

# **Corruption in the Public Sector in Thailand Perceptions and Experience of Households**

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**Report of a nationwide survey**

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## Contents

|  |           |
|--|-----------|
| <b>Major findings</b> .....                                  | <b>3</b>  |
| <b>Major findings (Thai)</b> .....                           | <b>5</b>  |
| <b>Introduction</b> .....                                    | <b>9</b>  |
| <b>Acknowledgements</b> .....                                | <b>10</b> |
| <b>List of tables</b> .....                                  | <b>11</b> |
| <b>List of figures</b> .....                                 | <b>12</b> |
| <br>   |           |
| <b>Section 1: Perceptions</b> .....                          | <b>13</b> |
| Perception of corruption as a national problem .....         | 14        |
| Perception of public institutions.....                       | 20        |
| Vocabulary of corruption .....                               | 22        |
| Perception of trends in corruption.....                      | 24        |
| Perception of public offices.....                            | 26        |
| <br>   |           |
| <b>Section 2: Bribe solicitation at public offices</b> ..... | <b>29</b> |
| Bribe solicitation at public offices .....                   | 30        |
| Bribery and service evaluation.....                          | 35        |
| Who gets asked for bribes? .....                             | 37        |
| Demographics of bribe solicitation .....                     | 41        |
| Mechanics of corruption.....                                 | 44        |
| <br>   |           |
| <b>Section 3: Schools, courts and votes</b> .....            | <b>46</b> |
| Corruption in education.....                                 | 47        |
| Corruption in the judicial system .....                      | 49        |
| Vote buying.....   | 55        |
| <br>   |           |
| <b>Section 4: Combating corruption</b> .....                 | <b>57</b> |
| Combating corruption .....                                   | 58        |
| Reporting corruption .....                                   | 59        |
| <br>   |           |
| <b>Final comments</b> .....                                  | <b>62</b> |
| <br>   |           |
| <b>Appendices</b> .....                                      | <b>65</b> |
| Sample details .....   | 66        |
| Technical notes.....   | 68        |
| List of appendix tables .....                                | 72        |



## Major findings

Household heads rank corruption in the public sector as the third most serious national problem, following the poor economy and cost-of-living, and closely followed by drugs. They view politicians as more corrupt than bureaucrats. They believe corruption is getting worse, especially among politicians.

Among public institutions, the police and MPs are rated as the least honest, followed by the Ministry of Interior, and Customs Department. Among public offices, the customs, police and land offices are ranked lowest for quality of service.

One tenth of households are solicited for bribes by some public office each year.

The offices where visitors are most likely to be solicited for a bribe are land offices, customs, police and automobile licensing. The average bribe solicited is highest at the police, followed by customs, tax offices, and land offices.

Three offices—land, police, and tax—account for 88 percent of the total value of bribes solicited.

The average amount asked from each solicited household is just under ten thousand baht (US\$250). However, this is very unevenly spread. The vast majority of solicited households are asked for only small amounts under a thousand baht (US\$25). Less than 1 percent of total households account for two-thirds of the total value of bribe solicitation in amounts of 100,000 baht (US\$2,500) or more. Most of these large amounts are solicited by the police, customs, land offices, and tax offices. Most of the households solicited for these large amounts are own account workers in commerce, i.e. private businessmen.

The offices providing households with utilities and public services are generally rated well for quality of service. The likelihood of being asked for a bribe at these offices is low, and the amounts asked are small.

Some 3 percent of households with children are asked to pay some amount for gaining admission to public schools, and some 4 percent are asked for other extra payments at school. The amounts are usually small.

The judicial system is little used and fuzzily perceived, but almost a third of households who had been to court in the past two years had been asked for some payment. The average amount solicited (around 30,000 baht or US\$750) is roughly equal to the legitimate court expenses. It is usually small in relation to the value of the case, but can be a large imposition on low-income families. These payments are most likely to be solicited by public prosecutors or by intermediaries (such as police) not directly connected to the court.

In all some 2.1 million households (13 percent of the total) are solicited for some payment by a government office or school or in connection with a court case. In total these payments amounted to 25 billion baht (US\$625 million). Around half of this total value is solicited from less than one percent of total households.

People are generally confident that bribes paid to government offices will ensure a better service or result. Those solicited for bribes are very confident. Among the small number of people solicited for bribes over a court case, opinion is more divided on whether the bribe will ensure the desired outcome.

In sum, corruption at the government offices which provide households with utilities and services is relatively small in scale and extent. However, corruption is large at offices which have a role in monetary transactions including land, tax, customs and the courts. Corruption is also large among the police. Corruption is also perceived to be a major problem among politicians.

These distinctions are reflected in the vocabulary of corruption. Petty payments made to bureaucrats are still called ‘gifts of good will’, implying some sense of willingness and gratitude on the part of the payee. Larger payments made as a contract between an individual and an official for some significant gain are termed ‘bribery’. And very large amounts extracted through political power are termed ‘corruption’.

Almost one third of households were offered money to buy votes at the last general election, with an average offer of 678 baht per household. Vote-buying was also widespread in municipal elections. Bangkok is the focus of vote-buying, with higher average amounts at the general election, and greater frequency in local elections.

There is a general feeling that government should make combating corruption a priority. However people are generally unclear on the channels to report corruption, and reluctant to report cases of corruption as they fear reprisals and doubt reporting would be of any use. The most effective institution for combating corruption at present is seen to be the media, followed by the Counter Corruption Commission, and academics or teachers.

## คอร์รัปชันในภาครัฐ : ความเห็นและประสบการณ์ของครัวเรือน บทสรุปสำหรับผู้บริหาร

รายงานนี้เป็นผลของการสำรวจทัศนคติและประสบการณ์ของหัวหน้าครัวเรือนเกี่ยวกับการคอร์รัปชันในภาครัฐ เป็นการสำรวจระดับชาติ มิใช่เป็นเพียงกรณีศึกษา (case study) เฉพาะจุด ครัวเรือนทั้งหมดที่สำรวจมีจำนวน 4,013 รายทั่วประเทศ โดยใช้แผนการสุ่มตัวอย่างแบบ stratified multi-stage cluster sampling ในการเก็บรวบรวมข้อมูลเพื่อทำการประมาณค่าประชากรลักษณะที่สนใจสำหรับครัวเรือนทั่วประเทศ 15.9 ล้านครัวเรือน

แบบสอบถามที่ใช้เป็นแบบสอบถามซึ่งทางธนาคารโลกได้ใช้ทำการสำรวจที่ประเทศอื่น ๆ มาแล้ว แต่ได้นำมาปรับปรุงให้สอดคล้องกับสภาพของประเทศไทย และทำการทดสอบแบบสอบถามล่วงหน้าก่อนที่จะนำมาใช้สอบถามจริง การสำรวจภาคสนามกระทำในเดือนตุลาคม - พฤศจิกายน พ.ศ. 2542 โดยได้รับความร่วมมือจากสำนักวิจัยเอแบคโพลล์ มหาวิทยาลัยอัสสัมชัญ

แบบสอบถามแบ่งออกเป็น 3 ส่วนคือ (1) ประสบการณ์จากการใช้บริการภาครัฐประจำวันของประชาชนที่เป็นหัวหน้าครัวเรือน รวมทั้งประสบการณ์ที่เกี่ยวข้องกับกระบวนการตุลาการ ในกรณีที่สามารถครอบครัวยุติคนใดคนหนึ่งเคยขึ้นศาล ประสบการณ์ที่เกี่ยวข้องกับการเลือกตั้งทั้งระดับท้องถิ่นและการเลือกตั้งส.ส.และประสบการณ์ที่เกี่ยวข้องกับการส่งบุตรหลานเข้าโรงเรียน (ต้องจ่ายเงินเป็นพิเศษหรือไม่) (2) ทัศนคติต่อการใช้คำว่าคอร์รัปชันและคำอื่น ๆ ที่เกี่ยวข้อง และ (3) ความเห็นเรื่องการต่อต้านการคอร์รัปชัน

การสำรวจในครั้งนี้จะเน้นที่การคอร์รัปชันที่เป็นตัวเงิน เช่น การให้สินบน การซื้อเสียง โดยไม่ครอบคลุมการคอร์รัปชันที่มิใช่เป็นตัวเงิน เช่น การเล่นเกมเล่นพวก ซึ่งอยู่ในข่ายของการคอร์รัปชันเชิงโครงสร้าง (structural corruption) และไม่รวมถึงเรื่องการซื้อตำแหน่ง

### ผลของการสำรวจที่สำคัญโดยย่อ

#### ประสบการณ์การใช้บริการภาครัฐต่อปัญหาการคอร์รัปชัน

หัวหน้าครัวเรือนทั่วประเทศให้ความสำคัญกับปัญหาการคอร์รัปชัน นั่นคือมีทัศนคติว่าปัญหาการคอร์รัปชันเป็นปัญหาระดับชาติอันดับสาม รองจากอันดับหนึ่งคือ ปัญหาเศรษฐกิจชะงัก และ

อันดับสองคือ ปัญหาค่าครองชีพ ส่วนอันดับสี่คือ ปัญหายาเสพติด ทั้งนี้จากทัศนคติของหัวหน้าครัวเรือนแสดงให้เห็นว่านักการเมืองคอร์รัปชันมากกว่าข้าราชการและแสดงให้เห็นถึงความเชื่อที่ว่าปัญหาการคอร์รัปชันจะเลวลงในอนาคต โดยเฉพาะอย่างยิ่งในบรรดานักการเมือง

ในบรรดาหน่วยงาน/เจ้าหน้าที่ของภาครัฐทั้งหมด หัวหน้าครัวเรือนมีความเห็นว่า ตำรวจและสมาชิกสภาผู้แทนราษฎรมีความซื่อสัตย์น้อยที่สุด (ได้คะแนนความไม่ซื่อสัตย์ในระดับเดียวกัน) ตามด้วยกระทรวงมหาดไทย และกรมศุลกากร ในขณะที่ไปรษณีย์ได้รับการจัดอันดับว่าซื่อสัตย์ที่สุด

ประมาณร้อยละ 10 ของหัวหน้าครัวเรือนทั่วประเทศมีประสบการณ์เคยถูกเรียกค่าสินบนจากข้าราชการ โดยหน่วยงานที่ผู้ติดต่อกักถูกเรียกร้องสินบนในระดับต่างๆ ได้แก่ สำนักงานที่ดิน กรมศุลกากร ตำรวจ และกรมการขนส่งทางบก (ขอใบอนุญาตขับขี่ย) ฯลฯ ทั้งนี้จำนวนเงินที่ถูกเรียกร้องโดยเฉลี่ยต่อครั้งมีมูลค่าสูงสุดถูกเรียกร้องโดยตำรวจ ตามด้วยศุลกากร สรรพากร และสำนักงานที่ดิน นอกจากนี้พบว่ามูลค่าของสินบนที่ครัวเรือนทั่วประเทศถูกเรียกร้องเป็นจำนวนประมาณ 1,000 บาทต่อครัวเรือน

เมื่อคำนวณมูลค่าของเงินที่ถูกเรียกร้องทั้งหมดในปีที่ผ่านมาพบว่า ร้อยละ 88 ถูกเรียกร้องโดยหน่วยงาน 3 แห่ง คือ สำนักงานที่ดิน ตำรวจ และกรมสรรพากร

เฉพาะครัวเรือนที่ถูกเรียกร้องสินบนนั้น มูลค่าของเงินที่ถูกเรียกร้องเฉลี่ยประมาณ 10,000 บาทต่อครัวเรือน จำนวนเงินที่เรียกร้องต่างกันมาก นั่นคือจากข้อมูลที่เกี่ยวข้องพบว่ามีผู้ที่ถูกเรียกร้องสินบนมูลค่าสูงถึง 100,000 บาทขึ้นไปต่อราย มีน้อยกว่าร้อยละ 1 ของครัวเรือน แต่เท่ากับ 2 ใน 3 ของเงินเรียกเก็บทั้งหมด ประมาณร้อยละ 50 ของครัวเรือนถูกเรียกร้อง 100 - 1,000 บาท หน่วยงานที่เจ้าหน้าที่เรียกร้องเงินเป็นจำนวนตั้งแต่ 100,000 บาทขึ้นไปก็คือ ตำรวจ กรมศุลกากร กรมที่ดิน และกรมสรรพากร ทั้งนี้ครัวเรือนที่ถูกเรียกร้องเงินเป็นจำนวนมาก ส่วนใหญ่ทำธุรกิจ หรือค้าขาย

หน่วยงานของรัฐที่ให้บริการด้านสาธารณสุขไปรษณีย์ และการบริการทางสังคมต่างๆ ไป ได้รับการจัดอันดับคุณภาพการให้บริการอยู่ในระดับดี ไม่ค่อยมีปัญหาถูกเรียกเก็บเงิน และถ้าหากจะมีก็เป็นเงินจำนวนน้อย ยกเว้นกรมศุลกากร ตำรวจ และสำนักงานที่ดิน ที่ได้รับการจัดอันดับคุณภาพการให้บริการอยู่ในอันดับต่ำสุด

ครัวเรือนที่มีเด็กวัยเรียน ร้อยละ 3 ตอบว่าต้องจ่ายค่าแป๊ะเจี๊ยะเพื่อเข้าโรงเรียนรัฐบาล ร้อยละ 4 ตอบว่าถูกเรียกให้จ่ายค่าอื่นๆ อีกที่โรงเรียนแต่จำนวนน้อย

ครัวเรือนที่มีประสบการณ์ขึ้นศาลในช่วง 2 ปีที่ผ่านมา หนึ่งในสามตอบว่าถูกเรียกเก็บเงินพิเศษนอกเหนือจากค่าธรรมเนียมที่ต้องจ่ายปกติ โดยเฉลี่ยจ่ายรายละ ประมาณ 30,000 บาท ซึ่งนับว่าเป็นเงินจำนวนต่ำเทียบกับมูลค่าของทรัพย์สินของกรณี แต่ถ้ามองเป็นอัตราส่วนของรายได้ของครัวเรือนที่มีรายได้ต่ำแล้ว จะมาก ผู้ที่เรียกเก็บเงินมักเป็นอัยการ หรือคนกลางซึ่งมักเป็นตำรวจ หรืออื่น ๆ ซึ่งมีได้เกี่ยวข้องกับ ศาล โดยตรง

โดยภาพรวม ครัวเรือน 2.1 ล้านราย (ร้อยละ 13 ของทั้งประเทศ) ถูกเรียกเก็บค่าบริการเพิ่มเติมจากค่าธรรมเนียมของทางการเมื่อไปใช้บริการภาครัฐ โรงเรียนรัฐบาล หรือขึ้นศาล มูลค่าที่ถูกเรียกร้องคิดเป็นจำนวนเงินทั้งหมดทั่วประเทศประมาณ 2 หมื่น 5 พันล้านบาท ครึ่งหนึ่งของเงินสินบนนี้จ่ายโดยครัวเรือนเพียงร้อยละ 0.3 ของทั้งหมด หรือประมาณ 300,000 ครัวเรือน

ต่อคำถามที่ว่าท่านมั่นใจหรือไม่ว่าเมื่อจ่ายค่าสินบนแล้ว จะได้รับการบริการหรือการแก้ไขปัญหาที่รวดเร็วและเป็นไปตามที่ต้องการ ครัวเรือนโดยทั่วไปค่อนข้างมั่นใจ กล่าวคือร้อยละ 53 ตอบว่าใช่ อีกร้อยละ 47 ตอบว่าไม่ ส่วนในกลุ่มผู้ที่จ่ายสินบน มีผู้ที่ตอบว่าใช่สูงถึงร้อยละ 67

ในกรณีของหัวหน้าครัวเรือนที่เคยขึ้นศาลและถูกเรียกเงินค่าสินบน คำตอบในข้อนี้แสดงว่ามีความมั่นใจน้อยกว่าในกรณีที่มีการเรียกเงินสินบนทั่ว ๆ ไป กล่าวคือเพียงร้อยละ 43 ตอบว่าใช่

สรุป ปัญหาคอร์รัปชันจากประสบการณ์ของครัวเรือนนั้นมิใช่เรื่องที่โยงกับการรับบริการประจำวันทั่ว ๆ ไป แต่เกี่ยวข้องกับการติดต่อกับหน่วยงานต่อไปนี้ คือ ตำรวจ ศาลากร สรรพากร สำนักงานที่ดิน และศาล ซึ่งเป็นหน่วยงานที่มีอำนาจหรือมีบทบาทเกี่ยวข้องกับทรัพย์สินและการแลกเปลี่ยนที่มีมูลค่าสูง ทั้งยังมีความเห็นว่าการคอร์รัปชันของตำรวจเป็นปัญหามาก และการคอร์รัปชันของนักการเมืองเป็นเรื่องร้ายแรง

### **ทัศนคติต่อการใช้คำว่า “คอร์รัปชัน และคำอื่นๆที่เกี่ยวข้อง”**

ภาพรวมที่ได้ข้างบนนี้สอดคล้องกับผลการสำรวจเรื่องการใช้คำต่าง ๆ ที่โยงกับการคอร์รัปชัน ถ้าเป็นการจ่ายเงินเล็กน้อยให้ข้าราชการจะเรียกว่า “สินน้ำใจ” (คำว่า “ค่าน้ำร้อนน้ำชา” ก็ใช้เหมือนกัน แต่น้อยกว่า) ซึ่งอาจจะแสดงความเต็มใจบางระดับจากผู้ให้ สำหรับเงินจำนวนมากจะเรียกว่า “สินบน” และมักเป็นกรณีที่เกิดจากข้อตกลงระหว่างผู้ให้กับผู้รับ สำหรับเงินจำนวนที่จ่ายมาก และในกรณีที่จ่ายให้นักการเมือง หรือเป็นการคอร์รัปชันโดยนักการเมือง มักจะใช้คำว่า “คอร์รัปชัน”

สำหรับการซื้อเสียงขายเสียงนั้น 1 ใน 3 ของครัวเรือนเคยมีคนมาเสนอซื้อเสียงในการเลือกตั้ง ส.ส. เมื่อปี 2539 เฉลี่ยครัวเรือนละ 678 บาท (คิดเป็นมูลค่าทั้งหมด 3,066 ล้านบาท) ทั้งนี้การซื้อเสียงในการเลือกตั้งเทศบาลและผู้ว่ากรุงเทพมหานครนั้น มูลค่าการซื้อเสียงในกรุงเทพฯ และปริมณฑลสูงกว่าที่อื่น

### **ความเห็นเรื่องการต่อต้านการคอรรัปชัน**

สำหรับเรื่องการต่อต้านการคอรรัปชัน ส่วนใหญ่เห็นว่ารัฐบาลควรถือเป็นนโยบายที่มีความสำคัญระดับต้น ๆ

การรายงานกรณีคอรรัปชัน โดยทั่วไปหัวหน้าครัวเรือนไม่ค่อยทราบว่าจะรายงานเรื่องนี้ที่หน่วยงานใด และไม่เอายกงานเพราะเกรงว่าจะได้รับผลกระทบทางลบในภายหลัง และเห็นว่าถึงรายงานก็ไม่เกิดประโยชน์อะไร เพราะรัฐบาลไม่เอาจริง

โดยทั่วไปมีความเห็นว่าองค์กรที่ป้องปรามคอรรัปชันได้ผลในปัจจุบันคือ สื่อมวลชน ป.ป.ช. และนักวิชาการ/ครู ตามลำดับ

## Introduction

This report is based on a questionnaire survey of 4,013 household heads across Thailand. The sample was selected using multi-stage cluster sampling, and the results have been weighted to estimate the total population of 15.9 million Thai households. The fieldwork was conducted in October-December 1999. A full description of the methodology is contained in the appendix of technical notes.

The questionnaire was based on an example provided by the World Bank and already used in other countries. This questionnaire was significantly adapted to suit Thai conditions, and was field-tested before the final survey. The fieldwork was carried out by ABAC-KSC Internet Poll Research Centre at Assumption University.

The questionnaire was designed to capture corruption which directly involves households, particularly bribes solicited at government offices. The study does not attempt to measure structural corruption such as the favours extended by government officials and politicians to their relatives or associates, or the rewards businessmen extend to retired officials and ex-politicians as repayment for past favours.

The results are reported here with two forms of breakdown—by area and household income. ‘Bangkok’ here means Greater Bangkok including three outer provinces (Samut Prakan, Pathumthani, Nonthaburi). ‘Urban’ here means the municipal (*thesaphiban*) areas in the provinces excluding Bangkok. ‘Rural’ means the non-municipal areas.

The ‘low’ income households are those reporting a household income of 10,000 baht or below, and the ‘high’ income households reported a higher amount. This split divides the sample in the ratio of roughly 2:1. Five percent of households did not report an income, and they have been excluded from this breakdown. ‘HH’ is used as an abbreviation for ‘households’ in the tables.

The data on which the graphics are based are contained in the appendix tables.

The study was supported by the World Bank and the Asia Foundation.

The major findings were presented at a seminar on *Yutthasat Kan To Tan Khorrapchan Nai Prathet Thai* (Strategy to Combat Corruption in Thailand) organized by the Civil Service Commission in Bangkok on 28 August 2000.

During the time of the survey, the value of the baht was in the range of 38-40 to 1 US dollar.



## **Acknowledgements**

Many people and institutions have made this study possible. We would like to thank in particular Khunying Dhipavadee Meksawan, the secretary-general of the Civil Service Commission, who encouraged the research team at Chulalongkorn University to carry out the study; Dana Wiest, Stefan Koeberle and Pamornrat Tansanguanwong of the World Bank Thailand office who negotiated part of the financial support from the World Bank; Dr J. R. Klein at the Asia Foundation for assistance in securing part of the funding for the survey; and Noppadon Kannika and Thiti Ratanachot of ABAC-KSC Internet Poll Research Centre, who helped with the survey work. Special thanks are due to Pablo Zoido-Lobaton at the World Bank Institute for sharing with us his technical expertise and survey experience. The Nordic Institute of Asian Studies at Copenhagen provided a quiet and very amenable atmosphere where the draft of the report was written; many thanks indeed. Also we must thank the 4,016 interviewees whose responses form the basis of our analysis. Lastly, we are grateful to colleagues and staff at the Political Economy Centre, Faculty of Economics, Chulalongkorn University for their support and co-operation, especially Sumalee Pitayanond, Suthiphan Chirathiwat, Voravidh Charoenlert, Sungsidh Piriyarangsan, Pairin Plaikaew, Chaiyos Jiraphrukphinyo, Phinit Wongyikhun, Kunathip Sangchay, Suthi Phanthulap and Supaporn Trongkitvirot.



## List of tables

|   |    |
|---|----|
| 1: Amount willing to pay to eliminate national problem perceived as most serious .....  | 16 |
| 2: Amount willing to pay to eliminate corruption in the public sector (worst problem)   | 16 |
| 3: Amount willing to pay to eliminate corruption in the public sector (all households). | 17 |
| 4: Vocabulary for corruption situations .....   | 22 |
| 5: Number of visits to public offices in past year .....                                | 26 |
| 6: Percent of households visited each public offices in past year .....                 | 26 |
| 7: Registering complaints at public offices .....                                       | 28 |
| 8: Total bribes solicited per household in past year .....                              | 37 |
| 9: Method of bribing (all households).....  | 44 |
| 10: Method of bribing (those solicited).....  | 44 |
| 11: Certainty about efficacy of bribe.....  | 45 |
| 12: Households with students.....   | 47 |
| 13: Extra payments for education.....   | 47 |
| 14: Perception of public education.....   | 48 |
| 15: Views on judicial system .....  | 49 |
| 16: Number of court appearances in past 2 years.....                                    | 50 |
| 17: Court appearances in what capacity.....   | 50 |
| 18: Corruption in the judicial system .....   | 51 |
| 19: Distribution of payments over court cases .....                                     | 52 |
| 20: Total payments solicited in court cases.....  | 52 |
| 21: Does payment make court decision more certain .....                                 | 53 |
| 22: Contemplated court case but decided against it .....                                | 53 |
| 23: Vote-buying offered at elections in past 2 years.....                               | 55 |
| 24: Reporting a case of corruption .....  | 59 |
| 25: Effectiveness of corruption reporting process.....                                  | 59 |
| 26: Witnessed case of corruption in past 2 years .....                                  | 60 |



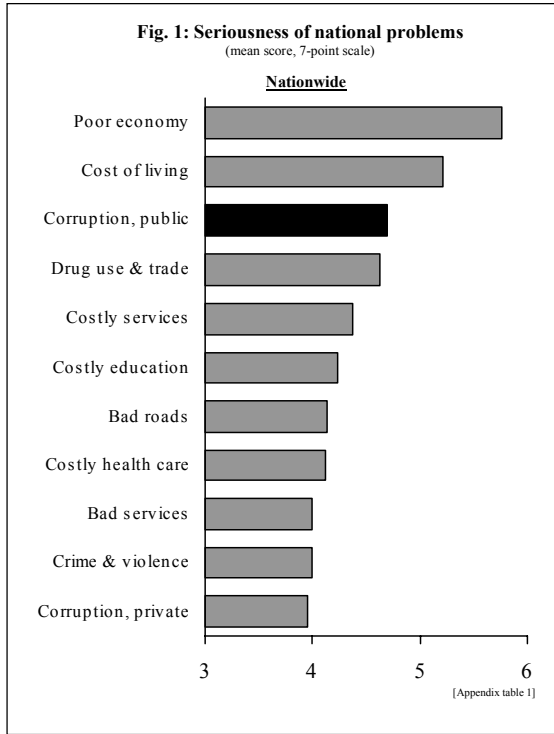
## List of figures

|   |    |
|---|----|
| 1. Seriousness of national problems.....                                    | 14 |
| 2. Seriousness of national problems, by area.....                           | 14 |
| 3. National problem perceived as most serious.....                          | 15 |
| 4. Corruption: perception and experience: 1.....                            | 17 |
| 5. Corruption: perception and experience: 2.....                            | 18 |
| 6. Corruption: perception and experience: 3.....                            | 19 |
| 7. Honesty/dishonesty of public institutions.....                           | 20 |
| 8. Attitudes to corruption.....   | 24 |
| 9. Who is most corrupt, politicians or bureaucrats.....                     | 24 |
| 10. Trends in corruption.....   | 25 |
| 11. Quality of service at public offices.....                               | 27 |
| 12. Incidence of bribes solicited.....                                      | 30 |
| 13. Incidence of bribes solicited, by area.....                             | 30 |
| 14. Average bribe solicited.....  | 31 |
| 15. Average bribe solicited, by area.....                                   | 31 |
| 16. Total bribes solicited in past year, by office.....                     | 32 |
| 17. Distribution of bribes solicited by area.....                           | 33 |
| 18. Distribution of bribes solicited by income.....                         | 34 |
| 19. Service ratings vs. frequency of bribe solicitation.....                | 35 |
| 20. Complaints registered vs. frequency of bribe solicitation.....          | 35 |
| 21. Cumulative distribution of bribes solicited.....                        | 38 |
| 22. Distribution of bribes solicited by value.....                          | 38 |
| 23. Distribution of bribes solicited by household.....                      | 39 |
| 24. Bribe incidence and household income.....                               | 40 |
| 25. Demographics of bribe solicitation: 1.....                              | 41 |
| 26. Demographics of bribe solicitation: 2.....                              | 42 |
| 27. Demographics of bribe solicitation: 3.....                              | 43 |
| 28. Attitudes to the judicial system.....                                   | 49 |
| 29. Distribution of payments made to influence court cases.....             | 51 |
| 30. Obstacles to use of judicial system.....                                | 53 |
| 31. Alternatives for settling serious disputes outside judicial system..... | 54 |
| 32. Vote buying.....  | 56 |
| 33. Attitudes to combating corruption.....                                  | 58 |
| 34. Effectiveness in combating corruption.....                              | 58 |
| 35. Reasons for not reporting corruption.....                               | 60 |
| 36. Suggestions for combating corruption.....                               | 61 |
| 37. Distribution of bribe solicitation by amount.....                       | 62 |



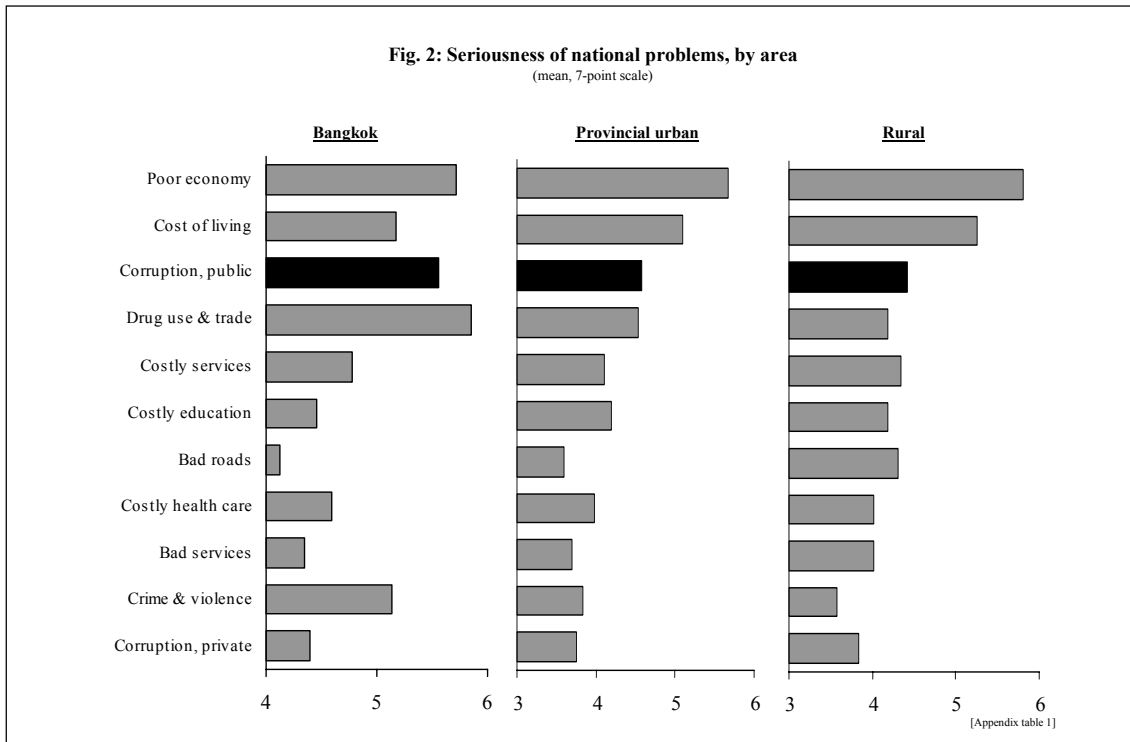
**Section 1**  
**Perceptions**

### Perceptions of corruption as a national problem

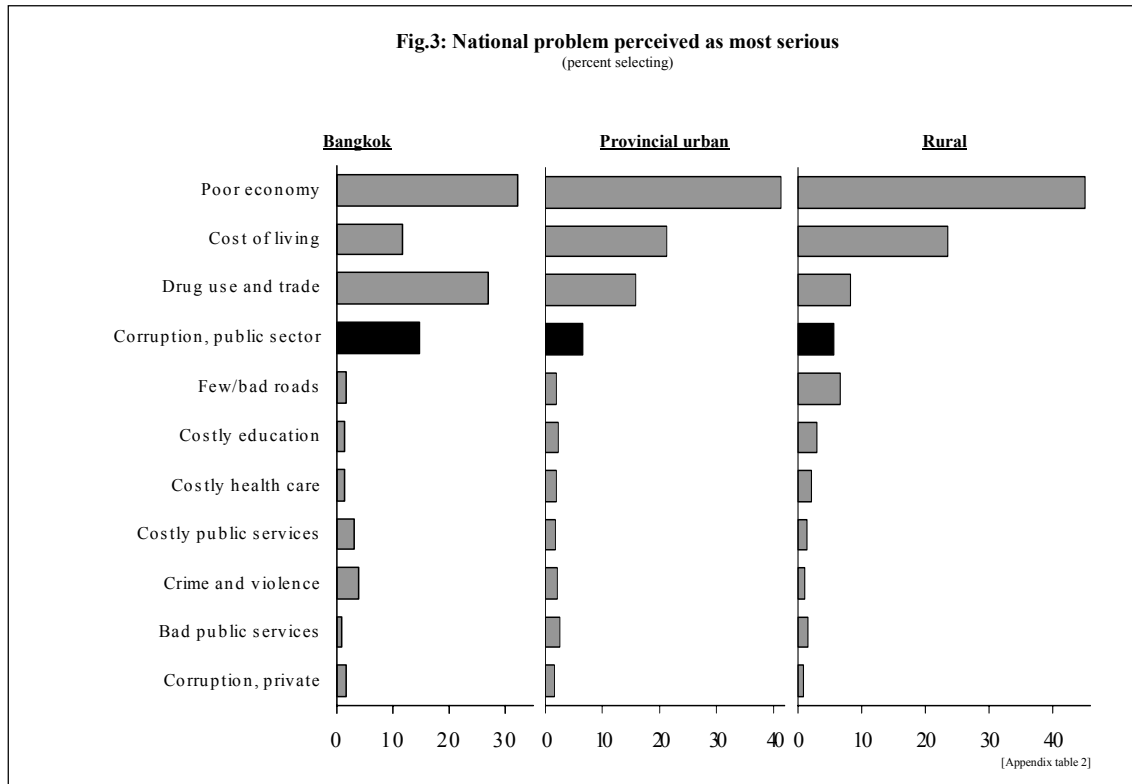


Corruption in the public sector is perceived as a serious national problem, but not the worst (fig. 1 and 2). Out of a list of 11 national problems, Bangkokians rated drugs and the poor economy as the most serious, while upcountry urban and rural chose the poor economy and high cost of living. The survey was conducted in late 1999 after two years of the country’s most serious economic recession ever, so it is not surprising that the economy figures so strongly.

All areas ranked corruption in the public sector as the third worst national problem. By contrast, corruption in the private sector ranked last among the eleven problems listed. Costly services, costly education, poor roads and costly health care all ranked as worse national problems than crime and violence.



When asked to indicate the single most serious problem, corruption in the public sector remained third-ranked in Bangkok, but slipped to fourth outside—following the economy, drugs, and cost-of-living—and also bad roads in the rural area (fig. 3).



Two-fifths are prepared to pay some money to eliminate the problem they identify as worst (table 1). On average they will pay 3.8 percent of annual household income or baht 5,676, yielding a national total of 35 billion baht. The largest amount—11.8 billion, almost a third of the total—would be donated to overcoming the poor economy. The second largest amount—9 billion—would be donated to overcoming the drug problem. Corruption in the public sector was again ranked third.

| Problem considered worst   | Number consider this worst problem (000) | % willing to pay to eliminate problem | -----of those willing----- |               |                          |
|----------------------------|--|---------------------------------------|----------------------------|---------------|--------------------------|
|                            |  |                                       | % of annual income         | amount (baht) | total amount (mil. baht) |
| Poor economy               | 6,566                                    | 35                                    | 4.0                        | 5,110         | 11,825                   |
| Drug use and trade         | 2,076                                    | 56                                    | 3.9                        | 7,778         | 8,977                    |
| Corruption, public sector  | 1,153                                    | 49                                    | 4.5                        | 9,275         | 5,202                    |
| High cost of living        | 3,266                                    | 28                                    | 3.1                        | 2,797         | 2,549                    |
| Corruption, private sector | 179                                      | 34                                    | 4.6                        | 26,463        | 1,609                    |
| Crime and violence         | 274                                      | 55                                    | 3.8                        | 8,390         | 1,258                    |
| Few/bad roads              | 718                                      | 52                                    | 4.6                        | 2,761         | 1,037                    |
| Costly education           | 395                                      | 44                                    | 2.8                        | 4,170         | 726                      |
| Bad public services        | 260                                      | 64                                    | 1.7                        | 2,640         | 439                      |
| Costly health care         | 311                                      | 53                                    | 3.1                        | 2,617         | 433                      |
| Costly public services     | 281                                      | 35                                    | 3.1                        | 4,168         | 413                      |
| Other                      | 138                                      | 38                                    | 5.1                        | 11,977        | 636                      |
| Total                      | 15,617                                   | 39.6                                  | 3.8                        | 5,676         | 35,104                   |

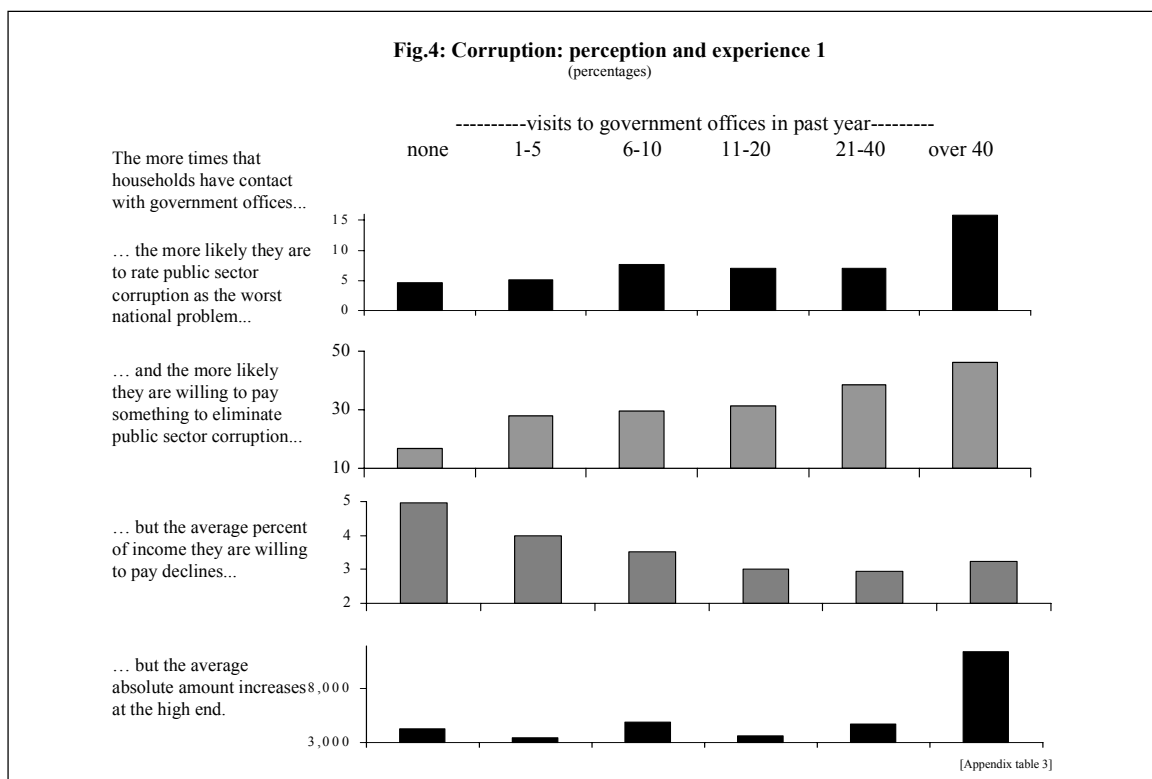
Among those identifying corruption in the public sector as the worst problem, half will pay an average of 4.5 percent of annual household income or 9,275 baht, yielding a national total of 5.2 billion baht (table 2). The proportion willing to pay and the percentage of annual income are lowest in Bangkok and highest in the rural areas. Even so, because Bangkok incomes are so much higher, two-thirds of the total donation comes from Bangkok

|   | Total | Bangkok | Urban | Rural | ----HH income---- |        |
|---|-------|---------|-------|-------|-------------------|--------|
|   |       |         |       |       | Low               | high   |
| Base, all identify corruption as worst problem (000): | 1,153 | 407     | 225   | 522   | 553               | 570    |
| % willing to pay                                      | 48.6  | 38.8    | 47.5  | 56.8  | 53.4              | 46.6   |
| % of income   | 4.5   | 3.9     | 4.1   | 5.1   | 5.5               | 3.4    |
| average amount (baht)                                 | 9,275 | 21,763  | 9,681 | 2,482 | 2,262             | 17,057 |
| total amount (m baht)                                 | 5,202 | 3,432   | 1,035 | 736   | 667               | 4,535  |

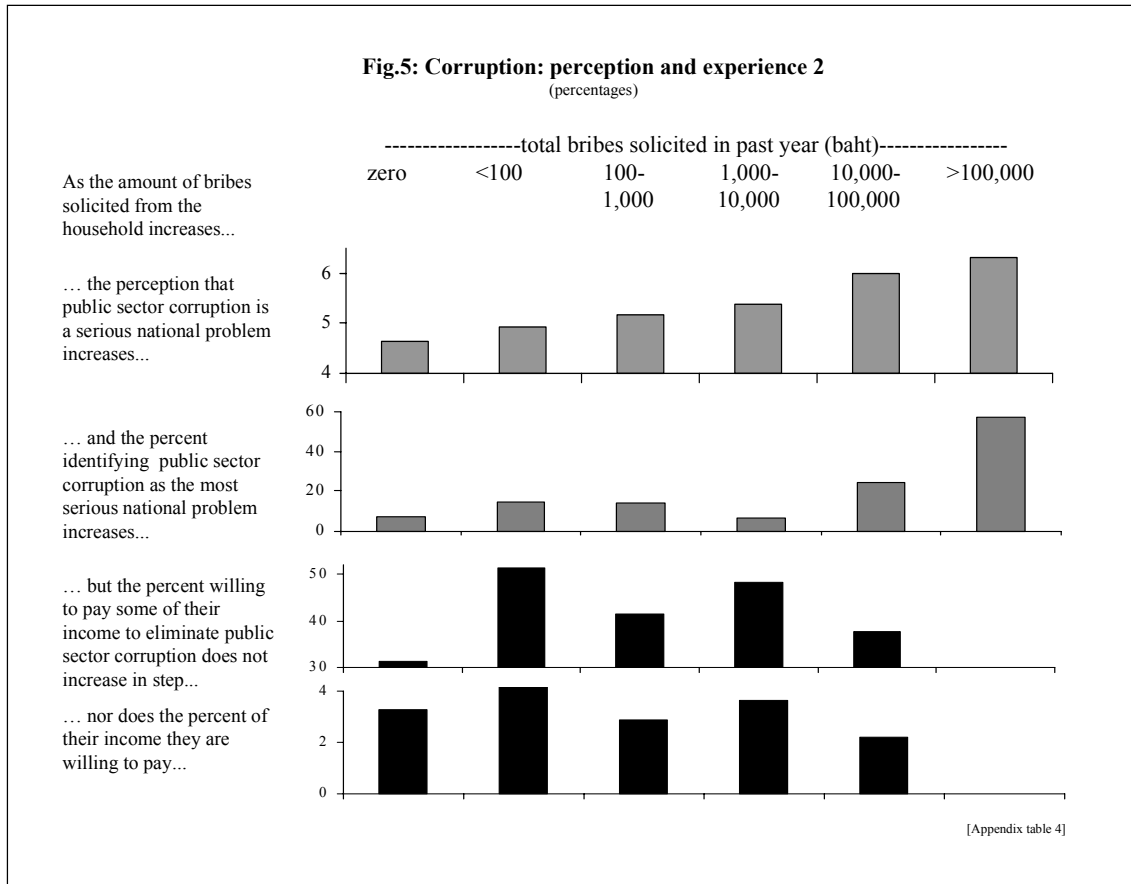
When all households were asked directly what they would pay to eliminate corruption in the public sector, almost one third would pay some amount (table 3). Each is willing to pay 3.3 percent of annual household income or 5,088 baht, yielding a national total of 26 billion baht, equivalent to 2-3 percent of the government’s annual budget. The amount people are willing to pay as a percentage of income varies little across regions and income groups. Again Bangkokians are slightly less willing to pay, and slightly less generous with their donation as a percentage of income.

|                          | Total  | Bangkok | Urban | Rural | ---HH income--- |        |
|--------------------------|--------|---------|-------|-------|-----------------|--------|
|                          |        |         |       |       | low             | high   |
| % willing to pay         | 32.2   | 27.2    | 33.6  | 33.2  | 32.6            | 36.6   |
| % of income              | 3.3    | 3.0     | 3.8   | 3.3   | 3.2             | 3.6    |
| average amount (baht)    | 5,088  | 10,727  | 7,714 | 2,682 | 1,491           | 13,324 |
| total amount (mil. baht) | 25,903 | 8,230   | 9,318 | 8,354 | 5,282           | 20,620 |

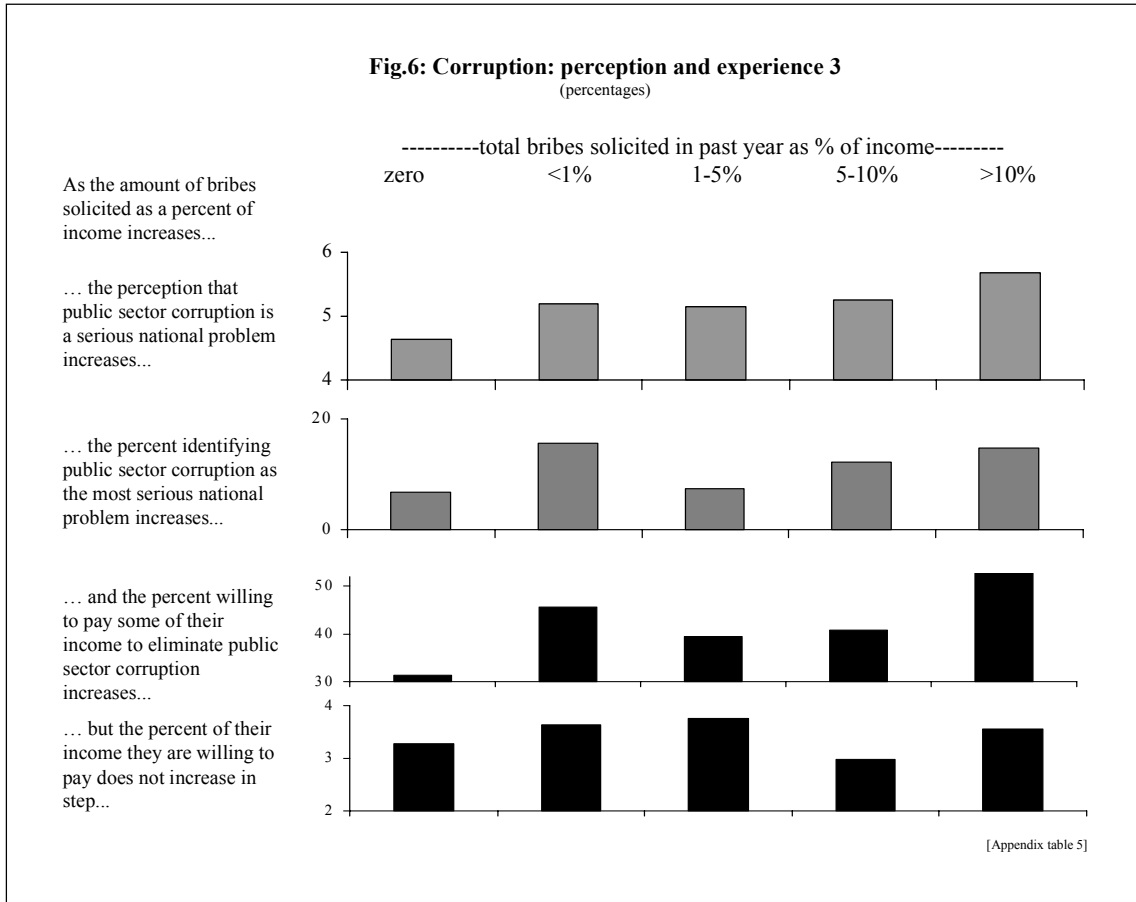
Those households which had had more contact with government offices in the past year are more likely to rate corruption as the worst national problem and were more willing to pay something to eliminate it (fig. 4). The proportion of income they are willing to pay for this elimination does not increase in step. But those who visit government offices the most (over 40 times a year) are willing to pay significantly higher than average in absolute terms—indicating that these are also relatively wealthy people.



Those who have been solicited large amounts of money as bribes over the past year (see below) rate corruption more seriously as a national problem, and are more likely to identify corruption as the most serious national problem (fig. 5). Those who have been solicited bribes are more prepared to pay some money to eliminate the problem. But this tendency does not progress according to the size of the amount solicited. Indeed, those who have been solicited the largest amounts are the least willing to pay of all.

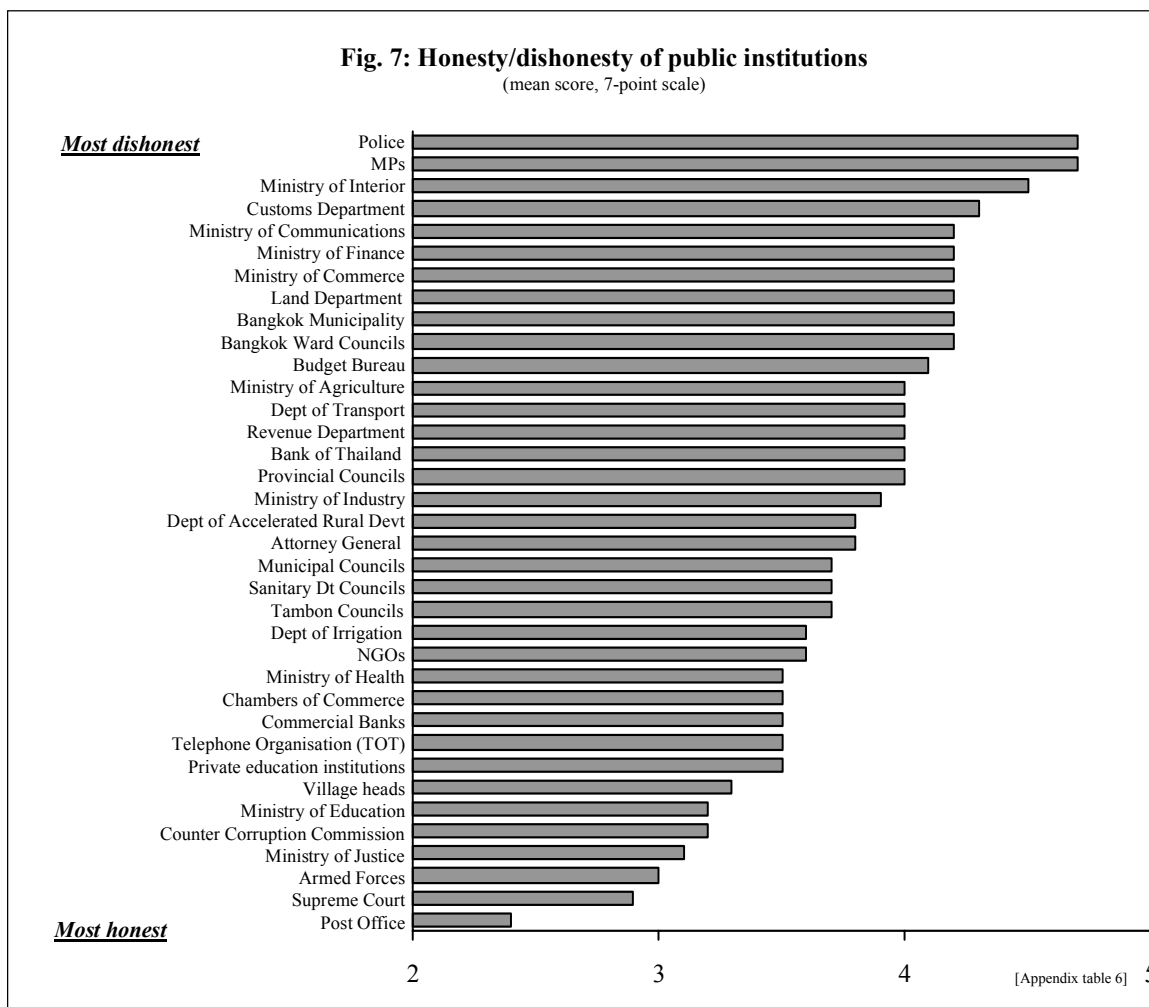


Similarly, as the burden of bribes solicited as a percentage of income increase, so does the perceived seriousness of public corruption, and the willingness to pay something to eliminate it. But the amount willing to pay is not so elastic (fig. 6).



## Perception of public institutions

The police and MPs are viewed as the least honest public institutions (fig. 7). Among a long list of public institutions, these two were rated equal lowest, followed by the Ministry of Interior and the Customs Department.



The proportion of people who have an opinion about the dishonesty of these three institutions is very high (especially the police and MPs), and the ratings are the poorest. For the Bangkok and urban population, the Land Department should also be included with these three, but the rural population rates this department marginally better.

In the second rank of dishonest public institutions come the Ministry of Communications, Ministry of Finance, Ministry of Commerce, Land Department and (for Bangkokians) the Bangkok Municipality and Ward Councils.

Bangkokians also have a poor opinion of the Department of Transport, the Revenue Department and the Ministry of Agriculture. Bangkokians also give bad ratings to the village heads and Tambon Councils, which are viewed rather less critically by the rural population which has actual experience of these institutions.

The Post Office rates as easily the most honest public institutions, followed by a group including educational and judicial institutions, the Armed Forces, the Counter Corruption Commission, and village heads.

## Vocabulary of corruption

The vocabulary of corruption is very varied (table 4).

If an official delivers good service and is given a tip, this is usually described as a ‘gift of good will’, implying that the ‘will’ is largely on the side of the giver. This phrase may also be used to describe a payment to a policeman in lieu of a formal traffic fine. But it is seen as inappropriate for transactions where a bribe is actively requested or where the amount is large.

**Table 4: Vocabulary for corruption situations**

|  | Gift of<br>good<br>will | Tea<br>money | Improp<br>er<br>behav-<br>iour | Dishon-<br>esty in<br>duty | Under<br>table<br>money | Bribery     | Corrup<br>tion |
|--|-------------------------|--------------|--------------------------------|----------------------------|-------------------------|-------------|----------------|
| <i>(percents run horizontally)</i>     | %                       | %            | %                              | %                          | %                       | %           | %              |
| Traffic fine paid direct to policeman  | 21.4                    | <b>21.7</b>  | 5.4                            | 6.5                        | 3.7                     | <b>32.0</b> | 3.2            |
| Official paid for good service         | <b>64.4</b>             | <b>18.9</b>  | 1.5                            | 1.1                        | 4.2                     | 5.5         | 1.2            |
| Official paid to speed up              | 7.0                     | <b>18.6</b>  | 11.0                           | 6.8                        | 14.5                    | <b>32.9</b> | 3.9            |
| Official pays money to get promotion   | 1.0                     | 1.7          | 14.1                           | 13.2                       | 13.8                    | <b>38.7</b> | 11.1           |
| Commission to get construction permit  | 1.2                     | 2.5          | 4.5                            | 8.3                        | <b>24.4</b>             | <b>33.7</b> | <b>17.4</b>    |
| Commission on arms purchase            | 0.7                     | 1.2          | 9.2                            | 17.8                       | 14.6                    | 19.4        | <b>28.6</b>    |
| Payment to minister for concession     | 0.6                     | 0.9          | 4.6                            | 5.9                        | <b>31.1</b>             | <b>28.7</b> | <b>21.5</b>    |
| Official car used for personal affairs |                         |              | <b>43.5</b>                    | <b>27.1</b>                |                         |             | <b>21.6</b>    |
| Promotion by nepotism not merit        | 0.9                     | 0.5          | <b>42.0</b>                    | <b>32.8</b>                | 2.4                     | 3.8         | 5.9            |
| Official works short hours             |                         |              | <b>53.1</b>                    | <b>32.4</b>                |                         |             | 4.2            |

‘Tea money’ is considered an appropriate term for various kinds of small payment, but is never the most appropriate term. It may have become old-fashioned.

‘Improper behaviour’ is reckoned the most appropriate term for situations where an official abuses his office, but not for large-scale gain. Such situations include: when someone is promoted by nepotism rather than merit, when an official uses an official car on personal business; and when an official works shorter than standard hours. ‘Dishonesty in duty’ is a slightly less popular alternative for the same usage. These terms show some precision in identifying situations in which an official takes advantage of the privileges and powers of office, but not to extract money.

‘Bribery’ is the most appropriate term for payments which are in a sense contractual (both parties understand the agreement being made) and substantial. Examples are the purchase of official positions (position buying), payments made in search of a considerable advantage such as a concession or construction permit, and payments deliberately solicited by an official. It is also appropriate for traffic fines paid directly to policemen.

‘Under the table money’ is reserved for the situation where someone pays a minister or similar decision-maker to gain a permit, contract or concession.

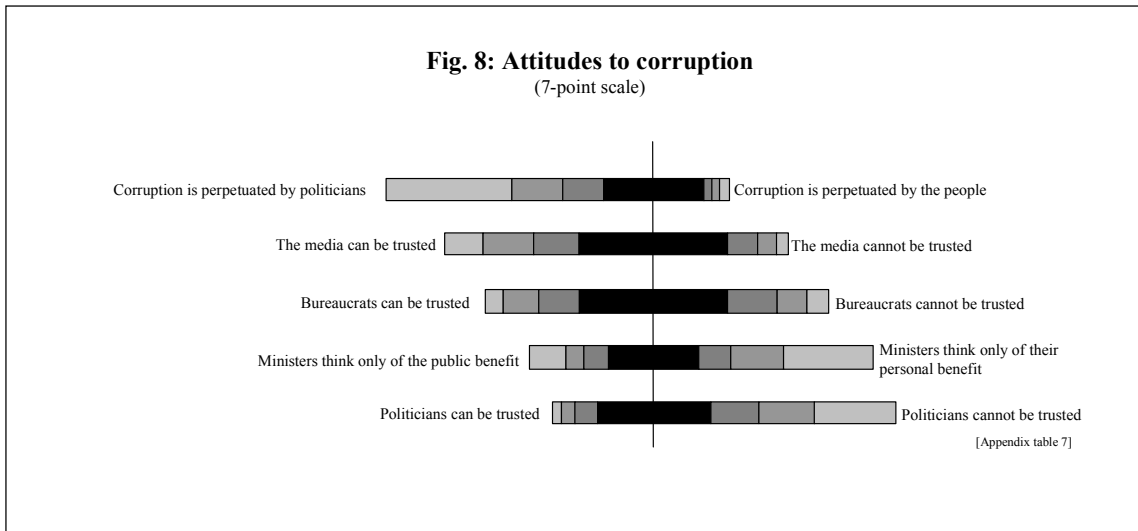
The term ‘corruption’ is reserved for more serious incidents involving large amounts of money, such as commission fees on arms contracts, construction contracts, and concessions. It is particularly appropriate for payments involving ministers and politicians. Its usage is similar to that of ‘bribery’ but less common and stronger. It is not appropriate to describe minor payments to officials, or official malpractice such as working short hours, nepotism or position-buying.

A similar question was asked in a survey five years ago. As the sample and framing of the question are different in the two surveys, the results are not strictly comparable. However, the two results are broadly similar with two suggestive differences. First, the usage of the term ‘corruption’ appears to have narrowed down to defining large-scale misappropriation, and is less appropriate than before for describing minor misdemeanours. Second, these major misappropriations are less likely than before to be labelled with other, less pejorative terms such as ‘improper behaviour’. In sum, there seems to be an increasingly clear separation into four types:

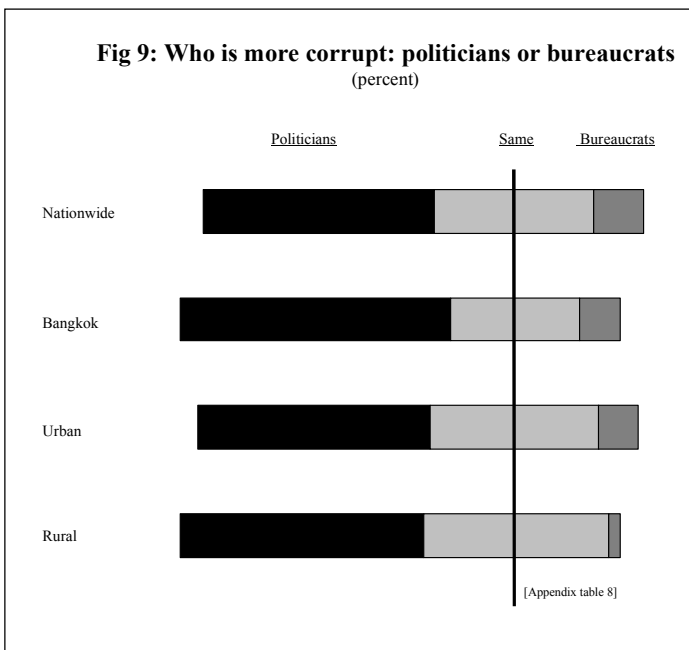
1. Small and somewhat conventional payments to officials (gifts of good will, tea money, perhaps bribery);
2. Misuse of office for personal advantage but not for large monetary gain (improper behaviour, dishonesty in duty);
3. Larger, contractual-style payments to officials for a major financial gain (bribery, under-table money, perhaps corruption)
4. Similar to 3 but involving politicians (usually corruption).

### Perception of trends in corruption

Corruption is perceived as being perpetuated by politicians not by ordinary people (fig. 8). Politicians are definitely not to be trusted. Bureaucrats are also not to be trusted, but not to such a radical extent as politicians. On the media, opinions are roughly evenly divided whether they should be trusted or not. Ministers are definitely perceived to think of their personal benefit rather than public benefit.



On most of these issues, the views from Bangkok are more emphatic than from other areas. But there is no difference of opinion among areas.



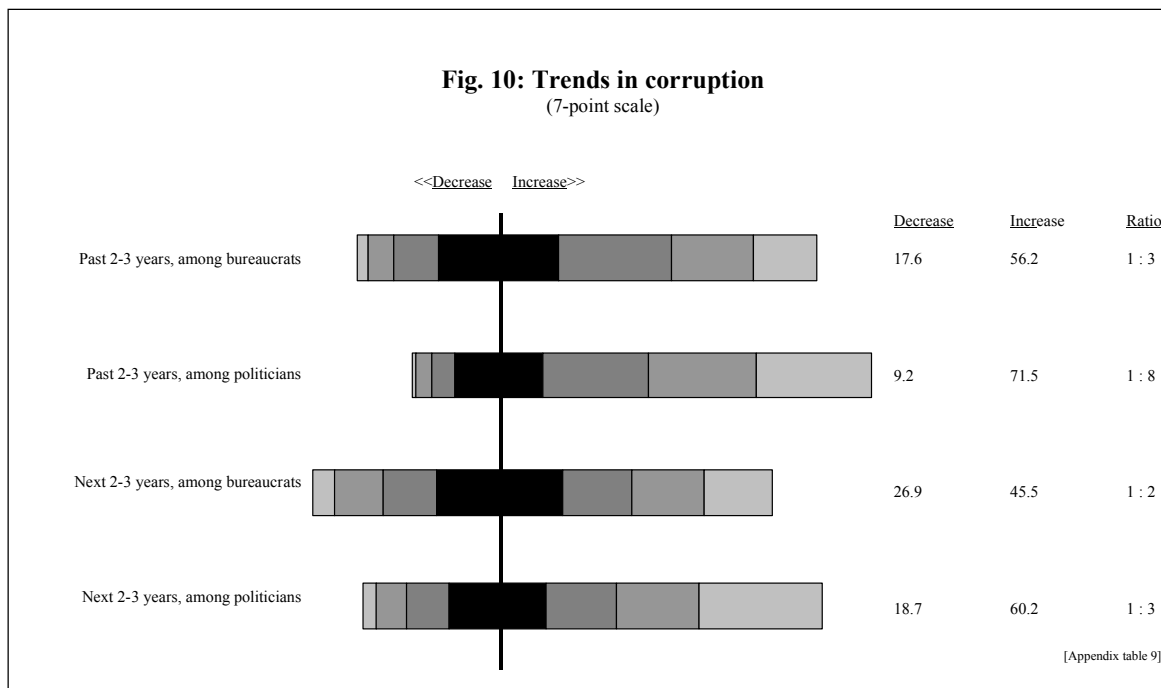
Almost three-fifths of people believe that politicians are more corrupt than bureaucrats, and most others think the two are equally corrupt (fig. 9). Only 4 percent think bureaucrats are more corrupt than politicians. In Bangkok people are even more emphatic that politicians are the more corrupt.

A survey conducted five years ago found opinions much more evenly divided between politicians and bureaucrats. Although the two surveys are not strictly

comparable, the difference in results is so extreme it can be counted as significant. Over recent years, people have come to perceive politicians as more corrupt than bureaucrats.

Indeed, people believe that over the past 2–3 years, corruption has increased among both politicians and bureaucrats, but more among politicians (fig. 10). For bureaucrats, 56 percent believe corruption has increased while 18 percent believe it has decreased—a ratio of 3:1. For politicians, 72 percent believe it has increased and only 9 percent believe it has decreased—a ratio of 8:1.

As to the trend of corruption over the next 2-3 years, the view is the same only a little more optimistic (fig 10). For bureaucrats, the number who believe corruption will increase is twice as many as those who think it will decrease. For politicians, the ratio is three times. On these trends, the views of Bangkok and other regions are not significantly different.



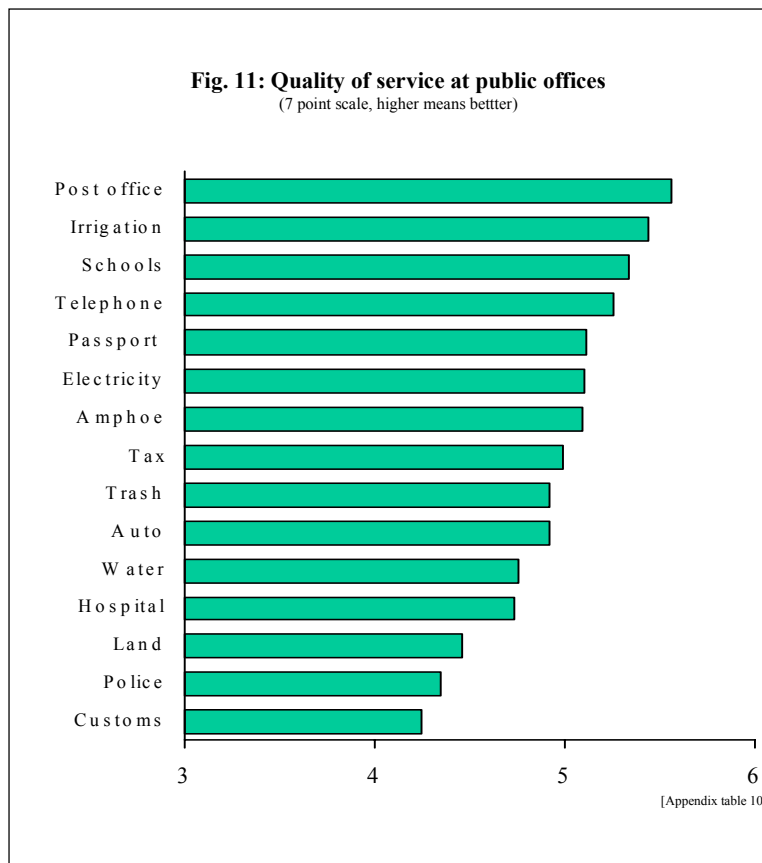
### Perception of public offices

Households have a lot of contact with government offices and service establishments (table 5). Only 6 percent of households had no contact with a government office over the past year, and the average number of contacts per household was 17

|                             | ---HH Income--- |          |            |            |          |           |
|-----------------------------|-----------------|----------|------------|------------|----------|-----------|
|                             | Total<br>%      | Bkk<br>% | Urban<br>% | Rural<br>% | low<br>% | high<br>% |
| None                        | 5.7             | 7.0      | 5.5        | 5.5        | 6.1      | 2.9       |
| 1 – 5 times                 | 24.8            | 20.7     | 17.5       | 28.8       | 28.0     | 14.6      |
| 6 – 10 times                | 15.1            | 14.0     | 10.9       | 17.0       | 16.4     | 12.2      |
| 11 – 20 times               | 23.5            | 23.2     | 23.3       | 23.6       | 23.8     | 22.8      |
| 21 – 40 times               | 22.4            | 23.5     | 27.2       | 20.3       | 20.2     | 30.7      |
| Over 40 times               | 8.4             | 11.7     | 15.5       | 4.8        | 5.6      | 16.8      |
| Average visits per HH       | 16.8            | 18.5     | 21.7       | 14.5       | 14.7     | 23.6      |
| Base, all households('000): | 15,697          | 2,794    | 3,555      | 9,348      | 10,774   | 4,159     |

In the past year, 62 percent of households had some contact with a hospital, 57 percent with the amphoe (district) office, 51 percent with driving/auto licensing office, and 40 percent with a post office (table 6). Schools, police, land offices, tax offices, and the suppliers of electricity, telephone services and water were all visited by more than a quarter of households.

|                             | ---HH Income--- |          |            |            |          |           |
|-----------------------------|-----------------|----------|------------|------------|----------|-----------|
|                             | Total<br>%      | Bkk<br>% | Urban<br>% | Rural<br>% | low<br>% | high<br>% |
| Public hospital             | 61.8            | 49.0     | 61.1       | 65.9       | 63.8     | 58.2      |
| Amphoe (district)           | 57.3            | 55.4     | 49.7       | 60.8       | 58.1     | 57.7      |
| Driving/Auto licences       | 50.8            | 38.6     | 56.6       | 52.3       | 48.6     | 59.3      |
| Post offices                | 39.7            | 38.0     | 44.7       | 38.2       | 36.8     | 51.1      |
| Government schools          | 32.4            | 29.6     | 33.5       | 32.9       | 32.9     | 33.7      |
| Police                      | 29.2            | 32.9     | 32.1       | 27.1       | 27.7     | 35.5      |
| Land Offices                | 28.4            | 22.5     | 31.5       | 29.0       | 27.1     | 33.3      |
| Electricity supply          | 27.1            | 36.0     | 29.9       | 23.4       | 24.9     | 35.4      |
| Public telephone            | 26.8            | 40.9     | 42.6       | 16.5       | 17.8     | 52.3      |
| Tax Offices                 | 26.6            | 36.1     | 39.5       | 18.7       | 17.6     | 51.2      |
| Water supply                | 12.5            | 25.6     | 18.6       | 6.3        | 8.9      | 23.0      |
| Trash collection service    | 6.4             | 9.3      | 15.5       | 2.1        | 5.1      | 10.7      |
| Passport office             | 3.6             | 11.0     | 3.3        | 1.4        | 1.8      | 8.5       |
| Customs                     | 2.7             | 4.9      | 4.7        | 1.4        | 1.4      | 6.4       |
| Irrigation offices          | 0.9             | 1.1      | 0.8        | 0.8        | 0.7      | 1.4       |
| Base, all households('000): | 15,697          | 2,794    | 3,555      | 9,348      | 10,774   | 4,159     |



The quality of service provided by government offices is rated quite highly (fig. 11). On a 7-point scale, all offices are rated an average score above 4 by those who had visited the offices in the past year. The offices rated most highly are the post office, schools, telephone, electricity and district office. The passport office and irrigation offices, which are visited by much smaller numbers of people, are also rated highly. Rural households also rate the electricity supply service quite highly, while provincial urban households do the same for tax offices and trash collection

The three offices rated worst for the quality of service are the customs, police, and land offices. Among public utilities, water supply is rated worst. Bangkok also gives poor service ratings to hospitals and tax offices.

The impressions whether the service had improved or deteriorated over the past two years generally follows the same pattern (appendix table 11). The ratings are generally favourable, and the rank order much the same. Differences across regions and income groups are not significant.

Relatively few register complaints at public offices. Only 6 percent of households had registered a complaint in the past year.

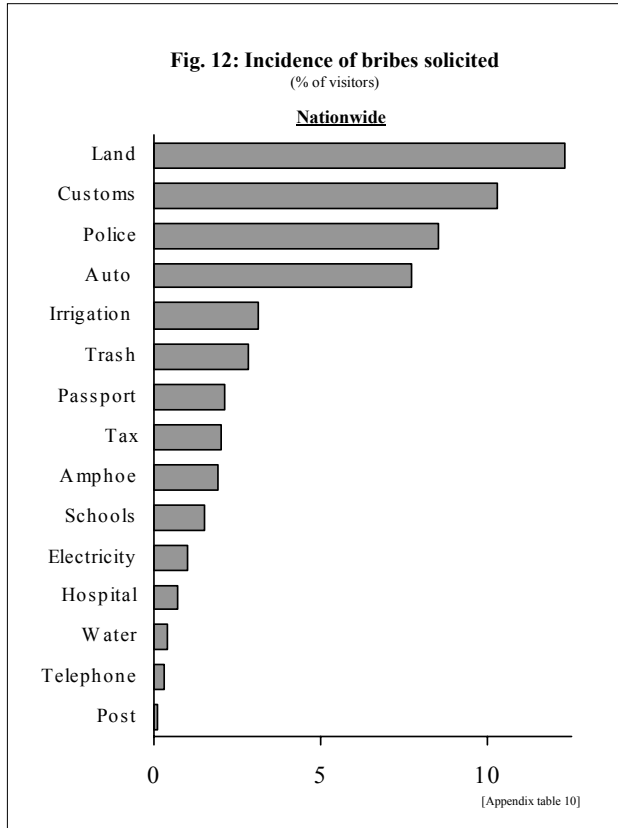
The highest numbers are at the trash collection services where 7 percent of all visitors complained (table 7), followed by water supply (5 percent) and police (5 percent). Those not registering a complaint mostly explain that they do not feel it would be any use.

|                  | Base: all<br>visiting<br>(000) | Made a<br>complaint<br>% | --reason for not making complaint-- |             |                             |
|------------------|--------------------------------|--------------------------|-------------------------------------|-------------|-----------------------------|
|                  |                                |                          | Would take<br>too long<br>%         | No use<br>% | Tried but<br>could not<br>% |
| trash collection | 1,012                          | 7.0                      | 2.3                                 | 14.2        | -                           |
| water supply     | 1,959                          | 5.4                      | 6.8                                 | 15.9        | 0.2                         |
| police           | 4,636                          | 5.0                      | 2.6                                 | 28.1        | 0.4                         |
| land office      | 4,505                          | 3.8                      | 5.0                                 | 22.3        | 0.7                         |
| electricity      | 4,160                          | 3.3                      | 4.0                                 | 13.0        | 0.4                         |
| tax office       | 4,203                          | 3.1                      | 4.0                                 | 21.1        | 0.2                         |
| telephone        | 4,244                          | 2.9                      | 4.3                                 | 14.0        | 0.1                         |
| passport         | 564                            | 2.8                      | 6.0                                 | 11.1        | -                           |
| hospital         | 9,735                          | 1.7                      | 3.4                                 | 22.8        | 0.3                         |
| customs          | 435                            | 1.6                      | 1.2                                 | 17.0        | 0.4                         |
| amphoe           | 9,088                          | 1.0                      | 2.6                                 | 18.3        | 0.6                         |
| auto license     | 8,048                          | 0.9                      | 2.1                                 | 22.0        | 0.2                         |
| school           | 5,668                          | 0.9                      | 2.6                                 | 18.1        | 0.2                         |
| post office      | 6,272                          | 0.7                      | 2.3                                 | 12.4        | 0.1                         |
| irrigation       | 137                            | -                        | 5.3                                 | 15.0        | 79.7                        |

## **Section 2**

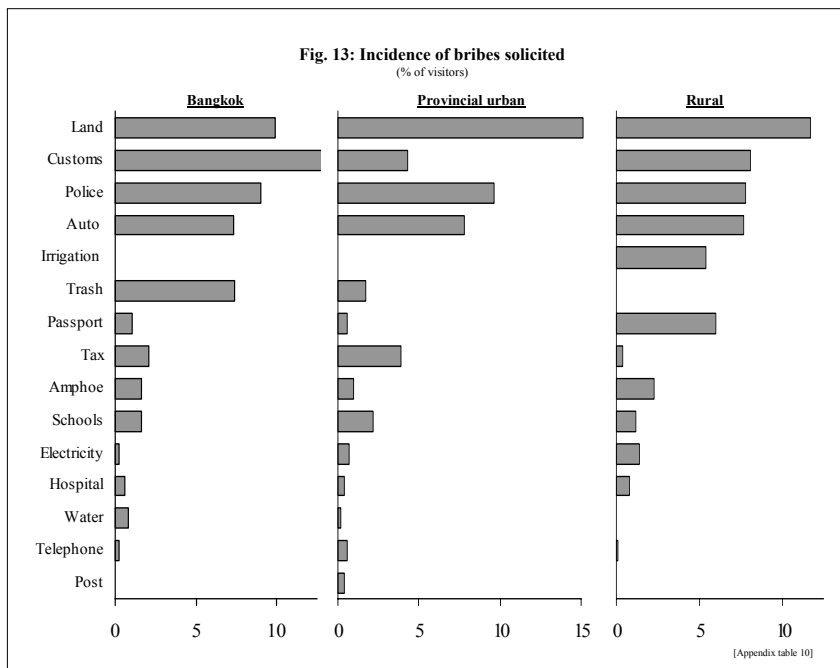
# **Bribe solicitation at public offices**

### Bribe solicitation at public offices

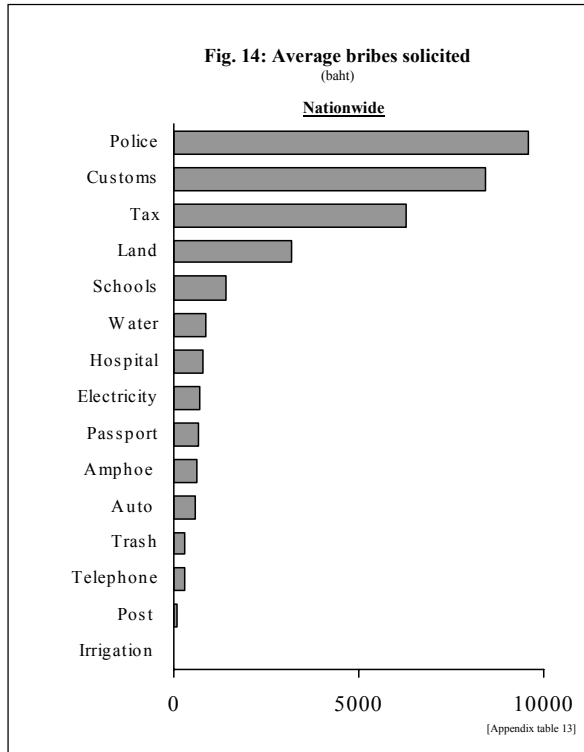


The office where visitors are most likely to be asked for a bribe is the land office (fig. 12). In all 12 percent of all who visited a land office in the past year had been asked for a bribe on at least one occasion. Other offices where bribe solicitation is common are the customs (10 percent of visitors), police (9 percent) and the driving/auto licence issuers (8 percent). In Bangkok (fig. 13), the frequency is also high at trash collection services (7 percent), and in the rural areas at the irrigation offices (5 percent).

At post offices, bribe solicitation is virtually unknown. It is also very, very small at the suppliers of utilities—telephone, electricity, water. In other offices, only 1 to 3 percent of visitors are asked for bribes.



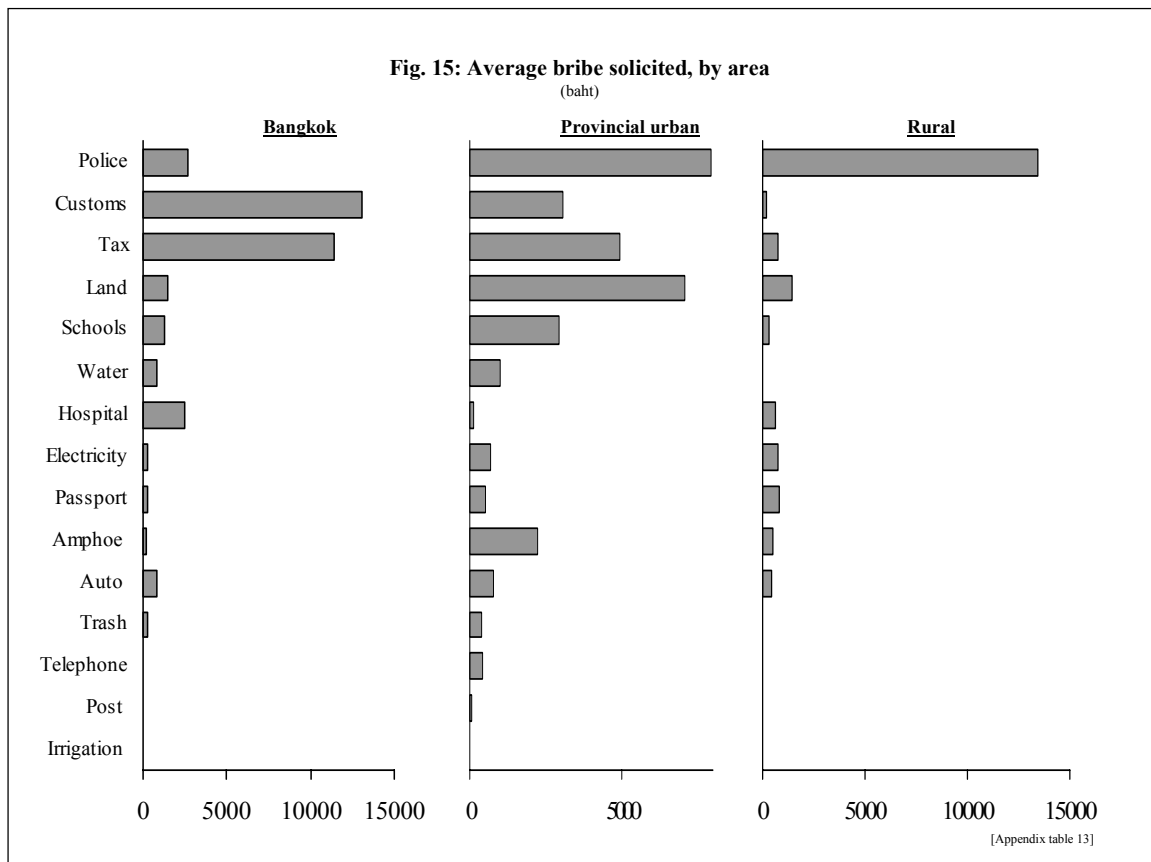
The frequency of bribe solicitation differs greatly by area. In Bangkok the highest frequency is at customs. In the provincial urban and rural areas, it is at the land office.



The average bribe solicited is highest at the police—9,588 baht (fig. 14). The value of bribes solicited by the police ranged from one baht to 280,000 baht. Many of these high-value bribes were solicited by the police from low-income households in the rural area.

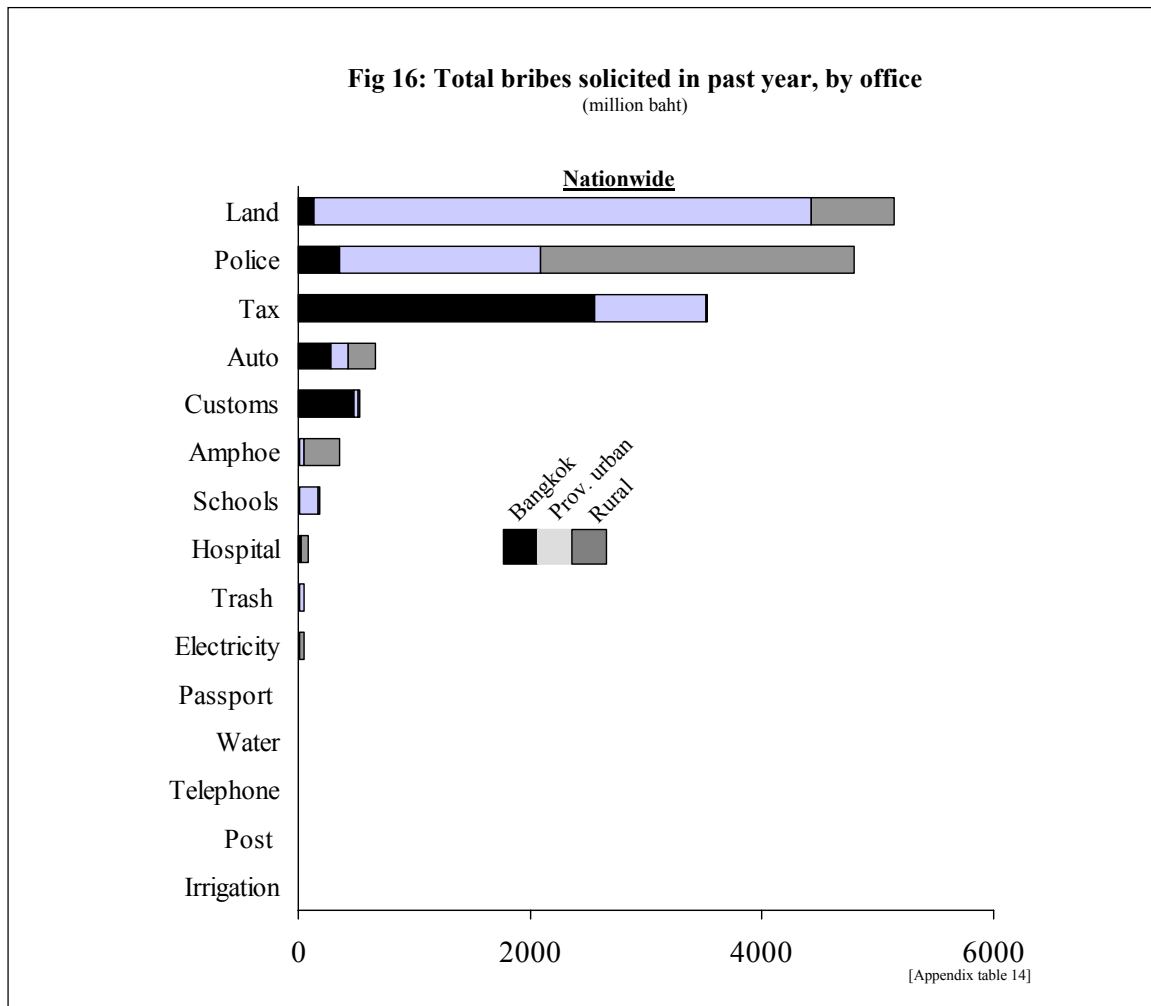
The average bribe solicited was also high at customs (8,428 baht), tax offices (6,287) and land offices (3,179). These are all offices involved in transactions concerning money or property.

Bribes solicited from offices supplying services are much lower. Three other places where the average bribe solicited is fairly high are hospitals in Bangkok (2,478 baht), government schools in the provincial urban areas (2,943 baht), and amphoe offices in the provincial urban areas (2,225 baht) (fig. 15).



The average bribe solicited differs by area. In Bangkok, the highest amounts are solicited by the customs and tax offices. In the provincial areas, the highest amounts are solicited by the police and the land and tax offices. In the rural area there is only one office soliciting bribes of any size—the police.

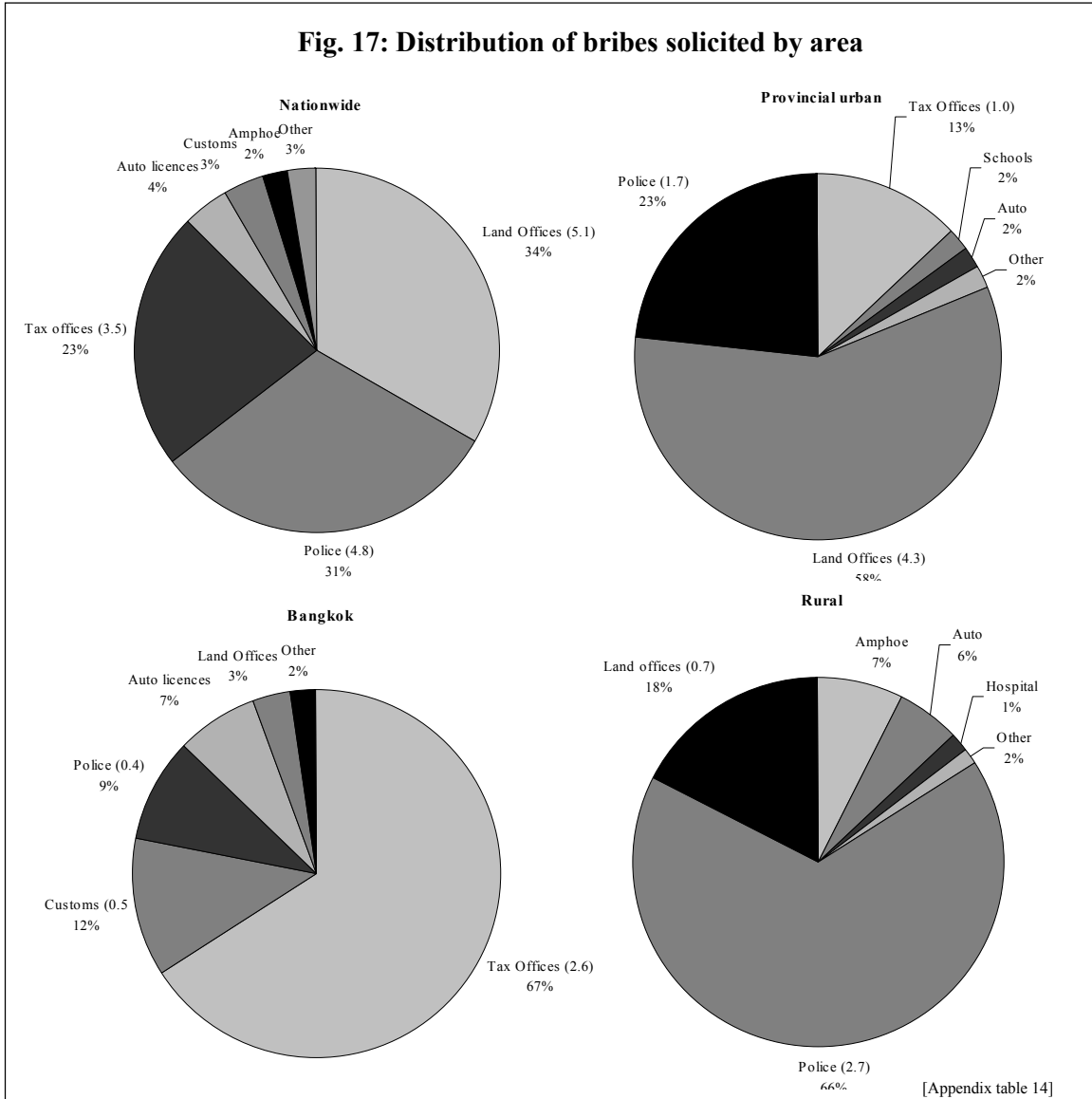
The total amount of bribes solicited over the past year is highest at the land offices—5.1 billion baht (fig 16). This is followed by the police at 4.8 billion and the tax offices at 3.5 billion. These three offices account for 88 percent of the total amount of 15.4 billion solicited in bribes by these fifteen government offices over the past year.



The driving/auto offices, customs, amphoe offices and government schools each account for over 100 million baht in bribes solicited each year.

The amounts solicited by public services including electricity, water, telephone, postal, hospitals and trash collection are minimal.

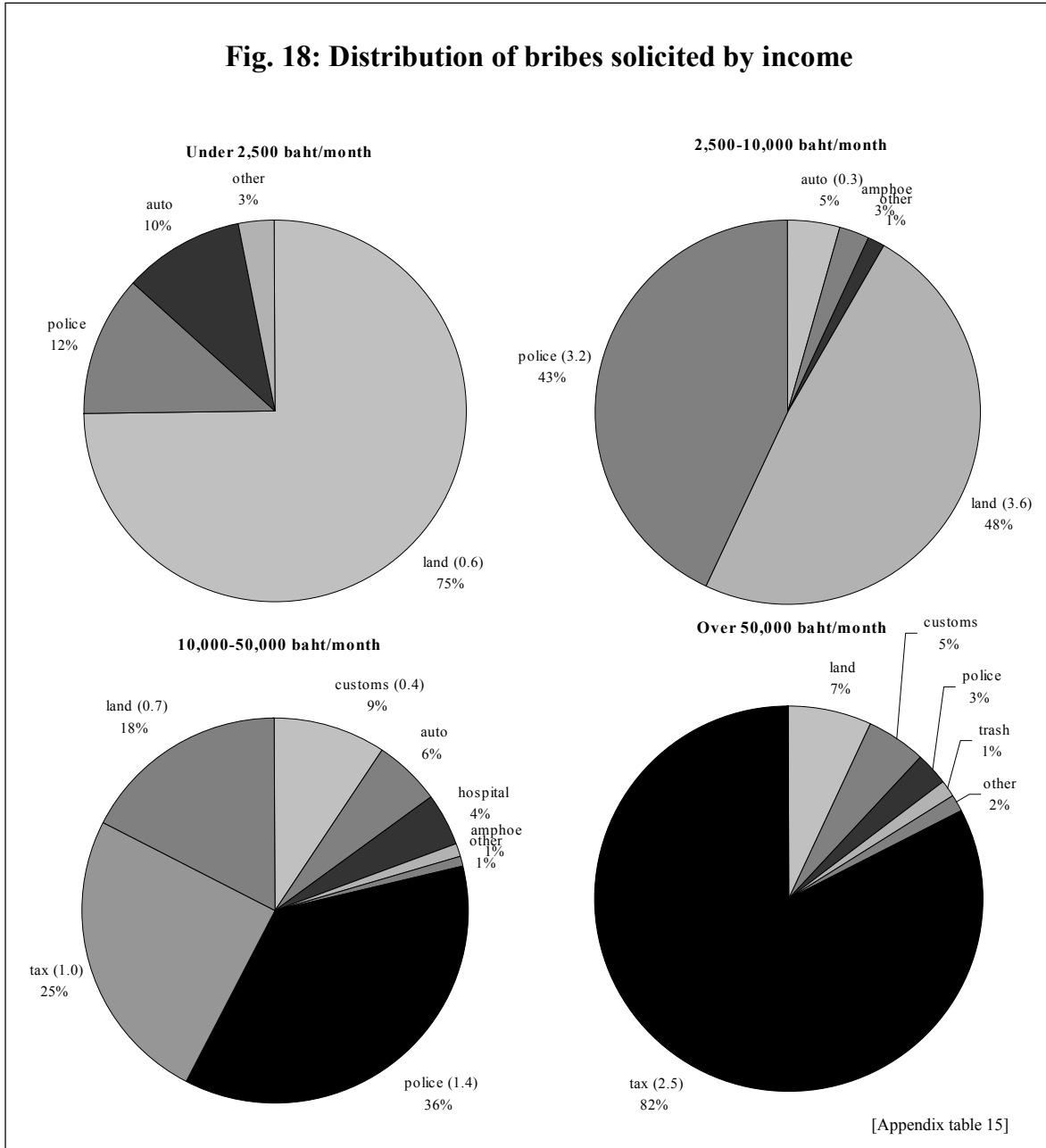
Bribe solicitation differs markedly in different areas. In Bangkok (fig. 17), the largest amount of bribes solicited is in tax offices (2.6 billion baht), followed by the customs (0.5 billion). In the capital, bribe solicitation is associated with business and financial transactions. Amounts involved arising from contact with utilities and other services are very small, with the exception of the auto/driving licensing offices.



In the provincial urban areas, the major source of bribe solicitation is the land office (4.3 billion) followed by the police (1.7 billion) and the tax office (1 billion).

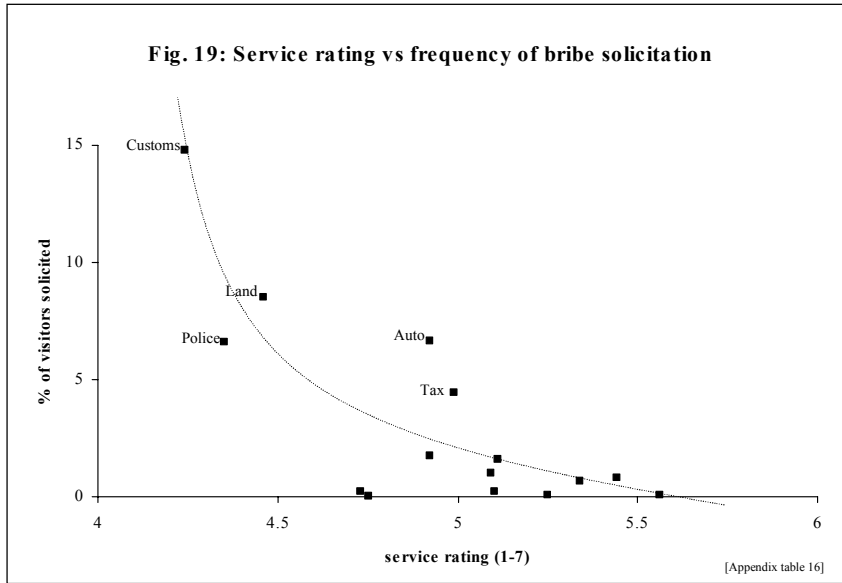
In the rural areas, by far the major source is the police (2.7 billion) followed by the land offices (0.7 billion) and the amphoe (district—0.3 billion).

The poor and the rich are solicited by different offices (fig. 18). Low-income households (under 2,500 baht a month) are mainly solicited by the land offices. High-income households (over 50,000 baht a month) are mainly solicited by the tax office. Those in the middle-income ranges are solicited by land offices, tax offices and the police.



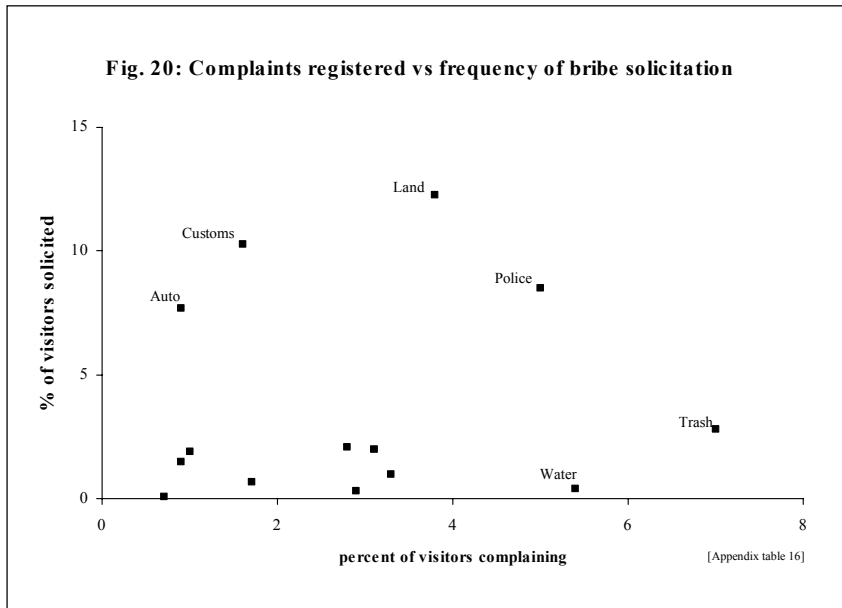
### Bribery and service evaluation

The evaluation of the service provided by government offices is related to their propensity to solicit bribes (fig. 19). The customs, police and land offices have the highest frequency of soliciting bribes, and the lowest ratings for service quality. The post office has the best service rating and the lowest frequency for soliciting bribes.



Water supply and trash collection are also rated poorly—as measured by the service ratings and the incidence of complaints. But they are not prominent in soliciting bribes.

However, there is not such link between bribe solicitation and registering complaints (fig. 20), presumably because people have no faith that complaints will be effective.



Yet households which have been solicited for bribes (and especially high bribes) are more likely to register complaints. Of the households which had registered some complaint at a public office, 31 percent had been solicited for bribes at an average amount of 29,122 baht per household.

In sum, bribe solicitation is not a major factor in the delivery of everyday household services (electricity, water, postal, hospitals etc), and households are generally happy with these services with a few exceptions. Bribe solicitation is a major factor in any government office involved with transactions concerning money or property—especially the land and tax offices which have dealings with large numbers of people, and also the customs office where the number visiting is much smaller, but the average amount solicited is high.

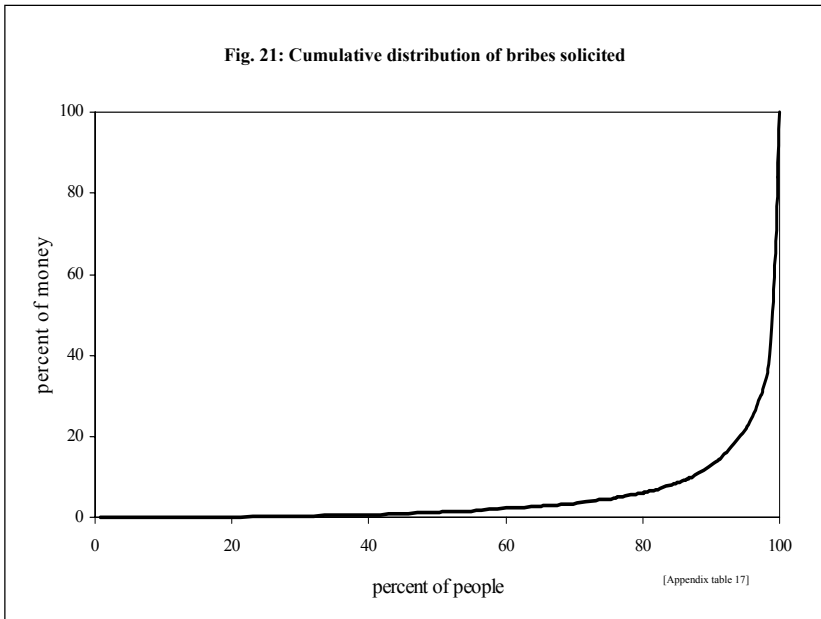
Bribe solicitation is also a major problem with the police which demanded the highest average amount, and ranked second in the total amount solicited.

### Who gets asked for bribes?

On average, every household in the nation is solicited bribes of 970 baht per year from various offices (table 8). The average per household is highest in the provincial urban areas, largely because of high amounts solicited by the police.

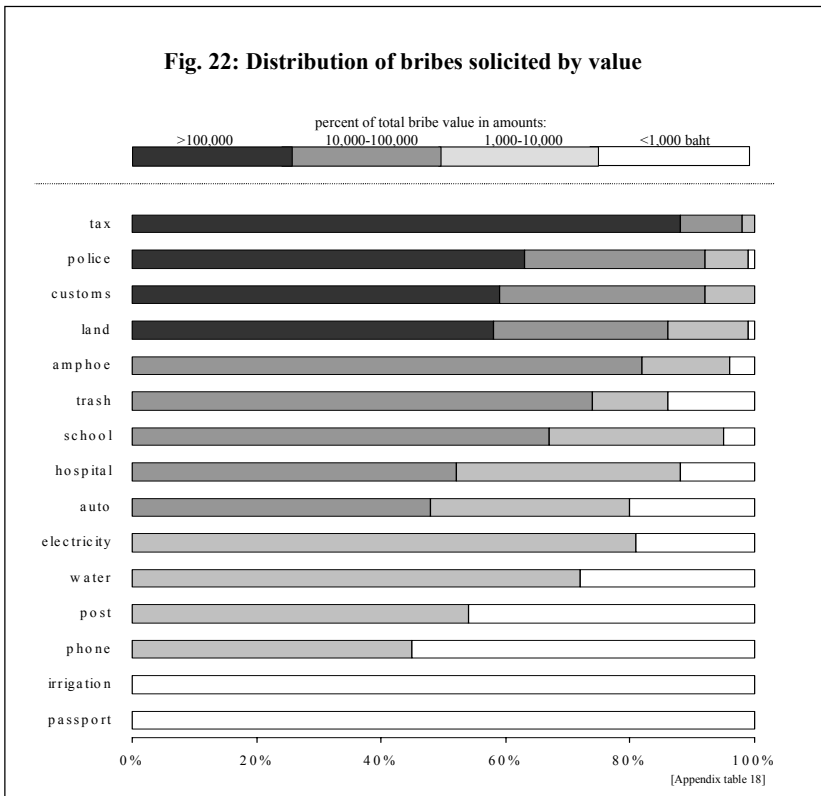
Ten percent of all households were solicited for some bribe over the past year. This proportion was similar across regions and income groups. Among those households which were solicited, about half were solicited for a small total amount in the range of 100 to 1,000 baht. However, the average was 9,722—distorted upwards by a small number of large amounts, mostly solicited by the police, customs, tax, and land offices. The total amount solicited was 15.4 billion baht.

|   | <b>Total</b>  | <b>Bkk</b> | <b>Urban</b> | <b>Rural</b> | <b>---HH Income---</b> |             |
|---|---|------------|--------------|--------------|------------------------|-------------|
|   |   |            |              |              | <b>low</b>             | <b>high</b> |
| Any bribe solicited (%)                       | 10.0  | 9.6        | 11.6         | 9.5          | 9.4                    | 12.0        |
| Average annual bribes solicited per HH (baht) | 970   | 1,378      | 2,055        | 432          | 753                    | 1,640       |
| Average of annual bribes per solicited HH     | 9,722   | 14,311     | 17,732       | 4,566        | 7,974                  | 13,690      |
|   | <b>----total annual amount, percent of all solicited households----</b> |            |              |              |                        |             |
| <100 baht                                     | 16.3  | 5.8        | 11.5         | 21.7         | 22.5                   | 4.7         |
| 100-1000 baht                                 | 48.1  | 53.7       | 45.7         | 47.5         | 46.3                   | 51.4        |
| 1000-10,000 baht                              | 25.3  | 26.5       | 25.9         | 24.6         | 23.1                   | 29.5        |
| 10,000-100,000 baht                           | 8.8   | 12.5       | 13.8         | 5.4          | 6.4                    | 13.0        |
| >100,000 baht                                 | 1.5   | 1.5        | 3.1          | 0.8          | 1.7                    | 1.4         |
| Total amount (bt mil)                         | 15,399  | 3,893      | 7,429        | 4,077        | 8,177                  | 6,947       |
| Base, all households ('000):                  | 15,878  | 2,825      | 3,615        | 9,438        | 10,864                 | 4,236       |



The “average” figure is misleading because the distribution of bribe amounts is very uneven (fig 21). Among the 10 percent of households who are solicited for bribes, around two-thirds are solicited for a thousand baht or less over the year. The total solicited in this way represents less than three percent of the grand annual total. At the other end of the scale, less than two percent of the solicited

households account for almost two-thirds of the total amount solicited, in amounts of 100,000 baht or more.



These large-scale bribes of 100,000 baht or more are solicited by only four offices: customs, land offices, police, and tax offices (fig 22). For the tax office, these large sums account for around 90 percent of all bribe solicitation. For customs, land and police, the proportion is between 50 and 60 percent.

Indeed, the 100,000+ bribes solicited by the police, land, and tax offices account for 60 percent of all bribe solicitation.

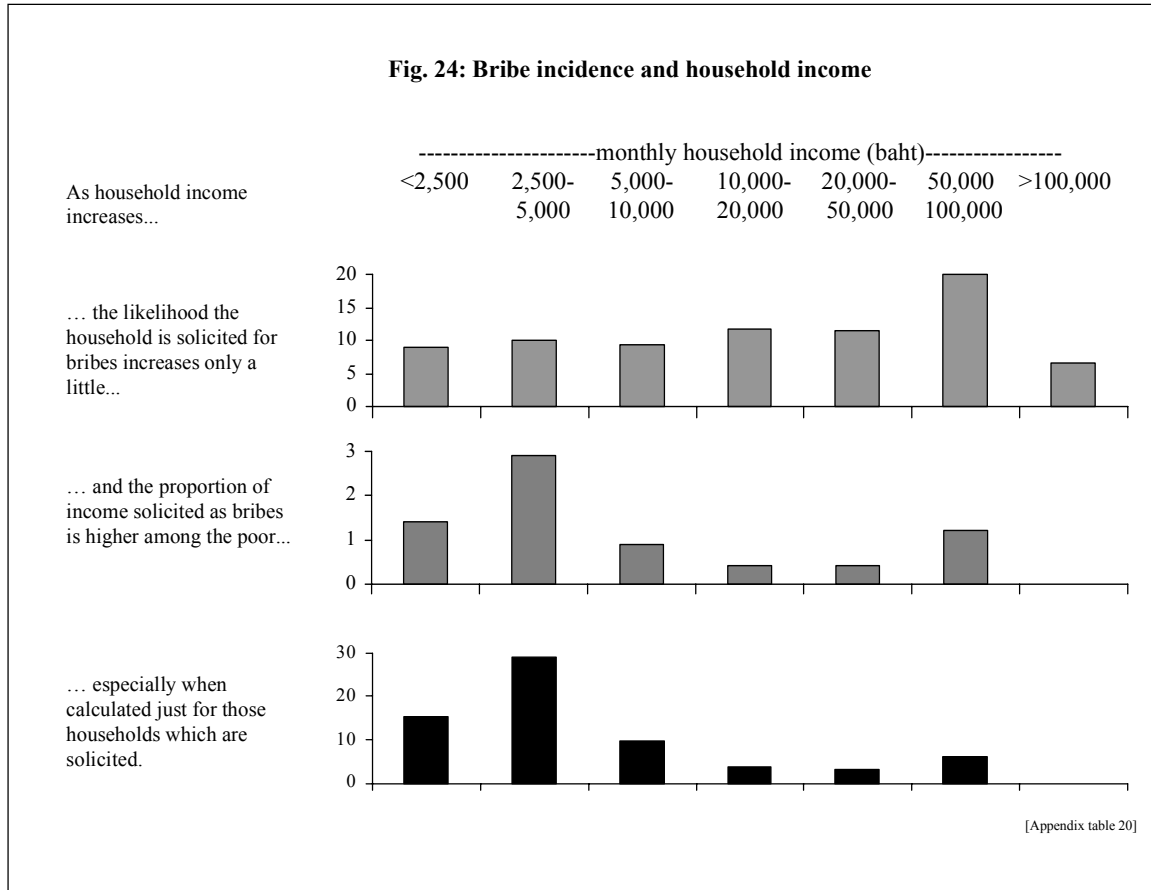


By far the majority of households solicited for bribes are solicited for very small amounts—usually less than a thousand baht (fig 23).

The large scale solicitation in amounts of over 100,000 baht affects only some 30,000 households.

The households solicited for large (>100,000 baht) bribes tend to be headed by an own account worker in commerce with a higher secondary education and a provincial urban residence.

Bribery falls most heavily on the poor (fig. 24). The likelihood of being asked for bribes is much the same for households across income classes—around 10 percent of households. But among those households solicited for bribes, the amount solicited is a much higher proportion of income for poorer households compared to richer households.

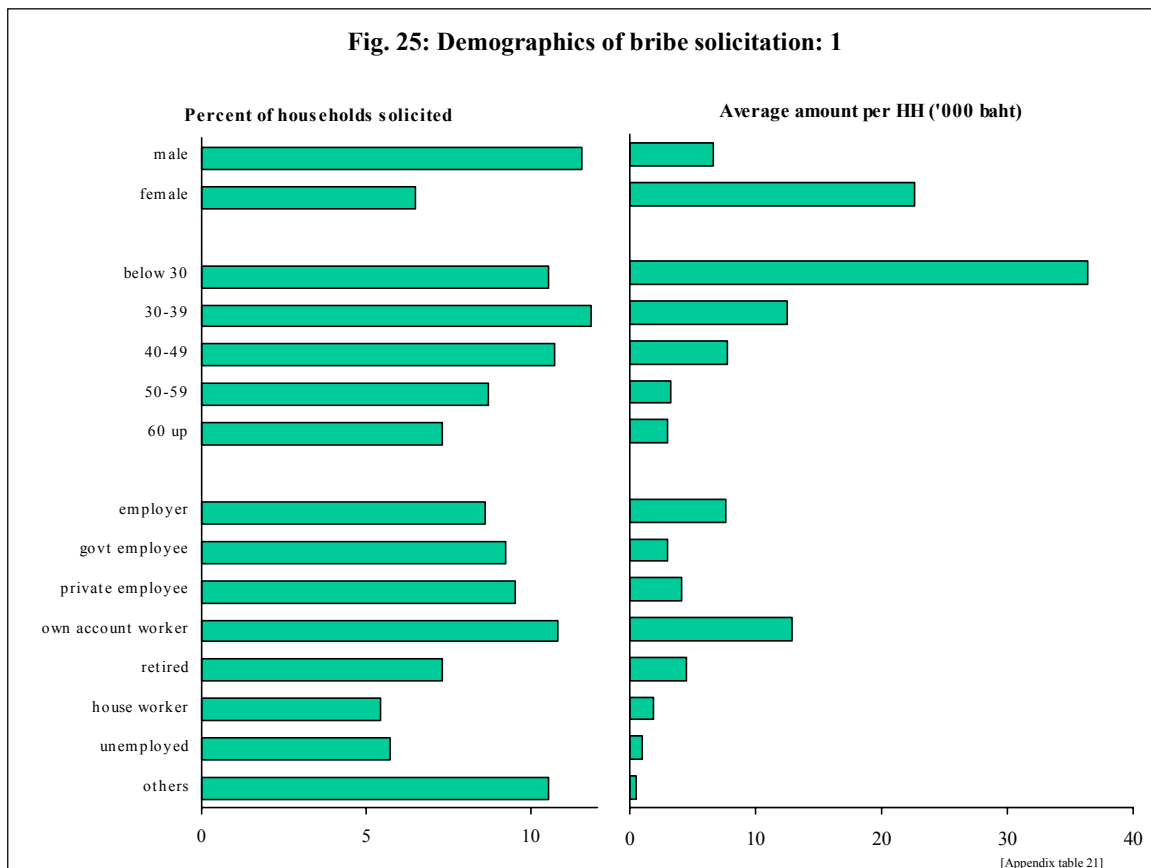


### Demographics of bribe solicitation

Female household heads have a lower propensity to be solicited for bribes, but on average are solicited for a much larger amount than males (fig, 25).

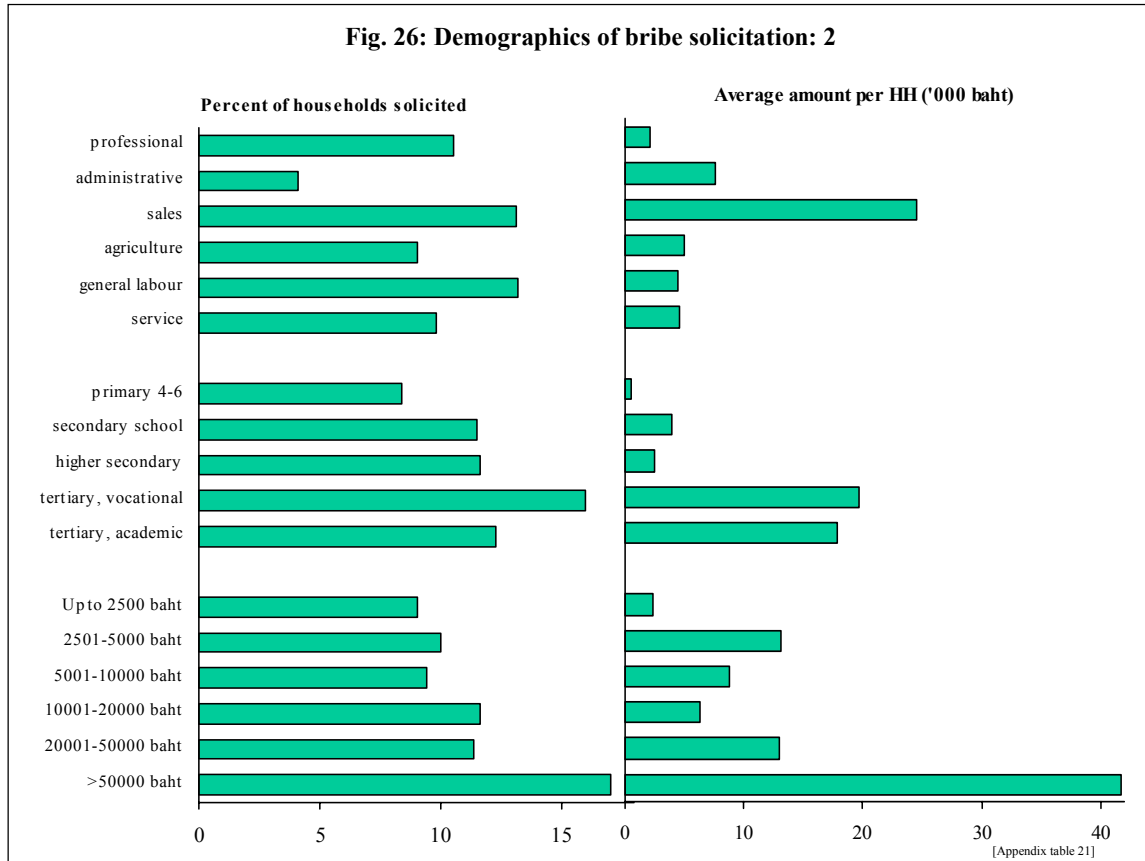
Younger people have a higher propensity to be solicited, and tend to be solicited for higher amounts.

Among occupations, the highest frequency and amounts are found among ‘own account workers’, most of whom are probably private businessmen (the term ‘own account workers’ includes businessmen and self-employed professionals).

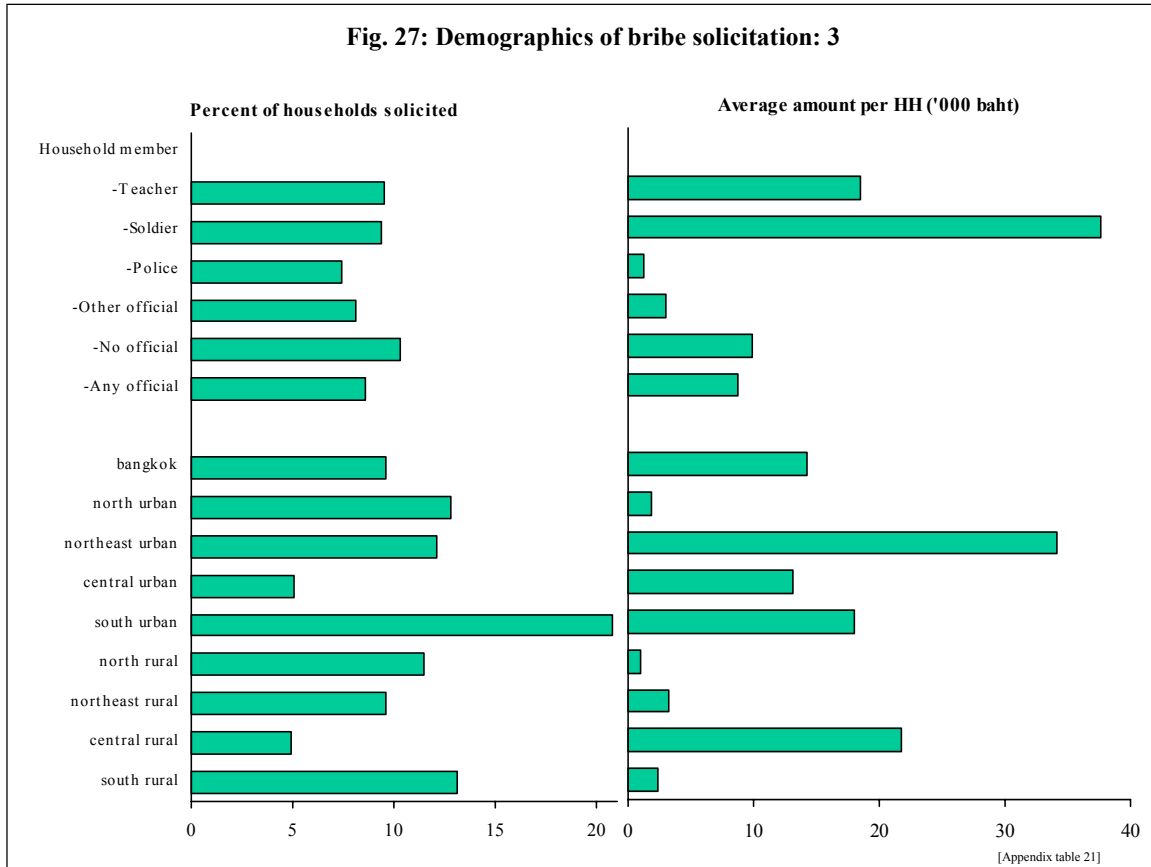


The highest amounts are solicited from own account workers in sales—in other words from small private traders (fig. 26).

Both the propensity to be solicited, and the total amount, tends to increase with greater education and higher income.



The fact of having any official in the household appears to depress the propensity to be solicited or the amount only very slightly (fig. 27). Households including teachers or soldiers were solicited for higher than average amounts. Households including a policeman were still solicited in 7 percent of cases, but the average amount was very low.



## Mechanics of corruption

Most people are uncertain about the method to negotiate a bribe with an official (table 9). Only just over half could specify what happens in the majority of cases. Most replied that they felt a need to pay without being requested, but were uncertain of the amount. However, they noted that situations in which the official asked or hinted, or where the procedure (and amount) was generally known, were also quite common.

|  | Total<br>% | Bkk<br>% | Urban<br>% | Rural<br>% | ---HH income--- |           |
|--|------------|----------|------------|------------|-----------------|-----------|
|  |            |          |            |            | low<br>%        | high<br>% |
| The official requests or hints                   | 53.9       | 55.9     | 49.1       | 55.4       | 54.2            | 53.5      |
| You feel the need to pay without being requested | 60.5       | 60.8     | 61.3       | 60.1       | 61.1            | 59.7      |
| It is known beforehand how and what to pay       | 43.3       | 36.7     | 46.1       | 44.3       | 42.9            | 44.3      |
| Base, all able to specify method (000):          | 8,261      | 1,520    | 2,095      | 4,646      | 5,703           | 2,368     |

The ten percent of the sample who had been solicited for bribes over the past year were more definite (table 10). They indicated that the official was likely to ask or hint for the bribe. This was especially true in the rural area.

|  | Total<br>% | Bkk<br>% | Urban<br>% | Rural<br>% | ---HH income--- |           |
|--|------------|----------|------------|------------|-----------------|-----------|
|  |            |          |            |            | low<br>%        | high<br>% |
| The official requests or hints                   | 61.9       | 50.9     | 49.5       | 71.1       | 66.2            | 55.9      |
| You feel the need to pay without being requested | 50.9       | 46.6     | 50.6       | 52.4       | 55.5            | 43.1      |
| It is known beforehand how and what to pay       | 47.0       | 40.4     | 50.1       | 47.6       | 46.5            | 49.0      |
| Base, all solicited for bribe (000):             | 1,584      | 272      | 419        | 893        | 1,026           | 507       |

People are relatively confident that a payment will increase the chance that a problem with an official would be resolved speedily and effectively (table 11). Over half are positive that a bribe will be effective, while less than a quarter are negative. On a 7-point scale, the mean is 4.7, with little variation across regions and income groups.

Those who had been solicited for bribes in the past year are more confident. Over two-thirds are positive that a bribe will be effective, and the mean is 5.4.

| <b>Table 11: How confident are you that bribe will have desired result</b> |              |            |              |              |                        |             |
|--|--------------|------------|--------------|--------------|------------------------|-------------|
|  | <b>Total</b> | <b>Bkk</b> | <b>Urban</b> | <b>Rural</b> | <b>---HH income---</b> |             |
|  |              |            |              |              | <b>low</b>             | <b>high</b> |
| <b>All answering</b>   |              |            |              |              |                        |             |
| No (%)   | 22.2         | 30.2       | 20.5         | 20.5         | 20.1                   | 24.6        |
| Neutral (%)  | 25.3         | 21.2       | 22.9         | 27.3         | 25.9                   | 23.2        |
| Yes (%)  | 52.6         | 48.6       | 56.6         | 52.1         | 54.0                   | 52.2        |
| Mean (7-point scale)   | 4.7          | 4.4        | 4.8          | 4.7          | 4.8                    | 4.6         |
| Base, all answering ('000):  | 14,757       | 2,495      | 3,428        | 8,833        | 10,147                 | 3,949       |
| <b>All solicited for bribe</b>   |              |            |              |              |                        |             |
| No (%)   | 14.7         | 20.3       | 20.4         | 10.3         | 11.6                   | 21.5        |
| Neutral (%)  | 18.0         | 13.7       | 13.4         | 21.4         | 17.4                   | 16.8        |
| Yes (%)  | 67.4         | 66.0       | 66.2         | 68.3         | 71.0                   | 61.8        |
| Mean (7-point scale)   | 5.4          | 5.1        | 5.2          | 5.5          | 5.6                    | 5.0         |
| Base, all solicited ('000):  | 1,571        | 272        | 413          | 886          | 1,022                  | 501         |



### **Section 3**

## **Schools, courts and votes**

## Corruption in education

Almost two-thirds of households include one or more students (table 12).

|                              | Total  | Bkk   | Urban | Rural | ---HH Income--- |       |
|------------------------------|--------|-------|-------|-------|-----------------|-------|
|                              |        |       |       |       | low             | high  |
| Kindergarten                 | 12.4   | 8.5   | 13.3  | 13.3  | 13.0            | 11.6  |
| Primary                      | 30.9   | 24.7  | 29.6  | 33.3  | 34.7            | 21.9  |
| Secondary                    | 28.1   | 22.7  | 28.0  | 29.8  | 28.6            | 27.6  |
| College (academic)           | 9.8    | 12.7  | 12.5  | 7.9   | 7.5             | 16.5  |
| Vocational                   | 6.2    | 5.9   | 7.1   | 6.0   | 6.0             | 7.0   |
| Any                          | 64.4   | 53.8  | 64.0  | 66.0  | 65.9            | 59.2  |
| Students per household       | 1.1    | 1.0   | 1.2   | 1.2   | 1.2             | 1.1   |
| Base, all households ('000): | 15,878 | 2,825 | 3,615 | 9,438 | 10,864          | 4,236 |

Of these households, 2.8 percent were asked to pay some amount to gain placement in a government school over the past year (table 13). The minimum amount was 100 baht, and the maximum 60,000 baht. The average amount was a little over 10,000 baht.

In Bangkok the proportion of households asked was higher (4.3 percent) and the average amount was close to 20,000 baht. In the rural areas, the proportion fell to 1.7 percent and the amount to around 5,000 baht.

Upper-income households were more likely to be asked. But the average amount was around the same for upper and lower income households.

|  | Total  | Bkk    | Urban | Rural | ---HH Income--- |        |
|--|--------|--------|-------|-------|-----------------|--------|
|  |        |        |       |       | low             | high   |
| Any payment for place in gov't school (%)  | 2.8    | 4.3    | 4.6   | 1.7   | 2.2             | 4.7    |
| Average amount per household (baht)        | 10,277 | 20,022 | 9,016 | 4,872 | 10,462          | 10,435 |
| Total amount (mil baht)                    | 2,627  | 1,239  | 965   | 422   | 1,391           | 1,227  |
| Any additional payments at school (%)      | 4.5    | 5.1    | 6.1   | 3.8   | 3.8             | 7.2    |
| Average amount per household (baht)        | 1,195  | 2,957  | 714   | 899   | 718             | 1,835  |
| Total amount (mil baht)                    | 499    | 212    | 93    | 194   | 172             | 327    |
|  | 3,126  | 1,451  | 1,058 | 716   | 1,563           | 1,554  |
| Base, all households with students ('000): | 10,051 | 1,513  | 2,314 | 6,223 | 7,150           | 2,508  |

Besides admission fees, some 4.5 percent of households with students were required to make some extra, irregular payment to the school over the past year (table 13). The average amount was 1,195 baht. Again in Bangkok the amount was significantly higher at 2,957.

In all, these extra payments to public educational institutions amount to 3.1 billion baht a year, with just under half found in Bangkok.

There is a strong impression that the public education system is improving (table 14). On a 7-point scale where 1 meant the system had deteriorated badly and 7 meant it had improved a lot, households with students gave the public education system a rating of 4.98.

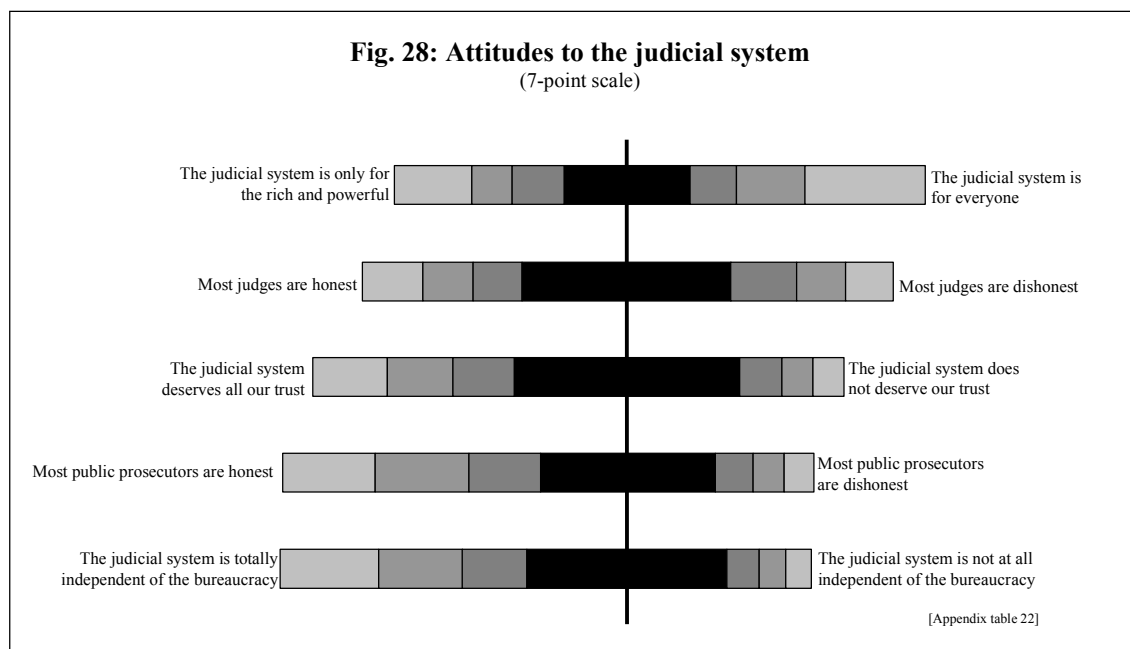
In terms of cost, the public education system is seen as slightly expensive. On a 1-7 scale ranging from cheap to expensive, households with students gave an average rating of 3.89. Rural households were more likely to perceive it as expensive.

|   | Base<br>(000) | Total | Bkk  | Urban | Rural | ---HH income--- |      |
|---|---------------|-------|------|-------|-------|-----------------|------|
|   |               |       |      |       |       | low             | high |
| -----mean score, 7-point scale-----   |               |       |      |       |       |                 |      |
| <u>All HH with students</u>   |               |       |      |       |       |                 |      |
| Has public education system improved (7) or deteriorated(1) over past 2 yrs | 10,052        | 4.98  | 4.79 | 4.96  | 5.03  | 5.07            | 4.75 |
| Is public education cheap (1) or expensive (7)                              | 10,048        | 3.89  | 3.46 | 3.86  | 4.01  | 3.94            | 3.75 |
| <u>All HH made extra payments</u>   |               |       |      |       |       |                 |      |
| Has public education system improved (7) or deteriorated(1) over past 2 yrs | 675           | 4.62  | 4.52 | 4.88  | 4.50  | 4.91            | 4.23 |
| Is public education cheap (1) or expensive (7)                              | 675           | 4.25  | 3.80 | 4.16  | 4.47  | 4.26            | 4.23 |

Those households which had been asked to make irregular extra payments for schooling had a slightly less favourable view of the progress of the public education system. They were also more likely to perceive the system as expensive—especially in the rural area.

### Corruption in the judicial system

Views on the judicial system are not at all clear (fig. 28). The judicial system is perceived as deserving of trust, but only by a small margin. Opinions are equally divided whether it is independent of the bureaucracy or not. By a small margin, it is considered to be for everyone rather than just the rich and powerful. However, this favourable margin is mostly contributed by the rural sample. Both judges and public prosecutors are considered to be honest. On all these opinions, Bangkok is a little more sceptical.



However, on all these opinions, large numbers (between 24 and 43 percent) selected the middle box (=4) denoting a neutral opinion (table 15). The overall impression is that the attitude to the judiciary is either indistinct or moderately favourable. Even among those who have had recent experience of the judicial system (see below), the mean scores were not significantly different from the overall sample, and the numbers selecting the middle box only slightly less.

|   | % selecting middle box |     |             |  |
|---|------------------------|-----|-------------|--|
|   | All                    | Bkk | Used court* |  |
| The judicial system deserves all of our trust                 | 33                     | 30  | 29          | The judicial system does not deserve any trust                   |
| The judicial system is totally independent of the bureaucracy | 40                     | 31  | 33          | The judicial system is not at all independent of the bureaucracy |
| The judicial system is only for the rich and powerful         | 24                     | 16  | 16          | The judicial system is for everyone                              |
| Most judges are honest  | 35                     | 35  | 35          | Most judges are dishonest  |
| Most public prosecutors are honest                            | 43                     | 37  | 39          | Most public prosecutors are dishonest                            |

\*=all appeared in courts in past 2–3 years (= 7.5% of sample)

Views on the judiciary are probably unclear because most people have little direct experience (table 16).

Eight percent of households had made a court appearance in the past two years. The proportion was slightly higher in urban areas and among upper-income households. Almost all had made a single appearance, and the maximum was six.

|     | Total<br>% | Bangkok<br>% | Urban<br>% | Rural<br>% | ---HH income--- |           |
|-----|------------|--------------|------------|------------|-----------------|-----------|
|     |            |              |            |            | low<br>%        | high<br>% |
| Any | 7.5        | 8.8          | 9.1        | 6.5        | 6.9             | 8.9       |
| 1   | 6.2        | 6.4          | 7.9        | 5.4        | 5.8             | 6.9       |
| 2   | 0.9        | 1.4          | 0.7        | 0.9        | 0.6             | 1.6       |
| 3   | 0.2        | 0.6          | 0.1        | 0.0        | 0.1             | 0.4       |
| 5   | 0.1        | 0.3          | 0.1        |            | 0.1             | 0.1       |
| 6   | 0.2        |              | 0.3        | 0.2        | 0.2             |           |

Slightly more appeared as defendants rather than plaintiffs (table 17). The cases were equally divided between criminal and civil.

In 31 percent of cases, a bribe was solicited to get a favourable decision. This proportion was the same for civil and criminal cases, and slightly more common for plaintiffs (35 percent) as against defendants (28 percent). An estimated 364,000 households were asked for a bribe to secure a favourable court decision over the past two years (2.3 percent of all households in the country).

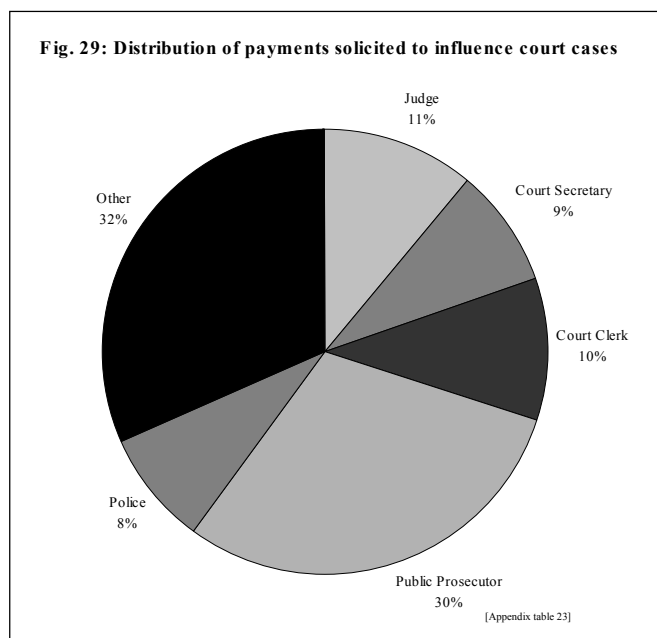
|   | Total<br>% | Bangkok<br>% | Urban<br>% | Rural<br>% | ---HH income--- |           |
|---|------------|--------------|------------|------------|-----------------|-----------|
|   |            |              |            |            | low<br>%        | high<br>% |
| Plaintiff                                 | 42.2       | 48.7         | 35.0       | 43.4       | 38.8            | 48.8      |
| Defendant                                 | 57.8       | 51.3         | 65.0       | 56.6       | 61.2            | 51.2      |
| Criminal                                  | 47.2       | 33.5         | 42.3       | 55.4       | 51.0            | 37.3      |
| Civil                                     | 49.7       | 63.8         | 54.1       | 41.5       | 45.3            | 60.2      |
| Both                                      | 3.1        | 2.7          | 3.6        | 3.0        | 3.7             | 2.5       |
| Bribe solicited                           | 30.7       | 27.5         | 27.6       | 33.6       | 29.6            | 33.0      |
| Base, all making court appearance ('000): | 1,188      | 248          | 330        | 611        | 745             | 377       |

In over half (56 percent) of those cases when a bribe was requested, the amount required was indicated (table 18). These amounts ranged from a low of 1,500 baht to a high of 150,000 baht. Most fell in the range of 10,000 to 50,000 baht, and the mean was 34,531 baht. This was slightly higher than the amount (32,003 baht) which the same households paid on average for their official expenses such as attorney fees. The total estimated value of these indicated bribes was 6.6 billion baht over two years.

|  | Percent of households | number of households |        |             |
|--|-----------------------|----------------------|--------|-------------|
| Total households   | 100.0                 | 15,878,000           |        |             |
| Total involved in court cases  | 7.5                   | 1,181,000            |        |             |
| ----- based on all households involved in court cases (1.2 million)----- |                       |                      |        |             |
|  | Percent of households | number of households | baht   | total       |
| % asked for a bribe  | 30.7                  | 364,000              |        |             |
| % asked for bribe and amount indicated                                   | 17.3                  | 205,000              |        |             |
| - average value of bribe   |                       |                      | 34,531 | 6.6 billion |
| - average court expenses (legal fees etc)                                |                       |                      | 32,003 |             |
| % bribe indicated and case with economic value                           | 8.9                   |                      |        |             |
| - average economic value   |                       | 542,598              |        |             |
| - average bribe amount indicated   |                       | 19,133               |        |             |
| - bribe as % of economic value   | 3.5                   |                      |        |             |

Note: Some respondents did not reveal amount solicited. The total value is based only on those who revealed

In half of the cases that a bribe amount was indicated, the court case had some economic value (e.g. property). In these cases the average economic value of the case was just over half a million baht, and the bribe indicated averaged 3.5 percent of this value.



The main recipients of bribes in court cases are public prosecutors (fig. 29). In just under half of the estimated 205,000 cases when a bribe amount was indicated, payments was made to a public prosecutor. Frequency of payments to judges, court secretaries or court clerks was much less—around 13-15 percent of cases. In all these instances the average amount paid was around 20,000 baht.

In 43 percent of cases, payments were made to someone other than a court officer, usually a police officer, lawyer or someone else acting as an intermediary.

When itemized in this way, the estimated total value of bribes paid in court cases is 6.7 billion baht, slightly over the earlier unitemized estimate of 6.6 billion (table 19).

|                              | Percent | Number of Households ('000) | Average amount (baht) | Total amount (mil. baht) |
|------------------------------|---------|-----------------------------|-----------------------|--------------------------|
| Payments to judge            | 15.5    | 31                          | 24,489                | 743                      |
| Payment to court secretary   | 13.7    | 27                          | 21,829                | 585                      |
| Payment to court clerk       | 15.7    | 31                          | 22,369                | 685                      |
| Payment to public prosecutor | 47.0    | 94                          | 25,245                | 2,030                    |
| Payment to police            | 21.1    | 42                          | 15,887                | 552                      |
| Payment to others            | 23.1    | 46                          | 46,191                | 2,142                    |
| Total                        |         |                             |                       | 6,737                    |

Although the samples are small, some of the sub-sample variation is worth pointing out. None of the payments to court functionaries (judge, clerk, secretary) were made in Bangkok. All were provincial, and mostly rural. Payments to public prosecutors and 'others' were found in all areas.

The average total value of bribes per case was not significantly different in Bangkok, urban and rural areas (table 20). In all over half the total bribe amount derived from the rural area. The average bribe value for lower-income households was half that for upper-income households, but as a percentage of those lower-income households' annual income it was much higher—41 percent against 14 percent.

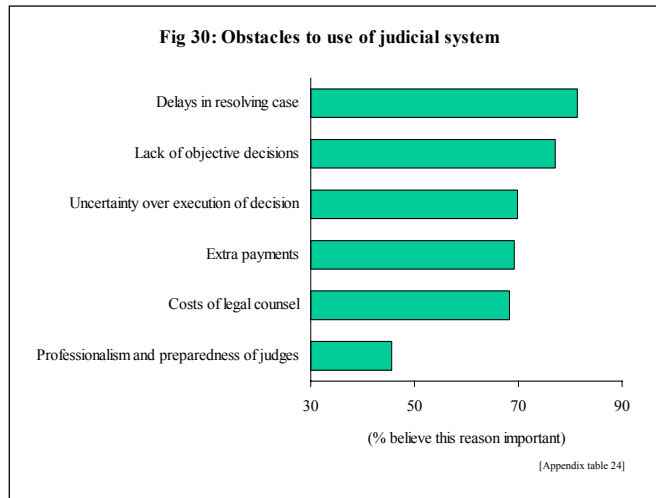
|  | Total % | Bangkok % | Urban % | Rural % | ---HH income--- |        |
|--|---------|-----------|---------|---------|-----------------|--------|
|  |         |           |         |         | low %           | high % |
| Average total payments per case (baht)                                 | 32,948  | 34,846    | 33,664  | 32,082  | 21,604          | 45,045 |
| Total payments over past 2 years (mil. baht)                           | 6,737   | 1,220     | 1,717   | 3,800   | 2,398           | 3,586  |
| Total bribe as percent of annual HH income                             | 20.3    | 18.9      | 15.8    | 24.3    | 40.9            | 14.4   |
| Base, all asked for payment in court case and amount indicated ('000): | 200     | 35        | 50      | 115     | 111             | 75     |

Those who had been asked for bribes over a court case were uncertain whether payment made the outcome more certain (table 21). Forty-two percent felt the bribe did make the outcome more certain, but 33 percent disagreed and 24 percent were neutral.

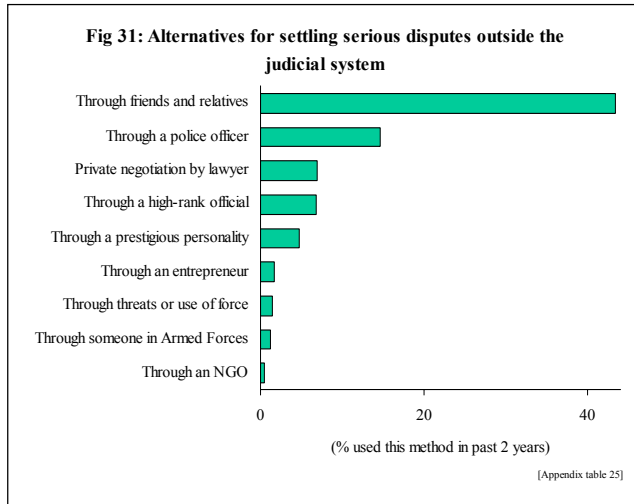
|  | Total<br>% | Bangkok<br>% | Urban<br>% | Rural<br>% | ---HH income--- |           |
|--|------------|--------------|------------|------------|-----------------|-----------|
|  |            |              |            |            | low<br>%        | high<br>% |
| No %   | 33.3       | 36.7         | 19.1       | 38.9       | 31.5            | 33.8      |
| Neutral %  | 24.0       | 19.7         | 23.7       | 25.4       | 21.5            | 27.2      |
| Yes %  | 42.7       | 43.6         | 57.2       | 35.7       | 47.0            | 39.0      |
| Mean (7-point scale)                                 | 4.1        | 3.8          | 4.6        | 4.0        | 4.2             | 4.2       |
| Base, all asked for payment<br>in court case ('000): | 320        | 56           | 85         | 180        | 180             | 121       |

Five percent of households had contemplated going to court over a dispute in the past two years but had decided against it (table 22).

|                   | Total  | Bangkok | Urban | Rural | ---HH income--- |       |
|-------------------|--------|---------|-------|-------|-----------------|-------|
|                   |        |         |       |       | low             | high  |
| Yes (%)           | 5.2    | 6.2     | 7.0   | 4.3   | 4.7             | 7.1   |
| Base, all ('000): | 15,878 | 2,825   | 3,615 | 9,438 | 10,864          | 4,236 |



Delay in resolving a case was the biggest obstacle deterring households from going to court, followed by lack of objective decisions, and uncertainty over the execution of decisions (fig 30). In other words, people believe that court process is slow, erratic and ineffective. The cost element—both in terms of official and unofficial payments—is a secondary concern. Indeed, when it came to rating the different obstacles, extra payments was narrowly ranked bottom.



For those who decided against a court case, the most common alternative way to resolve major disputes is through the intercession of friends and relatives (fig. 31). If an outsider is brought in to help, it is most likely to be a police officer. Lawyers, high officials and prestigious personalities may also figure. Entrepreneurs and military men are less appropriate, and NGOs even less so. These preferences hold true across regions and income classes

As many as 1.5 percent of households admitted to using threats or force to resolve a dispute. In Bangkok, this figure rose to 3 percent.

## Vote buying

Almost one third of households had been offered vote-buying at the last general election in November 1996 (table 23). The proportion was much the same across regions and income groups.

Around one fifth of those with the right to vote had been offered vote-buying at elections for municipalities and sanitary district councils over the past 2 years. Thirty percent of those living in the rural areas falling inside Greater Bangkok had been offered vote-buying at tambon council elections.

The incidence of vote-buying for provincial council elections, and for tambon councils outside Bangkok, is much less.

These figures are probably highly underestimated. Other estimates of the proportion of voters offered money at general elections have run as high as 70 percent. However, the relative importance of vote-buying at different types of election may still be significant.

**Table 23: Vote-buying offered at elections in past 2 years**

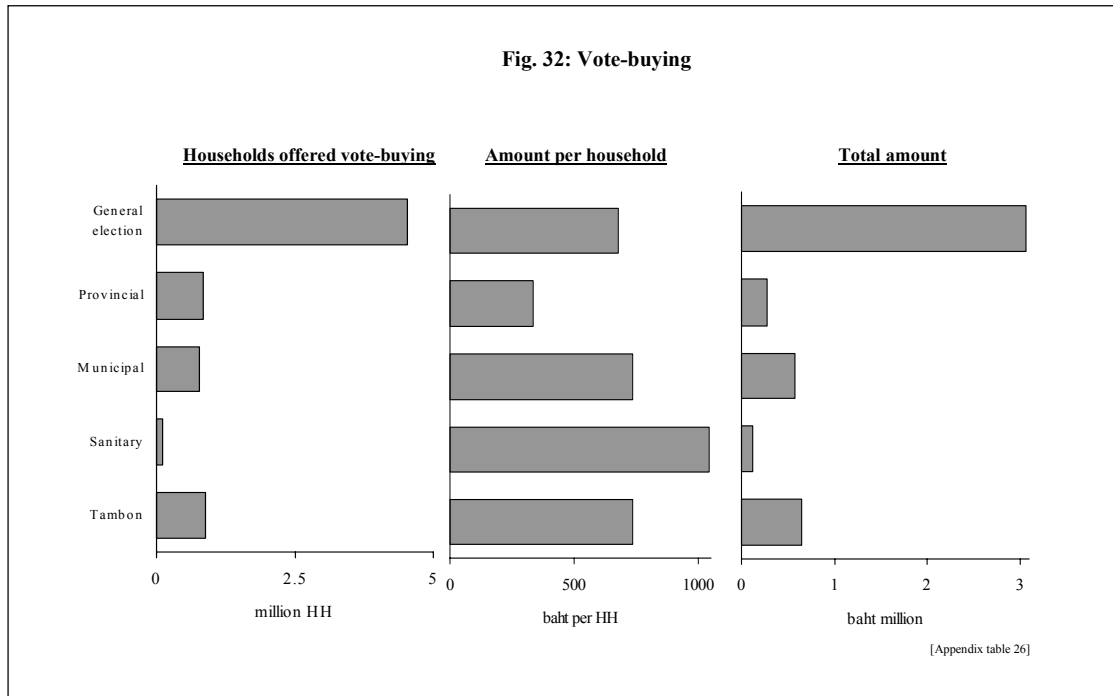
|                               | Base: all<br>have right<br>to vote (000) | Total<br>% | Bkk<br>% | Urban<br>% | Rural<br>% | ---HH income--- |           |
|-------------------------------|--|------------|----------|------------|------------|-----------------|-----------|
|                               |  |            |          |            |            | Low<br>%        | high<br>% |
| Last general election         | 15,878                                   | 30.6       | 27.2     | 30.7       | 31.6       | 31.3            | 30.8      |
| Municipal election            | 3,991                                    | 19.5       | 37.9     | 19.2       |            | 21.4            | 17.9      |
| Provincial Council            | 13,657                                   | 6.5        | 6.7      | 8.1        | 5.8        | 6.7             | 5.6       |
| Sanitary district council     | 562                                      | 20.1       | 8.7      | 22.5       | 24.3       | 11.7            |           |
| Tambon (sub-district) council | 9,468                                    | 9.3        | 29.7     |            | 8.2        | 9.8             | 9.5       |
| Bangkok Ward Councils         | 1,830                                    | 4.5        | 4.5      |            |            |                 |           |

At the last general election, the average amount offered as vote-buying ranged from 10 baht to 13,000 baht (N.B. the respondent was asked to estimate for the whole household which might include several voters). The average per household was 678 baht (fig. 28). In Bangkok the average was significantly higher at 1,142 baht per household, and in the rural areas it fell to 554 baht.

The total amount involved nationwide was around 3 billion baht, with around half offered in the rural area.

In local elections, although the proportion of households offered money is less than in the general elections, the amounts tend to be higher. The average per household is in the range of 700 to 1,000 baht. The highest average was for sanitary district elections at 1,043 baht. The exception is the provincial council elections where the average is only 333 baht.

The total amount offered in all these elections amounts to 4.7 billion baht (fig. 32). After the general election, the next highest amounts are for the tambon council elections (593 million) and municipalities (570 million).



Donations to electoral candidates are insignificant. Only 0.3 percent had donated money to a candidate at the last general election. For local elections, the incidence was even less.

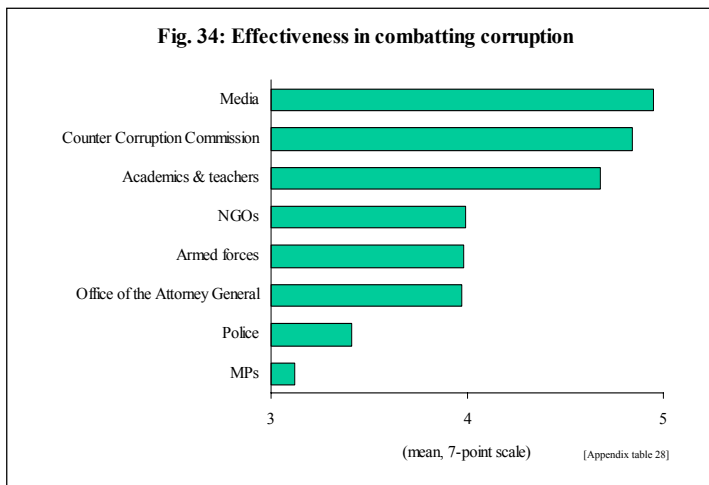
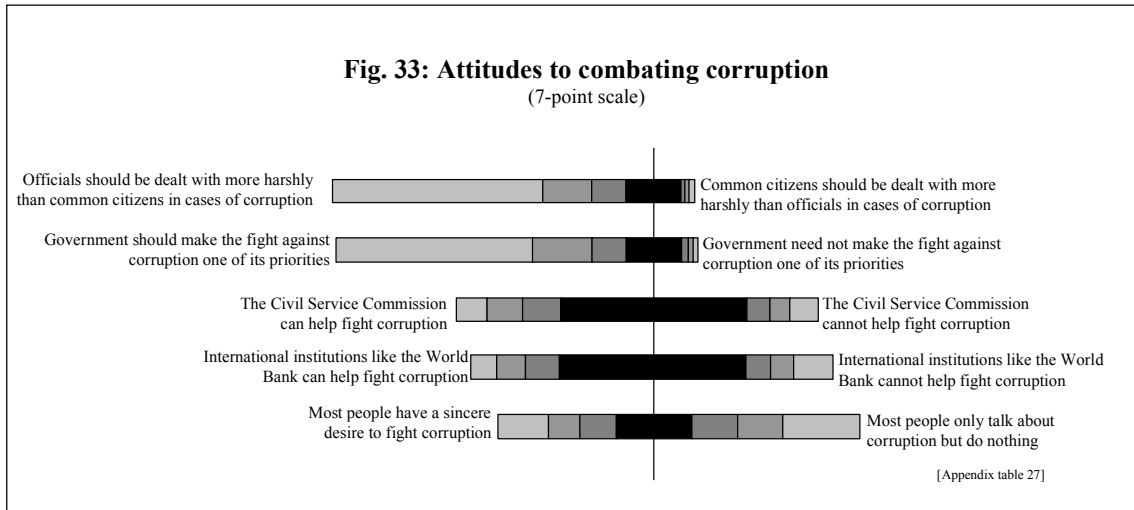


## **Section 4**

# **Combating corruption**

### Combating corruption

Combating corruption is highly problematic (fig. 33). People clearly believe that officials should be dealt with more harshly than common citizens over corruption issues, and that the government should definitely make the fight against corruption one of its priorities. There is almost no dissent from these views. However it is also believed that most people only talk about corruption but have no sincere desire to do anything about it. There is also no conviction that either the Civil Service Commission, or international institutions (such as the World Bank) can help combat corruption. On these two questions, over half opted for the middle box, probably indicating that they had no knowledge or opinion.



The media are considered to be the most effective institution in combating corruption, followed by the Counter Corruption Commission and academics/teachers (fig. 34). These three institutions are rated clearly better than others.

The least effective are police and MPs.

## Reporting corruption

There is no clear and generally known mechanism for reporting cases of corruption. Only 3-in-10 people know how to report a case of corruption (table 24). Of these, 61 percent believe it should be reported to the Counter Corruption Commission, and 57 percent to the police.

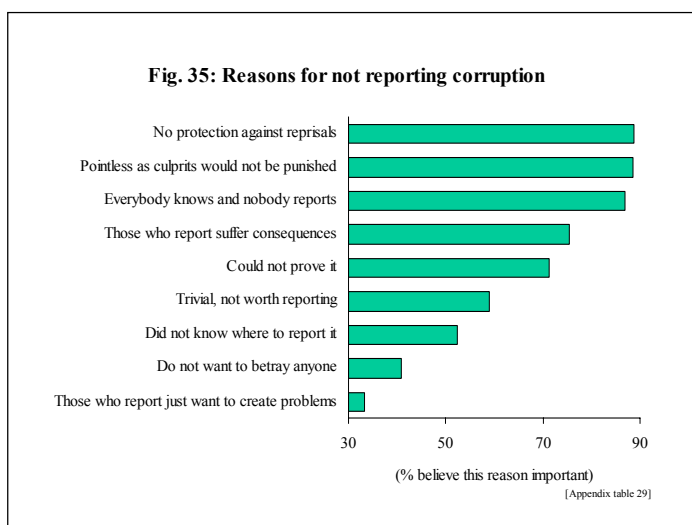
|                               | Total   | Bkk  | Urban | Rural | HH income |      |
|-------------------------------|---|------|-------|-------|-----------|------|
|                               |   |      |       |       | low       | high |
| Know how to report (%)        | 30.1  | 31.1 | 34.4  | 28.1  | 25.9      | 44.1 |
| Don't know how to report (%)  | 69.9  | 68.9 | 65.6  | 71.9  | 74.1      | 55.9 |
| <b>Report to who</b>          | -----percent of those who know how to report----- |      |       |       |           |      |
| Police                        | 56.7  | 45.4 | 56.3  | 60.7  | 63.9      | 45.9 |
| Counter Corruption Commission | 61.0  | 70.5 | 66.2  | 55.5  | 54.0      | 72.2 |
| MPs                           | 19.5  | 18.2 | 17.8  | 20.8  | 19.9      | 19.1 |

People are not sure about the effectiveness of the procedures for reporting corruption (table 25). On a 7-point scale ranging from low to high effectiveness, the mean answer came at the mid-point. Bangkokians are more sceptical than the average. Those who earlier said they knew how to report a case of corruption were only marginally more confident about the effectiveness of the process.

|                              | Base<br>(‘000) | Total                           | Bkk  | Urban | Rural | HH income |      |
|------------------------------|----------------|---------------------------------|------|-------|-------|-----------|------|
|                              |                |                                 |      |       |       | low       | high |
|                              |                | -----means (7-point scale)----- |      |       |       |           |      |
| Effectiveness(7 point scale) |                |                                 |      |       |       |           |      |
| - all answering              | 15,399         | 3.52                            | 3.22 | 3.53  | 3.61  | 3.57      | 3.48 |
| - all know how to report     | 4,737          | 3.80                            | 3.55 | 3.85  | 3.86  | 3.82      | 3.76 |

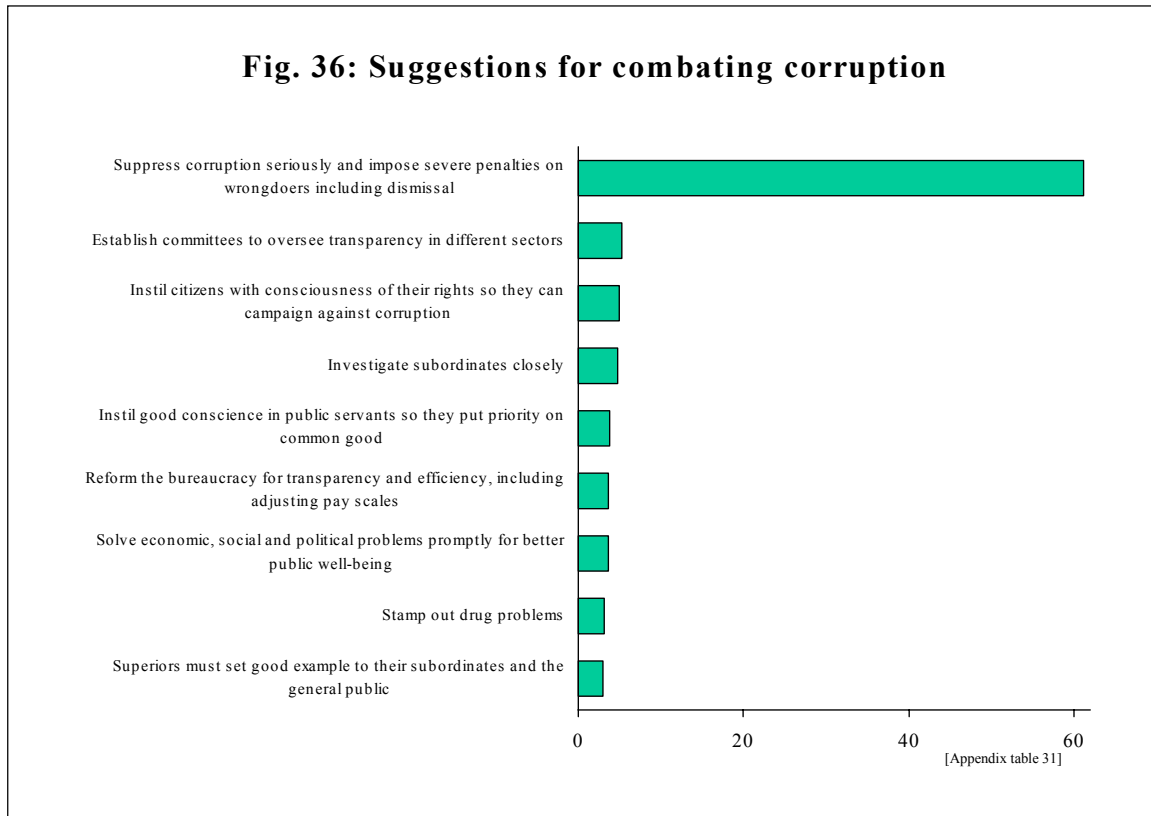
A fifth believed they had witnessed a case of corruption in the past 2 years (table 26). In Bangkok, the proportion rose to a third. Of those who had witnessed, only 5 percent reported the matter.

|                            | Total                                    | Bkk  | Urban | Rural | HH income |      |
|----------------------------|--|------|-------|-------|-----------|------|
|                            |  |      |       |       | low       | high |
| Witnessed a case (%)       | 20.5                                     | 32.5 | 24.5  | 15.4  | 16.4      | 33   |
| Did not witness a case (%) | 79.5                                     | 67.5 | 75.5  | 84.6  | 83.6      | 67   |
| <b>Report it or not</b>    | -----percent of those who witnessed----- |      |       |       |           |      |
| Reported it                | 4.9                                      | 6.7  | 5.1   | 3.6   | 3.3       | 6.4  |
| Did not think to report it | 39.1                                     | 28.0 | 48.0  | 40.7  | 44.6      | 32.5 |
| Thought but didn't         | 56.0                                     | 65.2 | 46.9  | 55.7  | 52.1      | 61.1 |



Corruption goes unreported because of fear of reprisals and doubt that anyone will be punished (fig. 35). Almost 9-in-10 of all those who had witnessed a case of corruption felt these two factors might influence a decision not to report the case.

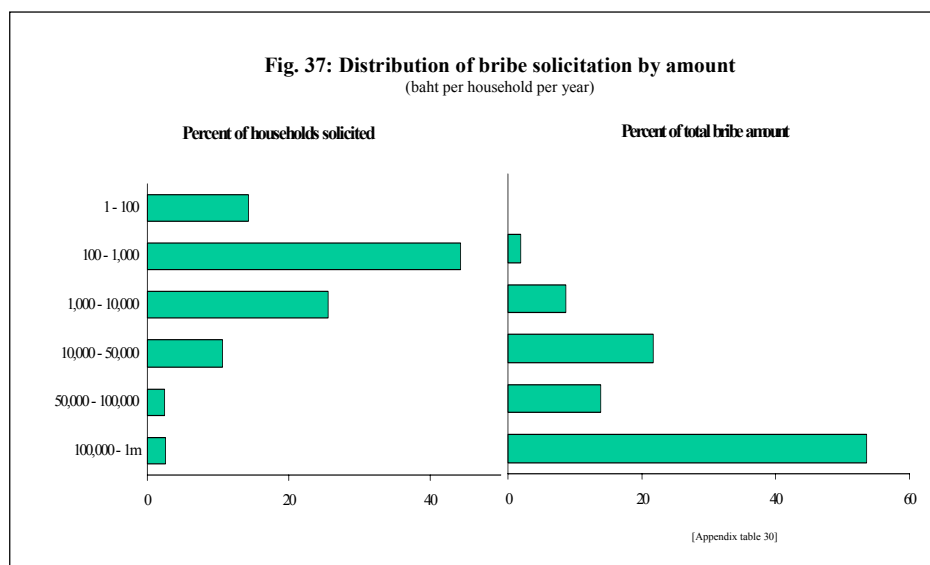
At the tail-end of the survey, household heads were prompted to suggest their own solutions to corruption (fig. 36). One suggestion, made by three-fifths, dominated the responses: tougher suppression with more severe penalties.



## Final comments

In all some 2.1 million households, or 13.4 percent of the sample, had been solicited for some bribe by a government office or school within the past year, or in connection with a court case within the past two years.

The average total payment per solicited household was 11,925 baht, and the sum total 25 billion baht. However, over half of the solicited households had been asked for total sums of a thousand baht or less (fig. 37). Only 5 percent of the solicited households (less than 1 percent of total households) had been solicited for a total amount exceeding 50,000 baht. However these large-scale bribes contributed over half the total amount.



On the evidence of this survey, Thailand is not badly afflicted by the sort of low-level corruption characterised by petty payments solicited regularly from ordinary people for the pursuit of normal public services. There is some of this, but not much. Despite frequent contact with government offices, 90 percent of households claim not to be affected, and a further 6 percent are solicited for rather small sums (less than 1,000 baht annually).

Even so, public sector corruption remains a major problem, and is perceived as such. This problem falls into two parts. First, there is bribe solicitation, often on a large scale, confined to a few offices which have authority over transactions of money and property—namely the customs, land and tax, offices—plus the police. This practice also affects the judicial system to some extent, even though the judiciary in general is perceived as being less afflicted by corruption than the administrative bureaucracy and politicians.

Second, there is a major problem of corruption in the political system. This does not affect households directly and hence is not fully captured in this survey. It affects households indirectly in the numbers of politicians prepared to offer money for their votes. And it is something which households are aware of. People believe it is a problem which is bad and getting worse. Whereas a few years ago, they saw bureaucratic and political corruption as equally problematic, now there is no doubt that political corruption looms as the more serious problem.

At present people have little knowledge of or faith in mechanisms to combat these two forms of corruption. They are unlikely to use complaint procedures because they doubt they will be effective. They do not believe there is currently a strong political will for reform. They place some hope in the Counter Corruption Commission and in civil society (media, academics, teachers). But they do not believe that combating corruption is yet a serious part of the national agenda.

## **Appendices**

### Sample details

These tables shows the sample with weights applied.

| <b>Sample details</b> |              |            |              |              |
|-----------------------|--------------|------------|--------------|--------------|
|                       | <b>Total</b> | <b>Bkk</b> | <b>Urban</b> | <b>Rural</b> |
|                       | <b>%</b>     | <b>%</b>   | <b>%</b>     | <b>%</b>     |
| <b>Sex</b>            |              |            |              |              |
| male                  | 69.8         | 62.0       | 71.2         | 71.5         |
| female                | 30.2         | 38.0       | 28.8         | 28.5         |
| <b>Age</b>            |              |            |              |              |
| below 30              | 7.0          | 8.7        | 5.0          | 7.2          |
| 30-39                 | 23.7         | 27.5       | 24.1         | 22.4         |
| 40-49                 | 31.5         | 32.0       | 32.7         | 30.8         |
| 50-59                 | 23.0         | 20.7       | 23.7         | 23.5         |
| 60 up                 | 14.8         | 11.1       | 14.5         | 16.1         |
| <b>Occupation</b>     |              |            |              |              |
| employer              | 0.4          | 0.8        | 0.9          | 0.0          |
| govt employee         | 10.0         | 12.4       | 16.5         | 6.8          |
| private employee      | 16.7         | 27.0       | 17.6         | 13.3         |
| own account worker    | 61.9         | 39.5       | 52.6         | 72.2         |
| unpaid family worker  | 0.3          | 0.8        | 0.2          | 0.2          |
| student               | 0.1          | 0.2        | 0.1          | 0.1          |
| retired               | 3.4          | 3.4        | 5.5          | 2.6          |
| house worker          | 3.2          | 5.0        | 4.1          | 2.3          |
| unemployed            | 2.4          | 5.4        | 2.1          | 1.7          |
| others                | 1.4          | 5.5        | 0.3          | 0.6          |
| <b>Type of work</b>   |              |            |              |              |
| professional          | 10.6         | 11.4       | 17.6         | 7.7          |
| administrative        | 2.8          | 5.7        | 4.9          | 1.1          |
| clerical              | 0.4          | 1.0        | 0.6          | 0.1          |
| sales                 | 20.9         | 30.4       | 35.0         | 12.7         |
| agriculture           | 40.3         | 5.8        | 13.7         | 60.9         |
| transport             | 1.1          | 2.4        | 1.2          | 0.6          |
| general labour        | 8.2          | 10.3       | 10.5         | 6.7          |
| service               | 1.5          | 4.4        | 1.4          | 0.6          |
| others                | 13.4         | 25.7       | 14.5         | 9.4          |
| no answer             | 0.8          | 3.0        | 0.6          | 0.2          |
| <b>Region</b>         |              |            |              |              |
| North                 | 20.5         |            | 23.7         | 25.5         |
| Northeast             | 28.5         |            | 27.3         | 37.4         |
| Central               | 20.9         |            | 31.4         | 23.2         |
| South                 | 12.3         |            | 17.6         | 13.9         |
| Bangkok               | 17.8         | 100.0      |              |              |
| Base ('000):          | 15,878       | 2,825      | 3,615        | 9,438        |

| <b>Sample details (continued)</b>                |              |            |              |              |
|--|--------------|------------|--------------|--------------|
|  | <b>Total</b> | <b>Bkk</b> | <b>Urban</b> | <b>Rural</b> |
|  | <b>%</b>     | <b>%</b>   | <b>%</b>     | <b>%</b>     |
| <b>Education</b>                                 |              |            |              |              |
| below primary 4                                  | 6.7          | 8.3        | 3.8          | 7.3          |
| primary 4-6                                      | 54.5         | 29.6       | 45.3         | 65.6         |
| secondary school                                 | 11.0         | 12.6       | 12.0         | 10.2         |
| higher secondary                                 | 8.6          | 12.1       | 12.6         | 6.1          |
| tertiary, vocational                             | 7.5          | 17.2       | 9.1          | 4.0          |
| tertiary, academic                               | 8.4          | 15.8       | 13.2         | 4.3          |
| master degree or higher                          | 1.1          | 3.4        | 1.1          | 0.5          |
| others   | 2.1          | 1.0        | 3.0          | 2.1          |
| <b>Monthly HH income</b>                         |              |            |              |              |
| Upto 2500 baht                                   | 25.5         | 3.3        | 11.3         | 37.5         |
| 2501-5000 baht                                   | 22.3         | 11.4       | 19.2         | 26.8         |
| 5001-10000 baht                                  | 20.6         | 24.5       | 25.7         | 17.4         |
| 10001-20000 baht                                 | 15.1         | 25.6       | 22.5         | 9.1          |
| 20001-50000 baht                                 | 9.4          | 23.8       | 14.0         | 3.3          |
| 50001-100000 baht                                | 1.7          | 6.2        | 1.6          | 0.5          |
| Over 100000 baht                                 | 0.5          | 2.1        | 0.3          | 0.2          |
| No answer  | 1.3          | 1.4        | 2.3          | 0.9          |
| Don't know                                       | 3.6          | 1.8        | 3.1          | 4.4          |
| <b>Miscellaneous</b>                             |              |            |              |              |
| Someone in HH owns land                          | 82.5         | 76.5       | 79.7         | 85.4         |
| Official in HH                                   | 20.2         | 22.7       | 29.1         | 16.0         |
| Someone in HH had traffic violation in past year | 14.2         | 23.5       | 15.4         | 10.9         |
| Someone in HH had tax inspection in past year    | 4.1          | 9.0        | 4.6          | 2.5          |
| Someone in HH receives scholarship               | 3.1          | 3.7        | 2.7          | 3.0          |
| Base ('000):                                     | 15,878       | 2,825      | 3,615        | 9,438        |

## Technical Notes

### Survey Design

The survey was based on a methodology already used in several other countries. The model questionnaire, provided by the World Bank, was adapted and extended for Thai conditions by the research team.

The survey is designed as a survey of households, and the questionnaire is designed for administering to the household head.

In consultation between the research team and the World Bank representatives, it was decided to make the survey nationwide in scope. The target sample size was fixed at 4,000 taking account of the usual trade-offs between cost and quality.

### Sample design

The sample design was based on three guiding principles: 1. Use standard formal techniques; 2. Ensure the sample is widely distributed in order to cover the full range of cultural and regional variation; 3. Use clustering techniques to minimize costs. The final sampling scheme was based on a six-stage design with three levels of clustering, as follows:

Stage 1. Purposive division into three areas: Greater Bangkok, provincial urban, and rural. The total target sample was purposively allocated to these three areas, deliberately over-weighting the Bangkok and urban samples on grounds these would have a denser and more varied response to the questionnaire. For 'urban' the official designation of *thesaphiban* was used.

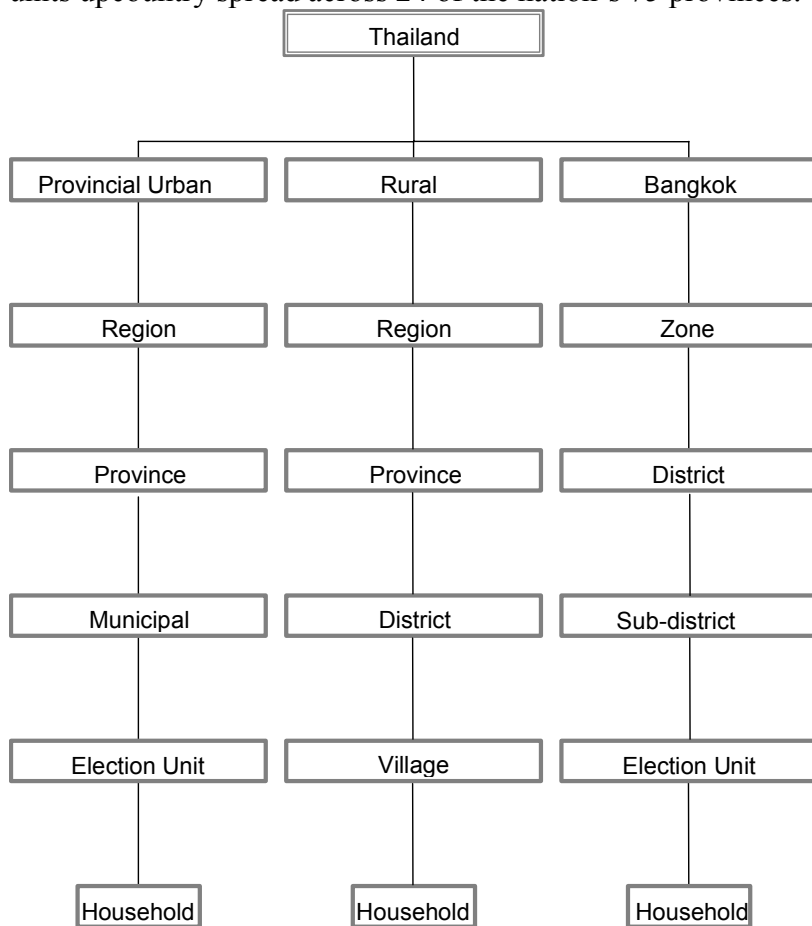
Stage 2. Purposive allocation by geographical regions. The upcountry urban and rural samples were divided into the four regions (north, northeast, central, south). The Bangkok sample was divided between the inner city, outer city, and surrounding provinces (Nonthaburi, Pathumthani, Samut Prakan). Again the allocation of sample numbers was purposive, but roughly in line with the distribution of population numbers within each stratum.

Stages 3-5. Three stages of cluster selection based on administrative divisions, with units selected by probability proportionate to size (PPS), using the Ministry of Interior data on population numbers in administrative divisions. The three stages were:

- inner Bangkok: district (*khwaeng*), sub-district (*khut*), electoral unit
- provincial and outer Bangkok urban: province, municipality, electoral unit
- provincial and outer Bangkok rural: province, district (*amphoe*), village

Stage 6. Selection of households using interval sampling

In all sampling was carried out in 22 election units of Bangkok, and in 93 final sampling units upcountry spread across 24 of the nation's 75 provinces.



The provinces selected for the regional sampling were as follows

| Final sample details |                 |                 | Actual final sample |             |             |             |
|----------------------|-----------------|-----------------|---------------------|-------------|-------------|-------------|
|                      | Total Provinces | Number selected | Provinces selected  | Urban       | Rural       | Total       |
| Bangkok              | 4               | 4               | Bangkok (BMA)       | 643         |             |             |
|                      |                 |                 | Nonthaburi          | 70          | 30          |             |
|                      |                 |                 | Pathumthani         | 30          | 45          |             |
|                      |                 |                 | Samut Prakan        | 60          | 30          |             |
|                      |                 |                 |                     | <b>803</b>  | <b>105</b>  | <b>908</b>  |
| North                | 17              | 5               | Chiang Mai          | 120         | 210         |             |
|                      |                 |                 | Phetchabun          | 50          | 120         |             |
|                      |                 |                 | Lampang             | 60          | 90          |             |
|                      |                 |                 | Uttaradit           | 30          | 60          |             |
|                      |                 |                 | Uthai Thani         | 20          | 45          |             |
|                      |                 |                 |                     | <b>280</b>  | <b>525</b>  | <b>805</b>  |
| Northeast            | 19              | 5               | Khon Kaen           | 90          | 135         |             |
|                      |                 |                 | Nakhon Ratchasima   | 140         | 202         |             |
|                      |                 |                 | Roi-Et              | 30          | 107         |             |
|                      |                 |                 | Sisaket             | 20          | 111         |             |
|                      |                 |                 | Sakon Nakhon        | 50          | 81          |             |
|                      |                 |                 |                     | <b>330</b>  | <b>635</b>  | <b>965</b>  |
| Centre               | 25              | 5               | Chanthaburi         | 40          | 75          |             |
|                      |                 |                 | Chonburi            | 200         | 120         |             |
|                      |                 |                 | Ayutthaya           | 60          | 105         |             |
|                      |                 |                 | Nakhon Pathom       | 40          | 105         |             |
|                      |                 |                 | Phetchaburi         | 40          | 60          |             |
|                      |                 |                 |                     | <b>380</b>  | <b>465</b>  | <b>845</b>  |
| South                | 14              | 5               | Nakhon Sithammarat  | 80          | 105         |             |
|                      |                 |                 | Phatthalung         | 30          | 30          |             |
|                      |                 |                 | Narathiwat          | 20          | 30          |             |
|                      |                 |                 | Ranong              | 10          | 15          |             |
|                      |                 |                 | Songkhla            | 80          | 90          |             |
|                      |                 |                 |                     | <b>220</b>  | <b>270</b>  | <b>490</b>  |
| <b>Total</b>         | <b>75</b>       | <b>24</b>       |                     | <b>2013</b> | <b>1370</b> | <b>4013</b> |

### Fieldwork

Fieldwork was carried out by ABAC-KSC Internet Poll Research. The questionnaire was first field-tested in all four regions and subsequently modified by the research team. Members of the research team traveled to witness the fieldwork in different regions.

The questionnaire responses were keyed by ABAC-KSC Internet Poll Research, then checked and cleaned by the research team.

**Weighting**

For analysis, weights were applied to the data in conformity with the sampling methodology, in order to deliver results which estimate findings for the population of households. Calculation of the weights was based on the Ministry of Interior population breakdowns used for allocating the sample. The Ministry's 1999 population estimates by region are as follows:

| <b>Ministry of Interior 1999 population estimates</b> |                             |              |              |
|---|-----------------------------|--------------|--------------|
|   | <b>Number of Households</b> |              |              |
|   | <b>Urban</b>                | <b>Rural</b> | <b>Total</b> |
| Bangkok   | 2,298,776                   | 526,647      | 2,825,423    |
| North   | 855,699                     | 2,402,856    | 3,258,555    |
| Northeast   | 986,658                     | 2,530,982    | 4,517,640    |
| Centre  | 1,143,317                   | 2,190,148    | 3,333,465    |
| South   | 636,390                     | 1,317,166    | 1,953,556    |
| Total   | 5,920,840                   | 9,967,799    | 15,888,639   |

The basic formula used for calculating weights was as follows:

$$Q\_W = N\_Total * \{W2 * (1 / N\_a) * N\_a * \{ W1 * (1 / N\_ra) [ (1 / num\_l) * (1 / P2) * [ (1 / num\_k) * (1 / P1) * [ (Nk / n1) * x ] ] ] \} \}$$

Where:

n1 = number of sampled households in each amphoe selected at stage 4 (amphoe)

nk = total households in each amphoe selected at stage 4 (amphoe)

nl = total households in each unit selected at stage 3 (province)

num\_k = number of units (amphoe) in sampled provinces

num\_l = number of provinces selected in each region

N\_ra = total households in region *r* and area *a* (urban/rural)

N\_a = total households in area *a*

N\_Total = total households in Thailand

X = value of the characteristic under study

P1 = probability of selection of that amphoe = Nk / Nl

P2 = probability of selection of that province = Nl / N\_ra

W1 = region-level weight = N\_ra / N\_a

W2 = area-level weight (urban/rural) = N\_a / N\_total

**Analysis**

All the computer analysis was carried out by the research team. The original questionnaires are kept by the research team in Chulalongkorn University.

## Appendix Tables

|   |    |
|---|----|
| 1: Seriousness of national problems.....  | 73 |
| 2: National problem perceived as most serious.....                              | 73 |
| 3: Corruption: perception and experience: 1.....                                | 74 |
| 4: Corruption: perception and experience: 2.....                                | 74 |
| 5: Corruption: perception and experience: 3.....                                | 75 |
| 6: Honesty/dishonesty of public institutions.....                               | 76 |
| 7: Attitudes to corruption.....   | 77 |
| 8: Politicians or bureaucrats, which are more corrupt?.....                     | 77 |
| 9: Trends in corruption.....  | 77 |
| 10: Quality of service at public offices.....                                   | 78 |
| 11: Quality of service at public offices.....                                   | 79 |
| 12: Percent of visitors to public offices solicited for bribe in past year..... | 79 |
| 13: Average bribe solicited per occasion by office.....                         | 79 |
| 14: Total bribes solicited in past year by office and area.....                 | 80 |
| 15: Total bribe solicited in past year by office and HH income.....             | 80 |
| 16: Service ratings, complaints, and bribe solicitation by office.....          | 81 |
| 17: Total bribes solicited in past year by size.....                            | 81 |
| 18: Distribution of bribe amounts by office and size.....                       | 82 |
| 19: Number of bribe solicitations by office and size.....                       | 82 |
| 20: Bribes solicited by household income.....                                   | 82 |
| 21: Demographics of bribe solicitation.....                                     | 83 |
| 22: Attitudes to the judicial system.....                                       | 85 |
| 23: Payments solicited to influence court cases.....                            | 86 |
| 24: Obstacles to use of judicial system.....                                    | 86 |
| 25: Alternative methods to resolve serious disputes used in past 2 years.....   | 87 |
| 26: Amounts offered to households as vote-buying in past 2 years.....           | 87 |
| 27: Attitudes to combating corruption.....                                      | 88 |
| 28: Effectiveness of institutions in combating corruption.....                  | 89 |
| 29: Factors which influence non-reporting of corruption.....                    | 89 |
| 30: All payments solicited (offices, courts and schools).....                   | 89 |
| 31: Suggestions for fighting corruption.....                                    | 90 |

| <b>Appendix Table 1: Seriousness of national problems</b> |                       |                                    |                  |                |                |
|---|-----------------------|------------------------------------|------------------|----------------|----------------|
|   | <b>Percent Rating</b> | <b>-----Mean Scores (1-7)-----</b> |                  |                |                |
|   |                       | <b>Total %</b>                     | <b>Bangkok %</b> | <b>Urban %</b> | <b>Rural %</b> |
| Poor economy  | 96.2                  | 5.76                               | 5.72             | <b>5.67</b>    | <b>5.81</b>    |
| Cost of living  | 96.2                  | 5.21                               | 5.17             | 5.10           | 5.26           |
| <b>Corruption, public</b>                                 | <b>63.2</b>           | <b>4.70</b>                        | <b>5.55</b>      | <b>4.58</b>    | <b>4.42</b>    |
| Drug use & trade  | 67.0                  | 4.62                               | <b>5.85</b>      | 4.53           | 4.18           |
| Costly services   | 82.3                  | 4.37                               | 4.78             | 4.10           | 4.34           |
| Costly education  | 70.1                  | 4.23                               | 4.46             | 4.19           | 4.18           |
| Bad roads   | 77.0                  | 4.13                               | 4.12             | 3.60           | 4.31           |
| Costly health care  | 74.0                  | 4.12                               | 4.59             | 3.98           | 4.02           |
| Bad services  | 76.1                  | 4.00                               | 4.34             | 3.70           | 4.01           |
| Crime & violence  | 61.2                  | 3.99                               | 5.14             | 3.84           | 3.57           |
| Corruption, private                                       | 42.5                  | 3.95                               | 4.40             | 3.76           | 3.83           |

| <b>Appendix Table 2: National problem perceived as most serious</b> |                        |                  |                |                |                        |               |
|---|------------------------|------------------|----------------|----------------|------------------------|---------------|
|   | <b>-----areas-----</b> |                  |                |                | <b>---HH income---</b> |               |
|   | <b>Total %</b>         | <b>Bangkok %</b> | <b>Urban %</b> | <b>Rural %</b> | <b>Low %</b>           | <b>high %</b> |
| Poor economy  | 42.0                   | 32.2             | 41.3           | 45.1           | 43.4                   | 36.2          |
| High cost of living   | 20.9                   | 11.6             | 21.4           | 23.5           | 24.1                   | 13.9          |
| Drug use and trade  | 13.3                   | 26.9             | 15.9           | 8.3            | 10.5                   | 21.3          |
| <b>Corruption, public sector</b>                                    | <b>7.4</b>             | <b>14.7</b>      | <b>6.6</b>     | <b>5.6</b>     | <b>5.1</b>             | <b>13.6</b>   |
| Few/bad roads   | 4.6                    | 1.6              | 1.9            | 6.6            | 5.1                    | 2.7           |
| Costly education  | 2.5                    | 1.3              | 2.3            | 3.0            | 3.0                    | 1.7           |
| Costly health care  | 2.0                    | 1.5              | 1.9            | 2.1            | 2.2                    | 1.3           |
| Costly public services  | 1.8                    | 3.0              | 1.8            | 1.4            | 1.7                    | 2.2           |
| Crime and violence  | 1.8                    | 3.9              | 2.1            | 1.0            | 1.4                    | 2.7           |
| Bad public services   | 1.7                    | 0.8              | 2.5            | 1.6            | 1.8                    | 1.4           |
| Corruption, private sector  | 1.1                    | 1.7              | 1.6            | 0.8            | 0.8                    | 2.3           |
| Other   | 0.9                    | 0.8              | 0.7            | 1.0            | 0.9                    | 0.7           |
| Base, all respondents ('000):                                       | 15,878                 | 2,825            | 3,615          | 9,438          | 10,864                 | 4,236         |

|   | <b>Appendix Table 3: Corruption: perception and experience: 1</b>   |              |               |                |                |                |
|---|---|--------------|---------------|----------------|----------------|----------------|
|   | <b>----number of visits to government offices in past year ----</b> |              |               |                |                |                |
|   | <b>none</b>   | <b>1 - 5</b> | <b>6 - 10</b> | <b>11 - 20</b> | <b>21 - 40</b> | <b>over 40</b> |
| Rating on seriousness of public sector corruption as a national problem (7-point scale) | 4.56  | 4.73         | 4.56          | 4.66           | 5.27           | 4.7            |
| Percent identifying public sector corruption as most serious national problem           | 4.7   | 5.1          | 7.7           | 7.1            | 7.1            | 15.9           |
| Percent prepared to pay some amount to eliminate public sector corruption               | 16.7  | 27.8         | 29.6          | 31.3           | 38.6           | 46.0           |
| Average percent of income willing to pay to eliminate public sector corruption          | 5.0   | 4.0          | 3.5           | 3.0            | 3.0            | 3.2            |
| Average amount willing to pay to eliminate public sector corruption (baht)              | 4,257   | 3,455        | 4,871         | 3,666          | 4,716          | 11,428         |
| Base (000):   | 884   | 3,869        | 2,355         | 3,670          | 3,507          | 1,322          |

|   | <b>Appendix Table 4: Corruption: perception and experience: 2</b>    |                |                  |                     |                       |                    |
|---|--|----------------|------------------|---------------------|-----------------------|--------------------|
|   | <b>----total amount solicited as bribes in past year (baht) ----</b> |                |                  |                     |                       |                    |
|   | <b>Zero</b>  | <b>&lt;100</b> | <b>100-1,000</b> | <b>1,000-10,000</b> | <b>10,000-100,000</b> | <b>&gt;100,000</b> |
| Rating on seriousness of public sector corruption as a national problem (7-point scale) | 4.63   | 4.93           | 5.17             | 5.37                | 5.99                  | 6.31               |
| Percent identifying public sector corruption as most serious national problem           | 6.7  | 14.4           | 13.8             | 6.3                 | 24.3                  | 57.1               |
| Percent prepared to pay some amount to eliminate public sector corruption               | 31.4   | 51.3           | 41.5             | 48.2                | 37.6                  | -                  |
| Average percent of income willing to pay to eliminate public sector corruption          | 1.0  | 3.1            | 1.2              | 1.7                 | 0.8                   | -                  |
| Base (000):   | 14,137   | 258            | 761              | 400                 | 136                   | 24                 |

|   | ----bribes solicited as % of income ---- |      |         |          |      |
|---|--|------|---------|----------|------|
|   | none                                     | <1%  | 1 – 5 % | 5 – 10 % | >10% |
| Rating on seriousness of public sector corruption as a national problem (7-point scale) | 4.63                                     | 5.19 | 5.15    | 5.26     | 5.69 |
| Percent identifying public sector corruption as most serious national problem           | 6.7                                      | 15.5 | 7.4     | 12.3     | 14.8 |
| Percent prepared to pay some amount to eliminate public sector corruption               | 31.4                                     | 45.6 | 39.5    | 40.7     | 56.9 |
| Average percent of income willing to pay to eliminate public sector corruption          | 3.28                                     | 3.64 | 3.77    | 2.97     | 3.57 |
| Base (000):   | 14,295                                   | 798  | 419     | 90       | 227  |

| <b>Appendix Table 6: Honesty/dishonesty of public institutions</b> |                       |  |                |              |              |
|--|-----------------------|--|----------------|--------------|--------------|
|  | <b>Percent Rating</b> | <b>----Dishonesty rating (7-point scale)----</b> |                |              |              |
|  |                       | <b>Total</b>                                     | <b>Bangkok</b> | <b>Urban</b> | <b>Rural</b> |
| <b><u>Most dishonest</u></b>                                       |                       |  |                |              |              |
| Police   | 92.6                  | 4.7  | 5.4            | 4.8          | 4.5          |
| MPs  | 86.3                  | 4.7  | 5.3            | 4.8          | 4.4          |
| Ministry of Interior   | 62.3                  | 4.5  | 5.0            | 4.5          | 4.3          |
| Customs Department   | 43.9                  | 4.3  | 4.8            | 4.3          | 4.0          |
| Ministry of Communications   | 53.7                  | 4.2  | 4.6            | 4.3          | 4.0          |
| Ministry of Finance  | 46.7                  | 4.2  | 4.4            | 4.2          | 4.1          |
| Ministry of Commerce   | 47.3                  | 4.2  | 4.3            | 4.2          | 4.1          |
| Land Department  | 69.2                  | 4.2  | 4.5            | 4.3          | 4.0          |
| Bangkok Municipality   | 18.1                  | 4.2  | 4.2            | -            | -            |
| Bangkok Ward Councils  | 17.6                  | 4.2  | 4.2            | -            | -            |
| Budget Bureau  | 40.1                  | 4.1  | 4.1            | 4.0          | 4.1          |
| Ministry of Agriculture  | 60.4                  | 4.0  | 4.3            | 4.1          | 3.9          |
| Dept of Transport  | 65.0                  | 4.0  | 4.5            | 4.1          | 3.8          |
| Revenue Department   | 54.0                  | 4.0  | 4.4            | 3.9          | 3.8          |
| Bank of Thailand   | 44.3                  | 4.0  | 4.2            | 4.1          | 3.8          |
| Provincial Councils  | 56.3                  | 4.0  | 4.4            | 4.0          | 3.8          |
| Ministry of Industry   | 42.4                  | 3.9  | 4.1            | 3.8          | 3.9          |
| Dept of Accelerated Rural Dev't                                    | 58.1                  | 3.8  | 4.0            | 3.9          | 3.7          |
| Attorney General   | 42.3                  | 3.8  | 3.8            | 3.7          | 3.8          |
| Municipal Councils   | 57.5                  | 3.7  | 4.0            | 3.7          | 3.6          |
| Sanitary District Councils   | 42.5                  | 3.7  | 3.8            | 3.7          | 3.6          |
| Tambon Councils  | 75.1                  | 3.7  | 4.3            | 4.0          | 3.5          |
| Dept of Irrigation   | 50.3                  | 3.6  | 3.8            | 3.7          | 3.6          |
| NGOs   | 24.8                  | 3.6  | 3.3            | 3.5          | 3.8          |
| Ministry of Health   | 71.5                  | 3.5  | 3.8            | 3.6          | 3.4          |
| Chambers of Commerce   | 28.6                  | 3.5  | 3.3            | 3.6          | 3.6          |
| Commercial Banks   | 44.2                  | 3.5  | 3.5            | 3.6          | 3.5          |
| Telephone Organisation (TOT)                                       | 64.6                  | 3.5  | 3.7            | 3.4          | 3.4          |
| Private education institutions                                     | 42.6                  | 3.5  | 3.5            | 3.5          | 3.4          |
| Village heads  | 83.0                  | 3.3  | 4.0            | 3.3          | 3.1          |
| Ministry of Education  | 69.2                  | 3.2  | 3.6            | 3.3          | 3.0          |
| Counter Corruption Commission                                      | 52.1                  | 3.2  | 3.4            | 3.2          | 3.0          |
| Ministry of Justice  | 55.2                  | 3.1  | 3.3            | 3.1          | 3.0          |
| Armed Forces   | 54.8                  | 3.0  | 3.3            | 3.2          | 2.9          |
| Supreme Court  | 46.1                  | 2.9  | 3.0            | 2.9          | 2.9          |
| Post Office  | 76.9                  | 2.4  | 2.8            | 2.4          | 2.3          |
| <b><u>Most honest</u></b>  |                       |  |                |              |              |

| <b>Appendix Table 7: Attitudes to corruption</b> |        |       |       |       |        |       |      |  |
|--|--------|-------|-------|-------|--------|-------|------|--|
| -----7-point scale-----                          |        |       |       |       |        |       |      |  |
|  | 1      | 2     | 3     | 4     | 5      | 6     | 7    |  |
| Corruption is perpetuated by politicians         | 36.6   | 14.9  | 11.7  | 29.3  | 2.3    | 2.2   | 2.9  | Corruption is perpetuated by the people        |
| The media can be trusted                         | 11.2   | 14.6  | 13.2  | 43.3  | 8.7    | 5.5   | 3.4  | The media cannot be trusted                    |
| Bureaucrats can be trusted                       | 5.4    | 10.1  | 12.0  | 43.0  | 14.5   | 8.6   | 6.4  | Bureaucrats cannot be trusted                  |
| Ministers think only of the public benefit       | 10.5   | 5.4   | 7.0   | 26.3  | 9.2    | 15.5  | 26.0 | Ministers think only of their personal benefit |
| Politicians can be trusted                       | 2.6    | 3.9   | 6.6   | 33.1  | 14.1   | 16.1  | 23.7 | Politicians cannot be trusted                  |
| -----mean scores (7-point scale)-----            |        |       |       |       |        |       |      |  |
|  | All    | Bkk   | Urban | Rural | low    | high  |      |  |
| Corruption is perpetuated by politicians         | 2.64   | 2.55  | 2.67  | 2.66  | 2.62   | 2.61  |      | Corruption is perpetuated by the people        |
| The media can be trusted                         | 3.54   | 3.65  | 3.57  | 3.49  | 3.47   | 3.67  |      | The media cannot be trusted                    |
| Bureaucrats can be trusted                       | 4.02   | 4.29  | 4.07  | 3.93  | 3.99   | 4.09  |      | Bureaucrats cannot be trusted                  |
| Ministers think only of the public benefit       | 4.69   | 4.90  | 4.84  | 4.56  | 4.67   | 4.89  |      | Ministers think only of their personal benefit |
| Politicians can be trusted                       | 4.95   | 5.16  | 5.00  | 4.87  | 4.89   | 5.15  |      | Politicians cannot be trusted                  |
| Base, all ('000):                                | 15,878 | 2,825 | 3,615 | 9,438 | 10,865 | 4,236 |      |  |

| <b>Appendix Table 8: Politicians or bureaucrats, which are more corrupt?</b> |        |         |       |       |                 |       |  |
|--|--------|---------|-------|-------|-----------------|-------|--|
|  | Total  | Bangkok | Urban | Rural | ---HH Income--- |       |  |
|  | %      | %       | %     | %     | low             | high  |  |
|  |        |         |       |       | %               | %     |  |
| Politicians  | 56.9   | 64.9    | 54.5  | 55.3  | 54.4            | 64.1  |  |
| Same   | 39.4   | 30.9    | 39.6  | 42.0  | 42.0            | 32.2  |  |
| Bureaucrats  | 3.7    | 4.2     | 5.8   | 2.7   | 3.6             | 3.7   |  |
| Base, exclude 'no answer' ('000):  | 14,522 | 2,701   | 3,341 | 8,480 | 9,890           | 4,084 |  |

| <b>Appendix Table 9: Trends in corruption</b>                             |                      |            |            |                    |
|---|----------------------|------------|------------|--------------------|
|   | Mean (7-point scale) | Decrease % | Increase % | Increase: decrease |
| In past 2-3 years has corruption among bureaucrats increased or decreased | 4.7                  | 17.6       | 56.2       | 1 : 3.2            |
| In past 2-3 years has corruption among politicians increased or decreased | 5.3                  | 9.2        | 71.5       | 1 : 7.7            |

|  |     |      |      |         |
|--|-----|------|------|---------|
| In next 2-3 years will corruption among bureaucrats increase or decrease | 4.4 | 26.9 | 45.5 | 1 : 1.7 |
| In next 2-3 years will corruption among politicians increase or decrease | 5.0 | 18.7 | 60.2 | 1 : 3.2 |

**Appendix Table 10: Quality of service at public offices**

|                          | Base: all<br>visiting('000) | Total | -----Mean (7-point scale)----- |       |       | ---HH income--- |      |
|--------------------------|-----------------------------|-------|--------------------------------|-------|-------|-----------------|------|
|                          |                             |       | Bangkok                        | Urban | Rural | low             | high |
| Post offices             | 6,286                       | 5.56  | 5.24                           | 5.74  | 5.57  | 5.64            | 5.44 |
| Irrigation offices       | 131                         | 5.44  | 4.75                           | 5.75  | 5.63  | 5.59            | 5.22 |
| Government schools       | 5,138                       | 5.34  | 5.20                           | 5.35  | 5.37  | 5.37            | 5.32 |
| Public telephone         | 4,243                       | 5.25  | 5.28                           | 5.42  | 5.07  | 5.41            | 5.12 |
| Passport office          | 561                         | 5.11  | 5.19                           | 5.03  | 4.99  | 5.14            | 5.06 |
| Electricity supply       | 4,299                       | 5.10  | 4.97                           | 4.78  | 5.31  | 5.23            | 4.89 |
| Amphoe (district)        | 9,083                       | 5.09  | 5.11                           | 5.10  | 5.08  | 5.13            | 5.02 |
| Tax Offices              | 4,211                       | 4.99  | 4.67                           | 5.20  | 5.02  | 5.03            | 4.97 |
| Driving/Auto licences    | 8,048                       | 4.92  | 4.96                           | 5.01  | 4.87  | 4.91            | 4.95 |
| Trash collection service | 1,011                       | 4.92  | 4.48                           | 5.13  | 4.92  | 5.02            | 4.82 |
| Water supply             | 1,988                       | 4.75  | 4.75                           | 4.71  | 4.79  | 4.79            | 4.69 |
| Public hospital          | 9,788                       | 4.73  | 4.65                           | 4.68  | 4.77  | 4.76            | 4.65 |
| Land Offices             | 4,509                       | 4.46  | 4.69                           | 4.32  | 4.46  | 4.53            | 4.31 |
| Police                   | 4,623                       | 4.35  | 4.23                           | 4.20  | 4.47  | 4.34            | 4.40 |
| Customs                  | 435                         | 4.24  | 3.96                           | 4.46  | 4.23  | 4.51            | 3.99 |

**Appendix Table 11: Improvement of public offices over past 2 years**

|                          | Base: all<br>visiting ('000) | Total | -----Mean (7-point scale)----- |       |       | ---HH income--- |      |
|--------------------------|------------------------------|-------|--------------------------------|-------|-------|-----------------|------|
|                          |                              |       | Bangkok                        | Urban | Rural | low             | high |
| Post offices             | 6,220                        | 5.58  | 5.33                           | 5.79  | 5.57  | 5.65            | 5.50 |
| Government schools       | 5,089                        | 5.42  | 5.22                           | 5.37  | 5.50  | 5.46            | 5.37 |
| Public telephone         | 4,170                        | 5.28  | 5.36                           | 5.42  | 5.09  | 5.41            | 5.17 |
| Passport office          | 521                          | 5.28  | 5.44                           | 4.94  | 5.18  | 5.30            | 5.24 |
| Electricity supply       | 4,234                        | 5.26  | 5.07                           | 4.97  | 5.49  | 5.43            | 4.98 |
| Amphoe (district)        | 9,006                        | 5.20  | 5.20                           | 5.20  | 5.19  | 5.21            | 5.14 |
| Tax Offices              | 4,176                        | 5.03  | 4.83                           | 5.15  | 5.04  | 5.07            | 5.00 |
| Driving/Auto licences    | 7,911                        | 5.02  | 5.07                           | 5.09  | 4.98  | 5.02            | 5.04 |
| Irrigation offices       | 137                          | 4.94  | 4.58                           | 5.08  | 5.04  | 5.10            | 4.74 |
| Trash collection service | 1,003                        | 4.92  | 4.49                           | 5.24  | 4.59  | 5.06            | 4.77 |
| Water supply             | 1,941                        | 4.84  | 4.91                           | 4.69  | 4.93  | 4.88            | 4.77 |
| Public hospital          | 9,703                        | 4.80  | 4.70                           | 4.74  | 4.84  | 4.82            | 4.74 |
| Land Offices             | 4,416                        | 4.63  | 4.70                           | 4.57  | 4.64  | 4.71            | 4.42 |
| Customs                  | 426                          | 4.57  | 4.11                           | 4.80  | 4.76  | 4.77            | 4.46 |
| Police                   | 4,530                        | 4.47  | 4.33                           | 4.32  | 4.60  | 4.48            | 4.46 |

|                          | Base, all<br>visiting('000) | Total<br>% | Bangkok<br>% | Urban<br>% | Rural<br>% | ---HH income--- |           |
|--------------------------|-----------------------------|------------|--------------|------------|------------|-----------------|-----------|
|                          |                             |            |              |            |            | low<br>%        | high<br>% |
| Land Offices             | 4,509                       | 12.3       | 9.9          | 15.1       | 11.7       | 12.5            | 11.8      |
| Customs                  | 435                         | 10.3       | 19.7         | 4.3        | 8.1        | 7.8             | 11.7      |
| Police                   | 4,623                       | 8.5        | 9.0          | 9.6        | 7.8        | 7.2             | 10.5      |
| Driving/Auto licences    | 8,048                       | 7.7        | 7.3          | 7.8        | 7.7        | 8.3             | 7.0       |
| Irrigation offices       | 131                         | 3.1        | 0            | 0          | 5.4        | 5.4             | 0         |
| Trash collection service | 1,011                       | 2.8        | 7.4          | 1.7        | 0          | 0.9             | 4.6       |
| Passport office          | 561                         | 2.1        | 1.0          | 0.6        | 6.0        | 0               | 3.3       |
| Tax Offices              | 4,211                       | 2.0        | 2.1          | 3.9        | 0.4        | 0.8             | 2.6       |
| Amphoe (district)        | 9,083                       | 1.9        | 1.6          | 1.0        | 2.3        | 2.1             | 1.2       |
| Government schools       | 5,138                       | 1.5        | 1.6          | 2.2        | 1.2        | 0.9             | 3.2       |
| Electricity supply       | 4,299                       | 1.0        | 0.2          | 0.7        | 1.4        | 1.2             | 0.6       |
| Public hospital          | 9,788                       | 0.7        | 0.6          | 0.4        | 0.8        | 0.8             | 0.3       |
| Water supply             | 1,988                       | 0.4        | 0.8          | 0.2        | 0          | 0               | 0.6       |
| Public telephone         | 4,243                       | 0.3        | 0.2          | 0.6        | 0.1        | 0.1             | 0.5       |
| Post offices             | 6,286                       | 0.1        | 0            | 0.4        | 0          | 0.1             | 0.2       |

|  | Total | Bkk    | Urban | Rural  | ---HH income--- |        |
|--|-------|--------|-------|--------|-----------------|--------|
|  |       |        |       |        | low             | high   |
| -----average bribe requested (baht)----- |       |        |       |        |                 |        |
| Police                                   | 9,588 | 2,688  | 7,921 | 13,414 | 14,773          | 3,655  |
| Customs                                  | 8,428 | 13,025 | 3,059 | 201    | 188             | 11,789 |
| Tax Offices                              | 6,287 | 11,403 | 4,939 | 753    | 457             | 7,861  |
| Land Offices                             | 3,179 | 1,489  | 7,056 | 1,430  | 2,905           | 3,931  |
| Government schools                       | 1,394 | 1,293  | 2,943 | 295    | 83              | 2,322  |
| Water supply                             | 880   | 859    | 1,000 |        |                 | 859    |
| Public hospital                          | 786   | 2,478  | 124   | 634    | 616             | 1,161  |
| Electricity supply                       | 721   | 300    | 664   | 767    | 803             | 450    |
| Passport office                          | 647   | 300    | 500   | 800    |                 | 647    |
| Amphoe (district)                        | 639   | 173    | 2,225 | 517    | 374             | 1,198  |
| Driving/Auto licences                    | 586   | 851    | 784   | 447    | 390             | 1,092  |
| Trash collection service                 | 295   | 255    | 378   |        | 21              | 377    |
| Public telephone                         | 288   | -      | 423   | -      | -               | 343    |
| Post offices                             | 66    |        | 66    |        | 90              | 50     |
| Irrigation offices                       | 45    |        |       | 45     | 45              |        |

| <b>Appendix Table 14: Total bribes solicited in past year by office and area</b> |  |              |              |              |                        |              |
|--|--|--------------|--------------|--------------|------------------------|--------------|
|  | <b>Total</b>   | <b>Bkk</b>   | <b>Urban</b> | <b>Rural</b> | <b>---HH income---</b> |              |
|  | <b>-----total bribes solicited (mil. baht) -----</b> |              |              |              | <b>low</b>             | <b>high</b>  |
| Land Offices   | 5,141  | 130          | 4,297        | 714          | 4,189                  | 903          |
| Police   | 4,790  | 360          | 1,728        | 2,703        | 3,259                  | 1,507        |
| Tax Offices  | 3,535  | 2,557        | 960          | 17           | 14                     | 3,451        |
| Driving/Auto licences  | 662  | 282          | 147          | 232          | 418                    | 242          |
| Customs  | 523  | 477          | 44           | 2            | 4                      | 517          |
| Amphoe (district)  | 356  | 15           | 38           | 303          | 193                    | 46           |
| Government schools   | 190  | 18           | 161          | 11           | 3                      | 187          |
| Public hospital  | 84   | 21           | 1            | 61           | 68                     | 7            |
| Trash collection service   | 50   | 12           | 38           | -            | 1                      | 48           |
| Electricity supply   | 44   | 11           | 5            | 28           | 26                     | 18           |
| Passport office  | 10   | 3            | 0            | 6            | -                      | 10           |
| Water supply   | 7  | 5            | 2            | -            | -                      | 5            |
| Public telephone   | 4  | -            | 4            | -            | -                      | 4            |
| Post offices   | 3  | -            | 3            | -            | 2                      | 1            |
| Irrigation offices   | 0  | -            | -            | -            | 0                      | 0            |
| <b>Total (mil. baht)</b>   | <b>15,396</b>  | <b>3,893</b> | <b>7,427</b> | <b>4,077</b> | <b>8,177</b>           | <b>6,945</b> |
| Average across all households (baht):  | 970  | 1,378        | 2,054        | 432          | 753                    | 1,640        |

| <b>Appendix Table 15: Total bribe solicited in past year by office and HH income</b> |  |                     |                      |                   |               |
|--|--|---------------------|----------------------|-------------------|---------------|
|  | <b>-----HH income (baht/month)-----</b>              |                     |                      |                   | <b>Total</b>  |
|  | <b>&lt;2,500</b>                                     | <b>2,501-10,000</b> | <b>10,001-50,000</b> | <b>&gt;50,000</b> |               |
|  | <b>-----total bribes solicited (mil. baht) -----</b> |                     |                      |                   |               |
| Land Offices   | 627  | 3,562               | 695                  | 208               | 5,093         |
| Police   | 100  | 3,159               | 1,425                | 83                | 4,766         |
| Tax Offices  | -  | 14                  | 986                  | 2,466             | 3,465         |
| Driving/Auto licences  | 87   | 331                 | 224                  | 18                | 661           |
| Customs  | 2  | 2                   | 371                  | 146               | 521           |
| Amphoe (district)  | 5  | 188                 | 45                   | 1                 | 239           |
| Government schools   | 0  | 2                   | 177                  | 10                | 190           |
| Public hospital  | 4  | 64                  | 7                    | -                 | 75            |
| Trash collection service   | -  | 1                   | 4                    | 44                | 49            |
| Electricity supply   | 14   | 12                  | 7                    | 11                | 44            |
| Passport office  | -  | -                   | 7                    | 3                 | 10            |
| Water supply   | -  | -                   | 3                    | 2                 | 5             |
| Public telephone   | -  | -                   | 4                    | -                 | 4             |
| Post offices   | -  | 2                   | 1                    | -                 | 3             |
| Irrigation offices   | -  | 0                   | -                    | -                 | 0             |
| <b>Total</b>   | <b>840</b>   | <b>7,338</b>        | <b>3,955</b>         | <b>2,992</b>      | <b>15,125</b> |
| Base, excluding those not revealing income('000):                                    | 4,044  | 6,812               | 3,885                | 359               | 15,100        |

|                       | Number of HH visiting office per year | Av. visits per year | Rating for service | Rating for improvement | Percent of visitors filed complaint | HH solicited for bribe as percent of total HH visiting office | Average times per year bribe solicited | Average amount of bribe solicited each time Baht | Total bribes solicited per year Mil baht |
|-----------------------|---------------------------------------|---------------------|--------------------|------------------------|-------------------------------------|---|--|--|--|
|                       | (000)                                 |                     | 1-7 scale          | 1-7 scale              | %                                   | %   |  |  |  |
| Land Offices          | 4,509                                 | 2.4                 | 4.46               | 4.63                   | 3.8                                 | 12.3  | 2.9                                    | 3,179  | 5,141                                    |
| Police                | 4,623                                 | 2.6                 | 4.35               | 4.47                   | 5.0                                 | 8.5   | 1.3                                    | 9,588  | 4,790                                    |
| Tax Offices           | 4,211                                 | 2.0                 | 4.99               | 5.03                   | 3.1                                 | 2   | 6.7                                    | 6,287  | 3,535                                    |
| Driving/Auto licences | 8,048                                 | 1.4                 | 4.92               | 5.02                   | 0.9                                 | 7.7   | 1.8                                    | 586  | 662                                      |
| Customs               | 435                                   | 2.7                 | 4.24               | 4.57                   | 1.6                                 | 10.3  | 1.4                                    | 8,428  | 523                                      |
| Amphoe (district)     | 9,083                                 | 3.4                 | 5.09               | 5.20                   | 1.0                                 | 1.9   | 3.2                                    | 639  | 356                                      |
| Government schools    | 5,138                                 | 3.0                 | 5.34               | 5.42                   | 0.9                                 | 1.5   | 1.7                                    | 1,394  | 187                                      |
| Public hospital       | 9,788                                 | 4.3                 | 4.73               | 4.80                   | 1.7                                 | 0.7   | 1.6                                    | 786  | 84                                       |
| Trash collection      | 1,011                                 | 8.6                 | 4.92               | 4.92                   | 7.0                                 | 2.8   | 6.0                                    | 295  | 50                                       |
| Electricity supply    | 4,299                                 | 7.3                 | 5.10               | 5.26                   | 3.3                                 | 1   | 1.4                                    | 721  | 44                                       |
| Passport office       | 561                                   | 1.9                 | 5.11               | 5.28                   | 2.8                                 | 2.1   | 1.3                                    | 647  | 10                                       |
| Water supply          | 1,988                                 | 7.5                 | 4.75               | 4.84                   | 5.4                                 | 0.4   | 1.0                                    | 880  | 7  |
| Public telephone      | 4,243                                 | 9.2                 | 5.25               | 5.28                   | 2.9                                 | 0.3   | 1.1                                    | 288  | 4  |
| Post offices          | 6,286                                 | 6.4                 | 5.56               | 5.58                   | 0.7                                 | 0.1   | 7.2                                    | 66   | 3  |
| Irrigation offices    | 131                                   | 3.1                 | 5.44               | 4.94                   | -                                   | 3.1   | -                                      | 45   | 0  |

|   | Total   |           | Bangkok |           | Urban   |           | Rural   |           |
|---|---------|-----------|---------|-----------|---------|-----------|---------|-----------|
|   | % of HH | % of cash | % of HH | % of cash | % of HH | % of cash | % of HH | % of cash |
| 1 - 100                                   | 16.3    | 0.1       | 5.8     | 0.0       | 11.5    | 0.1       | 21.7    | 0.3       |
| 101 - 250                                 | 30.8    | 0.4       | 13.6    | 0.1       | 28.4    | 0.2       | 37.1    | 1.0       |
| 251 - 500                                 | 49.0    | 1.2       | 31.7    | 0.7       | 42.8    | 0.6       | 57.1    | 2.8       |
| 501 - 1,000                               | 64.4    | 2.6       | 59.5    | 2.5       | 57.2    | 1.4       | 69.2    | 5.1       |
| 1,001 - 2,500                             | 76.0    | 4.8       | 71.6    | 3.9       | 64.3    | 2.2       | 82.9    | 10.5      |
| 2,501 - 5,000                             | 84.8    | 8.4       | 77.8    | 5.8       | 75.8    | 4.8       | 91.1    | 17.3      |
| 5,001 - 10,000                            | 89.6    | 12.4      | 86      | 9.8       | 83.1    | 8.5       | 93.8    | 22.0      |
| 10,001 - 50,000                           | 97.9    | 33        | 97.4    | 28.7      | 95.4    | 26.1      | 99.2    | 49.9      |
| 50,001 - 100,000                          | 98.5    | 37.8      | 98.5    | 36.6      | 96.9    | 31.9      | 99.2    | 49.9      |
| 100,001 - 500,000                         | 99.5    | 73.5      | 98.5    | 36.6      | 99.2    | 78.4      | 100.0   | 100.0     |
| 500,000 - 1,000,000                       | 100.0   | 100.0     | 100.0   | 100.0     | 100.0   | 100.0     | 100.0   | 100.0     |
| Base, all HH solicited for bribes ('000): | 1,584   |           | 272     |           | 419     |           | 893     |           |

| <b>Appendix Table 18: Distribution of bribe amounts by office and size</b> |               |                |              |        |
|--|---------------|----------------|--------------|--------|
| ----percent of total bribes solicited in amounts of----                    |               |                |              |        |
|  | >100,000 baht | 10,000-100,000 | 1,000-10,000 | <1,000 |
| Customs  | 59            | 33             | 8            | 0      |
| Tax office   | 88            | 10             | 2            | 0      |
| Land office  | 58            | 28             | 13           | 1      |
| Police   | 63            | 29             | 7            | 1      |
| Auto licence   | -             | 48             | 32           | 20     |
| Amphoe   | -             | 82             | 14           | 4      |
| Telephone  | -             | -              | 45           | 55     |
| Passport office  | -             | -              | -            | 100    |
| Gov't hospital   | -             | 52             | 36           | 12     |
| Public school  | -             | 67             | 28           | 5      |
| Post office  | -             | -              | 54           | 46     |
| Trash collection   | -             | 74             | 12           | 14     |
| Water supply   | -             | -              | 72           | 28     |
| Irrigation office  | -             | -              | -            | 100    |
| Electricity supply   | -             | -              | 81           | 19     |
| Total  | 61            | 27             | 10           | 2      |

| <b>Appendix Table 19: Number of bribe solicitations by office and size</b> |               |                |              |        |
|--|---------------|----------------|--------------|--------|
| ----percent of total bribes solicitations in amounts of----                |               |                |              |        |
|  | >100,000 baht | 10,000-100,000 | 1,000-10,000 | <1,000 |
| Customs  | 7             | 16             | 49           | 28     |
| Tax office   | 9             | 26             | 37           | 28     |
| Land office  | 2             | 10             | 41           | 47     |
| Police   | 3             | 14             | 38           | 46     |
| Auto licence   | -             | 2              | 14           | 84     |
| Amphoe   | -             | 9              | 9            | 82     |
| Telephone  | -             | -              | 4            | 96     |
| Passport office  | -             | -              | -            | 100    |
| Gov't hospital   | -             | 5              | 16           | 79     |
| Public school  | -             | 8              | 20           | 73     |
| Post office  | -             | -              | 8            | 92     |
| Trash collection   | -             | 9              | 7            | 84     |
| Water supply   | -             | -              | 43           | 57     |
| Irrigation office  | -             | -              | -            | 100    |
| Electricity supply   | -             | -              | 49           | 51     |
| Total  | 1             | 9              | 27           | 63     |

| <b>Appendix Table 20: Bribes solicited by household income</b> |      |        |                |                  |                   |                   |                    |          |
|--|------|--------|----------------|------------------|-------------------|-------------------|--------------------|----------|
| -----monthly household income-----                             |      |        |                |                  |                   |                   |                    |          |
|  | all  | < 2500 | 2501-<br>5,000 | 5,001-<br>10,000 | 10,001-<br>20,000 | 20,001-<br>50,000 | 50,001-<br>100,000 | >100,000 |
| Percent of households solicited any bribe                      | 10.0 | 9.0    | 10.0           | 9.4              | 11.6              | 11.4              | 20.1               | 6.7      |
| Bribes solicited as percent of annual income (all HH)          | 1.3  | 1.4    | 2.9            | 0.9              | 0.4               | 0.4               | 1.2                | 0.0      |

|  |        |       |       |       |       |       |      |      |
|--|--------|-------|-------|-------|-------|-------|------|------|
| Bribes solicited as percent of annual income (solicited HH only) | 13.54  | 15.31 | 29.25 | 9.74  | 3.53  | 3.08  | 5.99 | 0.05 |
| Base (000):  | 15,828 | 4,044 | 3,545 | 3,267 | 2,397 | 1,488 | 275  | 83   |





| Appendix Table 21: Demographics of bribe solicitation |               |                                |                             |                             |                                       |  |               |                  |                         |               |
|---|---------------|--------------------------------|-----------------------------|-----------------------------|---------------------------------------|--|---------------|------------------|-------------------------|---------------|
|   | Base<br>(000) | Average<br>total bribe<br>baht | Total<br>amount<br>(Bt mil) | Any bribe<br>solicited<br>% | Average of<br>those solicited<br>baht | -----Total bribe per household per year----- |               |                  |                         |               |
|   |               |                                |                             |                             |                                       | <100<br>%                                    | 100-1000<br>% | 1000-10,000<br>% | 10,000-<br>100,000<br>% | >100,000<br>% |
| <b>Total</b>  | 15,878        | 970                            | 15,399                      | 10.0                        | 9,722                                 | 16.3   | 48.1          | 25.3             | 8.8                     | 1.5           |
| <b>Sex</b>  |               |                                |                             |                             |                                       |  |               |                  |                         |               |
| male  | 11,079        | 755                            | 8,362                       | 11.5                        | 6,566                                 | 16.8   | 49.6          | 25.0             | 8.1                     | 0.6           |
| female  | 4,799         | 1,466                          | 7,037                       | 6.5                         | 22,667                                | 14.3   | 42.0          | 26.5             | 11.6                    | 5.5           |
| <b>Age</b>  |               |                                |                             |                             |                                       |  |               |                  |                         |               |
| below 30  | 1,105         | 3,807                          | 4,207                       | 10.5                        | 36,365                                | 9.1  | 53.3          | 14.7             | 13.9                    | 9.1           |
| 30-39   | 3,762         | 1,468                          | 5,522                       | 11.8                        | 12,436                                | 12.8   | 39.1          | 35.4             | 10.5                    | 2.2           |
| 40-49   | 4,997         | 826                            | 4,128                       | 10.7                        | 7,704                                 | 16.6   | 52.4          | 22.4             | 7.9                     | 0.8           |
| 50-59   | 3,658         | 281                            | 1,029                       | 8.7                         | 3,243                                 | 19.3   | 51.1          | 22.0             | 7.6                     |               |
| 60 up   | 2,356         | 218                            | 514                         | 7.3                         | 3,002                                 | 23.5   | 48.7          | 21.4             | 6.4                     |               |
| <b>occupation</b>                                     |               |                                |                             |                             |                                       |  |               |                  |                         |               |
| employer  | 56            | 657                            | -                           | 8.6                         | 7,600                                 |  |               | 85.2             | 14.8                    |               |
| govt employee   | 1,591         | 271                            | 432                         | 9.2                         | 2,948                                 | 1.3  | 56.1          | 36.2             | 6.3                     |               |
| private employee                                      | 2,656         | 388                            | 1,032                       | 9.5                         | 4,093                                 | 19.3   | 49.2          | 21.0             | 10.5                    |               |
| own account worker                                    | 9,835         | 1,380                          | 13,576                      | 10.8                        | 12,819                                | 17.8   | 46.4          | 24.7             | 8.8                     | 2.3           |
| unpaid family worker                                  | 52            | 1,166                          | 61                          | 16.2                        | 7,222                                 |  | 40.8          | 20.7             | 38.5                    |               |
| retired   | 546           | 323                            | 176                         | 7.3                         | 4,446                                 | 29.7   | 6.8           | 47.4             | 16.0                    |               |
| house worker  | 511           | 101                            | 52                          | 5.4                         | 1,880                                 | 9.7  | 77.1          | 10.6             | 2.6                     |               |
| unemployed  | 388           | 57                             | 22                          | 5.7                         | 1,002                                 | 18.6   | 67.9          | 13.5             |                         |               |
| others  | 226           | 52                             | 12                          | 10.5                        | 498                                   |  | 91.0          | 9.0              |                         |               |
| <b>type of work</b>                                   |               |                                |                             |                             |                                       |  |               |                  |                         |               |
| professional  | 1,685         | 224                            | 378                         | 10.5                        | 2,128                                 | 5.0  | 55.5          | 36.2             | 3.2                     |               |
| administrative  | 445           | 311                            | 139                         | 4.1                         | 7,635                                 |  | 41.5          | 35.1             | 23.4                    |               |
| clerical  | 60            | 433                            | 26                          | 2.9                         | 15,000                                |  |               |                  | 100.0                   |               |
| sales   | 3,324         | 3,225                          | 10,718                      | 13.1                        | 24,599                                | 7.0  | 46.7          | 25.2             | 16.2                    | 4.9           |
| agriculture   | 6,405         | 445                            | 2,850                       | 9.0                         | 4,930                                 | 26.4   | 43.5          | 25.8             | 3.7                     | 0.6           |
| transport   | 170           | 138                            | 23                          | 22.2                        | 623                                   | 40.3   | 58.2          | 1.5              |                         |               |
| general labour  | 1,299         | 582                            | 756                         | 13.2                        | 4,416                                 | 11.5   | 60.4          | 15.7             | 12.4                    |               |
| service   | 234           | 443                            | 104                         | 9.8                         | 4,539                                 | 45.1   | 40.8          |                  | 14.1                    |               |
| others  | 2,131         | 186                            | 396                         | 6.0                         | 3,075                                 | 13.9   | 44.8          | 32.5             | 8.9                     |               |

**Appendix Table 21: Demographics of bribe solicitation (continued)**

| Base<br>(000)           | Average<br>total bribe<br>baht | Total<br>amount<br>(Bt mil) | Any bribe<br>solicited<br>% | Average of<br>those solicited<br>baht | -----Total bribe per household per year----- |               |                  |                         |               |  |  |      |
|-------------------------|--------------------------------|-----------------------------|-----------------------------|---------------------------------------|--|---------------|------------------|-------------------------|---------------|--|--|------|
|                         |                                |                             |                             |                                       | <100<br>%                                    | 100-1000<br>% | 1000-10,000<br>% | 10,000-<br>100,000<br>% | >100,000<br>% |  |  |      |
| <u>education</u>        |                                |                             |                             |                                       |  |               |                  |                         |               |  |  |      |
| below primary 4         | 1,057                          | -                           | 7.9                         |                                       | 29.6   | 58.5          | 11.9             |                         |               |  |  |      |
| primary 4-6             | 8,661                          | 43                          | 8.4                         | 490                                   | 25.2   | 48.4          | 18.5             | 6.9                     |               |  |  | 1.0  |
| secondary school        | 1,754                          | 3,884                       | 11.5                        | 3,889                                 | 10.8   | 53.1          | 31.9             | 4.2                     |               |  |  |      |
| higher secondary        | 1,372                          | 4,325                       | 11.6                        | 2,550                                 | 7.8  | 43.4          | 27.8             | 14.8                    |               |  |  | 6.2  |
| tertiary, vocational    | 1,196                          | 2,692                       | 16.0                        | 19,657                                | 6.8  | 51.3          | 26.4             | 13.9                    |               |  |  | 1.7  |
| tertiary, academic      | 1,330                          | 608                         | 11.2                        | 20,017                                | 1.9  | 40.4          | 49.3             | 8.3                     |               |  |  |      |
| master degree or higher | 179                            | 2,812                       | 20.4                        | 2,239                                 |  | 37.0          | 31.7             | 20.0                    |               |  |  | 11.2 |
| others                  | 330                            | 515                         | 10.5                        | 149,172                               |  | 35.4          | 31.6             | 33.0                    |               |  |  |      |
| <u>Household income</u> |                                |                             |                             |                                       |  |               |                  |                         |               |  |  |      |
| Upto 2500 baht          | 4,044                          | 840                         | 9.0                         | 2,296                                 | 29.6   | 40.3          | 24.0             | 6.1                     |               |  |  | 2.8  |
| 2501-5000 baht          | 3,545                          | 4,650                       | 10.0                        | 13,163                                | 23.0   | 43.4          | 23.4             | 7.4                     |               |  |  | 2.4  |
| 5001-10000 baht         | 3,267                          | 2,688                       | 9.4                         | 8,767                                 | 13.6   | 56.8          | 21.5             | 5.7                     |               |  |  |      |
| 10001-20000 baht        | 2,397                          | 1,763                       | 11.6                        | 6,362                                 | 4.7  | 51.9          | 32.6             | 10.9                    |               |  |  |      |
| 20001-50000 baht        | 1,488                          | 2,192                       | 11.4                        | 12,936                                | 4.7  | 56.6          | 29.4             | 7.5                     |               |  |  | 1.9  |
| 50001-100000 baht       | 275                            | 2,985                       | 20.1                        | 53,952                                | 5.2  | 31.8          | 13.5             | 42.1                    |               |  |  | 7.4  |
| Over 100000 baht        | 83                             | 7                           | 6.7                         | 1,226                                 |  | 61.7          | 38.3             |                         |               |  |  |      |
| <u>Household member</u> |                                |                             |                             |                                       |  |               |                  |                         |               |  |  |      |
| Teacher                 | 1,134                          | 1,983                       | 9.5                         | 18,461                                |  | 52.9          | 35.6             | 8.5                     |               |  |  | 3.0  |
| Soldier                 | 478                            | 1,694                       | 9.4                         | 37,574                                | 7.9  | 43.2          | 36.2             | 5.6                     |               |  |  | 7.1  |
| Police                  | 552                            | 50                          | 7.4                         | 1,221                                 |  | 73.7          | 26.3             |                         |               |  |  |      |
| Other official          | 1,411                          | 334                         | 8.1                         | 2,941                                 | 15.0   | 48.8          | 26.8             | 9.5                     |               |  |  |      |
| No official             | 12,677                         | 12,981                      | 10.3                        | 9,924                                 | 18.1   | 47.1          | 24.1             | 9.0                     |               |  |  | 1.6  |
| Any official            | 3,201                          | 2,418                       | 8.6                         | 8,767                                 | 7.5  | 52.7          | 30.6             | 8.2                     |               |  |  | 1.2  |
| <u>Region</u>           |                                |                             |                             |                                       |  |               |                  |                         |               |  |  |      |
| Bangkok                 | 2,825                          | 3,893                       | 9.6                         | 14,311                                | 5.8  | 53.7          | 26.5             | 12.5                    |               |  |  | 1.5  |
| north urban             | 856                            | 208                         | 12.8                        | 1,900                                 | 18.7   | 44.3          | 37.0             | -                       |               |  |  |      |
| northeast urban         | 987                            | 4,083                       | 12.1                        | 34,103                                | 10.1   | 32.7          | 31.6             | 17.4                    |               |  |  | 8.2  |
| central urban           | 1,136                          | 753                         | 5.1                         | 13,079                                | 6.6  | 41.0          | 17.8             | 34.6                    |               |  |  |      |
| south urban             | 636                            | 2,386                       | 20.8                        | 18,051                                | 8.8  | 60.8          | 15.1             | 12.8                    |               |  |  | 2.4  |
| north rural             | 2,403                          | 274                         | 11.5                        | 995                                   | 29.8   | 48.5          | 20.6             | 1.2                     |               |  |  |      |
| northeast rural         | 3,531                          | 1,085                       | 9.6                         | 3,200                                 | 22.8   | 42.3          | 26.4             | 8.5                     |               |  |  |      |
| central rural           | 2,190                          | 2,310                       | 4.9                         | 21,739                                | 20.6   | 45.8          | 19.8             | 6.9                     |               |  |  |      |
| south rural             | 1,314                          | 408                         | 13.1                        | 2,369                                 | 7.3  | 57.1          | 30.5             | 5.1                     |               |  |  |      |

| <b>Appendix Table 22: Attitudes to the judicial system</b>     |       |      |       |       |      |      |  |  |
|--|-------|------|-------|-------|------|------|--|--|
| -----7-point scale-----  |       |      |       |       |      |      |  |  |
|  | 1     | 2    | 3     | 4     | 5    | 6    | 7  |  |
| The Judicial System deserves all of the trust                  | 17.5  | 17.5 | 13.6  | 33.1  | 7.0  | 5.7  | 5.7  | The Judicial System does not deserve any trust                   |
| The Judicial System is totally independent of the bureaucracy. | 11.4  | 9.4  | 9.2   | 39.5  | 12.3 | 9.3  | 8.9  | The Judicial System is not at all independent of the bureaucracy |
| The Judicial System is only for the rich and powerful.         | 14.4  | 7.8  | 9.7   | 23.6  | 8.8  | 12.9 | 22.8   | The Judicial System is for everyone.                             |
| Most judges are honest.  | 18.4  | 15.8 | 12.3  | 37.6  | 6.0  | 5.1  | 4.7  | Most judges are dishonest  |
| Most public prosecutors are honest                             | 13.9  | 12.4 | 11.7  | 42.6  | 7.9  | 5.8  | 5.8  | Most public prosecutors are dishonest                            |
| ---mean score (7-point scale)---                               |       |      |       |       |      |      |  |  |
|  | Total | Bkk  | Urban | Rural | Low  | High |  |  |
| The Judicial System deserves all of the trust                  | 3.34  | 3.63 | 3.32  | 3.26  | 3.32 | 3.40 | The Judicial System does not deserve any trust                   |  |
| The Judicial System is totally independent of the bureaucracy. | 3.96  | 4.10 | 3.93  | 3.92  | 4.03 | 3.77 | The Judicial System is not at all independent of the bureaucracy |  |
| The Judicial System is only for the rich and powerful.         | 4.34  | 3.92 | 4.36  | 4.47  | 4.32 | 4.30 | The Judicial System is for everyone.                             |  |
| Most judges are honest.  | 3.31  | 3.47 | 3.25  | 3.29  | 3.28 | 3.25 | Most judges are dishonest  |  |
| Most public prosecutors are honest                             | 3.59  | 3.67 | 3.67  | 3.53  | 3.68 | 3.69 | Most public prosecutors are dishonest                            |  |

| <b>Appendix Table 23: Payments solicited to influence court cases</b> |                 |         |        |        |                 |        |
|---|-----------------|---------|--------|--------|-----------------|--------|
|   | -----areas----- |         |        |        | ---HH income--- |        |
|   | Total           | Bangkok | Urban  | Rural  | Low             | high   |
| -- % of all cases where payment requested---                          |                 |         |        |        |                 |        |
| <b>Payment to who:</b>  |                 |         |        |        |                 |        |
| Judge   | 15.5            |         |        | 26.7   | 2.8             | 31.4   |
| Court secretary   | 13.7            |         | 13.7   | 18.0   | 6.0             | 27.1   |
| Court clerk   | 15.7            |         | 21.9   | 18.0   | 9.6             | 27.1   |
| Public prosecutor   | 47.0            | 20.7    | 63.3   | 48.1   | 23.1            | 83.9   |
| Police  | 21.1            | 38.4    | 37.1   | 8.8    | 21.1            | 25.0   |
| Others  | 23.1            | 25.6    | 20.5   | 23.5   | 24.6            | 13.6   |
| <b>Average amount (baht)</b>  |                 |         |        |        |                 |        |
| Judge   | 24,489          |         |        | 24,489 | 10,000          | 25,411 |
| Court secretary   | 21,829          |         | 30,000 | 19,286 | 30,000          | 19,286 |
| Court clerk   | 22,369          |         | 30,000 | 18,571 | 30,000          | 18,571 |
| Public prosecutor   | 25,245          | 36,785  | 32,883 | 18,205 | 17,886          | 28,858 |
| Police  | 15,887          | 20,950  | 10,216 | 15,232 | 22,661          | 9,382  |
| Others  | 46,191          | 73,377  | 14,382 | 49,045 | 45,480          | 27,051 |
| <b>Total amount (baht mil)</b>  |                 |         |        |        |                 |        |
| Judge   | 743             | -       | -      | 743    | 29              | 602    |
| Court secretary   | 585             | -       | 191    | 394    | 191             | 394    |
| Court clerk   | 685             | -       | 305    | 380    | 305             | 380    |
| Public prosecutor   | 2,030           | 270     | 962    | 797    | 248             | 1,765  |
| Police  | 552             | 285     | 112    | 155    | 386             | 166    |
| Others  | 2,142           | 665     | 146    | 1,331  | 1,238           | 278    |
| Total(baht mil)   | 6,737           | 1,220   | 1,717  | 3,800  | 2,398           | 3,586  |
| Base, all solicited with amount indicated ('000):                     | 200             | 35      | 50     | 115    | 111             | 75     |

| <b>Appendix Table 24: Obstacles to use of judicial system</b> |       |      |       |       |                 |      |
|---|-------|------|-------|-------|-----------------|------|
|   |       |      |       |       | ---HH income--- |      |
|   | Total | Bkk  | Urban | Rural | low             | high |
| ----Percent agree this is an obstacle----                     |       |      |       |       |                 |      |
| Delays in resolving case                                      | 81.4  | 71.6 | 73.7  | 90.5  | 80.2            | 82.3 |
| Lack of objective decisions                                   | 77.2  | 74.3 | 72.3  | 81.5  | 78.0            | 74.3 |
| Uncertainty over execution of decision                        | 69.8  | 67.5 | 71.0  | 70.0  | 72.9            | 62.6 |
| Extra payments  | 69.3  | 63.4 | 59.4  | 78.0  | 72.4            | 62.0 |
| Costs of legal counsel  | 68.3  | 70.7 | 70.9  | 65.7  | 73.9            | 56.8 |
| Professionalism and preparedness of judges                    | 45.6  | 43.7 | 41.1  | 49.2  | 43.9            | 48.8 |
| ---Rating importance of obstacle (7-point scale)---           |       |      |       |       |                 |      |
| Delays in resolving case                                      | 5.8   | 5.9  | 6.0   | 5.6   | 5.8             | 5.8  |
| Costs of legal counsel  | 5.4   | 4.7  | 5.0   | 6.0   | 5.4             | 5.4  |
| Uncertainty over execution of decision                        | 5.4   | 5.6  | 5.0   | 5.5   | 5.3             | 5.5  |
| Lack of objective decisions                                   | 5.3   | 5.4  | 4.9   | 5.5   | 5.3             | 5.2  |
| Professionalism and preparedness of judges                    | 5.3   | 5.5  | 4.8   | 5.4   | 5.6             | 4.9  |
| Extra payments  | 5.2   | 5.2  | 5.0   | 5.2   | 5.3             | 5.1  |
| Base, all decide against going to court ('000)                | 828   | 175  | 252   | 401   | 510             | 299  |

|  | Total | Bkk  | Urban | Rural | ---HH Income--- |      |
|--|-------|------|-------|-------|-----------------|------|
|  |       |      |       |       | low             | high |
| By arrangement of friends and relatives        | 43.4  | 35.3 | 49.0  | 43.6  | 43.9            | 45.4 |
| By arrangement with police officer             | 14.6  | 18.3 | 14.2  | 13.7  | 13.2            | 18.9 |
| Through private negotiation by lawyer          | 6.9   | 16.5 | 6.3   | 4.3   | 4.5             | 13.8 |
| By recommendation of high-rank official        | 6.8   | 10.6 | 5.9   | 6.0   | 5.3             | 11.2 |
| By recommendation of prestigious personality   | 4.7   | 7.4  | 4.5   | 3.9   | 3.9             | 6.8  |
| By arrangement made by entrepreneur            | 1.7   | 3.6  | 2.6   | 0.7   | 1.0             | 3.6  |
| Through threats or use of force                | 1.5   | 3.0  | 1.7   | 0.9   | 1.0             | 2.2  |
| By arrangement of someone in Armed Forces      | 1.2   | 3.2  | 0.7   | 0.7   | 0.4             | 3.1  |
| By arrangement of an NGO                       | 0.5   | 1.3  | 0.1   | 0.4   | 0.4             | 0.8  |
| Base: all decide against going to court ('000) | 828   | 175  | 252   | 401   | 510             | 299  |

|                    |                           | Total | Bangkok | Urban | Rural | HH income |       |
|--------------------|---------------------------|-------|---------|-------|-------|-----------|-------|
|                    |                           |       |         |       |       | low       | high  |
| General election   | Households offered ('000) | 4,524 | 658     | 1,022 | 2,844 | 3,218     | 1,184 |
|                    | Average offer (baht)      | 678   | 1,142   | 723   | 554   | 580       | 975   |
|                    | Total offered (baht mil)  | 3,066 | 752     | 738   | 1,576 | 1,867     | 1,155 |
| Municipal          | Households offered ('000) | 777   | 141     | 637   |       | 460       | 301   |
|                    | Average offer (baht)      | 734   | 1,076   | 658   |       | 712       | 785   |
|                    | Total offered (baht mil)  | 570   | 152     | 419   | -     | 327       | 236   |
| Provincial council | Households offered ('000) | 842   | 53      | 282   | 508   | 642       | 169   |
|                    | Average offer (baht)      | 333   | 731     | 292   | 314   | 306       | 418   |
|                    | Total offered (baht mil)  | 280   | 39      | 82    | 159   | 196       | 71    |
| Sanitary district  | Households offered ('000) | 115   | 10      | 104   |       | 88        | 21    |
|                    | Average offer (baht)      | 1,043 | 597     | 1,088 |       | 1,273     | 211   |
|                    | Total offered (baht mil)  | 120   | 6       | 114   | -     | 112       | 4     |
| Tambon council     | Households offered ('000) | 814   | 119     |       | 695   | 696       | 111   |
|                    | Average offer (baht)      | 728   | 837     |       | 709   | 673       | 923   |
|                    | Total offered (baht mil)  | 593   | 100     | -     | 493   | 468       | 103   |
| Bangkok ward       | Households offered ('000) | 74    | 74      |       |       | 30        | 44    |
|                    | Average offer (baht)      | 793   | 793     |       |       | 1,071     | 600   |
|                    | Total offered (baht mil)  | 59    | 59      | -     | -     | 33        | 26    |
|                    | Grand total (mil baht)    | 4,688 | 1,108   | 1,353 | 2,228 | 3,003     | 1,685 |

| <b>Appendix Table 27: Attitudes to combating corruption</b>                             |              | -----7-point scale-----          |              |              |            |             |          |   |
|---|--------------|----------------------------------|--------------|--------------|------------|-------------|----------|---|
|   | <b>1</b>     | <b>2</b>                         | <b>3</b>     | <b>4</b>     | <b>5</b>   | <b>6</b>    | <b>7</b> |   |
| Officials should be dealt with more harshly than common citizens in cases of corruption | 58.1         | 13.4                             | 9.5          | 15.3         | 1.0        | 1.0         | 1.6      | Common citizens should be dealt with more harshly than officials in cases of corruption |
| Government should make the fight against corruption one of its priorities               | 54.3         | 16.3                             | 9.6          | 15.3         | 1.7        | 1.3         | 1.4      | Government need not make the fight against corruption one of its priorities             |
| The Civil Service Commission can help fight corruption                                  | 8.4          | 9.8                              | 10.5         | 51.5         | 6.2        | 5.5         | 8.0      | The Civil Service Commission cannot help fight corruption                               |
| International institutions like the World Bank can help fight corruption                | 7.2          | 7.7                              | 9.5          | 51.6         | 6.7        | 6.5         | 10.7     | International institutions like the World Bank cannot help fight corruption             |
| Most people have a sincere desire to fight corruption                                   | 14.0         | 8.8                              | 9.8          | 20.9         | 12.7       | 12.5        | 21.3     | Most people only talk about corruption but do nothing                                   |
|   |              | ---mean score (7-point scale)--- |              |              |            |             |          |   |
|   | <b>Total</b> | <b>Bkk</b>                       | <b>Urban</b> | <b>Rural</b> | <b>Low</b> | <b>High</b> |          |   |
| Officials should be dealt with more harshly than common citizens in cases of corruption | 1.97         | 1.77                             | 2.02         | 2.01         | 1.97       | 1.89        |          | Common citizens should be dealt with more harshly than officials in cases of corruption |
| Government should make the fight against corruption one of its priorities               | 2.03         | 2.01                             | 2.04         | 2.04         | 2.03       | 1.97        |          | Government need not make the fight against corruption one of its priorities             |
| The Civil Service Commission can help fight corruption                                  | 3.86         | 4.09                             | 3.76         | 3.83         | 3.79       | 4.01        |          | The Civil Service Commission cannot help fight corruption                               |
| International institutions like the World Bank can help fight corruption                | 4.05         | 4.32                             | 4.23         | 3.90         | 3.96       | 4.29        |          | International institutions like the World Bank cannot help fight corruption             |
| Most people have a sincere desire to fight corruption                                   | 4.32         | 4.85                             | 4.21         | 4.21         | 4.28       | 4.51        |          | Most people only talk about corruption but do nothing                                   |

| <b>Appendix Table 28: Effectiveness of institutions in combating corruption</b> |                            |       |      |       |       |                 |      |
|---|----------------------------|-------|------|-------|-------|-----------------|------|
|   | Percent<br>able<br>to rate | Total | Bkk  | Urban | Rural | ---HH income--- |      |
|   |                            |       |      |       |       | low             | high |
| -----mean score, 7-point scale-----   |                            |       |      |       |       |                 |      |
| Media   | 85                         | 4.95  | 5.14 | 4.91  | 4.91  | 4.89            | 5.10 |
| Counter Corruption Commission   | 65                         | 4.84  | 4.58 | 4.98  | 4.89  | 4.86            | 4.84 |
| Academics & teachers  | 81                         | 4.68  | 4.68 | 4.63  | 4.70  | 4.65            | 4.73 |
| NGOs  | 33                         | 3.99  | 3.80 | 4.10  | 4.04  | 3.97            | 4.00 |
| Armed forces  | 67                         | 3.98  | 3.82 | 3.84  | 4.10  | 4.05            | 3.82 |
| Office of the Attorney General  | 55                         | 3.97  | 3.81 | 3.95  | 4.06  | 3.98            | 3.98 |
| Police  | 90                         | 3.41  | 3.15 | 3.34  | 3.52  | 3.46            | 3.29 |
| MPs   | 82                         | 3.12  | 2.93 | 2.95  | 3.26  | 3.16            | 2.98 |

| <b>Appendix Table 29: Factors which influence non-reporting of corruption</b> |       |      |       |       |                 |       |
|---|-------|------|-------|-------|-----------------|-------|
|   | Total | Bkk  | Urban | Rural | ---HH income--- |       |
|   |       |      |       |       | low             | high  |
| -- percent agree this is a factor in non-reporting--                          |       |      |       |       |                 |       |
| No protection against reprisals   | 88.7  | 91.3 | 83.6  | 90.1  | 88.5            | 88.7  |
| Pointless as culprits would not be punished                                   | 88.6  | 92.6 | 89.8  | 85.4  | 87.3            | 90.0  |
| Everybody knows and nobody reports  | 86.9  | 93.5 | 86.2  | 83.3  | 87.0            | 87.8  |
| Those who report suffer consequences  | 75.4  | 82.1 | 70.6  | 73.9  | 73.3            | 78.7  |
| Could not prove it  | 71.3  | 74.3 | 66.1  | 72.4  | 71.7            | 70.5  |
| Trivial, not worth reporting  | 58.9  | 63.6 | 50.1  | 61.1  | 58.3            | 60.6  |
| Did not know where to report it   | 52.3  | 57.3 | 47.3  | 52.0  | 58.3            | 44.0  |
| Do not want to betray anyone  | 40.8  | 43.0 | 34.0  | 43.4  | 44.7            | 36.7  |
| Those who report just want to create problems                                 | 33.2  | 34.4 | 30.3  | 34.2  | 35.0            | 30.7  |
| Base, all witnessed case of corruption ('000):                                | 3,136 | 884  | 839   | 1,413 | 1,725           | 1,342 |

| <b>Appendix Table 30: All payments solicited (offices, courts and schools)</b> |        |         |        |       |                 |        |
|--|--------|---------|--------|-------|-----------------|--------|
|  | Total  | Bangkok | Urban  | Rural | ---HH income--- |        |
|  |        |         |        |       | low             | high   |
| ----percent of all HH solicited for payment---                                 |        |         |        |       |                 |        |
| Any payment solicited  | 13.4   | 13.3    | 16.5   | 12.3  | 12.5            | 16.7   |
| 1-100  | 14.3   | 7.1     | 10.3   | 18.8  | 19.4            | 5.6    |
| 100-1,000  | 44.3   | 42.9    | 44.4   | 44.8  | 46.0            | 41.8   |
| 1,000-10,000   | 25.6   | 26.0    | 26.9   | 24.8  | 22.2            | 31.4   |
| 10,000-50,000  | 10.6   | 15.0    | 12.4   | 8.3   | 8.7             | 14.2   |
| 50,000-100,000   | 2.5    | 8.0     | 2.7    | 0.6   | 1.9             | 2.6    |
| 100,000-500,000  | 2.3    |         | 2.7    | 2.8   | 1.8             | 3.4    |
| 500,000-1m   | 0.3    | 1.1     | 0.5    |       |                 | 1.0    |
| Mean (baht)  | 11,925 | 17,413  | 17,200 | 7,424 | 9,052           | 17,105 |
| Sum (mil. baht)  | 25,441 | 6,564   | 10,268 | 8,608 | 12,299          | 12,106 |
| Base, all solicited ('000):  | 2,133  | 377     | 597    | 1,159 | 1,359           | 708    |

|   | Appendix Table 31: Suggestions for fighting corruption |          |            |            |                           |       |
|---|--|----------|------------|------------|---------------------------|-------|
|   | Total<br>%   | Bkk<br>% | Urban<br>% | Rural<br>% | HH income<br>Low % High % |       |
| Suppress corruption seriously and impose severe penalties on wrongdoers including dismissal | 61.1   | 57.5     | 61.5       | 62.0       | 61.7                      | 63.8  |
| Establish committees to oversee transparency in different sectors                           | 5.2  | 2.8      | 6.9        | 5.4        | 4.6                       | 7.6   |
| Instil citizens with consciousness of their rights so they can campaign against corruption  | 4.9  | 3.5      | 6.4        | 4.8        | 4.2                       | 6.9   |
| Investigate subordinates closely  | 4.8  | 5.3      | 4.1        | 4.9        | 4.5                       | 6.0   |
| Instil good conscience in public servants so they put priority on common good               | 3.8  | 4.2      | 5.9        | 2.9        | 3.4                       | 5.5   |
| Reform the bureaucracy for transparency and efficiency, including adjusting pay scales      | 3.7  | 5.2      | 4.0        | 3.2        | 3.1                       | 5.7   |
| Solve economic, social and political problems promptly for better public well-being         | 3.6  | 8.8      | 2.7        | 2.5        | 3.2                       | 4.2   |
| Stamp out drug problems   | 3.1  | 5.5      | 2.8        | 2.5        | 3.1                       | 3.2   |
| Superiors must set good example to their subordinates and the general public                | 3.0  | 3.8      | 2.7        | 2.9        | 2.4                       | 4.8   |
| Make the corrupt return money to government with interest, or seize their assets            | 2.6  | 4.9      | 1.9        | 2.2        | 2.3                       | 3.7   |
| Penalise those who witnesses corruption but do not inform their superiors                   | 2.4  | 2.3      | 2.7        | 2.2        | 2.9                       | 1.4   |
| Eliminate personal connections, select people on merit                                      | 1.9  | 3.1      | 1.6        | 1.7        | 1.5                       | 2.6   |
| Regular monitoring of assets of top administrators and decision-makers                      | 1.5  | 1.4      | 2.3        | 1.3        | 1.2                       | 2.2   |
| Regular evaluation of work performance  | 1.2  | 1.4      | 1.5        | 1.0        | 1.2                       | 1.5   |
| Closer control on government budget   | 0.8  | 0.6      | 0.4        | 1.0        | 0.7                       | 1.2   |
| Establish rewards and protection for those reporting corruption                             | 0.6  | 1.0      | 1.1        | 0.3        | 0.6                       | 0.6   |
| Give opportunities for people to voice their opinions independently.                        | 0.4  | 0.6      | 0.4        | 0.3        | 0.4                       | 0.4   |
| Centralise administration as decentralisation increases corruption                          | 0.1  | -        | 0.3        | 0.1        | 0.1                       | 0.2   |
| No suggestion   | 27.7   | 19.5     | 27.2       | 30.4       | 29.4                      | 19.4  |
| Base, all respondents ('000):   | 15,878   | 2,825    | 3,615      | 9,438      | 10,864                    | 4,236 |