



Tanzania anti-bribery intervention



Universiteit Utrecht

Project background

- **Objective:** reduce (opportunities) for corruption in public health facilities in Dar es Salaam - discourage bribery
- Test whether it is possible to address social norms of corruption
- Test the effectiveness of working through social networks
- **Preliminary work**
- Unexpected results
- Zoom into the identified behaviour
- Engage key stakeholders (MAT)
- Test messages
- Test intervention approaches
- Test data collection tools

Intervention - components

Premise: To change social norms around gift giving and to ultimately change behaviour, we need to

1. Address (some of) the underlying motivations for gift-giving;
2. Target both patients and facility staff.

Champions

- **Peer-intervention** - staff at participating departments/wards
- Trained during **'champions workshop'**
- Tasked with dissemination of core anti-gift giving message

Provider-facing messages

- **Desk signs** with anti-gift giving messages (already refined with feedback from providers and MAT)
- **Direct messages** to providers - SMS? Letters?

Patient-facing messages

- **Posters** in facilities with anti-gift giving messages
- **Desk signs** with anti-gift giving messages

Intervention materials



**TUSAIDIE KUZINGATIA TAALUMA USITOE ZAWADI,
HATA KAMA NI KUONYESHA SHUKRANI!**



Rushwa hairuhusiwi eneo h
yasiyo rasmi na zawadi war
watoa huduma ni rushwa. H
kabla au baada ya huduma
chakula au kitu kingine.



**KUKUBALI ZAWADI KUTOKA KWA WAGONJWA NI MIONGONI
MWA VICHOCHEO VYA RUSHWA. THAMINI MAADILI NA
TARATIBU ZA TAALUMA, KATAA ZAWADI YOYOTE.**

Kama mgonjwa atakupa zawadi, fuata hatua hizi nne rahisi:

- 1 Mshukuru mgonjwa kwa kuthamini kazi yako
- 2 Mwambie kwamba huwezi kupokea zawadi zake
- 3 Mfafanulie kwamba utajiweka kwenye matatizo kama utapokea zawadi zake
- 4 kama akisisitiza pendekeza achangie kitu kwenye hisani kuonyesha shukrani yake.

**TAFADHALI TUSAIDIE KUZINGATIA
TAALUMA KATIKA HOSPITAL YA RUFAA
MWANANYAMALA
USITOE ZAWADI.**



Wizara ya afya inachukulia zawadi kutoka kwa wagonjwa kwenda kwa wafanyakazi wa kituo hiki kama moja ya vichocheo vya rushwa

Hajjalishi zawadi inatolewa kabla au baada ya huduma! Kama ni fedha au kitu kingine! Hajjalishi inatolewa kama asante au kwa ajili ya kupata kitu. Watoa huduma wanaopokea zawadi wanajiweka kwenye hatari ya kupata matatizo.

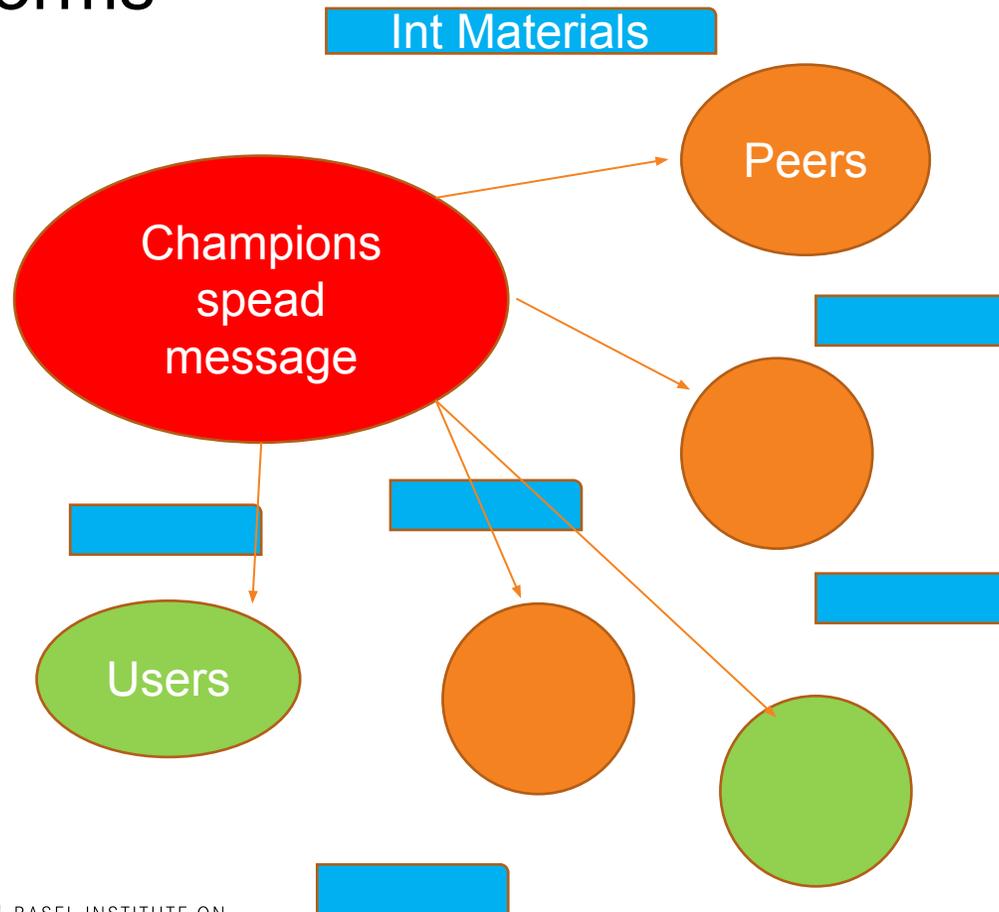


23 November 2021: Champions workshop



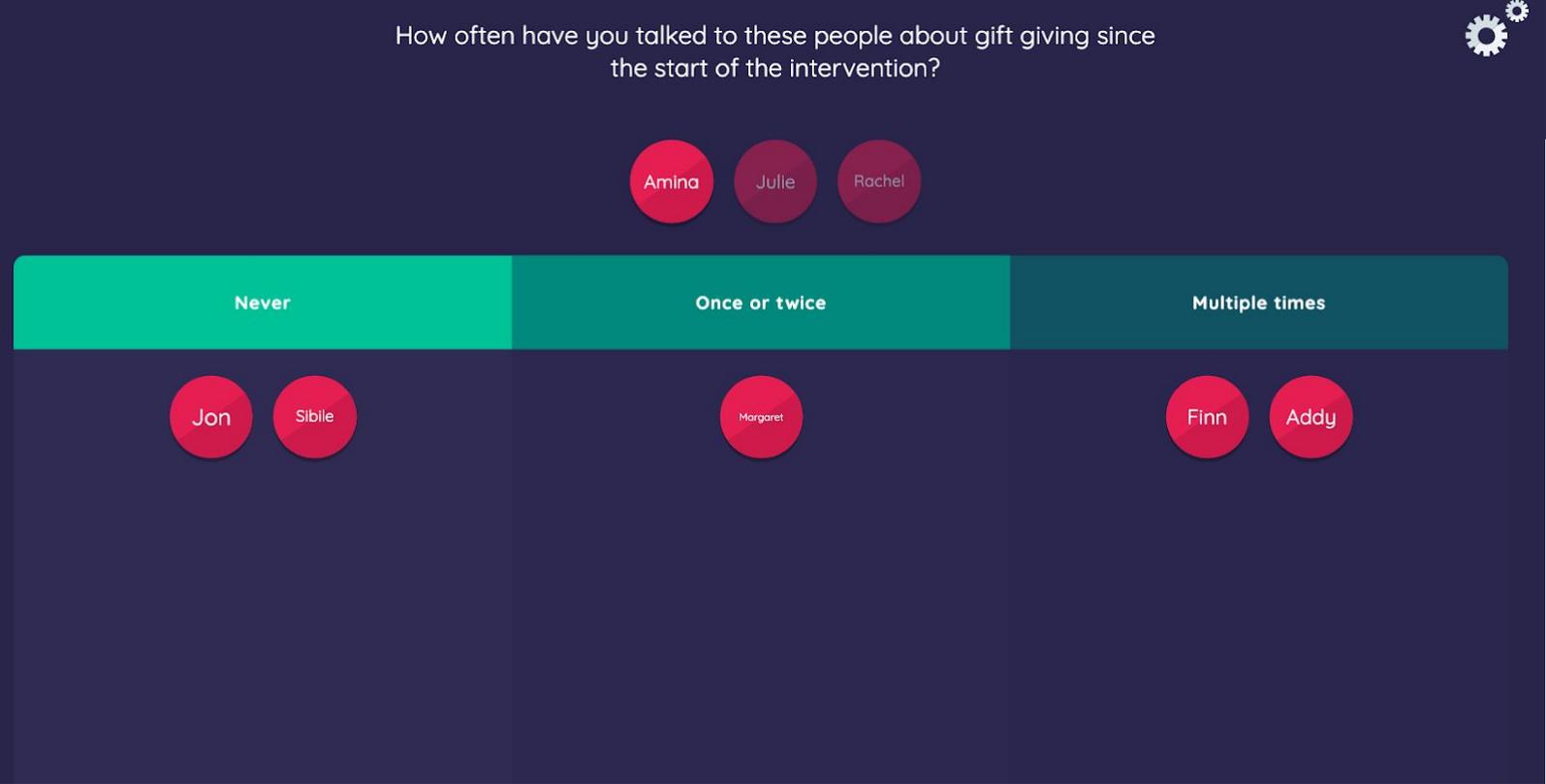
Working to address social norms

Tackling descriptive and inductive norms



- Measurement with vignettes
- *Imagine someone called Mary. Mary had a severe health problem and received treatment at this hospital. She has recovered well and therefore decides to give the provider a gift to say thank you for the good treatment she received.*

Network component



Preliminary results: Large and statistically significant reductions in survey-based measures

Primary outcome

Gift-giving propensity score

Reported gift-giving during visit and intention to give gift in future

Went down
23% → 13%

- Would consider giving a gift in future: 43% → 25%
- Said they gave a gift during their visit: 2.8% → 0.7%

Secondary outcome 1

Enabling norms score

8 items measuring perceptions of social norms that enable gift-giving

Went down
46% → 40%

- Believes most other users give gifts to say thank you: 31% → 28%
- Believes users who give gifts get better service in future: 50% → 43%

Secondary outcome 2

Enabling attitudes score

3 items measuring personal attitudes that enable gift-giving

Went down
56% → 44%

- Reports that giving a gift to say thanks is the right thing to do: 77% → 65%
- Believes a doctor is socially obliged to accept a gift: 60% → 47%

The Team

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