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Urwego rw'igihugu rw'imiyoborere

RGB

Rwanda Governance Board

CITIZEN REPORT CARD - CRC 2019

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

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KAMENA 2019

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Kamena 2019

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IJAMBO RY'IBANZE

Urwego rw'Igihugu rw'Imiyoborere (RGB) rwishimiye kubagezaho ubushakashatsi ku Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC). Ubu bushakashatsi bukozwe ku nshuro ya munani kandi bukorerwa mu turere twose uko ari mirongo itatu.

Kimwe n'izindi zayibanjirije, CRC ya 2019 yakoreye ubushakashatsi ku byiciro 15 bikubiye mu nkingi eshatu zigenderwaho na gahunda ya guverinoma y'imyaka irindwi 2017-2024 (NST1). Mu nkingi y'ubukungu hakubiyemo: ubuhinzi n'ubworozi, ubutaka n'ibidukikije, ibikorwaremezo ndetse n'urwego rw'abikorera. Mu nkingi y'imibereho myiza y'abaturage harimo: uburezi, ubuzima, isuku n'isukura, gahunda yo kwita ku mibereho myiza y'abaturage ndetse n'ibibazo byo mu muryango n'ihohoterwa rishingiye ku gitsina. Mu nkingi y'imiyoborere n'ubutabera harimo: serivisi zitangwa n'inzego z'ibanze, ubutabera, iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi, umutekano ndetse n'uruhare rw'abaturage mu bibakorerwa.

Muri rusange CRC ya 2019 iragaragaza ko abaturage bishimiye imiyoberere n'imitangire ya serivisi mu nzego zibegereye ku gipimo cya 70.4% bivuze ko cyazamutseho 1.1% ugereranyije n'umwaka wa 2018.

Umutekano nicyo gipimo gikomeje kuza ku isonga mu byo abaturage bashima kurusha ibindi kuko kiri ku gipimo cya 89.4% kikaba cyarazamutseho 1.4% ugereranyije n'umwaka wa 2018. Ubuhinzi nicyo gipimo gikomeje kuza inyuma mu byo abaturage bashima kuko kiri ku gipimo cya 55% nubwo bwazamutseho 5.6%. Uruhare rw'abaturage ruri ku gipimo cya 73.1% kikaba cyaragabanutseho 2.8% ugereranyije na CRC2018.

Urwego rw'Igihugu rw'Imiyoborere rurashima uruhare rw'abaturage mu gutanga ibitekerezo byabo mu kwimakaza amahame y'imiyoborere igihugu cyacu kigenderaho ndetse no kunoza imitangire ya serivisi mu nzego zibegereye. Ibi bituma buri rwego rurushaho kwivugurura mu kunoza serivisi zihabwa abaturage ariko nabo babigizemo uruhare.

RGB kandi irashimira abanyarwanda bose bagize uruhare muri ubu bushakashatsi haba mu gutanga amakuru n'ibitekerezo, haba mu korohereza abakoraga ubushakashatsi cyane cyane inzego z'ibanze n'abandi bafatanyabikorwa mu iterambere ry'Akarere. Turashimira kandi abakarani b'ubushakashatsi bakusanyije amakuru y'icyi cyegeranyo.

Tuboneyeho umwanya wo gushimira by'umwihariko abashakashatsi b'Urwego rw'Igihugu rw'Imiyoborere bagize uruhare runini kugirango ubu bushakashatsi busohoke ku gihe ndetse n'abandi bakozi ba RGB bakurikiranye ikusanyamakuru mu turere twose.

Twimakaze imiyoborere myiza, twiyubakire igihugu.

Dr. Usta Kaitesi
Umukuru w'Urwego

Imbonerahamwe 1:
CRC 2019: Uko abaturage bashima Uturere

AKARERE	CRC 2018	CRC 2019	IMPINDUKA	
Rulindo	73.99%	74.64%	▲	0.65%
Gicumbi	72.49%	74.01%	▲	1.52%
Burera	72.53%	73.93%	▲	1.40%
Kamonyi	74.23%	73.86%	▼	-0.38%
Gakenke	70.38%	73.57%	▲	3.19%
Rwamagana	76.70%	73.54%	▼	-3.16%
Musanze	68.81%	72.82%	▲	4.01%
Nyarugenge	71.20%	71.82%	▲	0.62%
Rutsiro	66.29%	71.74%	▲	5.46%
Bugesera	71.26%	71.67%	▲	0.41%
Ngoma	70.58%	71.65%	▲	1.06%
Kirehe	69.11%	71.49%	▲	2.38%
Nyabihu	69.90%	71.40%	▲	1.50%
Gasabo	70.32%	71.37%	▲	1.06%
Rusizi	66.40%	71.24%	▲	4.84%
Ngororero	61.45%	71.21%	▲	9.76%
Nyamasheke	68.12%	71.17%	▲	3.05%
Nyaruguru	68.99%	70.83%	▲	1.84%
Karongi	63.83%	70.11%	▲	6.27%
Gisagara	70.96%	69.73%	▼	-1.23%
Muhanga	66.16%	69.57%	▲	3.40%
Ruhango	66.49%	68.68%	▲	2.20%
Nyagatare	66.16%	67.81%	▲	1.64%
Nyamagabe	59.57%	67.49%	▲	7.92%
Nyanza	70.47%	67.12%	▼	-3.35%
Rubavu	72.24%	66.95%	▼	-5.28%
Huye	69.71%	66.77%	▼	-2.93%
Kicukiro	68.29%	66.60%	▼	-1.69%
Gatsibo	68.87%	63.89%	▼	-4.98%
Kayonza	68.98%	62.31%	▼	-6.67%
Impuzandengo	**69.3%**	**70.4%**	▲	**1.11%**

UTURERE TWAZAMUTSE CYANE(>5%)
NGORORERO **(9.76%)**
NYAMAGABE **(7.92%)**
KARONGI **(6.27%)**
RUTSIRO **(5.46%)**

Aho byavuye: Anketi ya RGB, 2019

Imbonerahamwe 2:
CRC 2019: Uko ibyiciro bishimwa n'abaturage

IBYICIRO	CRC 2018	CRC 2019	IMPINDUKA(2018-2019)	
UMUTEKANO	88.0%	89.4%	▲	1.4%
IYUBAHIRIZWA RYAMAHAME N'IMIYOBORERE N'UBURENGANZIRA BWA MUNTU	87.5%	88.5%	▲	1.0%
UMURYANGO N'IBIBAZO BY'IHOHOTERWA	71.9%	77.2%	▲	5.2%
UBUTABERA	76.4%	76.4%	▲	0.0%
URUHARE RW'ABATURAGE	75.9%	73.1%	▼	-2.8%
UBUZIMA	70.8%	72.9%	▲	2.1%
INZEGO Z'IBANZE	72.0%	71.3%	▼	-0.7%
ISUKU N'ISUKURA	68.2%	69.2%	▲	1.0%
GAHUNDA ZITSURA IMIBEREHO MYIZA	68.2%	67.3%	▼	-0.9%
UBUTAKA N'IBIDUKIKIJE	63.4%	63.9%	▲	0.5%
URWEGO RW'ABIKORERA	64.4%	63.8%	▼	-0.6%
UBUREZI	64.0%	63.6%	▼	-0.4%
UBWOROZI	57.7%	62.7%	▲	5.0%
IBIKORWAREMEZO	61.3%	61.7%	▲	0.4%
UBUHINZI	49.4%	55.0%	▲	5.6%
IMPUZANDENGO	69.3%	70.4%	▲	1.1%

ICYICIRO CYAZAMUTSE KURUSHA IBINDI
UBUHINZI **(5.6%)**

ICYIRO CYAMANUTSE KURUHSA IBINDI
URUHARE RW' ABATURAGE **(-2.8%)**

Imbonerahamwe3:
CRC 2019: Uko inkingi zihagaze

INKINGI ZA GUVERINOMA	CRC 2018	CRC 2019	IMPINDUKA	
UBUKUNGU	59.26%	61.40%	▲	**2.14%**
IMIBEREHO MYIZA Y'ABATURAGE	68.63%	70.02%	▲	**1.39%**
IMIYOBORERE N'UBUTABERA	79.96%	79.74%	▼	**-0.22%**
IMPUZANDENGO	69.3%	70.4%	▲	**1.1%**

Aho byavuye: Anketi ya RGB, 2019

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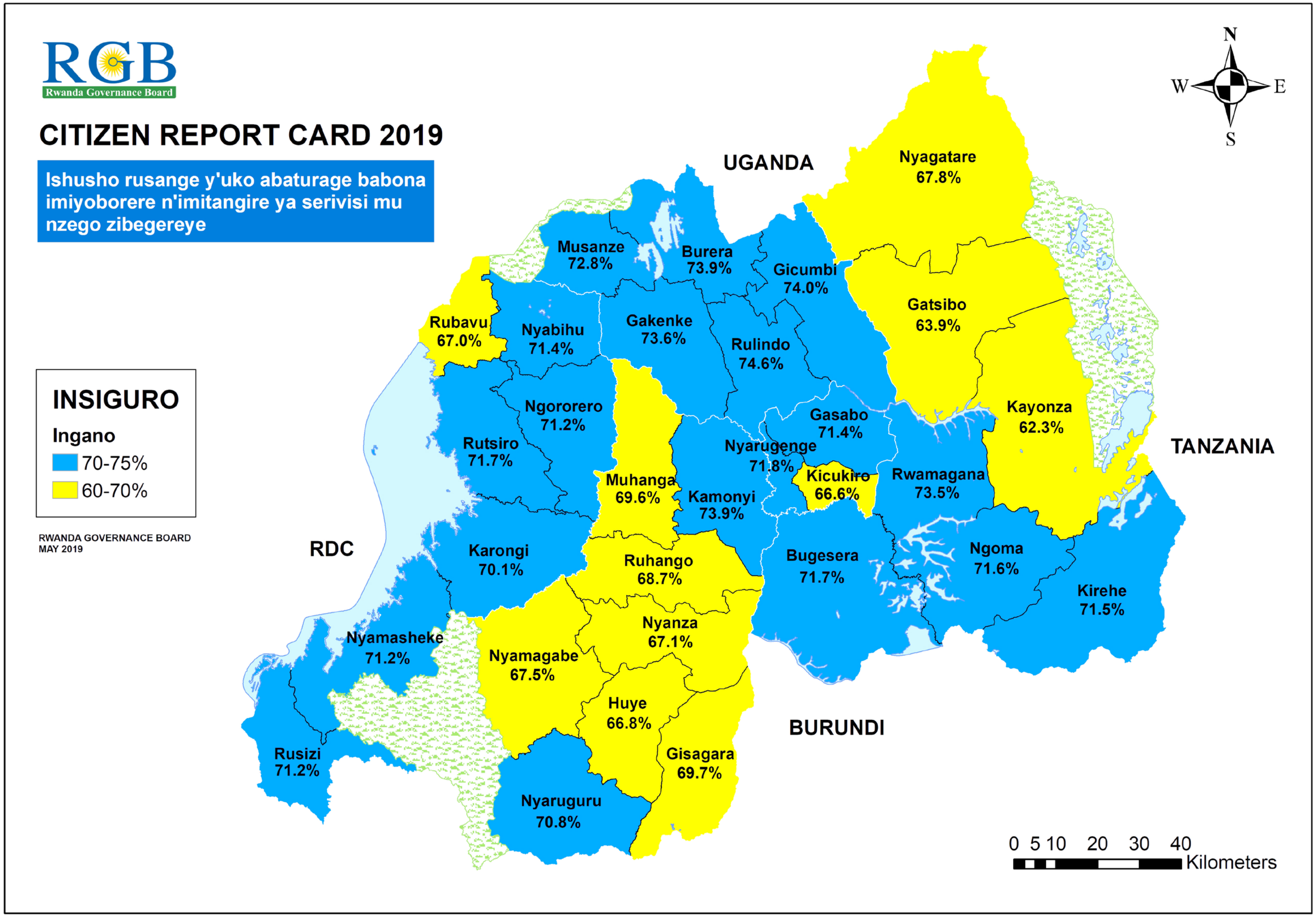
Ikarita 1: Uko Abaturage bishimiye imitangire ya serivisi mu nzego zibegereye

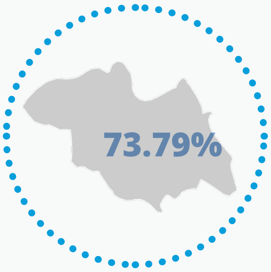


Aho byavuye: Anketi ya RGB, 2017

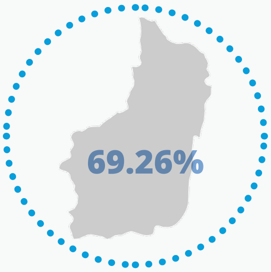
Imbonerahamwe 4:
CRC 2019: uko abaturage bashima intara/Umujyi wa Kigali

Imbonerahamwe 5:

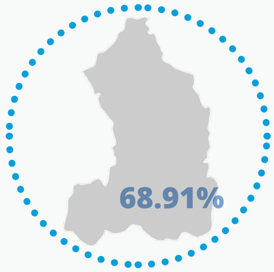
CRC 2019: Uko uturere dukurikirana hakurikijwe Intara



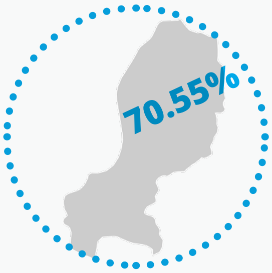
I. AMAJYARUGURU		
1.	Rulindo	74.64%
2.	Gicumbi	74.01%
3.	Burera	73.93%
4.	Gakenke	73.57%
5.	Musanze	72.82%



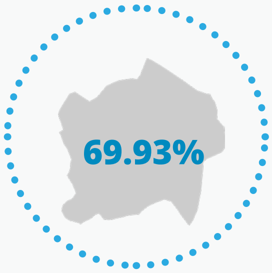
II. AMAJYEPFO		
1.	Kamonyi	73.86%
2.	Nyaruguru	70.83%
3.	Gisagara	69.73%
4.	Muhanga	69.57%
5.	Ruhango	68.68%
6.	Nyamagabe	67.49%
7.	Nyanza	67.12%
8.	Huye	66.77%



III. UBURASIRAZUBA		
1.	Rwamagana	73.54%
2.	Bugesera	71.67%
3.	Ngoma	71.65%
4.	Kirehe	71.49%
5.	Nyagatare	67.81%
6.	Gatsibo	63.89%
7.	Kayonza	62.31%



IV. UBURENGERAZUBA		
1.	Rutsiro	71.74%
2.	Nyabihu	71.40%
3.	Rusizi	71.24%
4.	Ngororero	71.21%
5.	Nyamasheke	71.17%
6.	Karongi	70.11%
7.	Rubavu	66.95%



V. UMUJYI WA KIGALI		
1.	Nyarugenge	71.82%
2.	Gasabo	71.37%
3.	Kicukiro	66.60%

Imbonerahamwe 6:
Ishusho rusange y'ibyavuye mu bushakashatsi hakurikijwe ibyiciro

#	IBIPIMO	CRC 2018	CRC 2019
	UBUKUNGU	**59.3%**	**61.4%**
i.	UBUHINZI	49.4%	55.0%
ii.	UBWOROZI	57.7%	62.7%
iii.	IBIKORWAREMEZO	61.3%	61.7%
iv.	UBUTAKA N'IBIDUKIKIJE	63.4%	63.9%
v.	URWEGO RW'ABIKORERA	64.4%	63.8%
	IMIBEREHO MYIZA	**68.6%**	**70.0%**
vi.	UBUREZI	64.0%	63.6%
vii.	UBUZIMA	70.8%	72.9%
viii.	ISUKU N'ISUKURA	68.2%	69.2%
ix.	GAHUNDA ZITSURA IMIBEREHO MYIZA	68.2%	67.3%
x.	UMURYANGO N'IBIBAZO BY'IHOHOTERWA	71.9%	77.1%
	IMIYOBORERE N'UBUTABERA	**79.9%**	**79.7%**
xi.	SERIVISI ZITANGWA N'INZEGO Z'IBANZE	72.0%	71.3%
xii.	UBUTABERA	76.4%	76.4%
xiii.	IYUBAHIRIZWA RYAMAHAME N'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	87.5%	88.5%
xiv.	UMUTEKANO	88.0%	89.4%
xv.	URUHARE RW'ABATURAGE	75.9%	73.1%
	IMPUZANDENGO	69.3%	70.4%

I. Intangiriro

Urwego rw' Igihugu rw' Imiyoborere (RGB) rukoze ku nshuro ya munani ubushakashatsi ku ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC). Nk' uko bimenyerewe ubu bushakashatsi bugamije kwerekana uko abaturage babona serivisi bahabwa n'inzego zibegereye ndetse n'uruhare rwabo mu bibakorerwa.

Ubu bushakashatsi bwakozwe guhera muri Mutarama kugera muri Kamena 2019, ku byiciro cumi na bitanu aribyo: ubuhinzi, ubworozi, ibikorwaremezo, ubutaka n'ibidukikije, urwego rw'abikorera, uburezi, ubuzima, isuku n'isukura, gahunda zo kwita ku mibereho myiza y'abaturage, umuryango n'ibibazo by'ihohoterwa, inzego z'ibanze, ubutabera, umutekano, iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi ndetse n'uruhare rw'abaturage mu bibakorerwa.

Mu gukora CRC ya 2019 abantu bo mu ngeri zitandukanye babigizemo uruhare harimo: abaturage babajijwe, ubuyobozi bw'inzego z'ibanze, abakarani b'ubushakashatsi, Ikigo cy'Igihugu Gishinzwe Ibarurishamibare, inzego z'umutekano, abafatanyabikorwa ndetse n'abashakashatsi b'Urwego rw'Igihugu rw'Imiyoborere.

Ababajijwe muri ubu bushakashatsi ni abaturage bafite byibura imyaka cumi n'umunani. Amakuru yatanzwe n'abaturage yujujwe kandi n'ibiganiro mu matsinda yari agizwe n'abayobozi mu nzego zakoreweho ubushakashatsi ku rwego rw'umurenge ndetse no ku rwego rw'akarere.

Kimwe n'izayibanjirije, CRC ya 2019 ikoze mu buryo bukurikira: igice cya mbere kivuga ku ntangiriro n'impamvu y'ubu bushakashatsi. Igice cya kabiri kivuga ku ngengamikorere y'ubu bushakashatsi. Igice cya gatatu kiribanda ku byavuye mu bushakashatsi aho by'umwihariko muri uyu mwaka hakozwe n'isesengura rirebana n'uburyo abagore n'abagabo babona imitangire ya serivisi n'uruhare rwabo mu bibakorerwa cyane cyane kuri serivisi zikora ku buzima bwa buri munsi bw'abaturage. Umwanzuro n'ingamba nibyo bisoza iki cyegeran yo.

Urwego rw'Igihugu rw'Imiyoborere rutangaza ibyavuye muri ubu bushakashatsi binyuze mu biganiro n'abaturage n'abandi bafatanyabikorwa, bikanasakazwa binyuze mu ikoranabuhanga ndetse n'inyandiko zishyikirizwa inzego zirebwa n'ubu bushakashatsi. Ibyavuyemo kandi byifashishwa mu gushyiraho ingamba zituma ahagaragaye intege nke harushaho kwitabwaho by' umwihariko.

II. Ingengamikorere y'ubushakashatsi

CRC ya 2019 yakorewe ku baturage bafite imyaka 18 kuzamura babonetse hakurikijwe urutonde rw'ingo zigize imidugudu yakoreweho ubushakashatsi. Umudugudu watoranijwe ku buryo bwa tombola hifashishijwe ikoranabuhanga rya SPSS naho umubare w'ingo zose zakoreweho ubushakashatsi wo wabonetse mu buryo bukurikira:

n= ((Z^2 p(1-p))/e^2)/(1+ (Z^2 p(1-p))/(e^2 N))

Aho

n = Umubare w'abaturage bakoreweho ubushakashatsi,

N: Umubare w'abaturage bose, hagendewe ku iteganyamibare ry'umwaka wa 2019 haboneka abaturage 6,802,843 bafite imyaka 18 kujyana hejuru hifashishijwe ibarura rusange ry'abaturage rya 2012.

Z = umubare werekana icyizere ibizava mu bushakashatsi bikwiye kugirirwa. Hakoreshejwe icyizere cya 95%, gihwanye na 1.96.

p na q (p=1- q) ni ubwiganze bw'abaturage barebwa n'ubushakashatsi, CRC 2018 yerekanye ko abaturage bishimiye serivisi ari 69.3% ubwo p = 0.693 naho q = 0.307.

e = ukwibeshya kwemewe (ni 0.0085%).

Hakurikijwe iyi mibare, hakenewe byibuze abaturage 11293. Ubushakashatsi bwakorewe ku baturage ibihumbi cumi na kimwe magana atatu na mirongo ine (11340), uyu mubare ukaba warabonetse bitewe n'iburungushura ryabaye ku mibare yari ikenewe. Abo baturage batoranijwe mu turere ku buryo bukurikira hakurikijwe umubare w'abaturage batuye akarere. Ibi bivuze ko Akarere gafite abaturage benshi ari nako kagize abaturage benshi babajijwe.

Imbonerahamwe 7:
Umubare w'abaturage bakoreweho ubushakashatsi hakurikijwe Akarere

NO	AKARERE	UMUBARE W'ABABAJIJWE
1	Bugesera	406
2	Burera	363
3	Gakenke	360
4	Gasabo	553
5	Gatsibo	480
6	Gicumbi	420
7	Gisagara	338
8	Huye	349
9	Kamonyi	394
10	Karongi	352
11	Kayonza	378
12	Kicukiro	336
13	Kirehe	358
14	Muhanga	344
15	Musanze	379
16	Ngoma	345
17	Ngororero	360
18	Nyabihu	324
19	Nyagatare	496
20	Nyamagabe	376
21	Nyamasheke	406
22	Nyanza	358
23	Nyarugenge	308
24	Nyaruguru	324
25	Rubavu	442
26	Ruhango	338
27	Rulindo	315
28	Rusizi	457
29	Rutsiro	359
30	Rwamagana	322
	MURI RUSANGE	**11,340**

Aho byavuye: Anketi ya RGB, 2019

Ikarita 2: Imidugudu yakorewemo ubushakashatsi

Aho byavuye: Anketi ya RGB, 2017

Ikarita iri hejuru iragaragaza imidugudu yakoreweho ubushakashatsi mu gihugu cyose. Iyi midugudu yatoranijwe ku buryo bwa tombola hakorereshejwe ikoranabuhanga rya SPSS muri buri karere ryatoranyije umudugudu rigendeye ku miterere yayo: umujyi, inkengero z'umujyi n'icyaro.

Ababajijwe mu mudugudu batoranyijwe hakurikijwe ingo ziwugize. Iyo urutonde rw'ingo zituye umudugudu rubonetse, hakorwa igiteranyo cy'ingo zose. Uwo mubare ugabanywa n'umubare w'ababazwa muri buri mudugudu w'ako karere kugira ngo haboneke umubare w'ingo zisimbukwa. Ubazwa wa mbere yabonetse hakozwe tombola hagati ya 1 na wa mubare w'ingo zisimbukwa. Uwo mubare wongerewe ku rugo rwa mbere rwatoranijwe, haboneka urwa kabiri, bityo bityo kugeza habonetse umubare w'ababazwa ukenewe. Iyo tugeze mu rugo rwatoranyijwe habazwa umwe mu bagize urugo ufite hejuru y'imyaka 18.

Nyuma y'amakuru yatanzwe n'abaturage hakozwe ibiganiro mu matsinda mu turere dukurikira:

Imbonerahamwe 8:
Uturere twakorewemo ibiganiro mu matsinda

INTARA	UTURERE
Iburengerazuba	Nyamasheke-Karongi
Amajyepfo	Nyamagabe-Huye-Kamonyi
Iburasirazuba	Kayonza-Gatsibo
Amajyaruguru	Musanze-Rulindo
Umujyi wa Kigali	Gasabo

Ibiganiro byaberaga mu murenge umwe watoranyijwe muri utu turere twavuzwe haruguru bigahuza itsinda rigizwe n'abahagarararirye ibyiciro bikurikira: imibereho myiza y'abaturage, uburezi, ubutaka, imiturire n'ibikorwaremezo, ubuhinzi, ubworozi, abunzi, Inama njyanama, DASSO, ubuzima, n'umuyobozi w'umudugudu uhagaraye abandi.

Hakorwaga kandi ibiganiro imbonankubone ku karere n'abantu bakurikira: Umuyobozi w'akarere cyangwa umuhagarariye (Umuyobozi wungirije w'akarere/ Umunyamabanga nshingwabikorwa w'akarere), Umuyobozi ushinzwe ubuhinzi ku karere, Umuyobozi ushinzwe one stop center ndetse n'uhagarariye Ihuriro ry'abafatanyabikorwa mu iterambere ry'Akarere (JADF).

II.1. Abakoze ubushakashatsi

Ikusanyamakuru ryakozwe n'abakarani b'ubushakashatsi mirongo itanu na bane (54) n'abagenzuzi icyenda (9), bahawe amahugurwa y'iminsi ine (4). Abakarani b'ubushakashatsi bari babumbiye mu matsinda icyenda (9) buri tsinda rigizwe n'abakarani batandatu (6) n'umugenzuzi umwe (1). Buzuzaga ibisubizo by'ubushakashatsi hakoreshejwe ibikoresho by'ikoranabuhanga (tablets). Abagenzuzi kandi bari bashinzwe gusuzuma no gukosora ibyo itsinda bayoboye ryakoze no kubyohereza kubabishinzwe. Ikusanyamakuru ryakozwe guhera tariki ya 18 Gashyantare kugera tariki ya 22 Werurwe 2019.

Dore uko amatsinda yari ateye:

Imbonerahamwe 9:
Uturere twakorewemo ibiganiro mu matsinda

No	Akarere	Abakarani b'ubushakashatsi	Abagenzuzi
1	Ngororero – Nyabihu - Musanze	6	1
2	Nyaruguru-Nyamagabe-Rusizi	6	1
3	Rutsiro-Karongi-Nyamasheke	6	1
4	Ngoma-Kirehe-Nyagatare	6	1
5	Nyanza-Huye-Gisagara	6	1
6	Ruhango - Muhanga - Rubavu	6	1
7	Gakenke – Burera - Gicumbi	6	1
8	Rulindo – Kamonyi – Bugesera	6	1
9	Rwamagana-Kayonza - Gatsibo	6	1
	Kicukiro-Nyarugenge-Gasabo	Bose	
	Muri rusange	54	9

Aho byavuye: Anketi ya RGB, 2019

Mu gukusanya amakuru hifashishijwe ibikoresho by'ikoranabuhanga (Tablets). Ayo makuru yakusanyijwe yahurizwaga hamwe hifashishijwe ikoranabuhanga ryabugenewe mu kwegeranya amakuru y'ubushakashatsi agahita ashyirwa ku rubuga rw'ikoranabuhanga rw'Urwego rw' Igihugu rw'Imiyoborere ku buryo byafashaga mu bugenzuzi buhoraho bw'amakuru yakusanywaga. Ibyakusanyijwe byasesenguwe hifashishijwe ikoranabuhanga rya STATA na Excel kugira ngo haboneke iki cyegeranyo.

II.2. Ibiranga ababajijwe muri ubu ubushakashatsi

Imbonerahamwe ikurikira iragaragaza ibyiciro biranga ababajijwe aribyo: igitsina, imyaka, irangamimerere, amashuri bize, idini, icyo bakora , icyiciro cy'ubudehe ndetse n'amafaranga binjiza ku kwezi.

Imbonerahamwe 10:
Abaturage babajijwe hakurikijwe igitsina

	IGITSINA					
	Gabo		Gore		BOSE	
AKARERE	Umubare	%	Umubare	%	Umubare	%
Gasabo	231	41.8%	322	58.2%	553	100.0%
Kicukiro	122	36.3%	214	63.7%	336	100.0%
Nyarugenge	104	33.8%	204	66.2%	308	100.0%
Gisagara	134	39.6%	204	60.4%	338	100.0%
Huye	126	36.1%	223	63.9%	349	100.0%
Kamonyi	154	39.1%	240	60.9%	394	100.0%
Muhanga	134	39.0%	210	61.0%	344	100.0%
Nyamagabe	190	50.5%	186	49.5%	376	100.0%
Nyanza	153	42.7%	205	57.3%	358	100.0%
Nyaruguru	153	47.2%	171	52.8%	324	100.0%
Ruhango	131	38.8%	207	61.2%	338	100.0%
Karongi	174	49.4%	178	50.6%	352	100.0%
Ngororero	155	43.1%	205	56.9%	360	100.0%
Nyabihu	123	38.0%	201	62.0%	324	100.0%
Nyamasheke	180	44.3%	226	55.7%	406	100.0%
Rubavu	173	39.1%	269	60.9%	442	100.0%
Rusizi	218	47.7%	239	52.3%	457	100.0%
Rutsiro	172	47.9%	187	52.1%	359	100.0%
Burera	183	50.4%	180	49.6%	363	100.0%
Gakenke	162	45.0%	198	55.0%	360	100.0%
Gicumbi	187	44.5%	233	55.5%	420	100.0%
Musanze	141	37.2%	238	62.8%	379	100.0%
Rulindo	135	42.9%	180	57.1%	315	100.0%
Bugesera	157	38.7%	249	61.3%	406	100.0%
Gatsibo	232	48.3%	248	51.7%	480	100.0%
Kayonza	160	42.3%	218	57.7%	378	100.0%
Kirehe	156	43.6%	202	56.4%	358	100.0%
Ngoma	138	40.0%	207	60.0%	345	100.0%
Nyagatare	221	44.6%	275	55.4%	496	100.0%
Rwamagana	149	46.3%	173	53.7%	322	100.0%
BOSE HAMWE	**4,848**	**42.8%**	**6,492**	**57.2%**	**11,340**	**100.0%**

Aho byavuye: Anketi ya RGB, 2019

Imbonerahamwe iri hejuru irerekana ko 42.8 % by'ababajijwe ari abagabo mu gihe 57.2% ari abagore.

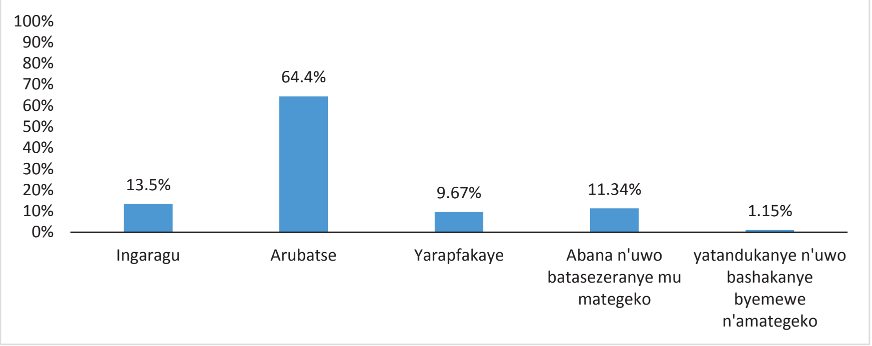
Imbonerahamwe 11:
Abaturage babajijwe hakurikijwe imyaka

Imyaka	Gabo	Gore	BOSE
18-24	3.30%	6.20%	9.50%
25-29	4.90%	7.70%	12.60%
30-34	6.40%	9.00%	15.40%
35-39	7.40%	9.40%	16.80%
40-44	5.30%	6.50%	11.80%
45-49	4.20%	5.30%	9.50%
50-54	3.40%	4.10%	7.50%
55-59	3.20%	3.80%	7.00%
60-64	2.20%	2.80%	5.00%
65 kuzamura	2.40%	2.30%	4.70%
BOSE	42.80%	57.20%	100.00%

Aho byavuye: Anketi ya RGB, 2019

Iyi mbonerahamwe iragaragaza ko igice kinini cy'ababajijwe bari munsi y'imyaka mirongo ine n'itanu (45) aho bari ku ijanisha rya 66.2%. Muri bo, abagabo ni 27.3% naho abagore ni 38.8%.

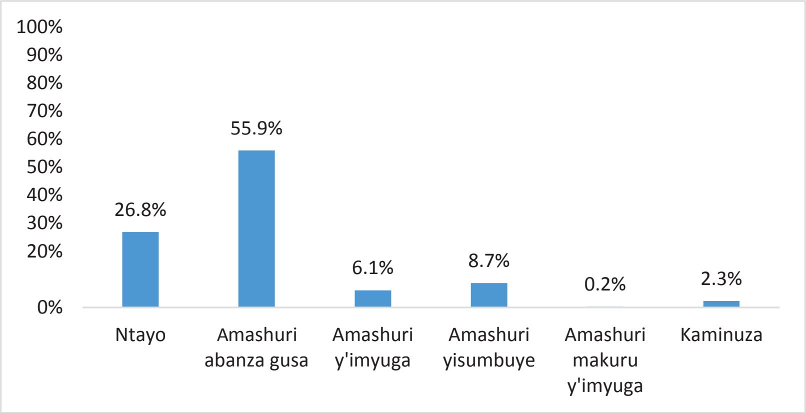
Ishusho 1: Abaturage babajijwe hakurikijwe irangamimerere



Aho byavuye: Anketi ya RGB, 2019

Ishusho iri hejuru irerekana ko icyiciro cy'abubatse kigize 64.4% by'ababajijwe bose, mu gihe ibindi byiciro by'irangamimerere bingana na 35.6%.

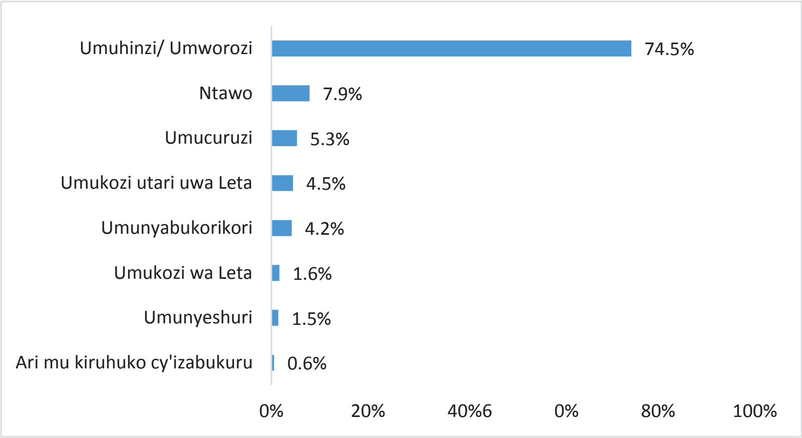
Ishusho 2: Abaturage babajijwe hakurikijwe amashuri bize



Aho byavuye: Anketi ya RGB, 2019

Ishusho iragaragaza ko abize amashuri abanza gusa aribo benshi kuko bari kuri 55.9%, abatarize ni 26.8%, abarangije amashuri yisumbuye n'ay'imyuga ni 14.8% mu gihe abarangije kaminuza bangana na 2.3% by'ababajijwe.

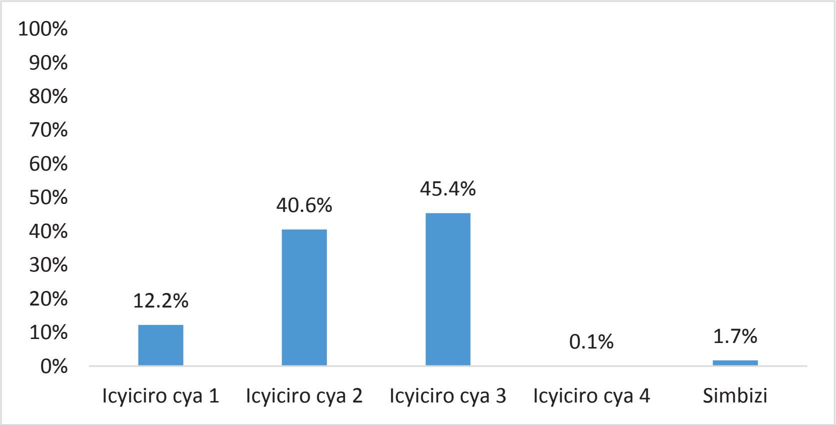
Ishusho 3: Abaturage babajijwe hakurikijwe umurimo bakora



Aho byavuye: Anketi ya RGB, 2019

Ishusho iri hejuru irerekana ko mu babajijwe, abahinzi - borozi aribo bari ku gipimo cyo hejuru kingana na 74.5% naho 7.9% ni abavuze ko nta mwuga bafite.

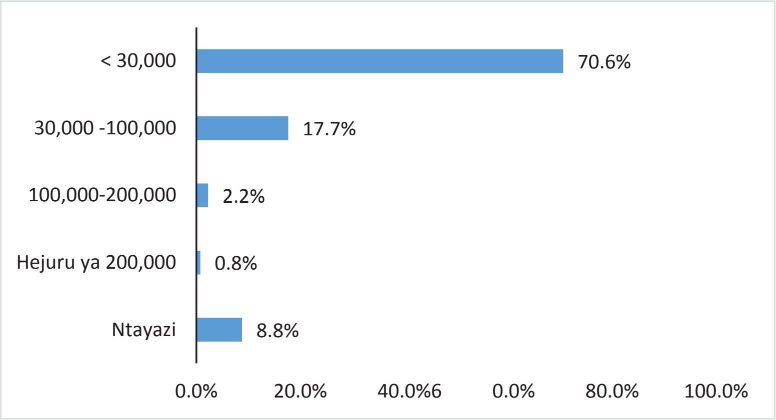
Ishusho 4: Abaturage babajijwe hakurikijwe icyiciro cy'ubudehe babarizwamo



Aho byavuye: Anketi ya RGB, 2019

Nk'uko bigaragazwa n'ishusho iri hejuru abenshi mu babajijwe babarizwa mu cyiciro cya 3 ku gipimo cya 45.4% hagakurikiraho abo mu cyiciro cya kabiri bangana na 40.6% mu gihe abagera kuri 1.7% batazi icyiciro cy'ubudehe babarizwamo.

Ishusho 5: Abaturage babajijwe hakurikijwe amafaranga binjiza ku kwezi



Aho byavuye: Anketi ya RGB, 2019

Muri ubu bushakashatsi, abenshi mu babajijwe ni abinjiza munsi y'amafaranga ibihimbi mirongo itatu (30,000) aho bari ku gipimo cya 70.6%, abinjiza kuva ku bihumbi magana abiri (200,000) kuzamura bari ku gipimo cya 0.8%, mu gihe ababajijwe batazi ingano y'amafaranga binjiza ku kwezi ari 8.8%.

II.3. Ibyiciro byakoreweho ubushakashatsi

Kimwe n'umwaka ushize CRC 2019 yakozwe ku byiciro cumi na bitanu bikubiye mu nkingi eshatu za gahunda ya Leta ya NST1 arizo: Ubukungu, Imibereho myiza y'abaturage, imiyoborere n'ubutabera. Buri nkingi ihuza serivisi eshanu.

UBUKUNGU:

- Ubuhinzi
- ubworozi,
- Ibikorwaremezo,
- Ubutaka n'ibidukikije
- Serivisi z'abikorera;

IMIBEREHO MYIZA Y'ABATURAGE:

- Uburezi,
- Ubuzima,
- Isuku n'isukura
- Gahunda zo kwita ku mibereho myiza y'abaturage;
- Umuryango n'ibibazo by'ihohoterwa rishingiye ku gitsina;

IMIYOBORERE N'UBUTABERA:

- Serivice 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

III.1.Serivisi z'Ubuhinzi

Serivisi z'ubuhinzi zakoreweho ubushakashatsi ni izi zikurikira: Guhuza ubutaka, guhinga igihingwa cyatoranijwe, gahunda ya nkunganire, serivisi za agoronome, abajyanama mu buhinzi, kubona ifumbire n'inyongeramusaruro ku gihe, kubona imbuto ku gihe, kurwanya indwara z'ibihingwa, kunoza imihingire, kuhira imyaka, guhunika umusaruro, kubona isoko ry'umusaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi, kubona inguzanyo mu ma banki n'ibigo by'imari iciriritse ku bahinzi.

II.1.1 Uko abaturage babona serivisi z' ubuhinzi

Serivisi z'ubuhinzi mu mwaka wa 2019 muri rusange zishimwa ku gipimo cya 55.0% mu gihe abanenga ari 41.8%. Mu bagabo babajijwe abashima ni 55.27% abanenga ni 42.41%. Ku ruhande rw'abagore abashima ni 54.78% abanenga bakaba 41.37%.

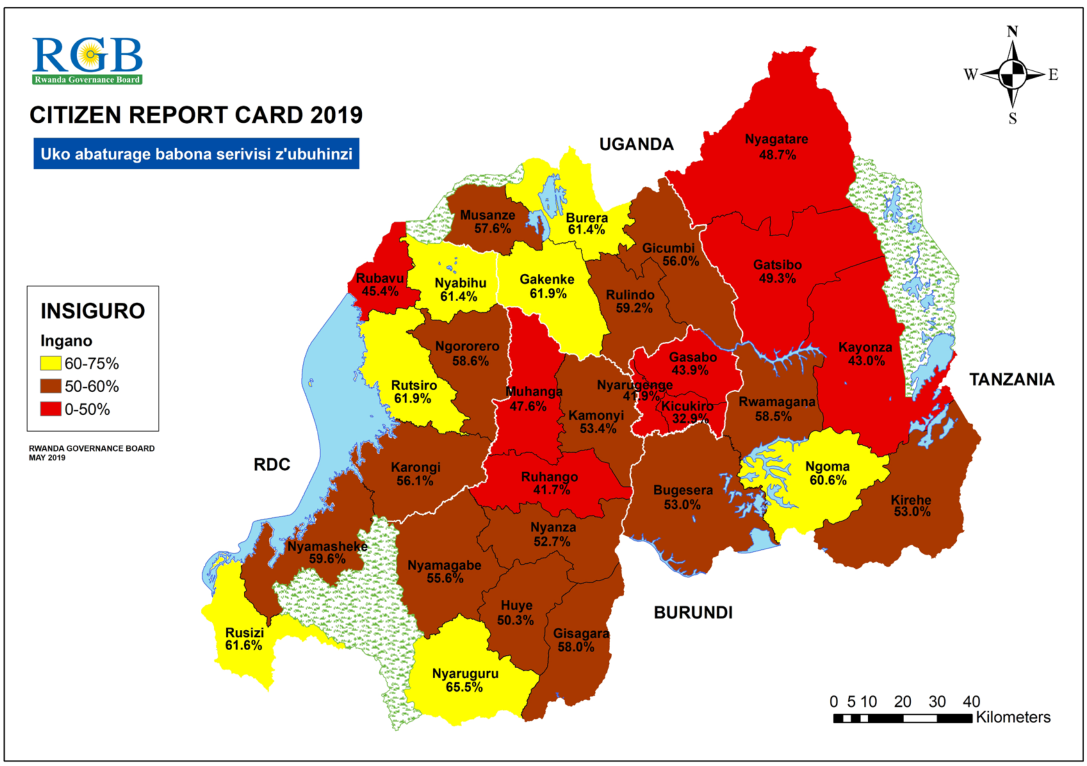
Ugereranije n'ibindi byiciro byakozweho ubushakashatsi, ubuhinzi nicyo cyiciro cyazamutse kurusha ibindi ku kigero cya 5.6% nubwo aricyo gikomeje kuza inyuma.

UKO ABATURAGE BABONA SERIVISI Z'UBUHINZI MURI RUSANGE

55.0% ABASHIMA

41.8% ABANENGA

Ikarita 3: Uko abaturage babona serivisi bahabwa mu buhinzi



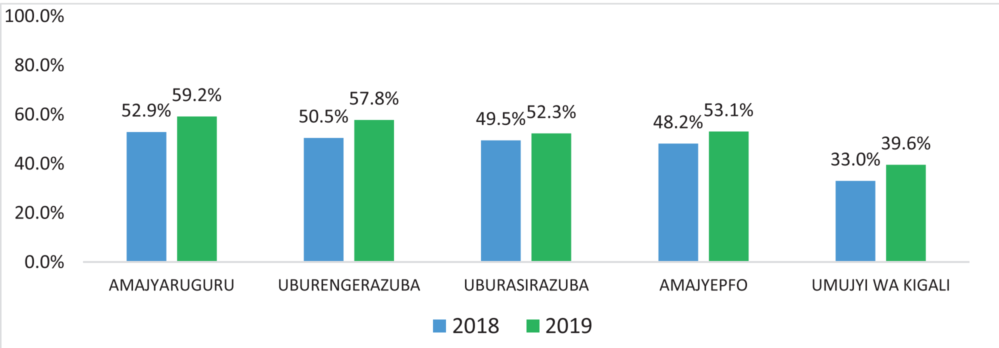
Aho byavuye: Anketi ya RGB, 2019

Nk'uko iyi karita ibigaragaza, muri rusange uturere twose twagize ibipimo biri hasi ya 70%. Akarere kaza ku isonga ni Nyaruguru gafite 65.5% naho akarere ka Kicukiro kaza ku mwanya wa nyuma ku ijanisha rya 32.9%. Kicukiro kandi niyo ikomeje kuza ku mwanya wa nyuma muri serivisi z'ubuhinzi nubwo yazamutseho 8.4%.

III.1.2. Uko abaturage babona serivisi z'ubuhinzi ku rwego rw'Intara

Ishusho ikurikira iragaragaza uko abaturage bashima serivisi z'ubuhinzi ku rwego rw'Intara ikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 6: Uko abaturage babona serivisi z'ubuhinzi mu mwaka wa 2018 na 2019 ku rwego rw'Intara

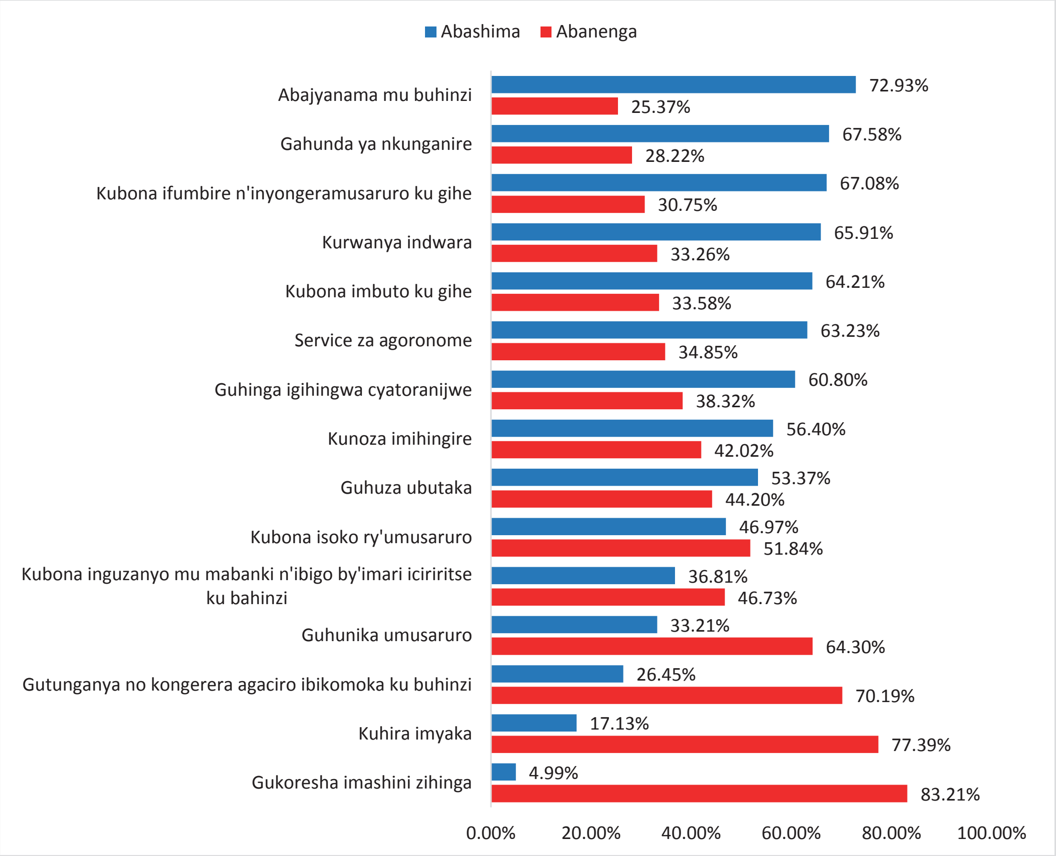


Aho byavuye: Anketi ya RGB, 2019

Ishusho ya 6 iragaragaza ko serivisi z'ubuhinzi ku rwego rw'Intara n'Umujyi wa Kigali zarazamutse ariko ntiziragera ku gipimo gishimishije kuko zose ziri munsi ya 60%. Intara y'Uburengerazuba yazamutse ku gipimo cya 7.3% naho Intara y'Uburasirazuba niyo yazamutse ku gipimo cyo hasi cya 2.8%.

III.1.3. Uko abaturage bishimiye serivisi zitandukanye zo mu buhinzi

Ishusho 7: Uko abaturage babona serivisi zitandukanye mu buhinzi



Aho byavuye: Anketi ya RGB, 2019

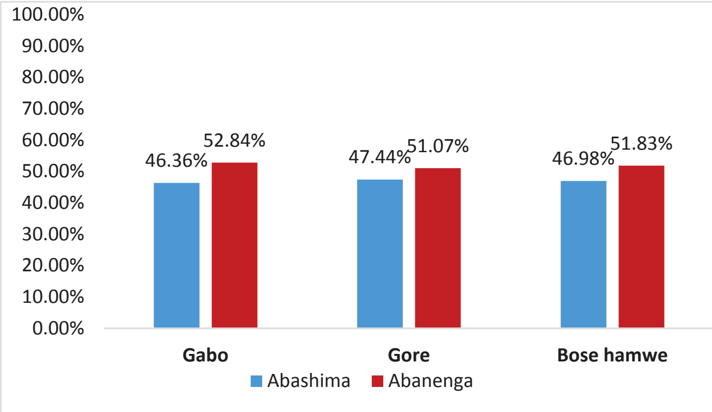
Nk'uko byagaragaye ko icyiciro cy'ubuhinzi aricyo cyazamutse kurusha ibindi, iyi mpinduka yatewe na zimwe muri serivisi abaturage bashimye kurushaho. Urugero ni serivisi yo kubona imbuto ku gihe aho yazamutseho 12.5%. Urebye uruhare icyi cyiciro kigomba kugira mu iterambere ry'Igihugu, haracyari byinshi byo kunozwa. Muri byo twavuga nko kubona isoko ry'umusaruro, guhunika umusaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi no kubona inguzanyo mu ma banki n'ibigo by'imari iciriritse ku bahinzi.

Mu biganiro byo mu matsinda abaturage bagaragaje zimwe mu mbogamizi mu kongerera agaciro ibikomoka ku buhinzi ndetse no kubona isoko ry'umusaruro w' ubuhinzi zirimo: ubwanikiro n'ubuhunikiro bidahagije n'ubuhari bukaba bushaje ku buryo bituma umusaruro wangirika utaragezwa ku isoko. Ibi bikaba bitera igihombo abahinzi harimo abibumbiye mu mashyirahamwe basabye inguzanyo bituma bananirwa kuzishyura.

Nubwo byagaragaye ko kubona imbuto ku gihe byazamutse ku buryo bugaragara iyi serivisi ndetse n'iy'ifumbire n'inyogeramusaruro biracyari imbogamizi ihora igaruka buri mwaka muri serivisi z'ubuhinzi kuko hari aho abaturage bagaragaje ko ibageraho itinze. Ibi kandi biterwa nuko abatubuzi n'abacuruza amafumbire badahagije mu turere twinshi tw'Igihugu. Ikindi bagaragaje ni uko igiciro cy'umusaruro gihora gihindagurika bitewe n'ibihe kandi ntikijyane n'ibyo umuhinzi aba yashoye.

III.1.4. Uko abagabo n'abagore babona isoko ry'umusaruro

Ishusho 8: Uko abagabo n'abagore babona ibijyanye n'isoko ry'umusaruro



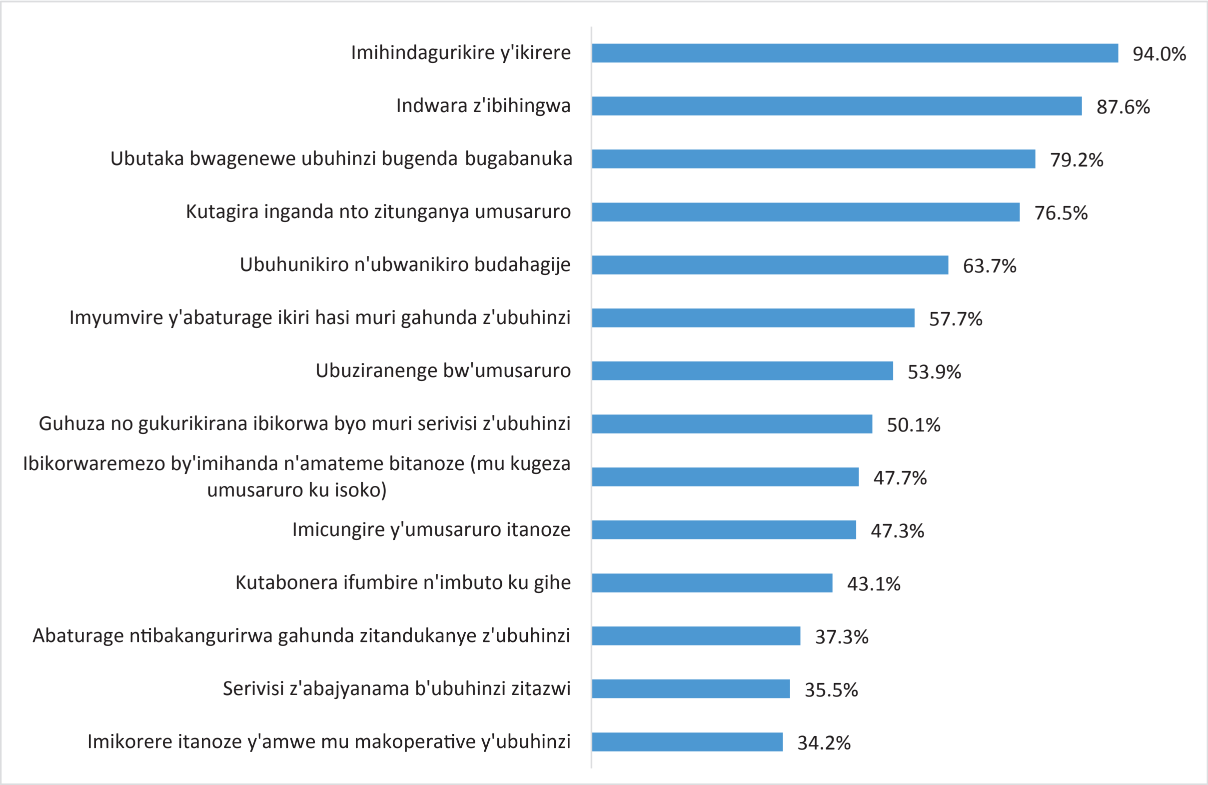
Aho byavuye: Anketi ya RGB, 2019

Muri rusange serivisi zo kubona isoko ry'umusaruro uturuka k'ubuhinzi zishimwa ku gipimo cya 46.98%. Nkuko bigaragara haba ku bagabo no ku bagore abanenga baruta abashima icyakora abagore bashima ku gipimo cyo hejuru kurusha abagabo. Ibi bishobora kuba biterwa ahanini n'uko abagore aribo bagaragara cyane mu mirimo y'ubuhinzi kurusha abagabo.

III.1.5. Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi

Ubu bushakashatsi bwarebye by'umwihariko zimwe mu nzitizi abaturage bahura nazo mu rwego rwo kurushaho gusobanukirwa ibibangamira iterambere ry'ubuhinzi. Ibi biragaragazwa n'ishusho ikurikira.

Ishusho 9: Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi



Aho byavuye: Anketi ya RGB, 2019

Kuri iyi shusho ya 9, abaturage berekanye imihindagurikire y'ikirere nk'inzitizi iza ku isonga. Ibi birashimangirwa n'ibiganiro byo mu matsinda, aho bagaragaje ko ubuhinzi bukigendera cyane ku kirere aho mu gihe gihindutse bitunguranye bigira ingaruka ku musaruro uba utegerejwe.

INGAMBA

- Kongera ubwanikiro n'ubuhunikiro bw'umusaruro no kunoza imicungire yabwo;
- Kunoza ubuziranenge bw'umusaruro kugirango ushobore guhangana ku isoko;
- Gushyira ingufu mu kuhira imyaka nk'igisubizo kirambye mu guhangana n'ikibazo cy'imihindagurikire y'ikirere;
- Gushyira imbaraga mu gutuganya no kongerera agaciro ibikomoka ku buhinzi;
- Kunoza igenamigambi, ishyirwamubikorwa n'igenzura rya serivisi zo kwegereza abaturage imbuto, ifumbire n'inyongeramusaruro;;
- Kunoza imikorere n'imikoranire y'inzego muri serivisi z'ubuhinzi

Imbonerahamwe 12:
Impinduka y'uko abaturage bashima serivisi z'ubuhinzi muri 2018 na 2019

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	35.2%	43.9%	▲	8.7%
2	Kicukiro	24.4%	32.9%	▲	8.4%
3	Nyarugenge	39.4%	41.9%	▲	2.5%
4	Gisagara	57.3%	58.0%	▲	0.7%
5	Huye	48.7%	50.3%	▲	1.5%
6	Kamonyi	39.3%	53.4%	▲	14.0%
7	Muhanga	50.3%	47.6%	▼	-2.7%
8	Nyamagabe	39.5%	55.6%	▲	16.1%
9	Nyanza	54.2%	52.7%	▼	-1.5%
10	Nyaruguru	54.6%	65.5%	▲	10.8%
11	Ruhango	41.4%	41.7%	▲	0.3%
12	Karongi	46.8%	56.1%	▲	9.3%
13	Ngororero	44.9%	58.6%	▲	13.7%
14	Nyabihu	53.6%	61.4%	▲	7.8%
15	Nyamasheke	49.9%	59.6%	▲	9.7%
16	Rubavu	52.7%	45.4%	▼	-7.3%
17	Rusizi	52.5%	61.6%	▲	9.2%
18	Rutsiro	53.2%	61.9%	▲	8.7%
19	Burera	54.2%	61.4%	▲	7.2%
20	Gakenke	52.6%	61.9%	▲	9.4%
21	Gicumbi	51.2%	56.0%	▲	4.8%
22	Musanze	52.5%	57.6%	▲	5.0%
23	Rulindo	54.3%	59.2%	▲	5.0%
24	Bugesera	58.0%	53.0%	▼	-4.9%
25	Gatsibo	48.0%	49.3%	▲	1.3%
26	Kayonza	42.3%	43.0%	▲	0.8%
27	Kirehe	46.6%	53.0%	▲	6.5%
28	Ngoma	56.8%	60.6%	▲	3.8%
29	Nyagatare	42.5%	48.7%	▲	6.2%
30	Rwamagana	52.6%	58.5%	▲	5.9%
	IMPUZANDENGO	49.4%	55.0%	▲	5.6%

Aho byavuye: Anketi ya RGB, 2019

UBWOROZI

III.2.Serivisi z'ubworozi

Serivisi z'ubworozi zifite uruhare runini mu kuzamura ubukungu bw'Igihugu n'imibereho y'abaturage muri rusange. Kimwe n'izindi zayibanjirije, CRC ya 2019 yibanze kuri serivisi z'ubworozi zikurikira: Serivisi za veterineri, kubona isoko ry'amata, gutera intanga, ubuvuzi bw'amatungo, gukumira indwara z'amatungo, gutunganya no kongerera agaciro ibikomoka ku bworozi, ubworozi bw'amatungo magufi, kubona inguzanyo mu ma banki n' ibigo by'imari iciriritse ku bworozi.

III.2.1. Uko abaturage babona serivisi z'ubworozi muri rusange

Muri rusange serivisi z'ubworozi zishimwa ku gipimo cya 62.7% mu gihe 32.6% banenga izi serivisi. Mu bagabo babajijwe abashima ni 61.7%, abanenga ni 34.8% naho mu bagore abashima ni 63.5% abanenga ni 30.6%.

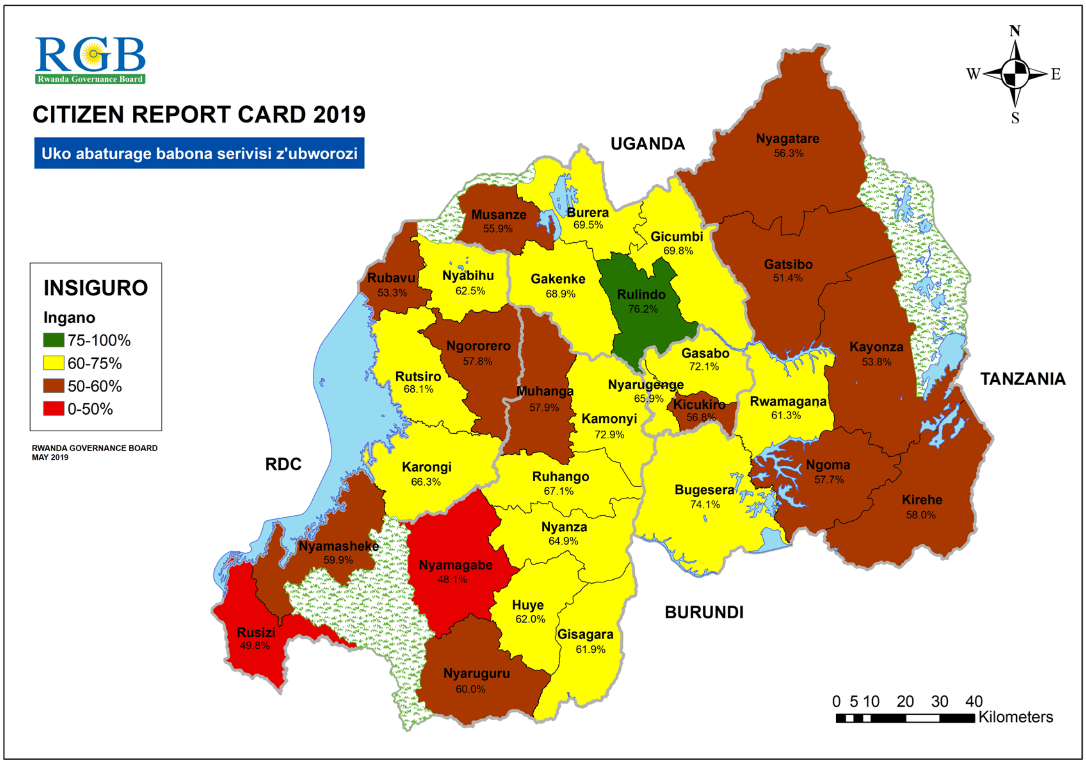
Ugereranije n'umwaka wa 2018, iki gipimo cyazamutseho 4.9% kuko cyari kuri 57.7% y'abashima izi serivisi nubwo kiri mu bikomeje kuza inyuma mu kwishimirwa n'abaturage mu byiciro byakozweho ubushakashatsi.

UKO ABATURAGE BABONA SERIVISI Z'UBWOROZI MURI RUSANGE

62.7% ABASHIMA

32.6% ABANENGA

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



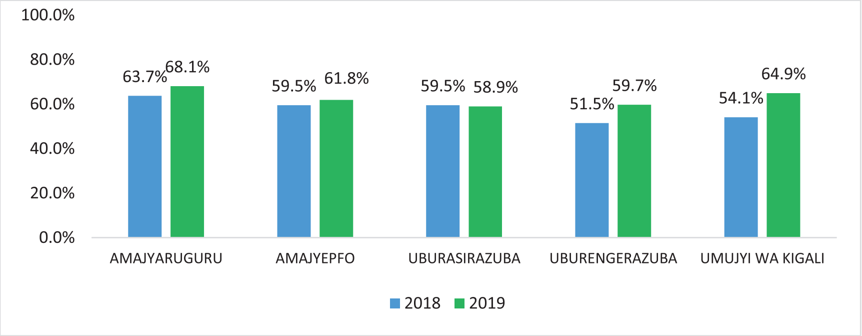
Aho byavuye: Anketi ya RGB, 2019

Nk'uko ikarita iri hejuru ibigaragaza, Akarere ka Rulindo niko kari ku isonga mu gushima serivisi z'ubworozi ku gipimo cya 76.2% naho uturere tubiri Rusizi na Nyamagabe nitwo bashima izi serivisi ku gipimo kiri hasi (49.8%, 48.1%).

III.2.2. Uko abaturage babona serivisi z'ubworozi ku rwego rw'Intara

Ishusho ikurikira iragaragaza uko abaturage bashima serivisi z'ubworozi ku rwego rw'Intara ikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 10 : Uko abaturage babona serivisi z'ubworozi mu mwaka wa 2018 na 2019 ku rwego rw'Intara

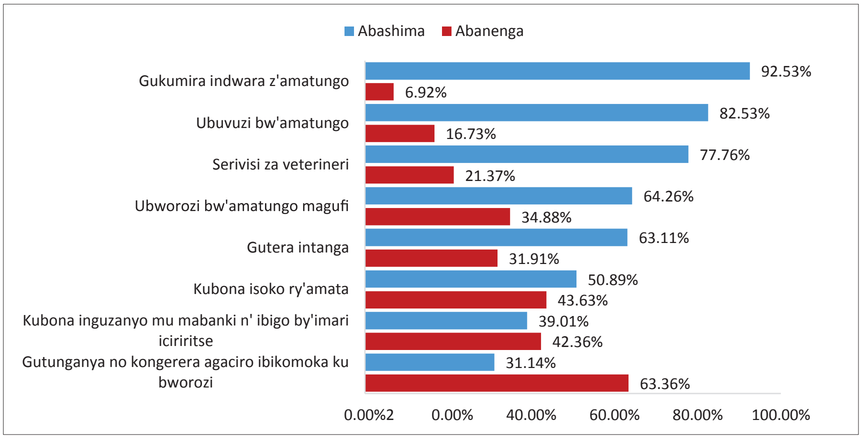


Aho byavuye: Anketi ya RGB, 2019

Muri rusange serivisi z'ubworozi ku rwego rw'Intara n'Umujyi wa Kigali zarazamutse nubwo zitaragera ku rwego rushimishije kuko zose ziri munsi ya 70%. Umujyi wa Kigali n'Intara y'Uburengerazuba nizo zazamutse ku gipimo kiri hejuru ya 8% naho Intara y'Uburasirazuba yamanutseho 0.6%.

III.2.3. Uko abaturage babona serivisi zitandukanye z'ubworozi

Ishusho 11: Uko abaturage bishimiye serivisi zitadukanye z'ubworozi



Aho byavuye: Anketi ya RGB, 2019

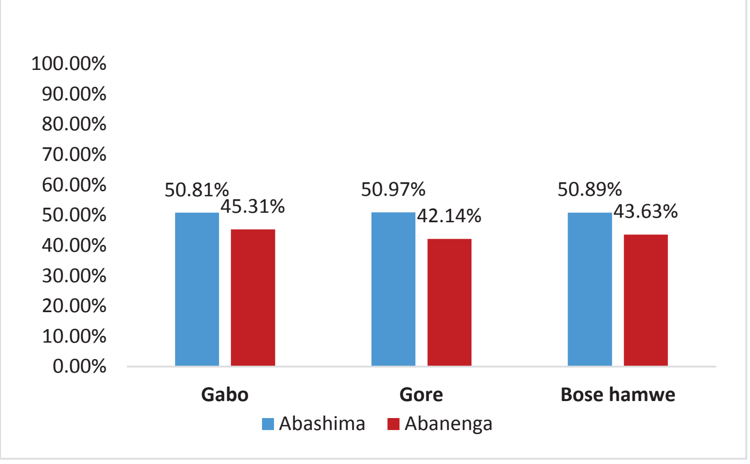
Ibyavuye mu bushakashatsi ku bworozi biragaragaza ko gukumira indwara z'amatungo, ubuvuzi bw'amatungo na serivisi za veterineri aribyo bipimo bishimwa cyane kurusha ibindi. Serivisi zo gutunganya no kongerera agaciro ibikomoka ku bworozi, kubona inguzanyo mu ma banki n' ibigo by'imari iciriritse ku borozi ndetse no kubona isoko ry'amata nizo banenga cyane.

Mu biganiro byo mu matsinda, abaturage bagaragaje ko zimwe mu mpamvu zituma serivisi z'ubworozi zitanoga ari izi zikurikira: kutabona amakusanyirizo y'amata ndetse n'ahari akaba adafite imikorere inoze bityo biteza igihombo aborozi babikora kinyamwuga. Ikindi ni ubuziranenge bw'amata butanoze buterwa n'imitunganyirize yayo mbere yo kugera ku isoko. Bagaragaje ko nta bafasha myumvire mu bworozi bahari ngo bigishe abaturage kwiteza imbere banizigamira mu ma banki.

Hari n'imbogamizi muri gahunda ya Girinka, aho bagaragaje ko hari bamwe mu baturage bahabwa inka batabanje gutegurwa bityo ikababera umuzigo aho kubakura mu bukene. Hari kandi ikibazo cy'abatera intanga badahagije n'ibikoresho byo kuzibika bidahagije. Bagaragaje kandi ko abaveterineri bafite ikibazo cy'uburyo bwo kugera ku baturage bigatuma serivisi zabo zitihuta uko bikwiye.

III.2.4. Uko abagabo n'abagore babona isoko ry'amata

Ishusho 12: Uko abagore n'abagabo babona isoko ry'amata



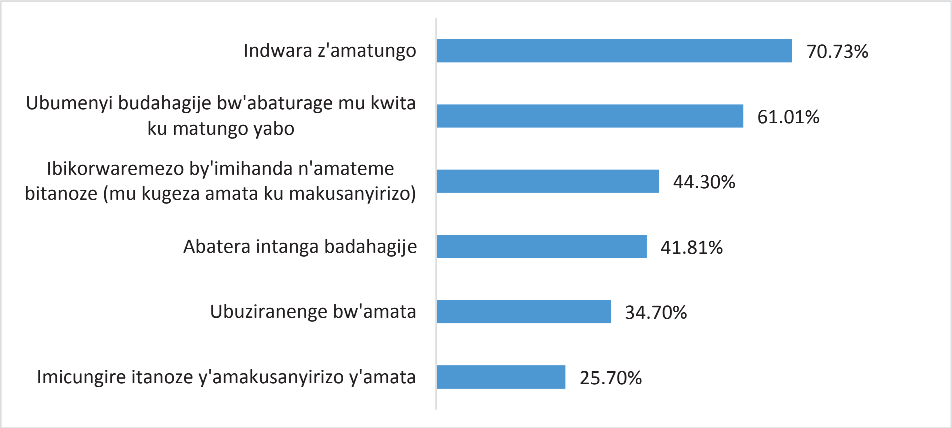
Aho byavuye: Anketi ya RGB, 2019

Muri rusange serivisi zo kubona isoko ry'amata zishimwa ku gipimo cya 50.89%. Nk'uko bigaragara abagabo n'abagore bashima izi serivisi ku gipimo kijya kungana icyakora abagabo nibo bazinenga cyane kurusha abagore.

III.2.5. Inzitizi abaturage bagaragaje muri serivisi z'ubworozi

Ubu bushakashatsi bwarebye zimwe mu nzitizi abaturage bahura nazo mu rwego rwo kurushaho gusobanukirwa ibibangamira serivisi z'ubworozi. Ibi biragaragazwa n'ishusho ikurikira.

Ishusho 13: Inzitizi abaturage bagaragaje muri serivisi z'ubworozi



Aho byavuye: Anketi ya RGB, 2019

Nk'uko bigaragara kuri iyi shusho ya 13, indwara z'amatungo n'ubumenyi budahagije mu kwita ku matungo nibyo biza ku isonga mu bibangamiye serivisi z'ubworozi.

INGAMBA

- Kongera inganda nto n'iziciriritse zigamije kongerera agaciro ibikomoka ku matungo;
- Kongera amakusanyirizo y'amata no kunoza imicungire yayo;
- Kunoza gahunda ya Girinka harebwa ubushobozi bw'uyihabwa n'ubumenyi bwo kuyitaho;
- Gushyira ingufu muri gahunda y'ubwishingizi bw'amatungo;
- Kongera abatera intanga no kubagezaho amahugurwa ahoraho ndetse n'ibikoresho.

Imbonerahamwe 13:
impinduka y'uko abaturage bashima serivisi z'ubworozi muri 2018 na 2019

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	55.0%	72.1%	▲	17.1%
2	Kicukiro	44.2%	56.8%	▲	12.7%
3	Nyarugenge	63.1%	65.9%	▲	2.8%
4	Gisagara	65.8%	61.9%	▼	-3.9%
5	Huye	64.8%	62.0%	▼	-2.7%
6	Kamonyi	67.2%	72.9%	▲	5.7%
7	Muhanga	54.7%	57.9%	▲	3.2%
8	Nyamagabe	42.2%	48.1%	▲	5.9%
9	Nyanza	67.9%	64.9%	▼	-3.0%
10	Nyaruguru	52.4%	60.0%	▲	7.5%
11	Ruhango	60.9%	67.1%	▲	6.2%
12	Karongi	51.5%	66.3%	▲	14.8%
13	Ngororero	47.4%	57.8%	▲	10.4%
14	Nyabihu	55.2%	62.5%	▲	7.3%
15	Nyamasheke	51.9%	59.9%	▲	8.0%
16	Rubavu	54.5%	53.3%	▼	-1.3%
17	Rusizi	46.2%	49.8%	▲	3.6%
18	Rutsiro	53.4%	68.1%	▲	14.7%
19	Burera	62.2%	69.5%	▲	7.3%
20	Gakenke	67.5%	68.9%	▲	1.4%
21	Gicumbi	69.1%	69.8%	▲	0.7%
22	Musanze	49.8%	55.9%	▲	6.1%
23	Rulindo	69.7%	76.2%	▲	6.5%
24	Bugesera	67.0%	74.1%	▲	7.1%
25	Gatsibo	56.9%	51.4%	▼	-5.5%
26	Kayonza	54.9%	53.8%	▼	-1.2%
27	Kirehe	53.3%	58.0%	▲	4.7%
28	Ngoma	54.0%	57.7%	▲	3.7%
29	Nyagatare	61.3%	56.3%	▼	-4.9%
30	Rwamagana	69.2%	61.3%	▼	-7.9%
	IMPUZANDENGO	57.75%	62.7%	▲	4.9%

Aho byavuye: Anketi ya RGB, 2019

IBIKORWAREMEZO

III.3.Serivisi z'ibikorwaremezo

Kimwe mu bigaragaza iterambere ry'Igihugu ni ibikorwaremezo bitandukanye kandi bihagije. Ubu bushakashatsi bwibanze kuri serivisi z'ibikorwaremezo zikurikira: Amazi, amashanyarazi, imihanda n'amateme ndetse n' itumanaho n'ikoranabuhanga.

III.3.1. Uko abaturage babona serivisi z'ibikorwaremezo muri rusange

Muri rusange serivisi z'ibikorwaremezo ubu bushakashatsi bwagaragaje ko zishimiwe n'abaturage ku gipimo cya 61.7% naho abanenga ni 33.5%. Mu bagabo babajijwe, abashima ni 61.5% na 34.7% by'abanenga naho abagore babajijwe, abashima ni 61.8% abanenga ni 32.7%.

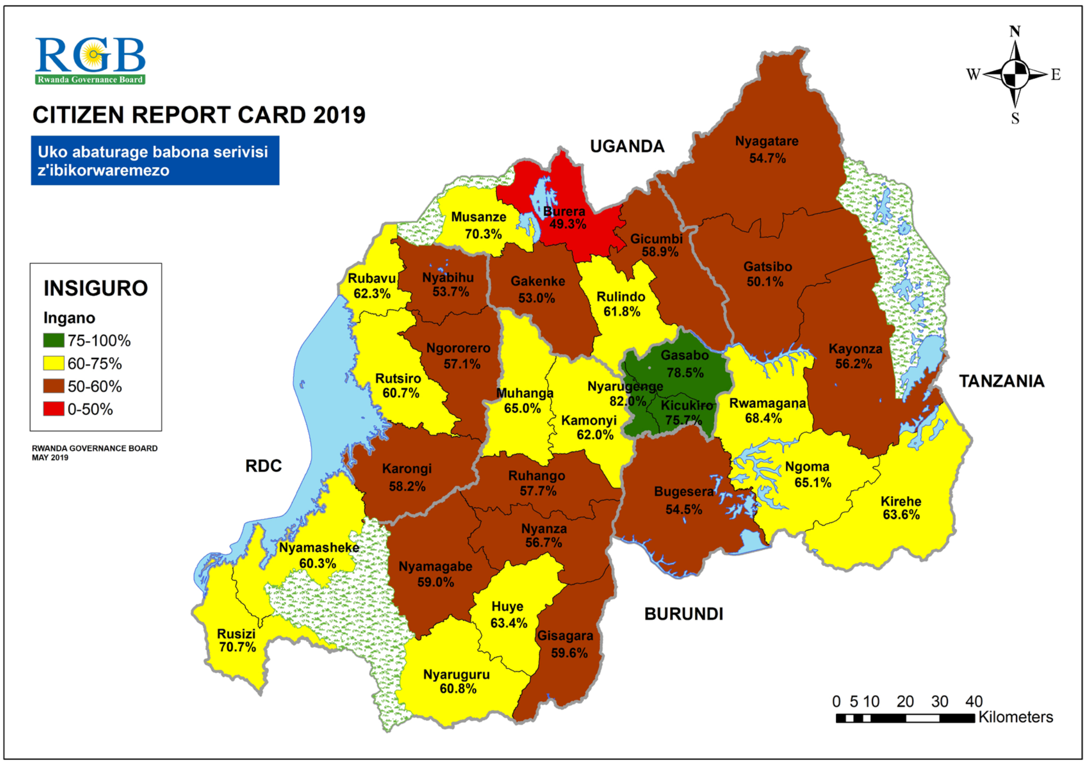
Nk'uko bigaragara, iki gipimo cyazamutseho 0.4% ugereranije n'umwaka wa 2018 kuko cyari kuri 61.31% y'abashima izi serivisi.

UKO ABATURAGE BABONA SERIVISI Z'IBIKORWAREMEZO MURI RUSANGE

61.7%
ABASHIMA

33.5%
ABANENGA

Ikarita 5: Uko abaturage bishimiye serivisi bahabwa mu bikorwaremezo muri rusange



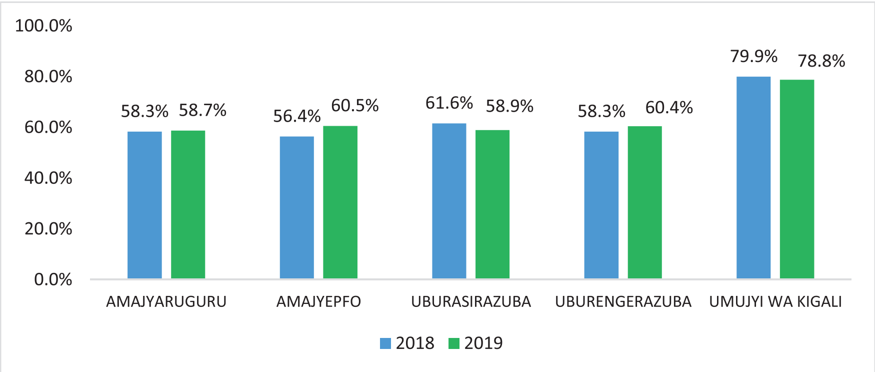
Aho byavuye: Anketi ya RGB, 2019

Iyi karita iragaragaza ko uturere tw'umujyi wa Kigali aritwo dufite abaturage bashima serivisi z'ibikorwaremezo ku gipimo kiri hejuru ya 75%. Akarere ka Burera abaturage bashima serivisi z'ibikorwaremezo ku gipimo kiri hasi cya 49.3 %.

III.3.2. Uko abaturage babona serivisi z' ibikorwaremezo ku rwego rw'Intara

Ishusho ikurikira iragaragaza uko abaturage bashima serivisi z'ibikorwaremezo ku rwego rw'Intara ikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 14 : Uko abaturage babona serivisi z'ibikorwaremezo mu mwaka wa 2018 na 2019 ku rwego rw'Intara

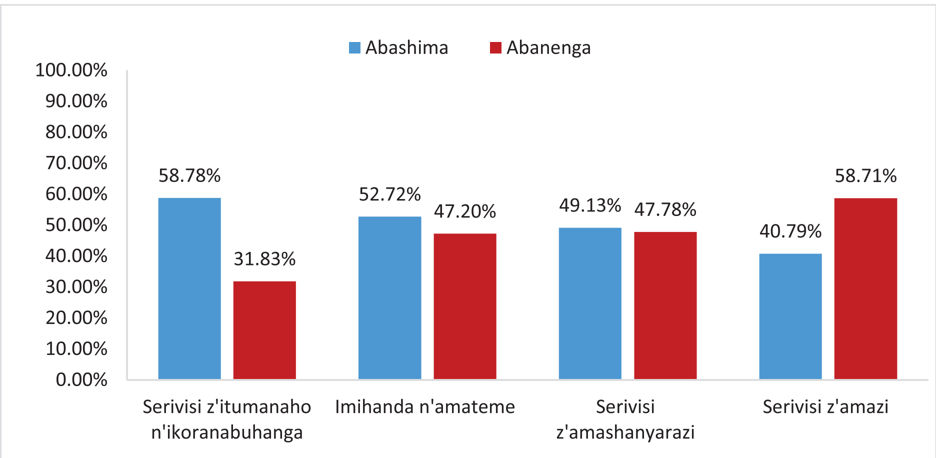


Aho byavuye: Anketi ya RGB, 2019

Kuri iyi shusho ya 14 ubushakashatsi buragaragaza ko Umujyi wa Kigali ariho abaturage bishimiye serivisi z'ibikorwaremezo ku gipimo kiri hejuru cya 78.8% nubwo yamanutseho 1.1% naho Intara y'Uburasirazuba yagabanutseho 2.7%.

III.3.3. Serivisi z'ibikorwaremezo zakoreweho ubushakashatsi

Ishusho 15: : Uko abaturage babona serivisi zinyuranye bahabwa mu bikorwaremezo



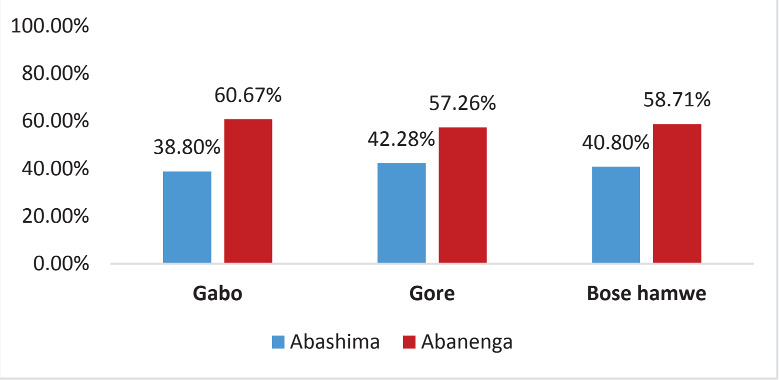
Aho byavuye: Anketi ya RGB, 2019

Muri rusange biragaragara ko serivisi z'ibikorwaremezo zakoreweho ubushakashatsi zishimwa ku gipimo kiri hasi. By'umwihariko serivisi z'amazi nizo abaturage banenga cyane.

Zimwe mu mbogamizi zagaragaye mu biganiro byo mu matsinda harimo: amazi meza ataragera ku baturage uko bikwiye, imihanda n'amateme bitameze neza cyane cyane mu bice by'icyaro, ibikorwaremezo by'amashanyarazi n'ikoranabuhanga bitaragera hose kandi aribyo bishingirwaho mu gutanga izindi serivisi.

III.3.4. Uko abagabo n'abagore babona serivisi z'amazi

Ishusho 16: Uko abagabo n'abagore babona serivisi z'amazi



Aho byavuye: Anketi ya RGB, 2019

Muri rusange serivisi z'amazi zishimwa ku gipimo cya 40.79%. Nk'uko bigaragara haba ku bagabo no ku bagore abanenga baruta abashima icyakora abagore bashima ku gipimo cyo hejuru kurusha abagabo.

INGAMBA

- Gukomeza kwegereza abaturage ibikorwaremezo kuko ari byo shingiro ryo kwihutisha serivisi n'iterambere;
- Kunoza imikorere n'imikoranire y'inzego zishinzwe gukwirakwiza ibikorwaremezo
- Gukomeza gukangurira abaturage kugira uruhare mu kubaka ibikorwaremezo no kubibungabunga

Imbonerahamwe 14:
Impinduka y'uko abaturage bashima serivisi z'ibikorwaremezo muri 2018 na 2019

AKARERE		CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	80.3%	78.5%	▼	-1.7%
2	Kicukiro	77.5%	75.7%	▼	-1.7%
3	Nyarugenge	82.0%	82.0%	=	0.0%
4	Gisagara	61.4%	59.6%	▼	-1.8%
5	Huye	60.2%	63.4%	▲	3.2%
6	Kamonyi	62.8%	62.0%	▼	-0.7%
7	Muhanga	53.5%	65.0%	▲	11.6%
8	Nyamagabe	43.0%	59.0%	▲	16.0%
9	Nyanza	53.2%	56.7%	▲	3.5%
10	Nyaruguru	57.0%	60.8%	▲	3.8%
11	Ruhango	59.7%	57.7%	▼	-2.0%
12	Karongi	46.8%	58.2%	▲	11.4%
13	Ngororero	38.7%	57.1%	▲	18.4%
14	Nyabihu	68.7%	53.7%	▼	-15.0%
15	Nyamasheke	60.4%	60.3%	▼	-0.1%
16	Rubavu	79.8%	62.3%	▼	-17.5%
17	Rusizi	60.4%	70.7%	▲	10.3%
18	Rutsiro	53.1%	60.7%	▲	7.7%
19	Burera	55.7%	49.3%	▼	-6.3%
20	Gakenke	53.1%	53.0%	▼	-0.1%
21	Gicumbi	55.0%	58.9%	▲	3.9%
22	Musanze	72.6%	70.3%	▼	-2.3%
23	Rulindo	55.0%	61.8%	▲	6.8%
24	Bugesera	57.7%	54.5%	▼	-3.2%
25	Gatsibo	57.7%	50.1%	▼	-7.6%
26	Kayonza	63.0%	56.2%	▼	-6.8%
27	Kirehe	57.1%	63.6%	▲	6.5%
28	Ngoma	57.6%	65.1%	▲	7.5%
29	Nyagatare	63.0%	54.7%	▼	-8.4%
30	Rwamagana	74.9%	68.4%	▼	-6.5%
	IMPUZANDENGO	61.3%	61.7%	▲	0.4%

Aho byavuye: Anketi ya RGB, 2019

UBUTAKA N'IBIDUKIKIJE

III.4. Serivisi z'ubutaka n'ibidukikije

Muri serivisi z'ubutaka n'ibidukikije, ubushakashatsi Buri mu byiciro bibiri: Icya mbere ni ikirebana n'ubutaka n'imiturire kigizwe n'ibi bikurikira: gutanga ibyangombwa by'ubutaka, kubona amakuru ku gishushanyo mbonera, gukumira imyubakire yo mu kajagari, gutura mu manegeka, gutanga icyangombwa cyo gusana no kubaka, gutura mu midugudu, ibikorwaremezo by'ibanze ahagenewe guturwa

Icyiciro cya kabiri kirarebana n'ibidukikije gikubiyemo: gufata neza amashyamba, kubahiriza metero zagenwe mu kubungabunga ibishanga, imigezi n'inzuzi, gusiba ibyobo ahacukuwe kariyeri ibumba n'amabuye y'agaciro no kurwanya isuri.

III.4.1. Uko abaturage babona serivisi z'ubutaka n'ibidukikije muri rusange

CRC ya 2019 iragaragaza ko abaturage bashima serivisi z'ubutaka n'ibidukikije ku gipimo kingana na 63.9% naho abanega bakaba 32.7%. Mu bagabo babajijwe, serivisi z'ubutaka n'ibidukikije bazishima ku gipimo cya 62.8% abazinenga bakaba 34.9%. Ku rundi ruhande, abagore bishimiye izi serivisi ku gipimo cya 64.7% naho 31.1% ni abazinenga.

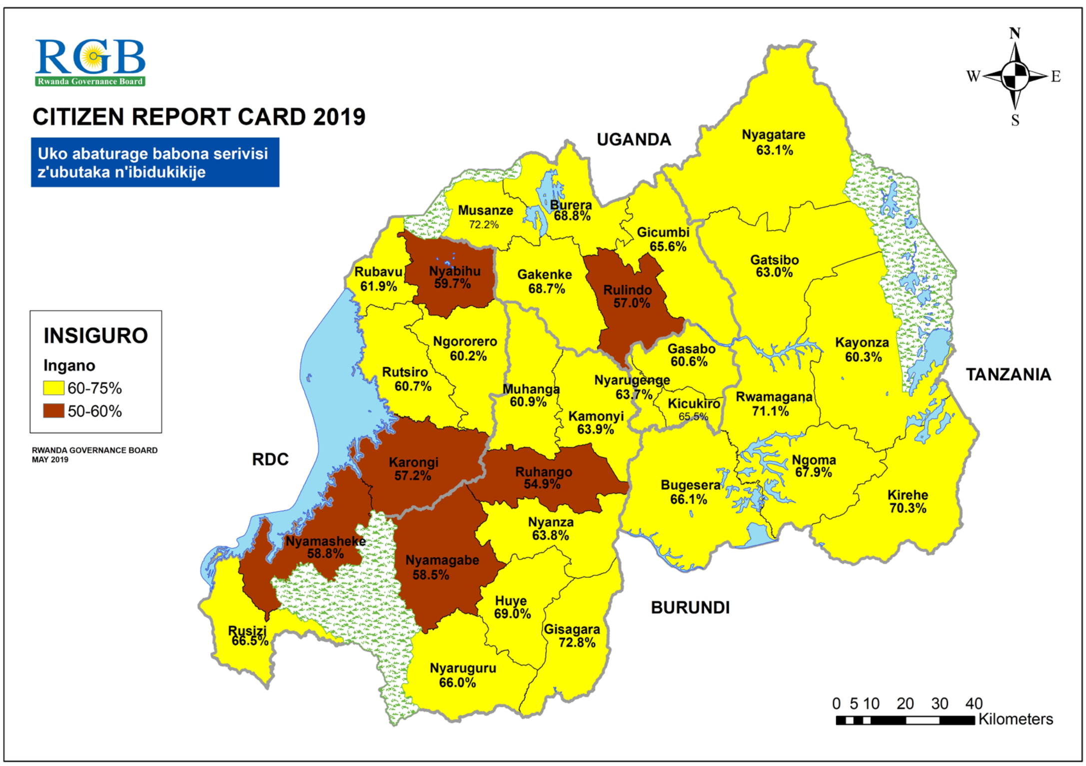
Ugereranije n'umwaka wa 2018, iki gipimo cyazamutseho 0.5% kuko cyari kuri 63.4% y'abashima izi serivisi.

UKO ABATURAGE BABONA SERIVISI Z'UBUTAKA N'IBIDUKIKIJE MURI RUSANGE

63.9% ABASHIMA

32.7% ABANENGA

Ikarita 6: Uko abaturage bishimiye serivisi z'ubutaka n'ibidukikije



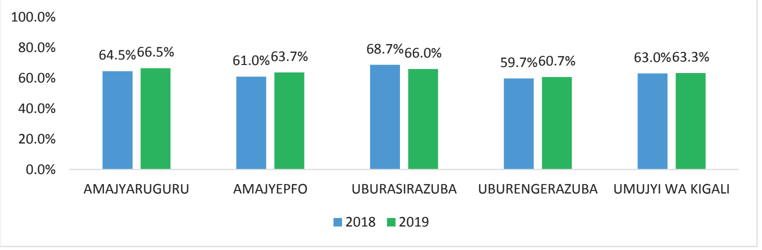
Aho byavuye: Anketi ya RGB, 2019

Iyi karita igaragaza ko mu turere makumyabiri na tune (24) abaturage bishimiye serivisi z'ubutaka n'ibidukikije ku gipimo kiri hagati ya 60 na 75%. Uturere dutandatu (6) aritwo Ruhango, Rulindo Karongi, Nyamagabe, Nyamasheke, Nyabihu abaturage bishimiye izi serivisi ku gipimo kiri munsi ya 60%.

III.4.2. Uko abaturage babona serivisi z'ubutaka n'ibidukikije ku rwego rw' Intara

IIbyavuye mu bushakashatsi biragaragaza uko abaturage bashima serivisi z'ubutaka n'ibidukikije ku rwego rw'Intara ikanagereranya CRC ya 2018 n'iya 2019.n'iya 2019.

Ishusho 17: Uko abaturage babona serivisi z'ubutaka n'ibidukikije mu mwaka wa 2018 na 2019 ku rwego rw'Intara

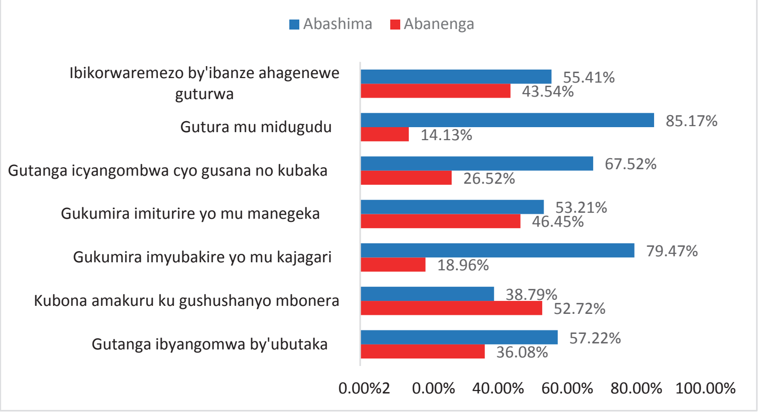


Aho byavuye: Anketi ya RGB, 2019

Nkuko bigaragara kuri iyi shusho, Intara eshatu n'Umujyi wa Kigali zarazamutse nubwo atari ku kigero gishimishije kuko zose ziri ku gipimo kiri munsi ya 70%. Intara y'Uburasirazuba yo yamanutseho 2.7%.

III.4.3. Serivisi z'ubutaka zakoreweho ubushakashatsi

Ishusho 18:Uko abaturage babona serivisi z'ubutaka zakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2019

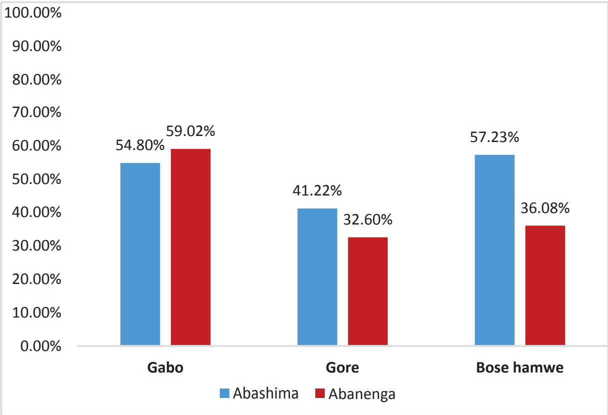
Ishusho iri hejuru iragaragaza ko gutura mu midugudu no gukumira imyubakire yo mu kajagari bishimwa cyane ku gipimo kiri hejuru ya 75%. Ku rundi ruhande mu binengwa cyane harimo: kubona amakuru ku gishushanyo mbonera, gukumira imiturire yo mu manegeka ndetse no kugeza ibikorwaremezo by'ibanze ahagenewe guturwa kuko abanenga bari ku gipimo kiri hejuru ya 40%.

Mu biganiro byo mu matsinda, abaturage bagaragaje ko zimwe mu mpamvu zituma serivisi z'ubutaka zitanoga harimo: kutabona amakuru ahagije arebana n'igishushanyo mbonera, kuba nta physical plan ihari bigatuma kubona uburenganzira bwo kubaka bigorana, abakozi bashinzwe serivisi z' ubutaka bagira ishingano nyinshi zigatuma badatanga serivisi uko bikwiye. Bagaragaje ko umukozi ushizwe serivisi z'ubutaka ari nawe ukurikirana ibikorwaremezo, imiturire n'ibikorwa bya VUP birebana n'imihanda.

III.4.4. Uko abagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka

Ishusho ikurikira iragaragaza uko abaturage bashima serivisi z'ibikorwaremezo ku rwego rw'Intara ikanagereranya CRC ya 2018 n'iya 2019.

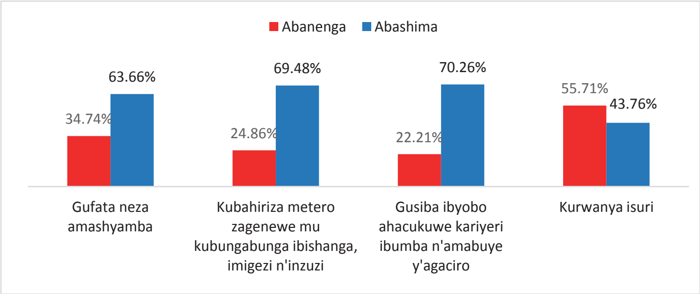
Ishusho 19: Uko bagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka



Aho byavuye: Anketi ya RGB, 2019

Muri rusange serivisi zo gutanga ibyangombwa by'ubutaka zishimwa ku gipimo cya 57.23%. Nk'uko bigaragara abagore nibo bazishima ku gipimo cyo hejuru kurusha abagabo.

Ishusho 20: Uko abaturage babona serivisi z'ibidukikije zakoreweho ubushakashatsi



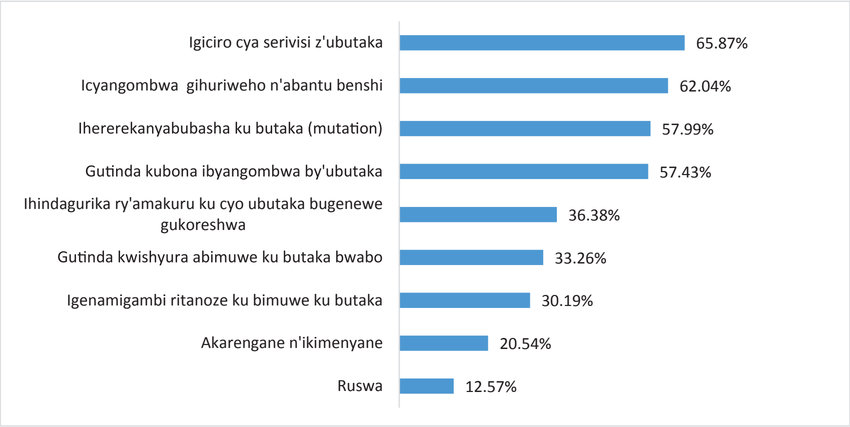
Aho byavuye: Anketi ya RGB, 2019

Nk'uko bigaragara ku ishusho ya 20, gusubiranya ahacukuwe kariyeri ibumba n'amabuye y'agaciro nibyo abaturage bashima ku gipimo kiri hejuru ya 70%. Kurwanya isuri niho bigaragara ko hari ibibazo kurusha ahandi kuko abanenga bari ku kigero kiri hejuru ya 55.7%.

III.4.5. Inzitizi abaturage bagaragaje muri serivisi z'ubutaka n'ibidukikije

Ubu bushakashatsi bwabajije zimwe mu nzitizi abaturage bahura nazo muri serivisi z'ubutaka n'ibidukikije nk'uko bigaragazwa n'ishusho ikurikira.

Ishusho 21: Inzitizi abaturage bagaragaje kuri serivisi z'ubutaka n'ibidukikije



Aho byavuye: Anketi ya RGB, 2019

Abaturage babajijwe bagaragaje ko inzitizi ziri ku isonga ari: igiciro cya serivisi z'ubutaka kiri hejuru, icyangombwa cy'ubutaka gihuriweho n'abantu benshi, ihererekanyabubasha ku butaka ndetse no gutinda kubona ibyangombwa by'ubutaka.

Ibi birashimangirwa n'ibiganiro byo mu matsinda aho abaturage bagaragaje ko hari imbogamizi mu mikoreshereze y'icyangombwa gihuriweho n'abantu benshi bityo mu gihe hari ukeneye kukibyaza umusaruro ntibimworohera kuko kitamwanditseho wenyine. Urugero ni nko mu gihe ushaka kugurisha igice cyawe cyangwa kugitangaho ingwate.

Bagaragaje kandi ko ikiguzi cy'ihererekanya ry'ubutaka (mutation) kiri hejuru ikaba umutwaro ku baturage batishoboye.

INGAMBA

- Gukemura ibibazo bituma serivisi z'ubutaka zitihuta;
- Kuvugurura ikiguzi cya serivisi zo guhererekanya ubutaka cyoroheye buri wese;
- Kwihutisha kurangiza igishushanyombonera kugirango byorohere abaturage bifuza kubaka kubona ibyangombwa;
- Koroshya imikoreshereze y'icyangombwa gihuriweho n'abantu benshi ku butaka butemewe kugabanywa kugirango byorohere buri wese kukibyaza umusaruro.

Imbonerahamwe 15:
Impinduka y'uko abaturage bashima serivisi z'ubutaka n' ibidukikije muri 2018 na 2019

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	63.0%	60.6%	▼	-2.4%
2	Kicukiro	65.3%	65.5%	▲	0.2%
3	Nyarugenge	60.8%	63.7%	▲	2.9%
4	Gisagara	68.1%	72.8%	▲	4.7%
5	Huye	61.8%	69.0%	▲	7.3%
6	Kamonyi	67.9%	63.9%	▼	-3.9%
7	Muhanga	53.5%	60.9%	▲	7.4%
8	Nyamagabe	58.5%	58.5%	▲	0.0%
9	Nyanza	62.8%	63.8%	▲	1.0%
10	Nyaruguru	62.7%	66.0%	▲	3.3%
11	Ruhango	52.6%	54.9%	▲	2.3%
12	Karongi	52.4%	57.2%	▲	4.7%
13	Ngororero	46.8%	60.2%	▲	13.4%
14	Nyabihu	60.8%	59.7%	▼	-1.0%
15	Nyamasheke	67.6%	58.8%	▼	-8.8%
16	Rubavu	65.0%	61.9%	▼	-3.1%
17	Rusizi	66.4%	66.5%	▲	0.0%
18	Rutsiro	59.0%	60.7%	▲	1.7%
19	Burera	67.9%	68.8%	▲	0.9%
20	Gakenke	61.8%	68.7%	▲	7.0%
21	Gicumbi	65.9%	65.6%	▼	-0.3%
22	Musanze	63.2%	72.2%	▲	9.0%
23	Rulindo	63.7%	57.0%	▼	-6.7%
24	Bugesera	67.8%	66.1%	▼	-1.7%
25	Gatsibo	65.0%	63.0%	▼	-2.0%
26	Kayonza	67.6%	60.3%	▼	-7.3%
27	Kirehe	67.7%	70.3%	▲	2.6%
28	Ngoma	73.3%	67.9%	▼	-5.4%
29	Nyagatare	63.6%	63.1%	▼	-0.4%
30	Rwamagana	75.7%	71.1%	▼	-4.6%
	IMPUZANDENGO	63.4%	63.9%	▲	0.5%

Aho byavuye: Anketi ya RGB, 2019

URWEGO RW'ABIKORERA

III.5. Serivisi z'abikorera

Icyi cyiciro kiragaragaza uko abaturage babona serivisi z'urwego rw'abikorera arizo: gutwara abantu n'ibintu, amabanki n'ibigo by'imari iciriritse, itumanaho rya telefoni, amahoteli na resitora ndetse n'imikorere y'amakoperative.

III.5.1. Uko abaturage babona serivisi z'abikorera muri rusange

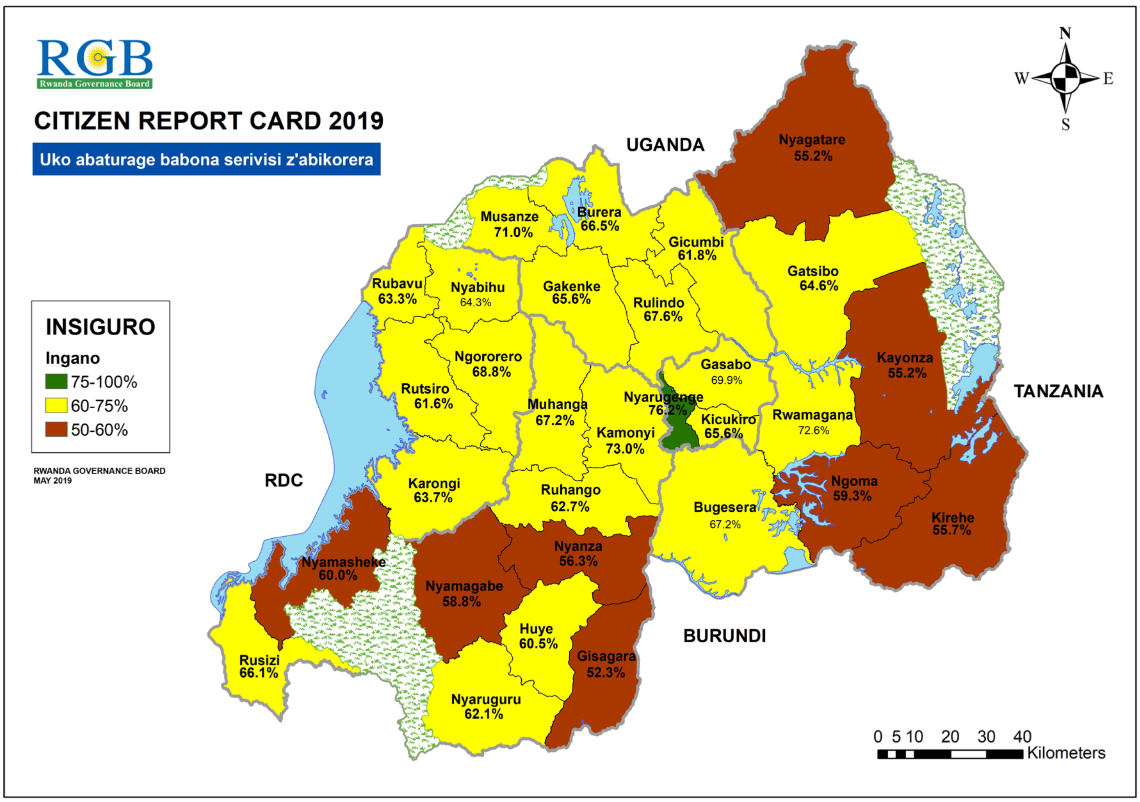
Muri rusange, ubu bushakashatsi bwagaragaje ko abaturage bashima serivisi z'abikorera ku gipimo cya 63.8% bakazinenga kuri 27.9%. Mu bagabo babajijwe abagabo bashima ni 64.0% naho abanenga ni 29.8%. Ku rundi ruhande abagore bashima kuri 63.6% banenga kuri 25.9%. Ugereranije n'umwaka wa 2018, iki gipimo cyamanutseho 0.6% kuko cyari kuri 64.4% y'abashima izi serivisi.

UKO ABATURAGE BABONA SERIVISI Z'ABIKORERA MURI RUSANGE

63.8% ABASHIMA

27.9% ABANENGA

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



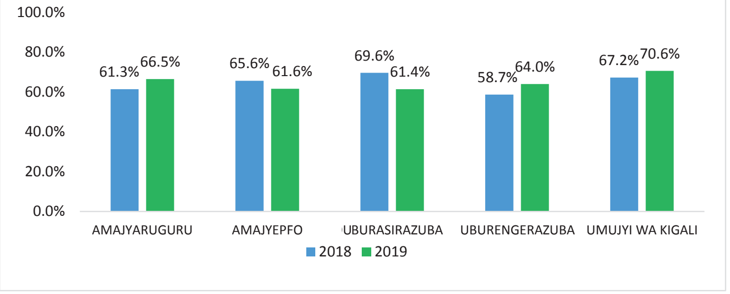
Aho byavuye: Anketi ya RGB, 2019

Iyi karita ya 7, irerekana ko Akarere ka Nyarugenge ariko kaje imbere mu kugira abaturage bashima serivisi z'abikorera ku gipimo cya 76.2% naho akarere ka Gisagara niko abaturage bashima izi serivisi ku gipimo kiri hasi (52.3%).

III.5.2. Uko abaturage babona serivisi z'abikorera ku rwego rw'Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage bashima serivisi z'abikorera ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 22: Uko abaturage babona serivisi z'abikorera mu mwaka wa 2018 na 2019 ku rwego rw'Intara

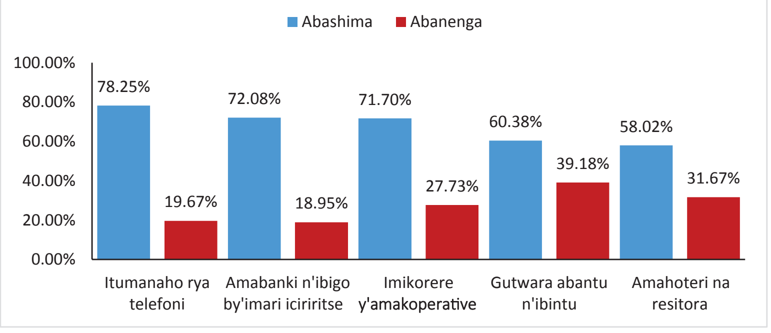


Aho byavuye: Anketi ya RGB, 2019

Iyi shusho ya 22 iragaragaza ko mu mujyi wa Kigali ariho abaturage bashima serivisi z'abikorera ku kigero kiri hejuru 70.6% naho mu ntara y'Uburasirazuba niho bashima ku gipimo kiri hasi cya 61.4%. Ugereranyije n'umwaka ushize, Intara y'Uburengerazuba niyo yazamutse ku gipimo cyo hejuru cya 5.3% naho Uburasirazuba bwo bwamanutseho 8.2%.

III.5.3. Serivisi z' abikorera zakoreweho ubushakashatsi

Ishusho 23: Serivisi z' abikorera zakoreweho ubushakashatsi



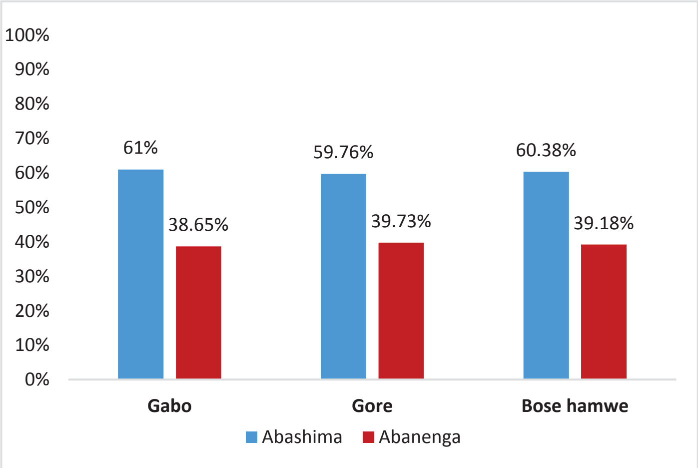
Aho byavuye: Anketi ya RGB, 2019

Iyi shusho irerekana ko muri serivisi z'abikorera zakoreweho ubushakashatsi, serivisi z'itumanaho rya telefoni arizo zishimwa cyane n'abaturage kurusha izindi ku gipimo cya 78.25% naho serivisi z'amahoteli na resitora nizo abaturage bashima ku kigero kiri hasi 58.02%.

Mu biganiro byo mu matsinda abaturage bagaragaje ko serivisi z'abikorera zigifite imbogamizi zikurikira: imyumvire y'abakozi bakora mu mahoteli na resitora ikiri hasi, serivisi zo gutwara abantu n'ibintu cyane mu mujyi zidashimishije haba mu gukerereza abagenzi n'umutekano muke wabo.

III.5.4. Uko abagabo n'abagore babona serivisi zo gutwara abantu n' ibintu

Ishusho 24: Uko abagabo n'abagore babona serivisi zo gutwara abantu n'ibintu



Aho byavuye: Anketi ya RGB, 2019

Muri rusange serivisi zo gutwara abantu n'ibintu zishimwa ku gipimo cya 60.38%. Nk'uko bigaragara mu bagabo n'abagore abashima n'abanenga bari ku gipimo cyegeranye.

INGAMBA

- Urwego rw'abikorera rukwiye kongera ubufatanye hagati y'inzego zegereye abaturage;
- Gukomeza ubukagurambaga n' igenzura mu kwigisha no guhugura abatanga serivisi mu mahoteri na resitora;
- Kunoza imikorere y'ibigo bishinzwe gutwara abantu.

Imbonerahamwe 16:
impinduka y'uko abaturage bashima serivisi z'abikorera muri 2018 na 2019

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	68.8%	69.9%	▲	1.1%
2	Kicukiro	64.9%	65.6%	▲	0.7%
3	Nyarugenge	67.8%	76.2%	▲	8.4%
4	Gisagara	68.3%	52.3%	▼	-16.0%
5	Huye	76.7%	60.5%	▼	-16.2%
6	Kamonyi	72.5%	73.0%	▲	0.5%
7	Muhanga	65.9%	67.2%	▲	1.3%
8	Nyamagabe	52.9%	58.8%	▲	5.9%
9	Nyanza	65.0%	56.3%	▼	-8.7%
10	Nyaruguru	61.7%	62.1%	▲	0.4%
11	Ruhango	61.6%	62.7%	▲	1.1%
12	Karongi	60.8%	63.7%	▲	2.9%
13	Ngororero	51.4%	68.8%	▲	17.3%
14	Nyabihu	65.1%	64.3%	▼	-0.7%
15	Nyamasheke	57.8%	60.0%	▲	2.2%
16	Rubavu	65.3%	63.3%	▼	-2.1%
17	Rusizi	55.1%	66.1%	▲	11.0%
18	Rutsiro	55.2%	61.6%	▲	6.4%
19	Burera	58.9%	66.5%	▲	7.6%
20	Gakenke	59.8%	65.6%	▲	5.8%
21	Gicumbi	56.9%	61.8%	▲	4.9%
22	Musanze	67.9%	71.0%	▲	3.1%
23	Rulindo	63.2%	67.6%	▲	4.4%
24	Bugesera	68.4%	67.2%	▼	-1.2%
25	Gatsibo	72.0%	64.6%	▼	-7.4%
26	Kayonza	70.6%	55.2%	▼	-15.4%
27	Kirehe	63.2%	55.7%	▼	-7.5%
28	Ngoma	68.3%	59.3%	▼	-9.0%
29	Nyagatare	72.8%	55.2%	▼	-17.6%
30	Rwamagana	71.8%	72.6%	▲	0.8%
	IMPUZANDENGO	64.4%	63.8%	▼	-0.6%

Aho byavuye: Anketi ya RGB, 2019

2

IMIBEREHO MYIZA Y'ABATURAGE

UBUREZI

IV. 1. Serivisi z'Uburezi

Urwego rw' Uburezi rufite uruhare runini mu iterambere ry'igihugu. Leta y' u Rwanda ikomeje gufata ingamba zitandukanye kugirango urwego rw'Uburezi rurusheho gukomeza gutera imbere. Ubushakashatsi bwibanze kuri ibi bikurikira muri serivisi z'uburezi: kunoza ireme ry'uburezi, imfashanyigisho zihagije kandi zigezweho, ibikoresho by'ikoranabuhanga mu mashuri, umubare uhagije w'abarimu, uruhare rw'ababyeyi mu myigire y'abana, inyubako z'amashuri, amazi meza ku mashuri, amashanyarazi ku mashuri, gutanga ifunguro ryo kumanywa ku banyeshuri, isuku ku mashuri. .

IV. 1.1 Uko abaturage babona serivisi z'uburezi muri rusange

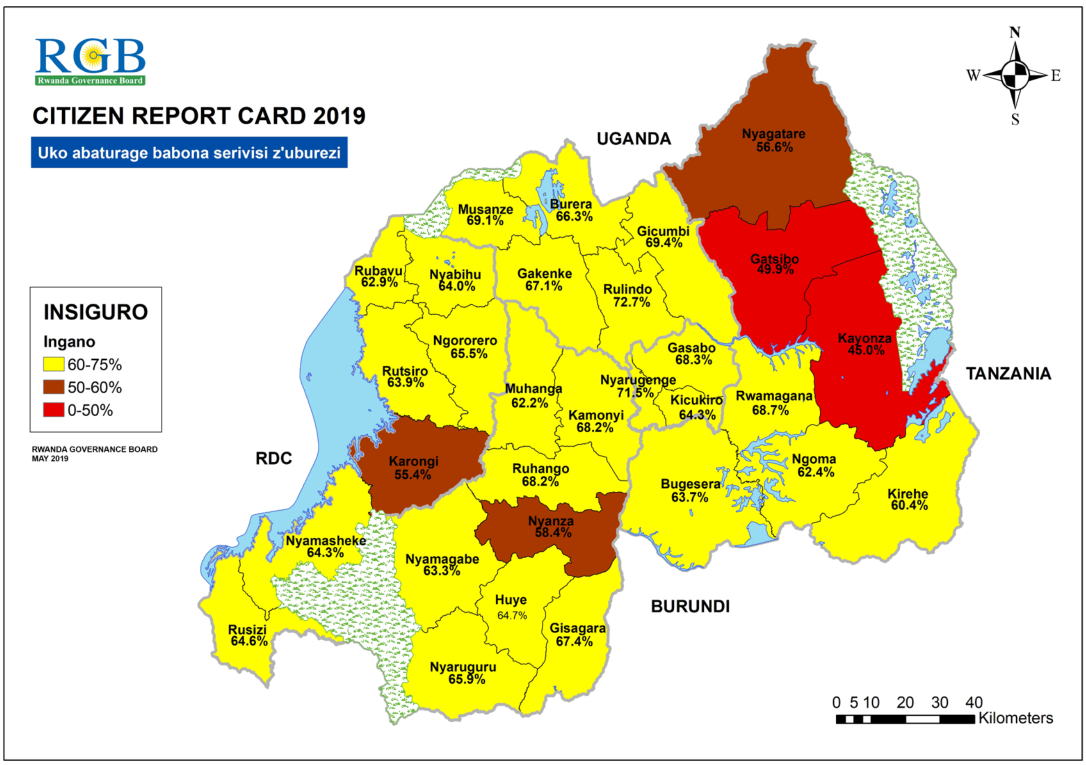
Muri rusange abaturage babajijwe bagaragaje ko bishimiye serivisi bahabwa mu burezi ku gipimo cya 63.6% naho 30.5% ni abazinenga. Mu bagabo babajijwe abashima ni 63.8% kuri 31.7% z'abanenga. Ku rundi ruhande, mu bagore babajijwe abashima ni 63.4% naho abanenga ni 29.7%.

UKO ABATURAGE BABONA SERIVISI Z'UBUREZI MURI RUSANGE

63.6% ABASHIMA

30.5% ABANENGA

Ikarita 8: Uko abaturage babona serivisi z'uburezi muri rusange



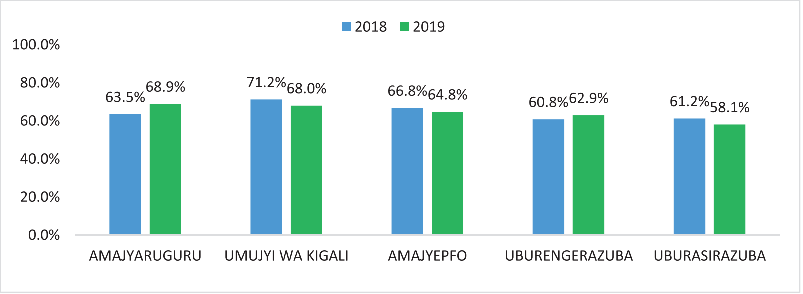
Aho byavuye: Anketi ya RGB, 2019

Nk'uko bigaragara ku ikarita ya 8, Akarere ka Rulindo niho bashima serivisi z' uburezi ku gipimo kiri hejuru cya 72.7% naho uturere twa Kayonza na Gatsibo nitwo abaturage bashima serivisi z'uburezi ku gipimo kiri munsi ya 50%.

IV.1.2 Uko abaturage babona serivisi z'uburezi ku rwego rw'Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage bashima serivisi z'uburezi ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 25: Uko abaturage bishimiye serivisi z'uburezi mu mwaka wa 2018 na 2019 ku rwego rw'Intara

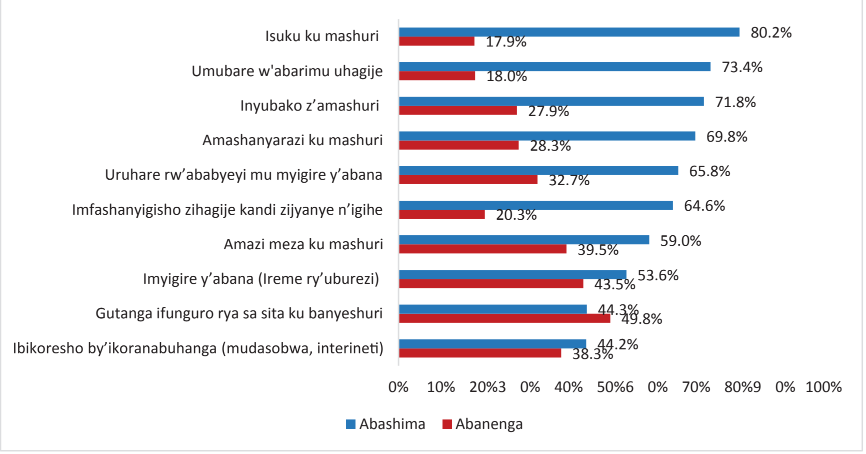


Ishusho ya 25 iragaragaza ko abaturage b' Intara y'amajyaruguru aribo bashima serivisi z'uburezi ku gipimo cyo hejuru cya 68.9% mu gihe abo mu ntara y'Iburasirazuba bazishima ku gipimo kiri hasi kingana na 58.1%.

Aho byavuye: Anketi ya RGB, 2019

IV. 1.3. Serivisi zitandukanye z'uburezi zakoreweho ubushakashatsi

Ishusho 26: Uko abaturage bishimiye serivisi zitandukanye z'uburezi



Aho byavuye: Anketi ya RGB, 2019

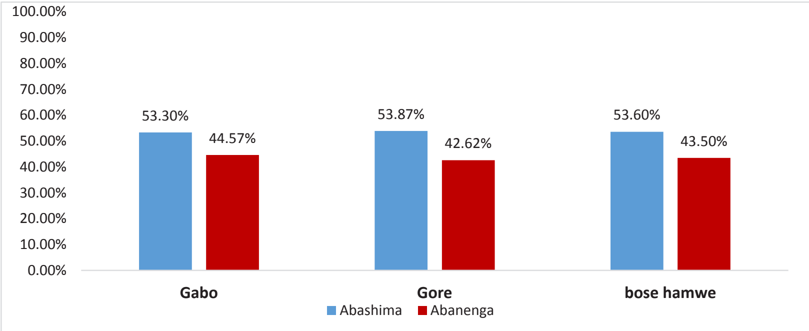
Iyi shusho ya 26, iragaragaza ko isuku ku mashuri ariyo ishimwa cyane ku gipimo cya 80.2% naho kubona ibikoresho by'ikoranabuhanga ku mashuri ndetse no gutanga ifunguro ryo kumanywa ku bana nibyo byishimiwe ku gipimo kiri hasi cya 44.2% na 44.3%.

Ibi birashimangirwa n'ibiganiro mu matsinda byagaragaje ko ibikorwaremezo n'ibikoresho by'ikoranabuhanga bitarakwirakwizwa uko bikwiye mu mashuri ndetse n'aho biri ntibyorohereza abafite ubumuga. Gahunda yo gutanga ifunguro ryo kumanywa nayo ntiranoga ahanini bitewe n'uko ababyeyi batitabira gutangira ku gihe umusanzu wabo.

Bagaragaje kandi ko ubucucike mu mashuri bukiri hejuru bitewe n'ibyumba by'amashuri bidahagije ugereranije n'umubare w'abanyeshuri bigomba kwakira; ndetse n'ikibazo cy' amashuri y'imyaka cumi n'ibiri ataragera hose.

IV.1.4. Uko abagabo n'abagore babona Ireme ry'uburezi

Ishusho 27: Uko abagabo n' abagore babona ireme ry' uburezi

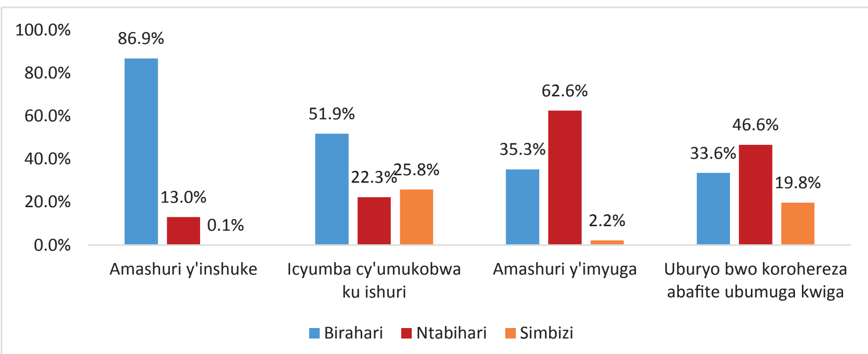


Aho byavuye: Anketi ya RGB, 2019

Muri rusange ireme ry' uburezi rishimwa ku kigero cya 53.60% nk'uko bigaragara haba mu bagore no mu bagabo, abashima n' abanenga bari ku gipimo cyegeranye.

Abaturage kandi babajijwe 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 bajya ku ishuri.

Ishusho 28: Uko abaturage babona ibikorwaremezo by'inyubako z'amashuri

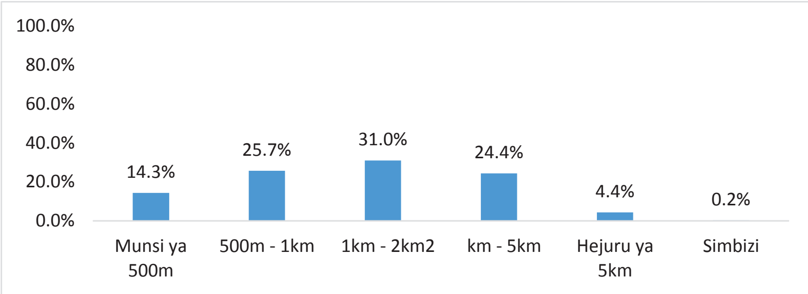


Aho byavuye: Anketi ya RGB, 2019

Ku shusho ya 28, abaturage babajijwe 86.9% bavuga ko ahari amashuri y'inshuke; nubwo ibiganiro mu matsinda byagaragaje ko ayo mashuri agifite ibibazo bijyanye n'amikoro bituma akora mu buryo butanoze. Ku birebana n'amashuri y'imyuga, 62.6% by'ababajijwe bavuze ko amashuri y'imyuga ataragera hose.

Kugeza icyumba cy'umukobwa mu mashuri nabyo ntibiragera ku kigero gikwiye kuko 51.9% by'ababajijwe aribo bavuga ko gihari bigashimangirwa n'ibiganiro mu matsinda, aho bagaragaje ko henshi hari ikibazo cy'ibikoresho byabugenewe kandi bihagije. Ibi bikaba bishobora kuba intandaro yo guta ishuri kuri bamwe.

Ishusho 29: Urugendo abana bakora ngo bagere ku ishuri



Aho byavuye: Anketi ya RGB, 2019

Nk'uko bigaragara kuri iyi shusho, 28.8% by'ababajijwe bemeza ko bagikeneye kwegerezwa kurushaho ibikorwaremezo by'amashuri kuko abana babo bagikora urugendo rurerure (hejuru y'ibilometero 2) bajya ku ishuri. Ibi byanashimangiwe n'ibiganiro byo mu matsinda byagaragaje ko hari aho amashuri ari kure.

INGAMBA

- Gutegura neza impinduka zikorwa mu rwego rw'uburezi ku buryo bitabangamira ireme ryabwo;
- Gusana ibyumba by' amashuri bishaje no kubaka ibishya mu rwego rwo kugabanya ubucucike n'ingendo abana bakora bajya ku mashuri;
- Gukomeza ubukangurambaga mu mashuri akagira icyumba cy'umukobwa kandi gifite ibikoresho byabugenewe bihagije no kugira ibikorwaremezo byorohereza abafite ubumuga
- Kongera amashuri y'inshuke no gushyira imbaraga mu mikorere n'imicungire yayo;
- Kongera amashuri y'imyuga mu rwego rwo kuzamura uburyo bwo kwihangira imirimo;
- Gukomeza gukangurira ababyeyi kugira uruhare rugaragara mu burezi n'uburere bw'abana no muri gahunda yo guha abana ifunguro ryo ku manywa.

Imbonerahamwe 17:
impinduka y'uko abaturage bashima serivisi z'uburezi muri 2018 na 2019

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Bugesera	68.6%	63.7%	▼	-4.9%
2	Burera	58.9%	66.3%	▲	7.3%
3	Gakenke	56.8%	67.1%	▲	10.3%
4	Gasabo	70.4%	68.3%	▼	-2.1%
5	Gatsibo	58.4%	49.9%	▼	-8.5%
6	Gicumbi	65.6%	69.4%	▲	3.9%
7	Gisagara	68.0%	67.4%	▼	-0.6%
8	Huye	66.8%	64.7%	▼	-2.1%
9	Kamonyi	75.3%	68.2%	▼	-7.1%
10	Karongi	52.4%	55.4%	▲	3.0%
11	Kayonza	57.2%	45.0%	▼	-12.2%
12	Kicukiro	70.9%	64.3%	▼	-6.6%
13	Kirehe	59.8%	60.4%	▲	0.7%
14	Muhanga	62.4%	62.2%	▼	-0.2%
15	Musanze	64.9%	69.1%	▲	4.1%
16	Ngoma	61.2%	62.4%	▲	1.2%
17	Ngororero	53.8%	65.5%	▲	11.8%
18	Nyabihu	67.5%	64.0%	▼	-3.5%
19	Nyagatare	48.2%	56.6%	▲	8.4%
20	Nyamagabe	56.4%	63.3%	▲	7.0%
21	Nyamasheke	63.4%	64.3%	▲	0.8%
22	Nyanza	70.0%	58.4%	▼	-11.6%
23	Nyarugenge	72.4%	71.5%	▼	-0.9%
24	Nyaruguru	68.8%	65.9%	▼	-2.9%
25	Rubavu	68.7%	62.9%	▼	-5.8%
26	Ruhango	66.6%	68.2%	▲	1.5%
27	Rulindo	71.3%	72.7%	▲	1.4%
28	Rusizi	64.1%	64.6%	▲	0.5%
29	Rutsiro	56.1%	63.9%	▲	7.8%
30	Rwamagana	75.1%	68.7%	▼	-6.4%
	IMPUZANDENGO	64.0%	63.6%	▼	-0.4%

Aho byavuye: Anketi ya RGB, 2019

UBUZIMA

IV.2. Serivisi z'ubuzima

Leta y'u Rwanda ikomeje gushyira imbaraga nyinshi mu kubungabunga ubuzima bw'abaturage ibinyujijije muri gahunda zitandukanye zagiye zishyirwaho. Serivisi z'ubuzima zibanzweho ni izi zikurikira: ubwisungane mu kwivuza, kwakira no kwita ku barwayi, serivisi zo kubona imiti, ibikorwaremezo n'ibikoresho by'amavuriro, abakozi b'amavuriro bahagije, gukingira indwara, abajyanama b'ubuzima,ubukangurambaga mu birebana n'imirire, Kuringaniza urubyaro ndetse n'imbangukiragutabara.

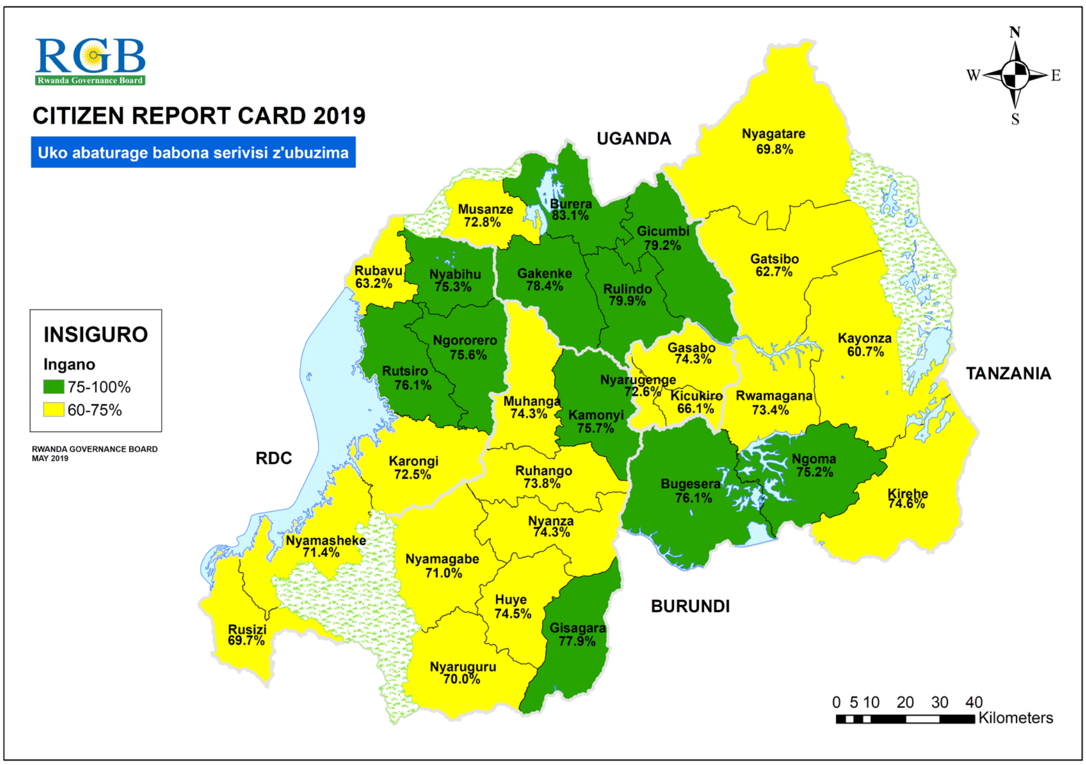
IV. 2.1 Uko abaturage babona serivisi z'ubuzima muri rusange

Muri rusange serivisi z'ubuzima zishimiwe ku gipimo cya 72.9% naho abazinenga ni 22.5%. Mu bagabo babajijwe, abashima ni 72.2% abanenga ni 23.6%, naho abagore babajijwe, 74.5% bashima izi serivisi naho 21.6% barazinenga.

UKO ABATURAGE BABONA SERIVISI Z'UBUZIMA MURI RUSANGE

72.9% ABASHIMA	22.5% ABANENGA

Ikarita 9: Uko abaturage babona serivisi z'ubuzima



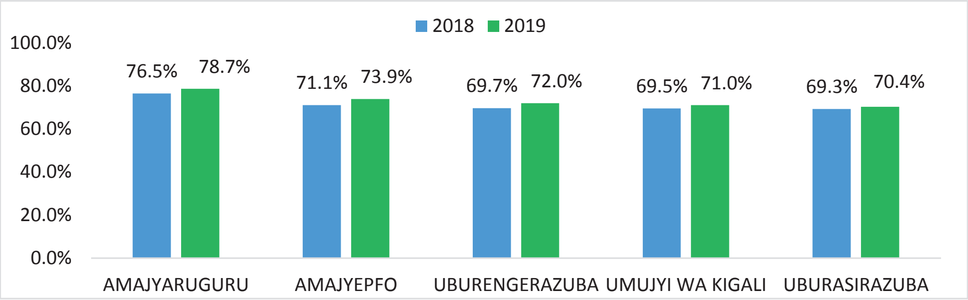
Aho byavuye: Anketi ya RGB, 2019

Ikarita ya 9 irerekana ko hari uturere cumi na kamwe (11) abaturage bishimiye serivisi z'ubuzima ku gipimo kiri hejuru ya 75%, naho utundi turere cumi n'icyenda (19) abaturage bishimiye serivisi z'ubuzima ku gipimo kiri hagati ya 60 na 75%. Burera niko karere kaza ku isonga ku gipimo cya 83.1% naho akarere ka Kayonza niko kaza inyuma ku gipimo cya 60.7%.

IV.2.2 Uko abaturage babona serivisi z'ubuzima ku rwego rw'Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage bashima serivisi z'ubuzima ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 30: Uko abaturage babona serivisi z'ubuzima mu mwaka wa 2018 na 2019 ku rwego rw' Intara

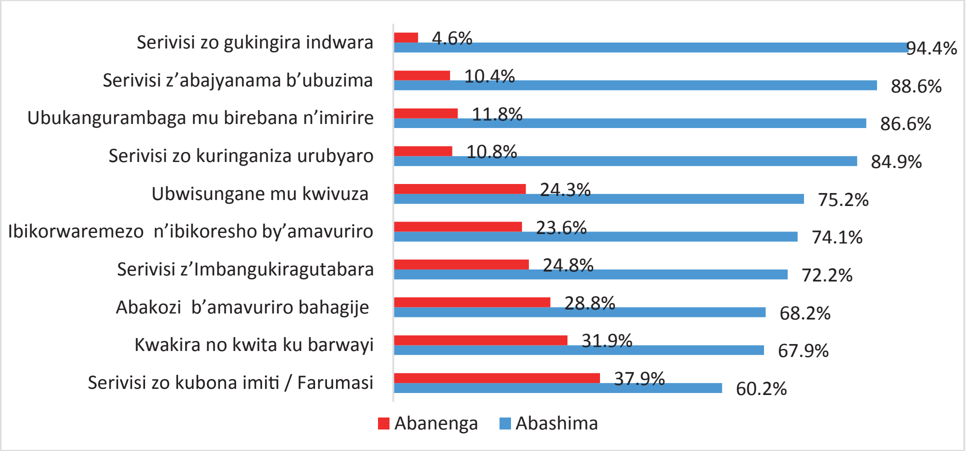


Aho byavuye: Anketi ya RGB, 2019

Ishusho iri haruguru iragagaragaza ko mu ntara zose abaturage bishimira servisi z'ubuzima ku gipimo kiri hejuru ya 70% aho intara y'Amajyaruguru ariyo iza ku isonga (78.7%), naho intara y'Uburasirazuba iri ku gipimo cya 70.4% ari cyo gito. Ugereranyije n'umwaka ushize, Intara zose zarazamutse ariko Intara y'Amajyepfo niyo yazamutse kurusha izindi ku gipimo cya 2.8%.

IV.2.3 Serivisi z'ubuzima zitandukanye zakoreweho ubushakashatsi

Ishusho 31: Uko abaturage babona serivisi zimwe na zimwe bahabwa mu buzima

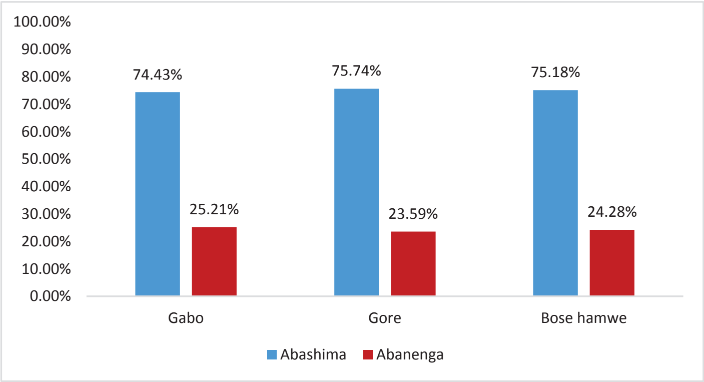


Aho byavuye: Anketi ya RGB, 2019

Turebye ku ishusho ya 31 iri haruguru, ubushakashatsi bwagaragaje ko muri serivisi z'ubuvuzi zabajijweho, enye (4) zishimiwe ku kigero nibura cya 80% aho serivisi zo gukingira indwara ziza ku isonga ku gipimo cya 94.4%. Serivisi zo kubona imiti ni zo zishimiwe ku gipimo gito (60.2%).

IV.2.4. Uko abagabo n'abagore babona ubwisungane mu kwivuza

Ishusho 32: Uko abagabo n'abagore babona ubwisungane mu kwivuza

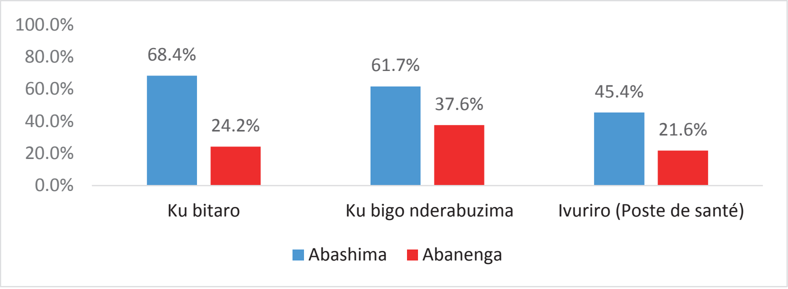


Muri rusange serivisi z'ubwisungane mu kwivuza zishimwa ku gipimo cya 75.20%. Nk'uko bigaragara abagore nibo bazishima kugipimo cyo hejuru kurusha abagabo.

Aho byavuye: Anketi ya RGB, 2019

IV.2.5. Uko abaturage bishimira serivisi bahabwa ku mavuriro

Ishusho 33: Uko abaturage bishimiye serivsi z'ubuzima bahabwa ku bitaro, ibigo nderabuzima n'ivuriro (poste de santé)

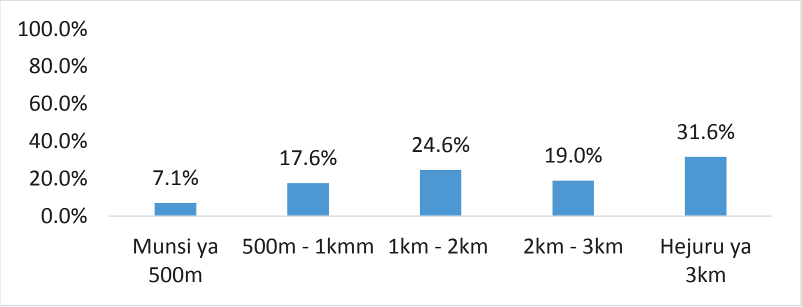


Nk'uko bigaragara kuri iyi shusho ya 33, serivisi zitangwa ku bitaro zishimiwe ku gipimo cya 68.4%, ku bigo nderabuzima ni 61.7% , naho ku mavuriro aciriritse (poste de santé) bayashima kuri 45.4%.

Aho byavuye: Anketi ya RGB, 2019

Mu biganiro byo mu matsinda baragagaje ko hakiri imbogamizi zituma abaturage badahabwa serivisi z'ubuzima uko bikwiye. Muri zo harimo: abakozi b'amavuriro badahagije, amavuriro atinda kwishyurwa ku bakoresha mutuelle de sante, poste de sante zitaragera hose ndetse no mu zihari hakaba harimo izidakora neza; ikoranabuhanga rikoreshwa mu bwisungane mu kwivuza rigifite imbogamizi zidindiza imitangire ya serivisi ndetse n'umukozi ushinzwe mutuelle de sante udakora mu minsi y'impera y'icyumweru (weekend) bigatuma hari ababura serivisi bari bazikeneye.

Ishusho 34: Intera iri hagati y'ivuriro n'aho abaturage batuye



Aho byavuye: Anketi ya RGB, 2019

Ubushakashatsi bwagaragaje ko amavuriro ataregera abaturage uko bikwiye kuko 31.6% by'ababajijwe bemeza ko bakora urugendo rurenga ibilometero bitatu kugira ngo bagere aho bivuriza.

INGAMBA

- Kunoza imikorere y'ikoranabuhanga rikoreshwa ku bakoresha ubwisungane mu kwivuza;
- Kunoza imikorere y'akozi b'ubwisungane mu kwivuza bakorera ku mavuriro;
- Gukomeza kwegereza abaturage amavuriro mato (Poste de sante) no kunoza imikorere y'ahari;
- Kwagura no gusana ibigo nderabuzima bikorera ahantu hato cyangwa bishaje no kubaka ibindi bishya aho bikenewe;
- Kunoza uburyo bw'imyushyirize ku ruhande rw'ibitaro n'ibigonderabuzima bikunze gutinza kwishyurwa bikagira ingaruka kuri serivisi z'ubuzima;
- Kunoza serivisi za farumasi kugirango abaturage babone imiti bakeneye.

Imbonerahamwe 18:
impinduka y'uko abaturage bashima serivisi z'ubuzima muri 2018 na 2019

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Bugesera	72.7%	76.1%	▲	3.4%
2	Burera	80.5%	83.1%	▲	2.6%
3	Gakenke	74.0%	78.4%	▲	4.4%
4	Gasabo	68.9%	74.3%	▲	5.4%
5	Gatsibo	68.0%	62.7%	▼	-5.3%
6	Gicumbi	79.7%	79.2%	▼	-0.5%
7	Gisagara	79.2%	77.9%	▼	-1.3%
8	Huye	73.2%	74.5%	▲	1.3%
9	Kamonyi	76.8%	75.7%	▼	-1.1%
10	Karongi	72.9%	72.5%	▼	-0.4%
11	Kayonza	70.0%	60.7%	▼	-9.3%
12	Kicukiro	68.8%	66.1%	▼	-2.7%
13	Kirehe	66.8%	74.6%	▲	7.8%
14	Muhanga	66.0%	74.3%	▲	8.3%
15	Musanze	70.7%	72.8%	▲	2.1%
16	Ngoma	70.2%	75.2%	▲	5%
17	Ngororero	71.1%	75.6%	▲	4.5%
18	Nyabihu	72.9%	75.3%	▲	2.4%
19	Nyagatare	58.8%	69.8%	▲	11.0%
20	Nyamagabe	60.5%	71.0%	▲	10.5%
21	Nyamasheke	66.8%	71.4%	▲	4.6%
22	Nyanza	70.7%	74.3%	▲	3.6%
23	Nyarugenge	70.7%	72.6%	▲	1.9%
24	Nyaruguru	74.1%	70.0%	▼	-4.1%
25	Rubavu	69.0%	63.2%	▼	-5.8%
26	Ruhango	68.1%	73.8%	▲	5.7%
27	Rulindo	77.7%	79.9%	▲	2.2%
28	Rusizi	61.4%	69.7%	▲	8.3%
29	Rutsiro	73.6%	76.1%	▲	2.5%
30	Rwamagana	78.7%	73.4%	▼	-5.3%
	IMPUZANDENGO	70.8%	72.9%	▲	**2.1%**

Aho byavuye: Anketi ya RGB, 2019

ISUKU N'ISUKURA

IV. 3. Serivisi z'isuku n'isukura

Leta ikomeje gushyira imbaraga mu gukangurira abaturage kugira isuku kuko ari isoko y'ubuzima. Abaturage babajijwe uko babona isuku yo mu ngo z'abaturage no ku mubiri n'ahandi hantu hatandukanye harimo: mu mavuriro, mu masoko, mu mahoteri n'amaresitora, no mu biro by'inzego z'ibanze.

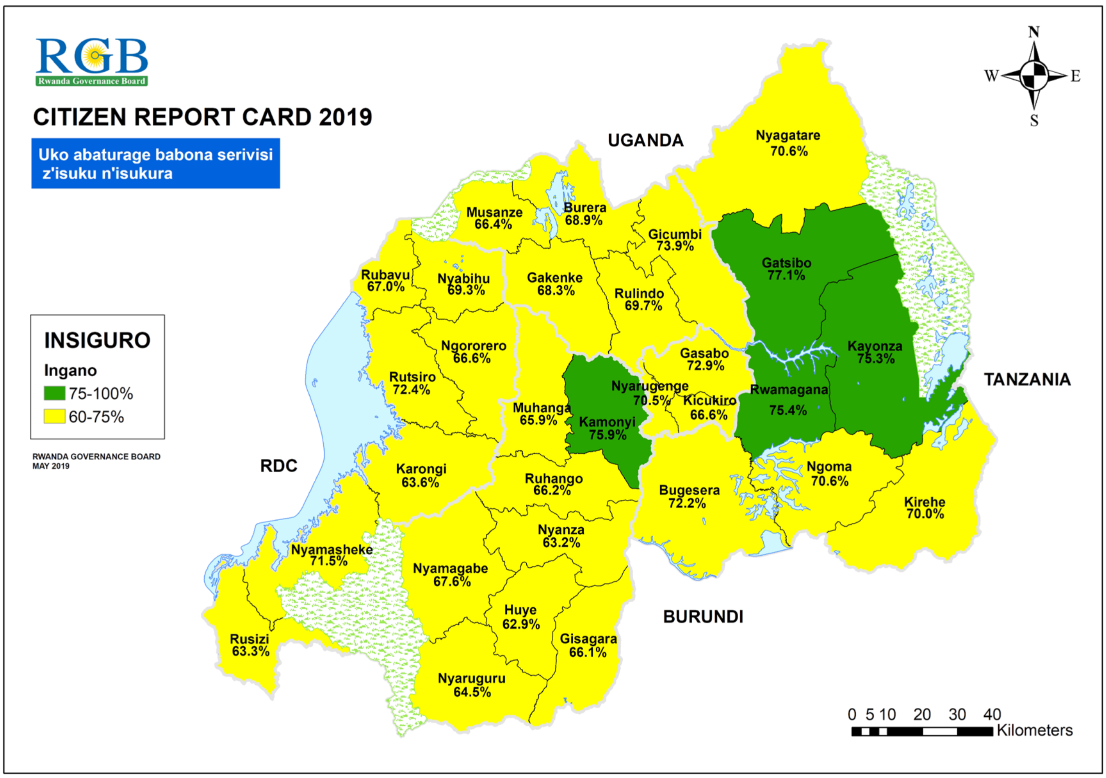
IV.3.1. Uko abaturage babona isuku n'isukura muri rusange

Muri rusange, abaturage babajijwe bagaragaje ko bishimiye isuku n'isukura ku gipimo cya 69.2% bakanenga ku gipimo cya 28.50%. Mu bagabo babajijwe abashima ni 69.5% mu gihe abanenga ari 29.1%. Kurundi ruhande, abagore bashima ku gipimo cya 68.9% bakanenga ku gipimo cya 21.7%.

UKO ABATURAGE BABONA ISUKU N'ISUKURA MURI RUSANGE

69.2% ABASHIMA	28.5% ABANENGA

Ikarita 10: Uko abaturage babona isuku n'isukura



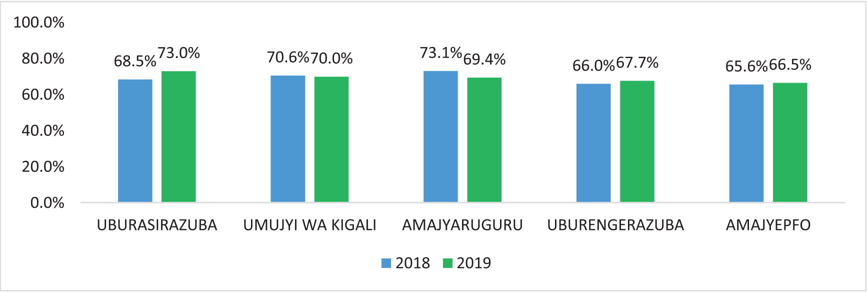
Aho byavuye: Anketi ya RGB, 2019

Ubushakashatsi bwagaragaje ko uturere twa Gatsibo, Rwamagana, Kayonza na Kamonyi aritwo abaturage bishimiye isuku n'isukura ku gipimo kiri hejuru ya 75%, mu tundi turere twose dusigaye abaturage bishimiye isuku n'isukura ku gipimo kiri munsi ya 75%.

IV.3.2. Uko abaturage babona isuku n'isukura ku rwego rw'Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage babona isuku n'isukura ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 35 : Uko abaturage babona isuku n'isukura mu mwaka wa 2018 na 2019 ku rwego rw'Intara

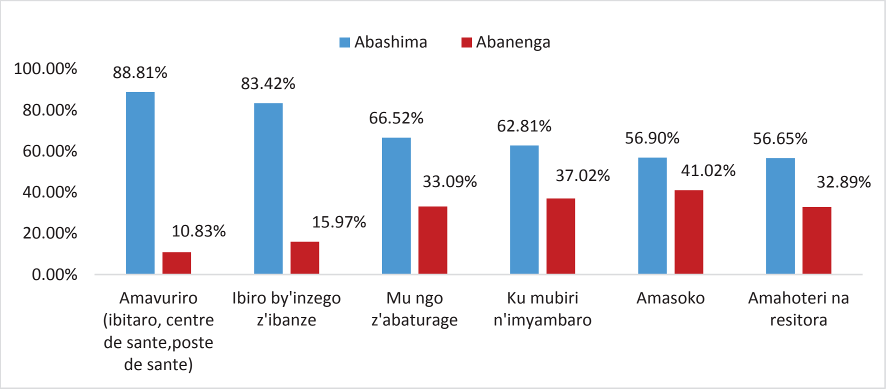


Aho byavuye: Anketi ya RGB, 2019

Ubushakashatsi bwagaragaje ko abaturage b'Intara y'Iburasirazuba baza ku isonga mu gushima isuku n'isukura ku gipimo cya 73.0% naho abaturage b'Intara y'amajyepfo nibo bashima isuku n'isukura ku gipimo cyo hasi (66.5%). Ugereranyije n'umwaka ushize, Intara y'Uburasirazuba yazamutseho 4.5% naho Intara y'Amajyaruguru niyo yamanutse ku gipimo cya 3.7%.

IV.3.3. Serivisi zitandukanye zakoreweho ubushakashatsi ku isuku n'isukura

Ishusho 36: Uko abaturage babona isuku y'ahantu hatandukanye

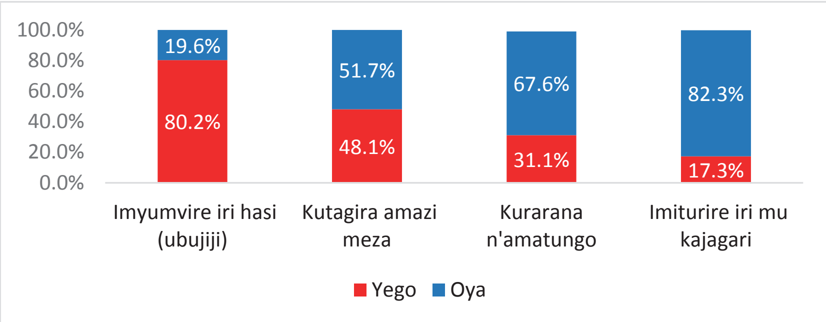


Aho byavuye: Anketi ya RGB, 2019

Ishusho ya 36 hejuru iragaragaza ko isuku n'isukura mu mavuriro n'ibiro by'inzego z'ibanze ariyo biri hejuru ku gipimo kiri hejuru ya 80% naho mu mahoteri n'amaresitora ndetse no mu masoko ikaba ariho iri ku gipimo cyo hasi cya 56.7% na 56.9%. Nubwo isuku yo mu ngo no ku mubiri ataribyo biza ku mwanya wa nyuma biragaragara ko bikiri ku rwego rwo hasi.

IV.3.4. Ibyo abaturage babona bitera isuku nke

Ishusho 37: Ibyo abaturage babona bitera isuku nke



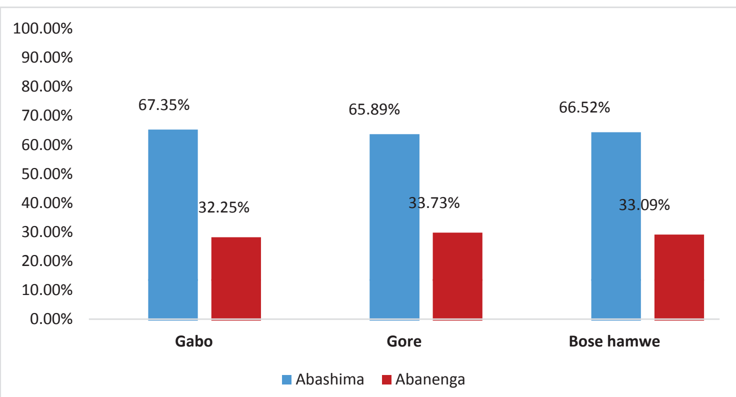
Aho byavuye: Anketi ya RGB, 2019

Muri ubu bushakashatsi, ababajijwe 80.2% bagaragaje ko isuku nke iterwa ahanini n'imyumvire ikiri hasi n'ubujiji, 48.1% bavuga ko biterwa no kutagira amazi meza. Izindi mpamvu ni ukurarana n'amatungo (31.1%) ndetse n'imiturire yo mu kajagari (17.3%).

Ibi birashimangirwa n'ibiganiro byo mu matsinda aho abaturage bagaragaje ko abakirarana n'amatungo biterwa ahanini n'ubujura bw'amatungo. Hanagaragajwe ko hamwe mu hahurira abantu benshi hataba ubwiherero rusange n'aho buri bukaba budacungwa neza. Ikindi cyavuzwe ni imyumvire y'abaturage ku isuku n'isukura ikiri hasi.

IV.3.5. Uko abagabo n'abagore babona isuku yo mu ngo

Ishusho 38: Uko abagabo n'abagore babona isuku yo mu ngo



Aho byavuye: Anketi ya RGB, 2019

Muri rusange isuku mu ngo ishimwa ku gipimo cya 66.52%. Nk'uko bigaragara abagore nibo bayinenga kurusha abagabo.

INGAMBA

- Gukaza ingamba zo kwita ku isuku yo mu masoko, amahoteri na resitora;
- Gushyira ubwiherero rusange ahantu hose hahurira abantu benshi no kunoza imicungire yabwo;
- Gukomeza gutoza abaturage umuco wo kugira isuku mu ngo no ku mubiri mu rwego rwo kwirinda indwara ziterwa n'isuku nke;
- Gushyiraho ingamba zatuma abaturage bacika ku muco wo kurarana n'amatungo.

Imbonerahamwe 20:
impinduka y'uko abaturage bashima isuku n'isukura muri 2018 na 2019

AKARERE		CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Bugesera	65.8%	72.2%	▲	6.4%
2	Burera	77.9%	68.9%	▼	-9.0%
3	Gakenke	74.4%	68.3%	▼	-6.0%
4	Gasabo	70.9%	72.9%	▲	2.0%
5	Gatsibo	69.4%	77.1%	▲	7.7%
6	Gicumbi	75.3%	73.9%	▼	-1.5%
7	Gisagara	68.6%	66.1%	▼	-2.6%
8	Huye	64.5%	62.9%	▼	-1.6%
9	Kamonyi	68.4%	75.9%	▲	7.5%
10	Karongi	61.8%	63.6%	▲	1.8%
11	Kayonza	68.5%	75.3%	▲	6.7%
12	Kicukiro	71.4%	66.6%	▼	-4.9%
13	Kirehe	67.2%	70.0%	▲	2.8%
14	Muhanga	64.5%	65.9%	▲	1.4%
15	Musanze	66.7%	66.4%	▼	-0.3%
16	Ngoma	69.0%	70.6%	▲	1.6%
17	Ngororero	65.7%	66.6%	▲	0.9%
18	Nyabihu	67.2%	69.3%	▲	2.1%
19	Nyagatare	66.5%	70.6%	▲	4.0%
20	Nyamagabe	63.4%	67.6%	▲	4.1%
21	Nyamasheke	70.5%	71.5%	▲	1.0%
22	Nyanza	68.1%	63.2%	▼	-4.9%
23	Nyarugenge	69.5%	70.5%	▲	1.0%
24	Nyaruguru	64.1%	64.5%	▲	0.4%
25	Rubavu	66.4%	67.0%	▲	0.6%
26	Ruhango	63.0%	66.2%	▲	3.2%
27	Rulindo	71.2%	69.7%	▼	-1.5%
28	Rusizi	68.8%	63.3%	▼	-5.5%
29	Rutsiro	61.4%	72.4%	▲	11.1%
30	Rwamagana	72.9%	75.4%	▲	2.5%
	IMPUZANDENGO	68.2%	69.2%	▲	**1.0%**

Aho byavuye: Anketi ya RGB, 2019

IMIBEREHO MYIZA Y'ABATURAGE

IV.4. Serivisi zo kwita ku mibereho myiza y'abaturage

Mu rwego rwo kwita ku mibereho myiza y'abaturage, ubu bushakashatsi bwibanze kuri gahunda zikurikira: guhitamo abagenerwabikorwa ba VUP na Girinka no kubakira abatishoboye.

IV.4.1. Uko abaturage babona serivisi zo kwita ku mibereho myiza muri rusange

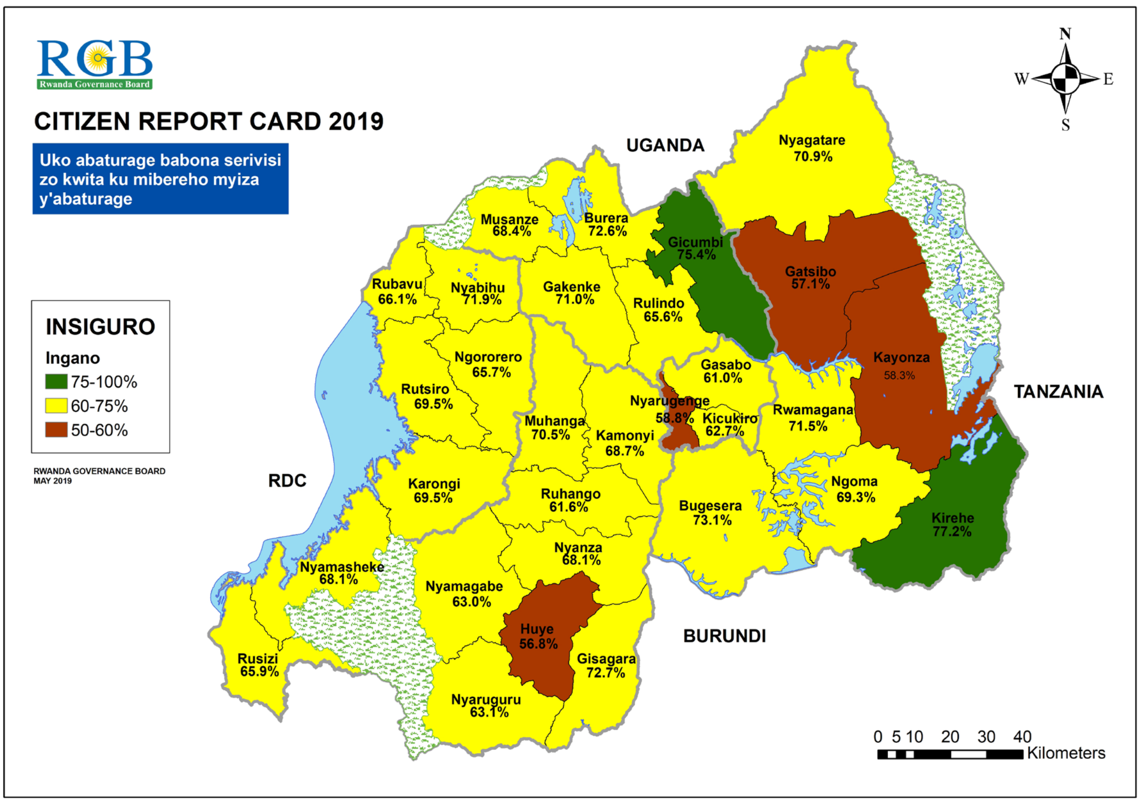
Muri rusange, ababajijwe bagaragaje ko bishimiye serivisi zitangwa mu rwego rwo kwita ku mibereho y'abaturage ku gipimo cya 67.3% na 24.2% y'abanenga. Mu bagabo babajijwe, abashima ni 67.0% abanenga bakaba 25.2%. Ku rundi ruhande abagore bashima ni 67.4% abanenga ni 23.3%.

UKO ABATURAGE BABONA SERIVISI ZO KWITA KU MIBEREHO YABO MURI RUSANGE

67.3% ABASHIMA

24.2% ABANENGA

Ikarita 11: Uko abaturage babona serivisi zo kwita ku mibereho myiza yabo



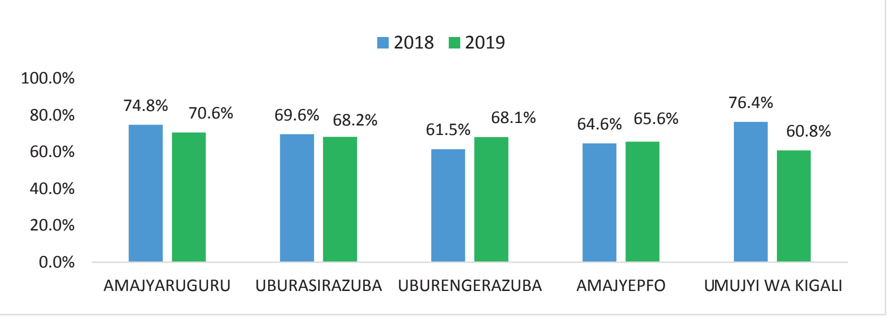
Aho byavuye: Anketi ya RGB, 2019

Ikarita ya 11 irerekana ko uturere tubiri, Kirehe na Gicumbi aritwo dufite abaturage bashima gahunda zo kwita ku mibereho myiza ku kigero kiri hejuru ya 75% . Uturere twa Huye , Gatsibo, Kayonza na Nyarugenge niho abaturage bashima izi serivisi ku gipimo kiri hasi.

IV.4.2. Uko abaturage babona serivisi z'imibereho myiza ku rwego rw'Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage babona serivisi zo kwita ku baturage ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 39 : Uko abaturage babona serivisi zo kwita ku mibereho yabo hakurikijwe Intara

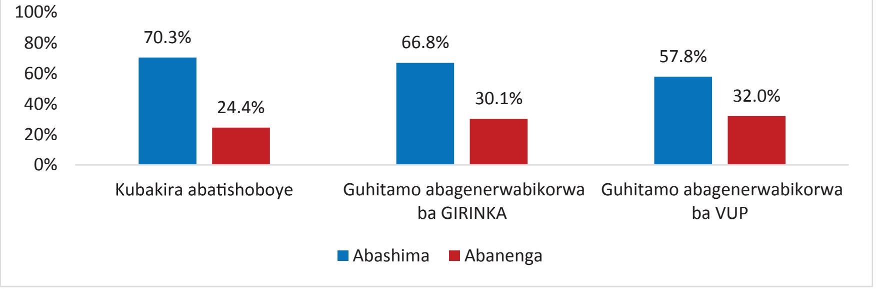


Aho byavuye: Anketi ya RGB, 2019

Ubu bushakashatsi bwagaragaje ko Intara y'Amajyaruguru iza ku isonga mu gushima serivisi zo kwita ku mibereho myiza y'abaturage ku gipimo cya 70.6% naho Umujyi wa Kigali ukagira igipimo kiri hasi cya 60.8%. Ugereranyije n'umwaka ushize, Intara y'Uburengerazuba niyo yazamutse ku gipimo cya 6.6% naho Umujyi wa Kigali wamanutse cyane ku gipimo cya 15.6%.

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

Ishusho 40: Serivisi zakorereweho ubushakashatsi mu mibereho myiza y'abaturage

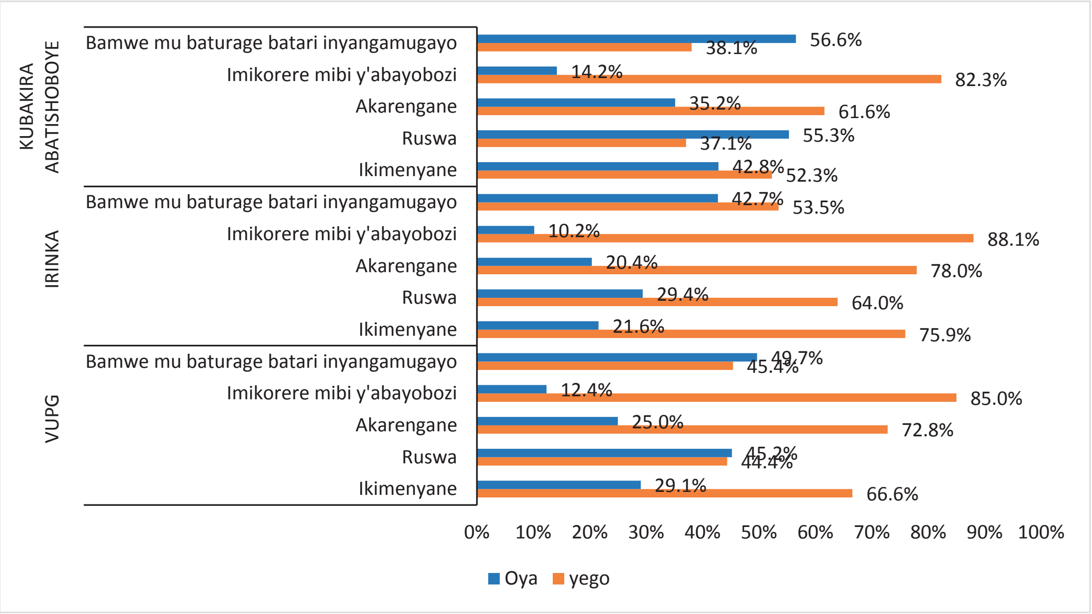


Aho byavuye: Anketi ya RGB, 2019

Muri rusange, biragaragara ko serivisi zitandukanye zo kwita ku mibereho myiza y'abaturage zishimwa ku gipimo kidashimishiije. Gahunda yo kubakira abatishoboye ishimwa ku gipimo cya (70.3%) naho igipimo kiri hasi ni icyo guhitamo abagenerwabikorwa ba VUP (57.8%).

IV.4.4. Impamvu abaturage bagaragaje zituma serivisi z'imibereho myiza y'abaturage zitagenda neza

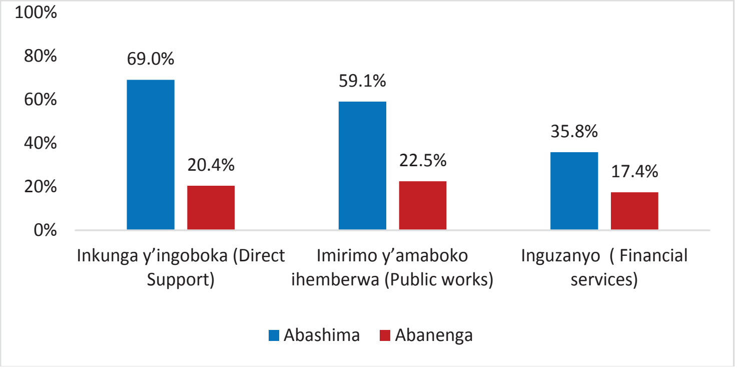
Ishusho 41: Impamvu abaturage bagaragaje zituma serivisi z'imibereho myiza y'abaturage zitagenda neza



Aho byavuye: Anketi ya RGB, 2019

Tugendeye ku biri kuri iyi shusho ya 41, abaturage bagaragaje ko mu bituma serivisi za Girinka, VUP no kubakira abatishoboye zitagenda neza uko bikwiye ikiza ku isonga ari imikorere mibi y'abayobozi. Izindi mpamvu zigaragazwa ni ikimenyane n'akarengane, ruswa ndetse n'abaturage bamwe batari inyangamugayo. Mu biganiro mu matsinda hari inzitizi zagaragajwe zikibangamira imitangire myiza ya servisi muri gahunda zo kwita ku mibereho myiza y'abaturage harimo izi zikurikira: amazu menshi y'abatishoboye yashaje akeneye kuvugururwa, indi mbogamizi nuko hari bamwe mu bagenerwabikorwa bafashwa ariko ntibabigire ibyabo ngo babyiteho uko bikwiye hari n'abandi bumva bahora bafashwa.

Ishusho 42 : Uko abaturage babona ibikorwa bya gahunda ya VUP



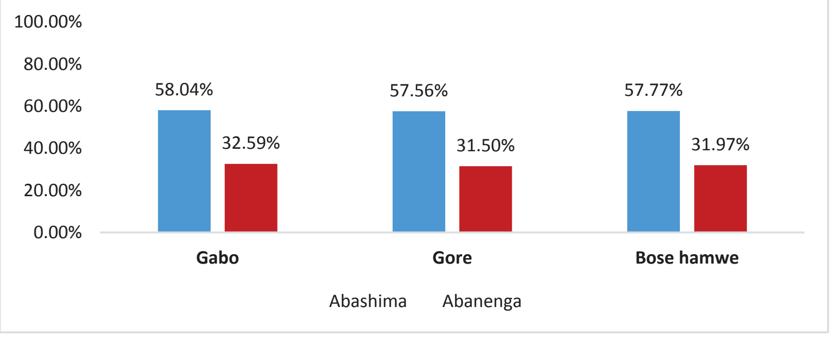
Aho byavuye: Anketi ya RGB, 2019

Nubwo biragaragara ko ibikorwa bya gahunda ya VUP bishimwa ku gipimo kidashimishije, inkunga y'ingoboka (direct support) niyo ishimwa ku gipimo cyo hejuru naho inguzanyo iza ku gipimo cyo hasi. Imirimo y'amaboko ihemberwa niyo inengwa ku kigero cyo hejuru.

Mu biganiro byo mu matsinda hagaragajwe ko kubirebana na gahunda y'inguzanyo, abagenerwabikorwa batayitabira kubera inyungu ku nguzanyo ikiri hejuru ituma batinya kuyifata ndetse n'ubumenyi buke mu gutegura imishinga. Ku birebana n'imirimo y'amaboko ihemberwa, baragagaje ko hakirimo ikibazo cyo gutoranya abagenerwabikorwa b'iyi gahunda no gutinda kwishyurwa.

IV.4.5. Uko abagabo n'abagore babona igikorwa cyo guhitamo abagenerwabikorwa ba VUP

Ishusho 43: Uko abagabo n'abagore babona igikorwa cyo guhitamo abagenerwabikorwa ba VUP



Aho byavuye: Anketi ya RGB, 2019

Muri rusange gahunda yo guhitamo abagenerwabikorwa ba VUP ishimwa ku gipimo cya 57.8%. Abagabo n'abagore bayishima ku gipimo kijya kungana.

INGAMBA

- Kunoza uburyo bwo guhitamo abagenerwabikorwa muri gahunda zitandukanye zifasha abatishoboye;
- Gukangurira abaturage gukoresha neza inkunga bahabwa mu rwego rwo kubafasha kwigira;
- Gufasha abaturage gutegura imishinga y'inguzanyo mu mabanki n'ibigo by'imari iciriritse;
- Kwishyura ku gihe abagenerwabikorwa b'imirimo y'amaboko ihemberwa muri VUP

Imbonerahamwe 20:
impinduka y'uko abaturage bashima serivisi zo kwita ku mibereho myiza y'abaturage muri 2018 na 2019

AKARERE		CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Bugesera	71.5%	73.1%	▲	1.7%
2	Burera	81.6%	72.6%	▼	-8.9%
3	Gakenke	72.9%	71.0%	▼	-1.9%
4	Gasabo	76.9%	61.0%	▼	-15.9%
5	Gatsibo	67.3%	57.1%	▼	-10.2%
6	Gicumbi	78.6%	75.4%	▼	-3.2%
7	Gisagara	59.8%	72.7%	▲	13.0%
8	Huye	58.6%	56.8%	▼	-1.7%
9	Kamonyi	74.1%	68.7%	▼	-5.4%
10	Karongi	52.8%	69.5%	▲	16.7%
11	Kayonza	69.1%	58.3%	▼	-10.9%
12	Kicukiro	74.8%	62.7%	▼	-12.1%
13	Kirehe	69.8%	77.2%	▲	7.4%
14	Muhanga	64.1%	70.5%	▲	6.4%
15	Musanze	65.2%	68.4%	▲	3.3%
16	Ngoma	67.9%	69.3%	▲	1.4%
17	Ngororero	55.3%	65.7%	▲	10.4%
18	Nyabihu	63.6%	71.9%	▲	8.3%
19	Nyagatare	69.2%	70.9%	▲	1.7%
20	Nyamagabe	56.0%	63.0%	▲	7.0%
21	Nyamasheke	62.2%	68.1%	▲	5.9%
22	Nyanza	72.2%	68.1%	▼	-4.0%
23	Nyarugenge	77.5%	58.8%	▼	-18.7%
24	Nyaruguru	63.1%	63.1%	=	0.0%
25	Rubavu	73.5%	66.1%	▼	-7.4%
26	Ruhango	69.3%	61.6%	▼	-7.7%
27	Rulindo	75.8%	65.6%	▼	-10.2%
28	Rusizi	61.9%	65.9%	▲	4.0%
29	Rutsiro	61.2%	69.5%	▲	8.3%
30	Rwamagana	72.5%	71.5%	▼	-1.1%
	IMPUZANDENGO	68.2%	67.3%	▼	-0.9%

Aho byavuye: Anketi ya RGB, 2019

UMURYANGO N'IHOHOTERWA RISHINGIYE KU GITSINA

IV.5. Umuryango n'ihohoterwa rishingiye ku gitsina

Ku birebana n'umuryango n'ibibazo by'ihohoterwa rishingiye ku gitsina, ubushakashatsi bwibanze kuri ibi bikurikira: Ubwicanyi mu miryango, guha akato abafite ubumuga mu miryango, gukoresha abana imirimo ivunanye, ikibazo cy'abana b'inzererezi, gutandukana kw'abashakanye, guharika no gucana inyuma kw'abashakanye, amakimbirane yo mu miryango n'abangavu baterwa inda.

IV.5.1. Uko abaturage babona umuryango n'ihohoterwa rishingiye ku gitsina

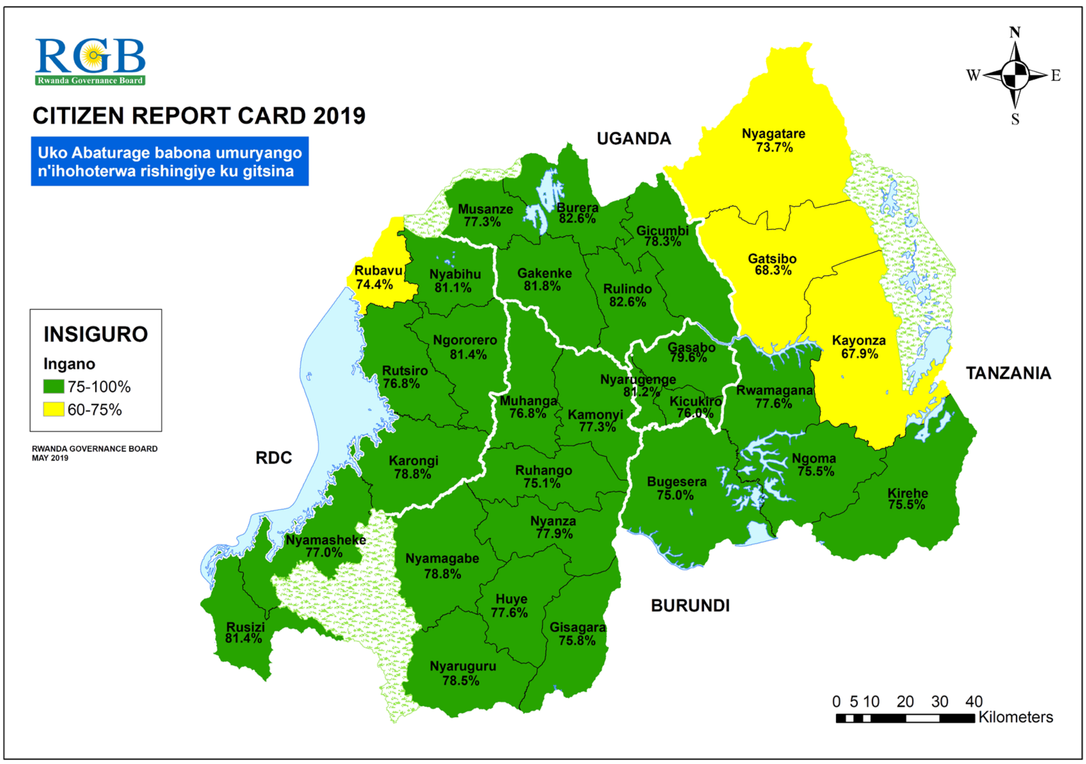
Muri rusange, ababajijwe bagaragaje ko bishimiye uko umuryango nyarwanda utekanye ku gipimo cya 77.1% naho abanenga ni 21.1%. Mu bagabo babajijwe, bashima ku gipimo cya 79.1% bakanenga ku gipimo cya 19.5%. Ku rundi ruhande abagore bashima ni 75.5% bakanenga ku gipimo cya 22.2%.

UKO ABATURAGE BABONA UMURYANGO N'IHOHOTERWA RISHINGIYE KU GITSINA MURI RUSANGE

77.1% ABASHIMA

21.1% ABANENGA

Ikarita 12: Uko abaturage babona Umuryango n'ihohoterwa rishingiye ku gitsina



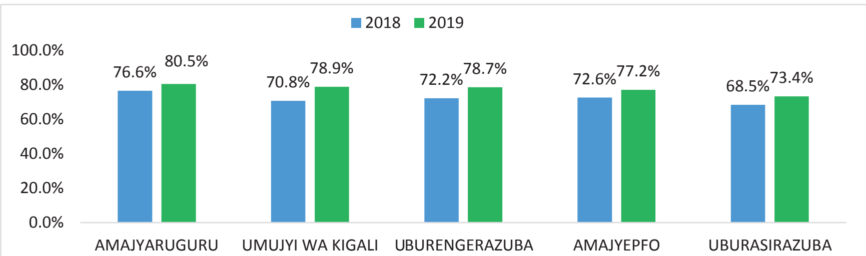
Aho byavuye: Anketi ya RGB, 2019

Ubushakashatsi bwagaragaje ko uretse uturere twa Rubavu, Nyagatare, Gatsibo, Kayonza na abaturage banyuzwe ku gipimo kiri hagati ya 60% na 75% uturere dusigaye abaturage barashima ku gipimo cya 75%. Ku isonga hari uturere twa Burera na Rulindo (82.6%).

IV.5.2. Uko abaturage babona umuryango n'ibibazo by'ihohoterwa ku rwego rw'Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage babona umuryango n'ibibazo by'ihohoterwa rishingiye ku gitsina ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 44 : Uko abaturage babona umuryango n'ibibazo by'ihohoterwa hakurikijwe intara

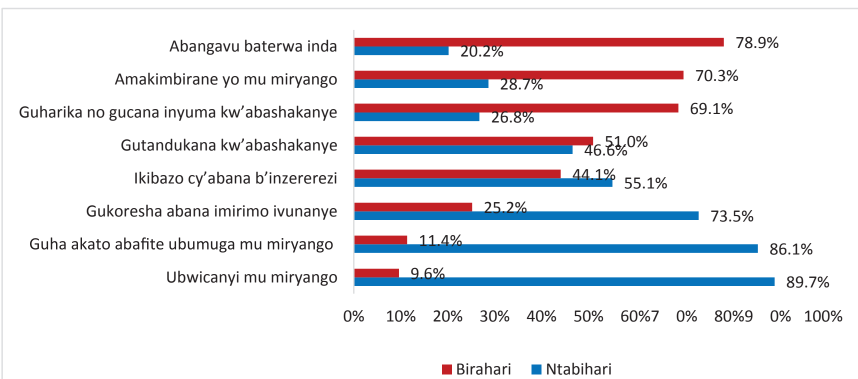


Aho byavuye: Anketi ya RGB, 2019

Muri rusange, biragaragara ko mu ntara zose n'Umujyi wa Kigali abaturage bagaragaje ko ibibazo byo mu muryango n'ihohoterwa rishingiye ku gitsina byagabanutse. Biragaragara kandi ko Intara y'iburasirazuba ariho hakigaragara ibibazo byo mu muryango n'ihohoterwa kurusha izindi.

IV.5.3. Ubwiganze bw'ibibazo byo mu miryango bitandukanye

Ishusho 45 : Ubwiganze bw'ibibazo byo mu miryango bitandukanye



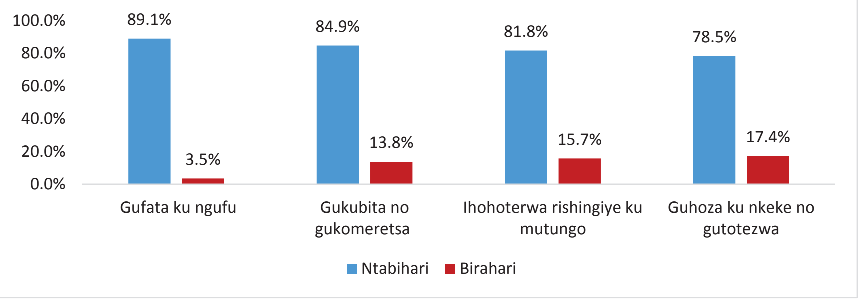
Aho byavuye: Anketi ya RGB, 2019

Nk'uko bigaragazwa n'ishusho ya 45, icyibazo cy'abangavu baterwa inda nicyo kiri ku isonga ku gipimo cya 78.9%. Aha byashimangiwe n'ibiganiro byo matsinda aho ababajijwe bemeza ko ahanini biterwa no kudohoka kw'ababyeyi ku burere bw'abana babo.

Ibindi byagaragaye nk'ibibazo byugarije umuryango harimo guharika, gucana inyuma no gutandukana kw'abashakanye n'amakimbirane yo mu muryango. Mu biganiro byo mu matsinda, hagaragajwe ko byinshi mu bibazo byo mu muryango bituruka ahanini ku businzi n'ibiyobyabwenge ndetse no kutumva neza ihame ry'uburinganire

IV.5.4. Uko abaturage babona ihohoterwa rishingiye ku gitsina

Ishusho 46: Uko abaturage babona ihohoterwa rishingiye ku gitsina

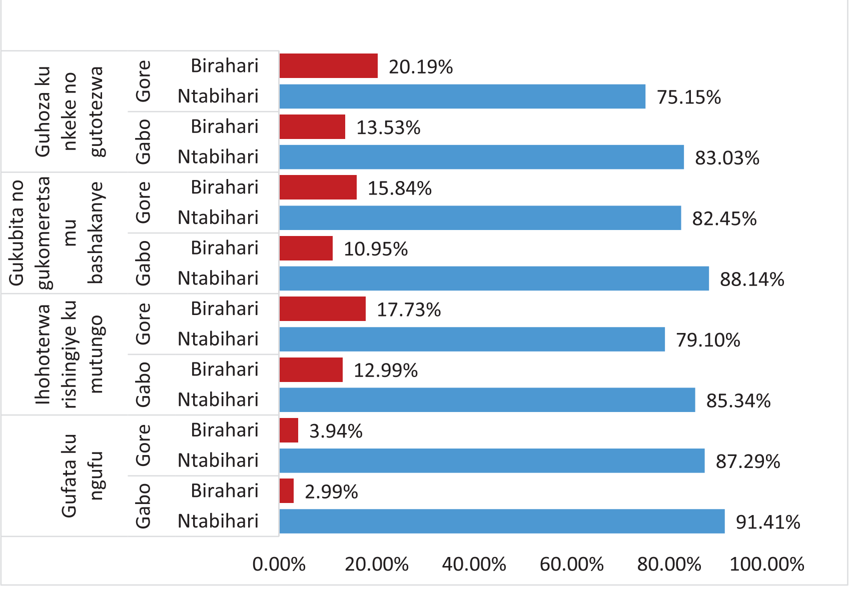


Aho byavuye: Anketi ya RGB, 2019

Iyi shusho ya 46 irerekana ko muri rusange guhoza ku nkeke no gutoteza, ihohoterwa rishingiye ku mutungo, gukubita no gukomeretsa aribyo byiganje mu bibazo birebana n'ihohoterwa rishingiye ku gitsina. Mu biganiro byo mu matsinda hagaragajwe ko ubusinzi, kubana batarasezeranye mu mategeko ndetse n'ubwumvikane buke ku mikoreshereze y'umutungo biri ku isonga mu bitera ihohoterwa rishingiye ku gitsina.

IV.5.5. Uko abagabo n'abagore babona ihohoterwa rishingiye ku gitsina

Ishusho 47: Uko abagabo n' abagore babona ihohoterwa rishingiye ku gitsina



Aho byavuye: Anketi ya RGB, 2019

Nkuko bigaragara abagore nibo bagaragaza ko ihohoterwa rishigiye ku gitsina rikigaragara kurusha abagabo. Aho ku isonga haza guhoza ku nkeke no gutotezwa ndetse n'ihohoterwa rishigiye ku mutungo. Usibye gufata ku ngufu ibindi bibazo byose byihohoterwa rishigiye ku gitsina bigaragara ko bihari ku gipimo kiri hejuru ya 10% haba ku bagabo no ku bagore.

INGAMBA

- Gukomeza kuzamura imyumvire y'abaturage ku ihame ry'uburinganire n'ubwuzuzanye;
- Kongera imbaraga mu gusobanurira abaturage ihohoterwa rishingiye ku gitsina no kurirwanya;
- Gukomeza gukangurira abaturage kwitabira inteko z'abaturage n'umugoroba w'ababyeyi nk'imwe mu miyoboro yo kurwanya amakimbirane yo mu muryango;
- Gukomeza gukangurira ababyeyi kugira uruhare rugaragara mu burere bw'abana no kubatoza umuco no kwirinda ibishuko;
- Gukaza ingamba zo guca burundu ikoreshwa n'icuruzwa ry'ibiyobyabwenge n' inzoga zitujuje ubuziranenge

Imbonerahamwe 21:
impinduka y'uko abaturage babona umuryango n'ihohoterwa rishingiye ku gitsina muri 2018 na 2019

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Bugesera	67.0%	75.0%	▲	8.1%
2	Burera	78.8%	82.6%	▲	3.8%
3	Gakenke	81.2%	81.8%	▲	0.6%
4	Gasabo	71.1%	79.6%	▲	8.5%
5	Gatsibo	66.7%	68.3%	▲	1.6%
6	Gicumbi	76.1%	78.3%	▲	2.1%
7	Gisagara	72.9%	75.8%	▲	2.9%
8	Huye	74.6%	77.6%	▲	3.1%
9	Kamonyi	77.1%	77.3%	▲	0.1%
10	Karongi	70.4%	78.8%	▲	8.5%
11	Kayonza	66.3%	67.9%	▲	1.6%
12	Kicukiro	70.2%	76.0%	▲	5.8%
13	Kirehe	74.5%	75.5%	▲	1.0%
14	Muhanga	72.4%	76.8%	▲	4.4%
15	Musanze	67.8%	77.3%	▲	9.5%
16	Ngoma	72.9%	75.5%	▲	2.7%
17	Ngororero	68.6%	81.4%	▲	12.7%
18	Nyabihu	73.5%	81.1%	▲	7.6%
19	Nyagatare	57.7%	73.7%	▲	16.0%
20	Nyamagabe	68.1%	78.8%	▲	10.7%
21	Nyamasheke	76.0%	77.0%	▲	1.0%
22	Nyanza	73.3%	77.9%	▲	4.6%
23	Nyarugenge	71.1%	81.2%	▲	10.1%
24	Nyaruguru	73.2%	78.5%	▲	5.3%
25	Rubavu	72.2%	74.4%	▲	2.2%
26	Ruhango	69.5%	75.1%	▲	5.6%
27	Rulindo	78.9%	82.6%	▲	3.8%
28	Rusizi	75.7%	81.4%	▲	5.6%
29	Rutsiro	69.2%	76.8%	▲	7.6%
30	Rwamagana	74.6%	77.6%	▲	3.1%
	IMPUZANDENGO	71.9%	77.1%	▲	5.3%

Aho byavuye: Anketi ya RGB, 2019

3

INKINGI Y'IMIYOBORERE N'UBUTABERA

INZEGO Z'IBANZE

V.1. Serivisi zitangwa n'inzego z'ibanze

Muri serivisi zitangwa n'inzego z'ibanze ubushakashatsi bwibanze kuri izi zikurikira: kwakira abagana inzego z'ibanze, gusobanurira abaturage serivisi zitangwa n'aho zitangirwa, kwegera abaturage no kubakemurira ibibazo ku gihe, gusobanurira abaturage gahunda zibateza imbere, gutanga ibyangombwa bitandukanye ndetse no kugaragariza abaturage ibibakorerwa.

V.1.1. Uko abaturage babona serivisi z'inzego z'ibanze muri rusange

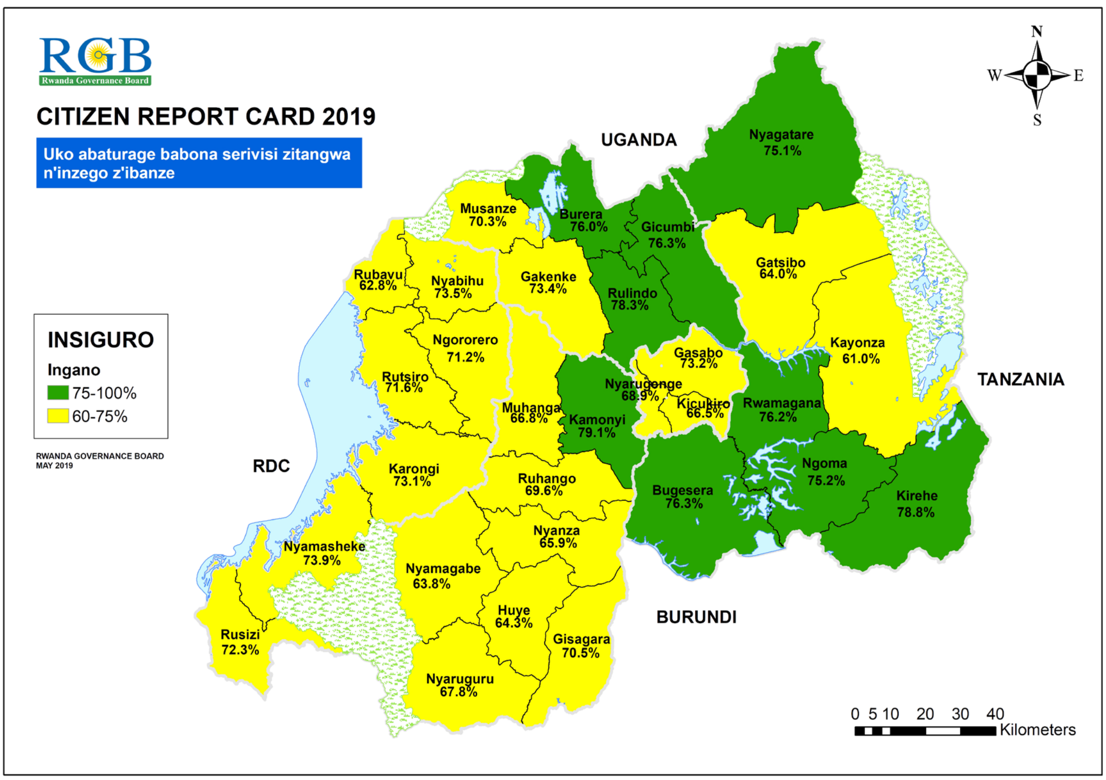
Ibyavuye mu bushakashatsi byagaragaje ko abaturage banyuzwe na serivisi zitangwa n'inzego z'ibanze ku gipimo cya 71.3% naho abanenga ni 25.9%. Mu bagabo babajijwe, abashima ni 71.7% abanenga bakaba 26.0%. Abagore bashima ni 71.2% abanenga ni 25.6%. Tugereranyije n'umwaka ushize iki gipimo cyamanutseho 0.7%.

UKO ABATURAGE BABONA SERIVISI Z'INZEGO Z'IBANZE MURI RUSANGE

71.3% ABASHIMA

25.9% ABANENGA

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



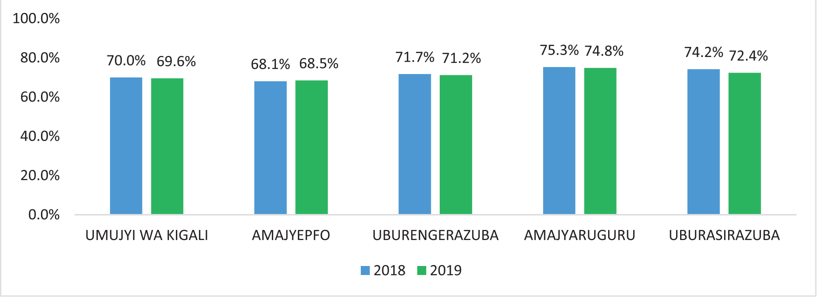
Aho byavuye: Anketi ya RGB, 2019

Ikarita ya 13 iri hejuru iragaragaza ko mu turere 9 abaturage bashima serivisi bahabwa n'inzego z'ibanze ku kigero kiri hejuru ya 75%. Akarere kari ku isonga ni Kamonyi ku gipimo cya 79.1% naho akari ku gipimo kiri hasi ni Kayonza kari ku gipimo cya 61.0%.

V.1.2. Uko abaturage babona serivisi z'inzego z'ibanze ku rwego rw' Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage babona serivisi ziitangwa n'inzego z'ibanze ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 48 : Uko abaturage babona serivsi zitangwa n'inzego z'ibanze ku rwego rw' Intara



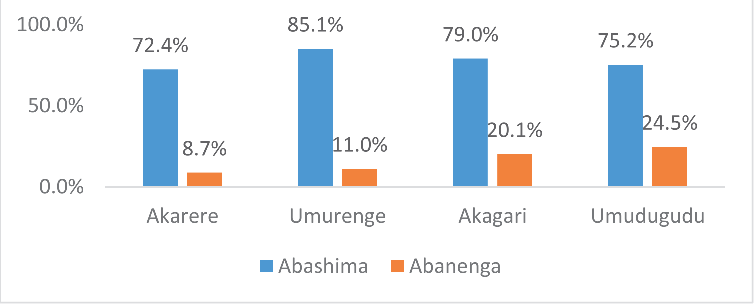
Aho byavuye: Anketi ya RGB, 2019

Kuri iyi shusho ya 48 ikigaragara nuko uretse Intara y'Amajyepfo yazamutseho 0.4%, izindi ntara zamanutse. Intara y'Amajyaruguru niyo ikomeje kuza ku isonga mu kugira abaturage bashima serivisi bahabwa ku nzego z'ibanze ku gipimo cya 74.8% mu gihe iy'Amajyepfo ariyo ikomeje kuza inyuma.

V.1.3. Imikorere y'inzego z'ibanze

Muri ubu bushakashatsi harebwe imikorere y'inzego z'ibanze guhera ku mudugudu kugera ku karere.

Ishusho 49: Uko abaturage babona imikorere y'inzego z'ibanze



Aho byavuye: Anketi ya RGB, 2019

Iyi shusho ya 49 iragaragaza ko umurenge ariwo ushimwa cyane n'abaturage babajijwe muri ubu bushakashatsi ku gipimo cya 85.1% naho Akarere niko gashimwa ku gipimo kiri hasi cya 72.4%.

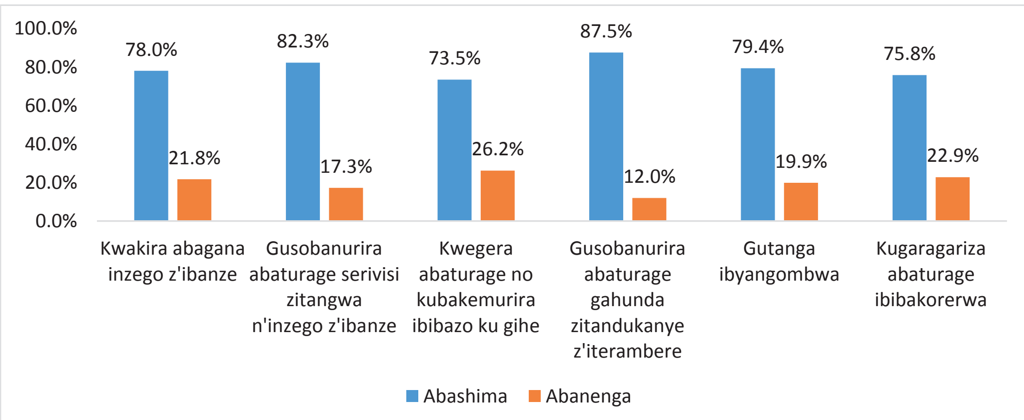
Mu biganiro byo mu matsinda, abaturage bagaragaje ko bimwe mu bituma serivisi zitangwa n'inzego z'ibanze zitishimirwa cyane harimo: abakozi badahagije ugereranyije na serivisi zisabwa biterwa ahanini n'abakozi badashyirwa mu myanya kandi iyo myanya iteganyijwe ku mbonerahamwe y'imyanya y'umurimo (structure) bigatuma inshingano z'abahari ziyongera nk'uko bari babigaragaje no muri CRC 2018.

Bagaragaje kandi ko aho gukorera hadahagije aho usanga mu biro bimwe nabwo bifunganye hatangirwamo serivisi nyinshi. Ikindi bagaragaje ni ibikorwaremezo by'ikoranabuhanga n'ibikoresho byo mu biro bidahagije ndetse n'amashanyarazi aho usanga ahenshi ku biro by'tugari atarahagera kandi ariho serivisi nyinshi zitangirwa.

Ikindi bagaragaje n'uko ingengo y'imari igenerwa umurenge ari nto ugereranyije n'ibikorwa baba bafite bisaba ubushobozi buhagije birimo kwegera abaturage n'ibikorwaremezo.

V.1.4. Zimwe muri serivisi zitangwa n'inzego z'ibanze

Ishusho 50: Uko abaturage babona zimwe muri serivisi zitangwa n'inzego z'ibanze

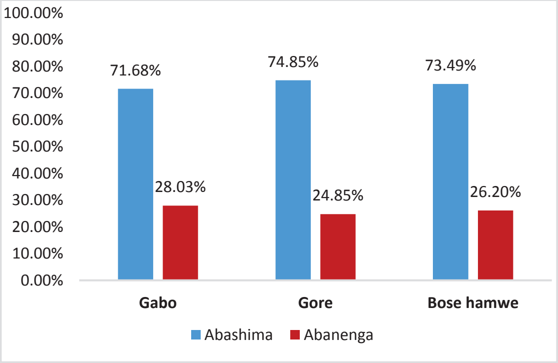


Aho byavuye: Anketi ya RGB, 2019

Iyi shusho ya 50 iragaragaza ko uretse kwegera abaturage no kubakemurira ibibazo ku gihe biri ku kigero cya 73.5%, izindi serivisi zishimwa ku kigero kiri hejuru ya 75%.

V.1.5. Uko abagabo n'abagore babona kwegera abaturage no kubakemurira ibibazo ku gihe

Ishusho 51 : Uko abagabo n'abagore babona kwegera abaturage no kubakemurira ibibazo



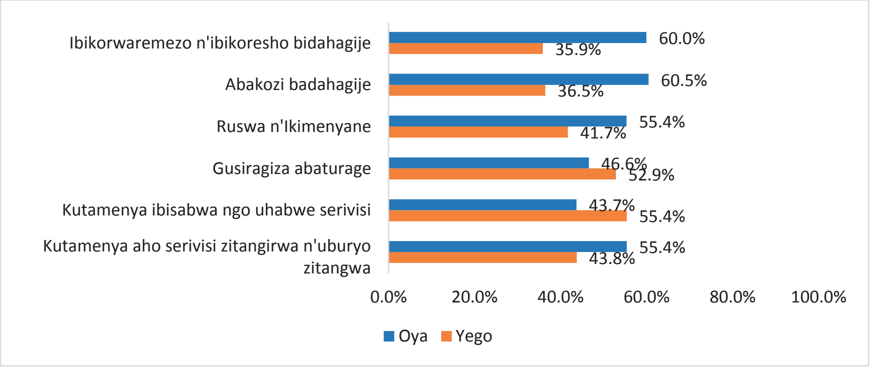
Aho byavuye: Anketi ya RGB, 2019

Muri rusange serivisi zo kwegera abaturage no kubakemurira ibibazo ku gihe zishimwa ku gipimo cya 73.5%. Nkuko bigaragara abagore nibo bazishima cyane kurusha abagabo.

V.1.6. Inzitizi abaturage bagaragaje muri serivisi zitangwa n'inzego z'ibanze

Muri ubu bushakashatsi, abaturage babajijwe kandi ku nzitizi babona zibangamira imitangire ya serivisi mu nzego z'ibanze nk'uko biragaragazwa n'ishusho ikurikira.

Ishusho 52: Inzitizi abaturage bagaragaje muri serivisi z'inzego z'ibanze



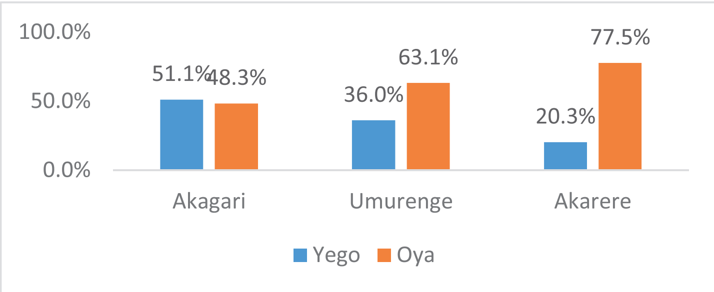
Aho byavuye: Anketi ya RGB, 2019

Muri rusange, iyi shusho ya 52 iragaragaza ko inzitizi zigaragazwa n'abaturage kurusha izindi ari ukutamenya ibisabwa ngo umuturage ahabwe serivisi (55.4%) igakurikirwa no gusiragiza abaturage biri ku gipimo cya 52.9%.

V.1.7. Ubumenyi kuri Njyanama

Urwego rwa Njyanama rufatwa nk'ikiraro gihuza abaturage n'ubuyobozi ndetse rufasha abaturage kugaragaza ibyifuzo byabo cyane cyane ku birebana n'imihigo, gutegura ingengo y'imari n'igenamigambi ry'ibikorwa by'Akarere. Muri CRC 2019 kimwe n'izindi zayibanjirije abaturage babajijwe niba bazi urwego rwa Njyanama n'imikorere yarwo.

Ishusho 53: Abaturage bazi urwego rwa Njyanama



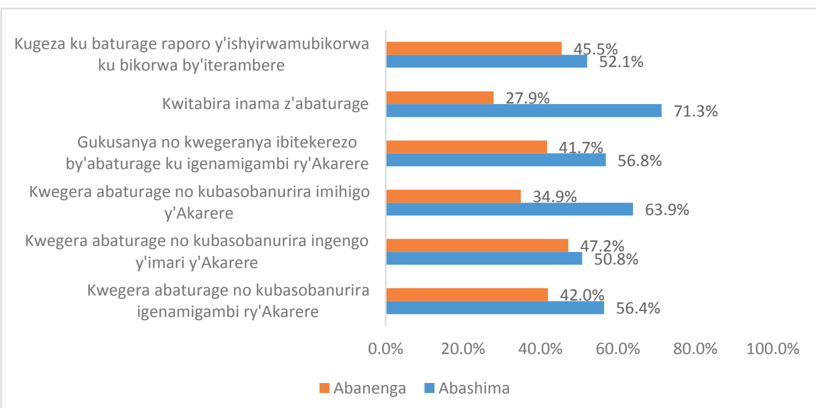
Aho byavuye: Anketi ya RGB, 2019

Nk'uko bigaragara kuri iyi shusho ya 53, Njyanama y'Akagari niyo ikomeje kugaragazwa n'abaturage ko bayizi naho iyo ku karere niyo abaturage benshi bagaragaje ko batayizi. Ibi kandi bihuje n'ibyavuye mu bushakashatsi bwabanjirije ubu. Mu biganiro mu matsinda, abaturage bagaragaje ko kuba abaturage batazi urwego rwa Njyanama biterwa n'uko abajyanama batabegera uko bikwiye, ku rundi ruhande ariko uru rwego rwagaragaje ko nta bushobozi buhagije rufite ngo rubafasha kwegera abaturage uko bikwiye.

V.1.8. Imikorere ya Njyanama

Muri ubu bushakashatsi abaturage babajijwe bagaragaje uko babona bimwe mu bikorwa bya Njyanama binyuze mu gukusanya ibitekerezo n'ibyifuzo by'abaturage ku igenamigambi ry'Akarere, kwegera abaturage no kubasobanurira imihigo y'Akarere, ingengo y'imari y'Akarere ndetse n'igenamigambi ry'ibikorwa by'Akarere, kugeza ku baturage raporo y'ishyirwa mu bikorwa ry'imyanzuro ku bikorwa by'iterambere ry'Akarere no kwitabira inama z'abaturage.

Ishusho 54: Uko abaturage babona imikorere ya Njyanama



Aho byavuye: Anketi ya RGB, 2019

Mu bemeje ko bazi urwego rwa Njyanama, bagaragaje ko kwitabira inama z'abaturage aricyo babona abajyanama bitabira kurusha ibindi bikorwa. Babona ibikorwa byo kwegera abaturage no kubasobanurira imihigo, igenamigambi ry'ibikorwa by'Akarere ndetse no kubagezaho raporo y'ishyirwa mu bikorwa by'iterambere ry'Akarere aribyo bikwiye gushyirwamo imbaraga mu mikorere yabo kuko akenshi ibitekerezo n'ibyifuzo batanga batamenya niba byarakiriwe.

INGAMBA

- Kunoza gahunda yo gushyira abakozi mu myanya nk'uko biteganyijwe ku mbonerahamwe y'imyanya y'imirimo;
- Kongerera ubushobozi urwego rwa Njyanama kugirango rurusheho kwegera abaturage;
- Kuvugurura inyubako zikoreramo inzego z'ibanze cyane cyane umurenge n'akagali no kubongerera ubushobozi bw'ibikoresho n'ibikorwaremezo;
- Gushyiraho uburyo bwo korohereza abakozi mu ngendo kugirango baruheho kwegera abaturage no kubakemurira ibibazo ku gihe.

Imbonerahamwe 22:
impinduka y'uko abaturage bashima inzego z' ibanze muri 2018 na 2019

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	71.1%	73.2%	▲	2.1%
2	Kicukiro	69.4%	66.5%	▼	-2.9%
3	Nyarugenge	69.4%	68.9%	▼	-0.5%
4	Gisagara	66.7%	70.5%	▲	3.8%
5	Huye	68.3%	64.3%	▼	-4.0%
6	Kamonyi	77.8%	79.1%	▲	1.3%
7	Muhanga	68.9%	66.8%	▼	-2.1%
8	Nyamagabe	60.8%	63.8%	▲	3.0%
9	Nyanza	68.1%	65.9%	▼	-2.2%
10	Nyaruguru	67.4%	67.8%	▲	0.4%
11	Ruhango	66.5%	69.6%	▲	3.0%
12	Karongi	66.1%	73.1%	▼	6.9%
13	Ngororero	66.4%	71.2%	▲	4.8%
14	Nyabihu	75.6%	73.5%	▼	-2.0%
15	Nyamasheke	76.5%	73.9%	▼	-2.5%
16	Rubavu	76.4%	62.8%	▼	-13.7%
17	Rusizi	69.9%	72.3%	▲	2.4%
18	Rutsiro	71.2%	71.6%	▲	0.4%
19	Burera	76.8%	76.0%	▼	-0.8%
20	Gakenke	75.3%	73.4%	▼	-1.9%
21	Gicumbi	74.1%	76.3%	▲	2.2%
22	Musanze	73.4%	70.3%	▼	-3.1%
23	Rulindo	77.0%	78.3%	▲	1.2%
24	Bugesera	71.7%	76.3%	▲	4.6%
25	Gatsibo	76.0%	64.0%	▼	-12.1%
26	Kayonza	76.5%	61.0%	▼	-15.5%
27	Kirehe	71.2%	78.8%	▲	7.6%
28	Ngoma	72.6%	75.2%	▲	2.6%
29	Nyagatare	72.7%	75.1%	▲	2.3%
30	Rwamagana	78.6%	76.2%	▼	-2.4%
	IMPUZANDENGO	72.0%	71.3%	▼	-0.7%

Aho byavuye: Anketi ya RGB, 2019

UBUTABERA

V.2. Serivisi z'Ubutabera

Muri ubu bushakashatsi abaturage babajijwe uko babona serivisi z'ubutabera zirimo: serivisi za noteri, kwihutisha imanza, kurangiza imanza, gukoresha ikoranabuhanga mu gutanga no gukurikirana ikirego, ifunga n'ifungura ry'ucyekwaho icyaha, kutabogama kw'inkiko, ubwigenge bw'inkiko, gutanga icyemezo cy'uko utakatiwe n'inkiko, imikorere y'ubushinjacyaha..

V.2.1. Uko abaturage babona serivisi z' ubutabera muri rusange

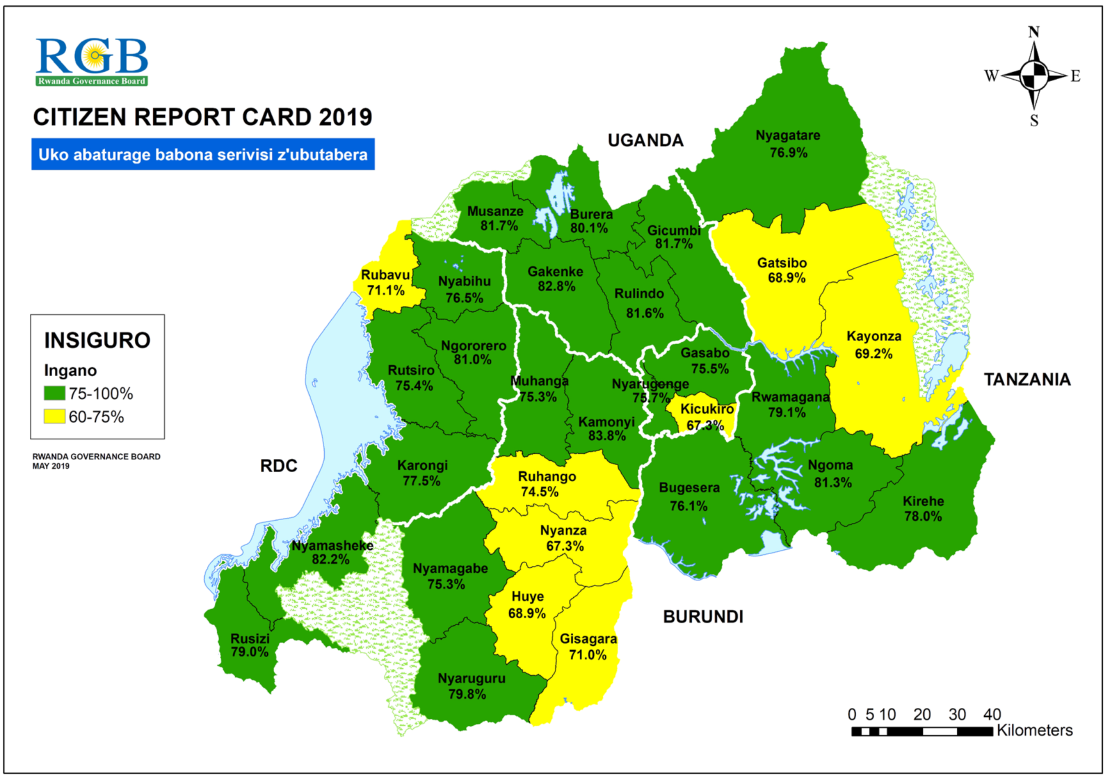
Muri rusange, abaturage babajijwe bashima serivisi z'ubutabera ku gipimo cya 76.4% naho abanenga ni 11.3%; Mu bagabo babajijwe, abashima ni 77.5% abanenga bakaba 11.9%. Ku rundi ruhande abagore bashima ni 75.5%, abanenga bakaba 10.7%.

UKO ABATURAGE BABONA SERIVISI Z'UBUTABERA

76.4% ABASHIMA

11.3% ABANENGA

Ikarita 14: Uko abaturage babona serivisi z'ubutabera



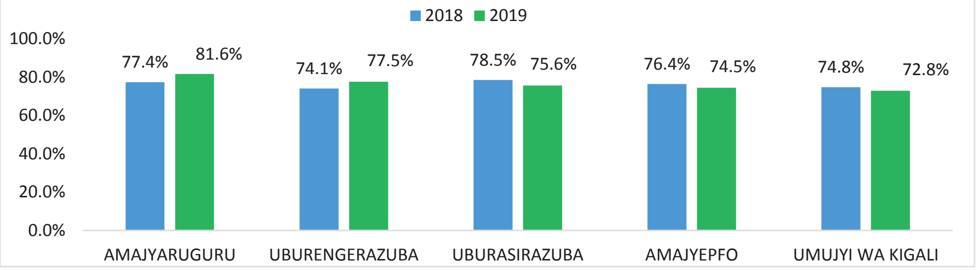
Aho byavuye: Anketi ya RGB, 2019

Iyi karita ya 14 iragaragaza ko mu turere makumyabiri na tubiri abaturage babajijwe bashima serivisi z'ubutabera ku gipimo kiri hejuru ya 75%. Akarere kari ku isonga ni Kamonyi kari ku gipimo cya 83.8% naho akaza inyuma ni aka Gisagara kari ku gipimo cya 66.8%.

V.2.2. Uko abaturage babona serivisi z'ubutabera ku rwego rw'Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage babona serivisi z'ubutabera ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 55 : Uko abaturage babona serivisi z'ubutabera mu mwaka wa 2018 na 2019 ku rwego rw'Intara



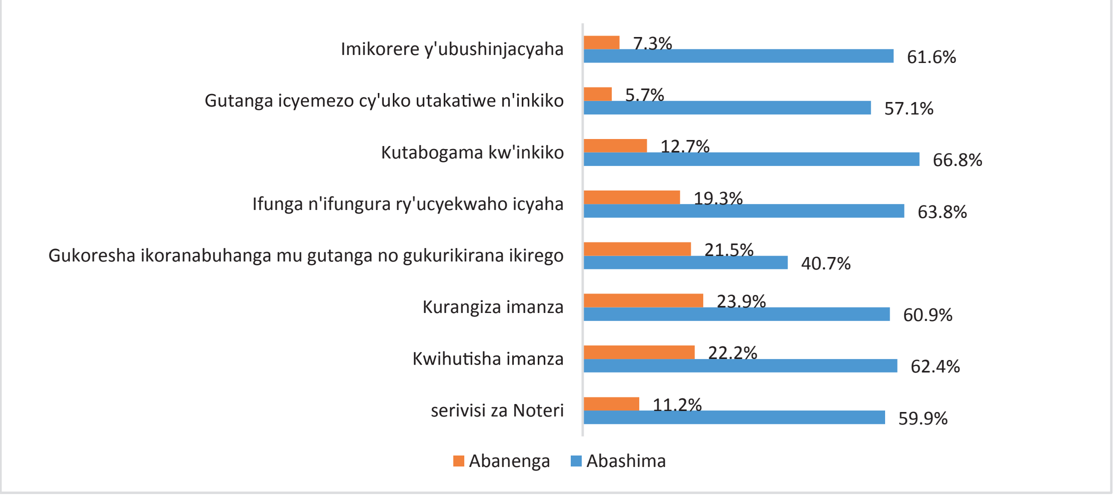
Aho byavuye: Anketi ya RGB, 2019

Ishusho ya 55 igaragaza ko Intara y'Amajyaruguru ariyo iza ku isonga ku gipimo cya 81.6%. Izindi ntara zishimwa ku gipimo kiri hejuru ya 70%. Ugereranyije n'umwaka wa 2018, Intara y'Uburengerazuba n'Amajyaruguru nizo zazamutse ku gipimo kiri hejuru ya 3%.

V.2.3. Serivisi z'ubutabera zitandukanye zakoreweho ubushakashatsi

Muri ubu bushakashatsi harebwe imikorere y'inzego z'ibanze guhera ku mudugudu kugera ku karere.

Ishusho 56: Uko abaturage babona serivisi zitandukanye z'ubutabera



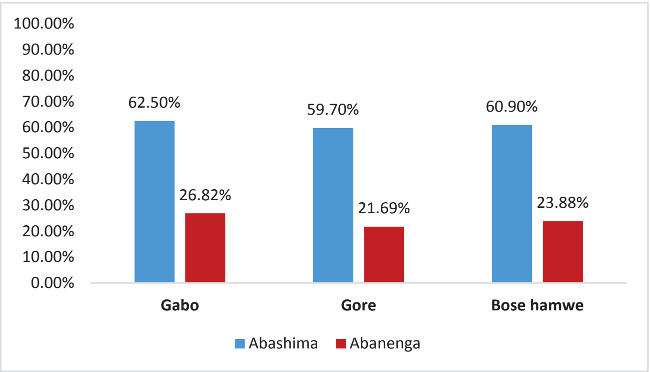
Aho byavuye: Anketi ya RGB, 2019

Ishusho ya 56, iragaragaza ko muri rusange serivisi ishimwa ku kigero cyo hasi mu butabera ari serivisi yo gukoresha ikoranabuhanga mu gutanga no gukurikirana ikirego ku kigero cya 40.7%. Kurangiza imanza no kwihutisha imanza nizo serivisi zinengwa kurusha izindi ku bipimo bya 23.9% na 22.2%.

Mu biganiro byo mu matsinda abaturage bagaragaje ko kuba serivisi yo gutanga ikirego hakoreshejwe ikoranabuhanga ikiri hasi biterwa n'uko ibikorwaremezo by'ikoranabuhanga bitaragera hose ndetse n'ubumenyi bw'abaturage ku ikoranabuhanga budahagije.

V.2.4. Uko abagabo n'abagore babona serivisi zo kurangiza imanza

Ishusho 57: Uko abagabo n'abagore babona serivisi zo kurangiza imanza



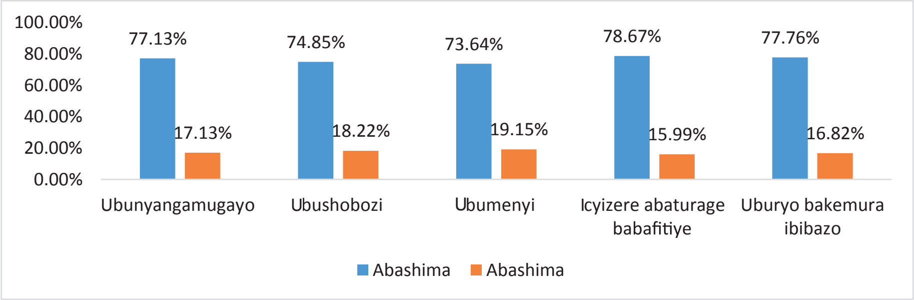
Aho byavuye: Anketi ya RGB, 2019

Muri rusange serivisi zo kurangiza imanza zishimwa ku gipimo cyo hasi kingana na 60.9%. Nk'uko bigaragara abagabo nibo bazishima kuruta abagore ariko na none bose bazinenga ku gipimo kiri hejuru ya 20%.

V.2.5. Imikorere y'urwego rw'abunzi

Bimaze kugaragara ko urwego rw'abunzi rufite uruhare rukomeye m'ubutabera bw'u Rwanda bwo kunga abaturage. Ibi biterwa ahanini n'uko abaturage bamaze gusobanukirwa imikorere n'akamaro by'uru rwego.Ubu bushakashatsi buragaragaza uko abaturage babona imikorere y' urwego rw'abunzi harimo: ubunyangamugayo, ubushobozi, ubumenyi, icyizere abaturage babafitiye ndetse n'uburyo bakemura ibibazo by'abaturage.

Ishusho 58: Uko abaturage babona imikorere y'abunzi



Aho byavuye: Anketi ya RGB, 2019

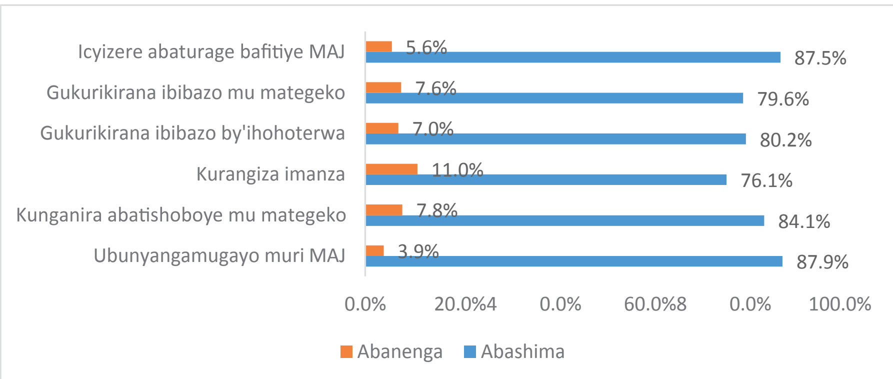
Nk'uko bigaragara ku ishusho ya 58, icyizere abaturage bafitiye urwego rw'abunzi nicyo gikomeje kuza ku isonga ku ijanisha rya 78.67% naho ubumenyi nibwo abaturage bagaragaje ko bwakongerwamo imbaraga.

Ibi birashimangirwa n'ibyavuye mu biganiro mu matsinda aho bagaragaje ko mu bibazo urwego rw'abunzi ruhura nabyo harimo kutabona amahugurwa ahagije cyane cyane ku mategeko mashya, kutagira aho gukorera, kutagira ibikoresho by'ibanze birimo mudasobwa (bibasaba kwandika imyanzuro iri kuri page icyenda n'intoki bagakora kopi eshatu). Kuri bo, hakoreshejwe mudasobwa byakwihuta ndetse n'amadosiye akabikwa mu mutekano kuko ububiko bwayo kugeza ubu butizewe.

V.2.6. Uko abaturage babona imikorere y'Urwego rwa MAJ

Ibirebana n'imikorere y'Urwego rwa MAJ byabazwaga gusa abavuze ko baruzi. Mu byagaragajwe harimo: kunganira abatishoboye mu mategeko, kurangiza imanza, gukurikirana ibibazo by'ihohoterwa, gukurikirana ibibazo mu mategeko, ubunyangamugayo ndetse n' icyizere abaturage babafitiye.

Ishusho 59: Uko abaturage babona imikorere ya MAJ



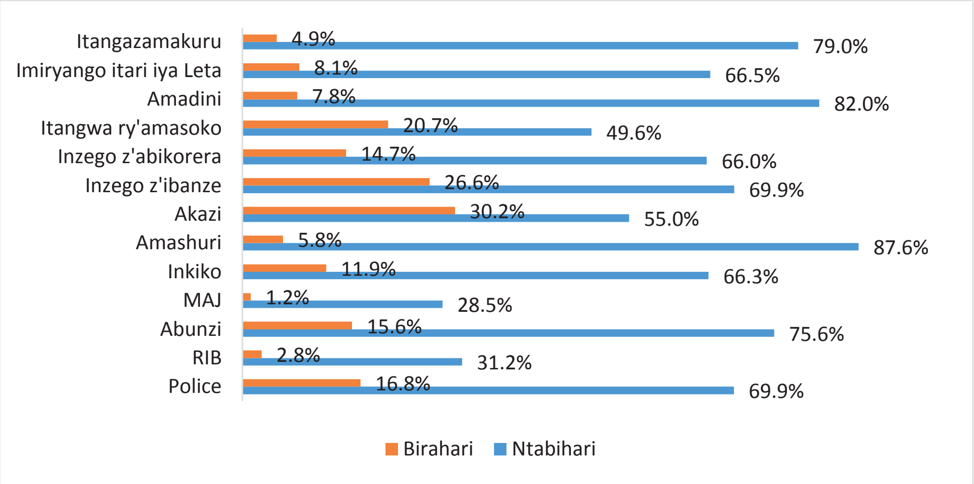
Aho byavuye: Anketi ya RGB, 2019

Ibyavuye mu bushakashatsi bigaragaza ko abaturage bashima imikorere ya MAJ muri rusange ku gipimo kiri hejuru nubwo cyamanutse ugereranije na CRC 2018. Abaturage bashima cyane ubunyangamugayo bwa MAJ kandi babafitiye icyizere kiri hejuru naho kurangiza imanza nibyo biri ku gipimo cyo hasi. Mu biganiro byo mu matsinda, bagaragaje ko bifuza ko uru rwego rwamanuka rukegerezwa abaturage cyangwa bakoroherezwa mu ngendo kuko inshingano zabo zibasaba cyane kwegera abaturage.

V.2.7. Ruswa n'akarengane mu nzego za Leta

Kimwe mu bibangamira imitangire ya serivisi ni ruswa n'akarengane mu mikorere y'inzego. Ubu bushakashatsi nabwo bwarebye niba haba hari ruswa mu nzego zikurikira: itangazamakuru, imiryango itari iya Leta, amadini, itangwa ry'amasoko, inzego z'abikorera, inzego z'ibanze, amashuri, inkiko, MAJ, abunzi, RIB, polisi no mu kazi.

Ishusho 60: Uko abaturage babona ruswa n'akarengane mu nzego zitandukanye



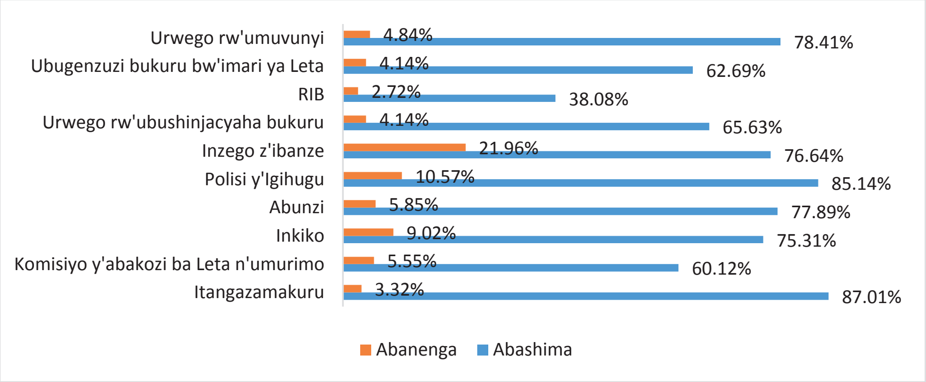
Aho byavuye: Anketi ya RGB, 2019

Nubwo hari byinshi bikorwa mu kurwanya ruswa, muri ubu bushakashatsi abaturage bagaragaje ko ruswa ikiganje aha hakurikira: mu kazi, mu nzego z'ibanze, mu itangwa ry'amasoko, muri polisi no mu rwego rw'Abunzi ku gipimo kiri hejuru ya 15% nubwo ibi bipimo bigaragaza ko ruswa yagabanutse ugereranyije na CRC2018.

V.2.8. Imikorere y'inzego mu kurwanya ruswa n'akarengane

Mu rwego rwo guca burundu ruswa n'akarengane hari inzego zimwe na zimwe zibifite mu nshingano. Muri ubu bushakashatsi twarebye uko abaturage bashima imikorere ya zimwe muri izo nzego arizo zikurikira:Urwego rw'umuvunyi, Ubugenzuzi bukuru bw'imari ya Leta, RIB, Urwego rw'ubushinjacyaha bukuru, Inzego z'ibanze, Polisi y'Igihugu, Abunzi, Inkiko, Komisiyo y'abakozi ba Leta n'umurimo n'Itangazamakuru.

Ishusho 61: Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane



Aho byavuye: Anketi ya RGB, 2019

Ibyavuye mu bushakashatsi ku ishusho ya 61 biragaragaza ko Itangazamakuru na Polisi aribyo bikomeje kuza ku isonga ku kigero kiri hejuru ya 80% mu gushimwa n'abaturage imikorere yabo mu kurwanya ruswa n'akarengane. Nubwo bigaragara ko zimwe mu nzego nka RIB, komisiyo y'abakozi ba Leta n'umurimo, ubugenzuzi bukuru bw'imari ya Leta ndetse n'Urwego rw'Ubushinjacyaha bukuru, ibipimo by'abashima biri hasi biterwa ahanini n'uko abaturage batazizi batazi n'imikorere yazo.

Urebye ishusho ya 60 niya 61, abaturage basanga inzego z'ibanze zigaragaramo ruswa ku gipimo kiri hejuru kandi nanone zikanengwa uburyo zikora mu kurwanya ruswa. Ku rundi ruhande nubwo mu ishusho ya 60, abaturage bemeza ko ruswa n' akarengane bikigaragara kuri 16.8%, Polisi y'igihugu ishimwa ku gipimo kiri hejuru ya 85% mu kurwanya ruswa bigaragaza ko ikomeje kubaka umuco wo kutihanganira ruswa.

INGAMBA

- Kongerera ubushobozi (aho gukorera n'ibikoresho) n'ubumenyi urwego rw'abunzi;
- Kwegereza abaturage urwego rwa MAJ;
- Kurushaho kwegera abaturage cyane cyane ku nzego zagaragajwe ko zitazwi n'abaturage ndetse n'imikorere;
- Gushyira ingufu mu kurangiza imanza;
- Gukomeza ubukangurambaga no kongera ubumenyi ku ikoreshwa ry'ikoranabuhanga muri serivisi z'ubutabera harimo gutanga ikirego no kugikurikirana

Imbonerahamwe 23:
uko uturere duhagaze muri serivisi z'ubutabera mu myaka ibiri (2018 - 2019)

AKARERE		CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	75.1%	75.5%	▲	0.4%
2	Kicukiro	74.0%	67.3%	▼	-6.7%
3	Nyarugenge	75.2%	75.7%	▲	0.5%
4	Gisagara	80.2%	71.0%	▼	-9.3%
5	Huye	79.7%	68.9%	▼	-10.8%
6	Kamonyi	86.3%	83.8%	▼	-2.5%
7	Muhanga	70.0%	75.3%	▲	5.3%
8	Nyamagabe	67.9%	75.3%	▲	7.4%
9	Nyanza	78.1%	67.3%	▼	-10.7%
10	Nyaruguru	80.2%	79.8%	▼	-0.4%
11	Ruhango	68.6%	74.5%	▲	5.8%
12	Karongi	74.9%	77.5%	▲	2.7%
13	Ngororero	67.0%	81.0%	▲	14.0%
14	Nyabihu	75.0%	76.5%	▲	1.5%
15	Nyamasheke	74.1%	82.2%	▲	8.2%
16	Rubavu	81.1%	71.1%	▼	-10.0%
17	Rusizi	73.5%	79.0%	▲	5.5%
18	Rutsiro	73.0%	75.4%	▲	2.5%
19	Burera	77.5%	80.1%	▲	2.6%
20	Gakenke	72.6%	82.8%	▲	10.2%
21	Gicumbi	80.1%	81.7%	▲	1.6%
22	Musanze	72.7%	81.7%	▲	9.0%
23	Rulindo	83.9%	81.6%	▼	-2.2%
24	Bugesera	74.3%	76.1%	▲	1.8%
25	Gatsibo	78.4%	68.9%	▼	-9.5%
26	Kayonza	80.0%	69.2%	▼	-10.7%
27	Kirehe	75.3%	78.0%	▲	2.7%
28	Ngoma	78.1%	81.3%	▲	3.2%
29	Nyagatare	76.4%	76.9%	▲	0.5%
30	Rwamagana	87.5%	79.1%	▼	-8.4%
	IMPUZANDENGO	76.4%	76.4%	=	0.0

Aho byavuye: Anketi ya RGB, 2019

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

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

Mu rwego rwo kurushaho kwimakaza amahame y'imiyoborere no kureba uko abaturage babona uko bayobowe, ubu bushakashatsi bwakozwe kuri amwe mu mahame y'imiyoborere arimo: uburenganzira bwa muntu, ihame ry'uburinganire, amahame ya demokarasi, kurwanya ruswa n'akarengane, amatora akozwe mu mucyo no mu bwisanzure, gusaranganya ubutegetsi, politiki y'amashyaka menshi ndetse n' ubwisanzure mu bitekerezo harebwa uko yubahirizwa.

V.3.1. Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi muri rusange

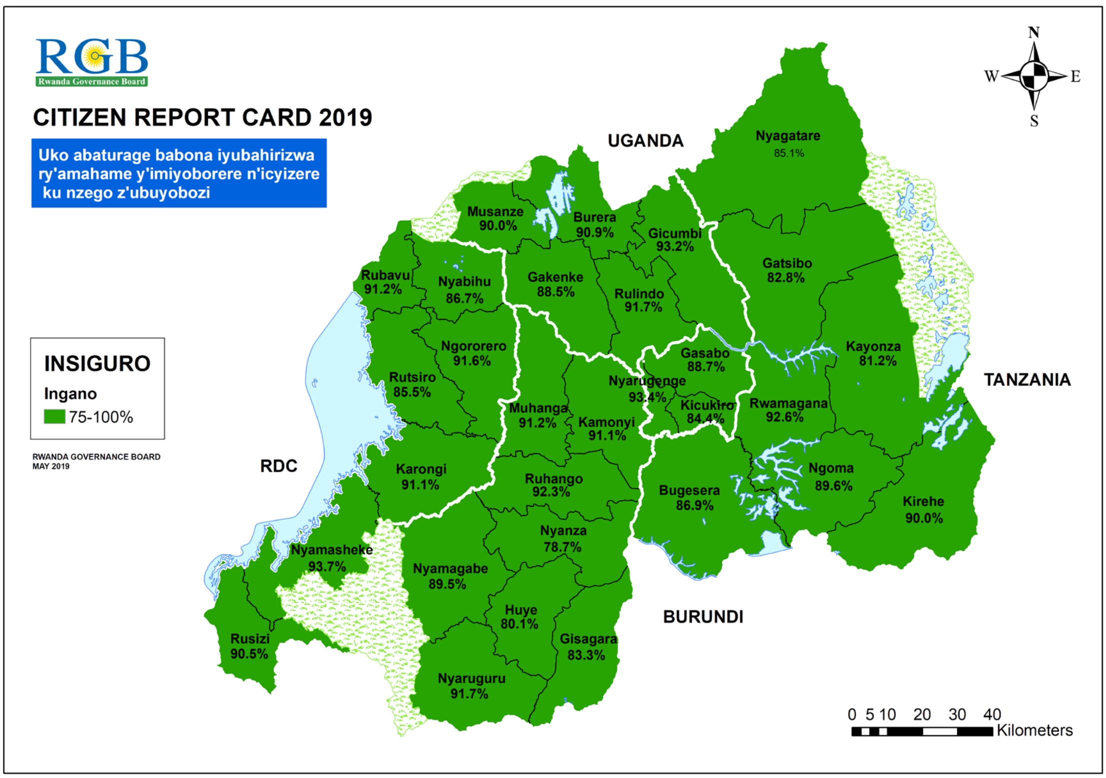
Muri rusange abaturage bagaragaje ko bashima uko amahame y'imiyoborere yubahirizwa ku gipimo kiri hejuru kingana na 88.5% aho cyazamutse kivuye kuri 87.5%. Mu bagabo babajijwe, abashima ni 89.5% abanenga bakaba 6.6%. Ku rundi ruhande abagore bashima kuri 87.8%, abanenga bakaba 5.6%.

IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI MURI RUSANGE

88.5% ABASHIMA

6.0% ABANENGA

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



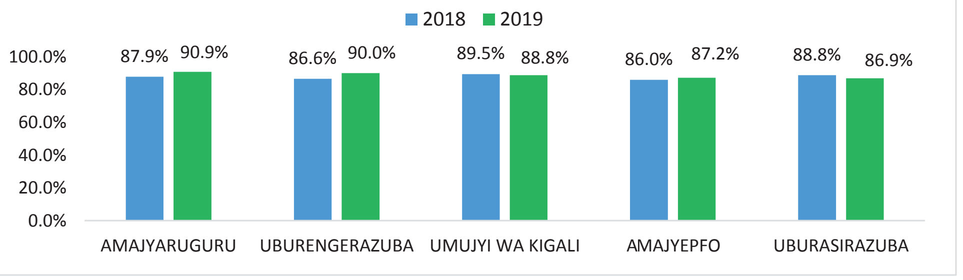
Aho byavuye: Anketi ya RGB, 2019

Nk'uko ikarita ya 15 ibigaragaza uturere twose abaturage bashima uko amahame y'imiyoborere yubahirizwa ku gipimo kiri hejuru ya 80%. Akarere kaza ku isonga ni aka Nyamasheke kari ku gipimo cya 93.7%.

V.3.2. Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi ku rwego rw' Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage babona iyubahirizwa ry`amahame y'imiyoborere ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 62 : Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'ikizere ku nzego z'ubuyobozi hakurikijwe intara

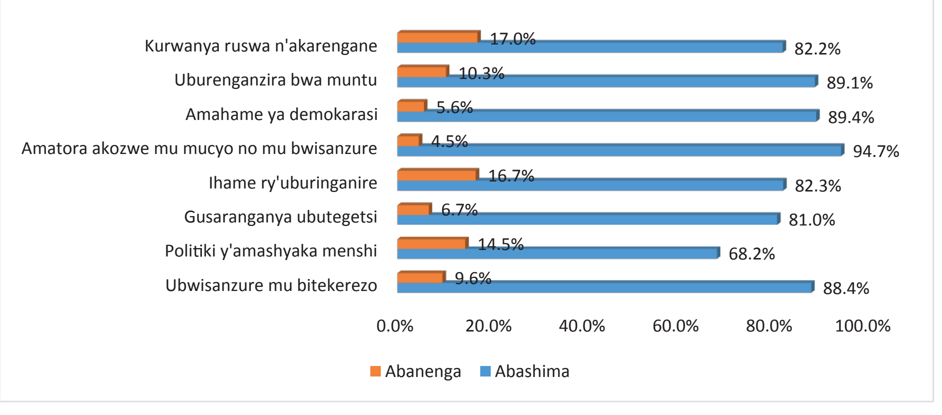


Aho byavuye: Anketi ya RGB, 2019

Ubu bushakashatsi buragaragaza ko mu ntara zose abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi ku gipimo kiri hejuru. Intara y'Amajyaruguru niyo iri ku isonga ku gipimo kingana na 90.9%. Ugereranije n'umwaka ushize, intara y'amajyaruguru n'Uburengerazuba ndetse n'Amajyepfo zarazamutse mu gihe izindi ebyiri zisigaye zamanutse.

V.3.3. Amahame y'imiyoborere yakozweho ubushakashatsi

Ishusho 63: Uko abaturage babona iyubahirizwa ry'amwe mu mahame y'imiyoborere

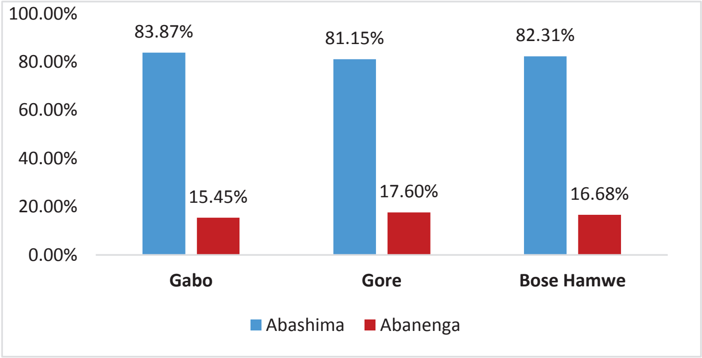


Aho byavuye: Anketi ya RGB, 2019

Nk'uko ishusho ya 63 ibyerekana, ibipimo byakozweho ubushakashatsi mu gusuzuma uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere bishimwa ku kigero kiri hejuru ya 80%, uretse ikirebana na politiki y'amashyaka menshi kiri hasi ku gipimo cya 68.2%. Ibi bishimangirwa n'ibiganiro byo mu matsinda aho byagaragaye ko batazi ibirebana na politiki y'amashyaka menshi.

V.3.4. Uko abagabo n'abagore babona ihame ry'uburinganire

Ishusho 64: Uko abagabo n'abagore babona ihame ry'uburinganire



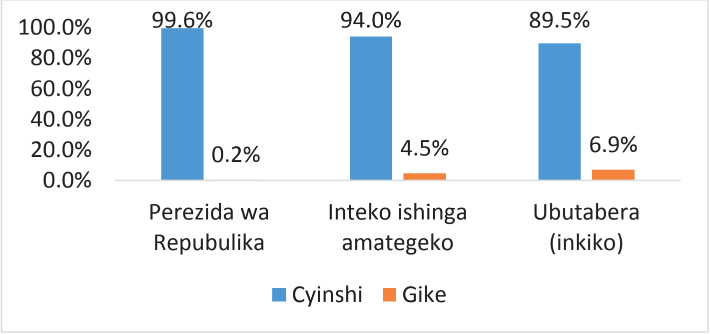
Aho byavuye: Anketi ya RGB, 2019

Muri rusange ihame ry'uburiganire rirashimwa ku gipimo cyo hejuru ya 80% haba ku bagore no ku bagabo. Abagore nibo bayinenga ku gipimo cyo hejuru cya 17.6%.

V.3.5. Icyizere ku nzego z'ubuyobozi

Mu nzego z'ubuyobozi zakozweho ubushakashatsi harebwa icyizere abaturage bazifitiye harimo Perezida wa Repubulika, Inteko ishinga amategeko ndetse n'ubutabera.

Ishusho 65: Icyizere abaturage bafitiye inzego z'ubuyobozi



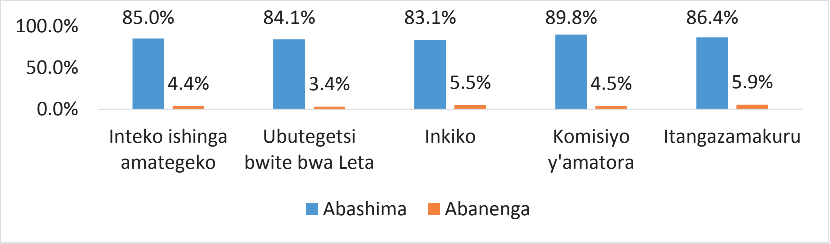
Aho byavuye: Anketi ya RGB, 2019

Iyi shusho iragaragaza ko inzego z'ubuyobozi zakozweho ubushakashatsi abaturage bazifitiye icyizere kiri hejuru cyane. Ugereranyije n'imyaka yashize, Urwego rwa Perezida wa Repubulika rukomeza kuza ku isonga mu kugirirwa icyizere n'abaturage.

V.3.6. Uko abaturage babona ubwigenge bw'inzego

Ubu bushakashatsi bwasuzumye uko abaturage babona ubwigenge bw'inzego zikurikira: Inteko ishinga amategeko, Ubutegetsi bwite bwa Leta, Inkiko, Komisiyo y'amatora n'itangazamakuru.

Ishusho 66 : Ishusho y'uko abaturage babona ubwigenge bw'inzego



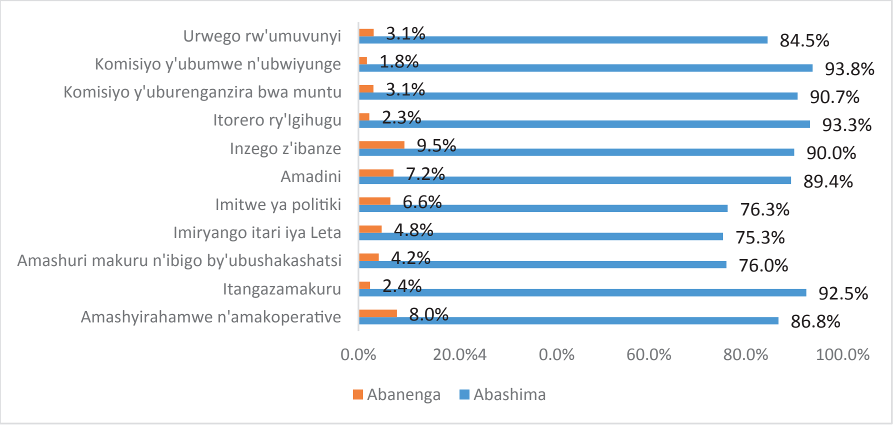
Aho byavuye: Anketi ya RGB, 2019

Ishusho ya 66 irerekana ko abaturage bashima ubwigenge bw'inzego zakozweho ubushakashatsi zose ku gipimo kiri hejuru ya 80%.

V.3.7. Imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda

Muri ubu bushakashatsi, buri mwaka hasuzumwa uko abaturage babona imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda harimo: Urwego rw'Umuvunyi, Komisiyo y'ubumwe n'ubwiyunge, Komisiyo y'uburenganzira bwa muntu, Itorero ry'Igihugu, inzego z'ibanze, amadini, imitwe ya politiki, imiryango itari iya Leta, amashuri makuru n'ibigo by'ubushakashatsi, itangazamakuru, amashyirahamwe n'amakoperative.

Ishusho 67: Uko abaturage babona imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda



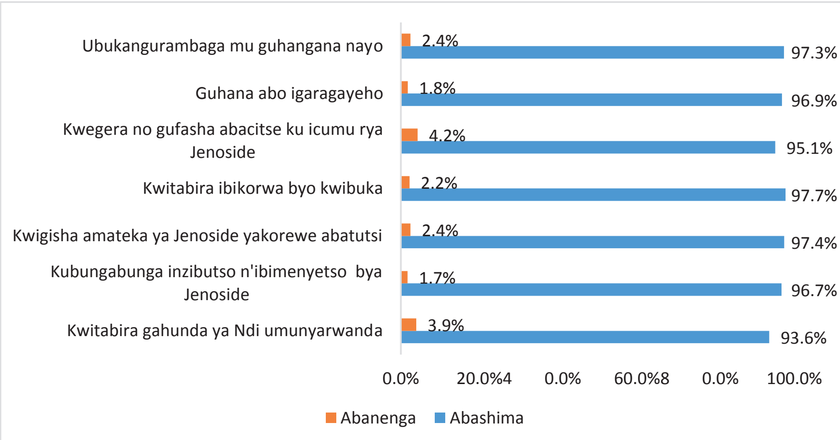
Aho byavuye: Anketi ya RGB, 2019

Ibyavuye mu bushakashatsi biragaragaza ko muri rusange abaturage bashima izi nzego zakozweho ubushakashatsi ku gipimo kiri hejuru mu guteza imbere imiyoborere n'imibanire y'abanyarwanda. Komisiyo y'ubumwe n'ubwiyunge niyo iza ku isonga ku gipimo cya 93.3% naho imiryango itari iya Leta niyo ifite igipimo kiri hasi kingana na 75.3%.

V.3.8. Kurwanya ingengabitekerezo ya Jenoside

Hashize imyaka makumyabiri n'itanu habaye jenoside yakorewe abatutsi muri Mata 1994, hari ababashije kwiyubaka, hari abandi bagifite ibikomere bitandukanye, ariko hari n'abandi binangiye bakirangwaho n'ingengabitekerezo ya jenoside. Ubu bushakashatsi buragaragaza uko abaturage babona ibikorwa byo kurwanya ingengabitekerezo ya Jenoside.

Ishusho 68: Uko abaturage babona ibikorwa byo kurwanya ingengabitekerezo ya jenoside



Nk'uko bigaragara ku ishusho ya 68, abaturage bakomeje gushima imbaraga zishyirwa mu gukumira no guhangana n'ingengabitekerezo ya jenoside no kwita ku bacitse ku icumu ku gipimo gishimishije kiri hejuru ya 90%.

Aho byavuye: Anketi ya RGB, 2019

INGAMBA

- Gukomeza gukangurira imiryango itari iya Leta kurushaho kwegera abaturage no kuzamura imibereho yabo;
- Gushyira ingufu mu gusobanurira abaturage politiki y'amashyaka menshi mu rwego rwo gushimangira amahame y'imiyoborere myiza;
- Gushimangira ibikorwa byo guhangana no kurwanya ingengabitekerezo ya Jenoside.

Imbonerahamwe 24:
uko uturere duhagaze mu iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi mu myaka ibiri (2018 - 2019)

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	89.3%	88.7%	▼	-0.7%
2	Kicukiro	89.4%	84.4%	▼	-5.0%
3	Nyarugenge	89.9%	93.4%	▲	3.5%
4	Gisagara	85.0%	83.3%	▼	-1.7%
5	Huye	86.1%	80.1%	▼	-6.1%
6	Kamonyi	94.6%	91.1%	▼	-3.6%
7	Muhanga	81.9%	91.2%	▲	9.3%
8	Nyamagabe	78.9%	89.5%	▲	10.5%
9	Nyanza	89.0%	78.7%	▼	-10.3%
10	Nyaruguru	88.2%	91.7%	▲	3.5%
11	Ruhango	84.6%	92.3%	▲	7.7%
12	Karongi	85.6%	91.1%	▲	5.5%
13	Ngororero	82.6%	91.6%	▲	9.0%
14	Nyabihu	90.0%	86.7%	▼	-3.4%
15	Nyamasheke	82.8%	93.7%	▲	10.9%
16	Rubavu	92.8%	91.2%	▼	-1.6%
17	Rusizi	84.3%	90.5%	▲	6.1%
18	Rutsiro	88.0%	85.5%	▼	-2.4%
19	Burera	88.4%	90.9%	▲	2.5%
20	Gakenke	82.1%	88.5%	▲	6.4%
21	Gicumbi	92.6%	93.2%	▲	0.6%
22	Musanze	84.7%	90.0%	▲	5.3%
23	Rulindo	91.7%	91.7%	▲	0.0%
24	Bugesera	89.4%	86.9%	▼	-2.5%
25	Gatsibo	86.3%	82.8%	▼	-3.6%
26	Kayonza	84.6%	81.2%	▼	-3.4%
27	Kirehe	92.3%	90.0%	▼	-2.3%
28	Ngoma	90.5%	89.6%	▼	-0.9%
29	Nyagatare	85.4%	85.1%	▼	-0.3%
30	Rwamagana	93.4%	92.6%	▼	-0.8%
	IMPUZANDENGO	87.5%	88.5%	▲	1.0%

Aho byavuye: Anketi ya RGB, 2019

UMUTEKANO

V.4. Serivisi z'Umutekano

Umutekano niwo shingiro ry'iterambere ry'igihugu. Muri ubu bushakashatsi abaturage bagaragaje uko babona umutekano rusange, icyizere bafitiye inzego z'umutekano ndetse n'ibibangamira umudendezo wabo.

V.4.1. Uko abaturage babona umutekano

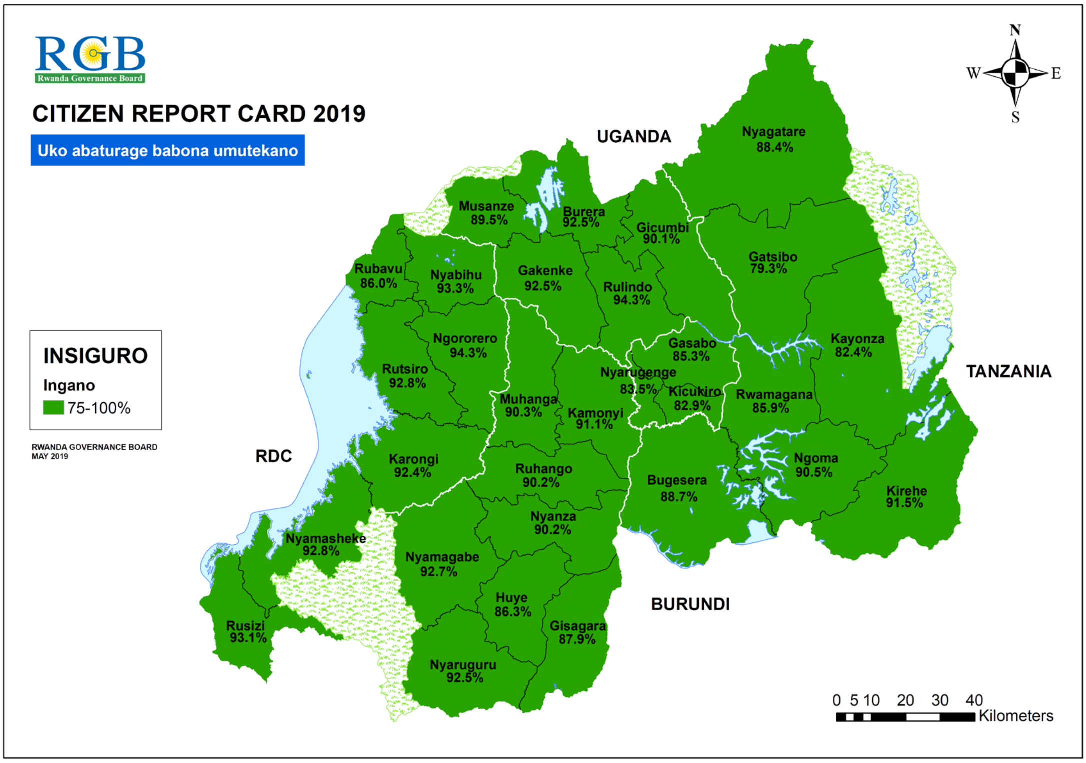
Muri rusange abaturage bashima umutekano ku gipimo cya 89.35%. Mu bagabo babajijwe, abashima ni 90.0% naho abanenga ni 8.6%. Ku rundi ruhande, abagore bashima ni 88.9% abanenga bakaba 8.8%. Igipimo cyarazamutseho 1.35% ugereranije na CRC2018.

UKO ABATURAGE BABONA UMUTEKANO MURI RUSANGE

89.3% ABASHIMA

8.75% ABANENGA

Ikarita 16: Uko abaturage babona umutekano



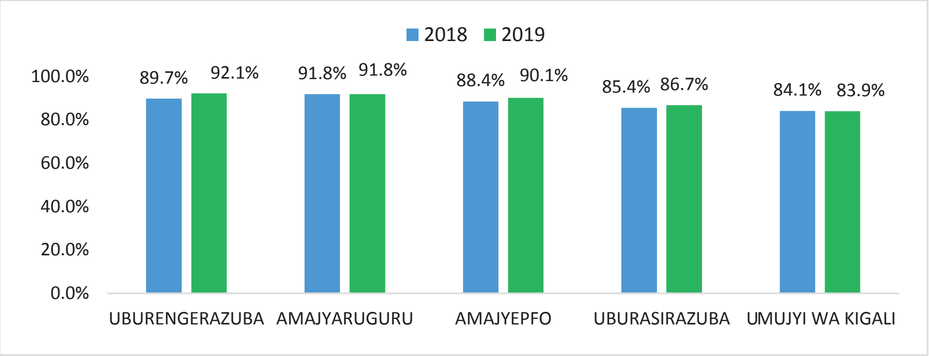
Aho byavuye: Anketi ya RGB, 2019

Ikarita ya 16 iragaragaza ko abaturage bashima umutekano ku gipimo kiri hejuru ya 80% mu turere twose. Iki cyiciro nicyo gikomeza kuza ku isonga ugereranyije n'ibindi byose byakozweho ubushakashatsi.

V.4.2. Uko abaturage babona umutekano ku rwego rw'Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage babona umutekano ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019.

Ishusho 69 : Uko abaturage babona umutekano mu mwaka wa 2018 na 2019 ku rwego rw' Intara



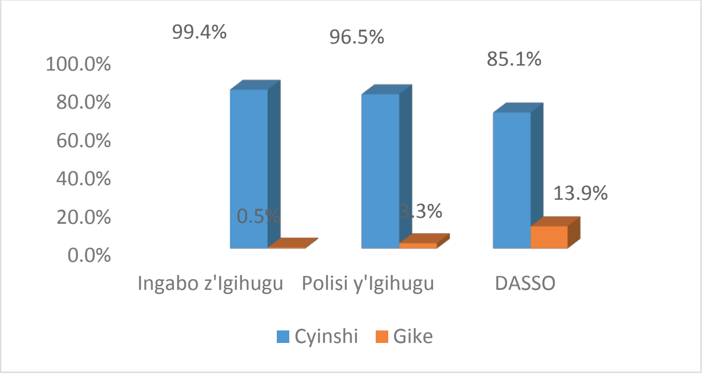
Nk'uko ishusho ya 69 ibigaragaza, intara zose bashima umutekano ku gipimo kiri hejuru. Intara y'Iburengerazuba niyo iri ku isonga mu gushima umutekano bafite.

Aho byavuye: Anketi ya RGB, 2019

V.4.3. Icyizere abaturage bafitiye inzego z'umutekano

Mu kureba umutekano, abaturage bagaragaje icyizere bafitiye inzego z'umutekano harimo Ingabo z'Igihugu, Polisi y'Igihugu na DASSO. Ibyavuyemo biri ku ishusho ikurikira

Ishusho 70 : Icyizere abaturage bafitiye inzego z'umutekano



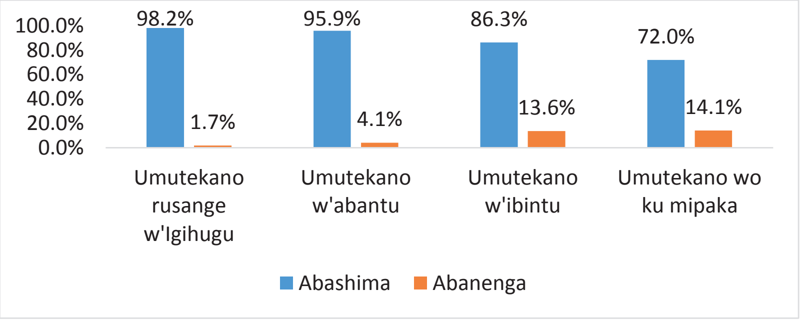
Aho byavuye: Anketi ya RGB, 2019

Kimwe no muri CRC2018, abaturage bafitiye icyizere kiri hejuru inzego z'umutekano. Ingabo z'Igihugu nizo zikomeje kuza ku isonga mu kugirirwa icyizere n'abaturage. Urwego rwa DASSO nirwo abaturage bagaragaje ko bafitiye icyizere ku gipimo gito. Mu biganiro byo mu matsinda, bagaragaje ko harimo bamwe bahutaza abaturage, ku rundi ruhande abo mu rwego rwa DASSO bavuze ko bafite ikibazo cy'uko badahagije, nta bikoresho bafite ndetse n'inyoroshyangendo yo kubafasha mu gihe bitabajwe byihuse.

V.4.4. Uko abaturage babona umutekano muri rusange

Muri iyi CRC kimwe n'iyabanje, icyiciro cy'umutekano kibanze kuri ibi bikurikira: umutekano rusange w'Igihugu, umutekano w'abantu, umutekano w'ibintu ndetse n'umutekano wo ku mipaka.

Ishusho 71: Uko abaturage babona umutekano muri rusange



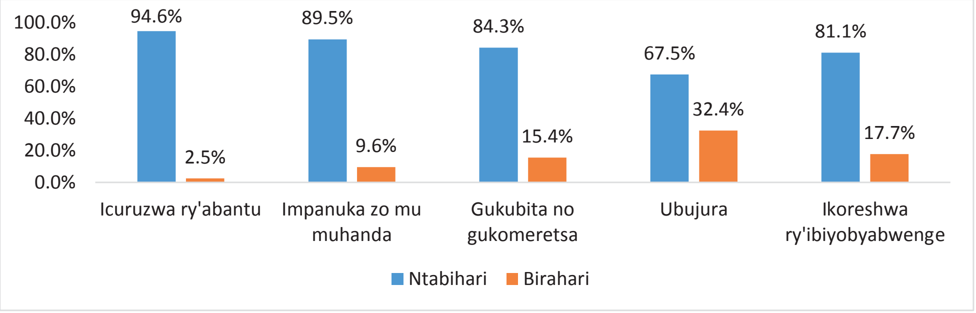
Aho byavuye: Anketi ya RGB, 2019

Turebeye kuri iyi shusho ya 71, biragaragara ko abaturage bashima umutekano muri rusange ku gipimo cyiza. Umutekano wo ku mipaka niwo bigaragara ko abaturage bashima ku gipimo kiri hasi cya 72.0%. Mu biganiro byo mu matsinda abaturage bagaragaje ko hari ibikorwa bimwe na bimwe bihungabanya umutekano bituruka mu bihugu duhana imbibi.

V.4.5. Ibikorwa bihungabanya umudendezo w'abanyarwanda

Nubwo abaturage bashima cyane umutekano wabo ntihabura bimwe na bimwe bihungabanya umudendezo wabo. Mu byakozweho ubushakashatsi harimo: icuruzwa ry'abantu, impanuka zo mu mihanda, gukubita no gukomeretsa ndetse n'ikoreshwa ry'ibiyobyabwenge.

Ishusho 72: Uko abaturage babona ibikorwa bibangamira umudendezo w'abanyarwanda



Aho byavuye: Anketi ya RGB, 2019

Nk'uko bigaragara ku ishusho ya 72, abaturage bagaragaza ko ibyaha bihungabanya umudendezo wabo bigenda bigabanuka. Ubujura nibwo bukiri ku isonga mu bihungabanya umudendezo wabo ku gipimo cya 32.4% ndetse no gukoresha ibiyobyabwenge ku gipimo cya 17.7%. Mu biganiro mu matsinda bagaragaje ko ubujura bukigaragara ari ubuciriritse bwo kwiba imyaka n'amatungo.

Ku ikoreshwa ry'ibiyobyabwenge naho byagaragaye ko nubwo kubirwanya bishyirwamo imbaraga hakirimo bamwe babikora ndetse bamwe mu bayobozi mu nzego z'ibanze bakabakingira ikibaba.

Ikindi cyagaragajwe ni uko gukubita no gukomeretsa ahenshi biterwa n'ubusinzi buturuka ku nzoga zitujuje ubuziranenge no gukoresha ibiyobyabwenge.

INGAMBA

- Kurushaho gukorana n'inzego z'ubuyobozi ku mipaka y'ibihugu duhana imbibi mu gucunga umutekano;
- Kongerera ubushobozi n'amahugurwa urwego rwa DASSO kugirango barusheho gucunga umutekano kinyamwuga;
- Gukaza amarondo no gukangurira abaturage kugira uruhare mu kwicungira umutekano;
- Gukomeza kurwanya ibiyobyabwenge n'inzoga zitujuje ubuziranenge

Imbonerahamwe 25:
uko uturere duhagaze mu mutekano mu myaka ibiri (2018 - 2019)

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	85.6%	85.3%	▼	-0.3%
2	Kicukiro	83.7%	82.9%	▼	-0.8%
3	Nyarugenge	82.9%	83.5%	▲	0.6%
4	Gisagara	88.4%	87.9%	▼	-0.5%
5	Huye	86.4%	86.3%	▼	-0.1%
6	Kamonyi	89.0%	91.1%	▲	2.1%
7	Muhanga	89.9%	90.3%	▲	0.4%
8	Nyamagabe	85.4%	92.7%	▲	7.3%
9	Nyanza	89.8%	90.2%	▲	0.4%
10	Nyaruguru	89.7%	92.5%	▲	2.8%
11	Ruhango	89.0%	90.2%	▲	1.2%
12	Karongi	90.0%	92.4%	▲	2.4%
13	Ngororero	90.2%	94.3%	▲	4.1%
14	Nyabihu	87.9%	93.3%	▲	5.4%
15	Nyamasheke	91.3%	92.8%	▲	1.5%
16	Rubavu	88.4%	86.0%	▼	-2.4%
17	Rusizi	89.2%	93.1%	▲	3.9%
18	Rutsiro	91.1%	92.8%	▲	1.7%
19	Burera	95.2%	92.5%	▼	-2.7%
20	Gakenke	93.5%	92.5%	▼	-1.0%
21	Gicumbi	93.4%	90.1%	▼	-3.3%
22	Musanze	83.2%	89.5%	▲	6.3%
23	Rulindo	93.3%	94.3%	▲	1.0%
24	Bugesera	86.1%	88.7%	▲	2.6%
25	Gatsibo	82.9%	79.3%	▼	-3.6%
26	Kayonza	84.5%	82.4%	▼	-2.1%
27	Kirehe	90.5%	91.5%	▲	1.0%
28	Ngoma	89.1%	90.5%	▲	1.4%
29	Nyagatare	75.6%	88.4%	▲	12.8%
30	Rwamagana	89.3%	85.9%	▼	-3.4%
	IMPUZANDENGO	88.0%	89.4%	▲	1.4%

Aho byavuye: Anketi ya RGB, 2019

URUHARE RW'ABATURAGE MU BIBAKORERWA

V.5. Uruhare abaturage bagira mu bibakorerwa

U Rwanda rwihaye gahunda yo kwimakaza imiyoborere ishyira umuturage ku isonga, agira uruhare mu bimukorerwa haba mu itegurwa ryabyo, mu ishyirwa mu bikorwa ndetse no kugenzura ko ibyifuzo byabo bishyirwa mu bikorwa uko bikwiye. Muri ubu bushakashatsi abaturage babajijwe uko babona uruhare rwabo banagaragaza aho bashima n'aho bifuza ko hakwitabwaho.

V.5.1. Uko abaturage babona uruhare rwabo mu bibakorerwa muri rusange

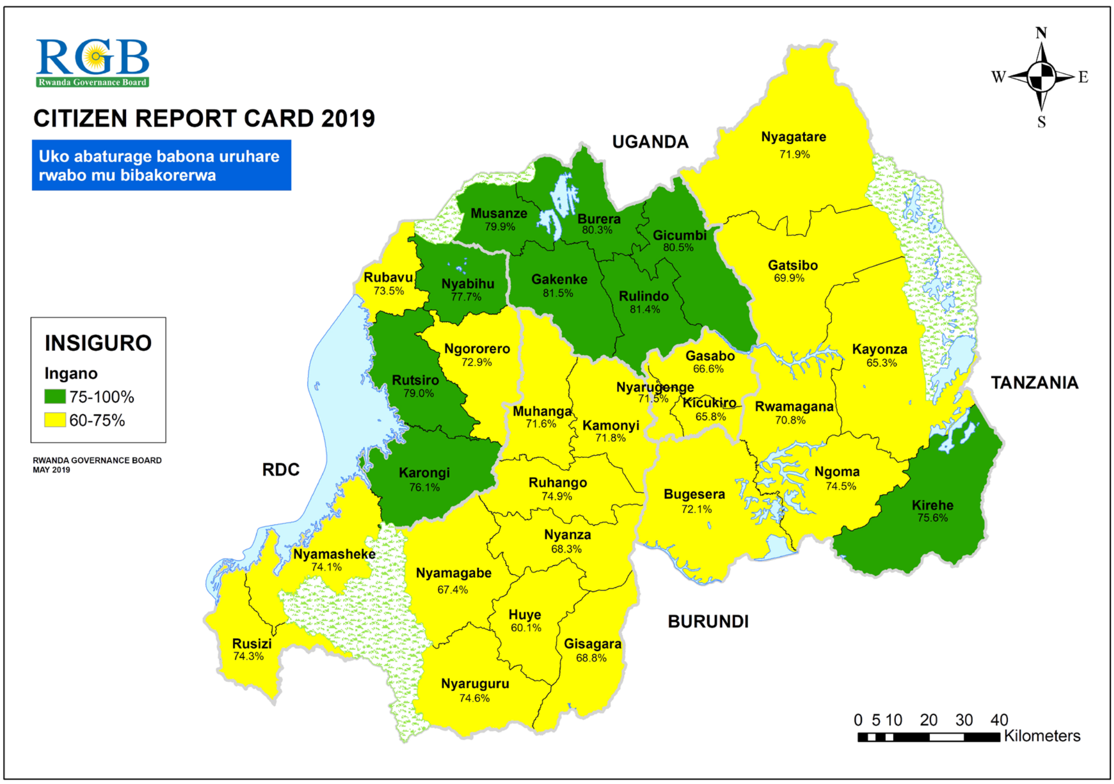
Ibyavuye mu bushakashatsi biragaragaza ko abaturage bashima uruhare rwabo ku gipimo cya 73.1% bakanenga ku gipimo cya 25.8%. Mu bagabo babajijwe, abashima ni 73.0% naho abanenga ni 26.2%. Ku rundi ruhande, abagore bashima ku gipimo cya 73.4% abanenga bakaba 25.3%.

UKO ABATURAGE BABONA URUHARE BAGIRA MU BIBAKORERWA

73.1% ABASHIMA

25.8% ABANENGA

Ikarita 17: Uko abaturage babona uruhare rwabo mu bibakorerwa



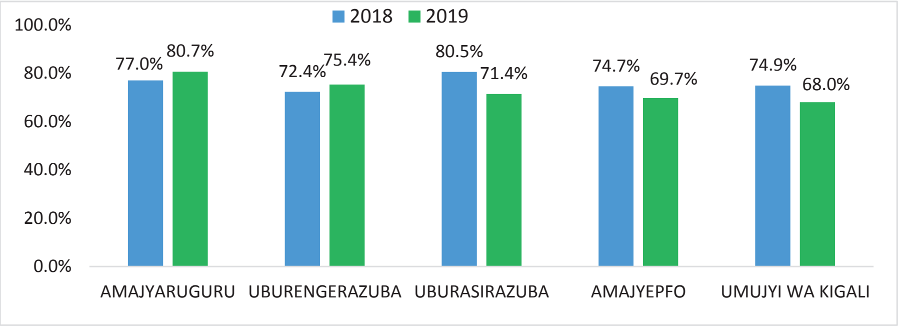
Aho byavuye: Anketi ya RGB, 2019

Ikarita ya 17 igaragaza ko mu turere icyenda abaturage bashima uruhare rwabo ku gipimo kiri hejuru ya 75%. Akarere kaza ku isonga ni Gakenke ku gipimo cya 81.5% naho Akarere ka Huye ni ko kaza ku mwanya wa nyuma ku gipimo cya 60.1%.

V.5.2. Uko abaturage babona uruhare rwabo mu bibakorerwa ku rwego rw'Intara

Ibyavuye mu bushakashatsi biragaragaza uko abaturage babona uruhare rwabo mu bibakorerwa ku rwego rw'Intara bikanagereranya CRC ya 2018 n'iya 2019..

Ishusho 73 : Uko abaturage babona uruhare rwabo mu mwaka wa 2018 na 2019 ku rwego rw' Intara



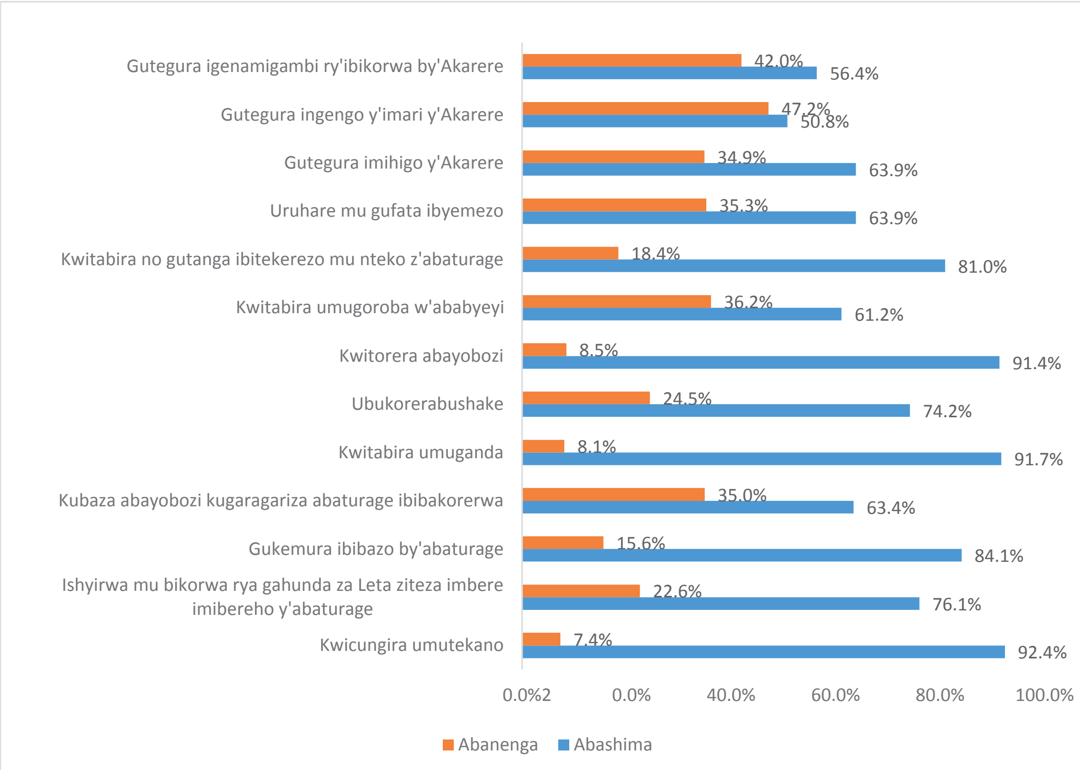
Aho byavuye: Anketi ya RGB, 2019

Ibyavuye mu bushakashatsi muri rusange biragaragaza ko uretse Intara y'Amajyaruguru n'Uburengerazuba bashima ku gipimo kiri hejuru ya 75%, izindi ntara abaturage bashima uruhare rwabo ku kigero kiri hasi.

V.5.3. Ibyakoreweho ubushakashatsi mu kureba uruhare rw'abaturage mu bibakorerwa

Mu kureba uko abaturage banyuzwe n'uruhare bagira muri gahunda zitandukanye, hasuzumwe uruhare bagira mu gutegura ingengo y'imari, igenamigambi n'imihigo by'akarere, mu gufata ibyemezo, kwitabira no gutanga ibitekerezo mu nteko z'abaturage, kwitabira umugoroba w'ababyeyi, kwitorera abayobozi, ubukorerabushake, kwitabira umuganda, kubaza abayobozi kubagaragariza ibibakorerwa, gukemura ibibazo by'abaturage, ishyirwa mu bikorwa rya gahunda ziteza imbere imibereho yabo ndetse no kwicungira umutekano.

Ishusho 74: Uko abaturage babona uruhare rwabo mu bibakorerwa

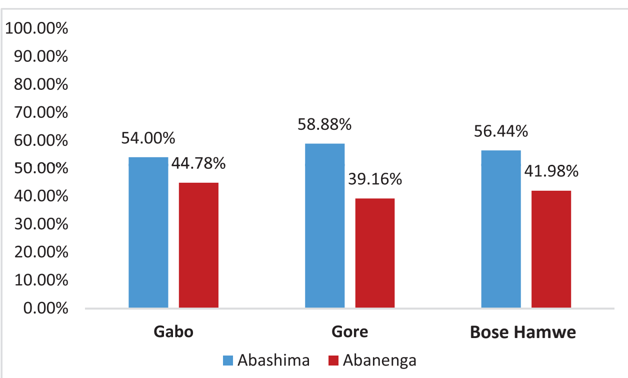


Aho byavuye: Anketi ya RGB, 2019

Ishusho ya 74 iragaragaza ko abaturage bashima uruhare bagira ku gipimo kiri hejuru ya 90% mu kwitabira umuganda, gutora abayobozi no kwicungira umutekano. Hari ibindi bikorwa abaturage bagaragaje ko uruhare rwabo rukiri hasi harimo gutegura imihigo y'Akarere, gutegura igenamigambi ry'ibikorwa by'Akarere ndetse no gutegura ingengo y'imari y'Akarere. Mu biganiro mu matsinda, hagaragajwe ko inteko z'abaturage, umugoroba w'ababyeyi n'izindi gahunda bikoreshejwe neza byazamura uruhare rw'abaturage.

V.5.4. Uko abagabo n'abagore babona uruhare rwabo mu gutegura igenamigambi ry'ibikorwa by'akarere

Ishusho 75: Uko abagabo n' abagore babona uruhurare rwabo mu gutegura igenamigambi ry'ibikorwa by'akarere



Aho byavuye: Anketi ya RGB, 2019

Muri rusange uruhare rw'abaturage mu gutegura igenamigambi ry'akarere rushimwa ku gipimo cya 56.4%. Nk'uko bigaragara abagore nibo bashima urwo ruhare kurusha abagabo. Ikigaragara kandi nuko abanenga bari ku gipimo kiri hafi ya 40% haba ku bagabo ndetse n'abagore.

INGAMBA

- Kunoza imitegurire n'imikorere y'inteko z'abaturage, itorero ry'umudugudu, amasibo n'umugoroba w'ababyeyi mu kuzamura uruhare rw'abaturage mu kwikemurira ibibazo no kuzamura imibereho myiza yabo;
- Kongerera ubushobozi urwego rwa Njyanama mu kwegera abaturage no kubasobanurira igenamigambi, ingengo y'imari n'imihigo by'Akarere;
- Kuzamura uruhare rw'abaturage mu kubaza abayobozi ibibakorerwa.

Imbonerahamwe 26:
uko uturere duhagaze mu bijyanye n'uruhare rw'abaturage mu bibakorerwa mu myaka ibiri (2018 - 2019)

	AKARERE	CRC 2018/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2018 - 2019 (%)	
1	Gasabo	73.0%	66.6%	▼	-6.3%
2	Kicukiro	75.5%	65.8%	▼	-9.7%
3	Nyarugenge	76.3%	71.5%	▼	-4.8%
4	Gisagara	74.8%	68.8%	▼	-6.0%
5	Huye	75.1%	60.1%	▼	-15.0%
6	Kamonyi	84.5%	71.8%	▼	-12.7%
7	Muhanga	74.5%	71.6%	▼	-2.9%
8	Nyamagabe	60.1%	67.4%	▲	7.4%
9	Nyanza	74.6%	68.3%	▼	-6.4%
10	Nyaruguru	77.8%	74.6%	▼	-3.2%
11	Ruhango	75.8%	74.9%	▼	-0.9%
12	Karongi	72.1%	76.1%	▲	4.0%
13	Ngororero	71.9%	72.9%	▲	1.0%
14	Nyabihu	71.9%	77.7%	▲	5.9%
15	Nyamasheke	70.7%	74.1%	▲	3.4%
16	Rubavu	77.7%	73.5%	▼	-4.2%
17	Rusizi	66.4%	74.3%	▲	7.8%
18	Rutsiro	75.8%	79.0%	▲	3.2%
19	Burera	73.4%	80.3%	▲	7.0%
20	Gakenke	78.2%	81.5%	▲	3.3%
21	Gicumbi	73.7%	80.5%	▲	6.9%
22	Musanze	76.8%	79.9%	▲	3.0%
23	Rulindo	83.1%	81.4%	▼	-1.7%
24	Bugesera	83.1%	72.1%	▼	-11.0%
25	Gatsibo	79.9%	69.9%	▼	-10.1%
26	Kayonza	79.6%	65.3%	▼	-14.4%
27	Kirehe	81.5%	75.6%	▼	-5.9%
28	Ngoma	77.3%	74.5%	▼	-2.7%
29	Nyagatare	78.6%	71.9%	▼	-6.7%
30	Rwamagana	83.8%	70.8%	▼	-13.0%
	IMPUZANDENGO	75.9%	73.1%	▼	**-2.8%**

Aho byavuye: Anketi ya RGB, 2019

V. Umwanzuro

CRC ya 2019 iragaragaza ko habaye impinduka ntoya ugereranyije n'iya 2018 kuko yavuye kuri 69.3% muri 2018 ikagera kuri 70.4% muri 2019.

Nk'uko ubushakashatsi bwa CRC 2018 bwabigaragaje, Umutekano niwo ukomeje kuza ku isonga mu byo abaturage bashima kurusha ibindi. Nubwo ubuhinzi bwazamutseho 5.6% aho bwavuye kuri 49.4% muri CRC ya 2018 bukagera kuri 55% muri CRC 2019, iki cyiciro nicyo gikomeje kuza inyuma muri serivisi 15 zakoreweho ubushakashatsi.

Nkuko bisanzwe, ubu bashakashatsi busozwa no gutanga ingamba mu kunoza imitangire ya serivisi no kuzamura uruhare rw'abaturage mu bibakorerwa. Ingamba zihariye kuri buri cyiciro zigenda zigaragazwa nyuma y'isesengura rya buri cyiciro cyakoreweho ubushakashatsi.

Ikigaragara ni uko ingamba zatanzwe mu bushakabashatsi bwabanjirije ubu inyinshi zikomeje no kugaruka muri ubu bwa 2019. Ibi biterwa n'uko zitabashije gushyirwa mu bikorwa kandi abaturage bakomeje kuzigaragaza nk'imbogamizi mu kubona serivisi zinoze.

Ni muri urwo rwego imbonerahamwe ikurikira igaruka kuri zimwe mu ngamba nyamukuru zakwifashishwa mu kuvugurura imitangire ya serivisi inagaragaza inzego zisabwa kuzishyira mu bikorwa.

Imbonerahamwe 27:
Ingamba rusange kuri CRC 2019

ICYICIRO	INGAMBA	IBYAKWIBANDWAHO	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
UBUHINZI	Kunoza igenamigambi n'ishyirwamubikorwa rya serivisi zo mu buhinzi	• Kunoza imicungire ya serivisi zo kwegereza abaturage imbuto, inyongeramusaruro, n'ifumbire ku gihe; • Kunoza serivisi zo kuhira imyaka no gukoresha imashini zihinga; • Gutunganya no kongerera agaciro ibikomoka ku buhinzi; • Kongera no gucunga neza ubuhunikiro n'ubwanikiro bw'umusaruro w'ubuhinzi; • Kunoza isoko ry'umusaruro w'ubuhinzi	MINAGRI, NAEB, RAB, MINICOM, UTURERE
UBWOROZI	Kunoza igenamigambi n'ishyirwamubikorwa rya serivisi zo mu bworozi	• Gutera intanga; • Ubuvuzi bw'amatungo; • Gutunganya no kongerera agaciro ibikomoka ku bworozi; • Kunoza isoko ry'umusaruro w'ubworozi	MINAGRI, RAB, MINICOM, UTURERE
UBUTAKA	Kunoza imitangire ya serivisi mu rwego rw'ubutaka	• Kwihutisha no koroshya gutanga ibyangombwa by'ubutaka: guhererekanya ubutaka, ibyangombwa byo kubaka no gusana, gukosoza imbibi, n'ibindi; • Kumenyekanisha ibishushanyo mbonera ku mikoreshereze y'ubutaka; • Gukora igishushanyombonera (master plan) kigaragaza ahagomba kujya ibikorwaremezo cyane cyane amashuri n'amavuriro hakurikijwe ubucucike bw'abaturage; • Gukomeza ubukangurambaga ku itegeko rigenga umusoro w'ubutaka	RLMUA, UTURERE, UMUJYI WA KIGALI, RRA, MoE
UBWOROZI	Kunoza igenamigambi n'ishyirwamubikorwa rya serivisi zo mu bworozi	• Gutera intanga; • Ubuvuzi bw'amatungo; • Gutunganya no kongerera agaciro ibikomoka ku bworozi; • Kunoza isoko ry'umusaruro w'ubworozi	MINAGRI, RAB, MINICOM, UTURERE
UBUREZI	Kunoza serivisi z'uburezi hagamijwe kuzamura ireme ry'uburezi	• Kunoza gahunda yo gutanga ifunguro ryo kumanywa ku mashuri ; • Kugabanya ubucucike bw'abana mu mashuri hongerwa ibyumba by'amashuri ; • Kunoza ishyirwamubikorwa rya politiki y'uburezi n'imyigishirize mu Rwanda	MINEDUC, REB, HEC, UTURERE

ICYICIRO	INGAMBA	IBYAKWIBANDWAHO	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
UBUZIMA	Kunoza serivisi z'ubuzima hagamijwe gufasha abaturage kwivuza ku gihe	• Serivisi zo kubona imiti muri farumasi; • Kwakira no kwita ku barwayi; • Kwihutisha gushyira amavuriro aciriritse mu tugari (poste de santé) • Kongera no kunoza ikoranabunga ndetse n'ubumenyi bikoreshwa mu gutanga servisi zo kwivuza cyane cyane izijyanye n'ubwisungane mu kwivuza (mutuel de sante	MINISANTE, RBC, RSSB, MYICT, RISA, IBITARO, IBIGO NDERABUZIMA, UTURERE
UBUTABERA	Kunoza serivisi z'ubutabera hagamijwe guha abaturage ubutabera bunoze kandi ku gihe	• Kurangiza imanza; • Kongerera ubumenyi abaturage mu gukoresha ikoranabuhanga mu gutanga no gukurikirana ikirego	MINIJUST, INKIKO, UTURERE

Imbonerahamwe 27:
ishusho yúko abaturage baboba imiyoborere ibabereye nímitangire ya serivisi zakozweho ubushakashatsi mu turere

UTURERE	INKING Y'UBUKUNGU					INKINGI Y'IMIBEREHO Y'ABATURAGE					INKINGI Y'IMIYOBORERE N'UBUTABERA					IMPUZANDENGO
	UBUHINZI	UBWOROZI	IBIKORWA REMEZO	UBUTAKA	URWEGO RW'ABIKORERA	UBUREZI	UBUZIMA	ISUKU N'ISUKURA	GAHUNDA ZITSURA IMIBEREHO MYIZA Y'ABATURAGE	IBIBAZO BYO MU MIRYANGO N'IHOHOTERWA RISHINGIYE KU GITSINA	INZEGO Z'IBANZE	UBUTABERA	IIMIYOBORERE	UMUTEKANO	URUHARE RW'ABATURAGE MU BIBAKORERWA	
Gasabo	43.9%	72.1%	78.5%	60.6%	69.9%	68.3%	74.3%	72.9%	61.0%	79.6%	73.2%	75.5%	88.7%	85.3%	66.6%	71.37%
Kicukiro	32.9%	56.8%	75.7%	65.5%	65.6%	64.3%	66.1%	66.6%	62.7%	76.0%	66.5%	67.3%	84.4%	82.9%	65.8%	66.60%
Nyarugenge	41.9%	65.9%	82.0%	63.7%	76.2%	71.5%	72.6%	70.5%	58.8%	81.2%	68.9%	75.7%	93.4%	83.5%	71.5%	71.82%
Gisagara	58.0%	61.9%	59.6%	72.8%	52.3%	67.4%	77.9%	66.1%	72.7%	75.8%	70.5%	71.0%	83.3%	87.9%	68.8%	69.73%
Huye	50.3%	62.0%	63.4%	69.0%	60.5%	64.7%	74.5%	62.9%	56.8%	77.6%	64.3%	68.9%	80.1%	86.3%	60.1%	66.77%
Kamonyi	53.4%	72.9%	62.0%	63.9%	73.0%	68.2%	75.7%	75.9%	68.7%	77.3%	79.1%	83.8%	91.1%	91.1%	71.8%	73.86%
Muhanga	47.6%	57.9%	65.0%	60.9%	67.2%	62.2%	74.3%	65.9%	70.5%	76.8%	66.8%	75.3%	91.2%	90.3%	71.6%	69.57%
Nyamagabe	55.6%	48.1%	59.0%	58.5%	58.8%	63.3%	71%	67.6%	63.0%	78.8%	63.8%	75.3%	89.5%	92.7%	67.4%	67.49%
Nyanza	52.7%	64.9%	56.7%	63.8%	56.3%	58.4%	74.3%	63.2%	68.1%	77.9%	65.9%	67.3%	78.7%	90.2%	68.3%	67.12%
Nyaruguru	65.5%	60.0%	60.8%	66.0%	62.1%	65.9%	70%	64.5%	63.1%	78.5%	67.8%	79.8%	91.7%	92.5%	74.6%	70.83%
Ruhango	41.7%	67.1%	57.7%	54.9%	62.7%	68.2%	73.8%	66.2%	61.6%	75.1%	69.6%	74.5%	92.3%	90.2%	74.9%	68.68%
Karongi	56.1%	66.3%	58.2%	57.2%	63.7%	55.4%	72.5%	63.6%	69.5%	78.8%	73.1%	77.5%	91.1%	92.4%	76.1%	70.11%
Ngororero	58.6%	57.8%	57.1%	60.2%	68.8%	65.5%	75.6%	66.6%	65.7%	81.4%	71.2%	81.0%	91.6%	94.3%	72.9%	71.21%
Nyabihu	61.4%	62.5%	53.7%	59.7%	64.3%	64.0%	75.3%	69.3%	71.9%	81.1%	73.5%	76.5%	86.7%	93.3%	77.7%	71.40%
Nyamasheke	59.6%	59.9%	60.3%	58.8%	60.0%	64.3%	71.4%	71.5%	68.1%	77.0%	73.9%	82.2%	93.7%	92.8%	74.1%	71.17%
Rubavu	45.4%	53.3%	62.3%	61.9%	63.3%	62.9%	63.2%	67.0%	66.1%	74.4%	62.8%	71.1%	91.2%	86.0%	73.5%	66.95%
Rusizi	61.6%	49.8%	70.7%	66.5%	66.1%	64.6%	69.7%	63.3%	65.9%	81.4%	72.3%	79.0%	90.5%	93.1%	74.3%	71.24%
Rutsiro	61.9%	68.1%	60.7%	60.7%	61.6%	63.9%	76.1%	72.4%	69.5%	76.8%	71.6%	75.4%	85.5%	92.8%	79.0%	71.74%
Burera	61.4%	69.5%	49.3%	68.8%	66.5%	66.3%	83.1%	68.9%	72.6%	82.6%	76.0%	80.1%	90.9%	92.5%	80.3%	73.93%
Gakenke	61.9%	68.9%	53.0%	68.7%	65.6%	67.1%	78.4%	68.3%	71.0%	81.8%	73.4%	82.8%	88.5%	92.5%	81.5%	73.57%
Gicumbi	56.0%	69.8%	58.9%	65.6%	61.8%	69.4%	79.2%	73.9%	75.4%	78.3%	76.3%	81.7%	93.2%	90.1%	80.5%	74.01%
Musanze	57.6%	55.9%	70.3%	72.2%	71.0%	69.1%	72.8%	66.4%	68.4%	77.3%	70.3%	81.7%	90.0%	89.5%	79.9%	72.82%
Rulindo	59.2%	76.2%	61.8%	57.0%	67.6%	72.7%	79.9%	69.7%	65.6%	82.6%	78.3%	81.6%	91.7%	94.3%	81.4%	74.64%
Bugesera	53.0%	74.1%	54.5%	66.1%	67.2%	63.7%	76.1%	72.2%	73.1%	75.0%	76.3%	76.1%	86.9%	88.7%	72.1%	71.67%
Gatsibo	49.3%	51.4%	50.1%	63.0%	64.6%	49.9%	62.7%	77.1%	57.1%	68.3%	64.0%	68.9%	82.8%	79.3%	69.9%	63.89%
Kayonza	43.0%	53.8%	56.2%	60.3%	55.2%	45.0%	60.7%	75.3%	58.3%	67.9%	61.0%	69.2%	81.2%	82.4%	65.3%	62.31%
Kirehe	53.0%	58.0%	63.6%	70.3%	55.7%	60.4%	74.6%	70.0%	77.2%	75.5%	78.8%	78.0%	90.0%	91.5%	75.6%	71.49%
Ngoma	60.6%	57.7%	65.1%	67.9%	59.3%	62.4%	75.2%	70.6%	69.3%	75.5%	75.2%	81.3%	89.6%	90.5%	74.5%	71.65%
Nyagatare	48.7%	56.3%	54.7%	63.1%	55.2%	56.6%	69.8%	70.6%	70.9%	73.7%	75.1%	76.9%	85.1%	88.4%	71.9%	67.81%
Rwamagana	58.5%	61.3%	68.4%	71.1%	72.6%	68.7%	73.4%	75.4%	71.5%	77.6%	76.2%	79.1%	92.6%	85.9%	70.8%	73.54%
IMPUZANDENGO	**55.0%**	**62.7%**	**61.7%**	**63.9%**	**63.8%**	**63.6%**	**72.9%**	**69.2%**	**67.3%**	**77.1%**	**71.3%**	**76.4%**	**88.5%**	**89.4%**	**73.1%**	**70.4%**

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Urwego rw'igihugu rw'imiyoborere

RGB

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URWEGO RW'IGIHUGU RW'IMIYOBORERE

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

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

UBUKUNGU: Ubuhinzi, Ubworozi, Ibikorwaremezo, Ubutaka, 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: Serivice 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'iya 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 Repubulika n'Inteko ishinga Amategeko imitwe yombi iteranye, rukagenera kopi Perezida w'Urukiko rw'Ikirenga na Minisitiri w'Intebe.

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