

**CITIZEN REPORT CARD - CRC 2018**

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





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Ukwakira 2018

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# IJAMBO RY'IBANZE

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Urwego rw'Igihugu rw'Imiyoborere (RGB) rwashyizweho n'itegeko N<sup>o</sup> 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 2018, 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 2018 iribanda ku byiciro 15 bikubiye mu nkingi eshatu za guverinoma ari zo 'Ubukungu', 'Imiyoborere n'Ububashye' hamwe n'Imibereho myiza y'Abaturage'. Twahisemo kugaragaza ibipimo muri izo nkingi 3 kugira ngo iyo shusho itanzwe n'abaturage ibe imbarutso y'ingamba nshya z'iterambere.

Isezungura ry'ibyavuye mu bushakashatsi rirerekana ko abaturage bishimiye serivisi bahabwa n'inzego zibegereye ku gipimo kingana na 69.3%, kivuye kuri 70.9% muri 2017.

Icyiciro kinyura abaturage kurusha ibindi ni icy'umutekano (87.98 %); kigakurikirwa n'icyiciro cy'lyubahirizwa ry'amahame y'imiyoborere, uburenganzira bwa muntu n'icyizere cy'abaturage ku nzego z'ubuyobozi (87.50%).

Icyiciro cyazamuye igipimo kurusha ibindi ugereranije na 2017 ni Uruhare rw'abaturage (+12.49%). Icyiciro kireba umuryango n'ibibazo by'ihohoterwa rishingiye ku gitsina, ikirebana na serivisi zitangwa n'inzego z'ibanze ndetse n'icya serivisi z'abikorera nibyo bifite ibipimo byasubiye inyuma hejuru ya 10%. Naho ibyiciro bibiri bifite ibipimo biri hasi kurusha ibindi bikaba ari ubuhinzi (49.41%) n'ubworozi (57.75%).

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

Ubu bushakashatsi 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 2018. Turizeza inzego zose ubufatanye mu kunoza imikorere n'imitangire ya serivisi ituma abaturage barushaho kunyurwa.

Mboneyeho nanone umwanya wo gushimira abashakashatsi ba RGB bagize uruhare runini mu ikorwa ry'ubu bushakashatsi n'isesengura ryabwo. Abo ni Dr. Usengumukiza Félicien, Kayigire H. Prince, Nshutiraguma Espérance, Niyikora Sylvere na Mulindwa Anatole. Ndashimira kandi na Mbonaruzza Ferdinand watunganije igitabo n'amashusho (design and layout).

Twimakaze imiyoborere myiza, twiyubakire Igihugu.

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

## CRC2018 - UKO ABATURAGE BASHIMA UTURERE

URUTONDE	AKARERE	%	IMPINDUKA 2017 - 2018 (%)	Urutonde	AKARERE	%	IMPINDUKA 2017 - 2018 (%)
1	Rwamagana	76.7%	▲ +1.1%	16	Kirehe	69.1%	▼ -6.8%
2	Kamonyi	74.2%	▼ -0.4%	17	Nyaruguru	69.0%	▲ +1.1%
3	Rulindo	74.0%	▲ +0.8%	18	Kayanza	69.0%	▲ +0.4%
4	Burera	72.5%	▼ -5.5%	19	Gatsibo	68.9%	▼ -7.8%
5	Gicumbi	72.5%	▼ -2.9%	20	Musanze	68.8%	▼ -4.5%
6	Rubavu	72.2%	▲ +0.9%	21	Kicukiro	68.3%	▲ +3.9%
7	Bugesera	71.3%	▼ -1.2%	22	Nyamasheke	68.1%	▲ +0.5%
8	Nyarugenge	71.2%	▲ +5.7%	23	Ruhango	66.5%	▼ -0.8%
9	Gisagara	71.0%	▲ +5.3%	24	Rusizi	66.4%	▼ -2.7%
10	Ngoma	70.6%	▼ -6.9%	25	Rutsiro	66.3%	▼ -4.9%
11	Nyanza	70.5%	▼ -3.5%	26	Muhanga	66.2%	▼ -4.4%
12	Gakenke	70.4%	▼ -5.6%	27	Nyagatare	66.2%	▼ -3.1%
13	Gasabo	70.3%	▲ +3.1%	28	Karongi	63.8%	▼ -5.5%
14	Nyabihu	69.9%	▼ -0.9%	29	Ngororero	61.4%	▼ -8.7%
15	Huye	69.7%	▲ +1.2%	30	Nyamagabe	59.6%	▼ -5.0%

UTURERE ABATURAGE  
BASHIMA CYANE (> 75 %)  
Rwamagana (76.7%)

UTURERE TWAZAMUTSE  
CYANE (> 5%)  
Nyarugenge (5.7%)  
Gisagara (5.3%)

## CRC2018 - UKO IBYICIRO BISHIMWA N'ABATURAGE

URUTONDE	ICYICIRO	%	IMPINDUKA 2017 - 2018 (%)
1	Umutekano	87.98	▼ -3.32
2	Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego	87.50	▼ -1.40
3	Ubutabera	76.44	▲ +2.14
4	Uruhare rw'abaturage	75.89	▲ +12.49
5	Inzego z'ibanze	71.96	▼ -13.64
6	Umuryango n'ibibazo by'ihoterwa rishingiye ku gitsina	71.89	▼ -14.01
7	Ubuzima	70.84	▲ +0.34
8	Isuku n'isukura	68.22	▲ +4.02
9	Gahunda zitsura imibereho myiza	68.21	▲ +4.71
10	Urwego rw'abikorera	64.42	▼ -10.48
11	Uburezi	64.00	▼ -4.30
12	Ubutaka n'ibidukikije	63.41	▼ -2.59
13	Ibikorwaremezo	61.31	▲ +3.21
14	Ubworozi	57.75	▲ +1.75
15	Ubuhinzi	49.41	▼ -3.09
	<b>IMPUZANDENGO</b>	<b>69.3</b>	<b>▼ -1.6</b>

ICYICIRO CYAZAMUTSE KURUSHA IBINDI
Uruhare rw'abaturage (+12.49)

IBYICIRO BYAMANUTSE
Umuryango n'ibibazo by'ihoterwa rishingiye ku gitsina (-14.01%)
Serivisi zitangwa n'inzego z'ibanze (-13.64%)
Serivisi z'abikorera (-10.48%)

INKINGI ZA GUVERINOMA	CRC2017 (%)	CRC2018 (%)	IMPINDUKA (%)
UBUKUNGU	61.5	59.2	-2.2
IMIBEREHO MYIZA Y'ABATURAGE	70.0	68.6	-1.4
IMIYOBORERE N'UBUTABERA	80.7	79.9	-0.7
IMPUZANDENGO	70.9	69.3	-1.6

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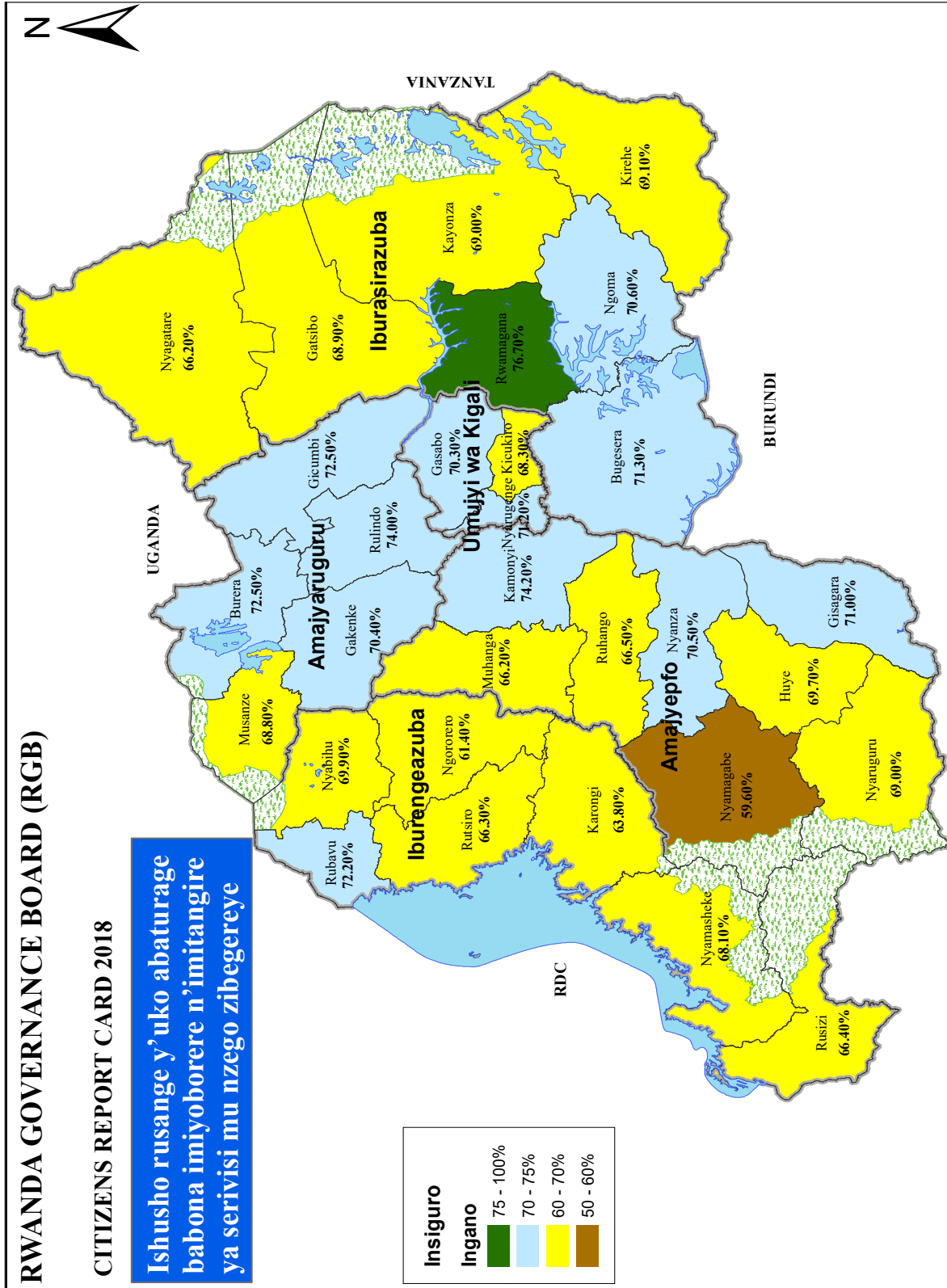
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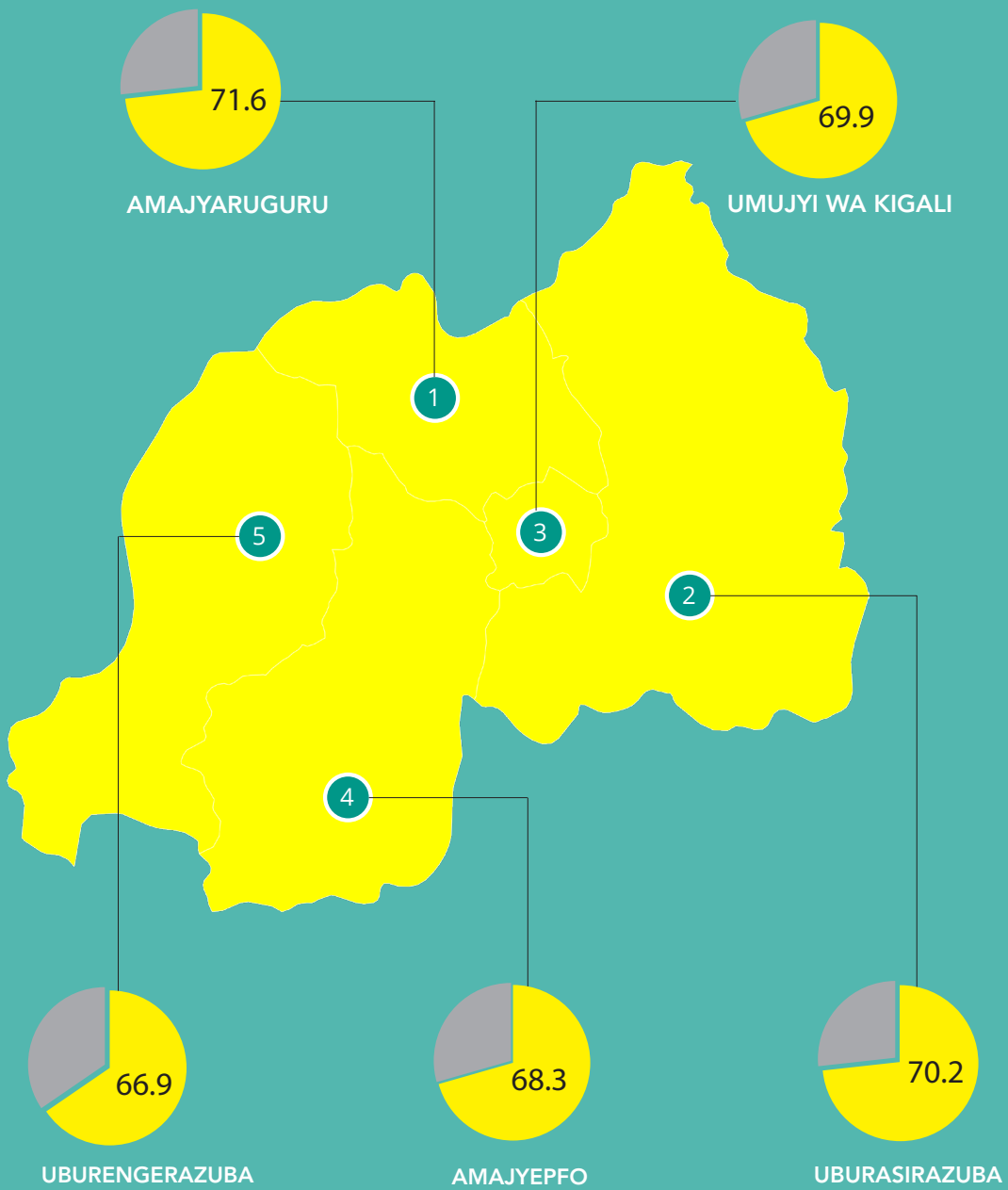
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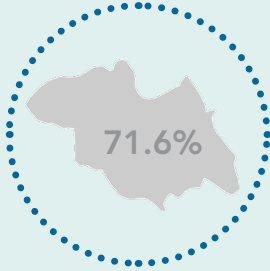
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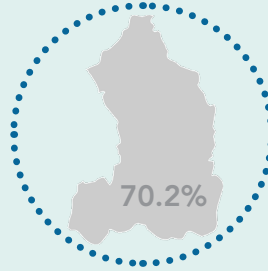
Aho byavuye: Anketi ya RGB, 2018



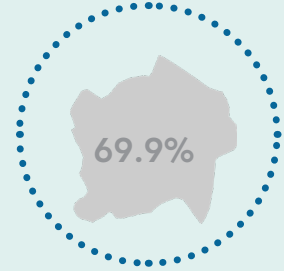
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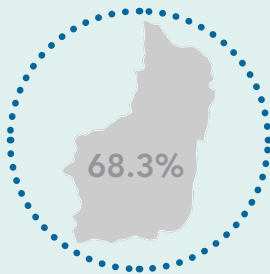
I. AMAJYARUGURU		
1.	Rulindo	74.0%
2.	Burera	72.5%
3.	Gicumbi	72.5%
4.	Gakenke	70.4%
5.	Musanze	68.8%



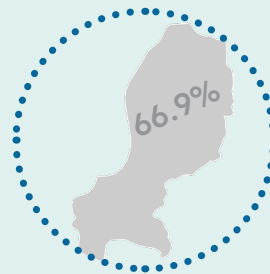
II. UBURASIRAZUBA		
1.	Rwamagana	76.7%
2.	Bugesera	71.3%
3.	Ngoma	70.6%
4.	Kirehe	69.1%
5.	Kayonza	69.0%
6.	Gatsibo	68.9%
7.	Nyagatare	66.2%



III. UMUJYI WA KIGALI		
1.	Nyarugenge	71.2%
2.	Gasabo	70.3%
3.	Kicukiro	68.3%






IV. AMAJYEPPFO		
1.	Kamonyi	74.2%
2.	Gisagara	71.0%
3.	Nyanza	70.5%
4.	Huye	69.7%
5.	Nyaruguru	69.0%
6.	Ruhango	66.5%
7.	Muhanga	66.2%
8.	Nyamagabe	59.6%



V. UBURENGERAZUBA		
1.	Rubavu	72.2%
2.	Nyabihu	69.9%
3.	Nyamasheke	68.1%
4.	Rusizi	66.4%
5.	Rutsiro	66.3%
6.	Karongi	63.8%
7.	Ngororero	61.4%



Imbonerahamwe 2: Ishusho rusange y'ibyavuye mu bushakashatsi

#	IBIPIMO	CRC 2017	CRC 2018
	<b>UBUKUNGU</b>	<b>61.5%</b>	<b>59.26%</b>
	i. Ubuhinzi	52.5%	49.41%
	ii. Ubworozi	56.0%	57.75%
	iii. Ibikorwaremezo	58.1%	61.31%
	iv. Ubutaka n'Ibidukikije	66.0%	63.41%
	v. Serivisi zitangwa mu rwego rw'Abikorera	74.9%	64.42%
	<b>IMIBEREHO MYIZA Y'ABATURAGE</b>	<b>70.08%</b>	<b>68.63%</b>
	vi. Uburezi	68.3%	64.00%
	vii. Ubuzima	70.5%	70.84%
	viii. Isuku n'isukura	64.2%	68.22%
	ix. Gahunda zitsura imibereho myiza y'Abaturage	63.5%	68.21%
	x. Kurwanya ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina	85.9%	71.89%
	<b>IMIYOBORERE N'UBUTABERA</b>	<b>80.70%</b>	<b>79.96%</b>
	xi. Serivisi zitangwa n'inzego z'ibanze	85.60%	71.96%
	xii. Ubutabera	74.30%	76.44%
	xiii. Iyubahirizwa ry'amahame y'imiyoborere n'icyizere cy'abaturage ku nzego z'ubuyobozi	88.90%	87.50%
	xiv. Umutekano	91.30%	87.98%
	xv. Uruhare rw'Abaturage mu bibakorerwa	63.40%	75.89%
<b>IMPUZANDENGO</b>		<b>70.9%</b>	<b>69.3%</b>



# I. Intangiriro

Ubushakashatsi ku ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC) bukozwe ku nshuro ya karindwi. Ubu bushakashatsi bugamije kugaragaza ishusho y'imiyoborere n'imitangire bishingiye ku bitekerezo by'abaturage aho bagaragaza ibyo bashima, ibyo banenga ndetse n'uburyo byakosorwa. Bunagaraza kandi uruhare rwabo mu bibakorerwa ndetse n'imikorere ituma imiyoborere n'imitangire ya serivisi birushaho kunoga.

Ubushakashatsi bwakozwe guhera muri Mutarama kugera muri Kamena 2018, bwakozwe ku byiciro cumi na bitanu bikubiye mu nkingi eshatu za gahunda ya Leta aribyo: Umutekano, iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego, ubutabera, uruhare rw'abaturage, inzego z'ibanze, umuryango n'ibibazo by'ihohoterwa rishingiye ku gitsina, ubuzima, isuku n'isukura, gahunda zitsura imibereho myiza, urwego rw'abikorera, uburezi, ubutaka n'ibidukikije, ibikorwaremezo, ubworozi n'ubuhinzi.

Kugirango intego za CRC 2018 zigerweho, abantu b'ingeri zitandukanye bagizemo uruhare. Muri bo, harimo abaturage bakoreweho ubushakashatsi, ubuyobozi bw'inzego z'ibanze, abakarani b'ibarura, ikigo cy'Igihugu cy'Ibarurishamibare, Inzego z'umutekano, abafatanyabikorwa ndetse n'abashakashatsi b'Urwego rw'Igihugu rw'Imiyoborere.

Abakoreweho ubushakashatsi ni abanyarwanda bafite imyaka cumi n'umunani kujyana hejuru. Hanakozwe kandi ibiganiro mu matsinda n'abayobozi mu nzego zakoreweho ubushakashatsi ku rwego rw'umurenge ndetse no ku rwego rw'akarere

Iki cyegeranyo cyubatswe mu buryo bukurikira: Igice cya mbere kiribanda ku ntangiriro n'impamvu y'ubu bushakashatsi. Igice cya kabiri kiravuga ku ngengamikorere y'ubushakashatsi, igice cya gatatu kiravuga ku byavuye mu bushakashatsi byibumbiye mu nkingi eshatu arizo: Ubukungu, imibereho myiza y'abaturage ndetse n'imiyoborere n'ubutabera.

N'ubwo ubu bushakashatsi bwageze ku ntego zabwo, hagiye habonekamo zimwe mu mbogamizi nko kutabonera ku gihe abatanga amakuru cyane cyane mu mijyi ndetse n' imvura nyinshi yangijye imihanda n'amateme bigatuma kugera ku batanga amakuru bigorana.

Ibyavuye muri ubu bushakashatsi bitangarizwa abaturage n'abafanyabikorwa mu buryo butandukanye binyuze mu biganiro, ikoranabuhanga no gutanga inyandiko ku nzego zose zirebwa n'ubushakashatsi.

## I.1 Ingengamikorere y'ubushakashatsi

Muri ubu bushakashatsi hakoreshejwe uburyo bwo kubaza abaturage bafite imyaka 18 kujyana hejuru, bava mu ngo zatoranijwe muri buri mudugudu 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:

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

$$n = \frac{Z^2 p(1-p)}{e^2} \left| 1 + \frac{Z^2 p(1-p)}{e^2 N} \right|$$

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 2017 yerekanye ko abaturage bishimiye serivisi ari 71% ubwo p = 0.71 naho q = 0.29,

e = ukwibeshya kwemewe (ni 0.85%). Bivuga ko umubare ubonetse uhwanye na  $\pm 0.85\%$  ugenekereje.

Hakurikijwe iyi mibare, hari hakenewe byibuze ingo 10926. Ubushakashatsi bwakorewe mu ngo ibihumbi icumi na magana cyenda na mirongo itanu n’eshanu (10955), ukaba urenze ukeneze byibuze.

Ibi bivuga ko ubushakashatsi bwakozwe hakurijwe amabwiriza agenga ubushakashatsi. Izo ngo zatoranijwe mu turere ku buryo bukurikira hakurikijwe ubwiganze bw’abaturage batuye akarere.

Imbonerahamwe 3: Umubare w’ingo zakorewemo ubushakashatsi hakurikijwe akarere

#	AKARERE	INGO ZABAJIWE
1	Gasabo	552
2	Kicukiro	336
3	Nyarugenge	325
4	Gisagara	338
5	Huye	325
6	Kamonyi	342
7	Muhanga	320
8	Nyamagabe	338
9	Nyanza	336
10	Nyaruguru	320
11	Ruhango	338
12	Karongi	338
13	Ngororero	336
14	Nyabihu	322
15	Nyamasheke	435
16	Rubavu	442
17	Rusizi	435
18	Rutsiro	336
19	Burera	336
20	Gakenke	329
21	Gicumbi	434
22	Musanze	442
23	Rulindo	336
24	Bugesera	364
25	Gatsibo	435
26	Kayonza	337
27	Kirehe	330
28	Ngoma	322
29	Nyagatare	437
30	Rwamagana	339
	<b>MURI RUSANGE</b>	<b>10955</b>

Aho byavuye: Anketi ya RGB, 2018



Ubu bushakashatsi bwakorewe mu gihugu cyose nk'uko bigaragra ku ikarita iri hejuru. Abaturage bakozweho ubushakashatsi ni abafite hejuru imyaka cumi n'umunani (18) kuzamura. Ibitekerezo abaturage batanze byagiye byunganirwa n'ibiganiro mu matsinda y'abayobozi n'abakuru ba serivisi zakoreweho ubushakashatsi ku rwego rw'umurenge n'akarere byatoranyijwe kugira ngo haboneke amakuru yuzuzanya n'amakuru yatanze n'abaturage bakoreweho ubushakashatsi.

Ikusanyamakuru ryakozwe ku rwego rw'umudugudu. Imidugudu yatoranijwe muri buri karere ku buryo bwa tombola hakoreshejwe ikoranabuhanga rya SPSS. Umubare w'abaturage watanze hifashishijwe amakuru y'ibarurarusange ry'abaturage rya 2012.

Muri buri mudugudu hatoranyijwemo ingo hakurikijwe umubare w'ingo ziwugize. Iyo urutonde rw'ingo zigize umudugudu rubonetse, hakorwa igiteranyo cy'ingo zose. Uwo mubare ugabanywa n'umubare w'ingo ukorwa muri buri mudugudu w'ako karere 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 rwatoranijwe, haboneka urwa kabiri, bityo bityo kugera ku rwa nyuma.

Hakozwe n'ibiganiro mu matsinda mu turere dukurikira mu mbonerahamwe iri iburyo:

Imbonerahamwe 4: Uko ibiganiro mu matsinda byakozwe muri buri karere

INTARA	AKARERE
Iburengerazuba	Rubavu
	Rusizi
	Karongi
	Ngororero
Amajyepfo	Huye
	Muhanga
	Nyamagabe
Iburasirazuba	Nyanza
	Bugesera
	Rwamagana
	Nyagatare
Amajyaruguru	Gatsibo
	Musanze
	Burera
Umujyi wa Kigali	Gicumbi
	Kicukiro

Muri buri karere katoranijwe, hasurwaga umurenge umwe maze hagakorwa ikiganiro n'itsinda rigizwe n'abantu bakurikira:

- Umukozi ushinze imibereho myiza y'abaturage ku murenge
- Umukozi ushinze uburezi ku rwego rw'umurenge
- Umukozi ushinze ubutaka, imiturire n'ibikorwaremezo ku rwego rw'umurenge
- Umukozi ushinze ubuhinzi ku rwego rw'umurenge
- Umukozi ushinze ubworozi ku rwego rw'umurenge
- Perezida w'Abunzi ku rwego rw'umurenge
- Perezida wa Njyanama ku rwego rw'umurenge

- Uhagarariye DASSO ku rwego rw'umurenge
- Umuyobozi w'ikigo nderabuzima uhagarariye abandi
- Umuyobozi w'umudugudu uhagaraye abandi

Hakorwaga kandi ibiganiro imbonankubone ku karere n'abatu bakurikira:

- Umuyobozi w'akarere / Umuyobozi wungirije w'akarere/
- Umunyamabanga nshingwabikorwa w'akarere
- Umuyobozi ushinze ubuhinzi ku karere
- Perezida wa JADF
- Uhagarariye umutekano.

## I.2. Abakoze ubushakashatsi

Ikusanyamakuru ryakozwe n’abakarani mirongo ine na batanu (45) n’abagenzuzi icyenda (9), bahawe amahugurwa y’iminsi itatu (3). Batoranijwe hakurikijwe amashuri bize (byibuze Ao ku mukarani no ku mugenzuzi), kuba bazaboneka igihe cy’ikusanyamakuru n’uburambe bafite mu bijyane n’ikusanyamakuru.

Abakarani b’ibarura bari babumbiye mu matsinda icyenda (9) 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 kwuzura byibuze ibisubizo by’abantu umunani (8) ku munsu. Umugenzuzi yari ashinzwe kubageza aho bagomba gukorera, gukosora ibyo bakoze no kubyohereza kubabishinzwe. Ikusanyamakuru ryamaze iminsi mirongo itatu n’ibiri (32). Dore uko amatsinda yari ateye mu mbonerahamwe iri iburyo:

Imbonerahamwe 5: Uko ikusanyamakuru ryakozwe muri buri karere

#	AKARERE	ABAKARANI B'IBARURA	ABAGENZUZI
1	Gakenke – Burera – Gicumbi	5	1
2	Musanze – Nyabihu- Rubavu	5	1
3	Ngororero - Rutsiro – Karongi	5	1
4	Nyamasheke - Rusizi –Nyamagabe	5	1
5	Rulindo - Rwamagana- Kamonyi	5	1
6	Muhanga - Ruhango -Nyanza	5	1
7	Huye – Gisagara – Nyaruguru	5	1
8	Bugesera – Ngoma – Kirehe	5	1
9	Kayonza - Gatsibo – Nyagatare	5	1
10	Kicukiro - Nyarugenge – Gasabo	5	1
	<b>BYOSE HAMWE</b>	<b>45</b>	<b>9</b>

Amakuru yakusanyijwe yinjijwe mu bikoresho by’ikoranabuhanga (Tablets) hakoreshejwe ikoranabuhanga rya Survey ToGo. Yahurizwaga hamwe hifashishijwe icyogajuru kigenzurwa na sosiyeti kabuhariwe yiwa “Dooblo Ltd” igahita iyishyira ku rubuga rw’ikoranabuhanga rwa 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/itorero, umurimo akora, icyiciro cy'ubudehe abarizwamo ndetse n'amafaranga yinjiza ku kwezi. Imbonerahamwe ikurikira irerekana umubare w'ababajjwe mu turere hakurikijwe igitsina.

Imbonerahamwe 6: Ababajjwe mu turere hakurikijwe igitsina

IGITSINA						
AKARERE	GABO		GORE		BOSE	
	UMUBARE	%	UMUBARE	%	UMUBARE	%
Gasabo	217	39.3%	335	60.7%	552	100.0%
Kicukiro	143	42.6%	193	57.4%	336	100.0%
Nyarugenge	144	44.3%	181	55.7%	325	100.0%
Gisagara	152	45.0%	186	55.0%	338	100.0%
Huye	140	43.1%	185	56.9%	325	100.0%
Kamonyi	139	40.6%	203	59.4%	342	100.0%
Muhanga	122	38.1%	198	61.9%	320	100.0%
Nyamagabe	143	42.3%	195	57.7%	338	100.0%
Nyanza	132	39.3%	204	60.7%	336	100.0%
Nyaruguru	167	52.2%	153	47.8%	320	100.0%
Ruhango	133	39.4%	205	60.7%	338	100.0%
Karongi	112	33.1%	226	66.9%	338	100.0%
Ngororero	107	31.9%	229	68.2%	336	100.0%
Nyabihu	130	40.4%	192	59.6%	322	100.0%
Nyamasheke	175	40.2%	260	59.8%	435	100.0%
Rubavu	215	48.6%	227	51.4%	442	100.0%
Rusizi	169	38.9%	266	61.2%	435	100.0%
Rutsiro	116	34.5%	220	65.5%	336	100.0%
Burera	185	55.1%	151	44.9%	336	100.0%
Gakenke	150	45.6%	179	54.4%	329	100.0%
Gicumbi	272	62.7%	162	37.3%	434	100.0%
Musanze	180	40.7%	262	59.3%	442	100.0%
Rulindo	119	35.4%	217	64.6%	336	100.0%
Bugesera	151	41.5%	213	58.5%	364	100.0%
Gatsibo	181	41.6%	254	58.4%	435	100.0%
Kayonza	106	31.5%	231	68.6%	337	100.0%
Kirehe	144	43.6%	186	56.4%	330	100.0%
Ngoma	158	49.1%	164	50.9%	322	100.0%
Nyagatare	163	37.3%	274	62.7%	437	100.0%
Rwamagana	123	36.3%	216	63.7%	339	100.0%
<b>MURI RUSANGE</b>	<b>4588</b>	<b>41.9%</b>	<b>6367</b>	<b>58.1%</b>	<b>10955</b>	<b>100.0%</b>

Aho byavuye: Anketi ya RGB, 2018



Imbonerahamwe ibanza iragaragaza ko abagabo bagize 41.9 % by'ababajijwe naho abagore ni 58.1% by'ababajijwe bose.

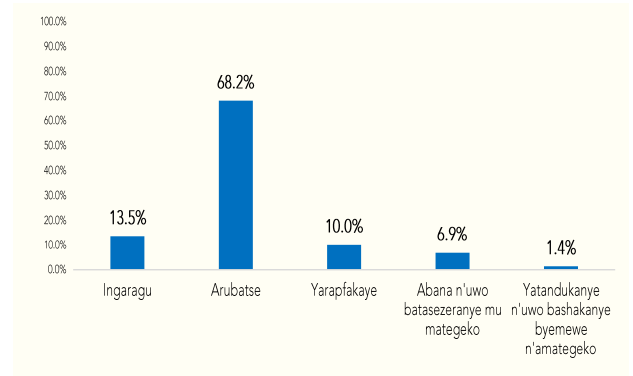
Imbonerahamwe 7: Abaturage babajijwe hakurikijwe imyaka

IMYAKA	GABO	GORE	BOSE
18-24	3.5%	6.8%	10.3%
25-29	4.8%	7.9%	12.7%
30-34	6.3%	9.3%	15.6%
35-39	7.2%	8.9%	16.1%
40-44	5.3%	7.0%	12.3%
45-49	4.3%	5.2%	9.4%
50-54	3.2%	4.3%	7.5%
55-59	2.7%	4.1%	6.7%
60-64	2.2%	2.6%	4.8%
65 no hejuru	2.5%	2.2%	4.6%
BOSE	41.9%	58.1%	100.0%

Aho byavuye: Anketi ya RGB, 2018

Nk'uko bigaragara, ababajijwe bafite imyaka iri muni si mirongo itatu n'itanu (35) ni 38.6% , abafite kuva ku myaka 35 kugeza ku myaka 49 ni 37.8% naho abafite imyaka kuva kuri 50 kuzamura ni 23.6%.

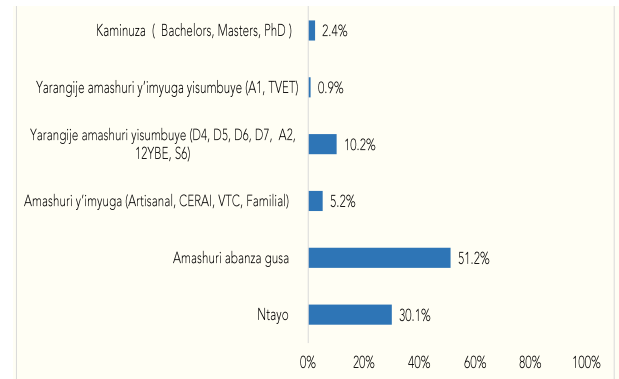
Ishusho 1: Ababajijwe mu bushakashatsi hakurikijwe irangamimerere



Aho byavuye: Anketi ya RGB, 2018

Ishusho iri hejuru irekana ko ababajijwe benshi ari abubatswe kuko bari ku gipimo cya 68.2%, hagakurikiraho ingaragu ku gipimo cya 13.5%.

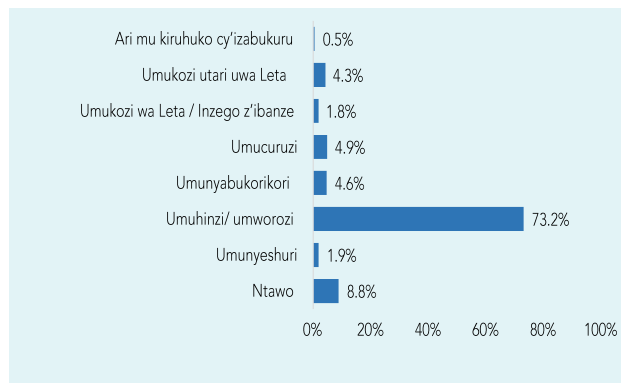
Ishusho 2: Ababajijwe mu bushakashatsi hakurikijwe amashuri bize



Aho byavuye: Anketi ya RGB, 2018

Mu babajijwe, abize amashuri abanza gusa ni 51.2%, abatarize ni 30.1%, abarangije amashuri yisumbuye ni 10.2% naho abize kaminuza ni 2.4%.

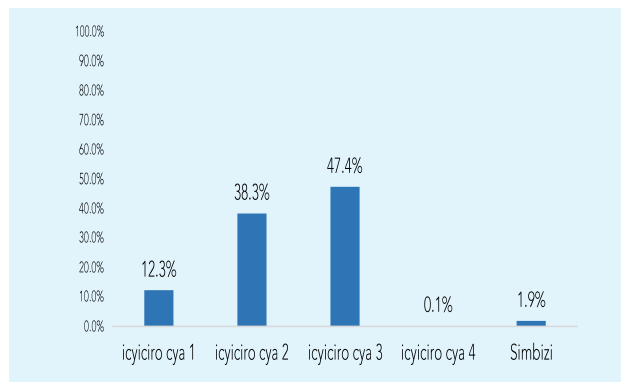
Ishusho 3: Ababajijwe mu bushakashatsi hakurikijwe umurimo



Aho byavuye: Anketi ya RGB, 2018

Ishusho iri haruguru irekana ko abantu bakora imirimo inyuranye babajijwe muri ubu bushakashatsi, aho abahinzi - borozi aribo bari ku gipimo cyo hejuru, kingana na 73.2%, naho abari mu kiruhuko cy'izabukuru nibo bake ku ipimo cya 0.5%.

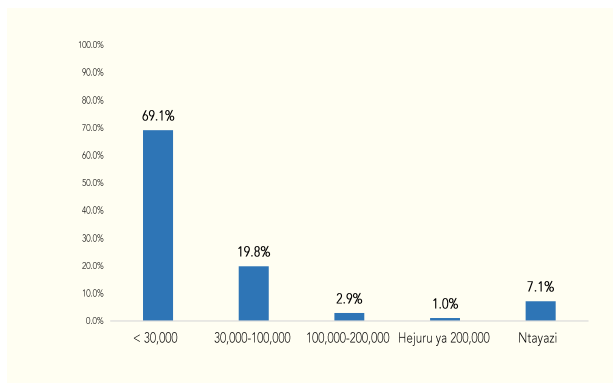
Ishusho 4: Ababajijwe hakurikijwe ibyiciro by'ubudehe babamo



Aho byavuye: Anketi ya RGB, 2018

Ishusho iri hejuru iragaragaza ko ababajijwe benshi muri ubu bushakashatsi babarizwa mu cyiciro cya kabiri (2) n'icya gatatu (3) by'ubudehe ku gipimo kingana na 85.7%, mu gihe 12.3% bari mu cyiciro cya mbere (1), abari mu cyiciro cya kane(4) ni 0.1%, naho abagera kuri 1.9% bavuze ko batazi icyiciro cy'ubudehe babarizwamo.

Ishusho 5: Ababajijwe mu bushakashatsi hakurikijwe amafaranga binjiza ku kwezi



Aho byavuye: Anketi ya RGB, 2018

Abenshi mu babajijwe muri ubu bushakashatsi ni abinjiza muni y'amafaranga y'ibihimbi mirongo itatu (30,000) aho bari ku gipimo cya 69.1% naho abinjiza hejuru y'ibihumbi magana abiri (200,000) bari ku gipimo cya 1.0%.

# Ibyiciro byakoreweho Ubushakashatsi

Ubushakashatsi ku "Ishusho y'uko 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 n'ibidukikije
- ✓ 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:

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

1

# INKINGI Y'UBUKUNGU

UBUHINZI

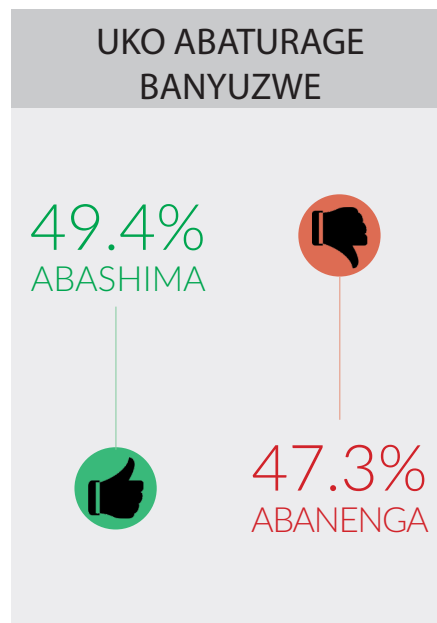
## II.1.1 Serivisi z'Ubuhinzi

Serivisi z'ubuhinzi ni zimwe muri serivisi zikenerwa n'abaturage benshi nk'uko umubare wabo abenshi bakora umwuga w'ubuhinzi. Izi serivisi ziri muzakozweho ubushakashatsi aho abaturage bagiye bagaragaza ibyo bashima n'ibyo banenga ndetse n'ibyo babona byanzwa.

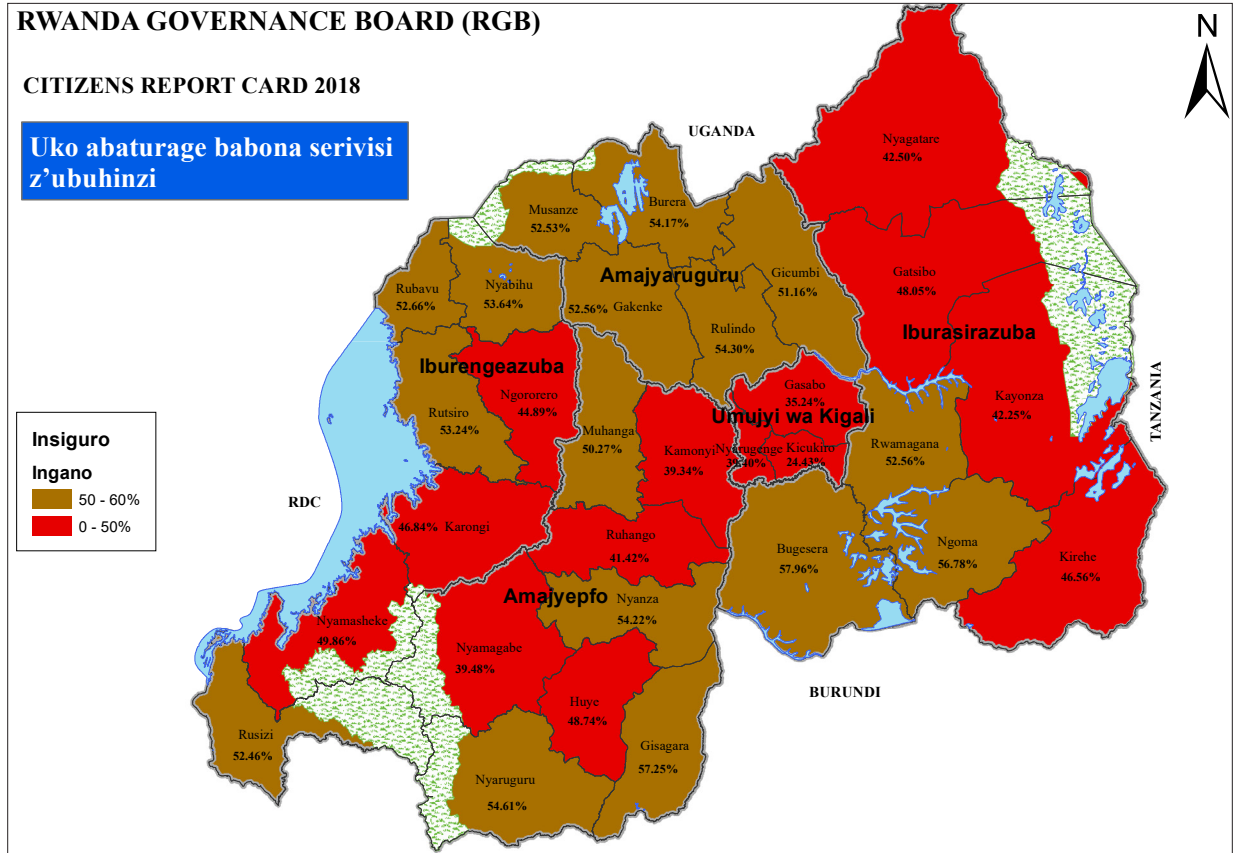
### III.1.1. Ibyavuye mu bushakashatsi kuri serivisi z'ubuhinzi

Ibyavuye mu bushakashatsi kuri serivisi z'ubuhinzi mu mwaka wa 2018 bigaragaza ko muri rusange abaturage bashima serivisi z'ubuhinzi bari ku gipimo kingana cya 49.41%, muri bo abagabo bashima ku gipimo cya 50.1% naho abagore bashima bagera kuri 48.9%. Abanenga serivisi z'ubuhinzi bari ku gipimo cya 47.36% aho abagera kuri 47.4% ari abagabo naho 47.2% bakaba ari abagore.

Ugereranije n'umwaka wa 2017, iki gipimo cyasubiye inyuma ho 3.09% kuko cyari kuri 52.2% y'abashima izi serivisi. Iki gipimo kandi gikomeje kuza ku mwanya wa nyuma mu kwishimirwa n'abaturage mu byiciro byakozweho ubushakashatsi.



Ikarita 3: Uko abaturage babona serivisi bahabwa mu buhinzi



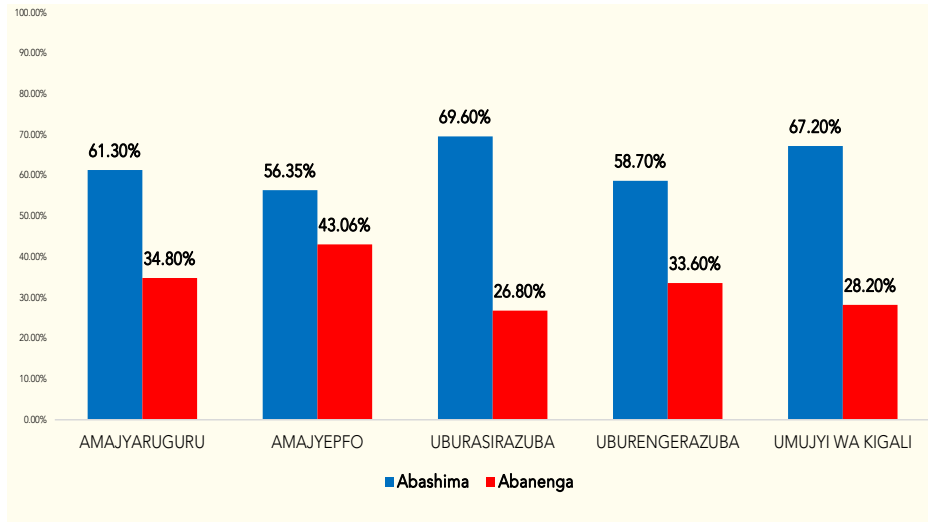
Aho byavuye: Anketi ya RGB, 2018

Nk'uko iyi karita ibigaragaza, muri rusange uturere twose twagize ibipimo biri hasi kuko akaza ku isonga ariko ka Bugesera gafite 57.96% naho Kicukiro ikaza ku mwanya wa nyuma n'amanota 24.43%.

Nk'uko byagaragaye mu biganiryo byo mu matsinda, mu byatumye abaturage batishimira izi serivisi harimo kutabona isoko ry'umusaruro no kutabonera ku gihe ifumbire n'inyongeramusaruro bituma badahingira ku gihe bityo umusaruro ukaba muke.

### II.1.1.2. Uko abaturage bishimiye serivisi z’ubuhinzi hakurikijwe intara

Ishusho 6: Uko abaturage babona serivisi z’ubuhinzi hakurikijwe intara



Aho byavuye: Anketi ya RGB, 2018

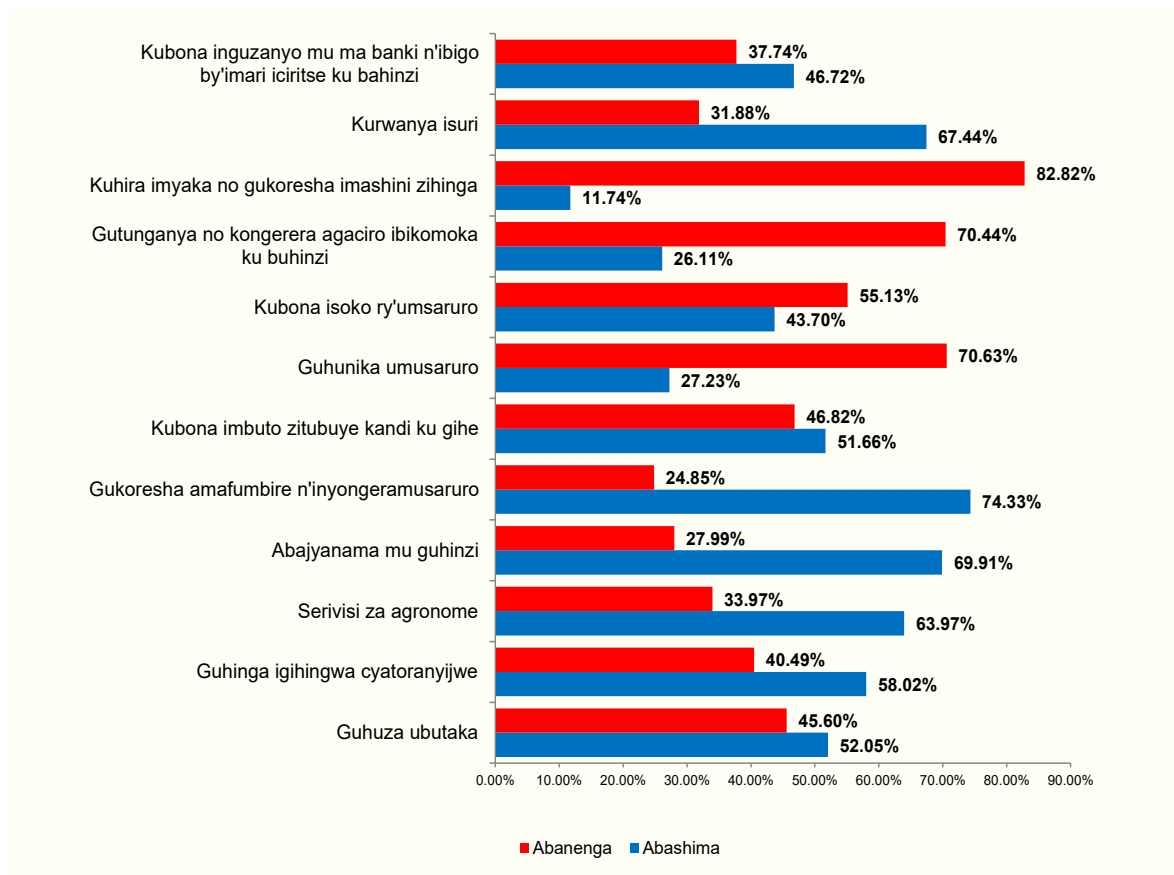
Nubwo iyi shusho igaragaza ko muri rusange serivisi z’ubuhinzi mu ntara zose zishimiwe ku gipimo kiri hasi, Intara y’Iburasirazuba niyo iri ku isonga mu baturage bishimiye serivisi z’ubuhinzi ku gipimo cya 69.6% naho Intara y’Iburengerazuba ikaba yo iri hasi cya 58.7%.

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

Ubu bushakashatsi bwakozwe kuri serivisi z’ubuhinzi zikurikira: guhuza ubutaka, guhinga igihingwa cyatoranijwe, serivisi za agronome, gukoresha ifumbire n’inyongeramusaruro, kubonera abaturage imbuto ku gihe, guhunika umusaruro, kubona isoko ry’umusaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi, kubona inguzanyo mu mabanki n’ibigo by’imari iciriritse ku bahinzi, kuhira imyaka no gukoresha imashini zihinga ndetse no kurwanya isuri. Ibyavuye mu bushakashatsi kuri izi serivisi biragarazwa n’ishusho ikurikira.



Ishusho 7: Uko abaturage babona serivisi z'ubuhinzi zitandukanye



Aho byavuye: Anketi ya RGB, 2018

Nubwo abaturage bagaragaje ko serivisi zo gukoresha ifumbire, inyongeramusaruro ndetse no kubona imbuto z'indobanure ku gihe zigifite imbogamizi, biragaragara ko abaturage bazishimira kurusha izindi imicungire yayo iramutse inogejwe.

Mu biganiriro byo mu matsinda, ababajijwe bagaragaje ko serivisi yo kuhira imyaka, gutunganya no gukoresha imashini zihinga nizo serivisi abaturage banenga kurusha izindi. Ahanini biterwa n'uko bamwe babaturage badasobanukiwe n'izi serivisi ndetse n'ubushobozi buke bwo kubona izo mashini kuri bamwe.

Serivisi zo guhunika umusaruro no kuwubonera isoko nazo ziri muri serivisi zifite imbogamizi aho usanga henshi nta buhunikiro bw'umusaruro buhari, n'aho buri bukaba budahagije cyangwa budakora uko bikwiye bityo umusaruro ukangirika.

Isoko ry'umusaruro naryo rifite ibibazo by'umwihariko ku musaruro w'ibirayi n'ibigori haba ku ishyirwaho ry'ibiciro ndetse no mu micungire y'amakusanyirizo y'umusaruro.



## INGAMBA

- ☛ Kunoza igenamigambi n'ishyirwamubikorwa rya serivisi zo kwegereza abaturage imbuto, ifumbire n'inyongeramusaruro ku gihe
- ☛ Kongera ubuhunikiro bw'umugaruro no kunoza imicungire yabwo
- ☛ Kunoza isoko ry'umugaruro uturuka ku buhinzi n'ishyirwaho ry'ibiciro by'umugaruro
- ☛ Kunoza serivisi zo kuhira imyaka no gukoresha ikoranabuhanga mu buhinzi

IMBONERAHAMWE 8: UKO UTURERE DUHAGAZE MU BUHINZI  
MU MYAKA IBIRI (2017 - 2018)

	AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1	Bugesera	55.4%	58.0%	▲ +2.6%
2	Burera	56.3%	54.2%	▼ -2.1%
3	Gakenke	58.5%	52.6%	▼ -5.9%
4	Gasabo	32.0%	35.2%	▲ +3.2%
5	Gatsibo	86.7%	48.0%	▼ -38.7%
6	Gicumbi	52.7%	51.2%	▼ -1.5%
7	Gisagara	47.4%	57.3%	▲ +9.9%
8	Huye	65.1%	48.7%	▼ -16.4%
9	Kamonyi	55.2%	39.3%	▼ -15.9%
10	Karongi	62.9%	46.8%	▼ -16.1%
11	Kayonza	49.7%	42.3%	▼ -7.4%
12	Kicukiro	34.6%	24.4%	▼ -10.2%
13	Kirehe	52.6%	46.6%	▼ -6.0%
14	Muhanga	38.6%	50.3%	▲ +11.7%
15	Musanze	54.2%	52.5%	▼ -1.7%
16	Ngoma	70.2%	56.8%	▼ -13.4%
17	Ngororero	56.8%	44.9%	▼ -11.9%
18	Nyabihu	60.6%	53.6%	▼ -7.0%
19	Nyagatare	42.7%	42.5%	▼ -0.2%
20	Nyamagabe	30.5%	39.5%	▲ +9.0%
21	Nyamasheke	54.2%	49.9%	▼ -4.3%
22	Nyanza	48.2%	54.2%	▲ +6.0%
23	Nyarugenge	40.3%	39.4%	▼ -0.9%
24	Nyaruguru	51.9%	54.6%	▲ +2.7%
25	Rubavu	52.5%	52.7%	▲ +0.2%
26	Ruhango	27.2%	41.4%	▲ +14.2%
27	Rulindo	53.0%	54.3%	▲ +1.3%
28	Rusizi	60.9%	52.5%	▼ -8.4%
29	Rutsiro	62.5%	53.2%	▼ -9.3%
30	Rwamagana	61.9%	52.6%	▼ -9.3%
	IMPUZANDENGO	52.5%	49.4%	▼ -3.1%

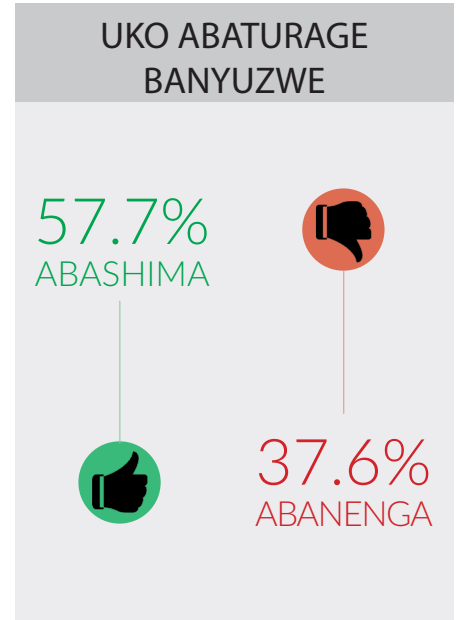
UBWOROZI

## II.1.2 Serivisi z'Ubworozi

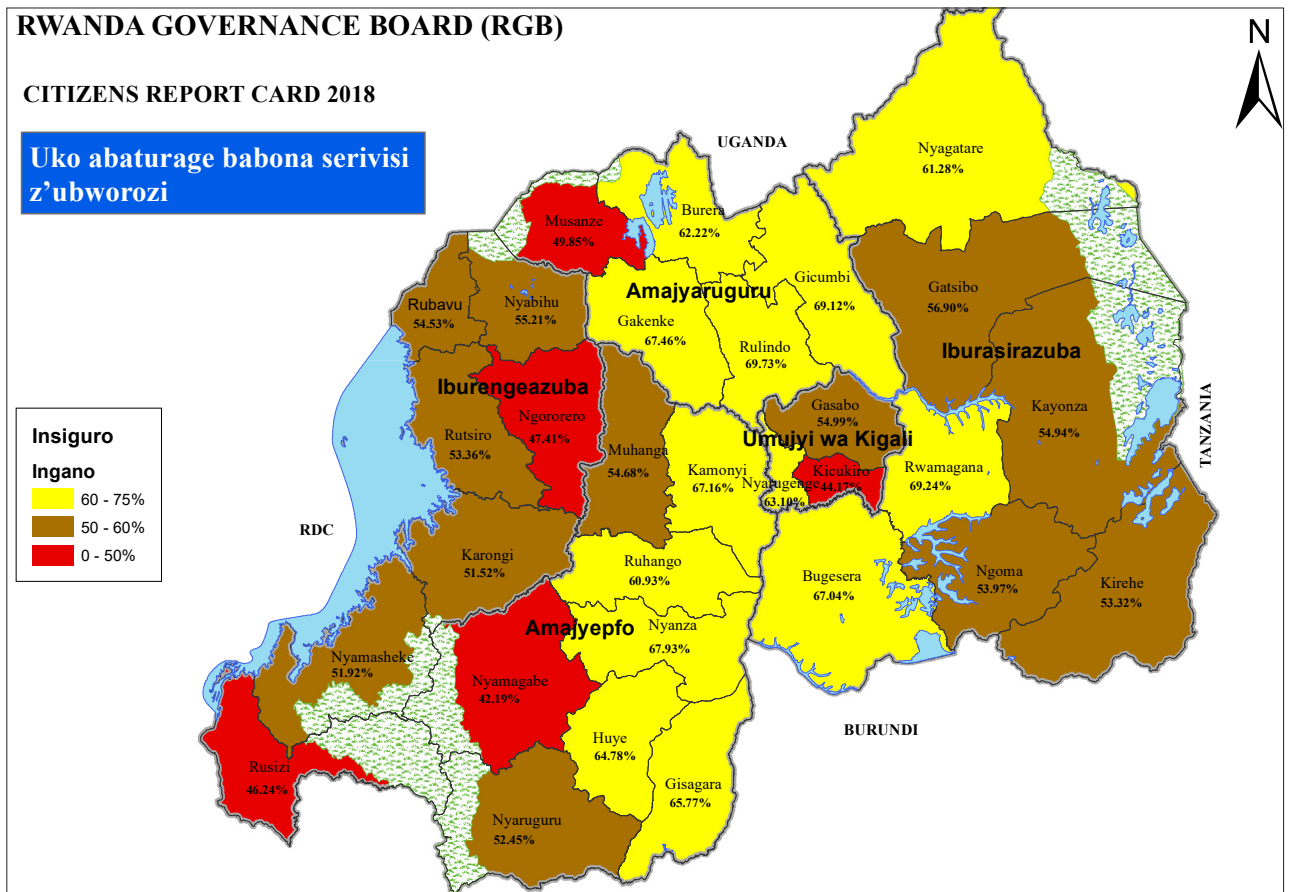
Muri serivisi z'ubworozi, ubushakashatsi bwakorewe kuri serivisi zirimo: serivisi za veterineri, isoko ry'amata, isoko ry'ibindi bikomoka ku matungo, gutera intanga, gukumira indwara z'amatungo, ubuvuzi bw'amatungo, guteza imbere ubworozi bw'amatungo magufi, gutunganya no kongerera agaciro ibikomoka ku bworozi, kubona inguzanyo mu mabanki n'ibigo by'imari iciriritse ku borozu.

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

Muri rusange, abaturage bishimiye serivisi z'ubworozi bahabwa ku gipimo kingana na 57.75%. Muri bo, abagabo ni 57.1% naho abagore ni 58.2%. Abanenga izi serivisi bari ku gipimo kingana na 37.65% aho abagabo bangana na 39.6% naho abagore bakaba ari 36.1%.



Ikarita 4: Uko abaturage babona serivisi z'ubworozi muri rusange



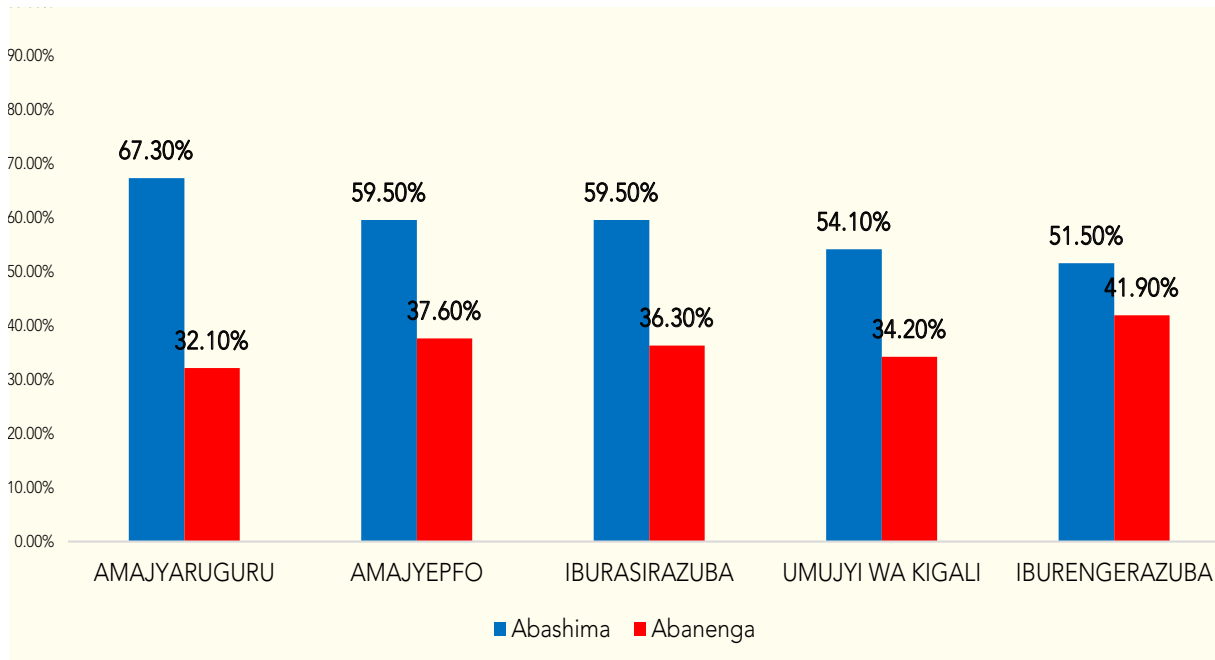
Aho byavuye: Anketi ya RGB, 2018

Nk'uko iyi karita ibigaragaza, kimwe no muri serivisi z'ubuhinzi, serivisi z'ubworozi nazo zishimwa ku gipimo kiri hasi kuko muri rusange uturere twose twagize ibipimo biri hasi kuko akaza ku isonga ariko ka Rulindo gafite 69.7% naho Nyamagabe ikaza ku mwanya wa nyuma n'amanota 42.19%.

### II.1.2.2. Ibyavuye mu bushakashatsi byerekeye serivisi z'ubworozi hakurikijwe intara

Ishusho 8: Uko abaturage babona serivisi z'ubworozi hakurikijwe intara

Intara y'amajyaruguru niyo iri hejuru mu bashima serivisi z'ubworozi ku giciro cya 63.7% naho Intara y'Iburengerazuba niyo ifite umubare munini w'abanenga bari ku gipimo cya 41.9%.



Aho byavuye: Anketi ya RGB, 2018

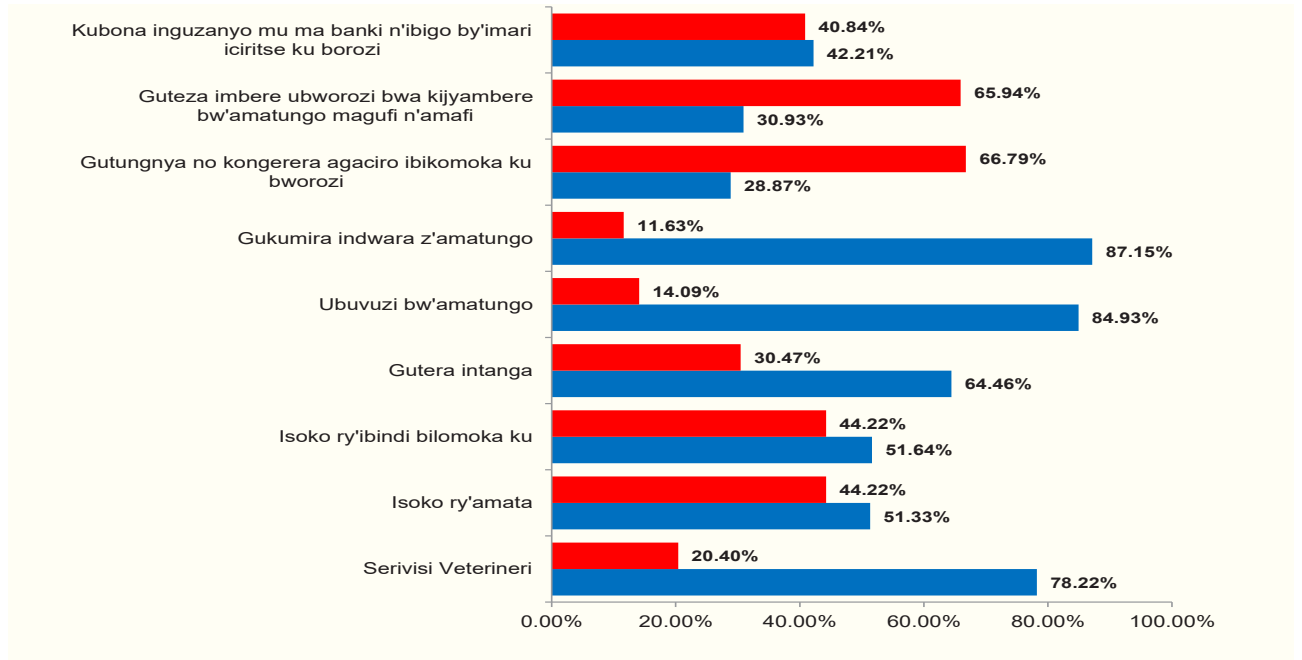
Ibyavuye mu bushakashatsi ku bworozi biragaragaza ko gukumira indwara z'amatungo ndetse n'ubuvuzi bwayo aribyo bipimo bishimwa kurusha ibindi naho gutunganya no kongerera agaciro ibikomoka ku matungo, guteza imbere ubworozi bwa kijyambere bw'amatungo magufi, isoko ry'amata n'ibikomoka ku matungo biri mubyo abaturage banenga kurusha ibindi.

Mu biganiriro byo mu matsinda, bagaragaje ko zimwe mu mpamvu zituma serivisi z'ubworozi zitanoga harimo: kubura isoko ry'amata n'ibikomoka ku matungo, amakusanyirizo y'amata n'imicungire yayo itanoze, serivisi za veterineri zitagera ku baturage uko bikwiye kubera ubuke bwabo n'ibikoresho

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

Nk'uko byakozwe mu bushakashatsi bwabanje, uyu mwaka naho twarebye byimbitse uko abaturage babona serivisi zitandukanye z'ubworozi

Ishusho 9: Uko abaturage bishimiye serivisi zitandukanye z'ubworozi



Aho byavuye: Anketi ya RGB, 2018



#### INGAMBA

- ☛ Kongera amakusanyirizo y'amata no kunoza imikorere yayo
- ☛ Kunoza isoko ry'umusaruro w'amata n'ibituruka ku matungo ndetse n'uburyo bwo kugena ibiciro
- ☛ Kongera inganda nto n'ziciriritse zigamije kongerera agaciro ibikomoka ku matungo
- ☛ Kongerera inzego z'ibanze abakozi n'ibikoresho mu rwego rwo kunoza serivisi z'ubworozi

IMBONERAHAMWE 9: UKO UTURERE DUHAGAZE MU BWOROZI  
MU MYAKA IBIRI (2017 - 2018)

	AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1	Bugesera	63.0%	67.0%	▲ +4.0%
2	Burera	60.6%	62.2%	▲ +1.6%
3	Gakenke	64.2%	67.5%	▲ +3.3%
4	Gasabo	45.5%	55.0%	▲ +9.5%
5	Gatsibo	87.2%	56.9%	▼ -30.3%
6	Gicumbi	39.0%	69.1%	▲ +30.1%
7	Gisagara	38.1%	65.8%	▲ +27.7%
8	Huye	55.7%	64.8%	▲ +9.1%
9	Kamonyi	79.2%	67.2%	▼ -12.0%
10	Karongi	64.3%	51.5%	▼ -12.8%
11	Kayanza	53.0%	54.9%	▲ +1.9%
12	Kicukiro	23.3%	44.2%	▲ +20.9%
13	Kirehe	58.6%	53.3%	▼ -5.3%
14	Muhanga	60.9%	54.7%	▼ -6.2%
15	Musanze	50.5%	49.8%	▼ -0.7%
16	Ngoma	65.5%	54.0%	▼ -11.5%
17	Ngororero	63.0%	47.4%	▼ -15.6%
18	Nyabihu	48.1%	55.2%	▲ +7.1%
19	Nyagatare	60.8%	61.3%	▲ +0.5%
20	Nyamagabe	32.7%	42.2%	▲ +9.5%
21	Nyamasheke	55.8%	51.9%	▼ -3.9%
22	Nyanza	75.7%	67.9%	▼ -7.8%
23	Nyarugenge	45.2%	63.1%	▲ +17.9%
24	Nyaruguru	58.8%	52.4%	▼ -6.4%
25	Rubavu	70.5%	54.5%	▼ -16.0%
26	Ruhango	53.8%	60.9%	▲ +7.1%
27	Rulindo	75.6%	69.7%	▼ -5.9%
28	Rusizi	61.0%	46.2%	▼ -14.8%
29	Rutsiro	57.9%	53.4%	▼ -4.5%
30	Rwamagana	80.7%	69.2%	▼ -11.5%
	<b>IMPUZANDENGO</b>	<b>56.0%</b>	<b>57.7%</b>	<b>▲ +1.7%</b>



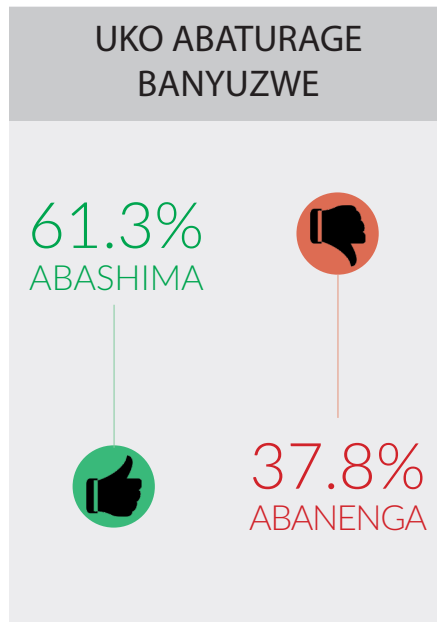
IBIKORWAREMEZO

## II.3. Serivisi z'Ibikorwaremezo

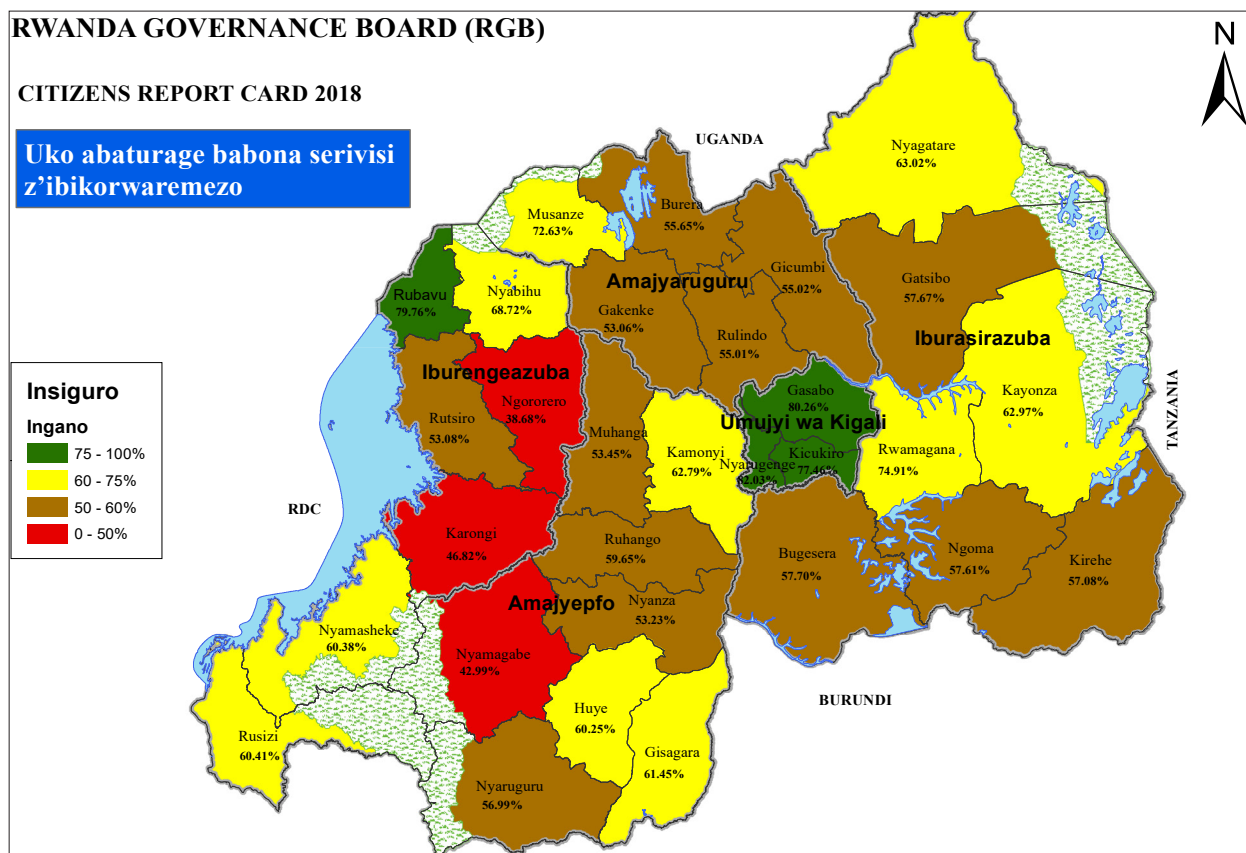
Ibikorwaremezo ni kimwe mu byiciro by'inkingi y'ubukungu byakozweho ubushakashatsi bikaba byaribanze muri serivisi zikurikira: amazi, amashyamba, imihanda n'amateme, itumanaho n'ikorabuhanga.

### II.3.1. Ibyavuye mu bushakashatsi ku bikorwa remezo muri rusange

Ibyavuye mu bushakashatsi byagaragaje ko muri rusange abatwaga bishimiye serivisi z'ibikorwaremezo ku gipimo kingana na 61.31%. Aho abagabo bangana na 61.4% naho abagore bakaba 61.3%. Abanenga serivisi z'ibikorwaremezo bari ku gipimo kingana na 37.89%, muribo abagabo ni 38.1% naho abagore ni 37.7%.



Ikarita 5: Uko abatwaga bishimiye serivisi bahabwa mu bikorwa remezo muri rusange

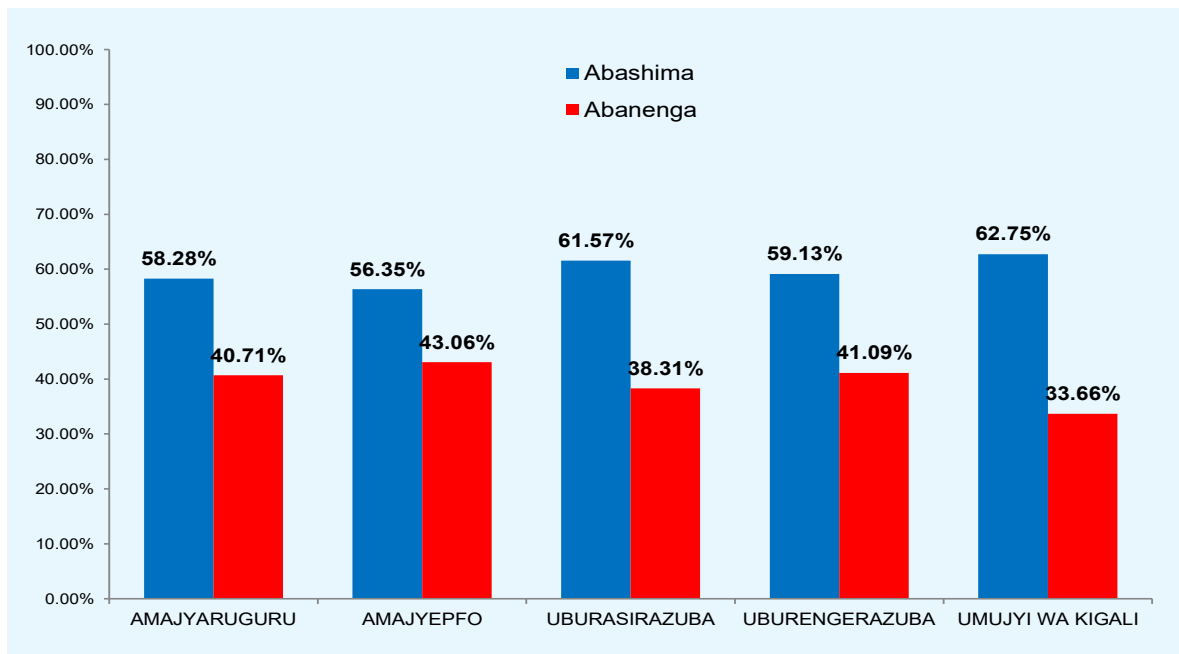


Aho byavuye: Anketi ya RGB, 2018

Muri rusange uturere twose twagize impinduka igaragara muri serivisi z'ibikorwaremezo. Nk'uko ikarita iri hejuru ibigaragaza, Uturere twose tw'Umujyi wa Kigali ndetse n'Akarere ka Rubavu abaturage bashima serivisi z'ibikorwaremezo ku gipimo kiri hejuru ya 75%. Naho uturere dutatu (Ngororero, Nyamagabe na Karongi) bashima izi serivisi ku gipimo kiri muni ya 50%.

### II.3.2. Ibyavuye mu bushakashatsi ku bikorwa remezo hakurikijwe intara

Ishusho 10: Uko abaturage bishimiye ibikorwaremezo hakurikijwe intara



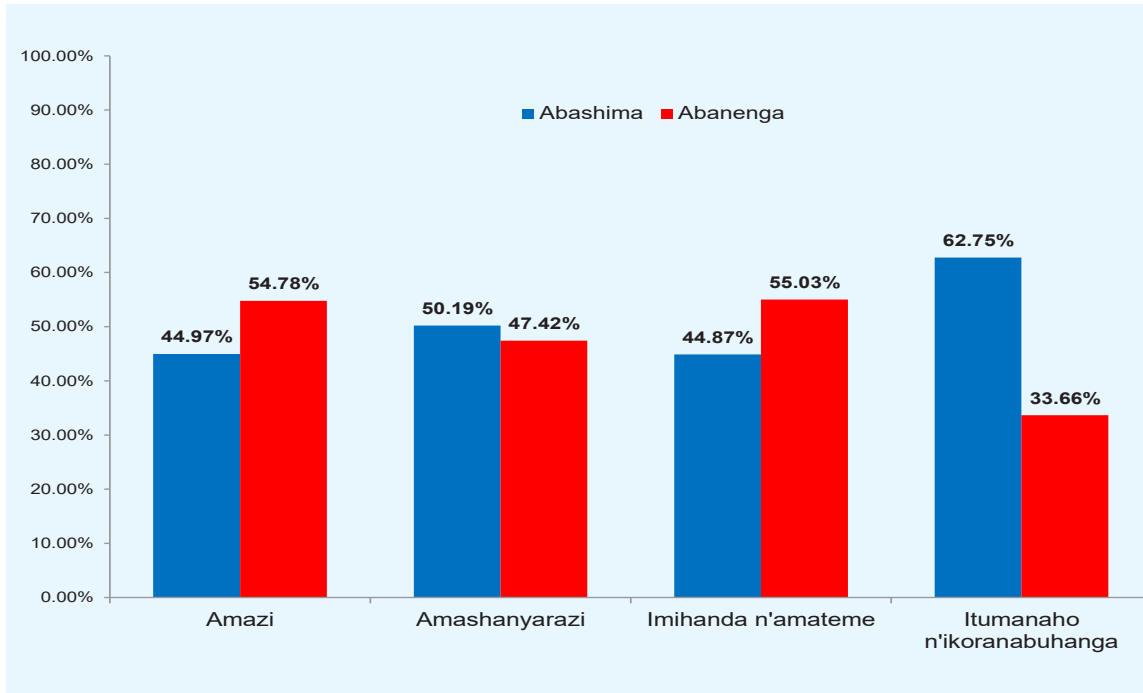
Aho byavuye: Anketi ya RGB, 2018

Ubushakashatsi buragaragaza ko Umujyi wa Kigali ariho abaturage bashima serivisi z'ibikorwaremezo ku gipimo cya 79.9% naho Intata y'Amajyepfo abanenga bari ku gipimo cya 43.1%

### II.3.3. Serivisi z'ibikorwaremezo zakoreweho ubushakashatsi

Ubu bushakashatsi buragaragaza uko abaturage babona serivisi z'ibikorwaremezo zitandukanye zakozweho ubushakashatsi mu byiciro byavuzwe haruguru.

Ishusho 11: Uko abaturage babona serivisi bahabwa mu bikorwaremezo



Aho byavuye: Anketi ya RGB, 2018

Ishusho iri hejuru igaragaza ko ibikorwaremezo bikiri imbogamizi muri rusange kuko abaturage babishima ku gipimo kiri hasi. By'umwihariko amazi, amashanyarazi, imihanda n'amateme nibyo abaturage banenga ku gipimo kiri hejuru. Ibi bifitanye isano n'ubushobozi bw'Igihugu muri rusange.

Zimwe mu mbogamizi zagaragaye mu biganiro byo mu matsinda harimo kudafata neza ibikorwa bihasanzwe nk'imihanda n'amateme, ba rwiyezamirimo batarangiza imirimo batangiye, amazi amashanyarazi n' ibikorwa by'ikorabuhanga n'itumanaho bitaragera hose.



#### INGAMBA

- ☛ Gushyiraho ingamba zinoze zo gufata neza ibikorwaremezo by'imihanda n'amateme
- ☛ Gushishoza mu gutoranya ba rwiyezamirimo bakora ibikorwaremezo, gukurikiranira hafi imikorere yabo no gufatira ingamba abagaragaweho imikorere itanoze
- ☛ Gukomeza kwegera abaturage ibikorwaremezo by'amazi, amashanyarazi n'ikorabuhanga

IMBONERAHAMWE 10: UKO UTURERE DUHAGAZE MU BIKORWAREMEZO  
MU MYAKA IBIRI (2017 - 2018)

	AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1	Bugesera	50.9%	57.7%	▲ +6.8%
2	Burera	57.3%	55.7%	▼ -1.6%
3	Gakenke	54.9%	53.1%	▼ -1.8%
4	Gasabo	67.4%	80.3%	▲ +12.9%
5	Gatsibo	58.1%	57.7%	▼ -0.4%
6	Gicumbi	65.0%	55.0%	▼ -10.0%
7	Gisagara	54.8%	61.4%	▲ +6.6%
8	Huye	59.2%	60.2%	▲ +1.0%
9	Kamonyi	59.8%	62.8%	▲ +3.0%
10	Karongi	57.0%	46.8%	▼ -10.2%
11	Kayanza	51.0%	63.0%	▲ +12.0%
12	Kicukiro	75.2%	77.5%	▲ +2.3%
13	Kirehe	57.8%	57.1%	▼ -0.7%
14	Muhanga	65.8%	53.5%	▼ -12.3%
15	Musanze	58.2%	72.6%	▲ +14.4%
16	Ngoma	57.2%	57.6%	▲ 0.4%
17	Ngororero	51.5%	38.7%	▼ -12.8%
18	Nyabihu	48.3%	68.7%	▲ +20.4%
19	Nyagatare	58.7%	63.0%	▲ +4.3%
20	Nyamagabe	50.7%	43.0%	▼ -7.7%
21	Nyamasheke	56.5%	60.4%	▲ +3.9%
22	Nyanza	61.7%	53.2%	▼ -8.5%
23	Nyarugenge	70.6%	82.0%	▲ +11.4%
24	Nyaruguru	50.8%	57.0%	▲ +6.2%
25	Rubavu	53.9%	79.8%	▲ +25.9%
26	Ruhango	56.1%	59.7%	▲ +3.6%
27	Rulindo	60.0%	55.0%	▼ -5.0%
28	Rusizi	56.2%	60.4%	▲ +4.2%
29	Rutsiro	58.6%	53.1%	▼ -5.5%
30	Rwamagana	60.1%	74.9%	▲ +14.8%
	<b>IMPUZANDENGO</b>	<b>58.1%</b>	<b>61.3%</b>	<b>▲ +3.2%</b>

UBUTAKA N'IBIDUKIKIJE

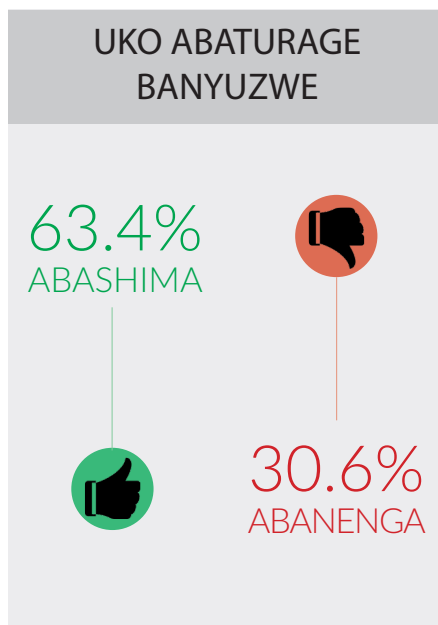
## II.4. Serivisi z'Ubutaka

Ubutaka n'ibidukikije ni kimwe mu byiciro bigize inkingi y'ubukungu byakoreweho ubushakashatsi. Kuri serivisi z'ubutaka, ubushakashatsi bwibanze kuri ibi bikurikira: 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.

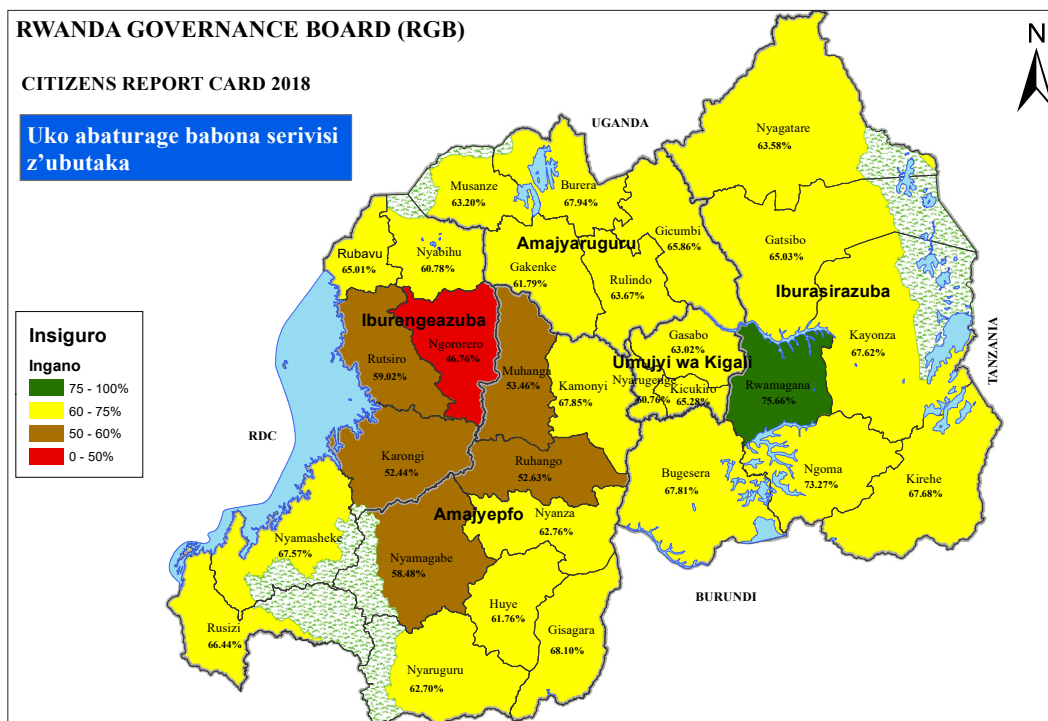
Ku cyiciro cy'ibidukikije, ubushakashatsi bwibanze kuri ibi bikurikira: Kororera mu biraro, gutema amashyamba, gucukura amabuye y'agaciro mu kajagari, gukoresha amashashi, guca imirwanyasuri n'amaterasi y'indinganire ku misozi ihanamye, kubahiriza metero zagenwe mu kubungabunga ibishanga, imigezi n'inzuzi.

### II.4.1. Ibyavuye mu bushakashatsi kuri serivisi z'ubutaka n'ibidukikije muri rusange

Ubushakashatsi bwagaragaje ko abaturatione bashima serivisi z'ubutaka n'ibidukikije bagera ku gipimo kingana na 63.41% muri bo abagabo bashima ku gipimo cya 63.3% naho abagore bo bashima ku kigero cya 63.5%. Abanenga bari ku gipimo kingana na 30.65% muri bo abagabo ni 32.1% naho abagore bakaba 29.6%



Ikarita 6: Uko abaturatione babona serivisi z'ubutaka n'ibidukikije

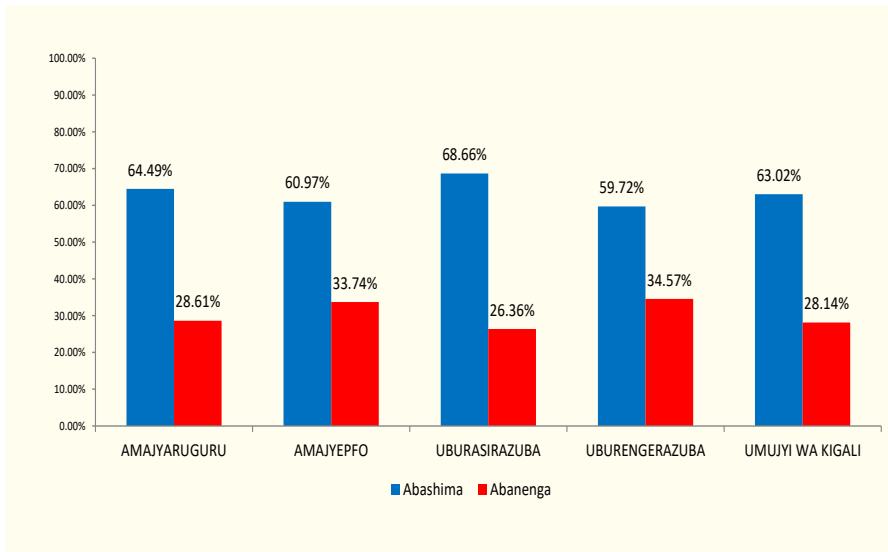


Aho byavuye: Anketi ya RGB, 2018

Nk'uko ikarita iri hejuru ibigaragaza, akarere ka Rwamagana niko kari ku isonga mu kugira abaturage bashima serivisi z'ubutaka ku gipimo cya 75.7% naho akarere ka Ngororero niko bashima izi serivisi ku gipimo kiri hasi (46.8%).

#### II.4.2. Ibyavuye mu bushakashatsi kuri serivisi z'ubutaka hakurikijwe intara

Ishusho 12: Uko abaturage babona serivisi z'ubutaka n'ibidukikije hakurikijwe intara

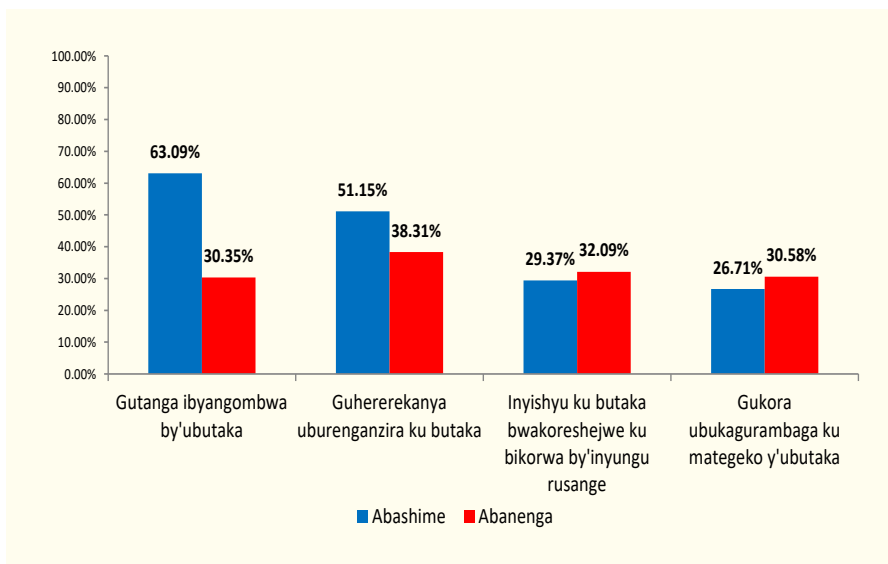


Iyi shusho irerekana ko Intara y'iburasirazuba ariho bashima serivisi z'ubutaka n'ibidukikije ku gipimo kiri hejuru kingana na 68.7% naho Intara y'iburengerazuba niho abaturage banenga cyane serivisi z'ubutaka ku kigero cya 34.6%.

Aho byavuye: Anketi ya RGB, 2018

#### II.4.3. Serivisi z'ubutaka zakoreweho ubushakashatsi

Ishusho 13: Uko abaturage bashima serivisi z'ubutaka zinyuranye zakoreweho ubushakashatsi

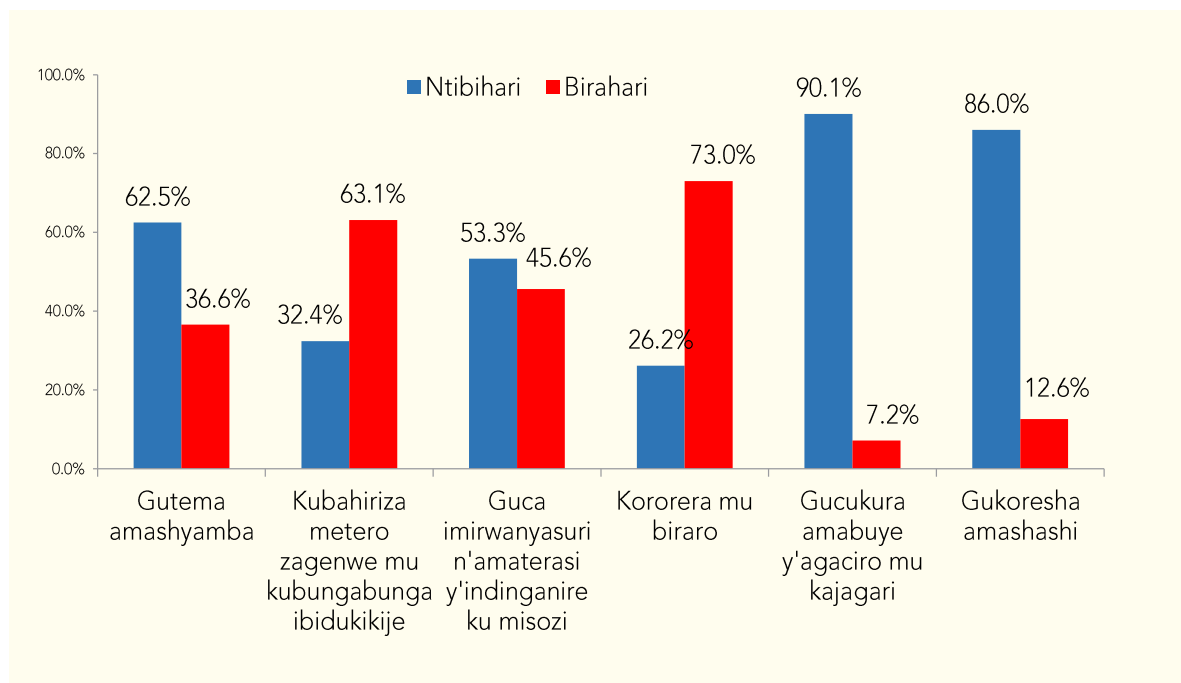


Ibyavuye mu bushakashatsi biragaragaza ko gutanga ibyangombwa no guhererekanya uburenganzira ku butaka arizo serivisi bashima kurusha izindi naho inyishyu ku butaka bwakoreshejwe mu nyungu rusange no gukora ubukagurambaga ku mategeko y'ubutaka nibyo bashima ku kigero cyo hasi.



## II.4.4. Ibirebana n'ibidukikije

Ishusho 14: Uko abaturage ibirebana n'ibidukikije byakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2018

Ibyavuye mu bushakashatsi biragaragaza ko guca imirwanyasuri n'amaterasi y'indinganire ku misozi ihanamye, kubahiriza metero zagenwe mu kubungabunga ibidukikije aribyo bikorwa by'ibidukikije birimo ibibazo kurusha ibindi mu byakozweho ubushakashatsi mu rwego rwo kubungabunga ibidukikije.

Nk'uko byagaragajwe n'ubu bushakashatsi gutema amashyamba nacyo ni kimwe mu bibangamira ibidukikije. Guca amashashi no guhangana n'igikorwa cyo gucukura amabuye y'agaciro mu kajagari biri ku gipimo gishimishije biragaragaza ko bimaze kuba umuco mu banyarwanda.



### INGAMBA

- ☛ Kunoza no koroshya serivisi zo guhererekanya ubutaka ndetse n'ikiguzi cyabyo
- ☛ Kuvugurura ikiguzi cy'ingurane y'ubutaka bwakoreshejwe ku nyungu rusange kitajyanye n'agaciro kabwo
- ☛ Gukomeza gutera amashyamba ku misozi ihanamye
- ☛ Gukomeza kubungabunga ibishanga, imigezi n'inzuzi

IMBONERAHAMWE 11: UKO UTURERE DUHAGAZE MU BIREBANA  
NA SERIVISI Z'UBUTAKA N'IBIDUKIKIJE MU MYAKA IBIRI (2017 - 2018)

AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1 Bugesera	71.0%	67.8%	▼ -3.2%
2 Burera	83.3%	67.9%	▼ -15.4%
3 Gakenke	81.5%	61.8%	▼ -19.7%
4 Gasabo	54.7%	63.0%	▲ +8.3%
5 Gatsibo	70.9%	65.0%	▼ -5.9%
6 Gicumbi	61.9%	65.9%	▲ +4.0%
7 Gisagara	73.2%	68.1%	▼ -5.1%
8 Huye	63.8%	61.8%	▼ -2.0%
9 Kamonyi	69.4%	67.9%	▼ -1.5%
10 Karongi	75.2%	52.4%	▼ -22.8%
11 Kayonza	65.3%	67.6%	▲ +2.3%
12 Kicukiro	52.5%	65.3%	▲ +12.8%
13 Kirehe	81.1%	67.7%	▼ -13.4%
14 Muhanga	55.2%	53.5%	▼ -1.7%
15 Musanze	55.9%	63.2%	▲ +7.3%
16 Ngoma	78.0%	73.3%	▼ -4.7%
17 Ngororero	65.8%	46.8%	▼ -19.0%
18 Nyabihu	56.1%	60.8%	▲ +4.7%
19 Nyagatare	65.3%	63.6%	▼ -1.7%
20 Nyamagabe	72.7%	58.5%	▼ -14.2%
21 Nyamasheke	49.4%	67.6%	▲ +18.2%
22 Nyanza	67.3%	62.8%	▼ -4.5%
23 Nyarugenge	55.5%	60.8%	▲ +5.3%
24 Nyaruguru	49.3%	62.7%	▲ +13.4%
25 Rubavu	77.6%	65.0%	▼ -12.6%
26 Ruhango	63.2%	52.6%	▼ -10.6%
27 Rulindo	71.7%	63.7%	▼ -8.0%
28 Rusizi	52.7%	66.4%	▲ +13.7%
29 Rutsiro	71.1%	59.0%	▼ -12.1%
30 Rwamagana	69.1%	75.7%	▲ +6.6%
<b>IMPUZANDENGO</b>	<b>66.0%</b>	<b>63.4%</b>	<b>▼ -2.6%</b>

URWEGO RW'ABIKORERA

## II.5. Serivisi z'Abikorera

Serivisi z'abikorera zakoreweho ubushakashatsi zirimo: gutwara abantu n'ibintu, amabanki, ubwishingizi, itumanaho rya telefoni, serivisi zo kwakira abantu (amahoteri, utubari na resitora) ndetse n'ubukerarugendo.

### II.5.1. Uko abaturage babona serivisi z'abikorera muri rusange

Ibyavuye mu bushakashatsi kuri serivisi z'abikorera byagaragaje ko muri rusange, abaturage bashima izi serivisi ku gipimo kingana na 64.42%, muri bo abagabo bashima ku kigero cya 64.1% naho abagore ni ku kigero cya 64.6%. Abanenga bari ku gipimo kingana na 30.28%, muri bo abagabo ni 32.1% naho abagore banenga ni 29%.

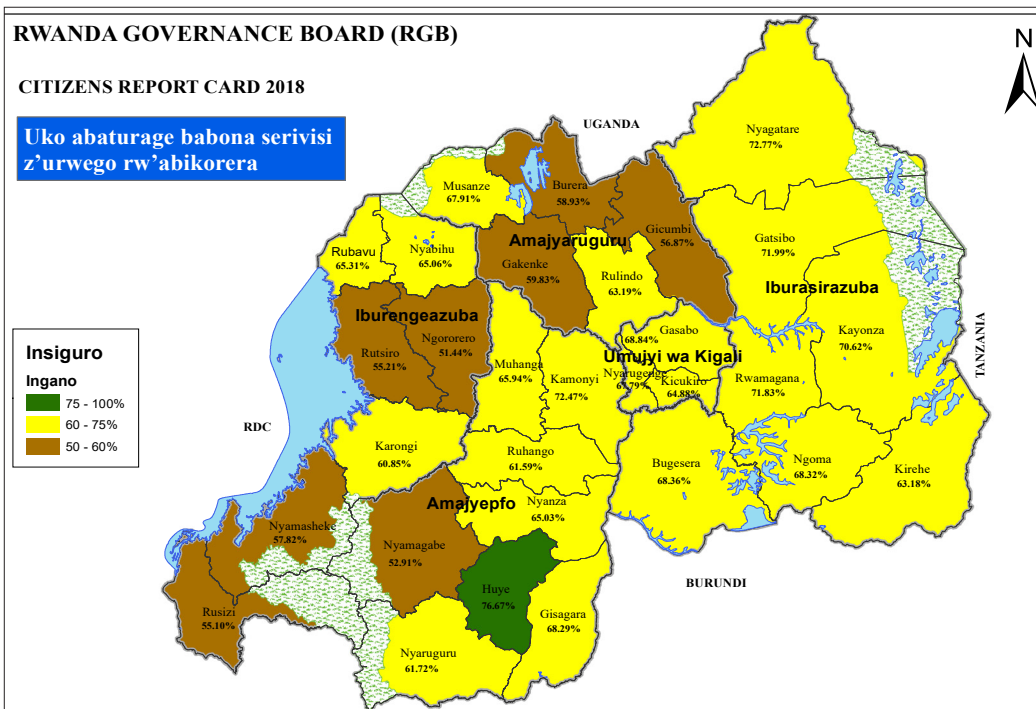
#### UKO ABATURAGE BANYUZWE

64.2%  
ABASHIMA



30.2%  
ABANENGA

Ikarita 7: Uko abaturage babona serivisi z'abikorera muri rusange

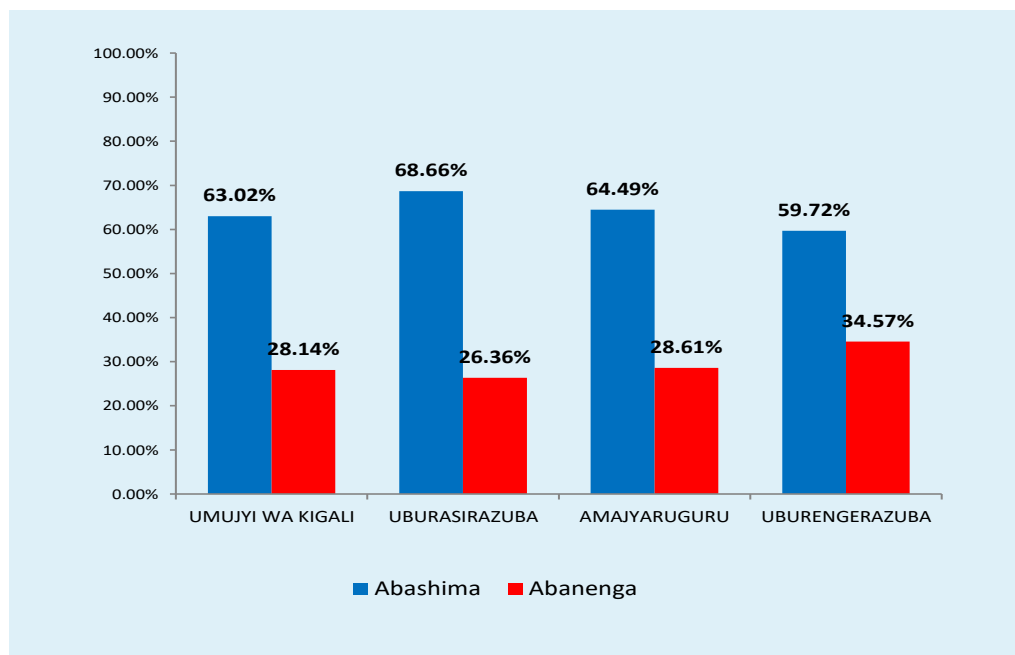


Aho byavuye: Anketi ya RGB, 2018

Nk'uko ikarita iri hejuru ibigaragaza, akarere ka Huye niko kari ku isonga mu kugira abaturage bashima serivisi z'ubutaka ku gipimo cya 76.7% naho akarere ka Ngororero niko bashima izi serivisi ku gipimo kiri hasi (51.4%).

## II.5.2. Ibyavuye mu bushakashatsi kuri serivisi z'abikorera hakurikijwe intara

Ishusho 15: Uko abaturage babona serivisi z'abikorera bahabwa hakurikijwe intara

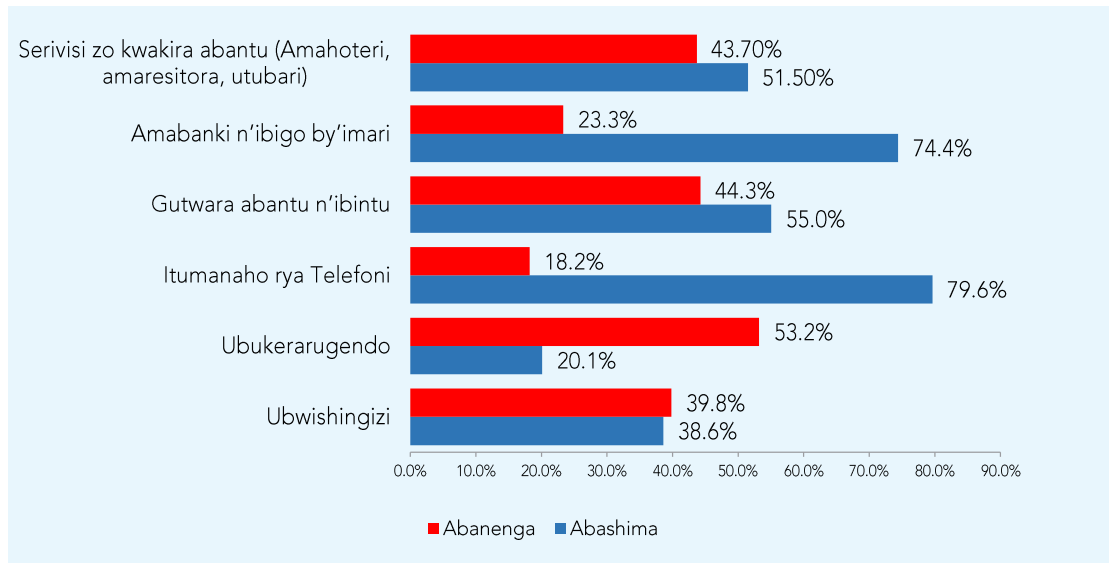


Aho byavuye: Anketi ya RGB, 2018

Kuri iyi shusho Intara y'Iburasirazuba niyo iza ku isonga mu gushima serivisi z'abikorera n'aho Intara y'Amajyaruguru niyo ifite abanenga benshi serivisi z'abikorera.

### II.1.5.3. Serivisi z'abikorera zakoreweho ubushakashatsi.

Ishusho 16: Serivisi z'abikorera zakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2018

Iyi shusho iragaragaza ko muri serivisi z'abikorera zakoreweho ubushakashatsi, itumanaho rya telefoni, amabanki n'ibigo by'imari arizo zishimwa kurusha izindi naho ubukerarugendo, serivisi zo kwakira abantu ndetse n'izo gutwara abantu n'ibintu nizo abaturage banenga.

Mu biganiryo byo mu matsinda abaturage bagaragaje ko serivisi z'abikorera zigifite imbogamizi zikurikira: abatanga serivisi zo kwakira abantu ntibarabigira umuco cyane ko harimo ababikora batabifitiye ubumenyi, imicungire y'uburyo bwo gutwara abantu n'ibintu itaranoga, benshi mu baturage batari bumva agaciro k'ubukerarugendo.



#### INGAMBA

- ☛ Gukomeza gushyira ingufu mu kwigisha no guhugura abatanga serivisi zo kwakira abantu ndetse no kugenzura mu buryo buhoraho izi nzego
- ☛ Kongera ingufu mu micungire n'imikorere y'inzego zishinzwe ibirebana no gutwara abantu n'ibintu
- ☛ Inzego zirebwa n'ubukerarugendo zikwiye kongera ingufu mu gukangurira abaturage kwitabira ubukerarugendo
- ☛ Urwego rw'abikorera rukwiye kongera ubufatanye hagati y'inzego zegereye abaturage n'urwego rw'abikorera kugirango serivisi zo kwakira abantu zirusheho kunozwa.

## IMBONERAHAMWE 12: UKO UTURERE DUHAGAZE MU BIREBANA NA SERIVISI ZITANGWA MU RWEGO RW'ABIKORERA MU MYAKA IBIRI (2017- 2018)

AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018
1 Bugesera	81.1%	68.4%	▼ -12.7%
2 Burera	77.6%	58.9%	▼ -18.7%
3 Gakenke	76.1%	59.8%	▼ -16.3%
4 Gasabo	78.6%	68.8%	▼ -9.8%
5 Gatsibo	76.4%	72.0%	▼ -4.4%
6 Gicumbi	83.5%	56.9%	▼ -26.6%
7 Gisagara	62.9%	68.3%	▲ +5.4%
8 Huye	68.6%	76.7%	▲ +8.1%
9 Kamonyi	69.1%	72.5%	▲ +3.4%
10 Karongi	74.0%	60.8%	▼ -13.2%
11 Kayonza	70.2%	70.6%	▲ +0.4%
12 Kicukiro	79.7%	64.9%	▼ -14.8%
13 Kirehe	77.9%	63.2%	▼ -14.7%
14 Muhanga	79.5%	65.9%	▼ -13.6%
15 Musanze	86.3%	67.9%	▼ -18.4%
16 Ngoma	81.5%	68.3%	▼ -13.2%
17 Ngororero	74.8%	51.4%	▼ -23.4%
18 Nyabihu	81.2%	65.1%	▼ -16.1%
19 Nyagatare	75.3%	72.8%	▼ -2.5%
20 Nyamagabe	64.0%	52.9%	▼ -11.1%
21 Nyamasheke	75.0%	57.8%	▼ -17.2%
22 Nyanza	71.1%	65.0%	▼ -6.1%
23 Nyarugenge	80.6%	67.8%	▼ -12.8%
24 Nyaruguru	69.4%	61.7%	▼ -7.7%
25 Rubavu	71.3%	65.3%	▼ -6.0%
26 Ruhango	68.7%	61.6%	▼ -7.1%
27 Rulindo	75.3%	63.2%	▼ -12.1%
28 Rusizi	70.4%	55.1%	▼ -15.3%
29 Rutsiro	76.1%	55.2%	▼ -20.9%
30 Rwamagana	71.7%	71.8%	▲ +0.1%
<b>IMPUZANDENGO</b>	<b>74.9%</b>	<b>64.4%</b>	<b>▼ -10.5%</b>

2

INKINGI  
Y'IMIBEREHO MYIZA  
Y'ABATURAGE



UBUREZI

## III.1. Serivisi z'Uburezi

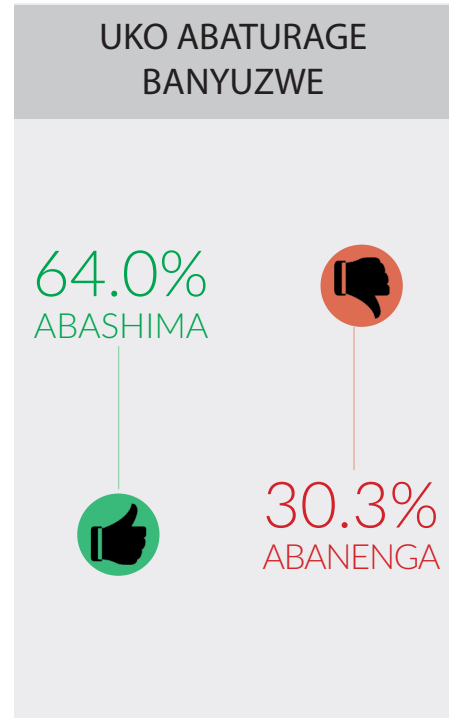
Uburezi ni inkingi ya mwamba mu iterambere ry'igihugu. Leta y' u Rwanda ikomeje gushyira imbaraga muri gahunda zitandukanye zashyiriweho abaturage kugirango urwego rw'uburezi rurusheho gukomeza gutera imbere bityo narwo rufashe igihugu kugera ku iterambere rirambye.

Muri ubu bushakashatsi, abaturage babajijwe uko babona serivisi z'uburezi bagezwaho haba mu kunoza ireme ry' uburezi ndetse no mu birebana n'ibikorwaremezo by'amashuri nk'inyubako, amazi n'amashanyarazi. Bagaragaje ibyo bashima ndetse n'ibyo bifuzwa ko byanozwa.

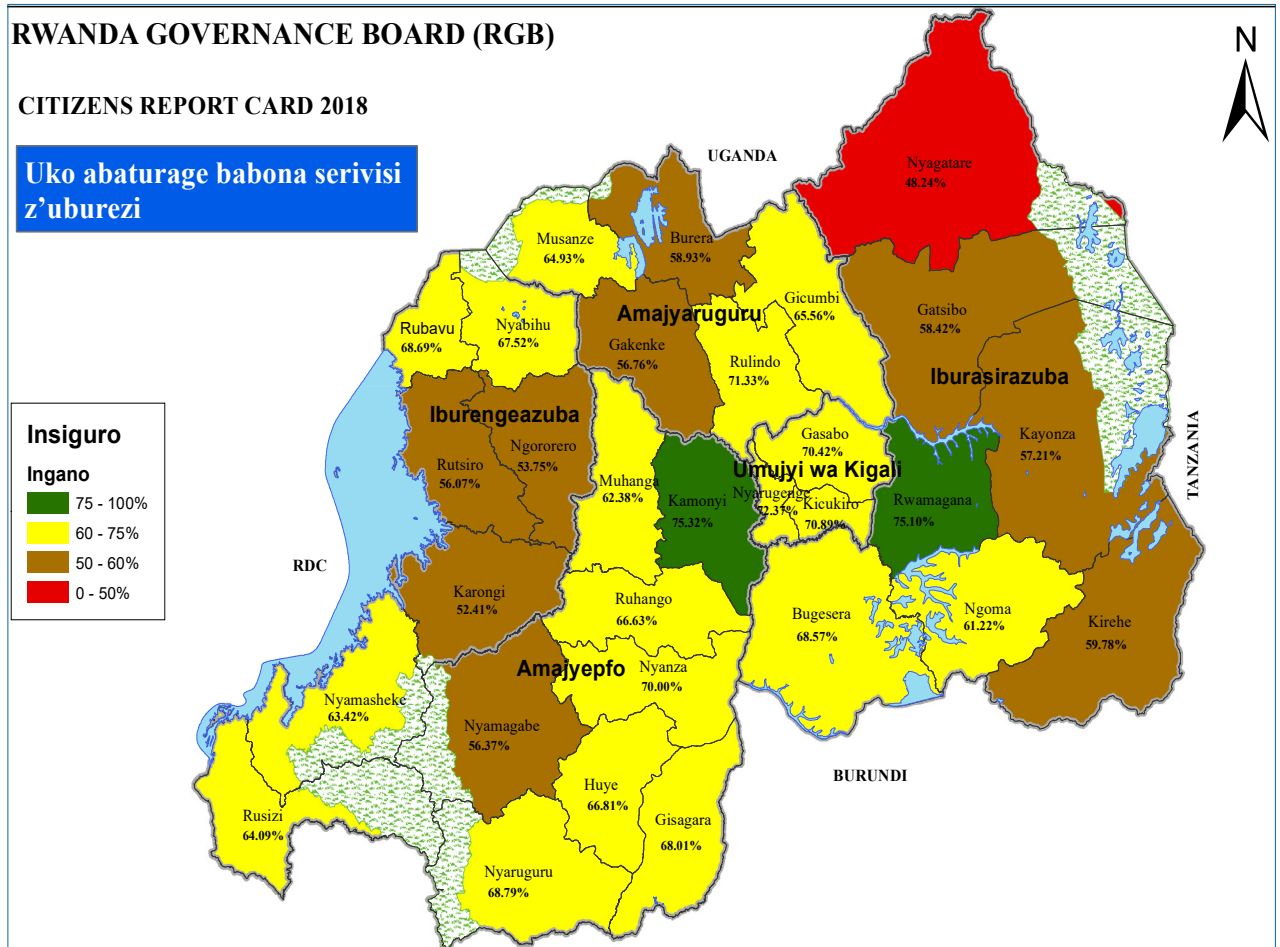
### III.1.1. Ibyavuye mu bushakashatsi ku burezi muri rusange

Muri rusange, abaturage babajijwe bagaragaje ko bishimiye serivisi bahabwa mu burezi ku gipimo cya 64.0% , muri bo abagabo bashima ku gipimo cya 64.05% naho abagore ni 63.97%. abanenga serivisi bahabwa muri urwo rwego bari ku gipimo cya 30.3%, muri bo abagabo banenga ku gipimo cya 31.1% naho abagore bari ku gipimo cya 29.7%.

Ku ikarita ikurikira haraboneka uko abaturage babona serivisi z'uburezi muri buri karere.



Ikarita 8: Uko abaturage babona serivisi bahabwa mu burezi muri rusange

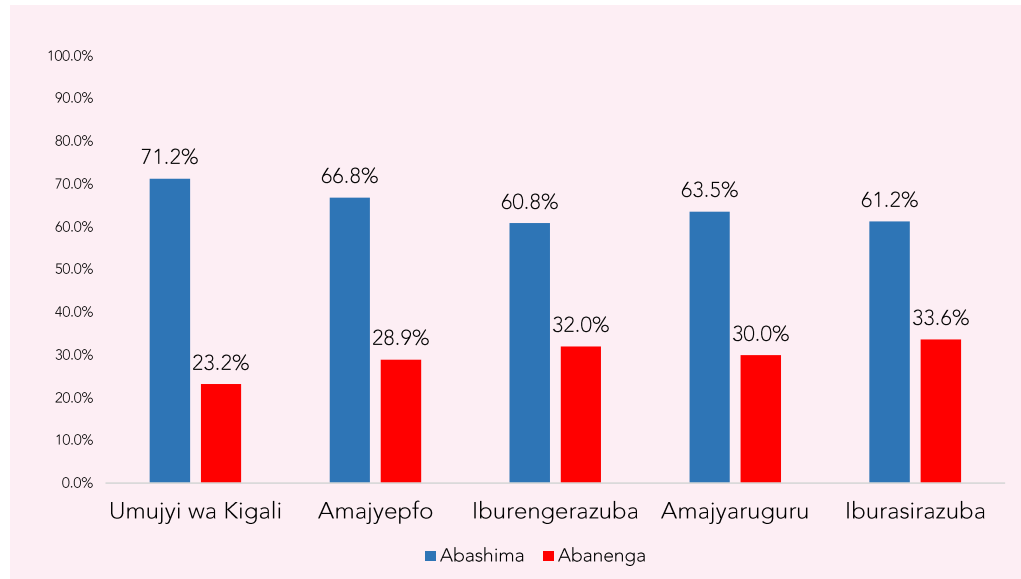


Aho byavuye: Anketi ya RGB, 2018

Iyi karita iragaragaza ko uturere tubiri (2) aritwo dufite abaturage babajijwe bakagaragaza ko bishimiye serivisi z'uburezi ku gipimo kiri hejuru ya 75%, abo mu turere cumi n'umunani (18) bagaragaje ko bishimiye serivisi z'uburezi ku gipimo kiri hagati ya 60% na 75% mu gihe abo mu tundi turere dusigaye icumi (10) bagaragaje ko bishimiye serivisi bahabwa mu burezi ku gipimo kiri hasi ya 60%. Akarere abaturage bashima ku gipimo kiri hasi ni Nyagatare aho abashima bari kuri 48.2 %.

### III.1.2. Ibyavuye mu bushakashatsi ku burezi hakurikijwe intara

Ishusho 17: Uko abaturage bishimiye serivisi z'uburezi hakurikijwe intara



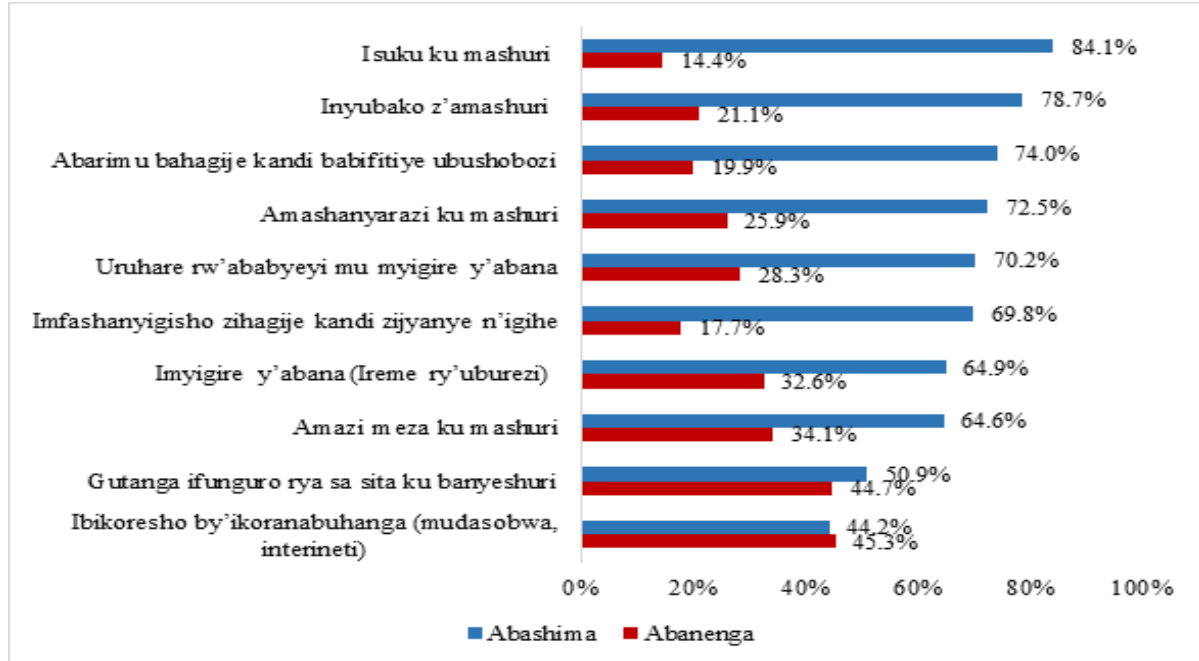
Aho byavuye: Anketi ya RGB, 2018

Nubwo muri rusange serivisi z'uburezi ziri ku gipimo kidashimishije, Umujyi wa Kigali niwo uza ku isonga mu gushima izi serivisi kuko bari ku gipimo cya 71.2% mu gihe igipimo cya 60.8% mu ntara y'Iburengerazuba aricyo gipimo kiri hasi.

### III.1.3. Serivisi zitandukanye z'uburezi zakoreweho ubushakashatsi

Ubushakashatsi bwarebye serivisi zitandukanye z'uburezi arizo: imfashanyigisho mu mashuri, ubushobozi bw'abarimu, uruhare rw'ababyeyi mu myigire y'abana, inyubako z'amashuri, amazi meza ku mashuri, amashanyarazi ku mashuri, ibikoresho by'ikoranabuhanga, gutanga ifunguro rya sa sita ku banyeshuri, isuku ku mashuri, imyigire y'abana.

Ishusho 18: Uko abaturage bishimiye serivisi zitandukanye z'uburezi



Aho byavuye: Anketi ya RGB, 2018

Iyi shusho irekana ko serivisi z' Uburezi abaturage bishimiye kurusha izindi ari isuku ku ishuri (84.1%) n'inyubako z'amashuri (78.7%). Izo batishimiye kurusha izindi ni ibikoresho by'ikoranabuhanga ku mashuri (45.3%) ndetse n'ifunguro rya saa sita ku bana (44.7%).

Ibiganiro mu matsinda byashimangiye ko hagikenewe imbaraga mu kugeza ku mashuri ibikorwaremezo by'ibanze mu ikoranabuhanga ndetse na gahunda yo gutanga ifunguro rya saa sita ku manywa mu mashuri ikarushaho kunozwa.

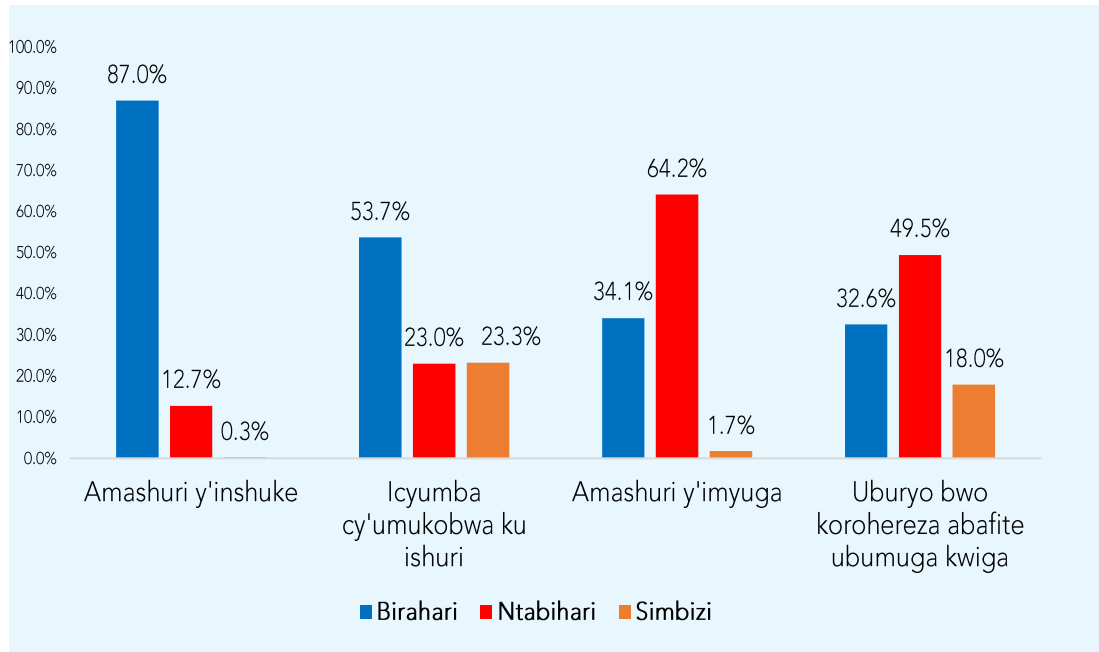
Hagaragajwe kandi ko hari amashuri agifite ubucucike buri hejuru, ababyeyi badohotse ku burere bw'abana babo, amashuri y'ibanze y'imyaka cumi n'ibiri adahagije ugererenije n'abarangiza amashuri icyenda y'ibanze baba bakeneye gukomeza amashuri yabo.

Ibindi bibazo byavuzwe ni uko abashinzwe uburezi ku rwego rw'akarere n'umurenge bagorwa no gusura amashuri mu rwego rwo kuyagenzura kubera ko badafite uburyo bwo kugenda buhagije. Ikindi ni uko kwiga kw'abanyeshuri mu gihe cy'impeshyi nabyo babibonamo imbogamizi ku myigire y'abana.

#### III.1.4. Kwegereza abaturage ibikorwaremezo by'inyubako z'amashuri

Muri ubu bushakashatsi, habajijwe n'ibirebana n'amashuri y'inshuke, amashuri y'imyuga, icyumba cy'umukobwa, niba hari inyubako zubatswe ku buryo bworohereza abafite ubumuga n'urugendo abana bakora bava cyangwa baja ku ishuri.

Ishusho 19: Uko abaturage babona ibikorwaremezo by'inyubako z'amashuri



Aho byavuye: Anketi ya RGB, 2018

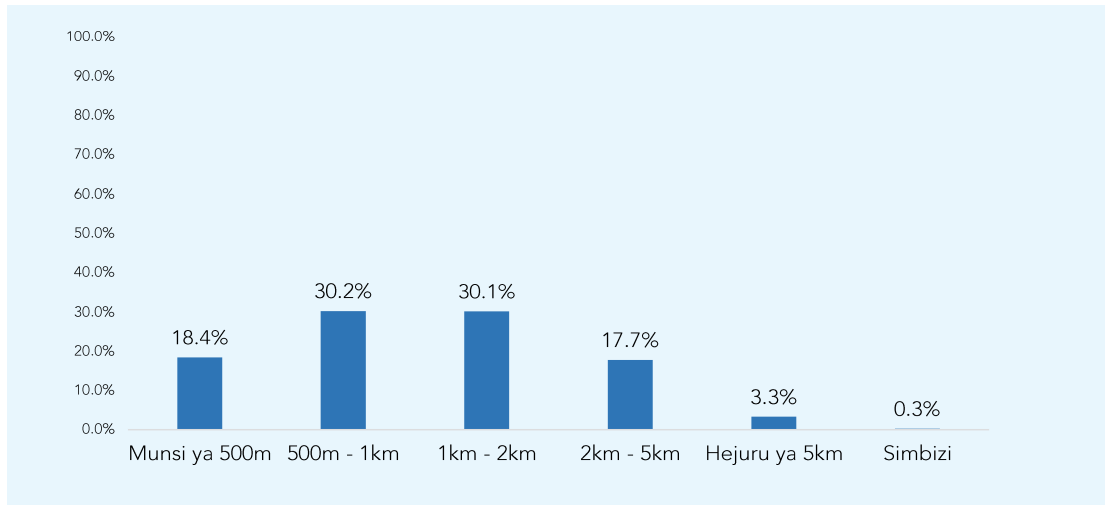
Nk'uko iyi shusho yo hejuru ibigaragaza, abaturage bagaragaza ko amashuri y'inshuke ahari ku gipimo cya (87.0%). Nubwo bigaragara ko iki gipimo kiri hejuru, ibiganiro mu biganiro mu matsinda byagaragaje ko ayo mashuri agifite ibibazo kubera ko amenshi muri yo atujuje ubuziranenge busabwa na Minisitari y'uburezi ikindi kandi ugasanga bayitiranya n'amarerero.

Iyi shusho kandi iragaragaza ko hagikenewe gushyira imbaraga mu kwegereza abaturage amashuri y'imyuga kuko 64.2% bavuga ko ntayahari ndetse

no gushyira mu mashuri uburyo bworohereza abafite ubumuga kwiga aho 49.5% bemeza ko ubwo buryo ntabuhari.

Icyumba cy'umukobwa nacyo ntikiragera mu mashuri yose kuko 53.7% aribo bavuga ko gihari kandi n'ibiganiro mu matsinda, hagaragajwe ko ahenshi icyumba cy'umukobwa kitarimo ibikoresho bihagije.

## Ishusho 20: Uko abaturage babona ibikorwaremezo by'inyubako z'amashuri



## Aho byavuye: Anketi ya RGB, 2018

Nk'uko bigaragazwa n'iyi shusho iri hejuru, 78.7% by'abaturage babajijwe bavuze ko abana babo bakora urugendo ruri munsi y'ibilometero bibiri (2km) ngo bagere ku ishuri mu gihe 21% bo bagikora urugendo rurengeje ibilometero bibiri harimo 3.3% bakora ibilometero biri hejuru ya bitanu.



## INGAMBA

- ☛ Gushyiraho gahunda yo gusana inyubako z'amashuri ashaje no gukomeza kubaka amashya mu rwego rwo kugabanya ubucucike bukigaragara hamwe na hamwe mu mashuri
- ☛ Gushyiraho inyubako zituma gahunda y'imyaka cumi n'ibiri y'ibanze igezwa hose hari iy'imyaka icyenda
- ☛ Gukomeza gukangurira abikorera n'ababyeyi gushyiraho amashuri y'inshuke akanahabwa abarimu babishoboye
- ☛ Gukomeza gukangurira ababyeyi kurushaho kugira uruhare muri gahunda yo guha abana ifunguro rya ku manywa ku mashuri
- ☛ Gukomeza ubukangurambaga mu mashuri akagira icyumba cy'umukobwa kandi gifite ibikoresho byabugenewe bihagije.
- ☛ Gukomeza kunoza imikoranire n'ababyeyi mu burezi n'uburere bw'abana.

IMBONERAHAMWE 13: UKO UTURERE DUHAGAZE MURI SERIVISI Z'UBUREZI  
MU MYAKA IBIRI (2017 - 2018)

AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018
1 Bugesera	67.3%	68.6%	▲ +1.3%
2 Burera	71.0%	58.9%	▼ -12.1%
3 Gakenke	72.6%	56.8%	▼ -15.8%
4 Gasabo	73.6%	70.4%	▼ -3.2%
5 Gatsibo	70.2%	58.4%	▼ -11.8%
6 Gicumbi	68.5%	65.6%	▼ -2.9%
7 Gisagara	66.9%	68.0%	▲ +1.1%
8 Huye	73.0%	66.8%	▼ -6.2%
9 Kamonyi	68.7%	75.3%	▲ +6.6%
10 Karongi	65.1%	52.4%	▼ -12.7%
11 Kayonza	73.7%	57.2%	▼ -16.5%
12 Kicukiro	66.6%	70.9%	▲ +4.3%
13 Kirehe	75.1%	59.8%	▼ -15.3%
14 Muhanga	67.7%	62.4%	▼ -5.3%
15 Musanze	65.2%	64.9%	▼ -0.3%
16 Ngoma	72.1%	61.2%	▼ -10.9%
17 Ngororero	57.4%	53.8%	▼ -3.7%
18 Nyabihu	62.0%	67.5%	▲ +5.5%
19 Nyagatare	69.1%	48.2%	▼ -20.9%
20 Nyamagabe	64.9%	56.4%	▼ -8.5%
21 Nyamasheke	60.7%	63.4%	▲ +2.7%
22 Nyanza	76.2%	70.0%	▼ -6.2%
23 Nyarugenge	67.2%	72.4%	▲ +5.2%
24 Nyaruguru	72.4%	68.8%	▼ -3.6%
25 Rubavu	63.5%	68.7%	▲ +5.2%
26 Ruhango	60.2%	66.6%	▲ +6.4%
27 Rulindo	62.0%	71.3%	▲ +9.3%
28 Rusizi	67.1%	64.1%	▼ -3.0%
29 Rutsiro	73.9%	56.1%	▼ -17.8%
30 Rwamagana	76.6%	75.1%	▼ -1.5%
<b>IMPUZANDENGO</b>	<b>68.3%</b>	<b>64.0%</b>	<b>▼ -4.3%</b>



UBUZIMA

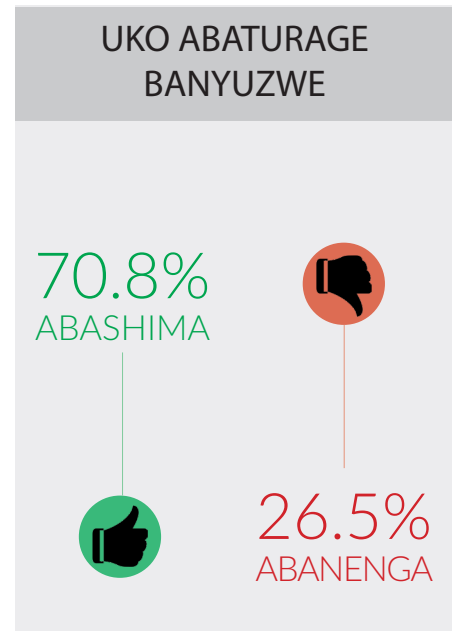
## III.2 Serivisi z'Ubuzima

Ubuzima buzira umuze ku baturage ni kimwe mu biranga imiyoborere myiza. Ni muri urwo rwego Leta y'u Rwanda ikomeza kubungabunga ubuzima bw'abaturage ibashyiriraho gahunda zitandukanye zirebana no kubungabunga ubuzima bwabo.

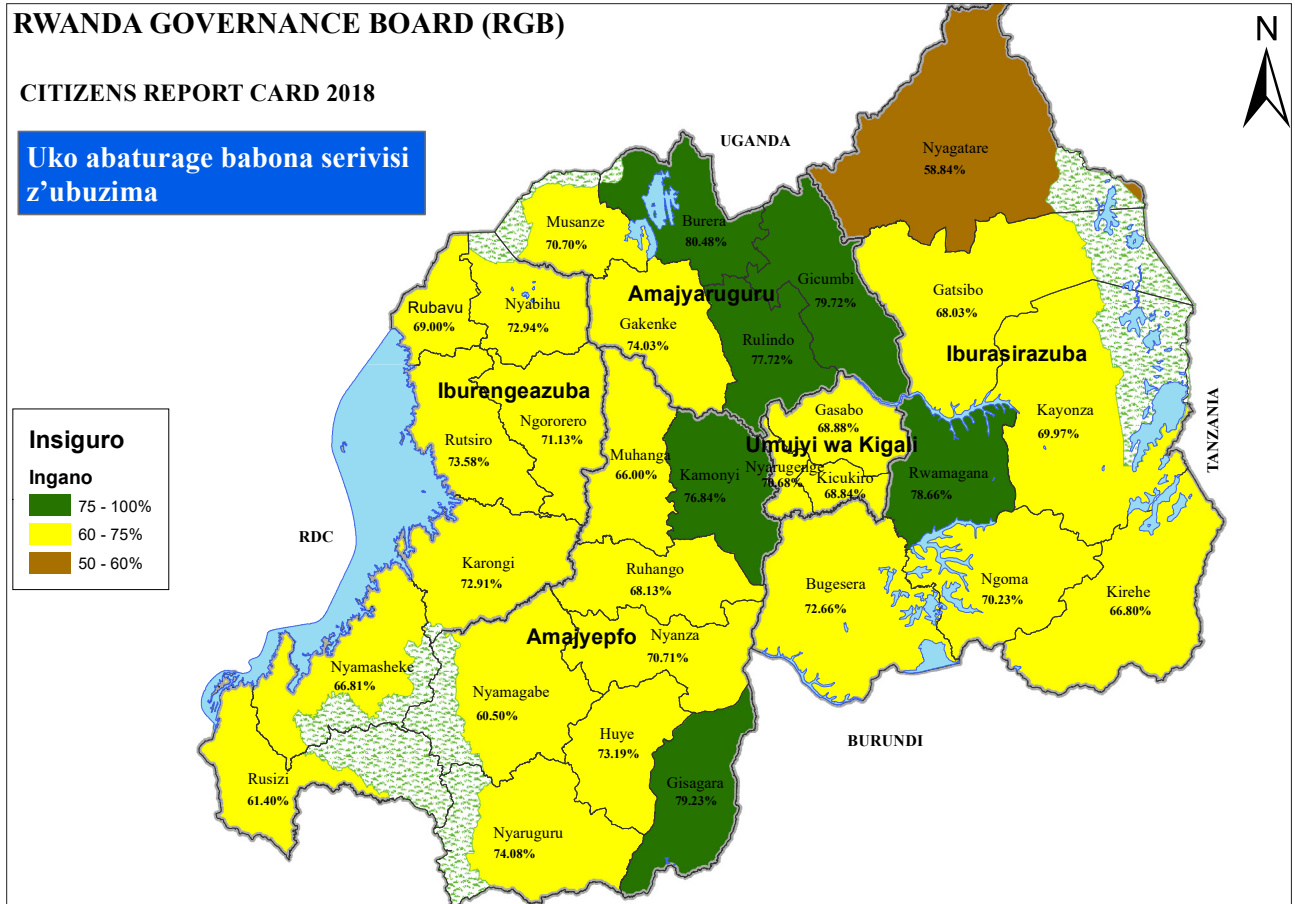
Ubu bushakashatsi bwakozwe kuri serivisi z'ubuzima zikurikira: kwakira no kwita ku barwayi, gukingira indwara, abajyanama b'ubuzima, ibikorwaremezo n'ibikoresho by'amavuriro, ubwisungane mu kwivuzza, farumasi, abakozi b'amavuriro bahagije, ubukangurambaga mu birebana n'imirire imbangukiragutabara ndetse n'ubukangurambaga mu kwirinda indwara zitandura. Hanarebwe kandi urugendo abaturage bakora ko bagere ku mavuriro abegereye.

### III.2.1. Ibyavuye mu bushakashatsi ku burezi muri rusange

Muri rusange, abaturage babajijwe bagaragaje ko bishimiye serivisi bahabwa mu buzima ku gipimo cya 70.8%, muri bo abagabo ni 70.7% naho abagore bari ku gipimo cya 70.9%. Abanenga serivisi bahabwa muri urwo rwego bari ku gipimo cya 26.5%, harimo abagabo 26.8% n'abagore bari ku gipimo cya 26.2%.



Ikarita 9: Uko abaturage babona serivisi bahabwa mu buzima

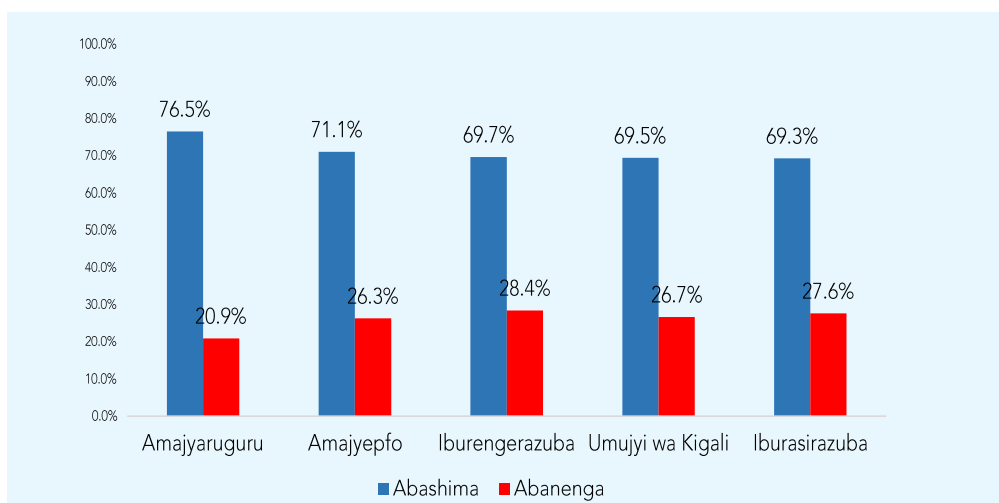


Aho byavuye: Anketi ya RGB, 2018

Ikarita igaragaza ko hari uturere dutandatu (6) abaturage bishimiye serivisi zitangwa mu buzima ku gipimo kiri hejuru ya 75%, mu turere makumyabiri na dutatu (23) abaturage bishimiye serivisi z'ubuzima ku gipimo kiri hagati ya 60 na 75%, naho abaturage b'akarere ka Nyagatare bishimiye serivisi z'ubuzima ku gipimo kingana na 58.8%

### III.2.2. Ibyavuye mu bushakashatsi muri serivisi z’ubuzima hakurikijwe intara

Ishusho 21: Uko abaturage bishimiye serivisi z’ubuzima hakurikijwe intara

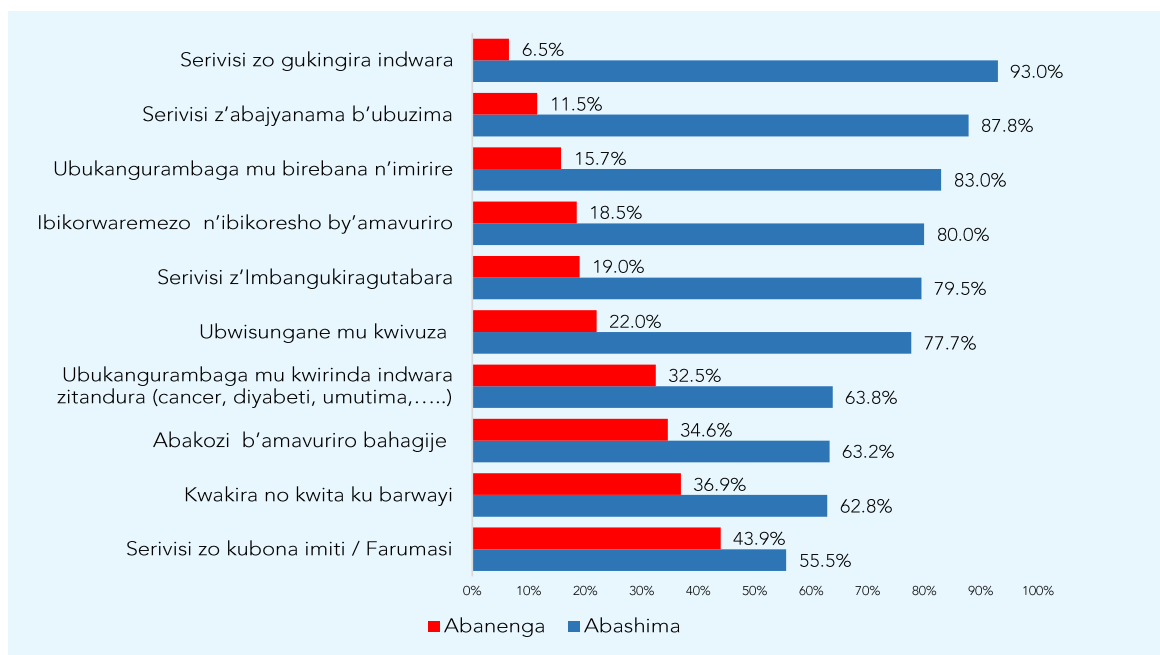


Aho byavuye: Anketi ya RGB, 2018

Ishusho iri haruguru iragagaraza ko intara y’amajyaruguru ariyo iza ku isonga mu bashima serivisi bahabwa mu buzima ku gipimo cya 76.5%, igakurikirwa n’intara y’Amajyepfo, aho abaturage bagaragaje ko bishimiye serivisi bahabwa mu buzima ku gipimo cya 71.1%. Ikindi ni uko abanenga mu ntara zose n’Umuji wa Kigali bari hejuru ya 20%.

### III.2.3. Serivisi zitandukanye zakoreweho ubushakashatsi mu buzima

Ishusho 22: Uko abaturage bishimiye serivisi zimwe na zimwe bahabwa mu buzima



Aho byavuye: Anketi ya RGB, 2018

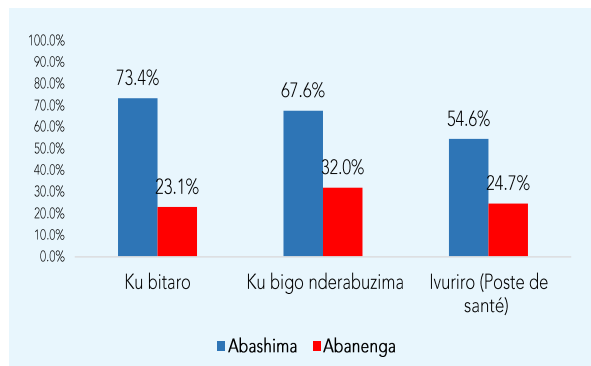
Nk’uko bigaragara ku ishusho iri haruguru, ubushakashatsi bwagaragaje ko muri serivisi zo gukingira indwara ziza ku isonga ku gipimo muri serivisi zishimiwe n’abaturage. Serivisi zo kubona imiti, kwakira no kwita ku barwayi nizo zinengwa kurusha izindi binagaragazwa n’abakozi b’amavuriro badahagije nk’uko abaturage babigaragaje.

Ibiganiro byo mu matsinda byagaragaje ko ikibazo cy’ibura ry’imiti giterwa ahanini n’imyenda Ikigo cy’igihugu cy’ubwishingizi bw’indwara (RSSB) kibereyemo farumasi z’uturere n’amavuriro.

Hakenewe kandi kongera umubare wa farumasi zikorana n’ibigo by’ubwishingizi bitandukanye mu turere twose.

### III.2.4. Uko abaturage bishimira serivisi bahabwa ku mavuriro

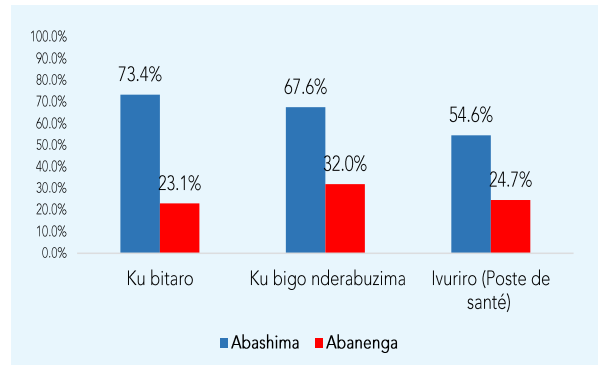
Ishusho 23: Uko abaturage bishimiye serivisi z’ubuzima bahabwa ku bitaro, ibigo nderabuzima n’ivuriro (poste de santé)



Aho byavuye: Anketi ya RGB, 2018

Ishusho ibanza iragaragaza ko serivisi zitangwa ku bitaro zishimiwe ku gipimo cya 73.4%, ku bigo nderabuzima 67.6% naho ku mavuriro mato (poste de santé) ni 54.6%.

Ishusho 24: Intera iri hagati y’ivuriro n’aho abaturage batuye



Aho byavuye: Anketi ya RGB, 2018

Ubushakashatsi bwagaragaje ko 50.1% by’abaturage babajijwe bakora urugendo ruri munsi y’ibilometero bibiri (2km) naho 49.8% byabo bemeza ko bakora urugendo rurenga ibilometero bibiri . Iyi mibare iragaragaza ko hagikenewe kurushaho kwegereza abaturage ibikorwaremezo by’amavuriro.



### INGAMBA

- ☛ Kongerera amavuriro abakozi no gushyiraho uburyo buhoraho bwo kubahugura
- ☛ Gusana no kwagura ibigo nderabuzima no kubaka ibindi bishya aho bikenewe
- ☛ Kwishyurira ku gihe ibitaro, ibigo nderabuzima amavuriro na za farumasi
- ☛ Gukangurira abikorera gushora imari muri serivisi za farumasi zifite imiti ihagije
- ☛ Gukomeza ubukangurambaga mu guhangana n’ikibazo cy’ imirire mibi

IMBONERAHAMWE 14: UKO UTURERE DUHAGAZE MURI SERIVISI Z'UBUZIMA MU MYAKA IBIRI (2017 - 2018)

AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1 Bugesera	70.9%	72.7%	▲ +1.8%
2 Burera	79.4%	80.5%	▲ +1.1%
3 Gakenke	79.1%	74.0%	▼ -5.1%
4 Gasabo	78.3%	68.9%	▼ -9.4%
5 Gatsibo	71.9%	68.0%	▼ -3.9%
6 Gicumbi	74.9%	79.7%	▲ +4.8%
7 Gisagara	66.4%	79.2%	▲ +12.8%
8 Huye	61.4%	73.2%	▲ +11.8%
9 Kamonyi	69.0%	76.8%	▲ +7.8%
10 Karongi	62.8%	72.9%	▲ +10.1%
11 Kayanza	72.5%	70.0%	▼ -2.5%
12 Kicukiro	77.8%	68.8%	▼ -9.0%
13 Kirehe	61.0%	66.8%	▲ +5.8%
14 Muhanga	79.1%	66.0%	▼ -13.1%
15 Musanze	81.5%	70.7%	▼ -10.8%
16 Ngoma	63.8%	70.2%	▲ +6.4%
17 Ngororero	65.0%	71.1%	▲ +6.1%
18 Nyabihu	78.7%	72.9%	▼ -5.8%
19 Nyagatare	68.4%	58.8%	▼ -9.6%
20 Nyamagabe	62.1%	60.5%	▼ -1.6%
21 Nyamasheke	65.0%	66.8%	▲ +1.8%
22 Nyanza	70.7%	70.7%	0.0%
23 Nyarugenge	80.5%	70.7%	▼ -9.8%
24 Nyaruguru	70.4%	74.1%	▲ +3.7%
25 Rubavu	72.1%	69.0%	▼ -3.1%
26 Ruhango	67.2%	68.1%	▲ +0.9%
27 Rulindo	66.6%	77.7%	▲ +11.1%
28 Rusizi	65.0%	61.4%	▼ -3.6%
29 Rutsiro	64.1%	73.6%	▲ +9.5%
30 Rwamagana	68.7%	78.7%	▲ +10.0%
<b>IMPUZANDENGO</b>	<b>70.5%</b>	<b>70.8%</b>	<b>▲ +0.3%</b>

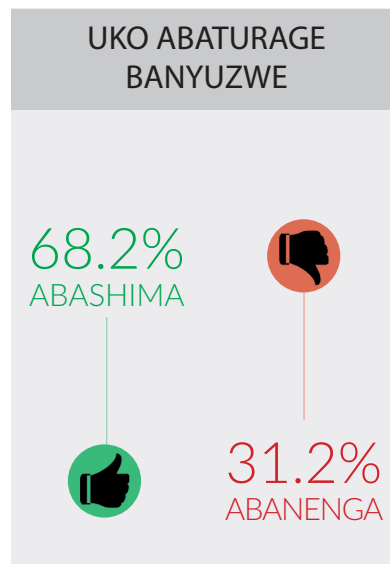
ISUKU N'ISUKURA

## III.3. Serivisi z'Isuku n'Isukura

Isuku ni isoko y'ubuzima bw'abaturage. Muri ubu bushakashatsi abaturage babajijwe uko babona isuku n'isukura by'ahantu hahurira abantu benshi nko ku mavuriro, mu isoko, mu tubari n'amaresitora, mu ngo zabo no ku mubiri ndetse n'isuku yo mu biro by'inzego z'ibanze. Banabajijwe kandi impamvu zituma hari ahantu hakirangwa isuku nke ndetse niba bafite ubwiherero butunganye.

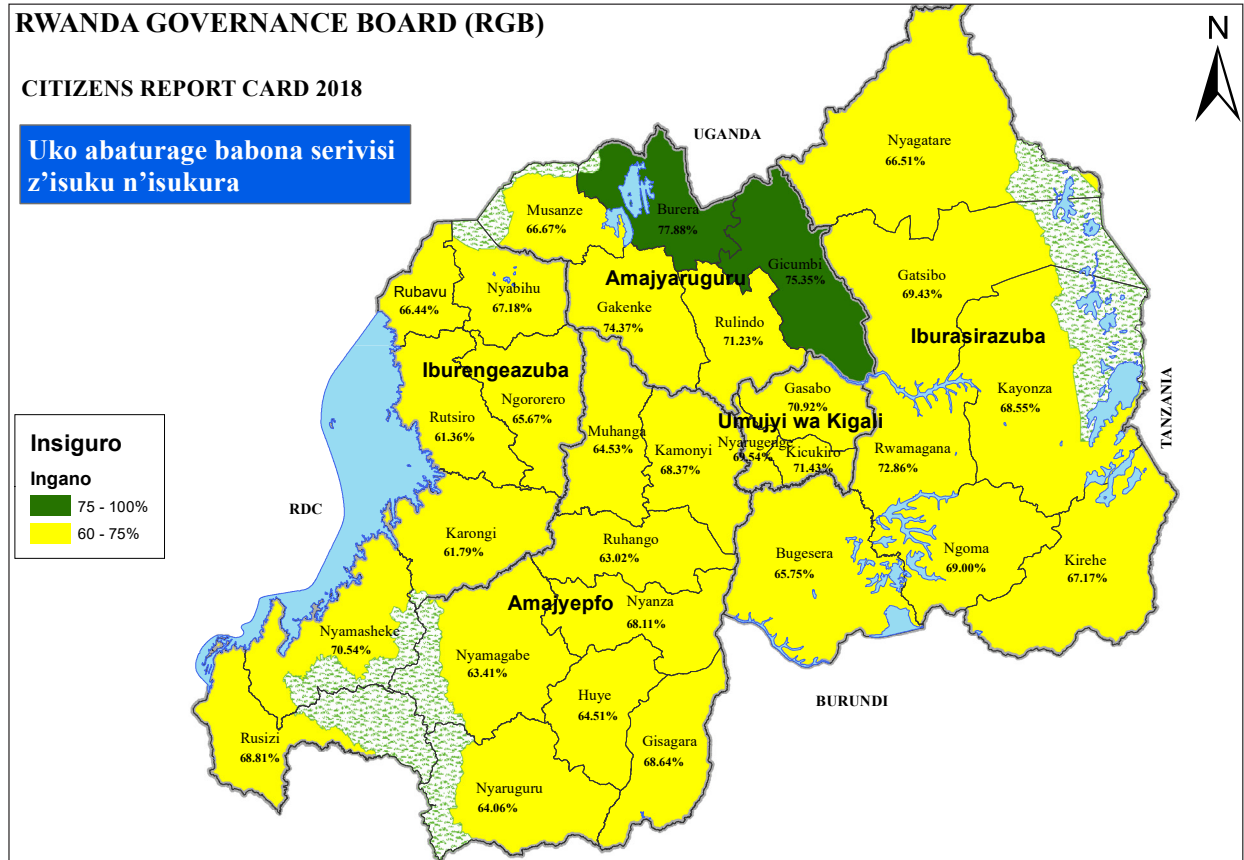
### III.3.1 Ibyavuye mu bushakashatsi ku isuku n'isukura muri rusange

Muri rusange, abaturage babajijwe bagaragaje ko bishimiye serivisi z'isuku n'isukura ku gipimo cya 68.2%, muri bo abagabo bari ku gipimo cya 68.7% naho abagore ni 67.5%. Abanenga serivisi bahabwa muri urwo rwego bari ku gipimo cya 31.2% harimo abagabo 31.9% naho abagore bakaba 30.7%.





Ikarita 10: Uko abaturage babona isuku n'isukura muri rusange

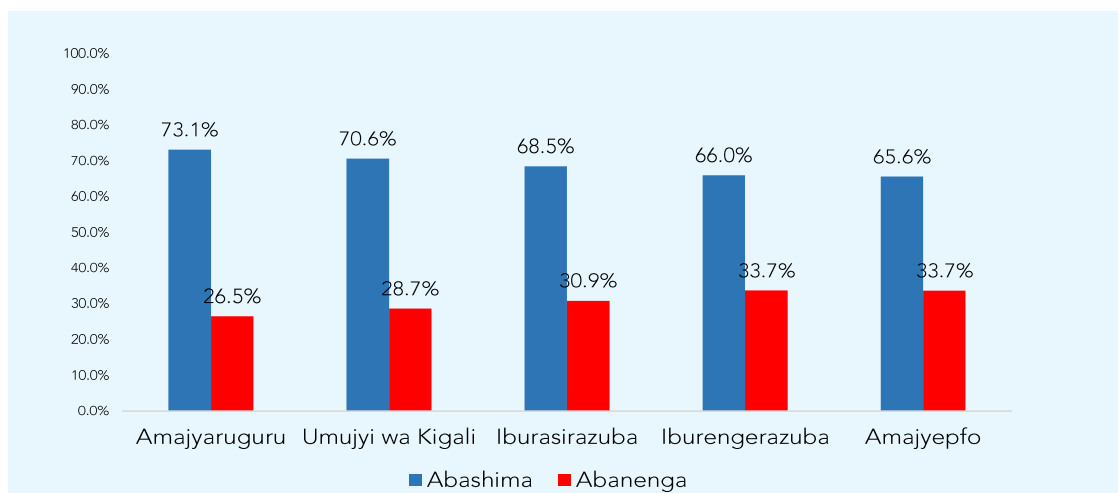


Aho byavuye: Anketi ya RGB, 2018

Ubushakashatsi bwagaragaje ko mu turere tubiri (2) aritwo Burera na Gicumbi, abaturage bishimiye serivisi z'isuku n'isukura ku gipimo kiri hejuru ya 75%, mu tundi turere twose dusigaye makumyabiri n'umunani (28) abaturage bishimiye serivisi z'isuku n'isukura ku gipimo kiri hagati ya 60 na 75%.

### III.3.2. Ibyavuye mu bushakashatsi muri serivisi z'isuku n'isukura hakurikijwe intara

Ishusho 25: Uko abaturage bishimiye serivisi z'isuku n'isukura hakurikijwe intara

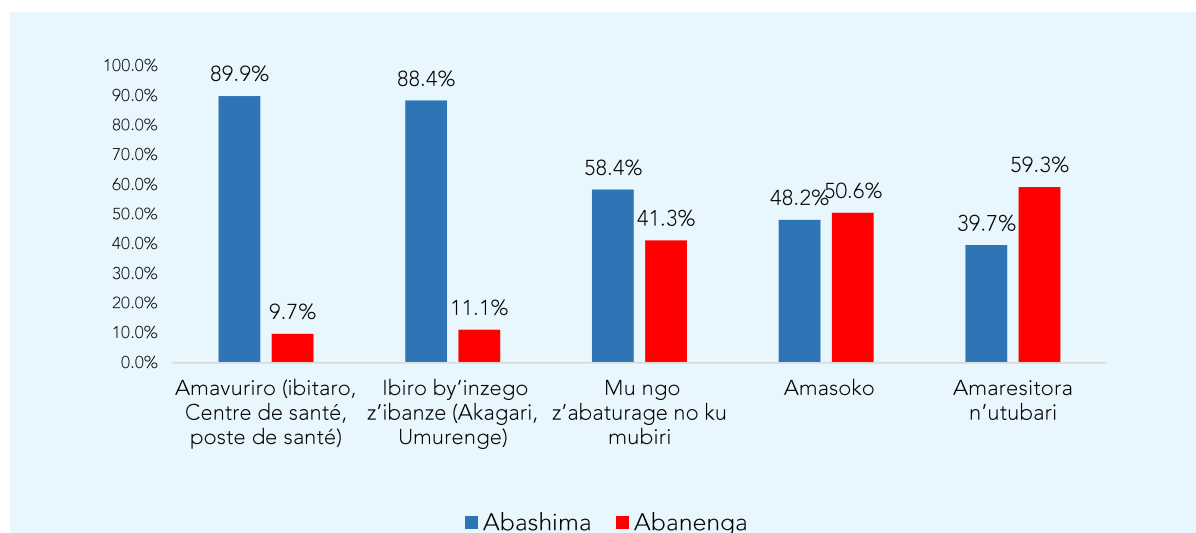


Aho byavuye: Anketi ya RGB, 2018

Ubushakashatsi bwagaragaje ko abaturage b'Intara y'amajyaruguru baza ku isonga mu gushima serivisi z'isuku n'isukura naho abaturage b'Intara y'Amajyepfo n'Iburengerazuba niba banenga izi serivisi ku gipimo kiri hejuru.

### III.3.3. Serivisi zitandukanye zakoreweho ubushakashatsi ku isuku n'isukura

Ishusho 26: Uko abaturage babona isuku y'ahantu hatandukanye

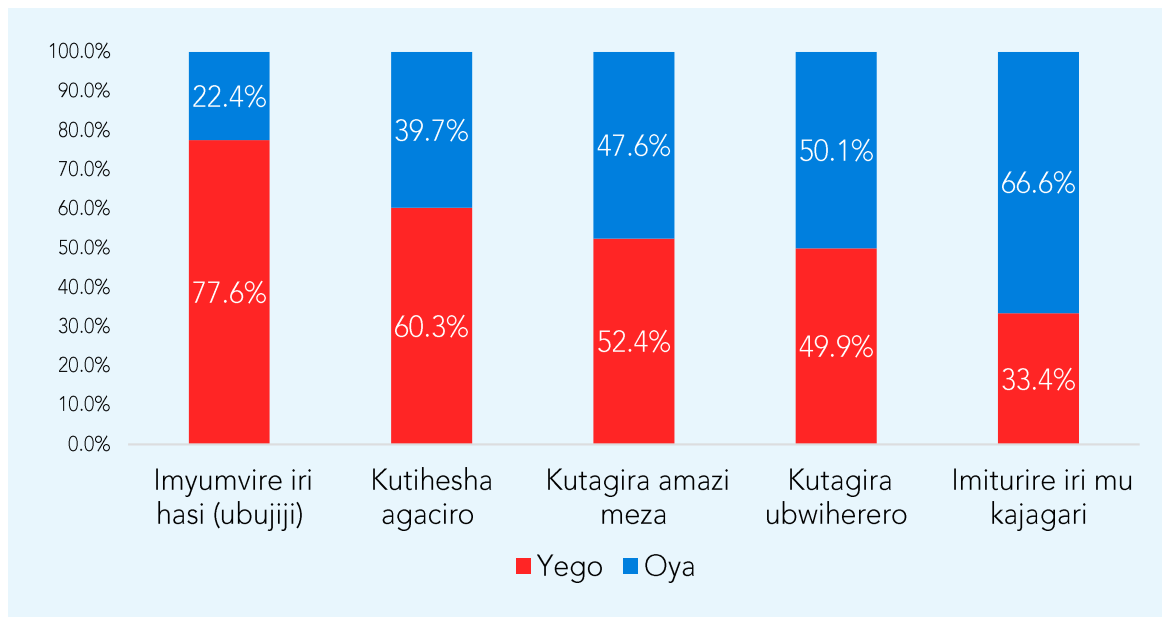


Aho byavuye: Anketi ya RGB, 2018

Ushingiyeye ku ishusho iri hejuru, ubushakashatsi bwagaragaje ko abaturage bishimiye isuku yo ku mavuriro no mu biro by'inzego z'ibanze ku gipimo kiri hejuru naho aho banenga isuku yaho ni mu maresitora n'utubari, mu masoko, mu ngo z'abaturage no ku mubiri.

### III.3.4. Ibyo abaturage babona nk'ibitera isuku nke

Ishusho 27: Ibyo abaturage babona bitera isuku nke



Aho byavuye: Anketi ya RGB, 2018

Nk'uko iyi shusho iri hejuru ibigaragaza ikibazo cy'isuku nke giterwa ahanini n'imyumvire ikiri hasi (ubujiji), kutihesha agaciro, kutagira amazi meza n'ubwiherero nk'uko benshi mu babajijwe babigaragaza.

Mu biganiro byo mu matsinda hagaragajwe ko abaturage bafite ubwiherero ariko harimo ubutujuje ubuziranenge buteza isuku nke, Havuzwe kandi ko hakigaragara abaturage bararana n'amatungo aribyo byongera isuku nke yo mu ngo zabo.

Hagaragajwe kandi ko ahahurira abantu benshi hatagira ubwiherero rusange bikaba biri mu bitera isuku nke naho buri bukaba budakorerwa isuku ihagije.



#### INGAMBA

- ☛ Gukomeza ubukangurambaga kugira ngo ingo zose zigire ubwiherero bumeze neza, no gukwirakwiza ubwiherero rusange ahantu hahurira abantu benshi no kubukorera isuku
- ☛ Gukomeza gutoza abaturage umuco wo kugira isuku mu ngo zabo, aho bakorera ndetse no ku mubiri ndetse no kubagaragariza ingaruka zo kutagira isuku ku buzima bwabo
- ☛ Gukomeza ubukangurambaga ku baturage bakirinda kurarana n'amatungo
- ☛ Gukomeza ubugenzuzi bw'isuku mu ngo ndetse n'ahantu hahurira abantu benshi

IMBONERAHAMWE 15: UKO UTURERE DUHAGAZE MU BIJANYE N'ISUKU N'ISUKURA MU MYAKA IBIRI (2017 - 2018)

AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2016 - 2017 (%)
1 Bugesera	63.5%	65.8%	▲ +2.3%
2 Burera	72.0%	77.9%	▲ +5.9%
3 Gakenke	65.5%	74.4%	▲ +8.9%
4 Gasabo	68.3%	70.9%	▲ +2.6%
5 Gatsibo	54.6%	69.4%	▲ +14.8%
6 Gicumbi	84.3%	75.3%	▼ -9.0%
7 Gisagara	59.9%	68.6%	▲ +8.7%
8 Huye	58.5%	64.5%	▲ +6.0%
9 Kamonyi	72.1%	68.4%	▼ -3.7%
10 Karongi	35.4%	61.8%	▲ +26.4%
11 Kayanza	56.9%	68.5%	▲ +11.6%
12 Kicukiro	70.0%	71.4%	▲ +1.4%
13 Kirehe	70.9%	67.2%	▼ -3.7%
14 Muhanga	64.7%	64.5%	▼ -0.2%
15 Musanze	73.9%	66.7%	▼ -7.2%
16 Ngoma	72.9%	69.0%	▼ -3.9%
17 Ngororero	57.4%	65.7%	▲ +8.3%
18 Nyabihu	55.3%	67.2%	▲ +11.9%
19 Nyagatare	62.3%	66.5%	▲ +4.2%
20 Nyamagabe	58.4%	63.4%	▲ +5.0%
21 Nyamasheke	68.6%	70.5%	▲ +1.9%
22 Nyanza	78.1%	68.1%	▼ -10.0%
23 Nyarugenge	66.3%	69.5%	▲ +3.2%
24 Nyaruguru	53.3%	64.1%	▲ +10.8%
25 Rubavu	47.1%	66.4%	▲ +19.3%
26 Ruhango	70.7%	63.0%	▼ -7.7%
27 Rulindo	68.5%	71.2%	▲ +2.7%
28 Rusizi	71.8%	68.8%	▼ -3.0%
29 Rutsiro	57.6%	61.4%	▲ +3.8%
30 Rwamagana	68.4%	72.9%	▲ +4.5%
<b>IMPUZANDENGO</b>	<b>64.2%</b>	<b>68.2%</b>	<b>▲ +4.0%</b>

GAHUNDA ZO KWITA  
KU MIBEREHO MYIZA  
Y'ABATURAGE

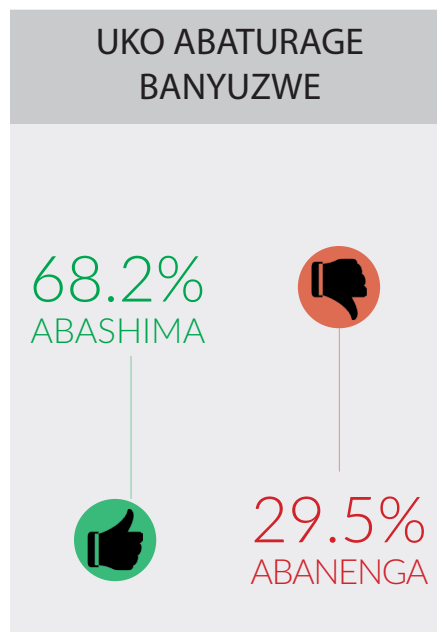
## III.4. Gahunda zo kwita ku mibereho myiza y'Abaturage

Muri ubu bushakashatsi abaturage babajijwe uko babona serivisi zitandukanye zo kwita ku mibereho myiza y'abaturage harimo: gushyira abaturage mu byiciro by'ubudehe, guhitamo abagenerwabikorwa ba VUP, guhitamo abagenerwabikorwa ba Girinka no kubakira abatishoboye.

### III.4.1. Ibyavuye mu bushakashatsi kuri gahunda zo kwita ku mibereho myiza muri rusange

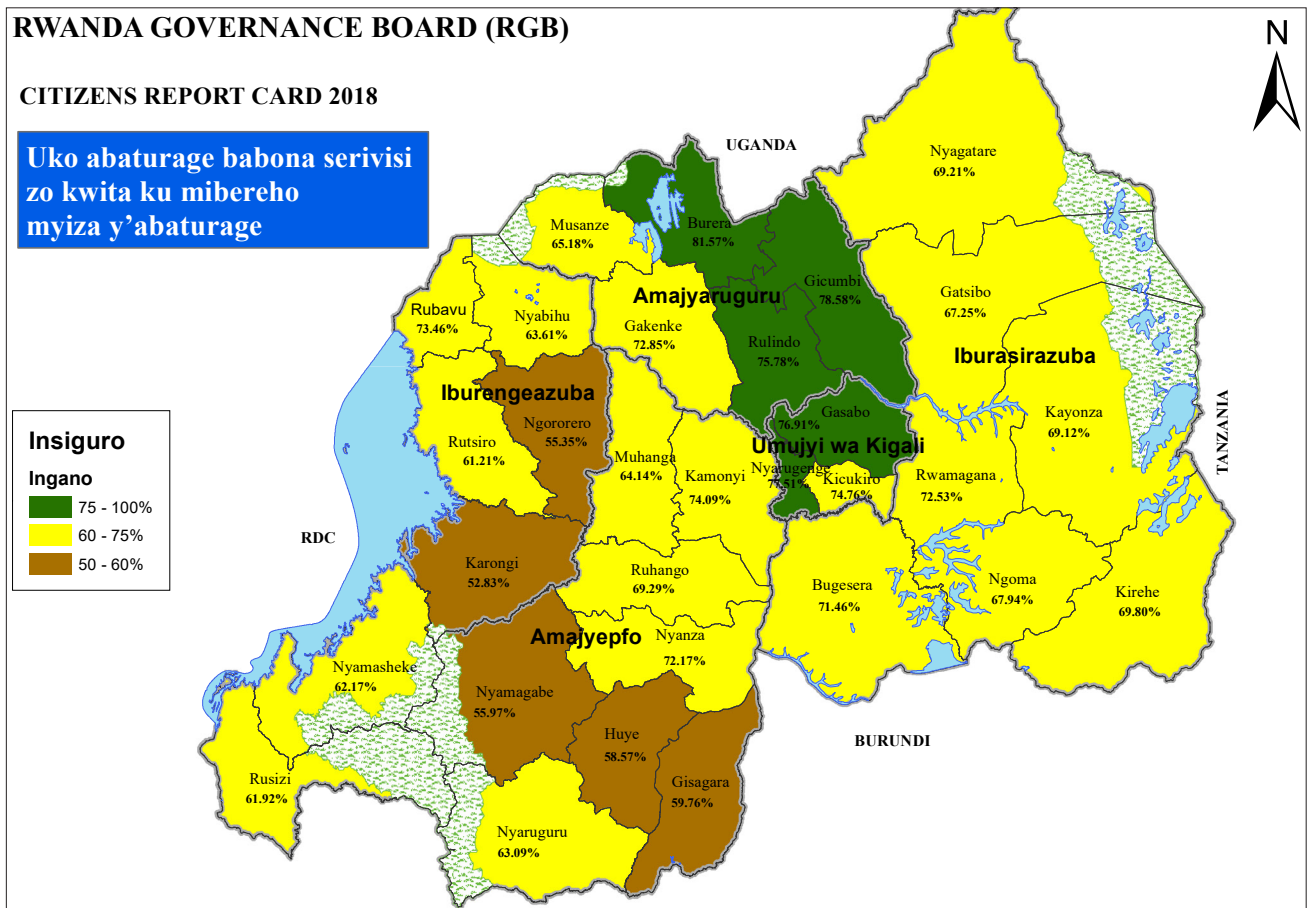
Muri rusange, abaturage babajijwe bagaragaje ko bishimiye serivisi zitangwa mu rwego rwo kwita ku mibereho yabo ku gipimo cya 68.2%, muri bo abagabo 67.8%. mu gihe abagore bashima ku gipimo cya 68.5%. Abanenga serivisi bahabwa muri urwo rwego bari ku gipimo cya 29.5% muri bo abagabo ni 30.2% naho abagore ni 29.1%.

Ku ikarita ikurikira haraboneka uko abaturage bashima serivisi zo kwita ku mibereho yabo muri buri karere.



Ikarita 11: Uko abaturage babona serivisi bahawwa muri gahunda yo kwita ku mibereho yabo

Ku ikarita ikurikira haraboneka uko abaturage bashima serivisi zo kwita ku mibereho yabo muri buri karere.



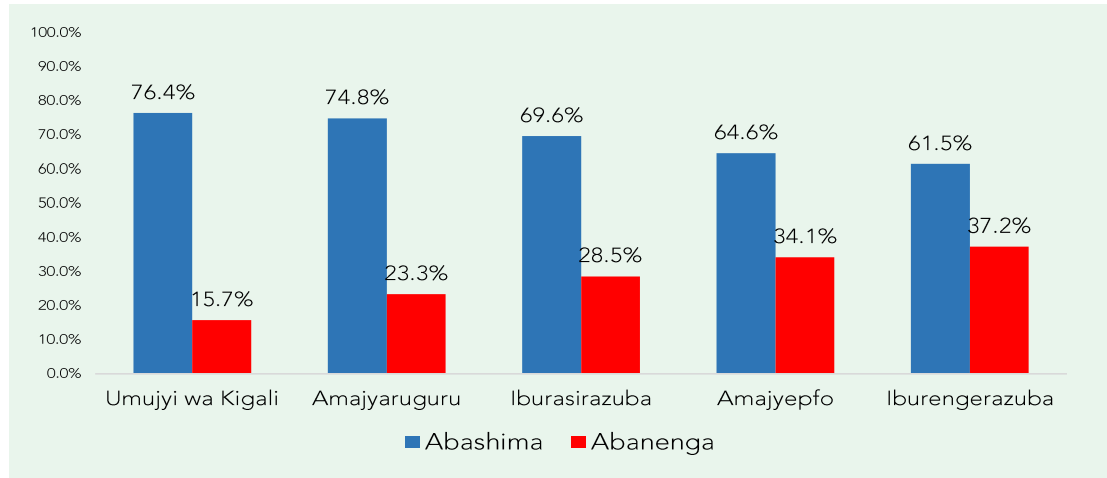
Aho byavuye: Anketi ya RGB, 2018

Ubushakashatsi bwagaragaje ko mu turere tutanu (5) abaturage bishimiye serivisi zo kwita ku mibereho yabo ku gipimo kiri hejuru ya 75% aho ku isonga hari akarere ka Burera (81.6%).

Uturere makumyabiri (20) turi ku gipimo kiri hagati ya 60% na 75%. Utundi turere dusigaye dutanu (5) abaturage bishimiye serivisi zo kwita ku mibereho myiza ku gipimo kiri hagati ya 50 na 60%.

### III.4.2. Iyavuye mu bushakashatsi ku mibereho myiza y'abaturage hakurikijwe intara

Ishusho 28: Uko abaturage bashima serivisi zo kwita ku mibereho yabo hakurikijwe intara

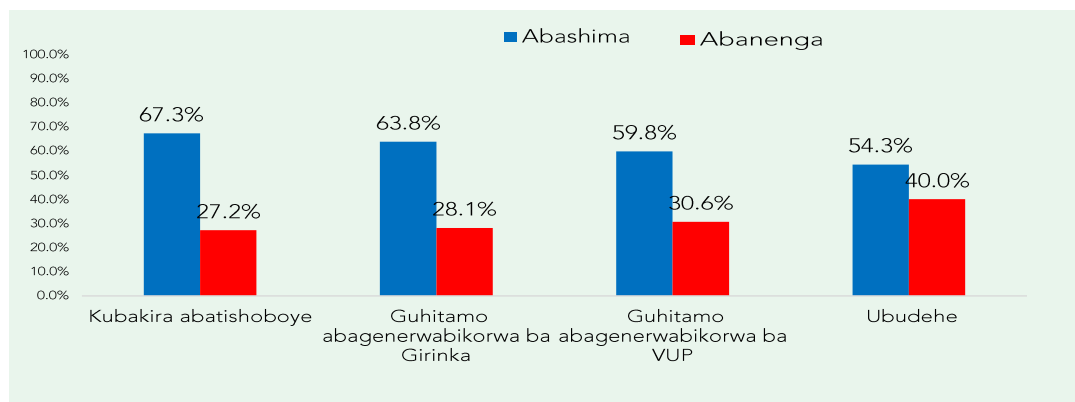


Aho byavuye: Anketi ya RGB, 2018

Ubu bushakashatsi bwagaragaje ko Umujyi wa Kigali uza ku isonga mu gushima serivisi zo kwita ku mibereho myiza y'abaturage aho uri ku gipimo cya 76.4%, ugakurikirwa n'intara y'amajyaruguru (74.8%), naho intara y'iburengerazuba niyo ifite abaturage benshi babajijwe banenga ku gipimo kiri hejuru aho kiri kuri 37.2%.

### III.4.3. Serivisi zinyuranye zakoreweho ubushakashatsi mu mibereho myiza y'abaturage

Ishusho 29 : Serivisi zakorereweho ubushakashatsi mu mibereho myiza y'abaturage



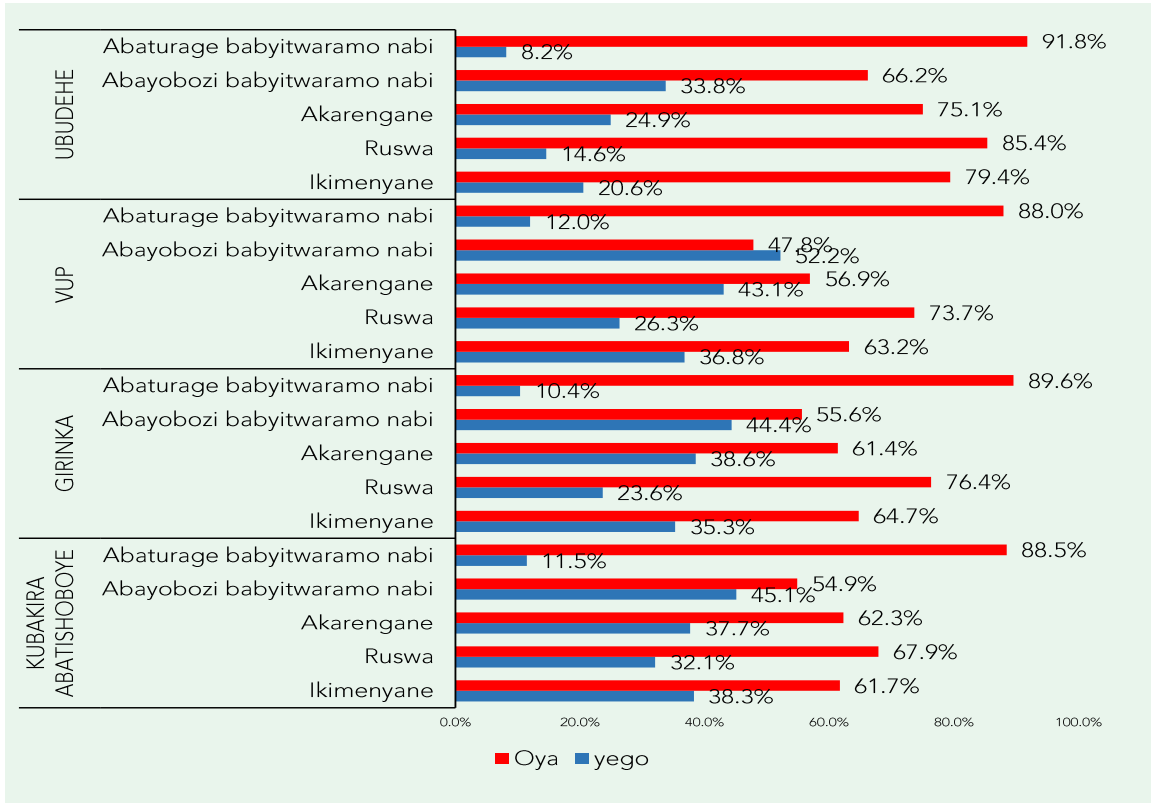
Aho byavuye: Anketi ya RGB, 2018

Nk'uko iyi shusho ibigaragaza, abaturage bashima serivisi zo kwita ku mibereho yabo ku gipimo kiri hasi. Gahunda ya VUP n'ubudehe nizo zinengwa kurusha izindi. Iyi mibare iragaragaza ko hakiri byinshi byo kunozwa kugira ngo gahunda zashyirirweho kuzamura imibereho y'abaturage zishobore kugirira akamaro abazigenerwa.



### III.4.4 Impamvu serivisi z'imibereho myiza y'abaturage zitagenda neza

Ishusho 30: Impamvu serivisi z'imibereho myiza y'abaturage zitagenda neza



Aho byavuye: Anketi ya RGB, 2018

Impamvu ziza ku isonga zagaragajwe muri ubu bushakashatsi mu gutuma serivisi z'imibereho myiza y'abaturage zitagenda neza uko bikwiye, ni abayobozi babyitwaramo nabi, ikimenyane, akarengane na ruswa biri muri izi gahunda zose zabajijweho.

Ibi bishimangirwa n'ibiganiro byo mu matsinda aho byagaragaje ko izi gahunda zirimo inzitizi zikurikira: Uburyo bwo gutanga amasoko butanoze aho usanga abahabwa amasoko badafite ubushobozi bwo gukora ibikorwa bifite ireme bikavamo kutarangira n'ibirangiyeye ntibirambe

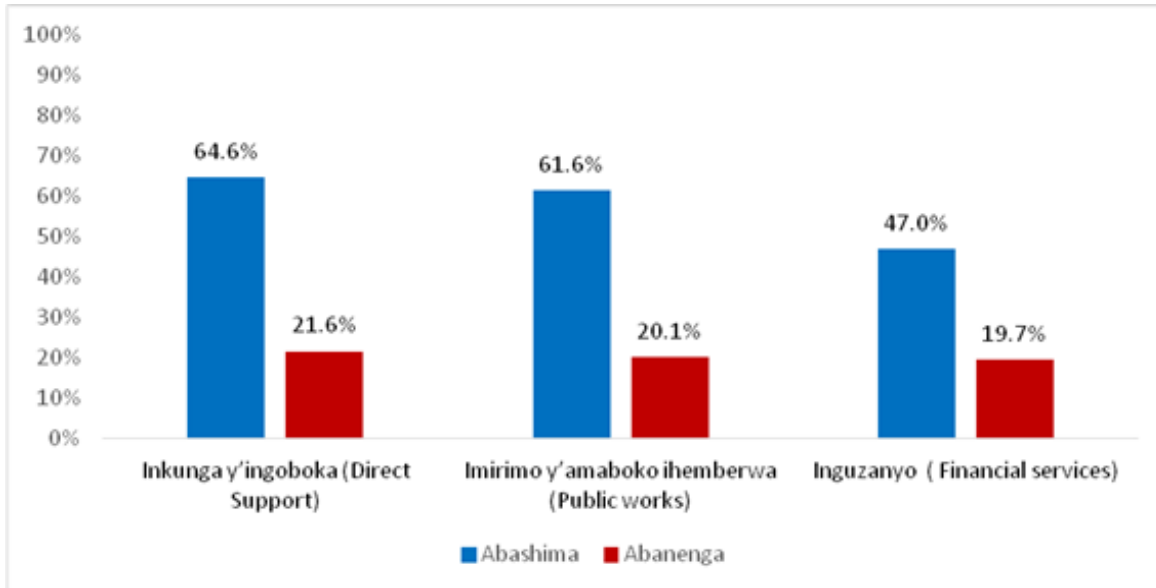
Uburyo bwo gutoranya abagenerwabikorwa butanoze aho usanga bamwe mu bayobozi bakoresha ikimenyane, icyenewabo na ruswa mu gukora urutonde rw'abagenerwabikorwa, no kuba hari aho abaturage batabigiramo

uruhare ndetse n'ibigenderwaho mu gutoranya abagenerwabikorwa bitanoze

Kudategura neza abagenerwabikorwa mu micungire y'inkunga bahabwa cyane cyane mu bahabwa inka muri Gahunda ya Girinka badafite ubumenyi n'ubushobozi bwo kuzitaho.

Kudakurikiranira hafi ishyirwamubikorwa ry'izi gahunda zo gufasha abatishoboye bituma habamo ibibazo ntibigaragare kare ngo bikemurwe bigatuma izi gahunda zitagera ku nshingano zazo. Ikindi cyagarutsweho ni bamwe mu bagenerwabikorwa badashaka kugira uruhare mu bibateza imbere bifuzaga guhora bahanze amaso leta n'abandi bafatanyabikorwa. Ibibituma abagenerwabikorwa badaha agaciro ibyo bahabwa bityo ntibabyiteho.

Ishusho 31: Uko abaturage babona ibikorwa bya gahunda ya VUP



Aho byavuye: Anketi ya RGB, 2018

Nk'uko iyi shusho ibyerekanaga, muri rusange biragaragara ko serivisi zitangwa muri VUP ziri ku gipimo kidashimishije. Inkunga y'ingoboka (Direct support) niyo bashima kurusha izindi naho serivisi y'inguzanyo niyo yishimirwa ku gipimo cyo hasi (financial services).

Mu biganiriro byo mu matsinda, serivisi y'inguzanyo (financial services) ku batishoboye ntishimiwe n'abaturage bitewe ahanini n'izi mpamvu zikurikira: kuba abaturage badafite ubushobozi bwo gukora imishinga ihabwa inguzanyo, inzira ndende mu kubona inguzanyo, inyungu ku nguzanyo (11%) iri hejuru, kuba bamwe mu baturage bayitiranye n'inkunga itishyurwa ndetse no kuba umubare munini wabo utazi ibirebana n'iyi gahunda.

Izindi mbogamizi zagaragajwe muri serivisi za VUP, ni ukutabonerwa inkunga y'ingoboka ku gihe ndetse no kutishyurira igihe abakora imirimo y'amaboko ihemberwa.



## INGAMBA

- ☛ Kunoza ibigenderwaho, uburyo bwo guhitamo abagenerwabikorwa ndetse no kuzamura uruhare rw'abaturage muri izi gahunda zo kwita ku batishoboye
- ☛ Kunoza uburyo bwo gutanga amasoko no gukurikirana ishyirwamubikorwa rya gahunda zo kwita kubatishoboye
- ☛ Gutegura neza abagenerwabikorwa mu micungire y'inkunga bahabwa cyane cyane muri gahunda ya Girinka
- ☛ Gutangira ku gihe inkunga y'ingoboka no kwishyurira ku gihe abakoze imirimo y'amaboko ihemberwa
- ☛ Gukomeza gukangurira abaturage kugira umuco wo kwigira mu rwego rwo kwiteza imbere no kwihesha agaciro

## IMBONERAHAMWE 16: UKO UTURERE DUHAGAZE MU BIREBANA N'IMIBEREHO MYIZA Y'ABATURAGE MU MYAKA IBIRI (2017 - 2018)

	AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1	Bugesera	64.2%	71.5%	▲ +7.3%
2	Burera	71.4%	81.6%	▲ +10.2%
3	Gakenke	68.4%	72.9%	▲ +4.5%
4	Gasabo	48.1%	76.9%	▲ +28.8%
5	Gatsibo	77.1%	67.3%	▼ -9.8%
6	Gicumbi	82.2%	78.6%	▼ -3.6%
7	Gisagara	57.5%	59.8%	▲ +2.3%
8	Huye	48.4%	58.6%	▲ +10.2%
9	Kamonyi	68.8%	74.1%	▲ +5.3%
10	Karongi	78.5%	52.8%	▼ -25.7%
11	Kayonza	59.2%	69.1%	▲ +9.9%
12	Kicukiro	38.3%	74.8%	▲ +36.5%
13	Kirehe	69.1%	69.8%	▲ +0.7%
14	Muhanga	61.0%	64.1%	▲ +3.1%
15	Musanze	74.8%	65.2%	▼ -9.6%
16	Ngoma	68.4%	67.9%	▼ -0.5%
17	Ngororero	72.9%	55.3%	▼ -17.6%
18	Nyabihu	80.3%	63.6%	▼ -16.7%
19	Nyagatare	59.0%	69.2%	▲ +10.2%
20	Nyamagabe	63.5%	56.0%	▼ -7.5%
21	Nyamasheke	42.5%	62.2%	▲ +19.7%
22	Nyanza	63.6%	72.2%	▲ +8.6%
23	Nyarugenge	45.0%	77.5%	▲ +32.5%
24	Nyaruguru	60.1%	63.1%	▲ +3.0%
25	Rubavu	71.0%	73.5%	▲ +2.5%
26	Ruhango	60.2%	69.3%	▲ +9.1%
27	Rulindo	70.8%	75.8%	▲ +5.0%
28	Rusizi	49.1%	61.9%	▲ +12.8%
29	Rutsiro	68.6%	61.2%	▼ -7.4%
30	Rwamagana	62.8%	72.5%	▲ +9.7%
	<b>IMPUZANDENGO</b>	<b>63.5%</b>	<b>68.2%</b>	<b>▲ +4.7%</b>

UMURYANGO N'IHOHOTERWA  
RISHINGIYE KU GITSINA

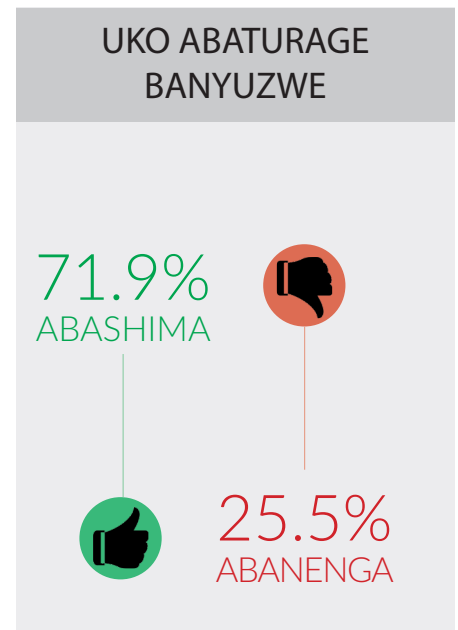
## III.5. Ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina

Icyiciro kireba umuryango n'ihohoterwa rishingiye ku gitsina cyibanze kuri ibi bikurikira: Abana b'abakobwa batwara inda zitateganijwe, guharika no gucana inyuma ku bashakanye, amakimbirane yo mu miryango, gutandukana kw'abashakanye, ikibazo cy'abana b'inzererezi, ikoreshwa ry'ibiyobyabwenge, gukoresha abana imirimo ivunanye, ubwicanyi mu miryango, no guha akato abafite ubumuga mu muryango

Harebwe kandi ibibazo by'ihohoterwa rishingiye ku gitsina bikurikira: guhoza ku nkeke no gutotezwa, gukubita no gukomeretsa, ihohoterwa rishingiye ku mutungo, gukoresha imibonano mpuzabitsina uwo mwashakanye atabishaka no gufata ku ngufu.

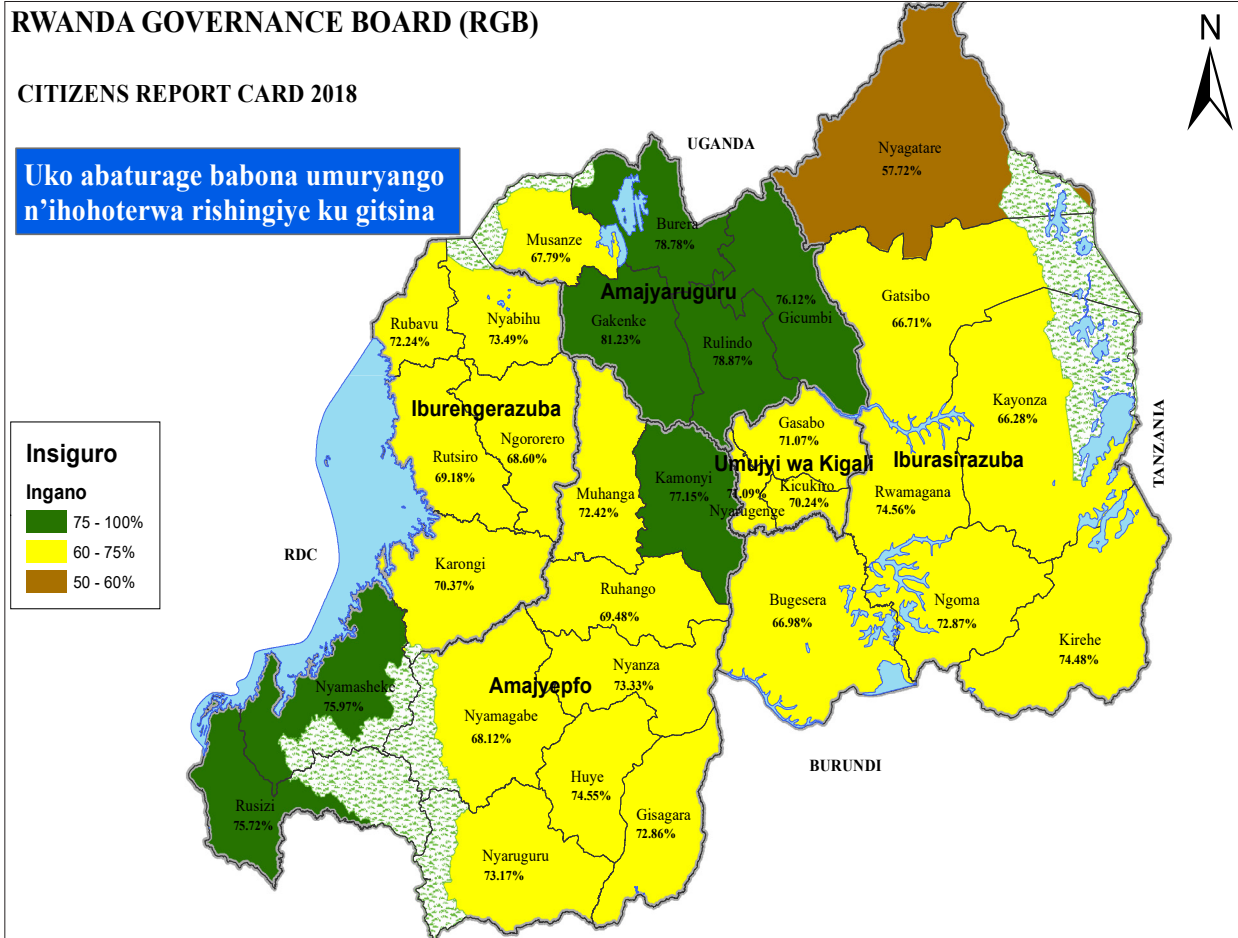
### III.5.1 Ibyavuye mu bushakashatsi ku muryango n'ihohoterwa rishingiye ku gitsina muri rusange

Muri rusange, ababajijwe bagaragaje ko bishimiye uko umuryango nyarwanda uhagaze ku gipimo cya 71.9%, muri bo abagabo bagera ku gipimo cya 74.0% naho abagore ni 70.4%. Abanenga bakaba ku gipimo cya 25.5%, muri bo abagabo ni 24.1% naho abagore bagera 26.5% .



Ikarita 12: Uko abatwage babona umuryango uhagaze muri rusange

Ikarita ikurikira irekama ibipimo by'uburyo abatwage bashima uko umuryango uhagaze muri buri karere.

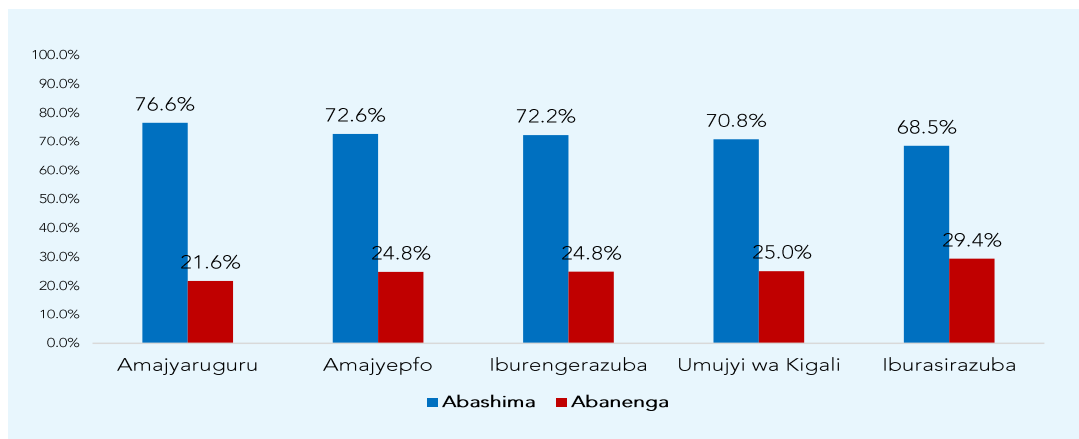


Aho byavuye: Anketi ya RGB, 2018

Ubushakashatsi bwagaragaje ko mu turere turindwi (7) abatwage banyuzwe ku gipimo kiri hejuru ya 75% aho ku isonga hari akarere ka Gakenke (81.23%). Uturere makumyabiri (22) turi ku gipimo kiri hagati ya 60% na 75%, naho akarere kamwe(1) ka Nyagatare kari ku gipimo cya 57.72%.

### III.5.2. Ibyavuye mu bushakashatsi ku muryango n'ibibazo by'ihohoterwa hakurikijwe intara

Ishusho 32: Uko abaturage babona umuryango n'ibibazo by'ihohoterwa hakurikijwe intara



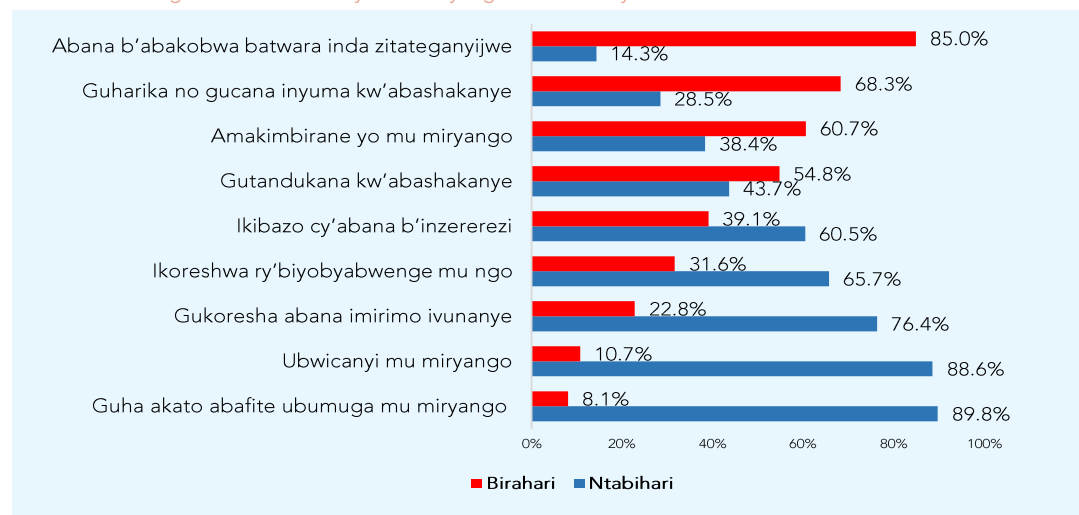
Aho byavuye: Anketi ya RGB, 2018

Iyi shusho iragaragaza ko muri rusange, abaturage babona ibibazo byo mu miryango n'ihohoterwa rishingiye ku gitsina bicyugarije umuryango nyarwanda. Intara y'Iburasirazuba niyo iri ku isonga mu bafite ibibazo byugarije umuryango.

Mu biganiryo byo mu matsinda bagaragajwe ko ibibazo byo mu miryango bikururwa ahanini n'ikoreshwa ry'ibiyobyabwenge, amakimbirane ashingiyeye ku butaka, ndetse n'ababyeyi bateshuka ku nshingano zo kurera abana biviramo abangavu guterwa inda abandi bakaba inzerezezi.

### III.5.3. Ubwiganze bw'ibibazo byo mu miryango bitandukanye

Ishusho 33: Ubwiganze bw'ibibazo byo mu miryango bitandukanye

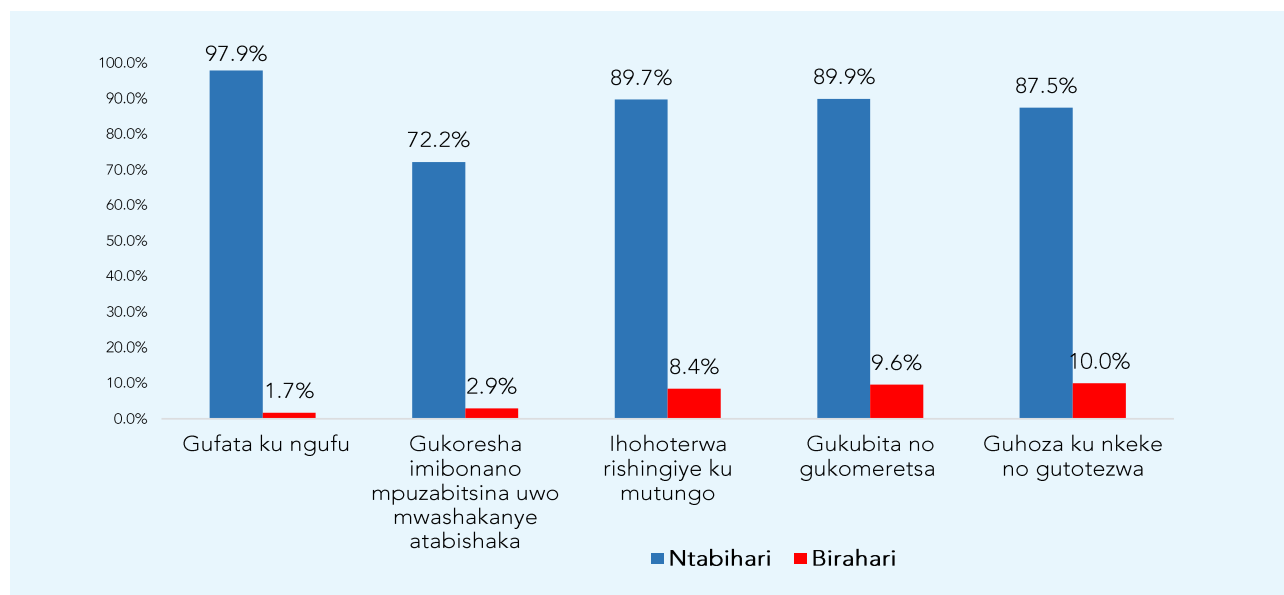


Aho byavuye: Anketi ya RGB, 2018

Nk'uko bigaragazwa n'ishusho iri hejuru, ndetse bigashimangirwa n'ibiganiro byo mu matsinda, bimwe muri ibi bibazo by'umuryango biza ari ingaruka z'ibindi. Guharika gucana inyuma no gutandukana kw'abashakanye niyo ntandaro y'amakimbirane yo mu miryango aribyo bikurura ibibazo byiganjemo inda ziterwa abangavu, ubuzererezi, ikoreshwa ry'ibiyobyabwenge ndetse n'ubusinzi.

### III.5.4. Uko abaturage babona ihohoterwa rishingiye ku gitsina

Ishusho 34: Uko abaturage babona ihohoterwa rishingiye ku gitsina



Aho byavuye: Anketi ya RGB, 2018

Ubu bushakashatsi bwerekanye muri rusange ko ihohoterwa rishingiye ku gitsina rikigaragara aho bavugako guhoza ku nkeke no gutoteza, kukubita no gukomeretsa ndetse n'ihohoterwa rishingiye ku mutungo aribyo biri ku isonga mu bibazo by'ihohoterwa rishingiye ku gitsina.

Mu biganirwa mu matsinda hagaragajwe ko kubana batarasezeranye byemewe n'amategeko ari kimwe mu bitera ihohoterwa mu miryango ndetse no kutumvikana ku ikoreshwa ry'umutungo w'urugo.

Ku birebana no gufata ku ngufu uwo mwashakanye no gufata ku ngufu muri rusange, byagaragaye ko ari kibazo kidakunze kuganirwa mu ruhamwe kuwagikorewe ariyo mpamvu imibare y'ibiyobyabwenge mu bushakashatsi igaragaza ko bidahari ku gipimo kiri hejuru.



#### INGAMBA

- Gushyira ingufu muri gahunda zo kurwanya ihohoterwa rishingiye ku gitsina iryo ari ryo ryose
- Gushyira ingufu muri gahunda zo kwishakamo ibisubizo nk' inteko z'abaturage n'umugoroba w'ababyeyi mu gukemura amakimbirane yo mu ngo no kwita ku burere bw'abana
- Gukomeza gushyiraho ingamba zihamye zo guca burundu ubusinzi n'ikoreshwa ry'ibiyobyabwenge
- Gukomeza gukangurira ababyeyi kwita ku nshingano zabo mu guha abana uburere bwiza
- Gukomeza kwigisha abana mu mashuri no mu miryango uburyo bwo kwirinda ababashuka n'ingaruka zabyo
- Gushyira ingufu mu gukangurira abantu gutinyuka kuvuga ku ihohoterwa ribakorerwa



IMBONERAHAMWE 17 UKO UTURERE DUHAGAZE MU BYEREKERANYE N'IBIZO MU MIRYANGO N'IHOHOTERWA RISHINGIYE KU GITSINA MU MYAKA IBIRI (2017 - 2018)

AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1 Bugesera	82.20%	82.2	▼ -15.2%
2 Burera	96.00%	96.0	▼ -17.2%
3 Gakenke	94.60%	94.6	▼ -13.4%
4 Gasabo	81.80%	81.8	▼ -10.7%
5 Gatsibo	85.80%	85.8	▼ -19.1%
6 Gicumbi	89.00%	89.0	▼ -12.9%
7 Gisagara	87.40%	87.4	▼ -14.5%
8 Huye	86.50%	86.5	▼ -11.9%
9 Kamonyi	90.60%	90.6	▼ -13.5%
10 Karongi	63.30%	63.3	▲ +7.1%
11 Kayonza	85.60%	85.6	▼ -19.3%
12 Kicukiro	77.80%	77.8	▼ -7.6%
13 Kirehe	88.60%	88.6	▼ -14.1%
14 Muhanga	92.10%	92.1	▼ -19.7%
15 Musanze	86.70%	86.7	▼ -18.9%
16 Ngoma	88.00%	88.0	▼ -15.1%
17 Ngororero	91.20%	91.2	▼ -22.6%
18 Nyabihu	66.70%	66.7	▲ +6.8%
19 Nyagatare	86.40%	86.4	▼ -28.7%
20 Nyamagabe	88.60%	88.6	▼ -20.5%
21 Nyamasheke	94.00%	94.0	▼ -18.0%
22 Nyanza	91.00%	91.0	▼ -17.7%
23 Nyarugenge	74.30%	74.3	▼ -3.2%
24 Nyaruguru	91.10%	91.1	▼ -17.9%
25 Rubavu	65.10%	65.1	▲ +7.1%
26 Ruhango	90.60%	90.6	▼ -21.1%
27 Rulindo	89.90%	89.9	▼ -11.0%
28 Rusizi	93.30%	93.3	▼ -17.6%
29 Rutsiro	88.20%	88.2	▼ -19.0%
30 Rwamagana	90.00%	90.0	▼ -15.4%
<b>IMPUZANDEN-GO</b>	<b>85.90%</b>	<b>85.9</b>	<b>▼ -14.0%</b>

3

INKINGI  
Y'IMIYOBORERE  
N'UBUTABERA

INZEGO Z'IBANZE

## IV.1. Serivisi zitangwa n'inzego z'ibanze

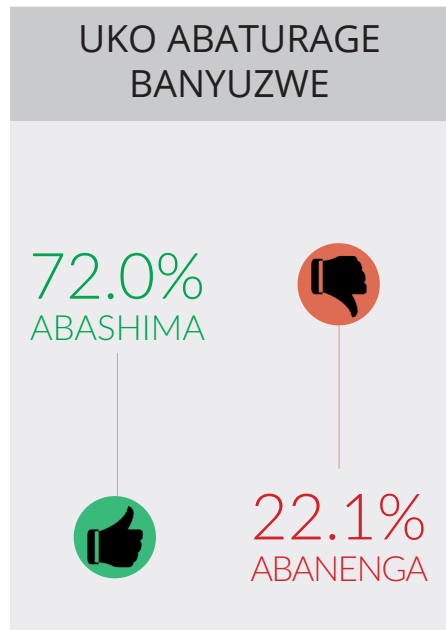
Inzego z'ibanze niho hatangirwa serivisi nyinshi kandi zitandukanye zihuza abaturage n'abayobozi mu buzima bwa buri muni. Ni naho kandi abaturage basobanurirwa gahunda za Leta zirebana n'imiyoborere ndetse bakagaragarizwa ibibakorerwa banashishikarizwa kubigiramo uruhare.

Ubu bushakashatsi bwibanze kuri serivisi zitangwa n'inzego z'ibanze zikurikira: kwakira abagana inzego z'ibanze, gusobanurira abaturage serivisi zitangwa naho zitangirwa, kwegera abaturage no kubakemurira ibibazo ku gihe, gusobanurira abaturage gahunda za Leta, gutanga ibyangombwa no kugaragariza abaturage ibibakorerwa.

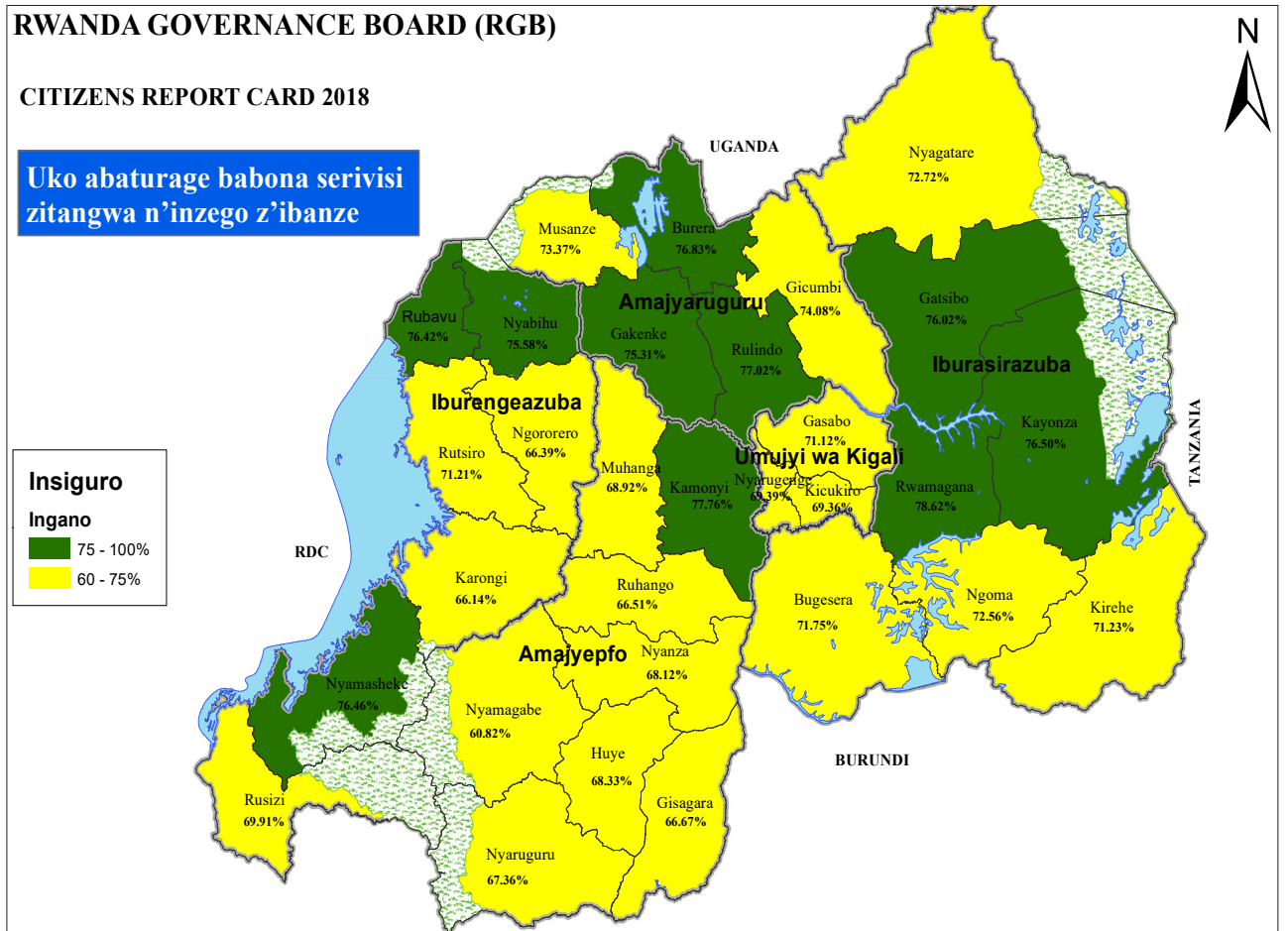
### IV.1.1. Ibyavuye mu bushakashatsi ku nzego z'ibanze muri rusange

Ubu bushakashatsi bwagaragaje ko abaturage bishimiye serivisi bahabwa n'inzego z'ibanze muri rusange ku gipimo kingana na 72.0%, muri bo abagabo ni 72.9% naho abagore bakaba 71.3%. Abanenga serivisi bahabwa mu nzego z'ibanze ni 22.1%, muri bo abagabo ni 21.6% naho abagore ni 22.4%.

Izi serivisi zasubiye inyuma ku kigero cya 13.70% ugereranije n'umwaka ushize wa 2017, aho abashima serivisi bahabwa ku nzego z'ibanze bari ku gipimo cya 85.60%. Mu biganiriro mu matsinda, abaturage bagaragaje ko hari aho serivisi zitaranoga nk'aho usanga abaturage bagisiragizwa mu gihe basaba serivisi ahandi ugasanga nta bikoresho by'ikoranabuhanga bihari kandi aribyo bikenerwa ngo batange serivisi.



Ikarita 13: Uko abaturage babona serivisi zitangwa n'inzego z'ibanze



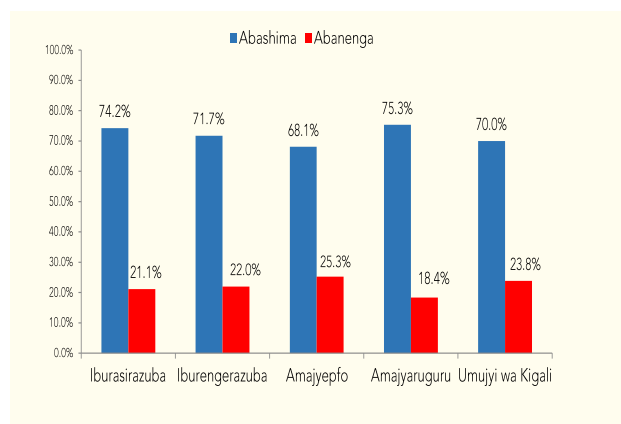
Aho byavuye: Anketi ya RGB, 2018

Nk'uko ikarita iri hejuru ibigaragaza, uturere cumi nitwo abaturage bishimiye serivisi ku gipimo kiri hejuru ya 75%. Akarere kaza ku isonga ni akarere ka Rwamagana ku gipimo cya 78.6% naho agafite igipimo kiri hasi ni Akarere ka Nyamagabe ku gipimo cya 60.8%

## IV.1.2. Uko abaturage bishimiye serivisi zitangwa n'inzego z'ibanze hakurikijwe Intara

Ibyavuye mu bushakashatsi kandi biragaragazwa hakurikijwe Intara mu rwego rwo guhuriza hamwe imikorere nk'Intara mu kuzamura ahagaragara ko abaturage banenga serivisi bahabwa no kurushaho gusigasira ibyo bashima.

Ishusho 35: Uko abaturage bishimiye serivisi zitangwa n'inzego z'ibanze hakurikijwe Intara



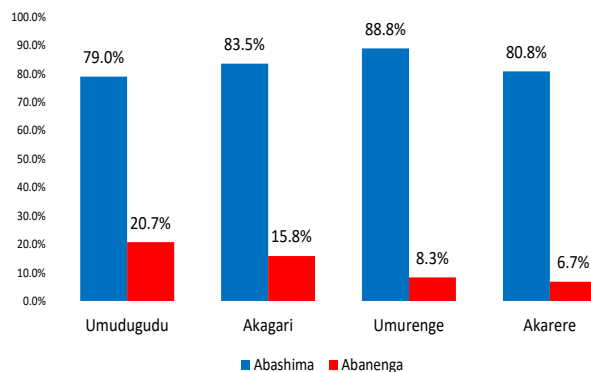
Aho byavuye: Anketi ya RGB, 2018

Iyi shusho iri hejuru iragaragaza ko uretse Intara y'Amajyaruguru niyo iza ku isonga mu kwishimira serivisi bahabwa n'inzego z'ibanze ari mu gihe iy'Amajepfo ariyo ifite umubare muto w'abashima.

## IV.1.3. Imikorere y'inzego z'ibanze

Muri politiki y'Igihugu yo kwegera ubuyobozi n'ubushobozi abaturage ikigamijwe cya mbere ni ukugirango umuturage ahabwe serivisi inoze kandi imwegereye. Ikindi ni uko binoza imikorere y'inzego zegereye abaturage. Muri ubu bushakashatsi harebwe uko abaturage babona imikorere y'inzego z'ibanze (Akarere, Umurenge, Akagari n'Umudugudu).

Ishusho 36: Uko abaturage babona imikorere y'inzego z'ibanze



Aho byavuye: Anketi ya RGB, 2018

Nk'uko iyi shusho yo hejuru ibigaragaza, urwego rw'umurenge nirwo rukomeje gushimwa n'abaturage kurusha izindi ku gipimo cya 88.8% kuko n'umwaka wa 2017 rwazaga ku isonga ku gipimo cya 86.2. Nubwo urwego rw'Akarere arirwo rushimwa ku gipimo kiri hasi ugereraniye n'izindi nzego ni narwo rwagize impinduka ishimishije aho rwavuye ku gipimo cya 68.3% rukagera ku gipimo cya 80.8%.

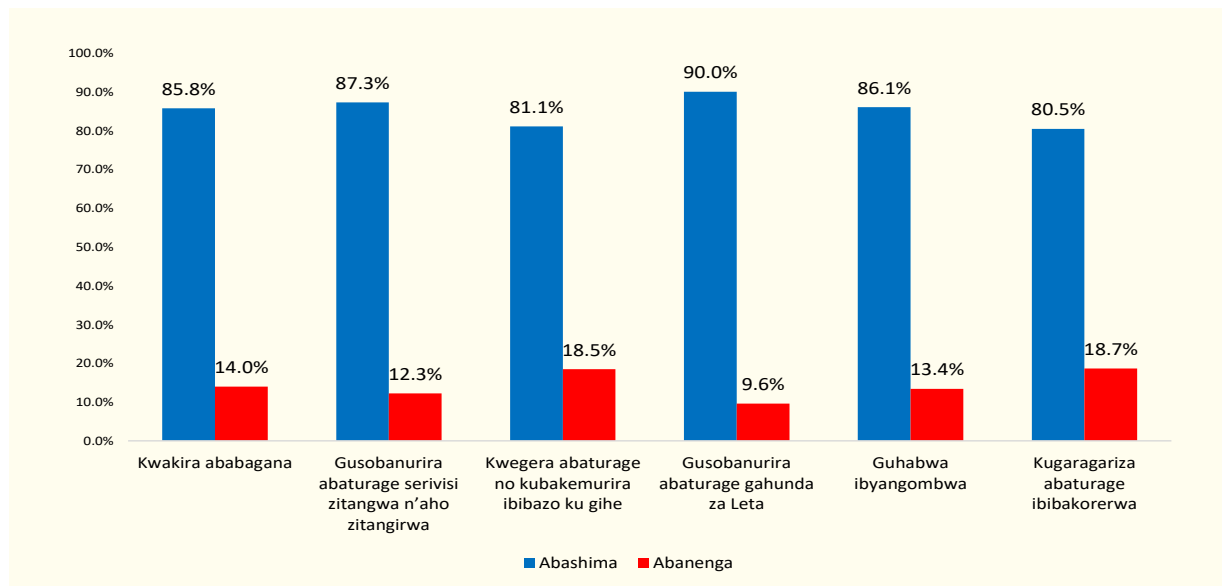
Nubwo umudugudu ari urwego rw'ubukangurambaga, muri ubu bushakashatsi abaturage bagaragaje uko babona imikorere yarwo. Kuba igipimo kiri hasi ugereraniye n'izindi nzego nuko ari abayobozi bo ku rwego rw'umudugudu ari abakorerebushake baba bafite iyindi mirimo kandi bakaba batagira aho bakorera.

Mu biganiriro byo mu matsinda, hagaragajwe ko iyi mpinduka yatwe ahanini n'uko abayobozi barushijeho kwegera abaturage no kubaha ijamba mu bibakorerwa. Ikindi cyagaragajwe ni uko ku rwego rw'Akagari hatangirwa serivisi nyinshi kandi hari abakozi bake, ibikorwaremezo by'ibanze n'ibikorere bidahagije cyane cyane iby'ikoranabuhanga.

Muri rusange ikindi cyagaragajwe mu nzego z'ibanze ni icy'abakozi badashyirwa mu myanya kandi bagaragara ku mbonerahamwe y'imyanya y'imirimo (Structure). Ibi bituma hari abakozi bagira akazi kenshi bitewe no guhurizwaho inshingano zitandukanye bityo ntibahe abaturage serivisi inoze kandi ku gihe.

#### IV.1.4. Zimwe muri serivisi zitangwa n'inzego z'ibanze

Ishusho 37: Uko abaturage babona zimwe muri serivisi zitangwa n'inzego z'ibanze



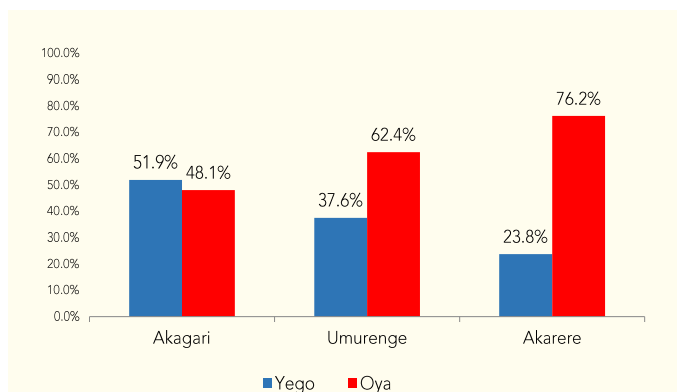
Aho byavuye: Anketi ya RGB, 2018

Iyi shusho iri hejuru iragaragaza ko muri rusange abaturage bashima serivisi bahabwa ku nzego z'ibanze kuko serivisi zose zishimwa ku gipimo kiri hejuru ya 80%. Gubasobanurira gahunda za Leta nicyo kiza kw'isonga mu gushimwa n'abaturage benshi.

#### IV.1.5. Ubumenyi kuri Njyanama

Njyanama ni rumwe mu nzego zihagararira abaturage ndetse ruzamura ijwi ry'umuturage mu nzego zifata ibyemezo. Iyo abaturage bazi ababahagararira n'uruhare rwabo mu igenamigambi no gufata ibyemezo rurushaho kugaragara. Ishusho ikurikira iratugaragariza uko ababajijwe bazi urwego rwa Njyanama guhera ku Kagari kugera ku Karere.

Ishusho 38: Uko abaturage bazi Njyanama



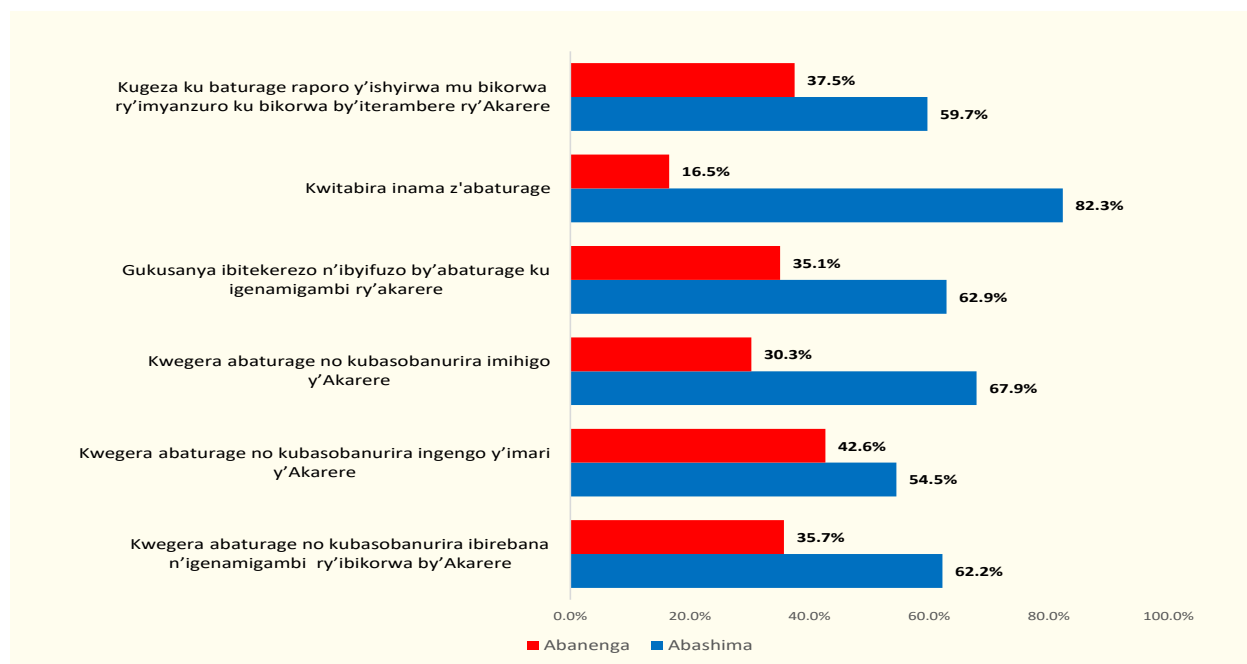
Aho byavuye: Anketi ya RGB, 2018

Muri rusange, urwego rwa nnyanama biragaragara ko abaturage benshi bataruzi. Nk'uko iyi shusho yo hejuru ibigaragaza, Nnyanama y'Akarere niyo izwi n'umubare munini w'abaturage ugereraniye n'iyi ku zindi nzego. Ibi kandi birahuzira n'ibyavuye mu bukashakashatsi bwa CRC ya 2017. Kuba ubumenyi kuri Nnyanama buri hasi ahanini biterwa nuko abajyanama bategera abaturage babatoye mu buryo bwo gukusanya ibitekerezo n'ibyifuzo byabo ndetse no kubagezeho imyanzuro n'ibyemezo bifatirwa mu nama nnyanama.

#### IV.1.6. Imikorere ya Nnyanama

Ku bagaragaje ko bazi urwego rwa Nnyanama z'aho batuye, bagaragaje uko babona imikorere yabo irimo: Kugeza ku baturage raporo y'ishyirwa mu bikorwa ry'imyanzuro ku bikorwa by'iterambere ry'Akarere, Kwitabira inama z'abaturage, Gukusanya ibitekerezo n'ibyifuzo by'abaturage ku igenamigambi ry'Akarere, Kwegera abaturage no kubasobanurira imihigo y'Akarere, ingengo y'imari y'Akarerendetse n'igenamigambi ry'ibikorwa by'Akarere.

Ishusho 39: uko abaturage babona imikorere ya Nnyanama



Aho byavuye: Anketi ya RGB, 2018

Iyi shusho iratwerekako ko mu bemeje ko bazi urwego rwa nnyanama, bagaragaje ko ibikeneye gushyirwamo imbaraga kurusha ibindi ari ibi bikurikira: kwegera abaturage no kubasobanurira igenamigambi, ingengo y'imari n'imihigo y'Akarere ndetse no kugeza ku baturage raporo y'ishyirwa mu bikorwa ry'imyanzuro ku bikorwa by'iterambere ry'Akarere.





## INGAMBA

- ☛ Kongerera ubushobozi urwego rw'Akagari haba mu bakozi, ibikorwaremezo ndetse ibikoresho
- ☛ Kunoza serivisi z'irembo n'ibikorwaremezo bizishamikiyeho
- ☛ Kwihutisha gushyira abakozi mu myanya hagendewe ku mbonerahamwe y'imyanya y'imirimo
- ☛ Gukomeza kwegera abaturage no kubakemurira ibibazo ku gihe
- ☛ Abajyanama bakwiye kurushaho kwegera abaturage n'ubuyobozi bukarushaho kuborohera muri icyo gikorwa

## IMBONERAHAMWE 18: UKO UTURERE DUHAGAZE MURI SERIVISI Z'INZEGO Z'IBANZE MU MYAKA IBIRI (2017 - 2018)

	AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1	Gasabo	82.10%	71.12%	▼ -11.0%
2	Kicukiro	79.40%	69.36%	▼ -10.0%
3	Nyarugenge	78.60%	69.39%	▼ -9.2%
4	Gisagara	79.80%	66.67%	▼ -13.1%
5	Huye	73.10%	68.33%	▼ -4.8%
6	Kamonyi	91.30%	77.76%	▼ -13.5%
7	Muhanga	86.20%	68.92%	▼ -17.3%
8	Nyamagabe	80.90%	60.82%	▼ -20.1%
9	Nyanza	84.90%	68.12%	▼ -16.8%
10	Nyaruguru	82.70%	67.36%	▼ -15.3%
11	Ruhango	84.80%	66.51%	▼ -18.3%
12	Karongi	84.30%	66.14%	▼ -18.2%
13	Ngororero	88.90%	66.39%	▼ -22.5%
14	Nyabihu	90.30%	75.58%	▼ -14.7%
15	Nyamasheke	84.70%	76.46%	▼ -8.2%
16	Rubavu	90.80%	76.42%	▼ -14.4%
17	Rusizi	85.50%	69.91%	▼ -15.6%
18	Rutsiro	78.70%	71.21%	▼ -7.5%
19	Burera	91.30%	76.83%	▼ -14.5%
20	Gakenke	90.40%	75.31%	▼ -15.1%
21	Gicumbi	88.00%	74.08%	▼ -13.9%
22	Musanze	86.70%	73.37%	▼ -13.3%
23	Rulindo	90.20%	77.02%	▼ -13.2%
24	Bugesera	85.10%	71.75%	▼ -13.4%
25	Gatsibo	85.90%	76.02%	▼ -9.9%
26	Kayonza	89.30%	76.50%	▼ -12.8%
27	Kirehe	91.50%	71.23%	▼ -20.3%
28	Ngoma	89.80%	72.56%	▼ -17.2%
29	Nyagatare	82.00%	72.72%	▼ -9.3%
30	Rwamagana	89.60%	78.62%	▼ -11.0%
	<b>IMPUZANDENGO</b>	<b>85.60%</b>	<b>71.86%</b>	<b>▼ -13.7%</b>

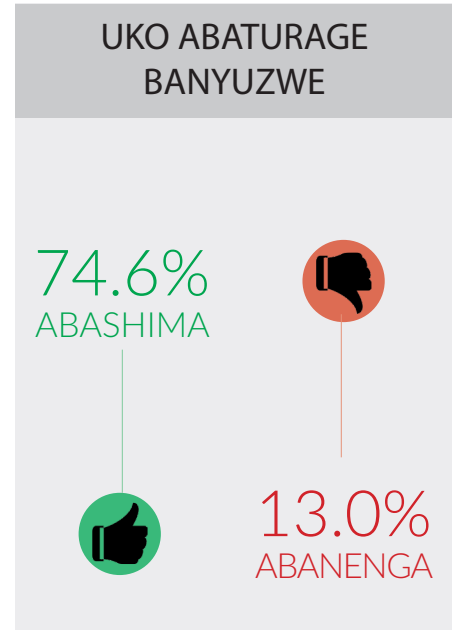
UBUTABERA

## IV.2. Serivisi z'Ubutabera

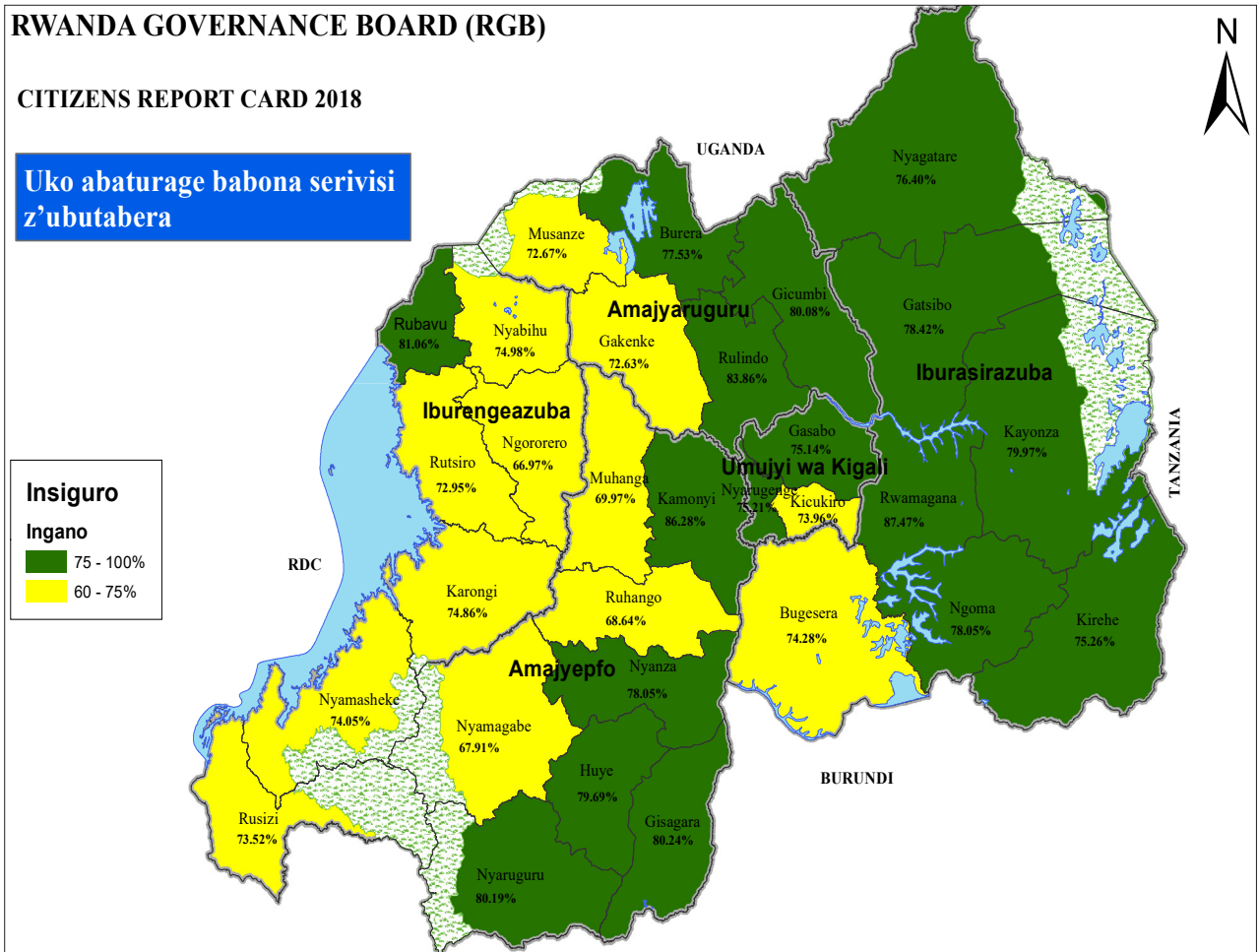
Zimwe muri serivisi z'ubutabera zakoreweho ubushakashatsi ni izi zikurikira: Kutabogama kw'inzego z'ubucamanza, ifunga n'ifungura ry'ukekwaho icyaha, ubwunganizi mu mategeko ku batishoboye, gutanga no gukurikirana ikirego hakoreshejwe ikoranabuhanga, kurangiza imanza, kwihutisha imanza ndetse na serivisi za Noteri.

### IV.2.1. Ibyavuye mu bushakashatsi ku butabera muri rusange

Ubu bushakashatsi bwagaragaje ko abaturage bashima serivisi z'ubutabera ku kigero cya 76.4% kivuye kuri 74.3% mu mwaka wa 2017. Muri bo abagabo bashima ku gipimo cya 76.8% naho abagore ni 76.2%. Abanenga bari ku gipimo cya 13% muri bo abagabo 12.1% naho abagore ni 13.8%.



Ikarita 14: Uko abaturage babona serivisi z'ubutabera



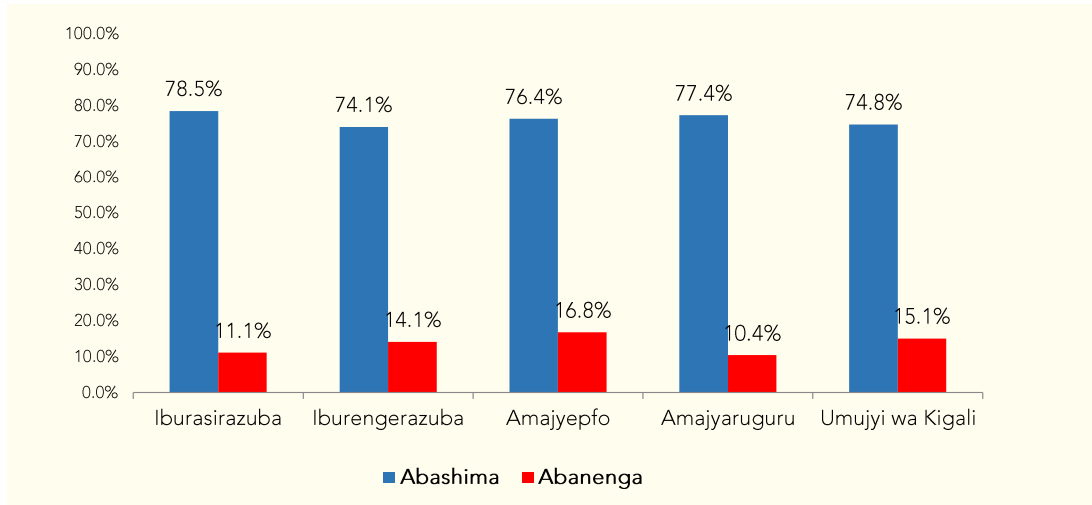
Aho byavuye: Anketi ya RGB, 2018

Nk'uko ikarita iri hejuru ibyerekana, uturere cumi n'umunani nitwo abaturage bishimiye serivisi z'ubutabera ku gipimo kiri hejuru ya 75%. Akarere kaza ku isonga ni akarere ka Rwamagana ku gipimo cya 87.5% naho agafite igipimo kiri hasi ni Akarere ka Ngororero ku gipimo cya 66.9%. Intara y'Iburengerazuba niyo afite uturere twinshi dushima ku gipimo gishimishije kuko uretse Bugesera iri ku gipimo cya 74.28% utundi turere twose turi hejuru ya 75%.

Ku rundi ruhande, Intara y'Iburengerazuba ikaba ariyo ifite uturere twinshi tw'abashima bari muni ya 75%. Kuko uturere twose bw'Iburengerazuba uretse Rubavu iri ku gipimo cya 81% utundi dusigaye twose turi muni ya 75%. Nyamagabe yo mu ntara y'Amajepfo ikaba ariyo iza inyuma mu gushima serivisi z'ubutabera kuko iri ku gipimo cya 67.9%.

## IV.2.2. Ibyavuye mu bushakashatsi ku butabera hakurikijwe Intara

Ishusho 40: Uko abaturage babona serivisi z'ubutabera hakurikijwe Intara

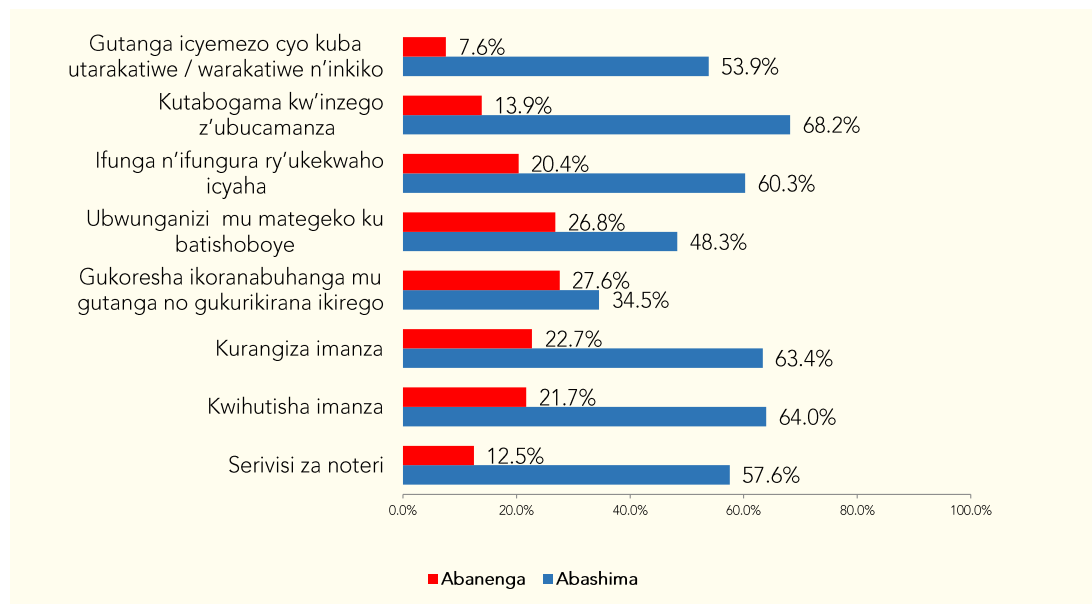


Aho byavuye: Anketi ya RGB, 2018

Ishusho iri hejuru iragaragaza Mu ntara zose abaturage bagaragaje ko bashima serivisi z'ubutabera bahabwa ku kigero kiri hejuru ya 70%. Intara y'Iburasirazuba niyo iza ku isonga mu bashima izi serivisi.

## IV.2.3. Serivisi z'ubutabera zitandukanye zakoreweho ubushakashatsi

Ishusho 41: Uko abaturage babona serivisi z'ubutabera zitandukanye



Aho byavuye: Anketi ya RGB, 2018

Nubwo iyi shusho iri hejuru igaragaza ko muri rusange serivisi z’ubutabera zakozweho zitari ku gipimo gishimishije zagize impinduka igaragara ugereranije n’umwaka wa 2017.

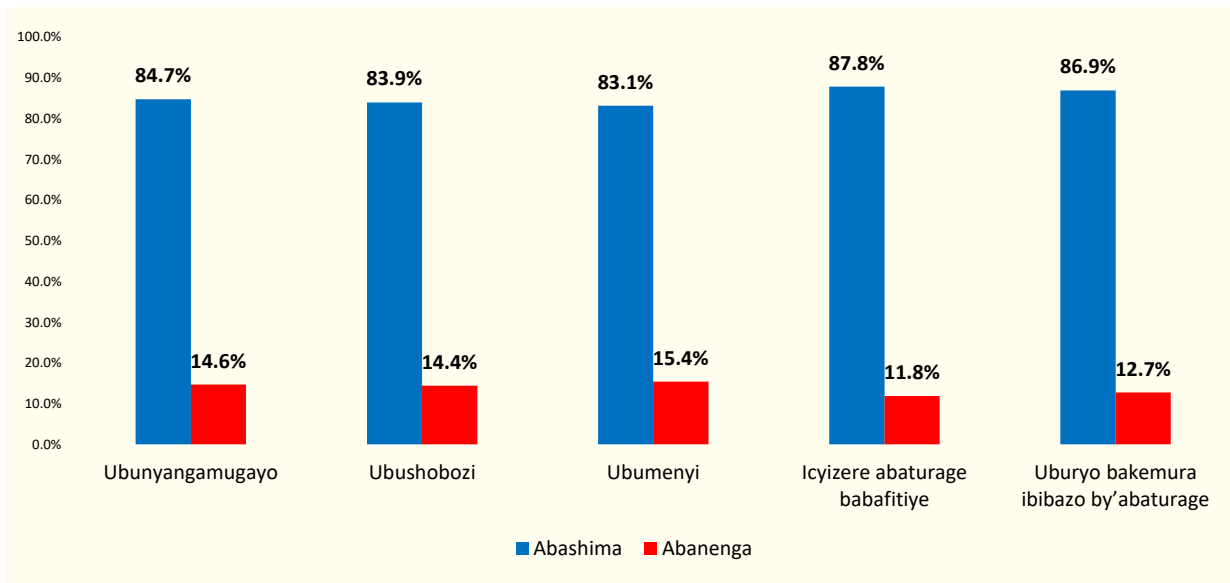
Hari serivisi bigaragara ko zikenewe gushyirwamo imbaraga arizo zikurikira: Gutanga no gukurikirana ikirego hakoreshejwe ikoranabuhanga, ubwunganizi mu mategeko ku batishoboye, kwihutisha imanza, kurangiza imanza ndetse n’ifunga n’ifungura ry’ukekwaho icyaha.

Mu biganiri mu matsinda, bagaragaje ko gukoresha ikoranabuhanga mu gutanga ikirego abenshi batarabimenya ndetse hakaba hari n’imbogamizi y’aho ibikorwaremezo by’amashanyarazi n’ikoranabuhanga bitaragezwa. Mu birebana n’ubwunganizi mu mategeko, byagaragajwe ko bamwe mu baturage batabuzintibanamenye n’urwego bakwegera.

#### IV.2.4. Imikorere y’abunzi

Abunzi ni urwego rufitiye akamaro kanini abaturage mu kubegereza ubutabera ndetse imikorere yabo ikomeje gushimwa nabo. Mu bushakashatsi abaturage bagaragaje uko babona imikorere yabo bagendeye ku bunyangamugayo, ubushobozi, ubumenyi, icyizere babafitiye ndetse no ku buryo babakemurira ibibazo.

Ishusho 42: Uko abaturage babona Imikorere y’abunzi



Aho byavuye: Anketi ya RGB, 2018

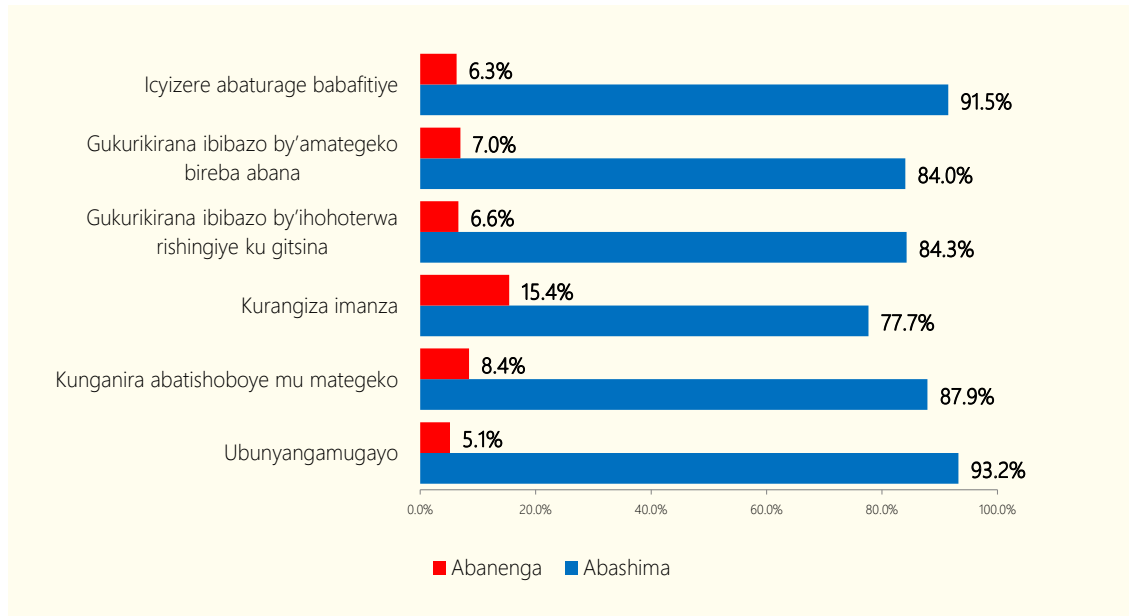
Ishusho iri hejuru iratwerekako abaturage bashima imikorere y’abunzi ku gipimo kiri hejuru ya 80%. Ikiri ku isonga ni icyizere bafitiye n’abaturage.

Mu biganiri mu matsinda bagaragaje ko harimo bamwe mu bunzi ubumenyi buhagije ariko ko ku bufatanye bw’inzego z’ibanze n’urwego rwa MAJ bagenerwa amahugurwa.

#### IV.2.5. Uko abaturage babona imikorere ya MAJ

MAJ ni urwego rwashyiriweho kunganira abatishoboye mu butabera. Ku bagaragaje ko bazi urwego rwa MAJ, bagaragaje uko babona imikorere yabo tugendeye kuri serivisi batanga zitandukanye zirimo: Gukurikirana ibibazo by’amategeko bireba abana n’ibyihoterwa rishingiye ku gitsina, kurangiza imanza, no kunganira abatishoboye mu mategeko. Harebwe kandi ku bunyangamugayo bwabo ndetse n’icyizere abaturage babafitiye. Ibyavuyemo biragaragazwa n’ishusho ikurikira.

## Ishusho 43: Uko abaturage babona imikorere ya MAJ



Aho byavuye: Anketi ya RGB, 2018

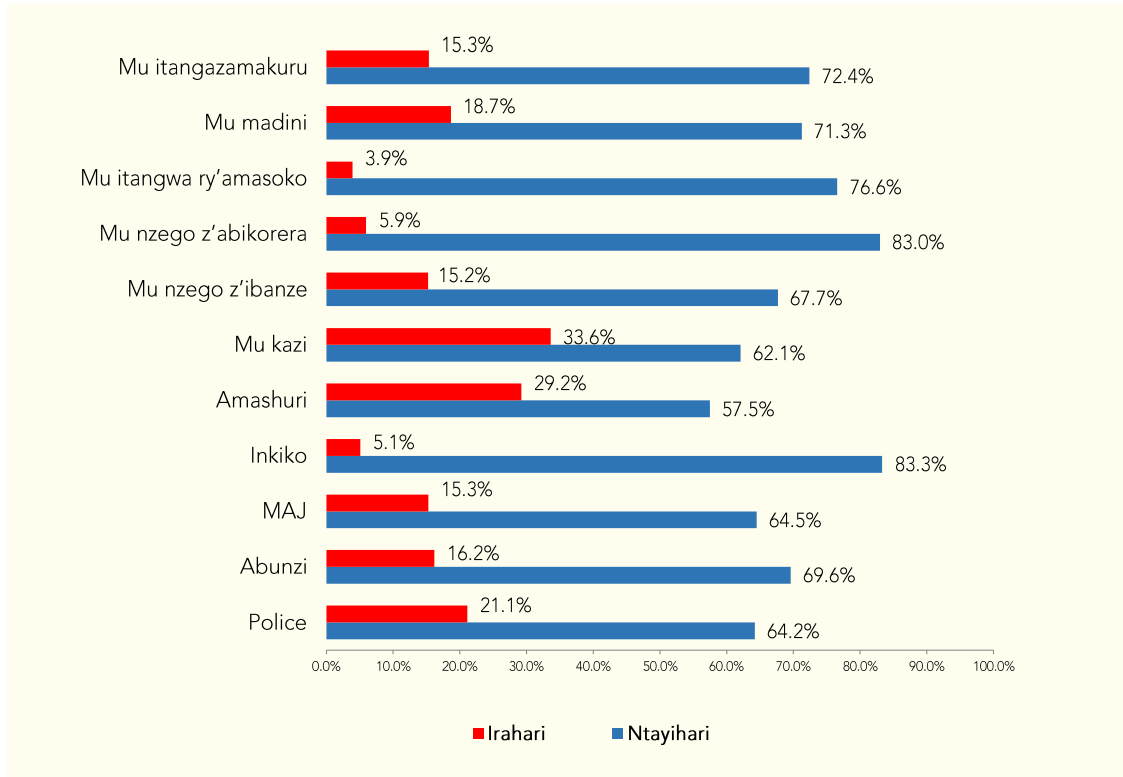
Iyi shusho iratwerekako ko mu bemeje ko bazi urwego rwa MAJ n'imikorere yarwo, bashima ku gipimo cyo hejuru imikorere yarwo ndetse ibipimo bikaba byarazamutse ugereranije n'umwaka wa 2017. Serivisi yo kurangiza imanza niyo yagaragajwe ko ikeneye kongerwamo imbaraga. Ibiganiro mu matsinda, byagaragajwe ko iyi serivisi ibangamiwe no kutabona inyoroshyangendo ku bakazi ba MAJ ndetse n'abaturage bigora kubona inyishyu mu gihe cyo kurangiza imanza.

#### IV.2.6. Ruswa mu nzego za Leta

Muri ubu bushakashatsi, abaturage bagaragaje uko ruswa yiganje mu nzego za Leta zirimo: polisi, abunzi, MAJ, amashuri, mu kazi, mu nzego z'ibanze mu nzego z'abikorera, mu itangwa ry'amasoko, mu madini, mu itangazamakuru. Ibyavuyemo biri ku ishusho ikurikira.



Ishusho 44: Uko abaturage babona ruswa mu nzego za Leta



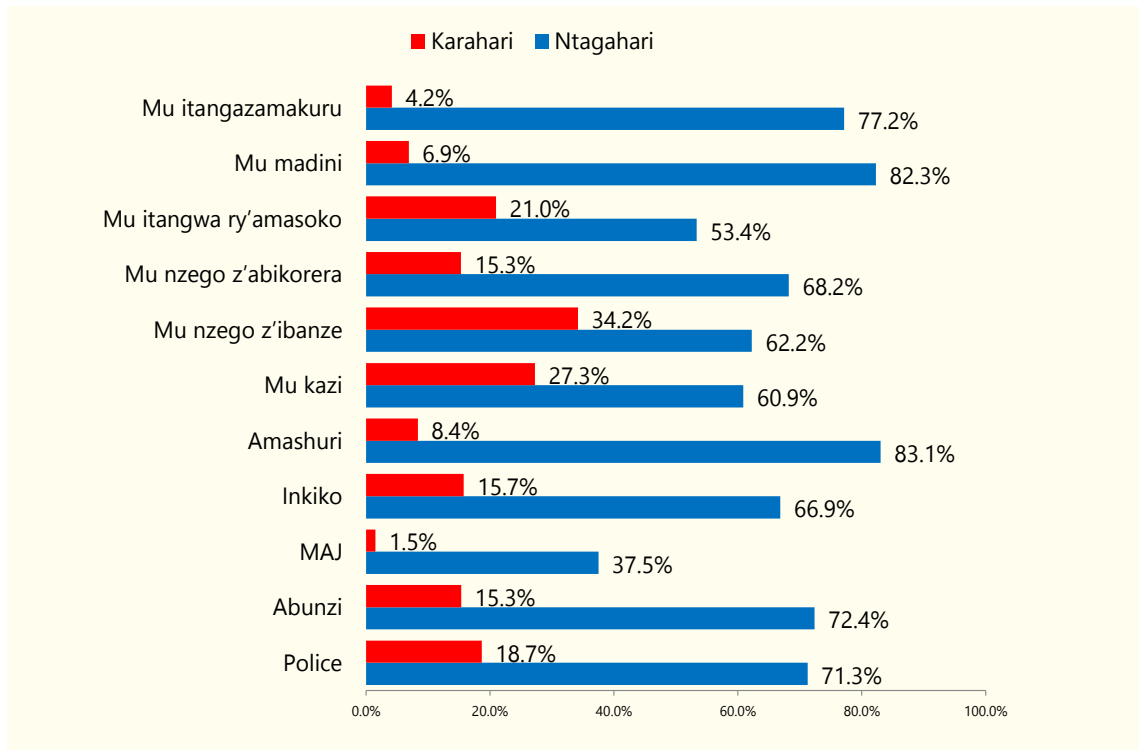
Aho byavuye: Anketi ya RGB, 2018

Nk'uko iyi shusho ibigaragaza, urwego rw'inkiko nirwo bashima kurusha izindi. Inzego bagaragaje ko zikiganjemo ruswa ni: mu kazi, mu mashuri, muri polisi no mu madini n'amatorero. Mu biganiryo byo mu matsinda abaturage bagaragaje ko ruswa ihari nubwo ari nke ndetse ko uburyo isabwamo buhishe cyane kuko bikorwa mu ibanga rikomeye.

#### IV.2.7. Akarengane mu nzego za Leta

Ubushakashatsi bwagaragaje akarengane muri zimwe mu nzego zirimo: polisi, abunzi, MAJ, amashuri, mu kazi, mu nzego z'ibanze mu nzego z'abikorera, mu itangwa ry'amasoko, mu madini, mu itangazamakuru. Ibyavuyemo biri ku ishusho ikurikira.

Ishusho 45: Uko abaturage babona akarengane mu nzego za Leta



Aho byavuye: Anketi ya RGB, 2018

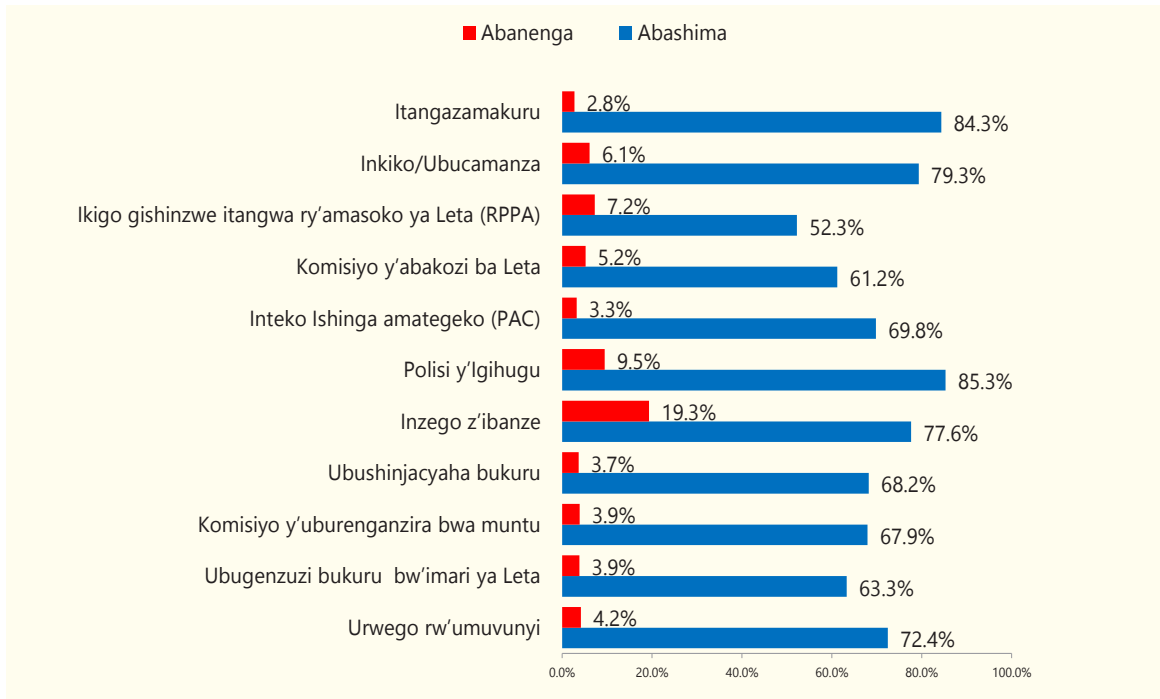
Nk'uko iyi shusho ibigaragaza abaturage bagaragaje ko akarengane kiganje mu nzego z'ibanze, mu kazi no mu itangwa ry'amasoko.

Mu biganiriro mu matsinda bagaragaje ko akarengane mu nzego z'ibanze gaterwa cyane cyane no gusiragiza abaturage hamwe na hamwe naho mu kazi no mu itangwa ry'amasoko biterwa ahanini no kuba abaturage batumva uburenganzira bwabo uko bikwiye.

#### IV.2.8. Imikorere y'inzeho mu kurwanya ruswa n'akarengane

Nubwo hari ahakirangwa ruswa n'akarengane, hari inzeho zashyizweho zo gukumira no kuyirwanya harimo: Urwego rw'umuvunyi, Ubugenzuzi bukuru bw'imari ya Leta, Komisiyo y'uburenganzira bwa muntu, Ubushinjacyaha bukuru, Inzego z'ibanze, Polisi y'Igihugu, Inteko Ishinga amategeko (PAC), Komisiyo y'abakozi ba Leta, Ikigo gishinzwe itangwa ry'amasoko ya Leta (RPPA), Inkiko/Ubucamanza, Itangazamakuru.

## Ishusho 46: Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane



Aho byavuye: Anketi ya RGB, 2018

Nk'uko bigaragazwa n'ibavuye mu bushakashatsi kuri iyi shusho, Polisi y'igihugu n' Itangazamakuru niyo abaturage bashima imikorere yayo mu kurwanya ruswa n'akarengane ku bipimo byo hejuru.

Ibiganiro byo mu matsinda bagaragaje ko nubwo Polisi y'Igihugu iri mu nzego zagaragaweho ruswa ni nayo iza ku isonga mu kurwanya ruswa n'akarengane.

Itangazamakuru naryo barishima ko ari umuyoboro mwiza wo kurwanya ruswa n'akarengane bitewe ahanini n'uko bashyira ku mugaragaru abagaragawehon'ibyo byaha.



## INGAMBA

- ☛ Kunoza no gusobanurira abaturage serivisi yo gukoresha ikoranabuhanga mu gutanga no gukurikirana ikirego mu nkiko
- ☛ Urwego rw' Abunzi rukeneye kongererwa ibikoresho naho gukorera ndetse n'uburyo bunoze bwo gushyingura inyandiko
- ☛ Gushyiraho uburyo bwo korohereza abakozi ba MAJ kugirango barushyiraho kwegera abaturage
- ☛ Gushyiraho ingamba zihamye zo kwihutisha imanza no kuzirangiza
- ☛ Kurushaho kongera imbaraga mu kurandura burundu ruswa n'akarengane cyane cyane mu nzego z'ibanze.

IMBONERAHAMWE 19: UKO UTURERE DUHAGAZE MU BUTABERA MU MYAKA IBIRI (2017 - 2018)

	AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1	Gasabo	66.0%	75.1%	▲ +9.1%
2	Kicukiro	60.9%	74.0%	▲ +13.1%
3	Nyarugenge	62.1%	75.2%	▲ +13.1%
4	Gisagara	70.1%	80.2%	▲ +10.1%
5	Huye	66.6%	79.7%	▲ +13.1%
6	Kamonyi	80.5%	86.3%	▲ +5.8%
7	Muhanga	71.8%	70.0%	▼ -1.8%
8	Nyamagabe	72.4%	67.9%	▲ -4.5%
9	Nyanza	71.4%	78.0%	▲ +6.6%
10	Nyaruguru	67.3%	80.2%	▲ +12.9%
11	Ruhango	72.4%	68.6%	▼ -3.8%
12	Karongi	74.0%	74.9%	▲ +0.9%
13	Ngororero	79.2%	67.0%	▼ -12.2%
14	Nyabihu	73.4%	75.0%	▲ +1.6%
15	Nyamasheke	73.7%	74.1%	▲ +0.4%
16	Rubavu	85.0%	81.1%	▼ -3.9%
17	Rusizi	69.2%	73.5%	▲ +4.3%
18	Rutsiro	78.4%	72.9%	▼ -5.5%
19	Burera	93.4%	77.5%	▼ -15.9%
20	Gakenke	85.8%	72.6%	▼ -13.2%
21	Gicumbi	76.1%	80.1%	▲ +4.0%
22	Musanze	76.2%	72.7%	▼ -3.5%
23	Rulindo	79.1%	83.9%	▲ +4.8%
24	Bugesera	76.5%	74.3%	▼ -2.2%
25	Gatsibo	66.8%	78.4%	▲ +11.6%
26	Kayonza	65.3%	80.0%	▲ +14.7%
27	Kirehe	82.8%	75.3%	▼ -7.5%
28	Ngoma	83.7%	78.0%	▼ -5.7%
29	Nyagatare	67.1%	76.4%	▲ +9.3%
30	Rwamagana	83.3%	87.5%	▲ +4.2%
	IMPUZANDENGO	74.3%	76.4%	▲ +2.1%

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

## IV.3. Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego

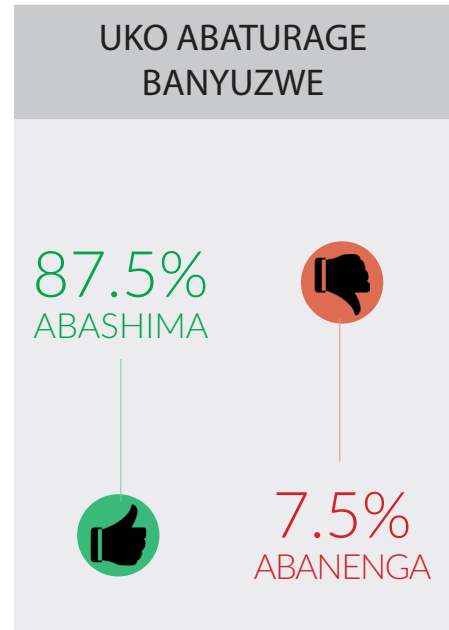
Kimwe mu biranga imiyoborere myiza, ni Igihugu cyubahiriza amahame y'imiyoborere ndetse bizamura icyizere cy'abaturage no gufatanya nabo mu bikorwa bya buri munsu. Iki gipimo nacyo kiri mu byakozweho ubushakashatsi

### IV.3.1. Ibyavuye mu bushakashatsi ku iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi muri rusange

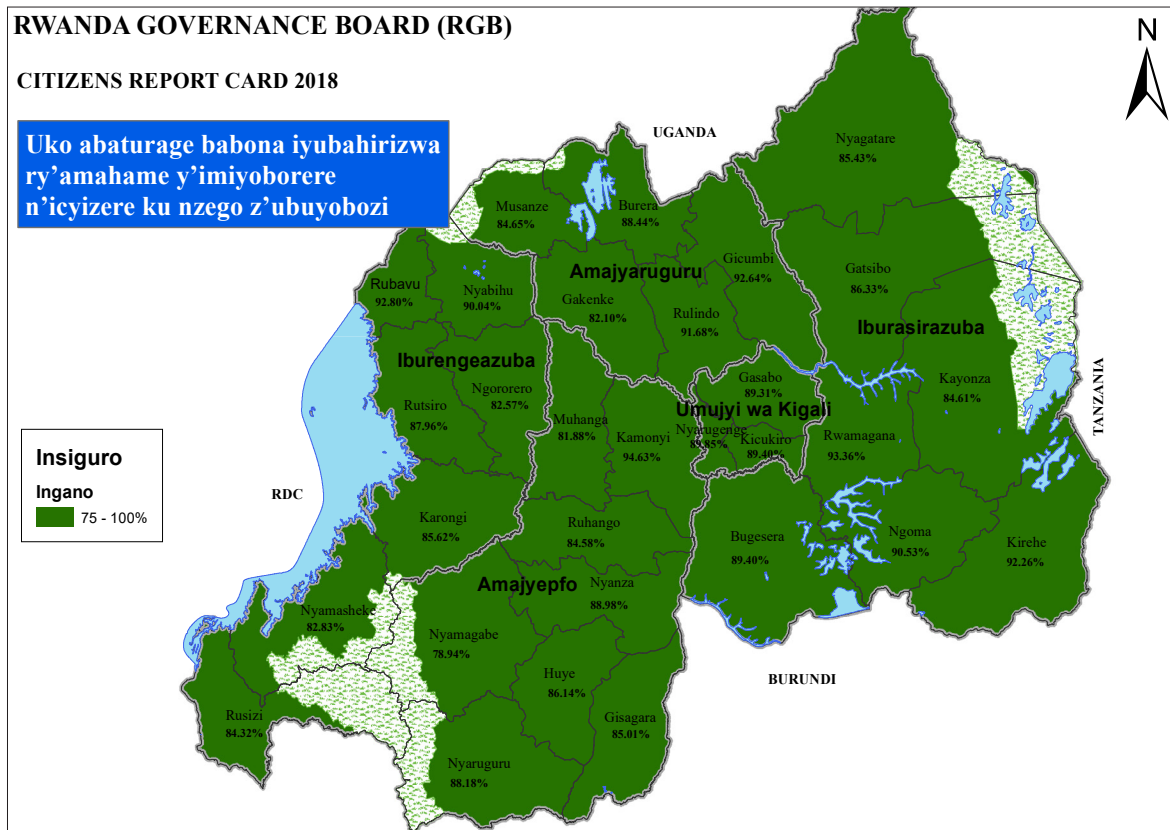
Buri mwaka ubu bushakashatsi bureba uko abaturage babona iyubahirizwa ry'amwe mu mahame y'imiyoborere harimo: Kurwanya ruswa n'akarengane, uburenganzira bwa muntu, politiki y'amashyamba menshi, ihame ry'uburinganire, ubwigenge bw'inzego z'ubutegetsi, amatora akozwe mu mucyo no mu bwisanzure, amahame ya demokarasi, gusaranganya ubutegetsi n'ubwisanzure mu bitekerezo ndetse bukanagaragaza icyizere abaturage bafitiye inzego z'ubuyobozi.

Iyi shusho iri iburyo igaragaza ko iyubahirizwa ry'amahame y'imiyoborere ryishimiwe ku gipimo cya 87.5%, muri bo abagabo bari ku gipimo cya 88.5% naho abagore ni 86.8%. Abanenga bari ku gipimo cya 7.5%, muri bo abagabo bari ku gipimo cya 8% naho abagore ni 7.2%. Iki gipimo muri rusange cyarazamutse ugereraniye n'umwaka wa 2017 aho abashima bari 85.9%.

Ikarita iri ku ipaji ikurikira yerekana uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi



Ikarita 15: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi

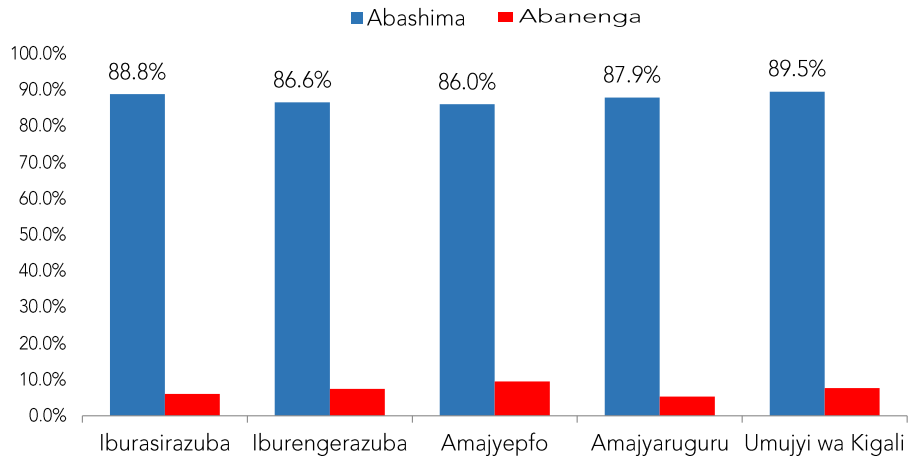


Aho byavuye: Anketi ya RGB, 2018

Nk'uko ikarita iri hejuru ibigaragaza, uturere twose uretse Akarere ka Nyamagabe kari ku gipimo cya 78.9% mu gushima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi, utundi turere abaturage bashima ku gipimo kiri hejuru ya 80% . Akarere kaza ku isonga ni akarere ka Kamonyi ku gipimo cya 94.6%.

### IV.3.2. Ibyavuye mu bushakashatsi ku iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara

Ishusho 47: Uko abatwaga babona iyubahirizwa ry'amahame y'imiyoborere hakurikijwe Intara

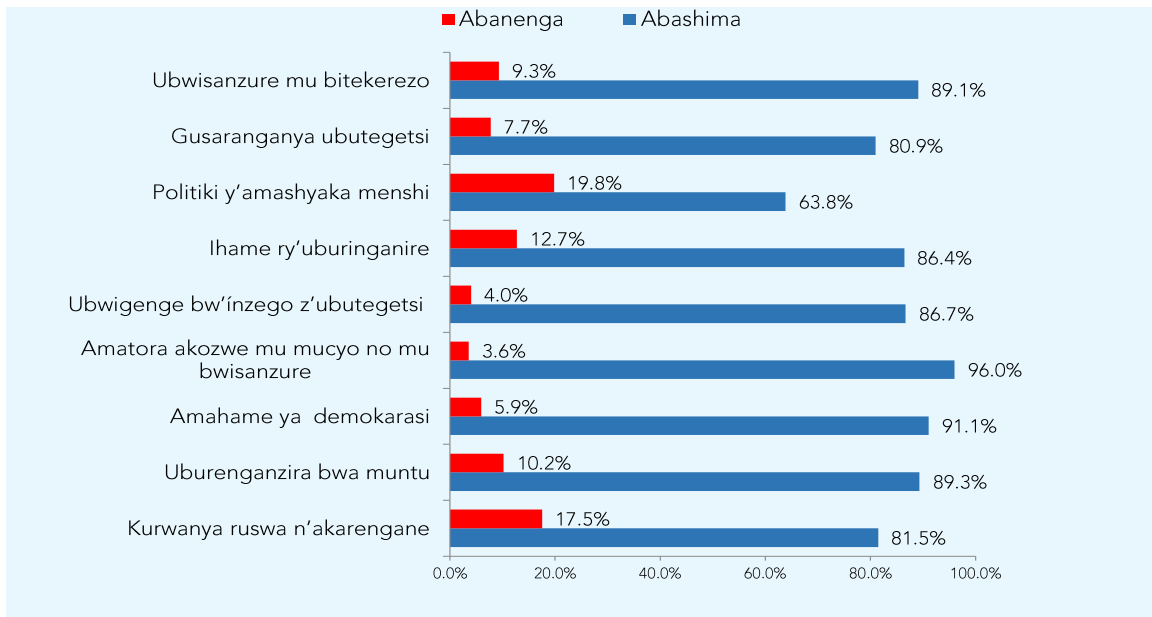


Aho byavuye: Anketi ya RGB, 2018

Iyi shusho irerekana ko muri rusange, mu ntara zose abatwaga bashima iyubahirizwa ry'amahame y'imiyoborere ku gipimo gishimishije.

### IV.3.3. Amahame y'imiyoborere yakozweho ubushakashatsi

Ishusho 48: Uko abatwaga babona iyubahirizwa ry'amwe mu mahame y'imiyoborere



Aho byavuye: Anketi ya RGB, 2018

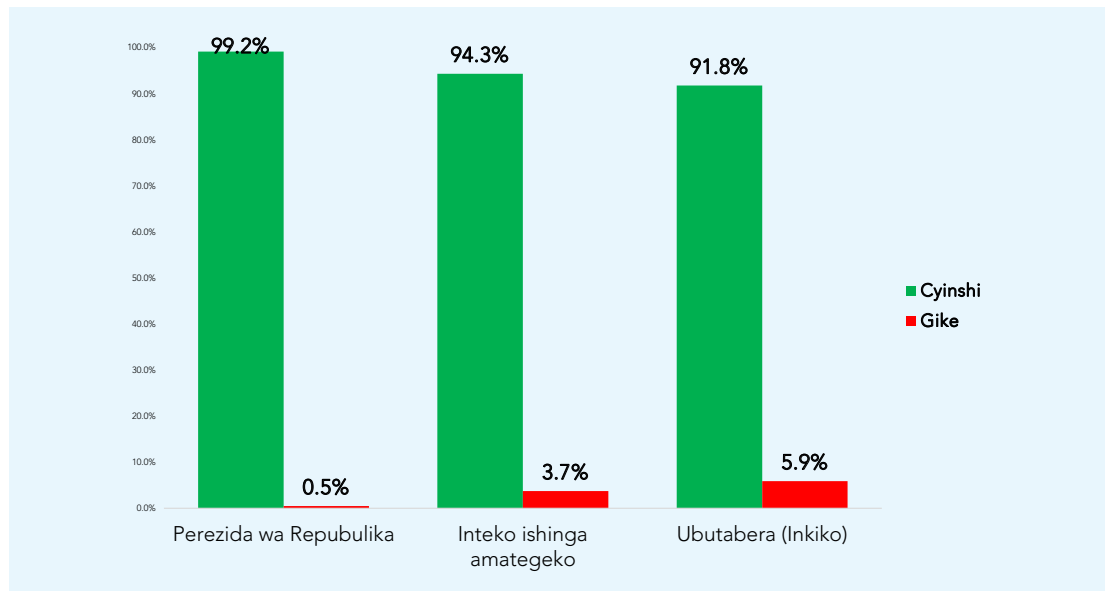


Nk'uko bigaragazwa n'ishusho ibanza, ibyavuye mu bushakashatsi biragaragaza ko uretse politiki y'amashyaka menshi yishimiwe ku kigero cya 63.8%, andi mahame y'imiyoborere yishimiwe ku gipimo kiri hejuru ya 80%. Ibi biterwa ahanini nuko abaturage benshi badasobanukiwe cyane n'ihame rya politiki y'amashyaka menshi nk'uko byagarutseho mu biganiri byo mu matsinda. Amatora akozwe mu mucyo no mu bwisanzure no kubahirizaamahame ya demokarasi nibyo bipimo biza ku isonga mu bishimwa n'abaturage.

#### IV.3.4. icyizere ku nzego z'ubuyobozi

Muri ubu bushakashatsi abaturage bagaragaje kandi icyizere bafitiye inzego z'ubuyobozi zirimo Perezida wa Repubulika, Inteko ishingama amategeko n'Ubutabera. Ibyavuyemo bigaragazwa n'ishusho ikurikira.

Ishusho 49: icyizere abaturage bafitiye inzego z'ubuyobozi



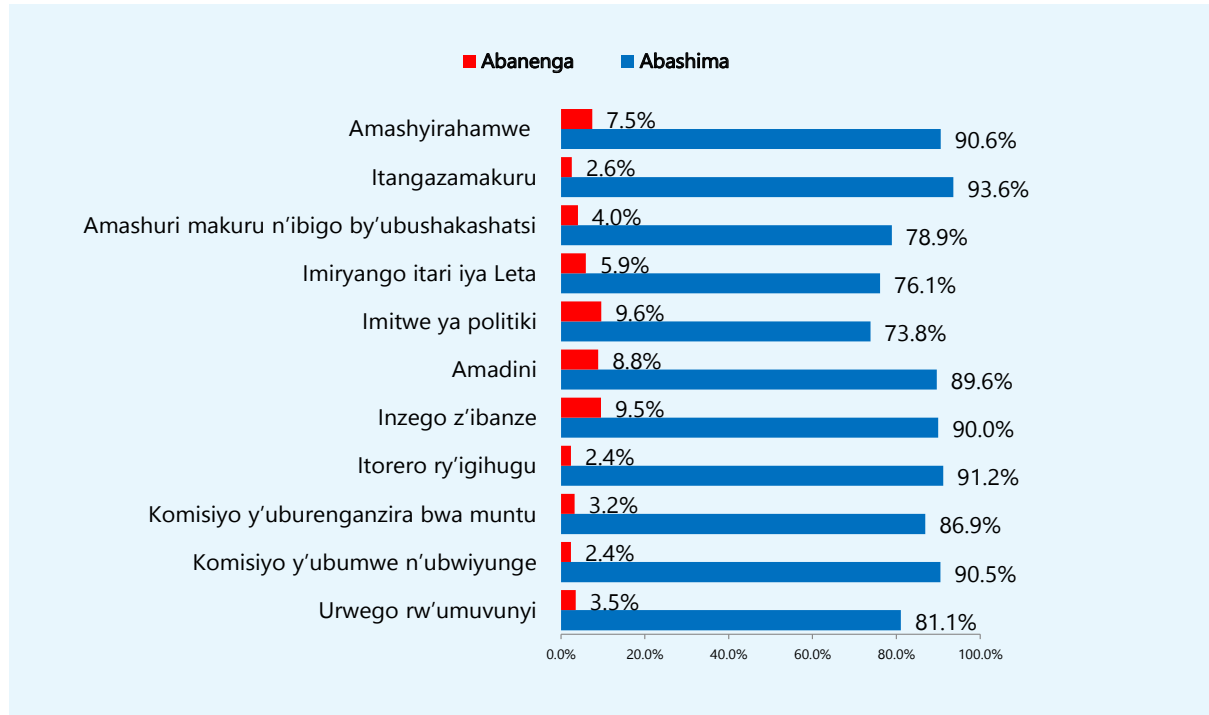
Aho byavuye: Anketi ya RGB, 2018

Nk'uko bigaragara kuri iyi shusho, muri rusange inzego zose z'ubuyobozi zishimiwe ku kigero kiri hejuru. Urwego rwa Perezida wa Repubulika rukomeje kuza ku isonga mu kwishimirwa n'abaturage.

#### IV.3.5. Imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda

Muri ubu bushakashatsi, abaturage babajijwe kandi uko babona imikorere ya zimwe mu nzego mu guteza imbere imibanire y'abanyarwanda babigaragaza mu ishusho ikurikira.

Ishusho 50: Uko abaturage babona imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda



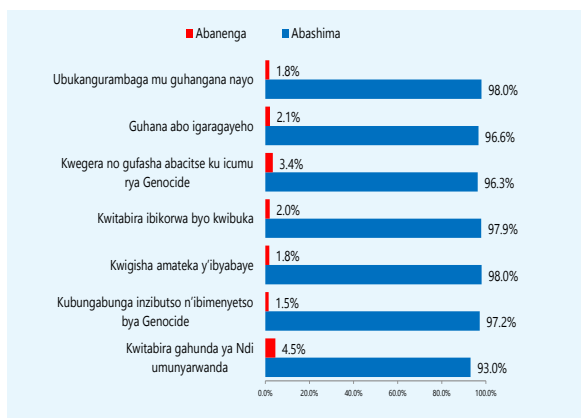
Aho byavuye: Anketi ya RGB, 2018

Ibyavuye mu bushakashatsi biragaragaza ko inzego nyinshi abaturage bashima uruhare rwazo mu guteza imbere imibanire y'abanyarwanda ku gipimo kiri hejuru ya 80%. Itangazamakuru niryohishimwa cyane ku gipimo cya 93.6% naho imitwe ya politiki yo ishimiye ku gipimo kiri hasi 73.8%.

### IV.3.6. Kurwanya ingengabitekerezo ya Genocide

Nubwo Leta y'u Rwanda yashyize imbaraga muri gahunda y'ubumwe n'ubwiyunge nyuma ya jenocide yakorewe abatutsi muri Mata 1994 byagaragaye ko hari abanyarwanda bakirangwaho ingengabitekerezo ya jenocide. Ni muri urwo rwego, ubu bushakashatsi bwagarutse kuri iyi ngingo hagamijwe kureba aho igihugu kigeze mu guhangana nayo.

Ishusho 51: Uko abanyarwanda babona ibikorwa byo kurwanya ingengabitekerezo ya genocide



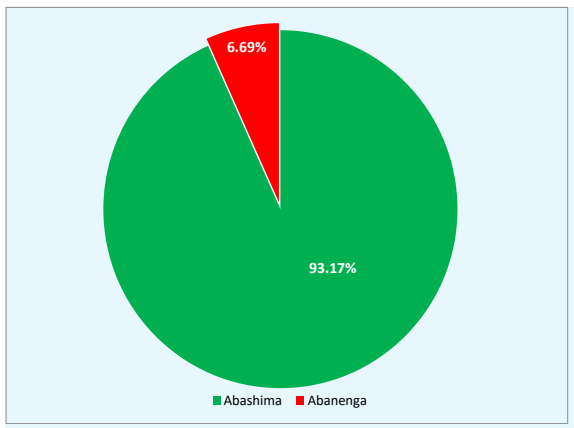
Aho byavuye: Anketi ya RGB, 2018

Iyi shusho iragaragaza ko ababajijwe bashima uko ingamba zashyizweho zo kurwanya ingengabitekerezo zishyirwa mu bikorwa ku gipimo kiri hejuru ya 90%. Ibi birashimangira intambwe imaze guterwa mu mibanire myiza y'abanyarwanda.

### IV.3.7. Kubona amakuru

Imwe muri gahunda za Leta yashyizwemo imbaraga ni ukuzamura uburyo abaturage babonamo amakuru cyane cyane arebana na gahunda za Leta mu rwego rwo kuzamura imyumvire yabo n'uruhare rwabo mu bibakorerwa. Muri ubu bushakashatsi babajijwe uko bishimiye uburyo babona amakuru.

Ishusho 52: Uko abaturage bishimiye uburyo babona amakuru



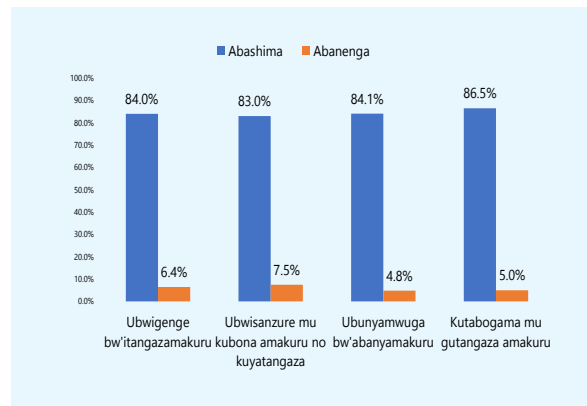
Aho byavuye: Anketi ya RGB, 2018

Iyi shusho igaragaza ko abaturage babajijwe bashima uburyo babonamo amakuru ku gipimo cya 93.1%. Iki gipimo cyariyongereye tugereranije n'umwaka wa 2017 aho cyari kuri 91.6% y'abashima na 7.6% y'abanenga. Mu biganiriro mu matsinda byagaragaye ko ubu abaturage bamaze gusobanukirwa n'imikorere y'itangazamakuru no kumenya gahunda zibateza imbere babikesha uburyo babonamo amakuru.

### IV.3.8. Imikorere y'itangazamakuru

Muri ubu bushakashatsi harebwe kandi imikorere y'itangazamakuru hagendewe kuri ibi bikurikira: Ubwigenge bw'itangazamakuru, ubwisanzure mu kubona amakuru no kuyatangaza, ubunyamwuga bw'abanyamakuru no kutabogama mu gutangaza amakuru.

Ishusho 53: Uko abaturage babona imikorere y'itangazamakuru



Aho byavuye: Anketi ya RGB, 2018

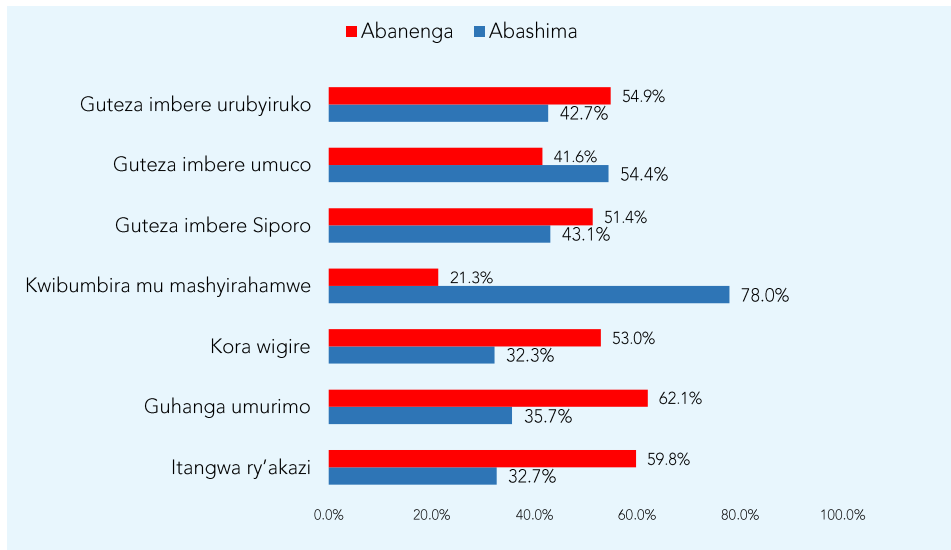
Nk'uko bigaragazwa n'iyi shusho iri hejuru, imikorere y'itangazamakuru yishimiye ku gipimo kiri hejuru ya 80%. Mu biganiriro byo mu matsinda, byagaragajwe kuva aho urwego rw'itangazamakuru n'amategako arugenga bivugururirwe, imikorere yarushijeho kunoga nubwo hagikenewe byinshi byo gukorwa.

Bagaragaje kandi ko kubona amakuru no kuyatanga bimaze kumenyerwa nubwo hari ahagikeye gushyirwamo imbaraga cyane cyane mu nzego z'ibanze.

### IV.3.9. Imikorere y'inzego mu rwego rw'umurimo

Ubu bushakashatsi kandi bwarebye urwego rw'umurimo ho abaturage babajijwe uko babona ruhagaze mu: Itangwa ry'akazi, guhanga umurimo, kora wigire, gukorera mu mashyirahamwe, guteza imbere umuco, guteza imbere umuco, guteza imbere urubyiruko.

Ishusho 54: Uko abaturage babona imikorere y'inzego mu rwego rw'umurimo



Aho byavuye: Anketi ya RGB, 2018

Ishusho iri hejuru irerekana ko abaturage bashima cyane kwibumbira mu mashyirahamwe naho ibyo bakibonamo imbogamizi harimo: guteza imbere umuco, guhanga umurimo itangwa ry'akazi guteza imbere urubyiruko, kora wigire no guteza imbere umuco.

Mu biganiro mu matsinda, abaturage bagaragaje ko bataratinyuka kwihangira umurimo kandi abenshi ari urubyiruko. Ikindi cyagaragaye ni uko kwihangira umurimo binyuze mu mashyirahamwe n'amakoperative bibangamirwa ahanini n'imikorere itanoze y'abayobora.



## INGAMBA

- ☛ Gukomeza kwigisha abaturage akamaro ka politiki ishingiyeye ku mashyaka menshi
- ☛ Kongera imbaraga mu kwibutsa abayobozi b'inzego zinyuranye inshingano zabo mu gutanga amakuru
- ☛ Gushyira imbaraga mu guhanga umurimo hitabwa by'umwihariko ku rubyiruko
- ☛ Gukangurira inzego bireba gukomeza guteza imbere umuco no kwitabira gukora siporo
- ☛ Gukangurira imiryango itari iya Leta, amadini n'amatorero gukomeza kugira uruhare mu mibanire myiza y'abanyarwanda

IMBONERAHAMWE 20: UKO UTURERE DUHAGAZE MU IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI MU MYAKA IBIRI (2017 - 2018)

AKARERE	CRC 2017/ AMANOTA (%)	CRC 2017/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1 Gasabo	88.90%	89.31%	▼ +0.4%
2 Kicukiro	87.30%	89.40%	▲ +2.1%
3 Nyarugenge	83.40%	89.85%	▲ +6.4%
4 Gisagara	93.10%	85.01%	▼ -8.1%
5 Huye	90.70%	86.14%	▼ -4.6%
6 Kamonyi	91.50%	94.63%	▲ +3.1%
7 Muhanga	87.40%	81.88%	▼ -5.5%
8 Nyamagabe	92.80%	78.94%	▼ -13.9%
9 Nyanza	97.50%	88.98%	▼ -8.5%
10 Nyaruguru	96.60%	88.18%	▼ -8.4%
11 Ruhango	91.50%	84.58%	▼ -6.9%
12 Karongi	85.70%	85.62%	▼ -0.1%
13 Ngororero	88.30%	82.57%	▼ -5.7%
14 Nyabihu	92.40%	90.04%	▼ -2.4%
15 Nyamasheke	90.60%	82.83%	▼ -7.8%
16 Rubavu	92.30%	92.80%	▲ +0.5%
17 Rusizi	93.00%	84.32%	▼ -8.7%
18 Rutsiro	82.20%	87.96%	▲ +5.8%
19 Burera	95.00%	88.44%	▼ -6.6%
20 Gakenke	93.20%	82.10%	▼ -11.1%
21 Gicumbi	91.30%	92.64%	▼ +1.3%
22 Musanze	90.10%	84.65%	▼ -5.4%
23 Rulindo	86.90%	91.68%	▲ +4.8%
24 Bugesera	90.90%	89.40%	▼ -1.5%
25 Gatsibo	94.50%	86.33%	▼ -8.2%
26 Kayonza	92.40%	84.61%	▼ -7.8%
27 Kirehe	95.50%	92.26%	▼ -3.2%
28 Ngoma	94.70%	90.53%	▼ -4.2%
29 Nyagatare	92.80%	85.43%	▼ -7.4%
30 Rwamagana	94.80%	93.36%	▼ -1.4%
<b>IMPUZANDENGO</b>	<b>91.30%</b>	<b>87.65%</b>	<b>▼ -3.6%</b>

UMUTEKANO

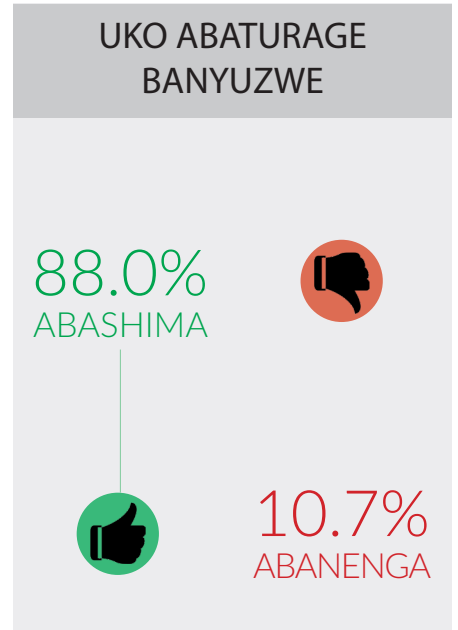
## IV.4. Serivisi z'Umutekano

Ubushakashatsi butandukanye bwakozwe bwaba ubwo mu gihugu n'ubwo hanze bwagaragaje ko u Rwanda ari Igihugu kiri imbere mu mutekano. Muri ubu bushakashatsi abaturage bagaragaje uko babona umutekano, icyizere bafitiye inzego z'umutekano ndetse n'ibibangamira umudendezo w'abaturage.

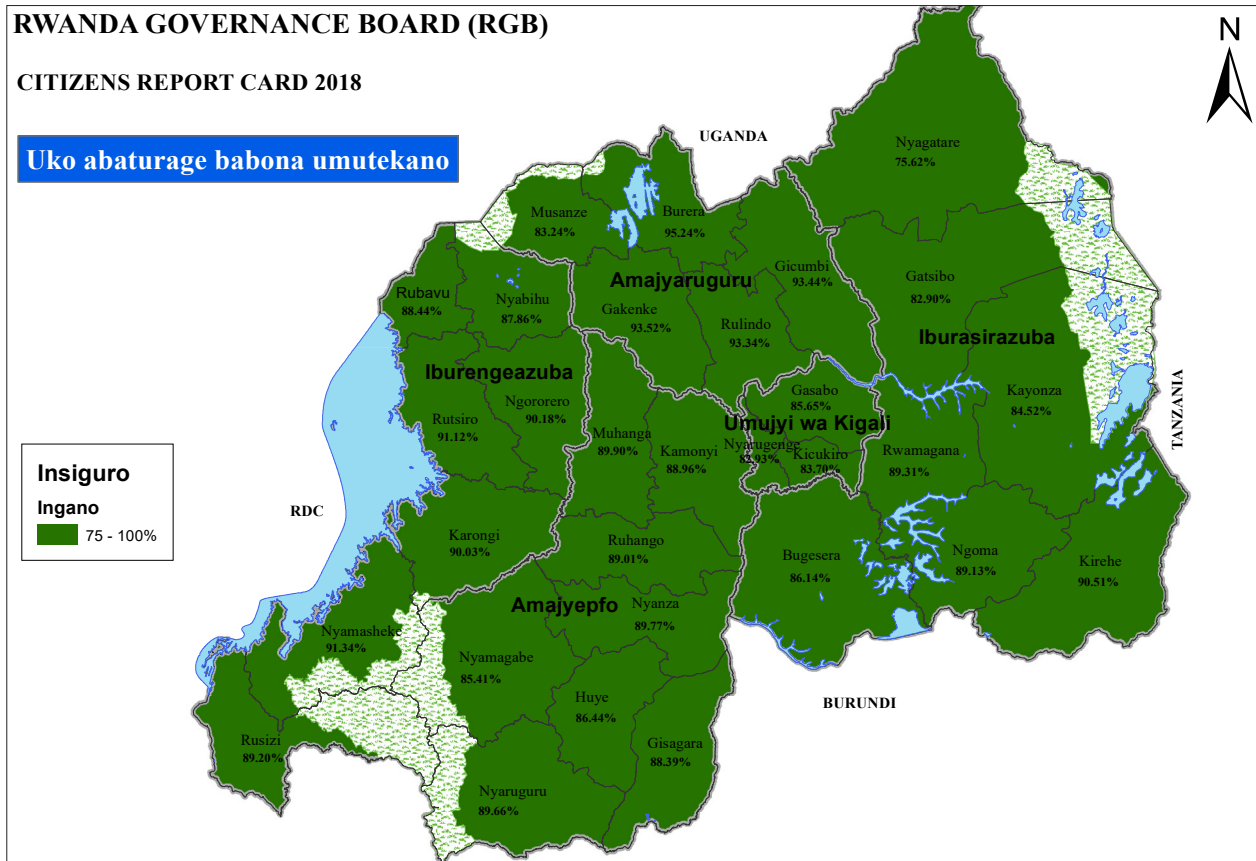
### IV.4.1. Ibyavuye mu bushakashatsi ku mutekano muri rusange

Iyi shusho igaragaza ko abaturage bashima umutekano muri rusange ku gipimo cya 88.0% muri bo abagabo ni 88.8% naho abagore ni 87.4%. Abanenga ni 10.7% harimo abagabo 10.3% naho abagore bakaba 10.9% Ugereranyije n'umwaka ushize abashima bari kuri 91.3%.

Ikarita yerekana uko abaturage babona umutekano



Ikarita 16: Uko abaturage babona umutekano



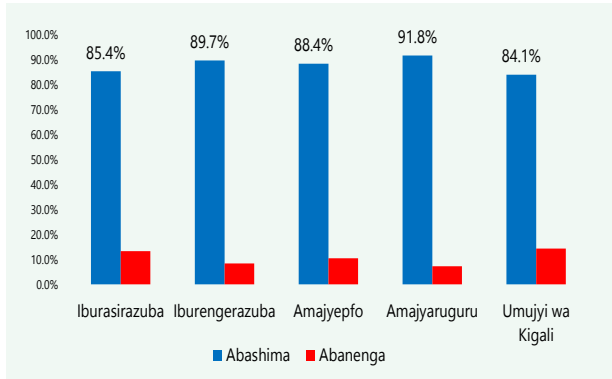
Aho byavuye: Anketi ya RGB, 2018

Nk'uko ikarita iri hejuru ibigaragaza, uturere twose abaturage bishimiye umutekano ku gipimo kiri hejuru ya ya 75%. Akarere kaza ku isonga ni Akarere ka Burera ku gipimo cya 95.24% naho agafite igipimo kiri hasi ni Akarere ka Nyagatare kari ku gipimo cya 75.62%.



### IV.4.2. Uko abaturage babona umutekano hakurikijwe Intara

Ishusho 55: Uko abaturage babona umutekano hakurikijwe Intara



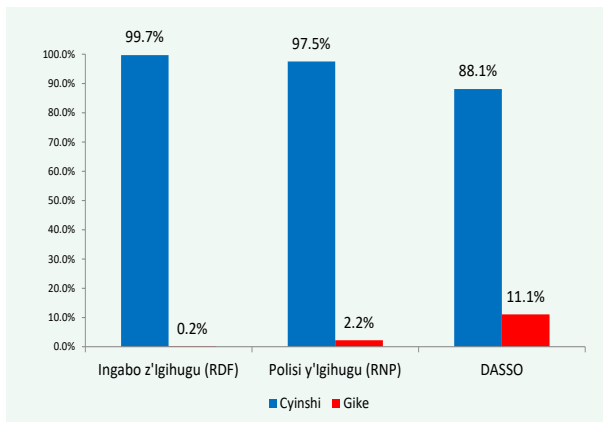
Aho byavuye: Anketi ya RGB, 2018

Muri rusange, ubu bushakashatsi bwagaragaje ko abaturage bishimiye umutekano bafite ku gipimo kiri hejuru ya 80% mu ntara zose. Intara y’amajyaruguru niyo iri ku isonga mu bashima umutekano.

### IV.4.3. icyizere abaturage bafitiye inzego z’umutekano

Ubu bushakashatsi bwarebye kandi icyizere abaturage bafitiye inzego z’umutekano zirimo Ingabo z’Igihugu (RDF), Polisi y’Igihugu (RNP) na DASSO.

Ishusho 56: icyizere abaturage bafitiye inzego z’umutekano



Aho byavuye: Anketi ya RGB, 2018

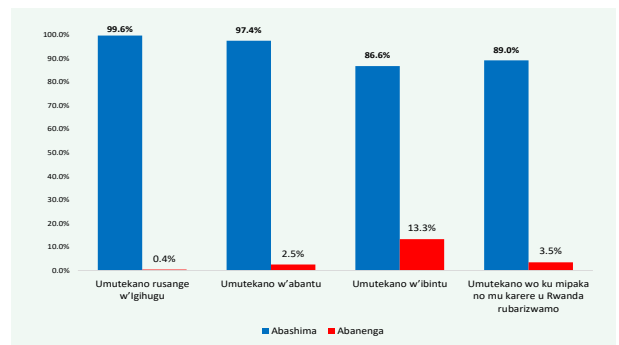
Muri rusange inzego z’umutekano zifitiye icyizere n’abaturage ku gipimo gishimishije. Ingabo z’Igihugu ziri ku isonga mu kugirirwa icyizere n’abaturage. Ibiganiro byo mu matsinda byagaragaje ko urwego rw’umutekano ariyo nkingi iterambere n’imibereho myiza y’abaturage bishingiyeho bityo buri muturage yumva ko kubungabunga umutekano atari inshingano gusa y’inzego z’umutekano ko ahubwo bireba buri munyarwanda.

Urwego rwa DASSO narwo rwakoze impinduka igaragara ugereranije n’ibikoresho n’ubushobozi bafite

### IV.4.5. Uko abaturage babona umutekano muri rusange

Ubushakashatsi bwarebye uko umutekano wifashe muri rusange waba umutekano rusange w’Igihugu, umutekano w’abantu, umutekano w’ibintu ndetse n’umutekano wo ku mipaka no mu karere u Rwanda rubarizwamo.

Ishusho 57: Uko abaturage babona umutekano muri rusange



Aho byavuye: Anketi ya RGB, 2018

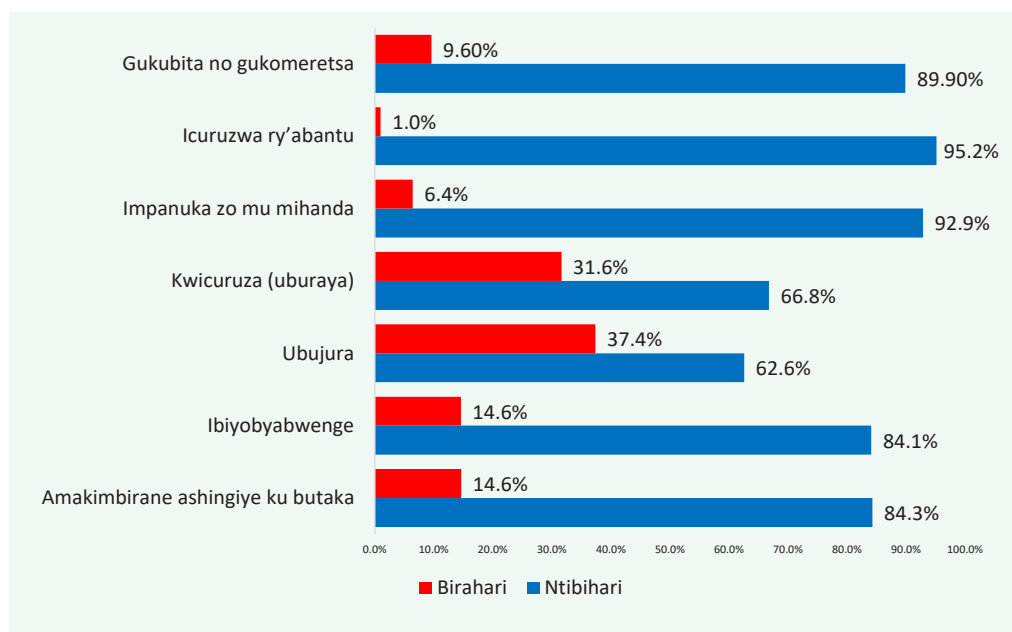
Ibyavuye mu bushakashatsi byerekanye ko muri rusange abaturage bishimiye umutekano bafite waba uw’imbere mu gihugu, uwo ku mipaka ndetse n’uwo mu karere u Rwanda ruherereyemo.

Mu biganiro mu matsinda, byagaragaye ko impamvu umutekano w’ibintu ukirimo imbogamizi bitewe nuko hari ahakigaragara ubujura buto bw’imyaka n’amatungo biri gufatirwa ingamba binyuze mu ironde y’umwuga.

#### IV.4.6. Ibikorwa bihungabanya umudendezo w'abanyarwanda

Muri ubu bushakashatsi abaturage bagaragaje uko babona ibikorwa bihungabanya umudendezo harimo: ibiyobyabwenge, ubujura, kwicuruza, impanuka zo mu mihanda, icuruzwa ry'abantu ndetse n'amakimbirane ashingiyeye ku butaka. Ibyavuyemo biri ku ishusho ikurikira.

Ishusho 58: Uko abaturage babona ibikorwa bihungabanya umudendezo w'abanyarwanda



Aho byavuye: Anketi ya RGB, 2018

Muri rusange, iyi shusho igaragaza ko abaturage bafite umudendezo uri ku gipimo gishimishije nubwo hakirimo ibiwuhungabanya ibiri ku isonga bikaba ubujura n'uburaya.

Mu biganiriro mu matsinda hagaragajwe ko ubujura buhari ubwiganje ari ubw'imyaka n'amatungo bikorwa ahanini n'inzererezi ziba zafashe n'ibiyobyabwenge ariryo pfundo ry'ibi bihungabanya umudendezo.



#### INGAMBA

- ☛ Kongera imbaraga mu bikorwa byo kwicungira umutekano no gutangira amakuru ku gihe.
- ☛ Kongerera imbaraga n'ubushobozi urwego rwa DASSO kugirango rurusheho kunoza imikorere yarwo.
- ☛ Gukomeza gukumira icuruzwa n'ikoreshwa ry'ibiyobyabwenge no gutanga amakuru yaho bituruka
- ☛ Gukaza ingamba mu kurwanya no guca uburaya

IMBONERAHAMWE 21: UKO UTURERE DUHAGAZE MU MUTEKANO  
MU MYAKA IBIRI (2017 - 2018)

	AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1	Gasabo	88.90%	85.65%	▼ -3.3%
2	Kicukiro	87.30%	83.70%	▼ -3.6%
3	Nyarugenge	83.40%	82.93%	▼ -0.5%
4	Gisagara	93.10%	88.39%	▼ -4.7%
5	Huye	90.70%	86.44%	▼ -4.3%
6	Kamonyi	91.50%	88.96%	▼ -2.5%
7	Muhanga	89.70%	89.90%	▲ +0.2%
8	Nyamagabe	92.80%	85.41%	▼ -7.4%
9	Nyanza	97.50%	89.77%	▼ -7.7%
10	Nyaruguru	96.60%	89.66%	▼ -6.9%
11	Ruhango	91.50%	89.01%	▼ -2.5%
12	Karongi	85.70%	90.03%	▲ +4.3%
13	Ngororero	88.30%	90.18%	▼ +1.9%
14	Nyabihu	92.40%	87.86%	▼ -4.5%
15	Nyamasheke	90.60%	91.34%	▼ +0.7%
16	Rubavu	92.30%	88.44%	▼ -3.9%
17	Rusizi	93.00%	89.20%	▼ -3.8%
18	Rutsiro	82.20%	91.12%	▲ +8.9%
19	Burera	95.00%	95.24%	▲ +0.2%
20	Gakenke	93.20%	93.52%	▲ +0.3%
21	Gicumbi	91.30%	93.44%	▲ +2.1%
22	Musanze	90.10%	83.24%	▼ -6.9%
23	Rulindo	86.90%	93.34%	▲ +6.4%
24	Bugesera	90.90%	86.14%	▼ -4.8%
25	Gatsibo	94.50%	82.90%	▼ -11.6%
26	Kayonza	92.40%	84.52%	▼ -7.9%
27	Kirehe	95.50%	90.51%	▼ -5.0%
28	Ngoma	94.70%	89.13%	▼ -5.6%
29	Nyagatare	92.80%	75.62%	▼ -17.2%
30	Rwamagana	94.80%	89.31%	▼ -5.5%
	<b>IMPUZANDENGO</b>	<b>91.30%</b>	<b>87.98%</b>	<b>▼ -3.3%</b>

# URUHARE RW'ABATURAGE MU BIBAKORERWA

## IV.5. Uruhare abaturage bagira mu bibakorerwa

Uruhare rw'abaturage ni imwe mu nkingi ikomeye y'imiyoborere myiza aho umuturage yumva afite ijamba mu bimukorerwa ndetse bigatuma atanga umusanzu we mu guteza igihugu imbere n'aho atuye by'umwihariko.

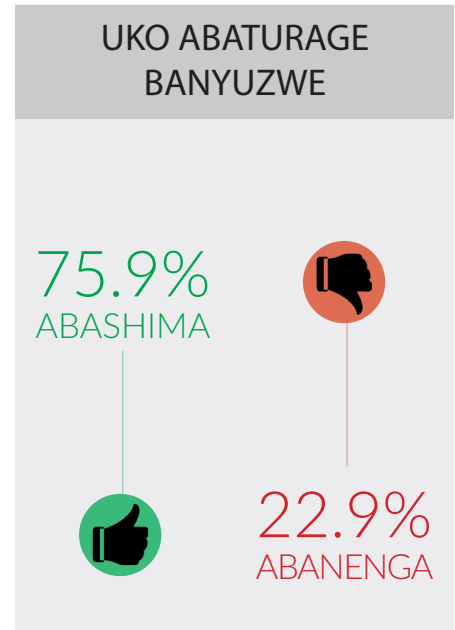
Muri ubu bushakashatsi abaturage bagaragaje uko babona uruhare rw'abo muri gahunda za Leta no mu bibakorerwa nk'uko bigaragara muri ibi bikurikira: kugira uruhare mu gufata ibyemezo, kwitabira no gutanga ibitekerezo mu nteko z'abaturage, kwitabira umugoroba w'ababyeyi, kwitorera abayobozi, ubukorerabushake, kwitabira umuganda, gubaza abayobozi kugaragariza abaturage ibibakorerwa, gukemura ibibazo by'abandi baturage, ishyirwa mu bikorwa rya gahunda za leta ziteza imbere imibereho myiza y'abaturage, gutegura igenamigambi ry'ibikorwa, imihigo n' ingengo y'imari by'Akarere.

### IV.5.1. Iyavuye mu bushakashatsi k'uruhare rw'abaturage mu bibakorerwa muri rusange

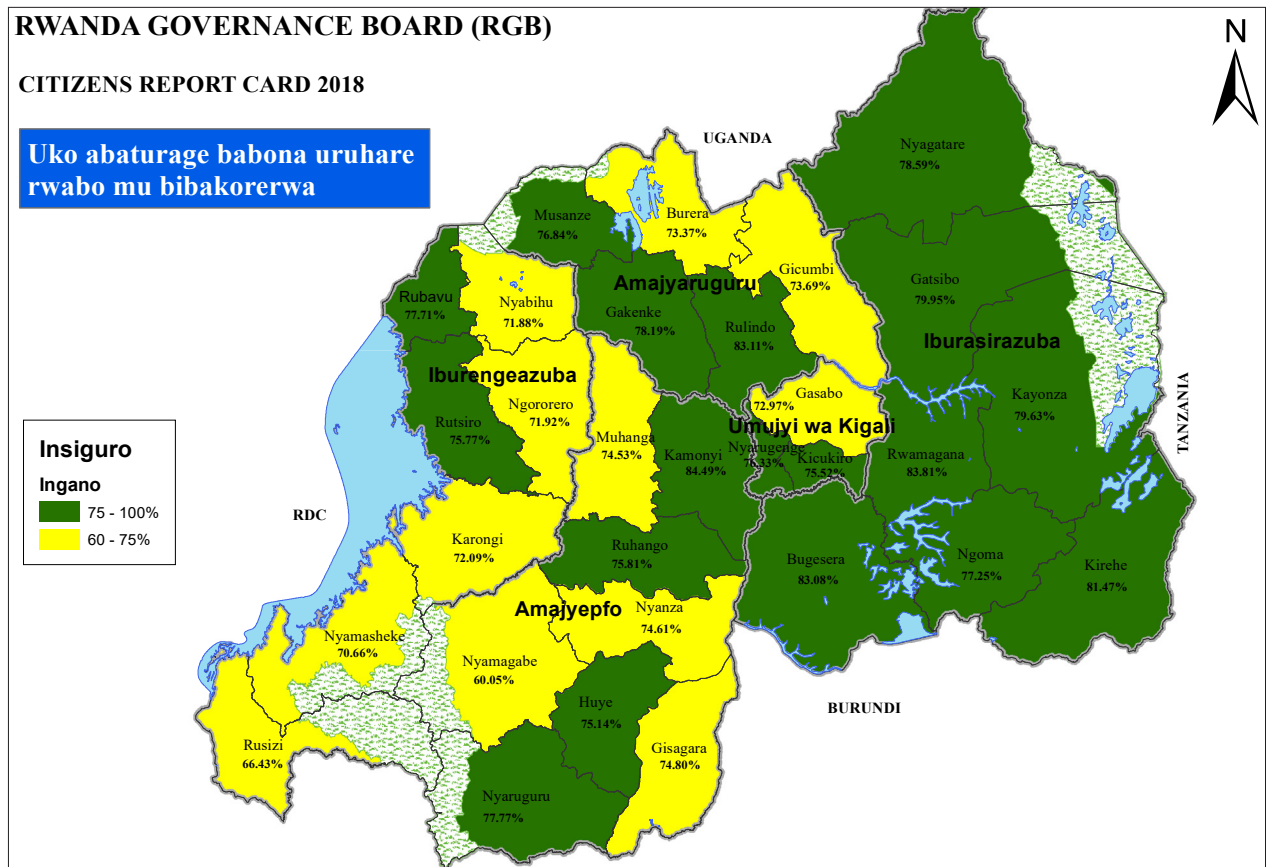
Nk'uko iyi shusho ibigaragaza abashima uruhare rwabo mu bibakorerwa bari ku gipimo cya 75.9%, muribo abagabo ni 74.6% naho abagore ni 77.1%. Abanenga bari ku gipimo cya 22.9%, muri bo abagabo ni 24.4% naho abagore ni 21.4%. Igishimishije ni uko iki gipimo cyazamutseho 12.5% ugereranyije n'umwaka wa 2017 aho cyari kuri 63.4%.

Mu biganiryo byo mu matsinda, bagaragaje ko inzego z'ibanze zashyize imbaraga nyinshi mu kuzamura uruhare rw'abaturage bafatanyije n'izindi nzego.

Ikarita iri ku ipaji ikurikira yerekana uko abaturage bishimiye uruhare rwabo mu bibakorerwa



Ikarita 17: Uko abaturage babona uruhare rwabo mu bibakorerwa



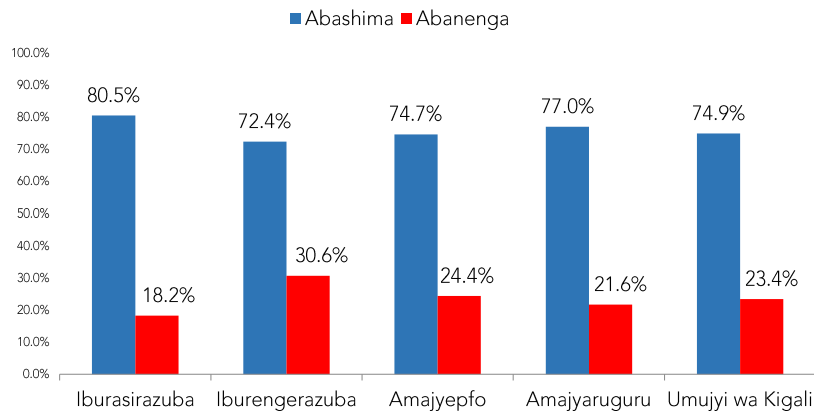
Aho byavuye: Anketi ya RGB, 2018

Nk'uko ikarita iri hejuru ibigaragaza, kuri iki gipimo habaye impinduka igaragara mu turere twinshi. Mu turere cumi n'umunani (18) abaturage bishimiye uruhare rwabo ku gipimo kiri hejuru ya 75%. Akarere kaza ku isonga ni akarere ka Kamonyi ku gipimo cya 84.5% naho agafite igipimo kiri hasi ni Akarere ka Nyamagabe kari ku gipimo cya 60%.

#### IV.5.2. Ibyavuye mu bushakashatsi k'uruhare rw'abaturage mu bibakorerwa hakurikijwe intara

Ubushakashatsi ku ruhare rw'abaturage mu bibakorerwa; bwarebye uko abaturage bashima uruhare bagira hakurikijwe Intara.

Ishusho 59: Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe Intara

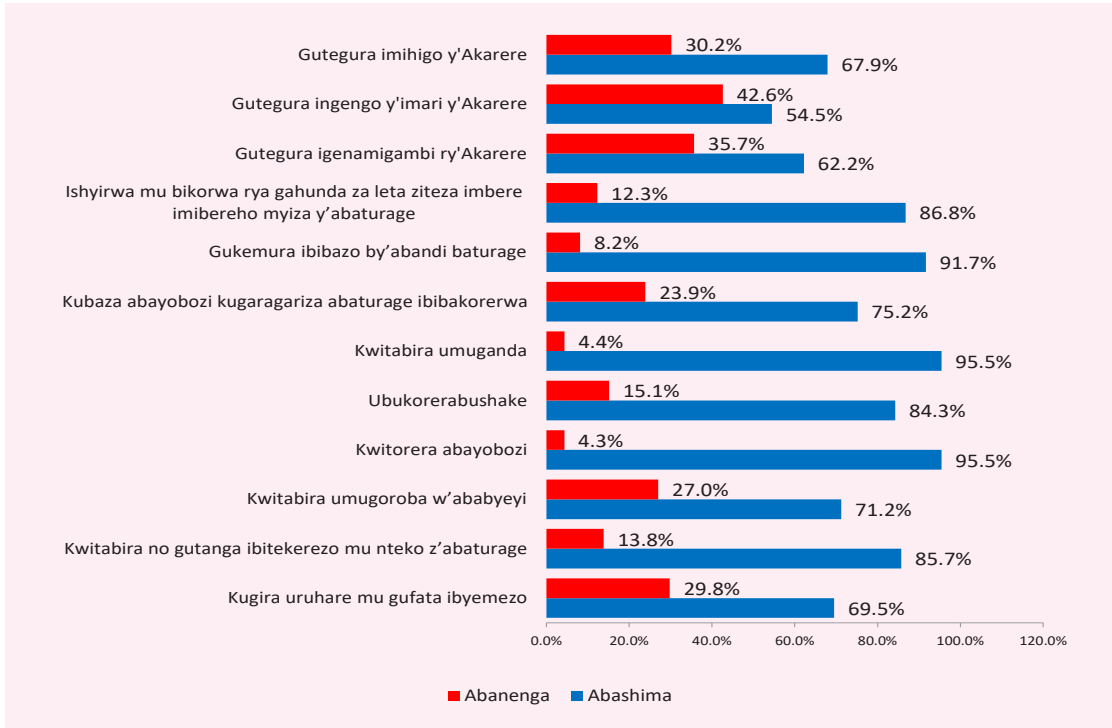


Aho byavuye: Anketi ya RGB, 2018

Nk'uko iyi shusho ibigaragaza, Mu ntara zose uruhare barushima ku gipimo kiri hejuru ya 70%. Intara y'Iburasirazuba niyo iri ku isonga mu bashima uruhare rwabo mu bibakorerwa naho naho Intara y' Iburengerazuba ikaba ariyo ishimwa ku gipimo cyo hasi.

### IV.5.3. Iyakoreweho ubushakashatsi mu kureba uruhare rw'abaturage mu bibakorerwa

Ishusho 60: Uko abaturage babona uruhare rwabo mu bibakorerwa



Aho byavuye: Anketi ya RGB, 2018

Nk'uko iyi shusho iri hejuru ibigaragaza, gutora abayobozi, kwitabira umuganda no gukemura ibibazo by'abaturage nibyo bikorwa bashima ko bagiramo uruhare rushimishije. Nubwo uruhare rwabo mu gutegura ingengo y'imari, igenamigambi ry'ibikorwa n'imihigo by'Akarere ndetse no kugira uruhare mu gufata ibyemezo aribyo bipimo biri hasi byarazamutse cyane ugereranyije n'umwaka wa 2017.

Mu biganiro byo mu matsinda hagaragajwe ko iyi mpinduka yatewe ahanini n'uko abayobozi batangiye kwegera abaturage binyuze mu nteko z'abaturage, mu rwego rwo gukusanya ibitekerezo byashingirwaho mu gutegura igenamigambi n'imihigo by'Akarere.



#### INGAMBA

- ☛ Gukomeza kwegera abaturage mu gukusanya ibitekerezo byabo n'ibyifuzo byashingirwaho mu gutegura igenamigambi, ingengo y'imari n'imihigo by'Akarere
- ☛ Gushyira ingufu mu kugaragariza abaturage ibibakorerwa ndetse no kubakemurira ibibazo ku gihe
- ☛ Gukangurira abajyanama n'abandi bayobozi kurushaho kwegera abaturage babagaragariza ishyirwamubikorwa ry'ibyemezo bifatwa



## IMBONERAHAMWE 22: UKO UTURERE DUHAGAZE MU BIYANYE N'URUHARE RW'ABATURAGE MU BIBAKORERWA MU MYAKA IBIRI (2017 - 2018)

AKARERE	CRC 2017/ AMANOTA (%)	CRC 2018/ AMANOTA (%)	IMPINDUKA 2017 - 2018 (%)
1 Gasabo	54.50%	72.97%	▲ +18.5%
2 Kicukiro	53.90%	75.52%	▲ +21.6%
3 Nyarugenge	51.60%	76.33%	▲ +24.7%
4 Gisagara	41.00%	74.80%	▲ +33.8%
5 Huye	67.50%	75.14%	▲ +7.6%
6 Kamonyi	64.40%	84.49%	▲ +20.1%
7 Muhanga	58.00%	74.53%	▲ +16.5%
8 Nyamagabe	45.90%	60.05%	▲ +14.2%
9 Nyanza	60.10%	74.61%	▲ +14.5%
10 Nyaruguru	58.80%	77.77%	▲ +19.0%
11 Ruhango	54.80%	75.81%	▲ +21.0%
12 Karongi	67.00%	72.09%	▲ +5.1%
13 Ngororero	51.90%	71.92%	▲ +20.0%
14 Nyabihu	75.20%	71.88%	▼ -3.3%
15 Nyamasheke	62.20%	70.66%	▲ +8.5%
16 Rubavu	60.10%	77.71%	▲ +17.6%
17 Rusizi	59.20%	66.43%	▲ +7.2%
18 Rutsiro	62.00%	75.77%	▲ +13.8%
19 Burera	68.00%	73.37%	▲ +5.4%
20 Gakenke	63.60%	78.19%	▲ +14.6%
21 Gicumbi	81.60%	73.69%	▼ -7.9%
22 Musanze	68.50%	76.84%	▲ +8.3%
23 Rulindo	64.70%	83.11%	▲ +18.4%
24 Bugesera	74.40%	83.08%	▲ +8.7%
25 Gatsibo	78.90%	79.95%	▲ +1.0%
26 Kayonza	60.80%	79.63%	▲ +18.8%
27 Kirehe	80.80%	81.47%	▲ +0.7%
28 Ngoma	80.70%	77.25%	▼ -3.4%
29 Nyagatare	66.70%	78.59%	▲ +11.9%
30 Rwamagana	64.00%	83.81%	▲ +19.8%
<b>IMPUZANDENGO</b>	<b>63.40%</b>	<b>75.89%</b>	<b>▲ +12.5%</b>

## V. Umwanzuro:

### Ingamba zihariye mu kuboneza imikorere, imitangire ya serivisi n'imiyoborere bibereye Abaturage

Ubushakashatsi bwa CRC 2018 bugaragaza ko umutekano wakomeje kuza ku isonga, naho ubuhinzi bukomeza kuza inyuma. Uruhare rw'abaturage nicyo cyiciro cyazamutse kurusha ibindi naho icyiciro kirebana n'umuryango n'ihohoterwa rishingiye ku gitsina nicyo cyasubiye inyuma kurusha ibindi. Iyi raporo iragaragaza mu buryo bwimbitse uko abaturage babona buri cyiciro ndetse n'aho bumva hakeneye gushyirwamo imbaraga.

Imbonerahamwe ikurikira iragaragaza ingamba rusange zikunze kugarukwaho mu kunoza imikorere n'imitangire ya serivisi mu nzego zegereye abaturage. Ziragaragaza kandi ahakwiye kwitabwaho by'umwihariko ndetse n'abasabwa kuzishyira mu bikorwa.

#	ICYICIRO	INGAMBA
1	UBUHINZI	Gukomeza gushyira imbaraga mu kugeza ku baturage ku gihe ibyo bakenera mu buhinzi no kubagezaho amakuru arebana n'iteganyagihe n'imihindagurikire y'ikirere
2	UBWOROZI	Gukomeza 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 Komera gushyira imbaraga mu guhangana n'ikibazo cy'abangavu baterwa inda</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	<ul style="list-style-type: none"> <li>① Kurushaho gushishikariza inzego z'ibanze kuzamura uruhare rw'abaturage mu iterambere ryabo</li> <li>② Gukangurira abajyanama n'abandi bayobozi kurushaho kwegera abaturage babagaragariza ishyirwamubikorwa ry'ibyemezo bifatwa</li> </ul>
8	INZEGO Z'IBANZE	Kongerera ubushibozi inzego z'ibanze no kuzaza imyanya y'abakozi hagendewe ku mbonerahamwe y'imirimo yagenewe Akarere
9	UBUZIMA	<ul style="list-style-type: none"> <li>① Gushyira Poste de Sante aho zitari no kunoza imikorere yazo</li> <li>② Kwihutisha kwishyura ibirarane RSSB ibereyemo ibitaro, amavuriro na Farumasi</li> </ul>

AHO KWIBANDA	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
<ul style="list-style-type: none"> <li>- Inyongeramusaruro;</li> <li>- Imbuto z'indobanure</li> <li>- Kongerera agaciro ibikomoka ku buhinzi</li> <li>- Ubuhunikiro</li> <li>- Kuhira imyaka no guhingisha imashini</li> <li>- Isoko ry'imyaka</li> </ul>	MINAGRI, MINICOM, RAB, NAEB, PSF IKIGO CY'IGIHUGU CY'ITEGANYAGIHE
<ul style="list-style-type: none"> <li>- Kongerera agaciro ibikomoka ku bwozi</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 zitifujwe</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>- Amasitoro; 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,
<ul style="list-style-type: none"> <li>- Akarere (One Stop Centre)</li> <li>- Umurenge</li> <li>- Akagari</li> <li>- Serivisi z'irembo</li> </ul>	AKARERE MINALOC MINECOFIN MIFOTRA
<ul style="list-style-type: none"> <li>- Kongerera ubushobozi amavuriro (inyubako, abakozi n'ibikoresho)</li> <li>- Kwishyura imyenda n'ibirarane</li> <li>- Kunoza imikorere ya Mituweli</li> </ul>	MINISANTE AKARERE RSSB MINECOFIN



UTURERE	INKINGI Y'UBUKUNGU					INKINGI Y'IMIBEREHO Y'ABATURAGE					INKINIGI Y'IMIYOBORERE N'UBUTABERA					IMPUZANDENGO	
	UBUHINZI	UBWOROZI	IBIKORWA REMEZO	UBUTAKA	URWEGO RW'ABIKORERA	UBUREZI	UBUZIMA	ISUKU N'ISUKURA	IMIBEREHO MYIZA Y'ABATURAGE	GAHUNDA ZITSURA	IBIBAZO BYO MU MIRYANGO N'HOHOTERWA RISHINGIYE KU GITSINA	INZEGO Z'IBANZE	UBUTABERA	IYUBAHIRIZWA RY'AMAHAHE N'ICYIZERE KU NZEGO	UMUTEKANO		URUHARE RW'ABATURAGE MU BIBAKORERWA
Gasabo	35.2%	55.0%	80.3%	63.0%	68.8%	70.4%	68.9%	70.9%	76.9%	71.1%	71.1%	71.1%	75.1%	89.3%	85.6%	73.0%	70.3%
Kicukiro	24.4%	44.2%	77.5%	65.3%	64.9%	70.9%	68.8%	71.4%	74.8%	70.2%	69.4%	69.4%	74.0%	89.4%	83.7%	75.5%	68.3%
Nyarugenge	39.4%	63.1%	82.0%	60.8%	67.8%	72.4%	70.7%	69.5%	77.5%	71.1%	69.4%	75.2%	89.8%	82.9%	76.3%	71.2%	71.2%
Gisagara	57.3%	65.8%	61.4%	68.1%	68.3%	68.0%	79.2%	68.6%	59.8%	72.9%	66.7%	80.2%	85.0%	88.4%	74.8%	71.0%	69.7%
Huye	48.7%	64.8%	60.2%	61.8%	76.7%	66.8%	73.2%	64.5%	58.6%	74.6%	68.3%	79.7%	86.1%	86.4%	75.1%	71.0%	69.7%
Kamonyi	39.3%	67.2%	62.8%	67.9%	72.5%	75.3%	76.8%	68.4%	74.1%	77.1%	77.8%	86.3%	94.6%	89.0%	84.5%	74.2%	74.2%
Muhanga	50.3%	54.7%	53.5%	53.5%	65.9%	62.4%	66.0%	64.5%	64.1%	72.4%	68.9%	70.0%	81.9%	89.9%	74.5%	66.2%	66.2%
Nyamatege	39.5%	42.2%	43.0%	58.5%	52.9%	56.4%	60.5%	63.4%	56.0%	68.1%	60.8%	67.9%	78.9%	85.4%	60.1%	59.6%	59.6%
Nyanza	54.2%	67.9%	53.2%	62.8%	65.0%	70.0%	70.7%	68.1%	72.2%	73.3%	68.1%	78.0%	89.0%	89.8%	74.6%	70.5%	70.5%
Nyaruguru	54.6%	52.4%	57.0%	62.7%	61.7%	68.8%	74.1%	64.1%	63.1%	73.2%	67.4%	80.2%	88.2%	89.7%	77.8%	69.0%	69.0%
Ruhango	41.4%	60.9%	59.7%	52.6%	61.6%	66.6%	68.1%	63.0%	69.3%	69.5%	66.5%	68.6%	84.6%	89.0%	75.8%	66.5%	66.5%
Karongi	46.8%	51.5%	46.8%	52.4%	60.8%	52.4%	72.9%	61.8%	52.8%	70.4%	66.1%	74.9%	85.6%	90.0%	72.1%	63.8%	63.8%
Ngororero	44.9%	47.4%	38.7%	46.8%	51.4%	53.8%	71.1%	65.7%	55.3%	68.6%	66.4%	67.0%	82.6%	90.2%	71.9%	61.4%	61.4%
Nyabihu	53.6%	55.2%	68.7%	60.8%	65.1%	67.5%	72.9%	67.2%	63.6%	73.5%	75.6%	75.0%	90.0%	87.9%	71.9%	69.9%	69.9%
Nyamasheke	49.9%	51.9%	60.4%	67.6%	57.8%	63.4%	66.8%	70.5%	62.2%	76.0%	76.5%	74.1%	82.8%	91.3%	70.7%	68.1%	68.1%
Rubavu	52.7%	54.5%	79.8%	65.0%	65.3%	68.7%	69.0%	66.4%	73.5%	72.2%	76.4%	81.1%	92.8%	88.4%	77.7%	72.2%	72.2%
Rusizi	52.5%	46.2%	60.4%	66.4%	55.1%	64.1%	61.4%	68.8%	61.9%	75.7%	69.9%	73.5%	84.3%	89.2%	66.4%	66.4%	66.4%
Rutsiro	53.2%	53.4%	53.1%	59.0%	55.2%	56.1%	73.6%	61.4%	61.2%	69.2%	71.2%	72.9%	88.0%	91.1%	75.8%	66.3%	66.3%
Burera	54.2%	62.2%	55.7%	67.9%	58.9%	58.9%	80.5%	77.9%	81.6%	78.8%	76.8%	77.5%	88.4%	95.2%	73.4%	72.5%	72.5%
Gakenke	52.6%	67.5%	53.1%	61.8%	59.8%	56.8%	74.0%	74.4%	72.9%	81.2%	75.3%	72.6%	82.1%	93.5%	78.2%	70.4%	70.4%
Gicumbi	51.2%	69.1%	55.0%	65.9%	56.9%	65.6%	79.7%	75.3%	78.6%	76.1%	74.1%	80.1%	92.6%	93.4%	73.7%	72.5%	72.5%
Musanze	52.5%	49.8%	72.6%	63.2%	67.9%	64.9%	70.7%	66.7%	65.2%	67.8%	73.4%	72.7%	84.7%	83.2%	76.8%	68.8%	68.8%
Rulindo	54.3%	69.7%	55.0%	63.7%	63.2%	71.3%	71.7%	71.2%	75.8%	78.9%	77.0%	83.9%	91.7%	93.3%	83.1%	74.0%	74.0%
Bugesera	58.0%	67.0%	57.7%	67.8%	68.4%	68.6%	72.7%	65.8%	71.5%	67.0%	71.7%	74.3%	89.4%	86.1%	83.1%	71.3%	71.3%
Gatsibo	48.0%	56.9%	57.7%	65.0%	72.0%	58.4%	68.0%	69.4%	67.3%	66.7%	76.0%	78.4%	86.3%	82.9%	79.9%	68.9%	68.9%
Keyonza	42.3%	54.9%	63.0%	67.6%	70.6%	57.2%	70.0%	68.5%	69.1%	66.3%	76.5%	80.0%	84.6%	84.5%	79.6%	69.0%	69.0%
Kirehe	46.6%	53.3%	57.1%	67.7%	63.2%	59.8%	66.8%	67.2%	69.8%	74.5%	71.2%	75.3%	92.3%	90.5%	81.5%	69.1%	69.1%
Ngoma	56.8%	54.0%	57.6%	73.3%	68.3%	61.2%	70.2%	69.0%	67.9%	72.9%	72.6%	78.0%	90.5%	89.1%	77.3%	70.6%	70.6%
Nyagatare	42.5%	61.3%	63.0%	63.6%	72.8%	48.2%	58.8%	66.5%	69.2%	57.7%	72.7%	76.4%	85.4%	75.6%	78.6%	66.2%	66.2%
Rwamagana	52.6%	69.2%	74.9%	75.7%	71.8%	75.1%	78.7%	72.9%	72.5%	74.6%	78.6%	87.5%	93.4%	89.3%	83.8%	76.7%	76.7%
IMPUZANDENGO	49.4%	57.7%	61.3%	63.4%	64.4%	64.0%	70.8%	68.2%	68.2%	71.9%	72.0%	76.4%	87.5%	88.0%	75.9%	69.3%	69.3%





## 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'ihohoterwa 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 ruhabwa ububasha bwo gusaba ibisobanuro nzego za Leta n'iz'abikorera zidakora neza, no gusabira ibihano byo mu rwego rw'ubutegetsi inzego cyangwa abakozi bagaragaweho imikorere mibi.

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

