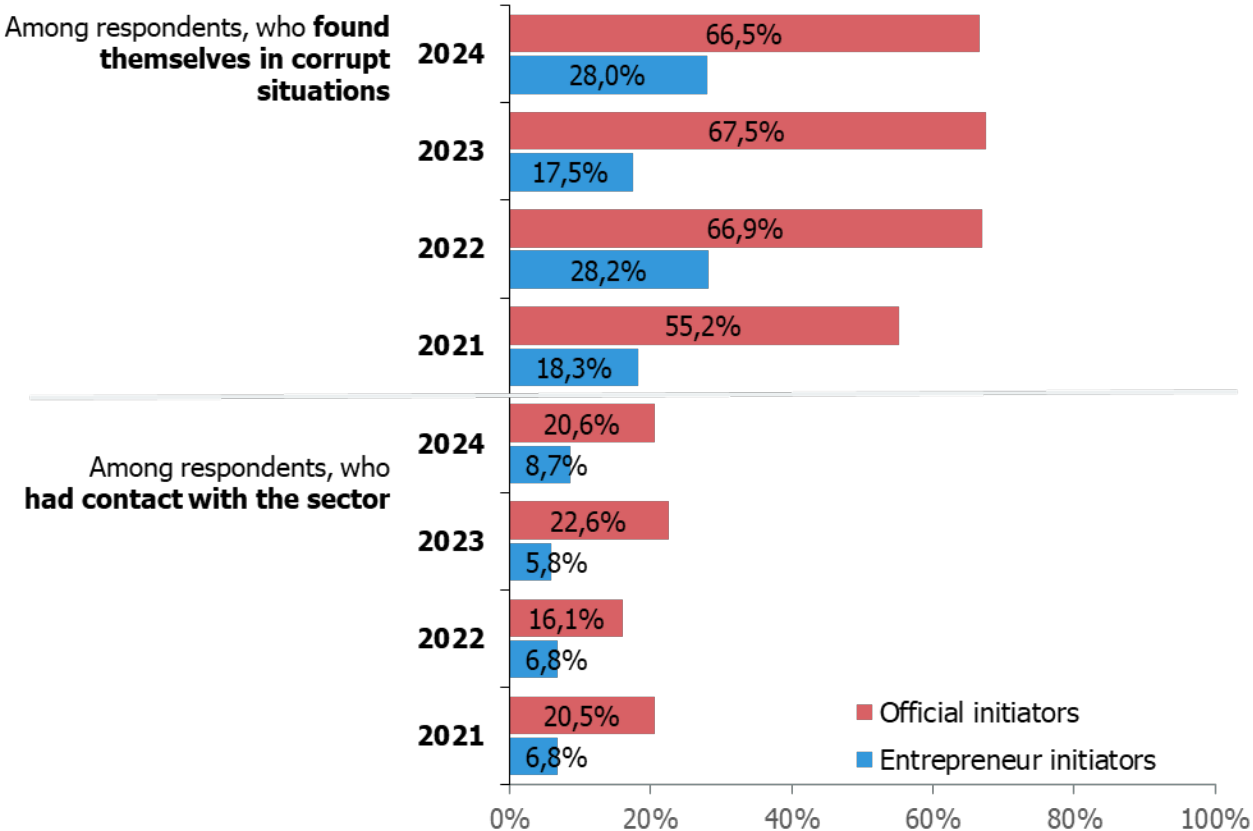
As for other situations, no statistically significant dynamics was recorded compared In 2023, less than 10% of those who had contact with the sector faced them (from 3.2% to 8% of respondents).

Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (visitors or employees of the supplier companies).

The share of **entrepreneurs** who **initiated** corrupt relations in at least one situation in this area has not changed statistically significantly compared to 2023 and amounts **to 8.7%** (Fig. 2.3.7). However, among those who were involved in *contact corruption situations*, the share of "initiators" *increased* by 10.5 percentage points - from 17.5% **to 28.0%**, i.e. actually returned to the level of 2022 after a decline (but no statistical significance was recorded).

Representatives of supplier companies initiated corrupt relations, **according to 20.6%** of respondents (**66.5%** of those who had been in contact with corruption), and these figures are also not dynamic.

Fig. 2.3.7. Initiators of corrupt situations



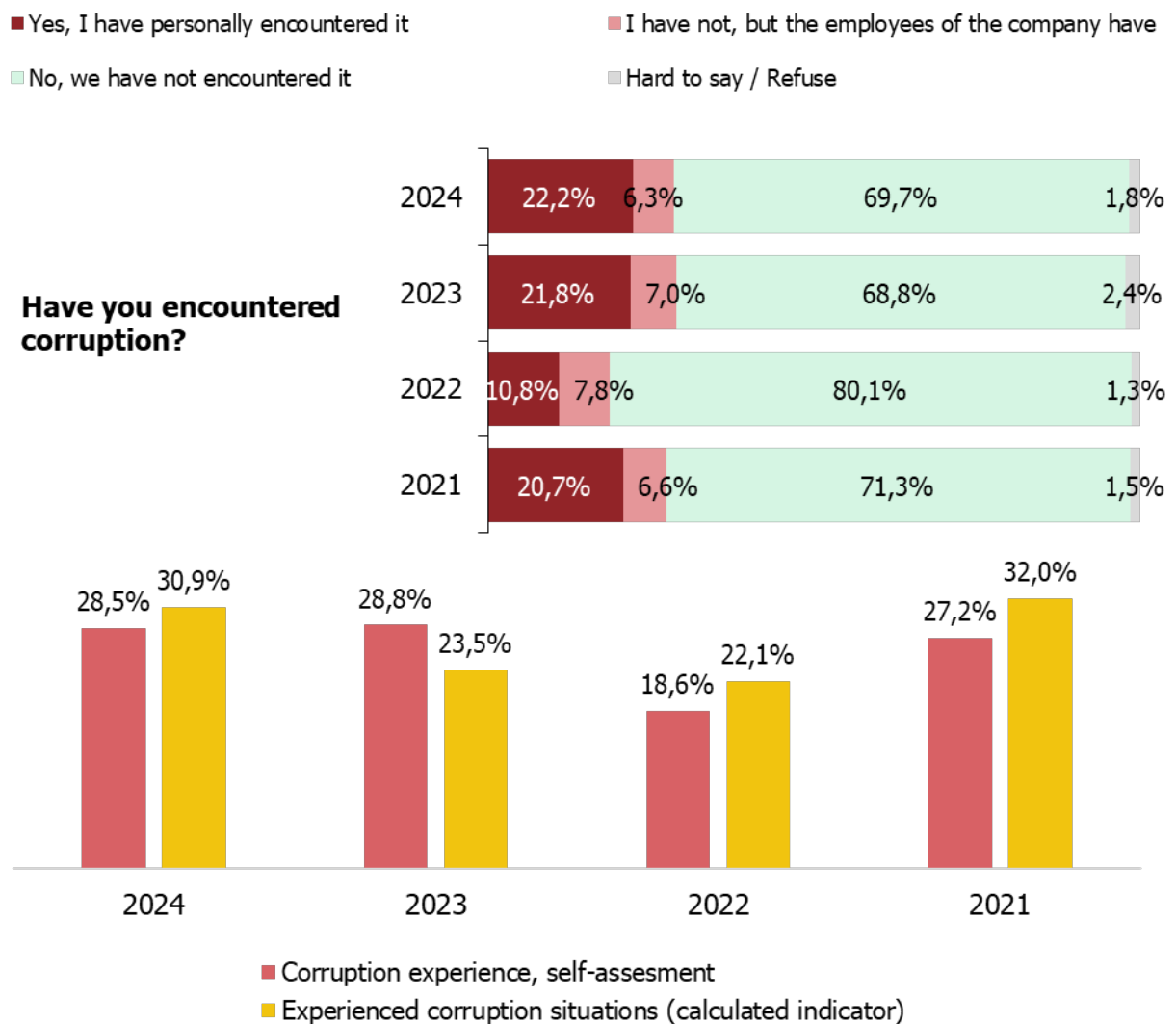
Law enforcement activities to ensure law and order, pre-trial investigation

Representatives of law enforcement agencies (National Police, SBU, State Border Guard Service, Prosecutor's Office, Bureau of Economic Security of Ukraine) were contacted **by 12.8% of entrepreneurs** (no change compared to 2023 and over the entire period of observation).

The share of entrepreneurs who answered affirmatively *to a direct question* about whether they had **encountered corruption** remained at the level of 2023 and amounted to **28.5%**.

The share of those who reported having been in *specific corrupt contact situations* increased from 23.5% to 30.9% (however, the increase of 7.4 percentage points is not statistically significant).

Fig. 2.3.8. Corruption experience in the sector in general (% of those who dealt with the sector)¹



¹ Question: "Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of law enforcement authorities over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ± 7.9 percentage points.

For the fourth year in a row, bribes for **not creating obstacles to business operations** remain the **"leader"** in the list of situations that have a corruption burden when dealing with law enforcement agencies. The share of respondents reporting such experience has *increased* from 16.6% in 2023 to **18.1%** (returning to the level of 2021), but the dynamics is not statistically significant.

Fig. 2.3.9. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to a law enforcement officer (cash or gifts) or provided him with services for...

non-interference in the activities / refraining from creating obstacles to the legitimate activities of the company	2024	18,1%
	2023	16,6%
	2022	8,2%
	2021	18,2%
conducting (facilitating) a prompt and objective investigation of a crime that resulted in losses (damages) for your company	2024	8,6%
	2023	7,7%
	2022	6,6%
	2021	10,1%
avoidance or mitigation of liability for an administrative offense committed by representatives of your company and related to its business operations of the company	2024	7,5%
	2023	6,1%
	2022	6,6%
	2021	9,7%
acceleration of bureaucratic procedures or illegal receipt of services/information from law enforcement officials	2024	6,5%
	2023	
	2022	
avoidance or mitigation of criminal liability for an offense committed by representatives of your company and related to its business operations of the company	2024	4,9%
	2023	1,9%
	2022	2,6%
	2021	3,9%
protection of illegal (unlicensed, unsanctioned, etc.) business by representatives of law enforcement agencies	2024	3,3%
	2023	5,5%
	2022	3,1%
mitigation / non-enforcement of procedural restrictions during the pretrial investigation	2024	2,9%
	2023	7,8%
	2022	4,5%
	2021	5,2%
initiating an investigation into offenses committed by competitors	2024	2,5%
	2023	2,4%
	2022	2,2%
	2021	3,5%
return of the detained vehicle without official payment of parking fees and the corresponding fine	2024	1,8%
	2023	

¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of law enforcement authorities?"

In second and third place with **8.6%** and **7.5%** respectively are situations where entrepreneurs "thank" law enforcement officers **for conducting a quick and objective investigation of a crime** and for **avoiding/reducing liability for an administrative offense** committed by employees of the company.

In 2024, the situation of so-called "information services" was tested for the first time, when entrepreneurs made unofficial payments to law enforcement officers or provided them with services **for speeding up bureaucratic procedures or obtaining "classified" information**. This situation was encountered **by 6.5% of** respondents.

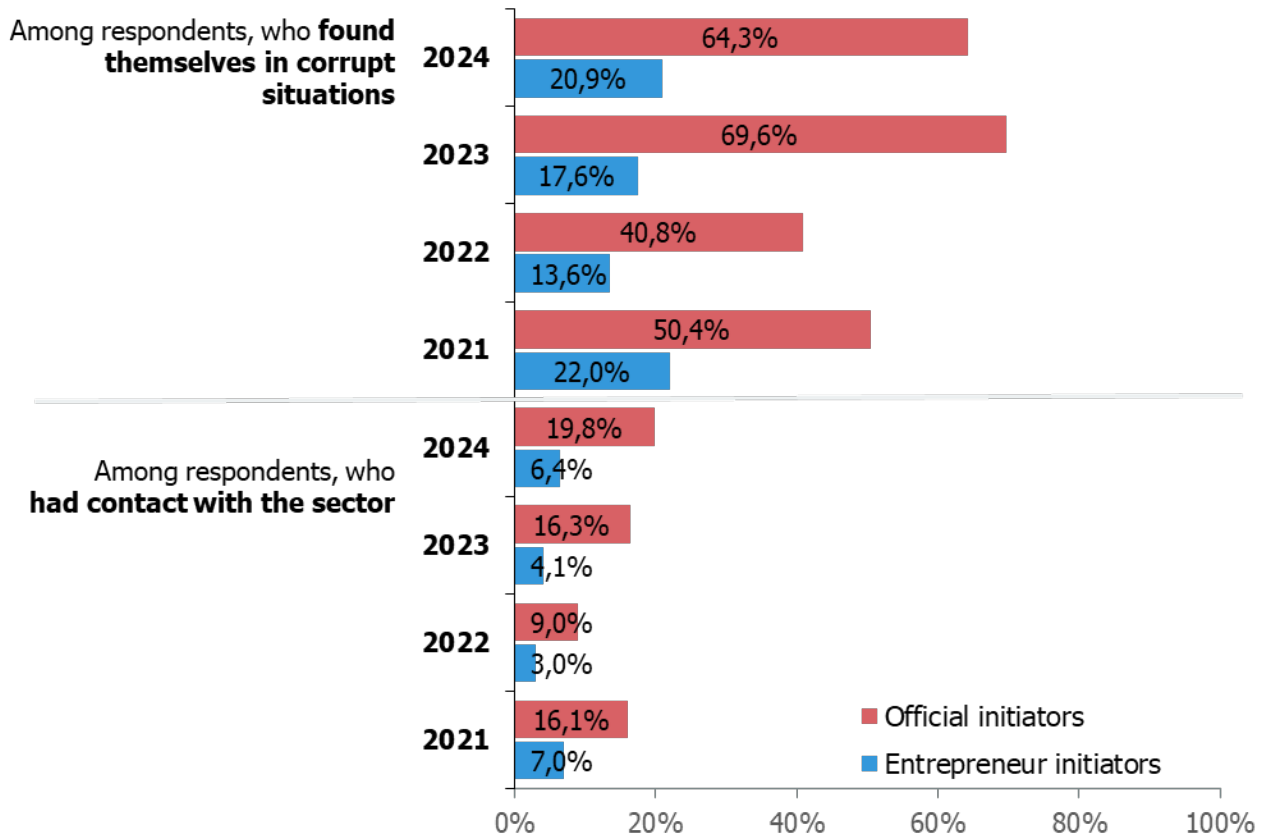
Other corruption situations are less common, with less than 5% of respondents who had experience with law enforcement agencies reporting having been in them (from 1.8% to 4.9%).

Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (visitors or law enforcement officers).

Only **6.4% of entrepreneurs initiated** corrupt relations in at least one situation, which remained at the level of 2023 with a statistical error. Among those who *were involved in contact corruption situations*, this share is **20.9%** (this is more than in 2023, but no statistical significance was recorded in the dynamics of the indicator; however, there is an *upward trend* since 2022).

In 2024, there was *an increase* in the share of respondents (among those who had contact with the sector) who reported **a corruption initiative** from **law enforcement officers** themselves: from 16.3% in 2023 to **19.8%** (the highest for the entire observation period). Although the dynamics (3.5 percentage points) is not statistically significant compared to the previous period, the upward trend in corruption demands from law enforcement officers since 2022 is noticeable. Among those who *have been in contact with corruption*, **64.3%** report this (the figure is at level of 2023).

Fig. 2.3.10. Initiators of corrupt situations

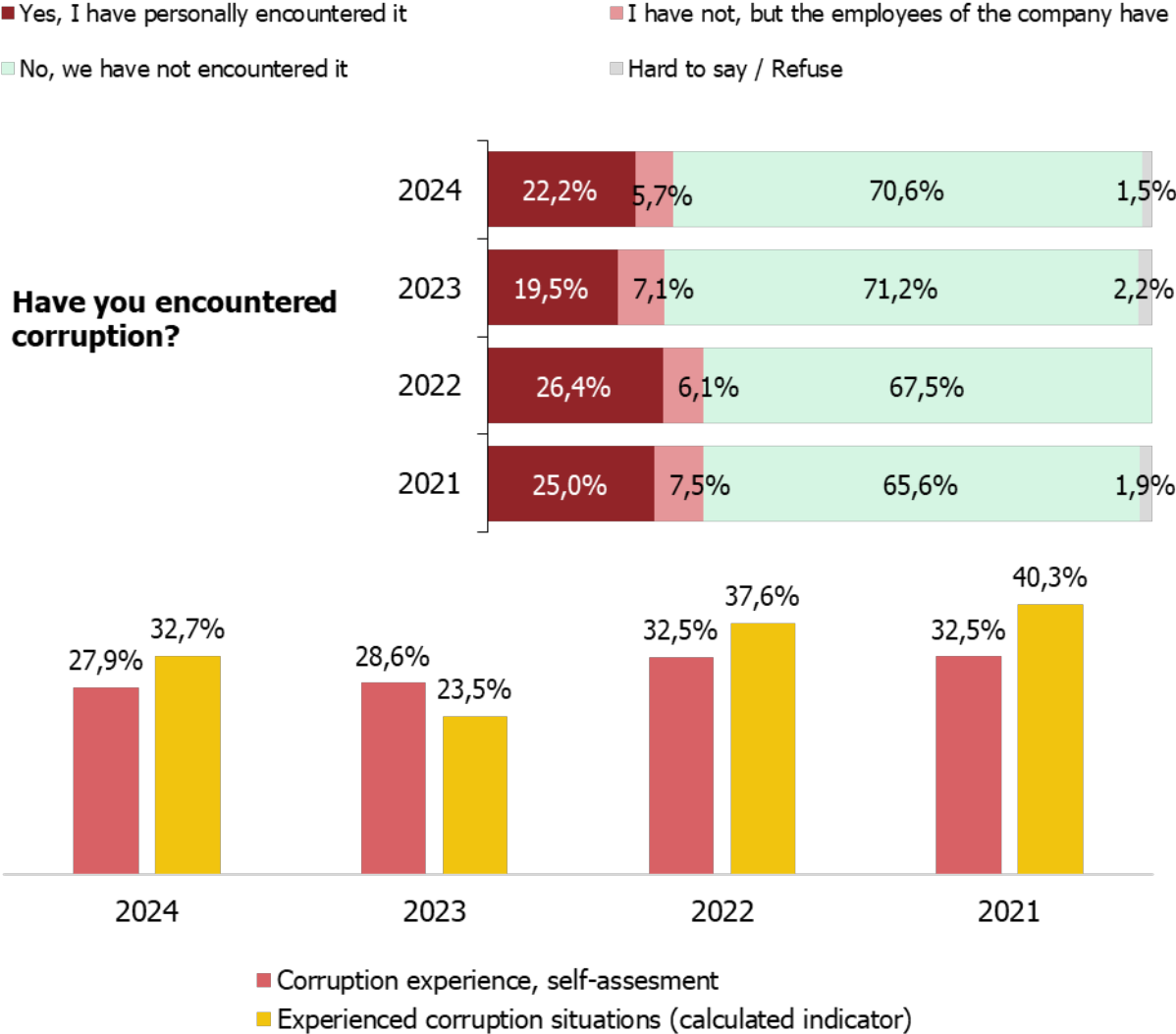


Construction and land relations

In construction and land relations, **the level of corruption** in business requests (e.g., privatization, ownership of premises or land plots) **remains consistently high**. In total, **12.5%** of enterprises *had contact with* this area (in 2023 - 11.2%).

When answering a direct question, **27.9%** of respondents reported having **encountered corruption** in this area (no change compared to 2023). *Specific contact situations* that contained signs of corruption were reported by **32.7%** of respondents (an increase of 9.2 percentage points compared to 2023, not statistically significant). The difference between these figures indicates that about 5% of respondents *are not aware of their own corruption experience* in the field of construction and land relations (they do not recall their own involvement in corrupt practices when asked directly about self-assessment).

Fig. 2.3.11. Corruption experience in the sector in general (% of those who dealt with the sector)¹



Regarding the frequency of contact corruption situations in the field of construction and land relations, the dynamics in 2024 are mixed. Some situations *tend to decrease* the share of respondents who have *encountered them*, but there is no statistically significant dynamics. For some situations, the frequency indicators show no dynamics. A statistically significant *increase in* frequency was recorded only in relation to the situation of resolving the issue of **transferring a land plot for use or ownership** (doubling from 7.6% to **15.5%**), which immediately brought this situation to the top of the rating.

¹ Question: Did you (as a company head/representative)/did your company experience corruption when applying for services to construction and land relations sector over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?”

The statistical error for indicators in this sector does not exceed ± 8.0 percentage points.

Fig. 2.3.12. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payment to an official (cash or gifts) or rendered services for...

resolving the issue of the transfer of a land plot for use or ownership, including outside the auction procedure	2024 ↑	15,5%
	2023	7,6%
	2022	11,7%
	2021	5,0%
obtaining a building passport / urban planning conditions and restrictions from the Department of Urban Planning and Architecture*	2024	9,6%
	2023	
failure to respond to unlawful use of a land plot after the expiration of the land lease agreement	2024	9,0%
	2023	3,4%
	2022	9,1%
	2021	13,0%
issuance of a construction / reconstruction permit	2024	8,9%
	2023	10,9%
	2022	12,4%
	2021	17,8%
issuance of urban planning conditions and restrictions on land development	2024	8,2%
	2023	11,6%
	2022	10,7%
	2021	11,8%
entry of an immovable property into operation (obtaining a certificate of acceptance of real estate into operation)	2024	8,1%
	2023	8,0%
	2022	12,0%
	2021	13,8%
resolving the issue of changes to the designated purpose of land	2024	5,6%
	2023	10,7%
	2022	9,9%
	2021	14,1%
entering into a joint venture agreement with a permanent user of a land plot with the objective of construction on such land	2024	4,2%
	2023	2,6%
	2022	4,5%
	2021	5,5%
"positive" findings of designer and technical supervision	2024	3,9%
	2023	5,2%
	2022	5,3%
	2021	8,1%
a biased regulatory monetary assessment of the value of a land plot , resulting in an underestimated amount of rent for the use of state and municipal land	2024	3,1%
	2023	4,3%
	2022	13,3%
	2021	11,2%
facilitation of the release of financial aid and/or construction materials by national or local government agencies for restoration of destroyed/damaged buildings, structures	2024	2,9%
	2023	5,7%
	2022	3,0%
	2021	

¹ Question: "Did you/company employees (company representatives) experience such situations when applying for services to construction and land relations sector?"

The second place with rates close to 9% was taken by the following situations: **obtaining a construction passport or urban planning conditions and restrictions** (the situation is measured for the first time, the indicator is **9.6%**); **failure to respond to the illegal use of a land plot** (**9.0%** in 2024, the indicator increased from 3% in 2023, actually returning to the level of 2022); **obtaining a construction/reconstruction permit** (**8.9%**, without statistically significant dynamics, but with a continuous downward *trend* since 2021).

Experience in other situations was reported by 2.9% to 8.2% of respondents.

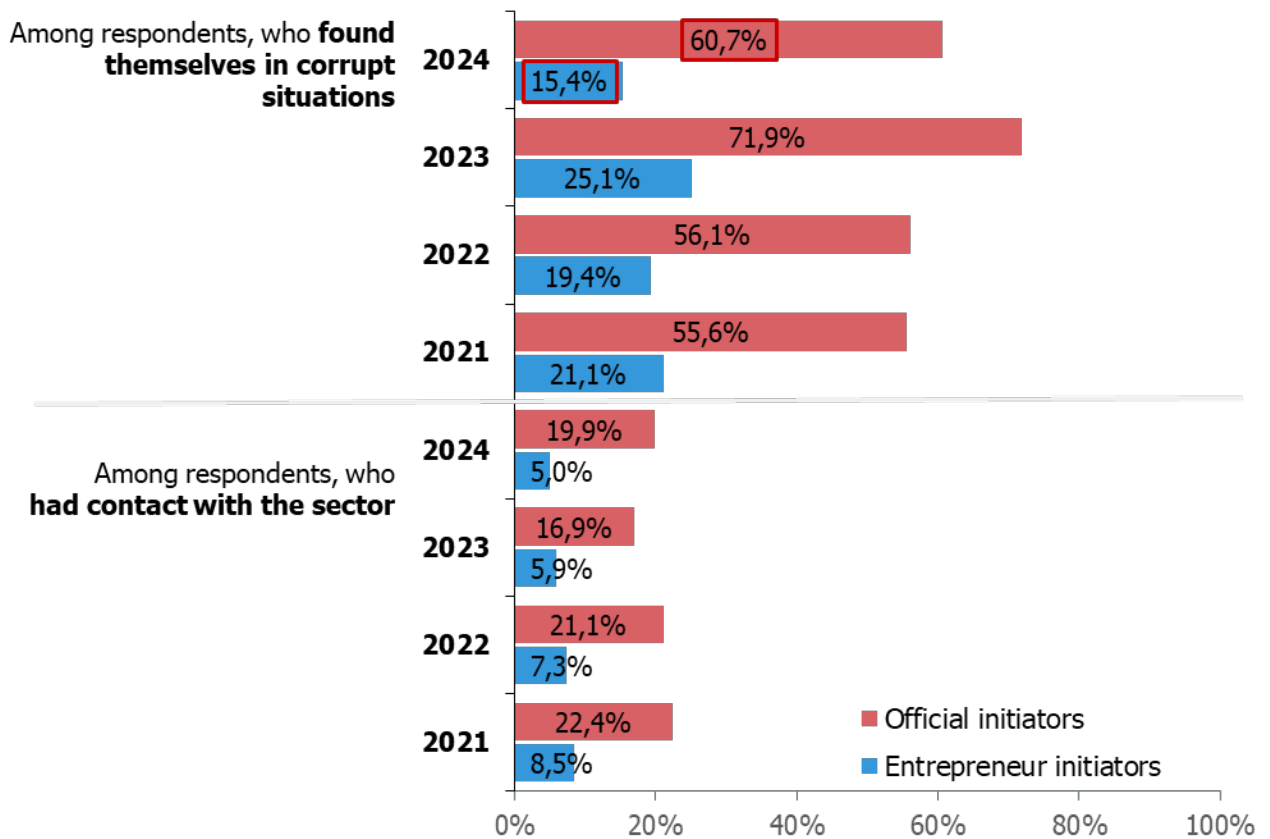
Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* them (visitors or employees of authorities, institutions and organizations providing services in the field of construction and land relations).

In total, **5.0%** of **entrepreneurs initiated** corrupt relations in at least one situation in this area, an indicator without dynamics. Among those who *have been in contact situations* with signs of corruption, the share of "proactive" respondents is **15.4%**, which is statistically *significantly lower* than in 2023, when the same figure was 25.1%.

Officials are more likely to **initiate** corruption situations. **19.9% of** respondents who had dealt with construction and land relations reported that it was representatives of authorities, institutions and organizations who demanded money or services from them to resolve the issue. This is more than in 2023 (16.9%), but the dynamics is not statistically significant.

Among respondents who had *been involved in corruption situations*, **60.7% of** respondents said that the initiative was taken by employees (a statistically significant decrease compared to 2023). It is worth noting that statistically significant changes in the structure of initiators of corruption situations (among those respondents who were in them), when entrepreneurs began to mention both themselves and officials less often, may indicate that respondents cannot clearly understand in a number of situations who exactly prompted their involvement in certain corrupt practices or redirected their own initiative to the stability (tradition) of a corrupt way of solving certain issues

Fig. 2.3.13. Initiators of corrupt situations



Judicial system

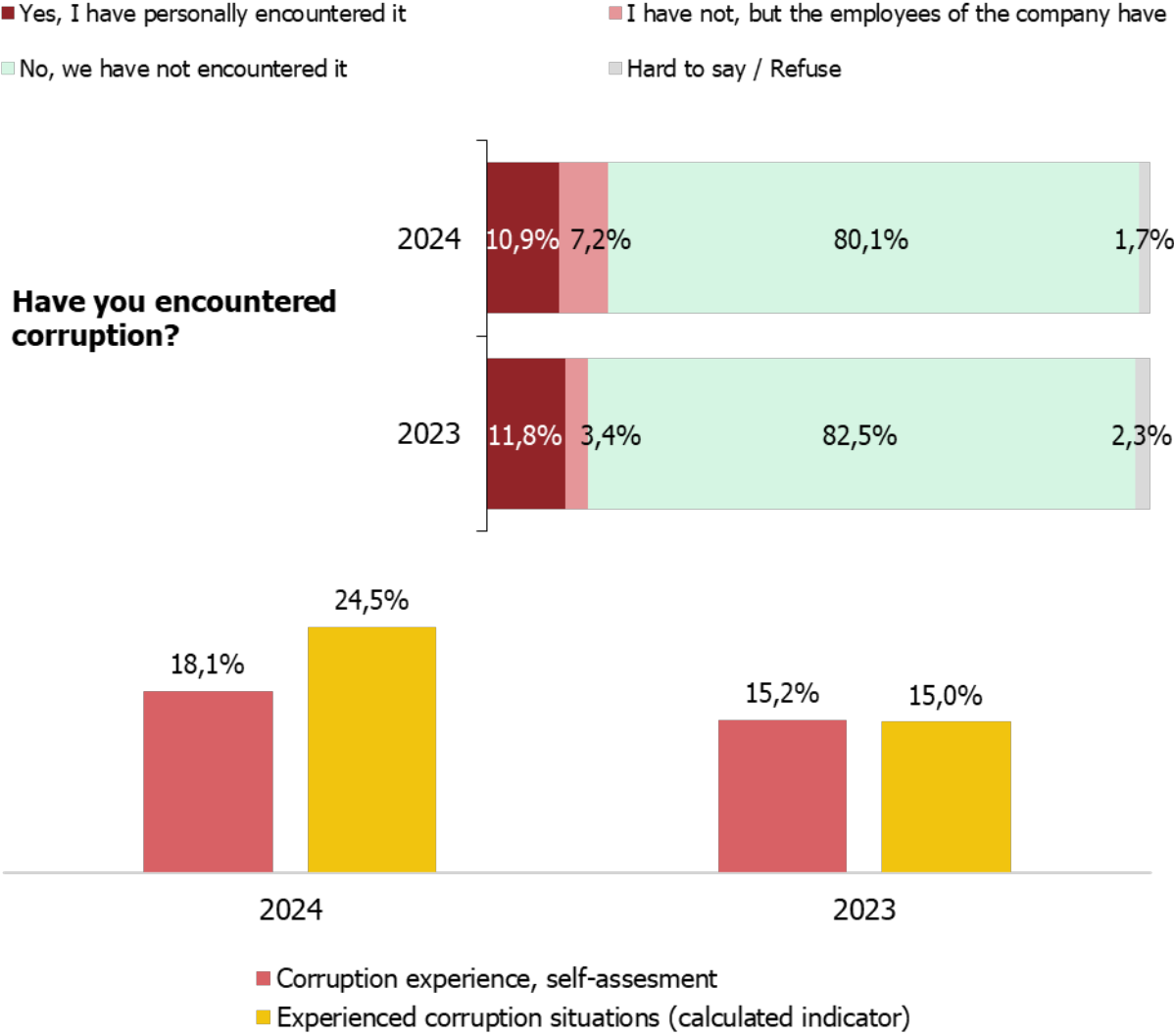
Until 2023, corruption was measured in relation to the judicial system as a whole (as a result of interaction with both judicial authorities and enforcement agencies). In 2023, these two areas were separated, and respondents answered the relevant questions that formed the corruption indicators in both areas separately.

In 2024, **10.1%** of entrepreneurs encountered the judicial system (the same as in 2023).

When asked *directly* whether they had encountered **corruption** in the judicial system, **18.1%** of entrepreneurs answered in the affirmative (in 2023, the figure was 15.2%).

The rate of *having been in specific contact situations* that contained signs of corruption is **24.5%** of respondents, . That is, there is a *discrepancy* between self-assessment of corruption experience and reports of having been in specific situations containing signs of corruption: approximately 6.4% of respondents were potentially in corrupt situations but did not realize that the situation was corrupt.

Fig. 2.3.14. Corruption experience in the sector in general (% of those who dealt with the sector)¹



Among the situations in which a company had contact with the judicial system, the **"leader" in terms of corruption burden is the judicial review of commercial cases** in which the company is a party: **12.4% of** respondents who have encountered the judicial system reported signs of corruption in this situation (in 2023 - 10.1%).

The second place was taken by services to **complicate the activities of another company by using interim remedies in commercial and civil proceedings**, as stated by 10.8% of respondents (in 2023 - 7.0%).

Other situations were reported by 2.6% to 3.9% of respondents.

¹ Question: Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of judicial or enforcement bodies over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical for indicators in this sector does not exceed ± 8.9 percentage points.

Fig. 2.3.15. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services...

services involving a judicial examination of commercial disputes to which your company is a party	2024	12,4%
	2023	10,1%
creating complications for the operations of another company through the use of legal remedies in commercial and civil proceedings (seizure of property, prohibition of disposition of property, suspension of customs clearance of goods, etc.)	2024	10,8%
	2023	7,0%
services related to the examination of cases concerning the reorganization (bankruptcy) of an enterprise	2024	3,9%
	2023	6,4%
services involving judicial examination of administrative cases contesting the validity of a regulatory or individual act (decision), actions or omission to act by a government agency or its official	2024	3,4%
	2023	4,9%
avoidance (mitigation) of liability for an offense committed by representatives of your company and related to its business operations	2024	2,6%
	2023	6,0%

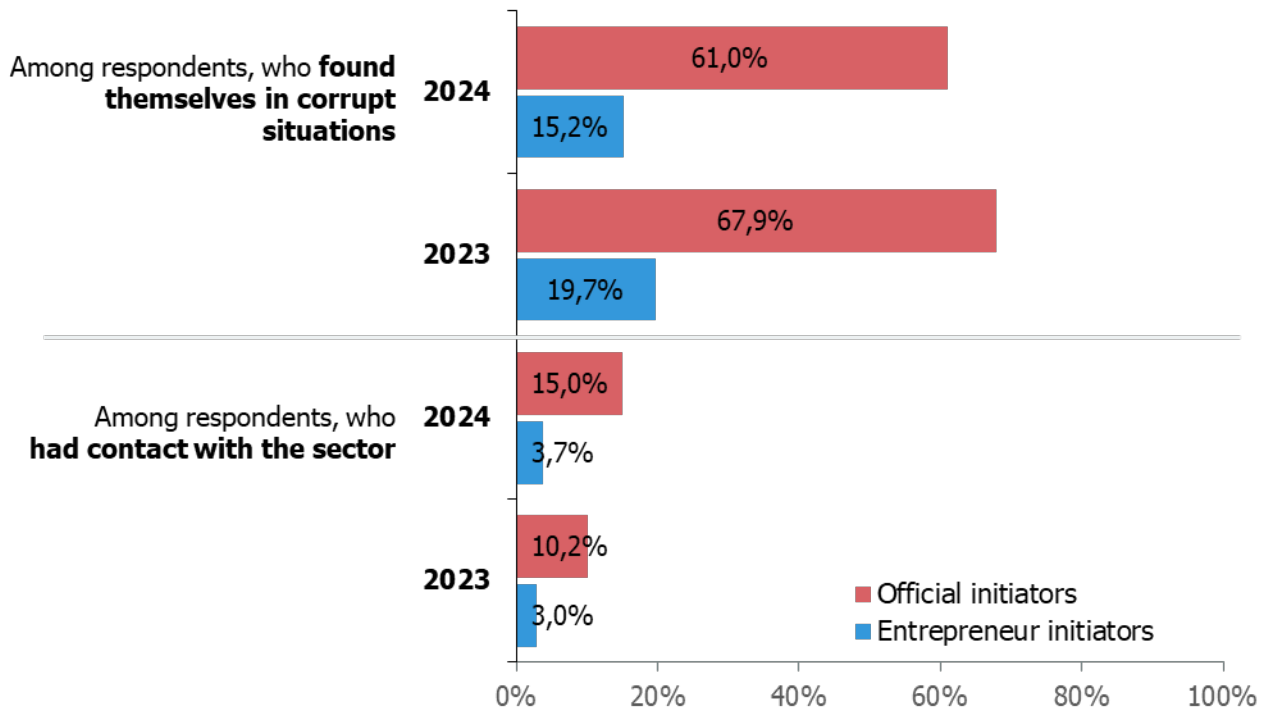
Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (visitors or representatives of the judiciary).

In total, **3.7% of entrepreneurs initiated** corrupt relations in at least one situation in this area (no dynamics was recorded compared 2023). Among those who *were involved in contact corruption situations*, **15.2%** initiated them (197% in 2023).

In 2024, **15.0% of** respondents who had *contact* with the judiciary (10.2% 2023) or **61.0%** of those who had been *in corruption situations* (67.9% 2023) reported an initiative by **judicial officials**. It is not appropriate to talk about the statistical significance of changes in both indicators compared to the previous study (given, among other things, the small sample size of respondents who have had contact with this area). At the same time, the increase in corruption initiatives on the part of judicial officers correlates with the trend of increasing corruption experience of respondents by both indicators (self-assessment and contact).

¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of judicial or enforcement bodies?"

Fig. 2.3.16. Initiators of corrupt situations



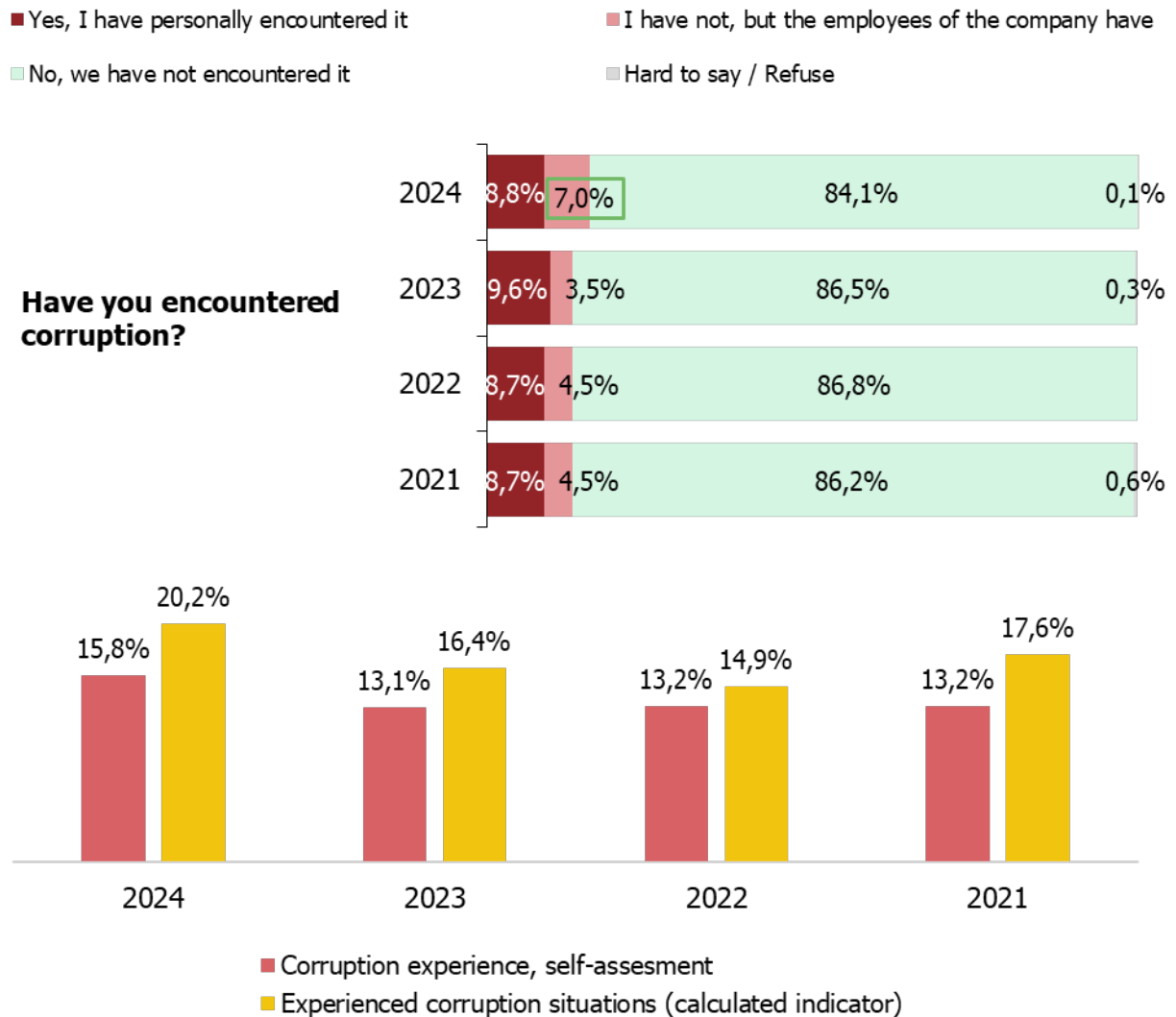
Activities of tax authorities

The tax sector remains the leader among the government agencies with which entrepreneurs have the most frequent *contact*. **25.5% of** surveyed entrepreneurs reported that they had contacted the tax authorities (in 2023, this figure was 30.3%).

When *asked directly* whether they had ***encountered corruption***, **15.8% of** respondents answered in the affirmative. This figure has not changed significantly since 2023, when it was 13.1%. Despite this, the share of respondents who reported that other representatives of their had experienced corruption in this area has significantly *increased*. In 2023, the share of such answers was 3.5%, and in 2024 it doubled to 7.0%.

Specific contact situations that contained signs of corruption were reported by **20.2% of** respondents (16.4% in 2023, the dynamics is statistically insignificant). Thus, *4.4% of respondents* who have contact with tax authorities *do not recognize certain corrupt practices as their own corruption experience* do not recall them when asked directly about self-assessment).

Fig. 2.3.17. Corruption experience in the sector in general (% of those who dealt with the sector)¹



Among the situations with the highest corruption burden, **the leaders** are unofficial payments or services **to obtain positive results during tax audits by tax authorities** - 8.4% (6.4% in 2023), as well as payments or services **that facilitated VAT refunds** to the - 8.2% (8.9% in 2023). The second place is taken by situations related to corrupt practices in situations of **support of tax administration of the enterprise**, reported by 7.9% of respondents (6.2% in 2023). Other situations were reported by 1.3% to 3.5%. There is no statistically significant dynamics in all situations.

¹ Question: "Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of tax authorities over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ± 5.6 percentage points.

Fig. 2.3.18. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services...

positive results during an audit by representatives of the tax service	2024	8,4%
	2023	6,4%
	2022	3,9%
	2021	5,8%
actions and decisions that facilitated a VAT refund to your company (in particular, those related to the registration of tax invoices in the Unified Register of Tax Invoices, exclusion of your company from the list of "risky" companies, conducting an audit to confirm the refund)	2024	8,2%
	2023	8,9%
	2022	8,6%
	2021	8,5%
support in tax administration of the company	2024	7,9%
	2023	6,2%
	2022	5,5%
	2021	8,2%
resolving issues related to a tax debt (in particular, its deferral, write-off, recognition as "hopeless", etc.)	2024	3,5%
	2023	4,2%
	2022	1,7%
	2021	2,5%
failure to carry out unscheduled inspections of your company or exclusion from the inspection schedule	2024	3,4%
	2023	4,4%
	2022	2,0%
	2021	3,1%
issuance of permits (including licenses) for the manufacture of specific goods на виробництво певних видів товарів	2024	3,2%
	2023	2,1%
	2022	1,5%
	2021	2,3%
failure to document violations discovered during an inspection of employee records (unofficial use of labor by the company)	2024	2,7%
	2023	1,9%
	2022	2,0%
	2021	1,3%
issuance of permits (including licenses) for the right to sell certain goods at retail / wholesale	2024	2,2%
	2023	1,3%
	2022	1,2%
	2021	2,5%
resolution of issues related to monitoring the correctness of granting and accounting for tax benefits	2024	1,7%
	2023	2,0%
	2022	0,9%
	2021	0,9%
facilitation of the liquidation of a company	2024	1,3%
	2023	1,7%
	2022	1,5%
	2021	1,8%

¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of tax authorities?"

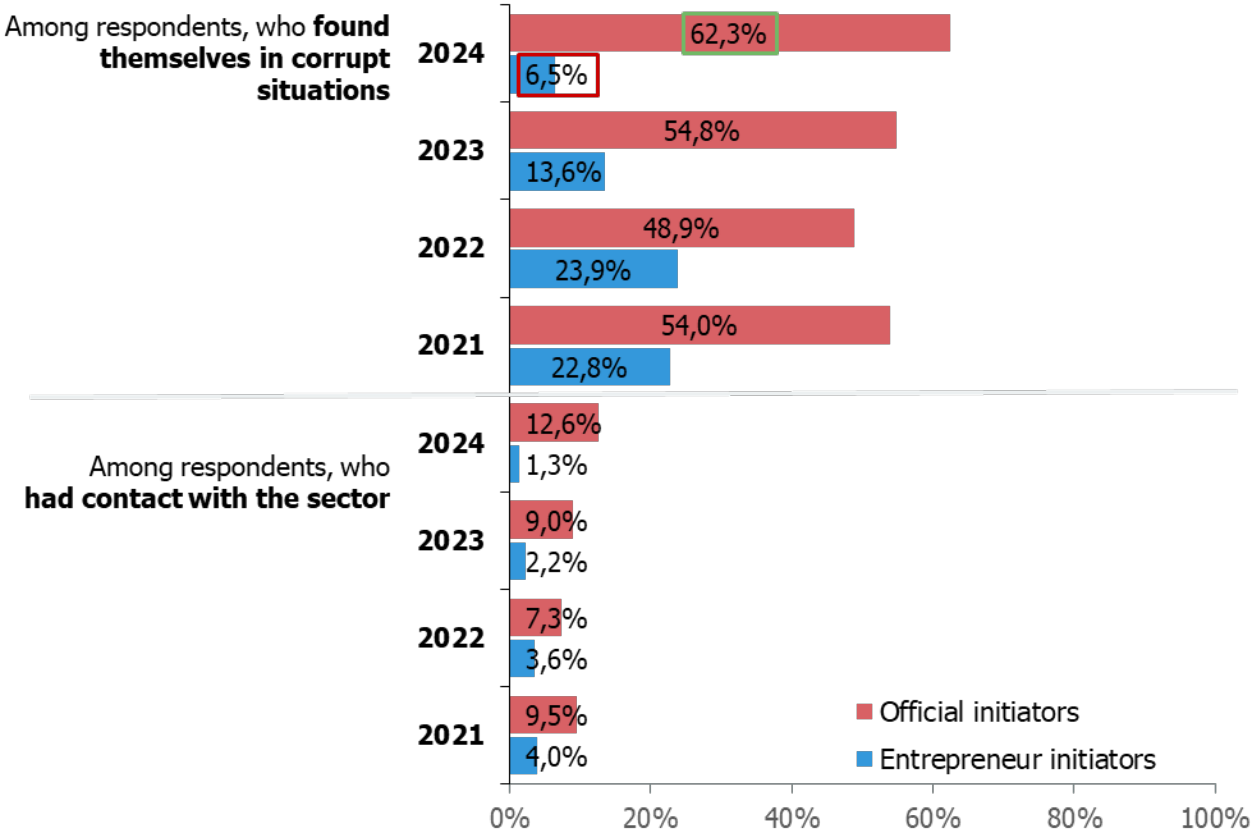
Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (visitors or tax officials).

Overall, **1.3%** of **entrepreneurs initiated** corrupt relations (2.2% in 2023). Among those who *have been in contact corruption situations*, this share is **6.5%**, which is 7.1 percentage points *lower* than in 2023 (the dynamics is statistically significant).

Representatives of tax authorities, as in the previous year, **initiated** corruption situations much more often. The fact that they were demanded money or services for "resolving the issue" was reported **by 12.6% of** respondents who had *contact with the* (in 2023 - 9.0%), or **62.3%** of those who *were in contact with corruption* (a statistically significant *increase* of 7.5 percentage points compared 2023).

Over the period of 2022-2024, a trend of relative changes in the structure of corruption initiators is noticeable: entrepreneurs began to place more responsibility for corruption on tax officials (an increase from 48.9% to 62.3%), while almost four times fewer respondents now report their own initiative (a decrease from 23.9% to 6.5%).

Fig. 2.3.19. Initiators of corrupt situations



When analyzing this area, it should be noted that the rather low rate of corruption experience of entrepreneurs in contacts with tax authorities may be to some extent due to the "sensitivity" of the relevant issues for a certain share of respondents and an attempt to conceal the real situation (in

particular, they avoided testifying to the existence of corrupt practices "legalized" by the company's management in relations with tax authorities).

Control and supervision of business activities

In 2024, the share of companies that had *experience* with representatives of regulatory authorities (State Ecological Inspectorate, State Food and Consumer Service, fire supervision, architectural and construction control, etc.) was **10.7%** (no change compared 2023).

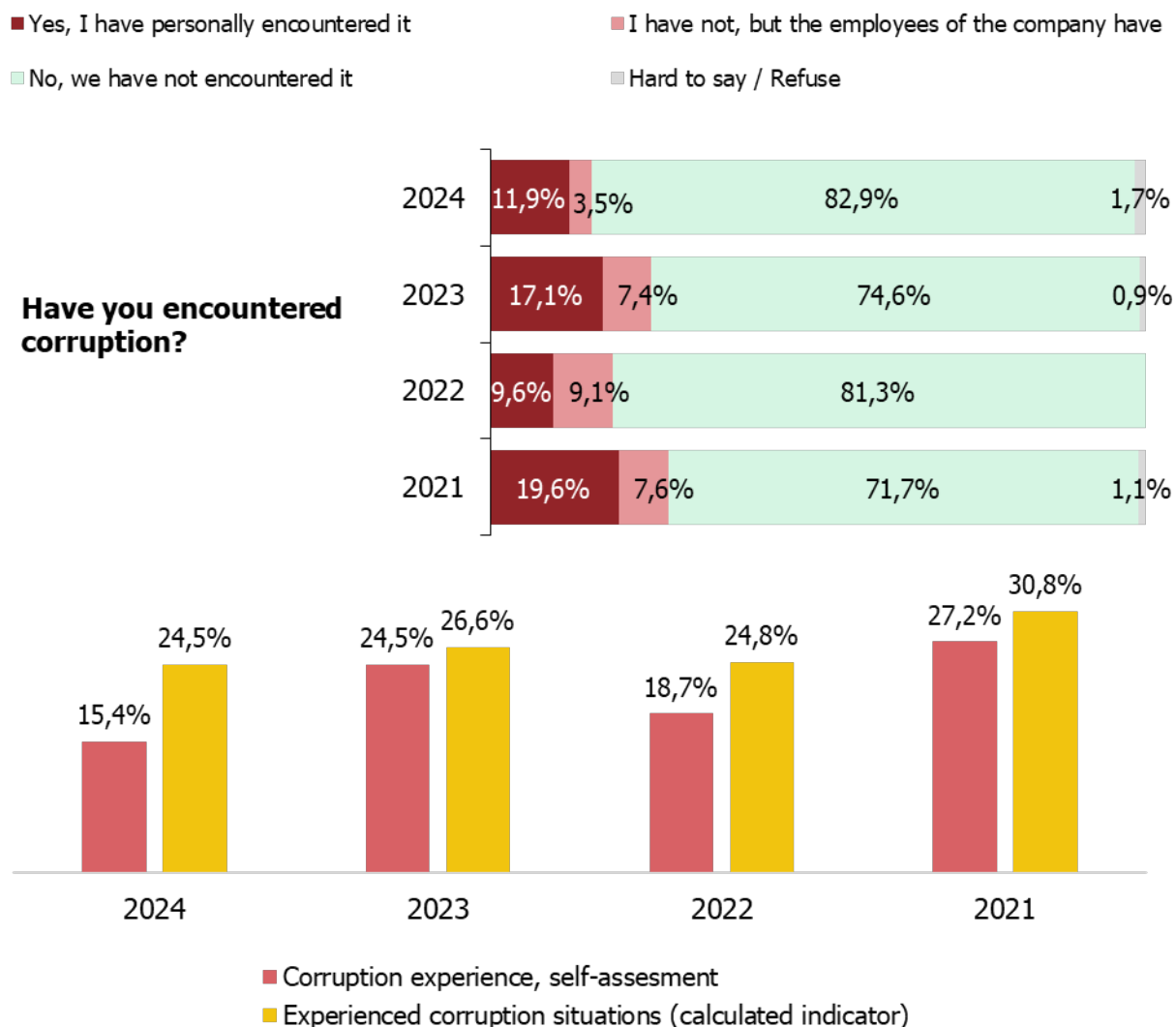
Corruption indicators in the area of control and supervision of economic activity are among the lowest of all the areas in this study (along with similar indicators in the area of enforcement of court decisions).

The share of respondents who answered *yes to a direct question about* whether they had **encountered corruption** decreased from 24.5% in 2023 to **15.4%** in 2024, but the dynamics is not statistically significant. The decrease was due to both a decrease in the share of respondents who had not personally encountered corruption and a decrease in the share of those who knew about corruption from other company representatives (however, the dynamics is not statistically significant).

When analyzing corruption episodes, the share of respondents who reported having been *in specific contact situations* (with representatives of certain regulatory authorities) that contained signs of corruption is **24.5%** of respondents, with no change compared to 2023.

It is worth noting a rather significant *gap* between self-assessment of corruption experience and reports of being in specific situations with signs of corruption: 9.1% of entrepreneurs do not recognize certain corrupt practices in their interactions with representatives of regulatory authorities as their own corruption experience (they do not recall them when asked directly). Therefore, when analyzing both indicators in combination, it is inappropriate to talk about a trend toward a decrease in the corruption experience of entrepreneurs in this area.

Fig. 2.3.20. Corruption experience in the sector in general (% of those who dealt with the sector)¹



Among the regulatory authorities, **the State Inspection of Architecture and Urban Development of Ukraine (SIAU)** was the relative "leader" in terms of the prevalence of corruption in 2024, **with 7.1% of** respondents reporting corruption situations when interacting with their representatives (in 2023, the share was 10.9%).

Architectural and construction control bodies at the local level rank second with a **5.0%** indicator (the dynamics compared to 2023 is statistically significant, the indicator *decreased* by 7.5 percentage points).

Cases of corruption in interaction with representatives of **the State Service of Ukraine for Food Safety and Consumer Protection** and the **State Tax Service of Ukraine**, which performed the

¹ Question: "Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of regulatory authorities over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"

The statistical error for indicators in this sector does not exceed ± 8.6 percentage points.

functions of controlling entrepreneurs' activities, were reported **by 4.6%** and **4.5%** of respondents, respectively (no statistically significant dynamics was recorded).

The other regulatory authorities were mentioned in the context of situations with signs of corruption by 0.0% to 4.2% of the surveyed entrepreneurs. A statistically significant *decline* in cooperation with **the State Labor Service** (from 7.1% in 2023 to 2.0% in 2024) and **the Antimonopoly Committee** (from 4.4% in 2023 to 0.0% in 2024) can be separately highlighted.

Fig. 2.3.21. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to an official (cash or gifts) or rendered services to representatives of...

The State Architecture and Urban Development Inspectorate of Ukraine	2024	7,1%
	2023	10,9%
	2022	8,5%
	2021	10,4%
Representative authorities of architectural and construction control at the local level*	2024 ↓	5,0%
	2023	12,5%
	2022	
The State Service of Ukraine for Food Safety and Consumer Protection	2024	4,6%
	2023	6,8%
	2022	2,4%
	2021	2,7%
The State Tax Service of Ukraine	2024	4,5%
	2023	7,8%
	2022	10,1%
	2021	9,3%
The State Service for Emergencies of Ukraine (monitoring of fire safety and accident prevention)	2024	4,2%
	2023	5,7%
	2022	7,7%
	2021	13,9%
State Labor Service of Ukraine	2024 ↓	2,0%
	2023	7,1%
	2022	4,4%
	2021	7,3%
The State Environmental Inspectorate of Ukraine	2024	1,1%
	2023	1,0%
	2022	4,8%
	2021	7,3%
cultural heritage protection authorities	2024	0,6%
	2023	3,2%
	2022	1,9%
	2021	2,7%
The Antimonopoly Committee of Ukraine	2024 ↓	0,0%
	2023	4,4%
	2022	0,7%
	2021	3,4%

¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of regulatory authorities?"

*Until 15.09.2021, state architectural and construction control functions were carried out by SACI, and later they were transferred to SIAUP. Taking into consideration the fact that 2021 study assessed presence of corrupt situations during the respondents' contacts with representatives of regulatory bodies over the last 12 months (as of survey dates - November - December 2021), 2021 indicator specified in the chart mainly concerns SACI activities.

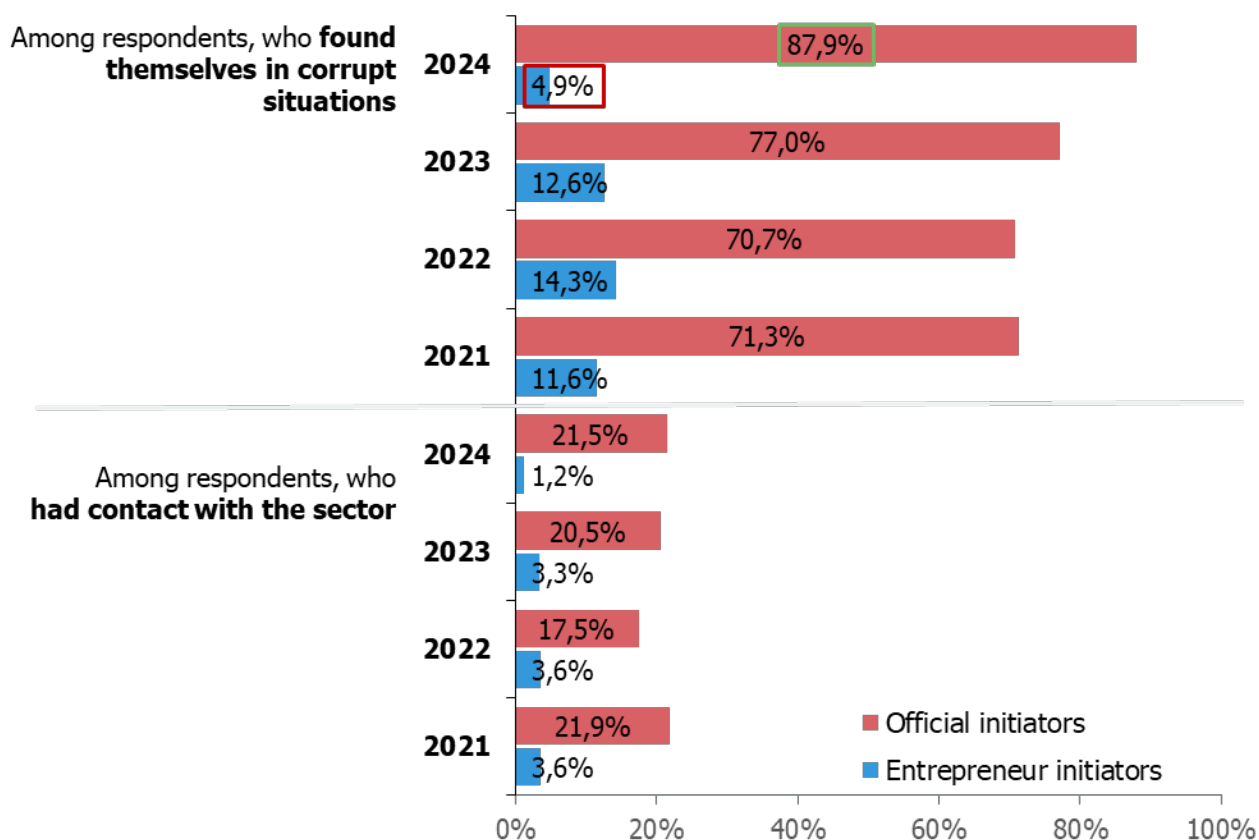
**executive body of a village, settlement, city council / structural unit of the Kyiv and Sevastopol city state administration*

Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (visitors or representatives of regulatory authorities).

The share of **entrepreneurs** who **initiated** corrupt relations in at least one situation in this area did not change significantly compared to 2023 and amounted **to 1.2%**, which remains *one of the lowest rates* among other areas. Among those who *were involved in specific contact situations* that contained signs of corruption, this share decreased from 12.6% to **4.9%** compared to last year (the dynamics is statistically significant).

Representatives of regulatory organizations initiated corruption situations with the same frequency as last year, as reported **by 21.5% of** respondents *who had contact* with this sector. However, the share of respondents who have been involved in at least one corruption situation has *increased: 87.9% of* respondents reported such experience, while in 2023 the share was 77.0% (an increase of 10.9 percentage points, the dynamics is statistically significant). This is the *highest rate among other areas*.

Fig. 2.3.22. Initiators of corrupt situations



It is noteworthy that, similarly to the area "Activities of tax authorities", certain changes in the structure of subjects of corruption initiatives are observed in the period 2022-2024: more and more entrepreneurs say that it was representatives of regulatory authorities who prompted them to corruptly resolve the issue (an increase from 70.7% to 87.9%), while almost three times fewer respondents now recognize themselves as initiators (a decrease from 14.3% to 4.9%).

Enforcement of court decisions

5.9% of entrepreneurs have encountered representatives of court decision enforcement agencies (7.8% in 2023). Enforcement of court decisions as a separate area was added to the questionnaire for entrepreneurs in 2023, so there is no data for previous years.

Overall, **15.4%** of respondents answered *yes* to the direct question of whether *they had encountered corruption*, which is 8.1 percentage points more than in 2023. The experience of *being in specific corruption situations* was reported **by 19.1%**, an increase of 9.6 percentage points. The enforcement of judgments *has the lowest* corruption survey scores (both self-assessment and contact) among all the areas surveyed in 2024. At the same time, although the dynamics for both indicators is statistically insignificant (due to the small number of respondents who interacted with the sector), there is a noticeable trend towards an increase in the corruption experience of respondents in this area.

Fig. 2.3.23. Corruption experience in the sector in general (% of who dealt with the sector)¹



¹ Question: "Did you (as a company head/representative)/did your company experience corruption at the time of interaction (contact) with representatives of bodies responsible for executions or court decisions over the last 12 months – i.e., did you give or were requested to give a bribe, use connections, etc.?"
The statistical for indicators in this sector does not exceed ± 11.5 percentage points.

With regard to specific situations in which the company had contact with the enforcement authorities, the "leader" in terms of corruption burden is the **enforcement of a court decision in favor of the company** represented by the respondents: **12.2%** of respondents who have encountered court decision enforcement agencies reported signs of corruption in this situation (9.3% in 2023).

The second place was taken by services for **lifting the seizure of property, unblocking bank accounts or closing enforcement proceedings** against the company represented by the respondents. This was stated **by 7.7%** of respondents, which is 3.5 percentage points more than last year.

Other situations were reported by 3.2% to 4.1% of respondents.

Fig. 2.3.24. Corruption experience in situations that could have occurred at the time of application (% of those who dealt with this sector)¹

Made unofficial payments to a law enforcement officer (cash or gifts) or provided him with services...

enforcement of a court decision in favor of your company	2024	12,2%
	2023	9,3%
lifting the seizure of property, unfreezing of bank accounts, or discontinuing enforcement proceedings	2024	7,7%
	2023	4,2%
excluding or unlawfully modifying information in the register of debtors in order to remove restrictions on the disposition of the company's property	2024	4,1%
	2023	3,5%
stalling the enforcement of a court decision against your company	2024	3,2%
	2023	6,8%

Due to the insufficient number of responses about each corruption situation, it was not possible to conduct a statistical analysis of who *initiated* it (visitors or representatives of the judiciary).

Overall, **5.4%** of **entrepreneurs initiated** corrupt relations in at least one situation in this area. The initiative on the part of **employees of court decision enforcement agencies** was reported **by 10.6%** of respondents *who had contact* with the judiciary. Since only a small share of respondents were involved in corrupt situations, it is impossible to conduct a statistical analysis of who initiated the corruption in individual situations.

¹ Question: "Did you/company employees (company representatives) experience such situations at the time of interaction (contact) with representatives of enforcing authorities?"

Fig. 2.3.25. Initiators of corruption situations

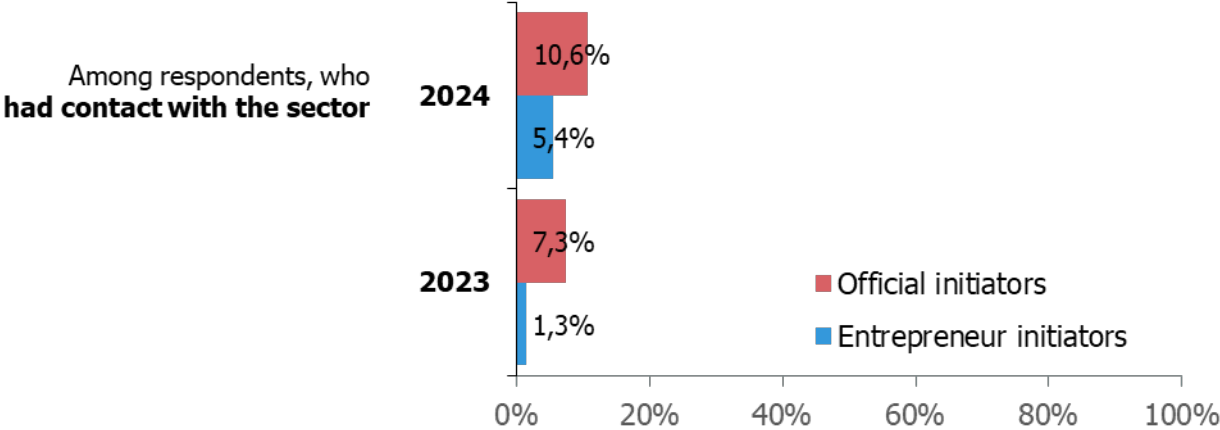


Table 2.3.1. Summarized table of entrepreneurs' corruption experience by sector

Scope	Year	Corruption experience according to self-assessment*	Have been involved in corrupt situations*?			% of respondents who have encountered the sector
			% of respondents	% of respondents who initiated corrupt relations	% of respondents for whom a corruption situation arose in connection with a demand	
Customs (customs control, preparation and clearance of customs documents for business entities)	2024	35,1%(±9,1)	39,3%(±9,3)	7,7%(±5,1)	22,2%(±7,9)	8,7%(±1,6)
	2023	35,2%	35,5%	6,8%	27,1%	10,9%
	2022	35,2%	33,0%	5,9%	22,1%	11,3%
	2021	42,8%	32,0%	2,7%	23,2%	8,0%
Services for connection and maintenance of power, gas, water supply and water disposal systems, except for the services associated with current payments	2024	32,2%(±6,7)	30,9%(±6,6)	8,7%(±4,0)	20,6%(±5,8)	15,6%(±2,0)
	2023	26,6%	33,4%	5,8%	22,6%	16,5%
	2022	29,3%	24,0%	6,8%	16,1%	9,0%
	2021	29,0%	37,0%	6,8%	20,5%	15,5%
Law enforcement activities to ensure law and order, pre-trial investigation	2024	28,5%(±7,1)	30,9%(±7,3)	6,4%(±3,9)	19,8%(±6,3)	12,8%(±1,9)
	2023	28,8%	23,5%	4,1%	16,3%	14,2%
	2022	18,6%	22,1%	3,0%	9,0%	14,0%
	2021	27,2%	32,0%	7,0%	16,1%	16,4%
Construction and land relations	2024	27,9%(±7,2)	32,7%(±7,5)	5,0%(±3,5)	19,9%(±6,4)	12,5%(±1,9)
	2023	28,6%	23,5%	5,9%	16,9%	11,2%
	2022	32,5%	37,6%	7,3%	21,1%	8,5%
	2021	32,5%	40,3%	8,5%	22,4%	12,8%
Activities of tax authorities	2024	15,8%(±4,1)	20,2%(±4,5)	1,3%(±1,3)	12,6%(±3,7)	↓ 25,5% (±2,5)
	2023	13,1%	16,4%	2,2%	9,0%	30,3%
	2022	13,2%	14,9%	3,6%	7,3%	23,2%
	2021	13,2%	17,6%	4,0%	9,5%	26,3%
Control and supervision of business activities	2024	15,4%(±6,2)	24,5%(±7,4)	1,2%(±1,9)	21,5%(±7,1)	10,7%(±1,7)
	2023	24,5%	26,6%	3,3%	20,5%	11,2%
	2022	18,7%	24,8%	3,6%	17,5%	9,4%
	2021	27,2%	30,8%	3,6%	21,9%	17,5%
Judicial system	2024	18,1%(±6,8)	24,5%(±7,6)	3,7%(±3,3)	15,0%(±6,3)	10,1%(±1,7)
	2023	15,2%	15,0%	3,0%	10,2%	10,1%
Enforcement of court decisions	2024	15,4%(±8,3)	19,1%(±9,1)	5,4%(±5,2)	10,6%(±7,1)	5,9%(±1,3)
	2023	7,3%	9,5%	1,3%	7,3%	7,8%

* % was calculated from the number of the respondents who have dealt with the sector

SECTION 3. INTEGRATED INDICATORS OF THE STATE ANTI-CORRUPTION POLICY

This study collected data to calculate indicators of the effectiveness of the state anti-corruption policy (1-3), as well as additional indicators of the effectiveness of the system of preventing and combating corruption (4, 5) in accordance with the Methodology of the Standardized Corruption Survey in Ukraine:

1. Share of the population (entrepreneurs) with negative attitude to corruption.
2. Share of the population (entrepreneurs) with personal experience of corruption.
3. Share of the population (entrepreneurs) capable of being whistleblowers.
4. Share of the population (entrepreneurs) supporting activities of whistleblowers.
5. Share of the population duly aware about legal protection guarantees for whistleblowers.

In 2021, the approach to the indicators was changed and their number increased. Since these indicators are valuable precisely because of the ability to assess changes in the country, the indicators for previous years have been recalculated in accordance with the new methodology wherever possible.

3.1 Indicator 1. Share of the population (entrepreneurs) with a negative attitude to corruption

The goal of anti-corruption policy is to increase the share of the population with negative attitude to corruption. This indicator cannot be measured through a direct question of whether one likes or dislikes corruption, because then the respondents' replies would be socially desirable and the data would be biased. Instead, method of hypothetical situations was used for the study, which means that *the respondents (both the population and entrepreneurs) were offered* a hypothetical situation of receiving an administrative service from a state authority or a local self-government body.

"Imagine a situation. You have applied to a public authority for a certificate you urgently need for solving a personal problem (for *entrepreneurs* – for the benefit of an enterprise). You were informed that the certificate would be ready in 30 days, but you need it as soon as possible. When you left the office, a random person in a hall told you that his/her neighbor (acquaintance) had received this kind of certificate on the following day having paid 1000 hryvnias to the head of the department issuing such certificates. How would you most likely act in this situation?"

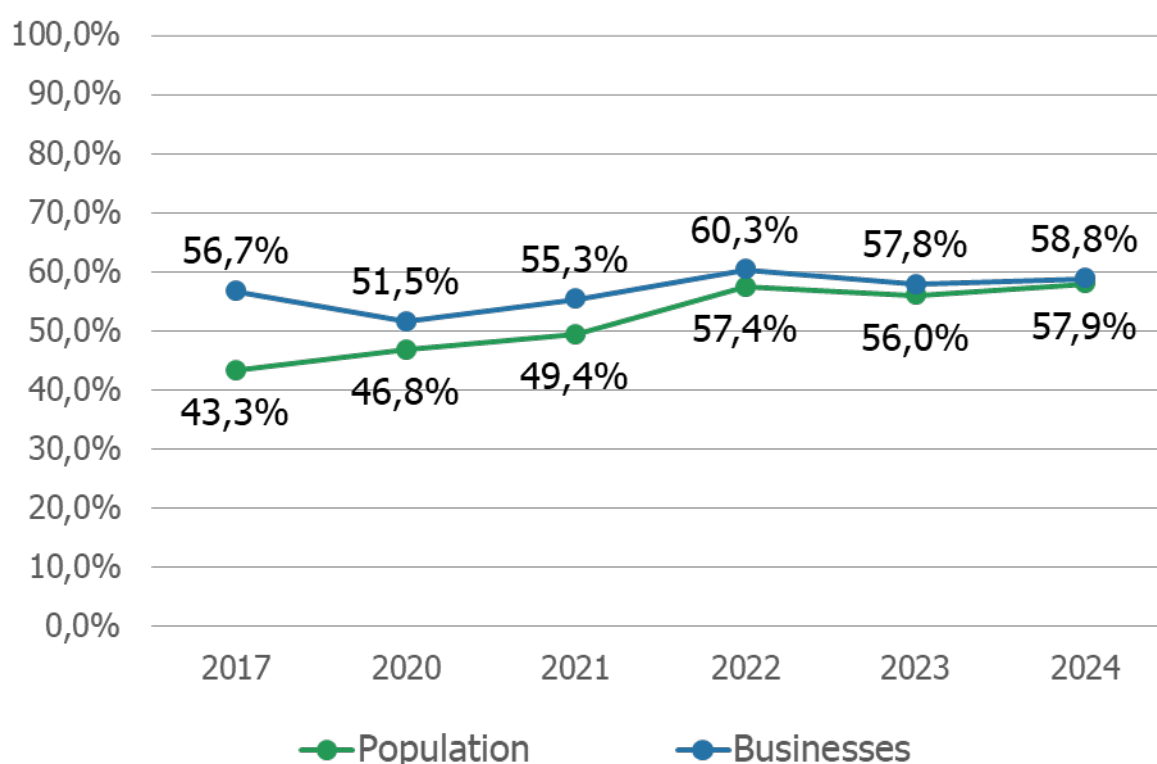
The respondents were asked to select the most probable option for solving a problem (options are given below) that could arise:

1. "I would wait 30 days"
2. "I would have paid 1,000 hryvnias, but I don't have this money."
3. "I would look for acquaintances or relatives who could help to acceleration issuance of a certificate"
4. "I would pay 1,000 hryvnias"
5. "I would file a complaint about corruption in the institution to a higher-level authority"
6. "I would report to the law enforcement authorities"
7. "I would turn to mass media (disclose these facts to journalists)"

Information and corresponding quantitative indicators as for **the identification of** the respondents' **negative attitude** to corruption were obtained based on the results of data analysis regarding their *refusal from corruption model of problem solution* in the given hypothetical situation.

To the category of people refusing corruption behavior model belong those who have chosen options 1 (waiting according to the rules) or 5-7 (reporting corruption) instead of the corrupt way of problem solving (options 2-4).

Figure 3.1.1. Indicator 1. Share of the population (entrepreneurs) with a negative attitude to corruption



During 2017-2022, there was a gradual *increase* in the share of *the population with a negative attitude to corruption*: while in 2017 the indicator was 43.3%, in 2022 it increased by 14 percentage points compared to 2017 and reached 57.4%.

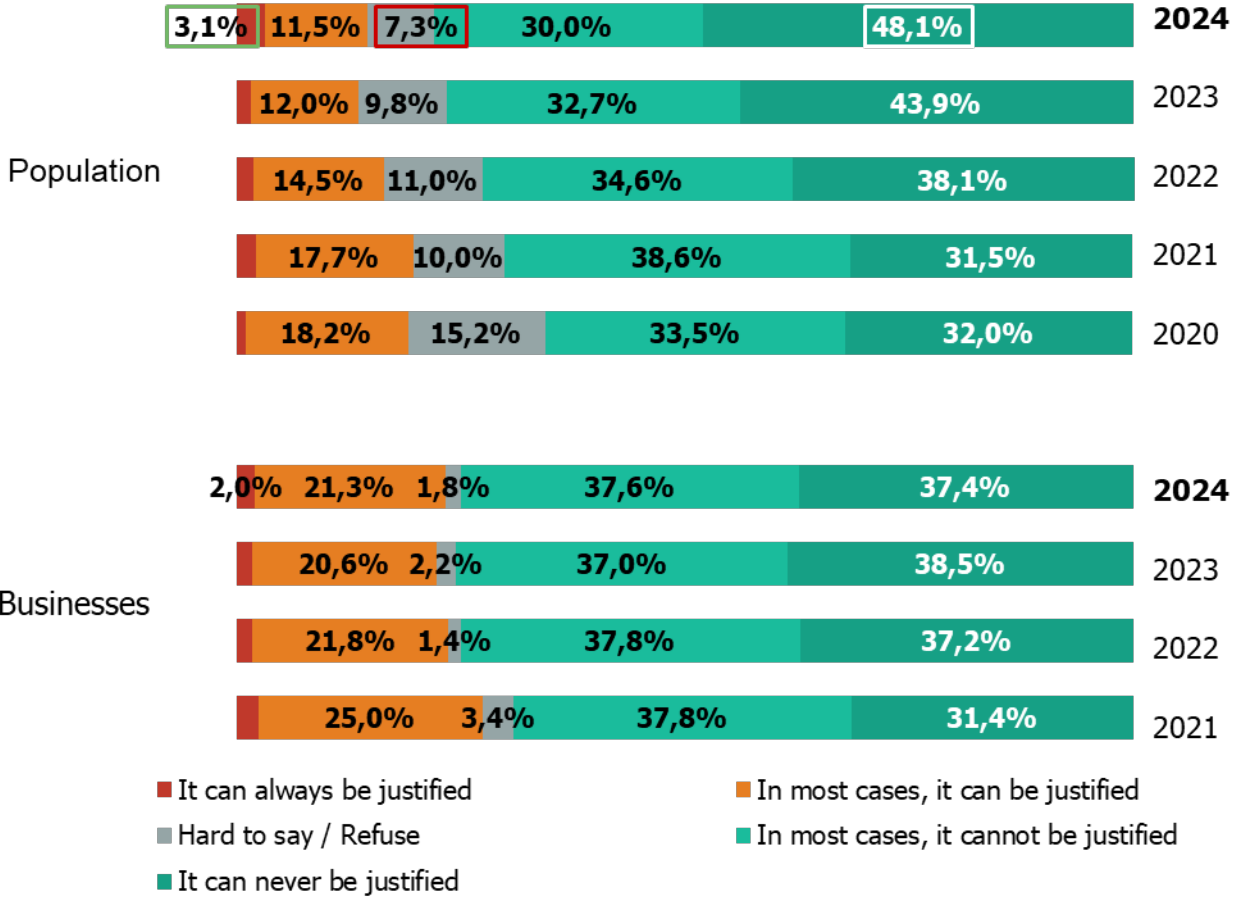
In 2023-2024, **the indicator stabilized, reaching 57.9% in 2024** (the difference of 1.9 percentage points compared to 2023 is not statistically significant).

In 2023-2024, the share of anti-corruption-minded *entrepreneurs* also stabilized after growing in 2022. The figure for 2024 is **58.8%** (a positive trend of 1 percentage point is not statistically significant).

Thus, in 2023-2024, the shares of business and public representatives who refuse to engage in corrupt behavior were *equal*. It is worth noting that the indicators of both the public and business in 2022-2024 are statistically significantly *higher than in 2021*.

Despite the fact that Indicator 1 is based on a hypothetical situation, it is supplemented by a *direct question* in order to determine the share of the respondents who *do not justify corruption practices* for solving the problems that are of importance for citizens/enterprises (see Figure 3.1.2).

Fig. 3.1.2. Justification for giving a bribe, gift or rendering unofficial services or a gift, if it is necessary to solve an important problem ¹



When it comes to the more theoretical question of whether bribery can be justified, the population expresses a greater commitment to a zero-tolerance attitude toward corruption. In 2024, almost half of the respondents (**48.1%**) in *the population* sample stated that corrupt means of solving

¹ Question: "In your opinion, can giving a bribe or a gift or rendering unofficial services can be justified by a need to solve an important problem?"

cases *can never be justified*. This indicator has been *growing* statistically significantly for the third consecutive period (+6.6 percentage points in 2022, +5.8 percentage points in 2023, +4.2 percentage points in 2024).

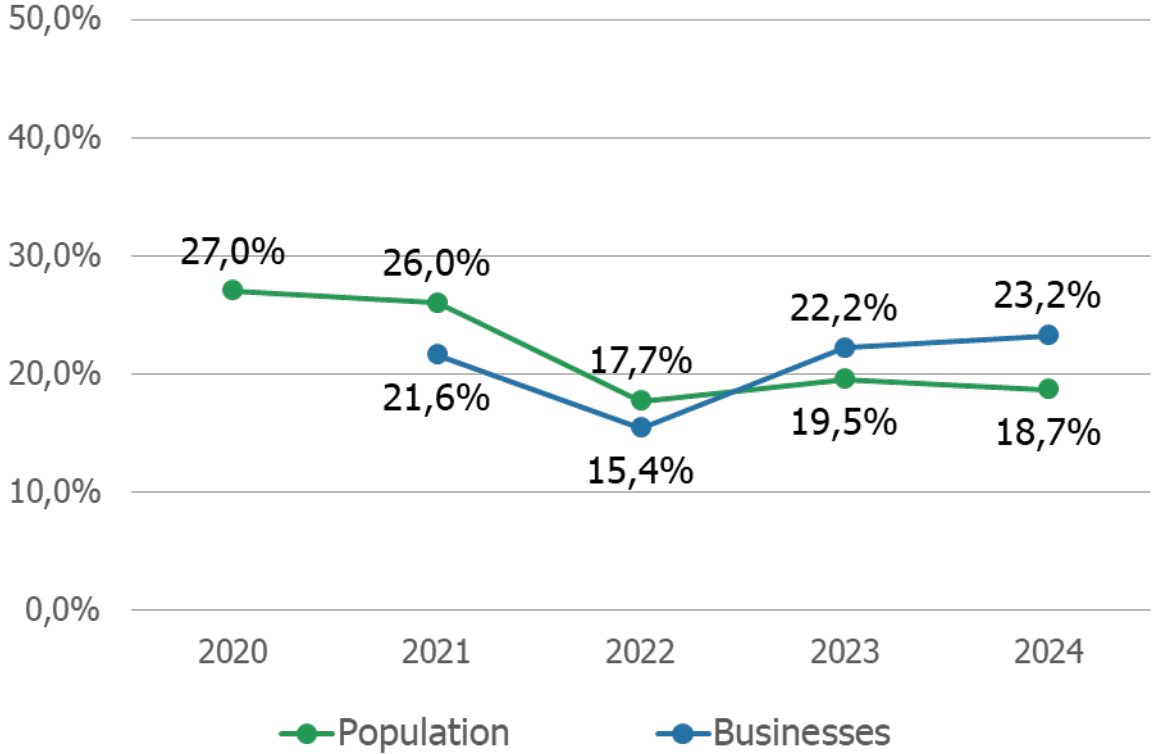
Among *entrepreneurs*, the share of those who justify corruption as a way to solve problems remained at the level of 2023. In 2024, 23.2% of respondents fully or partially justify corruption, while **37.4% of** entrepreneurs categorically reject this method of solving important issues. These figures remained at the level of 2023 with a statistical error. Thus, the level of zero tolerance in the business environment remains unchanged after a statistically significant increase in 2022 compared to 2021

3.2. Indicator 2: Share of the population (entrepreneurs) with personal experience of corruption

The goal of anti-corruption policy is reduction in the share of people who have had their own corruption experience. In order to determine the indicator, a *direct question* is asked about the *respondents' self-assessment of their involvement in corruption*: whether they personally or their family members (or employees of an enterprise for the benefit of an enterprise for entrepreneurs) have experienced corruption (gave or were asked for bribes, used connections, etc.) over the last 12 months. This indicator reflects the population's/entrepreneurs' *self-perception of their own corruption experience*, in other words they are of a subjective "informative" nature and may differ from real assessments of their involvement in corruption (if certain situations are analyzed for the presence of a corruption component in accordance with the legislation).

In 2024, this figure for the *population* was **18.7%** (a difference of 0.8 percentage points compared to 2023 is not statistically significant). Thus, the indicator *stabilized* in 2022-2024 after a significant decline (see Figure 3.2.1).

Figure 3.2.1. Indicator 2. Share of the population (entrepreneurs) with personal experience of corruption



In the *business* sector, the share of enterprises with corruption experience stabilized at **23.2%** (no change compared to 2023) after a statistically significant increase in 2023. Thus, the negative trend of an *increase* in the share of enterprises with corruption experience could not be reversed. This indicator remains at a higher level compared to the same indicator in *the population*

If, in accordance with the above, we generalize corruption experience *through individual areas* (see Section 2), i.e. use not only one direct question, but also take into account the affirmative answers about the respondents' involvement in corruption in each area, *the estimated corruption experience* in 2024 is 22.7% for *the population* and 16.9% for *entrepreneurs*

For *the population*, this calculated indicator is statistically significantly *lower* than in 2023 (26.1%), i.e. it has returned to the level of 2022 (20.9%) (we recall that in 2021 it was much higher and amounted to 33.8%). In general, changes in this indicator, which integrates the experience of respondents' involvement in corrupt practices, correlate with the dynamics of Indicator 2, according to which respondents self-report their own corruption experience. This confirms that in the period 2022-2024, the share of the population that has faced corruption will be approximately the same. For *business*, the values of the estimated indicator changed as follows: 17.4% in 2021, 12.9% in 2022, 16.0% in 2023, and 16.9% in 2024. The indicator stabilized in 2024, which also repeats the illustration of the dynamics of Indicator 2.

Analyzing the results of the 2021-2024 surveys using the established methodology, it can be argued that *people* systematically underestimate the degree of corruption experience when answering the direct question of Indicator 2 compared to the calculated indicator of cumulative corruption experience by sector. Obviously, corruption experience in certain areas does not come to mind (is

not realized) when asked a direct general question, but pops up in the mind only after being reminded of involvement in specific contact situations.

In the *business* sector, on the contrary, the answers to the direct general question *are systematically higher* the calculated indicator. This can be explained by the fact that a certain share of corruption experiences (or experiences that entrepreneurs consider corrupt) lies outside the 8 areas that were proposed for evaluation in this study

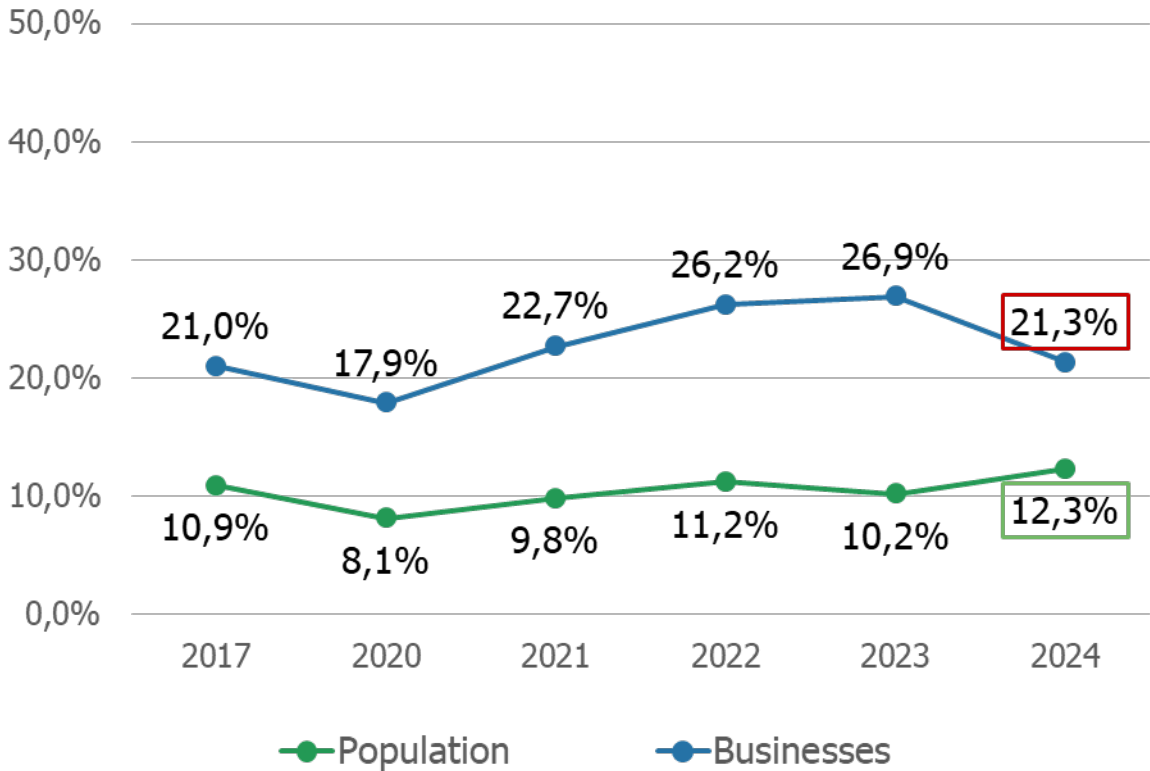
3.3 Indicator 3. Share of the population (entrepreneurs) capable of being whistleblowers

The goal of anti-corruption policy is to increase a number of citizens ready to *report the facts of corruption* (indicator 3.1) and those who have reported to the *competent authorities the facts of corruption they have experienced* (indicator 3.2).

To determine indicator 3.1, a hypothetical situation is used, just like for indicator 1, but determined is the **share of those who have chosen a exposing model of behavior** (reply options: 5. " I would file a complaint about corruption in the institution to a higher-level authority ", 6. "I would report to the law enforcement authorities ", or 7. " I would turn to mass media (disclose these facts to journalists)").

Indicator 3.1 (the share of respondents willing to *report corruption*) in 2024 among *the population increased* statistically significantly to **12.3%** after a plateau in 2021-2023

Fig. 3.3.1 Indicator 3.1. Share of the population (entrepreneurs) capable of being whistleblowers

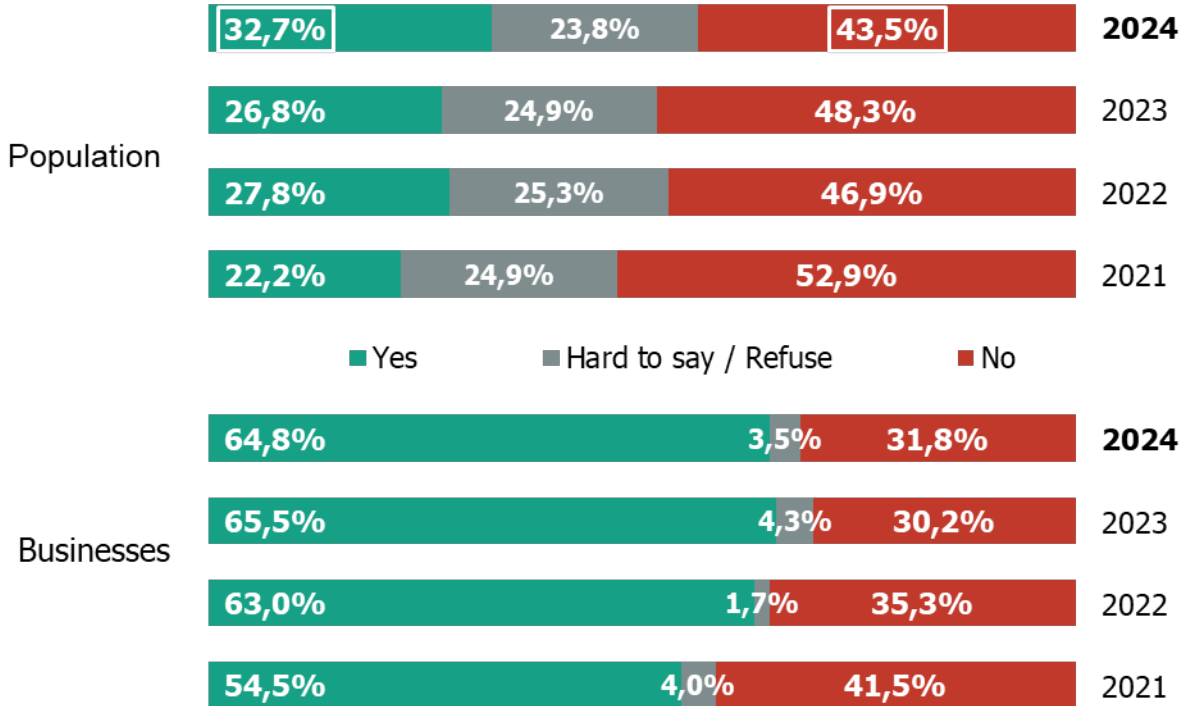


In the *business sector*, the opposite negative trend is observed: after stabilizing in 2022-2023, the indicator statistically significantly *decreased* (by 5.6 percentage points compared to 2023) and amounts **to 21.3%**. Thus, in fact, the willingness to report corruption among businesses has returned to the level of 2021. To a certain extent, this observation can be linked to the trend of an increase in the share of businesses with corruption experience in recent years (Indicator 2).

However, despite the upward trend among the population and the downward trend among businesses, *businesses* are still *much more* willing to report corruption than *the population*

A direct question ("*Would you file a complaint to the authorities or law enforcement agencies in connection with a case of corruption?*") shows a much higher share of potential whistleblowers (more than twice as much as in the projected situation), but this figure may be distorted by the social desirability of a "yes" answer: among *the population*, 32.7% of them (an increase of 5.9 pp, compared to 2023, is statistically significant), and among *entrepreneurs*, almost two-thirds - 64.8% (no dynamics compared to 2022-2023, but statistically higher than in 2021). At the same time, it can be noted that in the population category, the *growth* of this indicator overlaps with the studies of respondents' answers in a projected situation, which confirms the recording of the growth of Indicator 3.1.

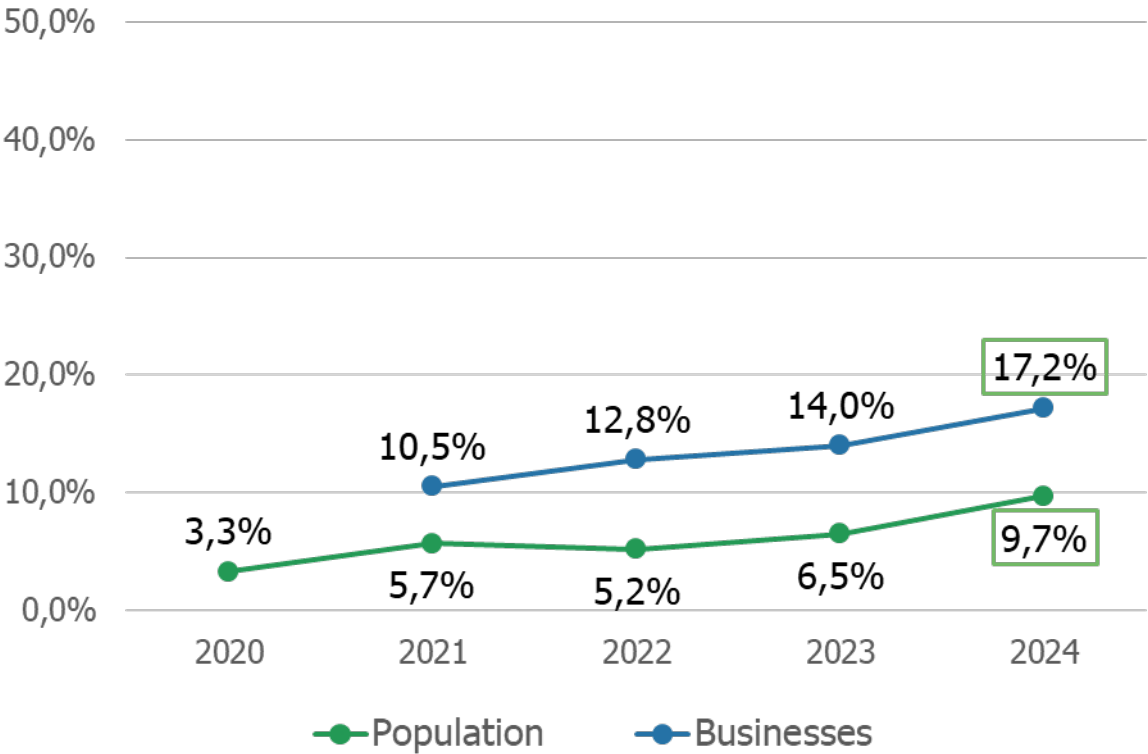
Fig. 3.3.2. Readiness to file a complaint about corruption to public authorities or law enforcement agencies (direct question)



Indicator 3.2 is defined as the proportion of those who say they have *filed a complaint with the authorities or law enforcement agencies after encountering* a corruption situation (direct question). This indicator *remains rather low*. However, *the* share of respondents who reported corruption to the competent authorities *increased* to **9.7%** in 2024 (an increase of 3.4 percentage points since 2023 is statistically significant). Among *entrepreneurs*, this figure is about twice as high year on year, and in 2024 it also *increased* (+3.2 percentage points) to **17.2%** (the positive trend compared to 2023 is also statistically significant).

Thus, in 2024, *for the first time*, there was a statistically significant *increase in* the share of *whistleblowers reporting corruption* in both audiences.

Fig. 3.3.3 Indicator 3.2. Share of the population (entrepreneurs) who reported corruption they had experienced to the competent authorities



3.4 Indicator 4. Share of the population (entrepreneurs) supporting whistleblowers

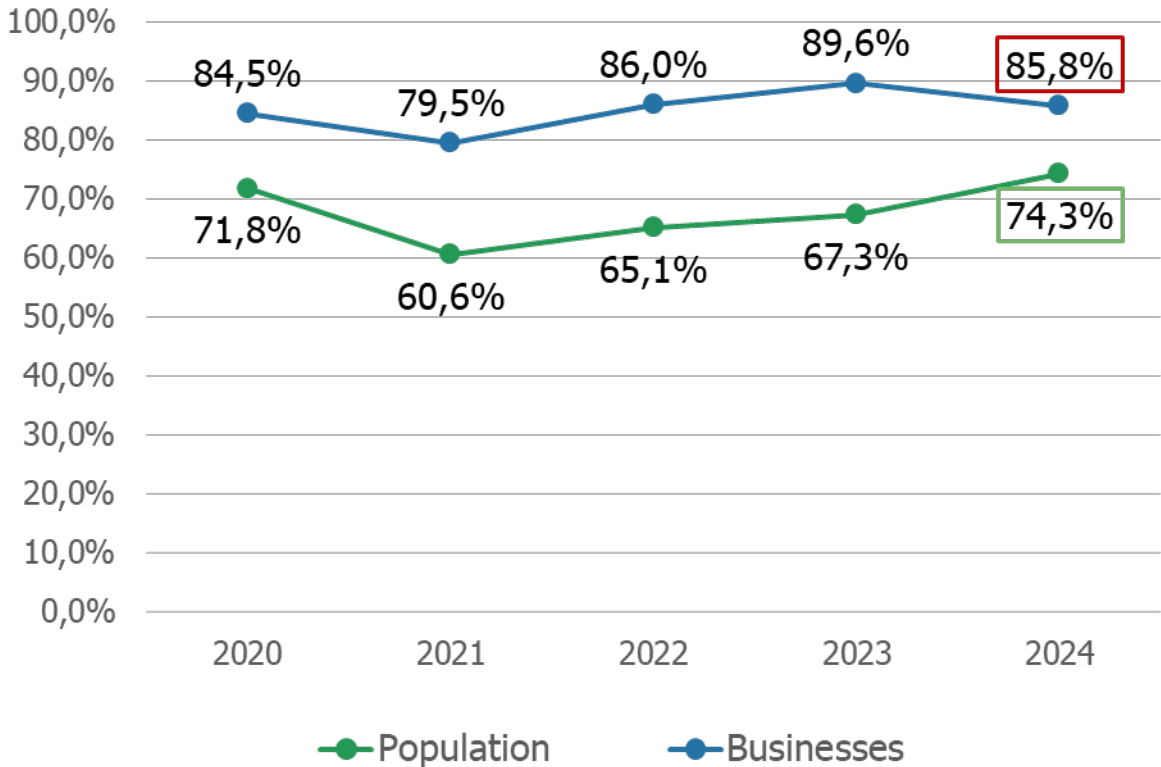
The goal of anti-corruption policy is well-developed respect for whistleblowers as responsible citizens. The corresponding indicator 4 is defined on the basis of the replies to a direct question "What is your attitude to people who file complaints (reports) to authorities or law enforcement agencies regarding corruption cases?". The response scale contains 5 options (from "fully condemn"

to “fully approve”). The quantitative indicator is obtained as a result of adding the percentages of “fully approve” and “rather approve” replies.

The share of this group of respondents in the *population* statistically significantly in 2024 (by 7 percentage points compared to 2023) and amounted to **74.3%**, which is the highest value in the history of observations. However, among *entrepreneurs*, the value of the indicator statistically significantly **decreased to 85.8%** (-3.8 percentage points compared to 2023), actually returning to the level of 2022. However, despite the decline, the share of businesses that approve of whistleblower activities is significantly higher than the share of those who disapprove. Overall, *the vast majority of both the public and entrepreneurs approve of whistleblower activities.*

At the same time, we can talk about the connection/correlation of the dynamics of changes in this indicator among businesses over the past year (2023-2024) with a significant decrease in the share of entrepreneurs willing to report corruption (Indicator 3.1). In general, these observations, together with the recorded trend of an increase in the share of entrepreneurs that have had corruption experience in recent years (Indicator 2), are worrisome, as they may indicate a reorientation of the values of a certain share of entrepreneurs towards tolerating corruption in order to maintain their business activity during the war.

Fig. 3.4.1 Indicator 4. Share of the population (entrepreneurs) supporting whistleblowers



Additionally, for this indicator calculation, replies on a hypothetical situation are analyzed: "Imagine such a situation. In an organization (enterprise) you are working for, one of your colleagues has

informed the competent authorities about a corruption crime committed by another employee. What is your attitude towards such actions of your colleague?"

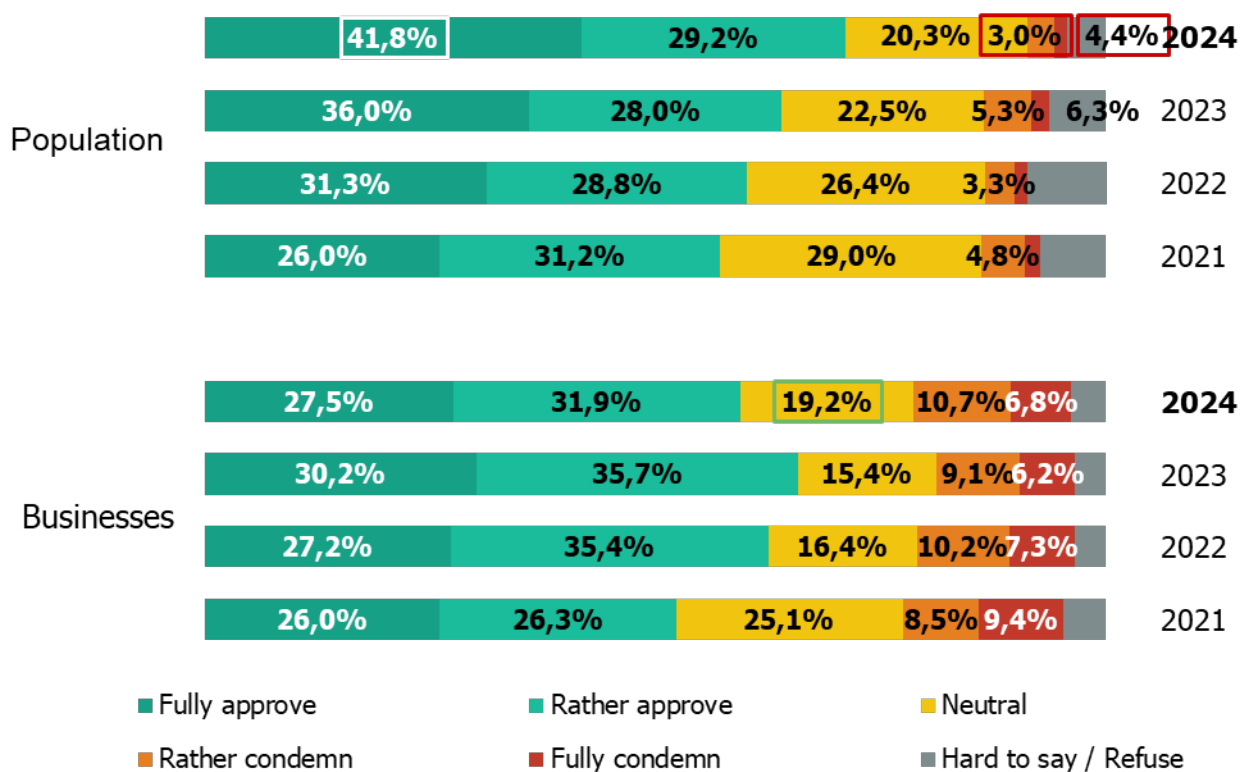
Among *the population*, the share of "strongly approve" and "rather approve" answers is **71%**, which confirms the trend of increasing support for whistleblowers (an increase of 7 percentage points compared to 2023 is statistically significant), Fig. 3.4.2. The growth of the indicator has been statistically significant for the third consecutive period, with the growth being driven by an increase in the share of the public that "fully approves" of whistleblower actions.

For *entrepreneurs*, the share of those who approve of the actions of a fellow whistleblower **has decreased** compared to 2023 and amounts to **59.5%** (a loss of 6.4 percentage points is statistically significant, which also confirms the trend of Indicator 4).

Entrepreneurs demonstrate *less approval of their colleagues' actions when they expose corruption* of another colleague *compared to declarative answers* to a direct question about support for the actions of corruption whistleblowers (Indicator 4). The gap in these indicators reached 26.3 points in 2024.

For *the population*, this gap is almost non-existent and amounts to only 3.3 percentage points. This may be an indication of a more stable attitude toward whistleblowers among *the population*

Fig. 3.4.2. Hypothetical situation: attitude to actions of a colleague who has reported corruption crime of another colleague to the competent authorities



3.5. Indicator 5. Share of the population duly aware about legal protection guarantees for whistleblowers

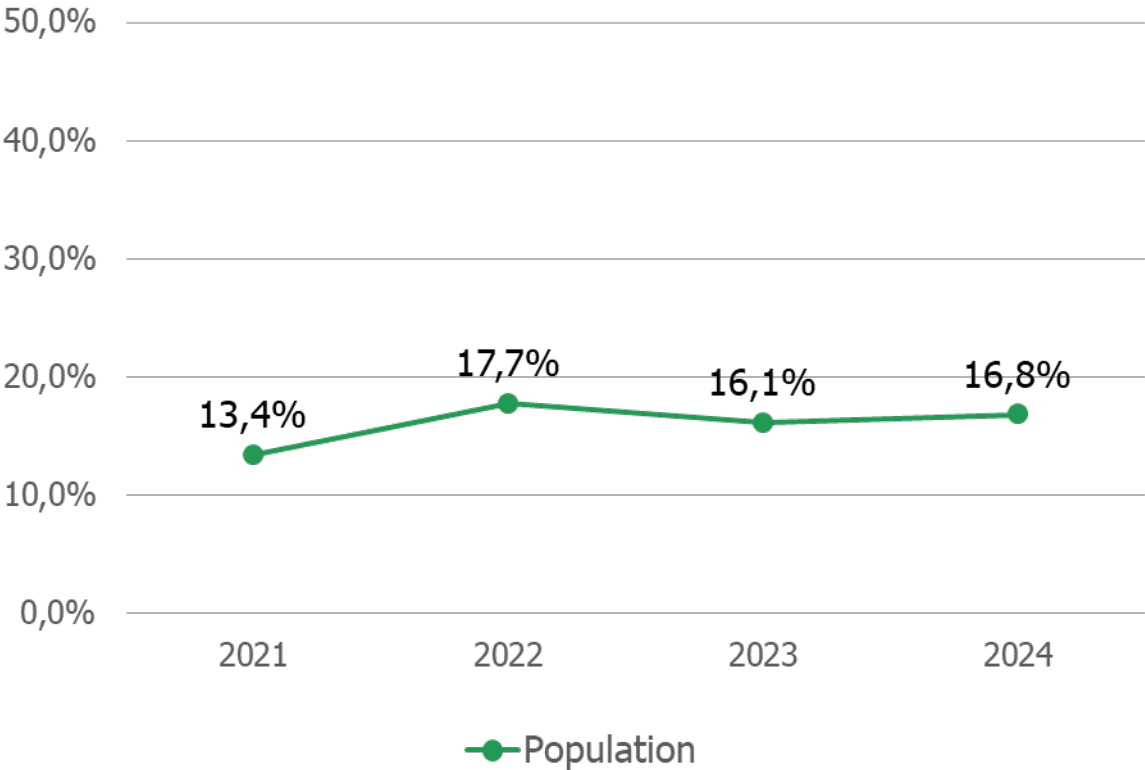
The goal of anti-corruption policy is achieving a state when the majority of citizens are duly informed about legal protection guarantees for whistleblowers. The corresponding indicator 5 is calculated on the basis of the replies “yes”, “no” or “hard to say” to a question *“Do citizens reporting corruption cases to the competent authorities have the following rights?”* for each item:

1. for free legal aid for protection of his rights (correct - “yes”);
2. for paid vacation during the corruption case notification consideration period, but not more than 30 days (correct - “no”);
3. for a monetary reward in cases specified by the law (correct - “yes”);
4. for receiving information from the law enforcement agencies about the results of the pre-trial investigation regarding all crimes committed by a person who has committed the corruption offense reported (correct - “no”);
5. for immediate reinstatement in the previous job (position) provided these persons have been dismissed from their position in connection with notification about possible facts of corruption or corruption-related offenses (correct - “yes”);
6. for measures to be taken by the law enforcement agencies aimed at ensuring protection of housing, irrespective of threats to life and health of a whistleblower, from the moment corruption was reported (correct - “no”);
7. for reimbursement of expenses for a lawyer in connection with protection of whistleblower’s rights (correct - “yes”);
8. for transfer, at his/her own will, to another equivalent position (job) in the institution (facility) s/he is working for (correct - “no”).

The respondents who have marked correctly more than half of the items, i.e. at least 5 out of 8, are regarded as **duly aware**.

In 2024, the value of this indicator is **16.8%**, an indicator with no dynamics compared to 2022-2023 (it stabilized after growing in 2022).

Figure 3.5.1. Indicator 5. Share of the population duly informed about legal protection guarantees for whistleblowers



This indicator remains rather low for the third consecutive period - only one in six citizens can be considered to be properly aware of the legal protection guarantees for whistleblowers. At the same time, among those citizens *who are ready to report corruption* (their share in the society is 12.3%, see Indicator 3.1), *the share of those who are properly aware of* the legal protection guarantees for whistleblowers is only **21.1%**. Thus, awareness of the legal protection guarantees for whistleblowers is weakly correlated with the willingness to act as whistleblowers.

Interestingly, this indicator remained stable, while the public's awareness of the *NACP's powers (the anti-corruption body that shapes policy on the development of the whistleblowing institution in Ukraine)* decreased: in particular, only 8.9% of the population in 2024 were properly aware of the NACP's powers (correctly identified 5 or more powers) (significantly lower than in 2023, when this figure was 11.6%).

At the same time, it is positive that public awareness of whistleblower activities, including the specifics of reporting (channels) and mechanisms for reviewing corruption reports, showed an upward trend in 2024: the shares of "sufficiently aware" are 32.9% (vs. 28.4% in 2023) and 26.6% (vs. 24.7%, respectively).