



South African Citizens'
Bribery Survey
2016

YES

NO

Sponsored by

Massmart + Walmart 



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South African Citizens' Bribery Survey 2016
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Participants = 4553

Across 5 provinces and all income levels



POOR
income < R100 000 p.a.

52% agree

I CAN GET THROUGH EVERYDAY LIFE WITHOUT PAYING A BRIBE

RICH
income > R500 000 p.a.

73% agree



- 33%** Know someone who was asked for a bribe in the last year
- 20%** Know someone who paid a bribe in the last year
- 49%** Believe it is possible to get through life in SA without paying a bribe
- 49%** Have never been asked for a bribe
- 40%** Of those asked for bribes always paid it
- 60%** Of those asked for bribes have declined to pay

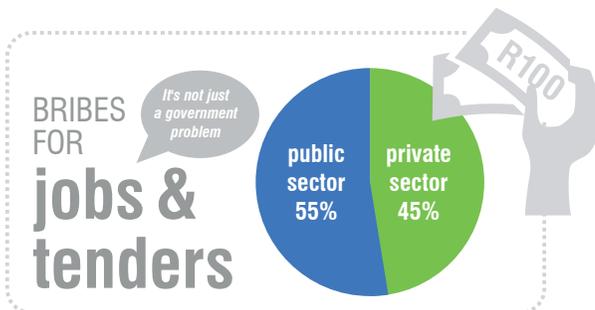
Up **5%** from 2015

Same as 2015

Up **27%** from 2015

AVERAGE bribe amount **R 2 200** up R195

top 5 reasons for bribing



- 1** Avoiding traffic offences **36%**
- 2** Getting jobs **18%**
- 3** Getting drivers' licences **15%**
- 4** Discounts/free goods from businesses **7%**
- 5** Tenders **4%**

Up from **4%** last year

Why people pay bribes

1. Had no other choice (**43%**)
2. It was convenient (**36%**)
3. Why not? It's not a big deal (**8%**)

Why people say NO to bribes

1. Against moral or religious principles (**50%**)
2. Could not afford it (**13%**)
3. Fear of consequences (**11%**)

quotes

For moral or religious reasons

- It goes against my beliefs and who I want to be.
- I made a promise to myself that I won't join the force that's corrupting our beautiful country.
- I have to stand before God at the end of the day.
 - If you complain about corruption, you can't be corrupt too.

I was afraid of being caught

I had an experience where people were arrested because of bribes.

Why should I?

- I can't bribe people for them to do their job.
- I knew I was well prepared for the driving licence.

Why did you not pay the bribe?

It's against the law

Bribery is a crime. I can't involve myself in crimes.

I was afraid of the consequences

I didn't want to put my life in danger by sleeping with someone I don't know for a job.

I didn't have the money

I can't pay for a job as I don't have money.

Normal

I go around avoiding crimes everyday, like not shoplifting, and I do not feel any different.

Bad, because I lost out

- Everyone who bribed got better jobs and I remained unemployed for a long time with my qualification.
 - I felt like I lost out on an opportunity to better my life.

How did it make you feel to say no?

Empowered

- It was liberating.
- I felt in control of my decisions.

Disillusioned / frustrated

- Frustrated that I had to be asked in the first place.
- People should stop making it seem as if it's a good thing.

Good! Great! Wonderful!

- I felt proud – like I made a change in the world.
- I felt proud of myself. I still do.

A Introduction

This is the second year that we conducted the South African Citizen's Bribery Survey. We first conducted the Survey in 2015 to help us get a better understanding of the bribery challenges that South Africans face on a daily basis, their beliefs about bribery, and the socio-economic factors that influence bribery.

This year we have asked many of the same questions, but we also wanted to learn more about people who choose to say no to paying bribes. We believe that by focusing on people's positive motivations we can change the narrative about bribery in South Africa.

1. What is the survey about?

There are a number of different forms of corruption, but we decided to focus specifically on *bribery*.

 **Bribery is**
when one person gives another person something of value (usually money) for that person to abuse the powers with which they have been entrusted.

We also decided to get a sense of ordinary citizens' experiences of bribery. In other words, we did not specifically target business people or government officials.

The survey asked questions such as:

- How frequently are people asked for bribes?
 - What are these bribes for?
 - How much do people pay for bribes?
- How likely are people to be asked for bribes in specific situations?
 - In which sectors and industries is bribery most prevalent?
- Have people said no to paying bribes?
 - What are their motivations?
 - What are the consequences of saying no?
- Can they get through life without paying bribes?

The full questionnaire is attached as Appendix A.

B Methodology

1. How did we conduct the survey?

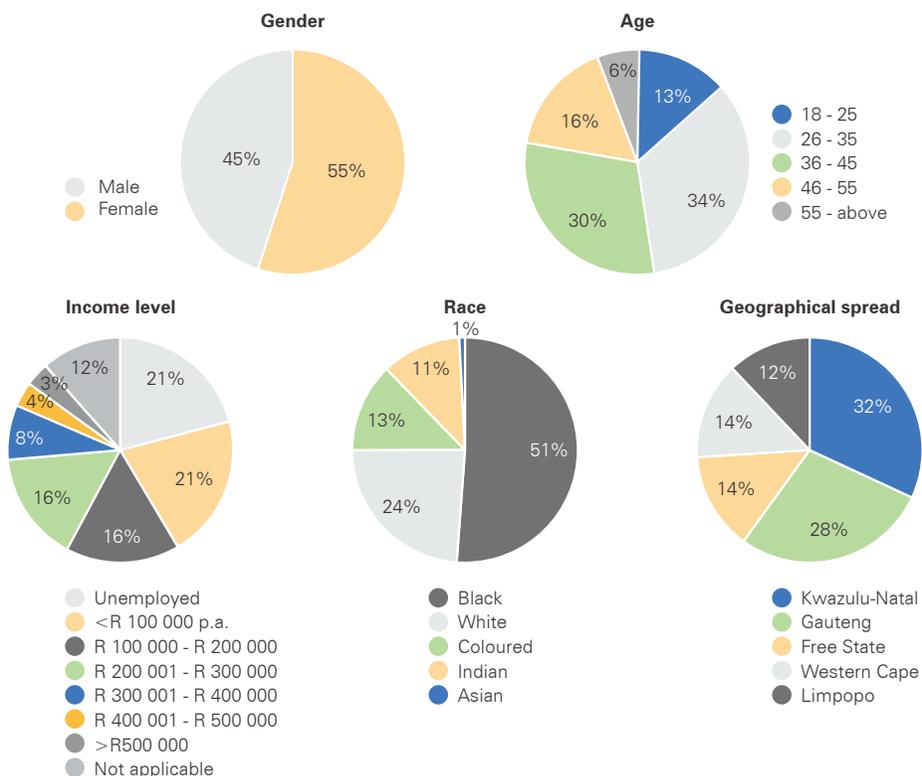
The survey was conducted at a range of Massmart-Walmart stores across South Africa. The sample represented people from five of South Africa's nine provinces and major urban centres around the country. The stores targeted cater to people from a wide socio-economic range as can be seen from the demographic data below.

We made use of Massmart-Walmart's field researchers to conduct the survey. They were equipped with electronic tablets that had the survey loaded in digital format. Each researcher also wore a T-shirt with both TEI and Massmart-Walmart's logos in order to identify them and give them additional credibility.

The field researchers approached people shopping at these stores to ask them to participate in a 5-minute confidential survey. The respondents were interviewed by the field researchers who captured their responses digitally onto the tablets. The survey was conducted over three weekends in October 2016.

2. Who participated?

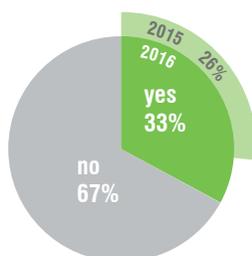
Total number of respondents = 4553



C Results

1. Experiences of bribery

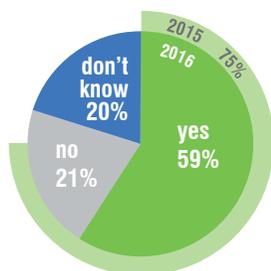
“Do you personally know someone who was asked to pay a bribe in the last year?”



Comment:

- Note that we did not directly ask whether participants themselves were asked to pay a bribe, as people are reluctant to give answers that show them in a bad light. By asking them whether they know someone else who was asked to pay a bribe we tried to avoid this 'social desirability response bias'.
- A third of people reported that they knew someone who was asked to pay a bribe this year. This is significantly higher than the 26% in 2015.

“Did they end up paying the bribe?”



Comment:

- Of the 33% of participants who said they knew someone who had been asked to pay a bribe, almost 60% said that the bribe was paid. The majority of people who were approached for a bribe ended up paying it, indicating a low resilience to refuse paying bribes.
- This figure is, however, significantly more positive than last year's when 75% said the bribe was paid.

How many people know someone who paid a bribe in the last year?

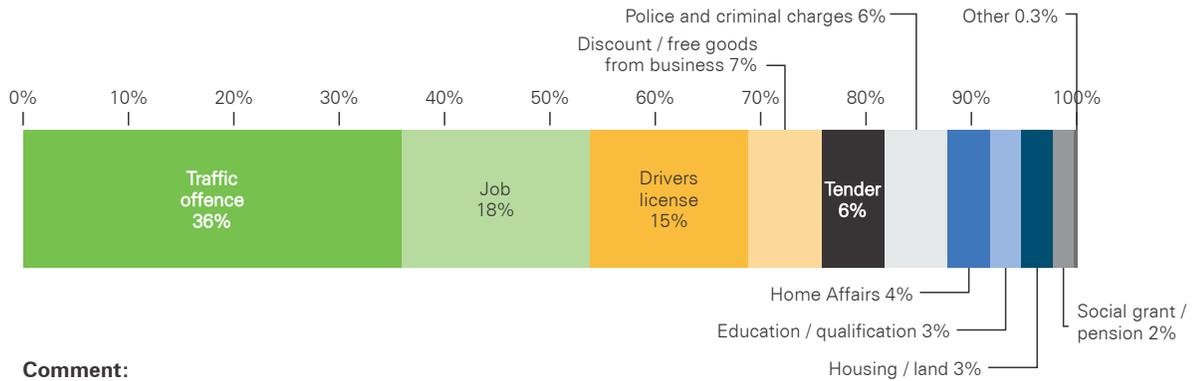


Comment:

- Roughly 1 in 5 participants knew someone who had paid a bribe when asked, in the last year. This is exactly the same proportion as in 2015.

	2015	2016
Yes - Know someone	26%	33%
Yes - They paid	75%	59%
Know someone who paid	19.5%	19.5%

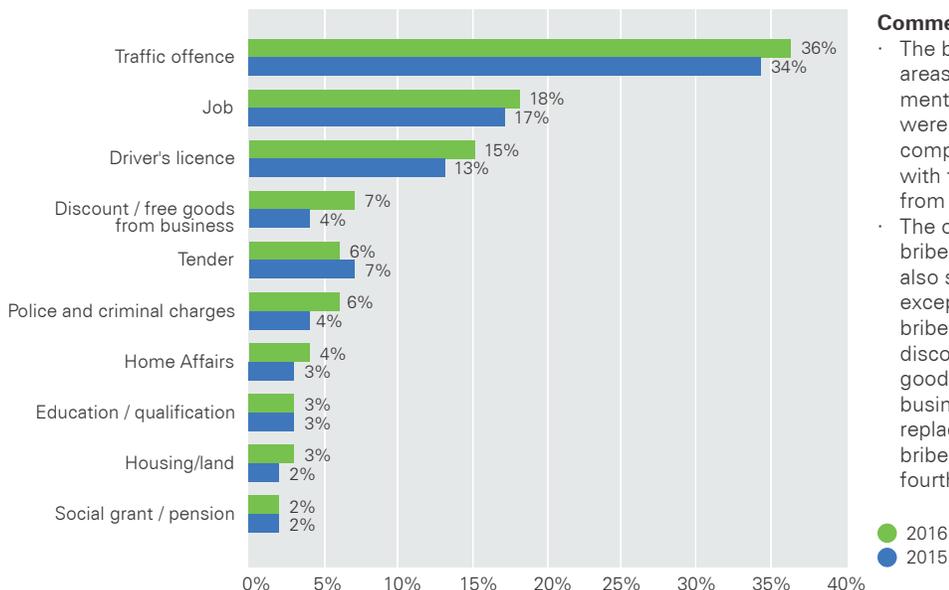
“What was it for?”



Comment:

- This question was posed to all participants who indicated that they knew someone who was asked to pay a bribe (approximately 33% of the sample).
- It was an open-ended question, meaning that field researchers did not read out any categories, but allowed people to give their own descriptive responses.
- Most bribes (36%) related to avoiding fines for traffic offences.
- The next highest incidence was of bribe requests for jobs (18%).
- Bribes for driver's licences was the third highest, at 15%. If added to bribes related to traffic offences, this means that bribery in traffic departments accounted for 51% of all bribes.
- The fourth-highest category was for discounts / free goods from businesses. This category emerged as a surprise from last year's survey when 4% of people mentioned it. This year it is up to 7%, showing that it is indeed a prominent form of corruption in South Africa. There is often a perception that bribery is restricted to the public sector, but this makes it clear that the private sector is also targeted.
- The fifth-highest category related to bribes for tenders (6%). After the release of the 2015 survey results many expressed surprise that tender bribes were not more prominent. It should be pointed out that this is a general citizens' survey, and the picture may have been different if we had only interviewed business people.
- Public sector bureaucratic corruption (including bribes related to police and criminal charges, Home Affairs, housing/land, and social grants/pensions) added up to a significant 15% of all bribes mentioned.

Comparison with 2015 data

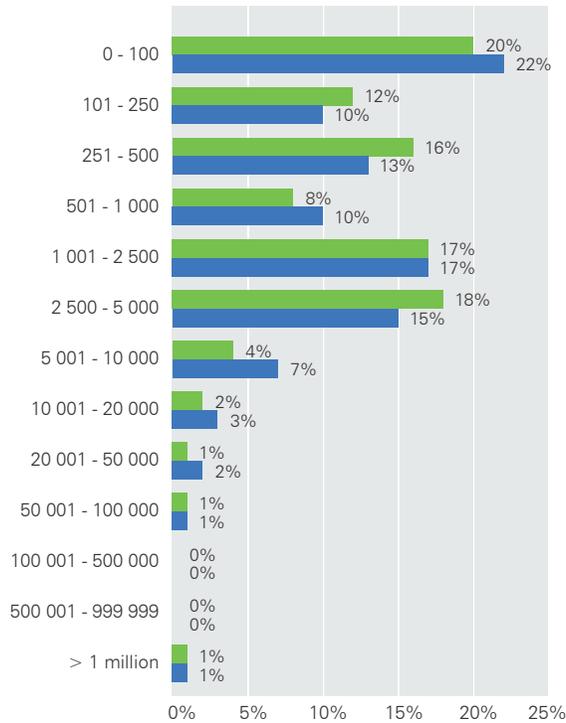


Comment:

- The bribery areas mentioned were largely comparable with the data from 2015.
- The order of bribe types was also similar, except that bribes for discounts/free goods from businesses replaced tender bribery in the fourth position.

● 2016
● 2015

“Do you know how much the value of the bribe was?”



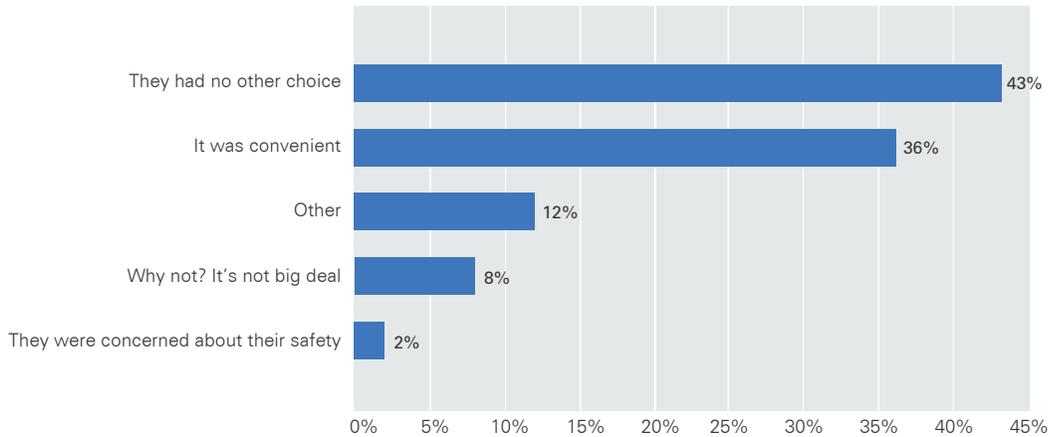
Average value of a bribe

- 2016
- 2015

Comment:

- Participants who indicated that they knew someone who had been asked for a bribe were also asked: “Do you know how much it was? (The value of the bribe?)”
- This was also an open-ended question where participants could give actual Rand amounts.
- The most frequently mentioned bribe amounts were R50 and R100.
- The median bribe amount was R700. (The median is the midpoint on the list of all the amounts mentioned by participants.)
- The average bribe amount mentioned was R2 201. This is slightly up from R2 005 last year. To ensure that the overall value was not unduly influenced by outliers, the top and bottom 5% of responses were excluded from our calculations.
- 56% of bribes were reported to be below R1 000.
- 91% of bribes were reported to be below R5 000, indicating that very high bribe values were rare.
- Last year there were significantly more bribes in the R5 001 – R10 000 category.

“Why do you think they chose to pay the bribe?”



Comment:

- This was asked of those who indicated that they knew someone who had been asked to pay a bribe in the last year, and the person ended up paying it.
- A notable 43% of these participants said that bribes were paid because there was no other choice (or the individual really needed the service/job/tender/document/etc.). This might include people who really needed a service/document to which they were entitled, as well as those who really 'needed' to avoid going to jail.
- The next most prominent reason for bribing, at 36%, was that it was convenient. This indicates that a large proportion of people do not view bribery as a serious moral or legal transgression. There is some overlap with 'Why not, it is not a big deal' which 8% of participants indicated as the reason for paying bribes.
- 35% of participants in the 'other' category said that bribes were paid to avoid a fine, and 24% said it was to avoid going to jail, or to avoid arrest. These are worrying trends in a country with high levels of road deaths and crime, as it seems that accountability mechanisms are being corrupted.

quotes

They didn't have the time for taking lessons and testing.

I just wanted the shoes and didn't have enough money.

I didn't wanna go to jail and have a criminal record.

They wanted to get a job which needed that specific qualification.

Everyone is doing it.

I couldn't stand in the queue.

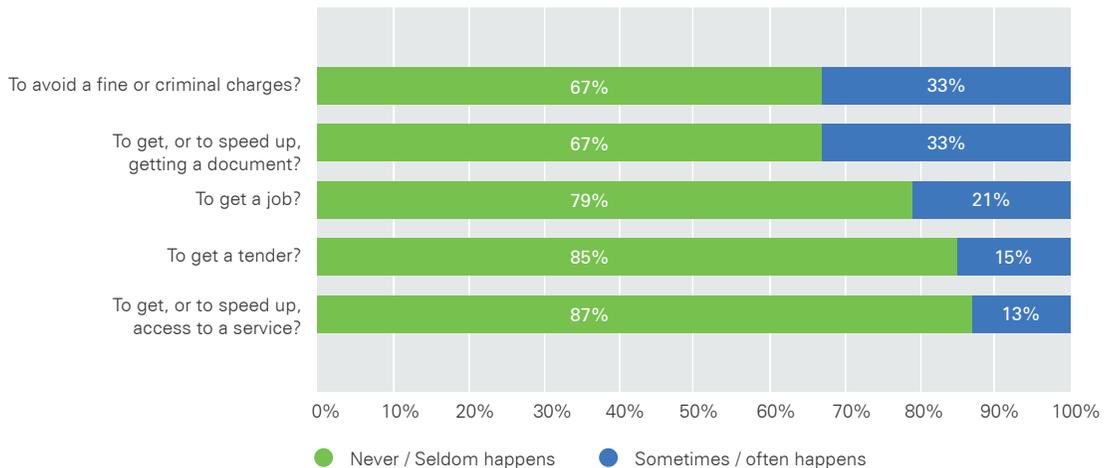
Ja the rims he wanted were expensive so the guy at the store organised them for him via the back door, cheap cheap.

It's a way of doing business.

*He didn't have a choice. The docket had to go missing or he was in real k*k my bro.*

2. Prevalence of bribery in specific situations

"Based on your experience, how common is it for your family and friends to be asked for a bribe in the following situations?"

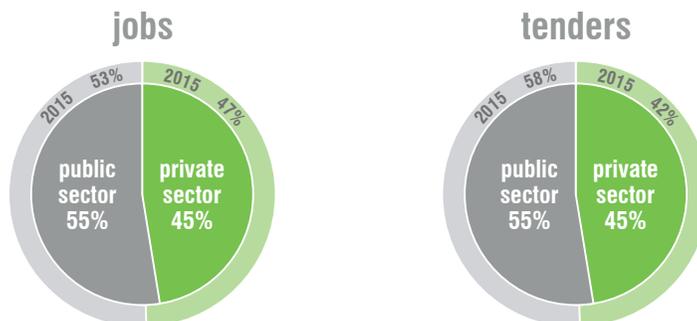


Comment:

- Participants indicated that bribes were most likely to be solicited when people were confronted with fines and criminal charges, or when obtaining documents. This was followed by solicitations when applying for a job.
- The least likely area of solicitation for bribes was when applying for a service, or competing for a tender. This last category might reflect the fact that a lower proportion of South Africans deal with tenders.

"Public sector, private sector, or both?"

If people indicated that there was a likelihood of being asked for bribes for jobs or tenders, we asked them what sector it was in.



- For both jobs and tenders, the public – private sector split was exactly the same, with public sector at 55% and private sector at 45%.
- Although the public sector was mentioned the most, the private sector was certainly not far behind. This highlights that bribery is clearly a societal problem that is not limited to any particular sector.

“In which department/industry?”

In the public sector, the top 5 areas mentioned were:

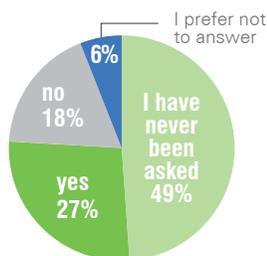
Sector	Number of responses
Police & Metro Police	16%
Home Affairs	11%
Health	7%
Education	7%
Local Government / Municipalities	2%

In the private sector, the top 5 areas mentioned were:

Industry	Number of responses
Construction	8%
Mining	7%
Security	6%
Wholesale/Retail/Trade	5%
All Unskilled/semi-skilled jobs	5%

3. Understanding those who say No

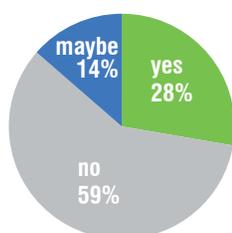
“Have you ever said no to paying a bribe?”



Comment:

- All participants were asked this question.
- Just less than half of them indicated that they had never been asked for a bribe. Conversely, this indicates that just over half the participants were asked for a bribe at some point in their lives.
- Of those who had been asked for a bribe, 60% indicated that they had at some point said no to paying it, while 40% always paid.

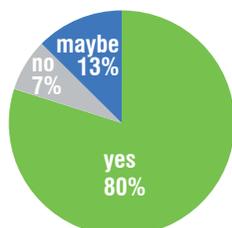
“Were there any negative consequences to not paying the bribe?”



Comment:

- Of the participants who declined to pay a bribe, 28% indicated that there were negative consequences to not paying the bribe. The verbatim responses of this section point mostly to negative consequences in the form of lost opportunities, or not getting what they wanted.
- However, for the majority of people who said no to paying a bribe (60%), there were no negative consequences to doing so.

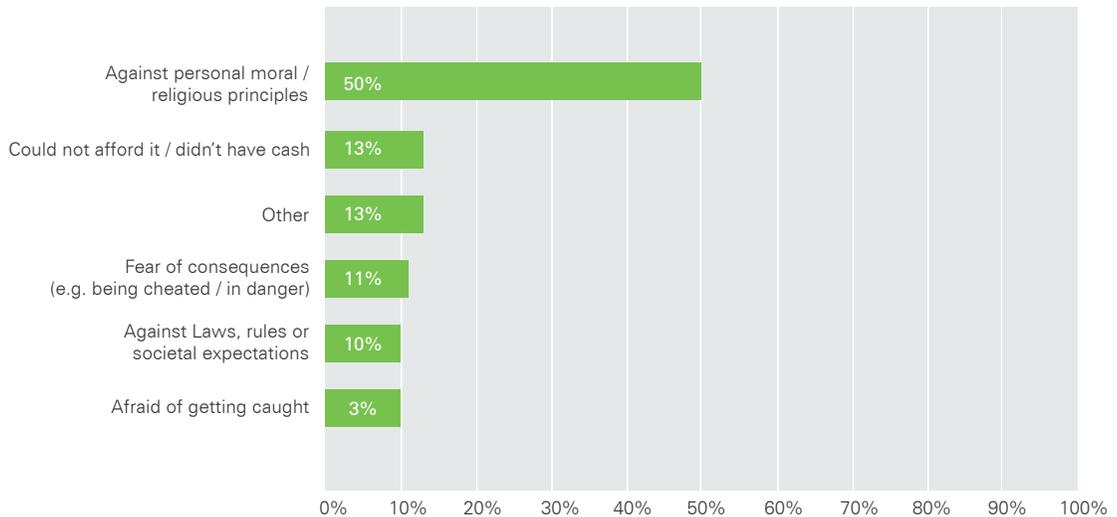
“Would you say no again in future?”



Comment:

- Although only 60% of those who declined to pay a bribe experienced no negative consequences as a result, 80% indicated that they would do so again in future. This shows a good proportion of people who are willing to say no to bribery again, even though there had been negative consequences when they previously did so.
- This willingness to say no may have to do with people's moral motivations that trump short-term gains.

“Why did you choose not to pay the bribe? What were your reasons?”



Comment:

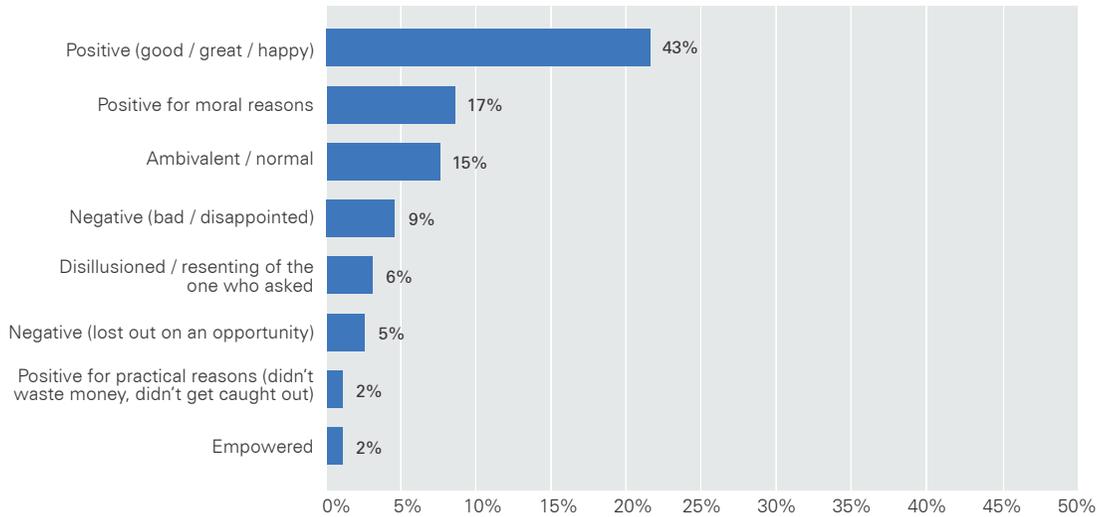
- This open-ended question was asked of all 27% of participants who indicated that they had declined to pay a bribe.
- The largest proportion of those who refused to pay a bribe (about 50%) did so for moral or religious reasons.
- Another 10% indicated that they did not bribe because it is against laws, rules or societal expectations.
- 11% did not pay a bribe out of fear of negative consequences, such as being cheated or putting themselves in danger.
- Only 3% cited fear of being caught as their main motivation for not paying the bribe. This is significant, as impunity and lack of accountability are often mentioned as key reasons why corruption thrives.
- 13% did not pay the bribe because they did not have the money to do so. It can be assumed that the majority of this group would have paid the bribe if they had the money.
- Other reasons for not paying bribes include people believing it was not necessary (6%), the request was unjustified (5%), or the bribe was not worth it (2%).

“How did you feel after saying no?”

The following word cloud shows which words were most mentioned in people's descriptions of how they felt about saying no to a bribe.

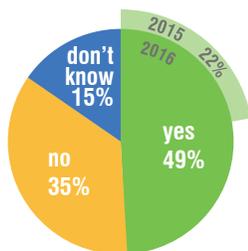


The verbatim responses were categorised as follows:



4. Getting through life without bribing

“Is it possible to get through everyday life without paying a bribe?”



Comment:

- Only about 1 in 3 people (35%) indicated that it is not possible to get through everyday life in South Africa without paying a bribe.
- In 2015 only 22% (less than a quarter) of participants indicated that it is possible to get through everyday life without paying a bribe. This year that figure has more than doubled to 49%. This marked increase could be influenced by the positioning of the question in the survey. It was placed after the newly added question which required participants to reflect on saying no to bribes. Participants' positive reflections may have caused them to take a less negative view, leaving them with more moral courage.
- It is interesting to note that the 49% is exactly the same as the percentage of people who have never been asked for a bribe.
- If we remove the 'I don't know' category, 58% of participants say that it is possible, and 42% say that it is not.

5. How bribery affects rich and poor

It is interesting to see the bribery story that unfolds for different income groups by comparing some of the information gathered from the survey.

What bribery are they confronted with?

The following table shows the different types of bribery the two extreme income groups are confronted with.



Comment:

- The greatest area of difference between the income groups related to bribery for jobs. Those who earn less than R100 000 per year experienced 17% more of this type of bribery when compared to the high income group.
- Those with an income of more than R500 000 in turn experienced 16% more tender bribery than the low income group.
- Bribery for driver's licences was 8% higher for the lower income group, which could reflect the value that a driver's licence has in relation to getting a job at this income level.
- Bribery related to traffic offenses was the most prevalent form of bribery for both income groups. The higher income group, however, reported 7% higher incidences of it, possibly because they are more likely to own cars.
- It is interesting to note that bribes for discounts/free goods were more prominent with the lower income group (and completely absent from the higher group). This might reflect that for some it is a case of 'bread first, morals later'.

Can they get through everyday life without paying a bribe?

The following graph shows whether people from different income groups believe it is possible to get through everyday life without paying a bribe.



Comment:

- It is clear from this graph that lower income groups find it much more difficult to get through life without paying bribes.

D Reflections on the findings

The results of the second South African Citizens' Bribery Survey has to a large extent validated the findings from the first survey. The number of people who have paid bribes, the things that people paid bribes for, and the amounts paid per bribe were all very comparable to the findings from 2015. We can therefore have greater faith in the statistics we get from the survey.

The survey has however also given us a broader view of the impact of bribery and how South Africans experience it on a daily basis. The following points stand out:

Road deaths could be reduced

As in 2015, the majority of bribes were related to road use. The combination of bribes to avoid traffic fines, and bribes to get drivers' licenses came to 51% of bribes. If these relatively contained areas of bribery could be reduced, it would make a tremendous impact on people's experience of bribery, and more importantly, on South Africa's high number of road deaths.

The poor are disproportionately impacted

We also looked at the difference between how the rich and the poor experience bribery. The poor find it significantly more difficult to get through everyday life without paying a bribe, and are disproportionately targeted for bribes for jobs. There is a certain injustice in the fact that those who have the least resources are most vulnerable to being targeted.

Not everyone is doing it. And many people are saying no.

It is often said that it is more effective to prevent disease by studying healthy people than sick ones, and we believe that this view can be applied to bribery. We therefore added a number of new questions about people who do not pay bribes.

Among other things we found the staggering statistic that 49% of participants had never been asked for a bribe themselves. We also found that of those people who have been asked, more than half have said no at some point and the majority will do so again in future. These findings challenge the view that bribery has been normalised in South Africa and that 'everybody does it'.

A moral appeal might work

The majority of people who have said no to paying bribes did so for moral reasons. In other words, they have a certain moral view of themselves and they believe that by not paying bribes they are strengthening not just their own, but also the country's morality.

Another important finding was that, this year 49% of respondents said that it is possible to get through everyday life without paying a bribe, compared to only 22% last year - in other words a much more positive view. We believe this change can be ascribed to the placing of the question in the survey. This year the question was placed after people were asked about whether they have said no to paying bribes. It seems that when people reflect on moral acts it strengthens their moral resolve and getting through life without paying bribes seems much more likely.

While saying no to bribes in reality is a long way from saying no in a survey there is good social science research that shows that people do indeed avoid unethical behaviours 1) if they get moral reminders and 2) if they believe that their peers do not engage in those behaviours.

The results from the survey are at the very least useful in showing that it is in fact the minority of people who pay bribes, and that many South Africans have strong moral views against bribery.

Annexure A – Quantitative questionnaire

Citizens' Bribery Survey

Demographic Data

- | | | | |
|---|--|--|--|
| 1. Interviewer <i>Give name or number</i>
_____ | 5. Race
<input type="checkbox"/> Black
<input type="checkbox"/> White
<input type="checkbox"/> Coloured
<input type="checkbox"/> Indian
<input type="checkbox"/> Asian
<i>(e.g. Chinese)</i>
<i>(By observation)</i> | 2. Your age
<input type="checkbox"/> 18 to 25
<input type="checkbox"/> 26 to 35
<input type="checkbox"/> 36 to 45
<input type="checkbox"/> 46 to 55
<input type="checkbox"/> Above 55
<i>(By observation)</i> | 3. Monthly income
<input type="checkbox"/> Unemployed
<input type="checkbox"/> Less than R100 000
<input type="checkbox"/> R100 001 to R200 000
<input type="checkbox"/> R200 001 to R300 000
<input type="checkbox"/> R300 001 to R400 000
<input type="checkbox"/> R400 001 to R500 000
<input type="checkbox"/> More than R500 000
<i>(If prefer not to answer – leave open)</i> |
| 2. Store _____ | | | |
| 3. Province _____ | | | |
| 4. Your gender
<input type="checkbox"/> Male
<input type="checkbox"/> Female | | | |

Experience of bribery

- | | | |
|---|---|---|
| 1. Do you know someone who was asked to pay a bribe in the last year?
<input type="checkbox"/> Yes
<input type="checkbox"/> No | 2. If yes, what was it for?
<input type="checkbox"/> Traffic offence
<input type="checkbox"/> Job
<input type="checkbox"/> Driver's licence
<input type="checkbox"/> Tender
<input type="checkbox"/> Discount / free goods from a business
<input type="checkbox"/> Police & criminal charges
<input type="checkbox"/> Education / qualification
<input type="checkbox"/> Home Affairs
<input type="checkbox"/> Housing / land
<input type="checkbox"/> Social grant / pension
<input type="checkbox"/> OTHER (Specify) _____ | 3. Did they end up paying the bribe?
<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> I don't know |
| | | 4. Do you know what the value was of the bribe asked?
(Ask for value)
_____ |

IF YES to 4.

5. Why do you think they chose to pay the bribe? What was their main reason?

(DO NOT PROMPT! - Interviewer can select more than one)

- It was convenient.
- They really needed the service / job / tender / document / etc.
- Why not? It's not big deal.
- They had no other choice
- They were concerned about their safety
- Other / elaborate (Specify) _____

6. Why do you think they declined paying the bribe? What was their reason?

(DO NOT PROMPT! - Interviewer can select more than one)

- They could not afford to pay the bribe / the value of the bribe was too high
- It's wrong to pay bribes. Against their principles.
- They didn't want to break the law
- They were afraid they would get caught
- Other / elaborate (Specify) _____

7. Based on your experience, how common is it for your family and friends to be asked for a bribe in the following situations? (Never, seldom, sometimes, or often?) *Read the scale*

To avoid a fine or criminal charges <i>(such as for traffic violations)</i>	Never	Seldom	Sometimes	Often
To get, or to speed up, access to a service <i>(such as an electricity connection, hospital treatment, or cell-phone contract).</i>	Never	Seldom	Sometimes	Often
To get, or to speed up getting a document <i>(such as a driver's licence, proof of address, ID, or passport).</i>	Never	Seldom	Sometimes	Often
To get a job	Never	Seldom	Sometimes	Often
<i>If Seldom, Often or Always</i> • Is that in the public sector, private sector, or both?	Public sector (Government)	Private sector (Business)	Both	
• In which PRIVATE SECTOR industry / In which PUBLIC SECTOR department? <i>DO NOT PROMPT – use categories to speed up capturing</i>	<p>PRIVATE SECTOR INDUSTRIES</p> <input type="checkbox"/> ALL <input type="checkbox"/> Industrial / manufacturing / mechanical <input type="checkbox"/> Transport & taxi <input type="checkbox"/> Construction <input type="checkbox"/> Retail <input type="checkbox"/> Mining <input type="checkbox"/> Security <input type="checkbox"/> Agriculture and fishing <input type="checkbox"/> All unskilled and semi-skilled jobs OTHER: SPECIFY _____			
	<p>PUBLIC SECTOR DEPARTMENTS</p> <input type="checkbox"/> ALL <input type="checkbox"/> Education <input type="checkbox"/> Police & Metro Police <input type="checkbox"/> Health OTHER: SPECIFY _____			
To get a contract, or to win a tender.	Never	Seldom	Sometimes	Often
<i>If Seldom, Often or Always</i> • Is that in the public sector, private sector, or both?	Public sector (Government)	Private sector (Business)	Both	
• In which industry / department? <i>DO NOT PROMPT – use categories to speed up capturing</i>	<p>PRIVATE SECTOR INDUSTRIES</p> <input type="checkbox"/> ALL <input type="checkbox"/> Industrial / manufacturing / mechanical <input type="checkbox"/> Transport & taxi <input type="checkbox"/> Construction <input type="checkbox"/> Retail <input type="checkbox"/> Mining <input type="checkbox"/> Security <input type="checkbox"/> Agriculture and fishing <input type="checkbox"/> All unskilled and semi-skilled jobs OTHER: SPECIFY _____			
	<p>PUBLIC SECTOR DEPARTMENTS</p> <input type="checkbox"/> ALL <input type="checkbox"/> Education <input type="checkbox"/> Police & Metro Police <input type="checkbox"/> Health OTHER: SPECIFY _____			

Thanks for you time!



About The Ethics Institute

The Ethics Institute is a non-profit, public benefit organisation that commenced operations in August 2000. The organisation is governed by a Board of Directors consisting of prominent persons committed to promoting ethical responsibility.

The Ethics Institute's vision is: "Building an ethically responsible society."

We achieve our vision by forming partnerships with the public and private sectors, and the professions. The Ethics Institute serves as a resource through our thought leadership, research, training, advisory, assessment and certification activities.

For more information on The Ethics Institute, please refer to our website www.tei.org.za.

Thought leadership

The Ethics Institute is committed to stimulate and advance awareness of ethics in South Africa and in other countries on the African continent where we are active. We participate regularly in public debates in the media and contribute to standard setting and policy formulation in respect of business ethics, corruption prevention and professional ethics.

Services offered

The Ethics Institute offers a wide array of services related to the management of ethics in organisations and professions. These include:

Training	Public and in-house training programmes on a range of ethics-related themes;
Advisory services	Consulting to public-sector and private-sector organisations and professional associations on matters related to the management of ethics;
Assessments	Assisting organisations to gauge their current state of ethics with a variety of assessment instruments;
Certification	Certifying specific ethics-related services and service providers in order to provide assurance that these services and service providers meet relevant ethics standards;
Project management	Acting as project manager for funder organisations wishing to enhance good governance, corruption prevention or professional ethics; and
Membership services	Offering subscription membership to individuals and organisations, with a variety of membership benefits.

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