

**DAILY LIVES AND CORRUPTION:
PUBLIC OPINION IN
LUXEMBOURG**

Global Corruption Barometer 2013

Transparency International is the global civil society organisation leading the fight against corruption. Through more than 90 chapters worldwide and an international secretariat in Berlin, we raise awareness of the damaging effects of corruption and work with partners in government, business and civil society to develop and implement effective measures to tackle it.

Transparency International Luxembourg is the National Chapter of Transparency International and is a Luxembourg registered asbl under the name of “Association Pour la Promotion de la Transparence asbl”. We collaborated with Transparency International in this worldwide survey and helped them conduct it in the Grand-Duchy of Luxembourg.

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Every effort has been made to verify the accuracy of the information contained in this report. All information was believed to be correct as of 12 June 2013. Nevertheless, Transparency International cannot accept responsibility for the consequences of its use for other purposes or in other contexts.

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INTRODUCTION

WHAT DO PEOPLE THINK ABOUT CORRUPTION IN LUXEMBOURG

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

Between October 2012 and November 2012, 502 people were randomly sampled and interviewed from Luxembourg on their views of corruption levels in the country and the governments' efforts to fight corruption. In addition, they were also asked about the frequency of reports of bribery in different sectors and institutions as well as public willingness to engage in the fight against corruption. The sample represents a representation of the Luxembourg population above the age of 18 in terms of nationality, age, occupation, education and gender.



The survey was conducted from October 29, 2012 until November 8, 2012 in Luxembourg through online surveys. The survey consisted of 13 questions based on parts 1-3 and 8 questions based on part 4. However, including all the subcategories and sub-questions, the questionnaire consisted of 54 questions.

Questions in part 1 focus on citizens' perception of corruption in their country with questions focused on their perception of change in level of corruption in the country in the past 2 years, how they perceive corruption to be a problem in the public sector, how the public sector and government is captured by special interests and how well is the government's efforts to tackle corruption in the country. The section ends by asking people to rank how corruption affects 12 different sectors in their country.

Questions in part 2 focus primarily on experiences of paying bribes and the attitude of the respondents.

Questions in part 3 focus on the general outlook of respondents towards their ability to act against corruption in their countries. Questions in this section ask respondents if they believe they have the ability to act against corruption, what kind of actions they would be willing to take and if they have been ever asked to pay a bribe in their lives and if they have ever refused to pay a bribe in their lives.

Part 4 questions on demographics capture respondents' location, gender, age, education. This section also captures respondents' socio-economic status through questions on household income and employment status.

KEY FINDINGS

50% of people in Luxembourg think that corruption has increased in the past two years

Political parties are seen as one of the most corrupt institutions in the country closely followed by business/private sector

Only 15% believe that the government's efforts to fight corruption is effective

57% believe that ordinary people cannot make a difference in the fight against corruption

75% of people are willing to sign a petition urging the government to do more in the fight against corruption

86% of people are willing to report an incident of corruption

PUBLIC OPINION IN LUXEMBOURG

PUBLIC PERCEPTIONS OF CORRUPTION

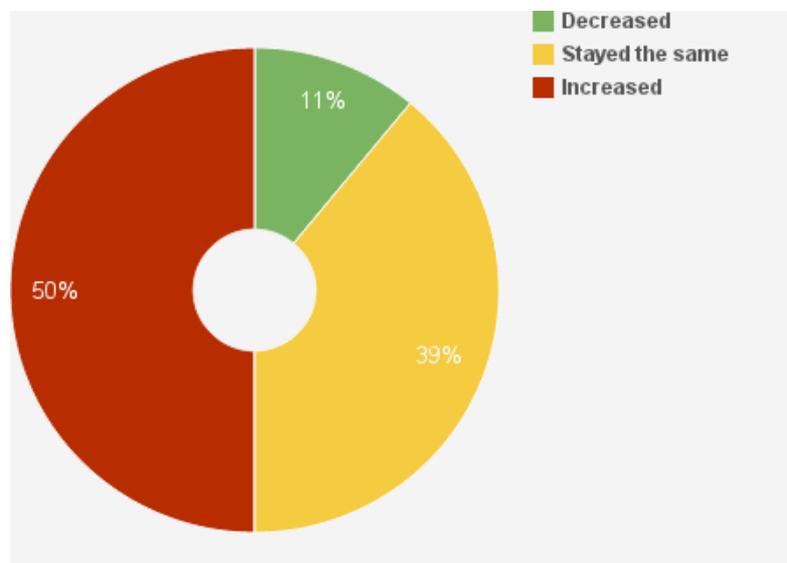
The public in Luxembourg were asked about their perceptions of corruption in their country. The survey captures views on whether people feel that overall corruption levels have increased or decreased in recent years, the extent of corruption overall in the public sector and then in different institutions. For the first time this year, we also asked people about the importance of personal relationships when trying to get things done and the influence of big interests in government decision making.

Figure 1: How has the level of corruption changed?

% of people from Luxembourg surveyed

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

50% of people interviewed in Luxembourg perceived the level of corruption to have increased in the last two years



50% of people interviewed in Luxembourg perceived the level of corruption to have increased (or increased a lot) in the last two years, with 19% saying it increased a lot and only 11% saying it decreased over this period. This perception is held by all sections of society. Higher percent of women in Luxembourg viewed corruption to have increased compared to men (43% of men and 57% of women perceived corruption to have increased over the past two years).

Looking at the trends over people's perception of the level of change in corruption, 44% of Luxembourgers interviewed for this survey in 2010 said that the level of change in corruption over

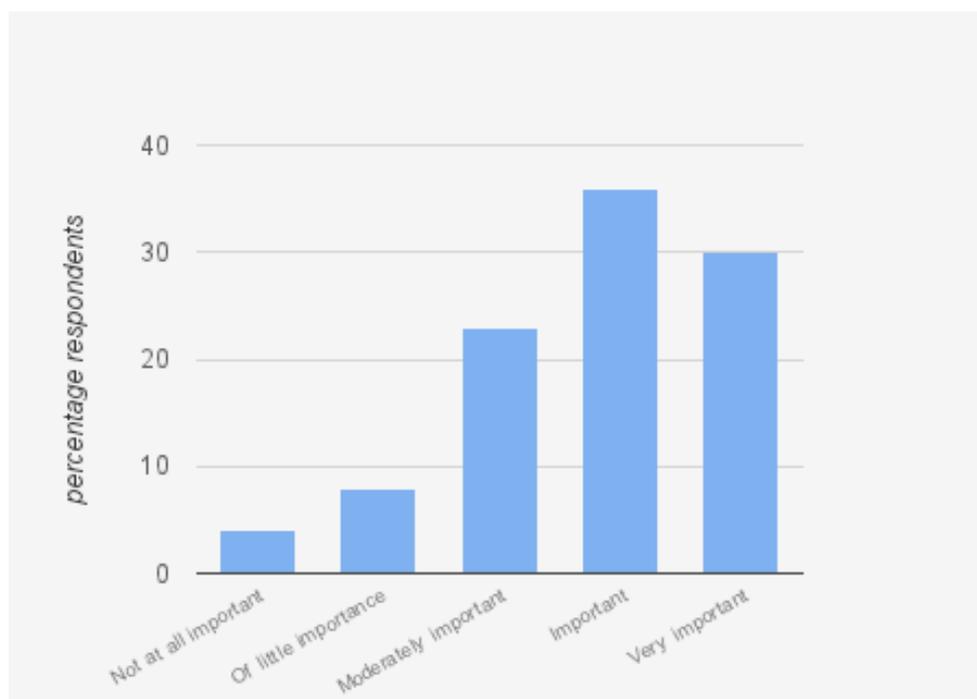
the past 3 years had increased. Therefore, the perception levels of increase in corruption levels in Luxembourg seems to have gone up in the past two years with a higher percentage of respondents feeling that there is an increase in the level of corruption in the country.

Figure 2: How important are personal contacts?

% of people in Luxembourg

In your dealings with the public sector. How important are personal contacts and/or relationships to get things done?

66% of respondents feel that it is important or very important to have personal contacts in the public sector to get things done



Luxembourgers think that personal contacts are important while dealing with the public sector in the country. About 66% of respondents feel that it is important or very important to have personal contacts in the public sector to get things done.

Figure 3: How influential are ‘big interests’?

% of people in Luxembourg

To what extent is this country’s government run by a few big entities acting in their own best interests?

39% of respondents say that the country is either entirely or to a large extent run by big interests

COUNTRY	NOT AT ALL	LIMITED EXTENT	SOMEWHAT	LARGE EXTENT	ENTIRELY
Luxembourg	5%	18%	39%	31%	8%

39% of respondents say that the country is either entirely or to a large extent run by big interests as opposed to only 23% who felt big interests either had a limited or no role in how the country is governed.

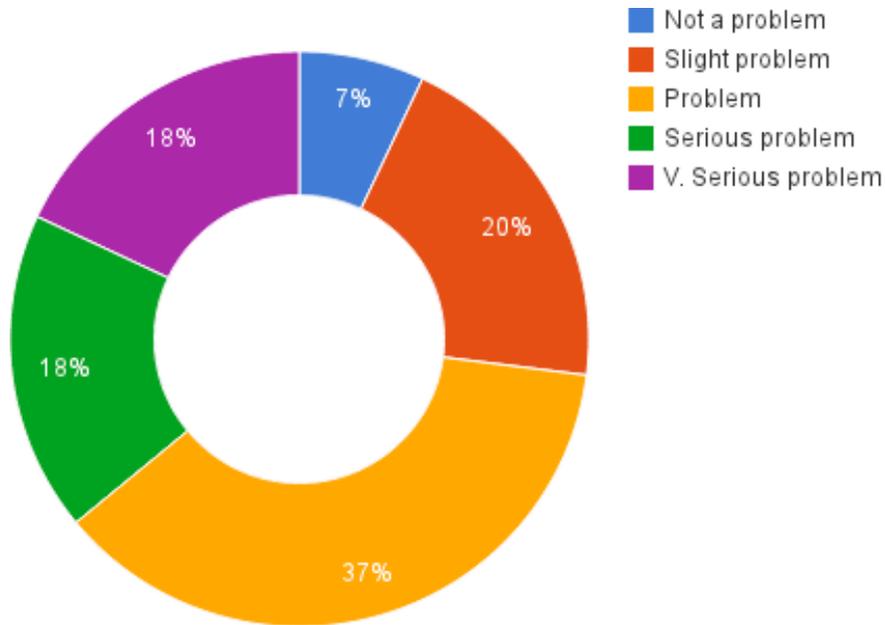
Interestingly, 54% of respondents who have their own individual businesses seem to think that the government is run entirely or to a large extent by big interests.

Figure 4: How big is the problem of corruption in the public sector in Luxembourg?

% of people in Luxembourg

On a scale of 1-5, where 1 is not a problem at all and 5 is a very serious problem, to what extent do you believe corruption is a problem in the public sector in your country?

36% of Luxembourgers interviewed believe that corruption is a serious or very serious problem in the public sector



36% of Luxembourgers interviewed believe that corruption is a serious or very serious problem in the public sector. Luxembourgers gave an average score of 3.2 on a scale of 5 implying that corruption is a moderately serious issue in the public sector.

When comparing perceptions in Luxembourg with other Western Europe countries surveyed, Luxembourgers scored their country's public sector corruption level to be worse than in Norway, Finland, Switzerland and Denmark but better than a Western European average of 3.9.

Figure 5: How big is the problem of corruption in the public sector in Luxembourg compared to EU?

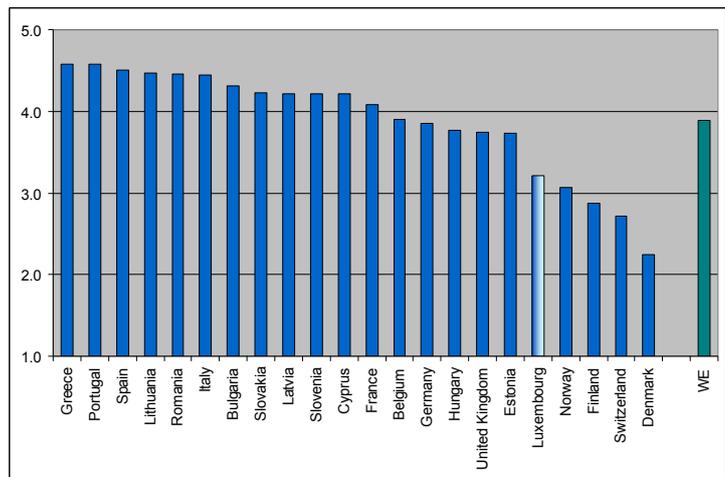


Figure 6: Extent of corruption, by institution

Average scores

On a scale of 1-5, where 1 means not at all corrupt and 5 means extremely corrupt, to what extent do you see the following categories to be affected by corruption in this country?

Political Parties, Businesses and Religious bodies are perceived to be the top 3 corrupt institutions

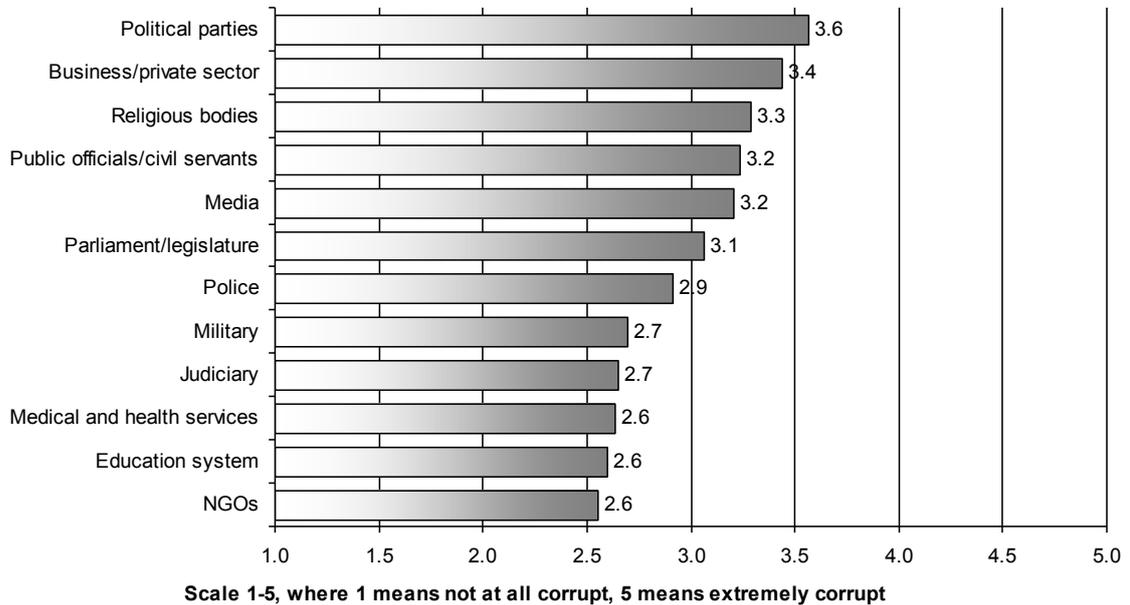


Figure 7: Most corrupt institutions

Institutions achieving the highest score(s) in survey

On a scale of 1-5, where 1 means not at all corrupt and 5 means extremely corrupt, to what extent do you see the following categories to be affected by corruption in this country?

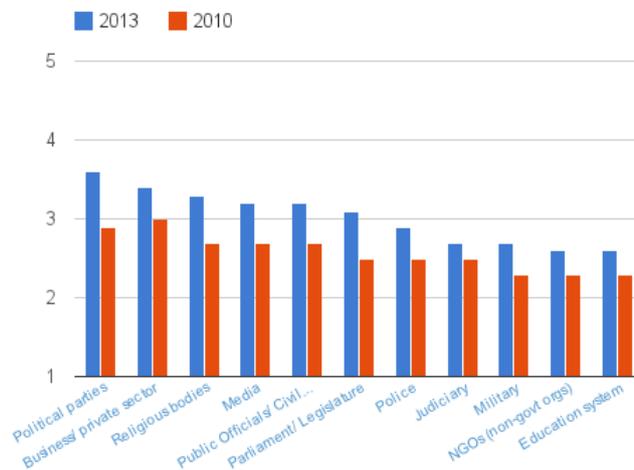
COUNTRY	INSTITUTIONS
Luxembourg	Political Parties, Business and private sector and Religious bodies

Political parties are seen as the most corrupt institution in Luxembourg. On a scale of 1 to 5, survey respondents scored them at 3.6 meaning they are highly corrupt. However, business/private sector and religious bodies are also seen as corrupt with average scores of 3.4 and 3.3 respectively. 53% of respondents believed the political parties to be very or extremely corrupt while this percentage was 48% for businesses/private sector and 44% for religious bodies.

Looking at the trend in corruption perception of the top three sectors over time, we find that there has been an increase in Luxembourgers' perceptions of the level of corruption in these sectors over time. In fact, the perceived levels of corruption has increased in all the sectors.

Education system falls in the lower end of corruption perception along with NGOs and the military. The corruption perception score of 2.6 for education is significantly lower than the global

corruption score for education of 3.4. Military and religious bodies get the best scores with only 6% and 12% respectively stating these institutions are extremely corrupt.



VIEWS ON THE FIGHT AGAINST CORRUPTION

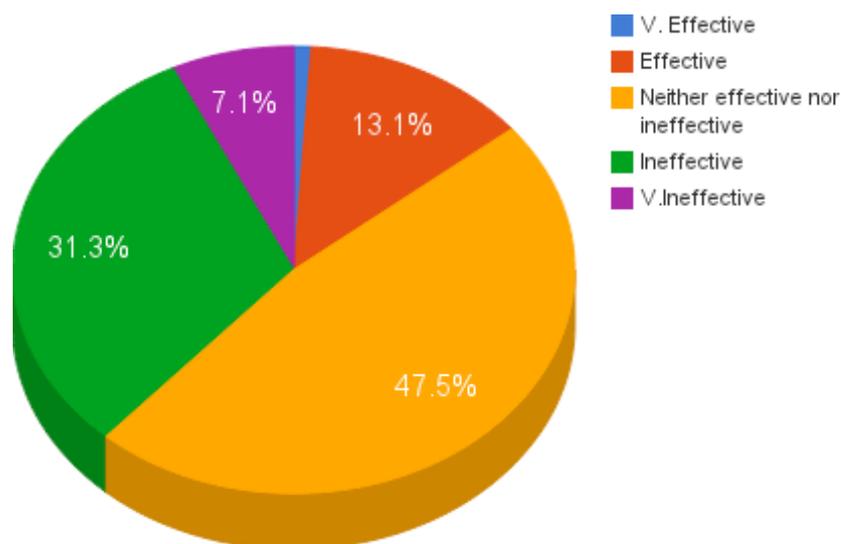
Government in Luxembourg has been engaged in the fight against corruption to varying degrees in recent years. People were asked for their views on the effectiveness of the current government in the fight against corruption.

Figure 11: How effective is the government in fighting corruption?

% of people in Luxembourg

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

38% of Luxembourgers perceive their government's efforts to fight corruption to be ineffective or very ineffective



38% of Luxembourgers surveyed perceive their government's efforts to fight corruption to be ineffective or very ineffective. A majority of 48% felt that it was neither effective nor ineffective with only 13% feeling the government's efforts are effective. This correlates with the pessimistic perceptions of the people surveyed regarding the importance of personal contacts in dealings with public sector and the role of big interests in running the country's government.

GETTING INVOLVED

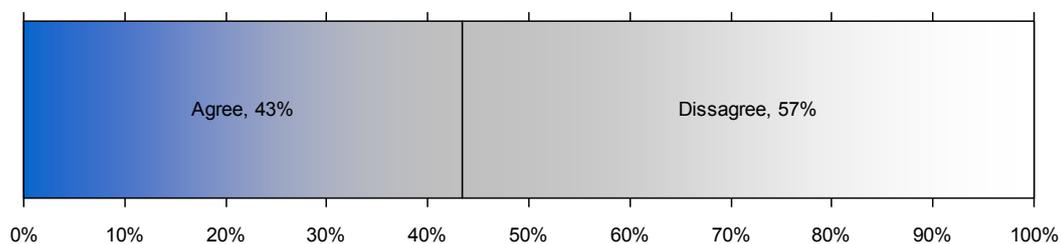
People were asked about their personal willingness to get involved in the fight against corruption. Respondents were first asked if they believed that ordinary people can make a difference in the fight against corruption. They were then asked more directly if they would be willing to get involved themselves through a number of different ways, including if they would be willing to report an incident of corruption. Of those people that would be willing to report, we asked them where they would report and of those people that would not report, we asked them why they would not. Finally we asked if people had ever themselves stood up against corruption by refusing to pay a bribe.

Figure 12: Can ordinary people make a difference?

% of people in Luxembourg that 'agree'

Do you agree or disagree with the following statement: "Ordinary people can make a difference in the fight against corruption"

43% believe that ordinary people in Luxembourg can make a difference in the fight against corruption



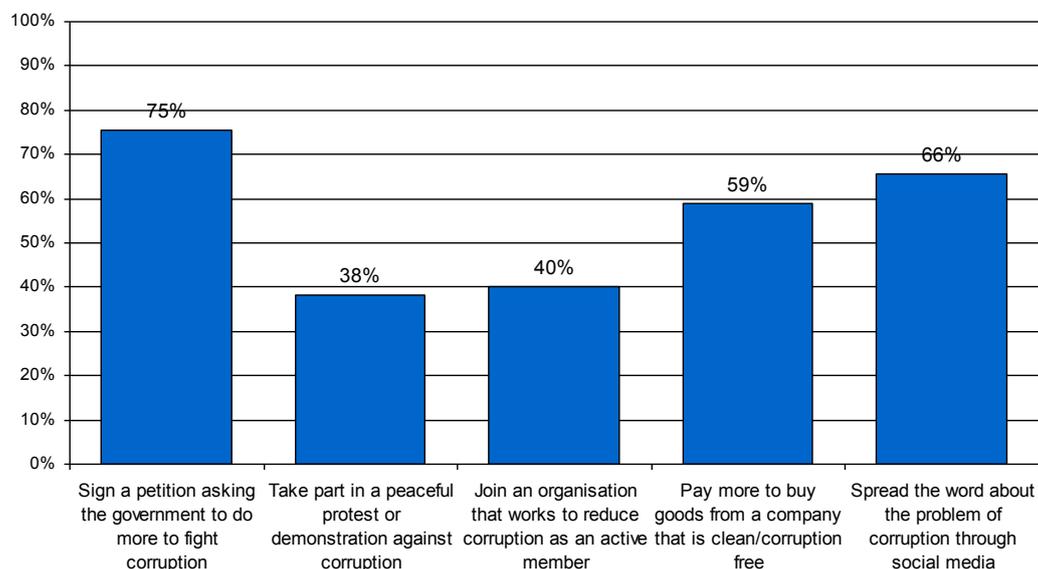
49% of men believe ordinary people can make a difference in the fight against corruption compared to only 39% of women surveyed in Luxembourg. Interestingly, youth in Luxembourg have a more pessimistic outlook regarding their ability to make a difference in the fight against corruption. Only 44% of youth (aged under 25 years) surveyed agreed that they can make a difference, compared to 66% of those aged over 65 years.

Figure 13: What are people willing to do themselves in the fight against corruption

% of people in Luxembourg that answered 'yes'

There are different things people could do to fight corruption. Would *you* be willing to do any of the following:

94% of respondents interviewed answered they would act against corruption by taking one of the following actions



COUNTRY	SIGN A PETITION ASKING THE GOVERNMENT TO DO MORE TO FIGHT CORRUPTION	TAKE PART IN A PEACEFUL PROTEST OR DEMONSTRATION AGAINST CORRUPTION	JOIN AN ORGANISATION THAT WORKS TO REDUCE CORRUPTION AS AN ACTIVE MEMBER	PAY MORE TO BUY GOODS FROM A COMPANY THAT IS CLEAN/CORRUPTION FREE	SPREAD THE WORD ABOUT THE PROBLEM OF CORRUPTION THROUGH SOCIAL MEDIA
Luxembourg	75%	38%	40%	59%	66%

Even though people in Luxembourg are not satisfied with their government's efforts to curb corruption, the top two actions they would take are "sign a petition asking the government to do more to fight corruption" and "report an incident of corruption". 75% of respondents said that they would sign a petition to urge the government to do better and even higher 86% said they would report an incident of corruption. People surveyed also preferred to use social media to spread the word about the problem of corruption with 66% saying they would do so.

Of those people that would be willing to report an incident of corruption

Figure 14: Where would you report an incident of corruption?

% of people Luxembourg that would report an incident

To whom would you report?

36% would report an incident of corruption to a general government anti-corruption hotline

COUNTRY	DIRECTLY TO THE INSTITUTION INVOLVED	A GENERAL GOVERNMENT ANTI-CORRUPTION INSTITUTION OR HOTLINE	AN INDEPENDENT NON-PROFIT ORGANISATION	NEWS MEDIA	OTHER	DON'T KNOW
Luxembourg	19%	36%	20%	22%	3%	19%

Of those respondents who answered that they would report an incident of corruption, 36% said that they would report it to a government run general anti-corruption hotline or institution and 22% said they would report it to the media. This demonstrates that people in Luxembourg have faith in their government’s ability to curb corruption and are willing to engage it in the fight against corruption.

14% of people would NOT be willing to report an incident of corruption

Figure 15: Why would you not report an incident of corruption?

% of people in Luxembourg that would not report an incident

Why would you not report an incident of corruption?

COUNTRY	I DO NOT KNOW WHERE TO REPORT	I AM AFRAID OF THE CONSEQUENCES	IT WOULDN'T MAKE ANY DIFFERENCE	DON'T KNOW
Luxembourg	28%	26%	47%	28%

Out of the 14% people who said they would not report an incident of corruption, 47% felt they would not report because it would not make any difference and 28% said they did not know where to report it. 26% said they won't report about as they were afraid of the consequences of reporting. However, it should be noted that only a relatively small percentage of people said they would not report a case of corruption. And therefore, these results suggest for more continued people engagement to ensure everyone is aware about where to report cases of corruption and motivate people to use their democratic rights to ensure cases of corruption are brought to the surface.

18% of people have ever been asked to pay a bribe

Figure 16: Have you ever refused to pay a bribe?

% of people in Luxembourg that have ever refused to pay a bribe

Have you ever refused to pay a bribe?

18% of respondents of the survey stated that they had ever been asked to pay a bribe in their life and 89% of those also answered that they had ever refused to pay a bribe. The high percentage of respondents saying they have ever refused to pay a bribe again may show the willingness of Luxembourg citizens to engage in curbing corruption in the country.

WAY FORWARD

Based on the results of the Global Corruption Barometer 2013 for Luxembourg, the first striking point is that the population of the country believes that the corruption has increased (the survey was conducted early November 2012) despite the effort from the Government to fight it. In fact, the population mainly believes that the government efforts are ineffective.

Another striking element is that 18% of the population was “asked” to pay a bribe and only 88% of these respondents answered “No” ... Although we believed that in Luxembourg, being a western country, corruption had a different face, this kind of practice is still present in our country apparently. This element widens the full picture of the corruption in Luxembourg as we are experiencing it through our anti-corruption hotline.

We cannot but put the stress on the disappointment of the population since only 43% of the respondents believe that people like you and me can make a difference (37% of the women and 47% of the men). We, at Transparency International Luxembourg believe otherwise and are convinced that on the contrary, people like you and me CAN make the difference in the fight against corruption, we all have a say and Transparency International new “No Impunity” campaign can be implemented in every day’s life actions in just saying “No”.

Another conclusion is that our “Anti-corruption hotline” has to be promoted to spread the fact that ordinary people can make the difference also in reporting a corrupted behavior (with the right proofs). Corruption is everyone’s concern and the fight starts with each and every one of us.

Together, we can stop the collective idea that corruption is increasing and do something to fight corruption, each and every one at our own level.

In that respect, Transparency International Luxembourg reminds all residents of the country that the “anti-corruption hotline” can be reached :

- by email : info@transparency.lu
- by phone : (+352) 26.38.99.29

Let us all together with the fight against corruption in Luxembourg !

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