

## CITIZEN REPORT CARD - CRC 2017

# ISHUSHO Y'UKO ABATURAGE BABONA IMIYOBORERE N'IMITANGIRE YA SERIVISI MU NZEGO ZIBEGEREYE





CITIZEN REPORT CARD CRC 2017

ISHUSHO Y'UKO ABATURAGE  
BABONA IMIYOBORERE N'IMITANGIRE  
YA SERIVISI MU NZEGO ZIBEGEREYE

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Ukwakira 2017

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# IJAMBO RY'IBANZE

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Urwego rw'Igihugu rw'Imiyoborere (RGB) rwashyizweho n'itegeko No 56/2016 ryo ku wa 16/12/2016, riruha inshingano n'ububasha kugira ngo rusheho kuba umusemburo w'imikorere n'imiyoborere myiza bitsura iterambere ry'umuturage n'iry'igihugu.

Muri izo nshingano harimo: gukora ubushakashatsi ku miyoborere mu Rwanda no kugaragaza uko abaturage babona ibibakorerwa; guteza imbere amahame y'imiyoborere myiza, demokarasi, imikorere n'imitangire ya serivisi zinoze no kubigiramo inama Guverinoma n'izindi nzego bireba.

Iri tegeko na none riha RGB inshingano yo kugira inama Leta ku birebana na politiki n'ingamba bifitanye isano no kwimakaza imikorere n'imiyoborere myiza biteza imbere Igihugu.

Ni muri urwo rwego muri uyu mwaka wa 2017, RGB yongeye gukora ubushakashatsi ngarukamwaka bugamije kugaragaza ishusho y'uko abaturage babona imiyoborere, imikorere n'imitangire ya serivisi mu nzego zibegereye, ari byo twita "Citizen Report Card (CRC)" mu rurimi rw'icyongereza.

CRC ya 2017 iribanda ku byiciro 15 bikubiye mu nkingi eshatu za guverinoma ari zo 'Ubukungu', 'Imiyoborere n'Ubutabera' hamwe n'Imibereho myiza y'Abaturage'.

Uyu mwaka twahisemo kugaragaza ibipimo muri izo nkingi 3 kugira ngo iyo shusho itanzwe n'abaturage ibe imbarutso y'ingamba nshya z'iterambere.

Isesengura ry'ibyavuye mu bushakashatsi rirerekana ko abaturage bishimiye serivisi bahabwa n'inzego zibegereye ku gipimo kingana na 70.9%,

kivuye kuri 67.7% muri 2016. Icyiciro kinyura abaturage kurusha ibindi ni icy'umutekano (91.3%); kigakurikirwa n'icyiciro cy'lyubahirizwary'amahame y'imiyoborere, uburenganzira bwa muntu n'icyizere cy'abaturage ku nzego z'ubuyobozi (88.9%).

Icyiciro cyazamuye igipimo kurusha ibindi ugereranije na 2016 ni Ubutabera (+11.6%). Icyiciro cy'uburezi n'icy'ubuzima nibyo bifite ibipimo byasubiye inyuma hejuru ya 3%. Naho ibyiciro bibiri bifite ibipimo biri hasi kurusha ibindi bikaba ari ubuhinzi (52.5%) n'ubworozi (56%).

CRC kandi igamije kugaragaza uruhare rw'abaturage mu bibakorerwa. Ni uburyo butaziguye bwo guha abaturage ijambo no kubaka demokarasi itubereye nk'abanyarwanda.

Ubu bushakashatsi ntibugamije gutunga agatoki inzego. Ahubwo bugamije kuba inzira yo kunoza imiyoborere, imikorere n'imitangire ya serivisi kugira ngo binyure abaturage. Turasaba inzego zose z'ubuyobozi ibipimo biri hejuru gukomeza umurego. Turasaba kandi inzego zifite ibipimo bikiri hasi gufata ingamba zo gukosora ahakirimo ibibazo.

Urwego rw'Igihugu rw'Imiyoborere rwongeye gushimira abanyarwanda bose bagize uruhare batanga ibitekerezo mu ikorwa rya CRC ya 2017. Turizeza inzego zose ubufatanye mu kunoza imikorere n'imitangire ya serivisi ituma abaturage barushaho kunyurwa.

Twimakaze imiyoborere myiza, twiyubakire Igihugu.

**Prof. Shyaka Anastase**  
**Umukuru w'Urwego RGB**

## CRC2017 - UKO ABATURAGE BASHIMA UTURERE

URUTONDE	AKARERE	%	IMPINDUKA 2016 - 2017 (%)
1	Burera	78.0	▲ +6.3
2	Ngoma	77.5	▲ +6.8
3	Gatsibo	76.7	▲ +1.2
4	Gakenke	76.0	▲ +2.1
5	Kirehe	75.9	▲ +3.8
6	Rwamagana	75.6	▲ +6.1
7	Gicumbi	75.4	▲ +6.0
8	Kamonyi	74.6	▲ +1.4
9	Nyanza	74.0	▲ +7.4
10	Musanze	73.3	▲ +4.0
11	Rulindo	73.2	▼ -1.2
12	Bugesera	72.5	▲ +10.8
13	Rubavu	71.3	▼ -3.6
14	Rutsiro	71.2	▲ +9.5
15	Nyabihu	70.8	▲ +9.2

Urutonde	AKARERE	%	IMPINDUKA 2016 - 2017 (%)
16	Muhanga	70.6	▲ +0.4
17	Ngororero	70.1	▲ +0.1
18	Karongi	69.3	▲ +1.7
19	Nyagatare	69.3	▲ +0.3
20	Rusizi	69.1	▲ +3.7
21	Kayanza	68.6	▲ +0.6
22	Huye	68.5	▲ +3.3
23	Nyaruguru	67.9	▲ +4.6
24	Nyamasheke	67.6	▲ +1.6
25	Ruhango	67.3	▲ +2.1
26	Gasabo	67.2	▲ +4.9
27	Gisagara	65.7	▼ -3.4
28	Nyarugenge	65.5	▲ +3.2
29	Nyamagabe	64.6	▼ -1.0
30	Kicukiro	64.4	▲ +1.7

UTURERE ABATURAGE BASHIMA CYANE (> 75%)	
Burera	(78%)
Ngoma	(77.5%)
Gatsibo	(76.7%)
Gakenke	(76%)
Kirehe	(75.9%)
Rwamagana	(75.6%)
Gicumbi	(75.4%)

UTURERE TWAZAMUTSE CYANE (> 7%)	
Bugesera	(10.8%)
Rutsiro	(9.5%)
Nyabihu	(9.2%)
Nyanza	(7.4%)

## CRC2017 - UKO IBYICIRO BISHIMWA N'ABATURAGE

URUTONDE	ICYICIRO	%	IMPINDUKA 2016 - 2017 (%)
1	Umutekano	91.3	▲ +1.3
2	Iyubahirizwa ry'amahame y'imiyoborere, uburenganzira bwa muntu n'icyizere ku nzego	88.9	▼ -0.2
3	Guhangana n'ibibazo mu muryango n'ihoterwa rishingiye ku gitsina	85.9	▲ +5.2
4	Inzego z'ibanze	85.6	▲ +9.7
5	Inzego z'abikorera	74.9	-
6	Ubutabera	74.3	▲ +11.6
7	Ubuzima	70.5	▼ -4.4
8	Uburezi	68.3	▼ -4.9
9	Ubutaka	66.0	▼ -1.3
10	Isuku n'isukura	64.2	▲ +5.6
11	Gahunda zitsura imibereho myiza y'abaturage	63.5	▲ +2.3
12	Uruhare abaturage bagira mu bibakorerwa	63.4	▲ +4.5
13	Ibikorwaremezo	58.1	▲ +5.0
14	Ubworozi	56.0	▲ +1.8
15	Ubuhinzi	52.5	▲ +4.1

ICYICIRO CYAZAMUTSE KURUSHA IBINDI
Ubutabera (11.6%)

IBYICIRO BYAMANUTSE
Uburezi (-4.9%) Ubuzima (-4.4)

INKINGI ZA GUVERINOMA	CRC2016 (%)	CRC2017 (%)	IMPINDUKA (%)
UBUKUNGU	55.75	61.5	▲ +5.75
IMIBEREHO MYIZA YABATURAGE	69.72	70.08	▲ +0.36
IMYIYOBORE N'UBUTABERA	75.32	80.7	▲ +5.38
<b>IMPUZANDENGO</b>	<b>67.7</b>	<b>70.9</b>	<b>▲ +3.2</b>

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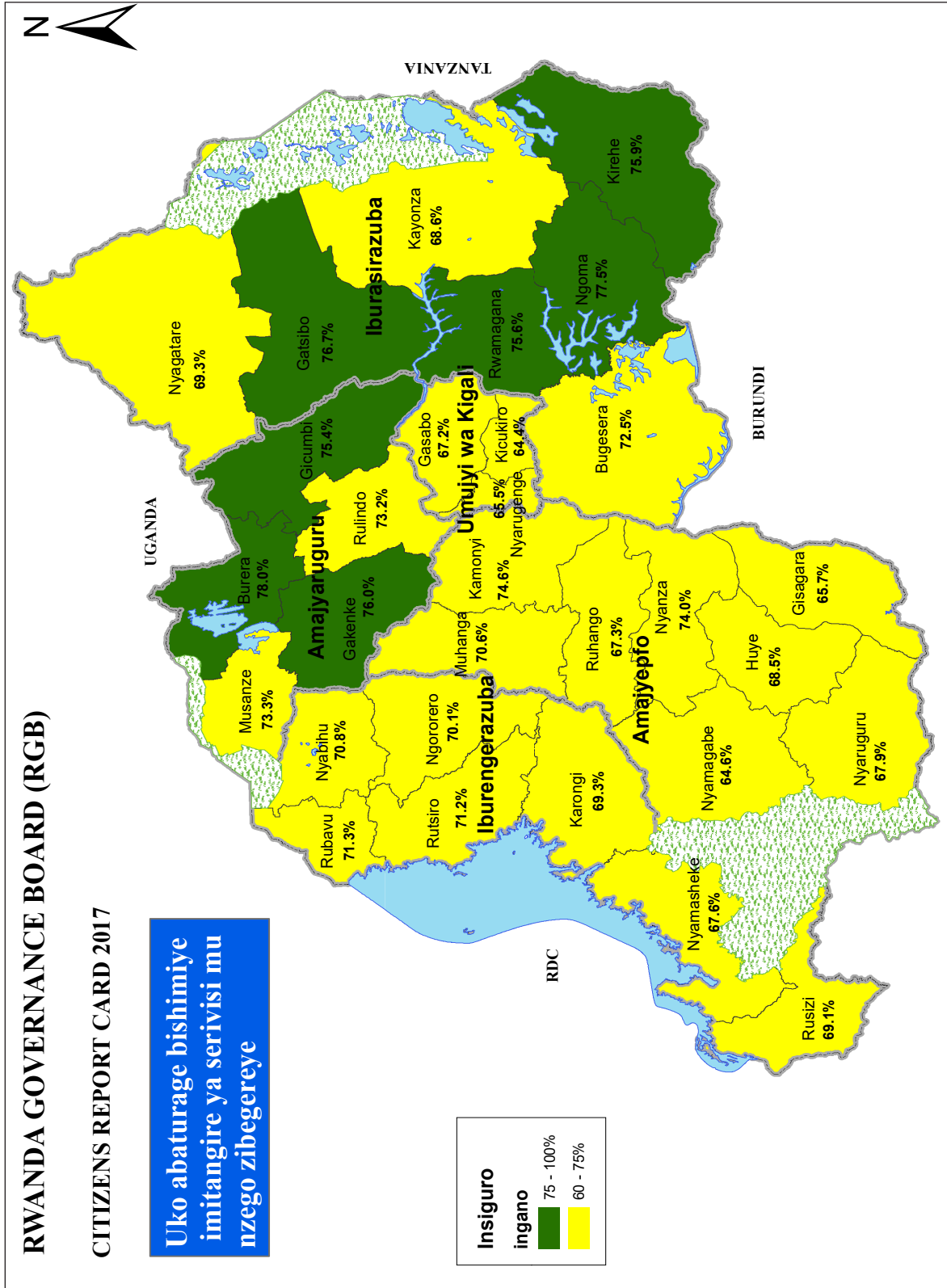
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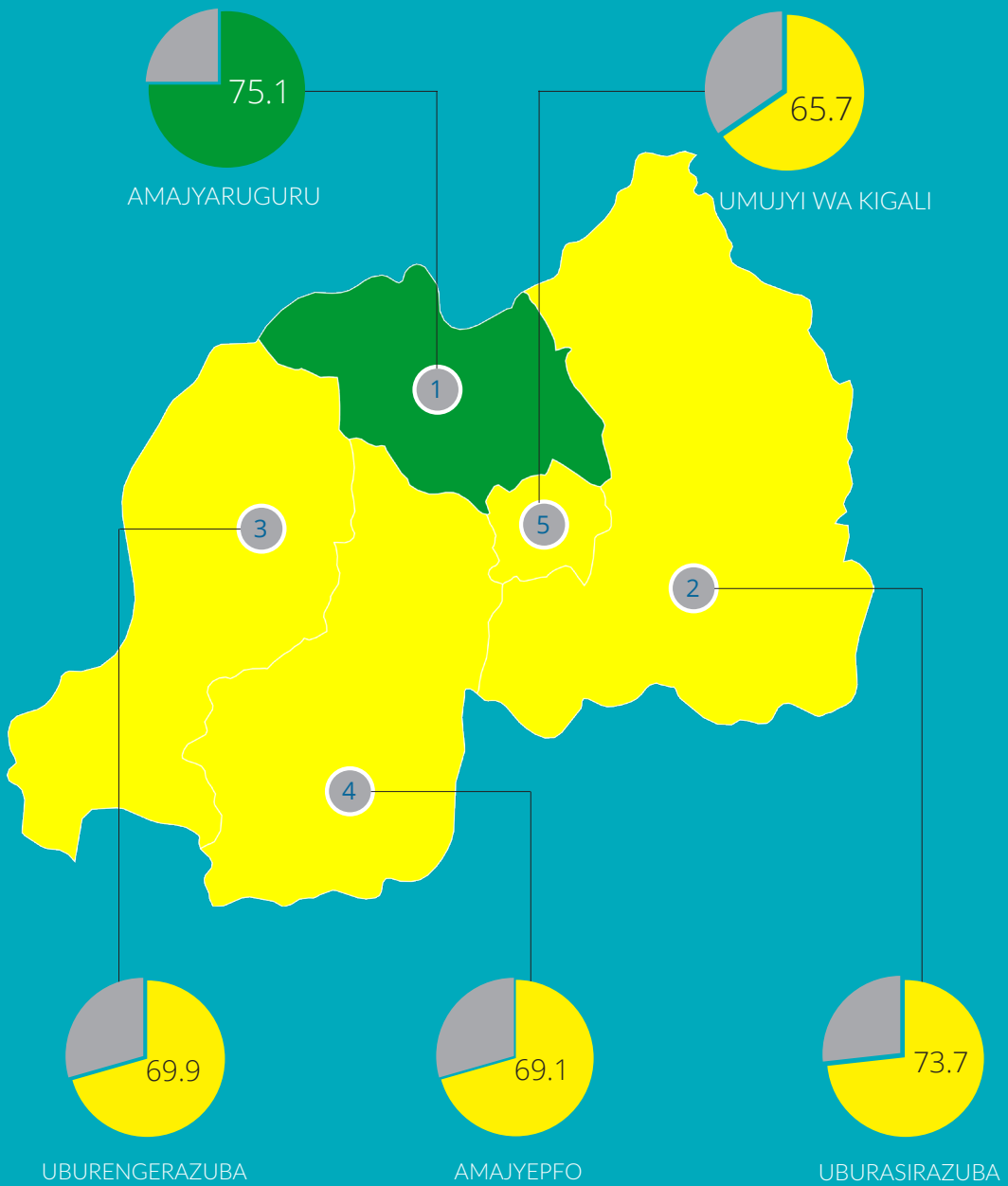


# IBIKWIYE KWITABWAHO

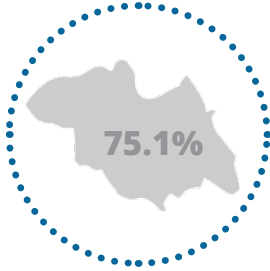
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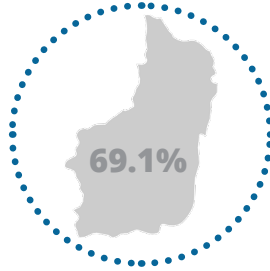
Aho byavuye: Anketi ya RGB, 2017



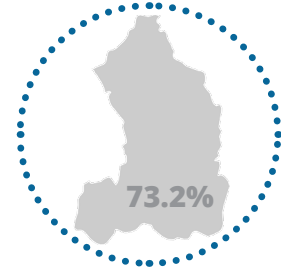
Imbonerahamwe 1: CRC 2017: Uko Uturere dukurikirana hakurikijwe Intara



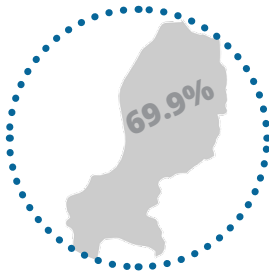
I. AMAJYARUGURU		
1.	Burera	78.0%
2.	Gakenke	76.0%
3.	Gicumbi	75.4%
4.	Musanze	73.3%
5.	Rulindo	73.2%



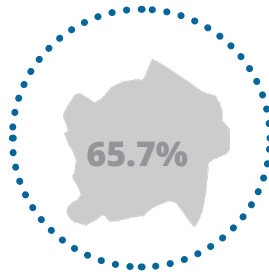
II. AMAJYEPFO		
1.	Kamonyi	74.6%
2.	Nyanza	74.0%
3.	Muhanga	70.6%
4.	Huye	68.5%
5.	Nyaruguru	67.9%
6.	Ruhango	67.3%
7.	Gisagara	65.7%
8.	Nyamagabe	64.6%



III. UBURASIRAZUBA		
1.	Ngoma	77.5%
2.	Gatsibo	76.7%
3.	Kirehe	75.9%
4.	Rwamagana	75.6%
5.	Bugesera	72.5%
6.	Nyagatare	69.3%
7.	Kayonza	68.6%






IV. UBURENGERAZUBA		
1.	Rubavu	71.3%
2.	Rutsiro	71.2%
3.	Nyabihu	70.8%
4.	Ngororero	70.1%
5.	Karongi	69.3%
6.	Rusizi	69.1%
7.	Nyamasheke	67.6%



V. UMUJYI WA KIGALI		
1.	Gasabo	67.2%
2.	Nyarugenge	65.5%
3.	Kicukiro	64.4%

Imbonerahamwe 2: Ishusho rusange y'ibyavuye mu bushakashatsi

#	IBIPIMO	CRC 2016	CRC 2017
<b>UBUKUNGU</b>			
	i. Ubuhinzi	48.4%	52.5%
	ii. Ubworozi	54.2%	56.0%
	iii. Ibikorwaremezo	53.1%	58.1%
	iv. Ubutaka	67.3%	66.0%
	v. Serivisi zitangwa mu rwego rw'Abikorera	-	74.9%
<b>IMIBEREHO MYIZA Y'ABATURAGE</b>			
	vi. Uburezi	73.2%	68.3%
	vii. Ubuzima	74.9%	70.5%
	viii. Isuku n'isukura	58.6%	64.2%
	ix. Gahunda zitsura imibereho myiza y'Abaturage	61.2%	63.5%
	x. Kurwanya ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina	80.7%	85.9%
<b>IMIYOBORERE N'UBUTABERA</b>			
	xi. Serivisi zitangwa n'inzego z'ibanze	75.9%	85.6%
	xii. Ubutabera	62.7%	74.3%
	xiii. Iyubahirizwa ry'amahame y'imiyoborere, uburenganzira bwa muntu n'icyizere cy'abaturage ku nzego z'ubuyobozi	89.1%	88.9%
	xiv. Umutekano	90.0%	91.3%
	xv. Uruhare rw'Abaturage mu bibakorerwa	58.9%	63.4%
<b>IMPUZANDENGO</b>		<b>67.7%</b>	<b>70.9%</b>



# I. Intangiriro

Ubushakashatsi bwa CRC bukozwe ku nshuro ya gatandatu hagamijwe kubona icyegeranyo cy'uko abaturage babona serivisi bahabwa n'inzego zibegereye, ndetse n'uruhare bagira mu bibakorerwa. Ibivuye muri ubu bushakashatsi byifashishwa mu kunoza serivisi zihabwa abaturage no kurushaho kuzamura uruhare rwabo mu bibakorerwa.

Ubushakashatsi bwakorewe mu ngo ibihumbi cumi na magana cyenda mirongo icyenda n'ebiyiri (10,992) mu turere twose uko ari 30, imirenge 329, utugari 574 n'imidugudu 733.

Abakoreweho ubushakashatsi ni Abanyarwanda bafite imyaka cumi n'umunani kujyana hejuru. Kugira ngo ibitekerezo byumvikane neza kurushaho, hakoze n'ibiganiro mu matsinda y'abaturage n'abayobozi mu nzego zakoreweho ubushakashatsi ku rwego rw'umurenge.

## I.1 Ingengamikorere y'ubushakashatsi

Muri ubu bushakashatsi hakoreshajwe uburyo bwo kubaza abaturage bafite imyaka 18 kujyana hejuru, bava mu ngo zatoranijwe muri buri mudugudu watoranijwe hifashijwe urutonde rw'abawutuye. Umudugudu watoranijwe ku buryo bwa tombola hifashishijwe ikoranabuhanga rya SPSS.

Umubare w'ingo zose zakoreweho ubushakashatsi wabonetse hakurikijwe ubuhanga mu ibarurishamibare buteye butya:

$$n = \frac{(N * Z^2 * pq)}{(E^2 (N-1) + Z^2 * pq)}$$

Aha

**n** = Umubare w'ingo zo gukorerwaho ubushakashatsi,

**N**: Umubare w'abaturage bose, ibarura rya 2012 ryerekanye ko u Rwanda rutuwe n'abaturage 5,500,845 bafite byibuze imyaka 18,

**Z** = umubare werekana icyizere ibizava mu bushakashatsi bikwiye kugirirwa. Twafashe icyizere cya **95%**, gihwanye na **1.96**, **p** na **q** (**p=1-q**) ni ubwiganze bw'abaturage barebwa n'ubushakashatsi, CRC 2016 yerekanye ko abaturage bishimiye serivisi ari **68%** ubwo **p = 0.68** naho **q = 0.32** ihwanye na 32% batanyuzwe na serivisi bahawe mu mwaka wa 2016.

**E** = ukwibeshya kwemewe (**ni 1%**). Bivuga ko umubare ubonetse uhwanye na **± 1%** ugenekereje. Hakurikijwe iyi mibare, hakenewe byibuze ingo **8,346.639**. Ingo zakoreweho ubushakashatsi zatoranijwe mu turere ku buryo bukurikira hakurikijwe umubare w'abaturage batuye Akarere.

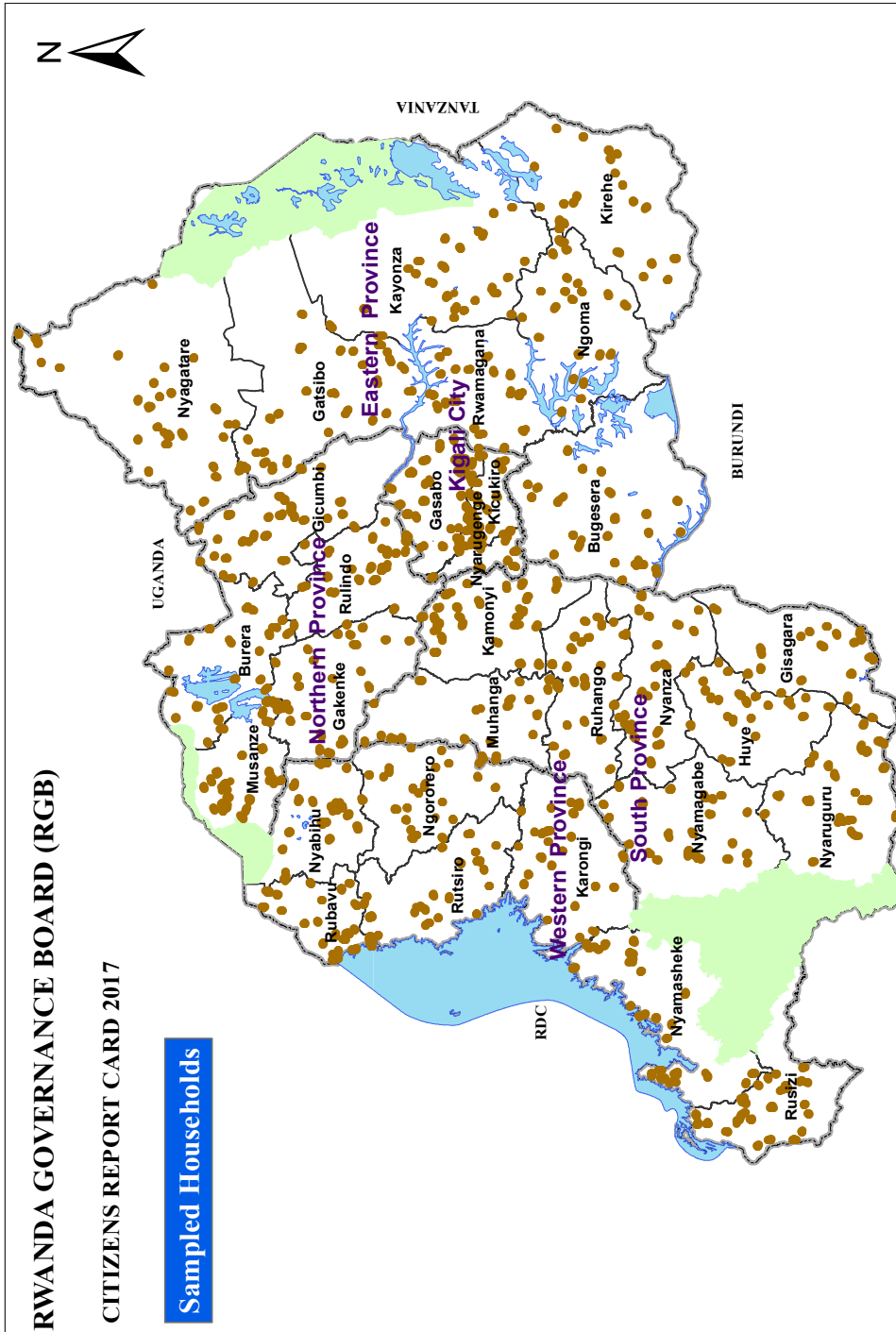
Ubu bushakashatsi bwakorewe mu ngo ibihumbi cumi na magana cyenda mirongo icyenda n'ebiyiri (**10,992**), ukaba urenze ukenewe byibuze. Ibi bivuga ko ubushakashatsi bwakozwe hakurikijwe amabwiriza agenga ubushakashatsi.

Imbonerahamwe 3: Umubare w'ingo zatoranijwe hakurikijwe Akarere

#	AKARERE	INGO ZABAJIJE	IJANISHA
1	Nyarugenge	300	2.7
2	Gasabo	540	4.9
3	Kicukiro	330	3.0
4	Nyanza	345	3.1
5	Gisagara	330	3.0
6	Nyaruguru	315	2.9
7	Huye	345	3.1
8	Nyamagabe	360	3.3
9	Ruhango	330	3.0
10	Muhanga	330	3.0
11	Kamonyi	360	3.3
12	Karongi	345	3.1
13	Rutsiro	344	3.1
14	Rubavu	420	3.8
15	Nyabihu	315	2.9
16	Ngororero	344	3.1
17	Rusizi	420	3.8
18	Nyamasheke	405	3.7
19	Rulindo	300	2.7
20	Gakenke	360	3.3
21	Musanze	390	3.5
22	Burera	344	3.1
23	Gicumbi	420	3.8
24	Rwamagana	330	3.0
25	Nyagatare	480	4.4
26	Gatsibo	450	4.1
27	Kayonza	360	3.3
28	Kirehe	360	3.3
29	Ngoma	345	3.1
30	Bugesera	375	3.4
	<b>MURI RUSANGE</b>	<b>10992</b>	<b>100.0</b>

Aho byavuye: Anketi ya RGB, 2017





Aho byavuye: Anketi ya RGB, 2017

Ubu bushakashatsi bwakorewe mu gihugu cyose nk'uko bigaragra ku ikarita iri hejuru. Abaturage bakozweho ubushakashatsi ni abafite imyaka cumi n'umunani (18) kuzamura.

Ibitekerezo batanze byagiye byunganirwa n'ibiganiro mu matsinda y'abaturage n'abakuru ba serivisi zakoreweho ubushakashatsi ku rwego rw'umurenge kugira ngo haboneke amakuru yuzuzanya ku birebana na serivisi zakozweho ubushakashatsi.

Kugira ngo umubare w'ababajijwe uboneke hifashishijwe urwego rw'umudugudu. Imidugudu yatoranijwe ku buryo bwa tombola hakorershejwe ikoranabuhanga rya SPSS muri buri karere hakurikijwe umubare w'abaturage watanze n'ibarura rya 2012. Muri buri mudugudu hatoranyijwe mo ingo 15 ku buryo butaziguye.

Iyo urutonde rw'ingo zituye umudugudu rubonetse, hakorwa igiteranyo cy'ingo zose. Uwo mubare ugabanywa na 15 kugira ngo haboneke umubare w'ingo zisimbukwa.

Urugo rwa mbere rwatanze n'umubare watombojwe hagati ya 1 na wa mubare w'ingo zisimbukwa. Uwo mubare wongerewe ku rugo rwa mbere watoranijwe, haboneka urwa kabiri, bityo bityo kugera ku rwa nyuma. Hakozwe n'ibiganiro mu matsinda ku buryo bukurikira mu mbonerahamwe iri iburyo.

**CO** = Abaturage / abagenerwabikorwa;  
**LO** = Abakuru ba serivisi

Amatsinda yabaga agizwe n'abantu bari hagati y'umunani (8) na cumi na babiri (12), bakaganira ku buryo bwisanzuye buzuzanya mu byo bavuga, byaba ngombwa bakajya n'impaka.

Imbonerahamwe 4: Uko ibiganiro mu matsinda byakozwe muri buri karere

INTARA	AKARERE	IBIGANIRO
Umujyi wa Kigali	Gasabo	1 LO
	Kicukiro	1 CO
	Nyarugenge	1 LO
<b>Byose hamwe</b>		<b>3</b>
Amajyepfo	Gisagara	1 CO
	Huye	1 LO
	Kamonyi	1 CO
	Muhanga	1 LO
	Nyamagabe	1 CO
	Nyanza	1 LO
	Nyaruguru	1 CO
	Ruhango	1 LO
<b>Byose hamwe</b>		<b>8</b>
Amajyaruguru	Burera	1 CO
	Gakenke	1 LO
	Gicumbi	1 CO
	Musanze	1 LO
	Rulindo	1 CO
<b>Byose hamwe</b>		<b>5</b>
Iburasirazuba	Bugesera	1 LO
	Gatsibo	1 CO
	Kayonza	1 LO
	Kirehe	1 CO
	Ngoma	1 LO
	Nyagatare	1 CO
	Rwamagana	1 LO
<b>Byose hamwe</b>		<b>7</b>
Iburengerazuba	Karongi	1 CO
	Ngororero	1 LO
	Nyabihu	1 CO
	Nyamasheke	1 LO
	Rubavu	1 CO
	Rusizi	1 LO
	Rutsiro	1 CO
<b>Byose hamwe</b>		<b>7</b>
<b>MURI RUSANGE</b>	<b>30</b>	<b>30</b>

## I.2. Abakoze ubushakashatsi

Ikusanyamakuru ryakozwe n'abakarani b'ibarura mirongo itandatu (60) bahabwa amahugurwa y'iminsi itatu (3), nyuma baza gutoranywamo mirongo itanu (50) bakusanya amakuru n'abagenzuzi icumi (10). Batoranijwe hakurikijwe amashuri bize (byibuze A2 ku mukarani na A0 ku mugenzuzi), kuba bazaboneka igihe cy'ikusanyamakuru n'uburambe bafite mu bijyane n'ibarurishamibare.

Abakarani b'ibarura bari babumbiye mu matsinda icumi (10) buri tsinda rigizwe n'abakarani batanu (5) n'umugenzuzi umwe (1). Buzuzaga ibisubizo by'ubushakashatsi hakoreshejwe ibyuma by'ikoranabuhanga (tablets) ku buryo buri mukarani yagombaga kwuzuzwa byibuze ibisubizo by'abantu umunani (8) ku munsu.

Umugenzuzi yari ashinzwe kubageza aho bagomba gukorera, gukosora ibyo bakoze, kubyohereza kubabishinzwe no kuyobora ibiganiro mu matsinda. Ikusanyamakuru ryamaze iminsi

makumyabiri n'itanu (25) kongeraho iminsi ibiri (2) yo kugenda no kugaruka. Dore uko amatsinda yari ateye:

Imbonerahamwe 5: Uko ikusanyamakuru ryakozwe muri buri karere

#	AKARERE	ABAKARANI B'IBARURA	ABAGENZUZI
1	Nyarugenge -Kicukiro - Gasabo	5	1
2	Gakenke - Burera - Gicumbi	5	1
3	Musanze - Nyabihu- Rubavu -	5	1
4	Ngororero - Rutsiro - Karongi	5	1
5	Nyamasheke - Rusizi -Nyaruguru	5	1
6	Rulindo - Rwamagana- Kamonyi	5	1
7	Muhanga - Ruhango -Nyanza	5	1
8	Huye - Gisagara - Nyamagabe	5	1
9	Bugesera - Ngoma - Kirehe	5	1
10	Kayanza - Gatsibo - Nyagatare	5	1
	<b>MURI RUSANGE</b>	<b>50</b>	<b>10</b>

Amakuru yakusanyijwe yinjijwe mu bikoresho by'ikoranabuhanga (Tablets) hakoreshejwe ikoranabuhanga rya ODK rikunze gukoreshwa hirindwa amakosa y'imibare idakwiye cyangwa idateganijwe.

Yahurizwaga hamwe hifashishijwe icyogajuru kigenzurwa na sosiyeti kabuhariwe yitwa "ONA" igahita iyishyira ku rubuga rw'ikoranabuhanga rwa SESMEC, Ltd ari nayo yari yahawe akazi ko gukora ubu bushakashatsi mu izina rya RGB ku buryo buri munsu ibyakorwaga byagaragaraga.

Ibyakusanyijwe byasesenguwe hifashishijwe ikoranabuhanga rya SPSS na Excel kugira ngo haboneke iki cyegeranyo.

### I.3. Ibiranga Abakoreweho ubushakashatsi

Ubushakashatsi bwagaragaje abakoreweho ubushakashatsi hakurikijwe igitsina, imyaka, irangamimerere, amashuri yize, idini, umurimo akora, icyiciro cy'ubudehe abarizwamo ndetse n'amafaranga yinjiza ku kwezi. Imbonerahamwe ikurikira irerekana umubare w'ababajijwe mu turere hakurikijwe igitsina.

Imbonerahamwe 6: Ababajijwe mu turere hakurikijwe igitsina

IGITSINA						
	GABO		GORE		BOSE	
AKARERE	UMUBARE	%	UMUBARE	%	UMUBARE	%
Nyarugenge	98	32.7%	202	67.3%	300	100.0%
Gasabo	171	31.7%	369	68.3%	540	100.0%
Kicukiro	117	35.5%	213	64.5%	330	100.0%
Nyanza	136	39.4%	209	60.6%	345	100.0%
Gisagara	114	34.5%	216	65.5%	330	100.0%
Nyaruguru	107	34.0%	208	66.0%	315	100.0%
Huye	111	32.2%	234	67.8%	345	100.0%
Nyamagabe	124	34.4%	236	65.6%	360	100.0%
Ruhango	137	41.5%	193	58.5%	330	100.0%
Muhanga	146	44.2%	184	55.8%	330	100.0%
Kamonyi	161	44.7%	199	55.3%	360	100.0%
Karongi	175	50.7%	170	49.3%	345	100.0%
Rutsiro	170	49.4%	174	50.6%	344	100.0%
Rubavu	179	42.6%	241	57.4%	420	100.0%
Nyabihu	111	35.2%	204	64.8%	315	100.0%
Ngororero	205	59.6%	139	40.4%	344	100.0%
Rusizi	142	33.8%	278	66.2%	420	100.0%
Nyamasheke	169	41.7%	236	58.3%	405	100.0%
Rulindo	102	34.0%	198	66.0%	300	100.0%
Gakenke	163	45.3%	197	54.7%	360	100.0%
Musanze	134	34.4%	256	65.6%	390	100.0%
Burera	154	44.8%	190	55.2%	344	100.0%
Gicumbi	121	28.8%	299	71.2%	420	100.0%
Rwamagana	113	34.2%	217	65.8%	330	100.0%
Nyagatare	208	43.3%	272	56.7%	480	100.0%
Gatsibo	168	37.3%	282	62.7%	450	100.0%
Kayonza	116	32.2%	244	67.8%	360	100.0%
Kirehe	134	37.2%	226	62.8%	360	100.0%
Ngoma	145	42.0%	200	58.0%	345	100.0%
Bugesera	158	42.1%	217	57.9%	375	100.0%
<b>MURI RUSANGE</b>	<b>4289</b>	<b>39.0%</b>	<b>6703</b>	<b>61.0%</b>	<b>10992</b>	<b>100.0%</b>

Ibigaragara ku mbonerahamwe iri hejuru ni uko abagore aribo benshi mu babajijwe muri rusange, kuko bari ku gipimo cya 61%, naho abagabo bari ku gipimo cya 39%.

Ibi birumvikana kuko ibarura ku buzima n'imibereho rya 2014 - 15 ryerekanye ko abagore ari 53% naho abagabo ari 47%. Abagore babonetse cyane mu ngo mu masaha yo gukora ubushakashatsi kuko n'ubundi kenshi aribo bakunze kuba bari mu rugo bakora imirimo y'urugo.

Abenshi mu babajijwe muri ubu bushakashatsi ni abantu bakuru bafite hagati y'imyaka mirongo itanu (50) na makumyabiri n'itanu (25) nk'uko bigaragazwa n'imbonerahamwe ikurikira.

#### Imbonerahamwe 7: Abaturage babajijwe hakurikijwe imyaka

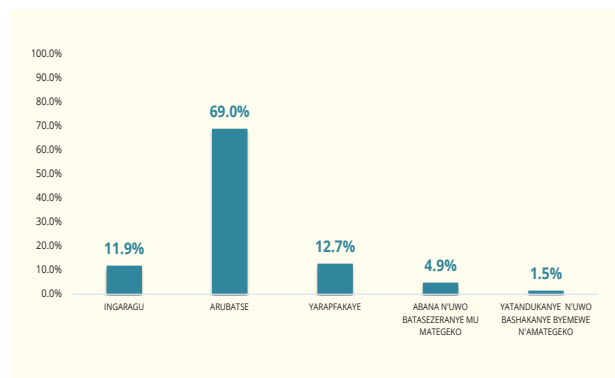
IMYAKA	GABO	GORE	BOSE
Hagati ya 18-24	3.1%	6.1%	9.2%
Hagati ya 25 -35	12.9%	20.5%	33.4%
Hagati ya 36 -50	13.6%	19.9%	33.5%
Hejuru ya 50	9.4%	14.5%	23.9%
Bose	39.0%	61.0%	100.0%

Aho byavuye: Anketi ya RGB, 2017

Imbonerahamwe iri hejuru irerekana ko haba mu bagore cyangwa mu bagabo, abasubijwe benshi ari abafite hagati y'imyaka makumyabiri n'itanu (25) na mirongo itanu (50). Ibi byerekana ko abasubijwe bakuze bihagije ku buryo ibitekerezo byabo bifatika kandi bishobora gushingirwaho.

#### Ishusho 1: Ababajijwe mu bushakashatsi

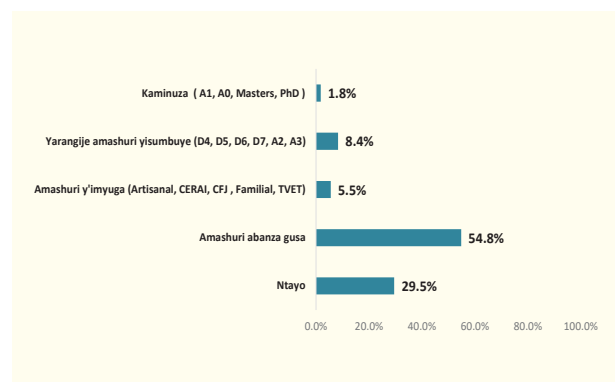
#### hakurikijwe irangamimerere



Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragazwa n'ishusho iri hejuru abenshi mu babajijwe muri ubu bushakashatsi ni abubitse ku gipimo kingana na 69.0%. Ibi birasobanura ko mu gukora ubushakashatsi, ababonetse kenshi mu gusubiza ibibazo bubatse kandi bari ba nyir'urugo.

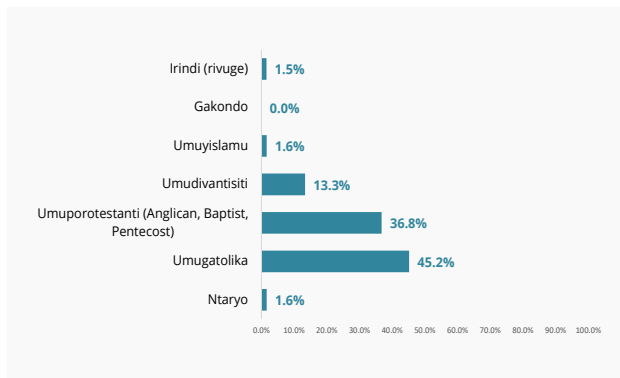
#### Ishusho 2: Ababajijwe mu bushakashatsi hakurikijwe amashuri bize



Aho byavuye: Anketi ya RGB, 2017

Ubushakashatsi bwakozwe ku byiciro byose by'abaturage abize n'abatarize. Ibyavuyemo biragaragaza ko ababajijwe benshi bize amashuri abanza (54.8%) ndetse abagera kuri 29.5% ntibize.

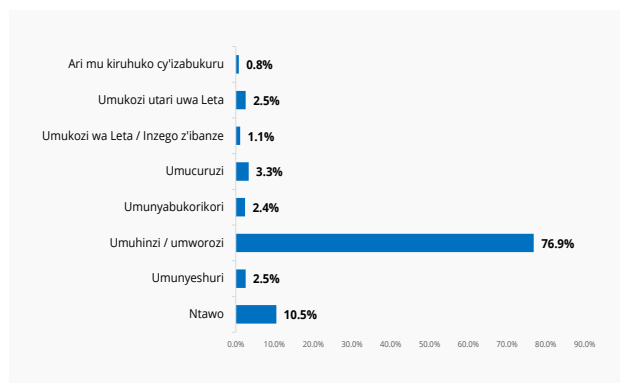
### Ishusho 3: Ababajjwe mu bushakashatsi hakurikijwe idini



Aho byavuye: Anketi ya RGB, 2017

Imibare igaragara ku ishusho iri haruguru irekana ko abantu bo mu madini hafi ya yose akorera mu Rwanda babajjwe, ariko amadini ya gikirisitu (gatolika, abaporotesitanti n’abadivantiste) nibo biganje mu babajjwe ku gipimo kigera kuri 95,3%.

### Ishusho 4: Ababajjwe mu bushakashatsi hakurikijwe umurimo

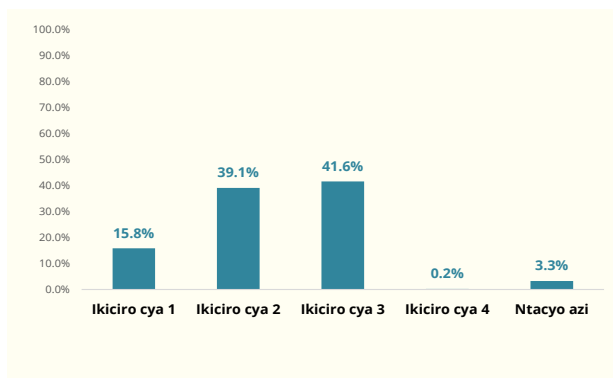


Aho byavuye: Anketi ya RGB, 2017

Ishusho iri haruguru irekana ko abantu bakora imirimo inyuranye babajjwe muri ubu bushakashatsi, abahinzi / borozi nibo babaye benshi ku gipimo kingana na 76.9%, ariko kandi ni nabo bagize umubare munini w’abanyarwanda muri rusange. Ibarura rusange ry’abaturage n’imiturire rya 2012 ryerekanye ko 72.7% by’abaturage bafite hejuru y’imyaka 16 ari abahinzi .

### Ishusho 5: Ababajjwe hakurikijwe

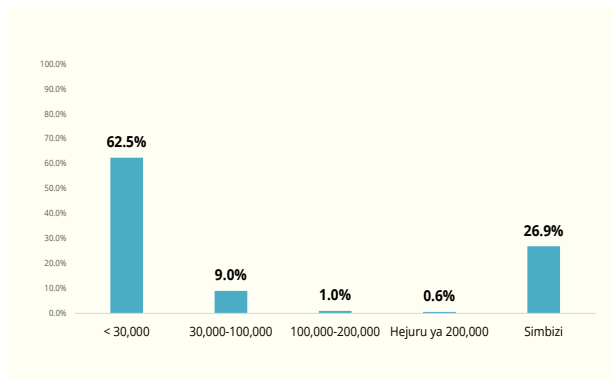
### ibyiciro by’ubudehe babamo



Aho byavuye: Anketi ya RGB, 2017

Abenshi mu babajjwe muri ubu bushakashatsi, baba mu cyiciro cya kabiri (2) n’icya gatatu (3) by’ubudehe ku gipimo kirenga 80% naho abagera kuri 3.3% bavuze ko batazi icyiciro cy’ubudehe babarizwamo. Muri bo harimo abajuririyeye ibyiciro bashyizwemo n’abandi bafite ibibazo binyuranye ku byiciro by’ubudehe.

### Ishusho 6: Ababajjwe mu bushakashatsi hakurikijwe amafaranga binjiza ku kwezi



Aho byavuye: Anketi ya RGB, 2017

Abenshi mu babajjwe muri ubu bushakashatsi ni abinjiza muni y’amafaranga 30.000 bari ku gipimo kingana na 62.5%. Ibi bifite aho bihuriye n’ibiri ku ishusho ya 4 n’iya 5 aho bigaragara ko mu babajjwe abenshi bari mu cyiciro cya kabiri n’icya gatatu cy’ubudehe kandi ko abenshi batanzwe n’ubuhinzi n’ubworozi.

# Ibyiciro byakoreweho Ubushakashatsi

Ubushakashatsi ku "Ishusho yuko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye" bwakorewe ku byiciro 15 bikubiye mu nkingi eshatu za gahunda ya Leta y'Imbaturabukungu ku buryo bukurikira.



## UBUKUNGU:

- ✓ Ubuhinzi
- ✓ ubworozi,
- ✓ Ibikorwaremezo,
- ✓ Ubutaka
- ✓ Servisi zitangwa mu rwego rw'Abikorera;



## IMIBEREHO MYIZA Y'ABATURAGE:

- ✓ Uburezi,
- ✓ Ubuvuzi,
- ✓ Isuku n'isukura
- ✓ Gahunda zitsura imibereho myiza y'abaturage;
- ✓ Kurwanya ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina;



## IMIYOBORERE N'UBUTABERA:

- ✓ Service zitangwa n'inzego z'ibanze,
- ✓ Ubutabera,
- ✓ Iyubahirizwa ry'amahame y'imiyoborere, uburenganzira bwa muntu n'icyizere cy'abaturage ku nzego z'ubuyobozi,
- ✓ Umutekano
- ✓ Ubuhare rw'abaturage mu bibakorerwa.

1

INKINGI  
Y'UBUKUNGU



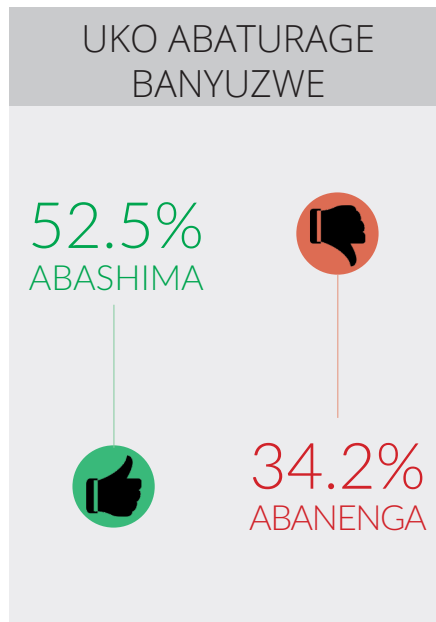
# UBUHINZI

# II.1.1 Serivisi z'Ubuhezini

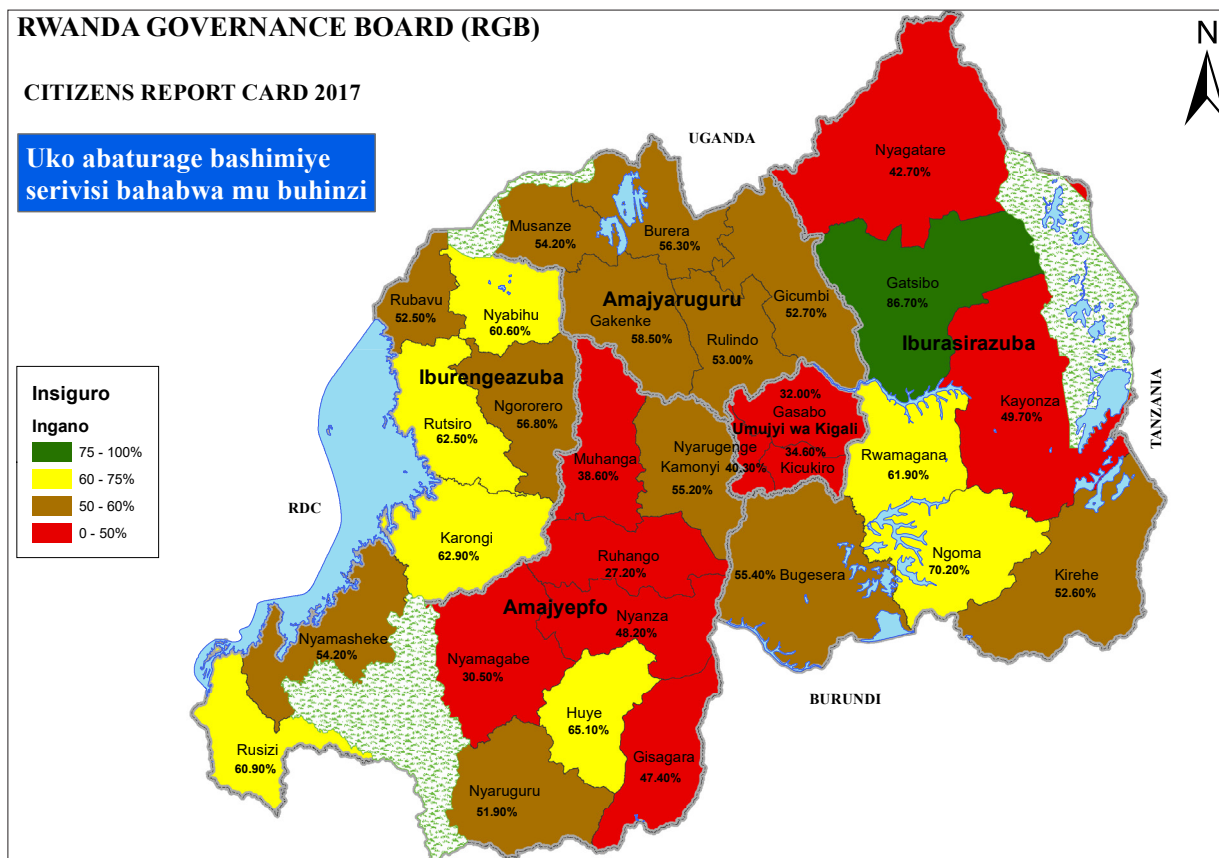
Muri ubu bushakashatsi, abatwage babajijwe uko babona serivisi bahabwa mu buhinzi ariwo mwuga ukorwa n'umubare mwinshi w'abatwage. Bagaragaje ibyo bashima, ibyo banenga ndetse n'ibyifuzo byabo ngo izi serivisi zinozwe.

## II.1.1.1. Ibyavuye mu bushakashatsi byerekeye serivisi z'ubuhinzi

Ubushakashatsi bwagaragaje ko muri rusange abatwage bishimiye serivisi bahabwa mu buhinzi ku gipimo kingana na 52.5%, naho abanenga bari ku gipimo kingana na 34.2%.



Ikarita 3: Uko abatwage bishimiye serivisi bahabwa mu buhinzi



Aho byavuye: Anketi ya RGB, 2017

Nk'uko iyi karita ibanza ibigaragaza, akarere kamwe ka Gatsibo niho abaturage bagaragaje ko bishimiye serivisi z'ubuhinzi ku gipimo kiri hejuru ya 75%.

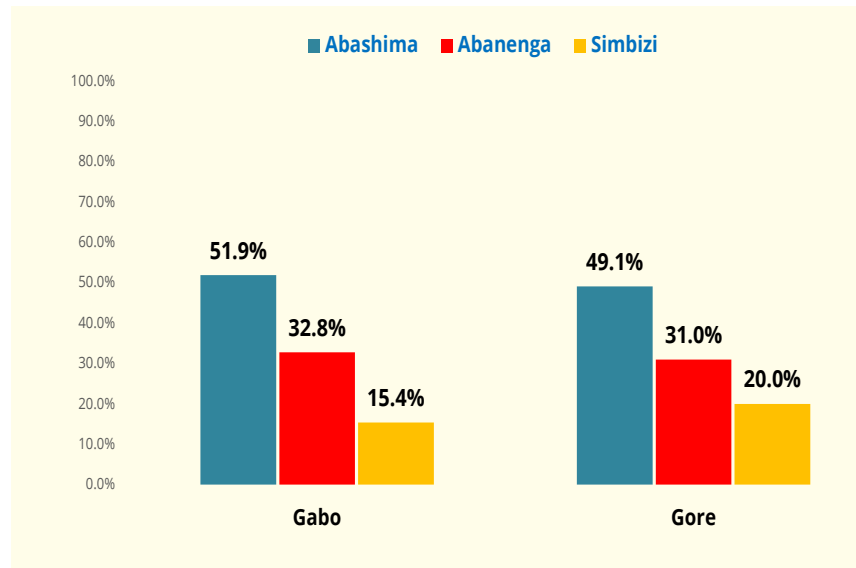
Mu turere twose tw'Umujyi wa Kigali na tumwe mu turere tw'intara y'Amajyepfo niho abaturage bashima serivisi z'ubuhinzi ku kigero kiri muni ya 50%, uturere turindwi (7) bazishima ku kigero kiri hagati ya 60% na 75% naho uturere cumi na tubiri (12) bazishima ku kigero kiri hagati ya 50% na 60%.

Kuba ibi bipimo byerekana ko hari uturere icumi (10) abaturage bashima izi serivisi ku kigero kiri muni ya 50% bigaragaza ko hakiri byinshi byo kunozwa muri serivisi zitangwa mu buhinzi.

### II.1.1.2. Uko abaturage bishimiye serivisi z'ubuhinzi hakurikijwe igitsina

Muri ubu bushakashatsi, abaturage bagaragaje uko bishimiye serivisi z'ubuhinzi hakurikijwe igitsina nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 7. Uko abaturage bishimiye serivisi z'ubuhinzi hakurikijwe igitsina



Aho byavuye:

Anketi ya RGB, 2017

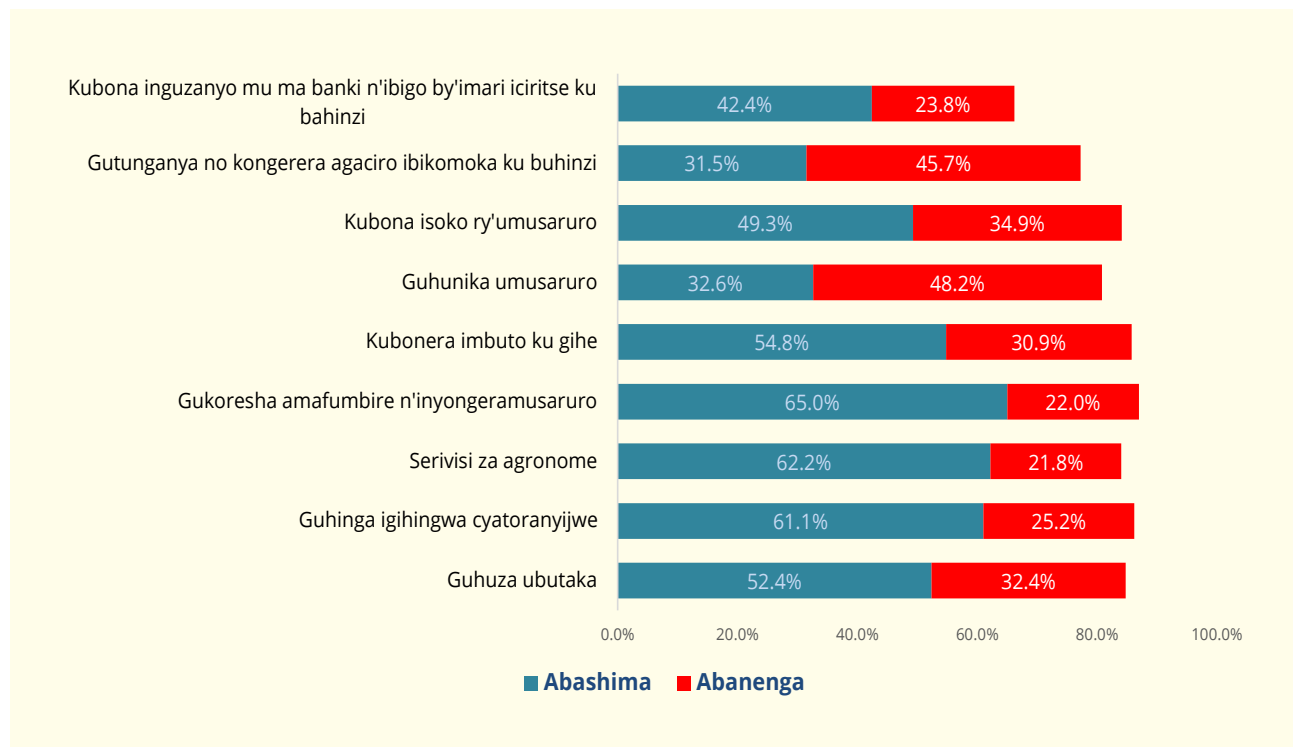
Ishusho iri hejuru irerekana ko abagabo aribo bishimiye cyane serivisi z'ubuhinzi kurusha abagore kuko bari ku gipimo kingana na 51.9%, naho abagore bakaba ku gipimo cya 49.1%. No ku ruhande rw'abanenga, abagabo nibo banenga cyane serivisi bahabwa mu buhinzi kurusha abagore.

### II.1.1.3 Uko abaturage bishimiye serivisi zitandukanye z'ubuhinzi

Ku birebana na serivisi zitangwa mu buhinzi, abaturage bagaragaje ibitekerezo byabo kuri serivisi z'ubuhinzi bagezwaho n'inzego zibegereye, bavuga ko bazishimiye ku buryo bukurikira.

Hari na serivisi bagaragaje ko banenga kurusha izindi harimo guhunika umusaruro ku kigero cya 48.2%, gutunganya no kongerera agaciro ibikomoka ku buhinzi 45.7%, kubona isoko ry'umusaruro 34.9% no guhuza ubutaka 32.4 %.

Ishusho 8: Uko abaturage bishimiye serivisi zitandukanye z'ubuhinzi



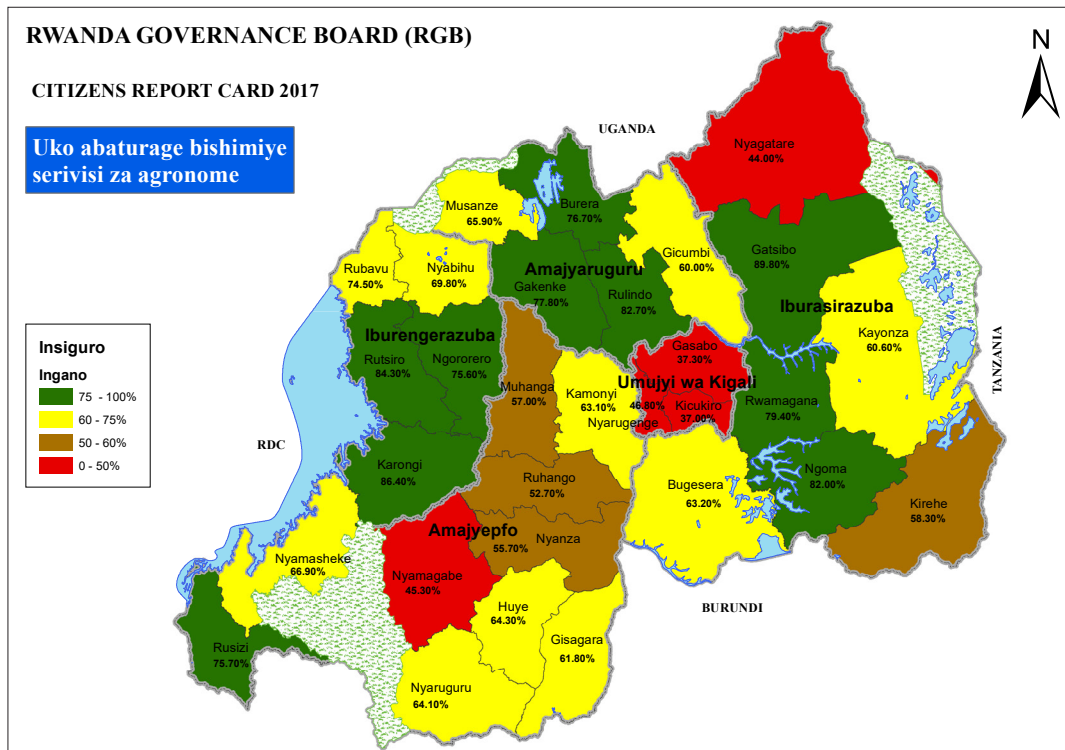
Aho byavuye: Anketi ya RGB, 2017

Iyi shusho iri haruguru irerekana ko abaturage bishimiye serivisi zo gukoresha amafumbire n'inyongeramusaruro ku gipimo cya 65.0%, ko bishimiye serivisi za agronome ku gipimo cya 62.2%, guhinga igihingwa cyatoranyijwe ku kigero cya 61.1%, kubonera imbuto ku gihe ku kigero cya 54.8% no guhuza ubutaka ku gipimo cya 52.4%.

#### a) Serivisi zitangwa n' Agaronome

Abaturage bagaragaje uko bashima cyangwa banenga serivisi bahabwa na agronome muri buri karere ku buryo bukurikira.

Ikarita 4: Uko abaturage bishimiye serivisi zitangwa na agaronome



Aho byavuye: Anketi ya RGB, 2017

Ikarita iri hejuru irerekana ko mu turere tugize Umujyi wa Kigali wongeyeho uturere twa Nyagatare na Nyamagabe ariho abaturage bagaragaje cyane ko batishimiye serivisi za agaronome kuko bazishima ku kigero kiri muni ya 50%.

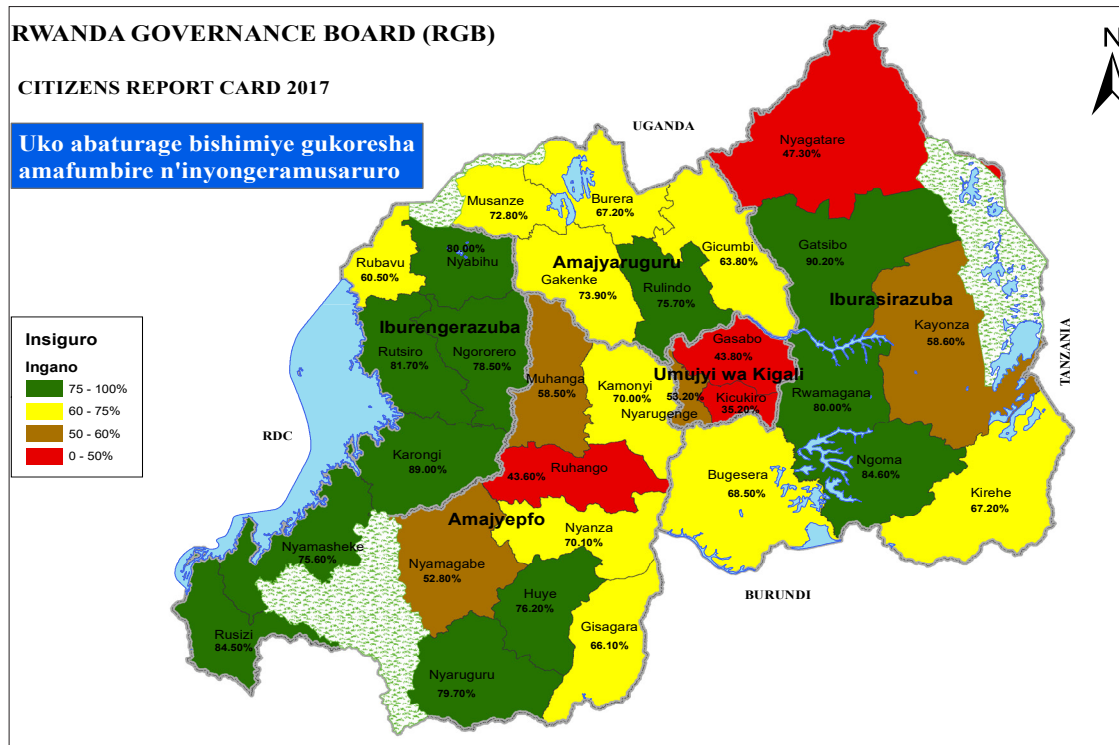
Naho uturere tune (4): Muhanga, Ruhango, Nyanza na Kirehe bashima izi serivisi ku kigero kiri hagati ya 50% na 60%. Birasaba ko inzego bireba zirushaho gukurikirana imikorere

y'abagaronome bakarushaho kwegera abaturage no kunoza serivisi batanga.

**b) Gukoresha amafumbire n'inyongeramusaruro**

Gukoresha amafumbire n'inyongeramusaruro bituma abahinzi beza byinshi ku butaka buke. Uko abaturage bishimira uburyo babona serivisi zo gukoresha amafumbire n'inyongeramusaruro bigaragara ku ikarita ikurikira.

Ikarita 5: Uko abaturage bishimiye gukoresha amafumbire n'inyongeramusaruro



Aho byavuye: Anketi ya RGB, 2017

Ubushakashatsi bwerekanye ko mu turere dutanu (5) muri dutandatu (6) tw'Iburengerazuba abaturage bashima uko babona amafumbire n'inyongeramusaruro ku kigero kiri hejuru ya 75%; hiyongeraho uturere twa Gatsibo, Rulindo, Rwamagana, Ngoma, Huye na Nyaruguru.

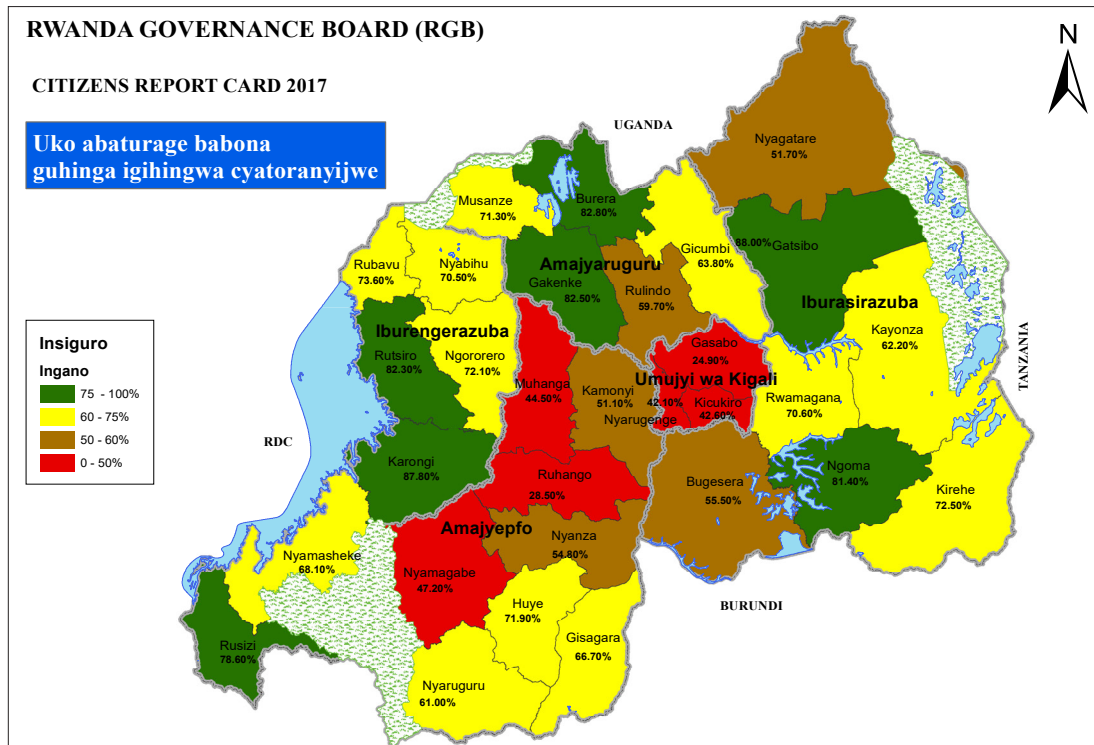
Hari uturere kandi abaturage bagaragaje kutishimira iyi serivisi kuko bayishima ku kigero kiri muni ya 50%; utwo turere ni Nyagatare, Gasabo, Kicukiro na Ruhango.

Mu kunoza iyi serivisi, inzego zishinzwe ibirebana no kugeza amafumbire n'inyongeramusaruro ku baturage zikwiye kubibegereza kandi ku gihe ndetse no ku giciro kiboroheye nk'uko byasabwe mu biganiryo byo mu matsinda.

c) Guhinga igihingwa cyatoranijwe

Guhinga igihingwa cyatoranijwe ni uburyo bwo guhinga kijyambere hagamiywe kubona umusaruro mwinshi kandi mwiza. Iyo bikoze neza, nta kabuza uwo musaruro uraboneka. Abaturage bagaragaje uko bishimiye guhinga igihingwa cyatoranyijwe cyangwa uko babinenga.

Ikarita 6: Uko abaturage bishimiye guhinga igihingwa cyatoranyijwe



Aho byavuye: Anketi ya RGB, 2017

Nk'uko iyi karita ibigaragaza, hari aho iyi gahunda yishimiwe n'abaturage ku kigero kiri hejuru ya 75% ariko hari n'ahandi bigaragara ko itarumvikana neza.

Mu turere tw'Amajyepfo dutanu (5) ku munani (8) abaturage bashima iyi gahunda ku kigero kiri muni ya 60%; hiyongeraho Nyagatare, Bugesera na Rulindo.

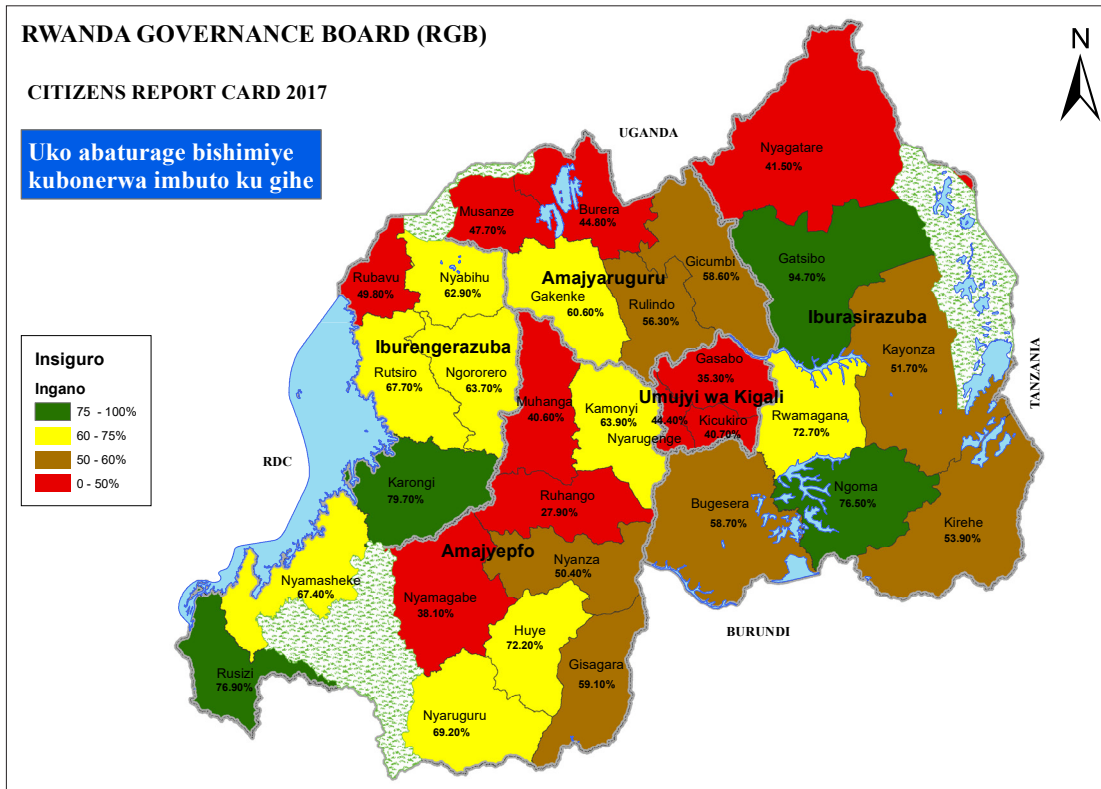
Hakwiye kongerwa ubukangurambaga kuri iyi gahunda kuko aho yakoreshejwe byagaragaye ko ifitiye akamaro kanini abaturage nk'uko byagaragajwe mu biganiri mu matsinda.

#### d) Kubonera imbuto ku gihe

Kubonera imbuto ku gihe bifasha abaturage kudacikanwa n'ibihe by'ihinga bityo bigatuma umuhinzi yongera amahirwe yo kuzabona umusaruro mwiza.

Uko abaturage bagaragaje ko babonera imbuto ku gihe hakurikijwe uturere bigaragara ku ikarita ikurikira.

Ikarita 7: Uko abaturage babona kubonera imbuto ku gihe



Aho byavuye: Anketi ya RGB, 2017

Nk’uko iyi karita ibigaragaza uturere tune (4) gusa (Karongi, Rusizi, Gatsibo na Ngoma) niho abaturage bashima ko babona imbuto ku gihe ku kigero kiri hejuru ya 75% naho 1/3 cy’aturere twose bashima iyi serivisi ku kigero kiri muni ya 50%.

Benshi mu babajijwe bagaragaje ko uko imbuto itinze kugezwa ku baturage umusaruro ubura bityo serivisi zo gutubura imbuto zikwiye kwegerezwa abaturage ndetse n’inzego z’ibanze zigasuzuma uko zigezwa ku baturage.

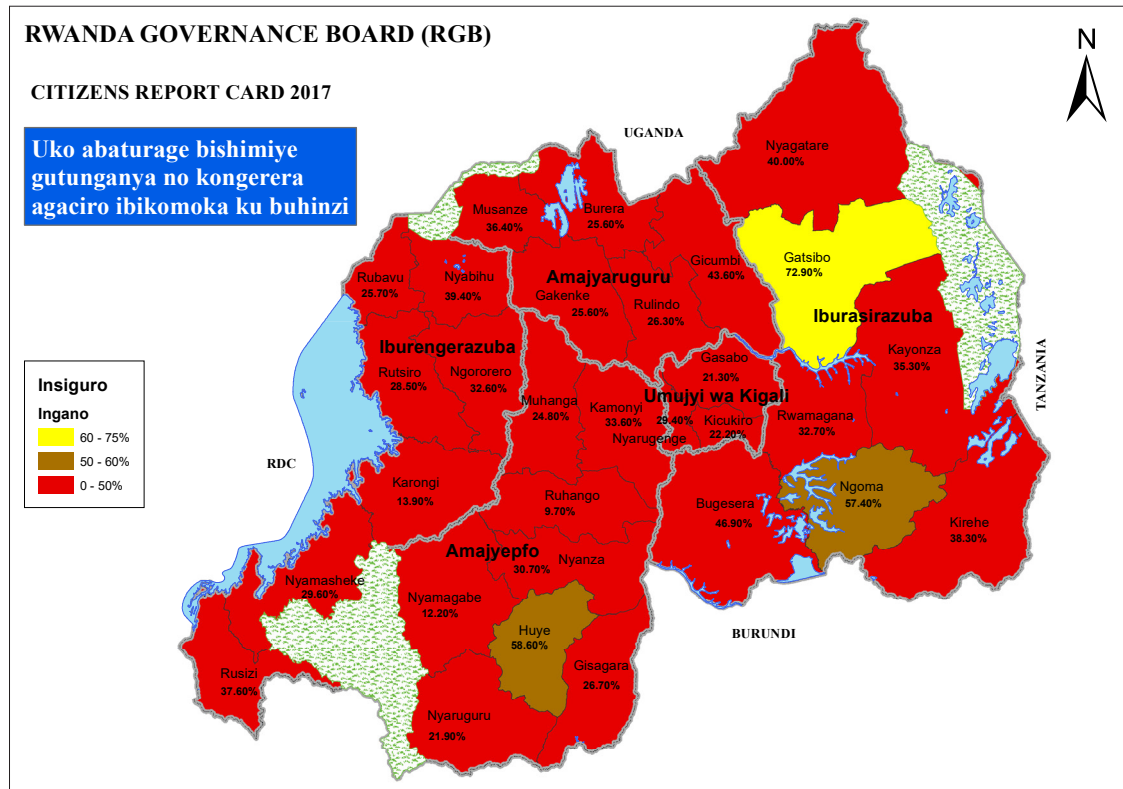
e) Gutunganya no kongerera agaciro ibikomoka ku buhinzi

Gutunganya no kongerera agaciro ibikomoka ku buhinzi bituma abaturage bava ku buhinzi bw’ibiribwa bitunga urugo gusa bakajya ku buhinzi bwinjiza amafaranga. Iyo umusaruro wongerewe agaciro, uzana inyungu nyinshi mu rugo, abahinzi bakabasha gutunga neza imiryango yabo.

Ukunenga serivisi bahabwa mu gutunganya no kongerera agaciro ibikomoka ku buhinzi ni ukugaragaza inzitizi zikomeye zituma abaturage badatera imbere nk’uko babyifuza.



Ikarita 8: Uko abaturage babona serivisi bahabwa mu gutunganya no kongerera agaciro ibikomoka ku buhinzi



Aho byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashati biragaraza ko muri rusange abaturage benshi batishimiye serivisi yo gutunganya no kongerera agaciro umusaruro.

Akarere ka Gatsibo niko konyine gafite hejuru ya 70% y'abaturage bashima iyi serivisi. Usibye kandi Huye ifite 58.6% na Ngoma ifite 57.4%, utundi turere twose bashima iyi serivisi ku kigero kiri muniya ya 50 %.

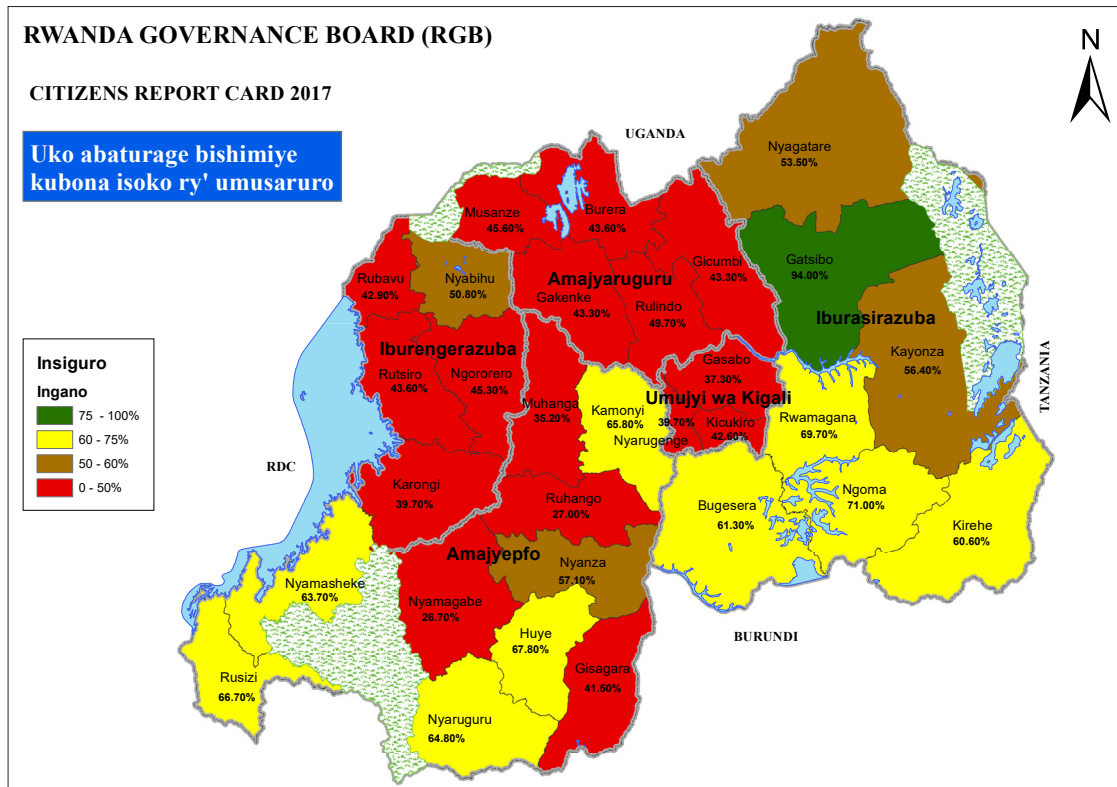
Hari n'uturere tunenga cyane uburyo iriya serivisi itangwa nka Ruhango ifite 9.7% by'abaturage bashima, Nyamagabe ifite 12.2% na Karongi ifite 13.9%. Iyi serivisi iri mu zikeneye

kwitabwaho by'umwihariko mu rwego rwo guhesha agaciro ibikomoka ku buhinzi no kuzamura umusaruro w'ibiwukomokaho.

f) Kubona isoko ry'umusaruro

Kubona isoko ry'umusaruro niyo ntego y'umuhinzi uteganya kugurisha umusaruro we. Iyo abahinzi babuze isoko ry'umusaruro, bibateza igihombo cyane cyane iyo bahinze ibihingwa bidahunikwa, kuko bishobora kuba byatuma bagurisha ku giciro cyo hasi kugira ngo umusaruro utangirika.

Ikarita 9: Uko abaturage bashima kubona isoko ry'umugaruro



Aho byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashatsi birerekana ko hejuru ya ½ byaturere twose abaturage batishimiye uko isoko ry'umugaruro rihagaze.

Akarere ka Gatsibo niko konyine gafite abaturage bishimiye iyi serivisi ku rwego rwo hejuru (94.0%).

Ni ngombwa ko inzego bireba zigira icyo zikora kugira ngo abaturage babonerwe isoko ry'umugaruro wabo bityo bashobore kwiteza imbere.



**IBIKWIYE KWITABWAHO MU BUHINZI**

- ☛ Gukangurira abaturage gukora ubuhinzi bw'umwuga kugira ngo gukoresha inyongeramusaruro no guhinga ku butaka buhagije bikorwe neza;
- ☛ Kurushaho guhitamo neza igihingwa cyatoranijwe mu karere, ku buryo haboneka umugaruro uhagije;
- ☛ Kugeza ku baturage imbuto n'ifumbire ku giciro kibanogeye kandi bakabibonera igihe bigikenewe;
- ☛ Guteza imbere umugaruro w'ubuhinzi hagamijwe kubyongerera agaciro ku buryo bigaragara ku ruhando rw'amahanga.

IMBONERAHAMWE 8: UKO UTURERE DUHAGAZE MU BUHINZI  
MU MYAKA IBIRI (2016 - 2017)

	AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1	Bugesera	33.9	55.4	▲ +21.5
2	Burera	62.1	56.3	▼ -5.8
3	Gakenke	68.6	58.5	▼ -10.1
4	Gasabo	21.6	32.0	▲ +10.4
5	Gatsibo	64.0	86.7	▲ +22.7
6	Gicumbi	55.9	52.7	▼ -3.2
7	Gisagara	70.0	47.4	▼ -22.6
8	Huye	46.4	65.1	▲ +18.7
9	Kamonyi	51.5	55.2	▲ +3.7
10	Karongi	38.8	62.9	▲ +24.1
11	Kayonza	43.4	49.7	▲ +6.3
12	Kicukiro	24.0	34.6	▲ +10.6
13	Kirehe	58.8	52.6	▼ -6.2
14	Muhanga	47.4	38.6	▼ -8.8
15	Musanze	54.9	54.2	▼ -0.7
16	Ngoma	56.0	70.2	▲ +14.2
17	Ngororero	58.1	56.8	▼ -1.3
18	Nyabihu	47.8	60.6	▲ +12.8
19	Nyagatare	47.1	42.7	▼ -4.4
20	Nyamagabe	70.8	30.5	▼ -40.3
21	Nyamasheke	51.6	54.2	▲ +2.6
22	Nyanza	46.8	48.2	▲ +1.4
23	Nyarugenge	32.7	40.3	▲ +7.6
24	Nyaruguru	45.9	51.9	▲ +6.0
25	Rubavu	45.0	52.5	▲ +7.5
26	Ruhango	45.1	27.2	▼ -17.9
27	Rulindo	54.4	53.0	▼ -1.4
28	Rusizi	47.0	60.9	▲ +13.9
29	Rutsiro	53.7	62.5	▲ +8.8
30	Rwamagana	53.8	61.9	▲ +8.1
	<b>IMPUZANDENGO</b>	<b>48.4</b>	<b>52.5</b>	<b>▲ +4.1</b>

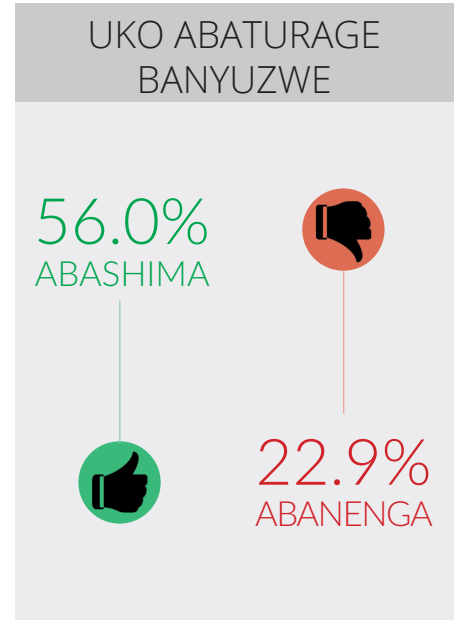
# UBWOROZI

## II.1.2 Serivisi z'Ubworozi

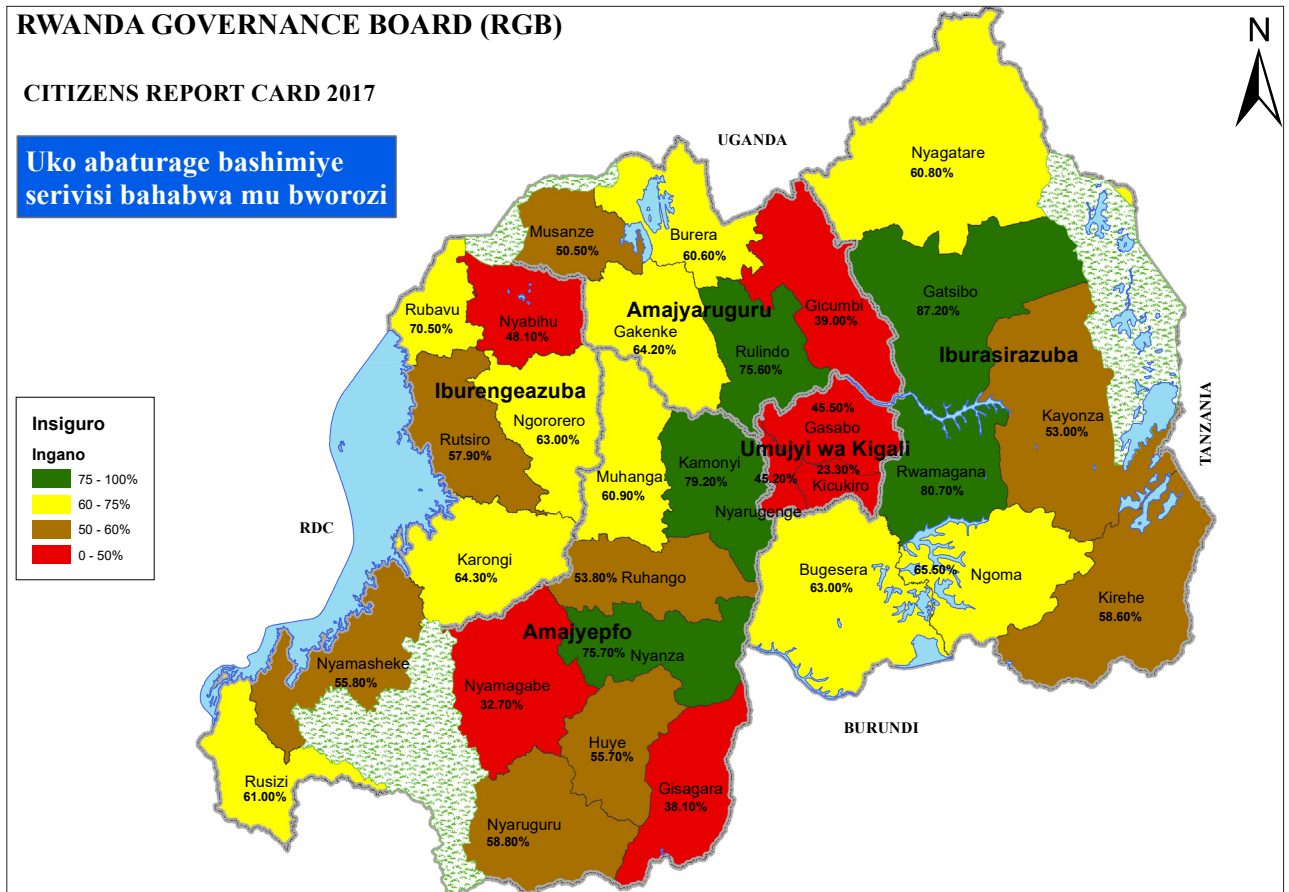
Muri serivisi zakoreweho ubushakashatsi harimo n'iziyanye n'ubworozi. Mu rwego rwo kuzamura imibereho y'abaturage, ubworozi nabwo ntibwibagiranye kuko hashyizweho gahunda zitandukanye zo kubuteza imbere.

### II.1.2.1. Ibyavuye mu bushakashatsi byerekeye serivisi z'ubworozi

Muri rusange, abaturage bishimiye serivisi z'ubworozi bahabwa ku gipimo kingana na 56.0% naho abazinenga bari ku gipimo kingana na 22.9%.



Ikarita 10: Uko abaturage bishimiye serivisi bahabwa mu bworozi



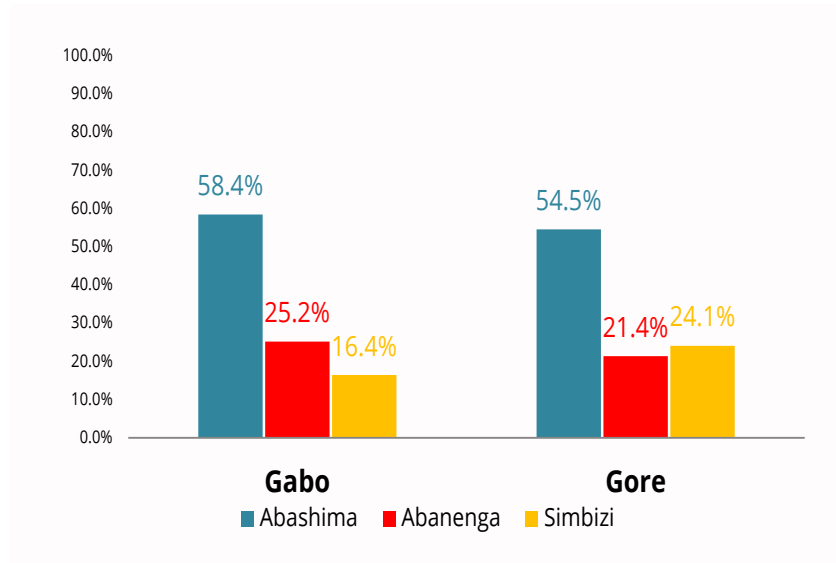
Aho byavuye: Anketi ya RGB, 2017

Nk'uko ikarita ibanza ibigaragaza uturere dutanu (5) aritwo Gatsibo, Rulindo, Kamonyi, Rwamagana na Nyanza niho bashima ku kigero kiri hejuru ya 75%. Naho uturere dufite abashima bari ku kigero cyo muni ya 50% harimo uturere tw'Umujyi wa Kigali, Nyabihu, Gicumbi, Gisagara na Nyamagabe. Iyi serivisi iri mu zigomba kwitabwaho cyane cyane ko ikora ku buzima bwa buri muni bw'abaturage.

### II.1.2.2. Uko abaturage bishimiye serivisi z'ubworozi hakurikijwe igitsina

Ubushakashatsi bwagaragaje uko abaturage bishimiye serivisi z'ubworozi nk'uko bigaragara ku ishusho ikurikira.

Ishusho 9 Uko abaturage bishimiye serivisi z'ubworozi hakurikijwe igitsina



Aho byavuye: Anketi ya RGB, 2017

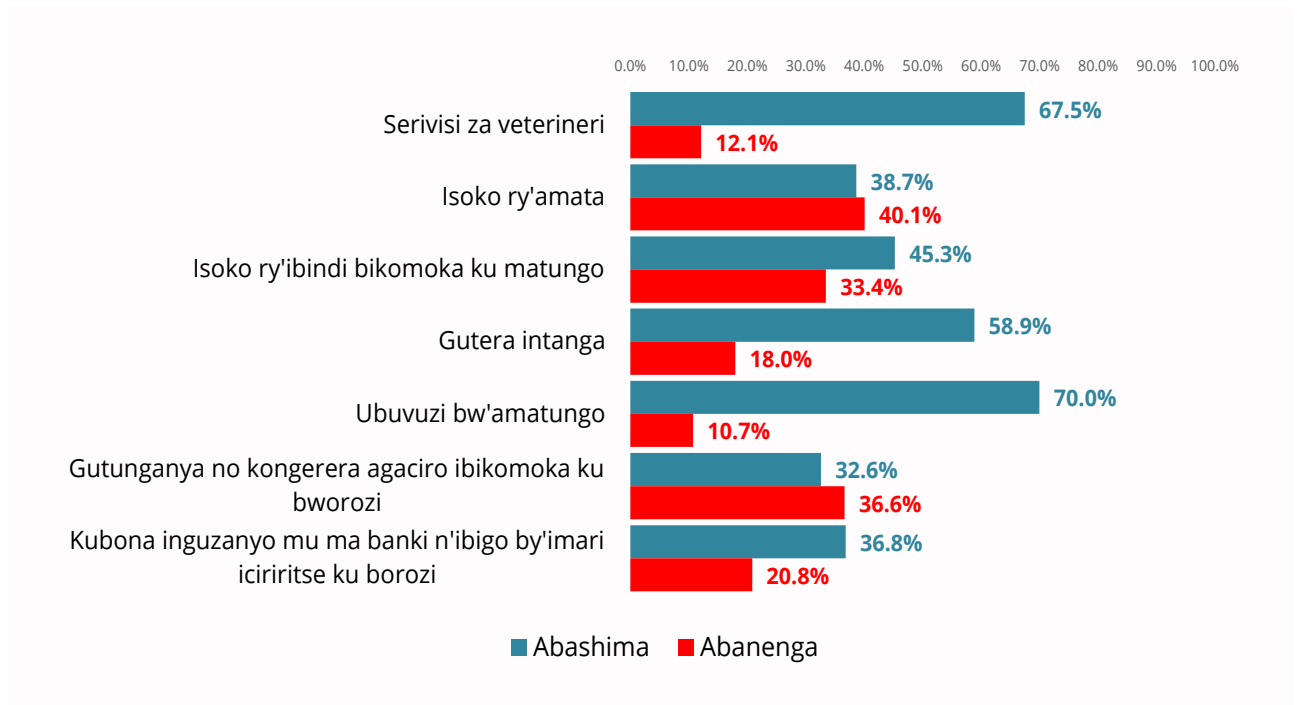
Ishusho igaragara hejuru irerekana ko abagabo aribo bishimiye cyane kurusha abagore serivisi bahabwa mu bworozi kuko bari ku gipimo cya 58.4%, abagore bari kuri 54.5%. Ku ruhande rw'abanenga, naho abagabo bari ku gipimo kiri hejuru y'icy'abagore.

### II.1.2.3. Uko abaturage bishimiye serivisi zitandukanye z'ubworozi

Ku bijyanye na serivisi zinyuranye zitangwa mu bworozi, abaturage bagaragaje uko bazibona, berekana izo bishimiye n'izo banenga nk'uko bigaragara ku ishusho ikurikira.

Ibi birerekana ko serivisi z'ubworozi zikwiye kongerwamo ingufu, cyane cyane nka serivisi yo gutunganya no kongerera agaciro ibikomoka ku matungo aho abanenga (36.6%) baruta abashima (32.6%) na serivisi y'isoko ry'amata aho abanenga (40.1%) baruta abashima (38.7%).

Ishusho 10: Uko abaturage bishimiye serivisi zitandukanye z'ubworozi



Aho byavuye: Anketi ya RGB, 2017

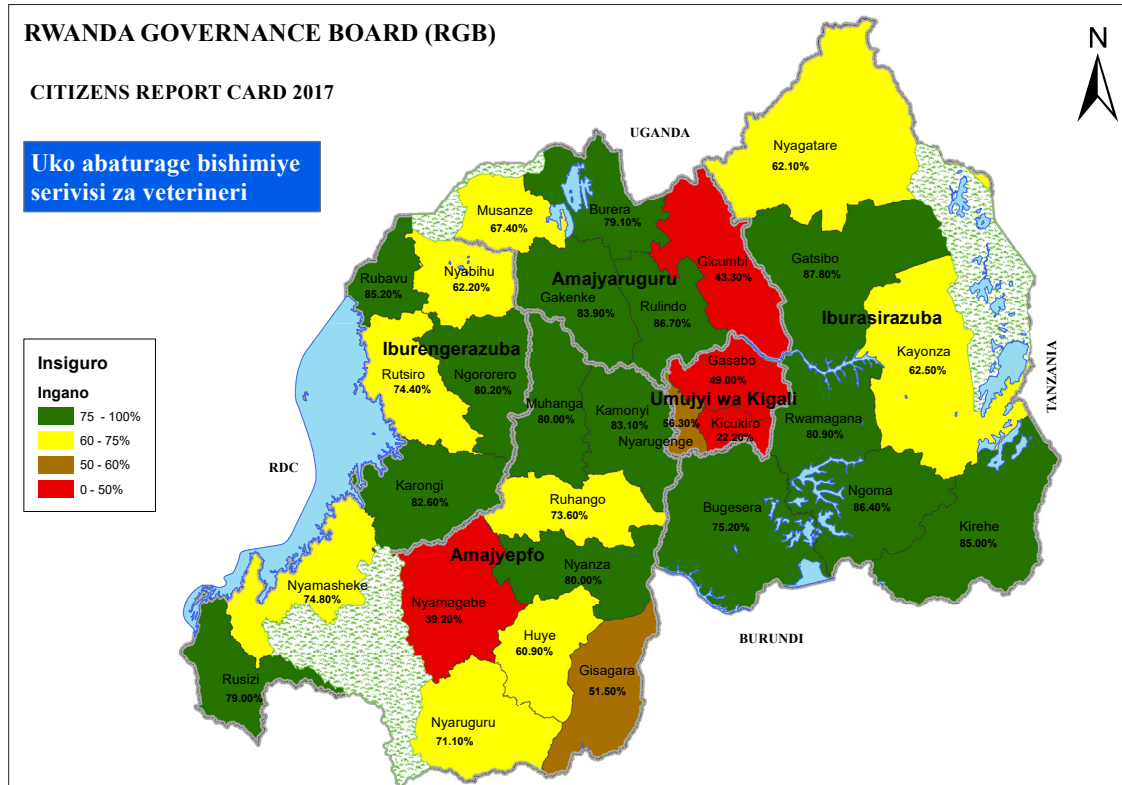
Ubu bushakashatsi bwagaragaje ko abaturage bishimiye serivisi z'ubuvuzi bw'amatungo ku gipimo kingana na 70.0%, serivisi za veterineri ku gipimo kingana na 67.5%, no gutera intanga kuri 58.9%.

Serivisi banenze cyane zirimo serivisi yo gutunganya no kongerera agaciro ibikomoka ku bworozi ku gipimo cya 36.6%, isoko ry'amata ku gipimo kingana na 40.1% n'isoko ry'ibindi bikomoka ku matungo ku gipimo kingana na 33.4%.

#### a) Serivisi za veterineri

Serivisi za veterineri zizigwe n'ubuvuzi bw'amatungo, ubujyanama, ubukangurambaga n'ibindi. Iyo serivisi za veterineri zitanzwe neza, amatungo yitabwaho bikwiye maze umusaruro w'ibiyakomokaho ukiyongera.

Ikarita 11: Uko abaturage bishimiye serivisi za veterineri



Aho byavuye: Anketi ya RGB, 2017

Hakurikijwe ibigaragara kuri iyi karita iri hejuru, muri rusange serivisi za veterineri zirishimiwe kuko ½ cy’aturere twose bazishima ku kigero kiri hejuru ya 75%.

Uturere tw’Umujyi wa Kigali hiyongereyeho Nyamagabe na Gisagara abaturage bagaragaje ko bashima serivisi ba veterineri babagezaho ku kigero kiri muni ya 50%.

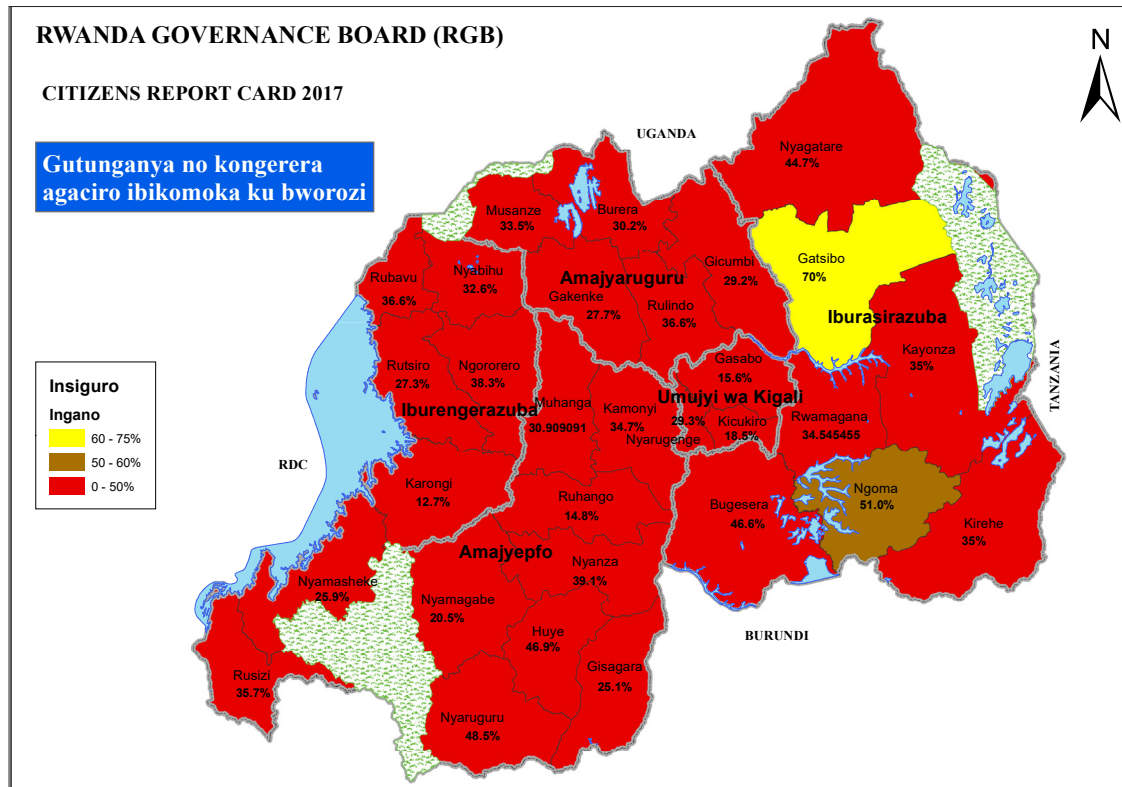
Inzego z’ibanze zikwiye kugira icyo zikora ngo ba veterineri banoze imikorere yabo n’abaturage bagezweho serivisi nziza uko babyifuzaga.

b) Serivisi zo gutunganya no kongerera agaciro ibikomoka ku bworozi

Iyo serivisi zo gutunganya no kongerera agaciro ibikomoka ku bworozi zikorwa neza, biteza imbere gahunda yo gushinga inganda ntoya zigamije guhindura ibiva mu bworozi, agaciro kakiyongera bigatuma babasha gusagurira amasoko ndetse n’ayo hanze y’iguhugu.



Ikarita 12: Uko abaturage bashima serivisi zo gutunganya no kongerera agaciro ibikomoka ku bworozi



Aho byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashatsi birerekana ko hari uturere tubiri (2) twonyine aho abaturage bashima serivisi bahabwa mu gutunganya no kongerera agaciro ibikomoka ku bworozi ku gipimo kirenga 50% aritwo Gatsibo:70.0% na Ngoma:51.0%.

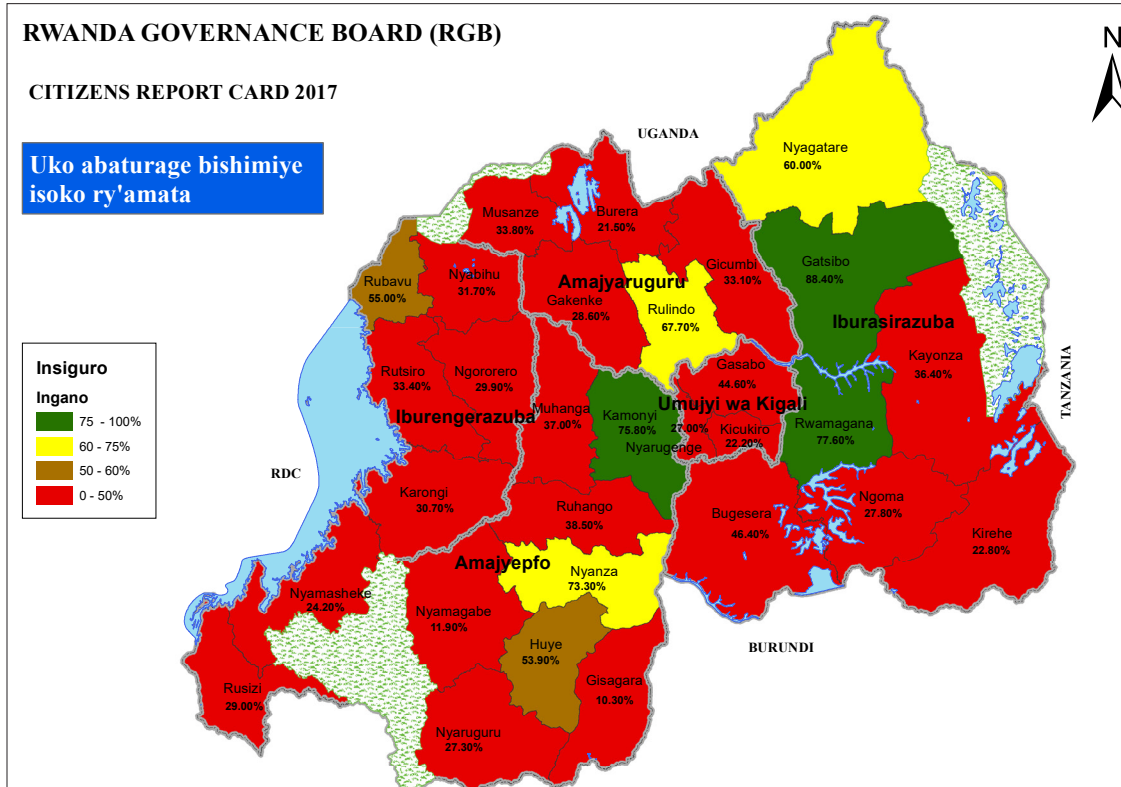
Imibare irerekana ko gahunda zo gutunganya no kongerera agaciro ibikomoka ku bworozi zitaratera intambwe ishimishije mu turere hafi ya twose. Ibi bagaragaza ko inzira ikiri ndende kugira ngo iyi serivisi itangwe neza mu baturage, niyo mpamvu abo bireba bose bagombye gukora iyo bwabaga ngo ibikomoka ku bworozi byongererwe agaciro.

### c) Isoko ry'amata

Ubworozi bw'inka iyo bukozwe neza buzamura ubukungu bw'igihugu, abaturage bakagira iterambere.

Inka zitanga ifumbire ituma uzoroye ahinga akeza neza, zitanga amata yo kunywa no kugurisha, ibyo byose bigatuma aborozi babasha kubona amafaranga yo kwiteza imbere. Iyo aborozi batabona isoko ry'amata, bibateza igihombo kandi baba bashoye byinshi.

## Ikarita 13: Uko abaturage babona isoko ry'amata



Aho byavuye: Anketi ya RGB, 2017

Imibare yavuye mu bushakashatsi irerekana ko mu rwego rw'akarere, hari uturere umunani (8) tuza imbere mu bashima isoko ry'amata ku gipimo kirenga 50% aritwo: Gatsibo, Rwamagana, Kamonyi, Nyanza, Rulindo, Nyagatare, Rubavu na Huye.

Naho hejuru ya 2/3 by'uturere twose baranenga cyane uko babonerwa isoko ry'amata, hakaba hakwiye gufatwa ingamba zihutirwa kuko ubucuruzi bw'amata buri mu byagombye guteza abaturage imbere.



## IBIKWIYE KWITABWAHO MU BWOROZI

- ☛ Gushakira aborozi isoko ry'ibikomoka ku bworozi hagamijwe kubyongerera agaciro ku buryo bigaragara ku ruhando rw'amahanga;
- ☛ Gushyiraho inganda nto zitunganya ibikomoka ku matungo;
- ☛ Kubonera isoko rihoraho amata no gushyiraho aho gutunganyiriza ibiyakomokaho

IMBONERAHAMWE 9: UKO UTURERE DUHAGAZE MU BWOROZI  
MU MYAKA IBIRI (2016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	36.4	63.0	▲ +26.6
2 Burera	61.1	60.6	▼ -0.5
3 Gakenke	61.0	64.2	▲ +3.2
4 Gasabo	39.6	45.5	▲ +5.9
5 Gatsibo	73.0	87.2	▲ +14.2
6 Gicumbi	71.9	39.0	▼ -32.9
7 Gisagara	63.8	38.1	▼ -25.7
8 Huye	58.7	55.7	▼ -3.0
9 Kamonyi	77.0	79.2	▲ +2.2
10 Karongi	60.1	64.3	▲ +4.2
11 Kayonza	62.0	53.0	▼ -9.0
12 Kicukiro	45.6	23.3	▼ -22.3
13 Kirehe	64.7	58.6	▼ -6.1
14 Muhanga	64.1	60.9	▼ -3.2
15 Musanze	59.0	50.5	▼ -8.5
16 Ngoma	53.6	65.5	▲ +11.9
17 Ngororero	59.6	63.0	▲ +3.4
18 Nyabihu	46.7	48.1	▲ +1.4
19 Nyagatare	70.9	60.8	▼ -10.1
20 Nyamagabe	49.5	32.7	▼ -16.8
21 Nyamasheke	43.6	55.8	▲ +12.2
22 Nyanza	68.7	75.7	▲ +7.0
23 Nyarugenge	48.8	45.2	▼ -3.6
24 Nyaruguru	50.3	58.8	▲ +8.5
25 Rubavu	44.9	70.5	▲ +25.6
26 Ruhango	49.2	53.8	▲ +4.6
27 Rulindo	59.5	75.6	▲ +16.1
28 Rusizi	37.3	61.0	▲ +23.7
29 Rutsiro	65.2	57.9	▼ -7.3
30 Rwamagana	66.6	80.7	▲ +14.1
<b>IMPUZANDENGO</b>	<b>54.2</b>	<b>56.0</b>	<b>▲ +1.8</b>

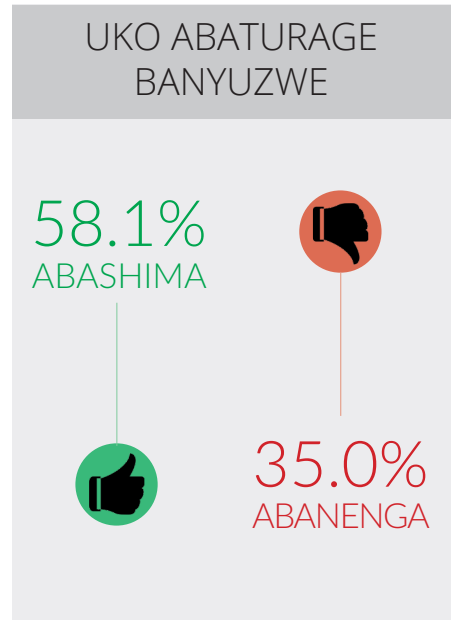
# IBIKORWAREMEZO

## Serivisi z'Ibikorwaremezo

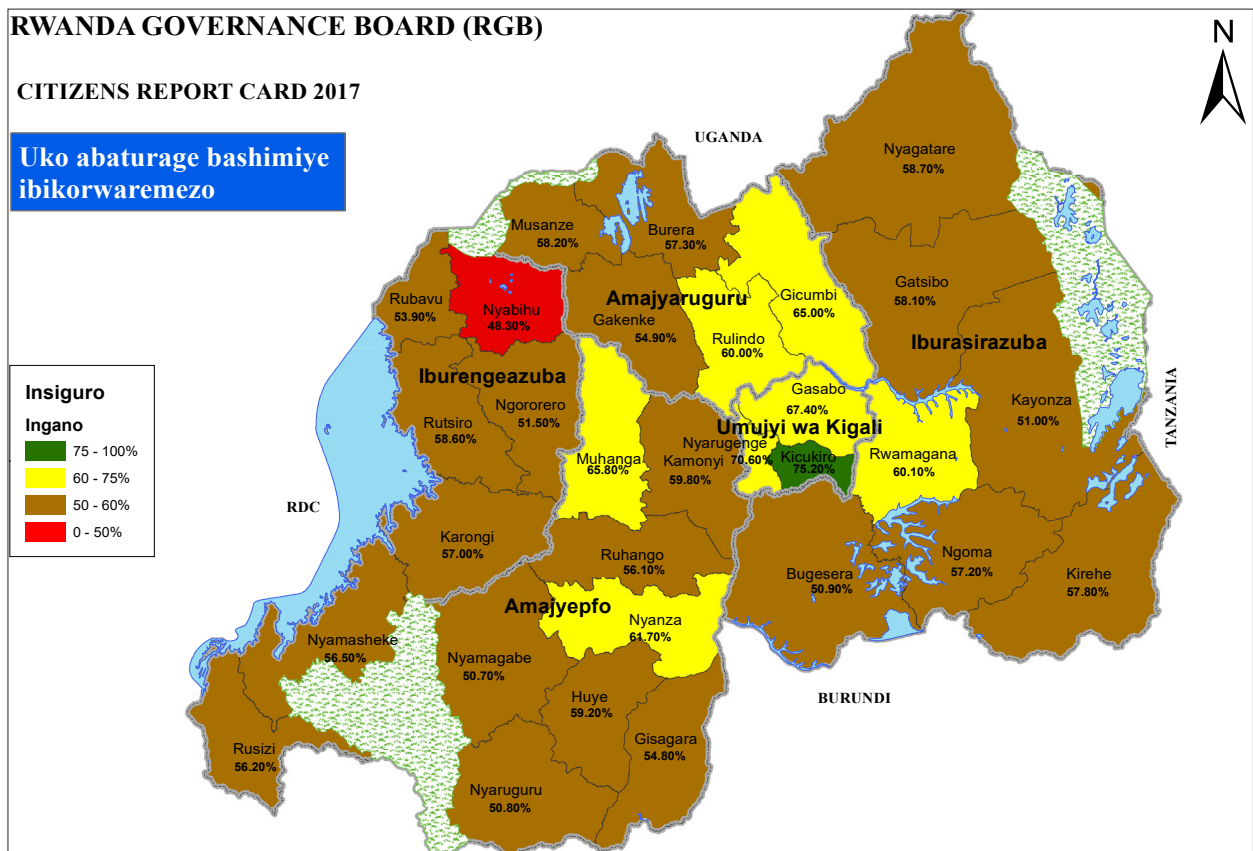
Muri ubu bushakashatsi, abaturage bagaragaje ibitekerezo byabo ku bikorwaremezo, bagaragaza aho bashima ndetse n'aho banenga. Serivisi z'ibikorwaremezo zakozweho ubushakashatsi ni: amazi, amashanyarazi, imihanda n'amateme, itumanaho n'ikorabuhanga, serivisi z'irembo no guhererekanya amafaranga hakoreshejwe telefoni zigendanwa (Tigocash, Mobile money, Airtel money).

### II.1.3.1. Ibyavuye mu bushakashatsi ku bikorwa remezo muri rusange

Abaturage bagaragaje ko muri rusange bishimiye serivisi z'ibikorwaremezo ku gipimo kingana na 58.1% naho abanenga bari ku gipimo kingana na 35.0%.



Ikarita 14: Uko abaturage bishimiye serivisi bahabwa mu bikorwa remezo muri rusange



Aho byavuye: Anketi ya RGB, 2017

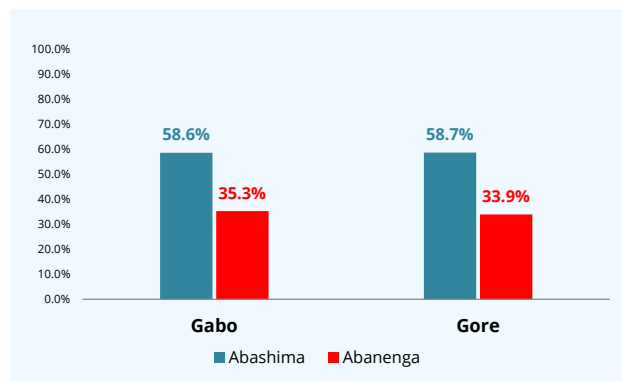
Nk'uko bigaragazwa n'iyi shusho, akarere ka Kicukiro niko kaza ku isonga mu kwishimira ibikorwaremezo. Utundi turere turindwi (7) aritwo: Nyarugenge, Gasabo, Nyanza, Muhanga, Rwamagana, Rulindo na Gicumbi bashima ku kigero kiri hagati ya 60 na 75%.

Naho akarere ka Nyabihu niho bashima ku kigero kiri munsu ya 50%. Utundi turere dusigaye bishimiye serivisi z'ibikorwaremezo ku kigero kiri hagati ya 50% na 60%. Mu biganiro mu matsinda, abaturage bemeje ko ibikorwaremezo bigenda byiyongera aho batuye.

### II.1.3.2. Iyavuye mu bushakashatsi ku bikorwa remezo hakurikijwe igitsina

Muri ubu bushakashatsi, abaturage bagaragaje uko bishimiye serivisi bahava mu bikorwa remezo hakurikijwe igitsina nk'uko ishusho ikurikira ibyerekana.

#### Ishusho 11: Uko abaturage bishimiye ibikorwaremezo hakurikijwe igitsina



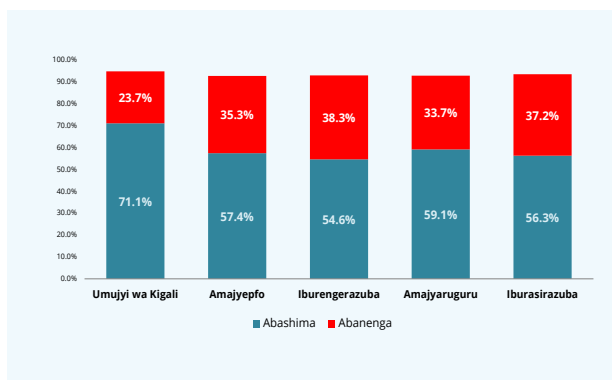
Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru irerekana ko abagore n'abagabo bishimiye serivisi z'ibikorwaremezo ku kigero kija kungana kuko abagore bari kuri 58.7%, naho abagabo bakaba kuri 58.6%. Ku ruhande rw'abangenga, abagabo nibo bari ku gipimo cyo hejuru kurusha abagore.

### II.1.3.3. Iyavuye mu bushakashatsi ku bikorwa remezo hakurikijwe intara

Ishusho ikurikira irerekana uko abaturage bishimiye ibikorwa remezo hakurikijwe intara.

#### Ishusho 12: Uko abaturage bishimiye ibikorwaremezo hakurikijwe intara



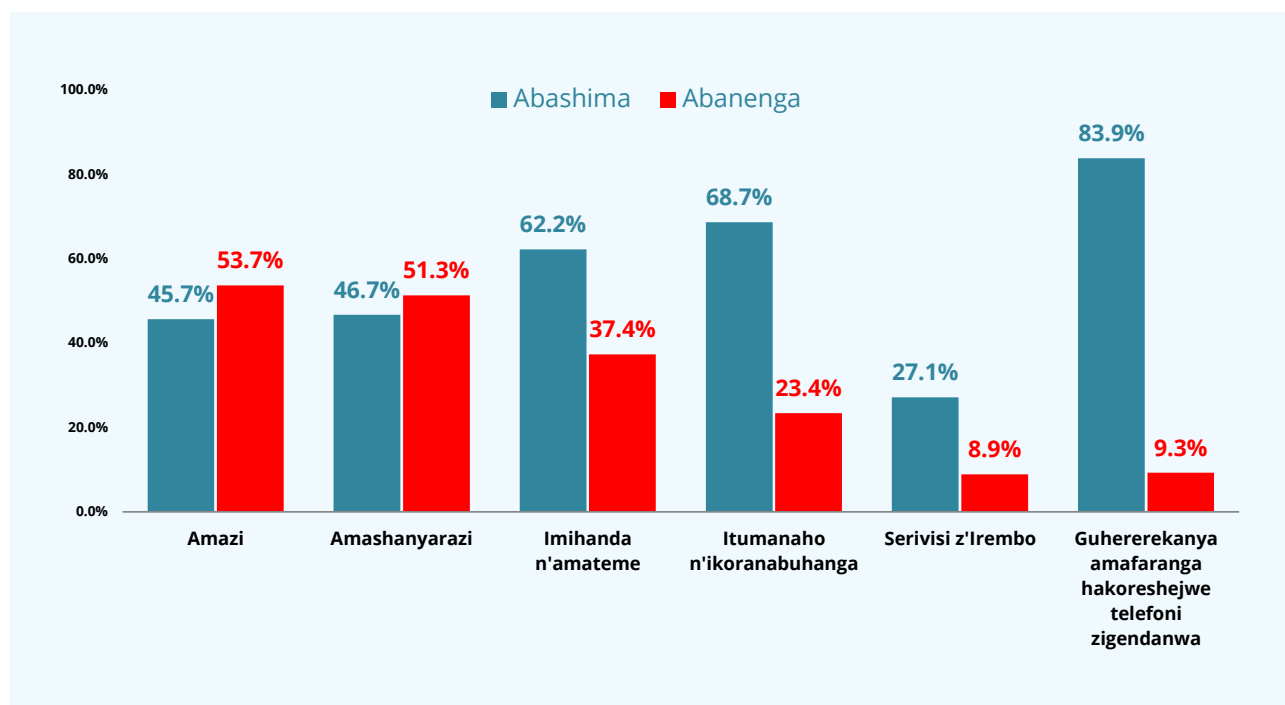
Aho byavuye: Anketi ya RGB, 2017

Ubushakashatsi bwagaragaje ko ku rwego rw'intara, abaturage bishimiye serivisi bahabwa mu bikorwaremezo ku gipimo kirenze 50%. Ishusho iri hejuru irerekana neza ko abaturage bishimiye serivisi bahabwa mu bikorwaremezo mu mujyi wa Kigali ku gipimo cya 71.1%, intara y' Amajyaruguru ni 59.1%, intara y' Amajyepfo ni 57.4%, intara y' Iburasirazuba ni 56.3% naho intara y' Iburengerazuba bishimiye ibikorwaremezo ku kigero cya 54.6%.

### II.1.3.4. Serivisi z'ibikorwaremezo zakoreweho ubushakashatsi

Muri ubu bushakashatsi abaturage bagaragaje ibitekerezo byabo kuri serivisi z'ibikorwaremezo arizo: amazi, amashyamba, imihanda n'amateme, itumanaho n'ikoranabuhanga, serivisi z'irembo, no guhererekanya amafaranga hakoreshejwe telefoni zigandanwa (Tigocash, Mobile money, Airtel money). Bagaragaje uko bashima ndetse n'uko banenga nk'uko bigaragara ku ishusho ikurikira.

## Ishusho 13: Uko abaturage bishimiye serivisi zinyuranye bahabwa mu bikorwaremezo



Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragara kuri iyi shusho, abaturage bagaragaje ko bishimiye serivisi bahabwa mu guhererekanya amafaranga hakoreshejwe telefoni zigendanwa (Tigocash, Mobile money na Airtel money) ku gipimo kingana na 83.9%, ariko kandi bagaragaza ko batishimiye serivisi bahabwa z'amazi ku gipimo cya 53.7% na serivisi z'amashanyarazi ku gipimo cya 51.3%.

Serivisi yo guhererekanya amafaranga hakoreshejwe telefoni zigendanwa ni imwe muri serivisi zizamutse ugereranyije n'umwaka ushize aho abashima bari 67.7%, naho abagaya bakaba 30.0%.

Ku ruhande rw'abanenga, mu biganiro mu matsinda babivuze muri aya magambo "Itumanaho ntabwo rishimishije kubera ikibazo cy'iminara (network). Nta interineti ihari bityo serivisi y'irembo ntikora hose keretse mu midugudu y'umujyi", "Serivisi z'amazi n'umuriro zirahangayikishije cyane kuko nta n'ibiharangwa. Mbese ntibishimishije na mba".

### II.1.3.5. Kwegereza abaturage amazi n'amashanyarazi

Muri ubu bushakashatsi, abaturage bagaragaje uko babona serivisi z'amazi n'amashanyarazi bagira ibyo banenga n'ibyo bashima, banagaragaza ibyo bifuza ko binozwa .

### Abafite amazi meza n'aho bayakura

Mu bushakashatsi bwakozwe, abaturage babajijwe niba aho batuye bafite amazi meza ndetse n'urugendo bakora kugira ngo bagere aho bayakura. Ibisubizo batanze bigaragazwa n'ishusho ikurikira.





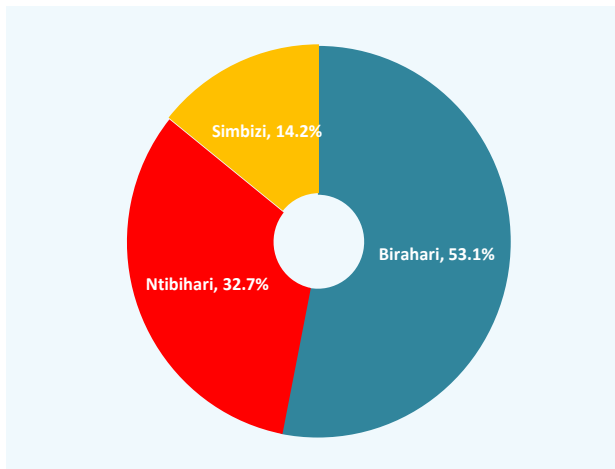
### II.1.3.6 Kwegereza abaturage itumanaho n'ikorabuhanga

Muri ubu bushakashatsi, abaturage bagaragaje ibitekerezo ku mitangire ya serivisi z'itumanaho n'ikorabuhanga. Bagaragaje ibyo bashima ndetse n'ibyo banenga.

Ibikorwaremezo by'itumanaho n'ikorabuhanga

Abaturage babajijwe niba aho batuye hari ibikorwaremezo by'itumanaho n'ikorabuhanga. Bagaragaza uko babibona.

Ishusho 16: Haba hari ibikorwaremezo by'itumanaho n'ikorabuhanga



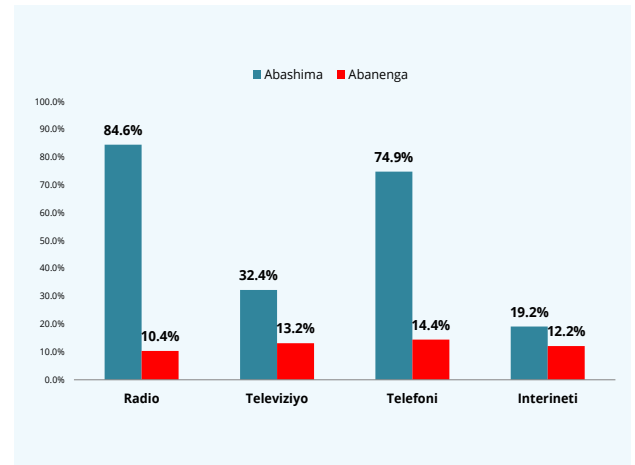
Aho byavuye: Anketi ya RGB, 2017

Nk'uko ishusho iri haruguru ibyerekanaga, mu babajijwe abafite ibikorwaremezo by'itumanaho n'ikorabuhanga bari ku gipimo kingana na 53.1% naho abavugaga ko bidahari bari ku gipimo kingana na 32.7%. Mu biganiriro mu matsinda, abaturage bavuye ko itumanaho n'ikorabuhanga ari bike, cyane mu mirengi ho biracyari ikibazo.

### II.1.3.7. Uko abaturage babona imiyoboro y'itumanaho ihagaze

Muri ubu bushakashatsi, abaturage bagaragaje uko babona imiyoboro y'itumanaho ihagaze nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 17: Uko abaturage babona imiyoboro y'itumanaho ihagaze



Aho byavuye: Anketi ya RGB, 2017

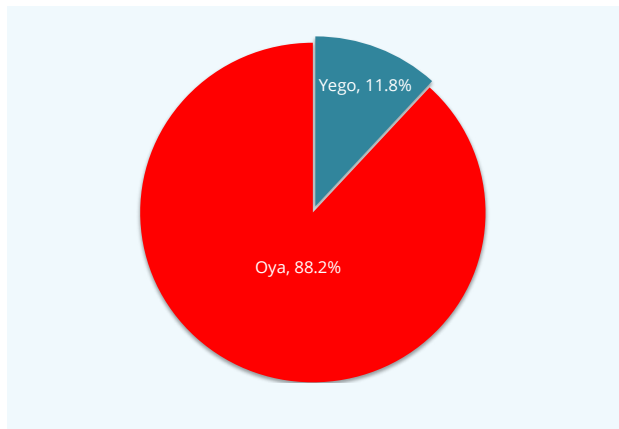
Muri ubu bushakashatsi, abaturage bagaragaje ko umuyoboro w'itumanaho wa radio ariwo wishimiwe ku gipimo cyo hejuru (84.6%), telefoni ku gipimo cya 74.9%, television 32.4% na interineti 19%.

Mu biganiriro mu matsinda, abaturage basabye kubakemurira ikibazo cy'imiyoboro (network) itagera hose, bityo interineti ikaba ari nkeya cyane, bakibaza icyo umuyoboro mugari (Fibre Optique) utambuka mu mirengi wabo umaze.

### II.1.3.8. Kwegereza abaturage serivisi z'irembo

Mu rwego rwo kwihutisha serivisi mu Rwanda, hashyizweho uburyo bushya bw'ikorabuhanga bwo kuzisaba binyuze ku rubuga rwemewe rwitwa irembo. Muri ubu bushakashatsi abaturage babajijwe kugaragaza niba bazi serivisi zitangirwa kuri uru rubuga.

Ishusho 18: Gusaba serivisi z’irembo



Aho byavuye: Anketi ya RGB, 2017

Nk’uko ishusho yo hejuru ibigaragaza abaturage bagaragaje ko batazi serivisi y’irembo ku gipimo cya 88.2%. Mu biganiro mu matsinda, abaturage bavuze ko serivisi z’irembo zitabageraho, ntabwo zikoreshwa kuko n’abantu benshi batazizi.

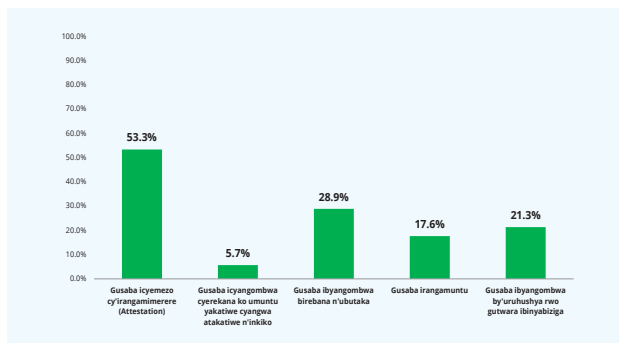
Ibi bigaragaza ko serivisi y’irembo itarakwira hose mu baturage bityo hakwiye gukorwa ubukangurambaga cyane cyane mu bice by’icyaro aho serivisi za interineti n’amashanyarazi bikiri hasi cyangwa bitaranahagezwa.

II.1.3.8.1 Serivisi z’irembo zasabwe

Aha abaturage bavuze kuri serivisi z’irembo basabye bigaragazwa n’ishusho ikurikira.

Ishusho

Ishusho 19: Serivisi z’irembo zasabwe



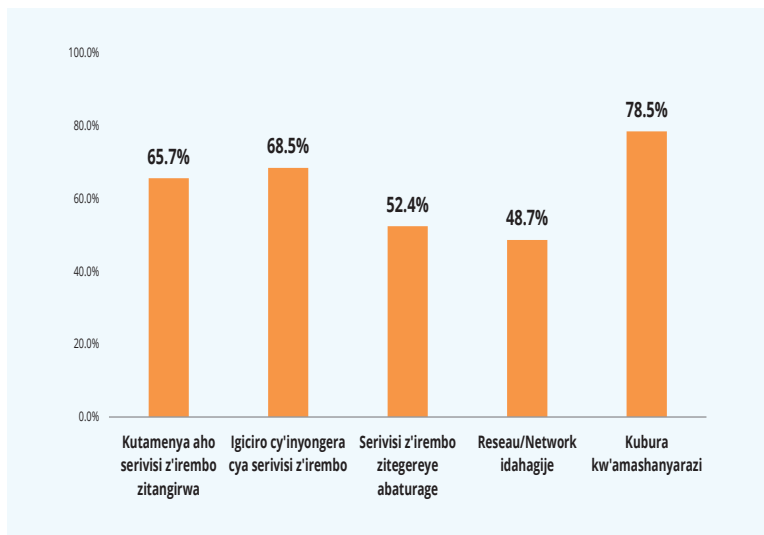
Aho byavuye: Anketi ya RGB, 2017

Abaturage bagaragaje serivisi y’irembo yakoreshejwe kurusha izindi ari gusaba icyemezo cy’irangamimerere ku gipimo cya 53.3%, gusaba ibyangombwa by’ubutaka bikaza ku mwanya wa kabiri ku gipimo cya 28.9% naho serivisi yo gusaba ibyangombwa by’uruhushya byo gutwara ikinyabiziga ikaza ubwa gatatu ku gipimo cya 21.3%.

II.1.3.8.2. Inzitizi mu gukoresha serivisi z’irembo

Muri ubu bushakashatsi, abaturage bagaragaje inzitizi bahura nazo mu kubona serivisi z’irembo, bikaba bigaragazwa n’ishusho ikurikira.

Ishusho 20: Inzitizi mu gukoresha serivisi z’irembo



Aho byavuye: Anketi ya RGB, 2017

Ibura ry’amashanyarazi niyo nzitizi iri hejuru y’izindi yagaragajwe n’ubu bushakashatsi ku gipimo cya 78.5%. Iyindi nzitizi ikomeye abaturage bagana serivisi z’irembo bahura nayo ni iy’igiciro cy’inyongera cya serivisi z’irembo igaragara ku gipimo cya 68.5%, naho kutamenya aho serivisi z’irembo zitangirwa igaragara ku gipimo cya 65.7%.

Mu biganiro mu matsinda, abaturage bagaragaje ko serivisi z'irembo aribwo zikiza, ariko ziratinda kubera "reseau / network" nkeya

Irembo ntirikora neza, ntibaranasobanukirwa neza uko rikora. Bavuze kandi ko amafaranga yiyongera ku muturage iyo agiye kwishyura adafite konti kuri banki ari imbogamizi n'ibikorwaremezo by'itumanaho n'ikoranabuhanga ntabwo bimeze neza kubera "reseau / network" nke, kandi bimaze igihe kirekire, ibyo bikabangamira imikorere ya serivisi y'irembo.



## IBIKWIYE KWITABWAHO MU BIKORWAREMEZO

- Gukomeza gushyira ingufu mu bikorwaremezo by'amazi, amashanyarazi, imihanda;
- Kurushaho kwegereza abaturage ibikorwaremezo, iminara ibafasha kureba televiziyo no gukwirakwiza interineti aho itaragezwa;
- Kwegereza abaturage serivisi z'irembo no kubakangurira kuzikoresha;
- Kunonosora imitangire ya serivisi z'irembo harebwa: kubahiriza ikiguzi cya serivisi y'irembo, gusobanurira abaturage aho zitangirwa n'uko zikoreshwa.

IMBONERAHAMWE 10: UKO UTURERE DUHAGAZE MU BIKORWAREMEZO  
MU MYAKA IBIRI (20016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	52.5	50.9	▼ -1.6
2 Burera	56.5	57.3	▲ +0.8
3 Gakenke	56.0	54.9	▼ -1.1
4 Gasabo	65.8	67.4	▲ +1.6
5 Gatsibo	50.8	58.1	▲ +7.3
6 Gicumbi	50.5	65.0	▲ 14.5
7 Gisagara	42.4	54.8	▲ +12.4
8 Huye	44.7	59.2	▲ +14.5
9 Kamonyi	45.7	59.8	▲ +14.1
10 Karongi	43.4	57.0	▲ +13.6
11 Kayonza	46.8	51.0	▲ +4.2
12 Kicukiro	79.1	75.2	▼ -3.9
13 Kirehe	46.7	57.8	▲ +11.1
14 Muhanga	55.0	65.8	▲ +10.8
15 Musanze	60.6	58.2	▼ -2.4
16 Ngoma	60.2	57.2	▼ -3.0
17 Ngororero	36.2	51.5	▲ 15.3
18 Nyabihu	42.0	48.3	▲ +6.3
19 Nyagatare	61.8	58.7	▼ -3.1
20 Nyamagabe	40.2	50.7	▲ 10.5
21 Nyamasheke	41.6	56.5	▲ +14.9
22 Nyanza	50.7	61.7	▲ +11.0
23 Nyarugenge	73.7	70.6	▼ -3.1
24 Nyaruguru	49.7	50.8	▲ +1.1
25 Rubavu	64.3	53.9	▼ -10.4
26 Ruhango	50.7	56.1	▲ +5.4
27 Rulindo	49.4	60.0	▲ +10.6
28 Rusizi	53.5	56.2	▲ +2.7
29 Rutsiro	52.2	58.6	▲ +6.4
30 Rwamagana	61.0	60.1	▼ -0.9
<b>IMPUZANDENGO</b>	<b>53.1</b>	<b>58.1</b>	<b>▲ +5.0</b>

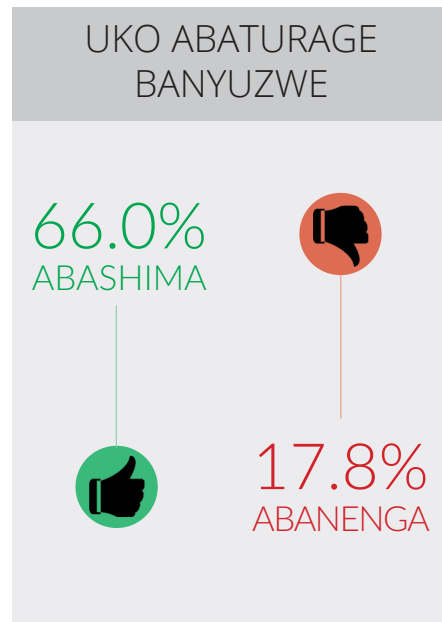
# UBUTAKA

# Serivisi z'Ubutaka

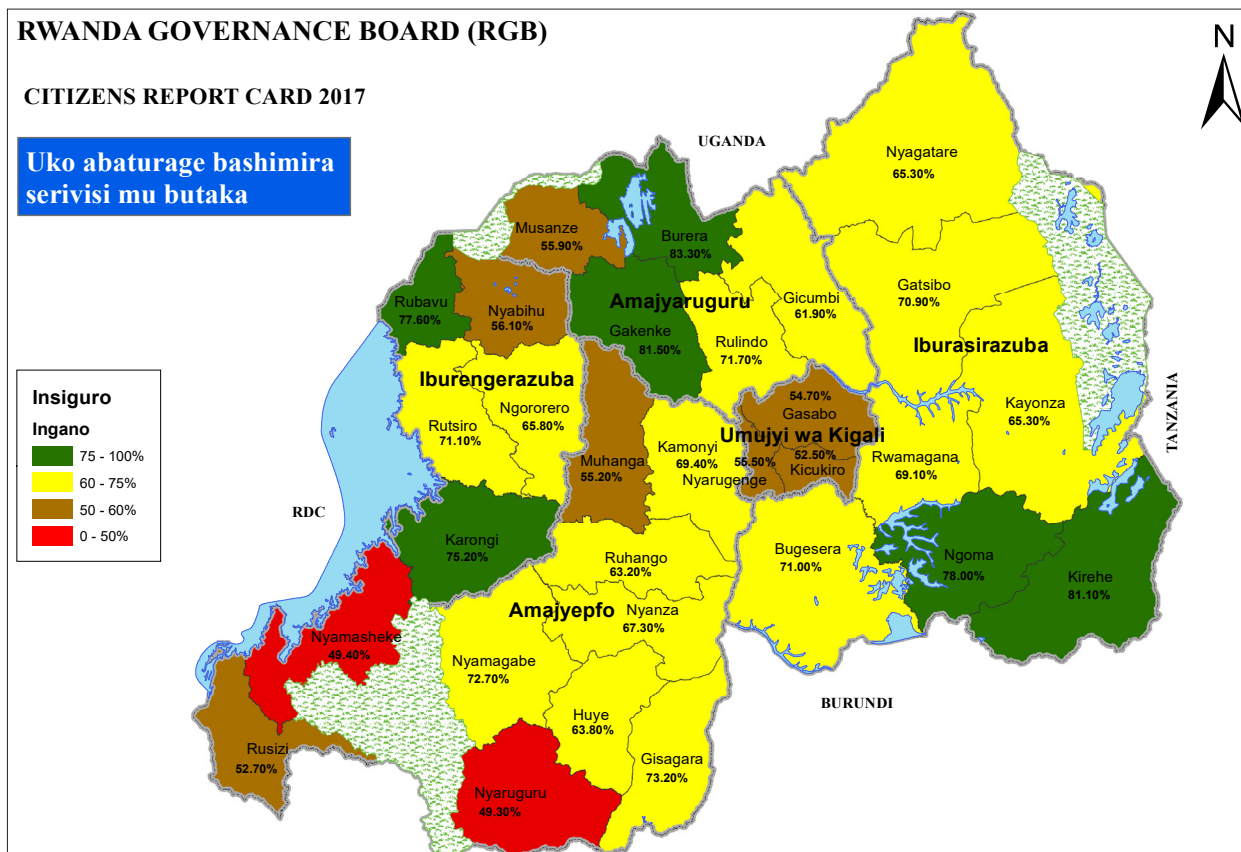
Imitangire myiza ya serivisi z'ubutaka igabanya amikimbirane ashinguye ku butaka yagiye agaragara mu miryango hiryana no hino mu Rwanda. Ubushakashati bwahaye umwanya abaturage ngo batange ibitekerezo ku buryo babona serivisi z'ubutaka zitangwa.

## II.1.4.1. Ibyavuye mu bushakashatsi kuri serivisi z'ubutaka muri rusange

Mu baturage babajijwe, abishimiye serivisi z'ubutaka bagera ku gipimo kingana na 66.0% naho abanenga bari ku gipimo kingana na 17.8%.



Ikarita 15: Uko abaturage bishimiye imitangire ya serivisi mu butaka



Aho byavuye: Anketi ya RGB, 2017

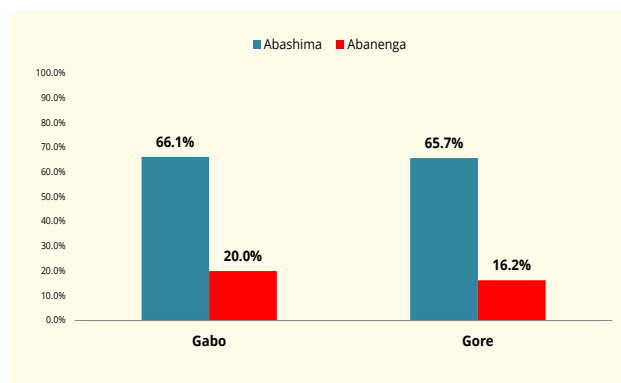
Ikarita ibanza iragaragaza ko ababajijwe bishimira serivisi z'ubutaka ku gipimo cyo hejuru ya 75% ari abo mu turere dutandatu (6) aritwo Burera, Gakenke, Ngoma, Karongi, Kirehe na Rubavu, ½ cy'uturere turi hagati ya 60% na 75. % mu gushima serivisi bahabwa mu butaka, uturere dushima iyi serivisi hagati 50% na 60% ni dutandatu (6) natwo harimo uturere twose tw'Umujyi wa Kigali, Musanze, Nyabihu na Muhanga naho uturere turi muni ya 50% ni tubiri (2) aritwo Nyamasheke (49.4%) na Nyaruguru (49.3 %).

Ibi bigaragaza ko serivisi z'ubutaka zigenda zirushaho kunozwa.

### II.1.4.2. Ibyavuye mu bushakashatsi kuri serivisi z'ubutaka hakurikijwe igitsina

Ubu bushakashatsi bwerekanye uko abaturage bishimiye serivisi z'ubutaka hakurikijwe igitsina nk'uko bigaragara ku ishusho ikurikira.

Ishusho 21: Uko abaturage bishimiye serivisi z'ubutaka hakurikijwe igitsina



Aho byavuye: Anketi ya RGB, 2017

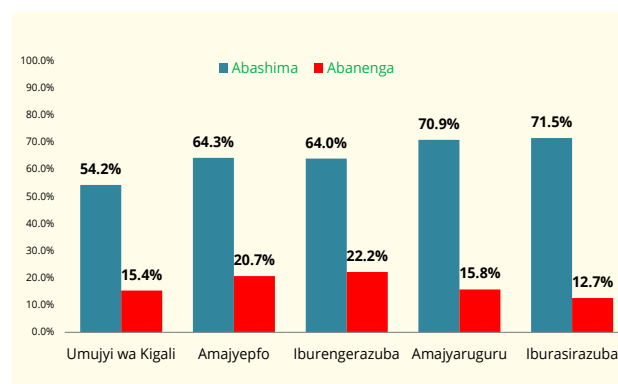
Nk'uko ishusho iri hejuru ibigaragaza, abagabo nibwo bishimiye serivisi bahabwa mu butaka kurusha abagore kuko bari ku gipimo cya 66.1% naho abagore bari kuri 65.7%. No ku ruhande rw'abanenga, abagabo nibwo bari ku gipimo cyo hejuru kurusha abagore.

### II.1.4.3. Ibyavuye mu bushakashatsi kuri serivisi z'ubutaka hakurikijwe intara

Ubu bushakashatsi bwagaragaje uko abaturage bishimiye serivisi z'ubutaka hakurikijwe intara zabo.

Ishusho

Ishusho 22: Uko abaturage bishimiye serivisi z'ubutaka bahabwa hakurikijwe intara



Aho byavuye: Anketi ya RGB, 2017

Ishusho iri haruguru irerekana ko Umujyi wa Kigali ariwo ufite abashima serivisi bahabwa mu butaka ku gipimo cyo hasi (54.2%) ugereranije n'izindi ntara.

Intara y'Iburasirazuba niyo ifite abaturage baza imbere mu bashima imitangire ya serivisi z'ubutaka ku gipimo cya 71.5%, igakurikirwa n'intara y'Amajyaruguru (70.9%), intara y'Iburengerazuba (64.0%) n'intara y'Amajyepfo (64.3%).

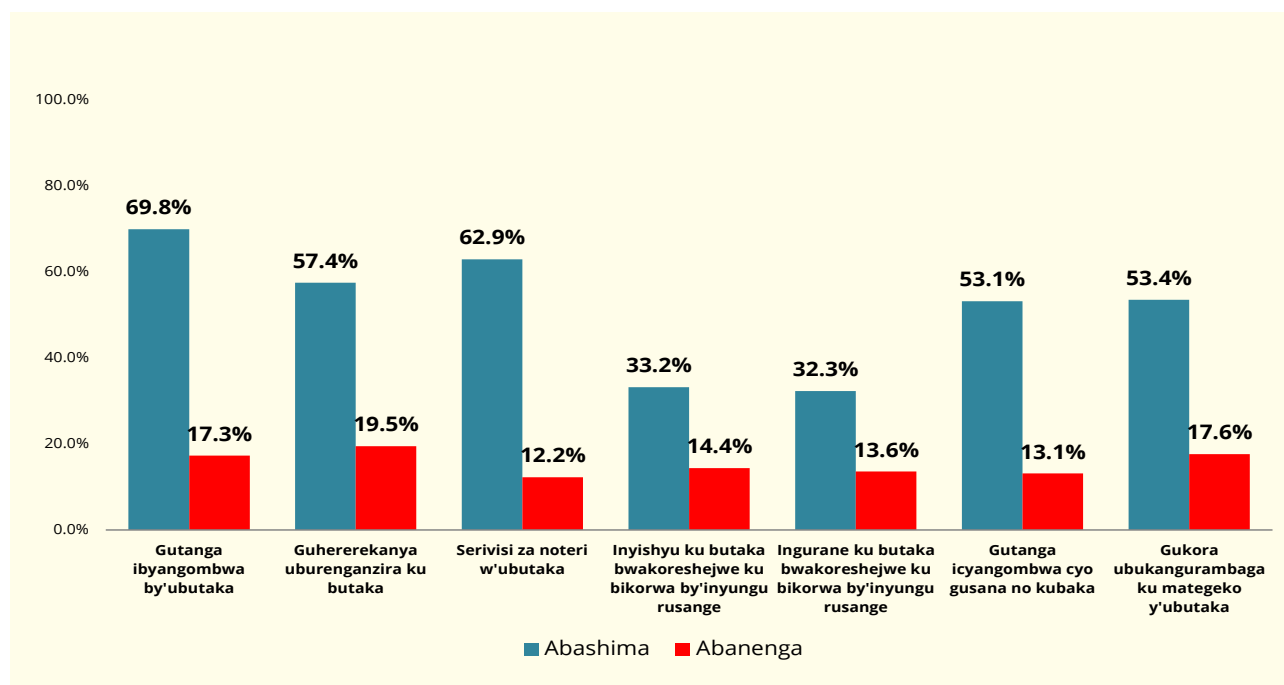
Iyi mibare iragaragaza ko serivisi z'ubutaka zirimo ibibazo mu Mujyi wa Kigali kurusha mu zindi ntara, abayobozi bawo bakwiye kureba icyakorwa ngo zinozwe.

### II.1.4.4. Serivisi z'ubutaka zakoreweho ubushakashatsi

Serivisi z'ubutaka zakozweho ubushakashatsi ni izi zikurikira: gutanga ibyangombwa by'ubutaka, guhererekanya uburenganzira ku butaka, serivisi za noteri w'ubutaka, inyishyu ku butaka bwakoreshejwe ku bikorwa by'inyungu rusange,

gutanga icyangombwa cyo gusana, gutanga icyangombwa cyo kubaka no gukora ubukangurambaga ku mategeko y'ubutaka. Bagaragaje ibyo bashima ndetse n'ibyo banenga kuri izi serivisi nk'uko bigaragara ku ishusho ikurikira.

Ishusho 23: Uko abaturage bishimiye serivisi z'ubutaka zinyuranye zakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2017

Ibyavuye muri ubu bushakashatsi birerakana ko serivisi zose zishimiwe ku gipimo kiri munsi ya 70%. Serivisi zo gutanga ibyangombwa by'ubutaka zishimiwe n'ababajijwe ku gipimo cya 69.8%, serivisi za noteri ku gipimo cya 62.9% na serivisi zo guhererekanya uburenganzira ku butaka ku gipimo cya 57.4%. Mu biganiriro mu matsinda, byaragaragaye ko bashima serivisi bahabwa mu butaka muri rusange.

Ariko bagaragaje n'impungenge kuri serivisi zimwe na zimwe aho bavuze bati "Guhererekanya uburenganzira ku butaka biracyarimo ikibazo kubera amafaranga yishyurwa, hari n'igihe usanga yenda kungana n'amafaranga baguze ubutaka bigatuma babugura batabyanditse ngo bahererekanye

ibyangombwa", "Gukosora ahabaye ibibazo mu kwandika ubutaka biratinda cyane bikabije, ahenshi nta n'ubwo barakosora. Urugero, baribeshye umurima bakawubarura nk'ikibanza, kugira ngo bahindure ube umurima biratinda cyane, kandi niko bakomeza kubara amafaranga y'umusoro".

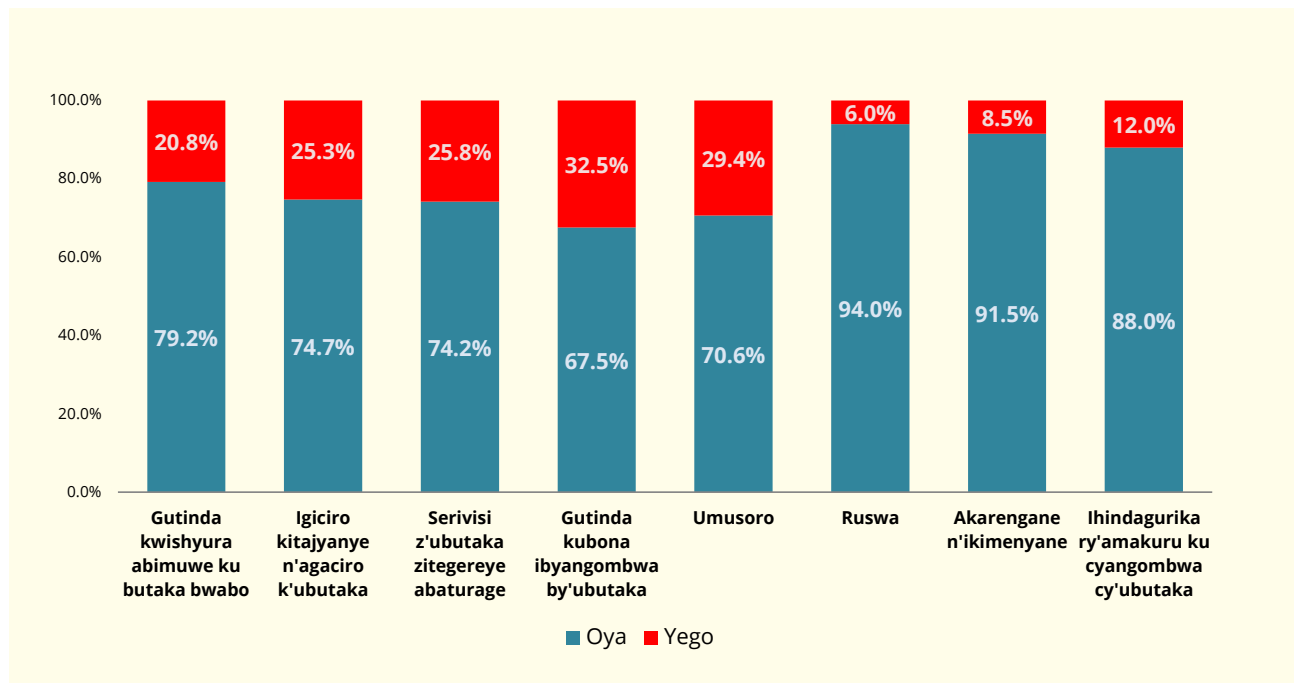
Ibi bigaragaza ko serivisi z'ubutaka zigikeneye kunozwa ngo abaturage bazibonemo.



### II.1.4.5. Imbogamizi muri serivisi z'ubutaka

Ubu bushakashatsi bwahaye abaturage umwanya ngo bagaragaze imbogamizi babona mu guhabwa serivisi z'ubutaka.

Ishusho 24: Imbogamizi muri serivisi z'ubutaka



Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru iragaragaza ko abaturage bahura n'imbogamizi yo gutinda kubona ibyangombwa by'ubutaka ku gipimo cya 32.5%, umusoro ku gipimo cya 29.4%, serivisi z'ubutaka zitegereye abaturage ku gipimo cya 25.3%, igiciro kitajyanye n'agaciro k'ubutaka ku gipimo cya 25.3% no gutinda kwishyura abimuwe ku butaka bwabo ku gipimo cya 20.8%.

Aba bajijwe bavuze ku ruswa n'akarengane biri ku gipimo cyo hasi mu mbogamizi bahura nazo muri serivisi z'ubutaka, ruswa ku gipimo cya 6.0%, akarengane ku gipimo cya 8.5%.

Mu biganiriro mu matsinda, abaturage bavuze ko bahura n'ikibazo cyo kwishyurwa kuko akenshi ingurane

ku butaka iba idahwanye n'agaciro k'ubutaka, bigatera abaturage benshi igihombo kinini. Bavuze bati "Hari igihe umuntu bamubuza kugira icyo akorera ku butaka, ntibamwishyure, akazamara igihe ubutaka ntacyo abukoresha kandi bataramuhaye amafaranga ngo yimuke".

Inzego zishinzwe iby'ubutaka hamwe n'inzego z'ibanze bakwiriye kwegera abaturage bagakemura ibibazo by'ubutaka kuko biri mu bibangamira umutuzo n'umudendeko.

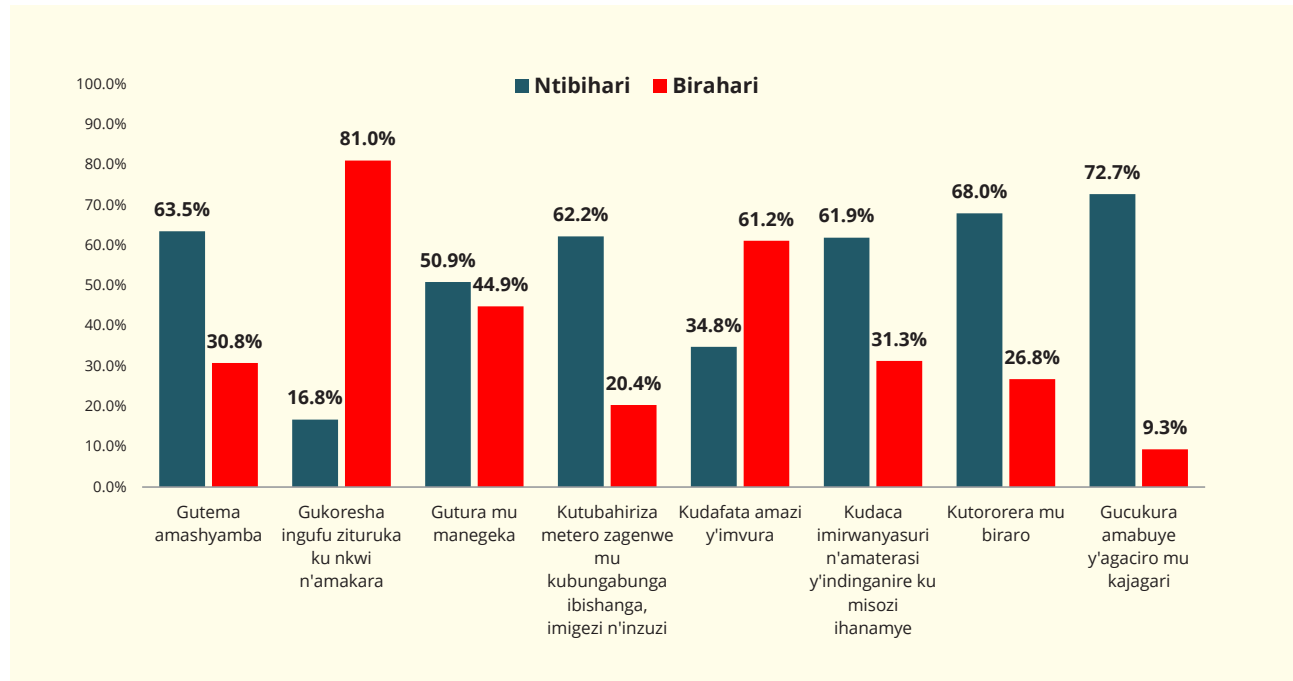
#### II.1.4.6. Ibibangamira ibidukikije

Ubu bushakashatsi bwagaragaje kandi ibintu abaturage babona bibangamiye ibidukikije.

### II.1.4.6. Ibibangamira ibidukikije

Ubu bushakashatsi bwagaragaje kandi ibintu abaturage babona bibangamiye ibidukikije.

Ishusho 25: Ibibangamira ibidukikije



Aho byavuye: Anketi ya RGB, 2017

Ibyavuye muri ubu bushakashatsi birerekana ko gukoresha ingufu zituruka ku nkwi n'amakara aribyo abaturage babonye byonona ibidukikije kurusha ibindi ku gipimo cya 81.0%, hakaza kudafata amazi y'imvura biza ku gipimo cya 61.2% no gutura mu manegeka ku gipimo cya 44.9%.

Biragaragara ko kubona ibisimbura by'inkwi zo gucana byafasha mu kubungabunga ibidukikije. Inzego bireba zongere imbaraga mu gukangurira abaturage gukoresha ibicanwa bidakomoka ku nkwi nka gazi.



#### IBIKWIYE KWITABWAHO MURI SERIVISI Z'UBUTAKA

- Kurushaho kwihutisha serivisi zo gutanga inyishyu cyangwa ingurane ku butaka bwafashwe ku bikorwa by'inyungu rusange;
- Kunononsora gahunda zo gutanga ibyangombwa by'ubutaka kunoza gahunda zo kubungabunga ibidukikije hitabwaho kurengera amashyamba no gufata amazi y'imvura;
- Kubahiriza gahunda zo guhererekanya uburenganzira ku butaka hubahirizwa igihe cyashyizweho.

IMBONERAHAMWE 11: UKO UTURERE DUHAGAZE MU BIREBANA  
NA SERIVISI Z'UBUTAKA MU MYAKA IBIRI (20016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	60.4	71.0	▲ +10.6
2 Burera	75.3	83.3	▲ +8.0
3 Gakenke	74.0	81.5	▲ +7.5
4 Gasabo	67.8	54.7	▼ -13.1
5 Gatsibo	86.5	70.9	▼ -15.6
6 Gicumbi	72.4	61.9	▼ -10.5
7 Gisagara	71.0	73.2	▲ +2.2
8 Huye	65.2	63.8	▼ -1.4
9 Kamonyi	76.8	69.4	▼ -7.4
10 Karongi	46.8	75.2	▲ +28.4
11 Kayonza	72.1	65.3	▼ -6.8
12 Kicukiro	47.2	52.5	▲ +5.3
13 Kirehe	85.4	81.1	▼ -4.3
14 Muhanga	72.3	55.2	▼ -17.1
15 Musanze	67.6	55.9	▼ -11.7
16 Ngoma	75.4	78.0	▲ +2.6
17 Ngororero	63.2	65.8	▲ +2.6
18 Nyabihu	61.3	56.1	▼ -5.2
19 Nyagatare	56.7	65.3	▲ +8.6
20 Nyamagabe	75.2	72.7	▼ -2.5
21 Nyamasheke	62.6	49.4	▼ -13.2
22 Nyanza	71.3	67.3	▼ -4.0
23 Nyarugenge	49.0	55.5	▲ +6.5
24 Nyaruguru	57.7	49.3	▼ -8.4
25 Rubavu	78.8	77.6	▼ -1.2
26 Ruhango	75.7	63.2	▼ -12.5
27 Rulindo	79.5	71.7	▼ -7.8
28 Rusizi	58.9	52.7	▼ -6.2
29 Rutsiro	38.1	71.1	▲ +33.0
30 Rwamagana	68.0	69.1	▲ +1.1
<b>IMPUZANDENGO</b>	<b>67.3</b>	<b>66.0</b>	<b>▼ -1.3</b>

# URWEGO RW'ABIKORERA

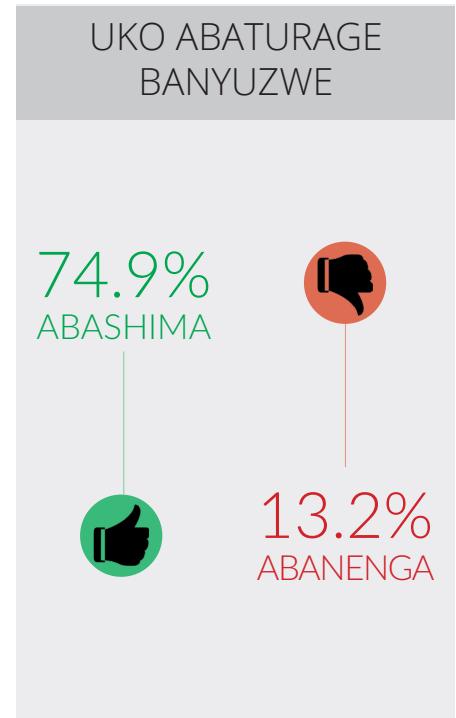
## Serivisi z'Abikorera

Imitangire myiza ya serivisi z'ubutaka igabanya amikimbirane Urwego rw'abikorera ni urwego rwunganira Leta mu guteza imbere imibereho y'abaturage n'iterambere ry'igihugu muri rusange binyuze mu mu guhanga imirimo no kuyifasha mu bukangurambaga.

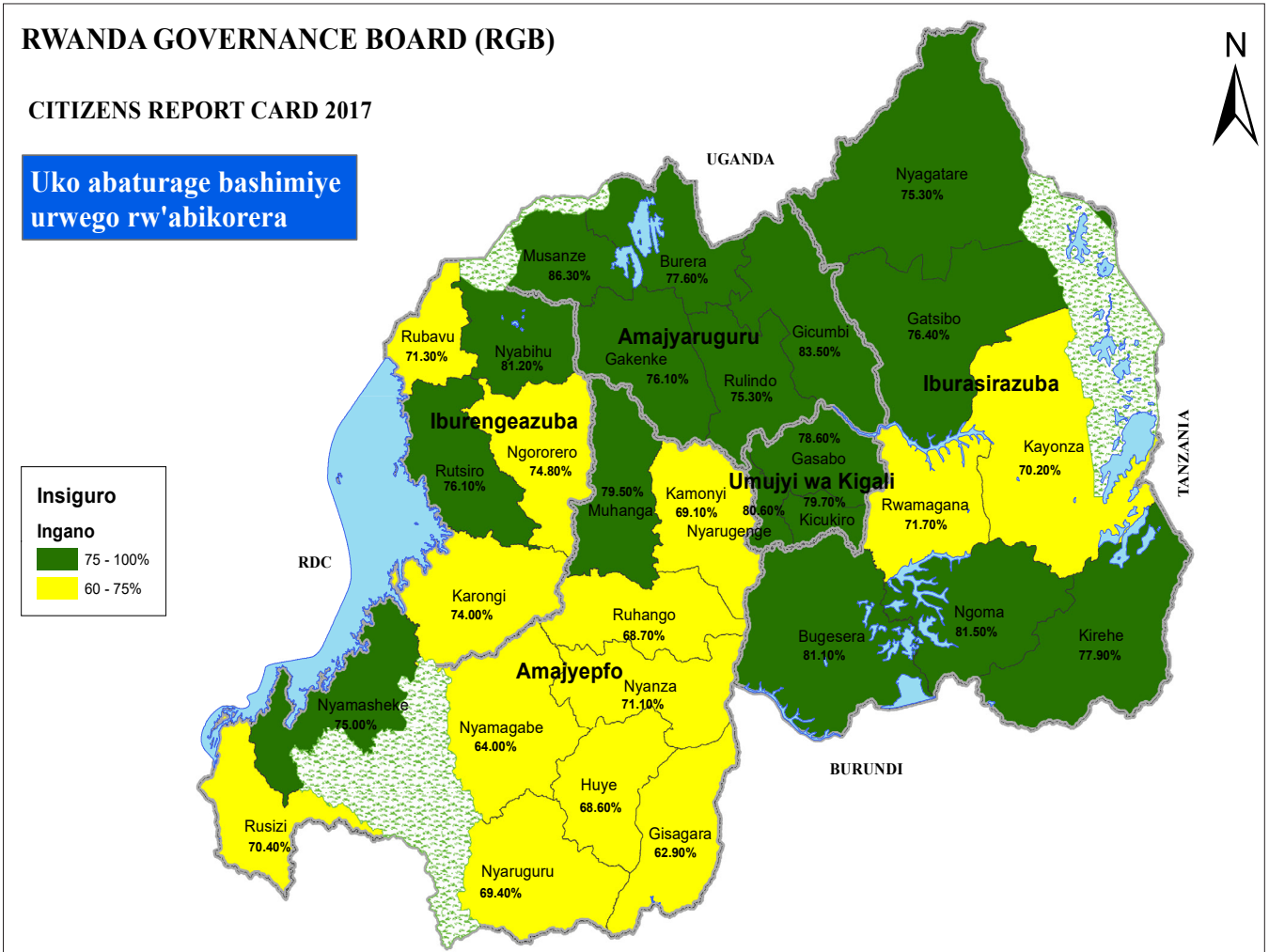
Muri ubu bushakashatsi, abaturage bagaragaje uko urwego rw'abikorera ruhagaze, mu gutanga serivisi zo gutwara abantu n'ibintu, amabanki, ubwishingizi, itumanaho rya telefoni, amahoteri, utubari, resitora n'ubukerarugendo. Bagize kandi icyo bavuga ku makoperative n'imikorere yayo.

### II.1.5.1. Uko abaturage bishimiye serivisi z'abikorera muri rusange

Muri rusange, abaturage bagaragaje ko bishimiye serivisi bahabwa n'abikorera ku gipimo kingana na 74.9%, naho abanenga bari ku gipimo kingana na 13.2%. Ikarita ikurikira irerekana uko serivisi y'abikorera itangwa hakurikijwe akarere.



Ikarita 16: Uko abatwage babona serivisi z'abikorera muri rusange



Aho byavuye: Anketi ya RGB, 2017

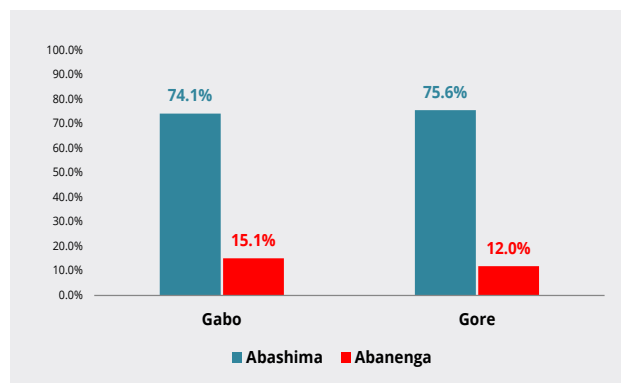
Nk'uko bigaragara ku ikarita iri ibumoso, mu turere twose abaturage bishimiye serivisi bahabwa n'urwego rw'abikorera ku gipimo kirenga 60%. Mu biganiro mu matsinda, bagaragaje ko abikorera bahari, bafite n'urugaga bibumbiyemo, ariko bakunze kwibanda mu mijyi.

Bavuze kandi ko kubera gushaka inyungu nyinshi, haba igihe bataye imirimo itarangiye cyangwa bakambura ababakoreye. Hakwiye kubaho imikoranire inoze hagati y'abatanga amasoko, ba Rwiyemezamirimo n'abaturage bagenerwa bikorwa kugira ngo ibikorwa buri wese abyibonemo.

### II.1.5.2. Uko abaturage babona serivisi z'abikorera hakurikijwe igitsina.

Muri ubu bushakashatsi, abaturage bagaragaje uko bishimiye serivisi z'abikorera hakurikijwe igitsina nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 26: Uko abaturage bishimiye serivisi z'abikorera hakurikijwe igitsina



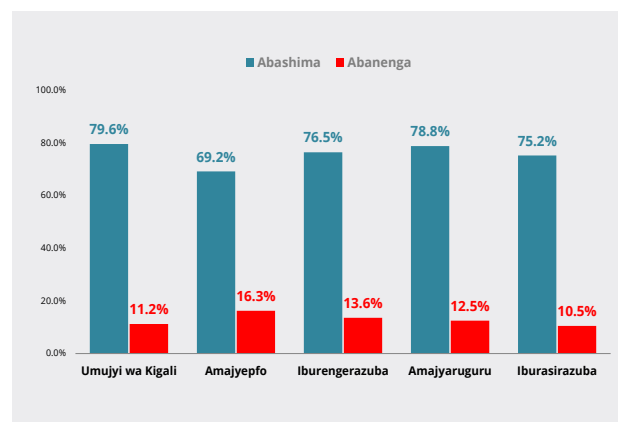
Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru irerekana ko abagore aribo bashima serivisi z'abikorera ku gipimo kiri hejuru kurusha abagabo, kuko bari kuri 75.6%, naho abagabo bakaba kuri 74.1%. Abagabo ni nabo banenga izi serivisi ku gipimo kiri hejuru y'icy'abagore.

### II.1.5.3. Uko abaturage babona serivisi z'abikorera hakurikijwe intara.

Ku rwego rw'intara, abaturage bagaragaje ko bishimiye serivisi bahabwa n'urwego rw'abikorera ku gipimo gikabakaba 70%.

Ishusho 27: Uko abaturage bishimiye serivisi z'abikorera hakurikijwe intara



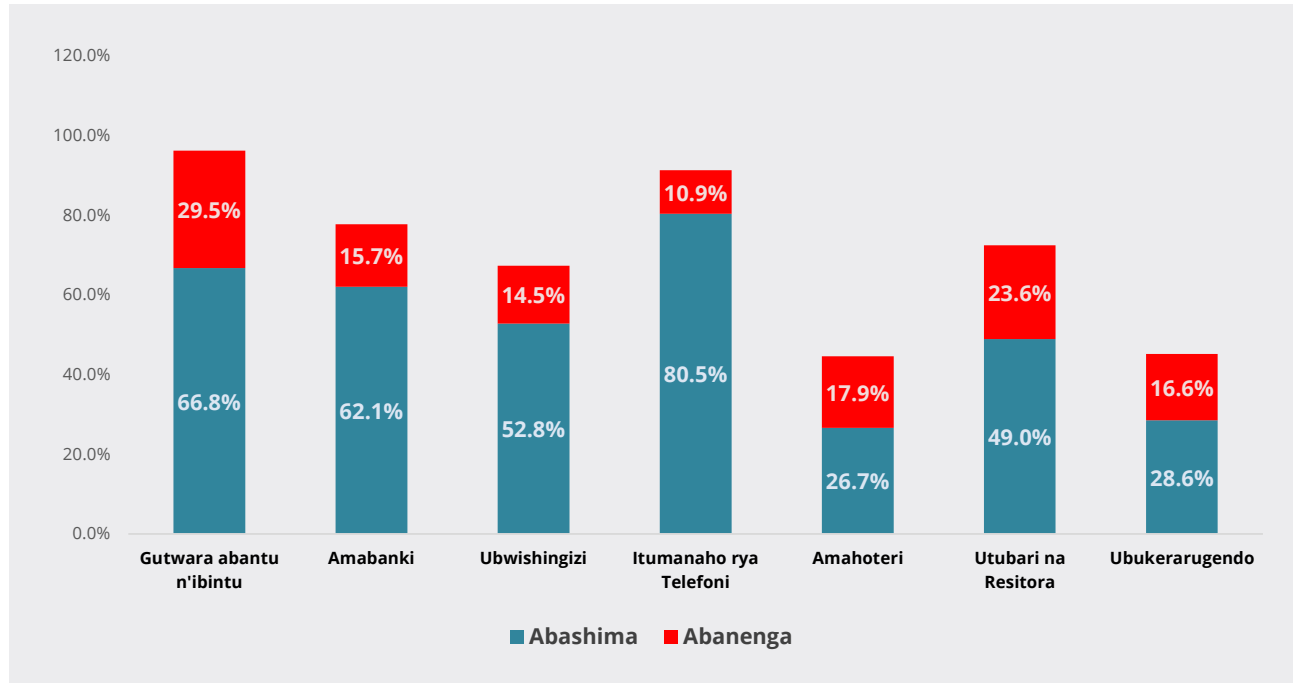
Aho byavuye: Anketi ya RGB, 2017

Nk'uko ishusho iri hejuru ibigaragaza, Umujyi wa Kigali niwo uza ku isonga mu bashima serivisi bahabwa n'abikorera ku gipimo kingana na 79.6%. Mu ntara y'Amajepfo niho abaturage bagaragaje ari bake kuba bishimiye serivisi bahabwa n'abikorera ku gipimo kingana na 69.2%.

### II.1.5.4. Serivisi z'abikorera zakoreweho ubushakashatsi.

Muri ubu bushakashatsi, abaturage bagaragaje ibitekerezo byabo kuri serivisi bahabwa n'abikorera arizo gutwara abantu n'ibintu, amabanki, ubwishingizi, itumanaho rya telefoni, amahoteri, utubari na resitora n'ubukerarugendo. Bavuze uko bishimye itangwa ry'izi serivisi ndetse n'uko bazinenga nk'uko bigaragazwa n'ishusho ikurikira.

## Ishusho 28: Serivisi zitangwa n'urwego rw'abikorera



Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru irerekana ko serivisi z'abikorera abaturage bashima kuruta izindi ari itumanaho rya telefoni ku gipimo cya 80.5%, gutwara abantu n'ibintu ku gipimo cya 66.8% na serivisi y'amabanki ku gipimo cya 62.1%.

Serivisi z'abikorera abaturage bashima ku gipimo cyo hasi ni serivisi y'amahoteri bashima kugipimo cya 26.7% na serivisi y'ubukerarugendo ku gipimo cya 28.6%. Umubare munini kandi ukaba waragaragaje ko hari serivisi zimwe na zimwe batazi nk'ubukerarugendo, amahoteri n'ubwishingizi kuko akenshi zikorera mu muji.

### II.1.5.5. Amakoperative

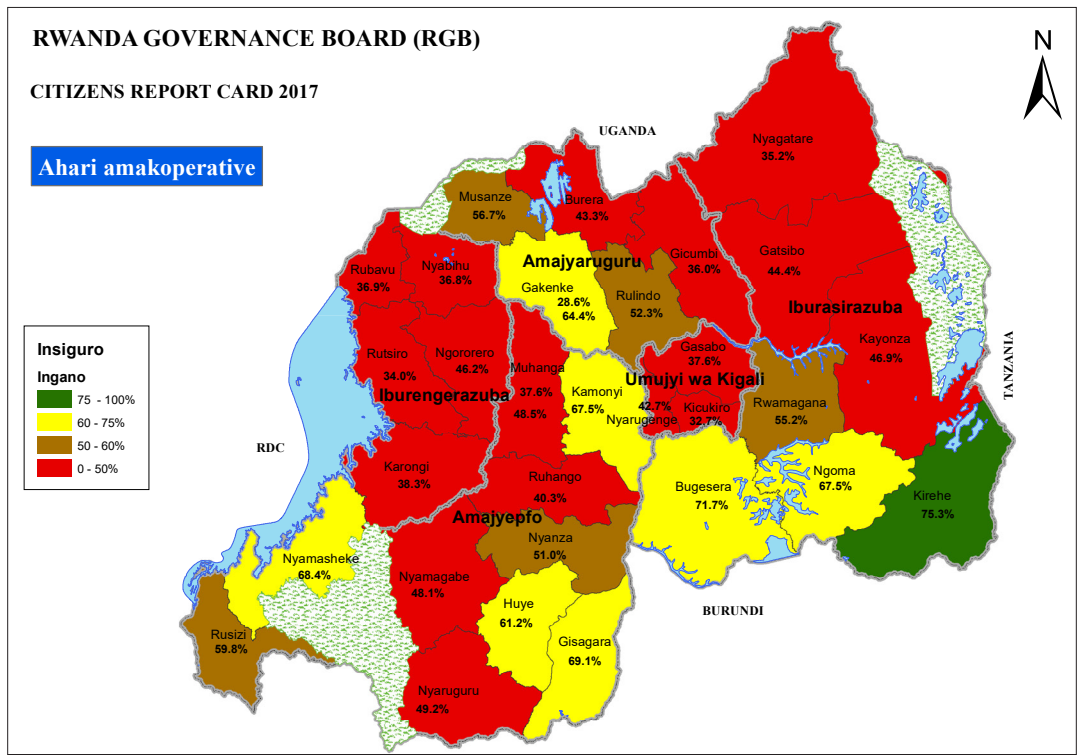
Ntawe ukwiye kwirengagize uruhare amakoperative agira mu iterambere ry'igihugu, niyo mpamvu ubu bushakashatsi bwahaye umwanya abaturage ngo berekane uko bashima n'uko banenga serivisi y'amakoperative.

#### II.1.5.5.1. Ahari amakoperative

Muri rusange ku baturage babajijwe 50% bavuze ko aho batuye hari amakoperative, 32.1% bavuze ko ntayahari. Ikarita ikurikira iragaragaza ahari za koperative hakurikijwe uturere.



Ikarita 17: Ahari amakoperative



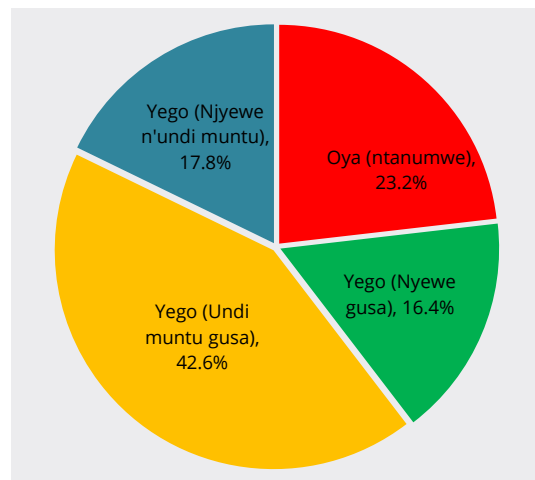
Aho byavuye: Anketi ya RGB, 2017

Nk'uko iyi karita ibigaragaza, mu karere ka Kirehe niho honyine abaturage bagera kuri 75.3% bavuze ko aho batuye hari amakoperative. Mu turere turindwi (7) abavuze ko ahari bari hagati ya 60% na 75%, mu turere dutanu (5) bari hagati ya 50% na 60% naho uturere cumi na turindwi (17) twose turi ku gipimo cyo hasi ya 50%.

II.1.5.5.2. Kubarizwa muri koperative

Abaturage babajijwe niba baba muri koperative cyangwa hari uwo bazi uyibamo nk'uko bigaragara ku ishusho ikurikira

Ishusho 29: Hari Koperative wowe cg undi muntu uzi abamo?



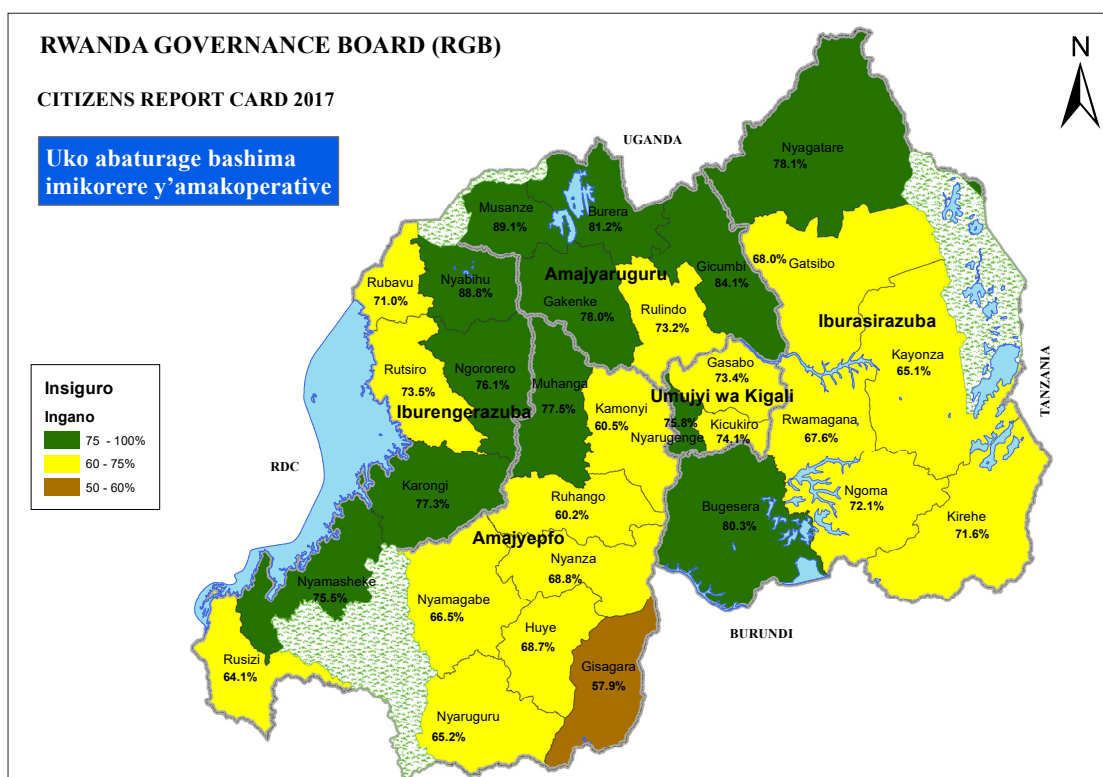
Aho byavuye: Anketi ya RGB, 2017

Ku ishusho yabanje, ababajijwe bavuga ko bazi undi umuntu uba muri koperative bari ku gipimo cya 42.6%, abari muri koperative hamwe n'undi muntu ku gipimo cya 17.8%, abari muri koperative bonyine bari ku gipimo cya 16.4% naho abatazi umuntu n'umwe uba muri koperative bari ku gipimo cya 23.2%. Ibi biragaragaza ko ubwitabire mu gukorera mu makoperative bukiri hasi.

### II.1.5.5.3. Uko abaturage babona imikorere y'amakoperative

Muri ubu bushakashatsi abaturage bagaragaje uko babona imikorere bahabwa y'amakoperative. Ibyavuye mu bushakashatsi birerekana ko abaturage bashima imikorere y'amakoperative ku gipimo cya 72.4% naho abanenga bari ku gipimo cya 13%. Ikarita ikurikira iragaragaza uko abaturage babona imikorere y'amakoperative hakurikijwe uturere.

Ikarita 18: Uko abaturage babona imikorere y'amakoperative



Aho byavuye: Anketi ya RGB, 2017

Iyi karita irerekana ko usibye akarere ka Gisagara gafite abashima imikorere y'amakoperative ku kigero kiri hasi (57.9) mu tundi turere bashima imikorere yayo ku gipimo kiri hejuru ya 60%. Hakenewe ubukangurambaga mu batwariye ku byiza byo gukorera mu makoperative no kunoza imikorere y'ahari.

### II.1.5.5.4. Impamvu nyamukuru zituma koperative zidakora neza

Muri ubu bushakashatsi abaturage bagaragaje impamvu babona zigira uruhare runini mu gutuma koperative zidakora neza.

## Ishusho 30: Impamvu nyamukuru zituma koperative zidakora neza



Aho byavuye: Anketi ya RGB, 2017

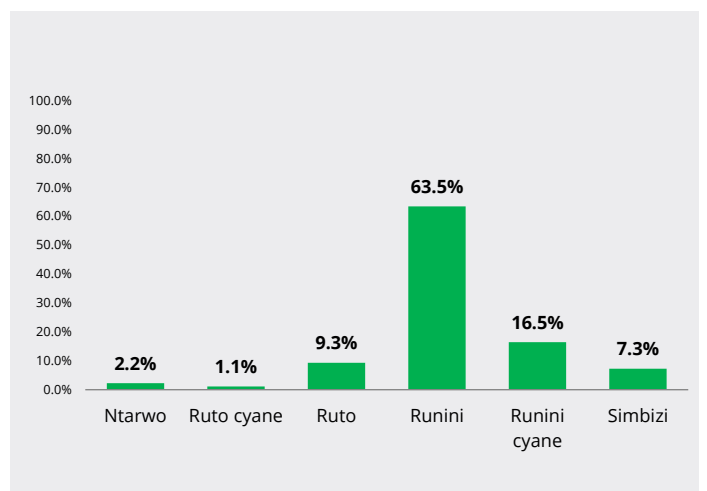
Ishusho yo haruguru irerekana ko impamvu irusha izindi uruhare mu gutuma koperative zidakora neza ari abayobozi ba koperative batita ku nyungu z'abanyamuryango. Iyi mpamvu yemejwe ku gipimo cya 43.0%, ikurikirwa n'abayobozi b'amakoperative bambura cyangwa biba abanyamuryango yemejwe ku gipimo cya 25.4%.

Inzego zifite amakoperative mu nshingano zazo zikwiye kurushaho kuyegera kugira ngo bafatanye gukemura ibibazo bahura nabyo kandi bayafashe kunoza imicungire.

#### II.1.5.5.5. Uruhare rw'amakoperative mu iterambere ry'umuturage

Ubu bushakashatsi bwahaye urubuga abaturage ngo bivugire uko uruhare amakoperative agira mu iterambere ry'abo rungana.

#### Ishusho 31: Uruhare rw'amakoperative mu iterambere ry'umuturage



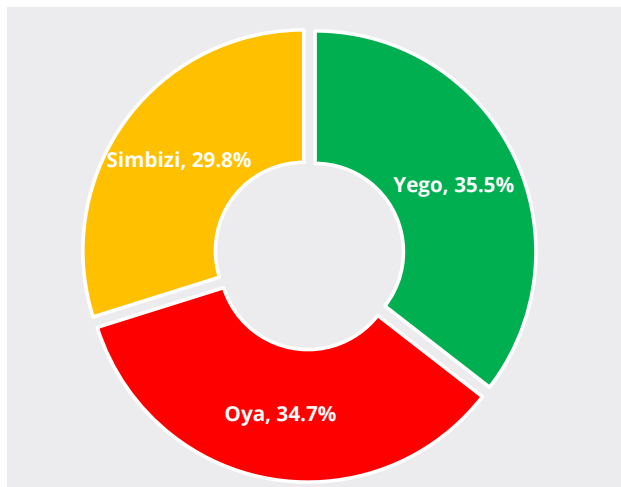
Aho byavuye: Anketi ya RGB, 2017

Muri ubu bushakashatsi ababajijwe bavuze ko amakoperative afite uruhare runini mu iterambere ry'umuturage ku gipimo cya 63.5%, abavuze ko amakoperative afite uruhare runini cyane mu iterambere ry'umuturage bari ku gipimo cya 16.5% naho abavuze ko koperative nta ruhare zifite mu iterambere ry'umuturage bari ku gipimo cya 2.2%.

### II.1.5.6. Imirimo yakozwe cyangwa ikorwa na Rwiyemezamirimo mu karere

Muri ubu bushakashatsi abaturage bagaragaje ko hari imirimo ikorwa cyangwa yakozwe na Rwiyemezamirimo.

#### Ishusho 32: Imirimo yakozwe cyangwa ikorwa na Rwiyemezamirimo mu karere



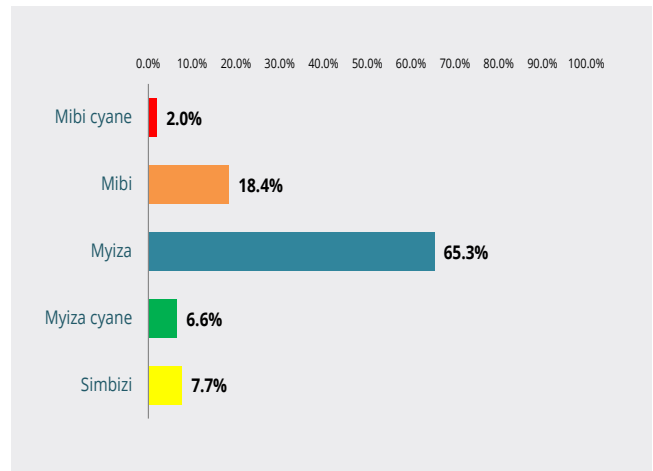
Aho byavuye: Anketi ya RGB, 2017

Ishusho yo haruguru iratwerekako ababajijwe 35.5% bavuze ko mu karere kabo hari imirimo yakozwe cyangwa igikorwa na Rwiyemezamirimo, abandi 34.7% bavuze ko nta mirimo yakozwe cyangwa iri gukorwa na Rwiyemezamirimo naho 29.8% bemeza ko ibyo bintu ntabwo bazi.

### II.1.5.6.1. Uko abaturage babona imikorere ya ba Rwiyemezamirimo muri rusange

Muri ubu bushakashatsi abaturage bagaragaje uko babona imikorere ya ba Rwiyemezamirimo.

#### Ishusho 33: Imikorere ya ba Rwiyemezamirimo muri rusange



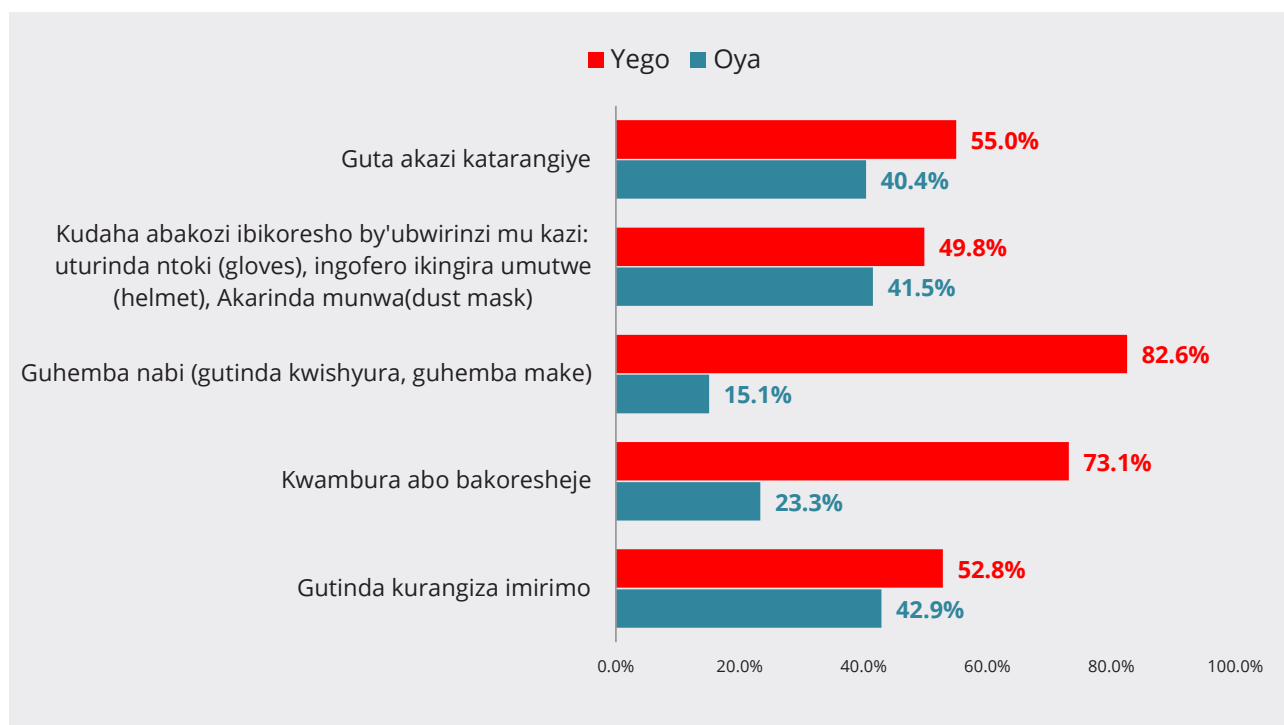
Aho byavuye: Anketi ya RGB, 2017

Abaturage 71.9% nibwo bemeza ko imikorere ya Rwiyemezamirimo ari myiza, na myiza cyane naho abagera kuri 20.4% bakavuye ko ari mibi na mibi cyane.

### II.1.5.6.2. Impamvu zituma ba Rwiyemezamirimo badakora neza

Muri ubu bushakashatsi abaturage bagaragaje zimwe mu mpamvu babona zituma ba Rwiyemezamirimo badakora neza.

## Ishusho 34: Impamvu zituma ba Rwiyezamirimo badakora neza



Aho byavuye: Anketi ya RGB, 2017

Impamvu iza ku isonga ababajijwe bavuga ko itera ba Rwiyezamirimo gukora nabi ni uguhemba nabi (gutinda kwishyura, guhemba make) byagaragaye ku gipimo cya 82.6%, indi mpamvu yagaragaye ku gipimo cyo hejuru ni ukwambura abo bakoresheje biri ku gipimo cya 73,1%. Guta akazi katarangiye 55.0%, gutinda kurangiza imirimo 52.8% no kudaha abakozi ibikoresho by'ubwirinzi mu kazi 49.8%.

Nk'uko byavuzwe mu biganiro mu matsinda, impamvu zituma ba Rwiyezamirimo batinda kwishyura no guhemba make ni uko baba bashakira inyungu y'umurenge kandi imirimo yateguwe ku buryo bwa gihanga hakurikijwe ingano y'ibizakorwa icyo bizatwara n'uburyo bizakorwa. Hakwiye kubaho gushinganisha imirimo ya ba Rwiyezamirimo kugira ngo irangire uko yateguwe kandi ibyo bakoze bizarambe.



### IBIKWIYE KWITABWAHO KU RWEGO RW'ABIKORERA

- Gushishikariza abikorera kurushaho gushora imari mu mahoteri n'ubukerarugendo;
- Kurushaho kunoza gahunda y'imitwarire y'abantu n'ibintu;
- Gukurikiranira hafi imikorere y'utubari na resitora;
- Gushyiraho gahunda zo guhugura abayobozi n'abanyamuryango ba koperative,
- Gukurikirana no guhana abayobozi bagaragweho imicungire mibi y'amakoperative;
- Kunoza imikoranire hagati ya Rwiyezamirimo, abaturage n'abayobozi.

## IMBONERAHAMWE 12: UKO UTURERE DUHAGAZE MU BIREBANA NA SERIVISI ZITANGWA MU RWEGO RW'ABIKORERA MU MYAKA IBIRI (2016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017
1 Bugesera	-	81.1	-
2 Burera	-	77.6	-
3 Gakenke	-	76.1	-
4 Gasabo	-	78.6	-
5 Gatsibo	-	76.4	-
6 Gicumbi	-	83.5	-
7 Gisagara	-	62.9	-
8 Huye	-	68.6	-
9 Kamonyi	-	69.1	-
10 Karongi	-	74.0	-
11 Kayonza	-	70.2	-
12 Kicukiro	-	79.7	-
13 Kirehe	-	77.9	-
14 Muhanga	-	79.5	-
15 Musanze	-	86.3	-
16 Ngoma	-	81.5	-
17 Ngororero	-	74.8	-
18 Nyabihu	-	81.2	-
19 Nyagatare	-	75.3	-
20 Nyamagabe	-	64.0	-
21 Nyamasheke	-	75.0	-
22 Nyanza	-	71.1	-
23 Nyarugenge	-	80.6	-
24 Nyaruguru	-	69.4	-
25 Rubavu	-	71.3	-
26 Ruhango	-	68.7	-
27 Rulindo	-	75.3	-
28 Rusizi	-	70.4	-
29 Rutsiro	-	76.1	-
30 Rwamagana	-	71.7	-
<b>IMPUZANDENGO</b>	<b>-</b>	<b>74.9</b>	<b>-</b>

2

INKINGI  
Y'IMIBEREHO MYIZA  
Y'ABATURAGE

# UBUREZI



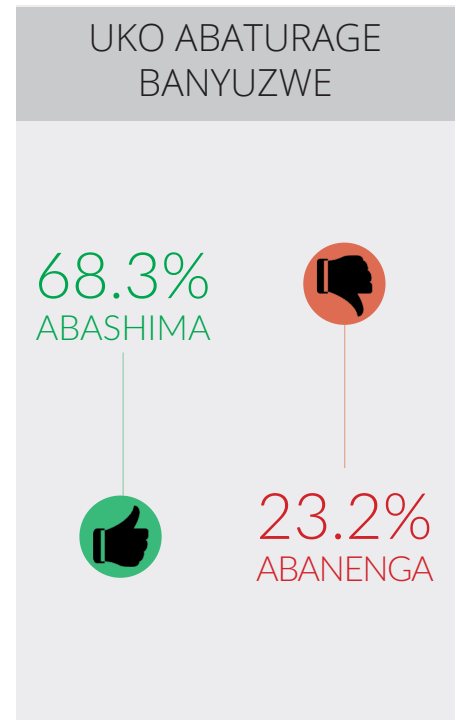
## II.2.1 Serivisi z'Uburezi

Nta terambere igihugu cyageraho kidateje imbere urwego rw'uburezi. Niyo mpamvu Leta y'u Rwanda yakoze ibishoboka byose ngo iteze imbere uburezi. Ibi bigaragazwa na gahunda zinyuranye z'uburezi zashyizweho zigamije guteza imbere uburezi kuri bose.

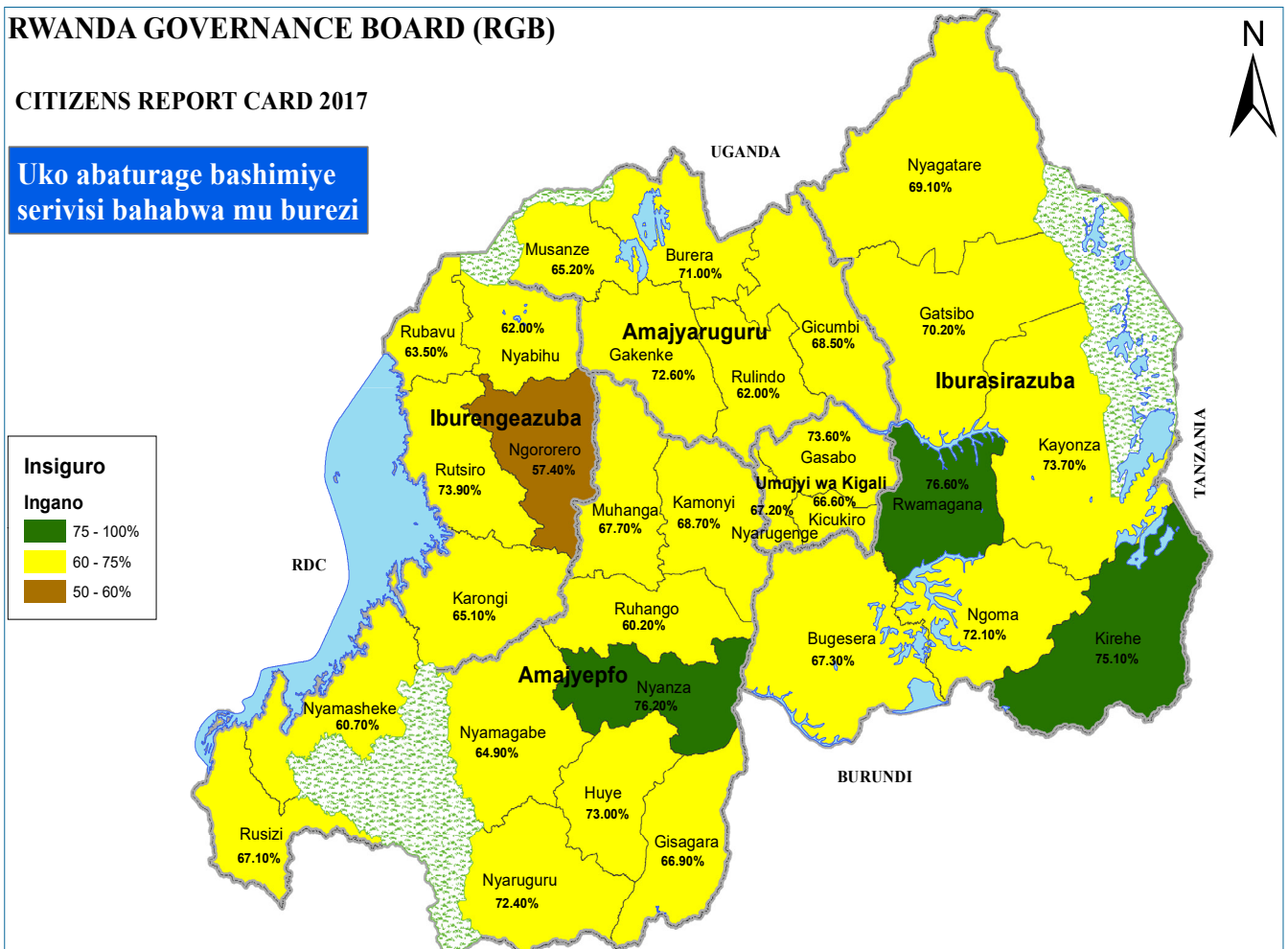
Muri ubu bushakashatsi, harebwe uburyo abaturage bagezwaho serivisi z'uburezi haba mu myigire y'abanyeshuri ndetse no mu birebana n'ibikorwaremezo by'amashuri nk'inyubako, amazi n'amashanyarazi. Bagaragaje ibyo bashima ndetse n'ibyo bifuzwa ko byanozwa.

### II.2.1.1. Ibyavuye mu bushakashatsi ku burezi muri rusange

Abaturage bagaragaje ko muri rusange bishimiye serivisi bahabwa mu burezi ku gipimo cya 68.3% naho abanenga bari ku gipimo kingana na 23.2%. Igipimo cyaragabanutse ugereranyije n'umwaka ushize aho cyari kuri 73.2%. Ku ikarita ikurikira haraboneka uko abaturage babona serivisi z'uburezi muri buri karere.



Ikarita 19: Uko abaturage bashimiye serivisi bahabwa mu burezi muri rusange



Aho byavuye: Anketi ya RGB, 2017

Uturere dutatu (3) nitwo twagaragaje ko abaturage bishimiye serivisi z'uburezi ku gipimo kiri hejuru ya 75%, naho utundi makumyabiri na dutandatu (26) twagaragaje ko abaturage bishimiye serivisi z'uburezi ku gipimo kiri hagati ya 60% na 75%.

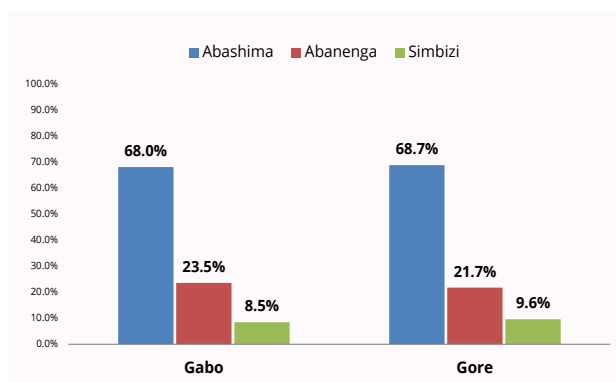
Hari akarere kamwe (Ngororero) abaturage bagaragaje ko bishimiye serivisi bahabwa mu burezi ku gipimo kiri hasi ya 60%. Ku isonga mu bashima hariho akarere ka Rwamagana bashima ku kigero cya 76.6%.

### II.2.1.2. Uko abaturage bishimiye serivisi

bahabwa mu burezi hakurikijwe igitsina

Ubushakashatsi bwagaragaje uko abaturage bishimiye serivisi z'uburezi bahabwa hakurikijwe igitsina. Ibyavuye mu bushakashatsi bigaragazwa n'ishusho ikurikira.

#### Ishusho 35: Uko abaturage bishimiye serivisi bahabwa mu burezi hakurikijwe igitsina



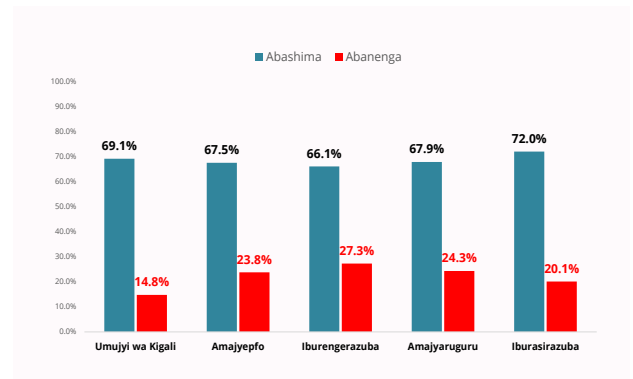
Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru irerekana ko mu bashima serivisi bahabwa mu burezi, abagore bari ku gipimo kiri hejuru gato y'icy'abagabo, kuko bari ku gipimo cya 68.7% naho abagabo bari kuri 68.0%. Mu banenga ho, abagabo nibwo bari ku gipimo cyo hejuru.

### II.2.1.3. Ibyavuye mu bushakashatsi ku burezi hakurikijwe intara

Muri rusange muri buri ntara abaturage bagaragaje ko bishimiye serivisi bahabwa mu burezi ku gipimo kirenze 65% nk'uko bigaragazwa n'ishusho ikurikira.

#### Ishusho 36: Uko abaturage bishimiye serivisi z'uburezi hakurikijwe



Aho byavuye: Anketi ya RGB, 2017

Nk'uko ishusho iri hejuru ibigaragaza, intara y'Iburasirazuba niyo iza ku isonga ry'abashima serivisi z'uburezi ku gipimo kingana na 72.0% naho intara z'Iburengerazuba n'Amajyaruguru nizo zifite abaturage bagaragaje kurusha ahandi ko banenga serivisi bahabwa mu burezi ku gipimo kingana na 27.3% na 24.3%.

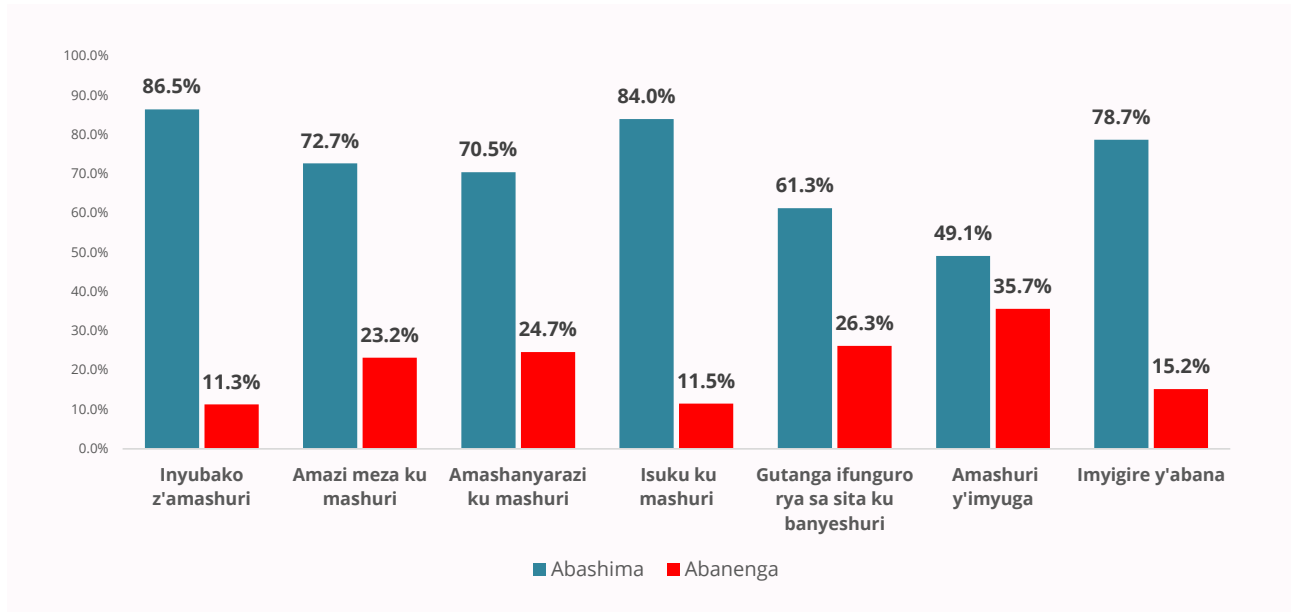
Ibi byegeranyo biragaragaza ko serivisi z'uburezi zigikeneye kunozwa kugira ngo abazihabwa bazishimire.

### II.2.1.4. Serivisi zitandukanye zakoreweho ubushakashatsi mu burezi

Ubushakashatsi bwarebye serivisi zitandukanye z'uburezi arizo: inyubako z'amashuri, amazi meza ku mashuri, amashyamba ku mashuri, isuku ku mashuri, gutanga ifunguro rya saa sita ku banyeshuri, amashuri y'imyuga, imyigire y'abana.

Ibibazo by'ubushakashatsi byarimo kandi ibirebana n'amashuri y'inshuke, icyumba cy'umukobwa, niba hari inyubako zubatswe ku buryo bworohereza abafite ubumuga n'urugendo abana bakora bava cyangwa bajya ku ishuri.

## Ishusho 37: Uko abaturage bishimiye serivisi zitandukanye z'uburezi



Aho byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashatsi kuri iyi shusho biragaragaza ko abashima inyubako z'amashuri bavuye ku gipimo cya 80,2% (2016) bakagera kuri 86,5%(2017) abashima isuku ku mashuri bavuye kuri 74,7% (2016) bagera kuri 84.0% (2017) naho ku myigire y'abana, abashima bavuye kuri 63.0% (2016) bagera kuri 78.7% (2017).

Ku birebana n'amashuri y'imyuga, abanenga niho bari ku gipimo cyo hejuru ugereranije n'izindi serivisi kuko bangana na 35.7%. Mu biganiryo byo mu matsinda, bagaragaje ko hari aho aya mashuri ataragezwa bityo ababishinzwe bakwiye kuyageza aho ataragera ndetse bagacungira hafi n'imikorere y'ahari.

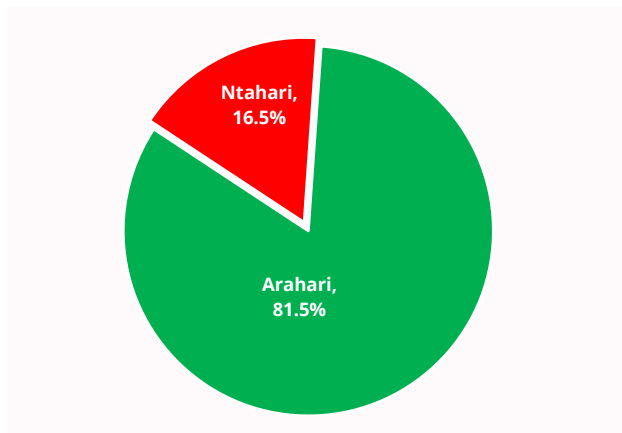
### II.2.1.5. Kwegera abaturage ibikorwaremezo by'amashuri

Ubushakashatsi bwazumye niba abaturage baregerejwe amashuri y'inshuke, niba hari icyumba cy'umukobwa, niba inyubako z'amashuri zorohera abafite ubumuga ndetse hanabwaga urugendo abana bakora bava cyangwa bajya ku ishuri

### a) Amashuri y'inshuke

Kugira amashuri y'inshuke ni kimwe mu bigaragaza iterambere ry'uburezi mu gihugu. Iyo hari amashuri y'inshuke ahagije, hari ibikorereho n'impashyamba bihagije, hari abarimu babifitiye ubushobozi, uburezi butera imbere

### Ishusho 38: Ahari amashuri y'inshuke



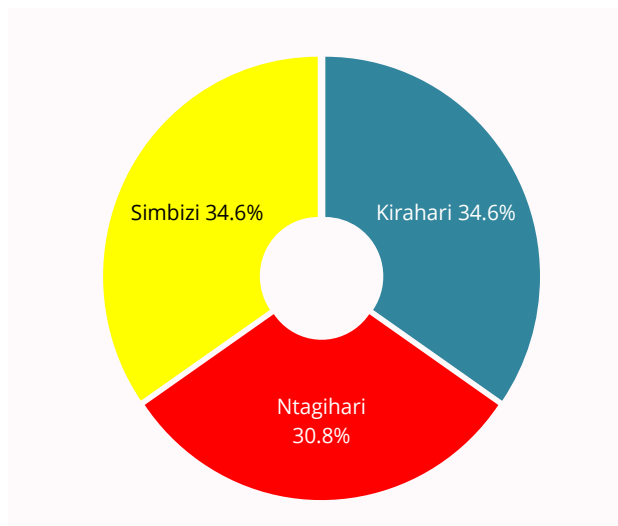
Aho byavuye: Anketi ya RGB, 2017

Ishusho ibanza iragaragaza ko abaturage babajijwe 81.5% bemeza ko hari amashuri y'inshuke naho 16.5% bavuze ko adahari. Uyu mubare urerekana ko amashuri y'inshuke yageze henshi mu Rwanda ndetse no mu duce tw'icyaro kandi byerekana iterambere ry'igihugu mu bijyanye n'uburezi.

### b) icyumba cy'umukobwa ku ishuri

Byaragaragaye ko abana b'abakobwa bageze mu bwangavu bakeneye kwitabwaho by'umwihariko, bityo hakaba hakenewe icyumba cy'umukobwa kirimo ibikoresho by'isuku bikenerwa ku ishuri. Muri ubu bushakashatsi, abaturage bavuze uko babona icyo cyumba cy'umukobwa ku mashuri, mu buryo bukurikira.

#### Ishusho 39: icyumba cy'umukobwa ku ishuri



byavuye: Anketi ya RGB, 2017

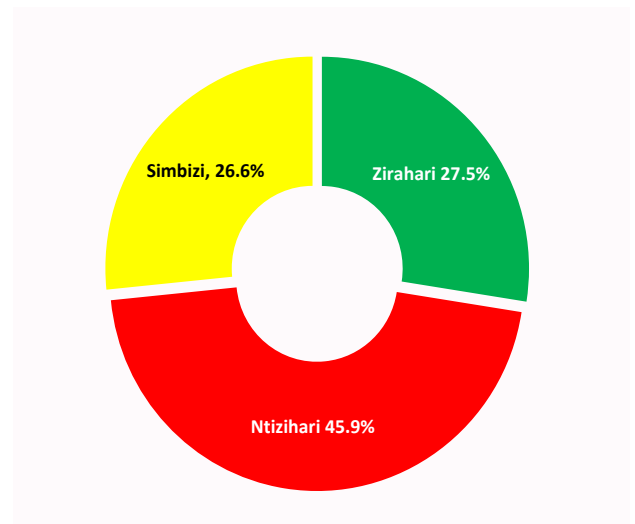
Iyi shusho irerekana ko abaturage bemeje ko hari icyumba cy'umukobwa ku mashuri ari 34.6% naho abavugaga ko nta cyumba cy'umukobwa gihari bakaba 30.8%. Abagera kuri 34.6% bavugaga ko iyi gahunda batayizi.

Ibi bigaragaza ko iyi gahunda yo kwegera abakobwa icyumba kirimo ibikoresho itaragezwa hose. Harasabwa imbaraga mu kuyishyira mu by'ibanze ku nyubako z'amashuri. Muri rusange muri buri ntara abaturage bagaragaje ko bishimiye serivisi bahabwa mu burezi ku gipimo kirenze 65% nk'uko bigaragazwa n'ishusho ikurikira.

### c) Inyubako zorohera abafite ubumuga

Hari igice cy'abaturage bafite ubumuga gikeneye kwitabwaho by'umwihariko kubera intege nke baterwa n'ubwo bumuga. Ni ngombwa rero ko mu kubaka amashuri hakwitabwaho uburyo bworohera abafite ubumuga nko kubaka inzira banyuzamo amagare, kubaka imisarane ijyanye n'ubumuga n'ibindi

#### Ishusho 40: Inyubako z'amashuri zubatse ku buryo bworohera abafite ubumuga



Aho byavuye: Anketi ya RGB, 2017

Ubushakashatsi bwagaragaje ko ahenshi inyubako z'amashuri zitubatswe ku buryo bworohera abafite ubumuga nk'uko ishusho iri haruguru ibyerekanaga.

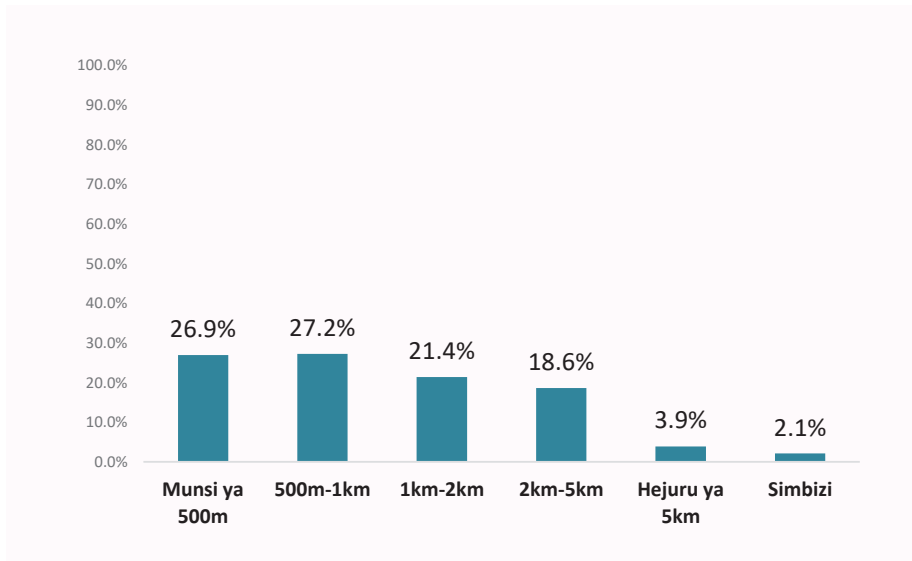
Mu babajijwe 45.9% bavuze ko amashuri abana babo bigamo atubatswe bu buryo bworohera abafite ubumuga, naho 27.5% bavugaga ko inyubako z'amashuri z'aho batuye zubatswe ku buryo bworohera abafite ubumuga. Abagera kuri 26.6% bo bavuze ko ntacyo babiziho. Abayobozi b'ibigo by'amashuri bakwiye kwita kuri iki kibazo hitabwa mu gushyiraho inyubako zorohera abafite ubumuga.

## Urugendo abana bakora ngo bagere ku ishuri

Iyo amashuri ari hafi y'abanyeshuri bigaragaza iterambere ry'uburezi mu gihugu.

Mu bushakashatsi bwakozwe, abaturage bagaragaje uburyo amashuri abegereye, berekana uko urugendo abana bakora ngo bagere ku mashuri rungana (ishusho iri iburyo).

Ishusho 41: Urugendo abana bakora ngo bagere ku ishuri



Aho byavuye: Anketi ya RGB, 2017

Ku bijyanye n'urugendo abana bakora ngo bagere ku ishuri, 54.1% by'abaturage babajijwe bavuze ko abana babo bagenda munsi ya kilometero imwe (1km) ngo bagere ku ishuri.

Abagera kuri 75.5% bo bavuze ko abana bakora munsi y'ibirometero bibiri ngo bagere ku ishuri. Ibi birerekana ko abaturage begerejwe amashuri kuko duherereye kuri iyi mibare, abaturage benshi bavuga ko abana bakora urugendo rutarengeje iminota mirongo itatu (30 min) ngo bagere ku ishuri.



### IBIKWIYE KWITABWAHO MURI SERIVISI Z'UBUREZI

- Kongera amashuri y'imyuga mu gihugu no kugenzura imikorere y'asanzwe;
- Gahunda yo gutanga ifunguro rya saa sita ku banyeshuri aho yakozwe neza yagaragaje impinduka. Hakwiye kubaho kuyinoza hose kugira ngo ikorwe neza, buri wese mubo igenewe ayibonemo;
- Gahunda y'icyumba cy'umukobwa ikeneye gukorerwa ubuvugizi ku buryo kuri buri kigo cy'ishuri haboneka icyumba cy'umukobwa gifite ibyangombwa nkenerwa;
- Gukomeza gukora ubuvugizi ku buryo inyubako zose z'amashuri zubakwa ku buryo zorohera abafite ubumuga;
- Gukora ibishoboka byose ngo abiga babone uburezi bufite ireme, ibyo bijyane no kunonosora gahunda z'amasomo, guha agaciro imitsindire mu ishuri, guteza imbere imibereho ya mwarimu kandi amashuri agahabwa ibikoresho bihagije.

IMBONERAHAMWE 13: UKO UTURERE DUHAGAZE MURI SERIVISI Z'UBUREZI  
MU MYAKA IBIRI (2016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	69.5	67.3	▼ -2.2
2 Burera	73.8	71.0	▼ -2.8
3 Gakenke	76.3	72.6	▼ -3.7
4 Gasabo	80.2	73.6	▼ -6.6
5 Gatsibo	71.0	70.2	▼ -0.8
6 Gicumbi	70.5	68.5	▼ -2.0
7 Gisagara	72.3	66.9	▼ -5.4
8 Huye	75.0	73.0	▼ -2.0
9 Kamonyi	78.7	68.7	▼ -10.0
10 Karongi	63.9	65.1	▲ +1.2
11 Kayonza	67.5	73.7	▲ +6.2
12 Kicukiro	74.3	66.6	▼ -7.7
13 Kirehe	69.8	75.1	▲ +5.3
14 Muhanga	80.7	67.7	▼ -13.0
15 Musanze	79.1	65.2	▼ -13.9
16 Ngoma	76.7	72.1	▼ -4.6
17 Ngororero	69.1	57.4	▼ -11.7
18 Nyabihu	58.0	62.0	▲ +4.0
19 Nyagatare	68.8	69.1	▲ +0.3
20 Nyamagabe	68.4	64.9	▼ -3.5
21 Nyamasheke	64.7	60.7	▼ -4.0
22 Nyanza	76.1	76.2	▲ +0.1
23 Nyarugenge	81.2	67.2	▼ -14.0
24 Nyaruguru	71.4	72.4	▲ +1.0
25 Rubavu	86.3	63.5	▼ -22.8
26 Ruhango	74.2	60.2	▼ -14.0
27 Rulindo	76.1	62.0	▼ -14.1
28 Rusizi	80.8	67.1	▼ -13.7
29 Rutsiro	65.1	73.9	▲ +8.8
30 Rwamagana	72.3	76.6	▲ +4.3
<b>IMPUZANDENGO</b>	<b>73.2</b>	<b>68.3</b>	<b>▼ -4.9</b>

# UBUZIMA



# Serivisi z'Ubuzima

Leta y'u Rwanda yashyizeho gahunda zitandukanye zirebana no kwita ku buzima bw'abaturage mu rwego rwo kubungabunga ubuzima bwiza kuri bose. Muri ubu bushakashatsi abaturage babajijwe uko babona serivisi z'ubuzima bahabwa.

## II.2.1.1. Ibyavuye mu bushakashatsi ku burezi muri rusange

Muri rusange 70.5% by'abaturage babajijwe bishimiye serivisi z'ubuzima bahabwa naho 26.2% ntibishimiye uko bahabwa izo serivisi.

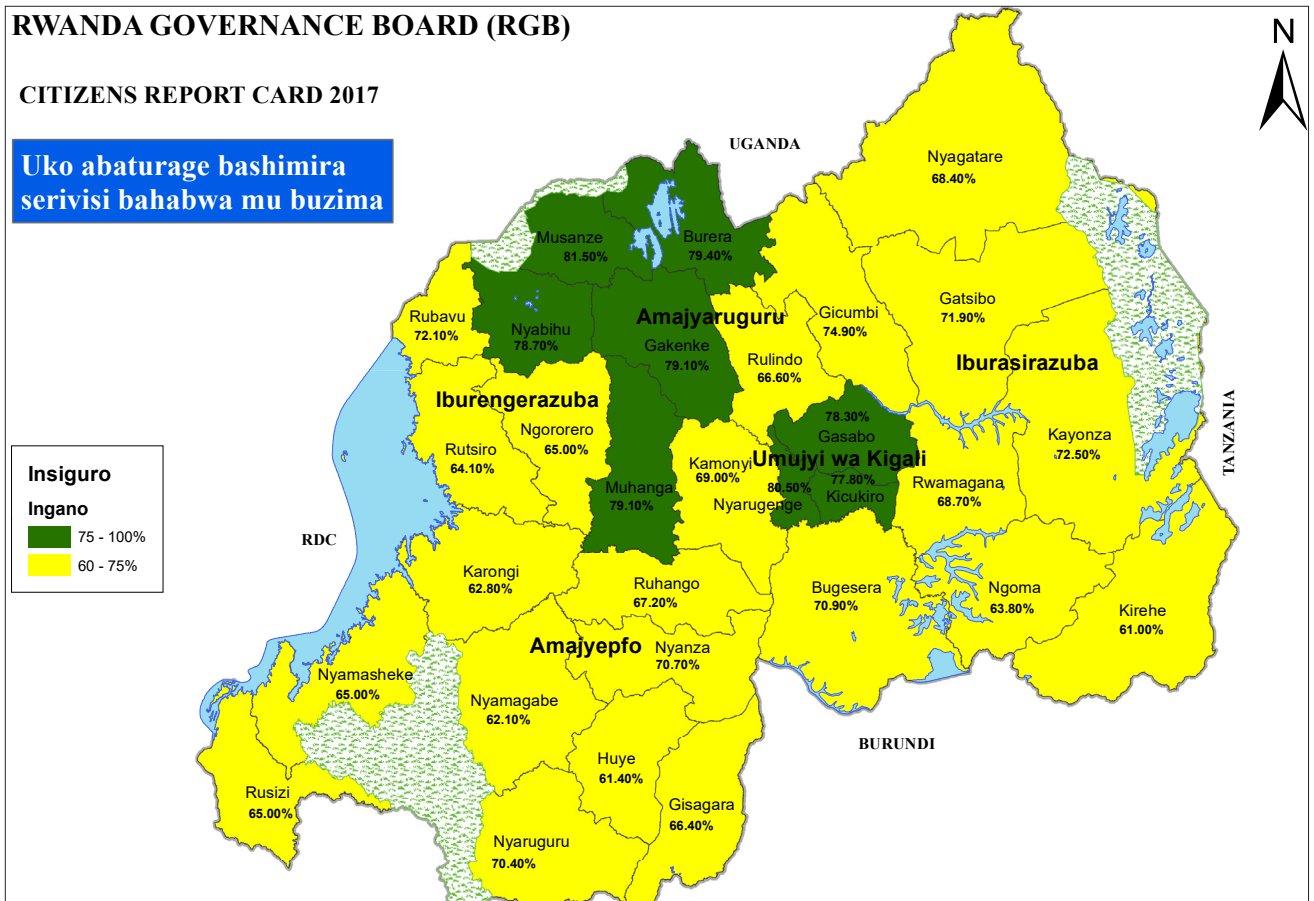
### UKO ABATURAGE BANYUZWE

70.5%  
ABASHIMA



26.2%  
ABANENGA

Ikarita 20: Uko abaturage bishimiye serivisi bahabwa mu buzima



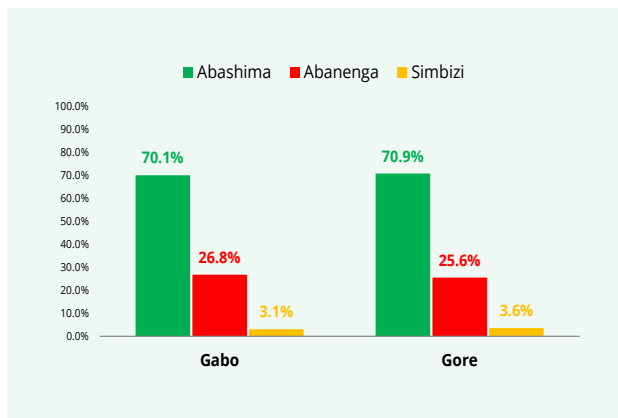
Aho byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashati bigaragaza ko hari uturere umunani (8) abaturage bishimiye serivisi zitangwa mu buzima ku gipimo kiri hejuru ya 75%, harimo uturere twose tw’Umujyi wa Kigali, Burera, Musanze, Nyabihu, Gakenke na Muhanga naho uturere tundi dusigaye abaturage bishimiye serivisi z’ubuzima ku gipimo kiri hagati ya 60 na 75%.

### II.2.2.2. Uko abaturage bishimiye serivisi z’ubuzima hakurikijwe igitsina

Ubushakashatsi bwagaragaje uko abaturage bishimiye serivisi z’ubuzima hakurikijwe igitsina nk’uko ishusho ikurikira ibyerekanaga.

Ishusho 42: Uko abaturage bishimiye serivisi z’ubuzima hakurikijwe igitsina



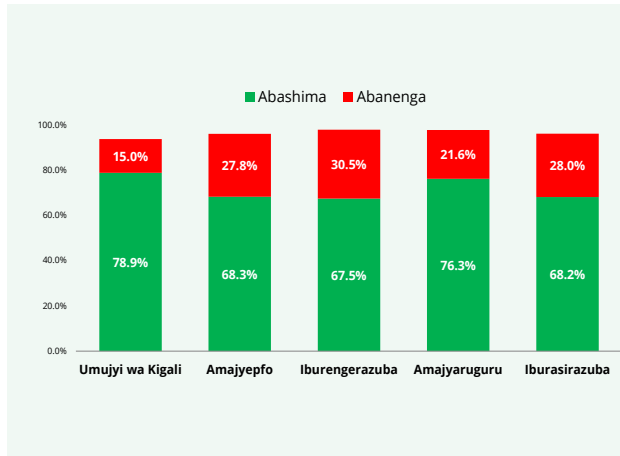
Aho byavuye: Anketi ya RGB, 2017

Nk’uko bigaragara ku ishusho iri hejuru, abagore nibo bishimiye cyane serivisi bahabwa mu buzima kurusha abagabo kuko bari ku gipimo cya 70.9%, naho abagabo bakaba ku gipimo cya 70.1%. Abagabo nibo bari ku gipimo kiri hejuru mu banenga, kuko bari kuri 26.8% kandi abagore bari kuri 25.6%.

### II.2.2.3 Ibyavuye mu bushakashatsi muri serivisi z’ubuzima hakurikijwe intara

Muri serivisi z’ubuzima zitangwa, abaturage bagaragaje mu ntara zose ko bishimiye serivisi bahabwa ku gipimo kiri hejuru ya 65 % nk’uko bigaragazwa n’ishusho ikurikira.

Ishusho 43: Uko abaturage bishimiye serivisi z’ubuzima hakurikijwe intara



Aho byavuye: Anketi ya RGB, 2017

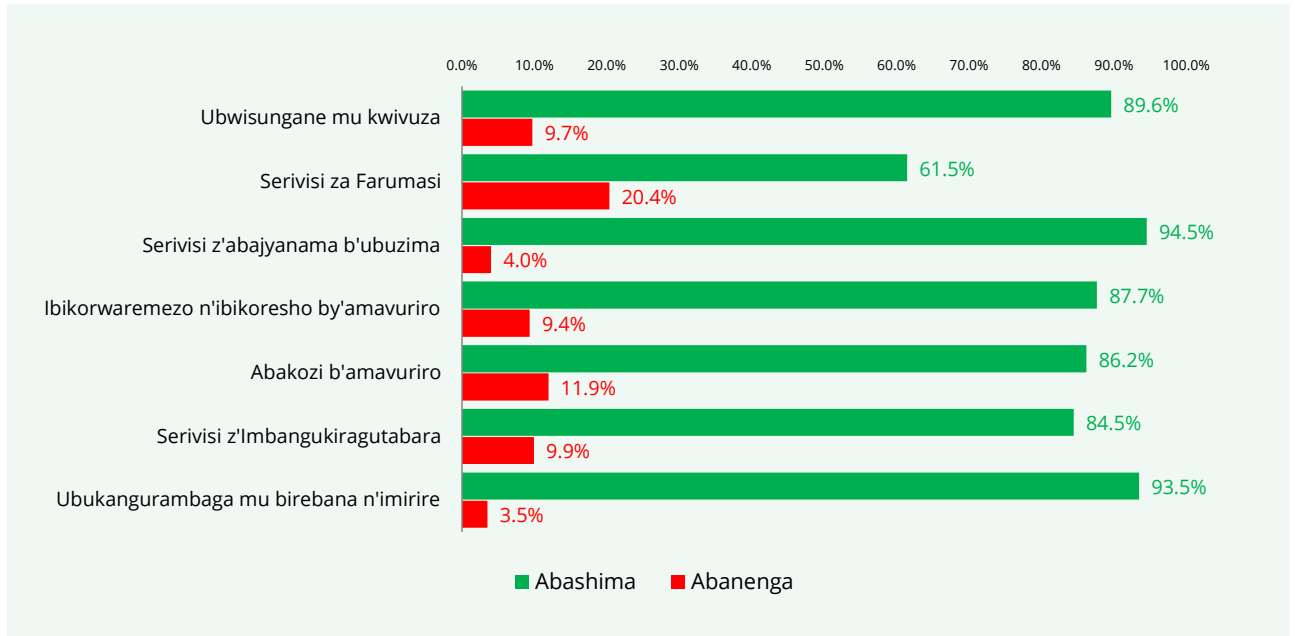
Ishusho iri haruguru iragaragaza ko Umujyi wa Kigali ariwo uza ku isonga mu bashima serivisi bahabwa mu buzima ku gipimo cya 78.9%, ugakurikirwa n’intara y’Amajyaruguru, aho abaturage bagaragaje ko bishimiye serivisi bahabwa mu buzima ku gipimo cya 76.3%.

Ku ruhanda rw’abanenga, uretse Umujyi wa Kigali (15.0%), ahandi hose banenga ku gipimo kiri hejuru ya 20%. Ibi byerekanaga ko n’ubwo abenshi bashima serivisi bahabwa mu buzima, hakiri ibikeneye kunozwa kugira ngo n’abo banenga babone serivisi zibanogeye.

### II.2.2.4. Serivisi z’ubuzima zitandukanye zakoreweho ubushakashatsi

Muri ubu bushakashatsi, abaturage babajijwe uko bishimiye serivisi z’ubwisungane mu kwivuzza, serivisi za farumasi, serivisi z’abajyanama b’ubuzima, ibikorwaremezo n’ibikoresho by’amavuriro, abakozi b’amavuriro, serivisi z’imbugururamba mu birebana n’imirire.

Ishusho 44: Uko abaturage bishimiye serivisi z'ubuzima zakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2017

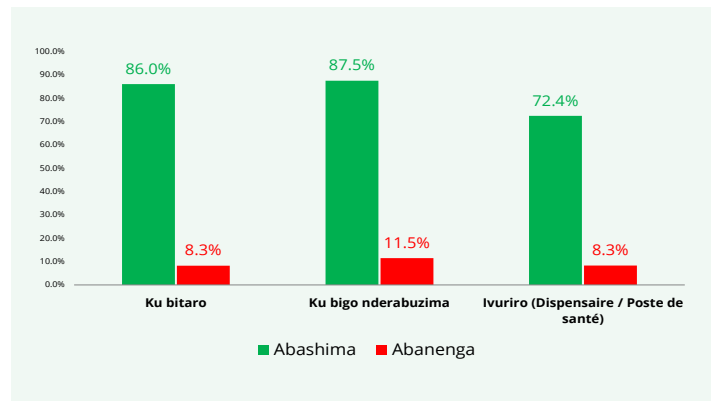
Nk'uko iyi shusho ibigaragaza, uretse serivisi za farumasi zishimiwe ku kigero cya 61.5%, izindi serivisi zishimiwe hejuru ya 80%. Serivisi za farumasi zikwiye kwitabwaho by'umwihariko hagasuzumwa ibyaba bitera kutishimirwa n'abaturage bagana amavuriro.

II.2.2.5. Uko abaturage bishimiye serivisi bahabwa ku mavuriro

Abaturage babajijwe ku bijyanye na serivisi z'ubuzima zitangirwa mu bitaro, mu bigo nderabuzima no mu bigo nderabuzima biciriritse (Poste de santé).

Ibyavuye mu bushakashatsi biragaragazwa n'ishusho ikurikira.

Ishusho 45: Uko abaturage bishimiye Serivisi z'ubuzima bahabwa ku bitaro, ibigo nderabuzima n'ivuriro



Aho byavuye: Anketi ya RGB, 2017

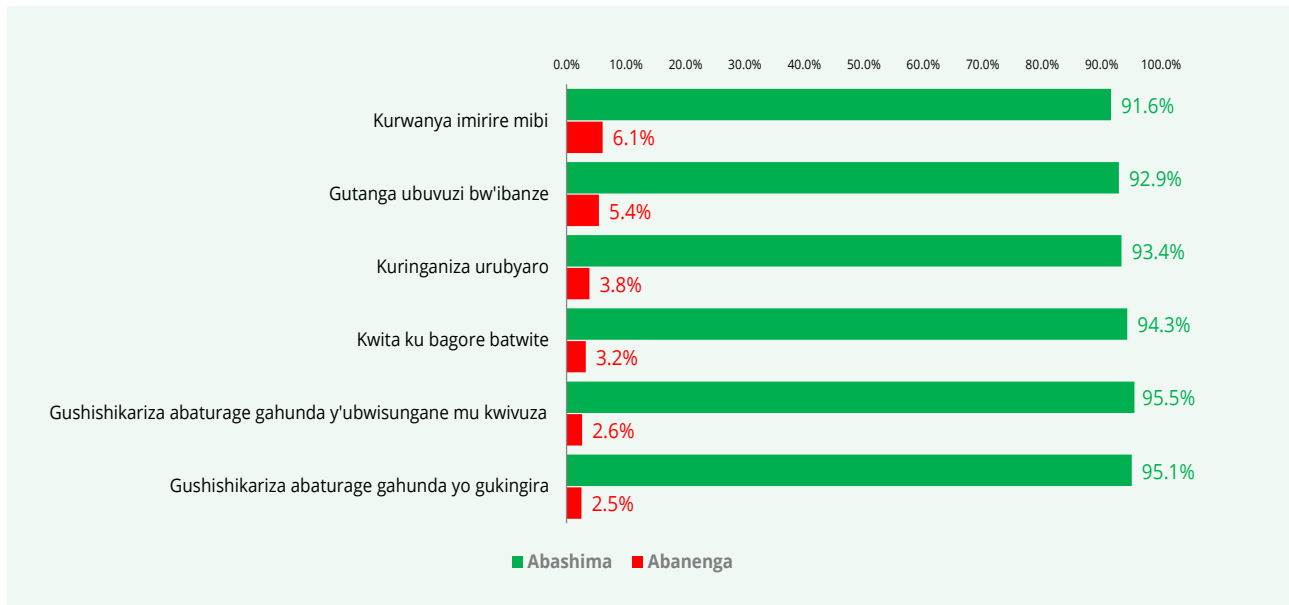
Nk’uko ishusho ibanza ibigaragaza, serivisi zitangirwa ku bitaro no ku bigo nderabuzima zishimiwe ku kigero kirenga 80%, izitangirwa ku ivuriro (Dispensaire / poste de santé) zashimwe ku kigero cya 72.4%.

Mu biganiriro mu matsinda, abaturage bagaragaje ko bishimiye serivisi z’ubuzima muri rusange, aho bagaragaje impungenge ni ku mubare w’abaganga basanga ari muke, serivisi za farumasi usanga imiti itaboneka kuri mitiweli n’ibikoresho bidahagije.

### II.2.2.6. Imikorere y’abajyanama b’ubuzima

Serivisi y’abajyanama b’ubuzima ni imwe muri serivisi z’ubuzima zishimwa cyane kubera uruhare abajyanama b’ubuzima bagira mu guteza imbere ubuzima bwiza bw’abaturage. Muri ubu bushakashatsi abaturage bagize icyo bavuga ku mikorere yabo.

Ishusho 46: Imikorere y’abajyanama b’ubuzima



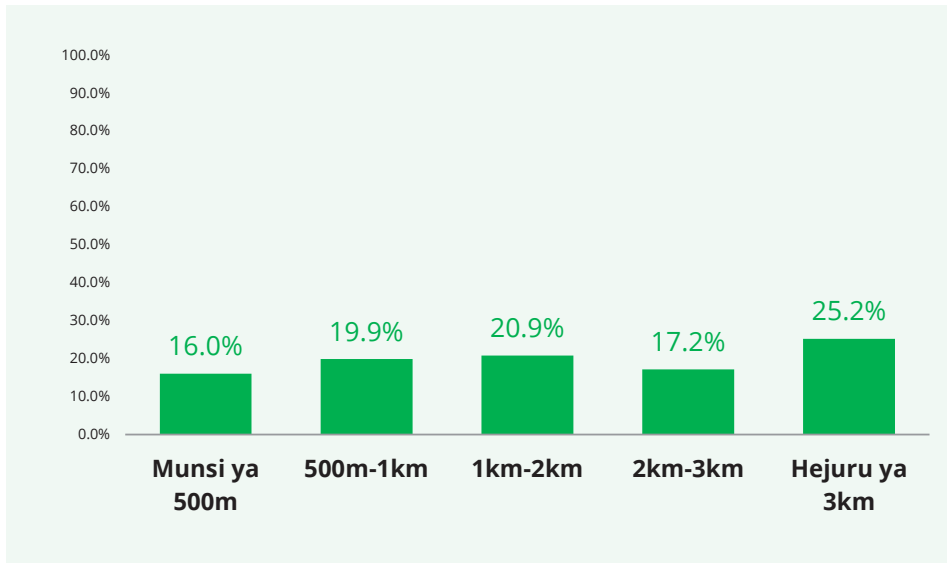
Aho byavuye: Anketi ya RGB, 2017

Iyi shusho irekana ko abaturage bashima serivisi zose z’abajyanama b’ubuzima ku gipimo cyo hejuru ya 90%. Ibi biragaragaza ko abajyanama b’ubuzima bakomeje kugira uruhare rugaragarira buri wese mu mu kunganira leta muri gahunda z’ubuzima.

### II.2.2.7. Kwegereza abaturage amavuriro

Mu rwego rwo kumenya uko serivisi z’ubuzima zegerejwe abaturage, ababajijwe basabwe kugaragaza intera iri hagati y’aho batuye n’aho bivuriza. Biragaragazwa n’ishusho ikurikira.

Ishusho 47: Intera iri hagati y'ivuriro n'aho abaturage batuye



Aho byavuye: Anketi ya RGB, 2017

Abaturage 56.8% ku babajijwe nibwo bemeje ko bakora urugendo ruri munsi ya kilometero ebyiri (2km) bava aho batuye bajya ku mavuriro.

Naho 17.2% bavuze ko bakora urugendo ruri hagati ya kilometero ebyili n'eshatu. Abaturage 25.2% bo bahamije ko bagenda kilometero hejuru y'eshatu kugira ngo babashe kugera aho bivuriza.

Umubare ugera kuri 42.5% w'abaturage bemeza ko bagikora urugendo rurenga ibirometero bibiri (2km) ngo bagere aho bivuriza. Harasabwa kongera umubare w'amavuriro kugira ngo ingendo zigabanuke na serivisi z'ubuvuzi zigezwe kuri bese.



IBIKWIYE KWITABWAHO MURI SERIVISI Z'UBUZIMA

- Kongerera ubushobozi ibigo nderabuzima n'amavuriro harimo kubaha abakozi bashya no guhugura abahasanzwe ;
- Kuvugurura ibikorwaremezo aho bikenewe no kubaka amavuriro mato (poste de santé) byibuze kuri buri kagari
- Kwihutisha uburyo bwo kubona ubwisungane mu kwivuka ku bishyuye, ariko cyane cyane gukorana n'inzego zishyira abaturage mu byiciro kugira ngo babone ubuvuzi nta nzitizi;
- Kongerera ubushobozi abajyanama b'ubuzima kugirango babashe kuzuzainshingano zabo.

IMBONERAHAMWE 14: UKO UTURERE DUHAGAZE MURI SERIVISI Z'UBUZIMA MU MYAKA IBIRI (2016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	66.8	70.9	▲ +4.1
2 Burera	79.7	79.4	▼ -0.3
3 Gakenke	79.9	79.1	▼ -0.8
4 Gasabo	74.9	78.3	▲ +3.4
5 Gatsibo	74.5	71.9	▼ -2.6
6 Gicumbi	78.0	74.9	▼ -3.1
7 Gisagara	72.5	66.4	▼ -6.1
8 Huye	72.5	61.4	▼ -11.1
9 Kamonyi	77.2	69.0	▼ -8.2
10 Karongi	72.2	62.8	▼ -9.4
11 Kayonza	74.5	72.5	▼ -2.0
12 Kicukiro	69.6	77.8	▲ +8.2
13 Kirehe	84.1	61.0	▼ -23.1
14 Muhanga	74.0	79.1	▲ +5.1
15 Musanze	76.7	81.5	▲ +4.8
16 Ngoma	76.2	63.8	▼ -12.4
17 Ngororero	78.8	65.0	▼ -13.8
18 Nyabihu	73.4	78.7	▲ +5.3
19 Nyagatare	70.2	68.4	▼ -1.8
20 Nyamagabe	68.6	62.1	▼ -6.5
21 Nyamasheke	78.0	65.0	▼ -13.0
22 Nyanza	72.5	70.7	▼ -1.8
23 Nyarugenge	71.7	80.5	▲ +8.8
24 Nyaruguru	71.4	70.4	▼ -1.0
25 Rubavu	84.8	72.1	▼ -12.7
26 Ruhango	76.7	67.2	▼ -9.5
27 Rulindo	78.4	66.6	▼ -11.8
28 Rusizi	76.6	65.0	▼ -11.6
29 Rutsiro	67.6	64.1	▼ -3.5
30 Rwamagana	72.2	68.7	▼ -3.5
<b>IMPUZANDENGO</b>	<b>74.9</b>	<b>70.5</b>	<b>▼ -4.4</b>

# ISUKU N'ISUKURA

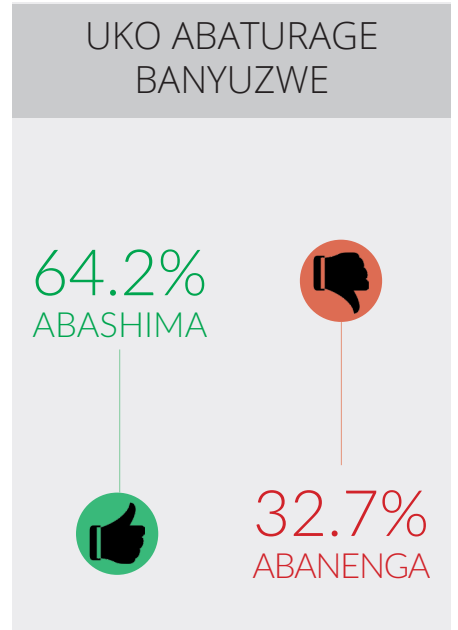
## II.2.3 Serivisi z'Isuku n'Isukura

Abaturage bagaragaza ko bafite isuku ku mubiri n'isuku y'aho batuye ni ikimenyetso cy'uko imyumvire yabo iganisha ku iterambere rirambye. Ubu bushakashatsi bwahaye urubuga abaturage ngo bavuge uko babona isuku ihagaze aho batuye.

### II.2.3.1. Ibyavuye mu bushakashatsi ku isuku n'isukura muri rusange

Muri rusange abaturage bishimiye serivisi z'isuku n'isukura ku kigero cya 64.2% naho abanenga izi serivisi bari ku gipimo cya 32.7%.

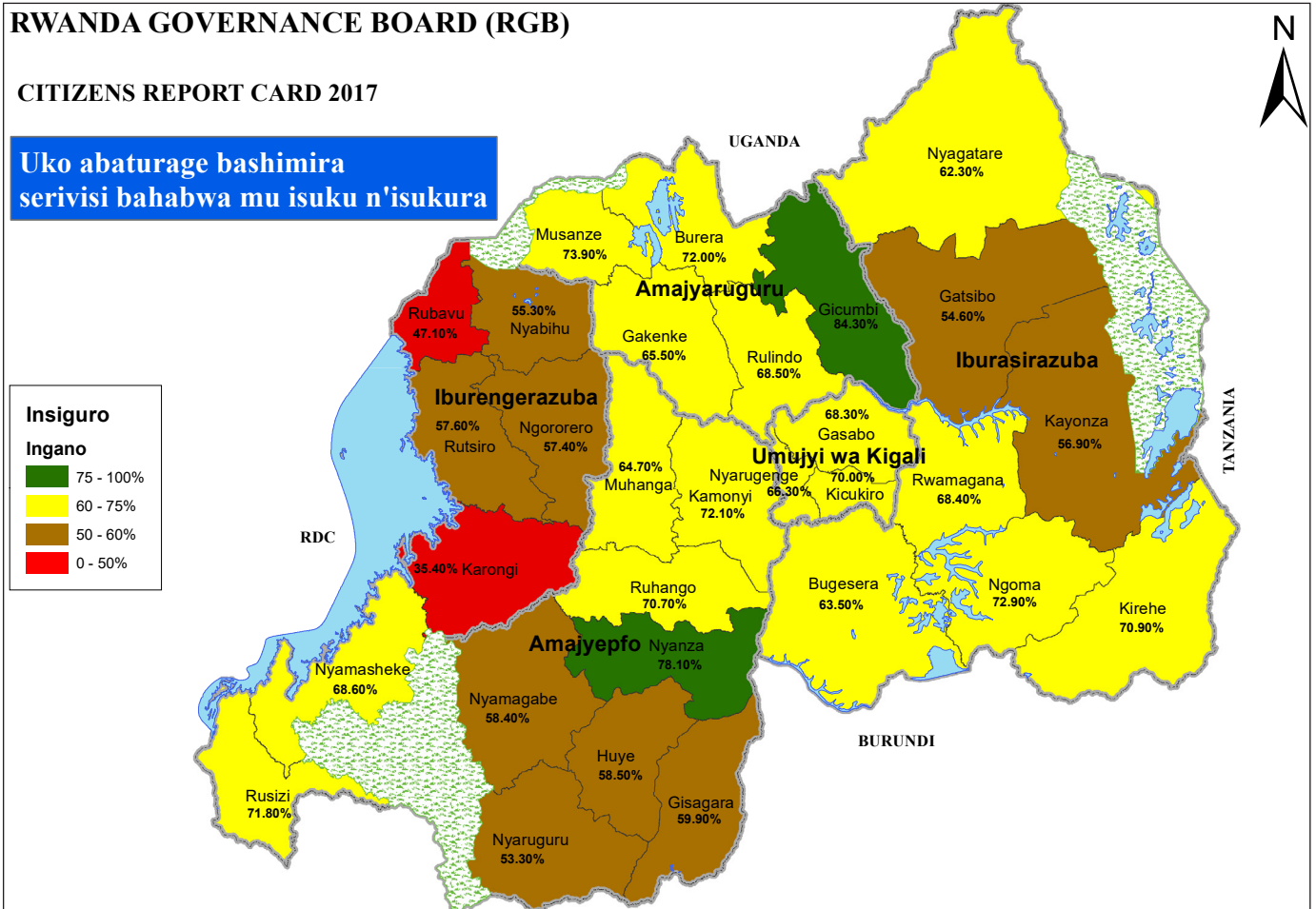
Ikarita 21: Uko abaturage bishimiye serivisi z'isuku n'isukura



## RWANDA GOVERNANCE BOARD (RGB)

### CITIZENS REPORT CARD 2017

#### Uko abaturage bashimira serivisi bahabwa mu isuku n'isukura



Aho byavuye: Anketi ya RGB, 2017



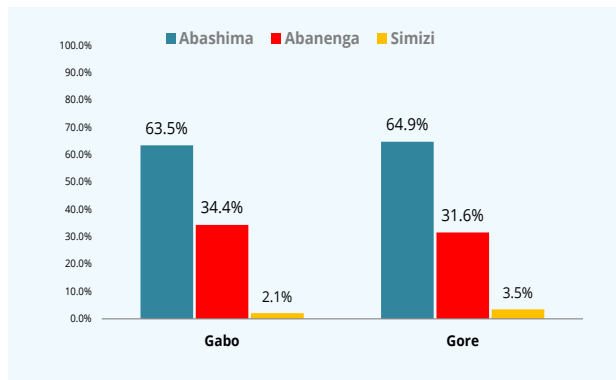
Iyi shusho iragaragaza ko abishimiye ibirebana n'isuku n'isukura mu karere kabo ku gipimo kiri hejuru ya 75% ari abo mu turere twa Gicumbi ku kigero cya 84.30%, aho umwaka ushize bari kuri 52.8% na Nyanza bashima ku kigero cya 78.10%, bivuye kuri 46.6%.

Iri zamuka bavuga ko ryatewe ahanini no kuba barakurikije inama bagiriwe bashyiraho ingamba zinyuranye zo guhangana n'isuku nke. Utundi turere hejuru ya 1/3 bashima ku kigero kiri muni ya 60%, by'umwihariko Rubavu abashima ni 47.10% naho Karongi ni 35.40%. Biragaragara ko hagikenewe ingufu nyinshi kugira ngo isuku igerweho maze n'indwara ziterwa n'umwanda zicike burundu.

### II.2.3.2. Uko abaturage bishimiye serivisi bahabwa mu isuku n'isukura hakurikijwe igitsina

Mu bushakashatsi, abaturage bagaragaje uko bishimiye serivisi bahabwa mu isuku n'isukura hakurikijwe igitsina nk'uko bigaragazwa n'ishusho ikurikira.

#### Ishusho 48: Uko abaturage bishimiye serivisi bahabwa mu isuku n'isukura hakurikijwe igitsina



Aho byavuye: Anketi ya RGB, 2017

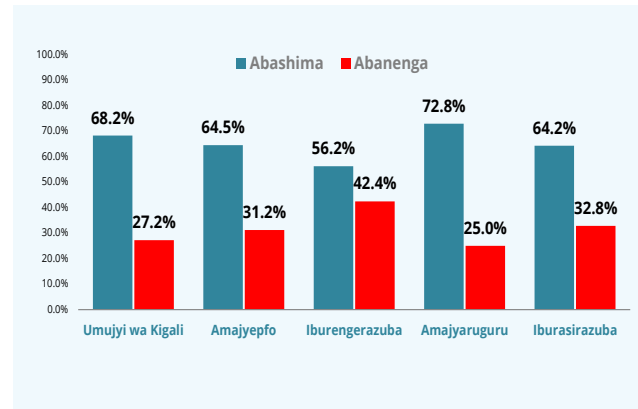
Ishusho iri hejuru irerekana ko abagore aribo bishimiye serivisi z'isuku n'isukura ku gipimo kiri hejuru, kuko bari ku gipimo cya 64.9%, naho abagabo bari kuri 63.5%.

Ku ruhande rw'abanenga, abagabo nibo bari ku gipimo kiri hejuru kurusha abagore.

### II.2.3.3. Ibyavuye mu bushakashatsi ku isuku n'isukura hakurikijwe intara

Abaturage bagaragaje uko bishimiye serivisi z'isuku n'isukura hakurikijwe intara nk'uko ishusho ikurikira ibigaragaza.

#### Ishusho 49: Uko abaturage bishimiye serivisi z'isuku n'isukura hakurikijwe intara



Aho byavuye: Anketi ya RGB, 2017

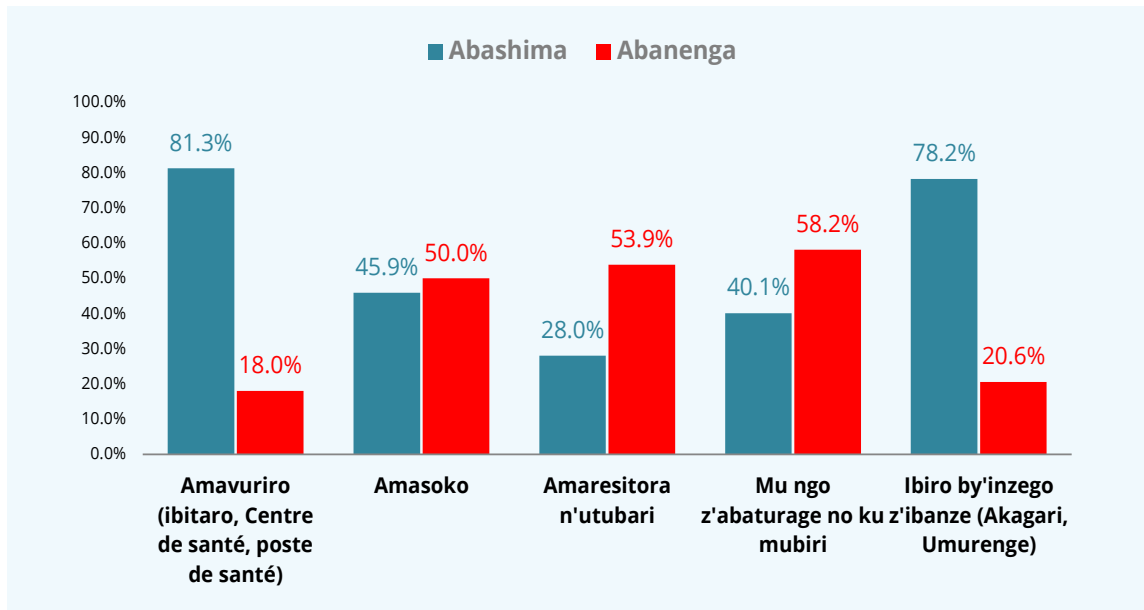
Iyi shusho iragaragaza ko mu ntara y'Amajyaruguru hari abishimiye serivisi bahabwa mu isuku n'isukura bari ku gipimo cya 72.8%, igakurikirwa n'Umujyi wa Kigali aho bishimiye izo serivisi ku gipimo kingana na 68.2%. Aho abanenga serivisi z'isuku n'isukura ari benshi ni mu ntara y'Iburengerazuba, kuko bari ku gipimo kingana na 42.4%.

### II.2.3.4. Serivisi z'isuku n'isukura zitandukanye zakoreweho ubushakashatsi

Abaturage babajijwe uko babona isuku ahantu hahurira abantu benshi nko ku mavuriro, mu isoko, mu tubari n'amaresitora, mu ngo zabo no ku mubiri n'isuku yo mu biro by'inzeho z'ibanze.

Babajijwe kandi impamvu zituma hari ahantu hakirangwa isuku nke, indwara ziganje aho batuye ndetse no kugaragaza icyaba gitera malariya aho bavuze ko igihari.

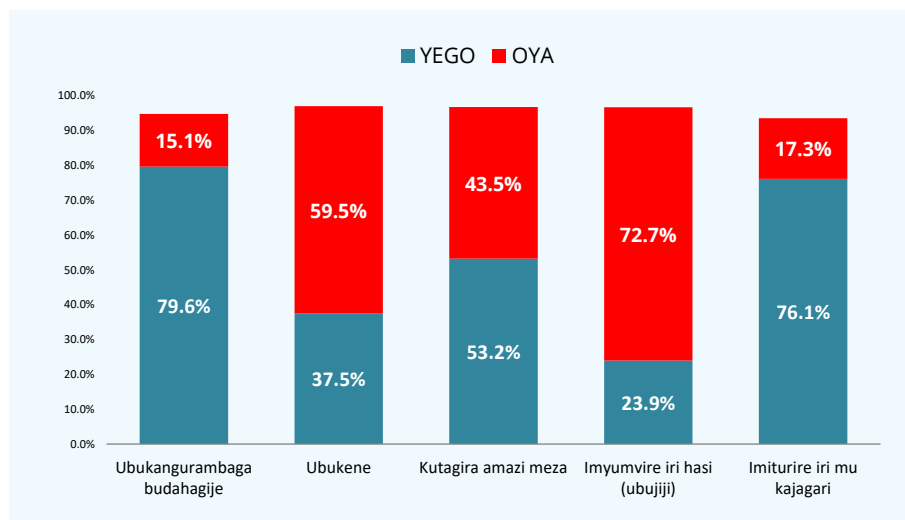
## Ishusho 50: Uko abatwage babona isuku y'ahantu hatandukanye



Aho byavuye: Anketi ya RGB, 2017

Abaturage bagaragaje ko bishimiye isuku mu mavuriro ku gipimo kingana na 81.3%, mu biro by'inzezo z'ibanze ku gipimo kingana na 78.2%. Mu byo banenga harimo isuku mu ngo no ku mubiri aho babinenga ku gipimo cya 58.2%, muri resitora n'utubari banenga ku gipimo cya 53.9%, naho ku isoko abanenga bagera kuri 50.0%. Hakurikijwe ibi byegeranyo, hakwiye kongerwa ingufu cyane mu bukangurambaga bw'abatwage ku isuku mu ngo zabo n'ahahurira abantu benshi kugira ngo birinde indwara zituruka ku isuku nke.

## Ishusho 51: Ibyo abatwage babona bitera isuku nke



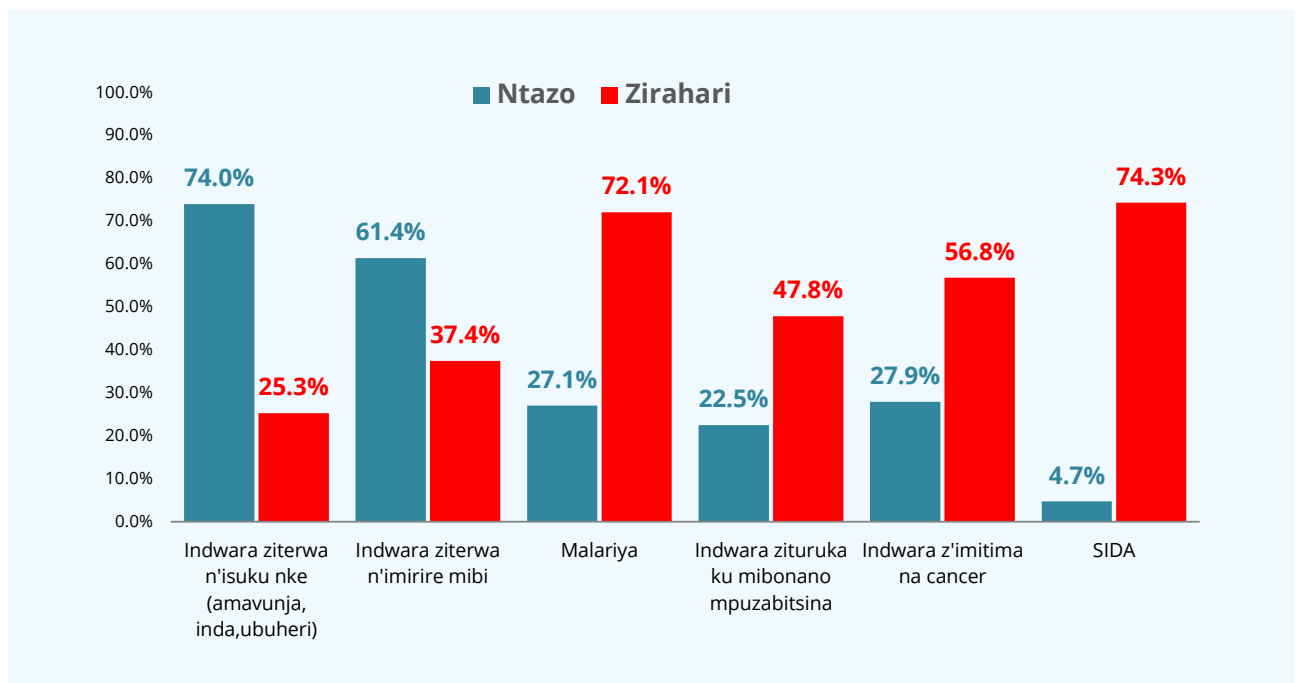
Aho byavuye: Anketi ya RGB, 2017

Abaturage bagera kuri 72.7% bagaragaje ko ahakirangwa isuku nke biterwa ahanini n'imyumvire ikiri hasi n'ubujiji, abangana na 59.5% bavuga ko biterwa n'ubukene naho abangana na 43.5% bavuga ko biterwa no kutagira amazi.

### II.2.3.5. Indwara abaturage babona ziganje aho batuye

Muri ubu bushakashatsi abaturage bagaragaje indwara ziganje aho batuye. Ibyo bavuze bigaragara ku ishusho ikurikira.

Ishusho 52: Indwara abaturage babona ziganje aho batuye



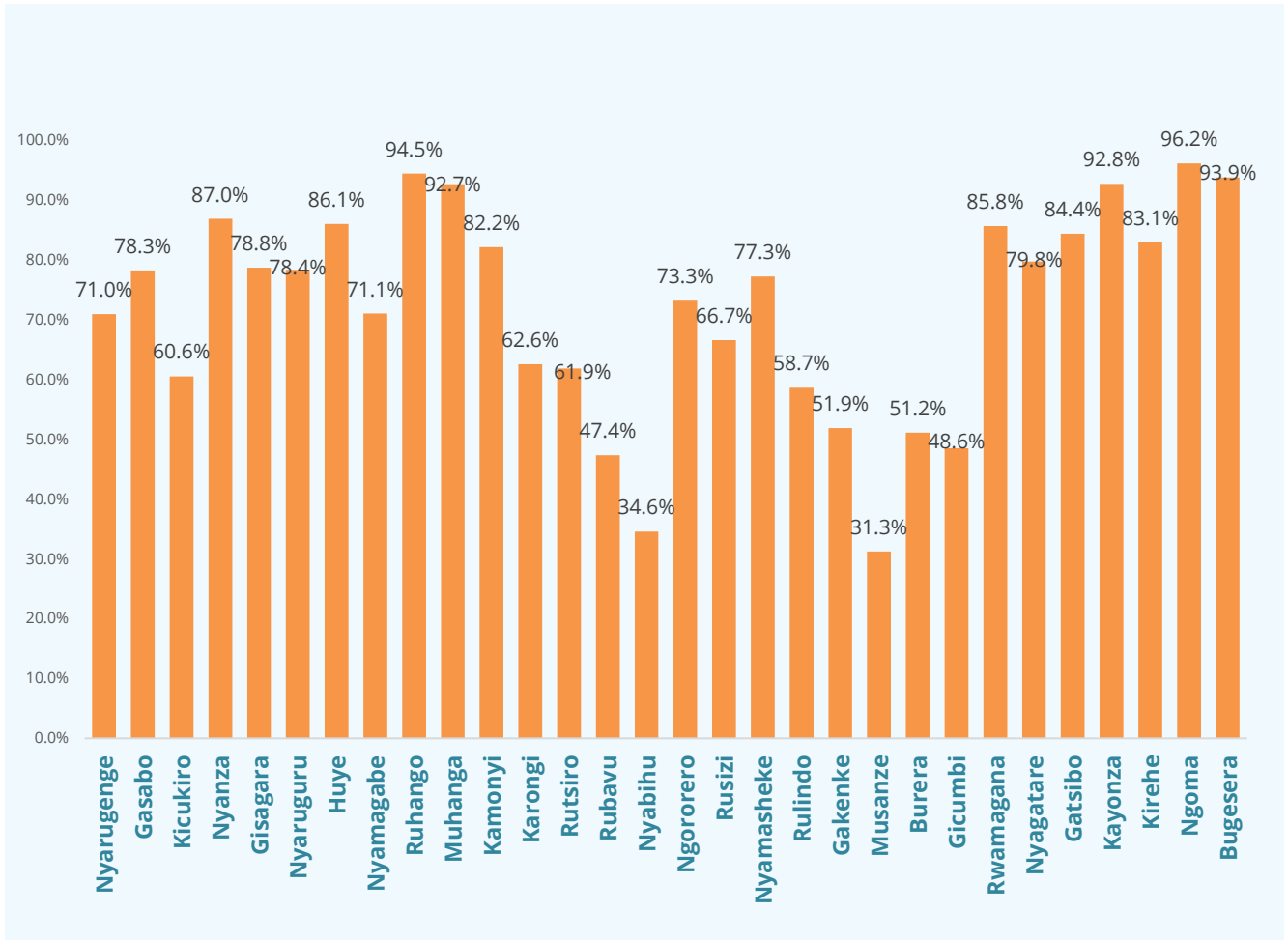
Aho byavuye: Anketi ya RGB, 2017

Nk'uko ishusho yo hejuru ibigaragaza abaturage benshi bagaragaje ko SIDA bazi ko ihari ku gipimo cya 74.3%, abagera kuri 72.1% bemeje ko indwara ya malariya yiganje aho batuye. Hagendewe kuri iyi mibare bigaragara ko abashinzwe ubuvuzi bakwiye kutadohoka mu gukora ubukangurambaga mu kwivuza.

### II.2.3.6. Uko abaturage babona ubwiganze bwa malariya aho batuye

Uko abaturage bagaragaje ubwiganze bwa malariya bikubiye mu ishusho ikurikira.

## Ishusho 53: Uko abaturage babona ubwiganze bwa malariya aho batuye hakurikijwe akarere



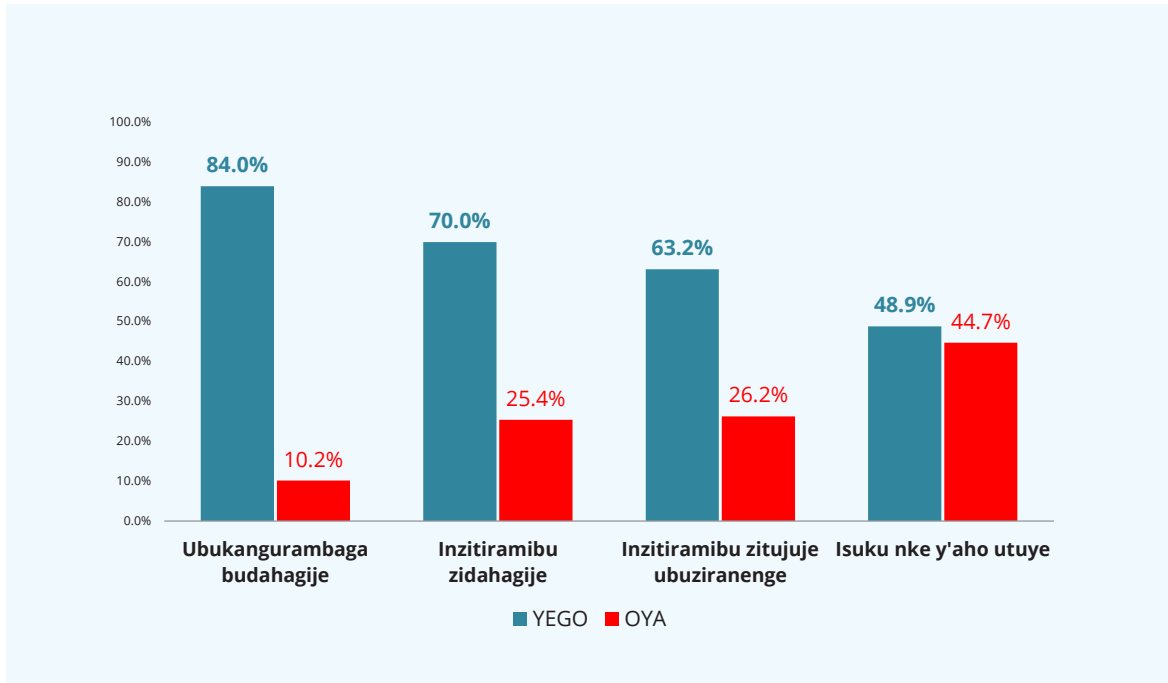
Aho byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashatsi birerekana ko malaria ikigaragara ahantu henshi mu Rwanda. Usibye mu turere twa Musanze, Rubavu, Nyabihu na Gicumbi aho abaturage bavuze ko malariya yiganje ku bipimo biri muni ya 50%, mu tundi turere twose berekanye ko malariya igiteye impungenge cyane.

Ubushakashatsi bwerekanye ko hari uturere dutanu abavuze ko malariya

ihiganje bari ku gipimo cyo hejuru ya 90% ari two Ngoma:96.2%, Ruhango:94.5%, Bugesera:93.9%, Kayonza:92.8% na Muhanga:92.7%. Ibi birerekana ko malariya ikiri icyorezo kandi ko ingamba zo kuyirwanya zikeneye gushyirwamo ingufu nyinshi, cyane cyane mu ntara y'Iburasirazuba n' Amajyepfo.

## Ishusho 54: Ibyo abaturage babona bigitera ubwiyongere bwa malariya



Aho byavuye: Anketi ya RGB, 2017

Isuku nke y'aho batuye, niyo abaturage bagaragaje ko ariyo iri ku isonga mu gutera malariya ku gipimo cya 44.7%. Inzitiramibu zitujuje ubuziranenge (26.2%), inzitiramibu zidahagije (25.4%) n'ubukangurambaga budahagije (10.2%) nabyo bavuze ko ari intandaro y'ubwiyongere bwa malariya nk'uko byagaragajwe n'ubu bushakashatsi.

Birasaba ko abashinzwe isuku n'isukura hamwe n'ubuzima bakwiye gukomeza gukangurira abaturage kugirira isuku aho batuye ndetse bakageza ku baturage inzitiramibu zihagije kandi zujuje ubuziranenge.



### IBIKWIYE KWITABWAHO MU BIREBANA N'ISUKU N'ISUKURA

- Gutoza abaturage umuco wo kugira isuku haba mu ngo zabo, aho bakorera no ku mubiri
- Gushyiraho gahunda yo guha abaturage inzitiramibu ku gihe, zihagije kandi zujuje ubuziranenge;
- Gukangurira abaturage kwirinda no kwivuzza indwara hakiri kare cyane cyane iz'ibyorezo n'izindi zikomoka ku mibonano mpuzabitsina;
- Gushyiraho gahunda ihamye yo kurwanya imirire mibi mu banyarwanda bakoresheje ibyo babona hafi kandi bitabahenze.

IMBONERAHAMWE 15: UKO UTURERE DUHAGAZE MU BIJYANYE N'ISUKU N'ISUKURA MU MYAKA IBIRI (2016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	62.1	63.5	▲ +1.4
2 Burera	52.2	72.0	▲ +19.8
3 Gakenke	71.2	65.5	▼ -5.7
4 Gasabo	67.9	68.3	▲ +0.4
5 Gatsibo	56.9	54.6	▼ -2.3
6 Gicumbi	52.8	84.3	▲ +31.5
7 Gisagara	60.2	59.9	▼ -0.3
8 Huye	55.9	58.5	▲ +2.6
9 Kamonyi	58.6	72.1	▲ +13.5
10 Karongi	59.5	35.4	▼ -24.1
11 Kayonza	59.4	56.9	▼ -2.5
12 Kicukiro	69.0	70.0	▲ +1.0
13 Kirehe	56.1	70.9	▲ +14.8
14 Muhanga	49.8	64.7	▲ +14.9
15 Musanze	56.5	73.9	▲ +17.4
16 Ngoma	63.0	72.9	▲ +9.9
17 Ngororero	50.8	57.4	▲ +6.6
18 Nyabihu	55.9	55.3	▼ -0.6
19 Nyagatare	48.9	62.3	▲ +13.4
20 Nyamagabe	53.7	58.4	▲ +4.7
21 Nyamasheke	63.9	68.6	▲ +4.7
22 Nyanza	46.6	78.1	▲ +31.5
23 Nyarugenge	70.6	66.3	▼ -4.3
24 Nyaruguru	55.3	53.3	▼ -2.0
25 Rubavu	62.2	47.1	▼ -15.1
26 Ruhango	46.9	70.7	▲ +23.8
27 Rulindo	75.5	68.5	▼ -7.0
28 Rusizi	66.6	71.8	▲ +5.2
29 Rutsiro	45.0	57.6	▲ +12.6
30 Rwamagana	63.0	68.4	▲ +5.4
<b>IMPUZANDENGO</b>	<b>58.6</b>	<b>64.2</b>	<b>▲ +5.6</b>

# IMIBEREHO MYIZA Y'ABATURAGE

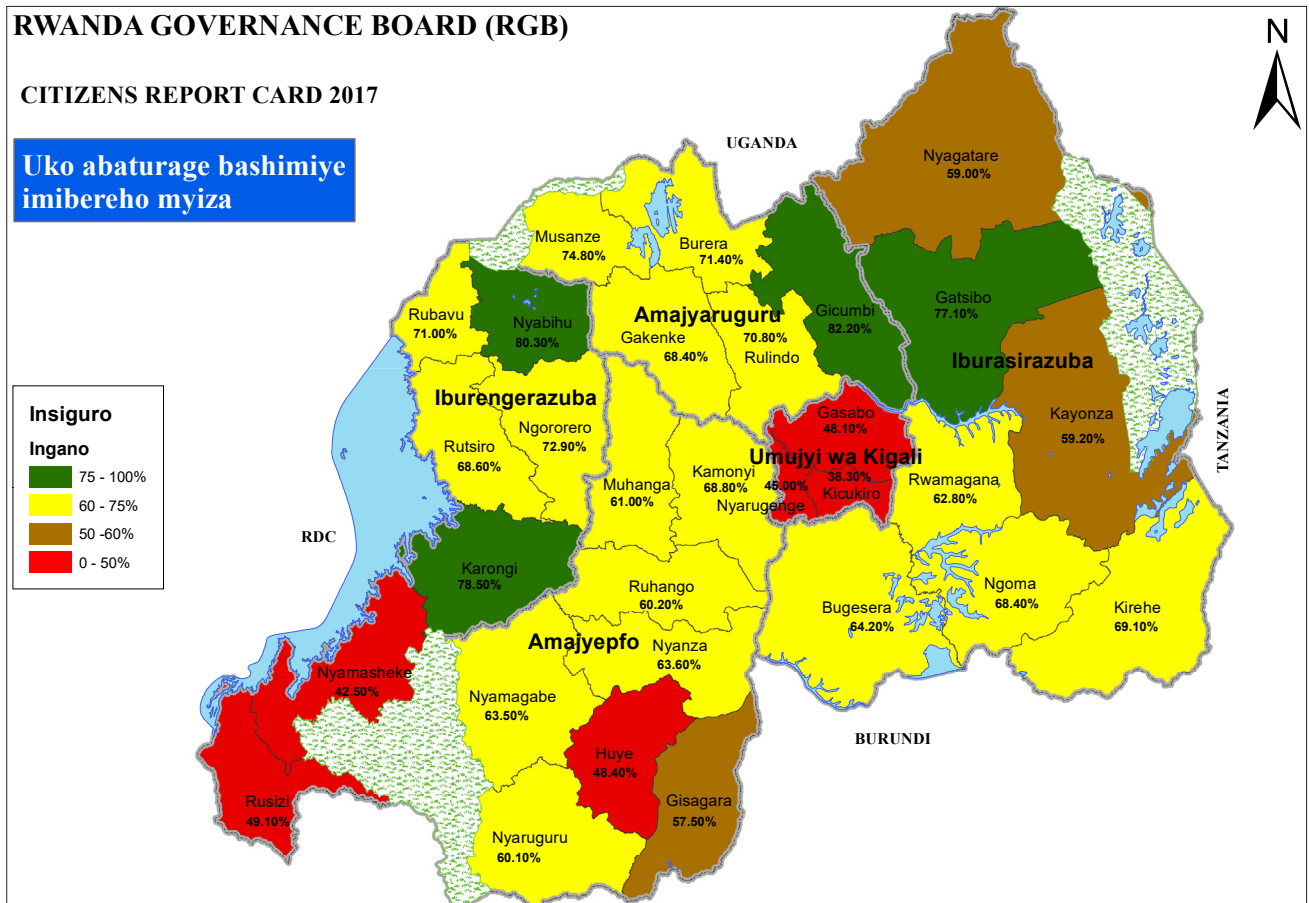
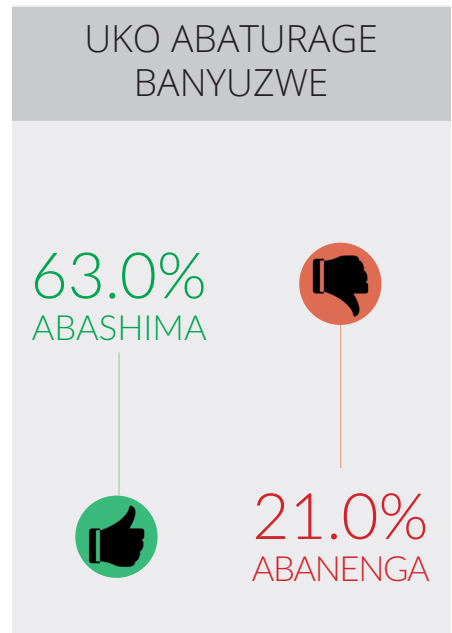
## II.2.4 Serivisi z'Imibereho myiza y'Abaturage

Uko abaturage bishimiye serivisi z'imibereho myiza bigaragaza uko bishimiye uburyo bayobowe n'uruhare bagira mu miyoborere. Muri ubu bushakashatsi, abaturage bagaragaje uko bahabwa serivisi zitsura imibereho myiza.

### II.2.4.1. Ibyavuye mu bushakashatsi ku mibereho myiza y'abaturage muri rusange

Abaturage babajijwe bagaragaje ko bishimiye serivisi zo kwita ku mibereho myiza y'abaturage ku gipimo kingana na 63.5%, bagaragaza kandi ko banenga imitangire y'izi serivisi ku gipimo cya 21.1%.

Ikarita 22: Uko abaturage bishimiye serivisi zo kwita ku mibereho myiza y'abaturage



Aho byavuye: Anketi ya RGB, 2017



Nk'uko bigaragara ku ikarita ibanza, mu turere tune (4) niho abaturage bagaragaje ko bishimiye serivisi zo kwita ku mibereho myiza y'abaturage ku kigero kiri hejuru ya 75% aritwo: Gicumbi, Nyabihu, Karongi na Gatsibo.

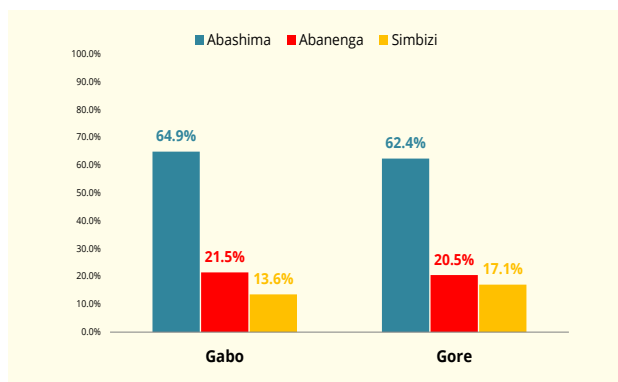
Mu tundi turere makumyabiri (20), abaturage bagaragaje ko bishimiye serivisi zo kwita ku mibereho myiza y'abaturage ku kigero cyo hagati ya 50% na 75%, mu turere dutandatu (6) harimo utw'Umujyi wa Kigali, Rusizi, Nyamasheke na Huye abaturage bagaragaje ko bishimiye serivisi zo kwita ku mibereho y'abaturage ku kigero cyo hasi ya 50%.

Nk'uko bigaragazwa n'ibiganiro mu matsinda, abanenga serivisi z'imibereho myiza babivuga muri aya magambo: "Abahabwa ubufasha usanga badafata neza imfashanyo; rimwe na rimwe ugasanga hafashwa abantu bamwe igihe kirekire kandi hari n'abandi baba bakeneye gufashwa". Bavuze kandi ko gahunda z'imibereho myiza zikwiye kunononsorwa cyane cyane mu ikurikiranabikorwa.

#### II.2.4.2. Uko abaturage bishimiye serivisi z'imibereho myiza y'abaturage hakurikijwe igitsina

Ubushakashatsi bwagaragaje uko abaturage bishimiye serivisi z'imibereho myiza y'abaturage hakurikijwe igitsina nk'uko ishusho ikurikira ibyerekanwa.

#### Ishusho 55: Uko abaturage bishimiye serivisi z'imibereho myiza y'abaturage hakurikijwe igitsina



Aho byavuye: Anketi ya RGB, 2017

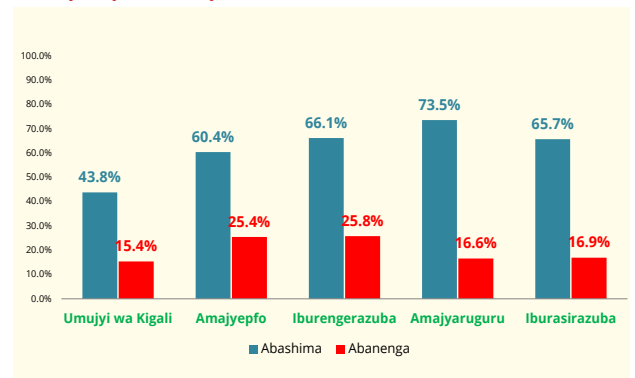
Ishusho ibanza irekana ko abagabo aribo bishimiye serivisi z'imibereho myiza ku gipimo kiri hejuru, kuko bari kuri 64.9%, aho abagore bari kuri 62.4%. No mu banenga, abagabo niba bari ku gipimo cya hejuru kurusha abagore.

#### II.2.4.3. Ibyavuye mu bushakashatsi ku mibereho myiza y'abaturage hakurikijwe intara

Muri ubu bushakashatsi abaturage bagaragaje uko babona serivisi y'imibereho myiza y'abaturage hakurikijwe intara nk'uko bigaragara ku ishusho ikurikira.

#### Ishusho 56: Uko abaturage bishimiye serivisi zo kwita ku mibereho myiza y'abaturage hakurikijwe intara

Aho byavuye: Anketi ya RGB, 2017

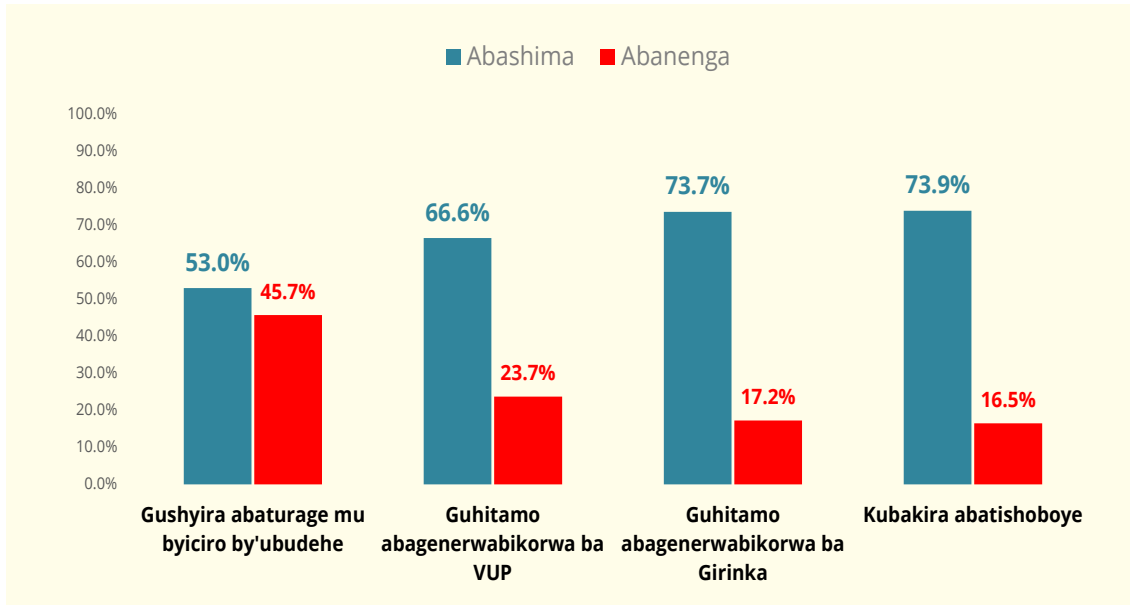


Ubushakashatsi bwerekanye ko mu ntara y'Amajyaruguru ariho abaturage bagaragaje ko bishimiye serivisi bahabwa mu mibereho myiza ku gipimo cya hejuru (73.5%), naho mu Mujyi wa Kigali niho abaturage bagaragaje ku gipimo cyo hasi (43.8%) ko bashima serivisi bahabwa mu mibereho myiza.

#### II.2.4.4. Serivisi zinyuranye zakoreweho ubushakashatsi mu mibereho myiza y'abaturage

Serivisi zo kwita ku mibereho myiza y'abaturage zakoreweho ubushakashatsi ni: gushyira abaturage mu byiciro byubudehe, guhitamo abagenerwabikorwa ba VUP, guhitamo abagenerwabikorwa ba Girinka no kubakira abatishoboye. Ababajijwe bagaragaje ibyo bashima n'ibyo banenga mu mitangire y'izi serivisi.

## Ishusho 57: Serivisi zakorereweho ubushakashatsi mu mibereho myiza y'abaturage



Aho byavuye: Anketi ya RGB, 2017

Kuri iyi shusho, abaturage bakoreweho ubushakashatsi bagaragaje ko serivisi bishimiye kurusha izindi ari serivisi yo kubakira abatishoye ku gipimo cya 73.9%, naho serivisi bashima ku gipimo cyo hasi ni ugushyira abaturage mu byiciro by'ubudehe bashima kuri 53.0%, abanenga bakaba 45.7%.

Guhitamo abagenerwabikorwa ba gahunda ya Girinka babishimye ku gipimo cya 73.7% naho guhitamo abagenerwabikorwa ba VUP babishima ku gipimo cya 66.6%.

Nk'uko ibyavuye mu biganiriro mu matsinda bibigaragaza, abanenga izi serivisi basobanuye muri aya magambo "Abaturage bafashwa ntabwo ibyo bafashwa babibungabunga kuko bashaka ko n'ahangiritse Leta igaruka ikahasana kabone n'ubwo yaba abyishoboreye (baravuga ngo ya nzu yanyu muyirwaneho, ya nka yanyu yararwaye)".

Hari n'aho bavuze ngo "Kubakira abatishoboye ntibishimishije kuko bitanzwe ngo bubake

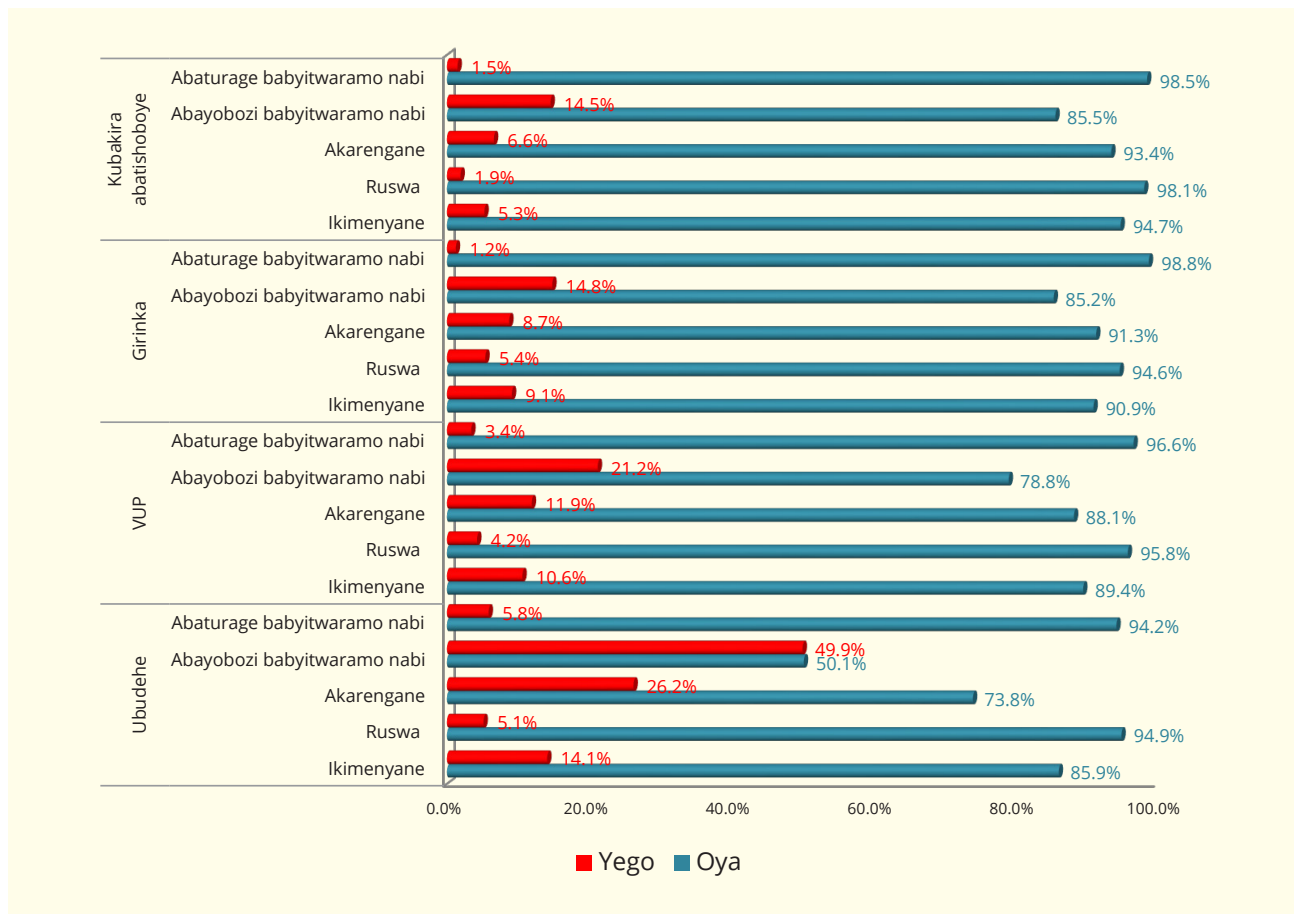
birangire".

N'ubwo hari abanenga, impinduka igaragara ugereranyije n'umwaka ushize wa 2016 aho abashima bari 52.1% mu gushyira abaturage mu byiciro by'ubudehe, 61.6% guhitamo abagenerwabikorwa ba VUP, 59.7% mu guhitamo abagenerwabikorwa ba Girinka na 71.3% mu kubakira abatishoboye. Iyi mpinduka yatewe ahanini n'uko ibibazo byari muri izi gahunda byahagurukiye cyane cyane muri gahunda ya Girinka.

#### II.2.4.5. Impamvu serivisi z'imibereho myiza y'abaturage zitagenda neza

Muri ubu bushakashatsi, abaturage bagaragaje uko babona zimwe mu mpamvu zituma serivisi z'imibereho myiza y'abaturage zitagenda neza harimo: ruswa, ikimenyane, akarengane, uruhare rw'abayobozi babyitwaramo nabi cyangwa se abaturage babyitwaramo nabi.

## Ishusho 58: Impamvu serivisi z'imibereho myiza y'abaturage zitagenda neza



Aho byavuye: Anketi ya RGB, 2017

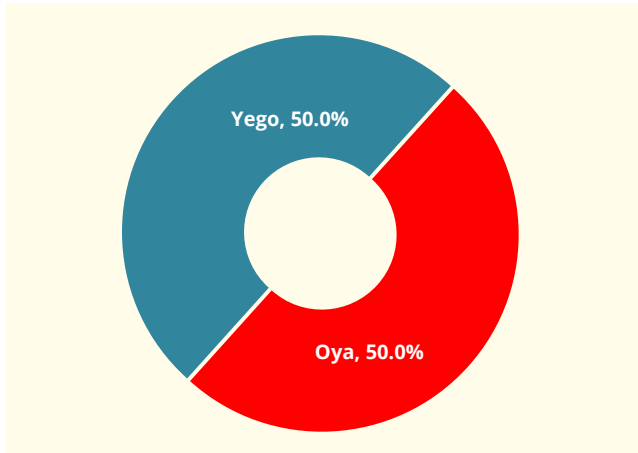
Ishusho iri hejuru irerekana ko impamvu iza ku isonga mu gutuma serivisi z'imibereho myiza y'abaturage zitagenda neza ari abayobozi babyitwaramo nabi ku bipimo bikurikira: kuri serivisi y'ubudehe abaturage babyemeje kuri 49.9%, kuri VUP ni 21.3%, muri Girinka ni 14.8% naho mu kubakira abatishoboye babyemeza kuri 14.5%.

Inzego z'ibanze zikwiye kurebera hamwe icyakorwa kugira ngo barusheho kuzuza inshingano zabo neza zo kwita ku baturage.

#### II.2.4.6. Uko abaturage bishimiye icyiciro cy'ubudehe babarizwamo

Ibyiciro by'ubudehe bigaragara nk'indorerwamo y'ubukungu n'imibereho y'umuturage. Muri ubu bushakashatsi, abaturage bagaragaje uburyo bishimiye icyiciro cy'ubudehe babarizwamo. Ibyavuye mo bigaragazwa n'ishusho ikurikira.

Ishusho 59: Uko abaturage bishimiye icyiciro cy'ubudehe babarizwamo



Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragara, mu babajijwe bose muri ubu bushakashatsi, umubare w'abishimiye icyiciro babarizwamo ndetse n'abatacyishimiye uri ku gipimo cya 50.0%.

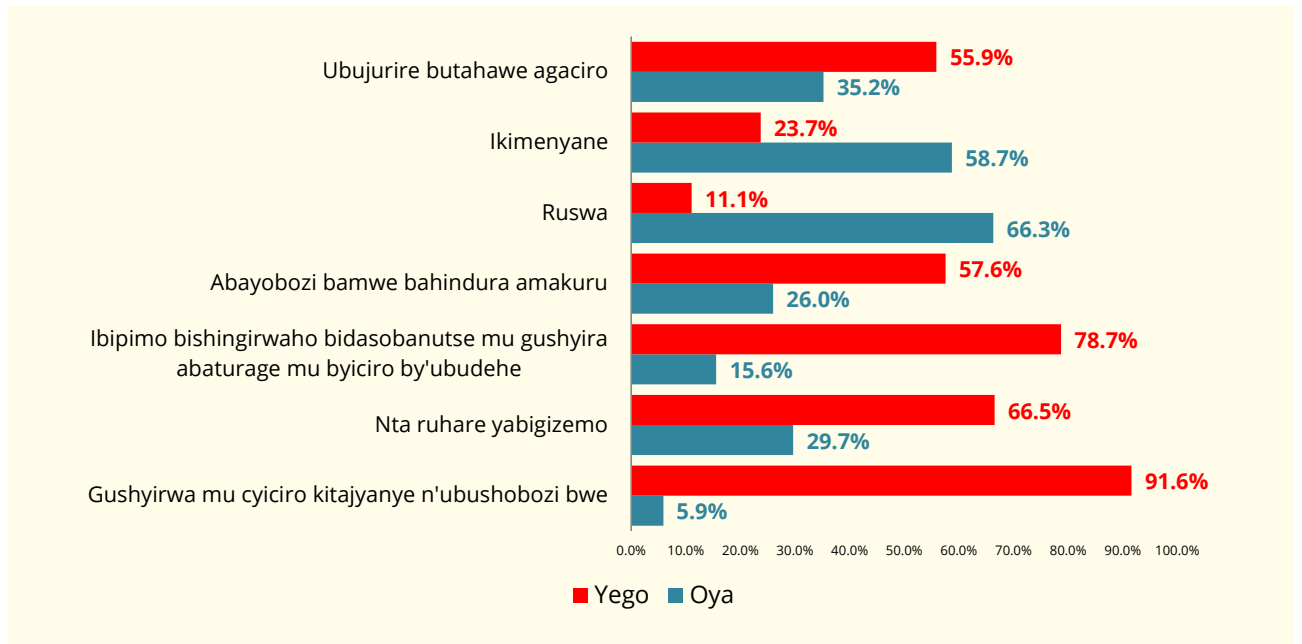
Mu biganiro mu matsinda, hari abaturage bagaragaje ko bishimiye icyiciro cy'ubudehe barimo. Abatacyishimiye bagiye babivuga muri aya magambo "Usanga gahunda nyinshi zigendera ku byiciro by'ubudehe, kandi abaturage benshi batishimiye uko byagenze" Ibi biragaraza ko uburyo abaturage bashyirwa mu byiciro by'ubudehe bukwiye kunonosorwa bakabigiramo uruhare rugaragara.

#### II.2.4.7. Impamvu abaturage batishimiye icyiciro cy'ubudehe babarizwamo

Ku baturage bagaragaje ko batishimiye icyiciro cy'ubudehe babarizwamo bagaragaje zimwe mu mpamvu zibibatera.

Zimwe muri zo ni: ubujurire butahawe agaciro, ruswa, ikimenyane, akarengane, abayobozi bamwe bahindura amakuru, ibipimo bishingirwaho bidasobanutse, kutagira uruhare mu gushyiraho ibyiciro, gushyirwa mu byiciro bitajyanye n'ubushobozi bwabo.

## Ishusho 60: Impamvu abaturage batishimiye icyiciro cy'ubudehe babarizwamo



Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru irerekana ko impamvu yemejwe kurusha izindi mu zituma abaturage bamwe batishimira ibyiciro by'ubudehe bashyizwemo ari ugushyirwa mu cyiciro kitajyanye n'ubushobozi bwabo, byemejwe na 91.6%. Izindi mpamvu zagaragajwe ni ibipimo bishingirwaho bidasobanutse (78.7%), kutagira uruhare mu itangwa ry'ibyiciro (66.5%), ruswa (66.3%), ikimenyane (58.7%) n'ubujurire butahawe agaciro ku gipimo cya 55,9%.

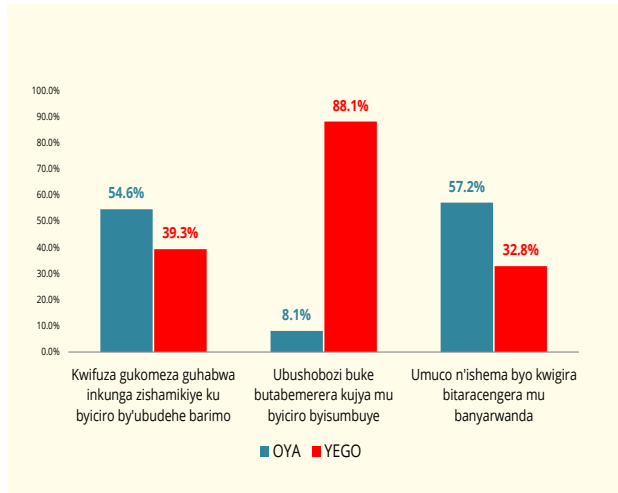
Mu biganiriro mu matsinda, abaturage bagaragaje ko mu gushyiraho ibyiciro by'ubudehe, hari aho abayobozi bahindura amakuru muri aya magambo "Gahunda yo gushyira abantu mu byiciro ikorwa neza n'inteko z'abaturage ariko byagera hejuru bakabihindura". Naho gushyirwa mu cyiciro kitajyanye n'ubushobozi babivuze muri aya magambo "Usanga hari aho umuturage ubeshwaho no guhingira abandi ari mu cyiciro cya

gatatu". Inzego zibishinzwe zikwiye kugira icyo zikora ngo ibi byiciro by'ubudehe bisobanuke kuko ni byo bishingirwaho muri gahunda nyinshi zo kuzamura imibereho myiza y' abaturage.

#### II.2.4.8. Igitera abaturage bamwe kutifuzwa kwimurirwa mu byiciro by'ubudehe byisumbuye

Muri ubu bushakashatsi, abaturage babajijwe ku mpamvu bamwe muri bo batifuza kwimurirwa mu byiciro by'ubudehe byisumbuye.

**Ishusho 61: Igitera abaturage kutifuza kwimurirwa mu byiciro by'ubudehe byisumbuye**



Aho byavuye: Anketi ya RGB, 2017

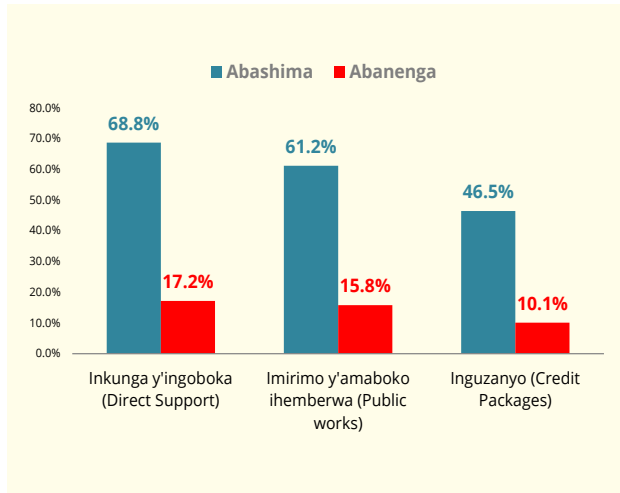
Ibyavuye mu bushakashatsi byagaragaje ko impamvu abaturage bamwe batifuza kwimurirwa mu byiciro by'ubudehe byisumbuye ari ubushobozi buke butabemerera kujya mu byiciro byisumbuye ku gipimo cya 88.1%, kwifuzwa gukomeza guhabwa inkunga zishamikiye ku byiciro by'ubudehe barimo ku kigero cya 39.3% n'umuco n'ishema byo kwigira bitaracengera mu banyarwanda ku kigero cya 32.8%.

Mu biganiri mu matsinda, abaturage bavuze ko benshi bifuzwa gufashwa kandi nta ruhare rwabo rugaragara bumva ko leta izahora ibafasha. Ubukangurambaga ku kwigira burakenewe mu baturage.

**II.2.4.9. Uko abaturage babona ibikorwa bya gahunda ya VUP**

Ubu bushakashatsi bwerekanye uko abaturage babona ibikorwa bya gahunda ya VUP, ibyo bashima kuri VUP n'ibyo bayinenga.

**Ishusho 62: Uko abaturage babona ibikorwa bya gahunda ya VUP**



Aho byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashatsi byerekanye ko bishimiye imikorere y'uburyo bwo gutanga inkunga y'ingoboka (direct support) ku gipimo cyo hejuru kingana na 68.8%, imirimo y'amaboko igakurikiraho (Public works) ku gipimo cya 61.2% n'inguzanyo (Credit packages) ku gipimo cya 46.5%.

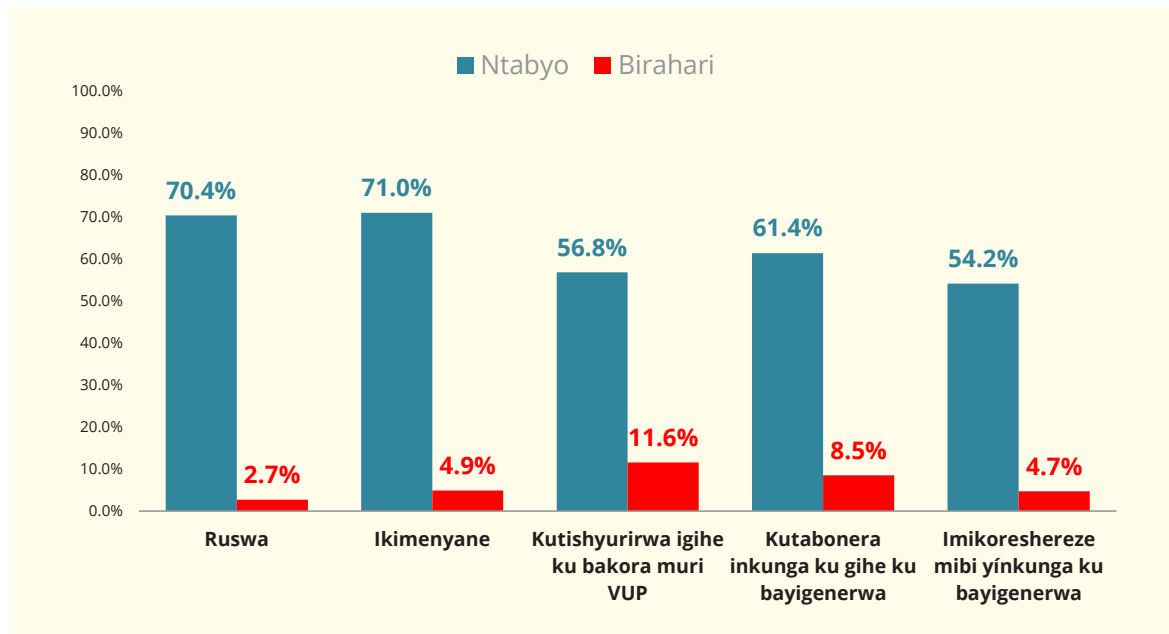
Mu biganiri mu matsinda, abaturage bagaragaje ko abakora mu mirimo y'amaboko ihemberwa "public works" bavugaga ko bahabwaga amafaranga adahwanye n'akazi bakora kandi ngo abenshi bakoreraga ku mazina y'abari mu cyiciro cya mbere bakabwirirwa.

Ibi byerekanye ko mu bikorwa bya VUP hakenewe ubukangurambaga ku bagenerwabikorwa bakibona mu byo bagenewe kandi bikabagirira akamaro.

**II.2.4.10. Ibibazo abaturage babona muri gahunda ya VUP**

Abaturage batanze ibitekerezo ku bibazo babona muri gahunda ya VUP nk'uko bigaragazwa n'ishusho ikurikira.

## Ishusho 63: Ibibazo abaturage babona muri gahunda ya VUP



Aho byavuye: Anketi ya RGB, 2017

Ubushakashatsi bwagaragaje ko ikibazo kiremereye abagenerwabikorwa ba VUP ari ukutishyurirwa ku gihe byagaragajwe ku gipimo cya 11, 6%, ibindi ni ukutabonera inkunga ku gihe ku bayigenerwa kuri 8.5% n'ikimenyane kuri 4.9%.

Mu biganiriro mu matsinda, abaturage bagaragaje ko amafaranga ahabwa abatishoboye bayatanga nabi kuko abageraho atinze ntagire icyo abamarira kigaragara kuko asanga baragiye bafata imyenda bagahita bishyura.

Inzego z'ibanze zikwiye gusuzuma no gukurikiranira hafi imikorere y'abakozi bashinzwe VUP kugira ngo banoze imikorere yabo.



#### IBIKWIYE KWITABWAHO MU GAHUNDA ZITSURA IMIBEREHO MYIZA Y'ABATURAGE

- Gukomeza kuvugurura uburyo bwo gushyira abaturage mu byiciro by'ubudehe bakagiramo uruhare rugararagara;
- Gushyiraho ingamba zihanye zatuma guhitamo abahabwa inkunga za Leta muri gahunda y'imibereho myiza cyane cyane Girinka, ubudehe, VUP no kubakira abatishoboye bikorwa mu mucyo;
- Gukuraho ibisigisigi bya ruswa, ikimenyane n'akarengane aho bisigaye muri serivisi z'imibereho myiza;
- Gutoza abayobozi umuco wo gukorera mu mucyo no kuba inyangamugayo muri serivisi z'imibereho myiza y'abaturage;
- Gukangurira abaturage umuco wo kwigira no guhora bahanga udushya tubafasha kwikura mu bukene.

## IMBONERAHAMWE 16: UKO UTURERE DUHAGAZE MU BIREBANA N'IMIBEREHO MYIZA Y'ABATURAGE MU MYAKA IBIRI (2016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	58.5	64.2	▲ +5.7
2 Burera	76.7	71.4	▼ -5.3
3 Gakenke	73.5	68.4	▼ -5.1
4 Gasabo	33.2	48.1	▲ +14.9
5 Gatsibo	76.4	77.1	▲ +0.7
6 Gicumbi	76.3	82.2	▲ +5.9
7 Gisagara	57.2	57.5	▲ +0.3
8 Huye	49.2	48.4	▼ -0.8
9 Kamonyi	69.5	68.8	▼ -0.7
10 Karongi	78.0	78.5	▲ +0.5
11 Kayonza	58.5	59.2	▲ +0.7
12 Kicukiro	33.7	38.3	▲ +4.6
13 Kirehe	73.7	69.1	▼ -4.6
14 Muhanga	67.7	61.0	▼ -6.7
15 Musanze	62.3	74.8	▲ +12.5
16 Ngoma	66.4	68.4	▲ +2.0
17 Ngororero	73.9	72.9	▼ -1.0
18 Nyabihu	57.0	80.3	▲ +23.3
19 Nyagatare	75.5	59.0	▼ -16.5
20 Nyamagabe	49.9	63.5	▲ +13.6
21 Nyamasheke	61.9	42.5	▼ -19.4
22 Nyanza	54.6	63.6	▲ +9.0
23 Nyarugenge	39.6	45.0	▲ +5.4
24 Nyaruguru	50.5	60.1	▲ +9.6
25 Rubavu	76.9	71.0	▼ -5.9
26 Ruhango	52.7	60.2	▲ +7.5
27 Rulindo	70.8	70.8	► 0.0
28 Rusizi	63.0	49.1	▼ -13.9
29 Rutsiro	30.3	68.6	▲ +38.3
30 Rwamagana	63.3	62.8	▼ -0.5
<b>IMPUZANDENGO</b>	<b>61.2</b>	<b>63.5</b>	<b>▲ 2.3</b>



# IBIBAZO BYO MU MIRYANGO N'IHOHOTERWA RISHINGIYE KU GITSINA

## II.2.5 Ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina

Muri ubu bushakashatsi, abaturage bagaragaje uko babona ibibazo mu miryango n'ihohoterwa, rishingiye ku gitsina n'ibibazo by'umuryango muri rusange.

### II.2.5.1 Ibyavuye mu bushakashatsi ku bibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina muri rusange

Muri ubu bushakashatsi, abaturage batanze ibitekerezo byabo ku bijyanye n'iyubahirizwa ry'ihame ry'ubwuzuzanye hagati y'umugabo n'umugore mu miryango, gufata ibyemezo byumvikamweho ku mikoreshereze y'umutungo w'umuryango, iyubahirizwa ry'uburenganzira bw'abana, guha akato abafite ubumuga mu miryango, ikibazo cy'abana b'inzererezi, ikibazo cy'abana b'abakobwa batwara inda zitateganyijwe, imiryango y'abana birera no gukoresha abana imirimo ivunanye.

Bavuze kandi ku bijyanye n'ihohoterwa rishingiye ku gitsina nko gufata ku ngufu, gukoresha imibonano mpuzabitsina uwo mwashakanye ku gahato, ihohoterwa rishingiye ku mutungo, gukubita no gukomeretsa, guhoza ku nkeke no gutotezwa. Bavuze ibyo bashima n'ibyo banenga.

### UKO ABATURAGE BANYUZWE

85.9%  
ABASHIMA



8.4%  
ABANENGA

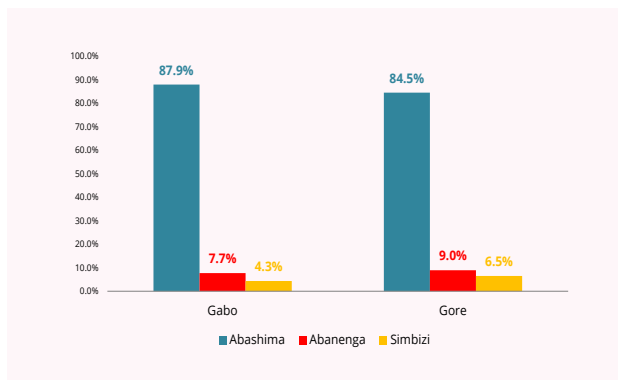


Muri rusange, abaturage bagaragaje ko nta hohoterwa rigaragara ku gipimo kingana na 85.9%. Ku rwego rw'igihugu, mu turere tune honyine aritwo Nyarugenge: 74.3%, Nyabihu: 66.7%, Rubavu: 65.1% na Karongi: 63.3% niho abaturage bagaragaje ko nta hohoterwa rihari ku gipimo kiri hasi ya 75%.

### II.2.5.2. Ibyavuye mu bushakashatsi ku bibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina hakurikijwe igitsina

Muri ubu bushakashatsi, abaturage bagaragaje uko babona ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina hakurikijwe igitsina nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 64: Uko abaturage babona ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina



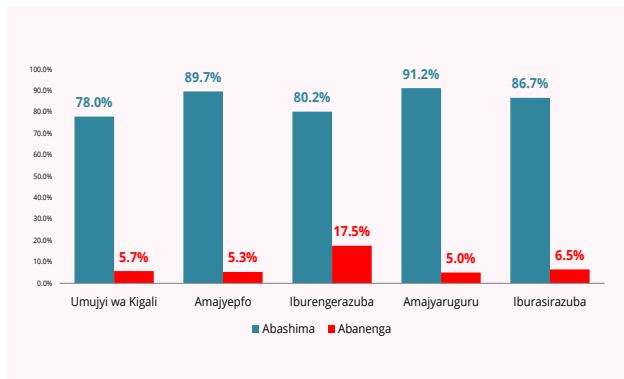
Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragazwa n'ishusho iri hejuru, abagabo nibo bagaragaje ari benshi ko ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina bidahari ku kigero cya 87.9% naho abagore bari kuri 84.5% nibo bemeza ko ibi bibazo bidahari. Ku ruhande rw'abavugaga ko bihari, abagore nibo bari ku gipimo kirushije icy'abagabo kuko ari 9% naho abagabo bemeza ko bihari bakaba 7.7%.

### II.2.5.3. Ibyavuye mu bushakashatsi ku bibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina hakurikijwe intara

Hakurikijwe intara, abaturage bagaragaje uko ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina biteye.

Ishusho 65: Uko abaturage babone ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina hakurikijwe intara



Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragazwa n'ishusho iri hejuru, mu ntara y'Amajyaruguru niho abaturage bagaragaje ari benshi ko nta bibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina bahari ku pimo kingana na 90.5%.

Naho mu Mujyi wa Kigali, ni ho abaturage bagaragaje ko ibi bibazo badahari ku gipimo gito kingana na 78.0%. Mu ntara y'Iburengerazuba niho bagaragaje ari benshi ko ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina bihari kuko bangana na 17.5% mu gihe mu Majyaruguru abemeza ko ibi bibazo bihari ari 5% gusa.

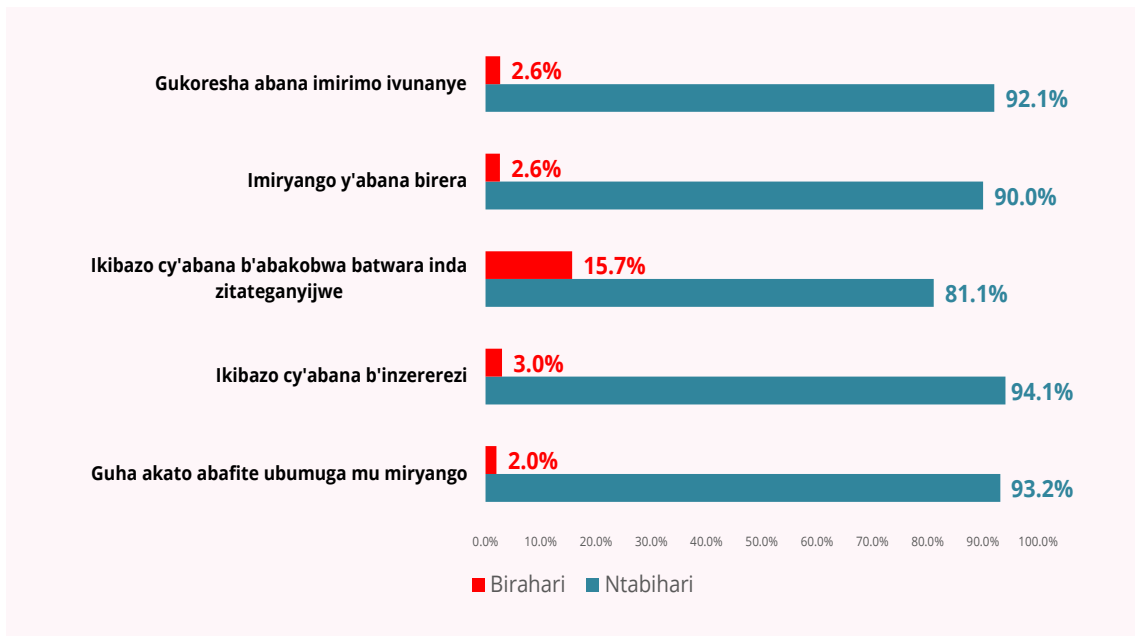
### II.2.5.4. Ubwiganze bw'ibibazo byo mu miryango bitandukanye

Muri ubu bushakashatsi, abaturage bagaragaje uko babona bimwe mu bibazo byo mu miryango. Bavuze ku bijyanye no guha akato abafite ubumuga mu miryango, ikibazo cy'abana b'inzererezi, ikibazo cy'abana b'abakobwa batwara inda zitateganyijwe, imiryango y'abana birera no gukoresha abana imirimo ivunanye. Uko babigaragaje bikubiye mu ishusho ikurikira.

### Ubwiganze bw'ibibazo byo mu ngo bitandukanye

Ibibazo byo mu ngo biri mu bihungabanya umutekano. Iyo bibaye bike cyangwa ntabyo, ni kimenyetso cy'imibanire myiza y'abaturage. Uko byagaragaye muri ubu bushakashatsi biboneka ku ishusho ikurikira.

## Ishusho 66: Ubwiganze bw'ibibazo byo mu ngo bitandukanye



Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragara ku ishusho iri hejuru, abaturage bagaragaje ko ikibazo cy'abana b'abakobwa batwara inda zitateganyijwe gihari ku gipimo cya 15.7%.

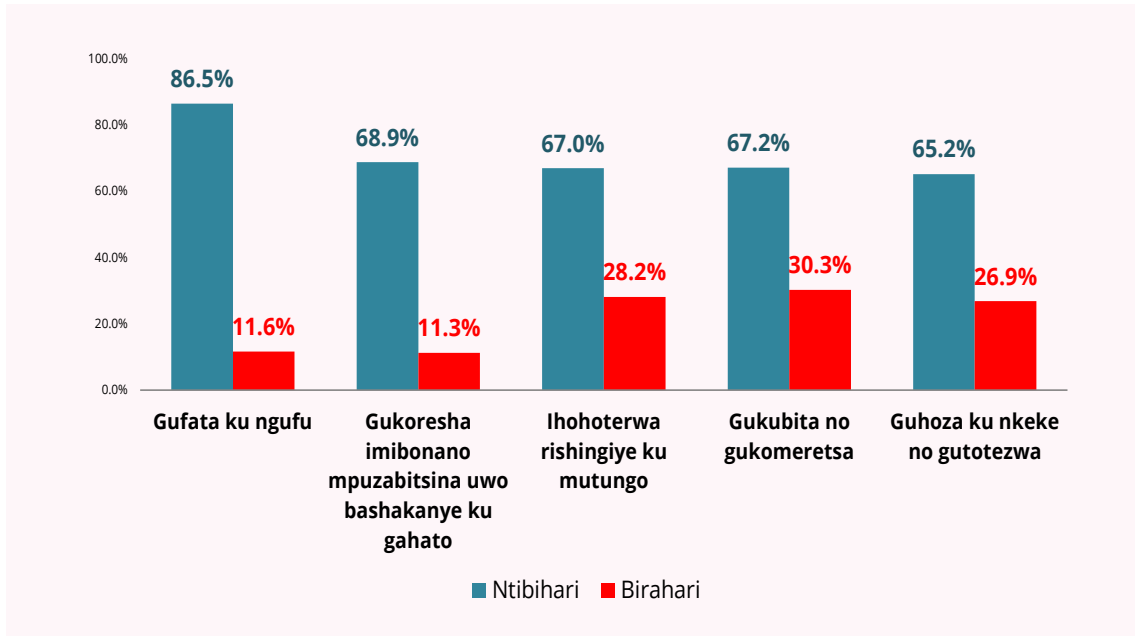
Ibindi bibazo nko guha akato abafite ubumuga mu miryango, ikibazo cy'abana b'inzererezi, imiryango y'abana birera no gukoresha abana imirimo ivunanye biri ku gipimo kitarenze 3%.

Biragaragara ko nta bibazo biteye impungenge mu miryango, inzego bireba zihagurukire gukemura ikibazo cy'abana b'abakobwa batwara inda zitateganyijwe.

#### II.2.5.5. Uko abaturage babona ibibazo birebana n'ihohoterwa rishingiye ku gitsina

Abaturage bavuze ku bijyanye n'ihohoterwa rishingiye ku gitsina nko gufata ku ngufu, gukoresha imibonano mpuzabitsina uwo mwashakanye ku gahato, ihohoterwa rishingiye ku mutungo, gukubita no gukomeretsa, guhoza ku nkeke no gutotezwa. Ibyavuye mu bushakashatsi bigaragazwa n'ishusho ikurikira.

## Ishusho 67: Uko abaturage babona ihohoterwa rishingiye ku gitsina



Aho byavuye: Anketi ya RGB, 2017

Ababajijwe bagaragaje ko ibikorwa bijyanye no gukubita no gukomeretsa bigihari ku gipimo cya 30.3%, ihohoterwa rishingiye ku mutungo rihari ku gipimo cya 28.2%, guhoza ku nkeke no gutotezwa bihari ku gipimo cya 26.9%, gufata ku ngufu no gukoresha imibonano mpuzabitsina uwo bashakanye ku gahato ku gipimo cya 11.6% na 11.3%.

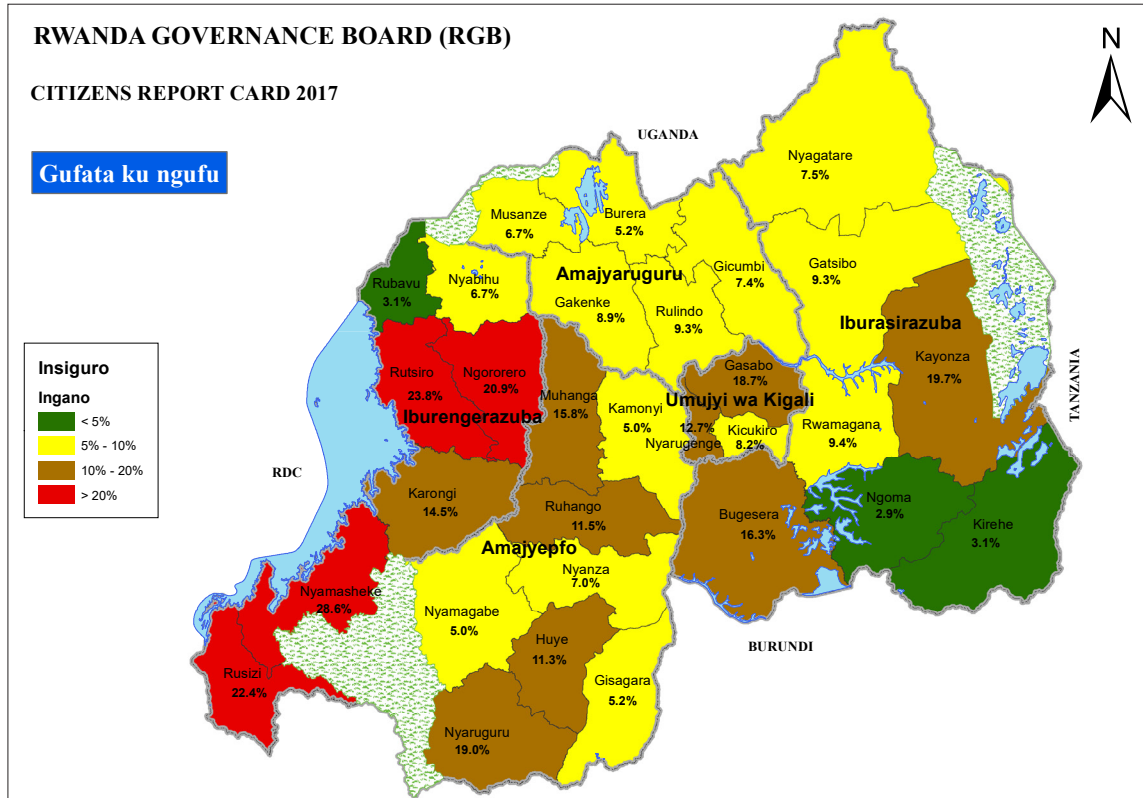
Ibikorwa by'ihohoterwa, n'ubwo bidakabije, biracyahari. Inzego z'ibanze n'iz'umutekano bakwiye kwegera abaturage, bakabashishikariza kwirinda ibibazo by'ihohoterwa kuko bidindiza iterambere.

### II.2.5.6. Uko abaturage babona ibikorwa byo gufata ku ngufu bihagaze

#### Uko abaturage babona ibikorwa byo gufata ku ngufu bihagaze

Abaturage bagize umwanya wo kuvuga uko babona ibikorwa byo gufata ku ngufu bihagaze. Ibyavuye mu bushakashatsi biragaragara ku ikarita ikurikira.

Ikarita 24: Uko abaturage babona ibyo gufata ku ngufu



Aho byavuye: Anketi ya RGB, 2017

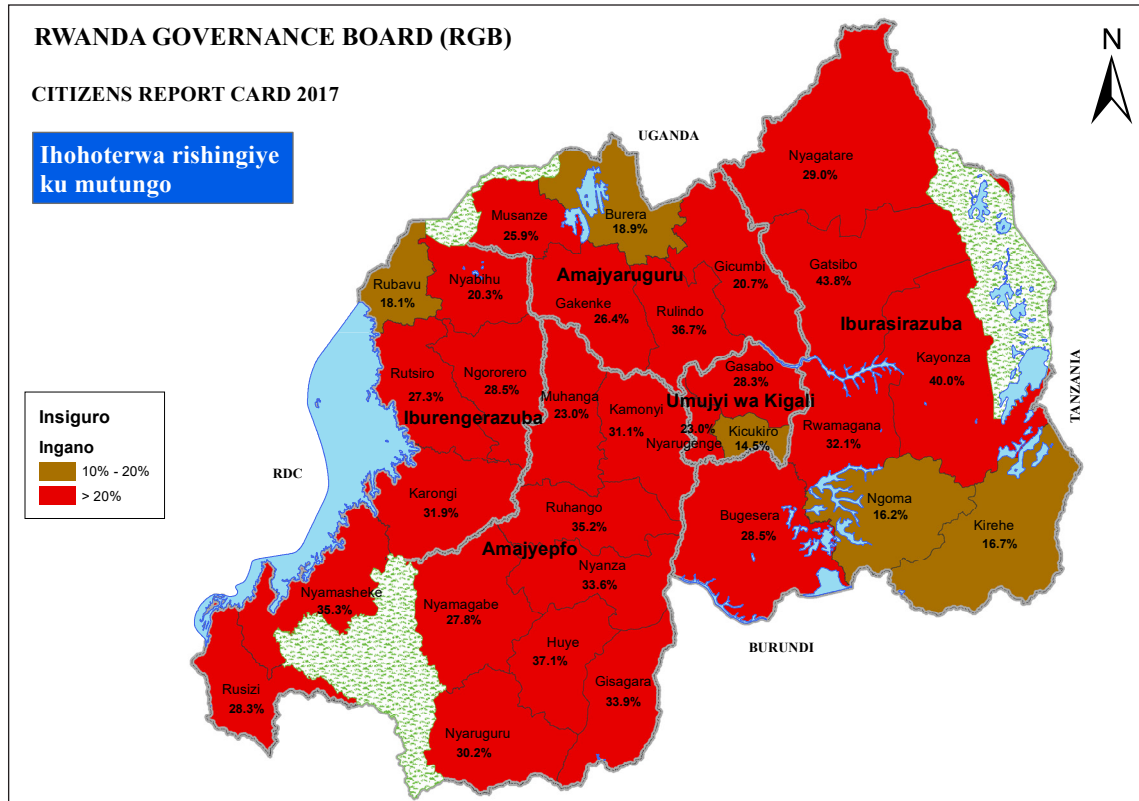
Abaturage bagaragaza ko ibikorwa byo gufata ku ngufu bikiriho nk'uko biboneka ku ikarita iri hejuru. Uretse akarere ka Rubavu, Ngoma na Kirehe aho abaturage bagaragaje ko gufata ku ngufu biriho ku gipimo cyo hasi ya 5%, mu turere twa Rutsiro, Ngororero, Nyamasheke na Rusizi ho abaturage bagaragaje ko biriho ku gipimo kirenga 20%.

Naho mu tundi dusigaye icyo kipimo kiri hagati ya 5% na 20%. Inzego z'ibanze zikwiye gukangurira abaturage kwirinda ibyo bikorwa kuko bidindiza iterambere ry'abaturage n'igihugu muri rusange.

II.2.5.7. Uko abaturage babona ihohoterwa rishingiye ku mutungo rihagaze

Abaturage bahawe urubuga rwo kugaragaza uko babona ihohoterwa rishingiye ku mutungo rihagaze.

Ikarita 25: Uko abaturage babona ihohoterwa rishingiye ku mutungo



Aho byavuye: Anketi ya RGB, 2017

Abaturage bagaragaje ko ihohoterwa rishingiye ku mutungo rikiri ikibazo. Uturere dutanu (5) aritwo Rubavu, Burera, Kicukiro, Ngoma na Kirehe niho abaturage bagaragaje ko ihohoterwa rishingiye ku mutungo rihari ku gipimo kiri hagati ya 10% na 20%.

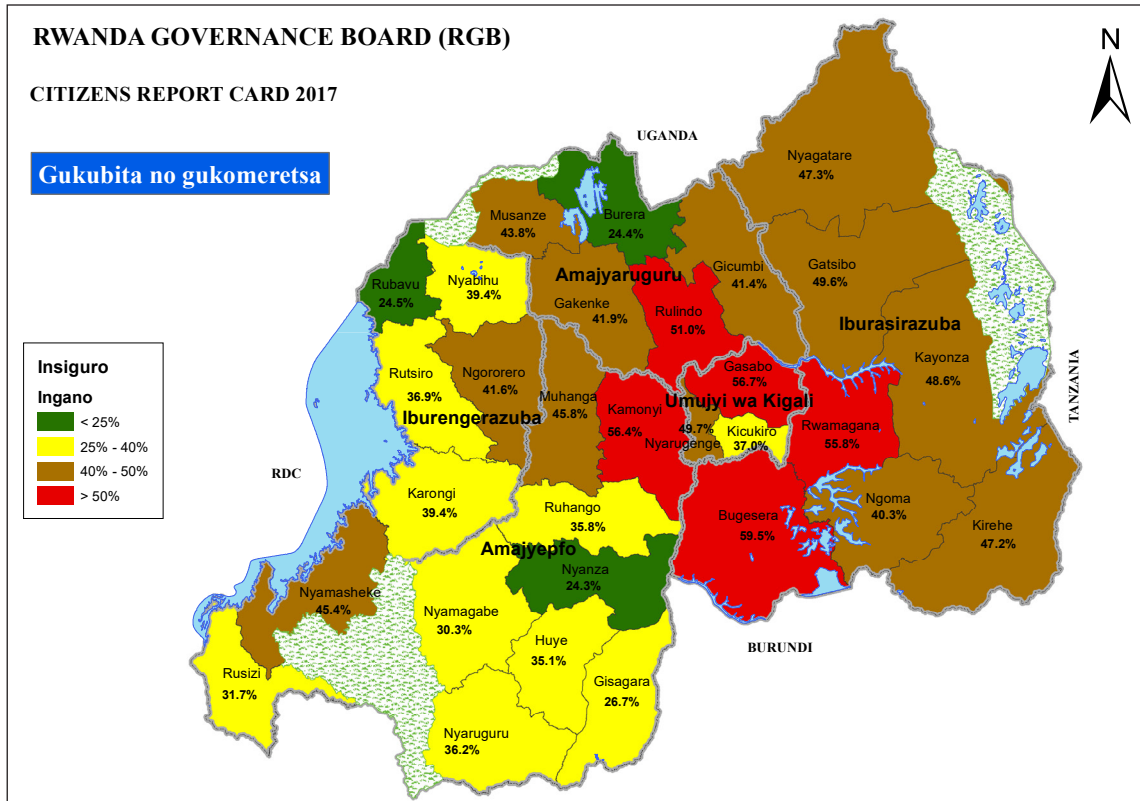
Uturere tundi dusigaye abaturage bagaragaje ko ihohoterwa rishingiye ku mutungo rihari ku gipimo kiri hejuru ya 20%. Ni ngombwa ko abaturage bafatanyije n'inzego z'ibanze basuzuma impamvu zitera iryo hohoterwa mu baturage kuko rigaragara mu turere twose, maze ingamba zo kurivanaho zigafatwa mu maguru mashya.

### II.2.5.8. Uko abaturage babona gukubita no gukomeretsa bihagaze

Muri ubu bushakashatsi abaturage berekanye uruhare rwo gukubita no gukomeretsa mu bijyanye no guhungabanya umudendezo w'abaturage. Ikarita ikurikira irerekana ibyavuye mu bushakashatsi.



Ikarita 26: Uko abaturage babona gukubita no gukomeretsa



Aho byavuye: Anketi ya RGB, 2017

Mu turere twa Burera, Rubavu, Gisagara na Nyanza niho abaturage bishimye kurusha ahandi kuko bagaragaje ko gukubita no gukomeretsa bishingiye ku gitsina bihari ku gipimo kiri hagati ya 20% na 30%, uturere twa Kicukiro, Ruhango, Huye, Nyaruguru, Nyamagabe, Rusizi, Karongi, Rutsiro na Nyabihu abaturage bagaragaje ko gukubita no gukomeretsa bishingiye ku gitsina bihari ku gipimo kiri hagati ya 30% na 40%.

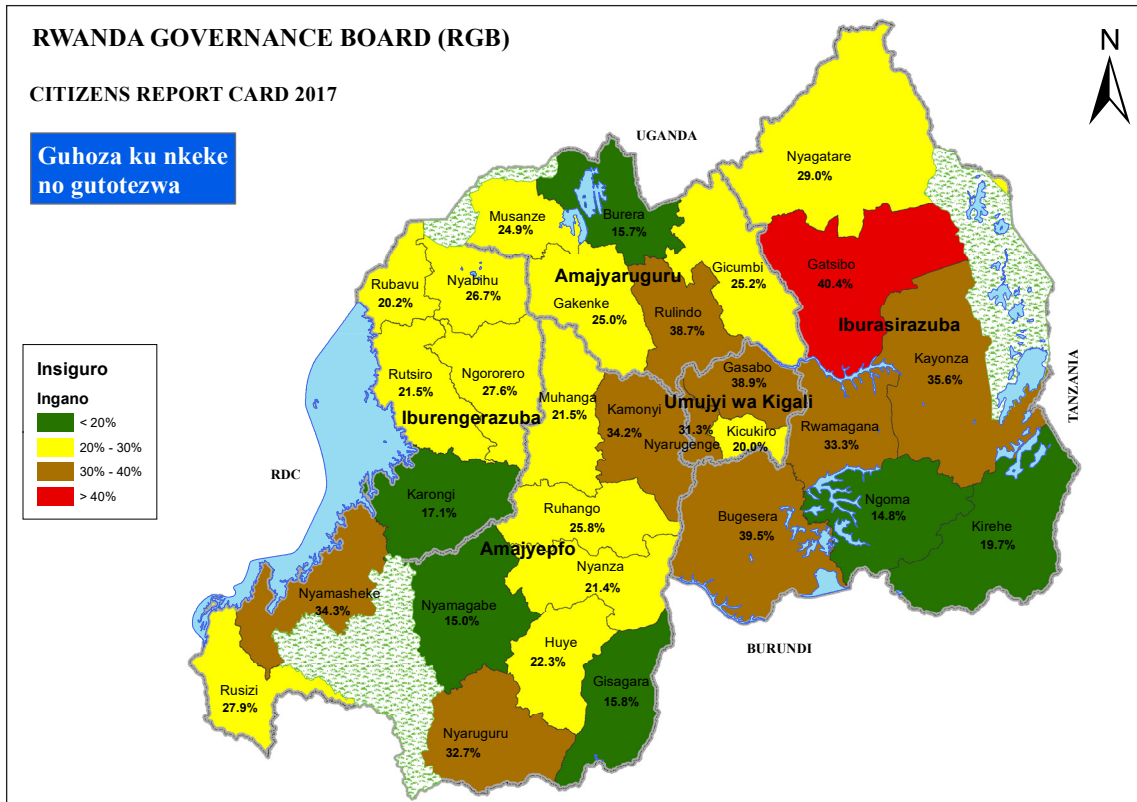
Utundi turere dusigaye, abaturage bagaragaje ko bihari ku gipimo kiri hejuru ya 40%. Ibi bigaragaza ko mu miryango y'abanyarwanda, gukubita no gukomeretsa bishingiye ku gitsina bitaracika. Inzego z'ibanze n'iz'umutekano

bakwiye gufatanya n'abaturage bagashakira hamwe umuti w'igitera gukubita no gukomeretsa bishingiye ku gitsina.

#### II.2.5.9. Uko abaturage babona guhoza ku nkeke no gutotezwa bihagaze

Ubu bushakashatsi bwagaragaje uko abaturage babona guhoza ku nkeke no gutotezwa bihagaze. Ibyavuye mu bushakashatsi biragaragazwa n'ikarita ikurikira.

Ikarita 27: Uko abaturatione babona guhoza ku nkeke no gutotezwa



Aho byavuye: Anketi ya RGB, 2017

Abaturage bishimiye uko guhoza ku nkeke no gutotezwa birwanywa ku gipimo kingana na 65.2% muri rusange. Uturere cumi na dutatu (6) tuza ku isonga ry'abashima ni Ngoma, Nyamagabe, Gisagara, Burera, Karongi na Kirehe aho abaturatione bagaragaje ko guhoza ku nkeke no gutotezwa bihari ku gipimo kiri hasi ya 20%. Akarere ka Gatsibo niko abaturatione bagaragaje ko guhoza ku nkeke no gutotezwa bihari ku gipimo kiri hejuru ya 40%.

Uturere tundi dusigaye bagaragaje ko bihari ku gipimo kiri hagati ya 20% na 40%. Ibi birerekana ko ibikorwa byo guhoza ku nkeke no gutotezwa bitarashira n'ubwo hari ingamba zo kubirwanya. Inzego zibishinzwe zikwiye gukangurira abaturatione ingamba zo kwirinda ibibazo byo guhoza ku nkeke no gutotezwa.



**IBIKWIYE KWITABWAHO MU BIBAZO BYO MU MIRYANGO N'IHOHOTERWA RISHINGIYE KU GITSINA**

- Gufata ingamba zo gukemura ikibazo cy'abana b'abakobwa batwara inda zitateganijwe;
- Gukangurira abaturatione kumenya amategeko arengera abana;
- Gukuraho ibisigisigi bya ruswa, ikimenyane n'akarengane aho bisigaye muri serivisi z'imibereho myiza;
- Gukangurira abaturatione kwirinda ibikorwa by'ihohoterwa rishingiye ku gitsina, uko ryaba rimeze kose;

## IMBONERAHAMWE 17 UKO UTURERE DUHAGAZE MU BYEREKERANYE N'IBIBZO MU MIRYANGO N'IHOHOTERWA RISHINGIYE KU GITSINA MU MYAKA IBIRI (20016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	73.2	82.2	▲ +9.0
2 Burera	81.0	96.0	▲ +15.0
3 Gakenke	91.3	94.6	▲ +3.3
4 Gasabo	77.7	81.8	▲ +4.1
5 Gatsibo	73.4	85.8	▲ +12.4
6 Gicumbi	71.9	89.0	▲ +17.1
7 Gisagara	84.8	87.4	▲ +2.6
8 Huye	82.8	86.5	▲ +3.7
9 Kamonyi	79.1	90.6	▲ +11.5
10 Karongi	90.1	63.3	▼ -26.8
11 Kayanza	75.1	85.6	▲ +10.5
12 Kicukiro	83.6	77.8	▼ -5.8
13 Kirehe	88.3	88.6	▲ +0.3
14 Muhanga	82.5	92.1	▲ +9.6
15 Musanze	77.7	86.7	▲ +9.0
16 Ngoma	81.6	88.0	▲ +6.4
17 Ngororero	86.6	91.2	▲ +4.6
18 Nyabihu	63.7	66.7	▲ +3.0
19 Nyagatare	74.8	86.4	▲ +11.6
20 Nyamagabe	75.0	88.6	▲ +13.6
21 Nyamasheke	91.2	94.0	▲ +2.8
22 Nyanza	79.0	91.0	▲ +12.0
23 Nyarugenge	74.0	74.3	▲ +0.3
24 Nyaruguru	78.0	91.1	▲ +13.1
25 Rubavu	87.9	65.1	▼ -22.8
26 Ruhango	76.7	90.6	▲ +13.9
27 Rulindo	91.3	89.9	▼ -1.4
28 Rusizi	88.3	93.3	▲ +5.0
29 Rutsiro	87.0	88.2	▲ +1.2
30 Rwamagana	76.7	90.0	▲ +13.3
<b>IMPUZANDENGO</b>	<b>80.7</b>	<b>85.9</b>	<b>▲ +5.2</b>

3

INKINGI  
Y'IMIYOBORERE  
N'UBUTABERA

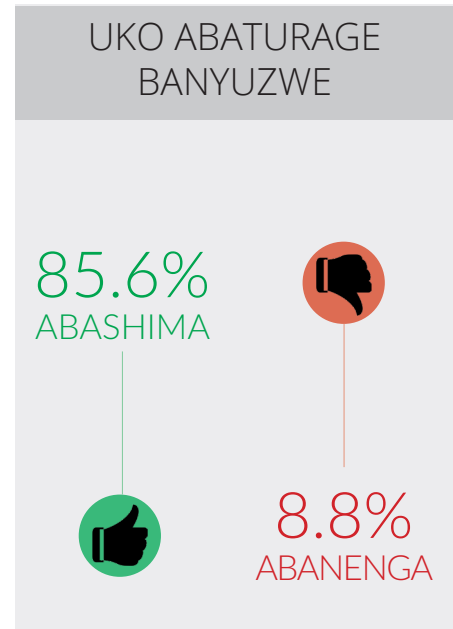
# INZEGO Z'IBANZE

## II.3.1 Serivisi zitangwa n'inzego z'ibanze

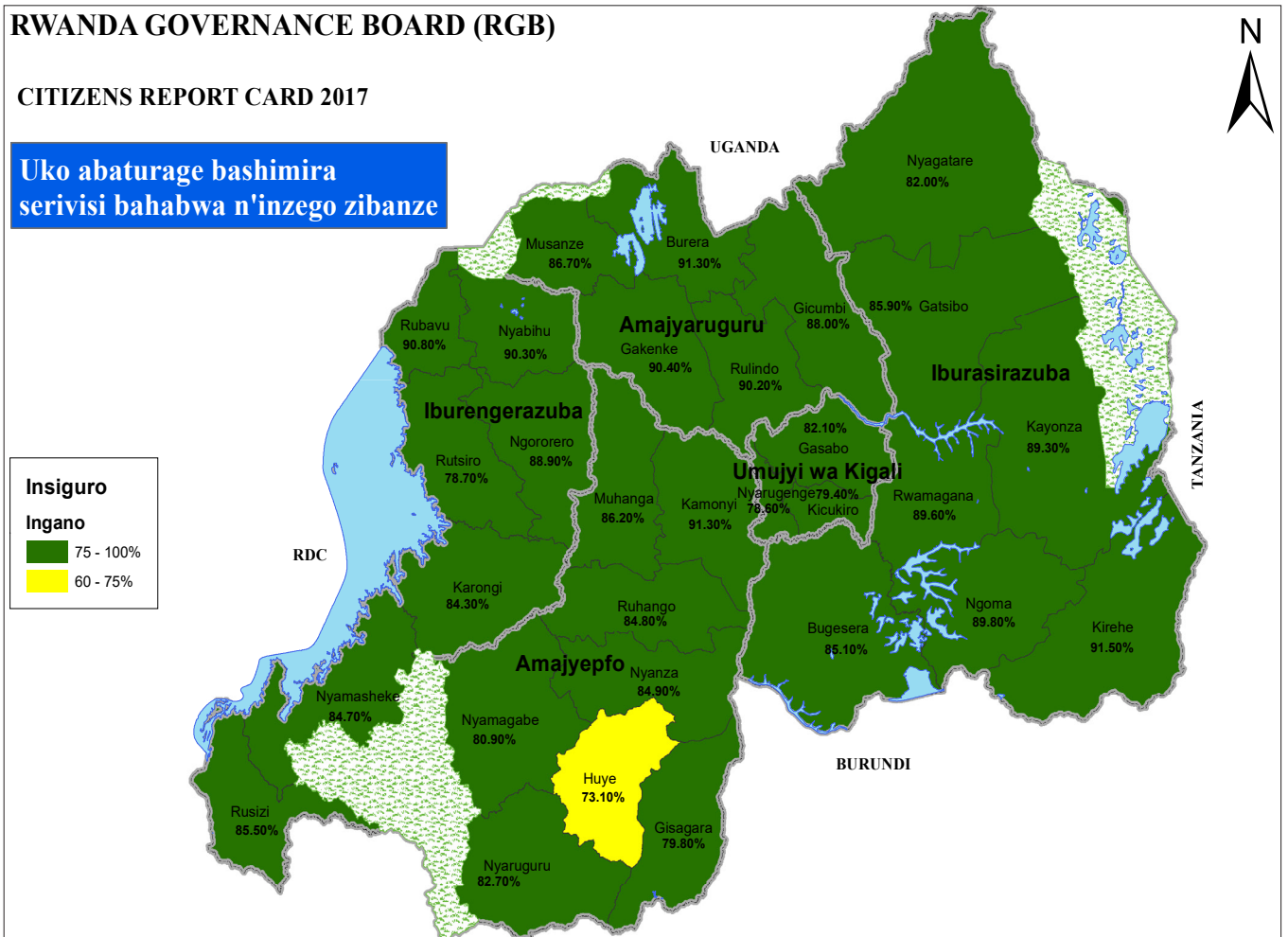
Uburyo inzego z'ibanze zihabwako abaturage serivisi ni igipimo cy'imiyoborere myiza muri rusange. Iyo abaturage bahawe serivisi nziza kandi bakaba bashobora gushima ibyiza no kunenga ibitagenda neza, ni ikimenyetso cy'uko imiyoborere igenda neza, kandi n'aho itagenda neza bifasha abayobozi gukosora. Ibyavuye muri ubu bushakashatsi biragaragaza uburyo abaturage bahabwako serivisi mu nzego z'ibanze, ibyo bashima n'ibyo banenga.

### II.3.1.1. Ibyavuye mu bushakashatsi ku nzego z'ibanze muri rusange

Ubu bushakashatsi bwagaragaje ko abaturage bishimiye serivisi bahabwako n'inzego z'ibanze ku gipimo kingana na 85.6% muri rusange naho abanenga bari ku gipimo kingana na 8.8%, bitandukanye cyane ni umwaka ushize (2016) aho abishimiye serivisi zitangwako bari ku gipimo kingana na 75.9% naho abanenga bakaba bari ku gipimo kingana na 18.0%.



Ikarita 28: Uko abaturage babona serivisi zitangwa n'inzego z'ibanze



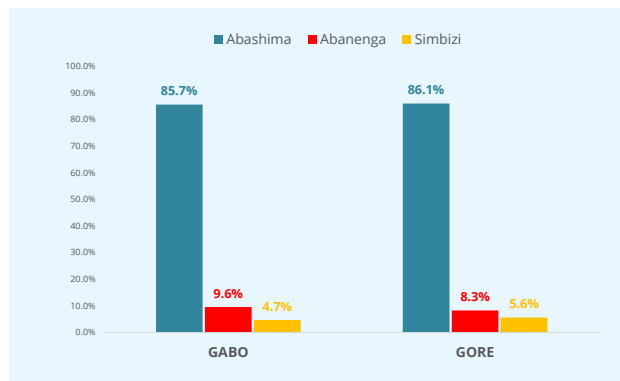
Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragara ku karita ibanza, uretse akarere ka Huye gafite abashima bari ku kigero cya 73.10%, mu tundi turere twose abaturage bagaragaje ko bishimiye serivisi bahabwa n'inzego z'ibanze ku gipimo kirenga 75%.

### II.3.1.2. Uko abaturage bishimiye serivisi bahabwa mu nzego z'ibanze hakurikijwe igitsina

Abaturage bagaragaje uko bishimiye serivisi bahabwa mu nzego z'ibanze hakurikijwe igitsina nk'uko bigaragazwa n'ishusho ikurikira.

#### Ishusho 68: Uko abaturage bishimiye serivisi bahabwa mu nzego z'ibanze hakurikijwe igitsina

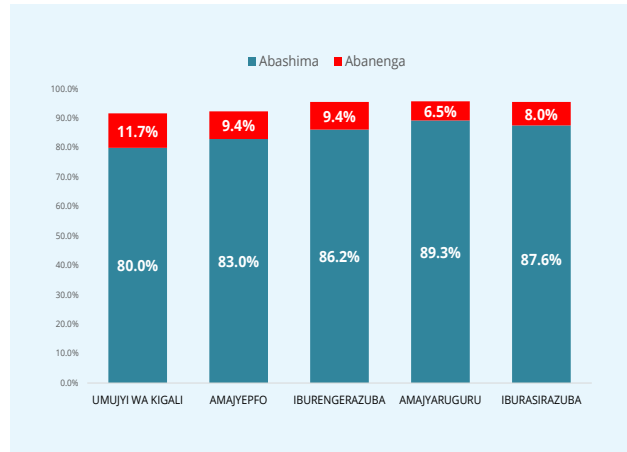


Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru irerekana ko abagore aribo bishimira serivisi bahabwa mu burezi ku gipimo kiri hejuru y'icy'abagabo, kuko abagore bari kuri 86.1%, abagabo bari kuri 85.7%. Abagabo nibo bari ku gipimo kiri hejuru mu banenga.

### II.3.1.3. Ibyavuye mu bushakashatsi kuri serivisi zitangwa n'inzego z'ibanze hakurikijwe

#### Ishusho 69: Uko abaturage bishimiye serivisi bahabwa n'inzego z'ibanze



Aho byavuye: Anketi ya RGB, 2017

Ibyavuye muri ubushakashatsi birerekana ko muri rusange abaturage b'intara zose bishimiye serivisi bahabwa z'inzego z'ibanze ku gipimo kiri hejuru ya 80%.

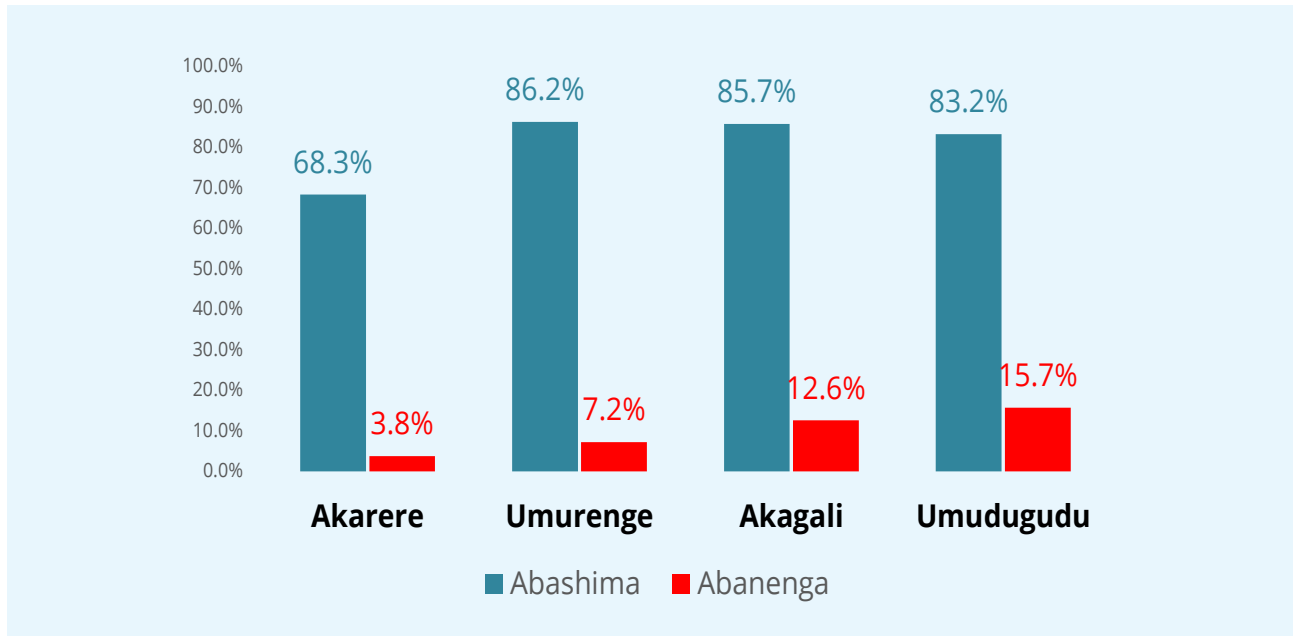
Intara y'Amajyaruguru niyo iza imbere mu bashima (89.3%) ikaba ari nayo ifite umubare muto w'abanenga (6.5%), naho Umujyi wa Kigali uza inyuma mu bashima (80.8%), ukaba nanone ari nawo ufite umubare munini w'abanenga (11.7%).

### II.3.1.4. Imikorere y'inzego z'ibanze

Uko abaturage bashima imikorere y'inzego z'ibanze bigaragaza icyizere bazifitiye, bityo bakazigana bazi neza ko bari bukemurirwe ibibazo uko bikwiye. Muri ubu bushakashatsi, abaturage bagaragaje uburyo babona imikorere y'inzego z'ibanze arizo akarere, umurenge, akagari n'umudugudu.



## Ishusho 70: Uko abaturage babona imikorere y'inzego z'ibanze



Aho byavuye: Anketi ya RGB, 2017

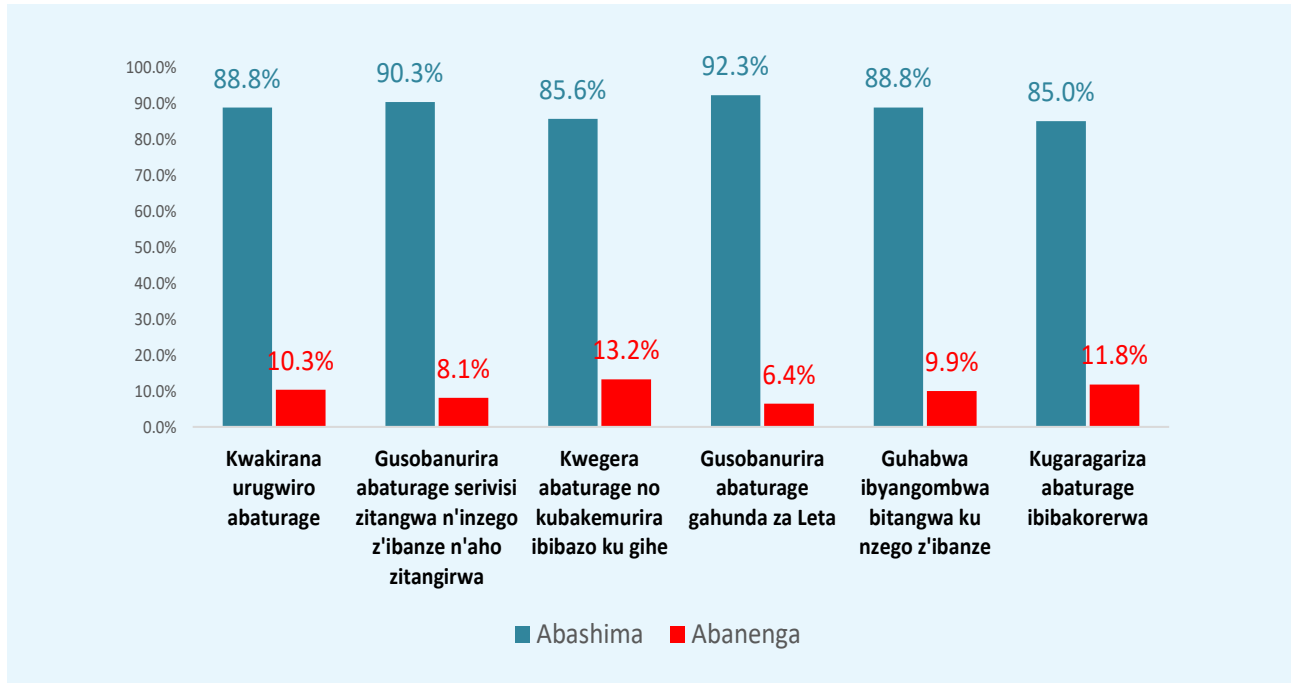
Nk'uko iyi shusho iri hejuru ibyerekanaga, abaturage bagaragaje ko bishimiye imikorere y'inzego z'ibanze ku gipimo kiri hejuru ya 80%, uretse urwego rw' akarere ruri ku gipimo kingana na 68.3%. Ni naho abanenga imikorere ari bake ku gipimo kingana na 3.8%. Byerekanaga ko abaturage batavuye mu serivisi zihatangirwa kuko batavuye mu serivisi zihatangirwa.

N'ubwo abaturage benshi (83.2%) bashimishijwe na serivisi bahabwa n'urwego rw'umudugudu, ni narwo rwego rufite abarunenga benshi (15.7%). Ababajijwe bavuye ko ibi biterwa n'uko arirwo rwego rwegereye abaturage kurusha izindi, ari narwo bakorana umunsi ku wundi.

### II.3.1.5. Serivisi zitangwa n'inzego z'ibanze zakozweho ubushakashatsi

Muri ubu bushakashatsi, abaturage bagaragaje uburyo bishimiye serivisi bahabwa n'inzego z'ibanze harimo: kwakirana urugwiro abaturage, gusobanurira abaturage serivisi zitangwa n'inzego z'ibanze, kwakira abaturage no kubakemurira ibibazo ku gihe, gusobanurira abaturage gahunda za Leta, guhabwa ibyangombwa bitangwa ku nzego z'ibanze no kugaragariza abaturage ibibakorerwa.

## Ishusho 71: Uko abaturage babona serivisi bahabwa n'inzego z'ibanze



Aho byavuye: Anketi ya RGB, 2017

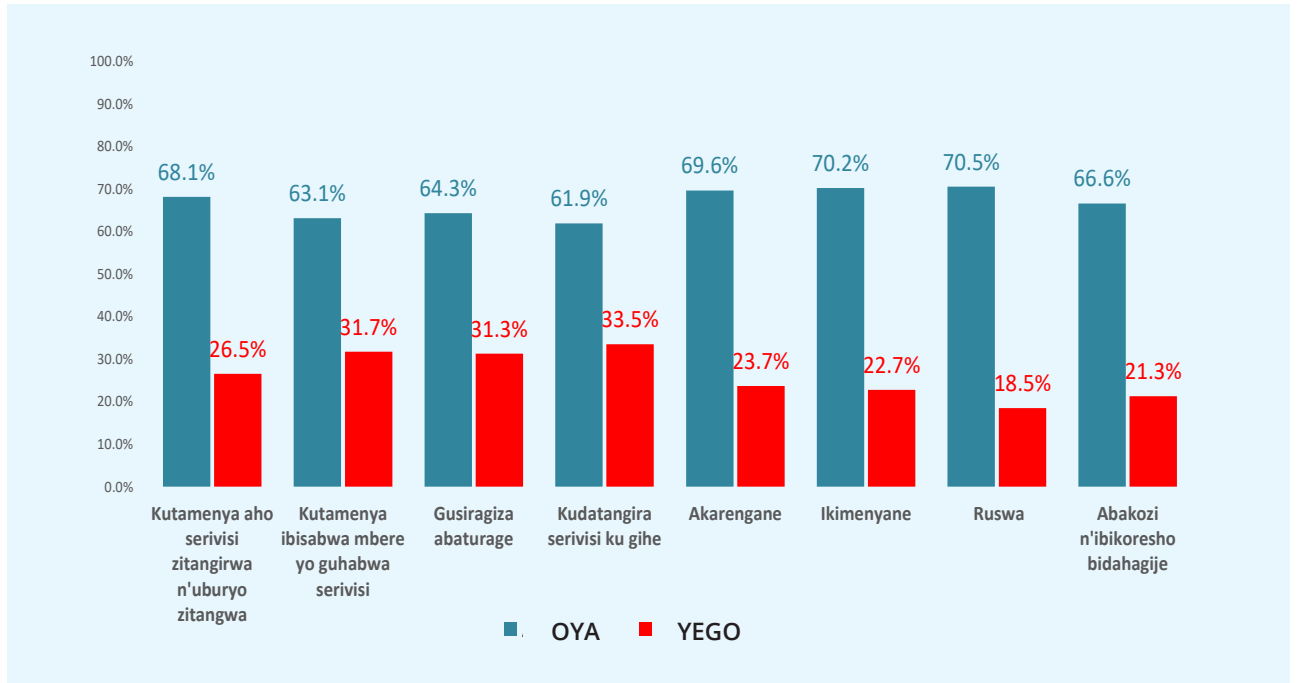
Ishusho iri haruguru irerekana ko abaturage bishimiye cyane uburyo basobanurirwa gahunda za Leta ku gipimo kingana na 92.3% hamwe n'uburyo basobanurirwa serivisi zitangwa n'inzego z'ibanze n'aho zitangirwa ku gipimo kingana na 90.3%.

Aho banenga kurusha ahandi, ni uburyo abayobozi b'inzego z'ibanze begera abaturage, ku gipimo cya 13.2%, uburyo abayobozi bagaragariza abaturage ibibakorerwa 11.8% n'uburyo abayobozi bakirana urugwiro abaturage ku gipimo cya 10.3%.

### II.3.1.6. Uko abaturage babona ibibangamira imitangire ya serivisi mu nzego z'ibanze

Abaturage batanze ibitekerezo ku byo babona bibangamira imitangire ya serivisi mu nzego z'ibanze. Ibyavuye mu bushakashatsi bigaragazwa n'ishusho ikurikira.

## Ishusho 72: Uko abaturage babona ibibangamira imitangire ya serivisi mu nzego z'ibanze



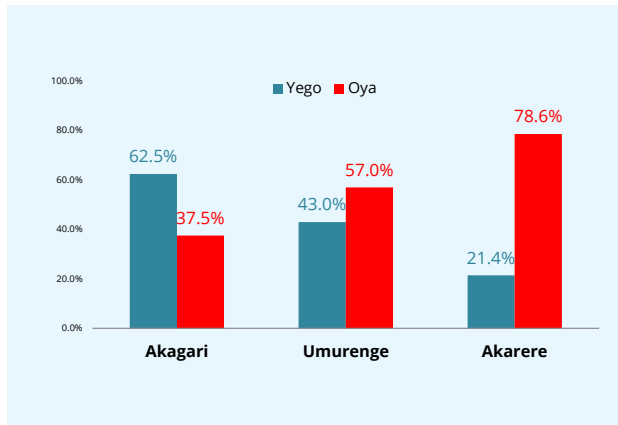
Aho byavuye: Anketi ya RGB, 2017

Hakurikijwe ibiri kuri iyi shusho, kudatangira serivisi ku gihe, gusiragiza abaturage no kuba abaturage batamenya ibisabwa mbere yo guhabwa serivisi nibyo biri ku isonga mu byo abaturage bagaragaza nk'ibibangamira imitangire ya serivisi inoze mu nzego z'ibanze.

### II.3.1.7. Uko abaturage bazi urwego rwa Njyanama

Kumenya imikorere ya Njyanama ni kimwe mu bigaragaza ko abaturage bahagarariwe neza kandi ko ibyifuzo byabo byitabwaho mu igenamigambi ry'akarere. Ishusho ikurikira iragaragaza uko abaturage bazi Njyanama guhera ku Kagari kugera ku Karere.

## Ishusho 73: Ubumenyi kuri Njyanama



Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragazwa n'iyi ishusho iri hejuru, abaturage bavuze ko bazi urwego rwa Njyanama y'Akagari ku gipimo kingana na 62.5%, Njyanama y'Umurenge 43.0% naho Njyanama y'Akarere ni 21.4%. Uko inzego zigenda zizamuka, niko abazi urwego rwa Njyanama bagenda bagabanuka.

Inzego z'ibanze zikwiye gushyiraho gahunda y'ubukangurambaga mu kumenyekanisha abajyanama, bakarushaho kwegera abaturage bahagarariye no kumva ibyifuzo byabo.

## Uko abaturage bishimiye imikorere ya Njyanama

Imikorere inoze y'abajyanama yatuma abaturage bumva ko bafite uruhare mu byemezo bifatwa n'inzego z'ibanze. Ubushakashatsi bwakozwe bwabajije abavuze ko bazi Njyanama n'uko babona imikorere yayo.

Ugereraniye na CRC 2016, haragaragara ukwiyongera mu baturage bavugaga ko bashima imikorere ya za njyanama. Mu babajijwe bavuze ko bazi Njyanama, abenshi bishimiye imikorere y'urwo rwego ku Kagari, Umurenge n'Akarere ku gipimo kirenga 80%.

Bivuze ko Njyanama irushijeho kwegera abaturage hari byinshi byanzwaga mu mikorere y'inzego z'ibanze kuko ijwi ry'umuturage ryarushaho kumvikana n'ibyemezo bimufatirwa akaba yabigizemo uruhare.



### IBIKWIYE KWITABWAHO MU NZEGO Z'IBANZE

- ☛ Gushyiraho gahunda z'ubukangurambaga kugira ngo abaturage bamenye serivisi bagomaba guhabwa n'urwego, bityo umuturage abone serivisi asaba mu gihe cyateganijwe;
- ☛ Gushyiraho ingengabihe y'inteko z'abaturage kugira ngo babone urubuga rwo gukemura ibibazo byabo;
- ☛ Kurandura burundu ibisigisigi bya ruswa, ikimenyane n'akarengane bikirangwa mu nzego zimwe z'ibanze;
- ☛ Kurwanya burundu umuco wo gusiragiza abaturage bagahabwa serivisi bakeneye kandi ku gihe.
- ☛ Abajyanama mu nama Njyanama ku nzego zitandukanye barasabwa kwegera abo bahagarariye no kumva ibitekerezo byabo ndetse no kubagezaho ibyavuye mu nama Njyanama babarizwamo. Bityo umuturage azumva ko ahagarariwe kandi ko agira uruhare mu bimukorerwa binyuze mu Bajyanama bamuhagarariye

## IMBONERAHAMWE 18: UKO UTURERE DUHAGAZE MURI SERIVISI Z'INZEGO Z'IBANZE MU MYAKA IBIRI (2016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	66.5	85.1	▲ +18.6
2 Burera	76.4	91.3	▲ +14.9
3 Gakenke	79.5	90.4	▲ +10.9
4 Gasabo	66.7	82.1	▲ +15.4
5 Gatsibo	87.1	85.9	▼ -1.2
6 Gicumbi	78.2	88.0	▲ +9.8
7 Gisagara	74.7	79.8	▲ +5.1
8 Huye	74.8	73.1	▼ -1.7
9 Kamonyi	85.6	91.3	▲ +5.7
10 Karongi	79.0	84.3	▲ +5.3
11 Kayonza	78.5	89.3	▲ +10.8
12 Kicukiro	68.4	79.4	▲ +11.0
13 Kirehe	75.7	91.5	▲ +15.8
14 Muhanga	83.7	86.2	▲ +2.5
15 Musanze	69.7	86.7	▲ +17.0
16 Ngoma	76.0	89.8	▲ 13.8
17 Ngororero	84.8	88.9	▲ +4.1
18 Nyabihu	70.5	90.3	▲ +19.8
19 Nyagatare	83.9	82.0	▼ -1.9
20 Nyamagabe	67.7	80.9	▲ +13.2
21 Nyamasheke	76.3	84.7	▲ +8.4
22 Nyanza	70.9	84.9	▲ +14.0
23 Nyarugenge	68.8	78.6	▲ +9.8
24 Nyaruguru	66.9	82.7	▲ +15.8
25 Rubavu	87.8	90.8	▲ +3.0
26 Ruhango	68.2	84.8	▲ +16.6
27 Rulindo	75.1	90.2	▲ +15.1
28 Rusizi	76.2	85.5	▲ +9.3
29 Rutsiro	78.2	78.7	▲ +0.5
30 Rwamagana	77.2	89.6	▲ +12.4
<b>IMPUZANDENGO</b>	<b>75.9</b>	<b>85.6</b>	<b>▲ +9.7</b>

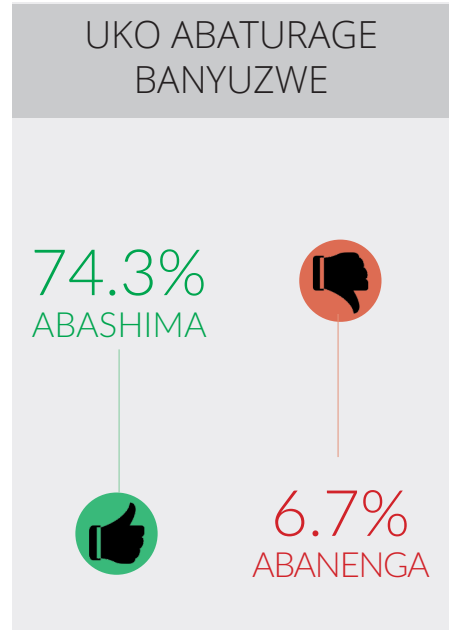
# UBUTABERA

## II.3.2 Serivisi z'Ubutabera

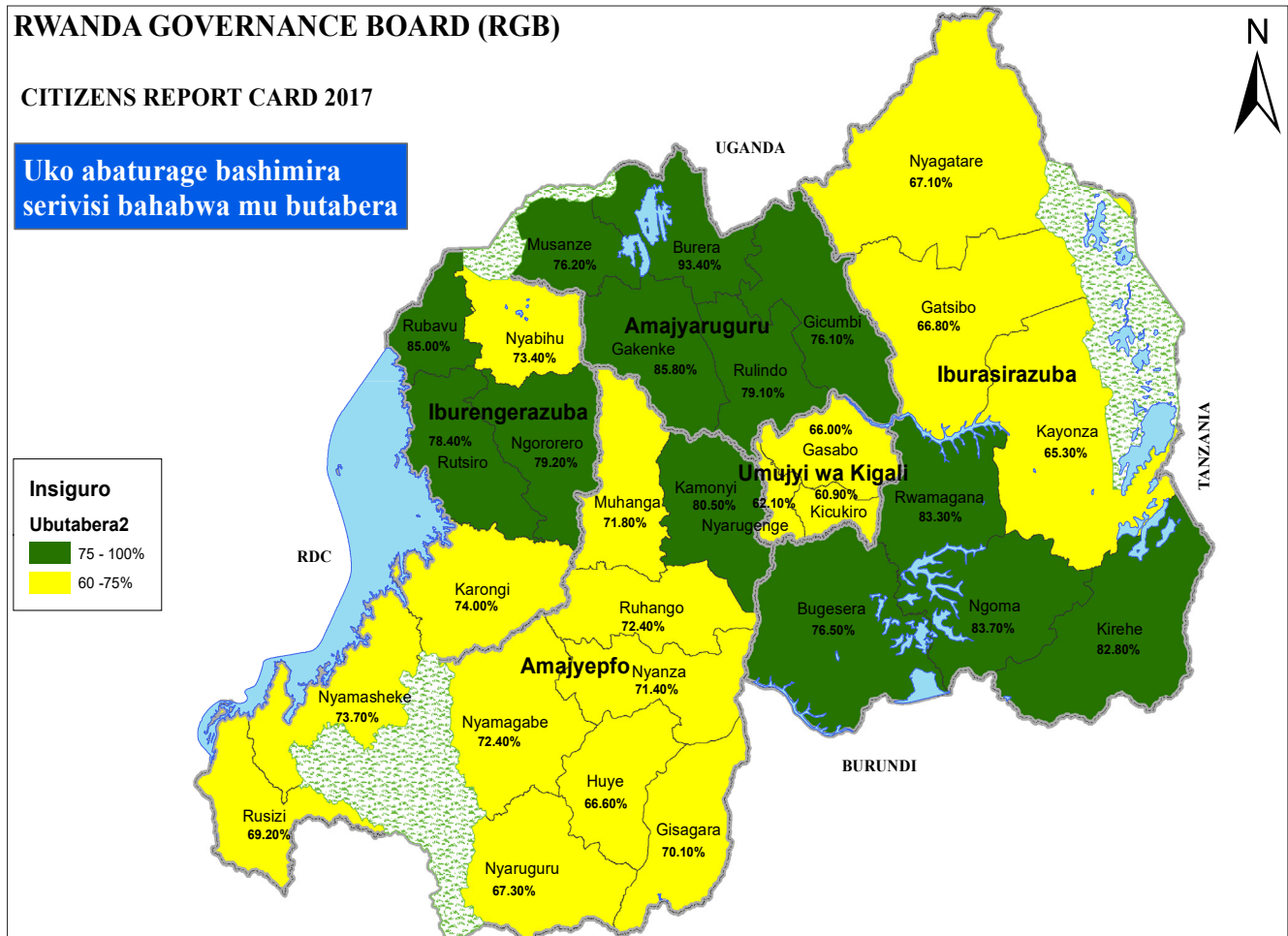
Muri ubu bushakashatsi, abaturage bagaragaje uko babona serivisi z'ubutabera bahabwa. Bavuze ibyo bashima n'ibyo banenga muri serivisi bahabwa ndetse bagaragaza n'ibyo bifuzwa ko byanzwza.

### II.3.2.1 Ibyavuye mu bushakashatsi ku butabera muri rusange

Ubu bushakashatsi bwagaragaje ko abaturage bishimiye serivisi bahabwa mu butabera ku gipimo kingana na 74.3% muri rusange naho abanenga bari ku gipimo kingana na 6.7%, bitandukanye n'umwaka ushize (2016) aho abashima bari ku gipimo kingana na 62.7% naho abanenga bakaba bari ku gipimo kingana na 16.0%.



Ikarita 29: Uko abaturage babona imitungire ya serivisi mu butabera muri rusange



Aho byavuye: Anketi ya RGB, 2017

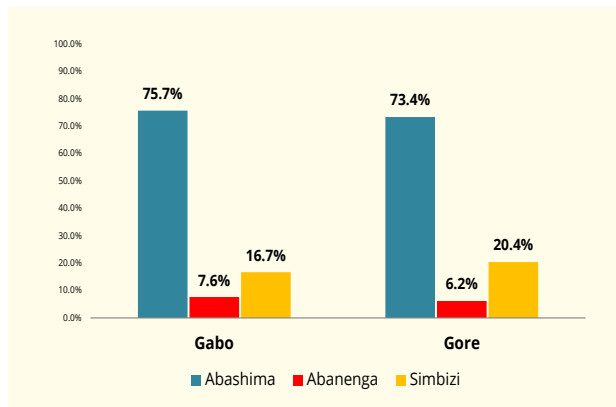


Imibare iri ku ikarita ibanza irekera ko hari uturere cumi na dutatu (13) abaturage bashima serivisi bahabwa mu butabera ku gipimo kiri hejuru ya 75%. Ikaragarara ni uko muri rusange mu turere twose, abaturage bishimiye serivisi z'ubutabera ku gipimo kiri hejuru 60.0%.

### II.3.2.2. Uko abaturage bishimiye serivisi bahabwa mu butabera hakurikijwe igitsina

Muri ubu bushakashatsi, hagaragajwe uko abaturage bishimiye serivisi bahabwa mu butabera hakurikijwe igitsina nk'uko bigaragara ku ishusho ikurikira.

Ishusho 75: Uko abaturage bishimiye serivisi bahabwa mu butabera hakurikijwe igitsina



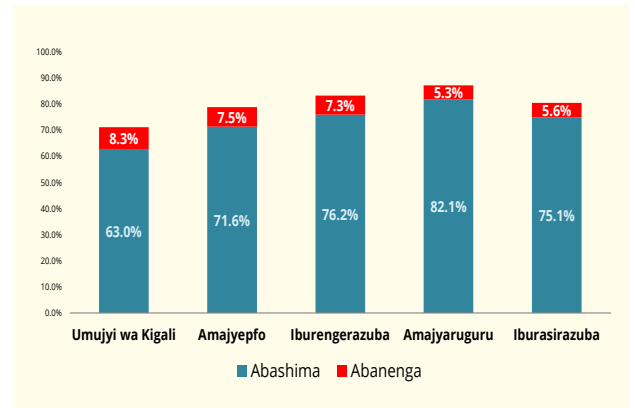
Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru iragaragaza ko abagabo bishimiye cyane serivisi bahabwa mu butabera kurusha abagore. Abagabo bari ku gipimo cya 75.7%, naho abagore bari ku gipimo cya 73.4%, bakaba no ku gipimo kiri hejuru mu batazi serivisi z'ubutabera kuko bari kuri 20.4% kandi abagabo bari kuri 16.7%.

### II.3.2.3. Ibyavuye mu bushakashatsi ku butabera hakurikijwe intara

Mu ntara zose, abaturage bagaragaje ko bishimiye serivisi bahabwa mu butabera ku gipimo kiri hejuru ya 60% nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 76: Uko abaturage babona serivisi bahabwa mu butabera hakurikijwe intara



Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru irekera ko abaturage bo mu ntara y'Amajyaruguru aribo bagaragaje ari benshi ko bishimiye serivisi bahabwa mu butabera ku gipimo cya 82.1%.

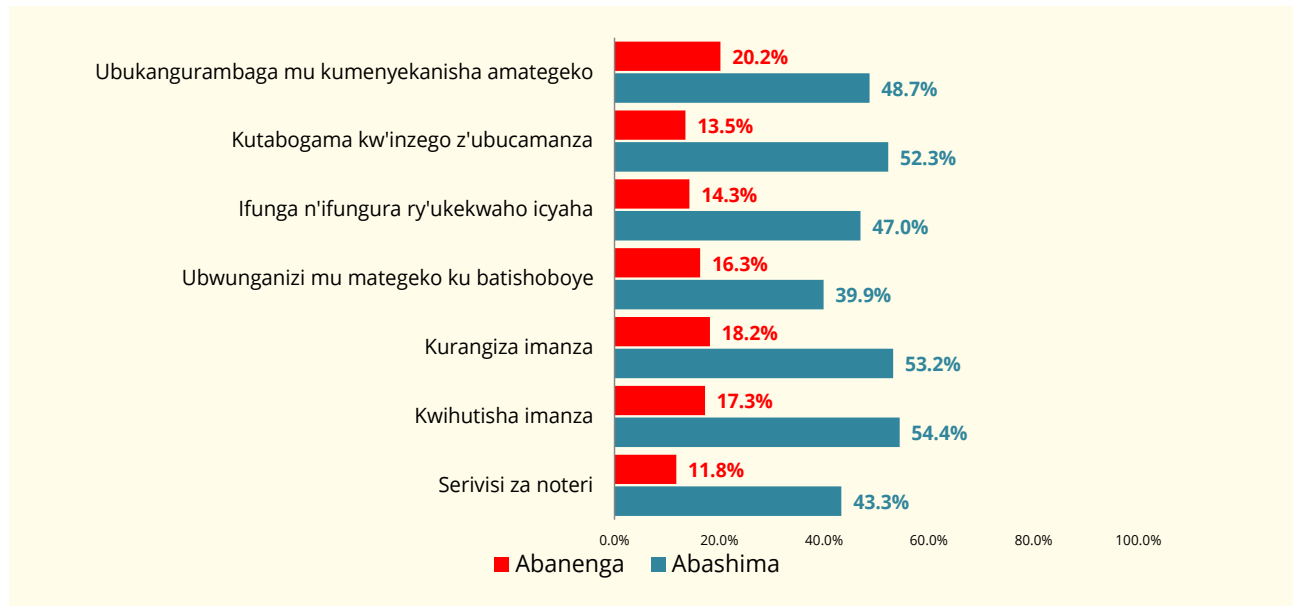
Mu Mujyi wa Kigali niho abaturage bagaragaje ari bake (63.0%) ko bishimira serivisi bahabwa mu butabera, ni naho bafite umubare munini w'abanenga (8.3%) ugereranyije n'izindi ntara.

### II.3.2.4. Serivisi z'ubutabera zitandukanye zakoreweho ubushakashatsi

Mu bushakashatsi bwakozwe, abaturage bagaragaje uburyo babona serivisi z'ubutabera zitandukanye bahabwa, harimo: serivisi za noteri, kwihutisha imanza, kurangiza imanza, ubwunganizi mu butabera ku batishoboye, ifunga n'ifungura k'ukekwaho icyaha, kutabogama kw'inzego z'ubucamanza n'ubukangurambaga mu kumenyekanisha amategeko.

Abaturage bagaragaje uko babona inzego za MAJ n'Abunzi, n'uburyo babona ibibazo by'akarengane, ikimenyane na ruswa mu nzego z'ubutabera.

## Ishusho 77: Uko bishimiye serivisi z'ubutabera zitandukanye zakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2017

Nk'uko iyi shusho ibigaragaza, ibyavuye mu bushakashatsi byerekanye ko abaturage bashima kwihutisha imanza ku gipimo cya 54.4%, kurangiza imanza ku gipimo cya 53.2% no kutabogama kw'inzego z'ubucamanza ku kigero cya 52.3%.

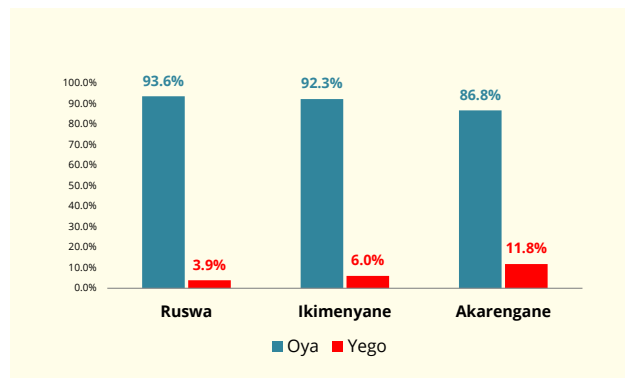
Serivisi y'ubukangurambaga mu kumenyekanisha amategeko bayishimye ku gipimo cya 48.7%, serivisi y'ifunga n'ifungurwa ry'ukekwa icyaha iri ku gipimo cya 47.0% naho serivisi za noteri zishimwa ku gipimo cya 43.3%.

Ubwunganizi mu butabera ku batishoboye niyo ubushakashatsi bwagaragaje ko ishimwa n'abantu bake ku gipimo kingana na 39.9%. Muri rusange biragaragara ko abaturage bashima serivisi z'ubutabera bahabwa, n'ubwo hakiri ibigikeneye kunozwa kugira ngo ubutabera bunogere abaturage harimo kwihutisha no kurangiza imanza.

### II.3.2.5. Abaturage bahuye na ruswa, ikimenyane n'akarengane mu mezi cumi n'abiri ashize

Ubushakashatsi bwabajije kandi niba hari abaturage baba barahuye n'ikibazo cya ruswa, akarengane n'ikimenyane mu gihe basabye serivisi mu mezi cumi n'abiri (12) ashize kugira ngo hakomeze gushakwa ingamba zo kubirwanya.

### Ishusho 78: Abaturage bahuye n'ikibazo cya ruswa, ikimenyane n'akarengane mu mezi cumi n'abiri ashize



Aho byavuye: Anketi ya RGB, 2017

Muri ubu bushakashatsi biragaragara ko umubare w'abahuye n'ikibazo cya ruswa, ikimenyane n'akarengane wagabanutse ugereraniye n'umwaka ushize, ibyegeanyo biragaragaza ko abahuye n'akarengane bavuye ku gipimo cya 20% muri 2016 bagera ku gipimo cya 11.8% uyu mwaka 2017, abahuye n'ikibazo cya ruswa bavuye ku gipimo cya 10.4% muri 2016 bagera ku gipimo cya 3.9% muri uyu mwaka, naho abahuye n'ikimenyane bavuye kuri 11.9% muri 2016 bagera kuri 6.0% muri uyu mwaka.

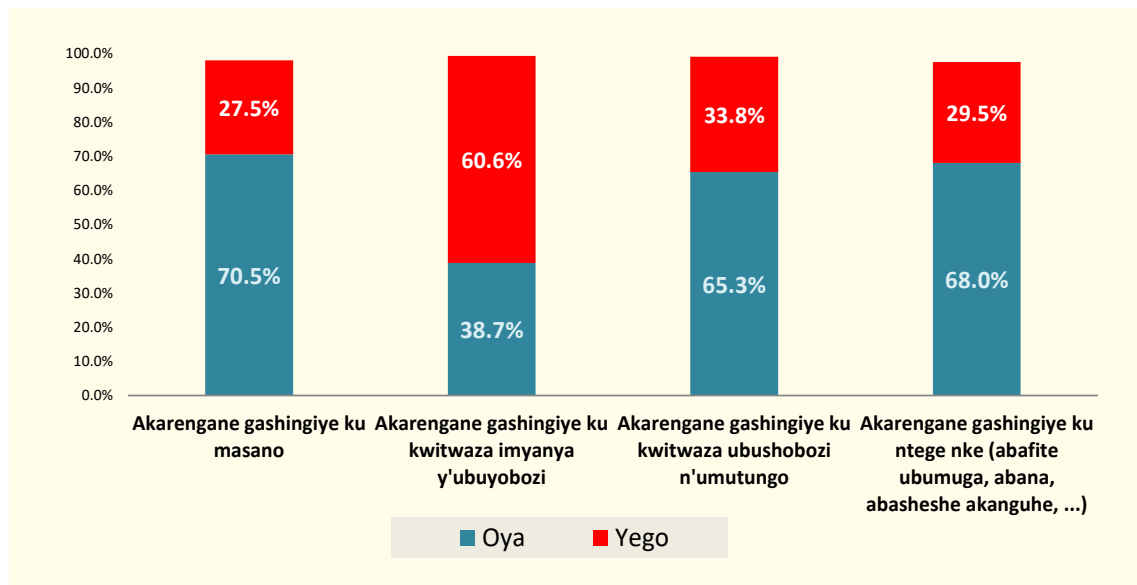
No mu biganiriro mu matsinda, abenshi bavugaga ko nta ruswa, ikimenyane n'akarengane bikunze kuboneka uretse hamwe na hamwe

mu kurangiza imanza. Hakwiye gushyirwaho ingamba zihamye zo guhangana n'ibi bibazo mu mitangire ya serivisi z'ubutabera.

### II.3.2.6. Ubwoko bw'akarengane bahuye na bwo

Ku baturage bagaragajwe ko bahuye n'akarengane, bavuze ubwoko bw'akarengane bahuye na bwo nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 79: Ubwoko bw'akarengane abaturage bahuye na bwo



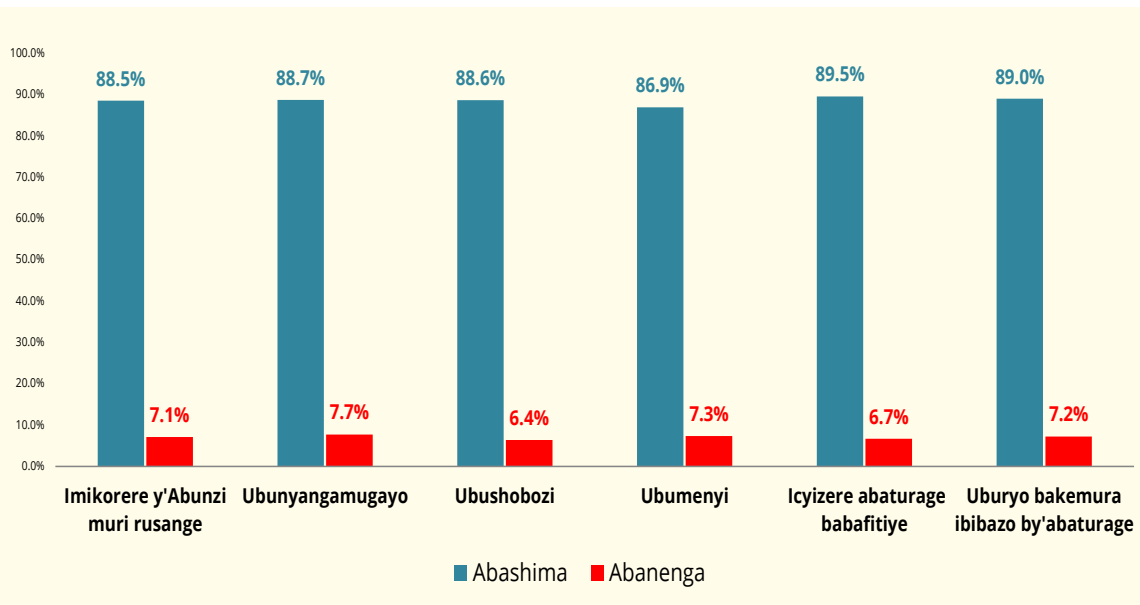
byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashatsi byagaragajwe ko ku bantu babajijwe mu bavuze ko bahuye n'akarengane, 60.6% bemeje ko bahuye n'akarengane gashingiye ku kwitwaza imyanya y'ubuyobozi, abahuye n'akarengane gashingiye ku masano ni 27.5%, abahuye n'akarengane gashingiye ku kwitwaza ubushobozi n'umutungo ni 33.8%, naho abahuye n'akarengane gashingiye ku ntege nke (abafite ubumuga, abana, abasheshe akanguhe, ...) ni 29.5%.

### II.3.2.7. Uko abaturage babona imikorere y'Abunzi

Iyo urwego rw'Abunzi rukoze neza mu kunganira ubutabera, ibibazo by'abaturage bikemuka vuba, bakabona umwanya wo gukorera imiryango yabo, aho guhora basiragira mu nkiko. Ishusho ikurikira iragaragaza uko abaturage babona serivisi bahabwa n'urwego rw'Abunzi.

## Ishusho 80: Uko abaturage babona imikorere y'Abunzi

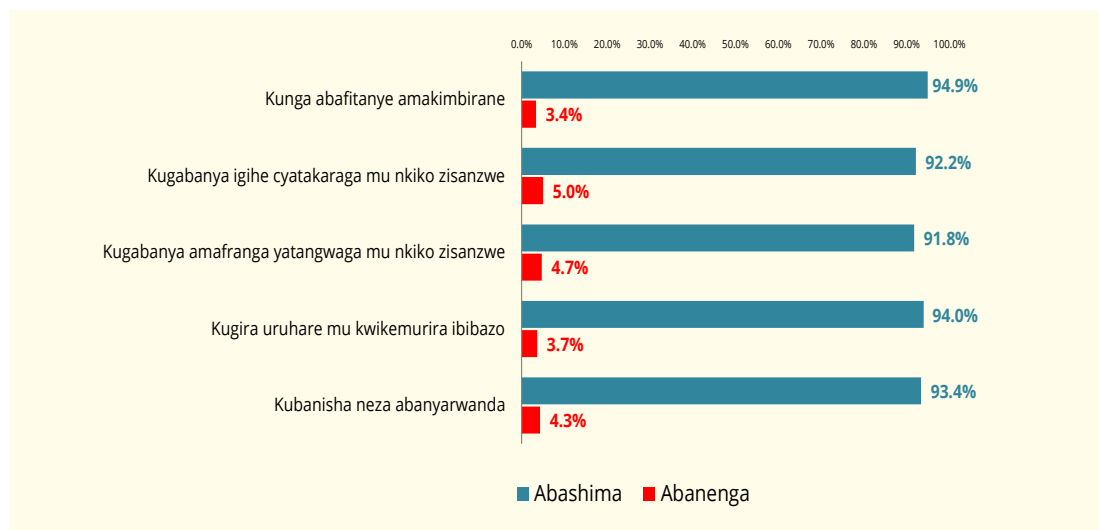


byavuye: Anketi ya RGB, 2017

Nk'uko iyi shusho ibigaragaza, abaturage bagaragaje ko bishimira imikorere y'Abunzi ku kigero kiri hejuru ya 88.5%. Iki kikaba ari kimwe mu bimenyetso by'ukuzamuka kwa serivisi zitangwa mu bucamanza.

Nk'uko byavuye mu biganiryo byakozwe, abanenga serivisi z'Abunzi babivuga muri aya magambo "Abunzi bakora neza ariko hari bamwe muri bo badafite ubushobozi buhagije. Nk'abatazi gusoma usanga hari ubwo bagendera gusa ku bitekerezo bya bagenzi babo ndetse bakaba bashobora no gusinya ibyemezo batarebye neza uko byanditse".

## Ishusho 81: Akamaro k'Abunzi mu bijyanye n'ubutabera



byavuye: Anketi ya RGB, 2017

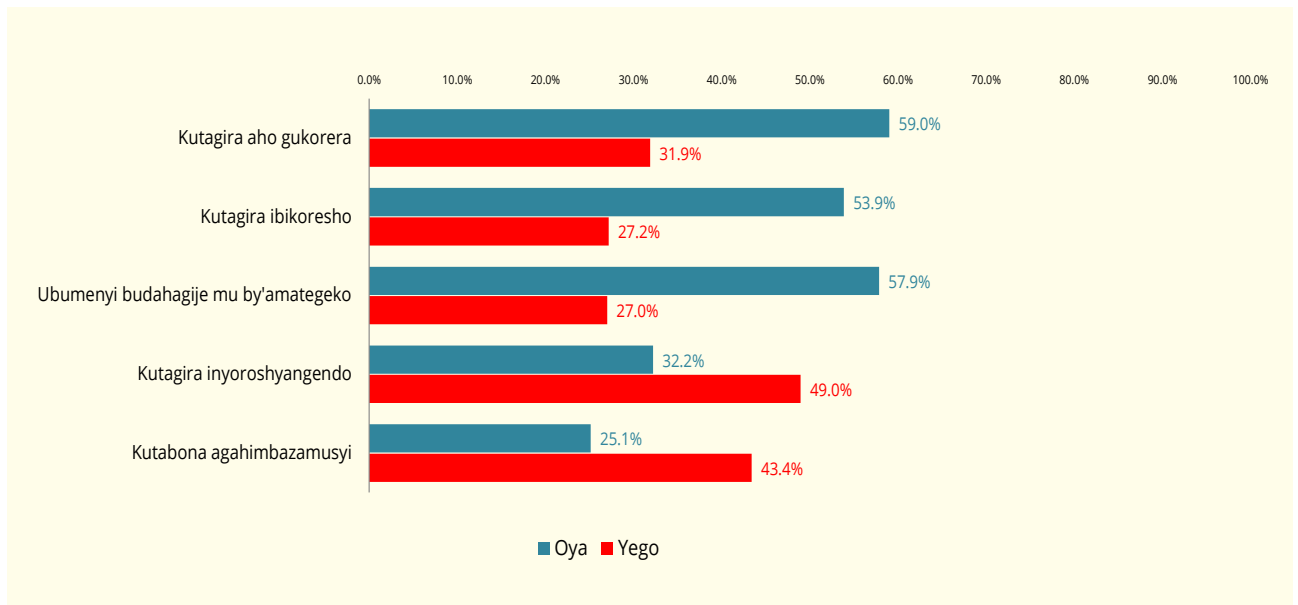
Ibyavuye mu bushakashatsi birerekana ko abaturage bishimiye cyane urwego rw'Abunzi kuko rubafitiye akamaro kanini mu mibereho yabo. Abagera kuri 94.9% bavuga ko uruhare runini rw'Abunzi ari ukunga abafitanye amakimbirane, 94.0% bakavuga ko Abunzi bafasha abaturage kwikemurira ibibazo, abagera kuri 93.4% bakavuga ko Abunzi bagira uruhare mu kubanisha neza abanyarwanda, naho 92.2 % bavuga ko Abunzi bafashije abaturage kugabanya igihe bata mu nkiko na 91.8% bemeza ko Abunzi bafashije abaturage kugabanya amafaranga

yatangwaga mu nkiko zisanzwe.

### II.3.2.8. Ibibazo Abunzi bahura nabyo mu mikorere yabo

N'ubwo byagaragaye hejuru ko Abunzi bakora neza kandi ko abaturage babafitiye icyizere, ishusho ikurikira irerekana imbogamizi Abunzi bahura nazo mu kazi kabo ka buri munsu.

Ishusho 82: Ibibazo Abunzi bahura na byo



byavuye: Anketi ya RGB, 2017

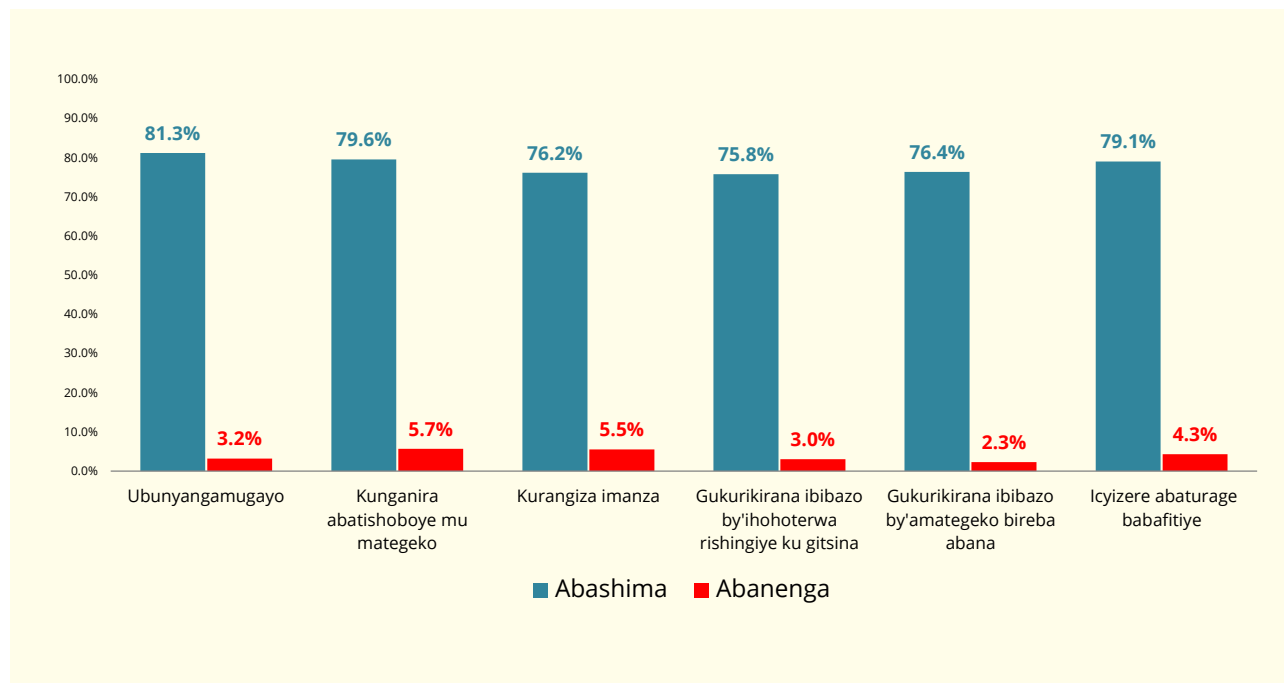
Ibyavuye mu bushakashatsi byerekana ko abaturage babona ko ibibazo bikomeye Abunzi bahura nabyo ari icyo kutagira inyoroshyangendo cyemejwe n'abagera kuri 49.0%, kutabona agahimbazamusyi cyavuzwe n'abagera kuri 43.4% n'ibibazo cyo kutagira aho gukorera cyavuzwe n'abagera kuri 31.9%.

Urebye, nk'uko akamaro urwego rw'Abunzi rufitiye abanyarwanda kagaragajwe hejuru, birakwiye ko Abunzi bongererwa ubumenyi n'ubushobozi kugira ngo barusheho gutanga umusanzu wabo mu kunganira ubutabera.

### II.3.2.9. Uko abaturage babona imikorere ya MAJ

Muri ubu bushakashatsi abaturage bazi MAJ babajijwe kandi uko babona imikorere y'urwo rwego. Ibyavuye mu bushakashatsi bigaragara ku ishusho ikurikira.

## Ishusho 83: Uko abaturage babona imikorere ya MAJ



byavuye: Anketi ya RGB, 2017

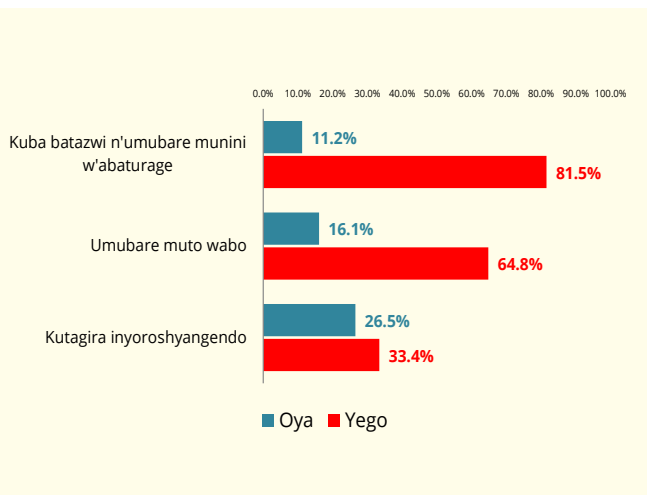
Nk'uko iyi shusho ibyerekana, abazi urwego rwa MAJ bashima imikorere yarwo ku gipimo kiri hejuru ya 75% harebwa ubunyangamugayo bwabo, uko bunganira abatishoboye mu mategeko, uko barangiza imanza, uko bakurikirana ibibazo by'ihohoterwa rishingiye ku gitsina, uko bakurikirana ibibazo by'amategeko bireba abana, ndetse n'icyizere babafitiye.

Ibi biragaragaza ko mu gihe ubukangurambaga bwakorwa mu kumenyekanisha uru rwego n'ubufasha batanga bwagera kuri benshi kandi bukabagirira akamaro.

### II.3.2.10. Ibibazo urwego rwa MAJ ruhura nabyo mu mikorere yarwo

Urwego rwa MAJ kimwe n'izindi nzego zose ruhura n'imbogamizi zinyuranye mu mikorere yarwo. Ishusho ikurikira irerekana ibyo abaturage babona nk'imbogamizi uru rwego ruhura nazo.

Ishusho 84: Imbogamizi urwego rwa MAJ ruhura nazo mu mikorere yarwo



Aho byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashatsi birerekana ko abaturage 81.5% bavuze ko imbogamizi ihari ari uko umubare munini w'abaturage utazi urwego rwa MAJ, abagera kuri 64.8% bavuze ko umubare muto wabo nawo ari imbogamizi, naho 33.4% bemeza ko kutagira inyoroshyangendo nabyo ari ikibazo gituma uru rwego rudadatanga serivisi nziza.

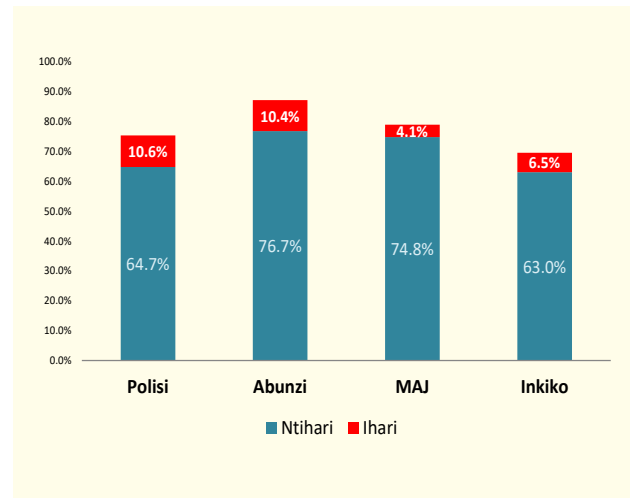
Mu biganiriro byakozwe mu matsinda abaturage bavuze ko MAJ ikwiye kumanuka igakorera ku murenge kuko ku karere aho bakorerera ari kure biragorana kubageraho”.

### II.3.2.11. Uko abaturage babona ruswa n'akarengane muri zimwe mu nzego za Leta

Nk'uko byagaragajwe haruguru n'abaturage ko hakiri ibisigisigi bya ruswa, akarengane n'ikimenyane, ubushakashatsi bwerekanye uko ibyo bibazo bihagaze muri zimwe mu nzego za Leta arizo: Polisi y'igihugu, uwego rw'Abunzi, urwego rwa MAJ n'inkiko.

### II.3.2.11.1 Ruswa muri zimwe mu nzego za Leta

Ishusho 85: Ruswa muri zimwe mu nzego za Leta



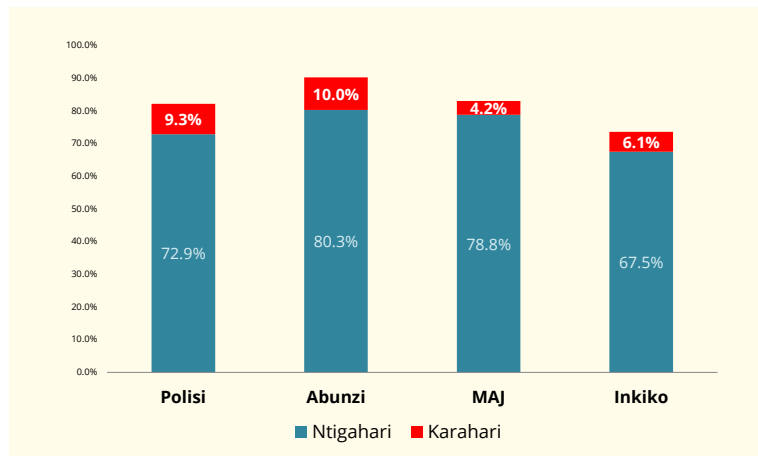
Aho byavuye: Anketi ya RGB, 2017

Ibyavuye mu bushakashatsi byerekanye ko n'ubwo ruswa igenda ikendera, itaranduka burundu. Polisi y'igihugu niyo ababajijwe bavuze ko igaragaramo ruswa ku gipimo cyo hejuru (10.6%), hagakurikiraho urwego rw'Abunzi rufite 10.4%, urwego rw'inkiko rufite 6.5% naho mu rwego rwa MAJ ni 4.1%.

### II.3.2.11.2. Akarengane muri zimwe mu nzego za Leta

Kurenganya abaturage bigaragara nabi iyowihaye intego yo kugendera ku miyoborere myiza. Ubushakashatsi bwagaragaje uko akarengane gahagaze mu nzego za Leta zikurikira: Polisi y'igihugu, uwego rw'Abunzi, urwego rwa MAJ n'inkiko.

## Ishusho 86: Akarengane muri zimwe mu nzego za Leta



Aho byavuye: Anketi ya RGB, 2017

Nk'uko byagaragaye muri ubu bushakashatsi, akarengane ntikaracika burundu muri zimwe mu nzego za Leta.

Aho kagaragara cyane ni mu rwego rw'Abunzi aho kari ku gipimo cya 10.0%, muri Polisi y'igihugu ku gipimo cya 9.3%, mu nkiko aho igipimo ari 6.1% no mu rwego rwa MAJ ku gipimo cya 4.2%.

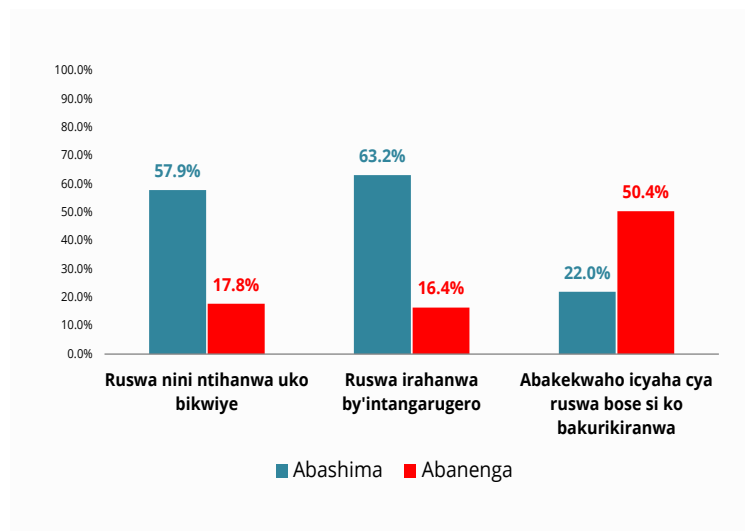
### II.3.2.12. Uko abaturage babona ibyemezo bifatirwa icyaha cya ruswa

Ingamba zo guhana abagaragaweho icyaha cya ruswa zashyizweho. Muri ubu bushakashatsi, abaturage bagaragaje uko babona ibyemezo bifatirwa abagaragaweho icyaha cya ruswa nk'uko bigaragazwa n'ishusho ikurikira.

Ibyegeranyo byerekanye ko abakekwaho icyaha cya ruswa bose atari ko bahanwa ku gipimo cya 50.4%, abagera kuri 17.8% bavuze ko ruswa nini idahanwa uko bikwiye naho 16.4% bemeza ko ruswa idahanwa by'intangarugero.

Mu biganiriro mu matsinda, abaturage bagaragaje ko ruswa ikiri ikibazo muri aya magambo: "Ruswa irahari mu butabera n'ubwo bigoye kuyigaragaza kuko abayihabwa n'abayitanga bakoresha amayeri menshi kugira ngo itagaragara ariko irahari".

## Ishusho 87: Uko abaturage babona ibyemezo bifatirwa icyaha cya ruswa



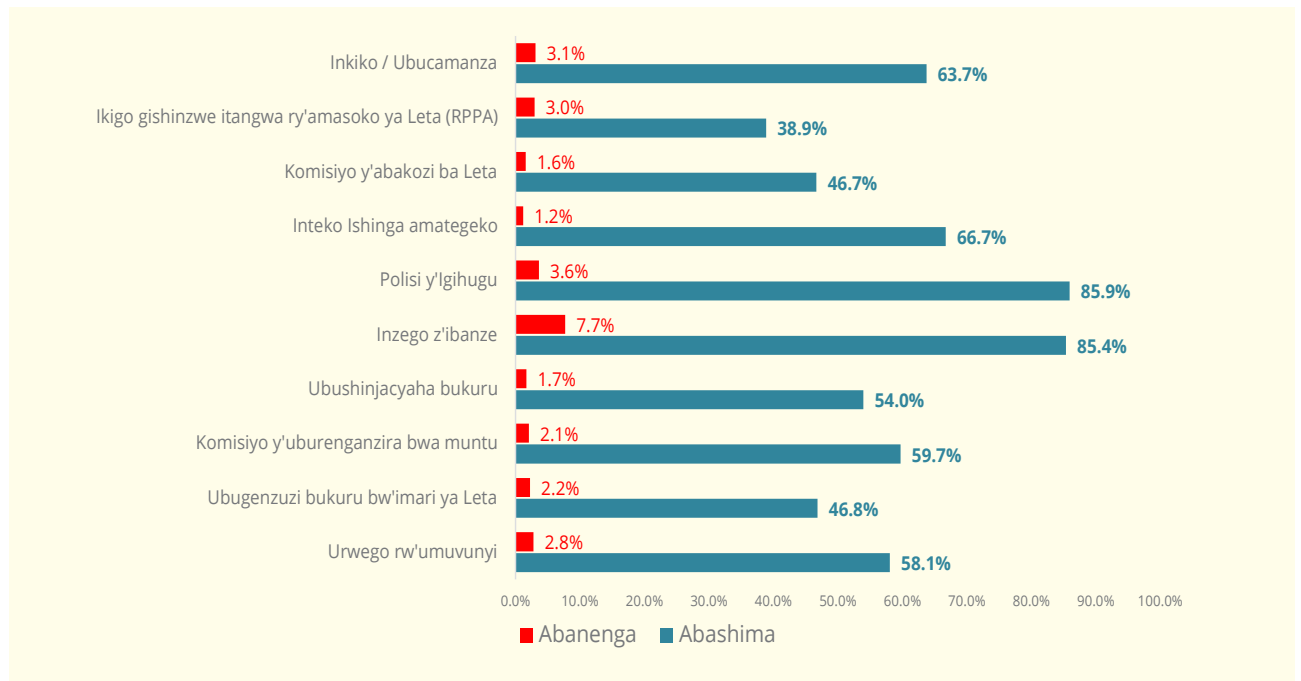
Aho byavuye: Anketi ya RGB, 2017

### II.3.2.13. Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane

Mu Rwanda, inzego nyinshi za Leta zahagurukiye kurwanya no kurandura burundu ruswa n'akarengane. Muri ubu bushakashatsi hifujwe kumenya uko abaturage babona imikorere ya zimwe mu nzego za Leta mu kurwanya ruswa n'akarengane.



## Ishusho 88: Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane



Aho byavuye: Anketi ya RGB, 2017

Nk'uko ishusho yo hejuru ibigaragaza inzego za Polisi y'igihugu, abaturage bagaragaje ko bazishima ku gipimo cya 85.9% mu kurwanya ruswa n'akarengane, berekanye ko bashima inzego z'ibanze ku gipimo cya 85.4%.

Inzego abaturage bashima ku gipimo cyo hasi ni: Ikigo gishinzwe itangwa ry'amasoko ya Leta bashima ku gipimo cya 38.9%, Komisiyo y'abakozi ba Leta bashima ku gipimo cya 46.7% n'Ubugenzuzi bukuru bw'imari ya Leta bashima ku gipimo cya 46.8%.



## IBIKWIYE KWITABWAHO MU BUTABERA

- Inzego za Leta zigomba gukorera hamwe mu kurwanya ruswa, ikimenyane n'akarengane bikigaragara mu nzego zimwe na zimwe;
- Urwego rw'Abunzi rukwiye kongererwa ubushobozi haba ubw'ibikoreho, aho gukorera ndetse no koroherezwa ingendo;
- Kurandura burundu ibisigisigi bya ruswa, ikimenyane n'akarengane bikirangwa mu nzego zimwe z'ibanze;
- Hakwiye gushyirwaho ingamba zo gukora ubukangurambaga ku rwego rwa MAJ no ku mikorere yarwo ku baturage;
- Inzego zitazwi neza n'abaturage zikwiye gukorera ubukangurambaga zikamenyekana.

IMBONERAHAMWE 19: UKO UTURERE DUHAGAZE MU  
BUTABERA MU MYAKA IBIRI (2016 - 2017)

	AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1	Bugesera	53.3	76.5	▲ +23.2
2	Burera	63.7	93.4	▲ +29.7
3	Gakenke	68.3	85.8	▲ +17.5
4	Gasabo	50.8	66.0	▲ +15.2
5	Gatsibo	79.1	66.8	▼ -12.3
6	Gicumbi	56.6	76.1	▲ +19.5
7	Gisagara	65.7	70.1	▲ +4.4
8	Huye	64.2	66.6	▲ +2.4
9	Kamonyi	70.0	80.5	▲ +10.5
10	Karongi	67.4	74.0	▲ +6.6
11	Kayanza	65.1	65.3	▲ +0.2
12	Kicukiro	56.9	60.9	▲ +4.0
13	Kirehe	60.3	82.8	▲ +22.5
14	Muhanga	64.4	71.8	▲ +7.4
15	Musanze	60.1	76.2	▲ +16.1
16	Ngoma	69.9	83.7	▲ +13.8
17	Ngororero	67.7	79.2	▲ +11.5
18	Nyabihu	59.4	73.4	▲ +14.0
19	Nyagatare	70.7	67.1	▼ -3.6
20	Nyamagabe	58.9	72.4	▲ +13.5
21	Nyamasheke	60.8	73.7	▲ +12.9
22	Nyanza	60.7	71.4	▲ +10.7
23	Nyarugenge	49.1	62.1	▲ +13.0
24	Nyaruguru	56.8	67.3	▲ +10.5
25	Rubavu	73.4	85.0	▲ +11.6
26	Ruhango	60.6	72.4	▲ +11.8
27	Rulindo	69.5	79.1	▲ +9.6
28	Rusizi	57.3	69.2	▲ +11.9
29	Rutsiro	51.2	78.4	▲ +27.2
30	Rwamagana	67.9	83.3	▲ +15.4
	<b>IMPUZANDENGO</b>	<b>62.7</b>	<b>74.3</b>	<b>▲ +11.6</b>

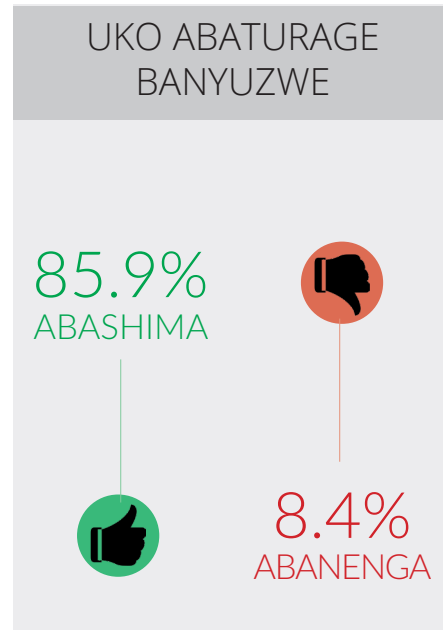
IYUBAHIRIZWA  
RY'AMAHAME Y'IMIYOBORERE  
N'ICYIZERE KU NZEGO

## II.3.3. Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego

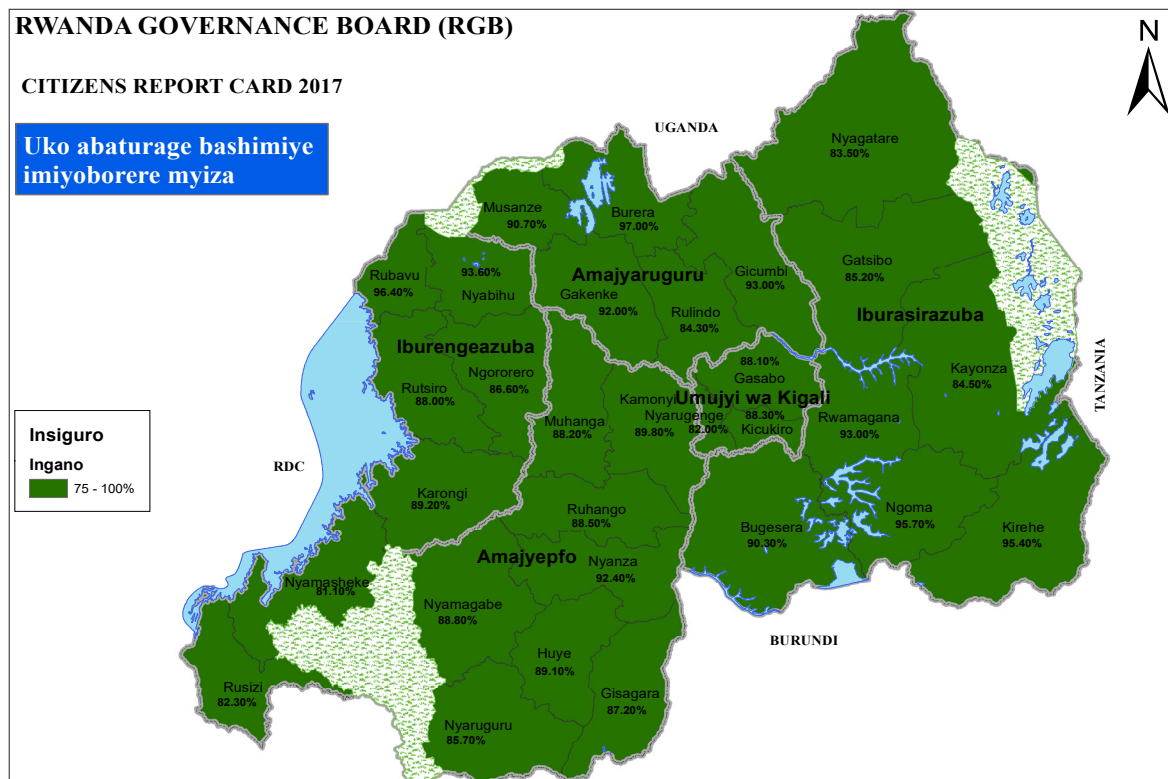
Muri ubu bushakashatsi, abaturatione bagaragaje uko babona kurwanya ruswa n'akarengane, kubahiriza uburenganzira bwa muntu, kubahiriza amahame ya demokarasi, amatora akozwe mu mucyo no mu bwisanzure, kubahiriza ihame ry'ubwigenge bw'inzego z'ubutegetsi (Nyubahirizategeko, Nshingamategeko n'Ubucamanza), kubahiriza ihame ry'uburinganire, kubahiriza politiki y'amashyamba menshi, gusaranganya ubutegetsi n'ubwisanzure mu bitekerezo.

### II.3.3.1. Ibyavuye mu bushakashatsi ku iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi muri rusange

Muri rusange abaturatione bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi ku gipimo kingana na 88.9%, naho abanenga bari ku gipimo kingana na 1.7%.



Ikarita 30: Uko abaturatione babona imiyoborere muri rusange



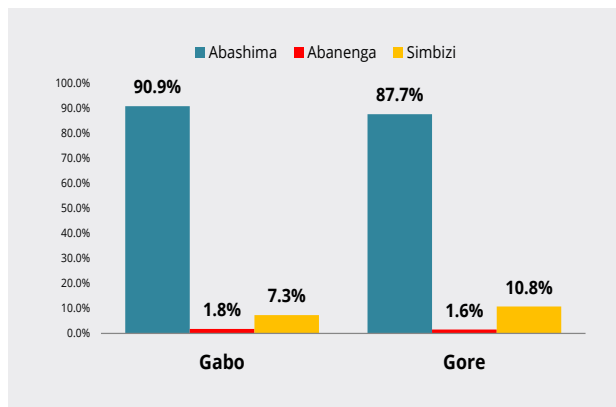
Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragara ku ishusho ibanza, uturere twose turi ku gipimo kirenga 80%. Iyi mibare iragaragaza ko muri rusange abaturage hafi ya bose bashima uko bayobowe.

### II.3.3.2. Ibyavuye mu bushakashatsi ku iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego hakurikijwe igitsina

Ubushakashatsi bwagaragaje uko abaturage bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego hakurikijwe igitsina nk'uko ishusho ikurikira ibyerekanwa.

#### Ishusho 89: Uko abaturage bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego hakurikijwe igitsina



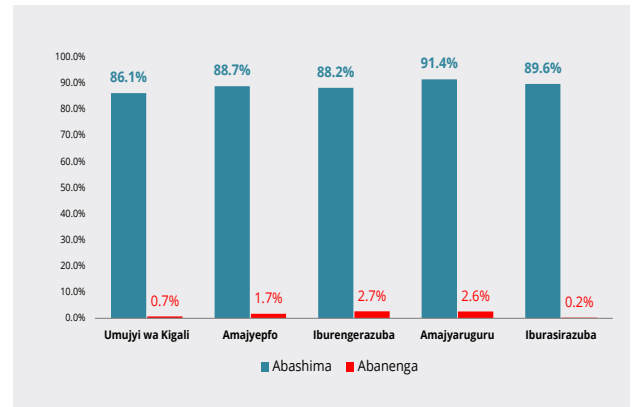
Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru irerekana ko abagabo aribo bishimiye serivisi ku iyubahirizwa ry'amahame y'imiyoborere ku gipimo cyo hejuru, kuko bari kuri 90.9%, naho abagore bakaba kuri 87.7%. Abagore ninabo babaye benshi mu batazi serivisi z' iyubahirizwa ry'amahame y'imiyoborere kurusha abagabo.

### II.3.3.3. Ibyavuye mu bushakashatsi ku iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego hakurikijwe intara

Ku rwego rw'intara, abaturage bagaragaje ko bishimiye serivisi bahabwa mu miyoborere ku gipimo kiri hejuru ya 85%, bikaba bigaragazwa n'ishusho ikurikira.

#### Ishusho 76: Uko abaturage babona serivisi bahabwa mu butabera hakurikijwe intara



Aho byavuye: Anketi ya RGB, 2017

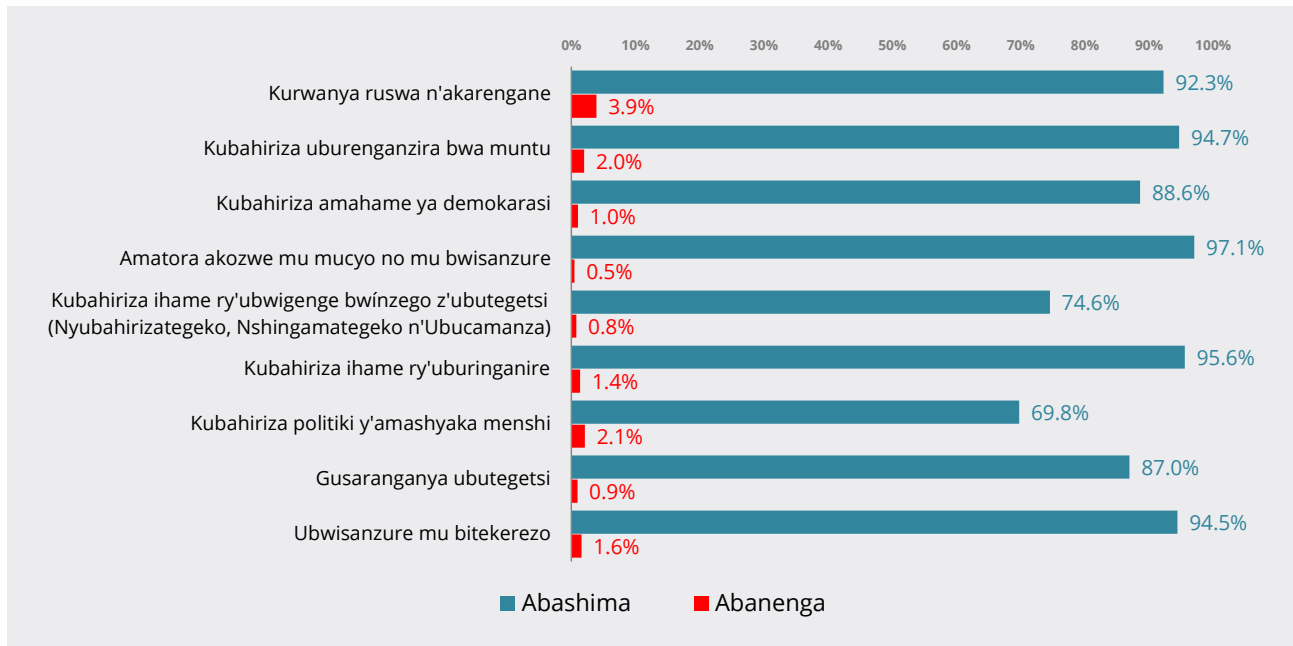
Ishusho iri hejuru irerekana ko mu ntara y'Amajyaruguru ariho abaturage bagaragaje ko bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere mu nzego ku gipimo kingana na 91.4%, igipimo cyo hasi ni 86.1% kikaba cyarabonetse mu mujyi wa Kigali.

### II.3.3.4. Serivisi zitandukanye z'iyubahirizwa ry'amwe mu mahame y'imiyoborere zakoreweho ubushakashatsi

Muri ubu bushakashatsi, abaturage bagaragaje ibitekerezo byabo ku kurwanya ruswa n'akarengane, kubahiriza uburenganzira bwa muntu, kubahiriza amahame ya demokarasi, amatora akozwe mu mucyo no mu bwisanzure, kubahiriza ihame ry'ubwigenge bw'inzego z'ubutegetsi (Nyubahirizategeko,

Nshingamategeko n'Ubucamanza), kubahiriza ihame ry'uburinganire, kubahiriza politiki y'amashyamba menshi, gusaranganya ubutegetsi n'ubwisanzure mu bitekerezo. Berekanye uko bashima ndetse n'uko banega nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 91: Uko abaturage bishimiye iyubahirizwa ry'amwe mu mahame y'imiyoborere



Aho byavuye: Anketi ya RGB, 2017

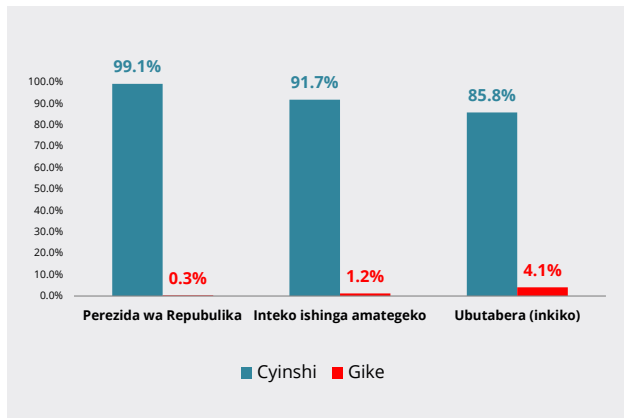
Nk'uko bigaragara ku ishusho iri hejuru, abaturage bagaragaje ko bashima amatora akozwe mu mucyo no mu bwisanzure, kubahiriza ihame ry'uburinganire, kubahiriza uburenganzira bwa muntu, ubwisanzure mu bitekerezo no kurwanya ruswa n'akarengane ku gipimo kirenga 90%.

Kubahiza politiki y'amashyaka menshi niho honyine bashubije ku gipimo cya 69.8%, abandi bagaragaza ko batabizi.

II.3.3.5. icyizere abaturage bafitiye inzego za leta mu mibanire y'abanyarwanda

Abaturage bagaragaje ibitekerezo byabo ku cyizere bafitiye inzego z'imiyoborere mu mibanire y'abanyarwanda arizo Perezida wa Repubulika, Inteko ishingamategeko, Ubutabera (inkiko) na Komisiyo y'amatora. Ibyavuye mu bushakashatsi bigaragara ku ishusho ikurikira.

Ishusho 92: icyizere abaturage bafitiye inzego z'ubuyobozi



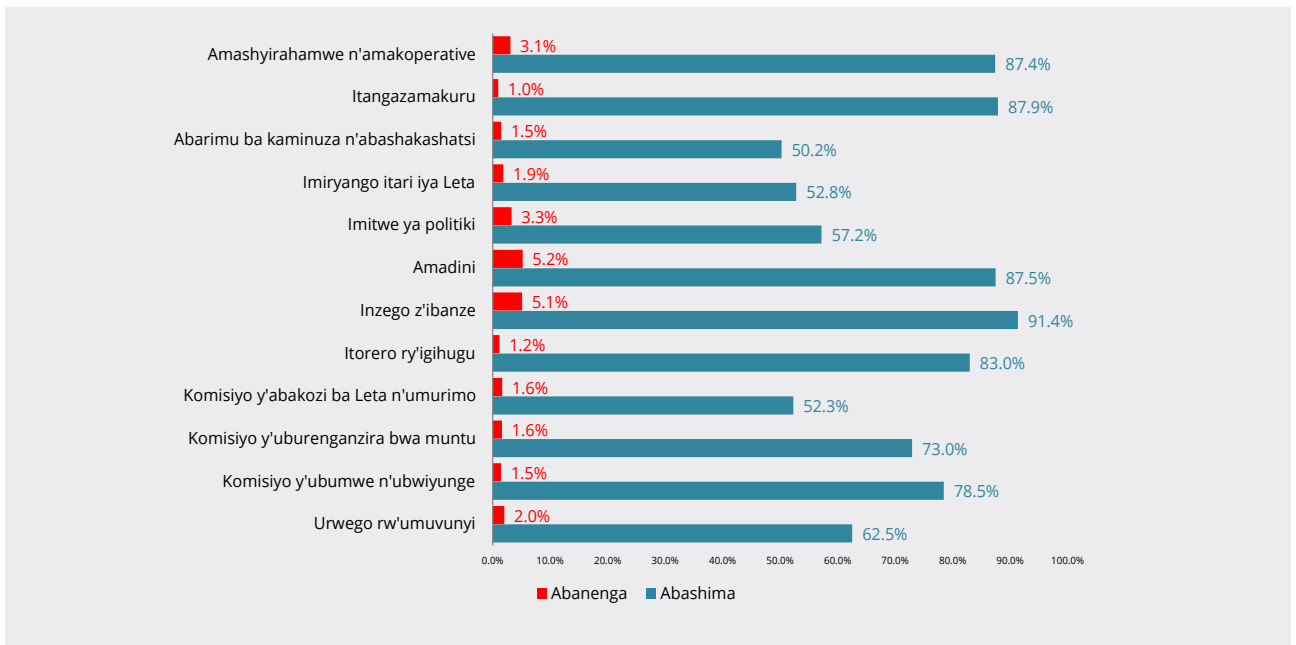
Aho byavuye: Anketi ya RGB, 2017

Ibigaragara ku ishusho ibanza ni uko abaturage bafitiye icyizere cyinshi Perezida wa Repubulika ku gipimo kingana na 99.1%. Bagaragaje kandi ko bafitiye icyizere Inteko Ishinga Amategeko ku gipimo kingana na 91.7% n'ubutabera (inkiko) ku gipimo kingana na 85.8%.

### II.3.3.6. Imikorere y'inzego za Leta mu mibanire y'abanyarwanda

Ubushakashatsi bwagaragaje icyo abaturage bavugaga ku mikorere y'inzego zinyuranye mu guteza imbere imiyoborere myiza n'imibanire y'abanyarwanda. Ibyavuye mu bushakashatsi bigaragara mu ishusho ikurikira.

Ishusho 93: Uko abaturage babona imikorere y'inzego mu guteza imbere imiyoborere myiza n'imibanire y'Abanyarwanda



Aho byavuye: Anketi ya RGB, 2017

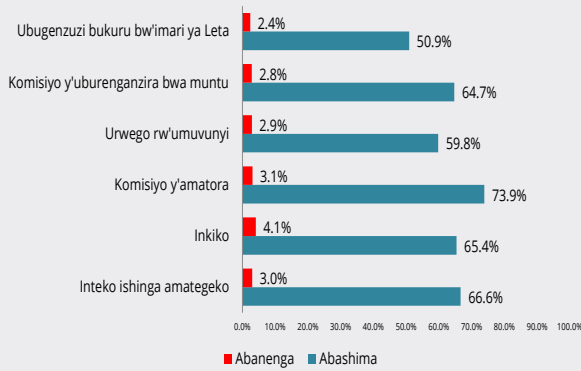
Nk'uko bigaragara ku ishusho iri hejuru, abaturage bagaragaje ko inzego bashima ku kigero kiri hejuru ya 80% ari inzego z'ibanze, itangazamakuru, amashyirahamwe n'amakoperative, itorero ry'igihugu ndetse n'amadini.

Inzego zagaragaye ko zikiri hasi zikwiye kwegera abaturage bakamenya ibyo zikora.

### II.3.3.7. Uko abaturage babona ubwigenge bw'inzego

Muri ubu bushakashatsi, abaturage bagaragaje uburyo babona ubwigenge bw'inzego nk'uko bigaragara ku ishusho ikurikira.

**Ishusho 94: Uko abaturage babona ubwigenge bw'inzego**



Aho byavuye: Anketi ya RGB, 2017

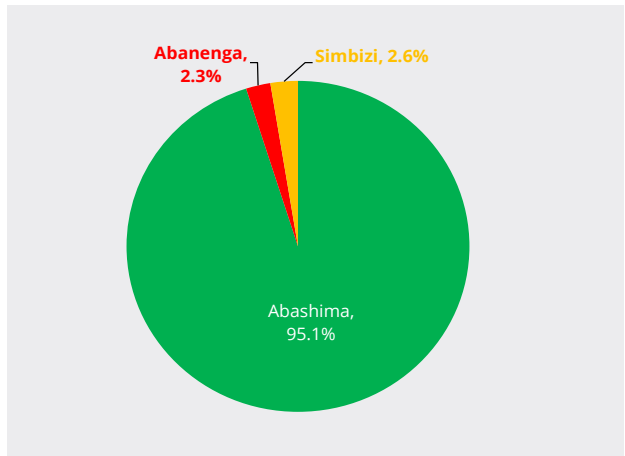
Ishusho yo hejuru irerekana ko komisiyo y'amatora ariyo ababajijwe bashima ko yigenga ku gipimo cyo hejuru (73.9%), Inteko ishingamategeko ikaza ari iya kabiri (2) ku gipimo cya 66,6% naho inkiko zikaza ari iza gatatu ku gipimo cya 65.4%.

Hari ikindi gice kinini cyavuze ko kitazi ubwigenge bw'izi nzego kuko batazizi cyangwa ngo bamenye imikorere yazo. Bityo bakwiye kurushaho kwegera abaturage bakabamenya bakamenya n'ibyo bakora.

**II.3.3.8. Uko abaturage bishimiye ishyirwa mu bikorwa rya gahunda ya "Ndi umunyarwanda"**

Mu bushakashatsi, abaturage bagaragaje uburyo bishimiye gahunda ya "Ndi umunyarwanda" nk'uko bigaragazwa n'ishusho ikurikira.

**Ishusho 95: Uko abaturage bishimiye ishyirwa mu bikorwa rya gahunda ya "Ndi umunyarwanda"**



Aho byavuye: Anketi ya RGB, 2017

Iyi shusho irerekana ko mu baturage babajijwe 95.1% bashima ishyirwa mu bikorwa rya gahunda ya "Ndi umunyarwanda". Abayinenga bari ku gipimo cya 2.3%. Ibi biragaragaza ko gahunda ya "Ndi umunyarwanda" yishimiye n'abanyarwanda hafi ya bose. Iki gipimo kandi kijya kungana n'icy'umwaka ushize aho cyari kuri 95.3% bikaba bigaragaza ko abanyarwanda bishimiye gukomeza kubumbatira ubumwe.

**II.3.3.9. Uko abaturage bishimiye uburyo babona amakuru muri rusange**

Uburyo bwo kubona amakuru ni ikimenyetso cy'iterambere. Iyo bashima uburyo babonamo amakuru, bigira uruhare mu kwishimira imiyoborere. Muri ubu bushakashatsi, abaturage bagaragaje uko bishimiye uburyo babona amakuru nk'uko bigaragazwa n'ishusho ikurikira.



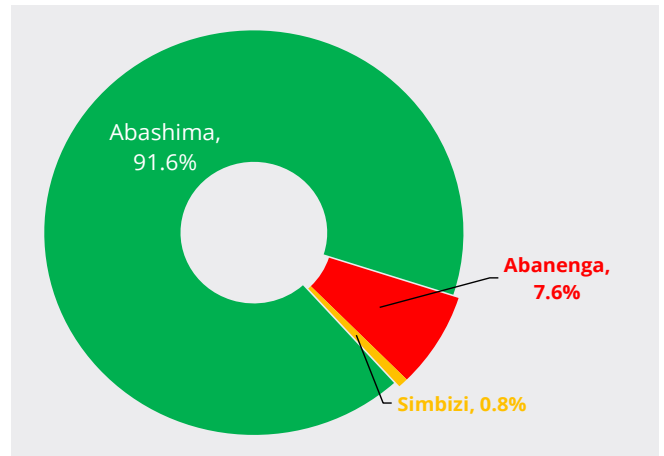
Nk'uko bigaragara ku ishusho iri iburyo, abaturage bishimiye uburyo babonamo amakuru ya gahunda za Leta ku gipimo kingana na 91.6%, naho abanenga bari ku gipimo kingana na 7.6%.

Ibi biragaragaza ko muri rusange abaturage bishimiye uburyo babona amakuru ari nabyo bituma bafunguka bagatanga ibyifuzo byabo biganisha ku mpinduka n'imikorere myiza.

### II.3.3.10. Aho abaturage bakura amakuru

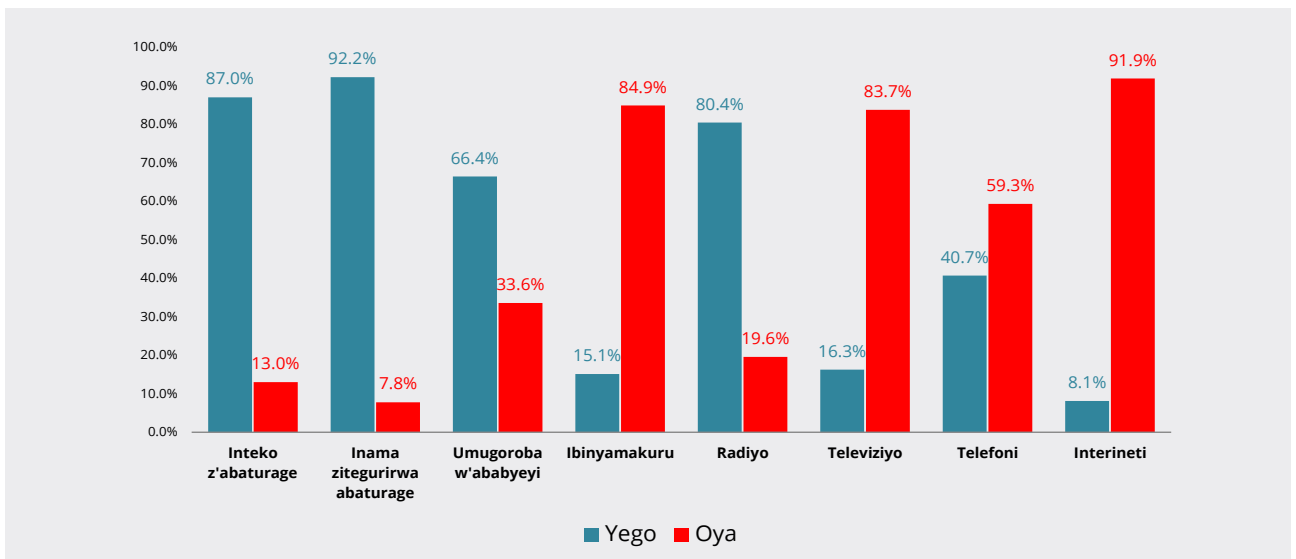
Muri ubu bushakashatsi, abaturage bagaragaje aho bakura amakuru kuri gahunda za Leta zinyuranye nk'uko biboneka ku ishusho ikurikira.

Ishusho 96: Uko abaturage bishimiye uburyo babona amakuru



Aho byavuye: Anketi ya RGB, 2017

Ishusho 97: Aho abaturage bakura amakuru



Aho byavuye: Anketi ya RGB, 2017

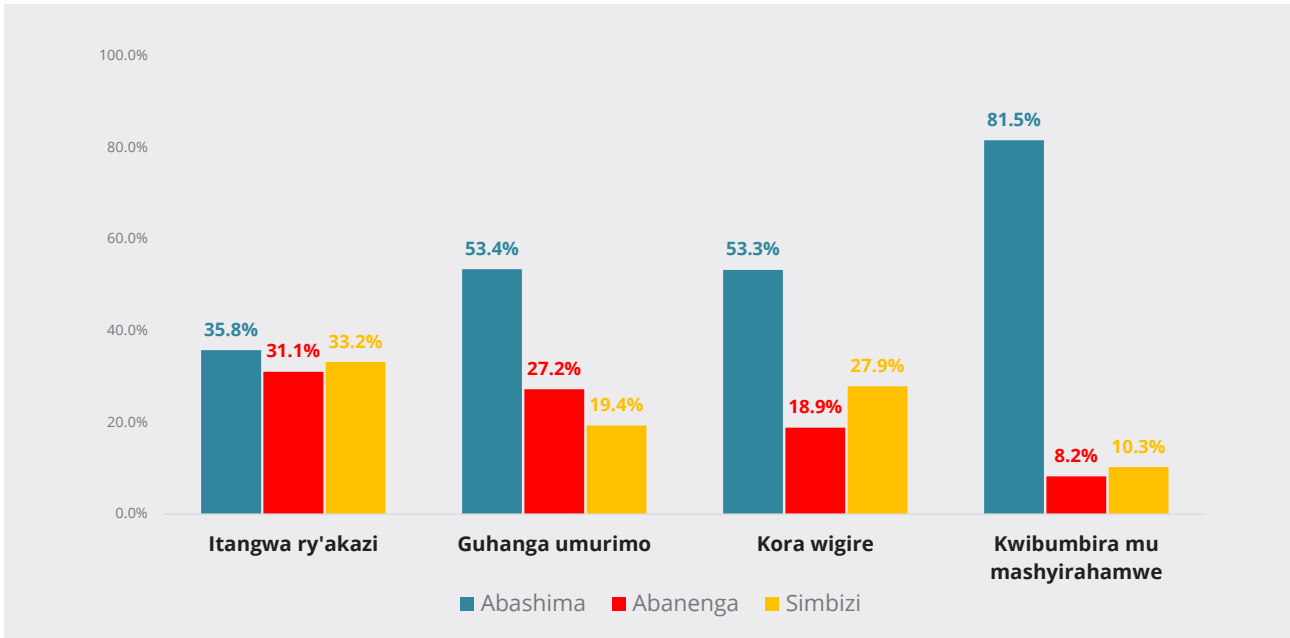
Ibyavuye mu bushakashatsi birerekana ko abaturage bakura amakuru mu nama zitegurirwa abaturage ku gipimo cya 92.2 %, mu nteko z'abaturage ku gipimo cya 87.0% no kuri radio ku gipimo cya 80.4%. Ubu bushakashatsi bwagaragaje kandi ko mu babajijwe 91.9% badakura amakuru kuri interineti, abagera kuri 84.9% ntibakura amakuru mu binyamakuru naho abagera kuri 83.7% by'ababajijwe ntibakura amakuru kuri televiziyo. Biragaragara ko umugoroba w'ababyeyi utaritabirwa cyane. Ubukangurambaga

burakenewe cyane ko bidasaba ubushobozi nko gukoresha televiziyo, radiyo cyangwa interineti.

### II.3.3.11. Uko abaturage babona imikorere mu rwego rw'umurimo

Mu bushakashatsi bwakozwe, abaturage berekanye uko babona imikorere mu rwego rw'umurimo nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 98: Uko abaturage babona imikorere y'inzego mu rwego rw'umurimo



Aho byavuye: Anketi ya RGB, 2017

Ishusho yo hejuru irerekana ko abaturage bashima cyane kwibumbira mu mashyirahamwe ku kigero cya 81.5%, bashima gahunda ya hanga umurimo ku gipimo cya 53.4% bakanashima kandi gahunda ya kora wigire ku gipimo cya 53.3%.

Ababajijwe banenga gahunda yo gutanga akazi ku gipimo cya 35.8% na gahunda yo guhanga umurimo ku gipimo cya 27.2%. Kuri izi gahunda zombi kandi ni naho abanenga bari ku kigero cyo hejuru.

Biragaragara ko hari gahunda abaturage batazi neza, bikaba bisaba ubukangurambaga kugira ngo abaturage bazimenye.



IBIKWIYE KWITABWAHO MU MIYOBORERE

- ☛ Gukomeza gukangurira abaturage inzego z'imiyoborere badasobanukiwe neza no kubashishikariza gukomeza gukorana neza n'izo basanzwe bakorana;
- ☛ Gukangurira abaturage umuco wo gushaka amakuru cyane cyane mu binyamakuru, televiziyo na interineti;
- ☛ Kunoza imitangire y'akazi;
- ☛ Gukora ubukangurambaga kuri gahunda zifasha abaturage nka "Hanga umurimo" na "Kora wigire".

IMBONERAHAMWE 20: UKO UTURERE DUHAGAZE MU IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI MU MYAKA IBIRI (2016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	94.3	90.3	▼ -4.0
2 Burera	91.8	97.0	▲ +5.2
3 Gakenke	85.1	92.0	▲ +6.9
4 Gasabo	94.9	88.1	▼ -6.8
5 Gatsibo	93.7	85.2	▼ -8.5
6 Gicumbi	75.9	93.0	▲ +17.1
7 Gisagara	84.3	87.2	▲ +2.9
8 Huye	84.8	89.1	▲ +4.3
9 Kamonyi	92.5	89.8	▼ -2.7
10 Karongi	86.1	89.2	▲ +3.1
11 Kayanza	90.5	84.5	▼ -6.0
12 Kicukiro	94.8	88.3	▼ -6.5
13 Kirehe	97.3	95.4	▼ -1.9
14 Muhanga	91.5	88.2	▼ -3.3
15 Musanze	87.7	90.7	▲ +3.0
16 Ngoma	91.9	95.7	▲ +3.8
17 Ngororero	92.3	86.6	▼ -5.7
18 Nyabihu	82.5	93.6	▲ +11.1
19 Nyagatare	84.1	83.5	▼ -0.6
20 Nyamagabe	95.2	88.8	▼ -6.4
21 Nyamasheke	88.0	81.1	▼ -6.9
22 Nyanza	86.9	92.4	▲ +5.5
23 Nyarugenge	88.7	82.0	▼ -6.7
24 Nyaruguru	88.6	85.7	▼ -2.9
25 Rubavu	97.1	96.4	▼ -0.7
26 Ruhango	88.8	88.5	▼ -0.3
27 Rulindo	95.3	84.3	▼ -11.0
28 Rusizi	85.4	82.3	▼ -3.1
29 Rutsiro	84.5	88.0	▲ +3.5
30 Rwamagana	75.2	93.0	▲ +17.8
<b>IMPUZANDENGO</b>	<b>89.1</b>	<b>88.9</b>	<b>▼ -0.2</b>

# UMUTEKANO

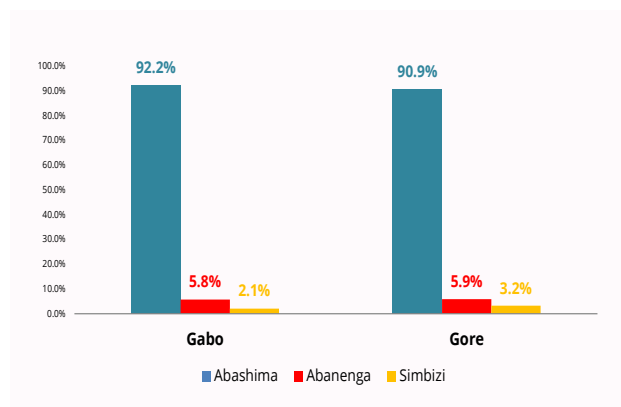


Iyi shusho iragaragaza ko mu turere twose, abaturage bishimiye umutekano ku gipimo kiri hejuru ya 80%. Uturere icumi tuza mbere mu kwishimira umutekano ni Nyanza:97.5%, Nyaruguru:96.6%, Kirehe:95.5%, Burera:95.0%, Rwamagana:94.8%, Ngoma:94.7%, Gatsibo:94.5%, Gakenke:93.2%, Gisagara:93.1% na Rusizi:93.0%.

### II.3.4.2. Ibyavuye mu bushakashatsi k'umutekano hakurikijwe igitsina

Muri ubu bushakashatsi, abaturage uko bishimiye serivisi z'umutekano hakurikijwe igitsina. Ibyavuye mu bushakashatsi bigaragara ku ishusho ikurikira.

Ishusho 99: Uko abaturage bishimiye serivisi z'umutekano hakurikijwe igitsina



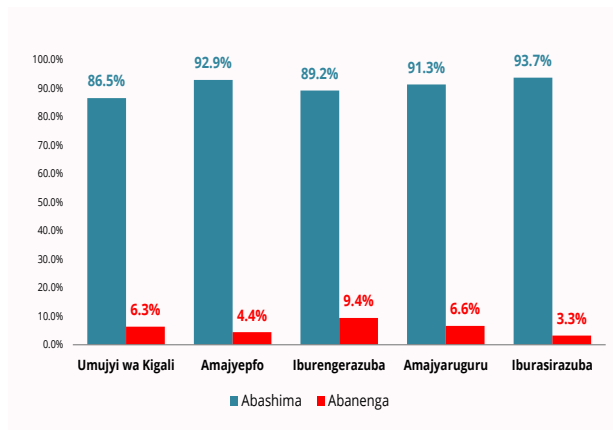
Aho byavuye: Anketi ya RGB, 2017

Ishusho iri hejuru irerekana ko abagabo aribo bishimiye serivisi bahabwa mu mutekano ku gipimo cyo hejuru, kuko bari kuri 92.2%, naho abagore bakaba kuri 90.9%.

### II.3.4.3. Ibyavuye mu bushakashatsi k'umutekano hakurikijwe intara

Ubushakashatsi bwagaragaje ko abaturage bishimiye serivisi z'umutekano bakorerwa ku gipimo kiri hejuru ya 85% mu ntara zose nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 100: Uko abaturage babona umutekano hakurikijwe intara



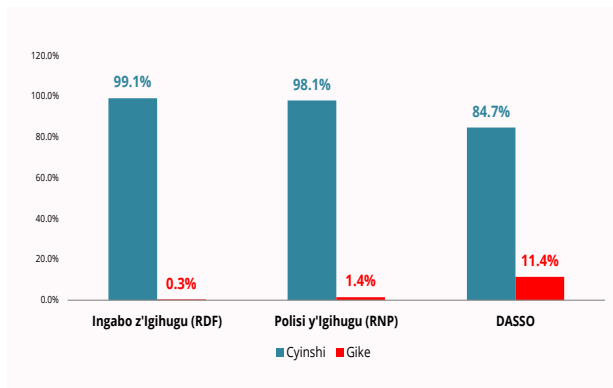
Aho byavuye: Anketi ya RGB, 2017

Abaturage bo mu ntara y'Iburasirazuba nibo bagaragaje ari benshi ko bishimiye serivisi z'umutekano bahabwa ku gipimo kingana na 93.7%. Abaturage b'umujyi wa Kigali nibo bagaragaje ari bake kurusha abandi ko bishimiye serivisi z'umutekano bahabwa ku gipimo kingana na 86.5%.

### II.3.4.4. icyizere abaturage bafitiye inzego z'umutekano

Ubu bushakashatsi bwabajije kandi abaturage icyizere bafitiye inzego z'umutekano arizo: Ingabo z'igihugu, Polisi y'igihugu na DASSO. Ibyavuye mu bushakashatsi bigaragazwa n'ishusho ikurikira.

Ishusho 101: icyizere abaturage bafitiye inzego z'umutekano



Aho byavuye: Anketi ya RGB, 2017

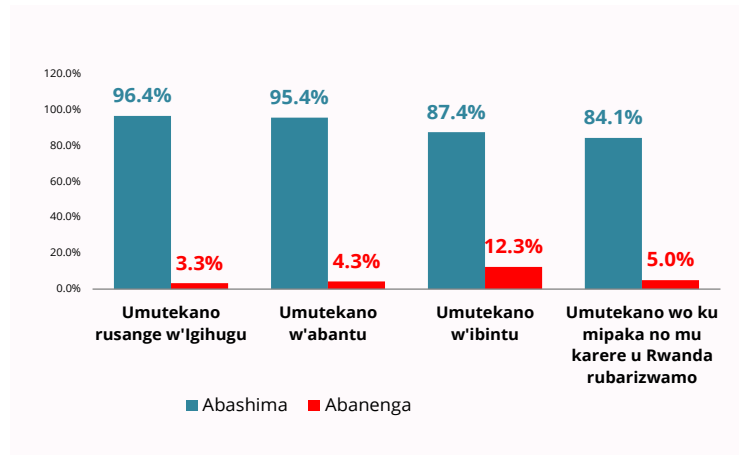
Nk'uko bigaragazwa n'ishusho iri hejuru, abaturage bagaragaje ko bafitiye icyizere cyane Ingabo z'igihugu (RDF) ku gipimo kingana na 99.1%, Polisi y'igihugu (RNP) ku gipimo kingana na 98.1% na DASSO ku gipimo kingana na 84.7%. Biragaragara ko abaturage bishimiye imikorere y'inzego z'umutekano n'ubwo hari 11.4% banenga imikorere ya DASSO.

### II.3.4.5. Uko abaturage babona umutekano muri rusange

Abaturage bakoreweho ubushakashatsi bagaragaje uburyo bumva bishimiye umutekano rusange w'igihugu, umutekano w'abantu, umutekano w'ibintu n'umutekano ku mipaka no mu karere u Rwanda rubarizwamo. Ibyavuye mu bushakashatsi bigaragara ku ishusho iri iburyo.

Ibyavuye mu bushakashatsi byagaragaje ko abaturage bishimiye cyane umutekano rusange w'igihugu ku gipimo kingana na 96.4%, umutekano w'abantu ku gipimo kingana na 95.4%, umutekano w'ibintu ku gipimo kingana na 87.4% naho umutekano ku mipaka no mu karere u Rwanda rubarizwamo ku gipimo cya 84.1%.

Ishusho 102: Uko abaturage babona umutekano muri rusange

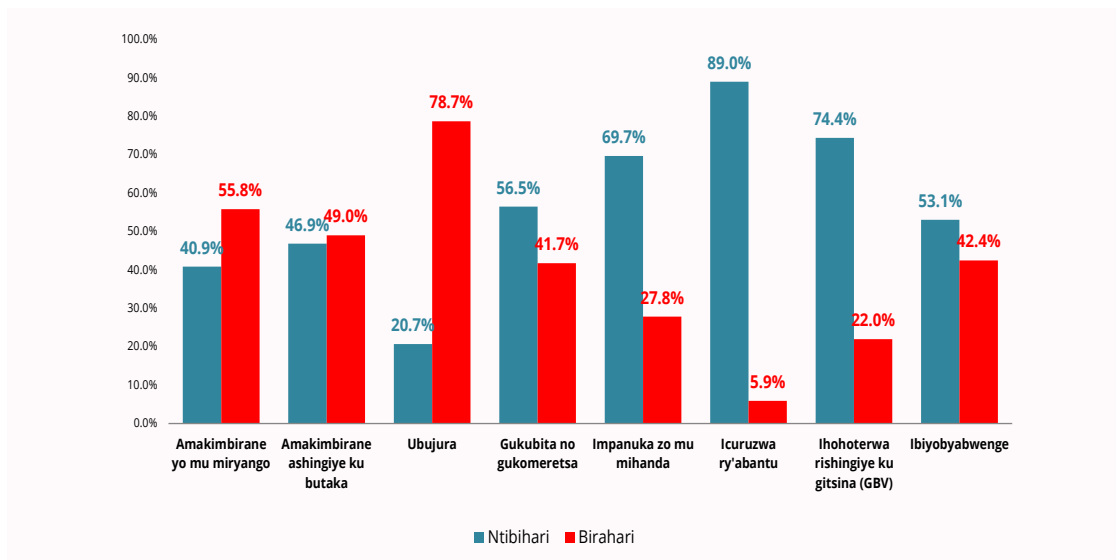


Aho byavuye: Anketi ya RGB, 2017

### II.3.4.6. Ibikorwa bihungabanya umudendezo w'abanyarwanda

Abaturage bagaragaje ibitekerezo byabo ku bihungabanya umudendezo w'abanyarwanda. Ibitekerezo bagaragaje bikubiye mu ishusho ikurikira.

Ishusho 103: Ibibazo bihungabanya umudendezo w'abanyarwanda



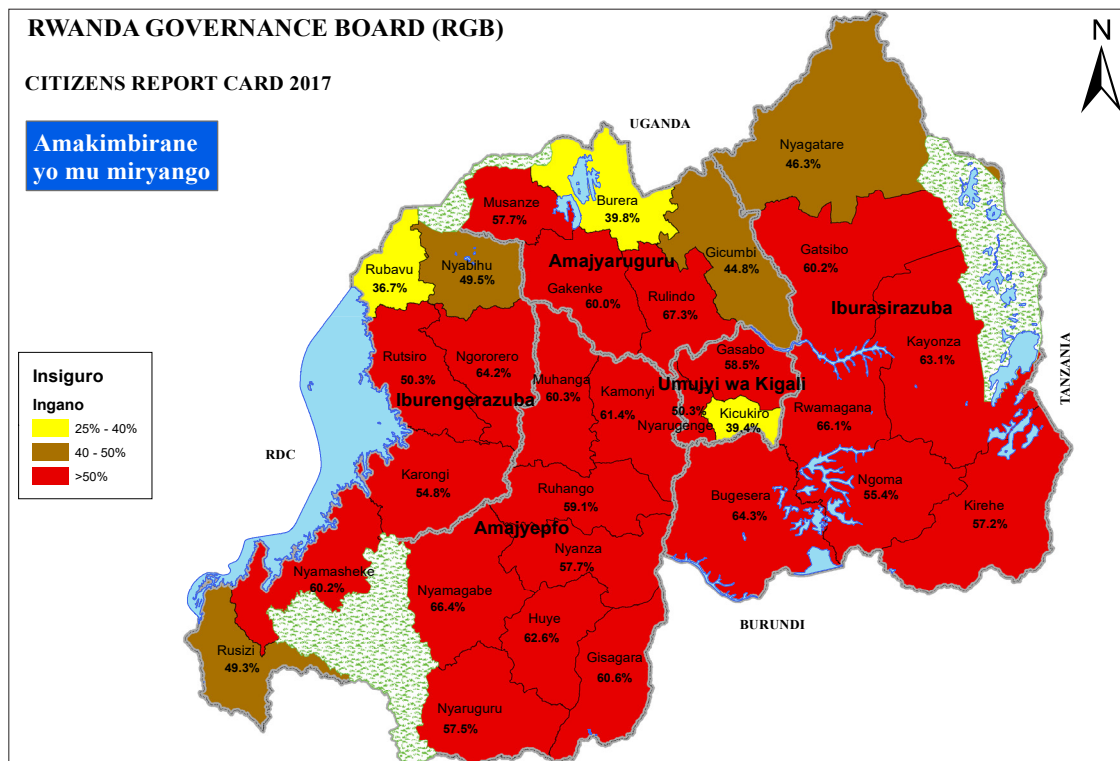
Aho byavuye: Anketi ya RGB, 2017

Nk'uko bigaragazwa n'ishusho iri yabanje, abaturage bagaragaje ko mu bibazo bibangamira umudendezo wabo, ubujura aribwo buza imbere ku gipimo kingana na 78.7%, hagakurikiraho amakimbirane mu miryango ku gipimo cya 55.8%, amakimbirane ashingiye ku butaka ku gipimo cya 49.0%, ibiyobyabwenge ku gipimo kingana na 42.4% no gukubita no gukomeretsa ku gipimo kingana na 41.7%. Ibibazo bihungabanya umudendezo w'abanyarwanda ntibirashira, niyo mpamvu inzego bireba zikwiye gufata ingamba zihutirwa kugira ngo ibyo bibazo bikemuke, abanyarwanda babe mu mudendezo.

### II.3.4.7. Amakimbirane mu miryango

Muri ubu bushakashatsi abaturage bavuze uko babona amakimbirane ameze mu miryango. Ikarita ikurikira iragaragaza ibyavuye mu bushakashatsi.

Ikarita 32: Amakimbirane mu miryango



Aho byavuye: Anketi ya RGB, 2017

Abaturage bagaragaje ko ingamba zo kurwanya amakimbirane mu miryango zitaragerwaho burundu kuko mu turere twose tw'u Rwanda, abaturage bemeza ko ayo makimbirane ahari.

Abavuga ko ahari bari ku gipimo kiri hagati ya 25% na 40% mu turere twa Burera, Rubavu na Kicukiro, bakaba ku gipimo kiri hagati ya 40% na 50% mu turere twa Gicumbi, Nyagatare, Nyabihu na Rusizi. Mu turere tundi dusigaye bari ku gipimo cyo hejuru ya 50%.

Ibi ni ibigaragaza ko amakimbirane mu miryango akiri ikibazo, bityo inzego zibishinzwe zikaba zigomba kongera imbaraga mu gukumira amakimbirane, batoza abanyarwanda kubana mu mahoro.

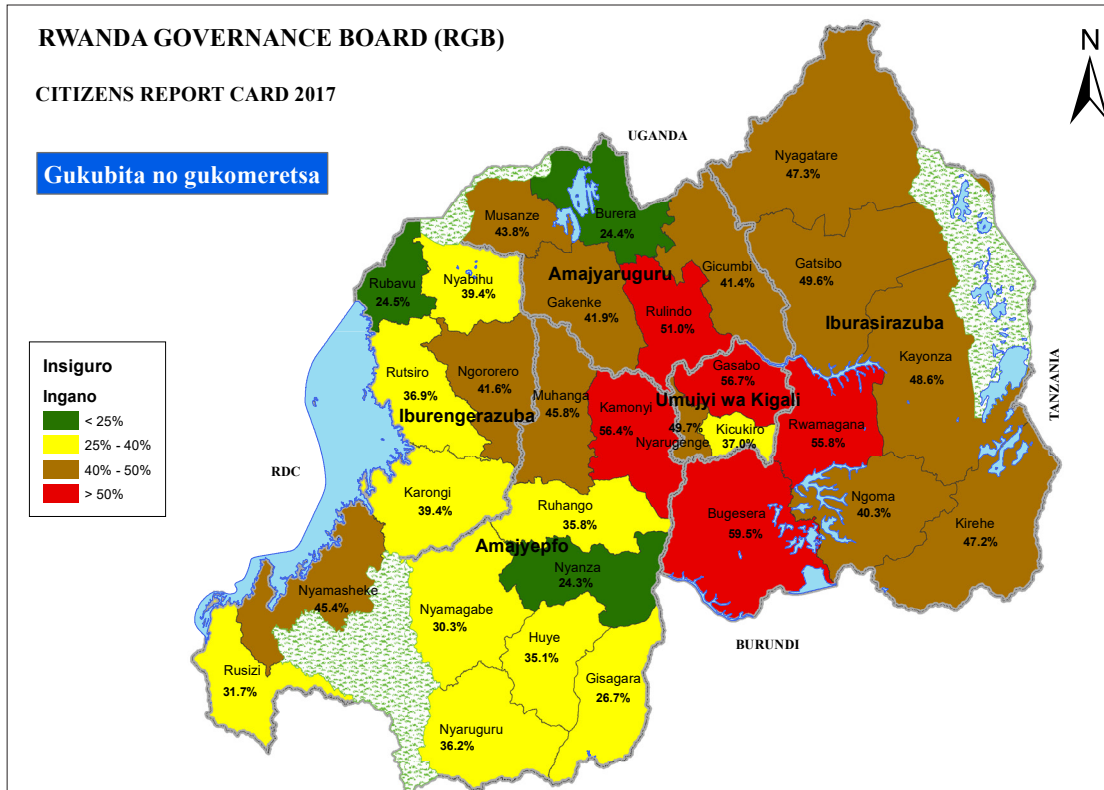
### II.3.4.8. Amakimbirane ashingiye ku butaka

Ubutaka bufite uruhare runini mu mibereho y'abanyarwanda, niyo mpamvu abaturage bahawe umwanya muri ubu bushakashatsi ngo bagaragaze uko babona amakimbirane ashingiye ku butaka ahagaze.





Ikarita 34: Gukubita no gukomeretsa



Aho byavuye: Anketi ya RGB, 2017

Gukubita no gukomeretsa bigenda bigabanuka n’ubwo bitarashira burundu. Mu turere dutatu aritwo Rubavu, Burera na Nyanza, abaturage bemeje ko gukubita no gukomeretsa biri ku gipimo kiri hasi ya 25%. Mu turere icumi (10) aritwo Nyabihu, Rutsiro, Karongi, Rusizi, Ruhango, Huye, Gisagara, Nyaruguru, Nyamagabe na Kicukiro, abaturage bemeje ko gukubita no gukomeretsa bihari ku gipimo kiri hagati ya 25% na 40%.

Ahasigaye hose, abaturage bemeje ko gukubita no gukomeretsa biri ku gipimo kiri hejuru ya 40%.

Ibi biragaragaza ko hakiri urugendo rurerure mu guca urugomo, none inzego z’ibanze hamwe n’iz’umutekano bafatanye gukangurira abaturage guca umuco wo kurwana maze bibanire mu mudendezo.

II.3.4.10. Ibiyobyabwenge

Muri ubu bushakashatsi abaturage bagaragaje uko babona ibiyobyabwenge bigira uruhire mu guhungabanya umudendezo w’abanyarwanda. Ikarita ikurikira iragaragaza ibyavuye mu bushakashatsi.



IMBONERAHAMWE 21: UKO UTURERE DUHAGAZE MU MUTEKANO MU MYAKA IBIRI  
(20016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	88.30	90.90	▲ +2.60
2 Burera	96.40	95.00	▼ -1.40
3 Gakenke	92.90	93.20	▲ +0.30
4 Gasabo	82.20	88.90	▲ +6.70
5 Gatsibo	91.90	94.50	▲ +2.60
6 Gicumbi	93.30	91.30	▼ -2.00
7 Gisagara	91.10	93.10	▲ +2.00
8 Huye	88.00	90.70	▲ +2.70
9 Kamonyi	91.80	91.50	▼ -0.30
10 Karongi	95.70	85.70	▼ -10.00
11 Kayonza	92.60	92.40	▼ -0.20
12 Kicukiro	84.10	87.30	▲ +3.20
13 Kirehe	96.30	95.50	▼ -0.80
14 Muhanga	85.30	89.70	▲ +4.40
15 Musanze	91.00	90.10	▼ -0.90
16 Ngoma	90.90	94.70	▲ +3.80
17 Ngororero	88.40	88.30	▼ -0.10
18 Nyabihu	88.50	92.40	▲ +3.90
19 Nyagatare	89.90	92.80	▲ +2.90
20 Nyamagabe	86.10	92.80	▲ +6.70
21 Nyamasheke	89.40	90.60	▲ +1.20
22 Nyanza	91.20	97.50	▲ +6.30
23 Nyarugenge	81.10	83.40	▲ +2.30
24 Nyaruguru	90.10	96.60	▲ +6.50
25 Rubavu	84.00	92.30	▲ +8.30
26 Ruhango	92.80	91.50	▼ -1.30
27 Rulindo	93.10	86.90	▼ -6.20
28 Rusizi	88.80	93.00	▲ +4.20
29 Rutsiro	95.30	82.20	▼ -13.10
30 Rwamagana	92.90	94.80	▲ +1.90
<b>IMPUZANDENGO</b>	<b>90.00</b>	<b>91.30</b>	<b>▲ +1.30</b>

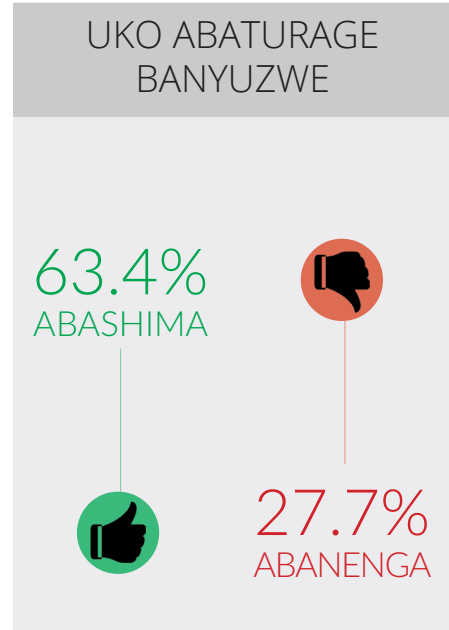
# URUHARE RW'ABATURAGE MU BIBAKORERWA

## II.3.5. Uruhare abaturage bagira mu bibakorerwa

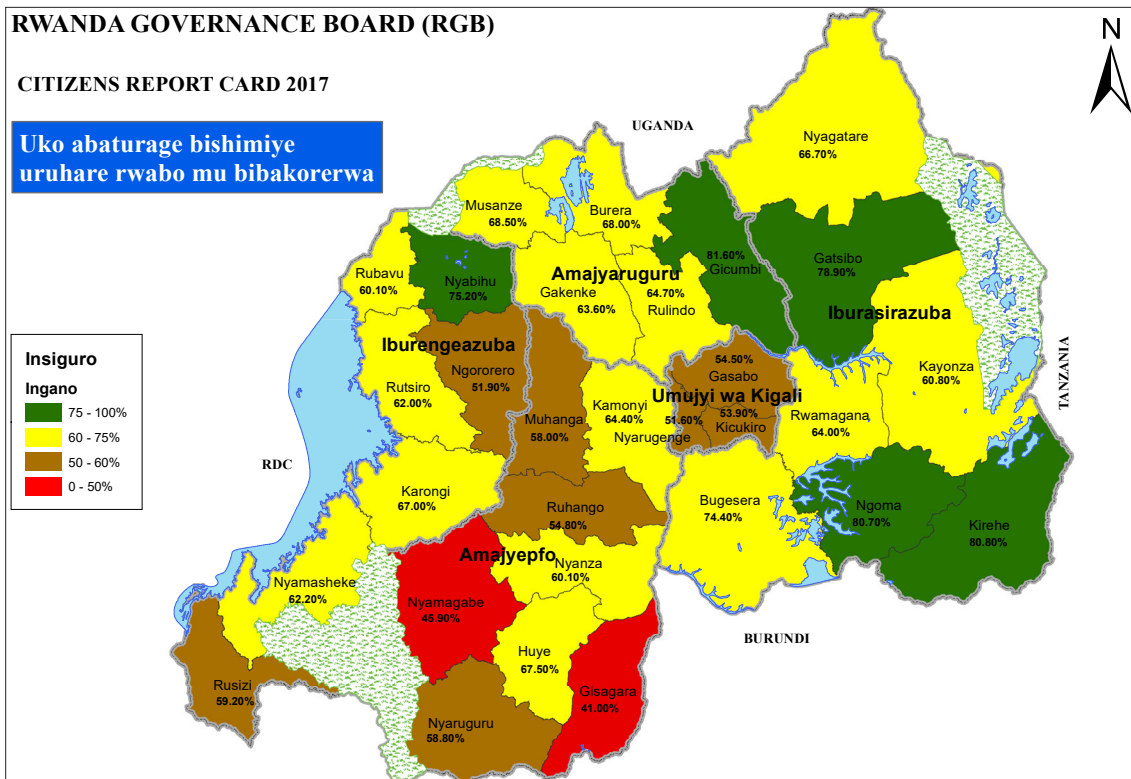
Iyo abaturage bagize uruhare mu bibakorerwa, barushaho kwishimira uko bayobowe. Muri ubu bushakashatsi, abaturage aho bagira uruhare ndetse n'aho batagira uruhare ruhagije.

### II.3.5.1. Ibyavuye mu bushakashatsi k'uruhare rw'abaturage mu bibakorerwa muri rusange

Muri rusange, abaturage bagaragaje ko bishimiye uruhare bagira mu bibakorerwa ku gipimo kingana na 63.4%, naho abanenga bari ku gipimo kingana na 27.5%. Igipimo cyazamutseho gato ugereranije n'umwaka ushize aho abashima bari 58.9% naho abanenga ari 33.8%. Ibi biragaragaza ko hari intambwe igenda iterwa mu kuzamura uruhare rw'abaturage.



Ikarita 36: Uko abaturage bishimiye uruhare bagira mu bibakorerwa muri rusange



Aho byavuye: Anketi ya RGB, 2017

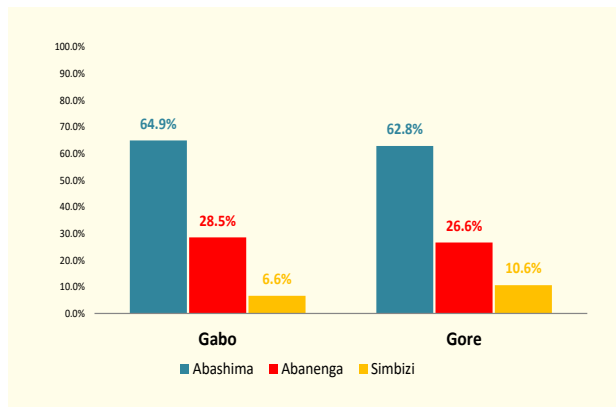
Ishusho ibanza iragaragaza ko mu turere dutanu aritwo Gicumbi, Kirehe, Ngoma, Gatsibo na Nyabihu ariho abaturage bishimira uruhare rwabo mu bibakorerwa ku gipimo kiri hejuru ya 75%.

Uturere twa Nyamagabe na Gisagara abaturage bashima uruhare rwabo ku kigero kiri hasi cyane. Uturere tutameze neza mu kugaragaza uruhare rw'umuturage dukwiye gukora ibishoboka byose tukita ku muturage n'uruhare rwe.

### II.3.5.2. Ibyavuye mu bushakashatsi k'uruhare rw'abaturage mu bibakorerwa hakurikijwe igitsina

Ubu bushakashatsi bwatumye abaturage bagaragaza uruhare mu bibakorerwa hakurikijwe igitsina. Ibyavuye mu bushakashatsi bikubiye mu ishusho ikurikira.

#### Ishusho 104: Uko abaturage bishimira uruhare bagira hakurikijwe igitsina



Aho byavuye: Anketi ya RGB, 2017

Iyi shusho irerekana ko abagabo bishimiye uruhare bagira mu bibakorerwa kurushaho gato (2.1%) abagore kuko abagabo bashima ku gipimo cya 64.9% naho abagore bagashima ku gipimo cya 62.8%.

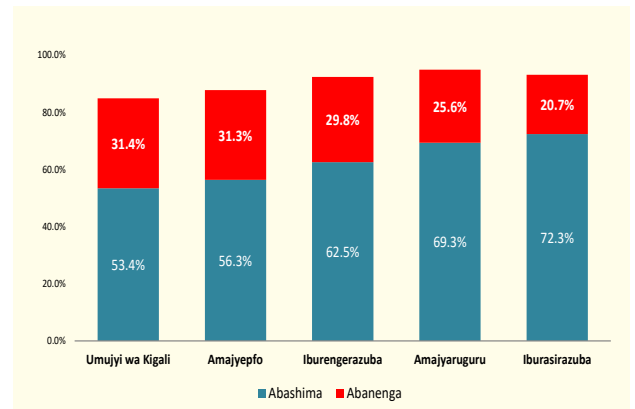
Umubare mwinshi w'abanenga (31.3%) ni abagabo, abagore nibo bafite umubare mwinshi w'abaturage uruhare bagomba kugira mu bibakorerwa (10.6%).

Hakenewe ubukangurambaga ku bagore kugira ngo barusheho kumenya no kugira uruhare mu bibakorerwa.

### II.3.5.3. Ibyavuye mu bushakashatsi k'uruhare rw'abaturage mu bibakorerwa hakurikijwe intara

Hakurikijwe intara, abaturage bagaragaje ko bagira uruhare mu bibakorerwa ku gipimo kiri hagati ya 50% na 75% nk'uko bigaragazwa n'ishusho ikurikira.

#### Ishusho 105: Uko abaturage bishimiye uruhare bagira mu bibakorerwa hakurikijwe intara



Aho byavuye: Anketi ya RGB, 2017

Intara y'Iburasirazuba niyo iza kw'isonga ku abaturage bagaragaje ari benshi ko bagira uruhare mu bibakorerwa ku gipimo cya 72.3%, intara y'Amajyaruguru iza bwa kabiri, aho abaturage bagaragaje ko bishimiye uruhare bagira mu bibakorerwa ku gipimo kingana na 69.3%.

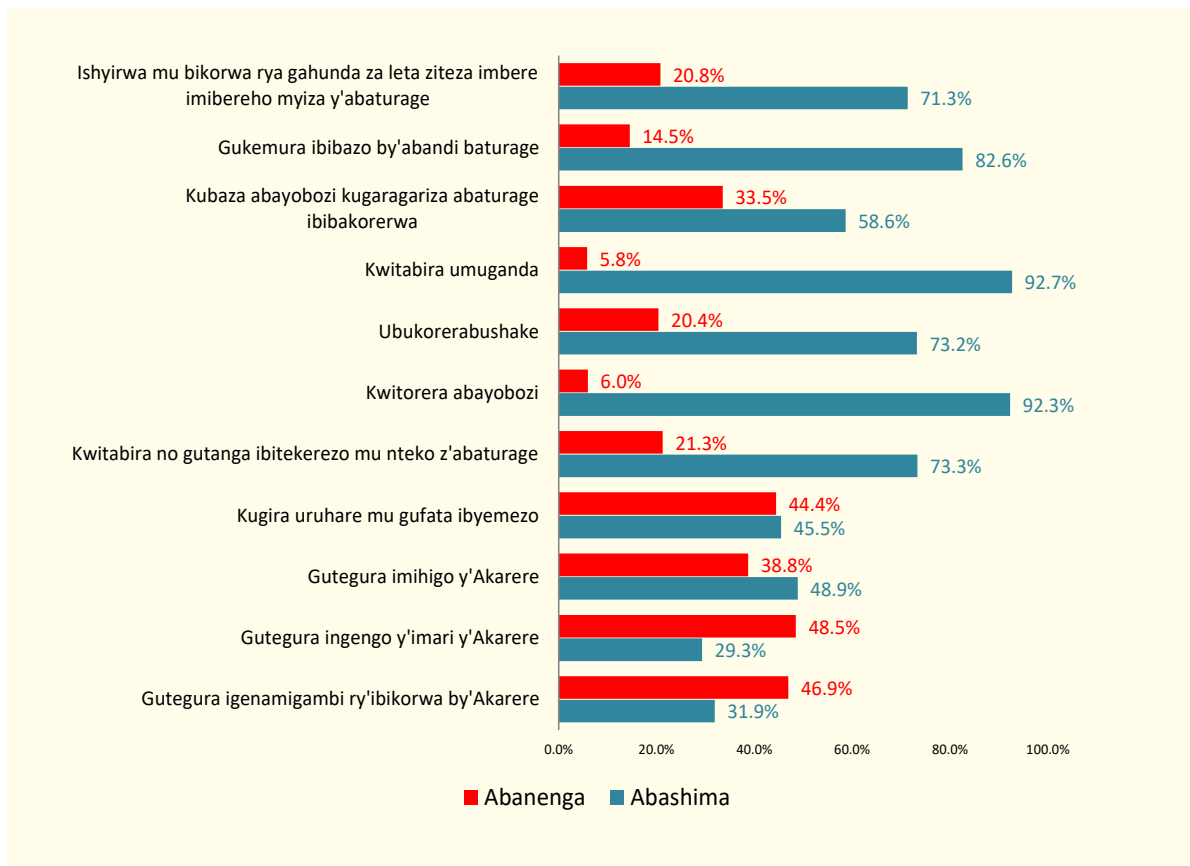
Ku ruhande rw'abanenga, mu ntara zose, abaturage bagaragaje ko banenga uruhare bagira mu bibakorerwa ku gipimo kiri hejuru ya 20%.

Ibi birerekana ko abaturage batumva neza ko bafite uruhare ruhagije mu bibakorerwa bikaba byagira ingaruka ku burambe bw'ibikorwa bimwe na bimwe bumva batagizemo uruhare bishimiye.

### II.3.5.4. Ibyakoreweho ubushakashatsi mu kureba uruhare rw'abaturage mu bibakorerwa

Ubushakashatsi ku ruhare abaturage bagira mu bibakorerwa bwibanze ku bikorwa birimo: gutegura igenamigambi ry'ibikorwa by'akarere, gutegura ingengo y'imari y'akarere, gutegura imihigo y'akarere, kugira uruhare mu gufata ibyemezo, kwitabira no gutanga ibitekerezo mu nteko z'abaturage, kwitorera abayobozi, ubukorerabushake, kwitabira umuganda, kubaza abayobozi kugaragariza abaturage ibibakorerwa, gukemura ibibazo by'abandi baturage, n'ishyirwa mu bikorwa rya gahunda za leta ziteza imbere imibereho myiza y'abaturage. Ibyavuye mu bushakashatsi bigaragara ku ishusho ikurikira.

Ishusho 106: Serivisi abaturage bagiramo uruhare mu bibakorerwa zakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2017

Muri rusange, kwitabira umuganda no gukemura ibibazo by'abandi baturage no kwitorera abayobozi nibyo abaturage bishimiye uruhare babigiramo ku gipimo kiri hejuru ya 80%. Aho batishimiye uruhare bagira ni mu gutegura ingengo y'imari y'akarere banenga ku gipimo cya 48.5%, gutegura igenamigambi ry'ibikorwa by'akarere ku gipimo cya

46.9% naho kugira uruhare mu gufata ibyemezo bakabinenga ku gipimo cya 44.4%. Ibi bipimo byarazamutse ugereranyije n'umwaka ushize, ariko biragaragara ko hakiri byinshi byo kunozwa

Ibyavuye mu biganiro mu matsinda biragaragaza ko hari gahunda zimwe na zimwe abaturage bagiramo uruhare ruto. Nk'aho bavuga bati "Hari gahunda



zikorerwa mu karere, abaturatione bagasabwa kuzishyira mu bikorwa nta bitekerezo batanze kuko akenshi ziba zisaba ababyigiyeye". Mu gusobanura impamvu uruhare rwabo rukiri hasi, baravuze ngo "Impamvu uruhare rw'abaturatione rukiri hasi muri zimwe muri izi gahunda ni uko batanga ibitekerezo ntibigire icyo bikorwaho bityo bikabaca intege".

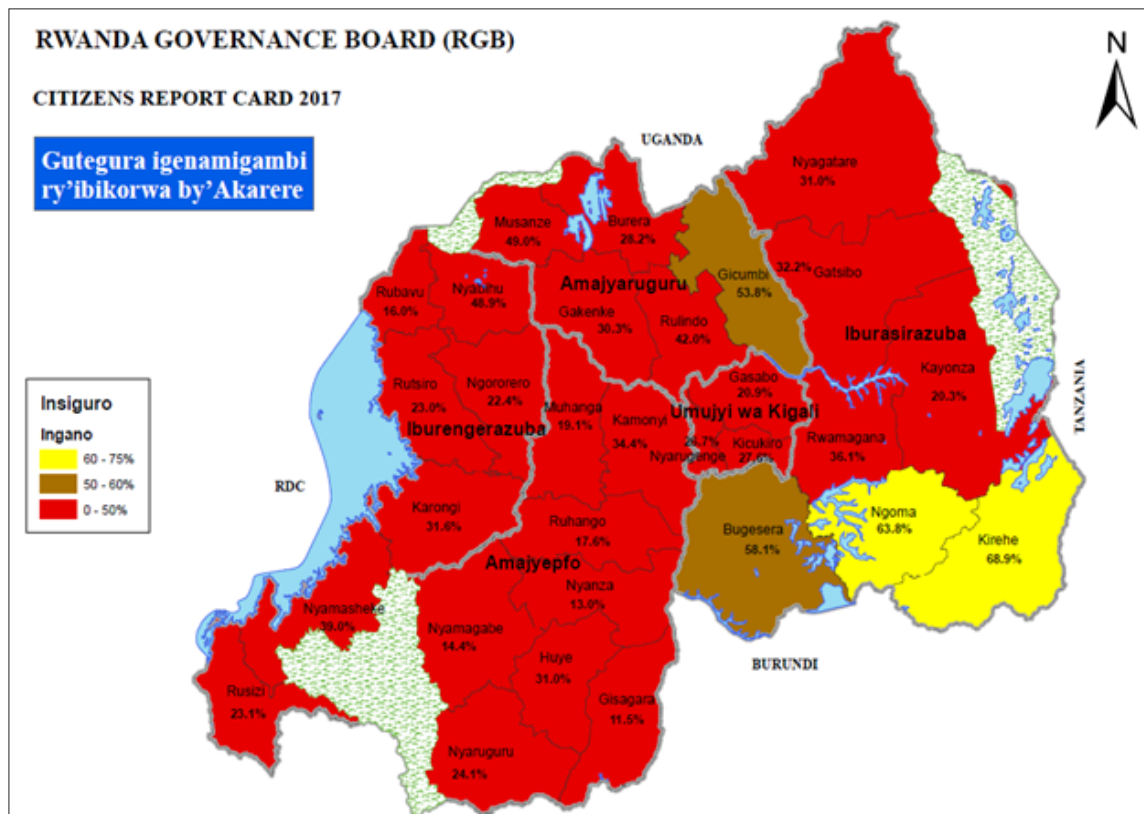
Ibi birerekana ko n'ubwo ingamba zashyizweho ngo umuturatione agire uruhare mu genamigambi ry'ibikorwa by'akarere binyuze mu bajyanama, ntabwo bikorwa neza uko byateguwe, kuko abaturatione ntibiyumva ko bagira uruhare mu gutegura igenamigambi ry'ibikorwa by'akarere.

Hacyakenewe ubukangurambaga ku baturatione n'abajyanama kugira ngo habe imikoranyire ihwitse, bese banogerwe.

#### II.3.5.4.1. Uko abaturatione bishimiye uruhare bagira mu gutegura igenamigambi ry'ibikorwa by'akarere

Muri ubu bushakashatsi abaturatione bagaragaje uruhare bagira mu gutegura igenamigambi ry'ibikorwa by'akarere. Abaturatione bagaragaje muri rusange ko bishimiye uruhare bagira mu itegurwa ry'igenamigambi ry'ibikorwa by'akarere ku gipimo kingana na 31.9% naho abanenga bari ku kigero kingana na 46.9%.

Ikarita 37: Uko abaturatione bishimiye uruhare bagira mu gutegura igenamigambi ry'ibikorwa by'akarere



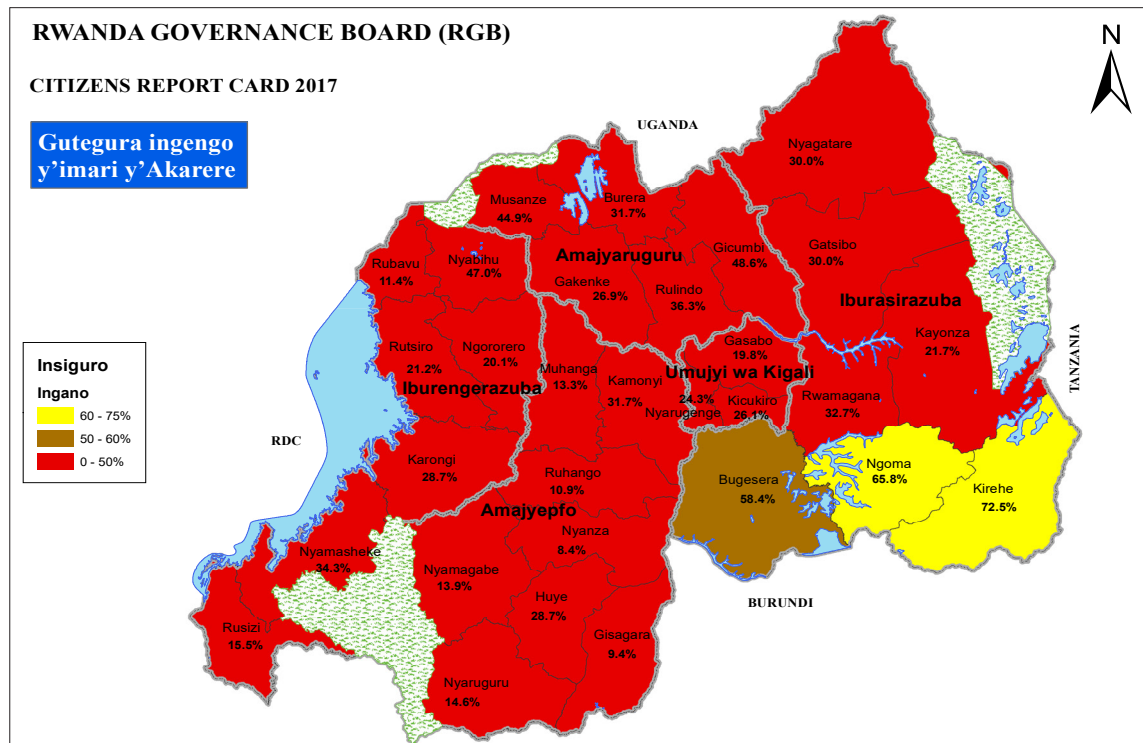
Aho byavuye: Anketi ya RGB, 2017

Ubu bushakashatsi bwagaragaje ko abaturage benshi batishimiye uruhare bagira mu itegurwa ry'igenamigambi ry'ibikorwa by'akarere. Mu turere tugera kuri tume (4) gusa aritwo Kirehe, Ngoma, Bugesera na Gicumbi niho abaturage bishimiye uruhare bagira mu gutegura igenamigambi ry'ibikorwa by'akarere ku gipimo kiri hejuru ya 50%. Naho uturere dusigaye twose turi munsu ya 50% mu kwishimira uruhare abaturage bagira mu gutegura igenamigambi ry'akarere.

### II.3.5.4.2. Uko abaturage bagira uruhare mu gutegura ingengo y'imari y'akarere

Muri ubu bushakashatsi abaturage babonye umwanya wo kugaragaza uruhare rwabo mu gutegura ingengo y'imari y'akarere. Muri rusange abaturage ntibishimiye uruhare bagira mu gutegura ingengo y'imari y'akarere kuko abanenga barushaho 19.2% abashima; abashima bari ku gipimo kingana na 29.3% naho abanenga bakaba ku gipimo kingana na 48.5%.

Ikarita 38: Uko abaturage bagira uruhare mu gutegura ingengo y'imari y'akarere



Aho byavuye: Anketi ya RGB, 2017

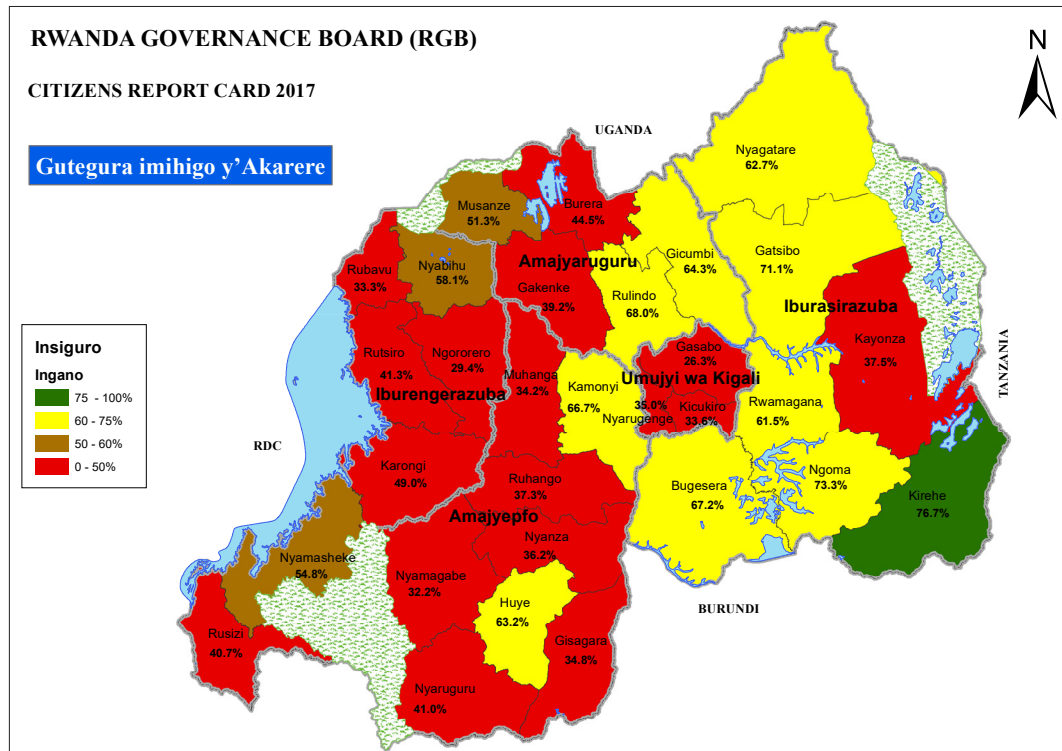
Nk'uko bigaragara ku ikarita iri hejuru, abaturage ntibishimiye uruhare bagira mu itegurwa ry'ingengo y'imari y'akarere. Mu turere twose uko ari mironko itatu (30), dutatu twonyine niho abaturage bagaragaje ko bishimiye uruhare bagira mu itegurwa ry'ingengo y'imari ku gipimo kirenga 50%.

Utwo turere ni Kirehe na Ngoma na Bugesera. No mu biganiro mu matsinda, bagaragaje ko nta ruhare abaturage bagira mu gutegura ingengo y'imari y'akarere nk'uko bigaragara mu magambo yavuzwe haruguru.

### II.3.5.4.3. Uko abaturage bagira uruhare mu gutegura imihigo y'akarere

Ubu bushakashatsi bwagaragaje uruhare rw'abaturage mu gutegura imihigo y'akarere. abaturage bishimiye uruhare bagira mu gutegura imihigo y'akarere ku gipimo kingana na 48.9%, naho abanenga bari ku gipimo kingana na 38.8%.

## Ikarita 39: Uko abaturage bagira uruhare mu gutegura imihigo y'akarere



Aho byavuye: Anketi ya RGB, 2017

Ububushakashatsi bwerekanye ko akarere ka Kirehe ariho honyine abaturage bashima uruhare bagira mu gutegura imihigo ku kigero kiri hejuru ya 75%, uturere cumi na tubiri (12) abaturage berekanye ko bagira uruhare mu itegurwa ry'imihigo ku gipimo kiri hagati ya 60 na 70%

Abaturage bavuze ko bagira uruhare mu gutegura imihigo y'akarere bari ku kigero kiri hagati ya 50 na 60% mu turere twa Musanze, Nyabihu na Nyamasheke.

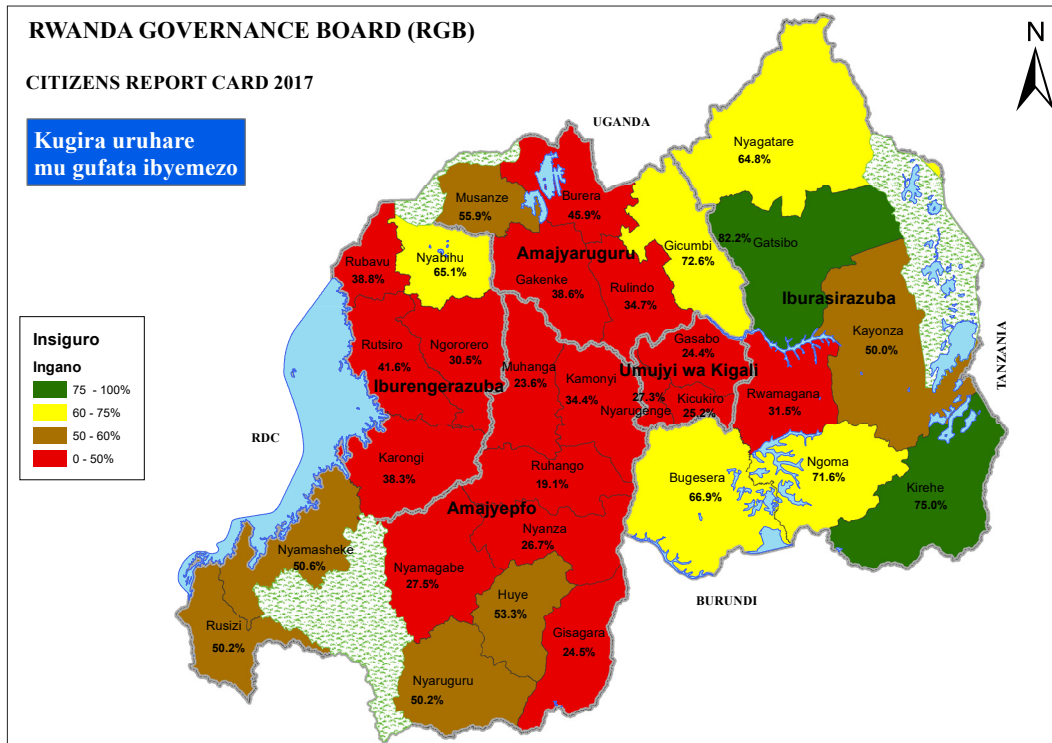
Naho hejuru ya ½ by'uturere twose bashima ku kigero kiri hasi ya 50%. Mu matsinda hari aho abaturage bagaragaje ko hari ingamba zashyizweho kugira ngo uruhare

rw'umuturage ruzamurwe harimo ko buri rugo rugira ikaye y'imihigo akaba ari nayo igenderwaho kugira ngo hategurwe imihigo y'akarere, ariko abaturage ntibiyumva ko bagize uruhare mu mihigo y'akarere. Hakenewe kumenyesha abaturage uko bigenda kugira ngo imihigo ituruke ku muturage igere ku karere.

#### II.3.5.4.4. Uko abaturage bagira uruhare mu gufata ibyemezo

Muri rusange abaturage bagaragaje ko bishimiye uruhare bagira mu gufata ibyemezo ku gipimo kingana na 45.4% naho abanenga bari ku gipimo kingana na 44.4%.

## Ikarita 40: Uko abaturage bagira uruhare mu gufata ibyemezo



Aho byavuye: Anketi ya RGB, 2017

Ubushakashatsi bwerekanye ko uturere tubiri (2) gusa aritwo turi hejuru ya 75% mu gushima uruhare abaturage bagira mu gufata ibyemezo. Abaturage bo mu turere cumi na turindwi (17) bishimiye uruhare bagira mu gufata ibyemezo ku gipimo cyiri muni ya 50%.

Uturere dutandatu (6) nitwo turi hagati ya 50% na 60% naho uturere dutanu (5) twa turi hagati ya 60% na 75%.

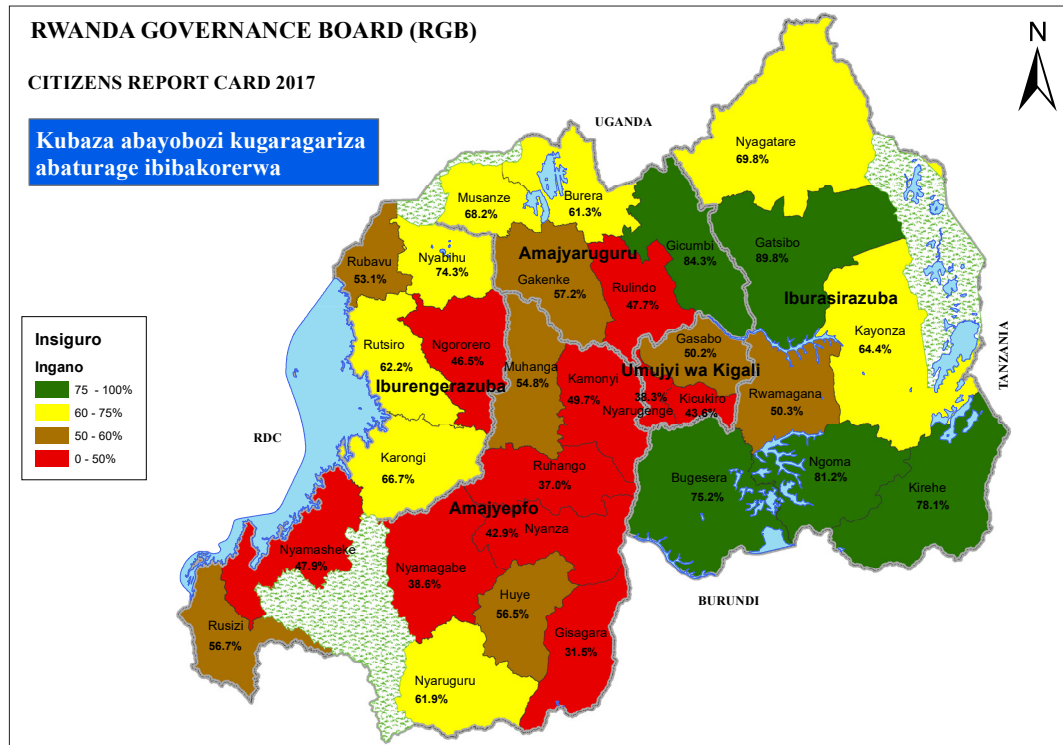
Nk'uko babigaragaje mu biganiriro mu matsinda, abaturage bumva ko bagira uruhare ruto mu gufata ibyemezo kuko akenshi bagishyamba inama bataramenya neza ikigamijwe, bakazisanga ibyashyizwe mu

bikorwa byarabaturutsemo batacyibuka igihe babivugiyeyeho. Abaturage bakeneye gusobanurirwa neza gahunda y'ibiteganywa, uko bizakorwa, uko bizasozwa n'inkurikizi zishoboka.

#### II.3.5.4.5. Uko abaturage bagira uruhare mu gusaba abayobozi kubagaragariza ibibakorerwa

Muri rusange abaturage bagaragaje ko bishimiye uruhare bagira mu kubaza abayobozi kubagaragariza ibibakorerwa ku gipimo kingana na 58.6% naho abanenga bari ku gipimo kingana na 33.5%.

Ikarita 41: Uko abaturage bagira uruhare mu gusaba abayobozi kubagaragariza ibibakorerwa



Aho byavuye: Anketi ya RGB, 2017

Ubushakashatsi bwerekanye ko abaturage bo mu turere icumi (10) bishimiye uruhare bagira mu kubaza abayobozi ibibakorerwa ku gipimo kiri munsi ya 50 %.

Uturere turindwi (7) nitwo turi hagati ya 50% na 60%, uturere umunani (8) ni two turi hagati ya 60 % na 75% naho uturere dutanu (5) nitwo turi hejuru ya 75 %.



**IBIKWIYE KWITABWAHO MU BIJYANYE N'URUHARE RW'ABATURAGE**

- Kumenyereza abaturage kugira uruhare mu bibakorerwa (Imitegurire, imikorere, no kubungabunga ibyakozweho);
- Gukangurira abagore kurushaho kwitabira uruhare bagenewe mu bikorerwa abaturage;
- Gushishikariza abayobozi kugira umuco wo gukorana n'abaturage babaha ijambo mu mitegurire y'ibikorwa bibagenewe.

## IMBONERAHAMWE 22: UKO UTURERE DUHAGAZE MU BIJYANYE N'URUHARE RW'ABATURAGE MU BIBAKORERWA MU MYAKA IBIRI (2016 - 2017)

AKARERE	CRC 2016/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	55.0	74.4	▲ +19.4
2 Burera	56.7	68.0	▲ +11.3
3 Gakenke	56.4	63.6	▲ +7.2
4 Gasabo	49.0	54.5	▲ +5.5
5 Gatsibo	79.5	78.9	▼ -0.6
6 Gicumbi	67.2	81.6	▲ +14.4
7 Gisagara	58.1	41.0	▼ -17.1
8 Huye	51.3	67.5	▲ +16.2
9 Kamonyi	71.5	64.4	▼ -7.1
10 Karongi	65.7	67.0	▲ +1.3
11 Kayanza	65.7	60.8	▼ -4.9
12 Kicukiro	47.1	53.9	▲ +6.8
13 Kirehe	51.9	80.8	▲ +28.9
14 Muhanga	64.8	58.0	▼ -6.8
15 Musanze	67.2	68.5	▲ +1.3
16 Ngoma	51.5	80.7	▲ +29.2
17 Ngororero	69.9	51.9	▼ -18.0
18 Nyabihu	55.2	75.2	▲ +20.0
19 Nyagatare	62.7	66.7	▲ +4.0
20 Nyamagabe	58.6	45.9	▼ -12.7
21 Nyamasheke	50.7	62.2	▲ +11.5
22 Nyanza	57.1	60.1	▲ +3.0
23 Nyarugenge	43.6	51.6	▲ +8.0
24 Nyaruguru	53.2	58.8	▲ +5.6
25 Rubavu	75.7	60.1	▼ -15.6
26 Ruhango	53.9	54.8	▲ +0.9
27 Rulindo	74.1	64.7	▼ -9.4
28 Rusizi	35.7	59.2	▲ +23.5
29 Rutsiro	51.0	62.0	▲ +11.0
30 Rwamagana	63.5	64.0	▲ +0.5
<b>IMPUZANDENGO</b>	<b>58.9</b>	<b>63.4</b>	<b>▲ +4.5</b>



### III. Umwanzuro: Ingamba zihariye mu kuboneza imikorere,

Ubushakashatsi ku 'Ishusho y'uko abaturage babona imiyoborere, imikorere n'imitangire ya serivisi mu nzego zibegereye" bugaragaza ibyo abaturage bashima n'ibyo banenga. Muri iyi raporo, twagiye tugaragaza ibikwiye kwitabwaho muri buri cyiciro. Ariko nanone hari ingamba zifite umwihariko kubera uburemere bwazo mu mibereho y'abaturage no mu buzima bw'igihugu muri rusange. Izo ngamba-mwegamizi nizo tugaragaza aha kugira ngo inzego bireba ziziteho by'umwihariko. Ishyirwamubikorwa ry'izi ngamba kandi rireba uturere twose, bityo buri karere kakaba gasabwa kuzigira izako.

#	ICYICIRO	INGAMBA
1	UBUHINZI	Gushyira imbaraga mu kugeza ku baturage ku gihe ibyo bakenera mu buhinzi kugira ngo umusaruro urusheho kwiyongere, abaturage basagurire isoko no bagurirwe ku biciro byiza
2	UBWOROZI	Gushyira ingufu mu bworozi bubyarira inyungu umuturage n'igihugu muri rusange
3	IBIKORWAREMEZO	Kongera ibikorwaremezo bizamura ubuhahirane n'itumanaho, cyane cyane mu cyaro
4	UMUDENDEZO W'ABATURAGE	<ul style="list-style-type: none"> <li>① Kongera ubufatanye mu gukemura ibibazo bibangamiye umuryango utekanye</li> <li>② Kuvugurura no kongerera imbaraga 'Community Policing'</li> <li>③ Kongerera imbaraga no kuboneza imikorere ya za MAJ</li> </ul>
5	GAHUNDA ZITSURA IMIBEREHO MYIZA Y'ABATURAGE (VUP, GIRINKA, UBUDEHE)	Kurushaho kunoza uburyo gahunda zitsura imibereho myiza y'Abaturage zishyirwa mu bikorwa no gukaza umurego mu guhana no gufatira ibyemezo abagira uruhare n'abagaragaraho imikorere mibi mu ishyirwamubikorwa ryazo
6	ISUKU	Kongera ubukangurambaga bugamije kubungabunga isuku n'isukura mu rwego rwo kwirinda indwara zituruka ku isuku nke no kugira ubuzima buzira umuze
7	URUHARE RW'ABATURAGE MU BIBAKORERWA	Kurushaho gushishikariza inzego z'ibanze guha abaturage uruhare ruziguye n'urutaziguye bagira mu iterambere ry'uturere no mu bibakorerwa



## imitangire ya serivisi n'imiyoborere bibereye Abaturage



Ubukungu nk'inkigi ikora ku buzima bw'abaturage bwa buri muni, ikwiye kwitabwaho by'umwihariko mu byiciro biyigize. Ibi bizatuma umusaruro n'imibereho by'umuturage bizamuka, bityo n'iterambere ry'igihugu muri rusange rirusheho kwihuta.

AHO KWIBANDA	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
<ul style="list-style-type: none"> <li>- Inyongeramusaruro; - Imbutu z'indobanure</li> <li>- Kongerera agaciro ibikomoka ku buhinzi</li> <li>- Ubuhunikiro</li> <li>- Isoko ry'imyaka</li> </ul>	MINAGRI, MINICOM, RAB, NAEB
<ul style="list-style-type: none"> <li>- Kongerera agaciro ibikomoka ku bworozi</li> <li>- Isoko ry'amata</li> </ul>	MINAGRI, MINICOM RAB, NAEB
<ul style="list-style-type: none"> <li>- Imihanda</li> <li>- Amasoko</li> <li>- Ikoranabuhanga</li> </ul>	MININFRA, MINECOFIN, MITEC, MINALOC, PSF
<ul style="list-style-type: none"> <li>- Amakimbirane mu ngo; Ihohoterwa (CBV &amp; GBV); Abana b'abakobwa baterwa inda</li> <li>- Ubujura; Ibiyobyabwenge; Urubyiruko;</li> <li>- Kuboneza umuco;</li> <li>- Ubwangamugayo bw'inzego</li> <li>- Ubujyanama ku nzego z'ibanze</li> <li>- Gukemura ibibazo by'Abaturage</li> </ul>	MINIJUST, MIGEPROF, MINISPOC, MINALOC, MINICYOUTH, RNP, NIC, AMADINI N'AMATORERO, CSOs
<ul style="list-style-type: none"> <li>- VUP</li> <li>- Girinka</li> <li>- Ubudehe</li> </ul>	MINALOC, MINAGRI, LODA, FARG OMBUDSMAN
<ul style="list-style-type: none"> <li>- Mu ngo no ku mubiri</li> <li>- Amaresitora; Utubari</li> <li>- Amashuri</li> </ul>	MoH, MINALOC, MINEDUC, MIGEPROF
<ul style="list-style-type: none"> <li>- Imihigo y'Uturere; Igenamigambi ry'Uturere</li> <li>- DDS; Uruhare rwa Njyanama;</li> <li>- Gahunda za Leta</li> </ul>	MINALOC, MINECOFIN,

UTURERE	INKINGI Y'UBUKUNGU					INKINGI Y'IMIBEREHO Y'ABATURAGE					INKINIGI Y'IMIYOBORERE N'UBUTABERA					IMPUZANDENGO
	UBUHINZI	UBWOROZI	IBIKORWA REMEZO	UBUTAKA	URWEGO RW'ABIKORERA	UBUZIMA	ISUKU N'ISUKURA	IMIBEREHO MYIZA Y'ABATURAGE	GAHUNDA ZITSURA	IBIBAZO BYO MU MIRYANGO NIHOHOTERWA RISHINGIYE KU GITSINA	UBUTABERA	IMIYOBORERE	UMUTEKANO	URUHARE RW'ABATURAGE MU BIBAKORERWA		
Burera	71.0%	56.3%	60.6%	91.3%	93.4%	79.4%	72.0%	71.4%	68.0%	57.3%	83.3%	95.0%	96.0%	77.6%	78.0%	
Ngoma	70.2%	65.5%	57.2%	78.0%	81.5%	63.8%	72.9%	68.4%	88.0%	89.8%	83.7%	95.7%	94.7%	80.7%	77.5%	
Gatsibo	86.7%	87.2%	58.1%	70.9%	76.4%	71.9%	54.6%	77.1%	85.8%	85.9%	66.8%	85.2%	94.5%	78.9%	76.7%	
Gakenke	58.5%	64.2%	54.9%	81.5%	76.1%	79.1%	65.5%	68.4%	94.6%	90.4%	85.8%	92.0%	93.2%	63.6%	76.0%	
Kirehe	52.6%	58.6%	57.8%	81.1%	77.9%	75.1%	70.9%	69.1%	88.6%	91.5%	82.8%	95.4%	95.5%	80.8%	75.9%	
Rwamagana	61.9%	80.7%	60.1%	69.1%	71.7%	76.6%	68.4%	62.8%	90.0%	89.6%	83.3%	93.0%	94.8%	64.0%	75.6%	
Gicumbi	52.7%	39.0%	65.0%	61.9%	83.5%	68.5%	84.3%	82.2%	89.0%	88.0%	76.1%	93.0%	91.3%	81.6%	75.4%	
Kamonyi	55.2%	79.2%	59.8%	69.4%	69.1%	68.7%	72.1%	68.8%	90.6%	91.3%	80.5%	89.8%	91.5%	64.4%	74.6%	
Nyanza	48.2%	75.7%	61.7%	67.3%	71.1%	76.2%	78.1%	63.6%	91.0%	84.9%	71.4%	92.4%	97.5%	60.1%	74.0%	
Musanze	54.2%	50.5%	58.2%	55.9%	86.3%	81.5%	73.9%	74.8%	86.7%	86.7%	76.2%	90.7%	90.1%	68.5%	73.3%	
Rulindo	53.0%	75.6%	60.0%	71.7%	75.3%	66.6%	68.5%	70.8%	89.9%	90.2%	79.1%	84.3%	86.9%	64.7%	73.2%	
Bugesera	55.4%	63.0%	50.9%	71.0%	81.1%	67.3%	63.5%	64.2%	82.2%	85.1%	76.5%	90.3%	90.9%	74.4%	72.5%	
Rubavu	52.5%	70.5%	53.9%	77.6%	71.3%	63.5%	47.1%	71.0%	65.1%	90.8%	85.0%	96.4%	92.3%	60.1%	71.3%	
Rutsiro	62.5%	57.9%	58.6%	71.1%	76.1%	73.9%	57.6%	68.6%	88.2%	78.7%	78.4%	88.0%	82.2%	62.0%	71.2%	
Nyabihu	60.6%	48.1%	48.3%	56.1%	81.2%	62.0%	55.3%	80.3%	66.7%	90.3%	73.4%	93.6%	92.4%	75.2%	70.8%	
Muhanga	38.6%	60.9%	65.8%	55.2%	79.5%	67.7%	64.7%	61.0%	92.1%	86.2%	71.8%	88.2%	89.7%	58.0%	70.6%	
Ngororero	56.8%	63.0%	51.5%	65.8%	74.8%	57.4%	57.4%	72.9%	91.2%	88.9%	79.2%	86.6%	88.3%	51.9%	70.1%	
Nyagatare	42.7%	60.8%	58.7%	65.3%	75.3%	69.1%	62.3%	59.0%	86.4%	82.0%	67.1%	83.5%	92.8%	66.7%	69.3%	
Karongi	62.9%	64.3%	57.0%	75.2%	74.0%	65.1%	35.4%	78.5%	63.3%	84.3%	74.0%	89.2%	85.7%	67.0%	69.3%	
Rusizi	60.9%	61.0%	56.2%	52.7%	70.4%	67.1%	71.8%	49.1%	93.3%	85.5%	69.2%	82.3%	93.0%	59.2%	69.1%	
Kayanza	49.7%	53.0%	51.0%	65.3%	70.2%	73.7%	56.9%	59.2%	85.6%	89.3%	65.3%	84.5%	92.4%	60.8%	68.6%	
Huye	65.1%	55.7%	59.2%	63.8%	68.6%	73.0%	58.5%	48.4%	86.5%	73.1%	66.6%	89.1%	90.7%	67.5%	68.5%	
Nyaruguru	51.9%	58.8%	50.8%	49.3%	69.4%	72.4%	53.3%	60.1%	91.1%	82.7%	67.3%	85.7%	96.6%	58.8%	67.9%	
Nyamasheke	54.2%	55.8%	56.5%	49.4%	75.0%	60.7%	68.6%	42.5%	94.0%	84.7%	73.7%	81.1%	90.6%	62.2%	67.6%	
Ruhango	27.2%	53.8%	56.1%	63.2%	68.7%	60.2%	70.7%	60.2%	90.6%	84.8%	72.4%	88.5%	91.5%	54.8%	67.3%	
Gasabo	32.0%	45.5%	67.4%	54.7%	78.6%	73.6%	68.3%	48.1%	81.8%	82.1%	66.0%	88.1%	88.9%	54.5%	67.2%	
Gisagara	47.4%	38.1%	54.8%	73.2%	62.9%	66.9%	59.9%	57.5%	87.4%	79.8%	70.1%	87.2%	93.1%	41.0%	65.7%	
Nyarugenge	40.3%	45.2%	70.6%	55.5%	80.6%	67.2%	66.3%	45.0%	74.3%	78.6%	62.1%	82.0%	83.4%	51.6%	65.5%	
Nyamagabe	30.5%	32.7%	50.7%	72.7%	64.0%	64.9%	58.4%	63.5%	88.6%	80.9%	72.4%	88.8%	92.8%	45.9%	64.6%	
Kicukiro	34.6%	23.3%	75.2%	52.5%	79.7%	66.6%	70.0%	38.3%	77.8%	79.4%	60.9%	88.3%	87.3%	53.9%	64.4%	
IMPUZANDENGO	52.5%	56.0%	58.1%	66.0%	74.9%	68.3%	64.2%	63.5%	85.9%	85.6%	74.3%	88.9%	91.3%	63.4%	70.9%	

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Abagize uruhare mu ikorwa rya 'Citizen Report Card - CRC2017':

**Guhuza ibikorwa (Coordination):**

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**Abakoze Anketi (Survey):**

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Ms. Nshutiraguma Espérance

Mr. Niyikora Sylvère

**Gutunganya igitabo n'amashusho (Design & Layout):**

Mr. Mbonaruzza Ferdinand

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## URWEGO RW'IGIHUGU RW'IMIYOBORERE

Ubushakashatsi ku "Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye - Citizen report Card (CRC)" bukorwa buri mwaka n'Urwego rw'Igihugu rw'Imiyoborere (RGB), mu rwego rwo kugaragaza ibyo abaturage bashima n'ibyo banenga mu mitangire ya serivisi ndetse n'ibisabwa ngo irusheho kunozwa.

Uyu mwaka, ubu bushakashatsi bwakorewe ku byiciro 15 bikubiye mu nkingi eshatu za gahunda ya Leta y'Imbaturabukungu ku buryo bukurikira:

**UBUKUNGU:** Ubuhinzi, Ubworozi, Ibikorwaremezo, Ubutaka, Serivisi zitangwa mu rwego rw'Abikorera;

**IMIBEREHO MYIZA Y'ABATURAGE:** Uburezi, Ubuvuzi, Isuku n'Isukura, Gahunda zitsura imibereho myiza y'abaturage; Kurwanya ibibazo byo mu miryango n'ihoterwa rishingiye ku gitsina;

**IMIYOBORERE N'UBUTABERA:** Serivise zitangwa n'inzego z'ibanze, Ubutabera, Iyubahirizwa ry'amahame y'imiyoborere, uburenganzira bwa muntu n'icyizere cy'abaturage ku nzego z'ubuyobozi, Umutekano, Ubuhare rw'abaturage mu bibakorerwa.

Urwego rw'Igihugu rw'Imiyoborere (RGB) rwashyizweho n'itegeko No 56/2016 ryo ku wa 16/12/2016, riruha ubwisanzure n'ubwigenge mu kurangiza inshingano zarwo (Ingingo ya 2 n'ya 3), ndetse n'ububasha kugira ngo rurusheho kuba umusemburo w'imikorere n'imiyoborere myiza bitsura iterambere ry'umuturage n'iry'igihugu cyacu.

Muri izo nshingano harimo: gukora ubushakashatsi ku miyoborere mu Rwanda no kugaragaza uko abaturage babona ibibakorerwa; guteza imbere amahame y'imiyoborere myiza, demokarasi, imikorere n'imitangire ya serivisi zinoze no kubigiramo inama Guverinoma n'izindi nzego bireba. Mu ngingo ya 6 y'iri tegeko Urwego RGB ruhahwa ububasha bwo gusaba ibisobanuro nzego za Leta n'iz'abikorera zidakora neza, no gusabira ibihano byo mu rwego rw'ubutegetsi inzego cyangwa abakozi bagaragawe imikorere mibi.

Ingingo ya 29 y'iri tegeko kandi iteganya ko Urwego RGB rushyikiriza raporo na gahunda y'ibikorwa by'umwaka Perezida wa Repubulika n'Inteko ishinga Amategeko imitwe yombi iteranye, rukagera kopi Perezida w'Urukiko rw'Ikirenga na Minisitiri w'Intebe.

