

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF FINANCIAL INTELLIGENCE



THE IMPACTS OF CORRUPTION ON PUBLIC INSTITUTIONS.

A CASE OF VID EASTLEA HARARE.

BY

B200262A

**A DISSERTATION SUBMITTED IN THE PARTIAL FULFILMENT OF THE
REQUIREMENTS OF THE BACHELOR OF COMMERCE IN FINANCIAL
INTELLIGENCE (BCOM-FI) OF BINDURA UNIVERSITY OF SCIENCE
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JUNE 2024

APPROVAL FORM

The signatures attest that the signatories have supervised B200262A, on the research titled: - **The Impacts of Corruption on Public Institutions. A case of VID Eastlea Harare.** The dissertation is submitted in partial fulfilment of the requests of Bindura University of Science Education.

B200262A

.....		
Student Name	Signature	Date

.....		
Name of Supervisor	Signature	Date

.....		
Departmental Chairman	Signature	Date

RELEASE FORM

Name of Author : Faith John
Registration Number: B200262A
Title of Project : The impacts of corruption on public. A case of VID Eastlea
Harare

Degree Title : Bachelor of Commerce (Honours) Degree in
Financial Intelligence (BCOM-FI)

Year granted : June 2024

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Signed

Permanent Address : Hatfield Harare, 24 Arlington Zimbabwe

Date : June 2024

DECLARATION FORM

I **FAITH JOHN** registration number B200262A declare that this dissertation is a product of my own hands. When information is taken from another author, a credit is given in the references because this study is entirely my own work. There is no any portion of this research that has been or is currently being submitted for another degree at another university.

.....

Signature

.....

Date

DEDICATION

I would like to dedicate this piece of work to my mother Grace John and my lovely brothers and Sisters who assisted in this project and missed my lovely time during preparation of this study.

ABSTRACT

The research study was largely prompted by the high level of corruption within the Vehicle Inspection Department as reported by the Zimbabwe Anti- Corruption Commission, the media and the public outcry. Hence, the study sought to investigate the impact of corruption on public institutions focusing on VID Eastlea Harare, Zimbabwe. It was guided by the following objectives: to identify the types of corruption within the Vehicle Inspection Department, to explore possible causes of corruption within the Vehicle Inspection Department, to assess the impacts of corruption on public institutions and to recommend possible solutions to curb corruption in the Section. A sample size of forty-five people selected through purposive and stratified sampling technique where all targeted respondents were included in the sample size. A descriptive research design was used, with questionnaires and interviews as data collection tools. The study established that bribery was the main form of public corruption followed by nepotism and extortion which are mainly caused by poor remuneration which will result in less suppression of illegal activities which can be minimized by salary increment. The researcher revealed that the major impact of corruption is increased risks of accidents. The most dominant strategy was to increase transparency and accountability. Strategies used were more effective and it is legal for VID to use transparency and accountability. The findings concluded that corruption in public institutions, such as VID Harare has a negative impact of increased risks of accidents due to unqualified drivers or operators obtained licenses through illicit means such as bribery without requisite experience or qualifications. The researcher recommends that the VID be trained and reinforce the moral and ethical behavior of human existence as a subject during training and should continue to be reinforced even after training. The study concluded that increasing transparency and accountability is very effective tool in combating corruption VID as public institution.

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CHAPTER I

INTRODUCTION

1.0 Introduction

This chapter was to provide a basis for the study, it provided the background to the study, statement of the problem, purpose of the study, objectives of the study, research questions, scope of the study and significance of the study

1.1 Background to the study

Corruption is undeniably a global experience that questioned and attempted to weaken advance initiatives in numerous nations. Corruption have been present in individual civilizations from the time when the inauguration of humanity. Since the Cold War's end, politicians in numerous nations enclose realized the universal character of corruption, counting that concerning public officials, and have launched concerted pains to manage along with clean up corruption. Hence, relatively perceiving corruption as mainly a conjugal concern caused by connections among the bureaucracy and the classified sector, numerous legislators, mainly those in rising and conversion economies, are currently recognizing international firms' assistance to the crisis. People in several nations advocated the eradication of distort practices as part of the progress for improved government. Since the late 1980s, many countries' power balances have altered in support of additional open, apparent, and participatory government frameworks.

Commencement in the second half of the 1990s, rising attentiveness of the expenses of public corruption prompted several worldwide and non-governmental organizations to urge that public officers adhere to lofty values of sincerity, ethics, and community accountability. It is not astonishing, that there is increasing worldwide alarm regarding corruption, on the way to which the United Nations (UN) has responded by enacting the Convention Against Corruption (CAC) since 2003, efficiently requiring its 148 signatories to implement anti-corruption actions (Baikady R. 2021).

Corruption within public institutions remains a serious challenge in developing countries, including Africa (Gaines K.G& Kapper, 2015). For mainly mounting nations, public corruption has numerous effects since possessions intended to fulfill socioeconomic and developmental goals are diverted for improper purposes. Public corruption has grabbed the interest of analysts plus the universal public ever since the inception of communal societies in antiquity, every part of the way up to today's multifaceted polities (Alatas Hussein S.2016). Nevertheless, despite rising public awareness and worry about corruption, which has resulted in extensive scholarly research (Cheloukhune S. 2017), the occurrence residue troublesome and hard for the majority rising nations, together with Zimbabwe.

For example, in Uganda, eliminating public corruption have been a high goal for consecutive governments suitable to its negative impact on growth and advanced governance. According to Cho

t (2015), claims that public corruption exists in every community in some form. In Uganda, public corruption remains pervasive at mutually the low and lofty levels of the economic zone. In spite of the president's frequent pledges that corruption determination be eradicated, bribery, nepotism, and misuse of government positions and possessions are widespread.

Corruption scandals encompass erupted numerous times in current years, although no superior officials have been imprisoned for corruption-related offenses. According to Chont (2015), most Nigerians view public corruption like unavoidable and uncontrolled, believing with the aim of the general public as a whole is corrupt and further than repair. Furthermore, Nigerians understood that nothing serious will ever be done to approve or penalize those who commit these crimes. In South Africa, for instance, public corruption encompasses the secretive exploitation of state resources, bribery, and undue favoritism.

It is barely unforeseen that public corruption is still a serious issue in Zimbabwe's public sector. As a end result, it is wholly possible that all sectors of the general public are extremely worried about the apparent ascend of corruption, which jeopardizes everyone's living by impeding service release, deflation economic growth, and dejection the authenticity and running of government. Holmies L. (2014) claims that corrupt transactions always result in winners and losers. According to Parker A. (2022), corruption in Zimbabwe has been rampant during the Covid-19 lockdown times due to lockdown constraints.

Extortion and bribery are two common forms of corruption in Zimbabwe. The majority of Zimbabweans believe the public officials are the most corrupt persons in the country (ibid). This is a significant evidence that corruption has affected service rendered and resident wellbeing in various parts of the nation, given that there have been numerous instances of corruption in areas such like politics, education, religion, and administration, along with others.

As Zimbabwe's poor ranking under the Transparency international Corruption Perception Index, ranked at 157 out of 180 is of great concern because the position is discouraging potential investors. The Zimbabwe Anti-Corruption Commission (ZACC), stressed out that there is high level of corruption at the Vehicle Inspectorate Department (VID) and tollgates, where grafts have been normalized. There is an outcry that corruption involving VID personnel is not only confined to licenses but also widespread on the country's roads. In 2019, the Anti-Corruption Trust of Southern Africa (ACT-SA) reviled that they have received several reports that four officials were soliciting bribes of US\$100 in exchange for Class 4 and 5 drivers'

licences in the employ of the Kwekwe Depot of the Vehicle Inspection Department (VID). The public complaints that even if one passes the in-depot tests which constitutes of the hill-start, parallel parking and the feared reverse maneuver into drums, the aspiring drivers that doesn't pay the bribes are often deliberately failed when they go on the road drive which is the final leg of the examination

Globally, regionally, and nationally, public concern about the effects of corruption in public sectors has grown. With no doubt, corruption is a global experience that has challenged and attempted to weaken many countries' improvement efforts. Corruption has existed in human societies ever since the beginning of time. Policymakers in numerous countries have known the worldwide scenery of corruption, together with that concerning VID officers, given that the Cold War's end and have instituted synchronized pains to control and clean up corruption.

Commencement in the second half of the 2000s, an increasing consciousness of the expenses of VID corruption obliged numerous global and non-governmental organizations to command that VID officers support lofty values of honesty, ethics, and social responsibility. It is not astounding, afterward, that worldwide unease regarding the experience of corruption is growing, to which the United Nations (UN) has responded by enacting the Convention Against Corruption (CAC) since 2003, effectively requiring its 148 signatories to implement anti-corruption measures (Punch M, 2019).

1.2 Problem statement

Despite the government's attempts to combat corruption in universal, the country's corruption observation key remains concerning. Accordingly, 2021 Transparency International Corruption Perceptions Index, Zimbabwe ranks 157th out of 180 nations. Transparency International Zimbabwe (TIZ) (2021) has named the Vehicle Inspection Department as one of the country's most corrupt government department, contributing to the lofty corruption indicator. Corruption is widespread in Zimbabwe impeding monetary development and deficiency mitigation. According to Burchell, May 2021, one in every four poll respondents who had interaction with the VID Officers had paid a bribe to acquire a driver's license or avoid complications.

Corrupt behavior comprise numerous implications on the welfare of citizens, so it is critical for this study to inspect the collision of corruption on public institutions, mainly when lives are lost due to traffic accidents which emanates from inexperienced drivers who have paid bribes

to obtain drivers licenses. The statistics on such accidents from the Department of Civil Protection and Zimpapers Library searches for the years 2019 to 2023 are presented Table 1.1 below

Year	Total accidents	Number injured	Number of deaths
2019	44 713	14 759	20421
2020	45 701	12 399	2368
2021	46 681	11 605	1584
2022	46 687	10 461	1793
2023	58 739	12 487	1918

Source: Zimstats (2023) Zimbabwe Republic Police Headquarters (2023).

1.3 Research Objectives

- To identify the major causes of corruption at VID
- To identify the common forms of corruption at VID
- To determine the impacts of corruption at VID
- To establish way of curbing corruption at VID

1.4 Research Questions

- What are the causes of corruption in VID?
- What are the common forms of corruption in VID
- What is the impact of corruption in VID?
- What remedial measurements should be taken to curb the problem of corruption in VID?

1.5 Significance of the study

The research has numerous implications to diverse stakeholders which are discussed below

1.5.1 To the government of Zimbabwe

The study will rest to notify the government of Zimbabwe in upcoming with policies to address issues of corruption in the Ministry of Transport's Vehicle Inspection Department. In addition, the study will help policy makers in reviewing and implementing a number of existing corruption policies and laws.

1.5.2 To the Ministry of Transport and Infrastructure Development

Based on what is estimated to be valuable effects if its suggestions are implemented, it can be finished that this study will aid Zimbabwean communities and is vital to the VID in general. It will support the organization in improved accommodating community members' impersonation of the existence of corruption, the amount of it, and the collision of corruption on its members. This study was immediately required because VID corruption disrupts the sturdy community and the officer's interface that is essential for victorious democratic policing. If corruption is allowed to thrive, the VID will quickly lose the trust and support of the community it serves, making its rule enforcement obligations that much more difficult (Hammergren L.2016).

1.5.3 To the academic world

The primary benefit of any research is to expand existing knowledge on corruption. As a result, the study will be useful to other researchers, the Criminal Justice System in Zimbabwe and the rest of the continent, academics, and legal practitioners. It has the potential to spark more research into VID malfeasance. There is a knowledge gap about many policing concerns in Zimbabwe, as well as elsewhere on the African continent. Democratic policing will be possible if these gaps are closed. Furthermore, it will help to discourage and deter VID officers from engaging in corrupt actions.

1.5.4 To VID Officers

This study will raise awareness among VID officers about the implications of their corrupt activities.

1.5.5 General Public

The study will allow the organization to serve as a watchdog for the VID. While the public is uncovered to this literature on the causes of corruption, it will adopt the idea as its own and join VID in combating the wrongdoing.

1.5.6 The university and the researcher

In addition, the study will be presented to the academy as piece of the degree requirements. As end outcome, once the researcher has completed this research report, she will receive a degree. The study will be utilized by the University to appraise the student in order to reveal her strength and ownership of the degree of education that will be confer, as it will serve to emphasize the student's study skills and ability to evaluate her surroundings.

1.6 Assumptions

- VID Eastlea, Harare officers are corrupt.
- Respondents will give true, factual and unbiased responses because it is impossible to legalize all of their responses.
- The respondents will participate of their own volition, without any persuasion or coercion.
- Respondents will provide true, factual, and unbiased responses because it is impossible to validate all of their responses.

1.7 Delimitations

The study's conceptual limitation is that it only focuses on VID, Eastlea. Furthermore, the population was limited to VID Eastlea, Harare. The study looked into corruption within public institutions with a meticulous focus on bribery, misallocation and embezzlement of public funds, nepotism, and the impact of bribery on youth employment. The researcher chose the area because it contained a wealth of information from various sources. Since the case study area is the capital city of Zimbabwe, dense with information. The research is from October 2023 to June 2024.

1.8 Limitations of the study

The study was carried out over a two-year period to assess the impact of corruption within the public institutions, and the researcher believes that this time length was adequate for standard

research conclusions. Government departments have a hierarchical reporting system, so access to information took too long owing to bureaucracy. This limitation was circumvented by making prior plans and appointments. Confidentiality was an issue for several participants, who appeared hesitant to share information until the researcher assured them that it would be totally confidential and used solely for academic purposes. Sometimes what is believed by the respondents was not reflecting what actually happens as far as corruption was concerned. Making prior preparations and appointments alleviated the limitation on information accessibility caused by the absence of key persons who held the information owing to other commitments. The researcher's lack of expertise did not impair the quality of the research because her supervisor was continually guiding her, as well as other University academic personnel who helped greatly.

1.9 Definitions of terms

- Public sector - any office of the government in which any government activity is performed.
- Vehicle Inspection Department- Is a government department under the Ministry of Transport and Infrastructural Development and operates under the auspices of the Public Service Commission.
- Corruption-Prenzler T,(2015) defines corruption as the violation of recognized rules for self-gain. It is the attempt to obtain wealth or power at the expense of the public.

1.10 Organization of the study

This research study was divided into five chapters. The first chapter focused on the study's background, problem statement, research aims, hypothesis statement, and importance of the research, as well as study assumptions, delimitations, and limitations. The next chapter will go over the study's relevant literature, focusing lying on the theoretical framework, conceptual framework, and empirical literature review. The third chapter will go over the research methods that will be utilized in the study. The fourth section will include survey response-based data analysis results and discussions. The study's findings and implications will be the focus of the final chapter.

1.11 Chapter summary

This chapter has provided a brief introduction and background to the study. The researcher is then proceeds to describe the theoretical framework that has been used in contextualizing and approaching the analysis of the research. Through the unique mix of quantitative and qualitative evidence that is going to be gathered as part of the research, new insight in response to the research questions and objectives will be presented, with the purpose of contributing to the ongoing policy-oriented discourse around how best to improve public service provision and effectively root out corruption

CHAPTER II

LITERATURE REVIEW

2.0 Introduction

This chapter focuses on the topic's related literature. This part deals through a review of related literature that will assist the researcher in developing a thorough appreciative of the research problem of the research study.

2.1 Conceptual Framework

2.1.1 Definition of Corruption

The notion of corruption can be defined in diverse ways depending on the position of view or type of approach taken (Miller S, 2017). Corruption is a term that is used interchangeably by ordinary and prominent people and institutions. The term refers to the use of one's position for personal gain or the benefit of an individual or group to whom one owes loyalty (Lippert R. and Wallby K. 2022). It is a circumstance governed by a specific set of beliefs, values, and emotions that drives a public official to engage in unethical behavior (Gray D, 2014).

The most common explanation of corruption is private gain through public authority, or the misuse of public power for private gain or profit (Mugaduwi et al, 2019). This is the working explanation used by many global organizations, as well as the World Bank, the International Monetary Fund, and Transparency International, while discussing corruption. Corruption is a matter issue in the sense that it occurs between people who, in most cases, collude (Mugaduwi et al, 2019). A legal understanding of corruption establishes a clear line among what is and is not corrupt behavior. According to Thomas Hausen (2020), an official's act is corrupt if it is prohibited by government laws, if it is not prohibited, it is not corrupt even if it is abusive or unethical.

In the first approach, any activity of administrative official is considered as improper when it goes against the public interest. The second approach believes that corruption is what the public thinks it is (Scaramella G, 2017). According to the third approach, the corrupt acts are violate

some specific rules through which the public duties should be performed illegal exchanges of political goods for private benefits (Manzetti, 2016) and corruption is behavior adopted by public officials that deviates “from the norms actually prevalent or believed to prevail” (Dempsey M. and Forst L, 2022), or from “accepted norms” or it is “political conduct contrary to political norms” (Morris, 1991). Corruption may also manifests itself in the private aspects of life such as looting, cheating, lying, manipulation, stealing, appropriation, and disclosure of threats and exploitation of others and situations for private gains at the expense of the common good of the society. Transparency International (TI) defines corruption as “the misuse of entrusted power for private gain.”

2.2 Forms of Corruption in the Public Sector

There are many different manifestations and forms of corruption. It can be petty or grand, incidental, systematic or systemic. It can be judicial, administrative, legislative or political in nature. Corruption can include the abuse of power to manipulate, control, and diminish other people, to enrich oneself and one’s family and friends through nepotism and the misappropriation of public funds (Wilson et al, 2020). Local governments may be more susceptible to corruption because interactions between private individuals and officials happen at greater levels of intimacy and with more frequency at more decentralized levels. Some the following forms of corruption are found in local government systems.

2.2.1 Petty corruption

Petty corruption often referred to as ‘speed’ or ‘grease’ money” (Dantzker M, 2010) describes facilitation or grease payments sought and obtained by junior officials who are actually or ostensibly rendering a service to the public. Here members of the public have to undertake dishonest transactions with officials in order to obtain services of one kind or another or to avoid sanctions (Lodge, 2019). In some cases these payments are made for the provision of a service, which should be a free public good; in others they are for a largely fictitious service or relate to imaginary offences.

2.2.2 Graft

Graft or classic corruption is typically intended, manifesting as shakedowns or legitimate companies. Petty corruption is the payment of tips, commissions, bribes, gifts, or discounts to officials in substitute for services provided. Shakedowns are characterized as taking bribes in

replace for not prosecuting a criminal offense (Newham & Faull, 2021). The writers set away to argue that getting kickbacks is for personal gain rather than directing business to specific individuals or companies. Grand corruption has been recommended to have a negative influence on the economy (Kunaka et al., 2015). It could also include repairing tickets. Ticket fitting is the practice of police officers dismissing traffic penalties in support of friends or family members.

2.2.3 Conventional and unconventional Corruption

Conventional corruption is when government officials, regardless of status, illegally seek or accrue an undue benefit for their own personal gain while disregarding the public interest. Soliciting and accepting bribes are two instances of traditional corruption. Nonetheless, there is no reciprocity relationship because there is no clear agreement between the two parties. This sort of corruption includes misappropriation, theft, embezzlement, and breach of trust (Bernad, 2018).

2.2.4 Grant corruption

Defined as ‘the misuse of public power by heads of state, ministers and senior official for private pecuniary gain’, grand corruption deals with highly placed individuals who exploit their position to extract large bribes from representatives of transnational corporations; arms dealers, drug barons and the like, who appropriate significant payoffs from contract scams, or who simply transfer large sums of money from the public treasury into bank accounts” (Dempsey, 2022). Grand corruption has been used to describe large-scale deals involving senior public officials and companies trading or investing on an international basis. It is caused largely by the greed of those who are already well off by local, and often by international, standards. Here the objective of the corrupt act is to make the key individuals even wealthier and thus more powerful. This is true whether the corrupt act finances a political party or the individuals concerned (Transparency International, 2007).

2.2.5 Bribery

It is the offering of something which is most often money but can also be goods or services in order to gain an unfair advantage. Common advantages can be to sway a person’s opinion, action, or decision, reduce amounts fees collected, speed up a government grants, or change outcomes of legal processes. (chont, 2015)

2.2.6 Extortion

It is threatening or inflicting harm to a person, their reputation, or their property in order to unjustly obtain money, actions, services, or other goods from that person. Blackmail is a form of extortion.

2.2.7 Fraud

It is an act of misrepresentation or deception. Charging for goods or services never delivered, changing the specifications or timing on goods and services and their expiration dates, or overpricing goods and services to cover the cost of bribes is considered to be fraud. Fraud results in the loss of state revenue (Chont, 2015) the public sector is involved in fraudulent activity by overlooking altered or missing documents or by receiving bribes to “ignore” illegal activity.

2.2.8 Embezzlement

It is the illegal taking or appropriation of money or property that has been entrusted to a person but is actually owned by another. In political terms this is called graft which is when a political office holder unlawfully uses public funds for personal purposes. Embezzlement is theft of public resources by public officials. As an effect of embezzlement misappropriation of public funds is taking place. However, from a strict legal point of view embezzlement is not corruption because it does not involve a civilian (corruption normally involves a civilian agent and a state agent). Embezzlement can therefore consider being theft. Embezzlement is also a very common practice in Uganda, especially at the local government level. In the New Vision, for instance, it was stated that Ush15 billion¹⁷ for classroom construction was unaccounted for in 28 districts. The funds allegedly have been misappropriated due to corruption and shoddy work. (The New Vision, 14 August 2020).

2.2.9 Favouritism

Favouritism is also known as cronyism and entails to grant offices or benefits to friends and relatives, regardless of their abilities. Favouritism can be considered a corrupt act because it involves the abuse of power. A special form of favouritism is nepotism. Nepotism means that an office holder will favour his relatives and family members, and for instance nominate them to prominent positions.

2.2.10 Nepotism

It is the practice or inclination to favour a group or person who is a relative when giving promotions, jobs, raises, and other benefits to employees(Parker , 2020). This is often based on the concept of feminism which is believing that a person must always respect and favour family in all situations including those pertaining to politics and business.

2.3 Causes of Corruption in the Public Sector

Corruption is a detrimental force that hinders democracy and represses individuals in many countries throughout the world. Corruption is caused by many factors including lack of accountability among public servants, inequality in the distribution of resources, promotion of ethnicity and lack of nationalism, and lastly, weakness of governmental enforcement agencies.

2.3.1 Lack of Accountability

A lack of accountability costs any government money due to lax leadership, employee theft and inefficiency in the execution of job duties. In Zimbabwe, the public sector is not accountable to the people, it seems like there is a divide between what actually goes on in government and what is being reported to the citizens. There is no transparent system where the public is allowed to participate in policy formation and have a say in how these policies should be implemented. Zimbabwe has a large amount of natural resources but lacks proper accountability measures. In part this could be due to a lack of connective infrastructure like roads, Internet access and electricity which service delivery and social accountability systems depend on. This lack of infrastructure is caused by the mismanagement of resources by government officials, and if these officials are made to be accountable to the citizens, there will be a good response to the delivery of services (Prenzler, 2015).

2.3.2 Lax Social and Governmental Enforcement Agencies

One of the causes of corruption is the lack of strong government agencies to enforce laws and rules as sternly as they need to. This creates an opportunity for public officials to embezzle funds without fear of repercussion or punishment. Zimbabwe is degenerating into a society without a discernible legalistic framework for law enforcement agencies or judicial system. In Nigeria, anyone that is favored in political patronage can basically get away with most crimes,

and some of these crimes involve money laundering, uncontrollable theft of government money and other illegal crimes (Van der Merwe 2015).

2.3.3 Inadequate Taxation System

Furthermore, the country lacks an efficient taxation system. This makes tracking down people's financial activities difficult and creates a breeding ground for corruption. Because public officials do not file taxes, it is difficult to track their financial activities and how much they earn. Politicians must hold public officials accountable by enacting laws that will improve an appropriate and effective tax system in which people are required to explain their sources of income through an end-of-the-year income tax filing. This will enable audit departments to determine how much these public officials are paid and look for discrepancies (Wraith & Simpkins, 2014).

2.3.4 Policies that are ineffective and contribute to corruption

Furthermore, public officials are implementing policies at their discretion to allow them to divert public funds into their personal accounts. For example, there was a ban on the importation of used cars older than five years old. This policy aided in the breeding of corruption among .Because car owners were unable to legally import cars into the countries, they resorted to bribing public officials to allow them to import these cars. If this policy on the ban on used cars is not reviewed and strict guidelines to avoid corruption are not implemented, it may have a negative impact on the economy. As a result, those employed in this line of business who do not want to give out bribes will go out of business, increasing the number of citizens already living in poverty (Punch, 2019). Such a policy has numerous negative consequences that, if not carefully planned, can lead to corruption.

2.4 Impacts of Corruption in public sector

According to Miller (2016), corruption has long been regarded as the most serious threat to the state. It is a difficult topic with broad societal implications. The agency that controls VID's work is under scrutiny because it is part of the state's executive branch, necessitating an investigation into its actions. In democratic democracies; the public expects government employees to conduct themselves professionally. As a result, a professional civil worker who wishes to maintain their legitimacy must be willing to accept the commitment to uphold these

high standards. All of this has an impact on the concept of community policing, which in turn compromises delivery of work.

Corruption is a social problem that damages all communities. Academics, practitioners, and civil society all recognize that public sector corruption has a negative influence on service delivery. This stems from a recognition that corruption not only undermines the country's development goals, but it also disproportionately affects the poor, since resources intended to help them out of their predicament are diverted to the advantage of a small group of corrupt leaders. Under these conditions, structural inequalities are exacerbated. This is evident in the fact that the wealthiest continue to get richer while the poor become poorer. This is not a situation that promotes social and political stability, let alone long-term development. This is why successful anti-corruption work is vital for ensuring good governance in a developing country like Zimbabwe. The consequences of corruption extend beyond the corrupt individuals, the innocent colleagues who are implicated, and the reputation of the organisation for which they work.

Corruption impacts on the ability of the State to protect and fulfil its human rights obligations and to deliver relevant services. It threatens sustainable economic development, ethical values and justice; it destabilizes the society and endangers the rule of law. It impacts the implementation of the rule of law and democratic values. Corruption is a key impediment to development, competitiveness and stability in both emerging and developed economies. Corruption may lead to adverse budgetary consequences. Among the many disagreeable aspects of corruption is evidence that it slows economic growth through a wide range of channels.

Empirical evidence suggests that corruption lowers investment and retards economic growth to a significant extent. Where rent seeking proves more lucrative than productive work, talent will be misallocated. Financial incentives may lure the more talented and better educated to engage in rent seeking rather than in productive work, with adverse consequences for the country's growth rate. Corruption reduces tax collection or raises the level of public expenditure; corruption may lead to adverse budgetary consequences. Corruption erodes the peoples trust in the public sector to act in best interests. It also wastes taxes or rates that have

been earmarked for important community projects resulting in poor quality services or infrastructure.

Corruption in the workplace causes financial loss, lowers employee morale, harms an organization's brand diverts resources away from delivering core business and services to the community, and increases attention, monitoring and regulation individuals who engage in corruption face disciplinary action, termination of employment, and criminal penalties. To put it simply, corruption has the disastrous repercussions of waste of taxpayer cash, loss of goods and services, poorer community confidence in public authority, and disadvantaged to honest businesses that miss out on government contracts.

2.5 Possible strategies to curb corruption

According to Burchell (2021), the degree of success of a reform is frequently assessed by its political appeal and the absence of further scandals, rather than the underlying influence the reform has had on agency corruption. Furthermore, key components of an organization are reluctant to collect data or even accept that a problem exists, and pressures not to disclose make data collection difficult. As a result, striving to improve corporate culture can have a good impact on dealing with corruption.

Morris and Kunaka, (2015) warn that the clandestine nature of corruption cases makes prosecution difficult because of the burdens of proof required in our laws. Morris and Kunaka (2015) conducted more research on anti-corruption systems and methods in Southern Africa, established that failure to involve the public in corruption fighting strategies was a major cause of their failure. This is so because efforts of anti-corruption officials are dependent upon ordinary citizens reporting cases of alleged corruption. This study proposes strong public education campaigns to enhance the credibility of anti-corruption efforts through a greater understanding of existing efforts thus, closing the gap in the perception of corruption between the general public and government officials.

Manzetti,(2016) Lodge and Lewis ,(2019)share the same sentiments when they say that emphasis on ethics ,ethics training ,codes of conduct ,has been considered by many to be a

necessary part of a strategy to deal with corruption. This is something that begins at the recruit training stage but, if it is to contribute, this alone is insufficient. One area of particular concern is the need for those who provide the initial field supervision and field trainers especially, to be educated in ethics and hence prepared to support the recruit training. In addition to ethics, education about the risks of misconduct to individuals, organisations and communities is also important Newham and Garmany,(2018) also note the need to incorporate ethics into all training rather than using only specific ethics courses.

The South African Department of Public Service and Administration (2002:12) identifies nine anti-corruption strategic considerations that, depending on the country's political climate, can be utilized to combat corruption in all public institutions. These strategies include reviewing and consolidating the legislative framework, making it easier to report wrongdoing, protecting whistleblowers and witnesses, prohibiting corrupt individuals and businesses, improving management policies and practises, managing professional ethics, collaborating with stakeholders, conducting research and policy advocacy, raising awareness, training and providing education. According to the Romanian National Anti-corruption Strategy (2005-7:6), improving transparency and integrity in public enterprise administration, as well as communication campaigns and educational initiatives, are critical strategies for combating corruption.

2.6 Theoretical framework

2.6.1 Principal Agent Theory

(Saunders and Thornhill 2016) advanced the Principal-Agent theory, which examines organizational relationships as a conflict between the "Principal" who demands a service and the "Agent" who provides it. The model is based on the assumption that actors are motivated by rational self-interest. The issue in connection with this study is how the Zimbabwean citizens can manage the self-interest of those empowered to act on their behalf so that it is aligned with the purposes that the principal wish to achieve. The problem stems not only from a conflict of interest, but also from the agents' privileged access to information. Agents hired to provide a service will often use their superior knowledge to divert benefits in their own direction. The VID staff are vulnerable to corruption because officials wield significant power

(Elton et al, 2019). There are possibilities for acquiring improper benefits by interpreting or bending rules in favor of certain groups or individuals. All governments seek to have in place a number of safeguards for deterring and dealing with corruption within administrative agencies. At the same time, the VID have to develop ways and means to prevent and detect corruption in other sections of society. In a democratic society, the ultimate Principals are the citizens who are the consumers of specific services provided by the VID.

2.6.2 Ethics based theory

Ethics-based theories advocate Lippert & Wally (2022) argues that multinational businesses have two types of obligations to refrain from corrupt practices. First, businesses have an obligation to maintain public sector services efficiency. Bribery undermines services efficiency and leaves the entire service system open to charges of immorality and illegitimacy. Second, public sector are dependent for their success not only on the existence of a functioning system but also on a state that facilitates public service activity and maintains order and stability. Ethics theories have influenced the creation of instruments like codes of conduct, integrity pacts, and self-regulation rule.

2.6.3 Rational choice theory

Rational choice theory models human behavior as the result of individual, self-interested preferences (Goldsmith A; Lewis Elster 2020). People are calculating and strategic, and they carefully weigh the costs and benefits of certain actions before undertaking them. The ultimate goal for individuals is to maximize utility, to attain whatever goal makes them happier, more satisfied, or better off, such as power or money. This is a function of organizing cooperative behavior, which often requires delegation of responsibility for tasks both to and within formal institutions and organizations. Agents are more likely to act in ways that maximize their own interests rather than those of the principal, particularly when information asymmetries exist and the principal cannot fully monitor the agent's behavior. This scenario is a particular problem since, if we assume that individuals are rational actors, opportunities for profitable rent-seeking (self-benefiting) behaviors are unlikely to be passed up (Manzetti and Morris 2015). In this wording, agents are delegated responsibility for public service provision on behalf of principals. However, instead of fulfilling their duty to the principal, agents act to realize their own preferences at the expense of the principal. In other words, VID are likely to see corruption in situations where there are no means to hold who agents have exclusive

authority over a service and discretion in making and applying the rules accountable. This is particularly relevant in the public sector such as the VID, where government authorities (agents) often enjoy high levels of monopoly and discretionary authority over state resources and decision-making functions. As “corruption is a crime of calculation, not passion” (ibid), the ample information advantages enjoyed by government officials as rational actors provide them with opportunities to abuse their entrusted power for private (self-interested) gain. The advocated solution to such a situation is to reduce monopoly powers through transparency measures, broaden authority via participation, and ensure accountability through enforced penalties sanctions) for bad behavior.

2.7 Empirical Literature Review

Previous researches carried out about corruption in public institutions did not zero on the VID Section in particular but however there are some studies which were carried out from other countries on the types, causes and impacts of public corruption.

2.7.1 Types of Corruption

In an online news article by Ernest Mabuza in South Africa in the “Times Live” dated 24 October 2022, titled “Corruption at licensing centers receiving urgent attention”, the author gave examples of the corrupt activities done by the issuers of licenses such as fraud, bribery, theft from accident scenes and general abuse of authority, the cloning vehicles and fraudulent issuing of driving licenses, among other things. Corrupt officials and criminal middlemen exploit systemic weaknesses and there is lack of and/or weak management and oversight. Roadworthy certificates were issued without vehicles being tested, driving license testing centre (DLTC) officials sold unlawful licenses and “money dumping” occurred. There were some driving schools paid driving license examiners to issue licenses irregularly or fraudulently.

Another online article by Kaugelo Maswereng titled in South Africa “Driver’s license officials audited as Gauteng clamps down on corruption” dated 08 September 2022 listed Bribery, collusion between examiners, fee dumping and eye-test corruption as the most recurring corrupt activities at the Gauteng driver's license testing centres (DLTCs).

In addition, another online article by Vladimir G Gromovin in Russia titled “Forensic Research & Criminology international” dated 13 July 2019’ the author expressed that extortion, as well

as receiving and giving bribes as the most dangerous and the most common types of corruption crimes with high level of latency.

The article written by Anwesh Panigrahi (2021) titled, “**Understanding public corruption**” from Kalinga Institute of Industrial Technology, India mentioned with the aim of public corruption cascade into two main categories which are external corruption and internal corruption. The exterior corruption commonly consists of one or more of the following activities -Payoffs to public officers by basically non-criminal elements who fall short to conform with rigid statutes or city ordinances or, payoffs through those in particular require of security protections who are eager to surpass money to individual officers or groups of officers. For instance, businessmen supply liquor, businessmen situated in high crime areas, individuals operating any type of business requiring a license, automobile towing operations and individuals who repeatedly violate the traffic laws. Anwesh Panigrahi (2021), additional states that inside corruption exists as a result of a need of individual officers to advance their working conditions or to attain higher status in the government department. It may consist of: sum of money to join the VID department, fee of money to higher-ranking officers for enhanced shifts or assignments.

Research article by Marie Chene at the Michelsen Institute, Mozambique titled “Overview of corruption and anti-corruption in Mozambique”, (2020) stated that in Mozambique, prevalence of corruption remains an area of concern for both the public as well as donors, who support almost half of the state’s budget. Corruption manifests itself through various forms, including political, petty and grand corruption, embezzlement of public funds, and a deeply embedded patronage system. Checks and balances are weak, as the executive exercises strong influence over the legislative and the judiciary. The article further gave a number of examples and types of public corruption which consist of brutality, fraud, bribery, coercion, sexual assault, torture, theft starting accident scenes and general abuse of authority, which frequently stem from corrupt public departments, be short of education, and lack of financial support and possessions for appropriate screening processes.

2.7.2 Causes of Corruption

Naziru Suleiman wrote an online article titled, “Why Corruption in Nigeria?” dated 19 October 2023 cited Poor remuneration as one of the causes of corruption in the driving licenses authorities. He stated that “when you look at the present situation in the country, the amount

that an average civil servant is being paid cannot take care of his basic needs, not to mention his plans for the future, and you ask him not to be corrupt”. He went on further saying that “We also have pressure coming from all angles”, the pressure for oneself living beyond his means or the inadequacy of the income being received as salaries and wages. Also, pressures emanating from the family members”.

Danny Sigh in his article titled “The Causes of Public Corruption and Working towards Prevention in Conflict-Stricken States” dated 24 August 2022 cited low salary and status issues and affiliation with criminals that hinders the performance of government officials (Newburn 1999), Low wages can exacerbate bribery and extortion, especially when living costs are high for large families (Van Reenen 1997). Even if public officers are well salaried, they may believe that they are not remunerated to match their responsibilities and thus can still encourage corrupt practices (Newburn 1999). From a Durkheimian perspective, relative deprivation theory forms anomie, and when individuals cannot attain what they believe to be part of distributive fairness, then social deviance, such as corruption, can emerge (Kulik et al. 2008). Public officers can become prey to lucrative ventures of criminal groups to turn a blind eye so that they can continue their illegal businesses (Punch 1994).

David Stasavage wrote an article titled “Causes and consequences of corruption: Mozambique in Transition” dated 25 March 2008 cited bureaucrats in Mozambique retain extensive control rights over economic activity, with individuals (or individuals agencies) often holding monopoly and discretionary power over provision of a particular government –supplied service. At the same time, structures for monitoring bureaucrats and holding them accountable for their actions have been dramatically weakened during a transition from enforcement centre around the Frelimo party to one based on the rule of law and an independent judiciary and police force. A decrease in real wages for civil servants and increasing inequalities in pay between the public and private sectors have also contributed to the increase in corruption.

A research article by Dimant Eugen and Tosato Guglielmo at the University of Pennsylvania, USA on 28 June 2018 titled, “Causes and effects of corruption”, listed poverty and living beyond one’s means as one of the causes of corruption. According to the study, theoretically, one would expect corruption to increase with the rate of poverty. Second, as (Justesen and Bjornskov 2014) point out the main motivation for paying bribes in this case would be to obtain access to basic public services such as permits and licenses, which the government has a monopoly on, a strong motivation to break the law. Also listed decreased wages, lower

education and political instability as the other major causes of corruption in public institutions. Public officials with a lower wage are more likely to engage in corrupt practices. Individuals with lower levels of education tend to be less committed to government repression (Truex, 2011).

2.7.3 Impacts of Corruption

The consequences of corruption are broad, ranging from reduced economic growth to a distortion of public expenses, and are an important obstacle in a country's development. That in mind, it's clear that the fight against corruption is not only morally motivated but it is crucial to cut these immense losses, which are carried by the society as a whole. A study by Ruzindana (2018) in Uganda on "the effect of corruption by public officials" It was discovered that public official corruption was wreaking havoc on service delivery in health, education, and other government institutions. The writers established that the sorts of corruption found in Uganda exist in other African countries as well.

A study by Mervis Patience Muvuringi, titled "Corruption in Zimbabwe's VID linked to Unsafe Vehicles on the Road" (2022), the article argued that the prevalence of corrupt practices at VID testing centers is a major factor behind the high rate of road accidents seen in Zimbabwe. Vehicles that should have failed their inspections are being allowed onto the roads, posing a serious risk to both drivers and pedestrians. The article explains that drivers are able to obtain roadworthy certificates for their Vehicles through bribing VID officials, even if the vehicles do not actually meet the necessary safety standards. This has led to a surge in the number of unsafe and potentially dangerous vehicles operating on Zimbabwean roads, particularly in the Harare metropolitan area.

Another study by David Aled Williams, titled "Understanding the effects of corruption on law enforcement and environmental crime," (2019), found that corruption interferes with the suppression of criminal activity. The delivery system may be influenced by politics or corrupt motivations. According to the study, corruption can lead to less suppression of illegal activities, such as in Honduras, where political interference was blamed for the loss of documents in a case involving several of the country's largest timber firms (Goncaves et al 2012).

Another research by Hector Bellido, titled "The impact of the Great Recession", in Spain (2021), found that arguments have been made for the effects of corruption on economic growth

via lower level of investment, lower quality of investment, and misallocation of resources due to distorted incentives. One paper provided evidence that there was a significant relationship between the allocation talent to unproductive activities and corruption, as well as higher levels of indirect taxation and corruption, thereby reducing growth rates.

Another article by Ramlogan- Dobson, titled in America "the impact of corruption is regarded as an increase in income inequality and bureaucracy delay", (2020) found that corruption increase income inequality. Use panel data from 61 countries over a 20- year period investigating regional differences in the effect of corruption on income distribution. Their results suggest that corruption indeed breeds income inequality, with the largest effects being found in Latin American and Africa countries. Also from a game theory perspective, those who are benefitting from the inefficient system by engaging in corrupt activities have no incentive to streamline the system. The theory found that firms pay bribes are more likely to spend more management time with bureaucrats. Further support finds the presence of corrupt officials can lead to bureaucratic delay in allocating licenses to productive individuals.

2.7.4 Ways of Curbing Corruption

Federico Ceshel's internet news article, "Public Sector Strategies in Fighting Corruption" (2022), proposed several measures to combating corruption. According to Simone et al. (2017), increasing economic transparency is a successful anti-corruption strategy. Likewise, Capasso et al. (2021) use data from the World Values Survey to support the idea that transparency generates incentives for people to follow the rules, making it a successful anti-corruption program.

Augusto Lopez-Claros online article titled in United Kingdom "Global Governance Forum in strategies to fight corruption" (2019), proposed numerous measures to fight corruption. According to Van rijckeghem and Weder (2016), paying civil servants well is a key factor in reducing corruption, whether civil servants are appropriately compensated or grossly underpaid will clearly affect motivation and incentives .If public sector wages are too low, employees may find themselves under pressure to supplement their incomes in unofficial ways. There is an inverse relationship between the level of public sector wages and the incidence of corruption.

Online news article by Nelson Siobrinho and Vimal Thakoor **titled , "Sub-Saharan Africa stands to gain more from reducing corruption than any other region", (2019)** states that

in countries such as Botswana, Chile, Estonia, and Georgia that have managed to lower corruption, multiple factors contributed to their success. These include political will, measures to reduce corruption opportunities (such as cutting red tape and lowering trade barriers), measures to constrain corrupt behaviour (such as an independent judicial system or a strong anti-money laundering framework), and improved fiscal institutions (with greater transparency and controls).

Another online article by Vitor Gaspar titled in France, **“Tackling Corruption in Government,”** (2019) states that building a professional civil service helps to fight corruption. Transparent, merit based hiring and pay reduces the opportunities for corruption. The heads of agencies, ministries, and public enterprises must promote ethical behaviour by setting a clear tone at the top.

2.8 Gap analysis and justification

2.8.1 Types of corruption in public enterprise

Research article by Marie Chene at the Michelsen Institute, Mozambique titled “Overview of corruption and anti-corruption in Mozambique”, (2020) stated that in Mozambique, prevalence of corruption remains an area of concern for both the public as well as donors, who support almost half of the state’s budget. Corruption manifests itself through various forms, including political, petty and grand corruption, embezzlement of public funds, and a deeply embedded patronage system. Checks and balances are weak, as the executive exercises strong influence over the legislative and the judiciary.

The research was mostly concerned with corruption in Mozambique in general. A gap has been renowned which warrants a research to find out the types of public corruption where there is supporter minimal involvement; Zimbabwe included focusing on corruption by VID officers at Eastlea Depot, Harare.

In an online news article by Ernest Mabuza in South Africa in the “Times Live” dated 24 October 2022, titled “Corruption at licensing centers receiving urgent attention”, the author gave examples of the corrupt activities done by the issuers of licenses such as fraud, bribery, theft from accident scenes and general abuse of authority, the cloning vehicles and fraudulent issuing of driving licenses, among other things. Corrupt officials and criminal middlemen exploit systemic weaknesses and there is lack of and/or weak management and oversight.

Roadworthy certificates were issued without vehicles being tested, driving license testing centre (DLTC) officials sold unlawful licenses and “money dumping” occurred. There were some driving schools paid driving license examiners to issue licenses irregularly or fraudulently.

A gap has been noted which warrants research in developing countries such as Zimbabwe. South Africa has a better economy compared to the one in Zimbabwe. The types of corruption faced in South Africa is much different from that of Zimbabwe. Clearly corruption in Zimbabwe is more than tolerated, and any counterview is simply myopic hence research has to be conducted.

In addition, another online article by Vladimir G Gromov in Russia titled “Forensic Research & Criminology international” dated 13 July 2019’ the author expressed that commercial bribery, as well as receiving and giving bribes as the most dangerous and the most common types of corruption crimes with high level of latency.

A gap has been noted with corruption in Russia compared with one in Zimbabwe. Corruption in Russia can operate in certain sectors but other sectors may be developed. Whilst current situation in Zimbabwe to deal with corruption crisis especially at VID and as things stand at the moment we badly need urgent public sector reforms, if we are going to tame the corruption monster.

2.8.2 Causes of corruption

A research article by Dimant Eugen and Tosato Guglielmo at the University of Pennsylvania on 28 January 2017 titled, “Causes and effects of corruption”, planned legal system as one of the causes of corruption. According to the study, theoretically, the type of legal systems in a nation impacts the superiority of governance, which in turn influences the level of corruption in that country. This can be defined as weaker legal systems in a country promoting corruption or just being motivated by greed (Gong & Wu 2012). If the government takes control of the court system, their decisions will have an impact on the result of corruption trials. Strong legal systems in a nation will serve as a deterrent against corruption. Within a norm less democracy, citizens, including VID personnel, can do whatever they choose.

Through this research, a gap has been found to find out whether legal system in Zimbabwe is strong such that VID officers when executing their mandate, they will fear to engage in corrupt practices.

Naziru Suleiman wrote an online article titled, “Why Corruption in Nigeria?”, dated 19 November 2019 cited Poor remuneration as one of the causes of corruption in the driving licenses authorities. He stated that “when you look at the present situation in the country, the amount that an average civil servant is being paid cannot take care of his basic needs, not to mention his plans for the future, and you ask him not to be corrupt”. He went on further saying that “We also have pressure coming from all angles”, the pressure for oneself living beyond his means or the inadequacy of the income being received as salaries and wages. Also, pressures emanating from the family members”

The article was written in 2019 when Covid pandemic was on the rise which led to lock down of many activities and private companies were forced to close their operations thus affecting many families on the bread basket scale. Poor remuneration was experienced as there was no production. A research gap has been noted to see whether poor remuneration is influencing corruption in covid free environment for example in Zimbabwe focusing on VID Eastlea.

Danny Sigh in is article titled **“The Causes of Public Corruption and Working towards Prevention in Conflict-Stricken States”** dated 24 August 2022 in United Kingdom cited low salary and status issues and affiliation with criminals that hinders the performance of government officials (Newburn 1999), Low wages can exacerbate bribery and extortion, especially when living costs are high for large families (Van Reenen 1997). Even if public officers are well salaried, they may believe that they are not remunerated to match their responsibilities and thus can still encourage corrupt practices (Newburn 1999). From a Durkheimian perspective, relative deprivation theory forms anomie, and when individuals cannot attain what they believe to be part of distributive fairness, then social deviance, such as corruption, can emerge (Kulik et al. 2008). Public officers can become prey to lucrative ventures of criminal groups to turn a blind eye so that they can continue their illegal businesses (Punch 1994), The research was mainly concerned with public corruption in conflict-stricken states.

The article was conducted in the United Kingdom which is a developed country with many resources with greener pastures which cannot be expected to see an increase in corrupt

activities by government departments. A research gap has been noted which a warrant further studies to unearth if the causes of corruption in developed countries like United Kingdom are similar with developing countries like Zimbabwe focusing on VID Eastlea.

2.8.3 Impacts of corruption in public enterprise

An article by the United Nations Office on Drugs and Crime (2018) in United Kingdom talks about Public frustration and cynicism. People lose trust in leaders, in social systems (public institutions) and sometimes even in society and ethics itself when they sense that corruption is widespread and corrupt actors are not being held accountable. When political non-accountability increases, such perceptions persist for protracted periods and political participation diminishes. Moreover, public frustration and the sense that corruption is widespread can in turn pave the way for citizens themselves to take part in corrupt transactions, as discussed in a blog post on the Taxi Driver Paradox. In other words, social norms could encourage corrupt behaviour as people tend to think that "if everybody is doing it, I might as well do it too." (Köbis,2018). Failure to meet public expectations for zero-tolerance of corruption may have deleterious consequences for the legitimacy of State institutions and the very utility of formal norms that citizens and firms are expected to follow, possibly resulting in higher public tolerance of un-civic and free-riding behaviour.

As the above research was focusing on drugs and crime, a gap has been noted which necessitate to be analyzed whether the same effects of corruption on drugs and crime are also the same effects with Zimbabwean situation. The researcher will also need to find out if the public has lost faith in the public figures due to their corrupt activities.

2.8.4 Ways to curb corruption within VID

Online news article by Nelson Siobrinho and Vimal Thakoor titled , **“Sub-Saharan Africa stands to gain more from reducing corruption than any other region”**, (2019) states that in countries such as Botswana, Chile, Estonia, and Georgia that have managed to lower corruption, multiple factors contributed to their success. These include political will, measures to reduce corruption opportunities (such as cutting red tape and lowering trade barriers), measures to constrain corrupt behaviour (such as an independent judicial system or a strong anti-money laundering framework), and improved fiscal institutions (with greater transparency and controls).

Building expertise and empowering employees in institutions designed to fight corruption will improve their prosecution capability and bridge the gap between public opinion and the court of law. Corruption prosecution cases often fail when governments lack adequate legal capacity. Enhancing corporate governance and a system of checks and balances, particularly through a better governance structure for state-owned enterprises, will also help.

The research article was mainly focusing on corruption in Sub Saharan Africa rather than in other countries. A gap has been noted to find out if the recommendations from the article can also apply to eradicate corruption in Zimbabwe or there is need to come up with new solutions to the problem.

Despite the continuous discussion regarding the nature and mission of the public sectors in the service of society, McLean and Beigi (2016) argued that a significant percentage of scholarly literature is about the corruption of private sector institutions. Various academics concurred that public sector institutions is complex, yet, there is still debate about finding causes of corruption in the public sector (VID) the best ways to curb corruption, the public sector and reduce organizational corruption.

2.9 Summary

The review of literature in this chapter serves as the foundation for the discussion in this study. The chapter examined the opinions of various theories on the same subject and elaborated on the conclusions of other writers who conducted comparable research on the same subject. This covers the origins of corruption, its characteristics, how it affects the provision of services, steps taken to combat it, and an overview of the opinions of the judiciary and the learned judge about earlier instances of corruption. The discussion in this study is based on the literature discussed in this chapter. The following chapter describes the research methodology that will guide this study.

CHAPTER III

RESEARCH METHODOLOGY

3.0 Introduction

The technique for this investigation is described in this chapter. Discussions about the rationale for using the specific methodology used for this study are also included. This chapter discusses the methods used to acquire and analyze data. It is primarily concerned with the study design, the population to be investigated, sample selection procedures and sampling techniques for data collecting, ways of evaluating the reliability and validity of data and methodologies, and ethical issues, among other things.

3.1 Research Design and justification

It is the overall operational pattern or framework of the project that stipulates what information is to be collected from which sources by what procedures. The study was based on mixed research design which entails the use of both questionnaires and interviews. These approaches used because they are satisfactory tools for collecting data for the sample population to investigate the topic under study.

This study used a qualitative research design, including unstructured and in-depth interviews for explanatory research purposes. Qualitative research can be conceptualized as an approach rather than a specific design or set of methodologies (, Kruger, & Mitchell, 2018). Qualitative research is a method for investigating and comprehending the meaning that individuals or groups assign to a social or human situation (Creswell, 2019). Furthermore, qualitative research focuses on the transformation of reports and recordings into data in the form of written words rather than numbers.

Qualitative research approaches aim to scientifically describe events, people, and issues around them (Burns R. 2017). The starting point was to investigate the object, specifically man, in distinct and important human circumstances or interactions (Collins et al. 2014). Kruger (2018) emphasized the importance of respondents' own experiences in their lives.

The researcher used basic research, sometimes known as "academic research" or "pure research," to advance fundamental understanding of social reality (Collins et al., 2018). The advantage of basic research is that it provides a foundation for applying knowledge and insight to the impact of public corruption on service rendered. Collins et al. (2018) argue for this method. This research contributes to human knowledge and comprehension of public corruption. Basic research allows existing hypotheses to be questioned and new ones to be formed by accumulating additional facts and knowledge (Kempe R, 2016).

The researcher utilized explanatory research aimed at gaining insight into the community perceptions regarding public corruption. Based on the approach of Collins et al. (2019), the researcher looks for causes and reasons why public corruption is taking place in VID Eastlea. In this case, the researcher identified the variables and tried to determine if changes in the impact of public corruption resulted in changes in service offered (Goldsmith A and Lewis C. 2020).

3.2 Target Population

The unit of analysis was the respondents from Greater Harare with the aim to obtain their perceptions on the prevalence of public corruption (Kruger, 2015). The accessible target population of measurements will be drawn from the community (Collins et al., 2019). The researcher will be interested in selecting an estimated population of 45 people for the purpose of this study. These will be ordinary citizens, civil society organizations and some community members who require and utilize the services offered by the VID Eastlea.

3.3 Sampling techniques

For the qualitative data, the researcher utilized non-probability and purposive sampling in qualitative research because is the most important type of sampling (Wraith & Simpkins, 2014). A sampling frame of 25 respondents was obtained in Harare, with whom to conduct unstructured in-depth interviews. Welman et al. (2018), Wraith and Simpkins (2014) and Punch (2018) agree that the pragmatic advantage of non-probability sampling is that it is convenient, less complicated, and more economical in terms of time and financial expenses. The time spent with each individual respondent was between 15 minutes to 20 minutes. For reasons of convenience to the researcher and the respondent, the place and time were taken into consideration when the sample was selected, an approach advocated by Collins et al. (2016).

The samples were continuous until “saturation” point had been obtained. Saturation is a process of gathering data to a point inquirer no longer finds new information (Creswell, 2018). A smaller-scale study was used to provide an accurate picture of the respondents rather than researching the entire population, simply because it was easier to manage a sample than the entire population (Collins et al., 2018).

3.4 Sample Size

A sample is a part of a whole or subset of measurements drawn from the population (Collins et al. 2000:149). There are no hard and fast rules in determining sample sizes. A representative sample was chosen for this study which ensured that all relevant types of people are included in my sample and that the right mix of people was interviewed.

3.5 Sources of Data

There are two sources of existing data, primary and secondary data sources. Both the secondary and main data that were gathered for the study were crucial.

3.6 Primary Sources of Data

The main data sources for this inquiry were questionnaires, interviews, and documentary examination. Saunders (2016) defines primary data as material obtained for the only purpose of the study in order to draw valid conclusions. According to Garmany and Kruger (2017), a primary source is the written account of a direct witness of, or a participant in, an event, or an audiotape recording of it. It represents first-hand evidence of what happened. A secondary source provides second-hand information about events. A source has not witnessed the event but obtained the information either from someone else who experienced it first-hand.

The researcher obtained data that came directly from original sources, therefore classified as primary data. The first-hand accounts of experiences of the respondents were obtained. Primary sources for this study consist of the interviews and questionnaires with the respondents in Harare.

3.7 Secondary Sources of Data

Secondary sources can be found in already available corruption content as well as globally accessible content on the subject such as journals, communiqués, management meetings, bulletins, periodicals, texts, Hansards, and even news magazines. The transcripts of the interviews, textbooks (current), and articles in journals, documents, dissertations, thesis (academic), and newspapers adverts (Gaines K, 2018; Kappeler, 2015; Anderson & Poole, 2019 ; Collins et al., 2017).

3.8 Research Instruments

In this study, both questionnaires and interview guides will be used to collect data.

3.8.1 Questionnaires

3.8.2 Advantages of using questionnaires

Firstly, the method ensured greater comparability of responses and the data collected was analyzed quantitatively and with some qualitative comments. Secondly, the respondents had all the freedom to state exactly what was happening during their experience with the police and the public in respect to corruption. In addition respondents expressed their opinions anonymously. It served the researcher's time in collecting data. Finally, it reduced personality clashes that could occur between respondent and researcher.

3.8.3 Disadvantages of using questionnaires

The opportunity for further probing especially on the elements of causes of corruption was not done. Secondly, respondents did not respond to some other questions they felt were too sensitive and encroached into their privacy. Alternatively some respondents took time to respond emphasizing the need for time to get conceptual insight about the subject matter hence made some follow ups.

3.9. Interviews

3.9.1 Advantages of Interviews

The researcher was able to obtain the information which required detailed explanations and

clarifications on misunderstandings. Secondly, completeness and accuracy was achieved. It was two way communications and feedback was immediately achieved. There was an opportunity of probing further to solicit information and clarification of questions and responses. Also, non verbal responses were observed and noted. Interviews also provide the most direct evidence of the respondent experience about public corruption. In-depth interviews offer a complete picture, including the reasons behind the interviewee's responses (Newham and Garmany, 2018). Opinions and views expressed throughout the interviews stem from one source, namely, the interviewee. One-to-one interviews were relatively easy to arrange and to control.

3.9.2 Disadvantages of Interviews

Some of the respondents were unwilling to be open to the researcher. Secondly, the interviews were time consuming, costly to arrange and a high probability of interview bias which required the researcher to increase the depth of interviews. The researcher reduced the impact of the weaknesses through exercising patience and making prior arrangements for the interview. The researcher had to create time by going on leave at work and concentrate on the research.

3.10 Data Collection Procedure

Research methods are tools used for the collection of empirical data. They are the means by which the researcher collects or produces different kinds of data (Miller, 2016). The researcher collected data from a diverse range of respondents and settings. This strategy reduces the risk of chance associations and systematic biases (Saunders & Thornhill, 2016). The respondents were expected to answer the questions spontaneously and in their own words (Prenzler, 2019). Prior to gathering data, the study asked the university authorities for a letter approving its approach. The researcher made appointments with the administration on a specified date to perform the study and visited the study region to become familiar with it. The distribution of the questionnaires to the responders was planned for one day. Respondents received questionnaires directly from the researcher. The distribution of questionnaires was accomplished using a drop-and-pick technique. In this manner, the study was able to speed up the data collection process. To ensure the reliability and consistency of the data, the study tools were carefully chosen.

3.11 Data Presentation and Analysis

The data was presented in charts, tables and graphs. Data obtained from questionnaire, interviews and document analysis was coded and updated. For qualitative data, the qualitative method was utilised to analyse, and interpret the data in order to relate the results to the research problem (Tshwane University of Technology, 2018). Qualitative data analysis is a messy, ambiguous, time-consuming, creative and fascinating process. The researcher intention was to bring order, structure, and to interpret the mass of collected data (Parker, 2020). Analysis of the information obtained from unstructured interviews was based on the respondent's responses (Kruger, 2019).

3.12 Coding

The research data were carefully coded by the researcher (Thomas, & Morris, 2021) citation in (Van der Merwe, 2019). The researcher used community perceptions as codes that emerged from the data and labels identified chunks of data (Collins et al., 2015). Data were divided into small units of meaning, and then grouped together in categories that contain related codes. Each category contained codes that were semantically related (Ruzindana A, Langseth P and Gakwandi A, 2019). She systematically analyzed raw data, in the form of names and linked bits of the data to an idea that relates to each (New York, 2020).

3.13 Verifying the Data and Ensuring Trustworthiness of the Data

Trustworthiness and authenticity is the key criterion of good qualitative research (Dempsey S. & Forst L, 20165) and (Lippert, 2005), neutrality of its findings or decisions . Kumar (2014) argued that in the social sciences it is impossible to have a research tool, which is 100 per cent accurate, because it is impossible to control the factors affecting reliability such as the respondent's mood or the wording of questions and so forth.

The data collected in study were verified by ensuring trustworthiness of data and complied with the research good practice.

3.14 Validity of the research instruments

Validity refers to the extent, to which a method of data collection presents what it is supposed to do (appropriateness), as the extent to which a method of data collection measures what it is supposed to measure (Inakos, 2020, Bell: 2017). To establish the validity of my questionnaire, pre-testing was be done by giving few questionnaires to civil servants to determine its reliability before the actual field commenced. Dantzker. M (2017) recommends the instrument whose validity index is 0.7 or above.

3.15 Reliability of the research instruments

Reliability refers to the extent or the degree to which the instrument consistently measures whatever it is measuring. (Amin: 2005:293) and it is reliable if it produces the same results whenever it is repeatedly used to measure trait: (Goldsmith, 2020). According to Bell, there are several devices for checking reliability in scales and tests such as pre-test, alternative forms or the split half method which were all observed and applied by the researcher to confirm their reliability before the actual field work commenced.

3.16 Triangulation and crystallization

The researcher ensured reliability and improved validity in this study by utilizing triangulation and crystallization. Triangulation means that you take different perspectives on an issue you study or in answering your research questions. The researcher utilized different respondents to balance out the subjective influences of individuals. Furthermore, She utilized multiple data collection strategies to verify results (Maree & van der Westhuizen, 2019), and corroborate evidence from different respondents (Creswell, 2018) to produce understanding (Dempsey, 2022). Triangulation ensures interpretive validity (Terre Blanche and Durrheim, 2014) and establishes data trustworthiness (McMillan & Schumacher, 2021). It ensures that the study is well developed, rich, robust, and comprehensive (Cohen and Crabtree, 2016). The researcher requests the supervisor and other experts in research with divergent views on this topic. Furthermore, to confirm or refute the categories and sub-categories she discovered in the data (crystallization) (Maree and van der Westhuizen, 2019).

3.17 Ethical Consideration

The word “ethics” refer to the well based standards of right and wrong that prescribes what humans ought to do usually in terms of right obligations, benefits, fairness or specific virtues. Ethical standards such as to freedom and right to privacy are supported by Bailey (2018). According to Kempe R, (2016), the information collected from the respondents should be confidential and kept private. As prescribed, the researcher protected the interests of the respondents, and reports research findings accurately (University of South Africa, 2017). Ethical policing demands public officials to act with integrity and respect for people’s diversity and the law, thereby enhancing service excellence to the approval of the community.

3.17.1 Informed consent

The researcher informed research respondents in writing of the details of the research process, the potential risks, and benefits involved in the research (Newham& Garmany, 2018). The research respondents, who agreed to participate in the research, were free to withdraw at any time they wished during the research (Wraith& Simpkins, 2014). The researcher compiled a consent form. Each respondent who agreed to be interviewed was asked to read and sign a consent form prior to participation and promised their complete anonymity (University of South Africa, 2017).

3.17.2 Privacy, anonymity and confidentiality

Scaramella & Mc Camey (2017) and UNISA (2016) agree that the research respondents have the following rights:

- The right to privacy (including the right to refuse to participate in the research);
- The right to anonymity and confidentiality throughout the research;
- The right to full disclosure about the research (informed consent); and
- The right not to be harmed in any manner.

3.17.3 Provision of debriefing and counseling

The researcher informed the research respondents about the reasons for the research and that there was no physical pain or discomfort. She ensured that there would not be any cases of

adverse consequences, such as the psychological trauma or agony (University of South Africa, 2007:15). In support, she had thorough debriefing sessions, and dealt with problems generated by research experience (Holmies L. 2015). She made sure that they did not lose interest and that she did not get unreliable results (Kruger, 2017).

3.18 Chapter Summary

The chapter outlined the research methodology that was followed in conducting this research. It also provided justification for the choice of the methods selected. The next chapter looked at data presentation, analysis and discussion.

CHAPTER IV

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.0 Introduction

In this chapter, the study's findings are discussed and evaluated in light of the characteristics of the subjects (demographic data), types of corruption that is associated with VID Officers which impact on public institutions, causes of corruption, impacts of corruption, and methods of curbing corruption to improve public relations. The display, interpretation, and analysis of data are all qualitative in nature. It was backed by citations to sources in the study's literature section, which was described in chapter 2. A total of 45 surveys were sent to community members, including learner's drivers, passengers, and drivers of both passenger service vehicle and truck drivers.

4.1. Response Rate on the questionnaires sent out to respondents

Status	Number of questionnaires
Total sent	25
Total returned	22
Fully completed	22
Percentage achieved	88%

Table 4.1

Table 4.1 shows that 25 questionnaires were distributed to different types of community members. Of the 25 distributed, 22 were responded signifying a 88% response rate. Therefore the response rate shows there was good cooperation from the targeted population. Creswell (2014) suggests that a response rate of above 50% is sufficient enough for the researcher to obtain unbiased results, hence for this study the response rate was way above 50% which fully support the research objectives.

4.2. Response Rate on the Interviews sent out to respondents

Status	Number of questionnaires
Scheduled interviews	20
Conducted interviews	17
Percentage achieved	85%

Table 4.2

The researcher purposively scheduled to conduct 20 interviews. Of the 20 scheduled interviews, 17 were successfully conducted giving a 85% response rate which is depicted in table 4.2. Response rate is excellent to render the results of the research valid. As a result, this has a positive impact on the findings accurately reflecting the views and experiences of the targeted population with the VID.

Table 4.3: Demographic attributes

Age	Frequency	Percentage %
16- 18 years	5	11%
19 – 25 years	10	22%
26 – 35 years	25	56%
Above 36 years	05	11%
Total	45	100
Educational qualifications		
A level	25	56%

Diploma	09	20%
Degree	06	13%
Others	05	11%
Total	45	100
Period of Interaction with the VID Officers		
Less than 10 years	10	22%
11- 15 years	10	22%
Above 16 years	25	56%
Total	45	100
Describe how you interact with the VID Officers		
Learners driver	10	22%
Retest drivers	08	18%
Truck driver	25	56%
Private vehicle driver	02	4%
Total	45	100

Source: Primary data 2024

4.3.1 Age of respondents

The data indicates that 56% of the respondents were between the ages between 26 to years to 35 years. Lastly, the smallest number constitutes 5% which is of 36 years and above. The information gathered can be deduced that the highest percentage constitute most drivers who are always on the road interacting with VID officers and had at one time pay a bribe as passage. The age respondents shows that the class of people are the most corrupt group which does not

hesitate to pay a bribe as they know the rules that whether your vehicle is road worthy or un-roadworthy, one has to pay for the vehicle to be certified fit.

4.3.2 Educational qualifications

The data gathered showed that the majority number who constitutes 56% of the respondents had attained A Level. Due to economic hardships prevailing in the country, it can be deduced that those who had the highest percentage number had resorted to be truck drivers due to the shortage of employment. The least number constitute 11% which is other qualifications below A Level for example ordinary level. Some members of this category are unemployed and have little time to come across VID officers.

4.3.3 Period of interaction with the VID

The information obtained showed that 56% of the respondents have interacted with the traffic officers for 16 years and above and 22% being the least had interacted for 10 years and below. Therefore, it can be deduced that members in the highest category are now seasoned drivers and some of them are commuter Omni bus drivers truck drivers and need retest for them to acquire driving documents who are always on the wheels on daily basis and some of them are fully employed and travel to and from work every day and had at one time demanded bribe money. The least category is those members who had recently obtained driver's licenses and those who had managed to buy motor vehicles.

4.4 Describe how you interact with VID officers

Information obtained showed that highest percentages of 56% respondents' were truck drivers followed by learners drivers with 22% and the least of 4% were private motor vehicle passengers. Therefore, it can be deduced that truck drivers are the most vulnerable group which interacts with VID officers on daily basis and are subjected to be demanded passage money as a corrupt means to cover for the motor vehicle defects or any other offences mentioned in the Road Transport Act. Private motor vehicle drivers are also vulnerable to be demanded bribe money especially when their vehicles have got defects. The interview findings were also in

consistency with the questionnaires sent to respondents. Most of the people interviewed responded that they were truck drivers which give a true reflection that truck drivers and VID Officers are corrupt.

4.5 Types of VID corruption which is prevalent

Types of VID corruption	Strongly agree (%)	Agree (%)	Disagree (%)	Strongly disagree (%)
Bribery	75	25	00	00
Extortion	60	35	5	00
Fraud	65	25	10	00
Nepotism	80	18	02	00
Others	54	46	00	00

Table 4.4

4.5.1 Bribery

The first research objective of this study focused on the types of VID corruption which affects services rendered. 75% of the respondents strongly agreed that bribery was the most common type of corrupt activity done by VID officers whilst 25% agreed that bribery was rampant in the VID section. None of the respondents strongly disagreed nor disagree that bribery was a corrupt activity in the section. The information obtained from the respondents was in consistent with an online news article by Kaugelo Maswereng in South Africa titled “Driver’s license officials audited as Gauteng clamps down on corruption” dated 08 September 2022 listed Bribery, collusion between examiners, fee dumping and eye-test corruption as the most recurring corrupt activities at the Gauteng driver's license testing centres (DLTCs). Interview findings also listed bribery as the most corrupt action done by VID officers. Both findings shows that lack of trust will totally be eliminated from service providers and drivers will be milked of their hardly earned cash.

4.5.2 Extortion

This was another type of corruption which was mentioned as one of the type of corruption by the respondents. 65% of the respondents strongly agreed that extortion was one of corrupt activity done by VID officers whilst 25% agreed that it was occurring within the section. None of the respondents strongly disagreed nor disagree that extortion was a corrupt activity at VID section. The information obtained from the respondents was in consistent with research article by Vladimir G Gromovin in Russia titled “Forensic Research & Criminology international” dated 13 July 2019’ the author expressed that extortion, as well as receiving and giving bribes as the most dangerous and the most common types of corruption crimes with high level of latency. Interview respondents did not hide their anger that VID officers extort money from them so that they receive favour. This has led to many accidents as vehicles are passed fit when in actual fact they are passed fit with defects thereby causing accidents and resultant loss of life to innocent people.

4.5.3 Fraud

In the research study, fraud was mentioned as one of the types of corruption by VID Officers in Harare’s Eastlea Depot. 65% of the respondents strongly agreed that fraud was the most common type of corrupt activity whilst 25% agreed that fraud was causing sleepless nights in their minds. None of the respondents strongly disagreed nor disagree that fraud was a corrupt activity. The information obtained from the respondents was in agreement with an online news article by Ernest Mabuza in South Africa in the “Times Live” dated 24 October 2022, titled **“Corruption at licensing centres receiving urgent attention”**, the author gave examples of the corrupt activities done by the issuers of licenses such as fraud, bribery, theft from accident scenes and general abuse of authority, the cloning vehicles and fraudulent issuing of driving licenses, among other things. Also, interview findings show that fraud was rampant in the VID section. Vehicle drivers are subjected to fraud each time he is on the wheels thereby losing cash and other valuables to greedy service providers.

4.5.4 Nepotism

In the research study, nepotism was mentioned as one of the type of corruption happening at VID Institutions with 80% of the respondents in total agreement whilst 18% agreed that it was

happening within the section that some of them need favors from their superiors and friends. Only 2% of the respondents denied that nepotism was rampant within the section. The highest percentage of information obtained from the respondents was in agreement with an online news article by Anwesh Panigrahi from Kalinga Institute of Industrial Technology in India titled, **“Understanding public corruption”** (2021). The article also mentioned that there is favoritism within most government section VID Section included. Some are given tough assignments whilst others pay for given preferential treatments. However, those who disagreed that there is nepotism with the section can be deduced that they get favors from those officers such as protection from carrying illegal businesses. Some of them can be relatives of those corrupt officers and are dependent on their wrong doings. Interview findings also supported the notion that nepotism was taking place in the VID section. This has a bearing of recruiting relatives without any requisite knowledge of the requirements of the job thereby demanding corrupt activities tarnishing the image of the section.

4.5.5 Others

Apart from extortion, fraud, bribery and nepotism, there were other types of corrupt actions which affect the smooth flow of public institutions which were mentioned by the respondents. 54% of the respondents strongly agreed that some VID officer's issues fake drivers licenses and transport permit as well as general abuse authority. The information obtained from the respondents was in agreement with an online news article article by Marie Chene at the Michelsen Institute, in Mozambique titled **“Overview of corruption and anti-corruption in Mozambique”**, (2020) stated that in Mozambique, prevalence of corruption remains an area of concern for both the public as well as donors. The article also mentioned many types of corrupt actions done by public officer's that include brutality, fraud, bribery, coercion, sexual assault, theft from accident scenes and general abuse of authority. The interview findings also showed the same sentiments that corruption is indeed taking place within the VID section fleecing people of their cash.

4.6 Causes of VID corruption

Causes of public corruption	Strongly agree (%)	Agree (%)	Disagree (%)	Strongly disagree (%)
Poor remuneration	90	10	00	00
Living beyond one's earnings	75	25	00	00
Lack of institutional controls	70	30	00	00
Code of silence	85	15	00	00
Others	90	10	00	00

Table 4.5

Source: Primary data 2024

4.6.1 Poor remuneration

The second research objective of the study was aimed at identifying the causes of corruption in the Zimbabwe's VID section in particular VID Eastlea in Harare. 90% of the respondents strongly agreed that poor remuneration was a cause of concern for most civil servants who in turn tries to make ends meet their demands. The research findings were in agreement with what Naziru Suleiman wrote in an online article titled, **"Why Corruption in Nigeria?",** dated 19 October 2023 who cited Poor remuneration as one of the causes of corruption in the driving licenses authorities. Interview findings also cited poor remuneration as on the causes of corruption within the section. If VID officers are poorly remunerated, they resort to pocket money for themselves at the expense of the state.

4.6.2 Living beyond one's earnings.

75% of the respondents strongly agreed and 25% agreed that some VID officers are living beyond their salaries thereby venturing into corrupt deals to supplement the means of survival. The research findings were also in agreement with what Dimant Eugen and Tosato Guglielmo wrote at the University of Pennsylvania, USA on 28 June 2018 titled, **“Causes and effects of corruption”**, who listed poverty and living beyond one’s means as one of the causes of corruption. Living beyond one’s earning was also mentioned as one of the causes of corruption by interview respondents. Peer pressure amongst fellow workers will contribute to that cause and thereby resorting to none other than corrupt actions.

4.6.3 Lack of institutional controls

70% of the respondents strongly agreed and 30% agreed that there is a lack institutional control within most government sections. Supervision is of great importance in managing manpower with diverse background. The research findings were also in agreement with The research findings were also in agreement with what Dimant Eugen and Tosato Guglielmo wrote at the University of Pennsylvania, USA on 28 June 2018 titled, **“Causes and effects of corruption”**, who listed poverty and living beyond one’s means as one of the causes of corruption as well as lack of institutional controls. If there is lack of controls within the government departments, it will be an each man for himself situation where an individual will try to survive for personal gains to mitigate the effects of the low wage for survival. Interview findings cited that if there is lack of institutional controls, VID officers will do as they wish and no one will be monitoring the subordinates whilst they are milking people of their earnings.

4.6.4 Institutional code of silence

85% of the respondents strongly agreed and 30% agreed that there is public code of silence within the government sections. The respondents revealed that VID officers tend to cover up wrong doing of their colleagues. The research findings were also in agreement with an online news article by Anwesh Panigrahi from Kalinga Institute of Industrial Technology in India titled, **“Understanding public corruption” (2021)** and it states that there is strict adherence to a code of silence concerning external public corruption. Interview findings also showed that VID officers tend to cover each other of their wrong doings. This has the impact that corruption will remain in the section up until a whistle blower has put unanimous information.

4.6.5 Other causes

90% of the respondents strongly agreed that there are other causes of public corruption which affect the smooth flow of government operations. This was in consistent with a research article by Danny Sigh in is article titled **“The Causes of Public Corruption and Working towards Prevention in Conflict-Stricken States”** dated 24 August 2022 cited low salary and status issues and affiliation with criminals that hinders the performance of government officials (Newburn 1999). Even if public officers are well salaried, they may believe that they are not remunerated to match their responsibilities and thus can still encourage corrupt practices (Newburn 1999). The interview findings also gave same information as that obtained from questionnaires.

4.7 Impacts of public corruption

Impacts of public corruption	Strongly agree (%)	Agree (%)	Disagree (%)	Strongly disagree (%)
Corruption increases bureaucracy delay	67	33	00	00
Misallocation of resources betrays community trust	74	26	00	00
Less suppression of illegal activities	75	25	00	00

Increased risks of accidents	95	5	00	00
Others	51	49	00	00

Table 4.6

Source: Primary data

4.7.1 Adverse impact on bureaucracy delays

The third research objective of this study focused on the types of public corruption. 67% of the respondents strongly agreed and 33% agreed that corruption by VID officers has adverse effects on bureaucracy delay. None of the respondents strongly disagreed nor disagree that it has an adverse effects on bureaucracy delays. The information obtained from the respondents was in consistent with a study by Vilakazi (2015) who acknowledged that corruption has adverse effect on all sectors of the society including private investment and impacts most on the poor. Interview findings were also inconsistent with questionnaires. The major impact is that there will be delays in making policies to curb corruption.

4.7.2 Misallocation of resources

74% of the respondents strongly agreed and 26% agreed that failure by the government to deal with corruption is a betrayal to community trust bestowed upon them and there will be misallocation of resources distributed to one side of the economy instead of evenly distributed. The government of Zimbabwe has put on a Motto of **Zero Tolerance on Corruption**. If they resort to act in their favor or gain, it will be betrayal to the community thereby the community will lose faith in them and resort to vigilantism. The above impact was supported by Hector Bellido who wrote an titled **"The impact of the Great Recession", in Spain (2021)** found out that arguments have been made for the effects of corruption on economic growth via lower level of investment, lower quality of investment, and misallocation of resources due to distorted incentives. Interview findings also noted that misallocation of resources has a major impact on corruption. Favoursing one side of the economy with resources strains the other side weakened thereby corruption resurfaces.

4.7.3 Increased risks of accidents

95% of the respondents strongly agreed and 5% agreed that owing to corruption most of the road accidents are due to vehicles failed their inspections being allowed onto the roads, posing a serious risk to both drivers and pedestrians. The information obtained was in line with a similar study by Mervis Patience Muvuringi, titled “Corruption in Zimbabwe’s VID linked to Unsafe Vehicles on the Road”(2022), who noted that corrupt practices at VID testing centers is a major factor behind the high rate of road accidents seen in Zimbabwe. The article explains that drivers are able to obtain roadworthy certificates for their Vehicles through bribing VID officials, even if the vehicles do not actually meet the necessary safety standards. This has led to a surge in the number of unsafe and potentially dangerous vehicles operating on Zimbabwean roads, particularly in the Harare metropolitan area. Interviews respondents also supported the notion of increased accidents due to prevalence of corrupt practices at VID testing centers is a major contributor to the high rate of road accidents in Zimbabwe.

4.7.4 Less suppression of illegal activities

75% of the respondents strongly agreed and 25% agreed that due to corruption, some of the illegal acts are not enforced fully because of bribes given to the ones who are supposed to be policy implementers. The information obtained was in line with a similar study by David Aled Williams (2019) who noted that corruption was interfering in the suppression of illegal activities for example as what happened in Honduras where political interference was blamed for the loss of documents in a case which was implementing a number of largest timber firms operating in that country .Interview respondents also supported the notion of less suppression of illegal activities as it has a bearing on the economy.

4.7.5 Other impacts

Apart from the above mentioned impacts, 51% of the respondents were of the view that corrupt means by VID officers can cause serious social harm and threatens the rule of law. Some also

pointed that talents are wasted in rent seeking activities. Those other impacts can be summed up by the findings of the Independent Commission for Aid Impact (2014) which noted that public corruption afflicts everyday lives of the very poorest and thwarts global efforts to lift countries out of poverty. Interview findings concurs that corruption erodes public trust and affects mostly the poor people.

4.8 Ways of curbing public corruption

Ways of curbing corruption	Strongly agree (%)	Agree (%)	Disagree (%)	Strongly disagree (%)
Increasing transparency and accountability	80	20	00	00
Improved salaries for officers	85	15	00	00
Political Will	75	25	00	00
Others	60	40	00	00

Table 4.7

Source: Primary data 2024

4.8.1 Increasing transparency and accountability

80% of the respondents strongly agreed that the public institutions should increase their ways of operations and reporting structures by employing openness to their principals. Public officials should be accountable to their ways of doing things. The information obtained from the respondents were in agreement from the previous research by Federico Ceschel's internet news article titled "**Public Sector Strategies in Fighting Corruption**" (2022) suggested various approaches to combat corruption where Simone et al. (2017), suggested that boosting

fiscal openness is an effective anti-corruption approach and a transparency that creates incentives for individuals to follow rules and is thus an effective anti-corruption policy.

4.8.2 Improved salaries for VID workers

85% of the respondents strongly agreed that improvement on salaries for VID officers will be a motivational tool to curb the acts of corruption. This was supported by the previous research by Augusto Lopez-Claros in his online article in United Kingdom titled **“Global Governance Forum in strategies to fight corruption” (2019)**, who proposed numerous measures to fight corruption such paying civil servants well is a key factor in reducing corruption, whether civil servants are appropriately compensated or grossly underpaid will clearly affect motivation and incentives.

4.8.3 Political Will

75% of the respondents strongly agreed that an increase in political by all citizens in a country will help to eradicate the corruption pandemic. This was supported by an online news article by Nelson Siobrinho and Vimal Thakoor titled , **“Sub-Saharan Africa stands to gain more from reducing corruption than any other region”, (2019)**who states that in countries such as Botswana, Chile, Estonia, and Georgia have managed to lower corruption, through political will and hands-on.

4.8.4 Other measures

60% of the respondents strongly agreed that there should be other measures which can be employed by the VID officials so as to reduce the acts of corruption by its members. This others measures are: lifestyle audits for VID members vetting prospective applicants before employment as well as effective penalties for those found to have committed the acts of corruption.

It is now evident that the problem of corruption is a global pandemic which needs each and every individual to play a part in eradicating the disease. The research findings were in agreement with what Sabeegah Motola (Project Coordinator at Corruption Watch) wrote in his research article titled, **“The Terrible Consequences of Public Corruption in South Africa in 2019”**. The findings were that there is need for public oversight institutions to recognize the extent of public corruption and then take concrete measures to address it in a way that produces firm consequences for perpetrators.

4.9 SUMMARY

This chapter set out to describe and explain the demographic features of the research subjects. The discussion centered on age of participants, their educational qualifications, participants period of interaction with the Vehicle Inspection Department and how they interact with them. It used frequency tables to explicitly explain characteristics of the demographic data. It also discussed and evaluated the findings of the study on the types of corruption, causes of corruption and their negative impacts to public institutions.

The chapter dealt with the views of the research subjects on anti-corruption strategies that were to be implemented to section. The strategies indicated were the need for transparency and accountability, better salaries for VID officers and the political of a country to tackle corruption. The next chapter details the study summary, conclusions and recommendations.

CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

The study examined relevant corruption literature in order to arrive at informed scientific conclusions. A sample of 45 people from the community was used. The research employed questionnaires, interview guide and documentary reviews. The study's major goal was to find out different types, causes, and impacts of corruption and to provide feasible ways for reducing corruption in public institutions.

The research was premised on the need to understand the impact of corruption in the public institutions especially the VID section. There were four research objectives that guided the research and these were:

5.1 Summary of major findings

The study was guided by the following objectives

- ❖ To identify the types of corruption within the VID Section
- ❖ To explore possible causes of corruption in the VID Section
- ❖ To assess the impacts of corruption within the VID Section
- ❖ To recommend possible solutions to curb corruption within public institutions

5.1.1 Types of corruption within the VID Section

The research was anchored on the need to understand the nature of corruption in the Zimbabwe's VID Section. The types of corruption prevalent in the section were as follows: bribery, extortion, fraud and nepotism. Bribery was found to be the most common type of corruption with a total of 100%.

5.1.2 Causes of corruption in the VID Section

The causes of corruption noted were that of poor remuneration, live beyond one's earnings, lack of institutional controls and that of code of silence not to reveal the actual perpetrators. 90% of the causes of corruption emanated as a result of poor remuneration. This is the mostly stumbling block within most of government sections and contributory catalyst of corruption as civil servants are lowly paid thereby corruption as the only means of sustaining their lives.

5.1.3 Impacts of corruption within the VID Section

The research findings revealed that the impacts of corruption were as follows: increased risk of accidents, less suppression of illegal activities, misallocation of resources betrays community trust and increase in bureaucracy delays. 95% of the impact centered on the increased risks of accidents activities as the major impact. Most vehicle defects will go unchecked because the motorists will know that if they pay a bribe to VID officers their vehicles will get certificates of fitness to operate on the road.

5.1.4 Solutions to curb corruption within public institutions

The researcher gathered information to the effect that increasing transparency and accountability, improved salaries for VID officers, and the engagement of political will and hands towards the fight against corruption were the solution to curb corruption. Increment of salaries for VID officers with 85% of the respondents was cited as the major way to curb corruption.

5.2 Conclusions

The research findings examined the impacts of corruption in public institutions, as more corruption cases specifically bribery and nepotism is widespread in public institutions due to factors such as poor remuneration, a culture of excessive consumption ,and inadequate institutional controls. The study found that, the presence of corrupt officials contributes to a decrease in investment and a misallocation of resources due to distorted incentives. Additionally, the study revealed that corrupt individuals and firms often prioritize bribes over bureaucratic procedures, with the assistance of political connections. The results of this study demonstrate that corruption in public institutions, such as VID Harare, has a negative impact on misallocation of resources that betrays community trust. This emphasize the imperative for policymakers and stakeholders to implement effective anti-corruption strategies and strengthen institutional accountability. Based on the findings, the study also suggested several ways to address the impacts of corruption effectively. One crucial approach is to ensure fair and adequate compensation for civil servants, as this directly affects their motivation and incentives. However, the study acknowledges that corruption can provide access to resources and opportunities that would otherwise be unattainable, particularly in societies where meritocracy is not consistently observed. Individuals with wealth and power can exploit their influence to secure lucrative contracts, favorable deals, or desirable positions. The study found that, it is important to recognize that corruption is a corrosive force that undermines the foundations of society .Therefore, the study goes on to emphasizes the need to combat the impacts of corruption by enhancing transparency and accountability in public institutions.

5.3 Recommendations

❖ Use of Computerized systems on all VID depots.

According to the (City of Harare traffic and street parking procedures, 2014), there is a way to curb the level of corruption and this entailed the use of computerized mechanisms. These systems would then be linked to the main servers elsewhere with only a few people monitoring the system.

❖ Re-alignment of Institutional Policy Frameworks

According to the research, one of the causes of public corruption is the breakdown of enforcement mechanisms. There are various instruments that govern the operations of these VID Officers such as routine orders and the criminal law act personnel are examples of institutional policy instruments that need to be modified. However, no matter how good these tools were, they were not properly applied, and whenever they were adopted, they experienced organizational "resistance." As a result, the researcher suggests that all legislation pertaining to VID officer's activities be re-aligned.

❖ **Stakeholder participation**

As has been highlighted in this research, the issue of corruption was multi-fold and does not involve a single player but rather a magnitude of players and factors thereof. As such, the researcher recommends that all the stakeholders within and out of the profession should play a part in order to curb corruption. If all people weigh their positions and do the right thing at the right time, the rate and level of corruption would be reduced. Also, the researcher recommends that the powers of the civic society should be rather rejuvenated. Most of the civic groups and the ordinary people are quite aware of corruption within the VID section, but rarely have the powers to fight such a social ill and but also be mandated or empowered to institute citizenship arrest whenever such happens.

❖ **Opening toll free lines for whistle blowers**

The lack of toll free lines was one of the biggest problems in the Zimbabwean public service. Almost all public entities in the country do not have toll free lines whereby the top police officers always urge members of the public to report cases of corruption but these are not implemented. If there are toll free lines for whistle blowers, it would give a good opportunity to unmask some "untouchable" elements within the system who fuel corruption.

❖ **Human Resources processes and training**

It is this researcher's view that the human resources processes for the Ministry which caters for VID as a section should be adjusted somehow. This was so because all the

corrupt elements within the section come from “well” trained VID officers. In addition, the researcher would recommend “the moral and ethical behaviour of human existence” as a subject during training and should continue to be reinforced even after training. This would help VID officer the moral and ethical considerations they would be expected from them.

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Appendix 1 Survey Questionnaire Consent Letter

Bindura University of Science Education
741 Chimurenga Road
Bindura

Dear Respondent

My name is **Faith John**, a Bachelor of (Honours) Degree student in Financial Intelligence at Bindura University of Science Education. I am carrying out research entitled: **‘The Impacts of Corruption on Public institutions’’: A Case of VID Eastlea Harare.**

The research project targets be ordinary citizens, civil society organizations and some community members who require and utilize the services offered by the vehicle inspection department.

I therefore kindly solicit your assistance to provide answers to the set of questions provided. In case you have any questions and wish to have a detailed account of this study please contact me at *johnfaith0909@gmail.com*

- You will be anonymous, and all answers will be confidential.
- Information obtained through this exercise will be strictly used for academic purposes.
- Your participation is voluntary, and you are free to withdraw at any time without giving any reason.

Yours faithfully

Faith John

Please indicate how strongly you agree or disagree with each statement by ticking in the appropriate box. These statements are ranked from 1= strongly agree; 2=Agree; 3= Disagree and 4=strongly disagree. The survey questionnaire should take approximately 15 minutes to 20 complete.

Appendix 2 Questionnaire

SECTION A- Demographic attributes

(Please tick the appropriate)

1. Age:

- | | |
|----------------|--------------------------|
| 16- 18 years | ☐ |
| 19- 30 years | ☐ |
| 31- 44 years | ☐ |
| Above 45 years | ☐ |

2. Educational qualifications.

- | | |
|-----------------|--------------------------|
| Diploma | ☐ |
| First Degree | ☐ |
| Master's Degree | ☐ |
| PhD | ☐ |
| Other | ☐ |

3. Participant's period of interaction with the VID

- | | |
|--------------------|--------------------------|
| 1-5 years | ☐ |
| 6-10 years | ☐ |
| 11-15years | ☐ |
| 16 years and above | ☐ |

4. Tick an option that best describes how you interact with the VID

- | | |
|-------------------------|--------------------------|
| Learner's driver | ☐ |
| Commuter omnibus driver | ☐ |
| Truck driver | ☐ |

Private vehicle driver ☐

Other (Specify):..... ☐

SECTION B: Types of corruption which affect service rendered

Please indicate how much you agree or disagree with each of the following statements

1= strongly agree 2= Agree 3= Disagree, 4= Strongly disagree.

	1	2	3	4
Bribery	☐	☐	☐	☐
Extortion	☐	☐	☐	☐
Fraud	☐	☐	☐	☐
Nepotism	☐	☐	☐	☐

Others.....

.....

.....

SECTION C: Causes of corruption in the Vehicle Inspection Department.

Causes of corruption in the vehicle Inspection Department	1	2	3	4
Lax social and governmental enforcement agencies	☐	☐	☐	☐
Living beyond one's earnings	☐	☐	☐	☐
Lack of accountability	☐	☐	☐	☐
Institutional code of silence	☐	☐	☐	☐

Others.....

.....

SECTION D: The impact of corruption on public institutions.

Place an X in the appropriate box

The impact of corruption on public institutions.	1	2	3	4
Corruption's adverse impact on community policing, which in turn compromises delivery of work.	☐	☐	☐	☐
Corruption can have undesirable consequences and disproportionately affects the poor.	☐	☐	☐	☐
Corruption erodes the peoples trust in the public sector to act in the best interests.	☐	☐	☐	☐
Corruption impacts on the ability of the State to protect and fulfil its human rights.	☐	☐	☐	☐
Corruption threatens sustainable economic development, ethical values and justice,	☐	☐	☐	☐
Corruption reduces tax collection or raises the level of public expenditure; corruption may lead to adverse budgetary consequences.	☐	☐	☐	☐
Corruption has the disastrous repercussions of waste of taxpayer cash and poorer community confidence in public authority.	☐	☐	☐	☐

Others.....
.....

SECTION E: Ways of curbing corruption in the Public sector, VID.

Ways of curbing corruption in the Public sector, VID.	1	2	3	4
Increasing transparency and accountability	☐	☐	☐	☐
Better salaries for VID workers	☐	☐	☐	☐
Anti-Corruption policy measures	☐	☐	☐	☐
Periodic rotation of VID Officers	☐	☐	☐	☐
Awareness campaign on corruption (zero tolerance to corruption)	☐	☐	☐	☐

Others.....

Appendix 3 INTERVIEW GUIDE

Interview Guide on focus groups with members of respondents from the members of the public

My name is Faith John, I am a Zimbabwean. I am in my final year for the Bachelor of Honours Degree in Financial Intelligence I am conducting a research on **The Impacts of Corruption on Public institutions’: A Case of VID Eastlea Harare**. For this study to be successful I kindly ask you to respond honestly and frankly to the question as possible as you can. All your responses will remain confidential, your name will not be mentioned anywhere. The study is primarily for academic purpose, while findings will help in making recommendations that can be useful in dealing with corruption by VID Officers Zimbabwe. In case there is something you are not comfortable with you can say it out before we begin the interview. At the end of every interview the researcher will thank the interviewee for voluntarily and freely responding to the questions.

- In your own view how did you understand the term corruption?

.....

- What can you say concerning the levels of VID corruption in Zimbabwe?

.....

- Briefly can you give forms and nature of corruption prevalent with VID Officers?

.....

.....
.....
.....

- Can you give account of the causes of corruption in general?

.....
.....
.....
.....

- What do you think are the effects of corruption to the society by VID Officers?

.....
.....
.....
.....

- What do you think should be done in order for the State authorities to effectively prevent, detect and manage corruption in Zimbabwe?

.....
.....
.....
.....

THANKYOU FOR YOUR COOPERATION

