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

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KAMENA 2020

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IJAMBO RY'IBANZE

Urwego rw'igihugu rw'Imiyoborere (RGB) runejejwe no kubagezaho "Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC)". Ubushakashatsi ku miyoborere n'imitangire ya serivisi bukozwe ku nshuro ya cyenda kandi bukorerwa mu turere twose tugize u Rwanda.

CRC ni igipimo kigaragaza uko abaturage bishimiye imiyoborere na serivisi bahabwa mu nzego zibegereye. Ubu bushakashatsi bukorwa mu rwego rwo gushimangira amahame y'imiyoborere myiza arimo gukorera mu mucyo, gusobanurira rubanda ibikorwa ndetse no kwimakaza imiyoborere n'imitangire ya serivisi bishingiye ku muturage. Ubu bushakashatsi kandi buha abaturage urubuga rwo kugira uruhare mu gusuzuma imikorere y'inzego zegerejwe abaturage kuko 10% y'amanota y'imihigo y'uturere aturuka muri CRC.

CRC ya 2020 yibanze ku byiciro 16 birimo 15 byari bisanzwe n' icyiciro gishya cy'ikoranabuhanga n'itumanaho cyongewemo hashingiwe kuri gahunda ya Leta yo kunoza no kwihutisha imitangire ya serivisi hifashishijwe ikoranabuhanga. Ibyiciro byakozweho ubushakashatsi bikubiye mu nkingi eshatu za Guverinoma ari zo Ubukungu, Imibereho myiza y'Abaturage n'Imiyoborere.

Isesengura ry'ibyavuye mu bushakashatsi rigaragaza ko abaturage bishimiye serivisi bahabwa n'inzego zibegereye ku kigero cya 71.3%, kivuye kuri 70.4% muri CRC ya 2019. Umutekano ni cyo cyiciro abaturage bashima kurusha ibindi kuri 91.6% mu gihe icyiciro cy'ubworozi aricyo cyazamutse kurusha ibindi aho cyavuye kuri 62.7% muri 2019 kikaba kiri kuri 74.9% muri 2020. Serivisi z'ubuhinzi nizo zikomeje kuba ku kigero cyo hasi kurusha izindi aho ziri kuri 58.5 %, icyakora iki cyiciro cyarazamutse kuko cyari kuri 55.5% muri 2019.

Urwego rw'Igihugu rw'Imiyoborere rurashimira abaturage, inzego za Leta n'abafatanyabikorwa bose bagize uruhare mu ikorwa rya CRC ya 2020. Turabizeza ubufatanye mu gukomeza kwimakaza amahame y'imiyoborere agamije iterambere rishingiye ku muturage n'imitangire ya serivisi inoze. Mboneyeho nanone umwanya wo gushimira abashakashatsi n'abakozi ba RGB ku ruhare rukomeye bagize mu ikorwa ry'ubu bushakashatsi.

Dr. Kaitesi Usta
Umukuru w'Urwego

AMASHAKIRO

IJAMBO RY'IBANZE ---------- V
1. INCAMAKE Y'IBYAVUYE MU BUSHAKASHATSI ---------- 16
2. Ingengamikorere y'ubushakashatsi ---------- 25
2.1. Ibiranga ababajijwe muri ubu ubushakashatsi ---------- 28
2.2. IBYICIRO BYAKOREWEHO UBUSHAKASHATSI ---------- 33
IGICE CYA KABIRI ---------- 34

1.INKINGI Y' UBUKUNGU ---------- 35

1.1. UBUHINZI ---------- 36
1.1.1. Intangiriro ---------- 37
1.1.2. Serivisi z'ubuhinzi hakurikijwe intara n'Umujyi wa Kigali ---------- 38
1.1.3. Uko abaturage babona serivisi zitandukanye zo mu buhinzi ---------- 39
1.1.4. Uko abagabo n'abagore babona isoko ry'umusaruro ---------- 40
1.1.5. Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi ---------- 40
1.1.6. IBYIFUZONAMA ---------- 41

1.2. UBWOROZI ---------- 43
1.2.1. Intangiriro ---------- 44
1.2.2. Serivisi z'ubworozi ku hakurikijwe intara n'Umujyi wa Kigali ---------- 45
1.2.3. Uko abaturage bishimiye serivisi zitandukanye z'ubworozi ---------- 46
1.2.4. Uko abagabo n'abagore babona isoko ry'amata ---------- 47
1.2.5. Inzitizi zigaragara muri serivisi z'ubworozi ---------- 47
1.2.6. IBYIFUZONAMA ---------- 48

1.3. IBIKORWAREMEZO ---------- 50
1.3.1. Intangiriro ---------- 51
I.3.2. Uko abaturage bashima ibikorwaremezo hakurikijwe intara n'Umujyi wa Kigali ---------- 52
I.3.3. Serivisi z'ibikorwaremezo zakoreweho ubushakashatsi ---------- 53
I.3.4. Uko abagabo n'abagore babona serivisi z'amazi ---------- 54
1.3.5. IBYIFUZONAMA ---------- 54

1.4. IKORANABUHANGA N'ITUMANAHO ---------- 56
1.4.1. Intangiriro ---------- 57
1.4.2. Ikoranabuhanga n'itumanaho hakurikijwe intara n'Umujyi wa Kigali ---------- 58
1.4.3. Imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi ---------- 59
1.4.4. Urubuga rw'Irembo ---------- 59
1.4.5. Ikoranabuhanga mu gutanga no gurikirana ikirego mu nzego z'ubutabera (IECMS) ---------- 61
1.4.6. IBYIFUZONAMA ---------- 62

1.5. UBUTAKA N'IBIDUKIKIJE ---------- 64
1.5.1. Intangiriro ---------- 65
1.5.2. Serivisi z'ubutaka n'ibidukikije hakurikijwe intara n'Umujyi wa Kigali ---------- 66
1.5.3. Serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi ---------- 67

1.5.4. Uko abagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka ---68
1.5.5. Uko abaturage babona kubungabunga ibidukikije ---68
1.5.6. Inzitizi zagaragajwe muri serivisi z'ubutaka ---69
1.5.7. IBYIFUZONAMA ---69

1.6. URWEGO RW' ABIKORERA ---71
1.6.1. Intangiriro ---72
1.6.2. Serivisi z'urwego rw'abikorera hakurikijwe intara n'Umujyi wa Kigali ---74
1.6.3. Uko abaturage babona serivisi z'urwego rw'abikorera ---74
1.6.4. Uko abagabo n'abagore babona serivisi zihabwa abagana amabanki n'ibigo by'imari iciriritse ---75
1.6.5. Imikorere y'amakoperative ---75
1.6.6. IBYIFUZONAMA ---77

2. INKINGI YO KWITA KU MIBEREHO MYIZA Y'ABATURAGE ---79

2.1. UBUREZI ---80
2. 1.1. Intangiriro ---81
2.1.2. Serivisi z'uburezi hakurikijwe intara n'Umujyi wa Kigali ---82
2. 1.3. Uko abaturage babona ibikorwa bimwe na bimwe mu rwego rw'uburezi ---83
2.1.4. Uko abaturage babona kwegerezwa bimwe mu bikorwa byihariye by'uburezi ---83
2.1.5. Inzitizi abaturage babona ko zibangamira uburezi ---85
2.1.6. IBYIFUZONAMA ---85

2.2. UBUZIMA ---87
2.2.1. Intangiriro ---88
2.2.2. Uko abaturage bishimiye serivisi z'ubuzima ku rwego rw'Intara ---89
2.2.3. Serivisi z'ubuzima zitandukanye zakoreweho ubushakashatsi ---90
2.2.4. Uko abaturage bishimira serivisi bahabwa ku mavuriro ---90
2.2.5. IBYIFUZONAMA ---91

2.3. ISUKU ---93
2. 3.1. Intangiriro ---94
2.3.2. Uko abaturage babona isuku hakurikijwe intara n'Umujyi wa Kigali ---95
2.3.3. Uko abaturage babona isuku ---96
2.3.4. Ibitera isuku nke ---96
2.3.5. IBYIFUZONAMA ---97

2.4.GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE ---99
2.4.1. Intangiriro ---100
2.4.2. Gahunda zo KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE hakurikijwe intara n'Umujyi wa Kigali ---102
2.4.3. Gahunda zo KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYEe zakoreweho ubushakashatsi ---102
2.4.4. Impamvu zitangwa n'abanenga gahunda zo KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE ---104
2.4.5. IBYIFUZONAMA ---104

2.5. IMIBEREHO Y'UMURYANGO NYARWANDA ---107
2.5.1. Intangiriro --- 108
2.5.2. Imibereho y'umuryango nyarwanda hakurikijwe intara n'Umujyi wa Kigali --- 109
2.5.3. Ihame ry'uburinganire n'ubwuzuzanye, uburenganzira bw'abana n'abafite ubumuga --- ..110
2.5.4. Bimwe mu bibazo bibangamiye umiryango--- 110
2.5.5. Uko abaturage babona ihohoterwa rishingiye ku gitsina--- 111
2.5.6. Uko ibyiciro by'abaturage bigerwaho n'ihohoterwa rishingiye ku gitsina --- 111
2.5.7. Impamvu zitera ibibazo byo mu miryango --- 112
2.5.8. Akamaro k'ibigo mbonezamikurire (ECD) --- 112
2.5.9. IBYIFUZONAMA --- 113

3. INKINGI Y'IMIYOBORERE --- 115

3.1. INZEGO Z'IBANZE --- 116
3.1.1. Intangiriro --- 117
3.1.2. Imikorere y'inzego z'ibanze hakurikijwe intara--- 118
3.1.3. Imikorere y'inzego z'ibanze --- 119
3.1.4. Zimwe muri serivisi zitangwa n'inzego z'ibanze --- 119
3.1.5. Inzitizi zigaragara muri serivisi zitangwa n'inzego z'ibanze --- 120
3.1.6. Ubumenyi ku rwego rwa Njyanama--- 120
3.1.7. Imikorere ya Njyanama --- 121
3.1.8. IBYIFUZONAMA--- 121

3.2. UBUTABERA --- 123
3.2.1. Intangiriro --- 124
3.2.2. Serivisi z'ubutabera hakurikijwe intara n'Umujyi wa Kigali. --- 125
3.2.3. Imikorere na serivisi mu nzego z'ubutabera --- 126
3.2.4. Imikorere ya komite z'Abunzi --- 126
3.2.5. Uko abaturage babona serivisi za MAJ--- 127
3.2.6. Imikorere y'urwego rw'ubugenzacyaha (RIB) --- 127
3.2.7. Ruswa n'akarengane mu nzego zitandukanye--- 128
3.2.8. Imikorere y'inzego mu kurwanya ruswa n'akarengane--- 129
3.2.9. IBYIFUZONAMA --- 130

3.3. IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI --- 132
3.3.1. Intangiriro --- 133
3.3.2. Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali 134
3.3.3. Amahame y'imiyoborere yakozweho ubushakashatsi--- 135
3.3.4. Uko urubyiruko rubona iyubahirizwa ry'amwe mu mahame y'imiyoborere --- 135
3.3.5. Uko abagore n'abagabo babona ihame ry'uburinganire--- 136
3.3.6. Icyizere ku nzego z'ubuyobozi --- 136
3.3.7. Uko abaturage babona ubwigenge bw'inzego --- 137
3.3.8. Imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda--- 137
3.3.9. Uko abaturage babona ishyirwa mu bikorwa rya gahunda ya Ndi Umunyarwanda--------------- 138
3.3.10w. IBYIFUZONAMA--- 139

3.4. UMUTEKANO ---141
3.4.1. Intangiriro --142
3.4.2. Uko abaturage babona umutekano hakurikijwe intara n’ Umujyi wa Kigali ---143
3.4.3. Icyizere abaturage bafitiye zimwe mu nzego z’umutekano --144
3.4.4. Uko abaturage babona umutekano rusange w’Igihugu, umutekano w’abantu n’ibintu ------------------------------------144
3.4.5. Imbogamizi ku mutekano w’abantu n’ibintu --144
3.4.6. IBYIFUZONAMA---145

3.5. URUHARE RW’ABATURAGE MU BIBAKORERWA --147
3.5.1. Intangiriro ---148
3.5.2. Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe intara n’Umujyi wa Kigali. -----------------------149
3.5.3. Ibyakoreweho ubushakashatsi mu kureba uruhare rw’abaturage mu bibakorerwa ---150
3.5.4. Uko abagabo n’abagore babona uruhare rwabo mu gufata ibyemezo ---151
3.5.5. IBYIFUZONAMA ---151

4. Umwanzuro--153

URUTONDE RW'AMAKARITA

karita 1: Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi hakurikijwe uturere ---------- 18
Ikarita 2: Imidugudu yakorewemo ubushakashatsi---------- 27
Ikarita 3: Uko abaturage babona serivisi bahabwa mu buhinzi---------- 38
Ikarita 4: Uko abaturage babona serivisi z'ubworozi muri rusange---------- 45
Ikarita 5: Uko abaturage bishimiye serivisi bahabwa mu bikorwaremezo muri rusange---------- 52
Ikarita 6: Uko abaturage bishimiye serivisi bahabwa mu ikoranabuhanga n'itumanaho muri rusange ---------- 58
Ikarita 7: Uko abaturage bishimiye serivisi z'ubutaka n'ibidukikije ---------- 68
Ikarita 8: Uko abaturage babona serivisi z'abikorera muri rusange ---------- 73
Ikarita 9: Uko abaturage babona serivisi z'uburezi muri rusange ---------- 82
Ikarita 10: Uko abaturage babona serivisi z'ubuzima ---------- 89
Ikarita 11: Uko abaturage babona isuku ---------- 95
Ikarita 12: Gahunda zo kuzamura imibereho no kwita ku batishoboye ---------- 101
Ikarita 13: Uko Umuryango nyarwanda uhagaze---------- 109
Ikarita 14: Imikorere y'inzego z'ibanze ---------- 118
Ikarita 15: Serivisi z'ubutabera ---------- 125
Ikarita 16: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi---------- 134
Ikarita 17: Uko abaturage babona umutekano ---------- 143
Ikarita 18: Uko abaturage babona uruhare rwabo mu bibakorerwa---------- 149

URUTONDE RW'AMASHUSHO

Ishusho 1: Abaturage babajijwe hakurikijwe irangamimerere------31
Ishusho 2: Abaturage babajijwe hakurikijwe amashuri bize ------31
Ishusho 3: Abaturage babajijwe hakurikijwe umurimo bakora------31
Ishusho 4: Abaturage babajijwe hakurikijwe icyiciro cy'ubudehe------32
Ishusho 5: Abaturage babajijwe hakurikijwe amafaranga binjiza ku kwezi ------32
Ishusho 6: Abakora ubuhinzi hakurikijwe ibyiciro bitandukanye ------37
Ishusho 7: Uko abaturage babona serivisi z'ubuhinzi muri rusange ------37
Ishusho 8: Serivisi z'ubuhinzi hakurikijwe Intara n'Umujyi wa Kigali------38
Ishusho 9: Uko abaturage babona serivisi zitandukanye mu buhinzi------39
Ishusho 10 : Uko abaturage babona serivisi zo guteza imbere ubuhinzi zisaba ubufatanye bw'inzego zitandukanye ------39
Ishusho 11: Uko abagabo n'abagore babona isoko ry'umusaruro------40
Ishusho 12: Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi------41
Ishusho 13: Abaturage bakora imirimo y'ubworozi------44
Ishusho 14: Uko abaturage babona serivisi z'ubworozi muri rusange ------44
Ishusho 15: Uko abaturage babona serivisi z'ubworozi hakurikijwe Intara n'Umujyi wa Kigali ------45
Ishusho 16: Uko abaturage bishimiye serivisi zitadukanye z'ubworozi------46
Ishusho 17 : Uko abaturage babona serivisi zo guteza imbere ubworozi zihuriweho n'inzego zitandukanye------46
Ishusho 18: Uko abagabo n'abagore babona isoko ry'amata ------47
Ishusho 19: Inzitizi zigaragara muri serivisi z'ubworozi------47
Ishusho 20 : Uko abaturage babona serivisi z'ibikorwaremezo muri rusange ------51
Ishusho 21: Uko abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali ------52
Ishusho 22: Uko abaturage bishimiye serivisi zinyuranye bahabwa mu bikorwaremezo------53
Ishusho 23: Uko abagabo n'abagore babona serivisi z'amazi ------54
Ishusho 24 : Uko abaturage babona serivisi z' ikoranabuhanga n' itumanaho muri rusange ------57
Ishusho 25: Uko abaturage babona serivisi z'ikoranabuhanga n'itumanaho ku rwego rw'Intara------58
Ishusho 26: Uko abaturage babona imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi----- 59
Ishusho 27: Uko abaturage bazi urubuga rw'Irembo. ------59
Ishusho 28: Uburyo abaturage bakoresha kugira ngo bagere kuri serivisi z'Irembo------60
Ishusho 29: Uko abaturage bakoresha irembo babona serivisi zitangirwa ku rubuga rw'Irembo ------60
Ishusho 30: Inzitizi abaturage bahura nazo mu kugera kuri serivisi z'Irembo------61
Ishusho 31: Uko abaturage babona ikoranabuhanga mu gutanga no gukurirana ikirego mu nzego z'ubutabera ------61
Ishusho 32 : Uko abaturage babona serivisi z'ubutaka n'ibidukikije muri rusange ------65
Ishusho 33: Serivisi z'ubutaka n'ibidukikije hakurikijwe Intara n'Umujyi wa Kigali------66
Ishusho 34: Uko abaturage babona serivisi z'ubutaka zakoreweho ubushakashatsi ------67
Ishusho 35: Uko abagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka------68
Ishusho 36: Uko abaturage babona serivisi z'ibidukikije zakoreweho ubushakashatsi------68
Ishusho 37: Inzitizi zagaragajwe muri serivisi z'ubutaka------69
Ishusho 38 : Uko abaturage babona serivisi z'urwego rw'abikorera muri rusange ------72
Ishusho 39: Serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali ------74
Ishusho 40: Uko abaturage babona serivisi z'urwego rw' abikorera------74
Ishusho 41: Uko abagabo n'abagore babona serivisi z'amabanki n'ibigo by'imari icirirtse ------75
Ishusho 42: Uko abanyamuryango b'amakoperative babona imikorere yayo------76
Ishusho 43: Uko abanyamuryango b'amakoperative babona inzitizi mu mikorere yayo------76
Ishusho 44: Uko abaturage babona serivisi z'uburezi muri rusange------81

Ishusho 45: Serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali ---------- 82
Ishusho 46: Uko abaturage bishimiye ibikorwa bitandukanye mu rwego rw'uburezi ---------- 83
Ishusho 47: Uko abaturage babona kwegerezwa bimwe mu bikorwa byihariye by'uburezi ---------- 83
Ishusho 48: Uko abagore n'abagabo babona uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micugire y'amashuri ------ 84
Ishusho 49: Inzitizi abaturage babona zikiri mu burezi---------- 85
Ishusho 50: Uko abaturage babona serivisi z'ubuzima muri rusange ---------- 88
Ishusho 51: Uko abaturage bishimiye serivisi z'ubuzima ku rwego rw' Intara ---------- 89
Ishusho 52: Uko abaturage babona serivisi z'ubuzima---------- 90
Ishusho 53: Uko abaturage bishimiye serivsi z'ubuzima bahabwa ku bitaro, ibigo nderabuzima n'ivuriro (poste de santé)-----90
Ishusho 54 : Uko abaturage babona isuku muri rusange ---------- 94
Ishusho 55: Uko abaturage babona isuku ku hakurikijwe Intara n'Umujyi wa Kigali---------- 95
Ishusho 56: Uko abaturage babona isuku ---------- 96
Ishusho 57: Ibitera isuku nke---------- 96
Ishusho 58: Gahunda zo kuzamura imibereho no kwita ku batishoboye muri rusange ---------- 100
Ishusho 59: Gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe Intara n'Umujyi wa Kigali---------- 102
Ishusho 60: Gahunda zo kuzamura imibereho no kwita ku batishoboye zakoreweho ubushakashatsi ---------- 102
Ishusho 61: Uko abagabo n'abagore babona gahunda zo kuzamura imibereho no kwita ku batishoboye---------- 103
Ishusho 62: Uko abaturage babona ibikorwa bya gahunda ya VUP ---------- 103
Ishusho 63: Impamvu zitangwa n'abavuga ko gahunda zo kuzamura imibereho no kwita ku batishoboye zidashimishije ---- 104
Ishusho 64: Uko umuryango nyarwanda uhagaze muri rusange ---------- 108
Ishusho 65: imibereho y'umuryango nyarwanda hakurikijwe Intara n'Umujyi wa Kigali---------- 109
Ishusho 66: Ihame y'uburinganire n'ubwuzuzanye, uburenganzira bw'abana n'abafite ubumuga ---------- 110
Ishusho 67: Bimwe mu bibazo byo mu miryango---------- 110
Ishusho 68: Uko abaturage babona ihohoterwa rishingiye ku gitsina ---------- 111
Ishusho 69: Uko abaturage babona ihohoterwa rishingiye ku gitsina rikorerwa ibyiciro bitandukanye---------- 111
Ishusho 70: Impamvu zitera ibibazo byo mu miryango ---------- 112
Ishusho 71 : Akamaro k'ibigo mbonezamikurire (ECD) ---------- 112
Ishusho 72: Imikorere y'inzego z'ibanze muri rusange ---------- 117
Ishusho 73: Imikorere y'inzego z'ibanze hakurikijwe Intara ---------- 118
Ishusho 74: Uko abaturage babona imikorere y'inzego z'ibanze---------- 119
Ishusho 75: Zimwe muri serivisi zitangwa n'inzego z'ibanze ---------- 119
Ishusho 76: Inzitizi zigaragara muri serivisi z'inzego z'ibanze---------- 120
Ishusho 77: Uko abaturage bazi urwego rwa Njyanama---------- 120
Ishusho 78: Uko abaturage babona imikorere y'urwego rwa Njyanama---------- 121
Ishusho 79: Uko abaturage babona serivisi z'ubutabera muri rusange---------- 124
Ishusho 80 :Serivisi z'ubutabera hakurikijwe Intara n'Umujyi wa Kigali ---------- 125
Ishusho 81: Imikorere na serivisi mu nzego z'ubutabera ---------- 126
Ishusho 82: Imikorere ya komite z'Abunzi---------- 126
Ishusho 83: Uko abaturage babona serivisi za MAJ---------- 127
Ishusho 84: Abazi urwego rw'ubugenzacyaha (RIB) ---------- 127
Ishusho 85: Uko abaturage babona imikorere ya RIB ---------- 128
Ishusho 86: Uko abaturage babona ruswa n'akarengane mu nzego na serivisi zitandukanye---------- 129
Ishusho 87: Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane---------- 130
Ishusho 88: Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi muri rusange ---------- 133
Ishusho 89: Iyubahirizwa ry'amahame y'imiyoborere n'ikizere ku nzego z'ubuyobozi hakurikijwe Intara ---------- 134

Ishusho 90: Uko abaturage babona iyubahirizwa ry'amwe mu mahame y'imiyoborere -- 135
Ishusho 91: Uko urubyiruko rubona iyubahirizwa ry'amwe mu mahame y'imiyoborere -- 135
Ishusho 92: Uko abagore n'abagabo babona ihame ry'uburinganire --- 136
Ishusho 93: Icyizere abaturage bafitiye inzego z'ubuyobozi -- 136
Ishusho 94: Ishusho y'uko abaturage babona ubwigenge bw'inzego --- 137
Ishusho 95: Uko abaturage babona imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda ------- 137
Ishusho 96: Uko abaturage babona ishyirwa mu bikorwa rya gahunda ya Ndi Umunyarwanda ------------------------------------ 138
Ishusho 97 : Ibyavuye mu bushakashatsi ku mutekano muri rusange --- 142
Ishusho 98: Uko abaturage babona umutekano hakurikijwe Intara n' Umujyi wa Kigali -- 143
Ishusho 99: Icyizere abaturage bafitiye zimwe mu nzego z'umutekano -- 144
Ishusho 100: Uko abaturage babona umutekano rusange w'Igihugu, umutekano w'abantu n'ibintu ------------------------------ 144
Ishusho 101: Imbogamizi ku mutekano w'abantu n'ibintu --- 144
Ishusho 102: Uruhare rw'abaturage mu bibakorerwa muri rusange -- 148
Ishusho 103: Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe Intara n'Umujyi wa Kigali. ----------------- 149
Ishusho 104: Uko abaturage babona uruhare rwabo mu bibakorerwa --- 150
Ishusho 105: Uko abagabo n'abagore babona uruhare rwabo mu gufata ibyemezo -- 151

URUTONDE RW'IMBONERAHAMWE

Imbonerahamwe 1: Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi hakurikijwe inkingi ------------------ 16
Imbonerahamwe 2: Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi hakurikijwe ibyiciro------------------ 17
Imbonerahamwe 3: Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi hakurikijwe uturere----------------- 17
Imbonerahamwe 4: Ishusho rusange y'ibyavuye mu bushakashatsi hakurikijwe ibyiciro-- 21
Imbonerahamwe 5: Umubare w'abaturage bakoreweho ubushakashatsi hakurikijwe Akarere --------------------------------------- 26
Imbonerahamwe 6: Uturere twakorewemo ibiganiro n'abayobozi n'abakozi bahagarariye ibyiciro--------------------------------- 28
Imbonerahamwe 7: Abagabo n'abagore babajijwe -- 29
Imbonerahamwe 8: Abaturage babajijwe hakurikijwe imyaka -- 30
Imbonerahamwe 9: Uko uturere duhagaze muri serivisi z'ubuhinzi mu myaka ibiri (2019-2020) ----------------------------------- 42
Imbonerahamwe 10: Uko uturere duhagaze muri serivisi z'ubworozi mu myaka ibiri (2019-2020)--------------------------------- 49
Imbonerahamwe 11: Uko uturere duhagaze muri serivisi z'ibikorwaremezo mu myaka ibiri (2019-2020)----------------------- 55
Imbonerahamwe 12: Uko uturere duhagaze muri serivisi z'ikoranabuhanga n'itumanaho mu mwaka wa 2020 --------------- 63
Imbonerahamwe 13: Uko uturere duhagaze muri serivisi z'ubutka n'ibidukikije mu myaka ibiri (2019-2020) -------------------- 70
Imbonerahamwe 14: Uko uturere duhagaze muri serivisi z'abikorera mu myaka ibiri (2019-2020) -------------------------------- 78
Imbonerahamwe 15: Impinduka y'uko abaturage bashima serivisi z'uburezi muri 2019 na 2020------------------------------------ 86
Imbonerahamwe 16: Impinduka y'uko abaturage bashima serivisi z'ubuzima muri 2020 na 2019 --------------------------------- 92
Imbonerahamwe 17: Impinduka y'uko abaturage bashima isuku muri 2019 na 2020 --- 98
Imbonerahamwe 18: Impinduka y'uko abaturage bashima gahunda zo kuzamura imibereho no kwita ku batishoboye (2019 na 2020)-- 106
Imbonerahamwe 19: Impinduka y'uko abaturage babona imibereho y'umuryango nyarwanda 2019 na 2020 ----------------114
Imbonerahamwe 20: Uko uturere duhagaze muri serivisi zitangwa n'inzego z'ibanze mu myaka ibiri (2019 - 2020)----------122
Imbonerahamwe 21: Uko uturere duhagaze muri serivisi z'ubutabera mu myaka ibiri (2019-2020) -------------------------------131
Imbonerahamwe 22: Uko uturere duhagaze mu iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi mu myaka ibiri (2019 - 2020) -- 140
Imbonerahamwe 23: Uko uturere duhagaze mu mutekano mu myaka ibiri (2019 - 2020)--146
Imbonerahamwe 24: Uko uturere duhagaze mu bijyanye n'uruhare rw'abaturage mu bibakorerwa (2019 - 2020)-----------152
Imbonerahamwe 25: Ibyifuzonama rusange kuri CRC 2020--153
Imbonerahamwe 26: Uko abaturage babona imiyoborere n'imitangire ya serivisi zakozweho ubushakashatsi mu turere ---156

IBYIFUZONAMA

Ibyifuzonama ku buhinzi ---- 41
Ibyifuzonama ku bworozi ---- 48
Ibyifuzonama ku bikorwaremezo ---- 54
Ibyifuzonama ku ikoranabuhanga n'itumanaho ---- 62
Ibyifuzonama ku butaha n'ibidukikije ---- 69
Ibyifuzonama ku rwego rw' abikorera ---- 77
Ibyifuzonama ku burezi ---- 85
Ibyifuzonama ku buzima ---- 91
Ibyifuzonama Ku isuku ---- 97
Ibyifuzonama kuri gahunda zo kuzamura imibereho no kwita ku batishoboye ---- 105
Ibyifuzonama ku mibereho y'umuryango nyarwanda ---- 113
Ibyifuzonama ku nzego z' ibanze ---- 121
Ibyifuzonama ku butabera ---- 130
Ibyifuzonama ku iyubahirizwa ry'amahame y' imiyoborere n' icyizere ku nzego z'ubuyobozi ---- 139
Ibyifuzonama ku mutekano ---- 144
Ibyifuzonama ku ruhare rw' abaturage bagira mu bibakorerwa ---- 150

1. Incamake y'ibyavuye mu bushakashatsi

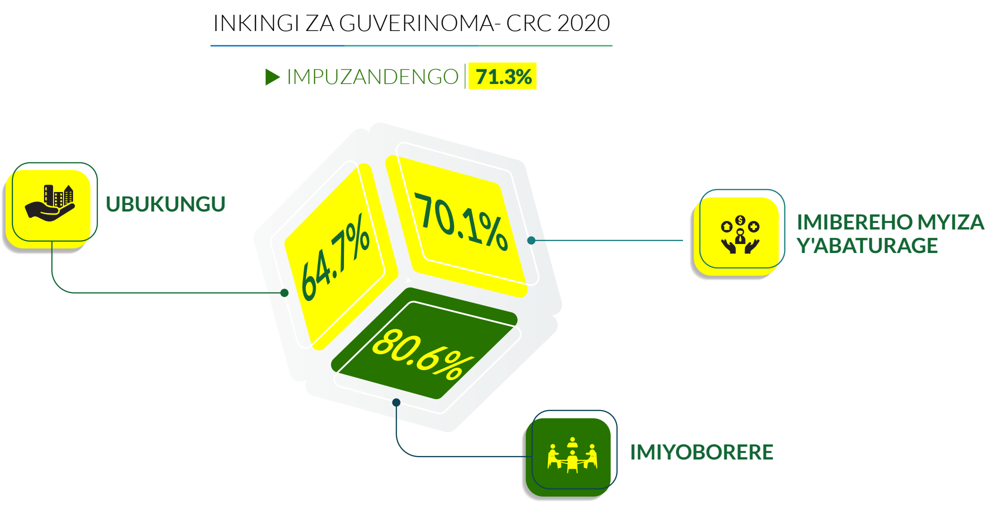
RGB ikoze ku nshuro ya cyenda ubushakashatsi ku ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC). Nk' uko bimenyerewe ubu bushakashatsi bugamije kwerekana uko abaturage babona serivisi bahabwa n'inzego zibegereye ndetse n'uruhare rwabo mu bibakorerwa.

Ubushakashatsi bwakorewe ku byiciro 16 kuko hiyongereyemo icyiciro cy'ikoranabuhanga n'itumanaho bijyanye na gahunda ya Leta yo gutanga serivisi hifashishijwe ikoranabuhanga. Ibyo byiciro uko ari 16 bikubiye mu nkingi eshatu zigenderwaho na gahunda ya Guverinoma y'imyaka irindwi 2017-2024 (NST1). Mu nkingi y'ubukungu hakubiyemo ubuhinzi, ubworozi, ibikorwaremezo, ikoranabuhanga n'itumanaho, ubutaka n'ibidukikije, ndetse n'urwego rw'abikorera. Mu nkingi y'imibereho myiza y'abaturage harimo uburezi, ubuzima, isuku n'isukura, gahunda zo kuzamura imibereho no kwita ku batishoboye ndetse n'Imibereho y'umuryango nyarwanda. Mu nkingi y'imiyoborere 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.

Ubushakashatsi bwakorewe ku baturage ibihumbi cumi na magana atandatu na makumyabiri na batandatu (10,626) bafite nibura imyaka 18 batoranijwe mu turere twose tw'igihugu hakurikijwe umubare w'abaturage batuye akarere.

Muri rusange CRC ya 2020 iragaragaza ko abaturage bishimiye imiyoberere n'imitangire ya serivisi mu nzego zibegereye ku gipimo cya 71.3% kivuye kuri 70.4% muri CRC ya 2019. Uruhare rw'abaturage ruri ku gipimo cya 77.2% kikaba cyarazamutseho 4.1% ugereranyije na CRC ya 2019. Umutekano ni cyo gipimo gikomeje kuza ku isonga mu byo abaturage bashima kurusha ibindi kuko kiri kuri 91.6% kikaba cyarazamutseho 2.3% ugereranyije na CRC ya 2019; mu gihe ubuhinzi ari cyo gipimo gikomeje kuza inyuma kuko kiri kuri 58.5% nubwo cyazamutseho 3.5%. Ikindi kigaragara ni uko ubworozi bwavuye kuri 62.7% bukagera kuri 74.9% muri uyu mwaka, akaba ari na cyo gipimo cyazamutse kurusha ibindi.Imbonerahamwe n'ikarita bikurikira biragaragaza incamake y'ibyavuye mu bushakashatsi.

Imbonerahamwe 1:
Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi hakurikijwe inkingi



Imbonerahamwe 2:
Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi hakurikijwe ibyiciro

ICYICIRO	CRC 2020
Umutekano	91.6%
Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi	86.2%
Ubutabera	80.1%
Uruhare rw'abaturage mu bibakorerwa	77.2%
Ubworozi	74.9%
Isuku	73.9%
Imibereho y'umuryango nyarwanda	73.5%
Ubuzima	72.4%
Gahunda zo kuzamura imibereho no kwita ku batishoboye	68.0%
Inzego z'ibanze	67.7%
Ubutaka n'ibidukikije	65.7%
Ikoranabuhanga n'itumanaho	64.6%
Urwego rw'abikorera	64.3%
Uburezi	62.6%
Ibikorwaremezo	60.0%
Ubuhinzi	58.5%
Impuzandengo	**71.3%**

ICYICIRO CYAZAMUTSE KURUSHA IBINDI
Ubworozozi (**+12.2%**)

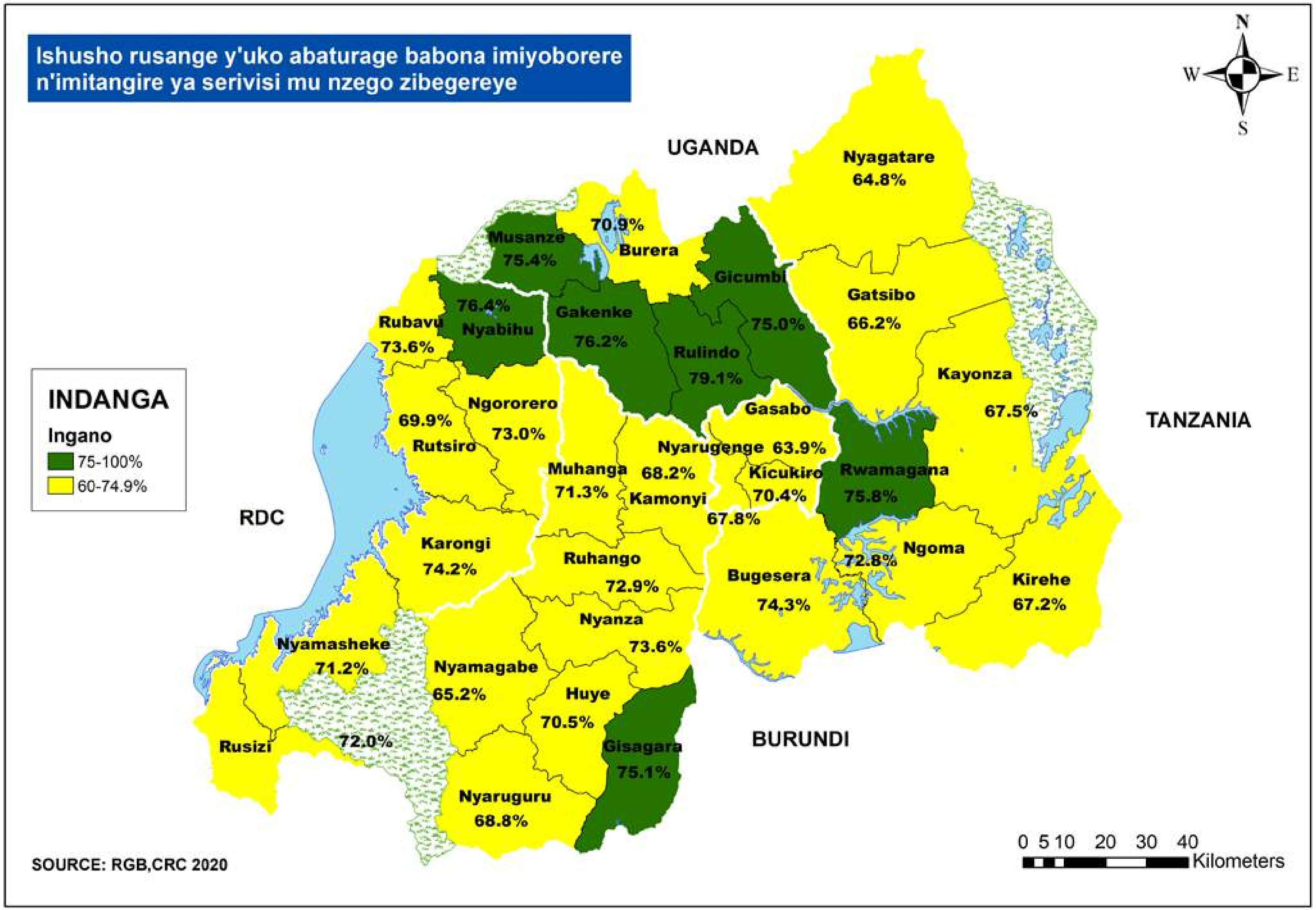
ICYICIRO GISHYA
IKORANABUHANGA N'ITUMANAHO (**64.6%**)

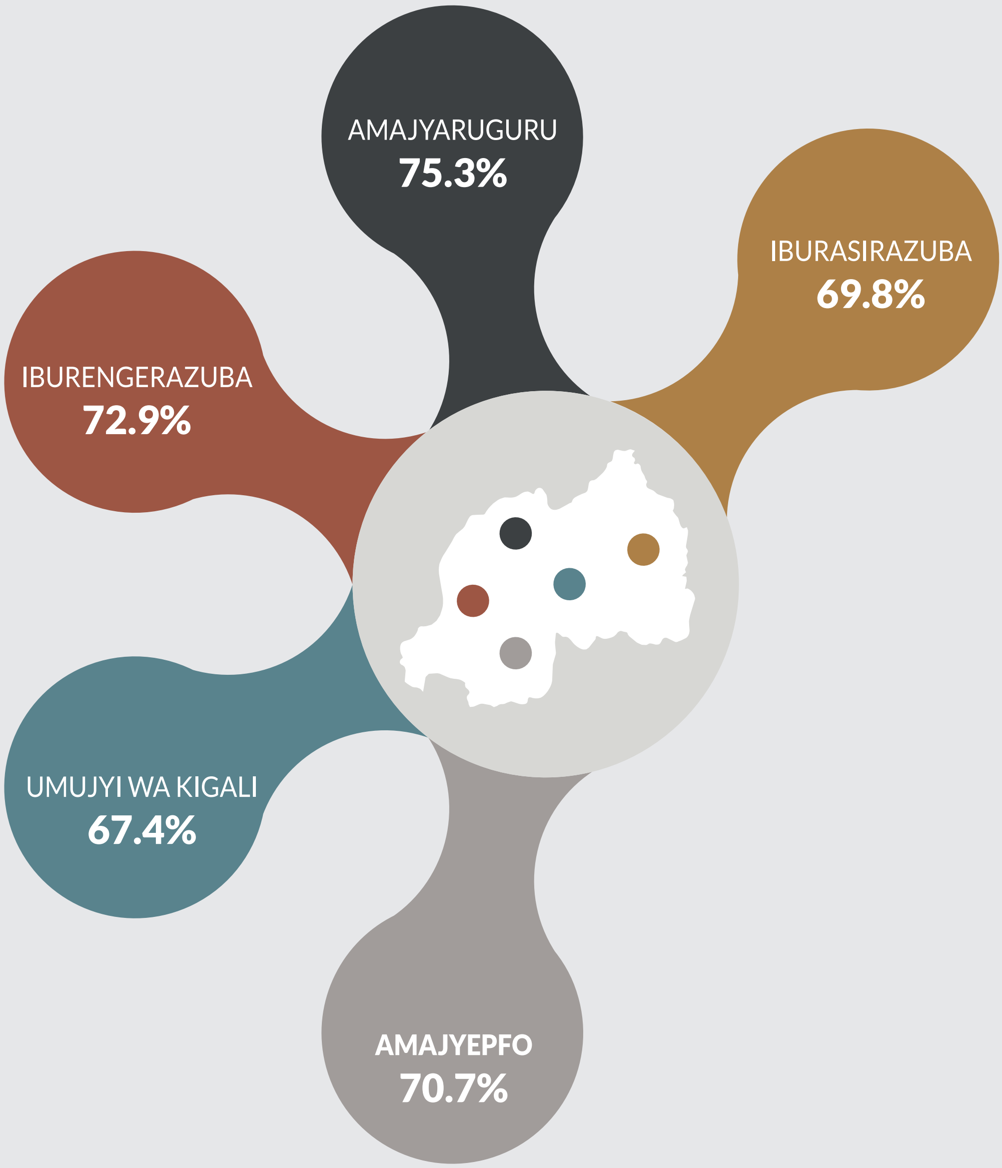
Imbonerahamwe 3:
Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi hakurikijwe uturere

AKARERE	CRC 2020
Rulindo	79.1%
Nyabihu	76.4%
Gakenke	76.2%
Rwamagana	75.8%
Musanze	75.4%
Gisagara	75.1%
Gicumbi	75.0%
Bugesera	74.3%
Karongi	74.2%
Rubavu	73.6%
Nyanza	73.6%
Ngororero	73.0%
Ruhango	72.9%
Ngoma	72.8%
Rusizi	72.0%
Muhanga	71.3%

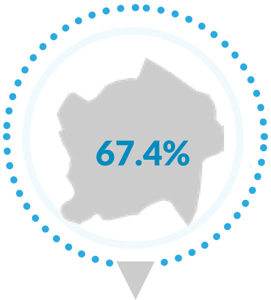
AKARERE	CRC 2020
Nyamasheke	71.2%
Burera	70.9%
Huye	70.5%
Kicukiro	70.4%
Rutsiro	69.9%
Nyaruguru	68.8%
Kamonyi	68.2%
Nyarugenge	67.8%
Kayonza	67.5%
Kirehe	67.2%
Gatsibo	66.2%
Nyamagabe	65.2%
Nyagatare	64.8%
Gasabo	63.9%
Impuzandengo	**71.3%**

Ikarita 1: Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi hakurikijwe uturere

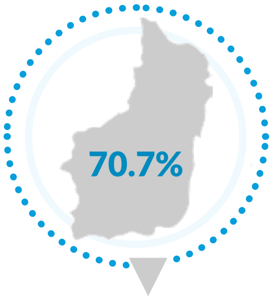



AMAJYARUGURU
75.3%
IBURASIRAZUBA
69.8%
IBURENGERAZUBA
72.9%
UMUJYI WA KIGALI
67.4%
AMAJYEPFO
70.7%

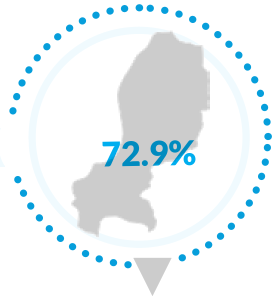
CRC 2020:
uko abaturage bashima Intara/Umujyi wa Kigali



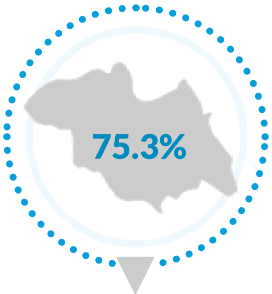
UMUJYI WA KIGALI		
1.	Kicukiro	70.4%
2.	Nyarugenge	67.8%
3.	Gasabo	63.9%



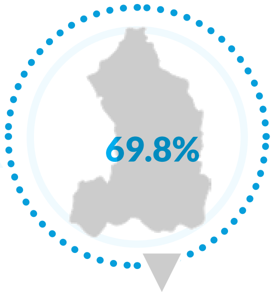
AMAJYEPFO		
1.	Gisagara	75.1%
2.	Nyanza	73.6%
3.	Ruhango	72.9%
4.	Muhanga	71.3%
5.	Huye	70.5%
6.	Nyaruguru	68.8%
7.	Kamonyi	68.2%
8.	Nyamagabe	65.2%



IBURENGERAZUBA		
1.	Nyabihu	76.4%
2.	Karongi	74.2%
3.	Rubavu	73.6%
4.	Ngororero	73.0%
5.	Rusizi	72.0%
6.	Nyamasheke	71.2%
7.	Rutsiro	69.9%



AMAJYARUGURU		
1.	Rulindo	79.1%
2.	Gakenke	76.2%
3.	Musanze	75.4%
4.	Gicumbi	75.0%
5.	Burera	70.9%



IBURASIRAZUBA		
1.	Rwamagana	75.8%
2.	Bugesera	74.3%
3.	Ngoma	72.8%
4.	Kayonza	67.5%
5.	Kirehe	67.2%
6.	Gatsibo	66.2%
7.	Nyagatare	64.8%

#	ICYICIRO	CRC 2020	CRC 2019
	UBUKUNGU	**64.7%**	**61.4%**
i.	UBUHINZI	58.5%	55.0%
ii.	UBWOROZI	74.9%	62.7%
iii.	IBIKORWAREMEZO	60.0%	61.7%
iv.	IKORANABUHANGA N'ITUMANAHO	64.6%	_
v.	UBUTAKA N'IBIDUKIKIJE	65.7%	63.9%
vi.	URWEGO RW'ABIKORERA	64.3%	63.8%
	IMIBEREHO MYIZA Y'ABATURAGE	**70.1%**	**70.0%**
vii.	UBUREZI	62.6%	63.6%
viii.	UBUZIMA	72.4%	72.9%
ix.	ISUKU	74.9%	69.2%
x.	GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	68.0%	67.3%
xi.	IMIBEREHO Y'UMURYANGO NYARWANDA	73.5%	77.1%
	IMIYOBORERE	**80.6%**	**79.7%**
xii.	SERIVISI ZITANGWA N'INZEGO Z'IBANZE	67.7%	71.3%
xiii.	UBUTABERA	80.1%	76.4%
xiiv.	IYUBAHIRIZWA RY'AMAHAME N'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	86.2%	88.5%
xv.	UMUTEKANO	91.6%	89.4%
xvi.	URUHARE RW'ABATURAGE MU BIBAKORERWA	77.2%	73.1%
	IMPUZANDENGO	**71.3%**	**70.4%**

ISHUSHO YEREKANA AKARERE KABAYE

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
UMUTEKANO	91.6%	BUGESERA	95.4%	GASABO	85.4%
IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	86.2%	KICUKIRO	94.7%	NYAGATARE	77.9%
UBUTABERA	80.1%	RULINDO	88.1%	GASABO	69.1%
URUHARE RW'ABATURAGE MU BIBAKORERWA	77.2%	NYABIHU	87.5%	NYARUGENGE	61.1%
UBWOROZI	74.9%	RUHANGO	85.7%	KICUKIRO	57.1%
ISUKU	73.9%	MUSANZE	80.1%	NYAMAGABE	65.4%
IMIBEREHO Y'UMURYANGO NYARWANDA	73.5%	RULINDO	82.1%	KAYONZA	64.0%
UBUZIMA	72.4%	RULINDO	82.9%	GASABO	56.2%

AKAMBERE N'AKANYUMA KURI BURI CYICYIRO

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
GAHUNDA YO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	68.0%	NYANZA	82.9%	NYARUGENGE	36.7%
INZEGO Z'IBANZE	67.7%	MUSANZE	75.5%	NYARUGURU	54.3%
UBUTAKA N'IBIDUKIKIJE	65.7%	KICUKIRO	77.4%	KAMONYI	56.1%
IKORANABUHANGA N'ITUMANAHO	64.6%	KICUKIRO	77.8%	NYAGATARE	53.3%
URWEGO RW'ABIKORERA	64.3%	RULINDO	77.0%	KIREHE	50.2%
UBUREZI	62.6%	RULINDO	71.7%	NYAGATARE	51.1%
IBIKORWAREMEZO	60.0%	NYARUGENGE	82.5%	NYAMAGABE	40.0%
UBUHINZI	58.5%	KARONGI	71.8%	KICUKIRO	27.2%

2. Ingengamikorere y'ubushakashatsi

CRC 2020 yakozwe ku byiciro cumi na bitandatu bikubiye mu nkingi eshatu za gahunda ya Leta ya NST1 arizo Ubukungu, Imibereho myiza y'abaturage, imiyoborere. Inkingi y'ubukungu igizwe n'ubuhinzi, ubworozi, ibikorwaremezo, ubutaka n'ibidukikije, serivisi z'abikorera ikoranabuhanga n'itumanaho, akaba ari nacyo cyiciro kiyongereyeho muri uyu mwaka. Inkingi y' imibereho myiza y'abaturage igizwe n'uburezi, ubuzima, isuku n'isukura, gahunda zo kuzamura imibereho no kwita ku batishoboye, imibereho y'umuryango nyarwanda. Inkingi y'imiyoborere irimo serivisi zitangwa n'inzego z'ibanze, ubutabera, iyubahirizwa ry'amahame y'imiyobrere n'icyizere cy'abaturage ku nzego z'ubuyobozi, umutekano ndetse n'uruhare rw'abaturage mu bibakorerwa.

Ikusanyamakuru rya CRC 2020 ryakozwe mu kwezi kwa Gashyantare na Werurwe 2020, rikorerwa ku baturage bafite imyaka 18 kuzamura babonetse hakurikijwe urutonde rusange rw'ingo zigize imidugudu yakoreweho ubushakashatsi. Umudugudu watoranijwe ku buryo bwa tombola hifashishijwe ikoranabuhanga rya SPSS. Umubare w'ingo zose zakoreweho ubushakashatsi wo wabonetse mu buryo bukurikira:

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

Aho

n = Umubare w'abaturage bakoreweho ubushakashatsi,

N: Umubare w'abaturage bose, hagendewe ku iteganyamibare ry'umwaka wa 2020 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)=Ubwiganze bw'abaturage barebwa n'ubushakashatsi, CRC 2019 yerekanye ko abaturage bishimiye serivisi ari 70.4% ubwo p = 0.704 naho q = 0.296

e = Ikigereranyo cyo kwibeshya cg gukora amakosa mu ihitamo ry'ababazwa kwari kuri 0.01.

1-r= Igipimo kigaragaza ko abatoranijwe bazasubiza nkuko byari byifujwe cyari 90%

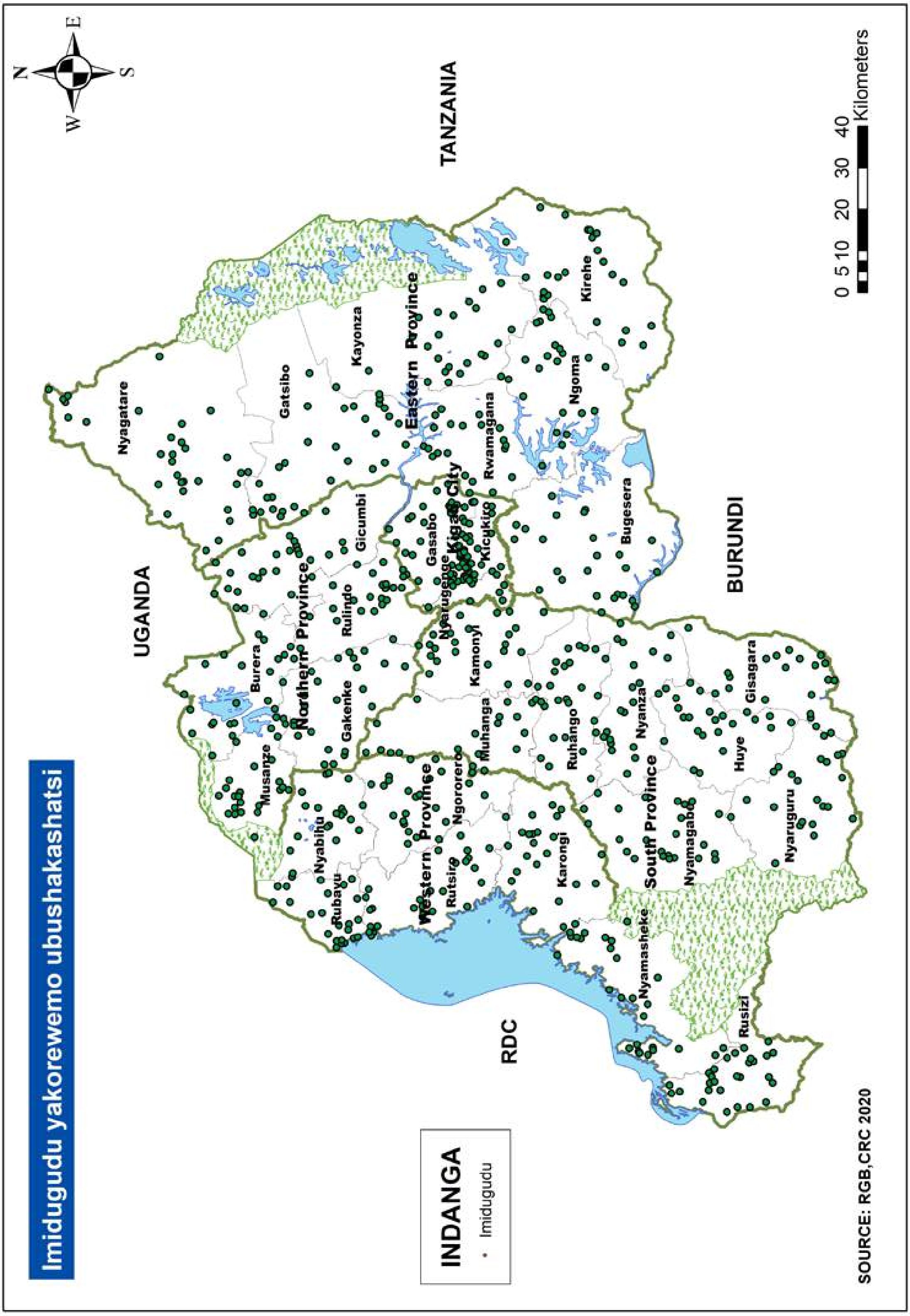
Ubushakashatsi bwakorewe ku baturage ibihumbi cumi na magana atandatu na makumyabiri na batandatu (10,626). Abo baturage batoranijwe mu turere ku buryo bukurikira hakurikijwe umubare w'abaturage batuye akarere. Ibi bivuze ko akarere gafite abaturage benshi ari nako kagize abaturage benshi babajijwe.

Imbonerahamwe 5:
Umubare w'abaturage bakoreweho ubushakashatsi hakurikijwe Akarere

No	AKARERE	UMUBARE W'ABABAJIJWE
1	Bugesera	363
2	Burera	324
3	Gakenke	361
4	Gasabo	552
5	Gatsibo	433
6	Gicumbi	379
7	Gisagara	325
8	Huye	336
9	Kamonyi	346
10	Karongi	338
11	Kayonza	340
12	Kicukiro	319
13	Kirehe	348
14	Muhanga	320
15	Musanze	357
16	Ngoma	345
17	Ngororero	339
18	Nyabihu	299
19	Nyagatare	481
20	Nyamagabe	338
21	Nyamasheke	392
22	Nyanza	320
23	Nyarugenge	289
24	Nyaruguru	304
25	Rubavu	400
26	Ruhango	339
27	Rulindo	288
28	Rusizi	406
29	Rutsiro	322
30	Rwamagana	323
MURI RUSANGE		**10,626**

Aho byavuye: Anketi ya RGB, 2020

Ikarita 2: Imidugudu yakorewemo ubushakashatsi



Ikarita ya 2 iragaragaza imidugudu yakoreweho ubushakashatsi mu gihugu cyose. Iyi midugudu yatoranijwe ku buryo bwa tombora hakorereshejwe ikoranabuhanga rya SPSS muri buri karere ryatoranyije umudugudu rigendeye ku miterere yayo: umujyi, inkengero z'umujyi n'icyaro. Umubare w'imidugudu ku rwego rw'igihugu ni 14,837, muri iyi midugudu hatoranijwemo imidugudu 712 irimo 552 y'icyaro, 85 y'umujyi na 75 y'inkengero z'umujyi.

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 tombora 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 n'abayobozi mu turere dutandukanye hagamijwe guhuza ibyavuye mu baturage n'uko abayobozi babibona. Ibi biganiro byakorewe mu turere dukurikira:

Imbonerahamwe 6:
Uturere twakorewemo ibiganiro n'abayobozi n'abakozi bahagarariye ibyiciro

INTARA	UTURERE
Iburengerazuba	Nyabihu- Rubavu- Karongi- Nyamasheke
Amajyepfo	Muhanga-Huye-Kamonyi-Nyaruguru
Iburasirazuba	Kayonza-Gatsibo- Kirehe
Amajyaruguru	Rulindo- Gicumbi
Umujyi wa Kigali	Gasabo- Kicukiro

Utu turere twatoranijwe muri buri ntara hashingiwe ku byavuye mu bushakashatsi bwa CRC 2019, aho hafatwaga uturere dushimwa byaba ku gipimo cyo hejuru cyangwa cyo hasi, ndetse n'utundi twagaragazaga izindi mpinduka zakwitabwaho.

2.1. Ibiranga ababajijwe muri ubu ubushakashatsi

Imbonerahamwe zikurikira ziragaragaza ibyiciro biranga ababajijwe.

Imbonerahamwe 7:
Abagabo n'abagore babajijwe

AKARERE	IGITSINA					
	Gabo		Gore		BOSE	
	Umubare	%	Umubare	%	Umubare	%
Gasabo	211	38.2%	341	61.8%	552	100.0%
Kicukiro	132	41.4%	187	58.6%	319	100.0%
Nyarugenge	93	32.2%	196	67.8%	289	100.0%
Gisagara	128	39.4%	197	60.6%	325	100.0%
Huye	138	41.1%	198	58.9%	336	100.0%
Kamonyi	136	39.3%	210	60.7%	346	100.0%
Muhanga	128	40.0%	192	60.0%	320	100.0%
Nyamagabe	142	42.0%	196	58.0%	338	100.0%
Nyanza	133	41.6%	187	58.4%	320	100.0%
Nyaruguru	123	40.5%	181	59.5%	304	100.0%
Ruhango	127	37.5%	212	62.5%	339	100.0%
Karongi	126	37.3%	212	62.7%	338	100.0%
Ngororero	149	44.0%	190	56.0%	339	100.0%
Nyabihu	113	37.8%	186	62.2%	299	100.0%
Nyamasheke	156	39.8%	236	60.2%	392	100.0%
Rubavu	139	34.8%	261	65.3%	400	100.0%
Rusizi	177	43.6%	229	56.4%	406	100.0%
Rutsiro	148	46.0%	174	54.0%	322	100.0%
Burera	148	45.7%	176	54.3%	324	100.0%
Gakenke	150	41.6%	211	58.4%	361	100.0%
Gicumbi	175	46.2%	204	53.8%	379	100.0%
Musanze	156	43.7%	201	56.3%	357	100.0%
Rulindo	121	42.0%	167	58.0%	288	100.0%
Bugesera	163	44.9%	200	55.1%	363	100.0%
Gatsibo	185	42.7%	248	57.3%	433	100.0%
Kayonza	148	43.5%	192	56.5%	340	100.0%
Kirehe	150	43.1%	198	56.9%	348	100.0%
Ngoma	144	41.7%	201	58.3%	345	100.0%
Nyagatare	200	41.6%	281	58.4%	481	100.0%
Rwamagana	128	39.6%	195	60.4%	323	100.0%
BOSE HAMWE	**4367**	**41.1%**	**6259**	**58.9%**	**10626**	**100.0%**

Aho byavuye: Anketi ya RGB, 2020

Imbonerahamwe 8:
Abaturage babajijwe hakurikijwe imyaka

IMYAKA	IGITSINA					
	Gabo		Gore		BOSE	
	Umubare	%	Umubare	%	Umubare	%
18-24	450	4.2%	806	7.6%	1256	11.8%
25-29	467	4.4%	807	7.6%	1274	12.0%
30-34	661	6.2%	1022	9.6%	1683	15.8%
35-39	688	6.5%	935	8.8%	1623	15.3%
40-44	523	4.9%	720	6.8%	1243	11.7%
45-49	414	3.9%	489	4.6%	903	8.5%
50-54	330	3.1%	421	4.0%	751	7.1%
55-59	280	2.6%	403	3.8%	683	6.4%
60-64	256	2.4%	322	3.0%	578	5.4%
65 kuzamura	298	2.8%	334	3.1%	632	5.9%
BOSE HAMWE	**4367**	**41.1%**	**6259**	**58.9%**	**10626**	**100.0%**

Aho byavuye: Anketi ya RGB, 2020

Ishusho 1: Abaturage babajijwe hakurikijwe irangamimerere

INGARAGU	ARUBATSE	YARAPFAKAYE	ABANA N'UWO BATASEZERANYE MU MATEGEKO	YATANDUKANYE N'UWO BASHAKANYE BYEMEWE N'AMATEGEKO
16.1%	59.1%	10.3%	13.3%	1.2%

Aho byavuye: Anketi ya RGB, 2020

Ishusho 2: Abaturage babajijwe hakurikijwe amashuri bize

NTAYO	AMASHURI ABANZA GUSA	AMASHURI Y'IMYUGA (ARTISINAL,CERAI, VTC,FAMILIAL)	YARANGIJE AMASHURI YISUMBUYE (D4, D5, D,6, D7, A2, S6, TVET)	YARANGIJE AMASHURI MAKURU Y'IMYUGA (IPRC)	KAMINUZA (A1, Bachelors, Masters, PhD)
31.4%	49.2%	5.6%	10.8%	0.2%	2.8%

Aho byavuye: Anketi ya RGB, 2020

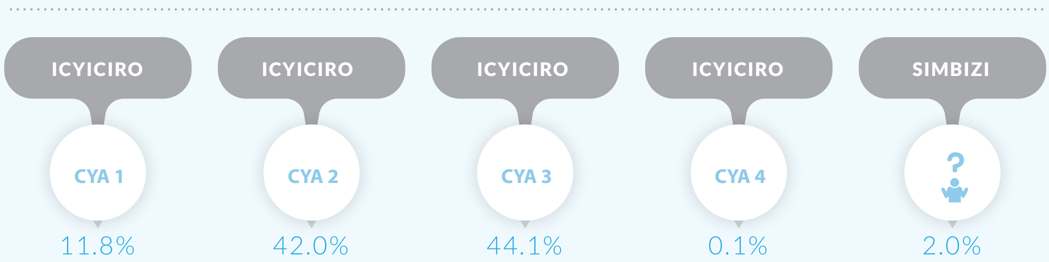
Ishusho 3: Abaturage babajijwe hakurikijwe umurimo bakora

ARI MU KIRUHUKO CY'IZABUKURU	UMUKOZI UTARI UWA LETA	UMUKOZI WA LETA	UMUCURUZI	UMUNYABUKORIKORI
0.5%	5.0%	2.2%	5.2%	4.0%

UMUHINZI/ UMWOROZI	UMUNYESHURI	NTAWO
71.9%	2.5%	8.7%

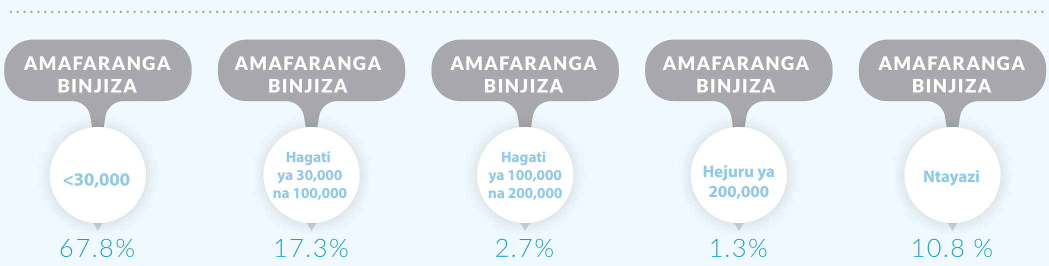
Aho byavuye: Anketi ya RGB, 2020

Ishusho 4: Abaturage babajijwe hakurikijwe icyiciro cy'ubudehe



Aho byavuye: Anketi ya RGB, 2020

Ishusho 5: Abaturage babajijwe hakurikijwe amafaranga binjiza ku kwezi



Aho byavuye: Anketi ya RGB, 2020

2.2 Ibyiciro byakoreweho ubushakashatsi

UBUKUNGU:

- Ubuhinzi
- Ubworozi
- Ibikorwaremezo
- Ikoranabuhanga n'itumanaho
- Ubutaka n'ibidukikije
- Urwego rw'abikorera

IMIBEREHO MYIZA Y'ABATURAGE

- Uburezi
- Ubuzima
- Isuku
- Gahunda zo kuzamura imibereho no kwita ku batishoboye
- Imibereho y'umuryango Nyarwanda

IMIYOBORERE

- Serivice zitangwa n'inzego z'ibanze
- Ubutabera
- Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi
- Umutekano
- Uruhare rw'abaturage mu bibakorerwa

1

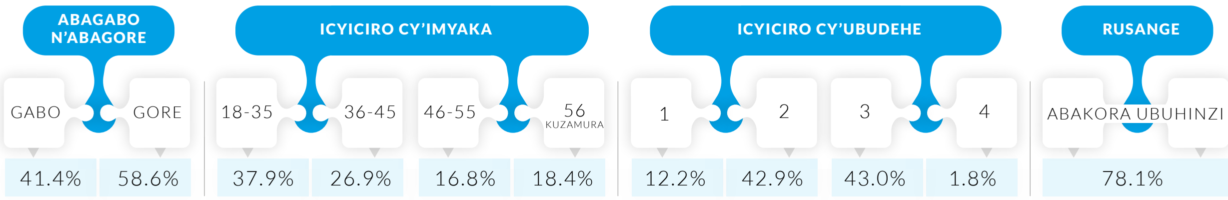
INKINGI Y'UBUKUNGU

1.1.UBUHINZI

1.1.1. Intangiriro

Kuri iki cyiciro habajijwe abaturage bakora ubuhinzi uko babona zimwe muri serivisi z'ubuhinzi arizo serivisi za agronome, serivisi z'abajyanama b'ubuhinzi, kubona ifumbire n'inyongeramusaruro ku gihe, kubona imbuto ku gihe, kubona isoko ry'umusaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi, kuhira imyaka , gukoresha imashini zihinga, kubona inguzanyo mu mabanki n'ibigo by'imari iciritse ku bahinzi no kurwanya indwara z'ibihingwa.

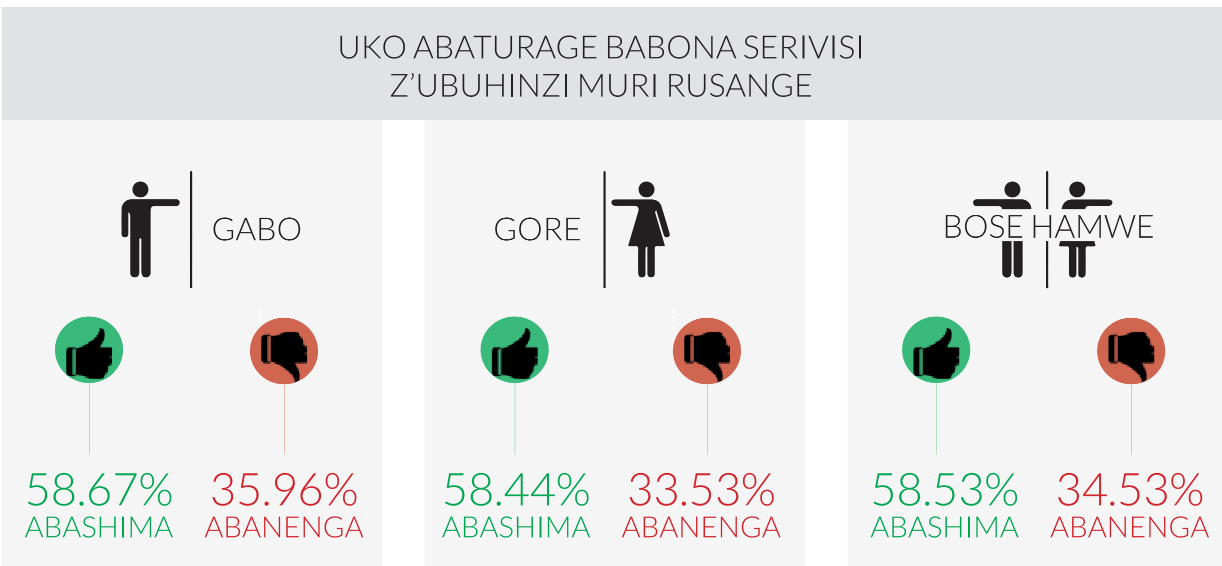
Ishusho 6: Abakora ubuhinzi hakurikijwe ibyiciro bitandukanye



Aho byavuye: Anketi ya RGB, 2020

Mu baturage babajijwe bose, abakora imirimo y'ubuhinzi bangana na 78.1%. Muri bo, abagore bangana na 58.6% naho abagabo bakaba 41.4%.

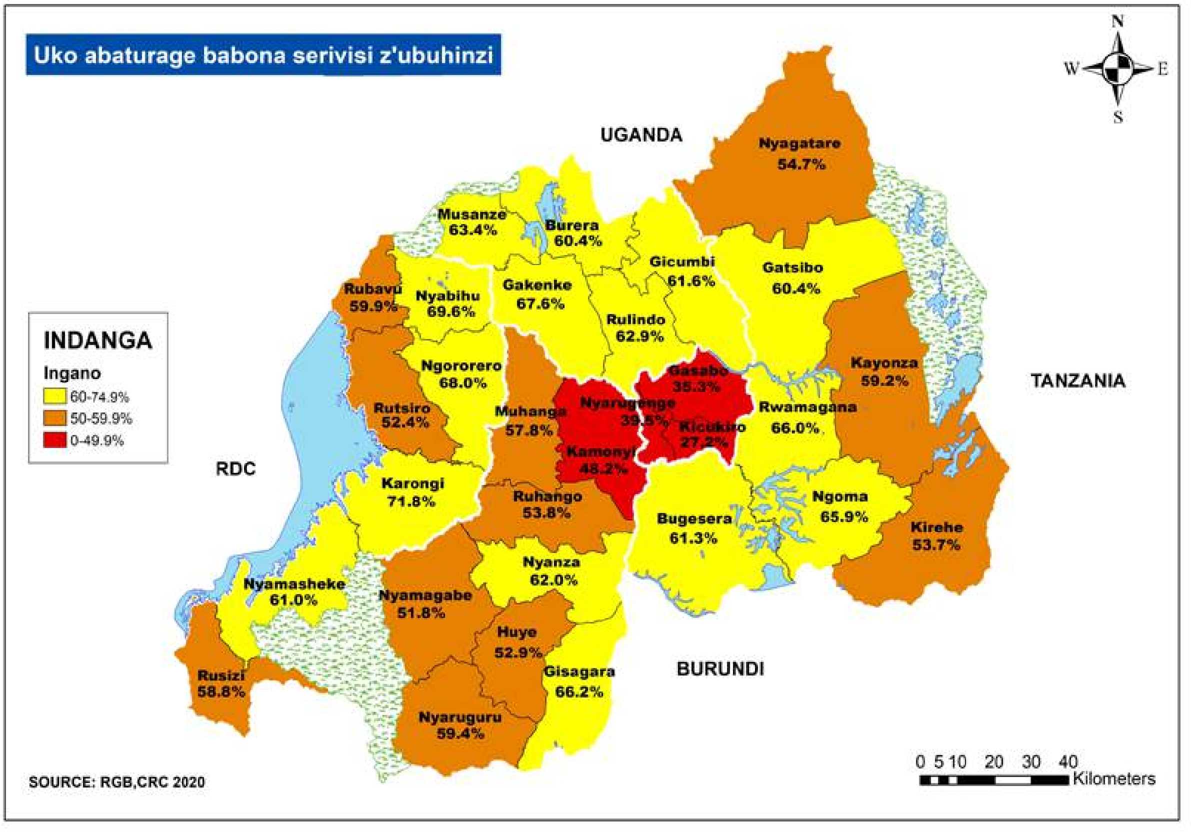
Ishusho 7: Uko abaturage babona serivisi z'ubuhinzi muri rusange



Aho byavuye: Anketi ya RGB, 2020

Serivisi z'ubuhinzi muri CRC ya 2020 zishimwa ku gipimo cya 58.5% zikanengwa ku gipimo cya 34.5%. Mu bagabo bakora ubuhinzi, abashima serivisi z'ubuhinzi muri rusange ni 58.7% kuri 35.9% bazinenga. Ku ruhande rw'abagore, abashima izo serivisi ni 58.4% naho abazinenga bakaba ku gipimo cya 33.5%.

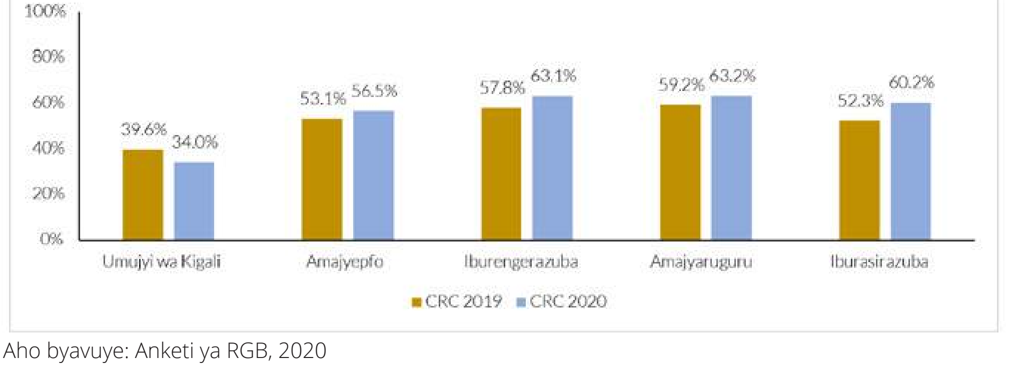
Ikarita 3: Uko abaturage babona serivisi bahabwa mu buhinzi



Abaturage bo mu turere twose two mu Ntara y'Amajyaruguru barashima ubuhinzi ku bipimo biri hejuru ya 60%. Nk'uko ubu bushakashatsi bwabigaragaje, 20.1% by'ababajijwe nibo bakora ubuhinzi mu Mujyi wa Kigali, ibi bikaba bifitanye isano n'imiterere y'umujyi. Nyamara n'ababukora bashima serivisi bahabwa ku gipimo kiri munsi ya 40%, aho nko mu karere ka Kicukiro kari kuri 27.2% nubwo mu Mujyi wa Kigali hari abakozi bashinzwe ubuhinzi nk'ahandi hose mu gihugu. Byongeye kandi, mu Mujyi wa Kigali, serivisi za agoronome zinengwa ku gipimo cya 66.5%, kikaba aricyo kiri hejuru ugereranije no mu zindi ntara. Biragaragara ko abaturage bakora ubuhinzi mu Mujyi wa Kigali batagezwaho serivisi z'ubuhinzi uko bikwiye.

1.1.2. Serivisi z'ubuhinzi hakurikijwe Intara n'Umujyi wa Kigali

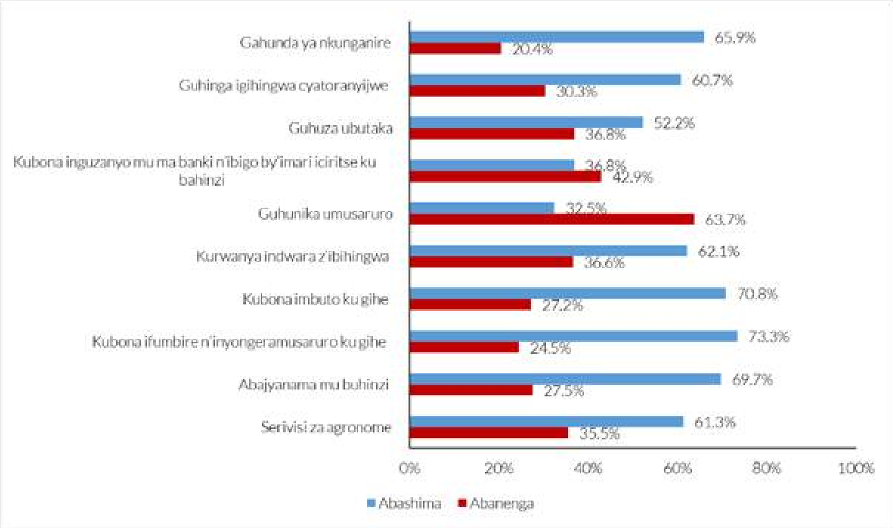
Ishusho 8: Uko abaturage bashima serivisi z'ubuhinzi hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

1.1.3. Uko abaturage babona serivisi zitandukanye zo mu buhinzi

Ishusho 9: Uko abaturage babona serivisi zitandukanye mu buhinzi



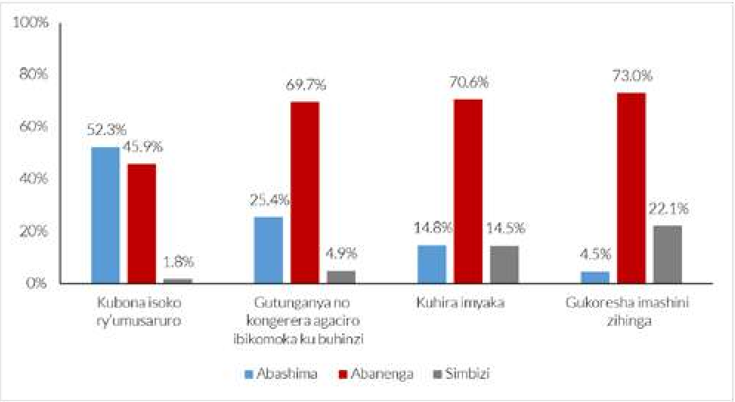
Aho byavuye: Anketi ya RGB, 2020

Abaturage bagaragaje ko guhunika umusaruro biri ku kigero cyo hasi, aho abashima bari ku gipimo cya 32.5% naho abanenga bakaba ku gipimo cya 63.7%. Abayobozi n'abakozi bo muri serivisi z'ubuhinzi bagaragaje imbogamizi zirimo ibikorwaremezo byo guhunika umusaruro bidahagije hamwe n'imicungire itanoze y'ibihari.

Serivisi zo kubona inguzanyo mu mabanki n'ibigo by'imari iciriritse zinengwa ku gipimo cya 42.9%. Haracyagaragara kandi izindi mbogamizi zirimo imbuto n'inyongeramusaruro zitabonekera ku gihe; ubushobozi budahagije ndetse n'ubuke bw'abacuruzi b'inyongeramusaruro; abakozi bashinzwe ubuhinzi mu mirenge bategera abahinzi uko bikwiye.

Uko abaturage babona ibijyanye no kubona isoko ry'umusaruro, gukoresha imashine zihinga, gutunganya no kongera agaciro ibikomoka ku buhinzi, kuhira imyaka ndetse no kubona isoko ry 'umusruro, bigaragazwa n'ishusho ikurikira.

Ishusho 10: Uko abaturage babona serivisi zo guteza imbere ubuhinzi zisaba ubufatanye bw'inzego zitandukanye



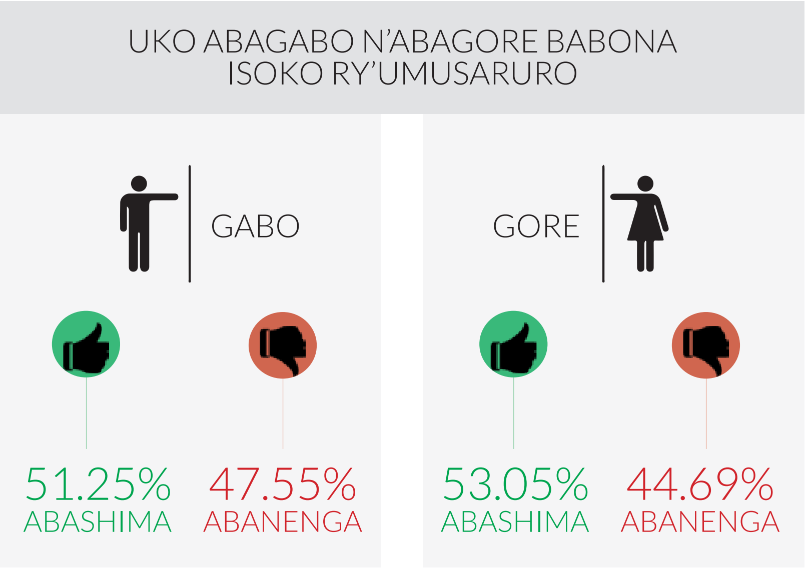
Aho byavuye: Anketi ya RGB, 2020

Biragaragara ko izi serivisi zo guteza imbere ubuhinzi zisaba ubufatanye bw'inzego zitandukanye zishimwa ku bipimo biri hasi cyane kuko uretse isoko ry'umusaruro rishimwa ku gipimo cya 52.3%, ibindi byose birashimwa ku bipimo biri munsi ya 30% mu gihe ibipimo by'abanenga biri hejuru ya 65%. Gukoresha imashini zihinga binengwa ku gipimo kiri hejuru ya 70% mu turere 24; muri two uturere 6 (Ruhango, Bugesera, Gisagara, Nyanza, Kicukiro, Gatsibo) turanenga ku gipimo kiri hejuru ya 90%. Mu turere twa Nyabihu na Burera abavuga ko batazi serivisi zo gukoresha imashini zihinga bari hejuru ya 95%. Bigaragara ko gukoresha imashini zihinga bitaranozwa henshi mu gihugu ndetse hakaba hari n'uturere tumwe zidakoreshwa. Kuhira imyaka binengwa ku gipimo kiri hejuru ya 70% mu turere 18; muri two uturere 4 (Ruhango, Gisagara, Nyanza, Kicukiro) turanenga ku gipimo kiri hejuru ya 90%. Mu turere twa Nyabihu na Burera abavuga ko batazi serivisi zo kuhira imyaka bari hejuru ya 65%. Bigaragara ko serivisi yo kuhira imyaka itaranozwa uko bikwiye.

Ku byerekeye isoko ry'umusaruro, abayobozi ndetse n'abakozi mu buhinzi mu nzego z'ibanze bagaragaje ko igiciro cy'umusaruro gihora gihindagurika bitewe n'ibihe kandi akenshi kikaba kitajyanye n'ibyo umuhinzi aba yashoye.

1.1.4. Uko abagabo n'abagore babona isoko ry'umusaruro

Ishusho 11: Uko abagabo n'abagore babona isoko ry'umusaruro



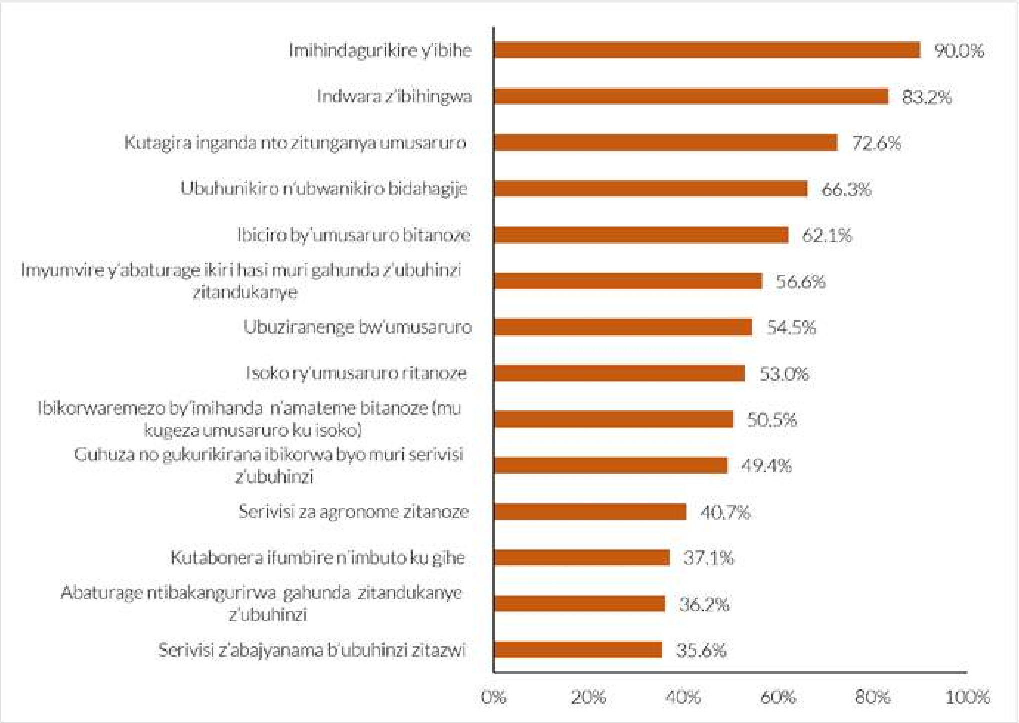
Aho byavuye: Anketi ya RGB, 2020

Muri rusange serivisi zo kubona isoko ry'umusaruro uturuka ku buhinzi zishimwa ku gipimo cya 52.3%. Abagore babajijwe bashima isoko ry'umusaruro ku gipimo cyo hejuru kurusha abagabo kuko barishima ku gipimo kingana na 53.05% mu gihe abagabo bo barishima kuri 51.25%.

1.1.5. Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi

Muri ubu bushakashatsi kandi abaturage babajijwe kuri zimwe mu nzitizi zikibangamira iterambere ry'ubuhinzi nk'uko biragaragazwa n'ishusho ikurikira:

Ishusho 12: Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi



Aho byavuye: Anketi ya RGB, 2020

Abaturage berekanye ko imihindagurikire y'ibihe, indwara z'ibihingwa ndetse no kutagira inganda nto zitunganya umusaruro ari zo nzitizi ziza ku isonga mu kubangamira iterambere ry'ubuhinzi. Ibi byagaragajwe no mu biganiro n'abayobozi hamwe n'abakozi bashinzwe ubuhinzi aho bemeza ko ibiza byangiza imyaka y'abaturage bigatuma umusaruro wari witezwe utagerwaho ndetse ko hari n'igihe umusaruro ubonekera rimwe ugapfa ubusa kuko uburyo bwo kuwutunganya no kuwubika budahagije ndetse hakaba hari n'aho butari.

1.1.6. IBYIFUZONAMA

- Kubaka ubushobozi n'ubufatanye mu guhangana n'imihindagurikire y'ibihe;
- Gushyira imbaraga mu gutuganya no kongerera agaciro ibikomoka ku buhinzi;
- Gushishikariza abikorera kubaka inganda nto zongera umusaruro w'ibikomoka ku buhinzi;
- Kunoza imikorere n'imikoranire y'inzego mu kwegereza abahinzi imashini zikoreshwa mu buhinzi no kuhira imyaka;
- Kwegereza abaturage ubwanikiro n'ubuhunikiro bw'umusaruro no kunoza imicungire yabwo;
- Kunoza isoko ry'umusaruro bigizwemo uruhare n'inzego zose bireba.

Imbonerahamwe 9:
Uko uturere duhagaze muri serivisi z'ubuhinzi mu myaka ibiri (2019-2020)

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)
1	Karongi	71.8%	56.1%	15.7%
2	Nyabihu	69.6%	61.4%	8.2%
3	Ngororero	68.0%	58.6%	9.4%
4	Gakenke	67.6%	61.9%	5.7%
5	Gisagara	66.2%	58.0%	8.2%
6	Rwamagana	66.0%	58.5%	7.5%
7	Ngoma	65.9%	60.6%	5.3%
8	Musanze	63.4%	57.6%	5.8%
9	Rulindo	62.9%	59.2%	3.7%
10	Nyanza	62.0%	52.7%	9.3%
11	Gicumbi	61.6%	56.0%	5.6%
12	Bugesera	61.3%	53.0%	8.3%
13	Nyamasheke	61.0%	59.6%	1.4%
14	Burera	60.4%	61.4%	-1.0%
15	Gatsibo	60.4%	49.3%	11.1%
16	Rubavu	59.9%	45.4%	14.5%
17	Nyaruguru	59.4%	65.5%	-6.1%
18	Kayonza	59.2%	43.0%	16.2%
19	Rusizi	58.8%	61.6%	-2.8%
20	Muhanga	57.8%	47.6%	10.2%
21	Nyagatare	54.7%	48.7%	6.0%
22	Ruhango	53.8%	41.7%	12.1%
23	Kirehe	53.7%	53.0%	0.7%
24	Huye	52.9%	50.3%	2.6%
25	Rutsiro	52.4%	61.9%	-9.5%
26	Nyamagabe	51.8%	55.6%	-3.8%
27	Kamonyi	48.2%	53.4%	-5.2%
28	Nyarugenge	39.5%	41.9%	-2.4%
29	Gasabo	35.3%	43.9%	-8.6%
30	Kicukiro	27.2%	32.9%	-5.7%
	IMPUZANDENGO	58.5%	55.0%	3.5%

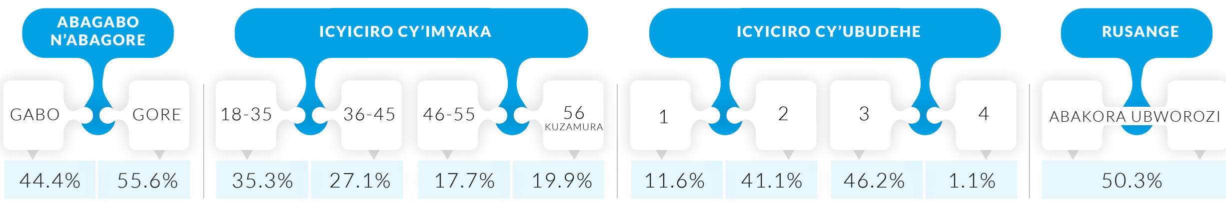
Aho byavuye: Anketi ya RGB, 2020

1.2. UBWOROZI

1.2.1. Intangiriro

Mu byiciro byakoreweho ubushakashatsi, harimo n'ubworozi nka rumwe mu nzego zitaweho muri gahunda za Leta zifasha mu kuzamura ubukungu n'imibereho myiza y'abaturage. Abakora imirimo igendanye n'ubworozi babajijwe kuri ibi bikurikira: Serivisi zo gutera intanga, ubuvuzi bw'amatungo, gukumira indwara z'amatungo, serivisi za veterineri, kubona isoko ry'amata n'iry'ibindi bikomoka ku bworozi ndetse no gutunganya no kongerera agaciro ibikomoka ku bworozi.

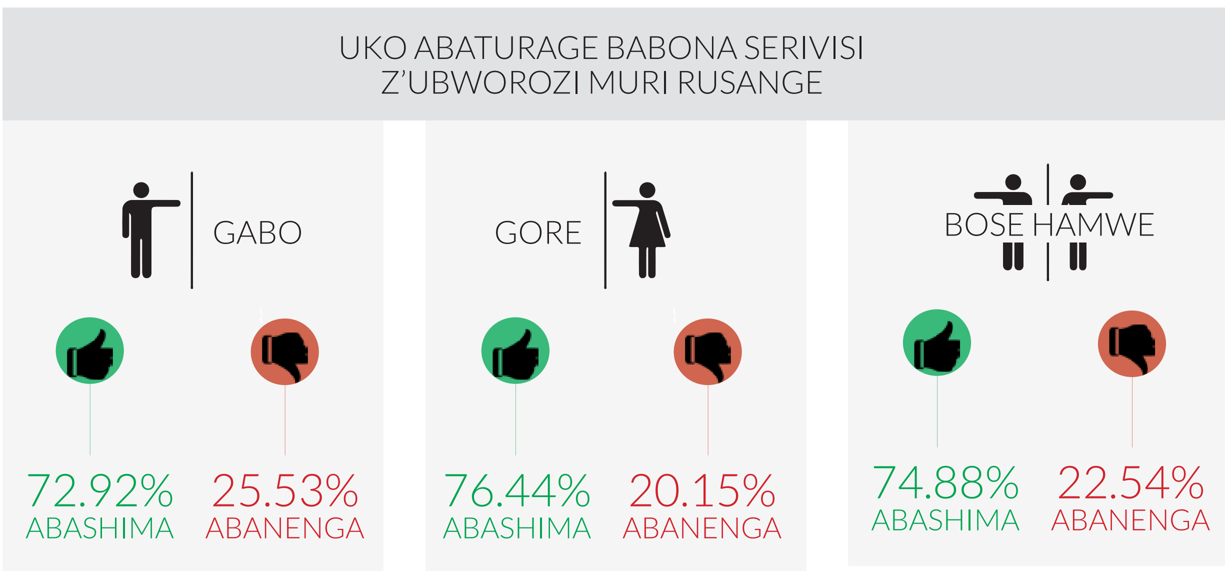
Ishusho 13: Abaturage bakora imirimo y'ubworozi



Aho byavuye: Anketi ya RGB, 2020

Abaturage babajijwe bakora imirimo y'ubworozi bangana na 50.3% ari nabo ijanisha rikurikira rishingiyeho. Muri bo, abagore bangana na 55.6% naho abagabo ni 44.4%. Turebye ibyiciro by'imyaka, dusanga abenshi bangana na 35.3% bakora ubworozi bari hagati y'imyaka 18 na 35, naho abaturage bari mu cyiciro cya gatatu cy'ubudehe nibo benshi mu bakora imirimo y'ubworozi kuko bari ku gipimo cya 46.2%.

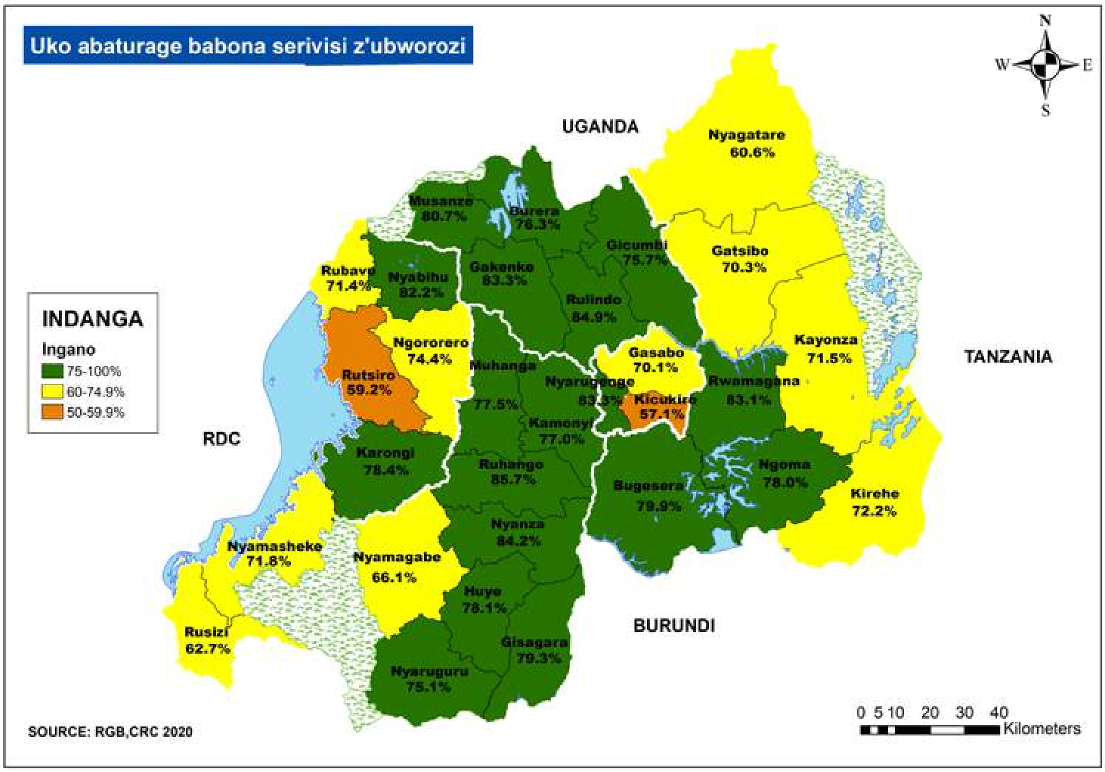
Ishusho 14: Uko abaturage babona serivisi z'ubworozi muri rusange



Aho byavuye: Anketi ya RGB, 2020

Serivisi z'ubworozi zishimwa ku gipimo cya 74.9% mu gihe abazinenga bari ku gipimo cya 22.5%. Mu bagabo bakora ubworozi abashima ni 72.9% mugihe abanenga ari 25.5%. Ku rundi ruhande, 76.4% by'abagore bakora imirimo ijyanye n'ubworozi bashima serivisi bahabwa mu gihe abazinenga bari ku gipimo cya 20.2%.

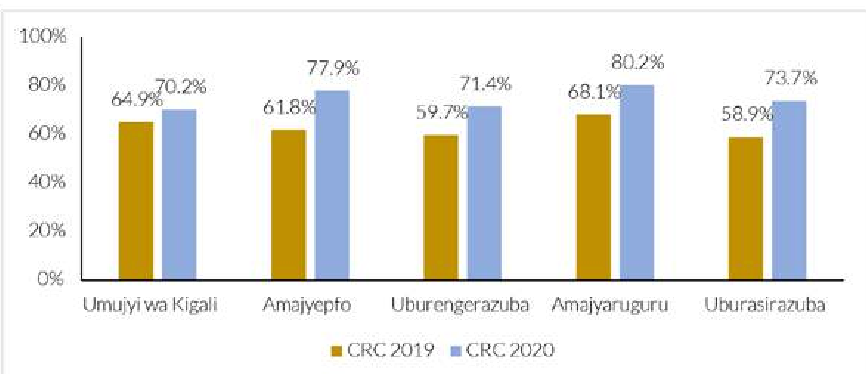
Ikarita 4: Uko abaturage babona serivisi z'ubworozi muri rusange



Abaturage bo mu turere 18 bashima serivisi z'ubworozi nibura ku gipimo cya 75%. Akarere ka Ruhango niko kari ku isonga mu gushima serivisi z'ubworozi ku gipimo cya 85.7% naho ibipimo biri hasi ni iby'uturere twa Rutsiro (59.2%) na Kicukiro (57.1%). Bigaragara ko zimwe mu mpamvu zatumye utu turere tuza inyuma mu gushima serivisi z'ubworozi ari serivisi za veterineri no gukumira indwara z'amatungo zishimwa ku gipimo cyo hasi.

1.2.2. Serivisi z'ubworozi hakurikijwe Intara n'Umujyi wa Kigali

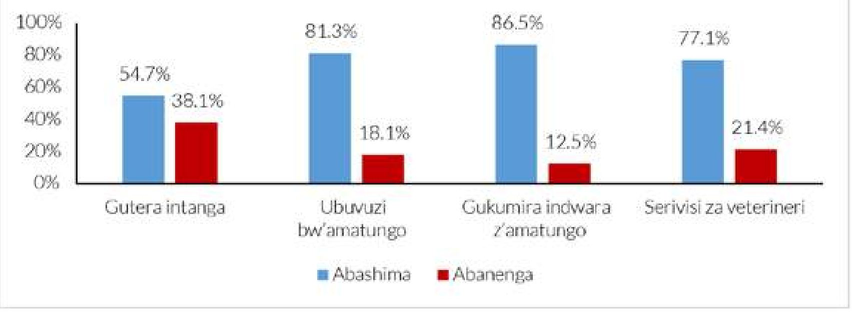
Ishusho 15: Uko abaturage babona serivisi z'ubworozi hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

1.2.3. Uko abaturage bishimiye serivisi zitandukanye z'ubworozi

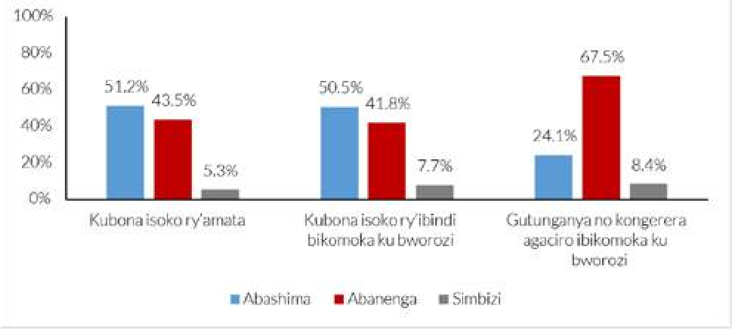
Ishusho 16: Uko abaturage bishimiye serivisi zitadukanye z'ubworozi



Aho byavuye: Anketi ya RGB, 2020

Serivisi z'ubworozi zishimwa kurusha izindi ni ugukumira indwara z'amatungo, n'ubuvuzi bw'amatungo. Ku rundi ruhande, serivisi yo gutera intanga ni yo inengwa kurusha izindi ku gipimo cya 38.1%. Uturere dutatu (Rutsiro, Nyamagabe , Rusizi) nitwo dufite abanenga serivisi zo gutera intanga kurusha ahandi ku gipimo kiri hejuru ya 50%. Zimwe mu mpamvu zagaragajwe harimo ubuke bw'abatanga izo serivisi ndetse n'ibikoresho byo kubika intanga bidahagije. Hagaragajwe kandi ko abaveterineri batoroherezwa uko bikwiye mu buryo bwo kugera ku baturage.

Ishusho 17: Uko abaturage babona serivisi zo guteza imbere ubworozi zihuriweho n'inzego zitandukanye



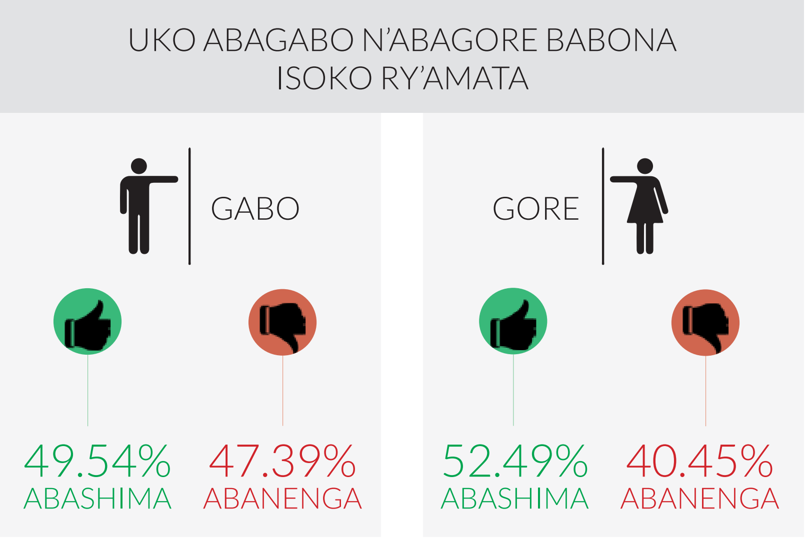
Aho byavuye: Anketi ya RGB, 2020

Serivisi yo gutunganya no kongerera agaciro ibikomoka ku bworozi niyo inengwa kurusha izindi ku gipimo cya 67.5% mu gihe kubona isoko ry'amata n'ibindi bikomoka ku bworozi binengwa ku gipimo cya 43.5% na 41.8%.

Abayobozi n'abakozi bakurikiranira hafi ubworozi, bagaragaje ko zimwe mu mpamvu zituma izi serivisi zitishimirwa ku kigero gikwiriye harimo amabagiro yujuje ibisabwa akiri make ndetse n'inganda nto zo gutunganya umusaruro ukomoka ku bworozi zidahagije, amakusanyirizo y'amata ataregerezwa aborozi uko bikwiye, ubuziranenge bw'amata ndetse n'imicungire y'amakusanyirizo itanoze bityo bikaba biteza igihombo ku bakorana nayo.

1.2.4. Uko abagabo n'abagore babona isoko ry'amata

Ishusho 18: Uko abagabo n'abagore babona isoko ry'amata



Aho byavuye: Anketi ya RGB, 2020

Serivisi zo kubona isoko ry'amata zishimwa ku gipimo cya 51.2% zikanengwa ku gipimo cya 43.5%. Abagabo bakora ubworozi bashima ku gipimo cya 49.54% mu gihe abagore bo bashima izi serivisi ku gipimo cya 52.49%.

1.2.5. Inzitizi zigaragara muri serivisi z'ubworozi

Ishusho 19: Inzitizi zigaragara muri serivisi z'ubworozi

Aho byavuye: Anketi ya RGB, 2020

Inzitizi zagaragajwe kurusha izindi ni indwara z'amatungo n'uburyo butanoze bwo gutunganya no guhunika ibiryo by'amatungo.

1.2.6. IBYIFUZONAMA

- Konoza ingamba mu gukumira, kwirinda no guhangana n'indwara z'amatungo;
- Kongerera aborozi ubumenyi bwo kwita ku matungo;
- Kunoza uburyo bwo gutunganya no guhunika ibiryo by'amatungo;
- Gushyira imbaraga mu gutunganya no kongerera agaciro ibikomoka ku matungo.

Imbonerahamwe 10:
Uko uturere duhagaze muri serivisi z'ubworozi mu myaka ibiri (2019-2020)

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Ruhango	85.7%	67.1%	▲	18.6%
2	Rulindo	84.9%	76.2%	▲	8.7%
3	Nyanza	84.2%	64.9%	▲	19.3%
4	Nyarugenge	83.3%	65.9%	▲	17.4%
5	Gakenke	83.3%	68.9%	▲	14.4%
6	Rwamagana	83.1%	61.3%	▲	21.8%
7	Nyabihu	82.2%	62.5%	▲	19.7%
8	Musanze	80.7%	55.9%	▲	24.8%
9	Bugesera	79.9%	74.1%	▲	5.8%
10	Gisagara	79.3%	61.9%	▲	17.4%
11	Karongi	78.4%	66.3%	▲	12.1%
12	Huye	78.1%	62.0%	▲	16.1%
13	Ngoma	78.0%	57.7%	▲	20.3%
14	Muhanga	77.5%	57.9%	▲	19.6%
15	Kamonyi	77.0%	72.9%	▲	4.1%
16	Burera	76.3%	69.5%	▲	6.8%
17	Gicumbi	75.7%	69.8%	▲	5.9%
18	Nyaruguru	75.1%	60.0%	▲	15.1%
19	Ngororero	74.4%	57.8%	▲	16.6%
20	Kirehe	72.2%	58.0%	▲	14.2%
21	Nyamasheke	71.8%	59.9%	▲	11.9%
22	Kayonza	71.5%	53.8%	▲	17.7%
23	Rubavu	71.4%	53.3%	▲	18.1%
24	Gatsibo	70.3%	51.4%	▲	18.9%
25	Gasabo	70.1%	72.1%	▼	-2.0%
26	Nyamagabe	66.1%	48.1%	▲	18.0%
27	Rusizi	62.7%	49.8%	▲	12.9%
28	Nyagatare	60.6%	56.3%	▲	4.3%
29	Rutsiro	59.2%	68.1%	▼	-8.9%
30	Kicukiro	57.1%	56.8%	▲	0.3%
IMPUZANDENGO		74.9%	62.7%	▲	12.2%

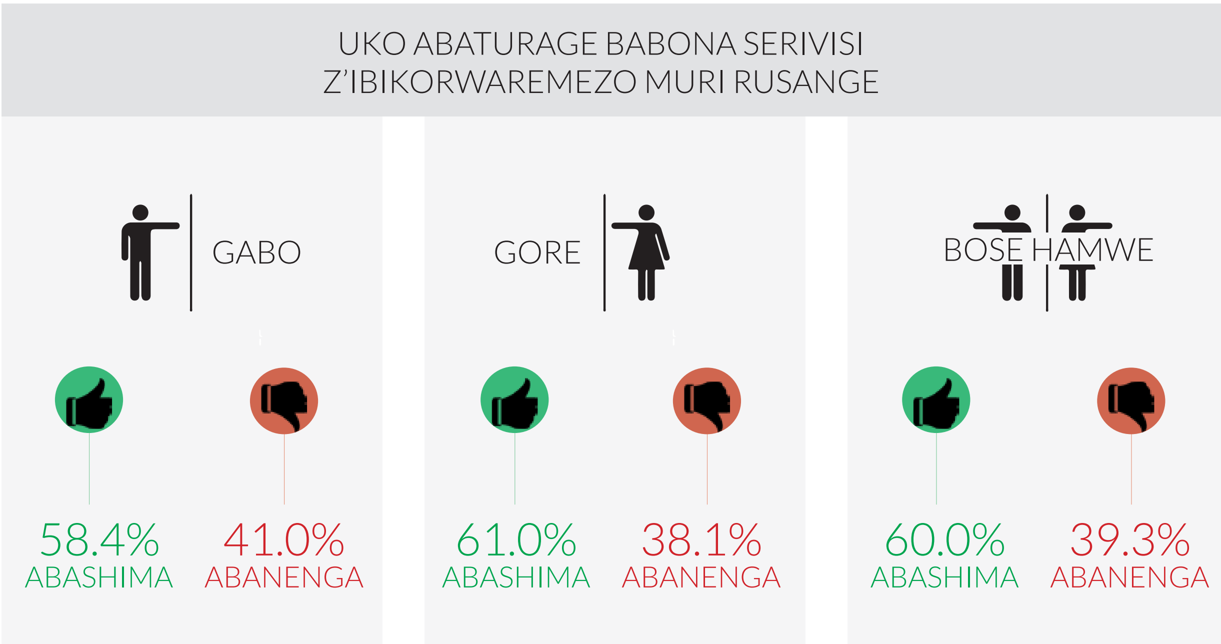
Aho byavuye: Anketi ya RGB, 2020

1.3. IBIKORWAREMEZO

1.3.1. Intangiriro

Ibikorwaremezo bihagije kandi bimeze neza biri mu byihutisha iterambere ry'Igihugu. Ubu bushakashatsi bwibanze kuri serivisi z'ibikorwaremezo zikurikira: amazi, amashanyarazi ndetse n'imihanda n'amateme.

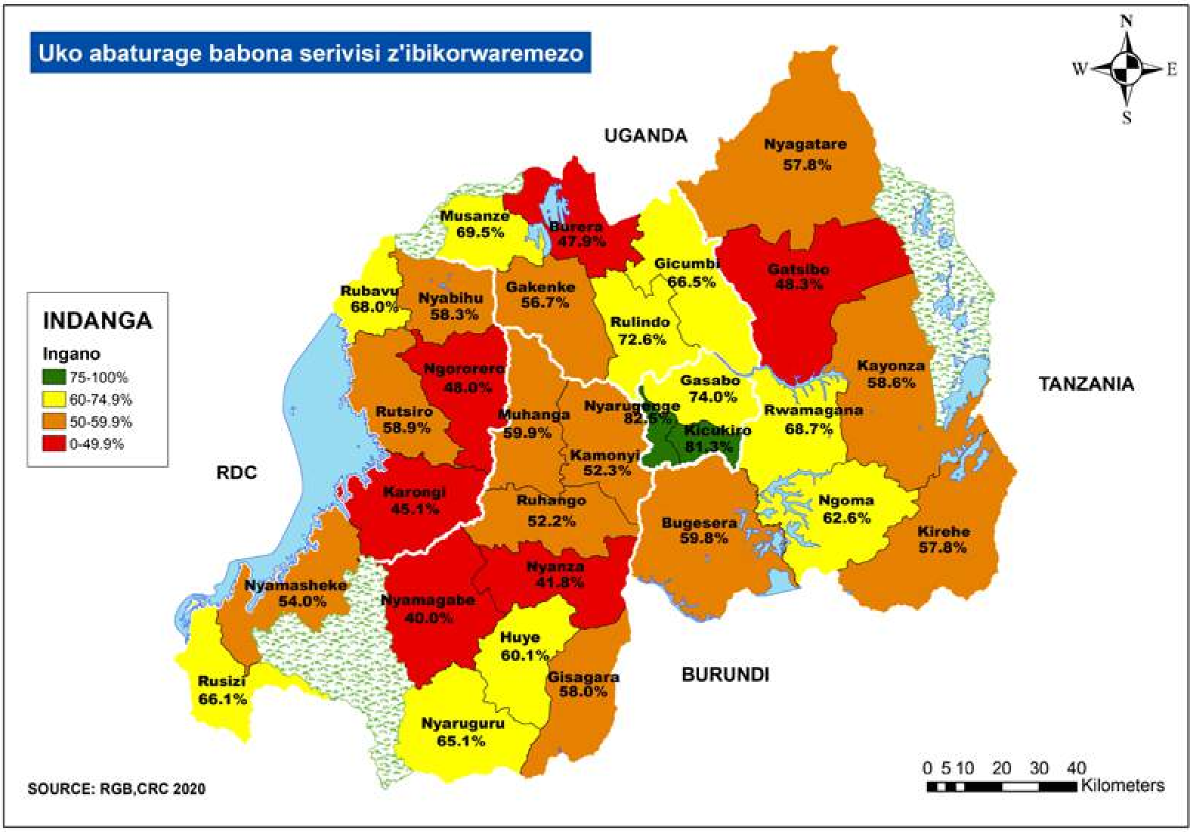
Ishusho 20: Uko abaturage babona serivisi z'ibikorwaremezo muri rusange



Aho byavuye: Anketi ya RGB, 2020

Serivisi z'ibikorwaremezo zishimwa ku gipimo cya 60.0% naho abanenga ni 39.3%. Abagabo bashima ku gipimo cya 58.4% abanenga bakaba ku gipimo cya 41.0% naho abagore bashima kuri 61.0% abanenga bakaba ku gipimo cya 38.1%.

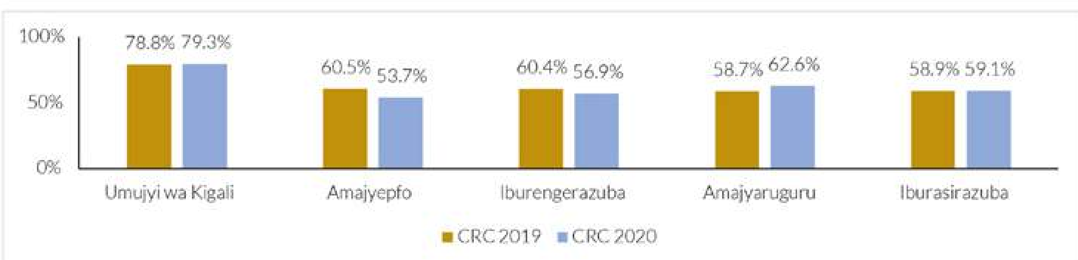
Ikarita 5: Uko abaturage babona serivisi z'ibikorwaremezo muri rusange



Uturere tubiri two mu Mujyi wa Kigali (Nyarugenge , Kicukiro) dushimwa ku gipimo kiri hejuru ya 80%. Akarere ka Nyamagabe niko kari hasi ku gipimo cya 40.0%.

I.3.2. Uko abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali

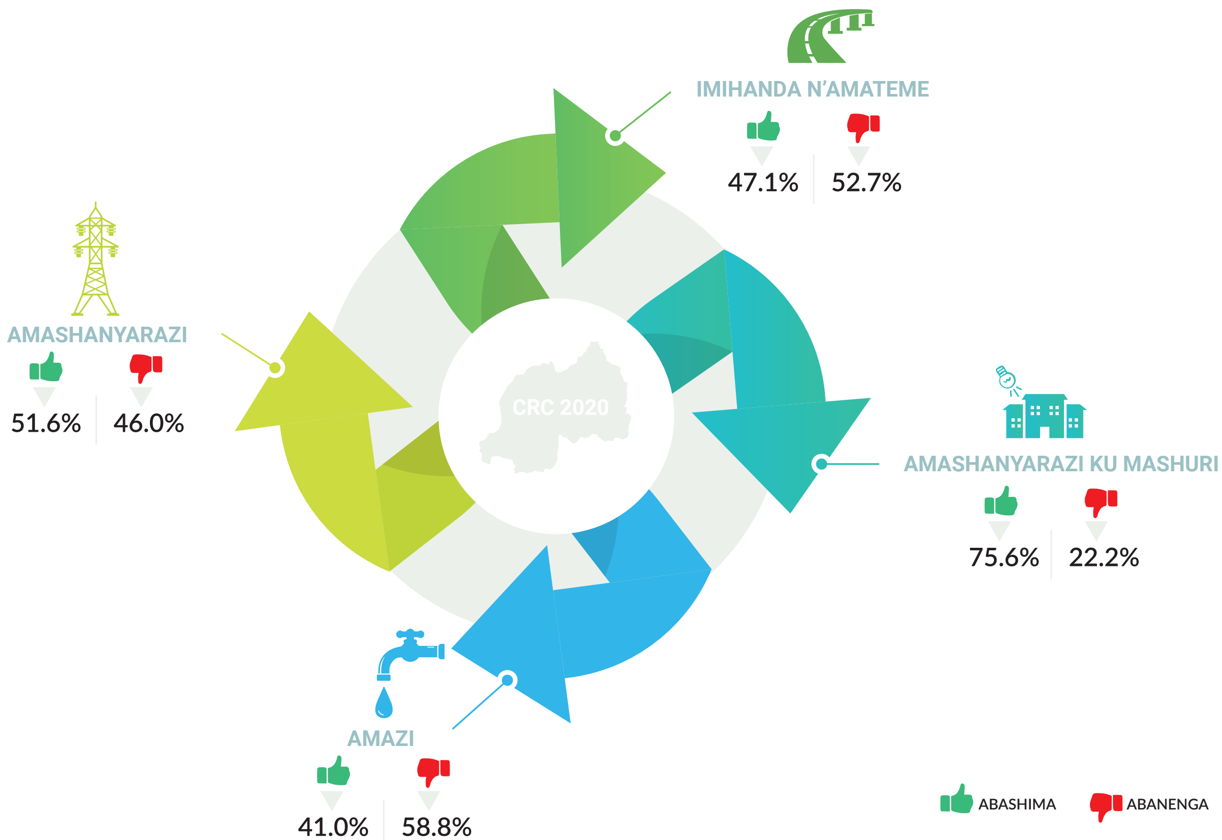
Ishusho 21: Uko abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

I.3.3. Serivisi z'ibikorwaremezo zakoreweho ubushakashatsi

Ishusho 22: Uko abaturage bishimiye serivisi zinyuranye bahabwa mu bikorwaremezo

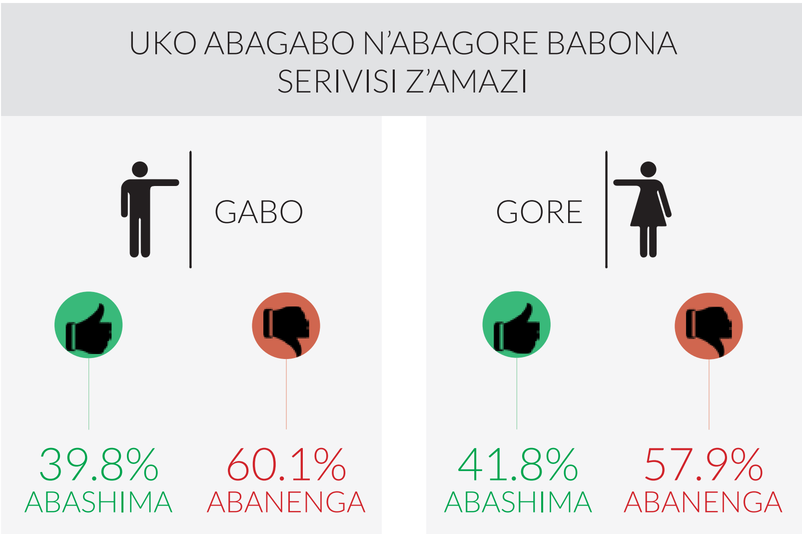


Aho byavuye: Anketi ya RGB, 2020

Ibikorwaremezo bishimwa muri rusange ku bipimo byo hasi, by'umwihariko serivisi z'amazi nizo zinengwa cyane ku gipimo cya 58.8%. Amashanyarazi ku mashuri, ashimwa ku gipimo cya 75.6% naho ibindi bikorwaremezo biranengwa ku gipimo kiri hejuru ya 46%. Abayobozi ndetse n'abakozi bashinzwe ibikorwaremezo, bagaragaje ko zimwe mu mbogamizi zirimo amazi meza ataregerezwa ku baturage uko bikwiye, ibura ry'amazi rya hato na hato, ibiza bitungurana bikangiza ibikorwaremezo ndetse n'ingengo y'imari yo kubisana iba itarateganijwe. Imihanda n'amateme bitameze neza cyane cyane mu bice by'icyaro bikaba inzitizi mu kugeza ku isoko umusaruro ukomoka ku buhinzi n'ubworozi ndetse n'ingengo y'imari idahagije mu kwegereza abaturage ibikorwaremezo.

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

Ishusho 23: Uko abagabo n'abagore babona serivisi z'amazi



Aho byavuye: Anketi ya RGB, 2020

Muri rusange, abaturage bashima serivisi z'amazi ku gipimo cya 41.0%. Nk'uko bigaragara haba ku bagabo no ku bagore, igipimo cyo kunenga kiri hejuru ya 57%.

1.3.5. IBYIFUZONAMA

- Kwihutisha gahunda yo kwegereza amazi meza abaturage nk'uko biteganyijwe muri gahunda ya Leta y'imyaka irindwi (NST1);
- Gukomeza kwegereza abaturage amashanyarazi, imihanda n'amateme 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 11:
Uko uturere duhagaze muri serivisi z'ibikorwaremezo mu myaka ibiri (2019-2020)

N°	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Nyarugenge	82.5%	82.0%	▲	0.5%
2	Kicukiro	81.3%	75.7%	▲	5.6%
3	Gasabo	74.0%	78.5%	▼	-4.5%
4	Rulindo	72.6%	61.8%	▲	10.8%
5	Musanze	69.5%	70.3%	▼	-0.8%
6	Rwamagana	68.7%	68.4%	▲	0.3%
7	Rubavu	68.0%	62.3%	▲	5.7%
8	Gicumbi	66.5%	58.9%	▲	7.6%
9	Rusizi	66.1%	70.7%	▼	-4.6%
10	Nyaruguru	65.1%	60.8%	▲	4.3%
11	Ngoma	62.6%	65.1%	▼	-2.5%
12	Huye	60.1%	63.4%	▼	-3.3%
13	Muhanga	59.9%	65.0%	▼	-5.1%
14	Bugesera	59.8%	54.5%	▲	5.3%
15	Rutsiro	58.9%	60.7%	▼	-1.8%
16	Kayonza	58.6%	56.2%	▲	2.4%
17	Nyabihu	58.3%	53.7%	▲	4.6%
18	Gisagara	58.0%	59.6%	▼	-1.6%
19	Kirehe	57.8%	63.6%	▼	-5.8%
20	Nyagatare	57.8%	54.7%	▲	3.1%
21	Gakenke	56.7%	53.0%	▲	3.7%
22	Nyamasheke	54.0%	60.3%	▼	-6.3%
23	Kamonyi	52.3%	62.0%	▼	-9.7%
24	Ruhango	52.2%	57.7%	▼	-5.5%
25	Gatsibo	48.3%	50.1%	▼	-1.8%
26	Ngororero	48.0%	57.1%	▼	-9.1%
27	Burera	47.9%	49.3%	▼	-1.4%
28	Karongi	45.1%	58.2%	▼	-13.1%
29	Nyanza	41.8%	56.7%	▼	-14.9%
30	Nyamagabe	40.0%	59.0%	▼	-19.0%
IMPUZANDENGO		60.0%	61.7%	▼	-1.7%

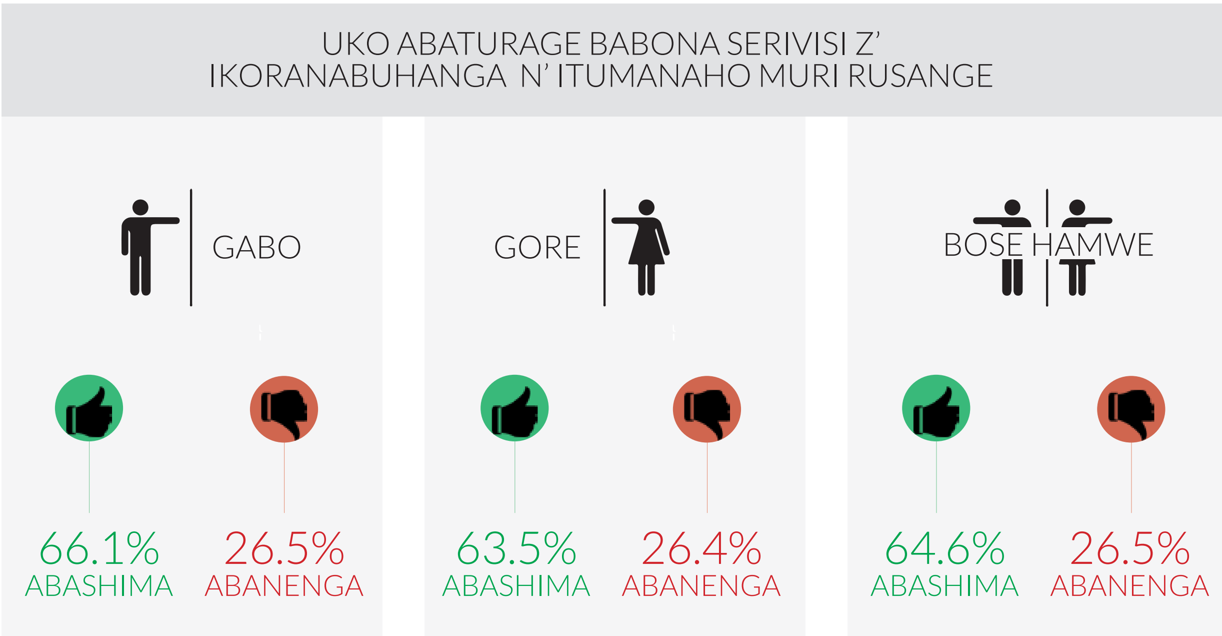
Aho byavuye: Anketi ya RGB, 2020

1.4. IKORANABUHANGA N'ITUMANAHO

1.4.1. Intangiriro

Nk'uko bikubiye muri gahunda ya Guverinoma y'imyaka irindwi (NST1), biteganyijwe ko mu mwaka wa 2024 serivisi zose zizaba zitangwa hifashishijwe ikoranabuhanga n'itumanaho. Ni muri urwo rwego ku nshuro ya mbere muri ubu bushakashatsi harebwe uko abaturage babona imiyoboro y'ikoranabuhanga n'itumanaho yifashishwa mu gutanga serivisi harimo interineti, telefoni, radiyo, ikoranabuhanga mu gutanga no gukurikirana ikirego (IECMS), ikoranabuhanga mu mashuri ndetse n'urubuga rw'Irembo.

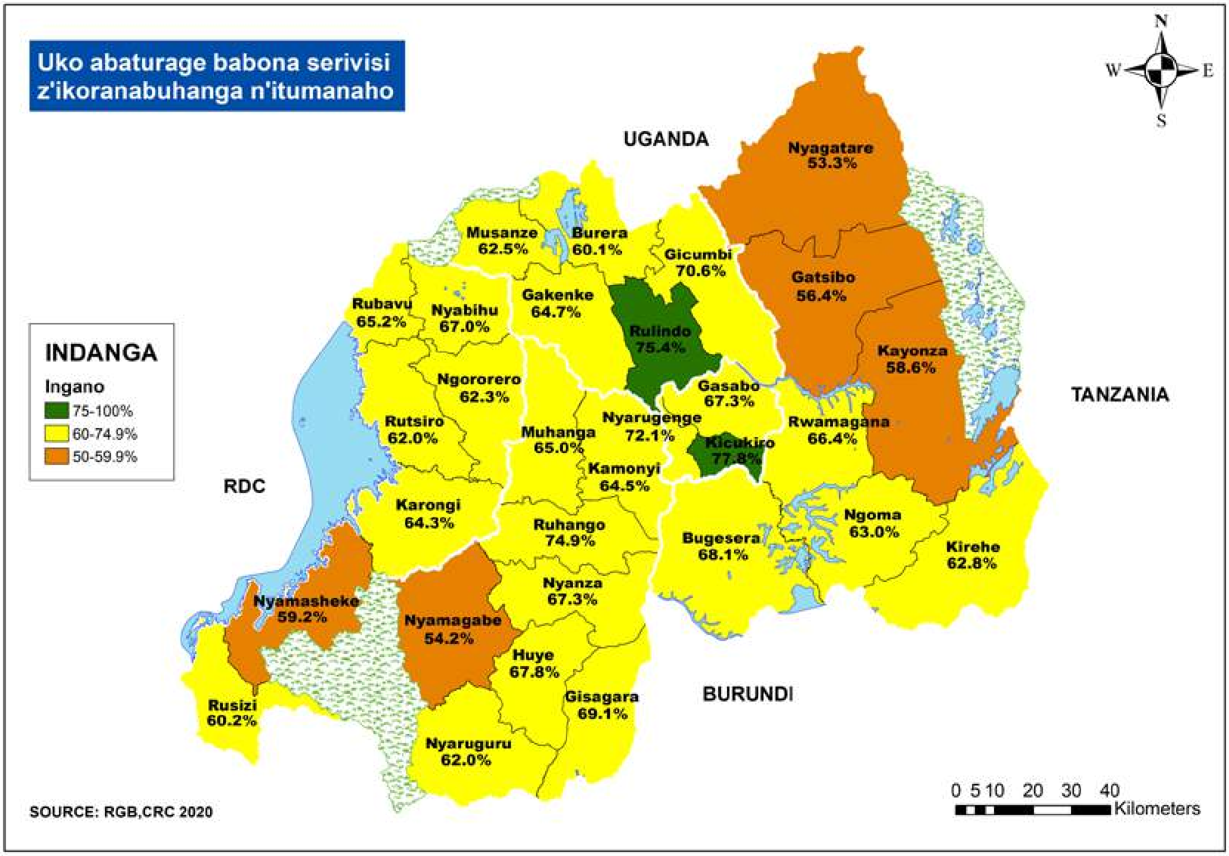
Ishusho 24: Uko abaturage babona serivisi z' ikoranabuhanga n' itumanaho muri rusange



Aho byavuye: Anketi ya RGB, 2020

Muri rusange, serivisi z'ikoranabuhanga n'itumanaho zishimwa ku gipimo cya 64.6% zikanengwa ku gipimo cya 26.5%. Abagabo bashima ku gipimo cya 66.1%, bakazinenga ku gipimo cya 26.5%, naho abagore bashima ni 63.5%, abanenga ni 26.4%.

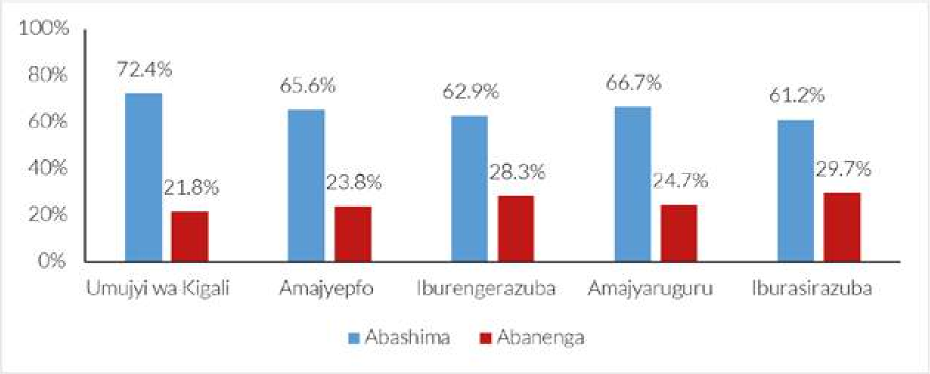
Ikarita 6: Uko abaturage bishimiye serivisi bahabwa mu ikoranabuhanga n'itumanaho muri rusange



Uturere twa Kicukiro na Rulindo nitwo tuza ku isonga mu gushima serivisi z'ikoranabuhanga n'itumanaho ku gipimo cya 77.8% na 75.4%, naho akarere ka Nyagatare niko gashimwa ku gipimo cyo hasi kingana na 53.3%.

1.4.2. Ikoranabuhanga n'itumanaho hakurikijwe Intara n'Umujyi wa Kigali

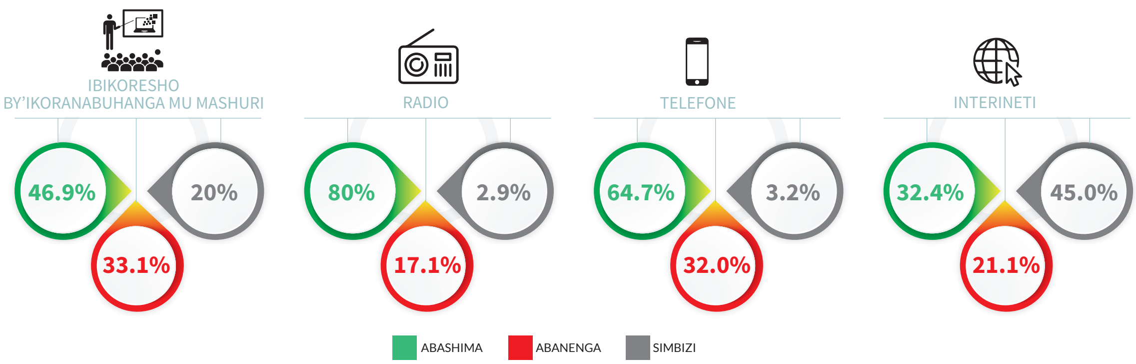
Ishusho 25: Uko abaturage babona serivisi z'ikoranabuhanga n'itumanaho ku rwego rw'Intara



Aho byavuye: Anketi ya RGB, 2020

1.4.3. Imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi

Ishusho 26: Uko abaturage babona imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi



Aho byavuye: Anketi ya RGB, 2020

Radiyo niwo muyoboro ushimwa cyane ku gipimo cya 80% ugakurikirwa na telefoni kuri 64.7% naho interineti niyo ishimwa ku gipimo cyo hasi kingana na 32.4%. Biragaragara ko radiyo na telefoni ariyo miyoboro ikoreshwa cyane n'abaturage naho interineti yo ikaba itazwi ku kigero cyo hejuru kingana na 45%. Mu cyiciro cy'imyaka iri hagati ya 18 na 35 niho higanje abanenga interineti kuri 51.2%. Uturere twa Nyaruguru na Nyamagabe nitwo tugaragaramo abatazi interineti benshi ku gipimo cya 73.7%. Mu Mujyi wa Kigali niho abatazi interineti bari ku gipimo cyo hasi kiri hagati ya 18% na 27% naho mu turere tw'imijyi yunganira Kigali abatazi interineti bari hagati ya 44% na 66%.

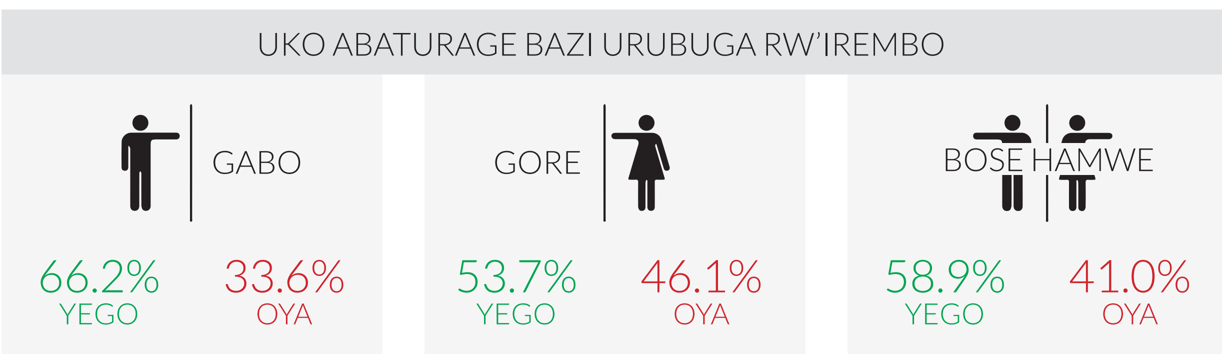
Zimwe mu mbogamizi zagaragaye mu biganiro n'abayobozi harimo ikoranabuhanga ritaragera ku baturage uko bikwiye, ibikorwaremezo by'ibanze nk'amashanyarazi bidahagije cyane cyane mu bice by'icyaro, ubumenyi bucye ku ikoreshwa ry'ikoranabuhanga ndetse n'itumanaho ritameze neza kuri telefoni na radiyo mu bice bimwe na bimwe.

1.4.4. Urubuga rw'Irembo

Urubuga rw'Irembo ni umuyoboro w'ikoranabuhanga washyizweho nk'uburyo bwo gufasha abaturage kubona serivisi za Leta mu buryo bworoshye, bunoze kandi bwizewe. Muri ubu bushakashatsi harebwe uko abaturage bazi urubuga rw'Irembo, uburyo barukoresha, uko babona serivisi zitangwa hifashishijwe Irembo ndetse n'inzitizi bahura nazo.

1.4.4.1. Abazi urubuga rw'Irembo

Ishusho 27: Uko abaturage bazi urubuga rw'Irembo.

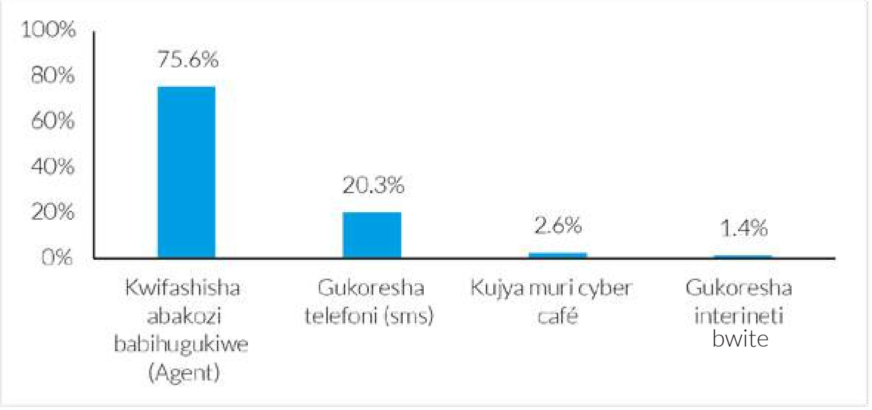


Aho byavuye: Anketi ya RGB, 2020

Biragaragara ko urubuga rw'Irembo ruzwi ku gipimo cya 58.9% mu gihe abataruzi ari 41%. Abagabo bazi urubuga rw'Irembo ni 66.2% naho abagore ni 53.7%.

1.4.4.2. Uburyo abaturage bakoresha kugira ngo bagere kuri serivisi z'irembo

Ishusho 28: Uburyo abaturage bakoresha kugira ngo bagere kuri serivisi z'Irembo

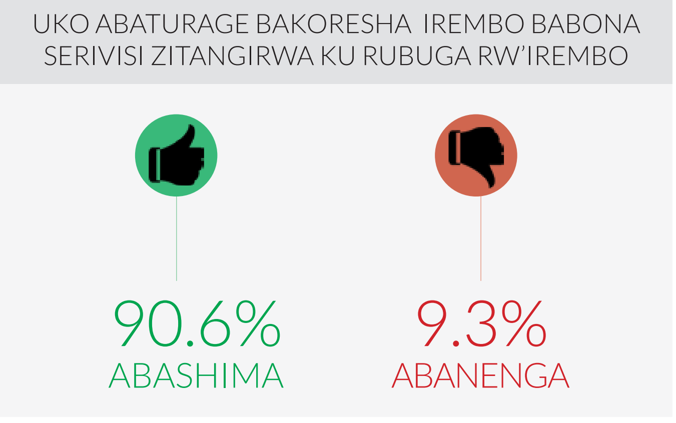


Aho byavuye: Anketi ya RGB, 2020

Biragaragara ko kwifashisha abakozi b'Irembo (agents) ari bwo buryo bukoreshwa na benshi mu kugera kuri serivisi zitangirwa ku Irembo mu gihe kujya muri cyber cafe no gukoresha interineti ari bwo buryo bukoreshwa na bacye.

1.4.4.3. Uko abaturage babona serivisi zitangirwa ku Irembo

Ishusho 29: Uko abaturage bakoresha Irembo babona serivisi zitangirwa ku rubuga rw'Irembo

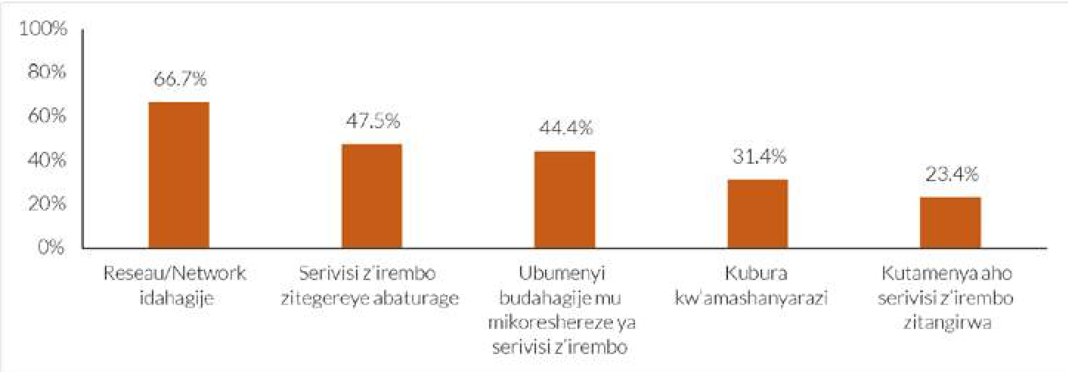


Aho byavuye: Anketi ya RGB, 2020

Abaturage bakoresha Irembo bashima ku gipimo cya 90.6%. Ibi bigaragaza ko urubuga rw'Irembo rufite uruhare rukomeye mu gutanga serivisi inoze binyuze mu ikoranabuhanga.

1.4.4.4. Inzitizi abaturage bahura nazo mu kugera kuri serivisi z'Irembo

Ishusho 30: Inzitizi abaturage bahura nazo mu kugera kuri serivisi z'Irembo



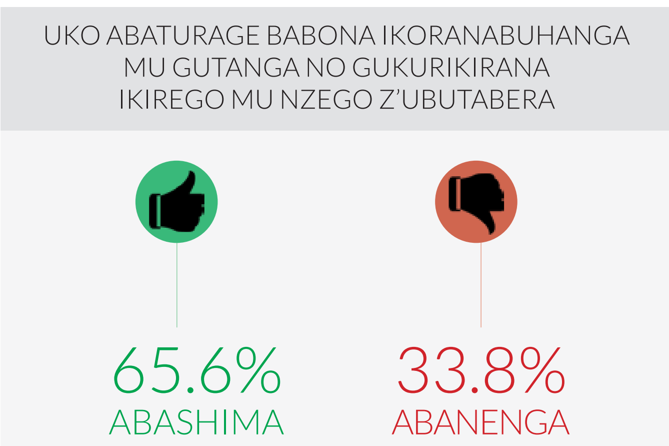
Aho byavuye: Anketi ya RGB, 2020

Inzitizi igaragazwa cyane n'abakoresha serivisi z'irembo ni reseau(network) idahagije, bikaba byarashimangiwe n'abatanga serivisi bemeje ko iyi ari inzitizi bahura nayo mu guha abaturage serivisi. Mu zindi nzitizi harimo gukora urugendo rurerure bagana ahatangirwa serivisi z'Irembo, kubura kw'amashanyarazi ndetse n'ubumenyi budahagije bwo kwisabira izo serivsi.

1.4.5. Ikoranabuhanga mu gutanga no gurikirana ikirego mu nzego z'ubutabera (IECMS)

Gutanga no gukurikirana ikirego mu nkiko hifashishijwe ikoranabuhanga ni urubuga rwashyizweho mu korohereza abaturage kugera kuri serivisi z'ubutabera.

Ishusho 31: uko abaturage babona ikoranabuhanga mu gutanga no gukurikirana ikirego mu nzego z'ubutabera



Aho byavuye: Anketi ya RGB, 2020

Abaturage bazi ikoranabuhanga mu gutanga no gukurikirana ikirego mu nzego z'ubutabera bashima ku gipimo cya 65.6% mu gihe 33.8% banenga. Icyakora, hagaragaye ko 41% by'abaturage bose babajijwe muri ubu bushakashatsi batazi ubu buryo bw'ikoranabuhanga mu gutanga no gukurikirana ikirego mu nzego z'ubutabera.

1.4.6. IBYIFUZONAMA

- Kongera ubukangurambaga n'amahugurwa ku baturage ku mikoreshereze y'ikoranabuhanga ry'ibanze mu gusaba no gutanga serivisi;
- Gukomeza kwegereza abaturage ibikorwaremezo by'ikoranabuhanga n'itumanaho, cyane cyane iminara n'imiyoboro ya interineti.
- Kunoza imikorere y'urubuga rw'Irembo no kurumenyekanisha.
- Kumenyekanisha imikoreshereze y'ikoranabuhanga mu gutanga no gukurikirana ikirego mu nzego z'ubutabera.

Imbonerahamwe 12:
Uko uturere duhagaze muri serivisi z'ikoranabuhanga n'itumanaho mu mwaka wa 2020

Nº	AKARERE	CRC 2020/AMANOTA (%)
1	Kicukiro	77.8%
2	Rulindo	75.4%
3	Ruhango	74.9%
4	Nyarugenge	72.1%
5	Gicumbi	70.6%
6	Gisagara	69.1%
7	Bugesera	68.1%
8	Huye	67.8%
9	Gasabo	67.3%
10	Nyanza	67.3%
11	Nyabihu	67.0%
12	Rwamagana	66.4%
13	Rubavu	65.2%
14	Muhanga	65.0%
15	Gakenke	64.7%
16	Kamonyi	64.5%
17	Karongi	64.3%
18	Ngoma	63.0%
19	Kirehe	62.8%
20	Musanze	62.5%
21	Ngororero	62.3%
22	Nyaruguru	62.0%
23	Rutsiro	62.0%
24	Rusizi	60.2%
25	Burera	60.1%
26	Nyamasheke	59.2%
27	Kayonza	58.6%
28	Gatsibo	56.4%
29	Nyamagabe	54.2%
30	Nyagatare	53.3%
IMPUZANDENGO		64.6%

Aho byavuye: Anketi ya RGB, 2020

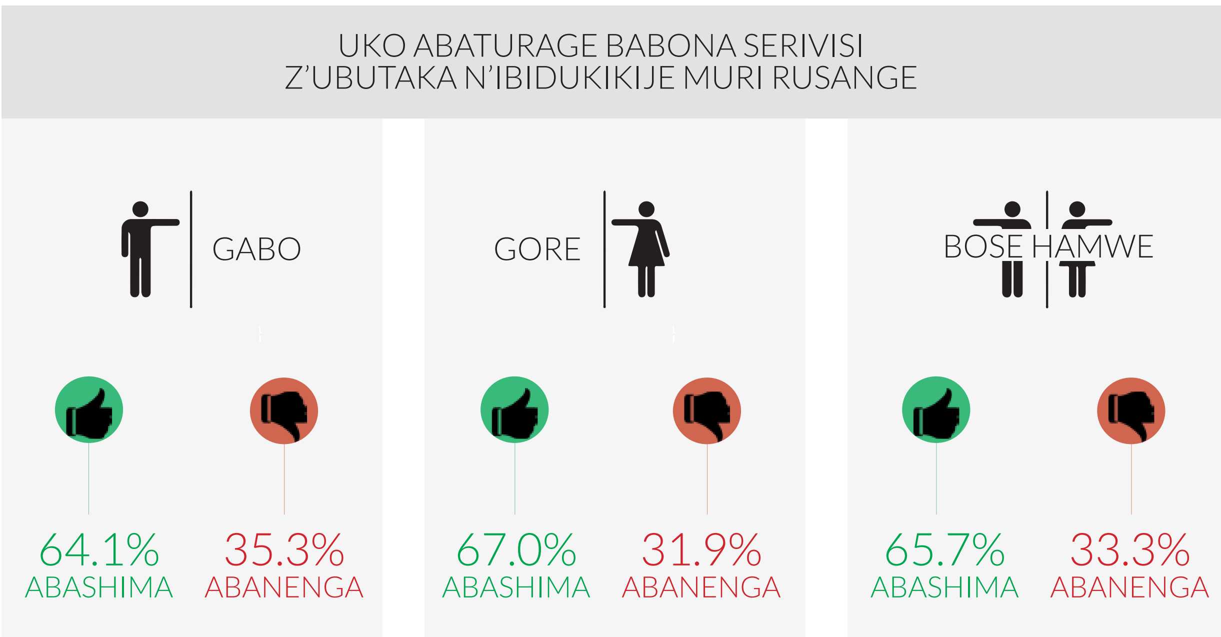
1.5. UBUTAKA N'IBIDUKIKIJE

1.5.1. Intangiriro

Serivisi z'ubutaka n'ibidukikije zikubiye mu bice bibiri: Icya mbere ni ikirebana n'ubutaka n'imiturire kirimo gutanga ibyangombwa by'ubutaka, kubona amakuru ku gishushanyo mbonera, gukumira imyubakire yo mu kajagari, gukumira imiturire yo mu manegeka, gutanga icyangombwa cyo gusana no kubaka, gutura mu midugudu n'ibikorwaremezo by'ibanze ahagenewe guturwa.

Igice cya kabiri kirebana n'ibidukikije harimo gufata neza amashyamba, kubahiriza metero zagenwe mu kubungabunga ibishanga, imigezi n'inzuzi, gusiba ibyobo ahacukuwe kariyeri ibumba n'amabuye y'agaciro ndetse no kurwanya isuri.

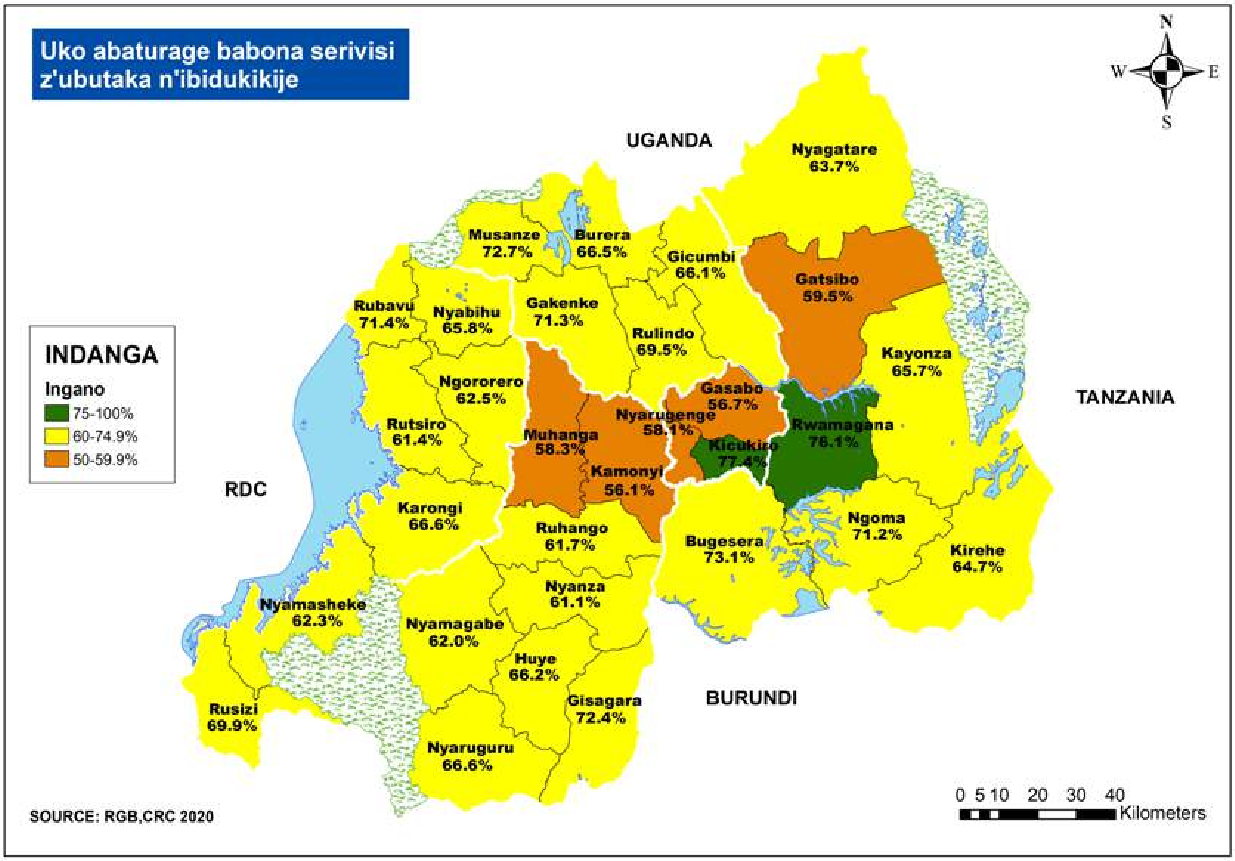
Ishusho 32: Uko abaturage babona serivisi z'ubutaka n'ibidukikije muri rusange



Aho byavuye: Anketi ya RGB, 2020

Abaturage bazi serivisi z'ubutaka n'imiturire bazishima ku gipimo cya 65.7% naho igipimo cy'abanenga ni 33.3%. Abagabo bashima serivisi z'ubutaka n'ibidukikije ku gipimo cya 64.1% bakazinenga kuri 35.3%. Ku rundi ruhande, abagore bishimiye izi serivisi ku gipimo cya 66.9% naho 31.9% nibo bazinenga.

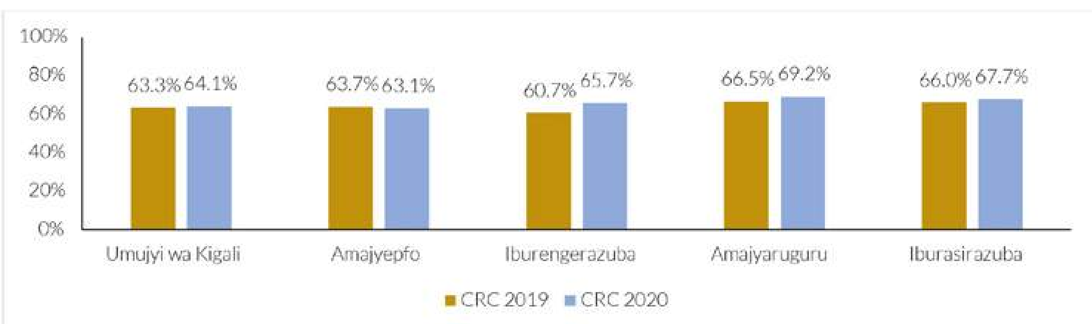
Ikarita 7: Uko abaturage bishimiye serivisi z'ubutaka n'ibidukikije



Mu turere twa Kicukiro na Rwamagana niho serivisi z'ubutaka n'ibidukikije zishimwa ku gipimo kiri hejuru ya 75% naho mu turere dutanu izi serivisi zishimwa ku gipimo kiri munsi ya 60% aho akarere ka Kamonyi ari ko gashima ku gipimo cyo hasi kingana na 56.1%.

1.5.2. Serivisi z'ubutaka n'ibidukikije hakurikijwe Intara n'Umujyi wa Kigali

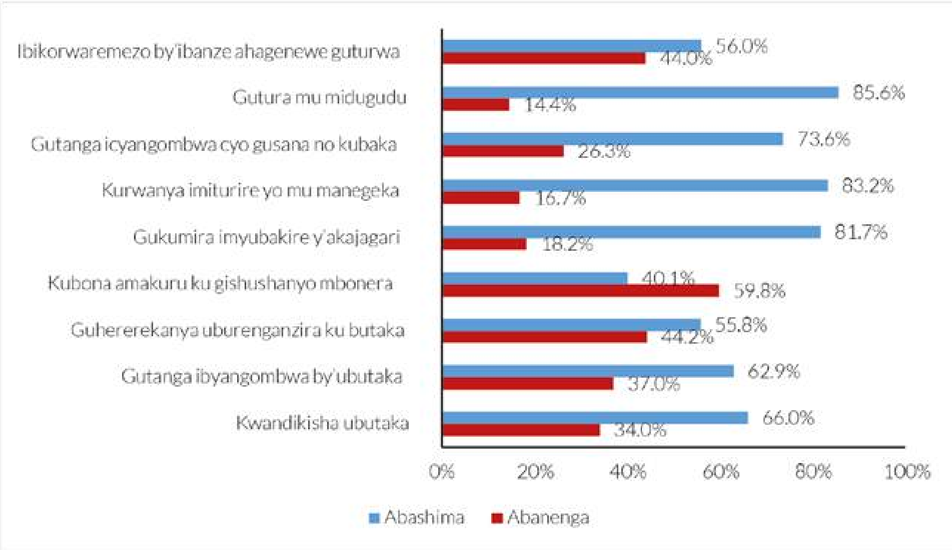
Ishusho 33: Serivisi z'ubutaka n'ibidukikije hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

1.5.3. Serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi

Ishusho 34: Uko abaturage babona serivisi z'ubutaka zakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2020

Muri ubu bushakashatsi, abaturage bafite amakuru kuri serivisi z'ubutaka n'imiturire bagaragaje ko gutura mu midugudu, kurwanya imiturire yo mu manegeka no gukumira imyubakire yo mu kajagari bishimwa cyane ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, kubona amakuru ku gishushanyo mbonera, guhererekanya uburenganzira ku butaka ndetse n'ibikorwaremezo by'ibanze ahagenewe guturwa nibyo abaturage banenga ku gipimo cyo hejuru ya 40%. Hafi uturere twose, abanenga ibirebana no kubona amakuru ku gishushanyo mbonera baruta abashima. Ibi bishingiye ku kuba igishushanyo mbonera kidahari cyangwa gihindagurika kenshi bityo bikabangamira ibikorwa byabo bishingiye ku gishushanyo mbonera.

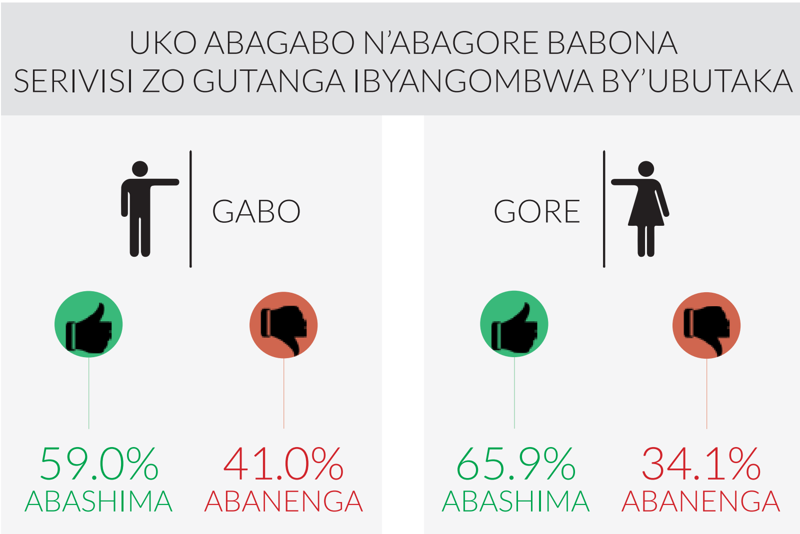
Ku bijyanye n'ibikorwaremezo by'ibanze ahagenewe guturwa, uturere twa Nyamagabe, Gatsibo na Burera nitwo dufite abanenga ku gipimo kiri hejuru ya 60%. Serivisi zo guhererekanya uburenganzira ku butaka, uturere twa Rwamagana, Ruhango, Bugesera na Ngoma bazinenga ku gipimo kiri hejuru ya 45%.

By'umwihariko mu turere tw'Umujyi wa Kigali niho abaturage bagaragaje ko batazi serivisi z'ubutaka ku rugero rwo hejuru. Hanagaragaye ko abagore ari bo benshi batazi serivisi z'ubutaka zirimo guhererekanya uburenganzira ku butaka ku gipimo kiri hejuru ya 69%, kwandikisha ubutaka hejuru ya 68% ndetse no gutanga icyangombwa cy'ubutaka ku gipimo kiri hejuru ya 67%.

Zimwe mu nzitizi zagaragajwe n'abayobozi ndetse n'abakozi b'uturere bashinzwe iki cyiciro ni ibiciro kuri serivisi z'ubutaka biri hejuru, kutabona amakuru ahagije arebana n'igishushanyo mbonera cy'imikoreshereze y'ubutaka, kuba hari aho ibishushanyo mbonera by'imiturire bitaraboneka bigatuma icyangombwa cyo kubaka kitaboneka, abakozi bashinzwe serivisi badahagije ndetse na interineti idahagije idindiza itangwa rya serivisi.

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

Ishusho 35: Uko abagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka

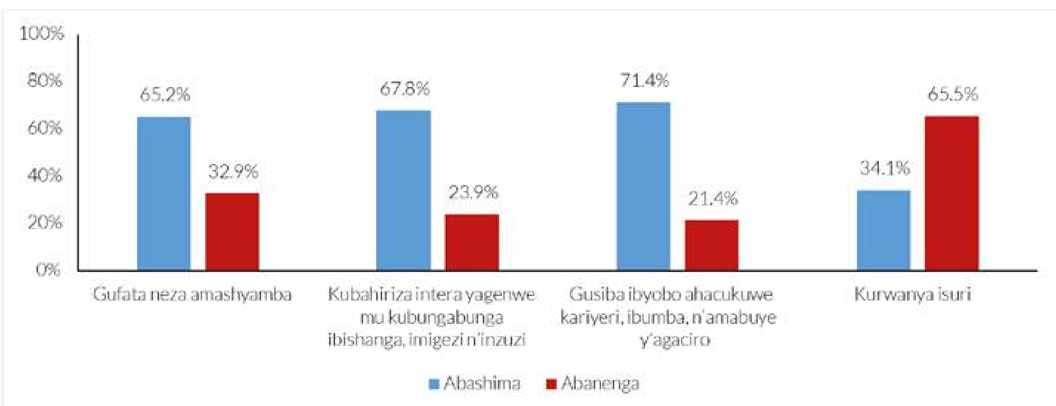


Aho byavuye: Anketi ya RGB, 2020

Serivisi zo gutanga ibyangombwa by'ubutaka zishimwa ku gipimo cya 62.9%. Abagabo bazishima ku gipimo cya 59.0% naho abagore bagashima kuri 65.9%.

1.5.5. Uko abaturage babona kubungabunga ibidukikije

Ishusho 36: Uko abaturage babona serivisi z'ibidukikije zakoreweho ubushakashatsi



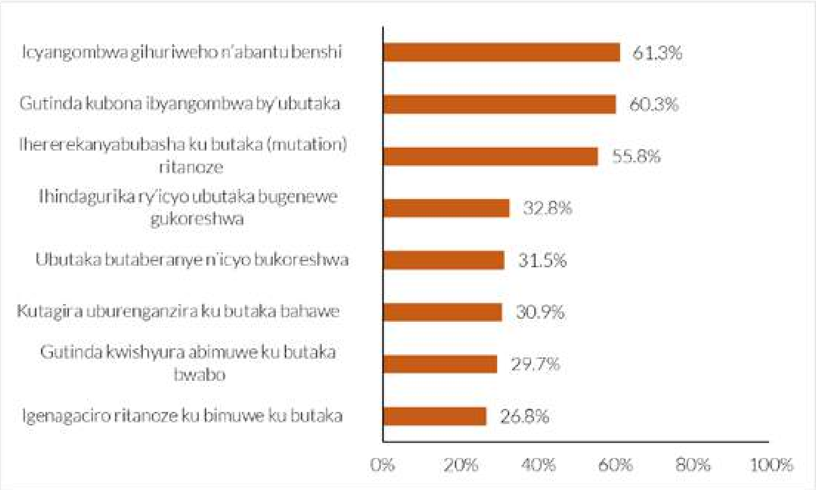
Aho byavuye: Anketi ya RGB, 2020

Ubushakashatsi bwagaragaje ko mu rwego rwo kubungabunga ibidukikije, gusiba ahacukuwe kariyeri, ibumba n'amabuye y'agaciro aribyo abaturage bashima ku gipimo kiri hejuru ya 70%. Kurwanya isuri nibyo abanenga bari ku gipimo kiri hejuru cya 65.5%. Inzitizi yagaragajwe ikaba ari ibiza bitera imyuzure n'inkangu bituruka ahanini ku mihindagurikire y'ikirere.

1.5.6. Inzitizi zagaragajwe muri serivisi z'ubutaka

Muri serivisi z'ubutaka hagaragajwe inzitizi zitandukanye mu buryo bukurikira.

Ishusho 37: Inzitizi zagaragajwe muri serivisi z'ubutaka



Aho byavuye: Anketi ya RGB, 2020

Icyangombwa cy'ubutaka gihuriweho n'abantu benshi niyo nzitizi yagaragajwe cyane kuko mu gihe hari ukeneye kugikoresha bitamworohera. Izindi nzitizi ziganje ni ugutinda kubona ibyangombwa by'ubutaka ndetse n'ihererekanyabubasha ku butaka ritanoze.

1.5.7. IBYIFUZONAMA

- Kumenyekanisha igishushanyombonera cy'imikoreshereze y'ubutaka kugira ngo byorohere abaturage kumenya icyo ubutaka bwabo bwagenewe gukoreshwa;
- Gushyiraho uburyo bunoze bw'imikoreshereze y'icyangombwa cy'ubutaka gihuriweho n'abantu benshi.
- Kwihutisha gutanga ibyangombwa by'ubutaka no kunoza ihererekanyabubasha ku butaka;
- Kuvugurura ikiguzi cya serivisi zo guhererekanya ubutaka kugirango byorohere buri wese;

Imbonerahamwe 13:
Uko uturere duhagaze muri serivisi z'ubutka n'ibidukikije mu myaka ibiri (2019-2020)

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Kicukiro	77.4%	65.5%	▲	11.9%
2	Rwamagana	76.1%	71.1%	▲	5.0%
3	Bugesera	73.1%	66.1%	▲	7.0%
4	Musanze	72.7%	72.2%	▲	0.5%
5	Gisagara	72.4%	72.8%	▼	-0.4%
6	Rubavu	71.4%	61.9%	▲	9.5%
7	Gakenke	71.3%	68.7%	▲	2.6%
8	Ngoma	71.2%	67.9%	▲	3.3%
9	Rusizi	69.9%	66.5%	▲	3.4%
10	Rulindo	69.5%	57.0%	▲	12.5%
11	Nyaruguru	66.6%	66.0%	▲	0.6%
12	Karongi	66.6%	57.2%	▲	9.4%
13	Burera	66.5%	68.8%	▼	-2.3%
14	Huye	66.2%	69.0%	▼	-2.8%
15	Gicumbi	66.1%	65.6%	▲	0.5%
16	Nyabihu	65.8%	59.7%	▲	6.1%
17	Kayonza	65.7%	60.3%	▲	5.4%
18	Kirehe	64.7%	70.3%	▼	-5.6%
19	Nyagatare	63.7%	63.1%	▲	0.6%
20	Ngororero	62.5%	60.2%	▲	2.3%
21	Nyamasheke	62.3%	58.8%	▲	3.5%
22	Nyamagabe	62.0%	58.5%	▲	3.5%
23	Ruhango	61.7%	54.9%	▲	6.8%
24	Rutsiro	61.4%	60.7%	▲	0.7%
25	Nyanza	61.1%	63.8%	▼	-2.7%
26	Gatsibo	59.5%	63.0%	▼	-3.5%
27	Muhanga	58.3%	60.9%	▼	-2.6%
28	Nyarugenge	58.1%	63.7%	▼	-5.6%
29	Gasabo	56.7%	60.6%	▼	-3.9%
30	Kamonyi	56.1%	63.9%	▼	-7.8%
IMPUZANDENGO		65.7%	63.9%	▲	1.8%

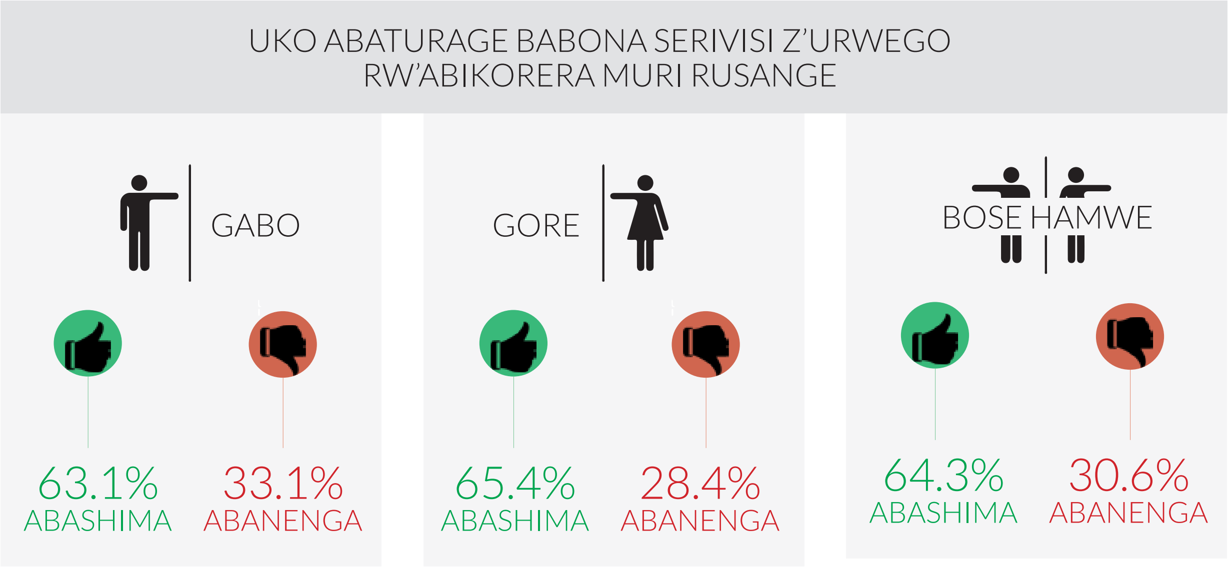
Aho byavuye: Anketi ya RGB, 2020

1.6. URWEGO RW’ ABIKORERA

1.6.1. Intangiriro

Abaturage bagaragaje uko babona zimwe muri serivisi bagezwaho mu rwego rw'abikorera harimo gutwara abantu n'ibintu, serivisi z'amabanki n'ibigo by'imari iciriritse, itumanaho rya telefoni, amahoteli, amaresitora n'utubari ndetse n'imikorere y'amakoperative.

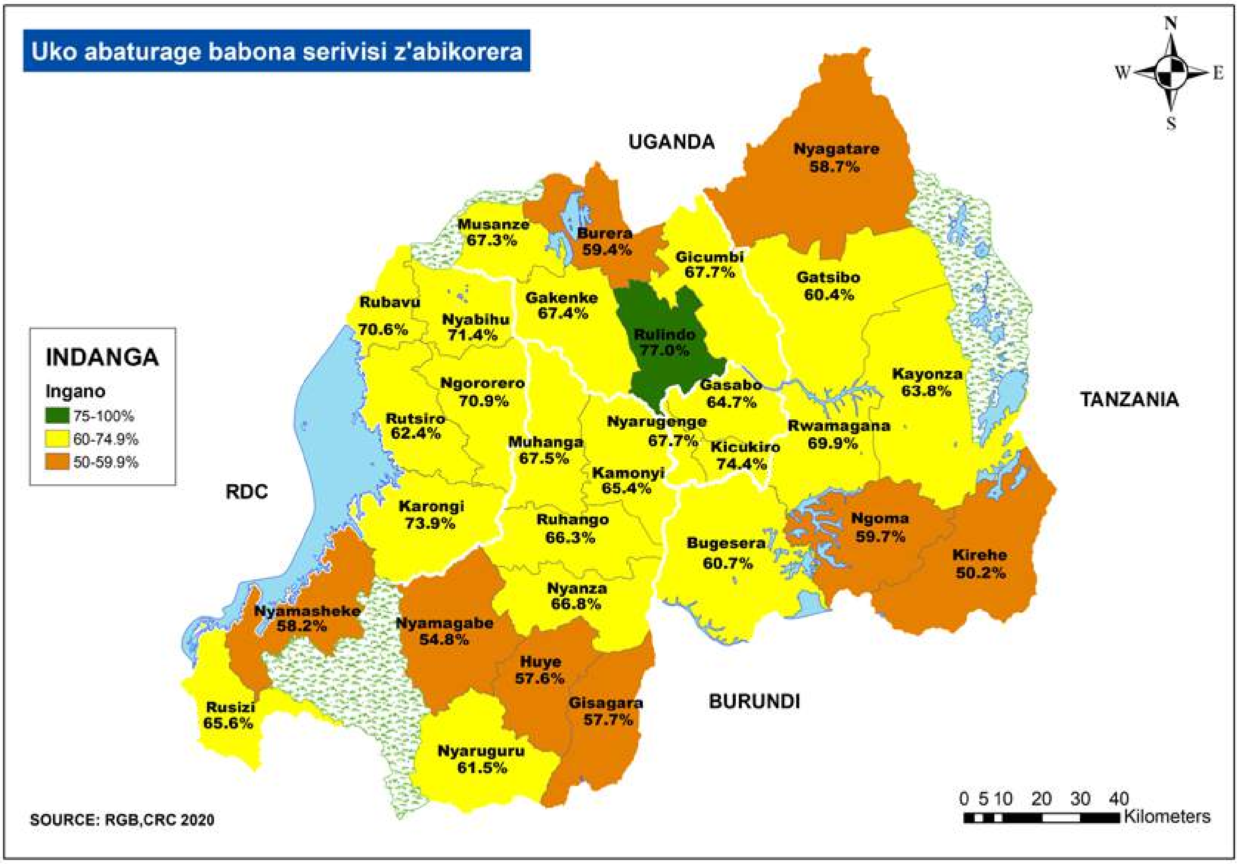
Ishusho 38: Uko abaturage babona serivisi z'urwego rw'abikorera muri rusange



Aho byavuye: Anketi ya RGB, 2020

Serivisi z'urwego rw'abikorera zishimwa ku gipimo cya 64.3% zikanengwa kuri 30.6%. Abagabo bazishima ku gipimo cya 63.1% naho abazinenga ni 33.1%. Abagore bashima serivisi z'urwego rw'abikorera ku gipimo cya 65.4% bakazinenga kuri 28.4%.

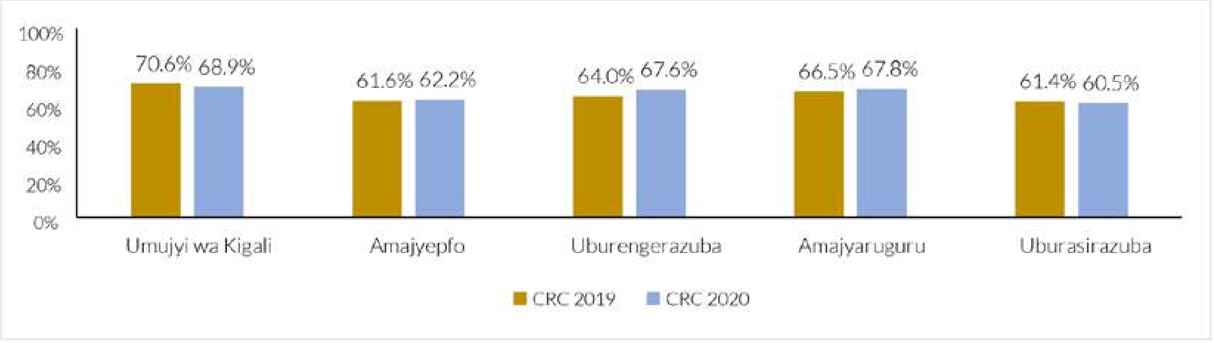
Ikarita 8: Uko abaturage babona serivisi z'abikorera muri rusange



Akarere ka Rulindo niko kaza ku isonga mu gushima serivisi z'urwego rw'abikorera ku gipimo cya 77%. Ikigaragara ni uko kaza mu myanya y'imbere muri serivisi zose z'urwego rw'abikorera zasuzumwe muri ubu bushakashatsi. Ku rundi ruhande, Akarere ka Kirehe niko gashimwa ku gipimo cyo hasi cya 50.2% muri serivisi z'urwego rw'abikorera. Serivisi z'amahoteri na resitora , gutwara abantu n'ibintu ndetse n'imikorere y'amakoperative ni zo serivisi zinengwa cyane mu karere ka Kirehe.

1.6.2. Serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali

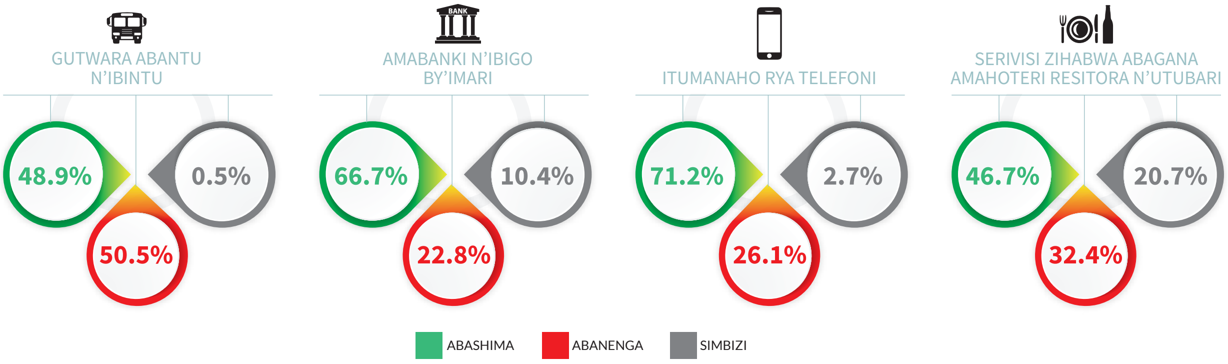
Ishusho 39: Serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

1.6.3. Uko abaturage babona serivisi z'urwego rw'abikorera

Ishusho 40: Uko abaturage babona serivisi z'urwego rw' abikorera



Aho byavuye: Anketi ya RGB, 2020

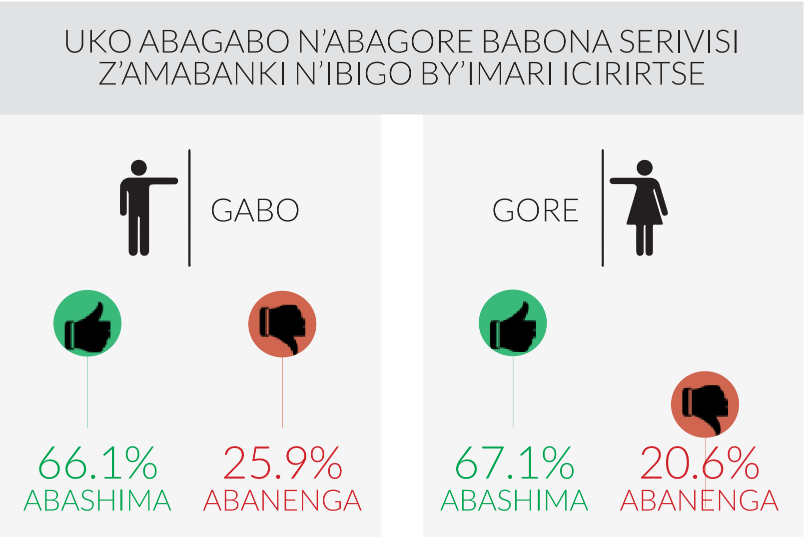
Muri serivisi z'urwego rw'abikorera, itumanaho rya telefoni niryo rishimwa ku gipimo cyo hejuru cya 71.2% naho serivisi z'amahoteli, resitora n'utubari nizo abaturage bashima ku gipimo cyo hasi cya 46.7%. Gutwara abantu n'ibintu niyo serivisi abanenga bari ku gipimo cya 50.5% bakaba baruta abashima bari kuri 48.9%.

Uturere dufite abashima serivisi zo gutwara abantu n'ibintu bari ku gipimo cyo hasi ni Nyanza (25.0%) na Kirehe (29.3%); naho mu Mujyi wa Kigali, Akarere ka Gasabo niko kari ku gipimo cyo hasi cya 38.9% mu gushima izi serivisi.

Abayobozi bagaragaje ko serivisi z'abikorera zigifite imbogamizi zirimo ibice bimwe na bimwe bitageramo imodoka zo gutwara abantu mu buryo bwa rusange, imihanda n' amateme bitameze neza bikabangamira serivisi zo gutwara abantu n'ibintu. Ikindi ni umuco wo kwakira neza abagana serivisi zitandukanye mu rwego rw'abikorera utaracengera mu batanga serivisi.

1.6.4. Uko abagabo n'abagore babona serivisi zihabwa abagana amabanki n'ibigo by'imari iciriritse

Ishusho 41: Uko abagabo n'abagore babona serivisi z'amabanki n'ibigo by'imari icirirtse



Aho byavuye: Anketi ya RGB, 2020

Muri rusage serivisi zihabwa abagana amabanki n'ibigo by'imari iciriritse zishimwa ku gipimo cya 66.7%. Nkuko bigaragara abagore bashima izo serivisi ku gipimo kijya kwegerana n'icy'abagabo babajijwe bazishimaho.

1.6.5. Imikorere y'amakoperative

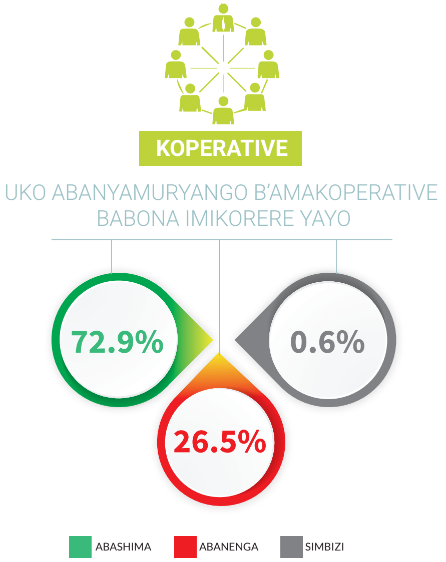
1.6.5.1. Abanyamuryango b'amakoperative

Aho byavuye: Anketi ya RGB, 2020

Hagaragaye ko abanyamuryango b'amakoperative bangana na 15.7% by'abakoreweho ubushakashatsi, aho 35.4% ari abafite imyaka iri hagati ya 18 na 35. Icyakora mu bakoreweho ubushakashatsi, abanyamuryango b'Umurenge n'Umwalimu SACCO bangana na 35.5% bikaba bigaragaza ko hari benshi badasobanukiwe ko za SACCO nazo ari koperative bituma batagira uruhare rukwiye mu mikorere no mu miyoborere yazo.

1.6.5.2. Uko abanyamuryango b'amakoperative babona imikorere yayo

Ishusho 42: Uko abanyamuryango b'amakoperative babona imikorere yayo

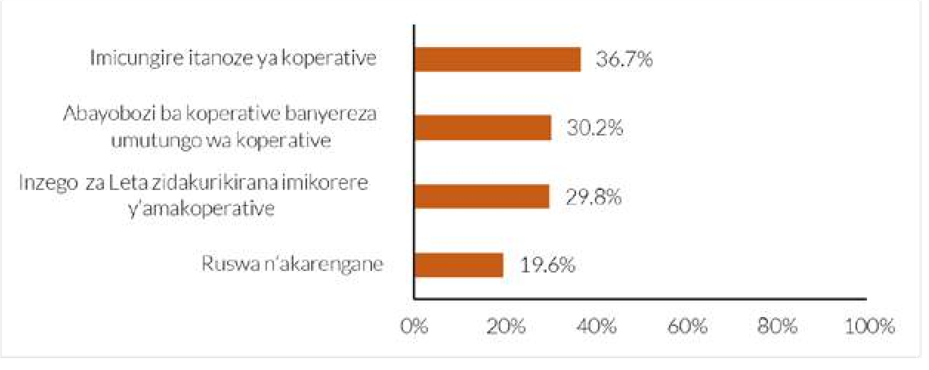


Aho byavuye: Anketi ya RGB, 2020

Abanyamuryango b'amakoperative bashima imikorere yayo kuri 72.9% aho mu karere ka Karongi ariho bashima ku gipimo cya 91.5% naho uturere twa Huye na Kirehe bashima munsi ya 50%.

1.6.5.3. Uko abanyamuryango b'amakoperative babona inzitizi mu mikorere yayo

Ishusho 43: Uko abanyamuryango b'amakoperative babona inzitizi mu mikorere yayo



Aho byavuye: Anketi ya RGB, 2020

Imicungire itanoze y'amakoperative niyo yagaragaye cyane nk'inzitizi. Abanyamuryango b'amakoperative bo mu turere twa Nyarugenge, Kamonyi, Kirehe, Ngoma ndetse na Huye bemeza ko hari imicungire itanoze y'amakoperative ku gipimo kiri hejuru ya 55%. Nanone inzego za Leta zidakurikirana imikorere y'amakoperative ni inzitizi yagaragajwe ku gipimo cya 29.8% cyane cyane mu turere twa Gisagara, Kirehe, Nyamasheke, Ngoma na Huye aho babyemeza ku gipimo kiri hejuru ya 42%.

1.6.6. IBYIFUZONAMA

- Gukemura ibibazo bikigaragara muri serivisi zo gutwara abantu n'ibintu;
- Kubaka umuco wo gutanga serivisi inoze mu rwego rw'abikorera;
- Kunoza imiyoborere, imicungire n'imikorere y'amakoperative.

Imbonerahamwe 14:
Uko uturere duhagaze muri serivisi z'abikorera mu myaka ibiri (2019-2020)

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Rulindo	77.0%	67.6%	▲	9.4%
2	Kicukiro	74.4%	65.6%	▲	8.8%
3	Karongi	73.9%	63.7%	▲	10.2%
4	Nyabihu	71.4%	64.3%	▲	7.1%
5	Ngororero	70.9%	68.8%	▲	2.1%
6	Rubavu	70.6%	63.3%	▲	7.3%
7	Rwamagana	69.9%	72.6%	▼	-2.7%
8	Gicumbi	67.7%	61.8%	▲	5.9%
9	Nyarugenge	67.7%	76.2%	▼	-8.5%
10	Muhanga	67.5%	67.2%	▲	0.3%
11	Gakenke	67.4%	65.6%	▲	1.8%
12	Musanze	67.3%	71.0%	▼	-3.7%
13	Nyanza	66.8%	56.3%	▲	10.5%
14	Ruhango	66.3%	62.7%	▲	3.6%
15	Rusizi	65.6%	66.1%	▼	-0.5%
16	Kamonyi	65.4%	73.0%	▼	-7.6%
17	Gasabo	64.7%	69.9%	▼	-5.2%
18	Kayonza	63.8%	55.2%	▲	8.6%
19	Rutsiro	62.4%	61.6%	▲	0.8%
20	Nyaruguru	61.5%	62.1%	▼	-0.6%
21	Bugesera	60.7%	67.2%	▼	-6.5%
22	Gatsibo	60.4%	64.6%	▼	-4.2%
23	Ngoma	59.7%	59.3%	▲	0.4%
24	Burera	59.4%	66.5%	▼	-7.1%
25	Nyagatare	58.7%	55.2%	▲	3.5%
26	Nyamasheke	58.2%	60.0%	▼	-1.8%
27	Gisagara	57.7%	52.3%	▲	5.4%
28	Huye	57.6%	60.5%	▼	-2.9%
29	Nyamagabe	54.8%	58.8%	▼	-4.0%
30	Kirehe	50.2%	55.7%	▼	-5.5%
IMPUZANDENGO		64.3%	63.8%	▲	0.5%

Aho byavuye: Anketi ya RGB, 2020

2

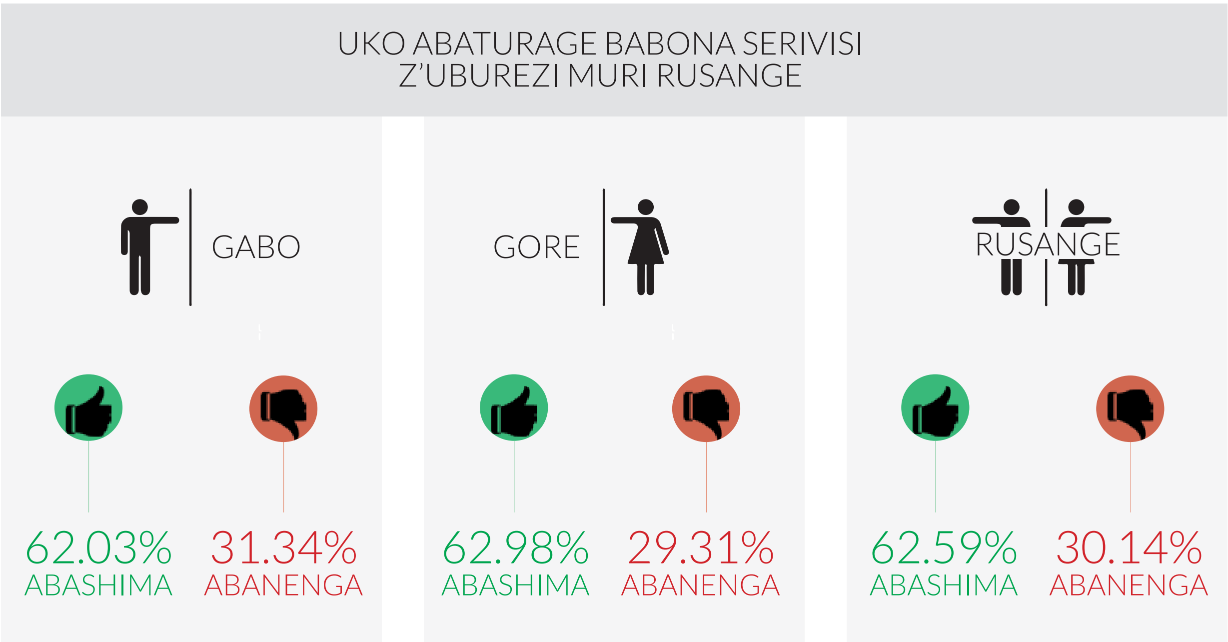
INKINGI Y'IMIBEREHO MYIZA Y'ABATURAGE

2.1. UBUREZI

2. 1.1. Intangiriro

Urwego rw' Uburezi rufite uruhare runini mu iterambere ry'igihugu. Leta y' u Rwanda ikomeje gufata ingamba zitandukanye kugirango urwego rw'Uburezi rukomeza gutera imbere. Ubushakashatsi bwibanze ku isuku ku mashuri, inyubako z'amashuri, uruhare rw'ababyeyi mu myigire y'abana, imfashanyigisho zihagije, amazi meza ku mashuri, gutanga ifunguro ryo ku manywa ku banyeshuri, imyigire y'abana (ireme ry'uburezi), amashuri y'incuke, amashuri y'imyuga, icyumba cy'umukobwa, urugendo abana bakora bajya ku ishuri, ndetse n'uruhare rwa komite y'ababyeyi n'abarimu mu micungire y'amashuri.

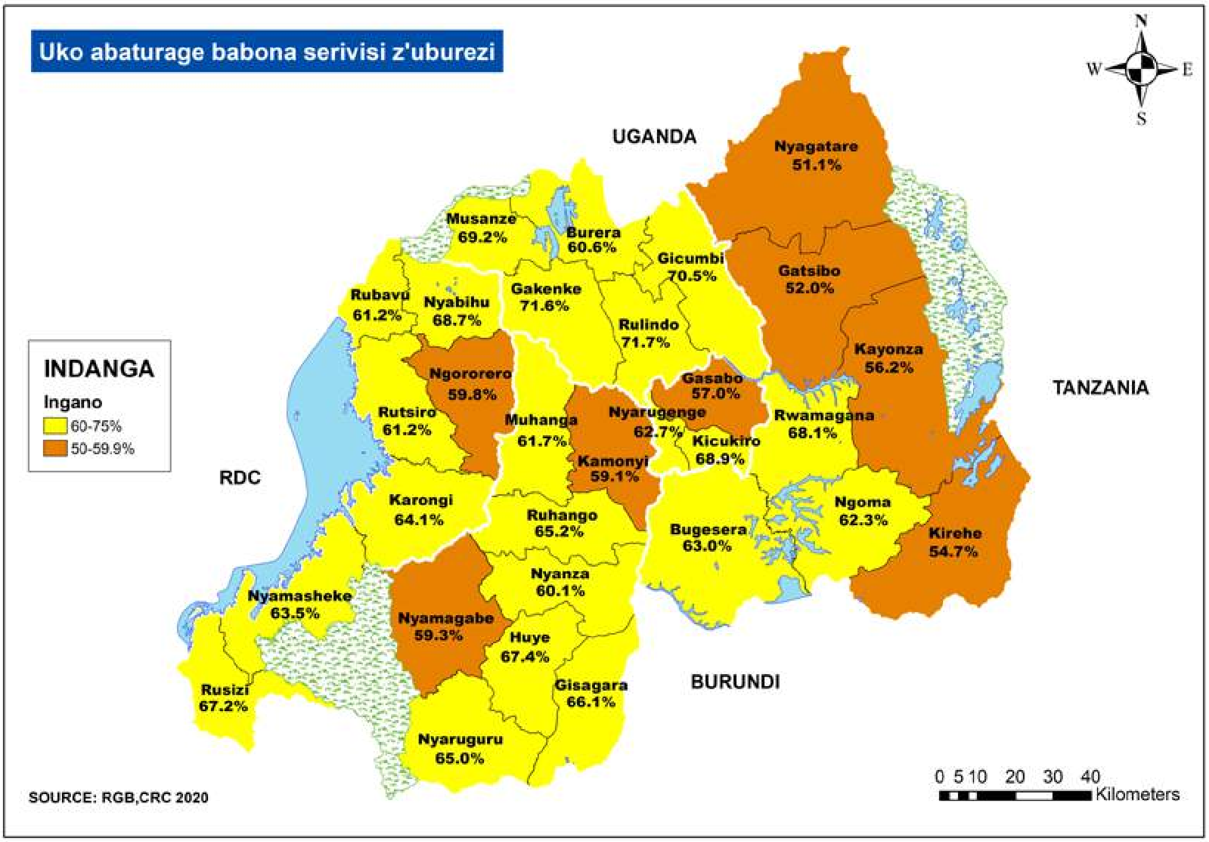
Ishusho 44: Uko abaturage babona serivisi z'uburezi muri rusange



Aho byavuye: Anketi ya RGB, 2020

Muri rusange abaturage babajijwe muri uyu mwaka bagaragaje ko bishimiye serivisi bahabwa mu burezi ku gipimo cya 62.59%. Abagabo bashima ku gipimo cya 62.03% mu gihe abagore bashima kuri 62.98%. Mu myaka ibiri ishize abagore bakomeje kugaragaza ko bashima serivisi z'uburezi ku kigero kiri hejuru ugereranije n'abagabo.

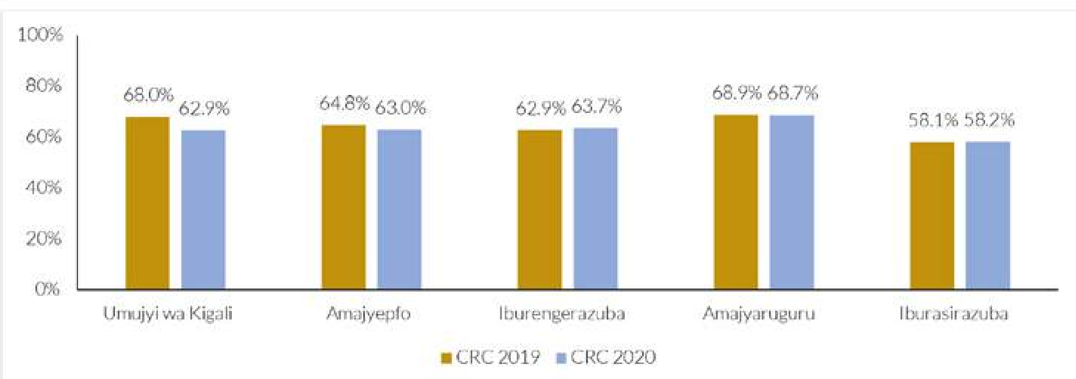
Ikarita 9: Uko abaturage babona serivisi z'uburezi muri rusange



Mu myaka ibiri ikurikirana (2019 , 2020), abaturage b'akarere ka Rulindo bakomeje gushima serivisi z'uburezi ku gipimo kiri hejuru ya 70% (mu mwaka wa 2019: 72.7%, naho uyu mwaka 2020: 71.7%). Akarere ka Gakenke niko gakurikiraho mu gushima serivisi z'uburezi ku gipimo cya 71.6% uyu mwaka. Naho uturere twa Nyagatare na Gatsibo nitwo abaturage bashima serivisi z'uburezi ku gipimo kiri munsi ya 55%.

2.1.2. Serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali

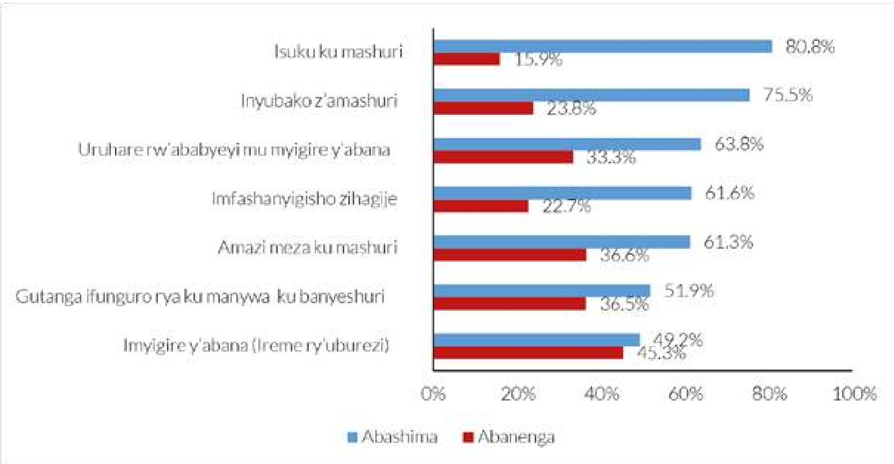
Ishusho 45: Serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

2. 1.3. Uko abaturage babona ibikorwa bimwe na bimwe mu rwego rw'uburezi

Ishusho 46: Uko abaturage bishimiye ibikorwa bitandukanye mu rwego rw'uburezi



Aho byavuye: Anketi ya RGB, 2020

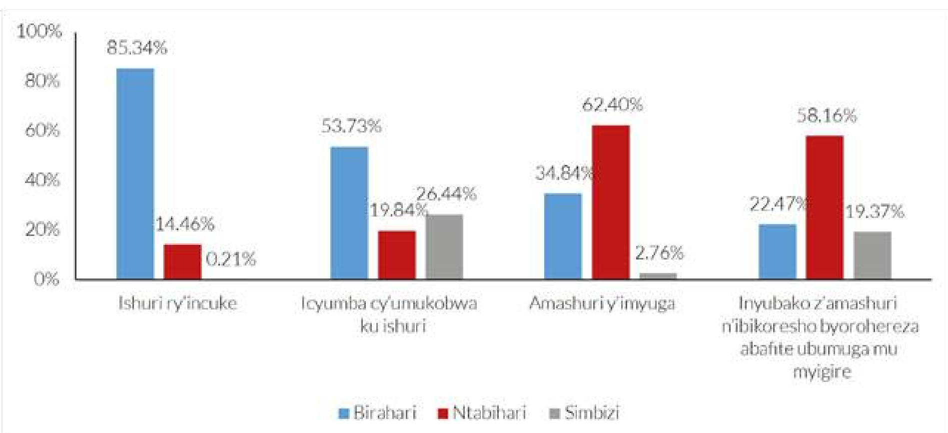
Isuku ku mashuri ikomeje kuza ku isonga mu gushimwa n'abaturage ku kigero kiri hejuru y'izindi serivisi mu burezi kuko muri CRC ya 2020 ishimwa ku gipimo cya 80.84% naho muri CRC ya 2019 igashimwa kuri 80.2%.

Imyigire y'abana (ireme ry'uburezi) niyo iza inyuma muri uyu mwaka aho yagabanutseho (4.35%) ivuye kuri 53.6% umwaka ushize uyu mwaka ikaba iri kuri 49.25%.

Bimwe mu byo abayobozi n'abakozi bafite uburezi mu nshingano bagaragaje nk'imbogamizi mu burezi harimo ibikorwaremezo n'ibikoresho by'ikoranabuhanga bitarakwirakwizwa uko bikwiye mu mashuri ndetse n'aho biri ntibyorohereza abafite ubumuga, gahunda yo gutanga ifunguro ryo ku manywa itaranoga ahanini bitewe n'uko ababyeyi batitabira gutangira ku gihe umusanzu wabo, ubucucike mu mashuri bukiri hejuru ndetse n'amashuri y'imyaka cumi n'ibiri ataragera hose.

2.1.4. Uko abaturage babona kwegerezwa bimwe mu bikorwa byihariye by'uburezi

Ishusho 47: Uko abaturage babona kwegerezwa bimwe mu bikorwa byihariye by'uburezi

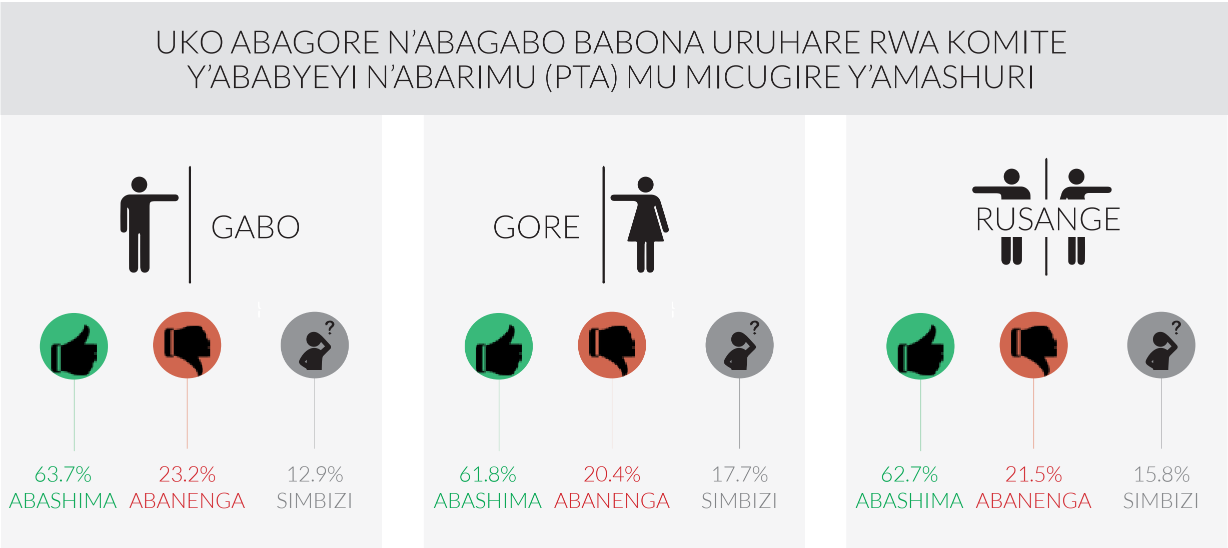


Aho byavuye: Anketi ya RGB, 2020

CRC 2020 igaragaza ko amashuri y'inshuke ahari ku gipimo cya 85.34%; nubwo abayobozi n'abashinzwe uburezi bagaragaje ko ayo mashuri agifite ibibazo bijyanye n'amikoro bituma akora mu buryo butanoze. Ku birebana n'amashuri y'imyuga, 34.84% bemeza ko ahari mu gihe 62.40% bemeza ko adahari. Mu turere twa Huye, Nyanza, Ngororero, Burera, Gicumbi, Kirehe na Nyagatare niho abemeza ko amashuri y'imyuga adahari ku gipimo kiri hejuru ya 70% , mu gihe aho bemeza ko ahari ku gipimo kiri hejuru ya 50% ari mu turere twa Nyarugenge (58.5%), Muhanga (51.6%) na Rusizi (50.5%).

Gahunda y'icyumba cy'umukobwa ku mashuri ntiragera hose ku kigero gikwiye kuko 53.73% aribo bemeza ko gihari. Ibi bishimangirwa n'abayobozi ndetse n'abafite uburezi mu nshingano bagaragaza ko ahenshi mu mashuri ibikoresho byabugenewe bidahari naho biri bikaba bidahagije, bikaba bigira ingaruka ku myigire y'abana b'abakobwa zirimo gusiba ndetse no guta ishuri kuri bamwe.

Ishusho 48: Uko abagore n'abagabo babona uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micugire y'amashuri

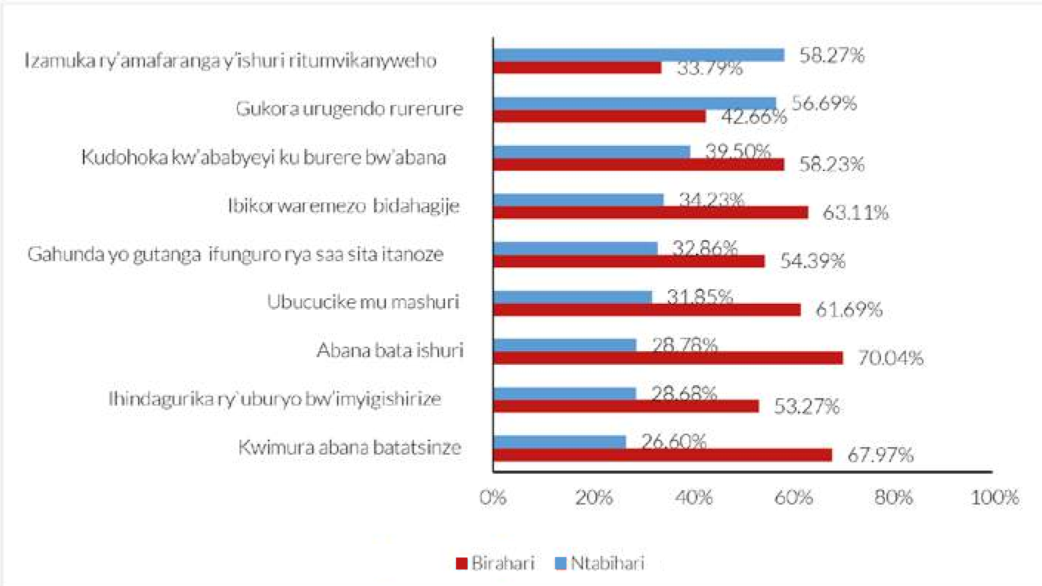


Aho byavuye: Anketi ya RGB, 2020

Uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micungire y'amashuri abagabo bashima ku gipimo cya 63.7% naho abagore bo bashima ku gipimo cya 61.8%. Hagendewe ku irangamimerere ry'abubatse ingo, abagore nibo bagaragaza ko batazi uruhare rwa komite y'ababyeyi n'abarimu (PTA) ku gipimo cya 58.7% mu bubatse ingo.

2.1.5. Inzitizi abaturage babona ko zibangamira uburezi

Ishusho 49: Inzitizi abaturage babona zikiri mu burezi



Aho byavuye: Anketi ya RGB, 2020

Zimwe mu nzitizi zibangamira iterambere ry'uburezi zigaragazwa cyane n'ubu bushakashatsi ni abana bata ishuri (70.04%), kwimura abana batatsinze (67.97%), ibikorwaremezo bidahagije (63.11%) ndetse n'ubucucike mu mashuri (61.69%).

2.1.6. IBYIFUZONAMA

- Kugabanya ubucucike n'ingendo abana bakora bajya ku mashuri;
- Gukomeza ingamba zo kugira icyumba cy'umukobwa mu mashuri n'ibikoresho byabugenewe;
- Gukomeza ingamba zo gushyiraho ibikorwaremezo n'ibikoresho byorohereza abafite ubumuga mu mashuri;
- Kongerera ubushobozi amashuri y'incuke no gushyira imbaraga mu mikorere n'imicungire yayo;
- Kongera umubare w'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;
- Gukomeza ingamba zo guhangana n'ikibazo cy'abana bata ishuri.

Imbonerahamwe 15:
Impinduka y'uko abaturage bashima serivisi z'uburezi muri 2019 na 2020

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Rulindo	71.7%	72.7%	▼	-1.0%
2	Gakenke	71.6%	67.1%	▲	4.5%
3	Gicumbi	70.5%	69.4%	▲	1.1%
4	Musanze	69.2%	69.1%	▲	0.1%
5	Kicukiro	68.9%	64.3%	▲	4.6%
6	Nyabihu	68.7%	64.0%	▲	4.7%
7	Rwamagana	68.1%	68.7%	▼	-0.6%
8	Huye	67.4%	64.7%	▲	2.7%
9	Rusizi	67.2%	64.6%	▲	2.6%
10	Gisagara	66.1%	67.4%	▼	-1.3%
11	Ruhango	65.2%	68.2%	▼	-3.0%
12	Nyaruguru	65.0%	65.9%	▼	-0.9%
13	Karongi	64.1%	55.4%	▲	8.7%
14	Nyamasheke	63.5%	64.3%	▼	-0.8%
15	Bugesera	63.0%	63.7%	▼	-0.7%
16	Nyarugenge	62.7%	71.5%	▼	-8.8%
17	Ngoma	62.3%	62.4%	▼	-0.1%
18	Muhanga	61.7%	62.2%	▼	-0.5%
19	Rubavu	61.2%	62.9%	▼	-1.7%
20	Rutsiro	61.2%	63.9%	▼	-2.7%
21	Burera	60.6%	66.3%	▼	-5.7%
22	Nyanza	60.1%	58.4%	▲	1.7%
23	Ngororero	59.8%	65.5%	▼	-5.7%
24	Nyamagabe	59.3%	63.3%	▼	-4.0%
25	Kamonyi	59.1%	68.2%	▼	-9.1%
26	Gasabo	57.0%	68.3%	▼	-11.3%
27	Kayonza	56.2%	45.0%	▲	11.2%
28	Kirehe	54.7%	60.4%	▼	-5.7%
29	Gatsibo	52.0%	49.9%	▲	2.1%
30	Nyagatare	51.1%	56.6%	▼	-5.5%
	IMPUZANDENGO	62.6%	63.6%	▼	-1.0%

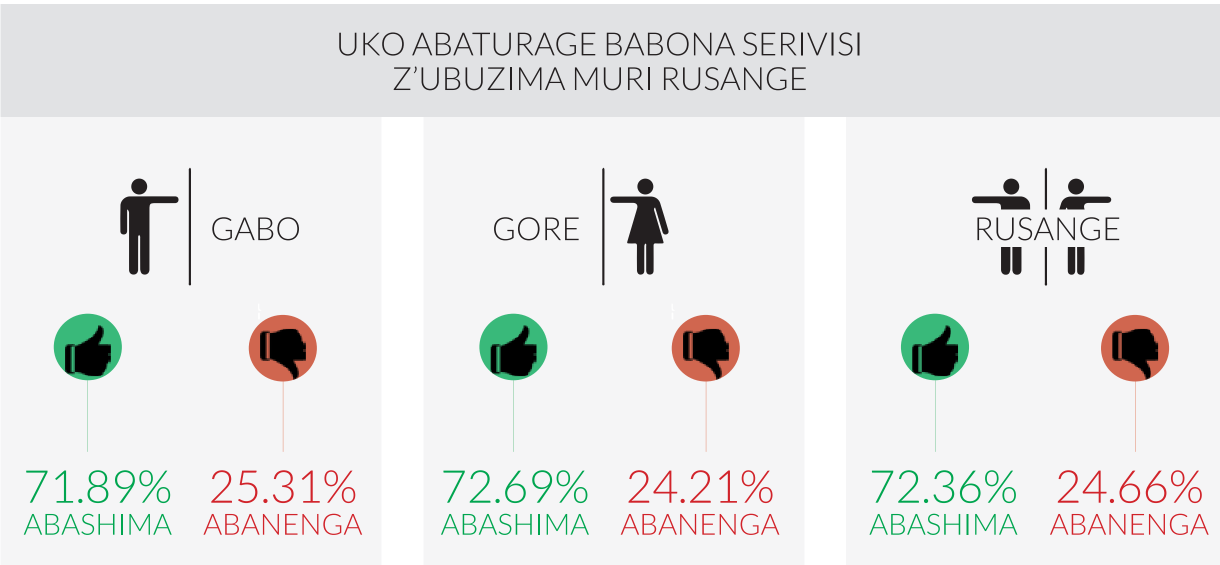
Aho byavuye: Anketi ya RGB, 2020

2.2. UBUZIMA

2.2.1. Intangiriro

Leta y'u Rwanda ikomeje guharanira ko abanyarwanda bagira ubuzima bwiza kandi serivisi z'ubuzima zikagera kuri bose ibinyujije muri gahunda na serivisi zitandukanye. Izibanzweho muri ubu bushakashatsi zirimo gukingira indwara, abajyanama b'ubuzima, kuringaniza urubyaro, ubukangurambaga mu birebana n'imirire, ubwisungane mu kwivuza, imbangukiragutabara, ibikorwaremezo n'ibikoresho by'amavuriro, kwakira no kwita ku barwayi, serivisi za farumasi, abakozi b'amavuriro, na serivisi zitangirwa mu bitaro no mu bigo nderabuzima.

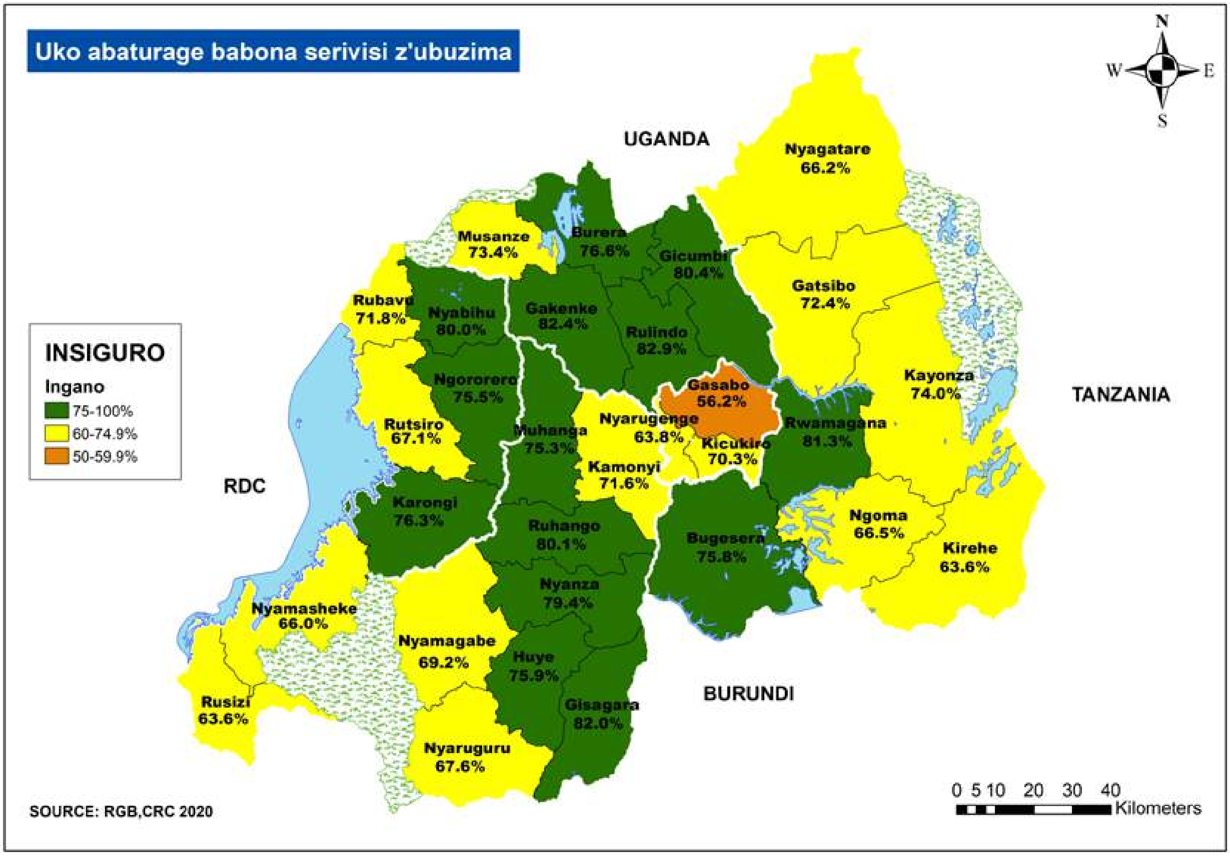
Ishusho 50: Uko abaturage babona serivisi z'ubuzima muri rusange



Aho byavuye: Anketi ya RGB, 2020

Muri rusange gahunda na servisi z'ubuzima zirashimwa ku gipimo cya 72.36%. Abagore bazishima ku gipimo cya 72.69%, naho abagabo bakazishima ku gipimo cya 71.89%.

Ikarita 10: Uko abaturage babona serivisi z'ubuzima



Uturere tuza ku isonga mu gushima serivisi z'ubuzima ni Rulindo (82.9%), Gakenke (82.4%), Gisagara (82%), Gicumbi (80.4%), Rwamagana (81.3%), Ruhango (80.1%) na Nyabihu (80%). Akarere ka Gasabo niko kari ku gipimo cyo hasi cya 56.2%.

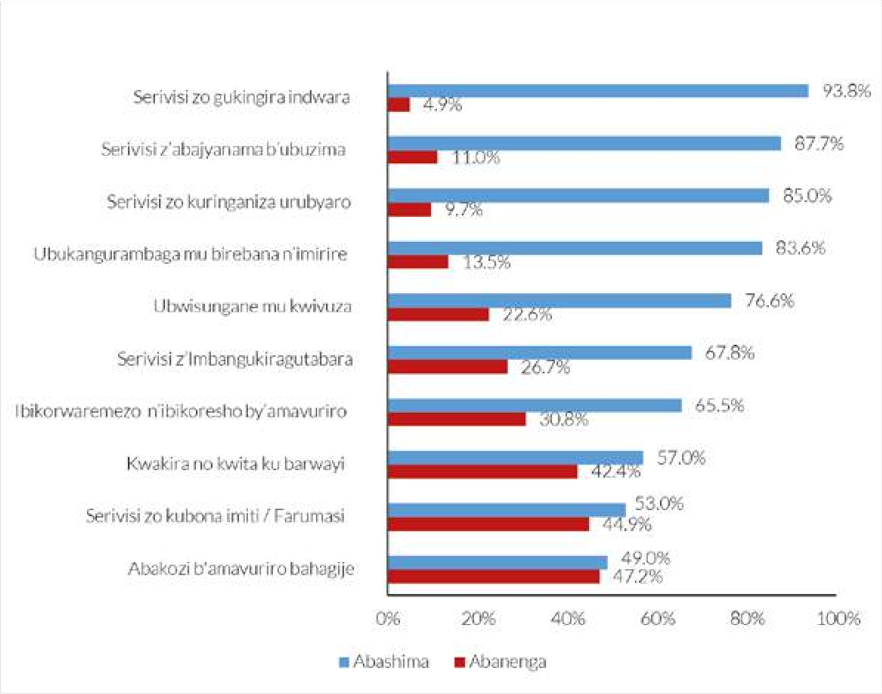
2.2.2. Uko abaturage bishimiye serivisi z'ubuzima ku rwego rw'Intara n'Umujyi wa Kigali

Ishusho 51: Uko abaturage bishimiye serivisi z'ubuzima ku rwego rw' Intara n'Umujyi wa Kigali

Aho byavuye: Anketi ya RGB, 2020

2.2.3. Serivisi z'ubuzima zitandukanye zakoreweho ubushakashatsi

Ishusho 52: Uko abaturage babona serivisi z'ubuzima

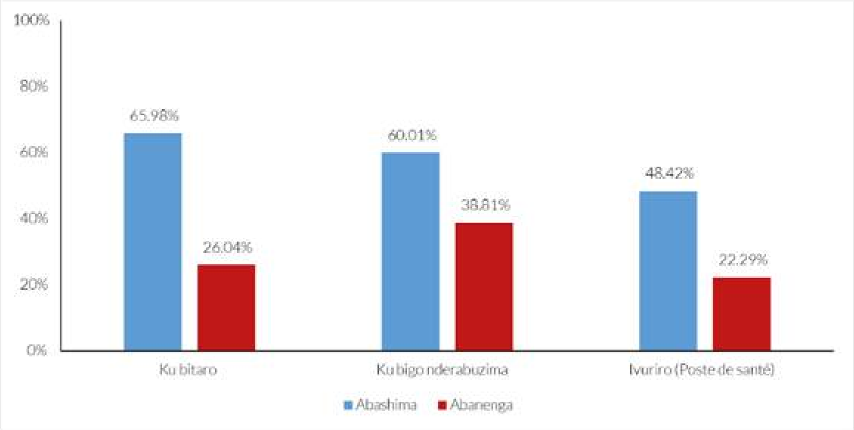


Aho byavuye: Anketi ya RGB, 2020

Muri gahunda na serivisi z'ubuzima zakoreweho ubushakashatsi, enye (4) zishimiwe ku kigero kiri hejuru 80% aho serivisi zo gukingira indwara ziza ku isonga ku gipimo cya 93.8%. Naho umubare w'abakozi mu mavuriro, serivisi za farumasi ndetse no kwakira no kwita ku barwayi biranengwa ku gipimo kiri hejuru ya 42%.

2.2.4. Uko abaturage bishimira serivisi bahabwa ku mavuriro

Ishusho 53: Uko abaturage bishimiye serivsi z'ubuzima bahabwa ku bitaro, ibigo nderabuzima n'ivuriro (poste de santé)



Aho byavuye: Anketi ya RGB, 2020

Abayobozi n'abashinzwe ubuzima bagaragaje ko hakiri imbogamizi zituma abaturage badahabwa serivisi z'ubuzima uko bikwiye. Muri zo harimo abakozi b'amavuriro badahagije, amavuriro atinda kwishyurwa ku bakoresha ubwisungane mu kwivuza, amavuriro mato (poste de sante) ataragera hose ndetse n'aho ari hakaba harimo adakora neza cyangwa amwe n'amwe yarafunze imiryango; ikoranabuhanga rikoreshwa mu bwisungane mu kwivuza rigifite imbogamizi zidindiza imitangire ya serivisi ndetse n'umukozi ushinzwe ubwisungane mu kwivuza udakora mu minsi y'impera y'icyumweru (weekend) bigatuma hari ababura serivisi bari bazikeneye.

2.2.5. IBYIFUZONAMA

- Kunoza imikorere y'ikoranabuhanga mu bwisungane mu kwivuza;
- Kubaka umuco w'imitangire ya serivisi inoze mu rwego rw'ubuvuzi;
- Gukomeza kwegereza abaturage amavuriro mato (Poste de sante) no kunoza imikorere yayo;
- Kwishyurira ku gihe ibigo nderabuzima n'ibitaro;
- Kunoza serivisi za farumasi z'uturere.

Imbonerahamwe 16:
Impinduka y'uko abaturage bashima serivisi z'ubuzima muri 2019 na 2020

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Rulindo	82.9%	79.9%	▲	3.0%
2	Gakenke	82.4%	78.4%	▲	4.0%
3	Gisagara	82.0%	77.9%	▲	4.1%
4	Rwamagana	81.3%	73.4%	▲	7.9%
5	Gicumbi	80.4%	79.2%	▲	1.2%
6	Ruhango	80.1%	73.8%	▲	6.3%
7	Nyabihu	80.0%	75.3%	▲	4.7%
8	Nyanza	79.4%	74.3%	▲	5.1%
9	Burera	76.6%	83.1%	▼	-6.5%
10	Karongi	76.3%	72.5%	▲	3.8%
11	Huye	75.9%	74.5%	▲	1.4%
12	Bugesera	75.8%	76.1%	▼	-0.3%
13	Ngororero	75.5%	75.6%	▼	-0.1%
14	Muhanga	75.3%	74.3%	▲	1.0%
15	Kayonza	74.0%	60.7%	▲	13.3%
16	Musanze	73.4%	72.8%	▲	0.6%
17	Gatsibo	72.4%	62.7%	▲	9.7%
18	Rubavu	71.8%	63.2%	▲	8.6%
19	Kamonyi	71.6%	75.7%	▼	-4.1%
20	Kicukiro	70.3%	66.1%	▲	4.2%
21	Nyamagabe	69.2%	71.0%	▼	-1.8%
22	Nyaruguru	67.6%	70.0%	▼	-2.4%
23	Rutsiro	67.1%	76.1%	▼	-9.0%
24	Ngoma	66.5%	75.2%	▼	-8.7%
25	Nyagatare	66.2%	69.8%	▼	-3.6%
26	Nyamasheke	66.0%	71.4%	▼	-5.4%
27	Nyarugenge	63.8%	72.6%	▼	-8.8%
28	Kirehe	63.6%	74.6%	▼	-11.0%
29	Rusizi	63.6%	69.7%	▼	-6.1%
30	Gasabo	56.2%	74.3%	▼	-18.1%
IMPUZANDENGO		72.4%	72.9%	▼	-0.5%

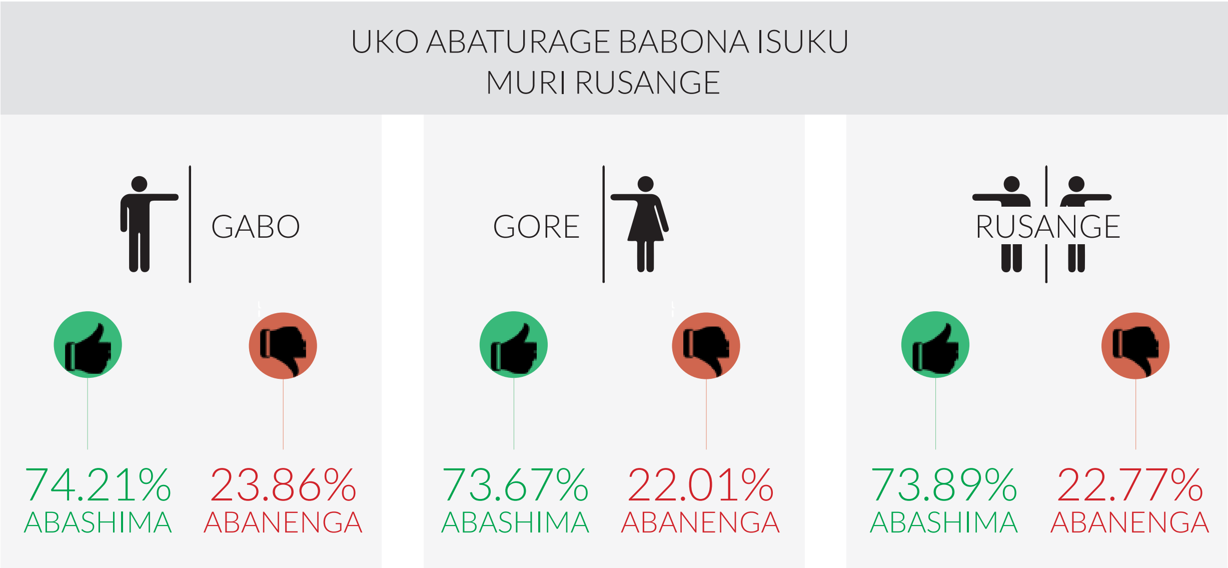
Aho byavuye: Anketi ya RGB, 2020

2.3. ISUKU

2. 3.1. Intangiriro

Kwita ku isuku ni ishingiro ry'ubuzima bwiza. Nk'uko bivugwa isuku ni isoko y'ubuzima. Abaturage babajijwe uko babona isuku yo mu ngo , ku mubiri ndetse n'ahantu hatandukanye hahurira abantu benshi harimo mu mavuriro, mu masoko, mu mahoteri n'amaresitora, no mu biro by'inzego z'ibanze.

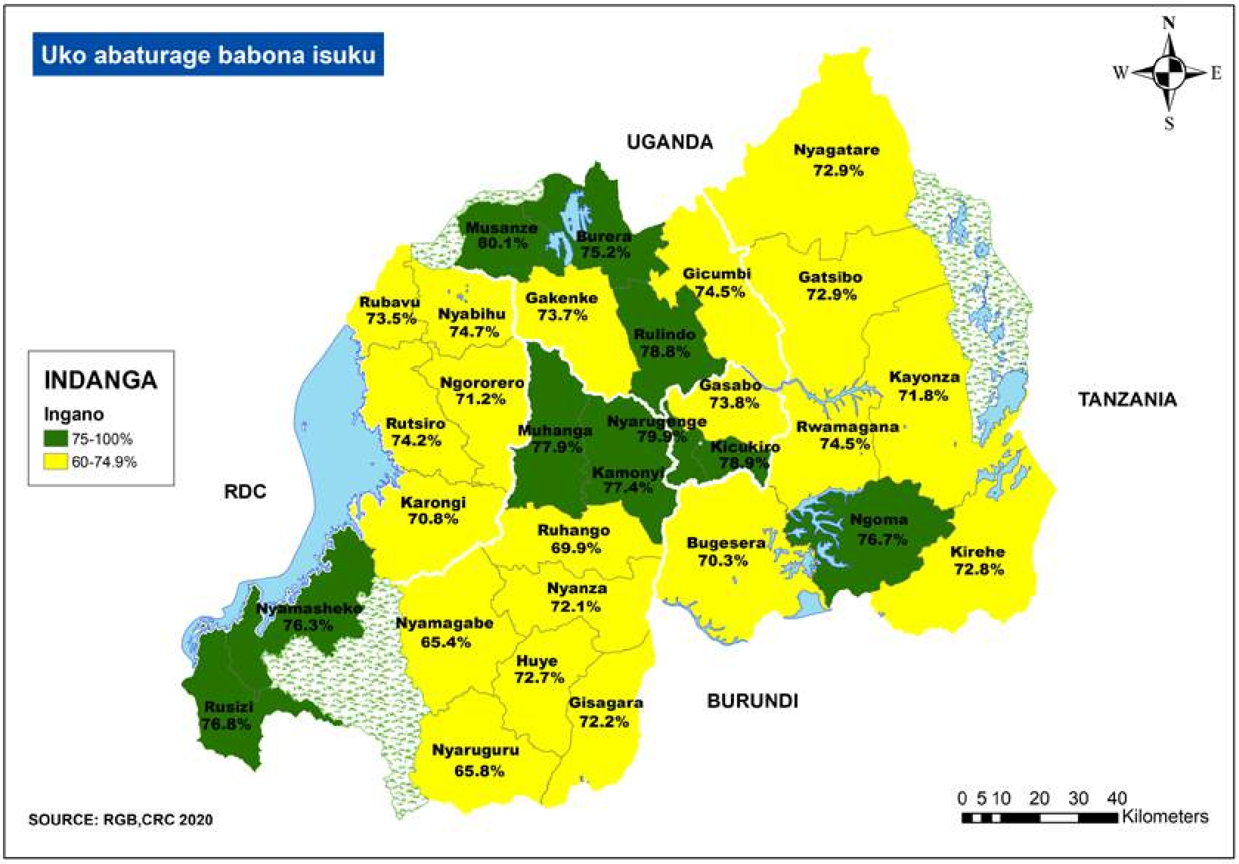
Ishusho 54: Uko abaturage babona isuku muri rusange



Aho byavuye: Anketi ya RGB, 2020

Muri CRC 2020 isuku ishimwa ku gipimo cya 73.89%. Ugereranyije n'umwaka ushize iki gipimo cyazamutseho (4.69%) kivuye kuri 69.2%. Abagabo bashima ku gipimo cya 74.21% naho abagore bagashima ku gipimo cya 73.67%.

Ikarita 11: Uko abaturage babona isuku



Akarere ka Musanze niko kaza ku isonga aho isuku ishimwa ku gipimo cya 80.1%, cyazamutseho 13.67% kivuye kuri 66.4% muri CRC ya 2019. Naho uturere twa Ruhango, Nyamagabe na Nyaruguru niho bashima isuku ku gipimo kiri munsi ya 70%.

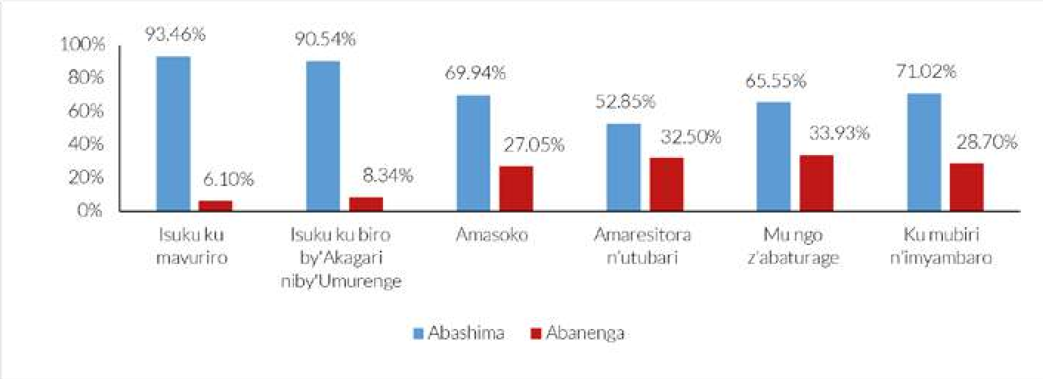
2.3.2. Uko abaturage babona isuku hakurikijwe Intara n'Umujyi wa Kigali

Ishusho 55: Uko abaturage bashima isuku ku hakurikijwe Intara n'Umujyi wa Kigali

Aho byavuye: Anketi ya RGB, 2020

2.3.3. Uko abaturage babona isuku

Ishusho 56: Uko abaturage babona isuku

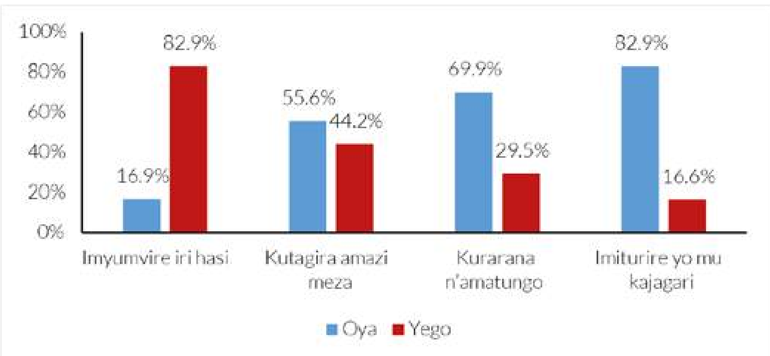


Aho byavuye: Anketi ya RGB, 2020

Isuku ku mavuriro niyo iza ku isonga ku gipimo cya 93.46%, naho isuku ku biro by'akagari n'iby'umurenge ishimwa ku gipimo cya 90.54%. Isuku mu maresitora n'utubari niyo ishimwa ku gipimo kiri hasi cya 52.85%.

2.3.4. Ibitera isuku nke

Ishusho 57: Ibitera isuku nke



Aho byavuye: Anketi ya RGB, 2020

Ubu bushakashatsi bugaragaza ko isuku nke iterwa ahanini n'imyumvire iri hasi (82.94%) no kutagira amazi meza (44.25%). Izindi mpamvu ni ukurarana n'amatungo biri ku gipimo cya 29.48% n'imiturire yo mu kajagari biri ku gipimo cya 16.58%. Abayobozi n'abashinzwe isuku nabo bemeza ko imyumvire y'abaturage ku isuku ikiri hasi ndetse no kurarana n'amatungo biri mubituma hakigaragara isuku nke.

2.3.5. IBYIFUZONAMA

- 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 17:
Impinduka y'uko abaturage bashima isuku muri 2019 na 2020

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Musanze	80.1%	66.4%	▲	13.7%
2	Nyarugenge	79.9%	70.5%	▲	9.4%
3	Kicukiro	78.9%	66.6%	▲	12.3%
4	Rulindo	78.8%	69.7%	▲	9.1%
5	Muhanga	77.9%	65.9%	▲	12.0%
6	Kamonyi	77.4%	75.9%	▲	1.5%
7	Rusizi	76.8%	63.3%	▲	13.5%
8	Ngoma	76.7%	70.6%	▲	6.1%
9	Nyamasheke	76.3%	71.5%	▲	4.8%
10	Burera	75.2%	68.9%	▲	6.3%
11	Nyabihu	74.7%	69.3%	▲	5.4%
12	Gicumbi	74.5%	73.9%	▲	0.6%
13	Rwamagana	74.5%	75.4%	▼	-0.9%
14	Rutsiro	74.2%	72.4%	▲	1.8%
15	Gasabo	73.8%	72.9%	▲	0.9%
16	Gakenke	73.7%	68.3%	▲	5.4%
17	Rubavu	73.5%	67.0%	▲	6.5%
18	Nyagatare	72.9%	70.6%	▲	2.3%
19	Gatsibo	72.9%	77.1%	▼	-4.2%
20	Kirehe	72.8%	70.0%	▲	2.8%
21	Huye	72.7%	62.9%	▲	9.8%
22	Gisagara	72.2%	66.1%	▲	6.1%
23	Nyanza	72.1%	63.2%	▲	8.9%
24	Kayonza	71.8%	75.3%	▼	-3.5%
25	Ngororero	71.2%	66.6%	▲	4.6%
26	Karongi	70.8%	63.6%	▲	7.2%
27	Bugesera	70.3%	72.2%	▼	-1.9%
28	Ruhango	69.9%	66.2%	▲	3.7%
29	Nyaruguru	65.8%	64.5%	▲	1.3%
30	Nyamagabe	65.4%	67.6%	▼	-2.2%
IMPUZANDENGO		73.9%	69.2%	▲	4.7%

Aho byavuye: Anketi ya RGB, 2020

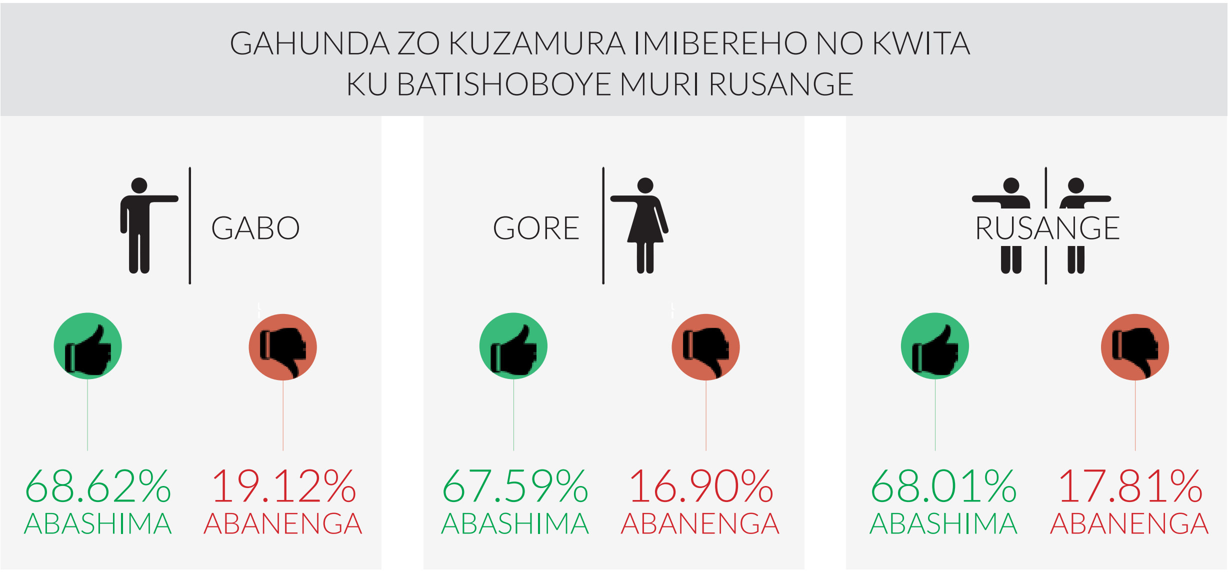
Girinka

2.4. GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE

2.4.1. Intangiriro

Mu rwego rwo kurushaho gufasha abanyarwanda bari mu cyiciro cy'ubukene n'ubukene bukabije gutera imbere no kwigira, u Rwanda rwashyizeho gahunda zo kuzamura imibereho no kwita ku batishoboye. Ubu bushakashatsi bwibanze kuri VUP, Girinka ndetse no kubakira abatishoboye.

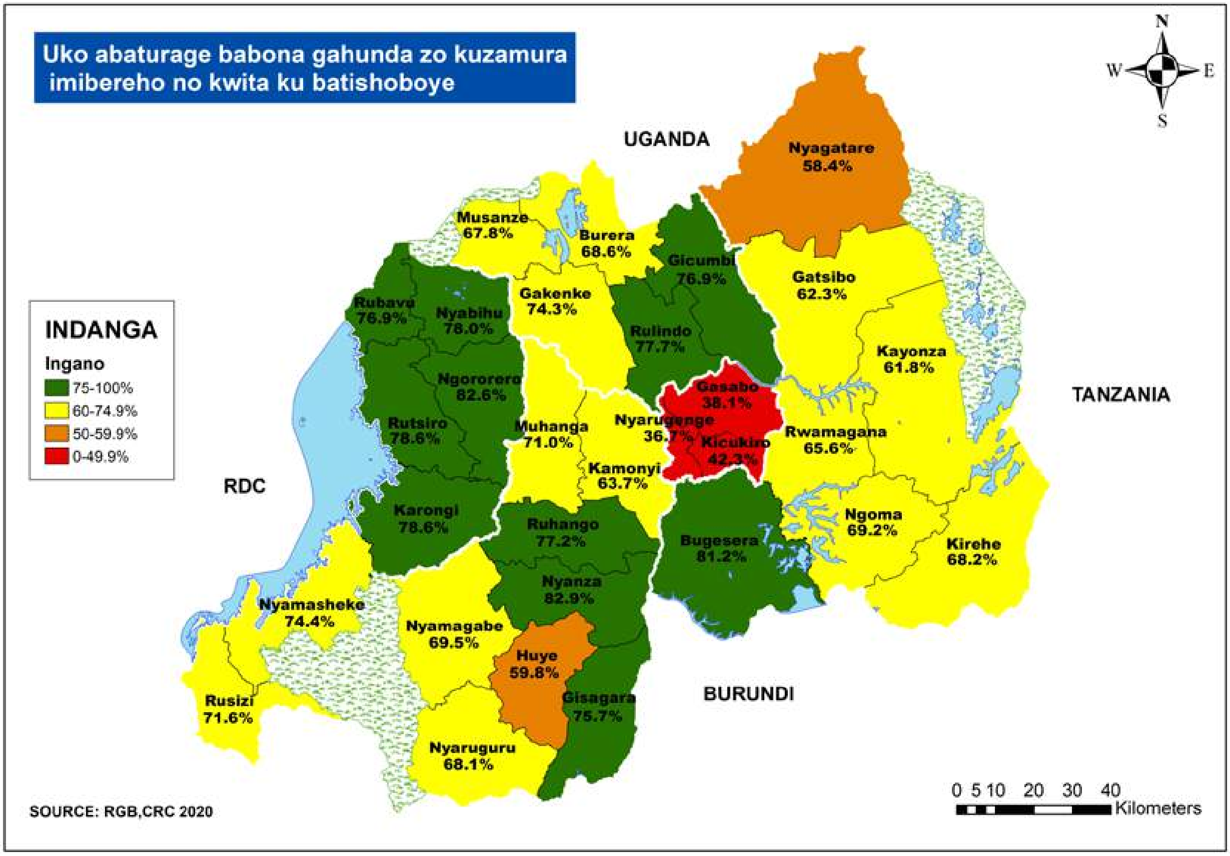
Ishusho 58: Gahunda zo kuzamura imibereho no kwita ku batishoboye muri rusange



Aho byavuye: Anketi ya RGB, 2020

Muri rusange, abaturage bagaragaje ko bashima gahunda zo kuzamura imibereho no kwita ku batishoboye ku gipimo cya 68.62%. Abagore bashima ku gipimo cya 68.01% naho abagabo bagashima ku gipimo cya 67.59%.

Ikarita 12: Gahunda zo kuzamura imibereho no kwita ku batishoboye

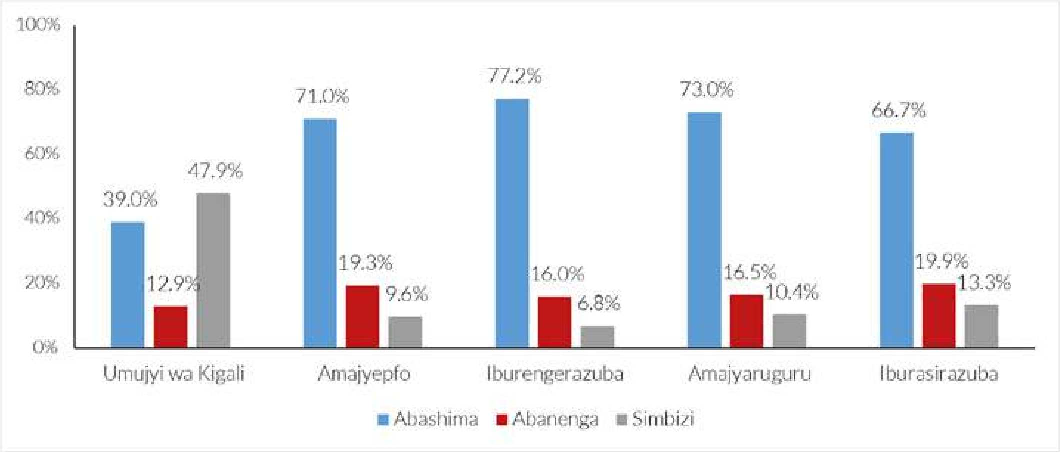


Muri CRC 2020, uturere tuza ku isonga mu gushima gahunda zo kuzamura imibereho no kwita ku batishoboye ni Nyanza (82.9%), Ngororero (82.6%) na Bugesera (81.2%). Uturere tw'Umujyi wa Kigali (Gasabo, Kicukiro na Nyarugenge) n'uturere twa Huye na Nyatagare niho abaturage bashima izi gahunda ku gipimo kiri hasi.

Ubushakashatsi bugaragaza ko 47.9% by'ababajijwe mu Mujyi wa Kigali batazi izo gahunda zo kuzamura imibereho no kwita ku batishoboye. Mu karere ka Gasabo abatazi gahunda ya VUP ni 40.6%, Kicukiro ni 52.7% naho Nyarugenge ni 28.7%. Mu karere ka Gasabo abatazi gahunda ya Girinka ni 44.7%, Kicukiro ni 58.3% naho Nyarugenge ni 51.9% mugihe abatazi gahunda yo kubakira abatishoboye mu karere ka Gasabo ari 30.4%, Kicukiro ni 34.5% naho Nyarugenge bakaba 29.8%. Ingaruka y'uko hari benshi batazi izi gahunda ni uko gutoranya abagenerwabikorwa bidakorwa neza bikaba byatuma hari abakomeza gukena kandi izi gahunda zzibafasha kwiteza imbere.

2.4.2. Gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe Intara n'Umujyi wa Kigali

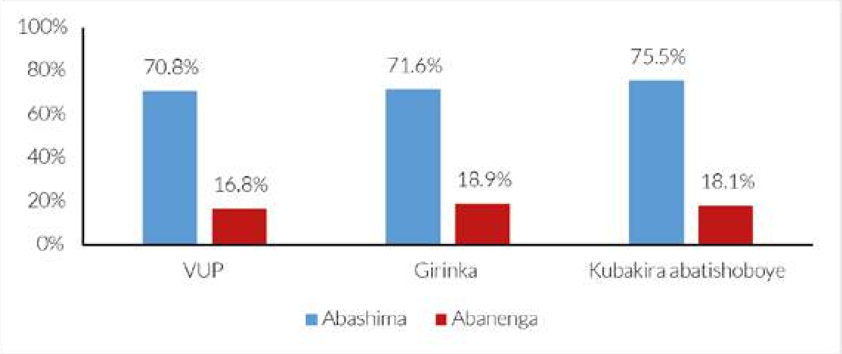
Ishusho 59: Gahunda zo kuzamura imibeeho no kwita ku batishoboye hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

2.4.3. Gahunda zo kuzamura imibereho no kwita ku batishoboye zakoreweho ubushakashatsi

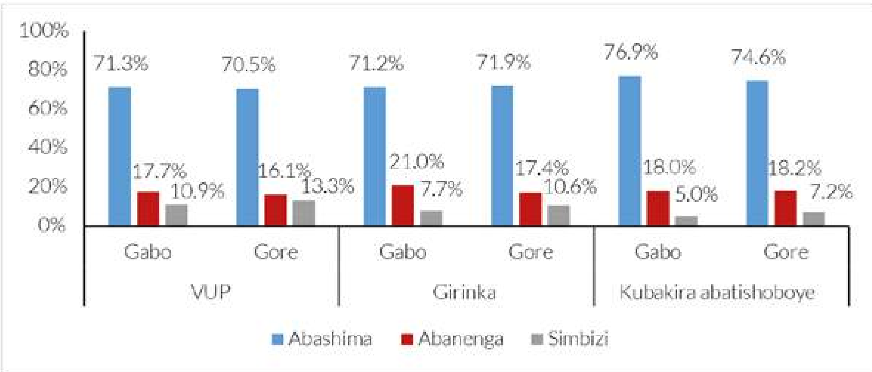
Ishusho 60: Gahunda zo kuzamura imibereho no kwita ku batishoboye zakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2020

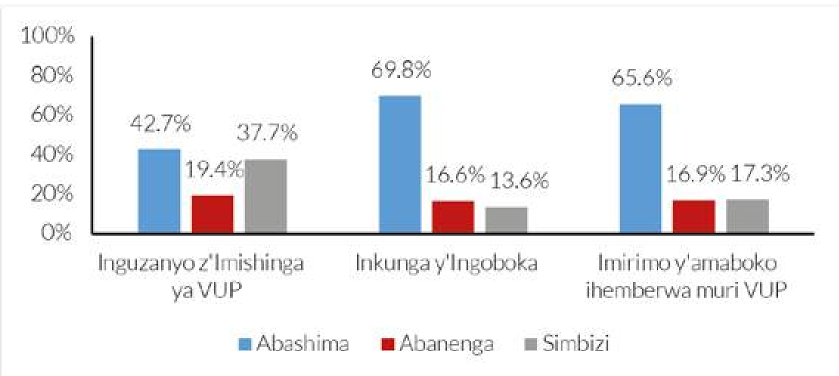
Muri rusange, biragaragara ko gahunda zitandukanye zo kuzamura imibereho no kwita ku batishoboye zishimwa ku gipimo gishimishiije ugereranije n'umwaka ushize. Gahunda yo kubakira abatishoboye yavuye ku gipimo cya 70.3% umwaka ushize igera ku gipimo cya 75.5% uyu mwaka. Guhitamo abagenerwabikorwa ba Girinka byavuye kuri 66.8% bigera kuri 71.6% muri CRC ya 2020 naho guhitamo abagenerwabikorwa ba VUP byavuye kuri 57.8% bigera kuri 70.8%.

Ishusho 61: Uko abagabo n'abagore babona gahunda zo kuzamura imibereho no kwita ku batishoboye



Aho byavuye: Anketi ya RGB, 2020

Ishusho 62: Uko abaturage babona ibikorwa bya gahunda ya VUP

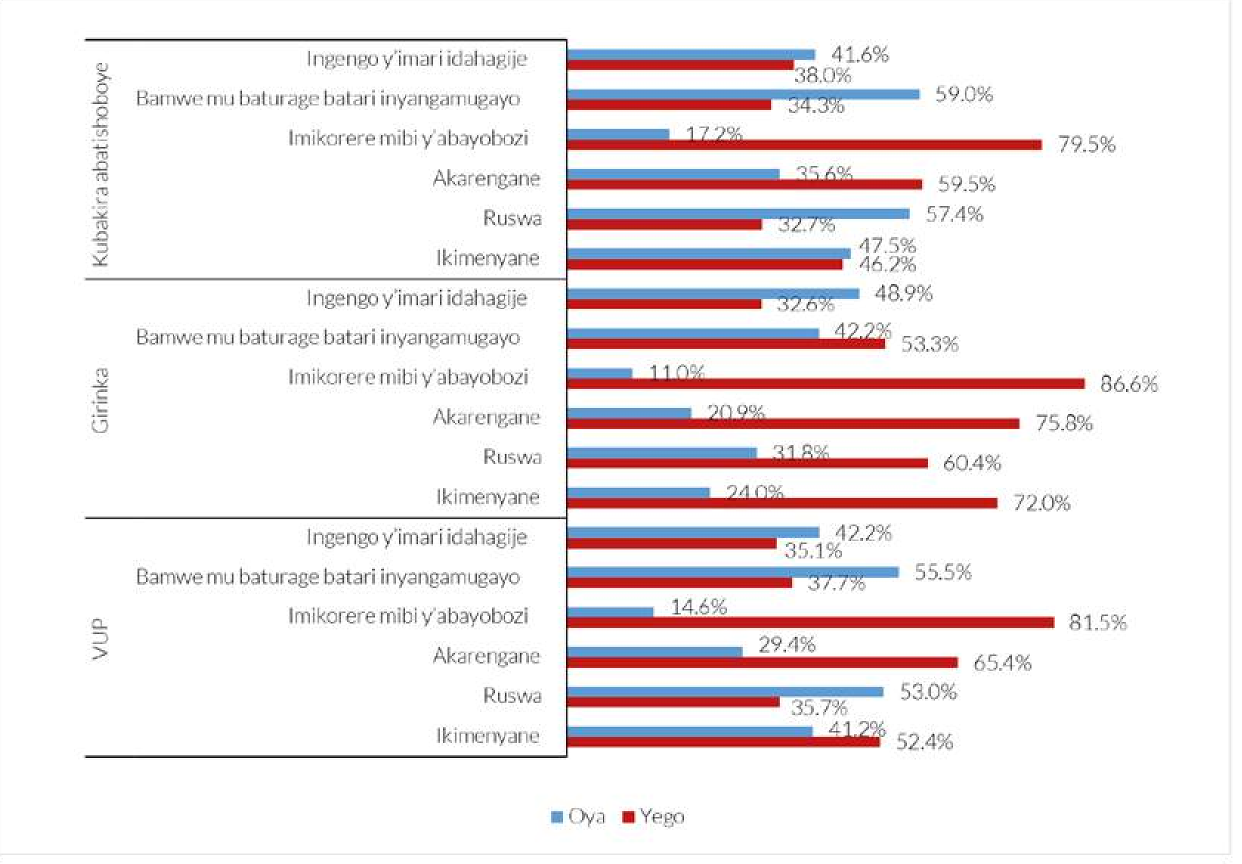


Aho byavuye: Anketi ya RGB, 2020

Inkunga y'ingoboka niyo serivisi ishimwa ku gipimo cyo hejuru cya 69.8% naho serivisi y'inguzanyo z'imishinga ya VUP niyo ishimwa ku gipimo cyo hasi cya 42.7% mu gihe abatazizi bangana na 37.7%. Abayobozi n'abakozi bashinzwe imibereho myiza y'abaturage bagaragaje ko abagenerwabikorwa batitabira uko bikwiye inguzanyo z'imishinga ya VUP, bitewe n'ubumenyi buke mu gutegura imishinga. Ku birebana n'imirimo y'amaboko ihemberwa bagaragaza ko hari ahakigaragara ikibazo cyo gutinda kwishyurwa.

2.4.4. Impamvu zitangwa n'abanenga gahunda zo kuzamura imibereho no kwita ku batishoboye

Ishusho 63: Impamvu zitangwa n'abavuga ko gahunda zo kuzamura imibereho no kwita ku batishoboyeo zidashimishije



Aho byavuye: Anketi ya RGB, 2020

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. Abayobozi n'abashinzwe kwita ku mibereho myiza y'abaturage bagaragaje inzitizi zirimo amazu menshi y'abatishoboye yashaje akeneye kuvugururwa, bamwe mu bagenerwabikorwa bafashwa ariko ntibabigire ibyabo ngo babyiteho uko bikwiye hakaba hari n'abandi bumva ko bahora bafashwa.

2.4.5. IBYIFUZONAMA

- Gukomeza kubaza abayobozi ibyo bashinzwe muri gahunda zo kuzamura imibereho no kwita ku batishoboye;
- Kunoza uburyo bwo guhitamo abagenerwabikorwa muri gahunda zitandukanye zifasha abatishoboye;
- Gukangurira abaturage gukoresha neza inkunga bahabwa mu rwego rwo kubafasha kwigira;
- Kubaka ubushobozi bw'abaturage mu gutegura imishinga y'inguzanyo mu mabanki n'ibigo by'imari iciriritse;
- Kwishyurira ku gihe abagenerwabikorwa b'imirimo y'amaboko ihemberwa muri VUP;
- Gukora isesengura ryihariye kuri gahunda zo kwita ku mibereho myiza y'abaturage bari mu cyiciro cy'ubukene n'ubukene bukabije mu Mujyi wa Kigali.

Imbonerahamwe 18:
Impinduka y'uko abaturage bashima serivisi zo kuzamura imibereho no kwita ku batishoboye muri 2019 na 2020

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Nyanza	82.9%	68.1%	▲	14.8%
2	Ngororero	82.6%	65.7%	▲	16.9%
3	Bugesera	81.2%	73.1%	▲	8.1%
4	Rutsiro	78.6%	69.5%	▲	9.1%
5	Karongi	78.6%	69.5%	▲	9.1%
6	Nyabihu	78.0%	71.9%	▲	6.1%
7	Rulindo	77.7%	65.6%	▲	12.1%
8	Ruhango	77.2%	61.6%	▲	15.6%
9	Gicumbi	76.9%	75.4%	▲	1.5%
10	Rubavu	76.9%	66.1%	▲	10.8%
11	Gisagara	75.7%	72.7%	▲	3.0%
12	Nyamasheke	74.4%	68.1%	▲	6.3%
13	Gakenke	74.3%	71.0%	▲	3.3%
14	Rusizi	71.6%	65.9%	▲	5.7%
15	Muhanga	71.0%	70.5%	▲	0.5%
16	Nyamagabe	69.5%	63.0%	▲	6.5%
17	Ngoma	69.2%	69.3%	▼	-0.1%
18	Burera	68.6%	72.6%	▼	-4.0%
19	Kirehe	68.2%	77.2%	▼	-9.0%
20	Nyaruguru	68.1%	63.1%	▲	5.0%
21	Musanze	67.8%	68.4%	▼	-0.6%
22	Rwamagana	65.6%	71.5%	▼	-5.9%
23	Kamonyi	63.7%	68.7%	▼	-5.0%
24	Gatsibo	62.3%	57.1%	▲	5.2%
25	Kayonza	61.8%	58.3%	▲	3.5%
26	Huye	59.8%	56.8%	▲	3.0%
27	Nyagatare	58.4%	70.9%	▼	-12.5%
28	Kicukiro	42.3%	62.7%	▼	-20.4%
29	Gasabo	38.1%	61.0%	▼	-22.9%
30	Nyarugenge	36.7%	58.8%	▼	-22.1%
IMPUZANDENGO		68.0%	67.3%	▲	0.7%

Aho byavuye: Anketi ya RGB, 2020

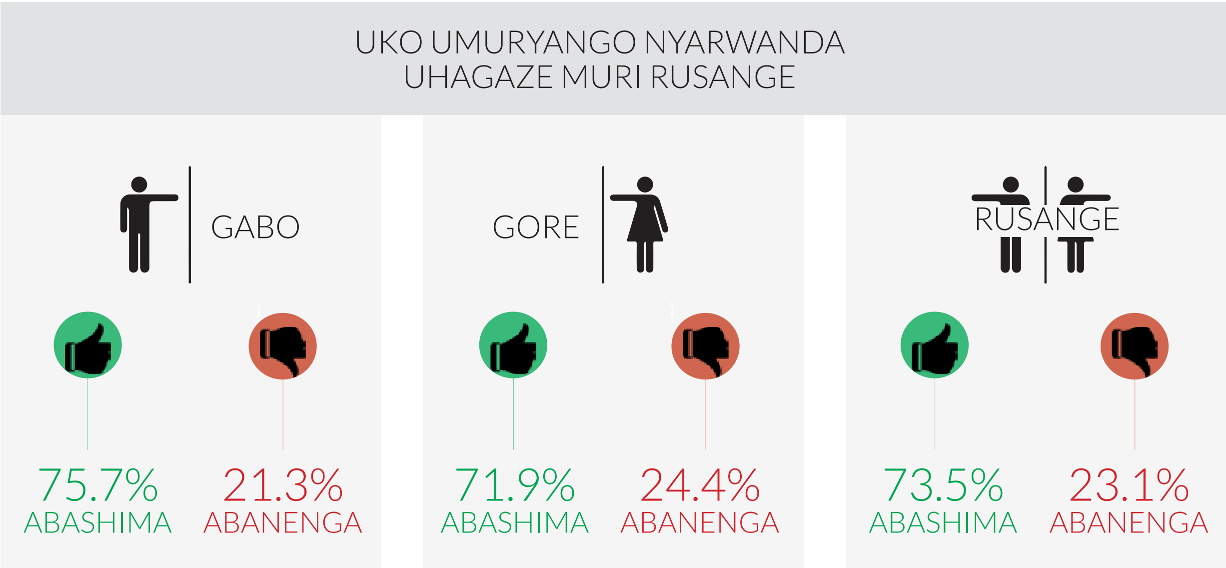
2.5. IMIBEREHO Y’UMURYANGO NYARWANDA

2.5.1. Intangiriro

Umuryango nyarwanda ni wo shingiro kamere ry'imbaga y'Abanyarwanda nk'uko biteganywa n'Itegeko Nshinga rya Repubulika y' U Rwanda. Umuryango urengerwa na Leta niyo mpamvu muri gahunda ya Guverinoma y'imyaka irindwi, Leta yiyemeje kuzibanda ku kuzamura imibereho myiza y'umuryango.

Ku birebana n'imibereho y'umuryango nyarwanda, ubushakashatsi bwibanze kuri ibi bikurikira: ihame ry'uburinganire n'ubwuzuzanye mu muryango, uburenganzira bw'abana, uburenganzira bw'abafite ubumuga, umuryango n'ihohoterwa rishingiye ku gitsina, ubwiganze bw'ibibazo byo mu miryango, impamvu zitera ibibazo mu muryango n'akamaro k'ikigo mbonezamikurire (ECD).

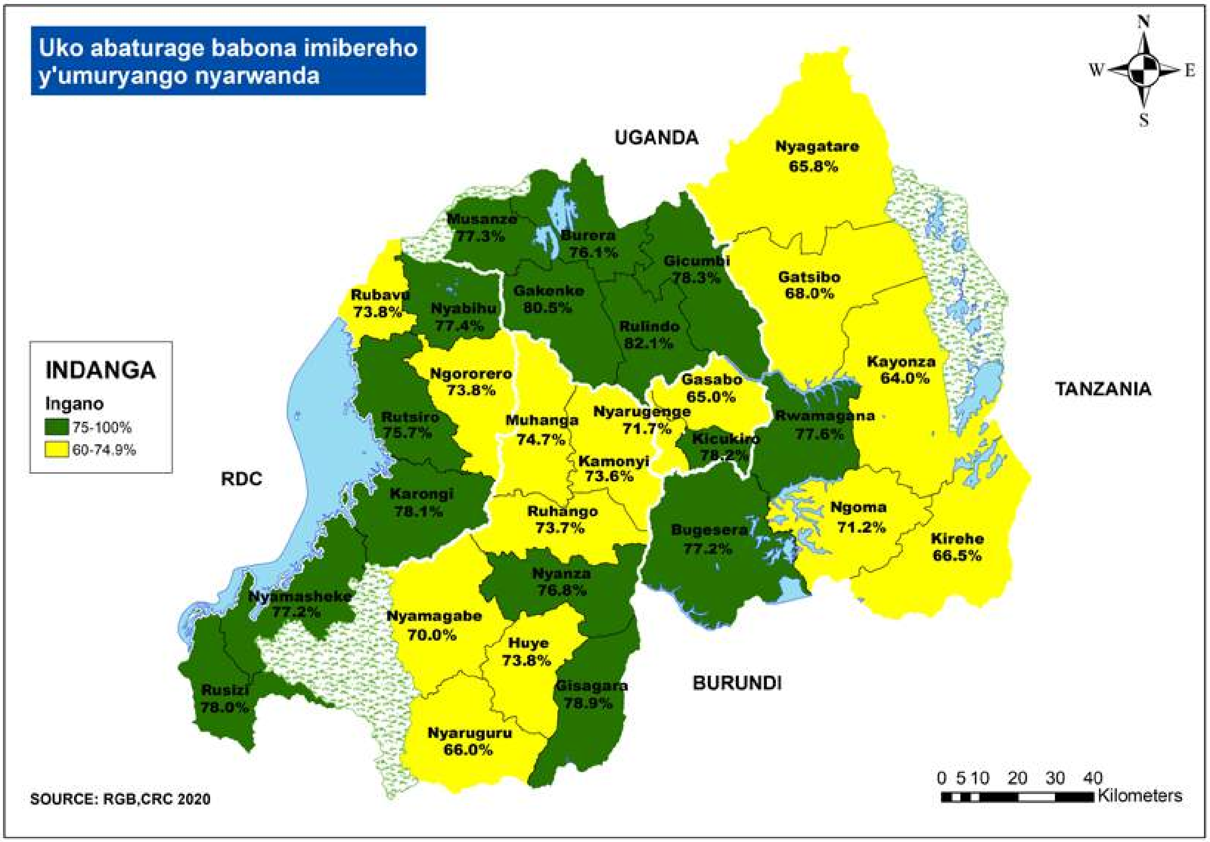
Ishusho 64: Uko umuryango nyarwanda uhagaze muri rusange



Aho byavuye: Anketi ya RGB, 2020

CRC ya 2020 igaragaza ko abaturage bishimiye uko umuryango nyarwanda uhagaze ku gipimo cya 73.5%. Ugereranyije na CRC 2019, iki gipimo cyagabanutseho (3.6%) kivuye kuri 77.1%. Abagabo bashima ku gipimo cya 75.7% kivuye kuri 79.1% umwaka ushize; naho abagore bashima ni 71.9% bavuye kuri 75.5% umwaka ushize.

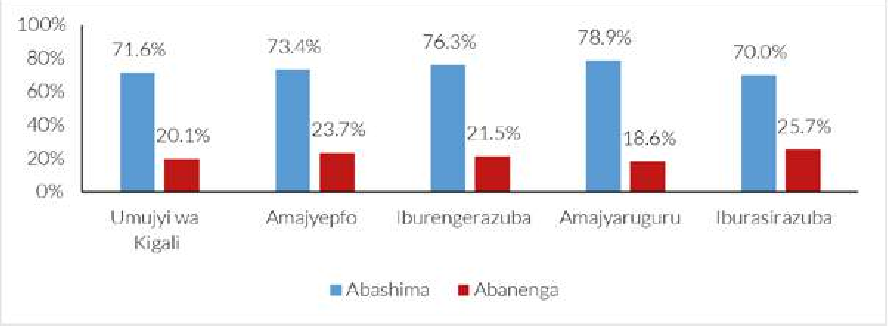
Ikarita 13: Uko umuryango nyarwanda uhagaze



Ubu bushakashatsi bwagaragaje ko uturere tuza ku isonga mu gushima imibereho y'umuryango nyarwanda ari Rulindo (82.1%), na Gakenke (80.5%) mu gihe Kayonza, Gasabo na Nyagatare aritwo tuza inyuma ku gipimo kiri munsi ya 66%.

2.5.2. Imibereho y'umuryango nyarwanda hakurikijwe Intara n'Umujyi wa Kigali

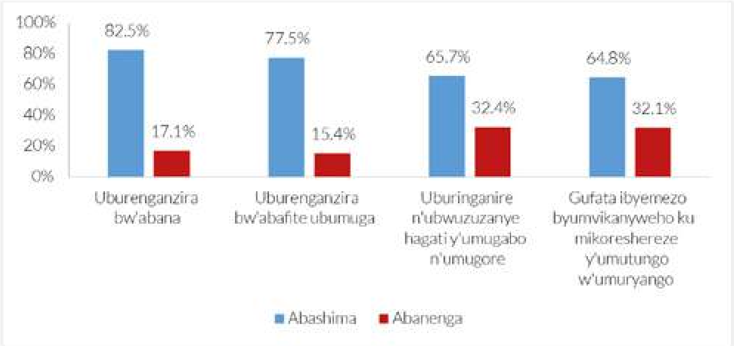
Ishusho 65: imibereho y'umuryango nyarwanda hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

2.5.3. Ihame ry'uburinganire n'ubwuzuzanye, uburenganzira bw'abana n'ubw'abafite ubumuga

Ishusho 66: Ihame y'uburinganire n'ubwuzuzanye, uburenganzira bw'abana n'ubw'abafite ubumuga



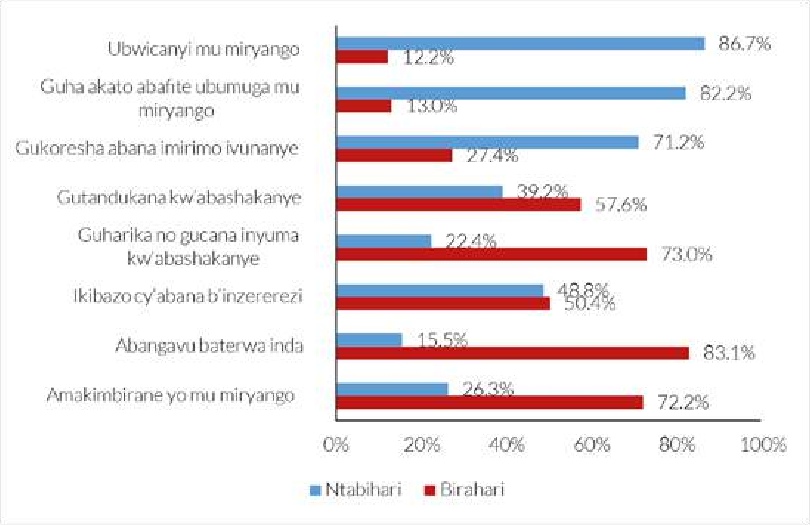
Aho byavuye: Anketi ya RGB, 2020

Gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango birashimwa ku gipimo cya 64.8% naho uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore bushimwa ku gipimo cya 65.7%.

Abubatse ingo 67.4% nibo bashima gufata ibyemezo byumvikanyweho mu muryango mu gihe abari mu cyiciro cy'ingaragu bashima ku gipimo cya 60.8%. Abagabo bashima gufata ibyemezo byumvikanyweho mu muryango ku gipimo cya 70.07% naho abagore bakabishima ku gipimo cya 61.1%.

2.5.4. Bimwe mu bibazo bibangamiye umuryango

Ishusho 67: Bimwe mu bibazo byo mu miryango



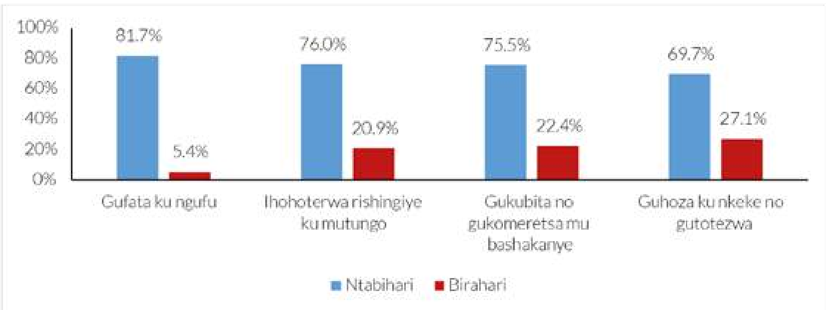
Aho byavuye: Anketi ya RGB, 2020

Ikibazo cy'abangavu baterwa inda nicyo gikomeje kuza ku isonga mu bibangamiye umuryango nyarwanda. Ibindi byagaragaye nk'ibibazo byugarije umuryango nyarwanda harimo guharika, gucana inyuma no gutandukana kw'abashakanye ndetse n'amakimbirane yo mu muryango.

Abagore bemeza ko ikibazo cyo guharika no gucana inyuma kw'abashakanye gihari ku gipimo cya 75.38% mu gihe abagabo babyemeza ku gipimo cya 69.64%.

2.5.5. Uko abaturage babona ihohoterwa rishingiye ku gitsina

Ishusho 68: Uko abaturage babona ihohoterwa rishingiye ku gitsina

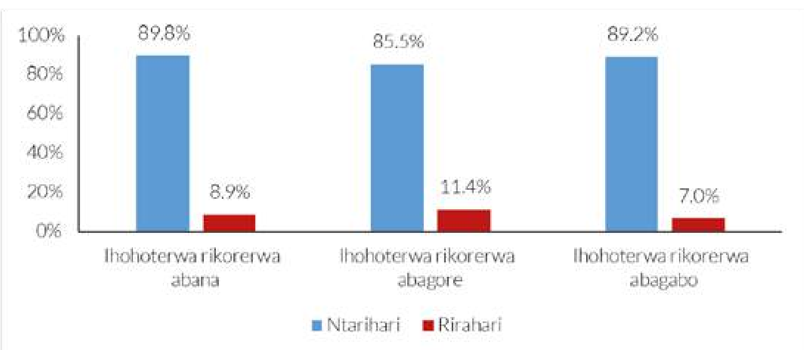


Aho byavuye: Anketi ya RGB, 2020

Guhoza ku nkeke no gutotezwa, ihohoterwa rishingiye ku mutungo, gukubita no gukomeretsa nibyo byiganje mu bibazo birebana n'ihohoterwa rishingiye ku gitsina.

2.5.6. Uko ibyiciro by'abaturage bigerwaho n'ihohoterwa rishingiye ku gitsina

Ishusho 69: Uko abaturage babona ihohoterwa rishingiye ku gitsina rikorerwa ibyiciro bitandukanye

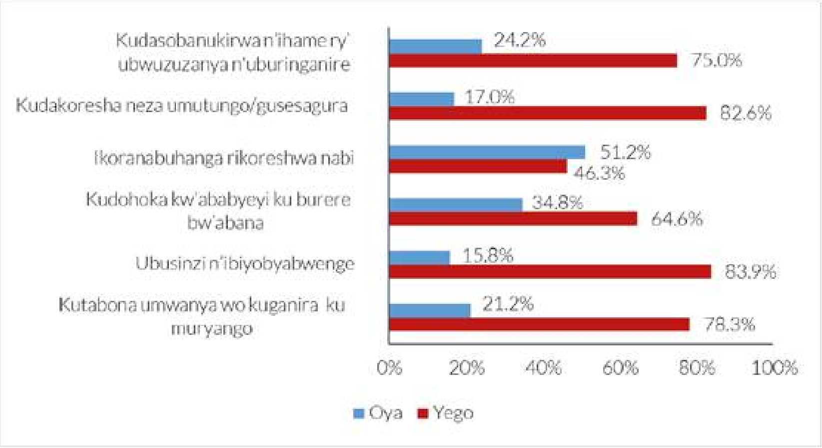


Aho byavuye: Anketi ya RGB, 2020

Ihohoterwa rikorerwa abagore niryo riza ku isonga ku gipimo cya 11.4% hagakurikiraho irikorerwa abana ku gipimo cya 8.9% naho irikorerwa abagabo rikaba ku gipimo cya 7.0%.

2.5.7. Impamvu zitera ibibazo byo mu miryango

Ishusho 70: Impamvu zitera ibibazo byo mu miryango

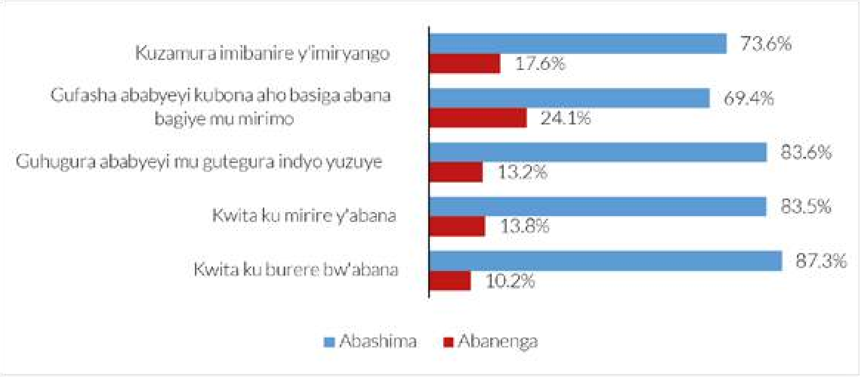


Aho byavuye: Anketi ya RGB, 2020

Mu byo abaturage bagaragaje ko ari impamvu zitera ibibazo mu miryango, ibiza mbere ni ubusinzi n'ibiyobyabwenge (83.9%), kudakoresha neza umutungo cyangwa gusesagura (82.6%), kutabona umwanya wo kuganira mu muryango (78.3%), no kudasobanukirwa ihame ry'uburinganire n'ubwuzuzanye (75%).

2.5.8. Akamaro k'ibigo mbonezamikurire (ECD)

Ishusho 71: Akamaro k'ibigo mbonezamikurire (ECD)



Aho byavuye: Anketi ya RGB, 2020

Muri ubu bushakashatsi, abaturage bagaragaje uko babona akamaro k'ikigo mbonezamikurire aho batuye. Muri serivisi zitangirwa muri iki kigo, iza ku isonga mu gushimwa ni serivisi yo kwita ku burere bw'abana ku gipimo cya 87.3%, kwita ku mirire y'abana ku gipimo cya 83.5% no guhugura ababyeyi mu gutegura indyo yuzuye ku gipimo cya 83.6%. By'umwihariko, abaturage bafite imyaka y'amavuko iri hagati ya 46-55 nibo bashima cyane imirire y'abana (85.6%) n'amahugurwa y'ababyeyi (85.1%).

2.5.9. IBYIFUZONAMA

- Kongera imikorere n'imikoranire hagati y'inzego mu guhangana n'ikibazo cy'abangavu baterwa inda;
- 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 19:
Impinduka y'uko abaturage babona imibereho y'umuryango nyarwanda 2019 na 2020

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Rulindo	82.1%	82.6%	▼	-0.5%
2	Gakenke	80.5%	81.8%	▼	-1.3%
3	Gisagara	78.9%	75.8%	▲	3.1%
4	Gicumbi	78.3%	78.3%	▲	0.0%
5	Kicukiro	78.2%	76.0%	▲	2.2%
6	Karongi	78.1%	78.8%	▼	-0.7%
7	Rusizi	78.0%	81.4%	▼	-3.4%
8	Rwamagana	77.6%	77.6%	=	0.0%
9	Nyabihu	77.4%	81.1%	▼	-3.7%
10	Musanze	77.3%	77.3%	▲	0.0%
11	Nyamasheke	77.2%	77.0%	▲	0.2%
12	Bugesera	77.2%	75.0%	▲	2.2%
13	Nyanza	76.8%	77.9%	▼	-1.1%
14	Burera	76.1%	82.6%	▼	-6.5%
15	Rutsiro	75.7%	76.8%	▼	-1.1%
16	Muhanga	74.7%	76.8%	▼	-2.1%
17	Rubavu	73.8%	74.4%	▼	-0.6%
18	Huye	73.8%	77.6%	▼	-3.8%
19	Ngororero	73.8%	81.4%	▼	-7.6%
20	Ruhango	73.7%	75.1%	▼	-1.4%
21	Kamonyi	73.6%	77.3%	▼	-3.7%
22	Nyarugenge	71.7%	81.2%	▼	-9.5%
23	Ngoma	71.2%	75.5%	▼	-4.3%
24	Nyamagabe	70.0%	78.8%	▼	-8.8%
25	Gatsibo	68.0%	68.3%	▼	-0.3%
26	Kirehe	66.5%	75.5%	▼	-9.0%
27	Nyaruguru	66.0%	78.5%	▼	-12.5%
28	Nyagatare	65.8%	73.7%	▼	-7.9%
29	Gasabo	65.0%	79.6%	▼	-14.6%
30	Kayonza	64.0%	67.9%	▼	-3.9%
IMPUZANDENGO		73.5%	77.1%	▼	-3.6%

Aho byavuye: Anketi ya RGB, 2020

3

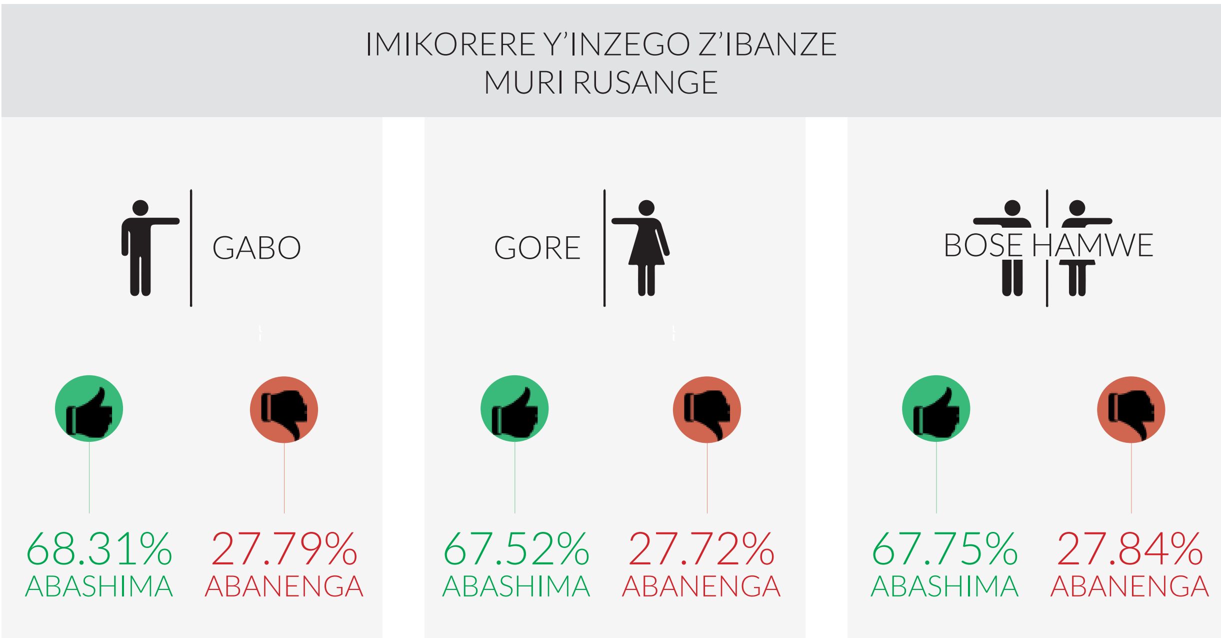
INKINGI Y'IMIYOBORERE

3.1. INZEGO Z’IBANZE

3.1.1. Intangiriro

Ubu bushakashatsi bwibanze ku mikorere y'inzego z'ibanze, serivisi zitanga, urwego rwa Njyanama n'imikorere yarwo.

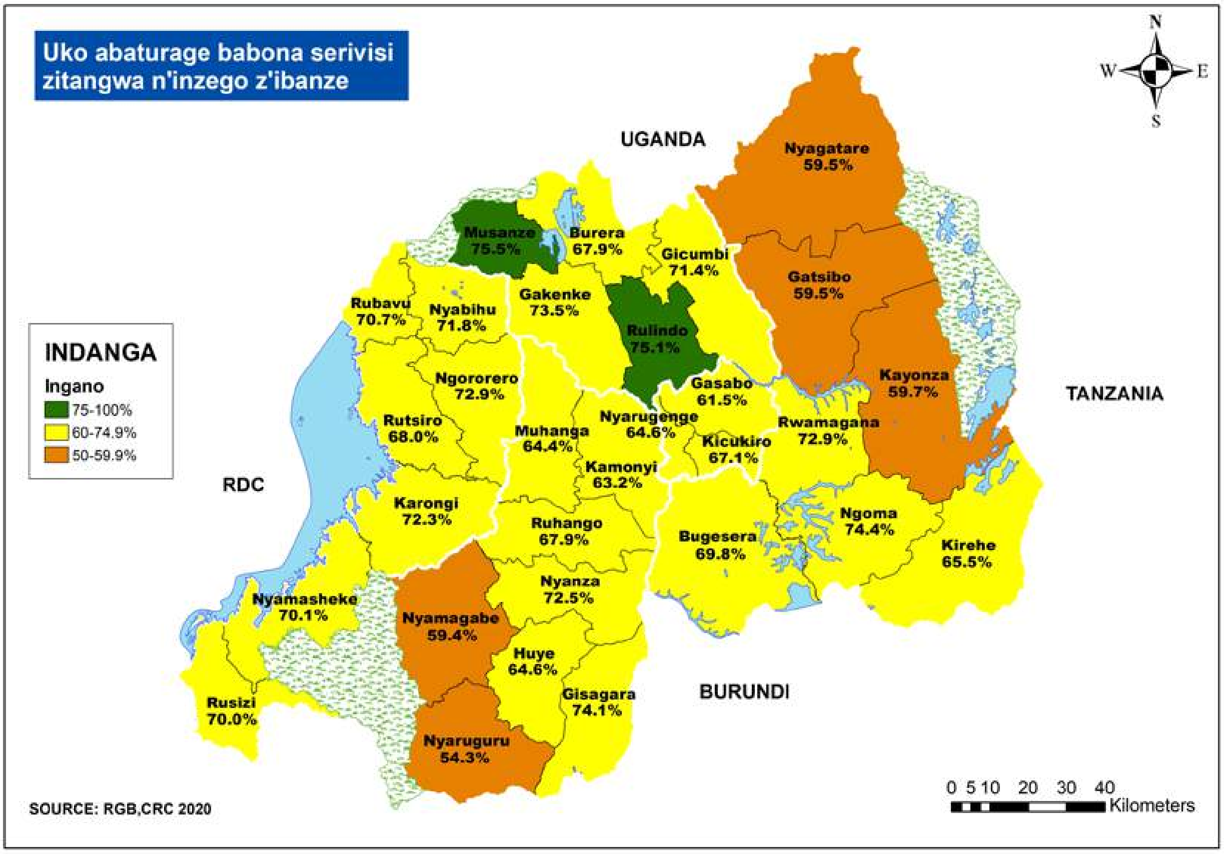
Ishusho 72: Imikorere y'inzego z'ibanze muri rusange



Aho byavuye: Anketi ya RGB, 2020

Ibyavuye muri ubu bushakashatsi bigaragaza ko abaturage bashima imikorere y'inzego z'ibanze ku gipimo cya 67.75% naho abanenga ni 27.84%. Abagabo bashima ku gipimo cya 68.31% naho abagore bagashima ku gipimo cya 67.52%. Ugereranyije na CRC 2019 iki gipimo cyamanutseho 3.55%.

Ikarita 14: Imikorere y'inzego z'ibanze



Imikorere y'inzego z'ibanze irashimwa ku gipimo kiri hejuru ya 75% mu turere twa Musanze na Rulindo; naho Akarere ka Nyaruguru niko kari ku gipimo cyo hasi cya 54.3%.

3.1.2. Imikorere y'inzego z'ibanze hakurikijwe Intara n'umujyi wa Kigali

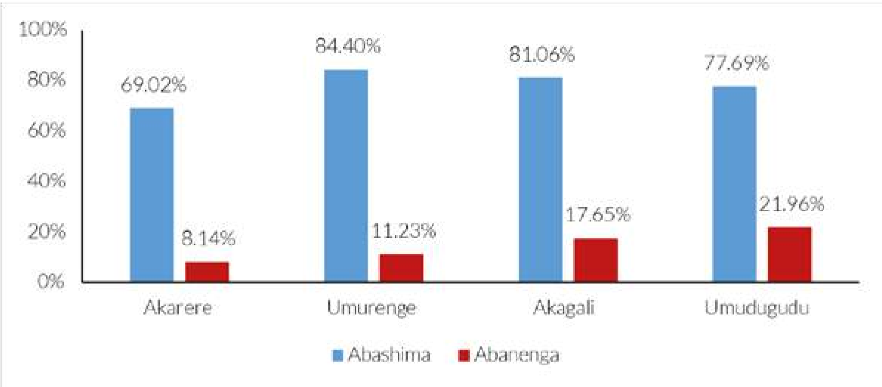
Ishusho 73: Imikorere y'inzego z'ibanze hakurikijwe Intara n'umujyi wa Kigali

Aho byavuye: Anketi ya RGB, 2020

3.1.3. Imikorere y'inzego z'ibanze

Muri ubu bushakashatsi habajijwe imikorere y'inzego z'ibanze, uhereye ku mudugudu ukagera ku karere.

Ishusho 74: Uko abaturage babona imikorere y'inzego z'ibanze

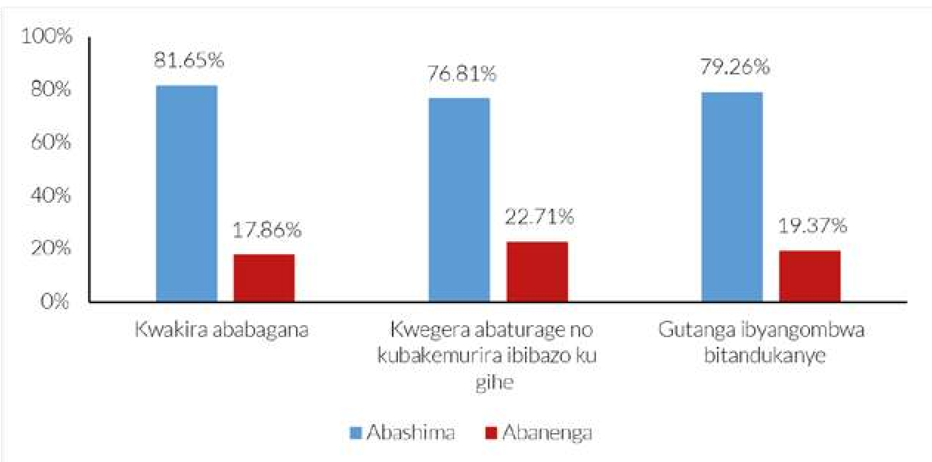


Aho byavuye: Anketi ya RGB, 2020

Urwego rw'umurenge nirwo rushimwa ku gipimo cyo hejuru kingana na 84.4% naho urwego rw'akarere nirwo ruri hasi ku gipimo cya 69.02%. Uburyo abaturage bishimira serivisi zo ku murenge n'akagali bigaragaza ko kwegereza ubuyobozi na serivisi abaturage ari ingenzi.

3.1.4. Zimwe muri serivisi zitangwa n'inzego z'ibanze

Ishusho 75: Zimwe muri serivisi zitangwa n'inzego z'ibanze



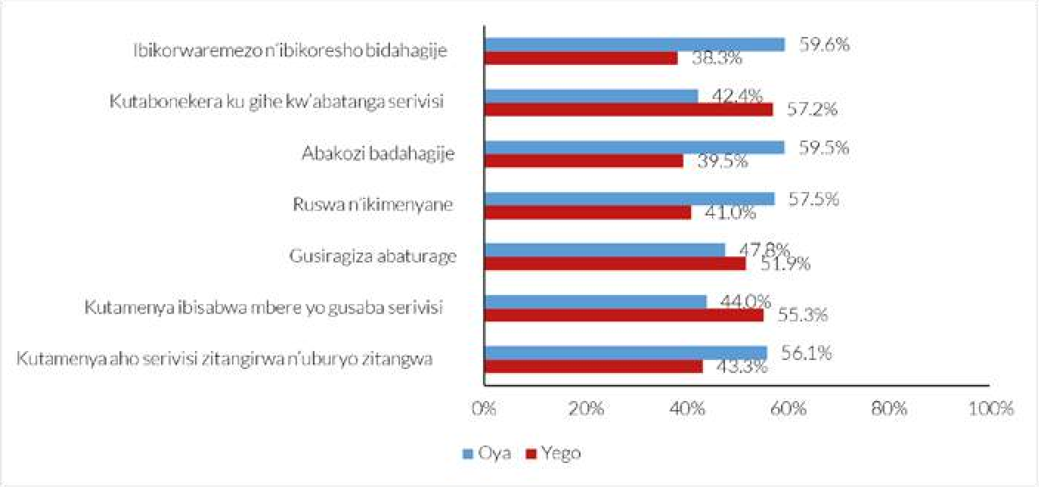
Aho byavuye: Anketi ya RGB, 2020

Muri rusange, serivisi zitangwa n'inzego z'ibanze zirashimwa ku gipimo kiri hejuru ya 76%. Kwakira ababagana niyo serivisi iza ku isonga ku gipimo cya 81.65%.

3.1.5. Inzitizi zigaragara muri serivisi zitangwa n'inzego z'ibanze

Zimwe mu nzitizi mu mitangire ya serivisi mu nzego z'ibanze ni izi zikurikira.

Ishusho 76: Inzitizi zigaragara muri serivisi z'inzego z'ibanze



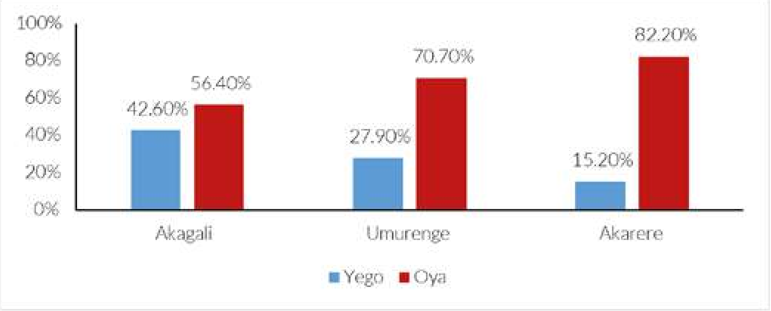
Aho byavuye: Anketi ya RGB, 2020

Zimwe mu nzitizi zigaragazwa kurusha izindi ni ukutabonekera ku gihe kw'abatanga serivisi (57.2%), kutamenya ibisabwa mbere yo gusaba serivisi (55.3%) ndetse no gusiragiza abaturage (51.9%).

3.1.6. Ubumenyi ku rwego rwa Njyanama

Urwego rwa Njyanama rushinzwe guhuza ibitekerezo by'abaturage, no kubahagararira mu nzego z'ibanze zifata ibyemezo. Ubu bushakashatsi bugaragaza uko abaturage bazi urwego rwa Njyanama n'imikorere yarwo.

Ishusho 77: Uko abaturage bazi urwego rwa Njyanama



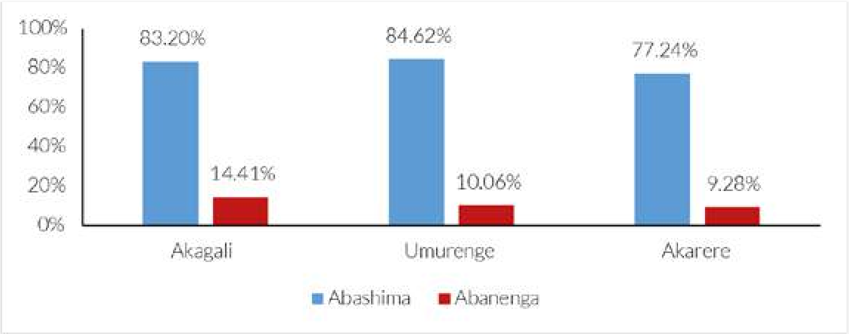
Aho byavuye: Anketi ya RGB, 2020

Ubu bushakashatsi bugaragaza ko Njyanama y'Akagali ariyo izwi cyane n'abaturage ugereranyije na Njyanama y' Akarere n'iy'Umurenge. Ibi ni nako byari bimeze muri CRC 2019.

3.1.7. Imikorere ya Njyanama

Muri ubu bushakashatsi abazi urwego rwa Njyanama bagaragaje uko babona imikorere yarwo.

Ishusho 78: Uko abaturage babona imikorere y'urwego rwa Njyanama



Aho byavuye: Anketi ya RGB, 2020

Urwego rwa Njyanama y'umurenge niy'akagali zirashimwa cyane ugereranyije na Njyanama y'akarere. Ibi bishimangira ibyagaragajwe haruguru by'uko abaturage bamenya imikorere y'inzego zibegereye.

3.1.8. IBYIFUZONAMA

- Kubaka umuco wo gutanga serivisi inoze mu nzego z'ibanze;
- Gukora mu buryo bwa kinyamwuga mu mitangire ya sirivisi;
- Kumenyekanisha ibisabwa kugira ngo umuturage abone serivisi;
- Kwegera abaturage no kubakemurira ibibazo ku gihe.

Imbonerahamwe 20:
Uko uturere duhagaze muri serivisi zitangwa n'inzego z'ibanze mu myaka ibiri (2019 - 2020)

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Musanze	75.5%	70.3%	▲	5.2%
2	Rulindo	75.1%	78.3%	▼	-3.2%
3	Ngoma	74.4%	75.2%	▼	-0.8%
4	Gisagara	74.1%	70.5%	▲	3.6%
5	Gakenke	73.5%	73.4%	▲	0.1%
6	Ngororero	72.9%	71.2%	▲	1.7%
7	Rwamagana	72.9%	76.2%	▼	-3.3%
8	Nyanza	72.5%	65.9%	▲	6.6%
9	Karongi	72.3%	73.1%	▼	-0.8%
10	Nyabihu	71.8%	73.5%	▼	-1.7%
11	Gicumbi	71.4%	76.3%	▼	-4.9%
12	Rubavu	70.7%	62.8%	▲	7.9%
13	Nyamasheke	70.1%	73.9%	▼	-3.8%
14	Rusizi	70.0%	72.3%	▼	-2.3%
15	Bugesera	69.8%	76.3%	▼	-6.5%
16	Rutsiro	68.0%	71.6%	▼	-3.6%
17	Ruhango	67.9%	69.6%	▼	-1.7%
18	Burera	67.9%	76.0%	▼	-8.1%
19	Kicukiro	67.1%	66.5%	▲	0.6%
20	Kirehe	65.5%	78.8%	▼	-13.3%
21	Huye	64.6%	64.3%	▲	0.3%
22	Nyarugenge	64.6%	68.9%	▼	-4.3%
23	Muhanga	64.4%	66.8%	▼	-2.4%
24	Kamonyi	63.2%	79.1%	▼	-15.9%
25	Gasabo	61.5%	73.2%	▼	-11.7%
26	Kayonza	59.7%	61.0%	▼	-1.3%
27	Gatsibo	59.5%	64.0%	▼	-4.5%
28	Nyagatare	59.5%	75.1%	▼	-15.6%
29	Nyamagabe	59.4%	63.8%	▼	-4.4%
30	Nyaruguru	54.3%	67.8%	▼	-13.5%
IMPUZANDENGO		67.7%	71.3%	▼	-3.6%

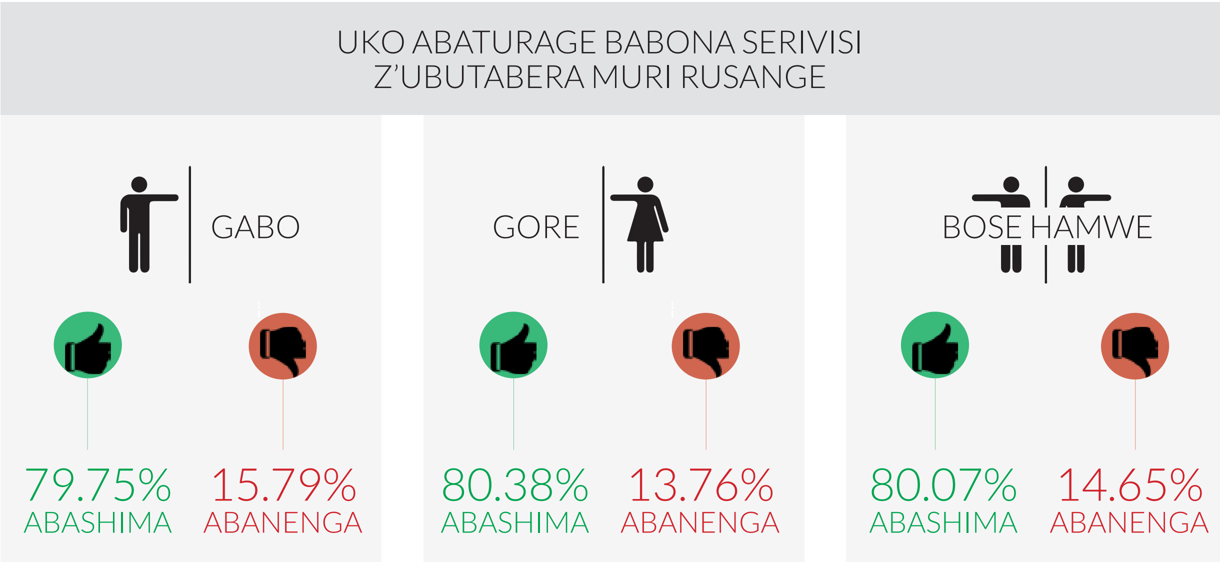
Aho byavuye: Anketi ya RGB, 2020

3.2. UBUTABERA

3.2.1. Intangiriro

Muri ubu bushakashatsi habajijwe uko abaturage babona serivisi z'ubutabera zitandukanye, imikorere y'inzego z'ubutabera (Abunzi, RIB, MAJ), uko babona ruswa n'akarengane mu nzego za Leta ndetse n'imikorere y'inzego zinyuranye mu kurwanya ruswa n'akarengane.

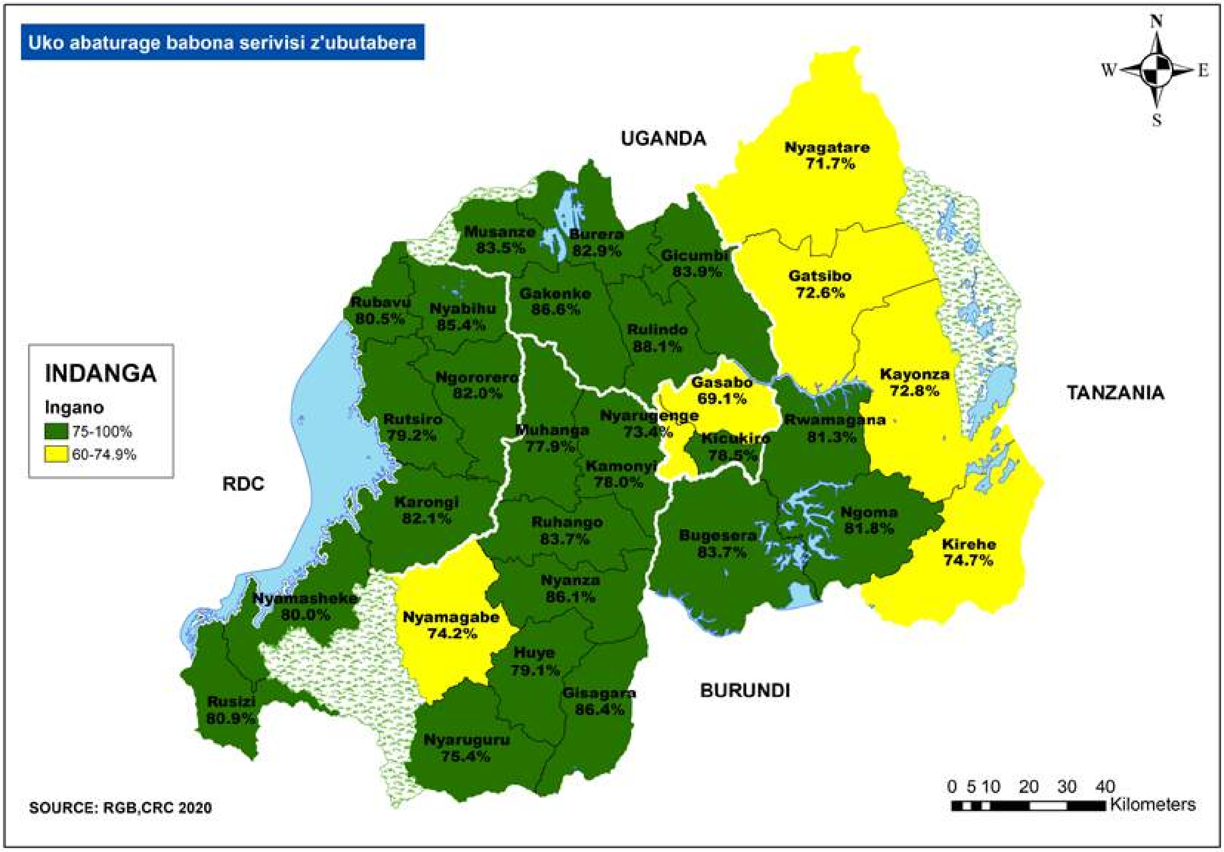
Ishusho 79: Uko abaturage babona serivisi z'ubutabera muri rusange



Aho byavuye: Anketi ya RGB, 2020

Muri rusange abaturage bazi serivisi z'ubutabera bazishima ku gipimo cya 80.07%. Abagore bazishima ku gipimo cya 80.38% naho abagabo bakazishima ku gipimo cya 79.75%.

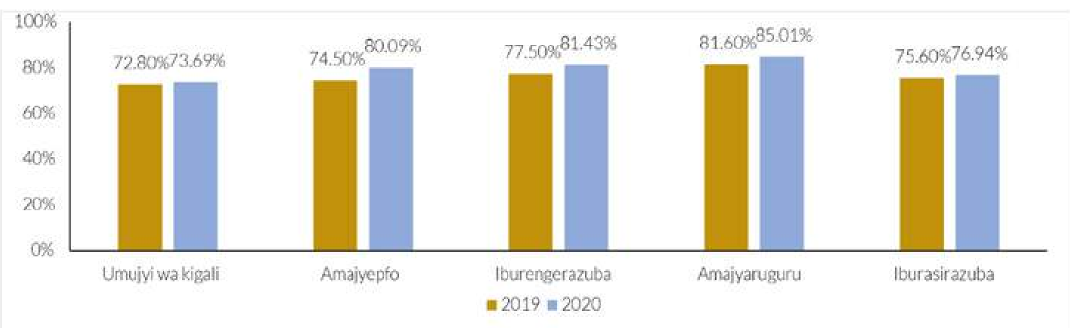
Ikarita 15: Serivisi z'ubutabera



Nk'uko bigaragara ku ikarita, mu turere 23 abaturage bashima serivisi z'ubutabera ku gipimo kiri hejuru ya 75%. Akarere kari ku isonga ni Rulindo aho bashima ku gipimo cya 88.07% naho akaza inyuma ni aka Gasabo bashima ku gipimo cya 69.13%.

3.2.2. Serivisi z'ubutabera hakurikijwe Intara n'Umujyi wa Kigali.

Ishusho 80: Serivisi z'ubutabera hakurikijwe Intara n'Umujyi wa Kigali

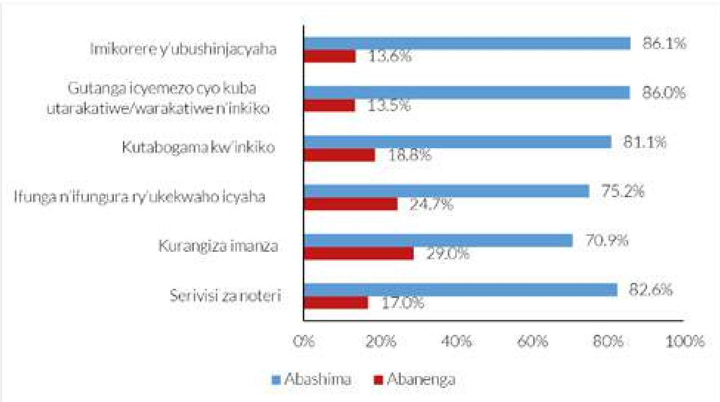


Aho byavuye: Anketi ya RGB, 2020

3.2.3. Imikorere na serivisi mu nzego z'ubutabera

Imikorere na serivisi mu nzego z'ubutabera byakoreweho ubushakashatsi ni ukurangiza imanza, ifunga n'ifungura ry'ukekwaho icyaha, kutabogama kw'inkiko, gutanga icyemezo cyo kuba utarakatiwe/warakatiwe n'inkiko ndetse n'imikorere y'ubushinjacyaha.

Ishusho 81: Ihame y'uburinganire n'ubwuzuzanye, uburenganzira bw'abana n'abafite ubumuga



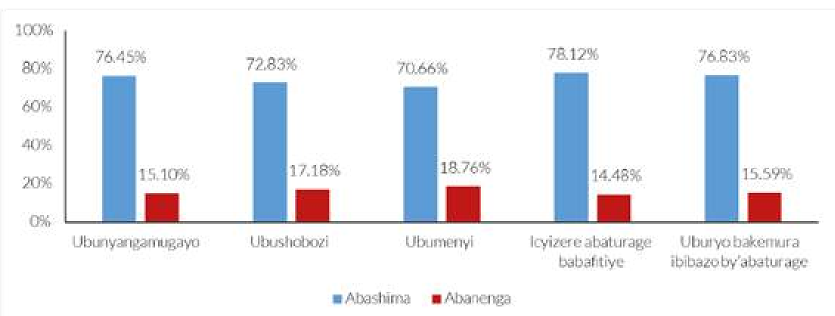
Aho byavuye: Anketi ya RGB, 2020

Imikorere y'ubushinjacyaha niyo ishimwa cyane kuri 86.1% naho kurangiza imanza nibyo biza inyuma kuri 70.9%.

3.2.4. Imikorere ya komite z'Abunzi

Komite z'Abunzi ni bumwe mu buryo bw'umwimerere nyarwanda bwo kwishakamo ibisubizo bwashyiriweho kunga hagamijwe kubaka ubumwe n'imibanire myiza y'abanyarwanda. Ubu bushakashatsi buragaragaza uko abaturage babona imikorere ya komite z'Abunzi mu bijyanye n'ubunyangamugayo, ubushobozi, ubumenyi, icyizere abaturage babafitiye ndetse n'uburyo bakemura ibibazo by'abaturage.

Ishusho 82: Imikorere ya komite z'Abunzi



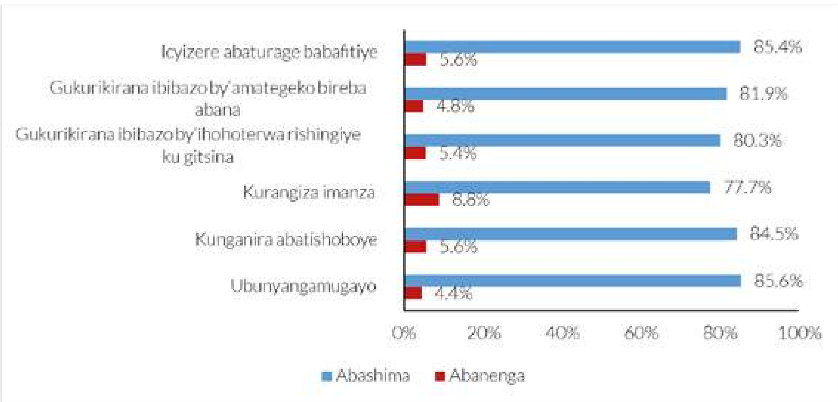
Aho byavuye: Anketi ya RGB, 2020

Icyizere abaturage bafitiye komite z'Abunzi nicyo kiza ku isonga kuri 78.12%. Abaturage bagaragaje kandi ko hakenewe kongerwa imbaraga mu kuzamura ubumenyi bw'Abunzi.

3.2.5. Uko abaturage babona serivisi za MAJ

Mu rwego rwo kwegereza abaturage ubutabera, hashyizweho biro zishinzwe kugira inama abaturage batishoboye mu bijyanye n'amategeko (MAJ). Ku birebana na MAJ, ubu bushakashatsi bwibanze kuri ibi bikurikira: kunganira abatishoboye mu mategeko, kurangiza imanza, gukurikirana ibibazo by'ihohoterwa rishingiye ku gitsina, gukurikirana ibibazo by' amategeko bireba abana. Hanarebwe kandi ubunyangamugayo bw'abakozi ba MAJ n' icyizere abaturage babafitiye.

Ishusho 83: Uko abaturage babona serivisi za MAJ



Aho byavuye: Anketi ya RGB, 2020

Abaturage bakomeje gushima imikorere ya MAJ muri rusange ku gipimo kiri hejuru ya 80%.

3.2.6. Imikorere y'urwego rw'ubugenzacyaha (RIB)

Ishusho 84: Abazi urwego rw'ubugenzacyaha (RIB)

ABAZI URWEGO RW'UBUGENZACYAHA (RIB)

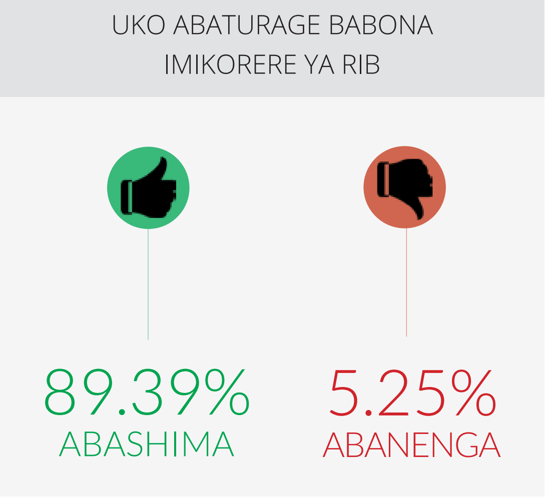
	CRC 2020	CRC 2019
YEGO	77.80%	30.04%
OYA	22.10%	67.30%

Aho byavuye: Anketi ya RGB, 2020

Urwego rwa RIB rwakoreweho ubushakashatsi ku nshuro ya mbere muri 2019 aho CRC yerekanye ko rutari ruzwi n'abaturage benshi ku gipimo cya 67.30% abaruzi bakaba 30.04%. CRC ya 2020 iragaragaza ko hatewe intambwe ishimishije kuko abaturage bazi uru rwego bazamutse bakagera kuri 77.8%.

Muri CRC ya 2019, uretse uturere tw'Umujyi wa Kigali, utundi turere twose abaturage bari bazi urwego rwa RIB munsi ya 40%. Hagendewe ku turere twari munsi ya 20% muri CRC ya 2019, hatewe intambwe igaragara muri CRC ya 2020 aho Ngororero yavuye kuri 13.61% ikagera kuri 65%, Ruhango yavuye kuri 17.16% igera kuri 69.9%, Nyabihu yavuye 18.83% igera kuri 75.9%, Rutsiro yavuye kuri 17.55% igera kuri 76.4% naho Gakenke yavuye kuri 18.61% igera kuri 67.6%. Nanone, igipimo uturere tugize Umujyi wa Kigali tuziho Urwego rw'Igihugu rw'Ubugenzacyaha cyarazamutse aho muri Gasabo cyavuye kuri 60.4% kikagera kuri 88.2%, Kicukiro cyavuye kuri 52.38% kigera kuri 94.7% mu gihe Nyarugenge yavuye kuri 58.44% igera kuri 95.2%.

Ishusho 85: Uko abaturage babona imikorere ya RIB



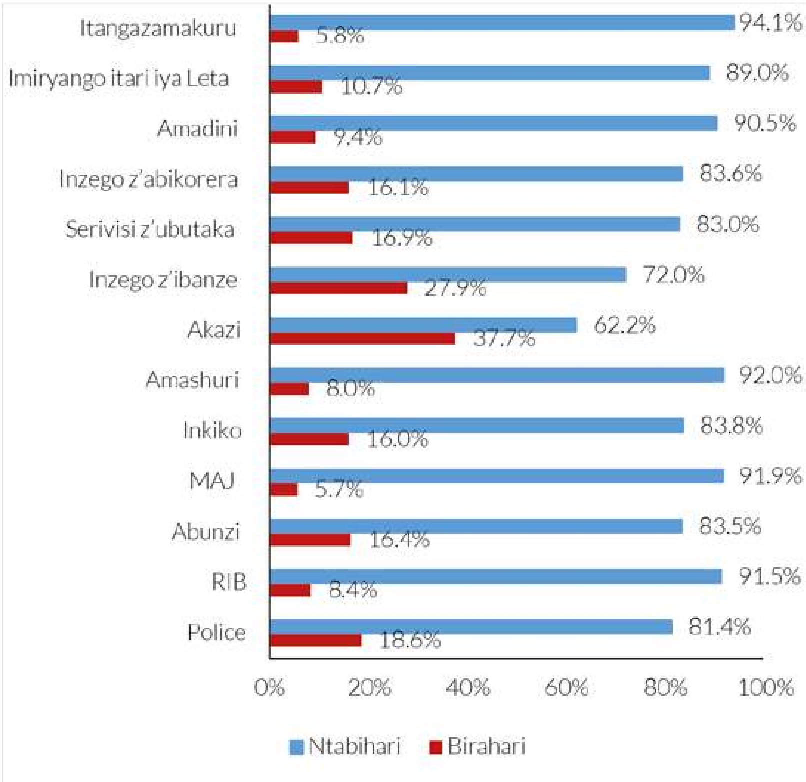
Aho byavuye: Anketi ya RGB, 2020

Abaturage bishimiye imikorere ya RIB ku gipimo cya 89.39%.

3.2.7. Ruswa n'akarengane mu nzego zitandukanye

Ruswa n'akarengane ni bimwe mu bibangamira imitangire ya serivisi inoze. Ubu bushakashatsi bwagaragaje uko abaturage babona ruswa n'akarengane mu nzego na serivisi bikurikira: itangazamakuru, imiryango itari iya Leta, amadini, inzego z'abikorera, serivisi z'ubutaka, inzego z'ibanze, mu kazi, amashuri, inkiko, MAJ, abunzi, RIB ndetse na Polisi y'igihugu.

Ishusho 86: Uko abaturage babona ruswa n'akarengane mu nzego na serivisi zitandukanye



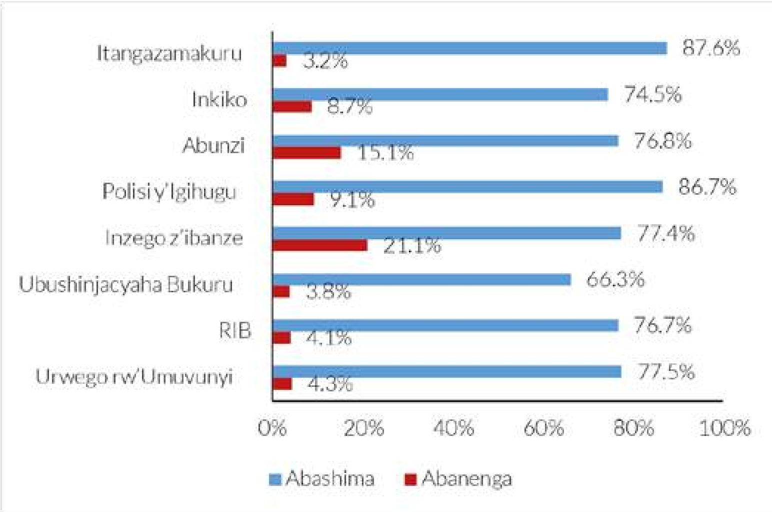
Aho byavuye: Anketi ya RGB, 2020

N'ubwo hari byinshi bikorwa mu kurwanya ruswa n'akarengane, muri ubu bushakashatsi abaturage bagaragaje ko ruswa ikigaragara mu kazi, mu nzego z'ibanze ku gipimo kiri hejuru ya 27%; mu gihe muri Polisi y'igihugu, muri serivisi z'ubutaka, mu rwego rw'abunzi, serivisi z'abikorera no mu nkiko ikigaragara ku gipimo kiri hejuru ya 15%.

3.2.8. Imikorere y'inzego mu kurwanya ruswa n'akarengane

Muri ubu bushakashatsi abaturage babajijwe uko babona imikorere ya zimwe mu nzego zifite mu nshingano kurwanya ruswa n'akarengane zirimo Urwego rw'Umuvunyi, RIB, Urwego rw'Ubushinjacyaha Bukuru, inzego z'ibanze, Polisi y'igihugu, abunzi, inkiko n'itangazamakuru.

Ishusho 87: Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane



Aho byavuye: Anketi ya RGB, 2020

Itangazamakuru na Polisi y'Igihugu bikomeje kuza ku isonga mu gushimwa n'abaturage mu kurwanya ruswa n'akarengane ku gipimo kiri hejuru ya 80%.

3.2.9. IBYIFUZONAMA

- Kunoza imikorere y'ifungwa n'ifungurwa ry'ukekwa ho icyaha;
- Kwongera imbaraga mu kurangiza imanza;
- Guhugura abunzi mu birebana n'amategeko mu rwego rwo kubongerera ubumenyi.

Imbonerahamwe 21:
Uko uturere duhagaze muri serivisi z'ubutabera mu myaka ibiri (2019-2020)

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Rulindo	88.1%	81.6%	▲	6.5%
2	Gakenke	86.6%	82.8%	▲	3.8%
3	Gisagara	86.4%	71.0%	▲	15.4%
4	Nyanza	86.1%	67.3%	▲	18.8%
5	Nyabihu	85.4%	76.5%	▲	8.9%
6	Gicumbi	83.9%	81.7%	▲	2.2%
7	Bugesera	83.7%	76.1%	▲	7.6%
8	Ruhango	83.7%	74.5%	▲	9.2%
9	Musanze	83.5%	81.7%	▲	1.8%
10	Burera	82.9%	80.1%	▲	2.8%
11	Karongi	82.1%	77.5%	▲	4.6%
12	Ngororero	82.0%	81.0%	▲	1.0%
13	Ngoma	81.8%	81.3%	▲	0.5%
14	Rwamagana	81.3%	79.1%	▲	2.2%
15	Rusizi	80.9%	79.0%	▲	1.9%
16	Rubavu	80.5%	71.1%	▲	9.4%
17	Nyamasheke	80.0%	82.2%	▼	-2.2%
18	Rutsiro	79.2%	75.4%	▲	3.8%
19	Huye	79.1%	68.9%	▲	10.2%
20	Kicukiro	78.5%	67.3%	▲	11.2%
21	Kamonyi	78.0%	83.8%	▼	-5.8%
22	Muhanga	77.9%	75.3%	▲	2.6%
23	Nyaruguru	75.4%	79.8%	▼	-4.4%
24	Kirehe	74.7%	78.0%	▼	-3.3%
25	Nyamagabe	74.2%	75.3%	▼	-1.1%
26	Nyarugenge	73.4%	75.7%	▼	-2.3%
27	Kayonza	72.8%	69.2%	▲	3.6%
28	Gatsibo	72.6%	68.9%	▲	3.7%
29	Nyagatare	71.7%	76.9%	▼	-5.2%
30	Gasabo	69.1%	75.5%	▼	-6.4%
IMPUZANDENGO		80.1%	76.4%	▲	3.7%

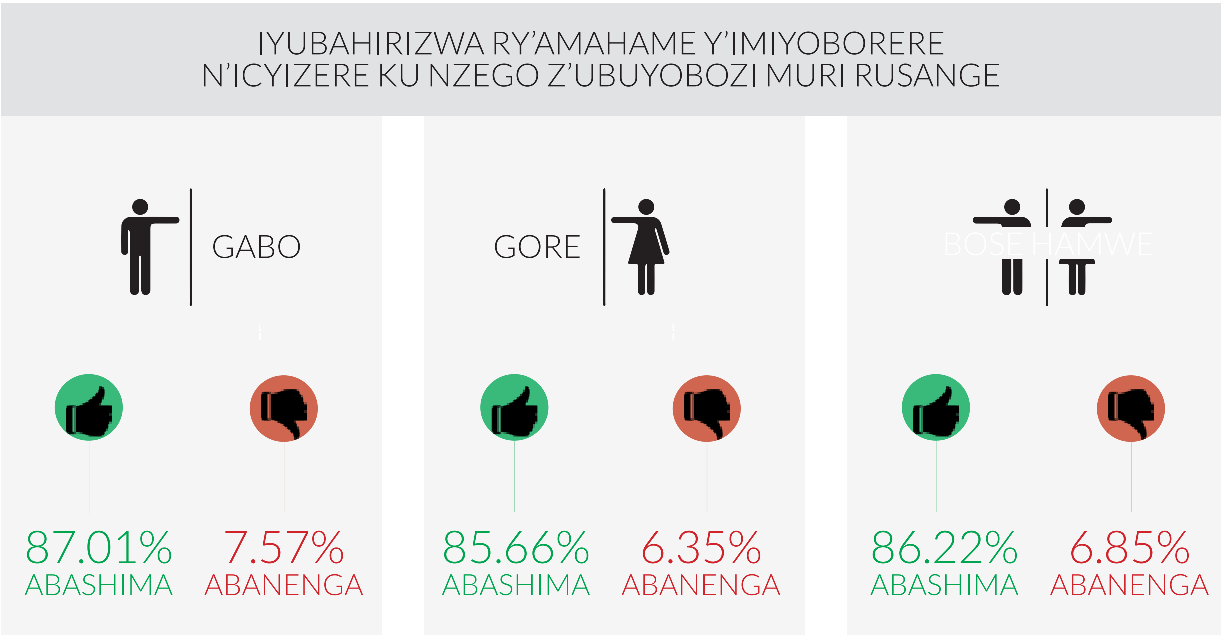
Aho byavuye: Anketi ya RGB, 2020

3.3. IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI

3.3.1. Intangiriro

Mu rwego rwo kurushaho kwimakaza amahame y'imiyoborere, ubu bushakashatsi bwakozwe kuri amwe mu mahame y'imiyoborere arimo uburenganzira bwa muntu, ihame ry'uburinganire, amahame ya demokarasi, amatora akozwe mu mucyo no mu bwisanzure, gusaranganya ubutegetsi, politiki y'amashyaka menshi ndetse n'ubwisanzure mu bitekerezo.

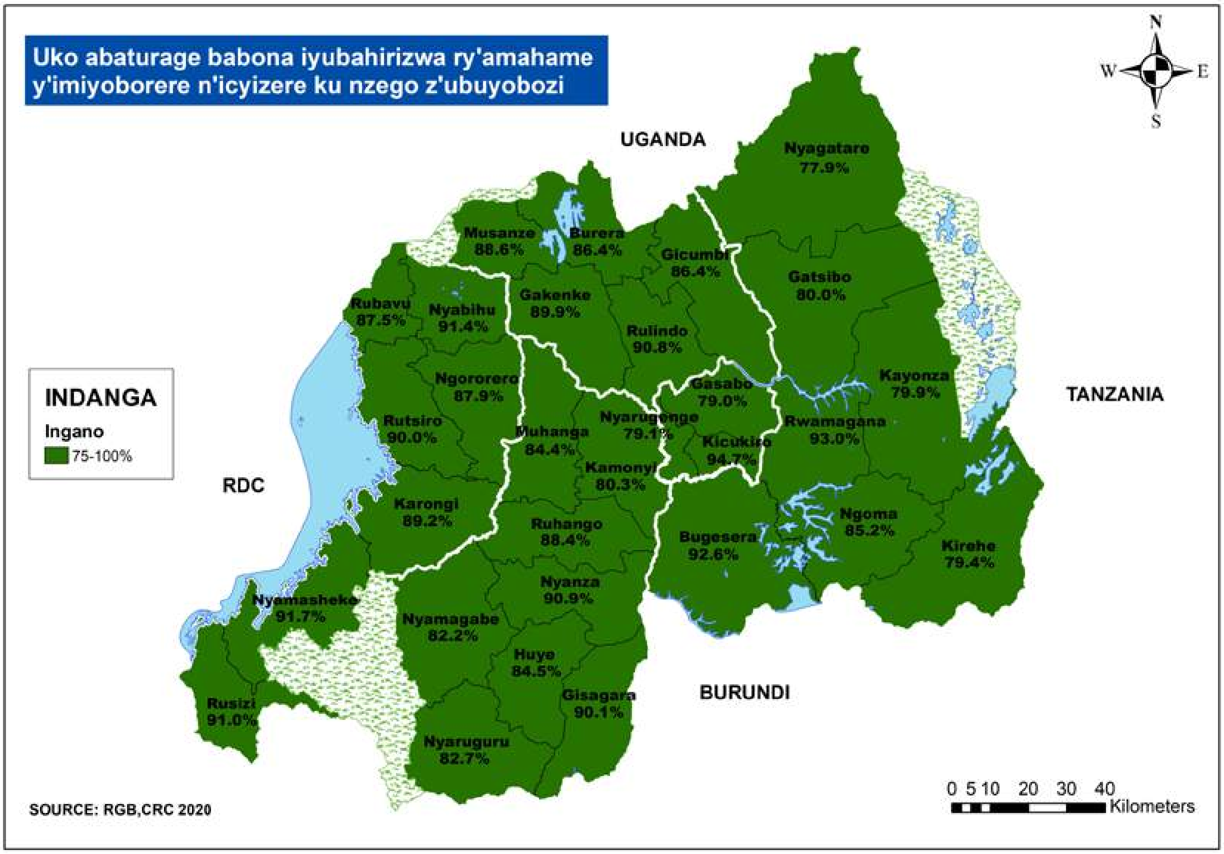
Ishusho 88: Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi muri rusange



Aho byavuye: Anketi ya RGB, 2020

Abaturage bagaragaje ko bashima iyubahirizwa ry'amahame y'imiyoborere kuri 86.2%. Abagabo bashima ni 87.0% naho abagore bagashima kuri 85.7%.

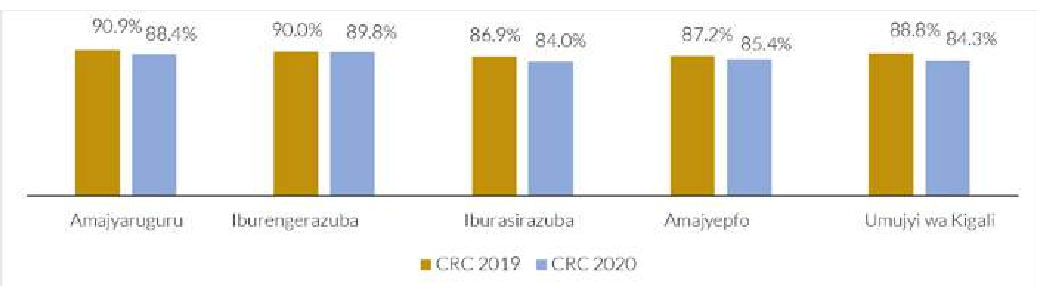
Ikarita 16: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi



Iyubahirizwa ry'amahame y'imiyoborere rishimwa ku gipimo kiri hejuru ya 77% mu turere twose aho akarere ka Kicukiro kaza ku isonga kuri 94.7%.

3.3.2. Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali

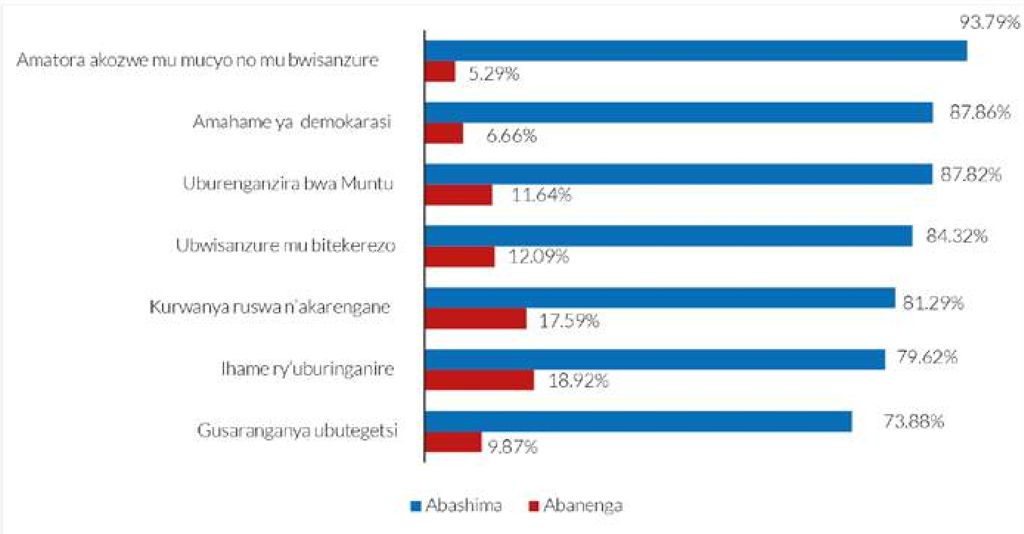
Ishusho 89: Iyubahirizwa ry'amahame y'imiyoborere n'ikizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

3.3.3. Amahame y'imiyoborere yakozweho ubushakashatsi

Ishusho 90: Uko abaturage babona iyubahirizwa ry'amwe mu mahame y'imiyoborere



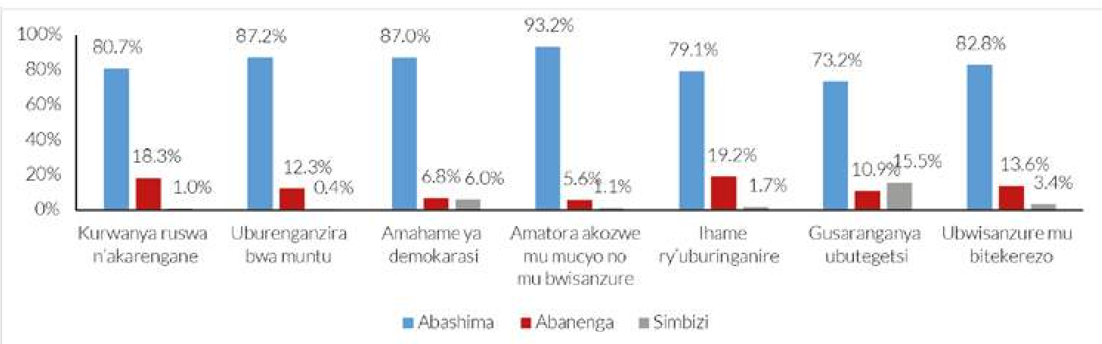
Aho byavuye: Anketi ya RGB, 2020

Muri rusange iyubahirizwa ry'amahame y'imiyoborere ryakoreweho ubushakashatsi rishimwa ku kigero gishimishije n'ubwo ihame ry'uburinganire ndetse no kurwanya ruswa n'akarengane bifite abanenga bari hejuru ya 17%.

Biragaragara ko mu turere tumwe na tumwe abaturage batazi ihame ryo gusaranganya ubutegetsi ku kigero kiri hejuru ya 25%. Utwo turere ni Kamonyi (37.9%), Nyarugenge (37%), Muhanga (35.6%), Gatsibo (29.1%), Burera (27.8%), Kayonza (26.8%) na Nyabihu (25.1%).

3.3.4. Uko urubyiruko rubona iyubahirizwa ry'amwe mu mahame y'imiyoborere

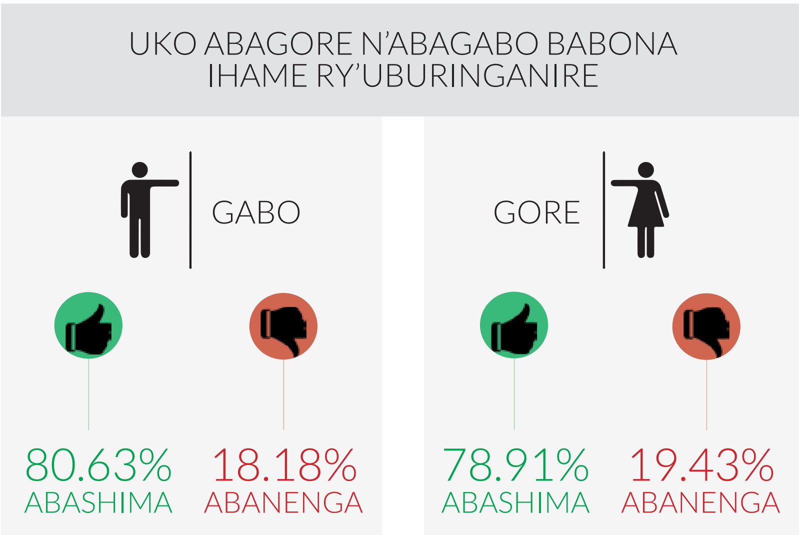
Ishusho 91: Uko urubyiruko rubona iyubahirizwa ry'amwe mu mahame y'imiyoborere



Aho byavuye: Anketi ya RGB, 2020

3.3.5. Uko abagore n'abagabo babona ihame ry'uburinganire

Ishusho 92: Uko abagore n'abagabo babona ihame ry'uburinganire

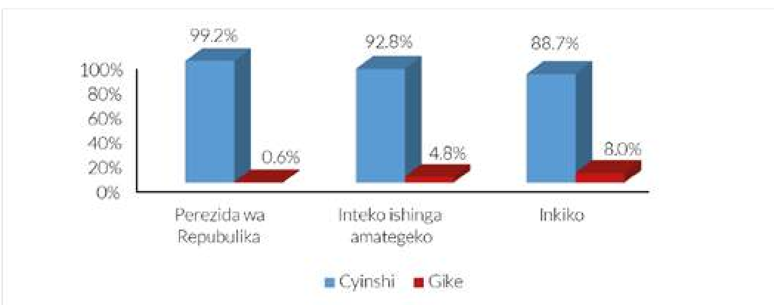


Aho byavuye: Anketi ya RGB, 2020

3.3.6. Icyizere ku nzego z'ubuyobozi

Muri ubu bushakashatsi abaturage babajijwe icyizere bafitiye inzego z'ubuyobozi zikurikira: Perezida wa Repubulika, Inteko ishinga amategeko ndetse n'inkiko.

Ishusho 93: Icyizere abaturage bafitiye inzego z'ubuyobozi



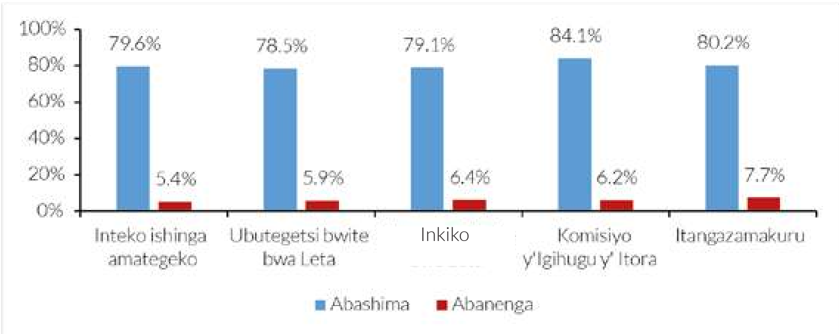
Aho byavuye: Anketi ya RGB, 2020

CRC 2020 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.

3.3.7. 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'Igihugu y'Amatora(NEC) n'Itangazamakuru.

Ishusho 94: Ishusho y'uko abaturage babona ubwigenge bw'inzego



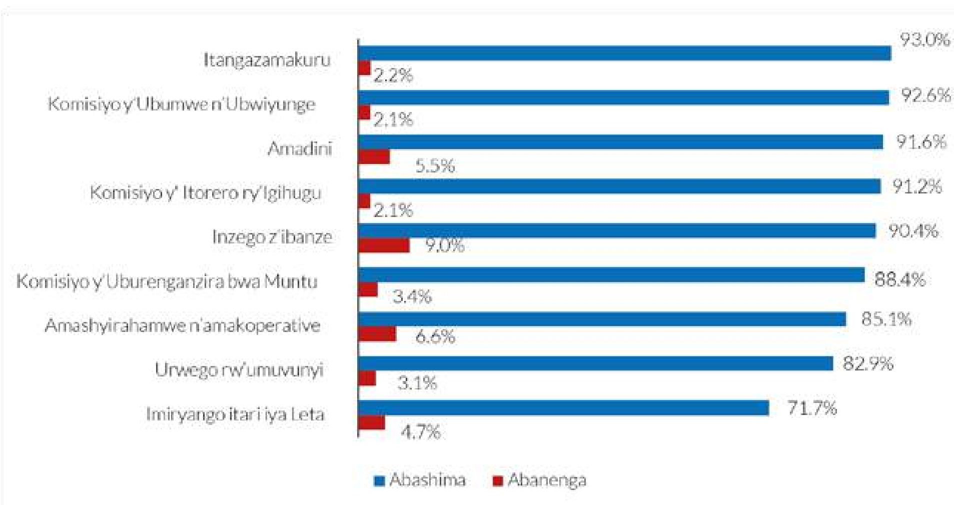
Ubwigenge bw'inzego zose zakozweho ubushakashatsi bushimwa ku gipimo kiri hejuru ya 78%.

Aho byavuye: Anketi ya RGB, 2020

3.3.8. 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 imiryango itari iya Leta,Urwego rw'umuvunyi, amashyirahamwe n'amakoperative, Komisiyo y'Uburenganzira bwa Muntu, inzego z'ibanze, Komisiyo y'Itorero ry'Igihugu, amadini, Komisiyo y'Ubumwe n'Ubwiyunge ndetse n'Itangazamakuru.

Ishusho 95: Uko abaturage babona imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda

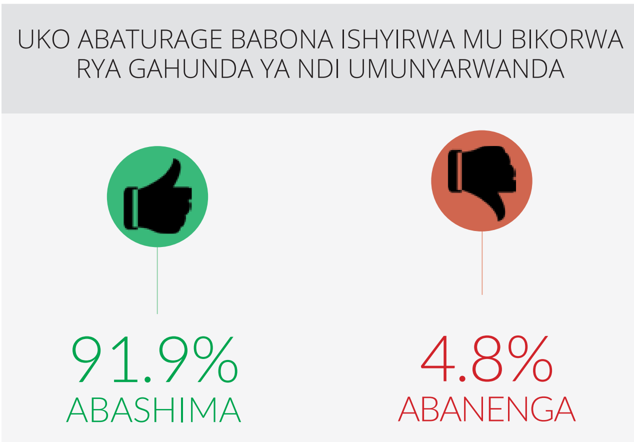


Aho byavuye: Anketi ya RGB, 2020

Muri rusange abaturage bashima imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda ku gipimo kiri hejuru. Itangazamakuru niryo riza ku isonga ku gipimo cya 93.0% naho kimwe n'umwaka ushize imiryango itari iya Leta niyo ifite igipimo kiri hasi kingana na 71.7%. Ugereranyije n'umwaka ushize igipimo cy'imiryango itari iya Leta mu guteza imbere imiyoborere n'imibanire y'abanyarwanda cyasubiye inyuma ho 3.6%.

3.3.9. Uko abaturage babona ishyirwa mu bikorwa rya gahunda ya Ndi Umunyarwanda

Ishusho 96: Uko abaturage babona ishyirwa mu bikorwa rya gahunda ya Ndi Umunyarwanda



Aho byavuye: Anketi ya RGB, 2020

Abaturage bashima ishyirwa mu bikorwa rya gahunda ya Ndi Umunyarwanda ku gipimo cya 91.9%.

Uko abaturage bashima ishyirwa mu bikorwa rya gahunda ya Ndi Umunyarwanda hakurikijwe uturere

Nº	AKARERE	CRC 2020/ AMANOTA (%)
1	Nyamasheke	98.0%
2	Rutsiro	97.8%
3	Rulindo	97.2%
4	Kicukiro	97.2%
5	Gicumbi	96.8%
6	Rubavu	96.5%
7	Rusizi	96.3%
8	Rwamagana	96.0%
9	Ngororero	95.9%
10	Nyabihu	95.3%

Nº	AKARERE	CRC 2020/ AMANOTA (%)
11	Gakenke	94.5%
12	Karongi	94.4%
13	Muhanga	94.1%
14	Bugesera	93.9%
15	Ngoma	93.9%
16	Kirehe	93.4%
17	Nyanza	92.5%
18	Huye	91.1%
19	Ruhango	90.9%
20	Kamonyi	90.2%

Nº	AKARERE	CRC 2020/ AMANOTA (%)
21	Musanze	89.9%
22	Gisagara	89.5%
23	Gasabo	89.5%
24	Nyamagabe	89.1%
25	Kayonza	88.2%
26	Burera	87.0%
27	Nyaruguru	86.8%
28	Nyagatare	83.8%
29	Gatsibo	82.0%
30	Nyarugenge	78.5%

Aho byavuye: Anketi ya RGB, 2020

3.3.10. IBYIFUZONAMA

- Imiryango itari iya Leta ikwiye kurushaho kwegera abaturage no kuzamura imibereho yabo;
- Gukomeza gusobanurira abaturage ishyirwa mu bikorwa ry'ihame ry' uburinganire;
- Gukomeza kwimakaza Ubunyarwanda.

Imbonerahamwe 22:
Uko uturere duhagaze mu iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi mu myaka ibiri (2019 - 2020)

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Kicukiro	94.7%	84.4%	▲	10.3%
2	Rwamagana	93.0%	92.6%	▲	0.4%
3	Bugesera	92.6%	86.9%	▲	5.7%
4	Nyamasheke	91.7%	93.7%	▼	-2.0%
5	Nyabihu	91.4%	86.7%	▲	4.7%
6	Rusizi	91.0%	90.5%	▲	0.5%
7	Nyanza	90.9%	78.7%	▲	12.2%
8	Rulindo	90.8%	91.7%	▼	-0.9%
9	Gisagara	90.1%	83.3%	▲	6.8%
10	Rutsiro	90.0%	85.5%	▲	4.5%
11	Gakenke	89.9%	88.5%	▲	1.4%
12	Karongi	89.2%	91.1%	▼	-1.9%
13	Musanze	88.6%	90.0%	▼	-1.4%
14	Ruhango	88.4%	92.3%	▼	-3.9%
15	Ngororero	87.9%	91.6%	▼	-3.7%
16	Rubavu	87.5%	91.2%	▼	-3.7%
17	Burera	86.4%	90.9%	▼	-4.5%
18	Gicumbi	86.4%	93.2%	▼	-6.8%
19	Ngoma	85.2%	89.6%	▼	-4.4%
20	Huye	84.5%	80.1%	▲	4.4%
21	Muhanga	84.4%	91.2%	▼	-6.8%
22	Nyaruguru	82.7%	91.7%	▼	-9.0%
23	Nyamagabe	82.2%	89.5%	▼	-7.3%
24	Kamonyi	80.3%	91.1%	▼	-10.8%
25	Gatsibo	80.0%	82.8%	▼	-2.8%
26	Kayonza	79.9%	81.2%	▼	-1.3%
27	Kirehe	79.4%	90.0%	▼	-10.6%
28	Nyarugenge	79.1%	93.4%	▼	-14.3%
29	Gasabo	79.0%	88.7%	▼	-9.7%
30	Nyagatare	77.9%	85.1%	▼	-7.2%
IMPUZANDENGO		86.2%	88.5%	▼	-2.3%

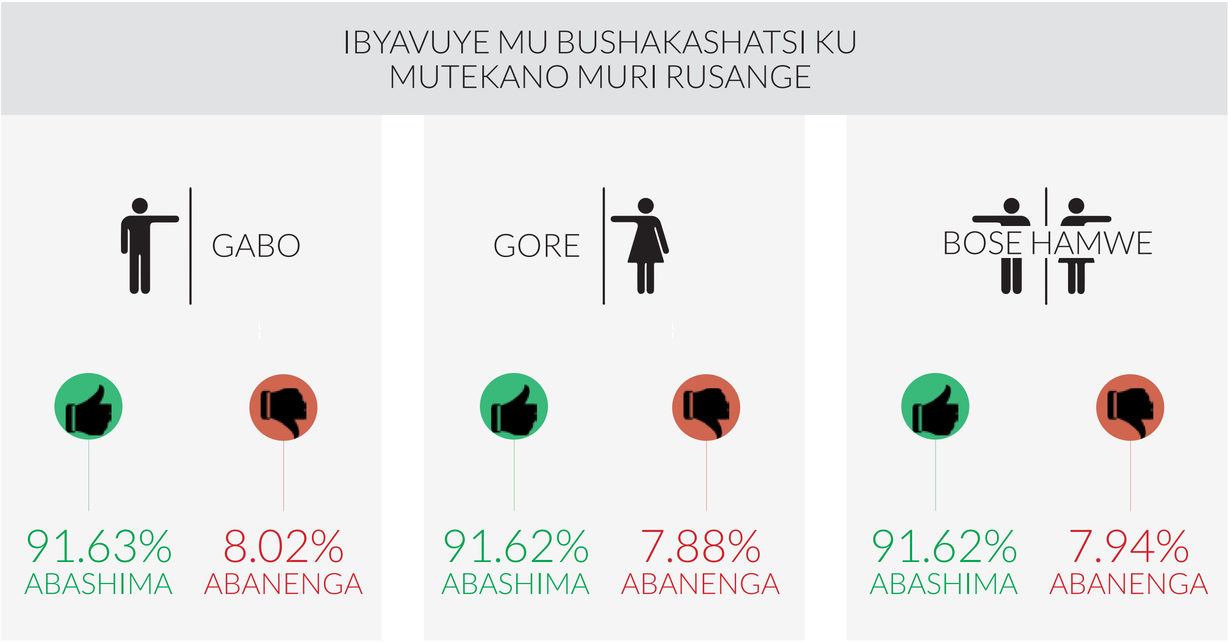
Aho byavuye: Anketi ya RGB, 2020

3.4. UMUTEKANO

3.4.1. Intangiriro

U Rwanda rwiyemeje gukomeza kugira umutekano usesuye no kurinda umutekano w'abanyarwanda n'ibyabo. Muri ubu bushakashatsi abaturage bagaragaza uko babona umutekano rusange w'igihugu, umutekano w'abantu, umutekano w'ibintu, icyizere bafitiye inzego z'umutekano ndetse n'imbogamizi ku mutekano w'abantu n'ibintu.

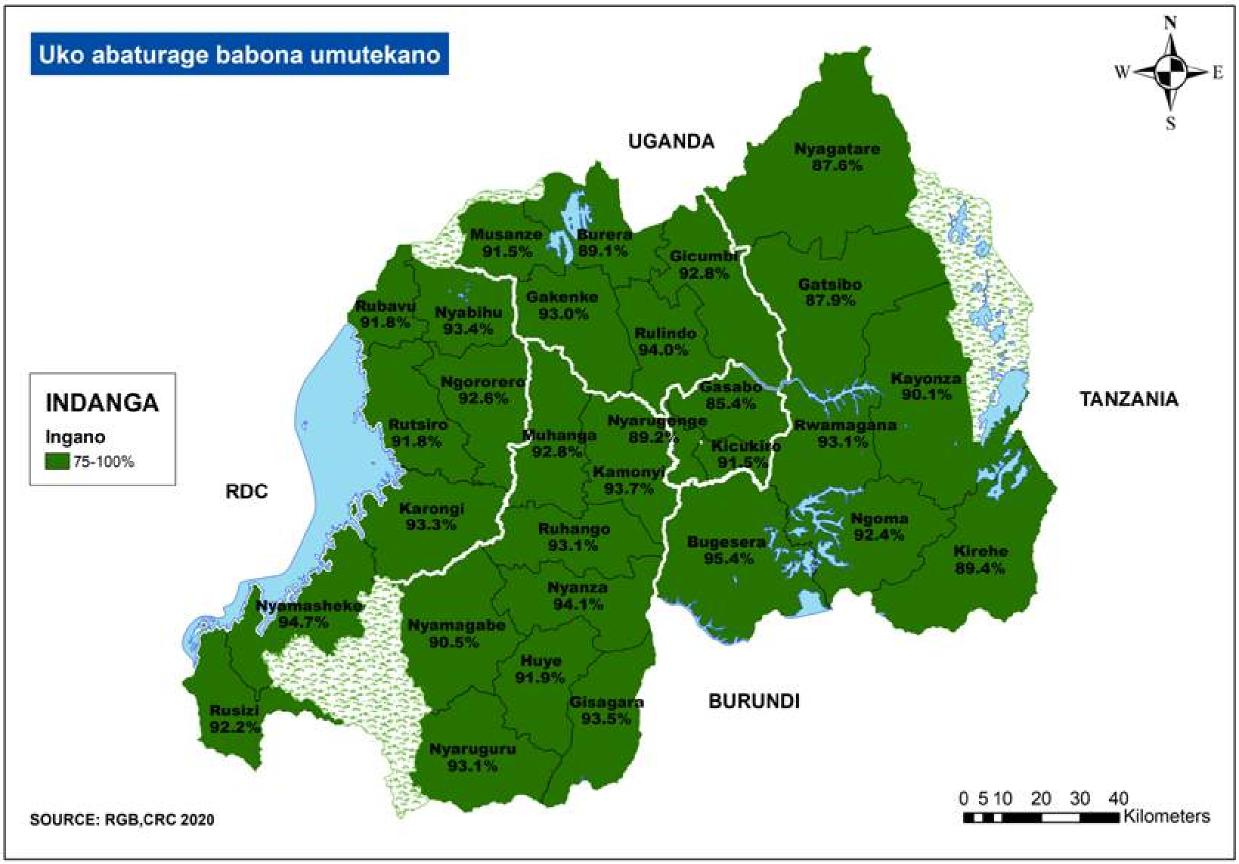
Ishusho 97: Ibyavuye mu bushakashatsi ku mutekano muri rusange



Aho byavuye: Anketi ya RGB, 2020

Abaturage bashima umutekano ku gipimo cya 91.6% kikaba cyarazamutseho 2.25% ugereranije na CRC 2019 aho cyari kuri 89.3%. Abagore bashima umutekano ku gipimo kingana n'icyo abagabo bawushimaho.

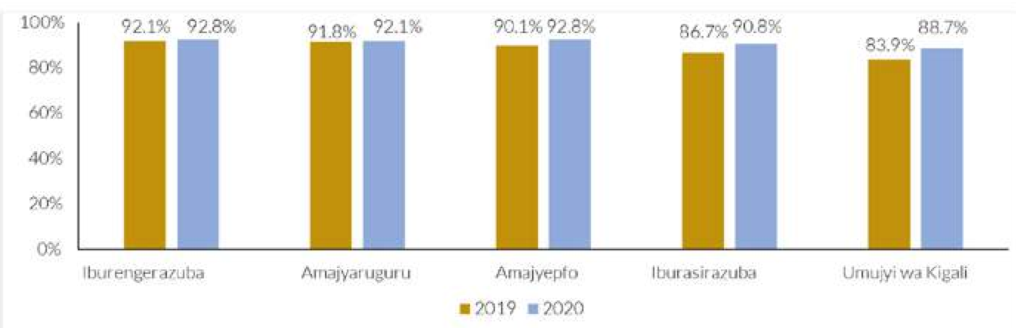
Ikarita 17: Uko abaturage babona umutekano



Mu byiciro byose byakozweho ubushakashatsi umutekano niwo ukomeje kuza ku isonga mu gushimwa n'abaturage. Iyi CRC ya 2020 iragaragaza ko mu turere twose abaturage bashima umutekano ku gipimo kiri hejuru ya 87%.

3.4.2. Uko abaturage babona umutekano hakurikijwe Intara n' Umujyi wa Kigali

Ishusho 98: Uko abaturage babona umutekano hakurikijwe Intara n' Umujyi wa Kigali

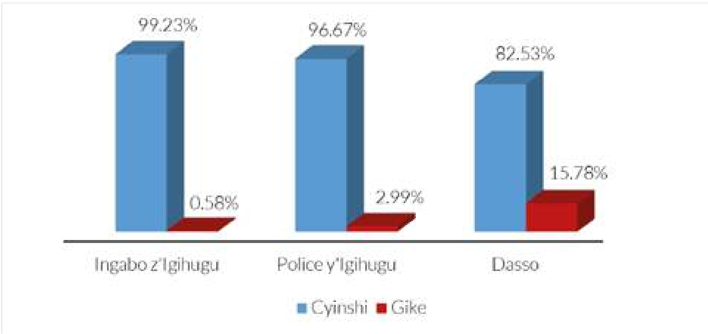


Aho byavuye: Anketi ya RGB, 2020

3.4.3. Icyizere abaturage bafitiye zimwe mu nzego z'umutekano

Abaturage bagaragaje icyizere bafitiye zimwe mu nzego z'umutekano zirimo Ingabo z'Igihugu, Polisi y'Igihugu n'Urwego rwunganira ubuyobozi bw'akarere mu gucunga umutekano (DASSO).

Ishusho 99: Icyizere abaturage bafitiye zimwe mu nzego z'umutekano

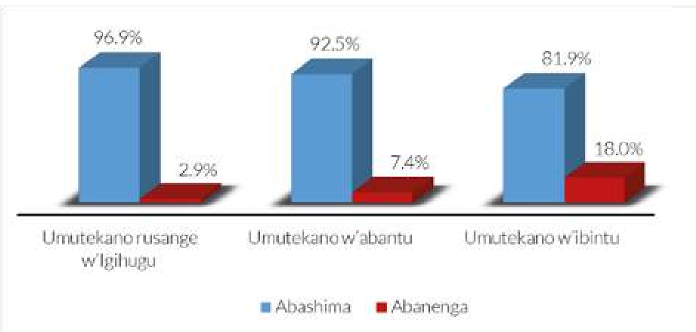


Aho byavuye: Anketi ya RGB, 2020

Abaturage bafitiye icyizere kiri hejuru Ingabo z'Igihugu ku gipimo cya 99.23%.

3.4.4. Uko abaturage babona umutekano rusange w'Igihugu, umutekano w'abantu n'ibintu

Ishusho 100: Uko abaturage babona umutekano rusange w'Igihugu, umutekano w'abantu n'ibintu

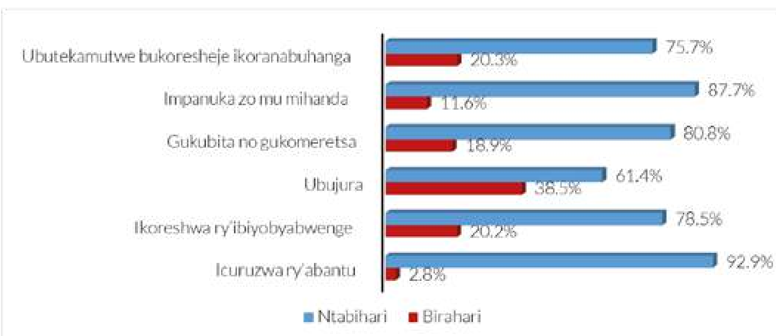


Aho byavuye: Anketi ya RGB, 2020

Ibyavuye muri ubu bushakashatsi bigaragaza ko abaturage bishimiye umutekano rusange w'Igihugu ku kigero cyo hejuru cya 96.9%.

3.4.5. Imbogamizi ku mutekano w'abantu n'ibintu

Ishusho 101: Imbogamizi ku mutekano w'abantu n'ibintu



Aho byavuye: Anketi ya RGB, 2020

Mu mbogamizi zagaragajwe, iza ku isonga ni ubujura kugipimo cya 38.5%. Bikaba bigaragara ko abaturage babona ko buhari biyongereye ugereranije n'umwaka ushize aho bari ku gipimo cya 32.4%.

Ishusho y'uko Abaturage babona Imiyoborere n'Imitangire ya Serivisi mu nzego zibegereye

3.4.6. IBYIFUZONAMA

- Kongerera ubushobozi n'amahugurwa urwego rwa DASSO kugirango barusheho gucunga umutekano kinyamwuga;
- Gukaza amarondo no gukangurira abaturage kugira uruhare mu kwicungira umutekano mu rwego rwo kurwanya ubujura;
- Gukomeza gukangurira abaturage kwirinda ubujura bukoresheje ikoranabuhanga.

Imbonerahamwe 23:
Uko uturere duhagaze mu mutekano mu myaka ibiri (2019 - 2020)

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Bugesera	95.4%	88.7%	▲	6.7%
2	Nyamasheke	94.7%	92.8%	▲	1.9%
3	Nyanza	94.1%	90.2%	▲	3.9%
4	Rulindo	94.0%	94.3%	▼	-0.3%
5	Kamonyi	93.7%	91.1%	▲	2.6%
6	Gisagara	93.5%	87.9%	▲	5.6%
7	Nyabihu	93.4%	93.3%	▲	0.1%
8	Karongi	93.3%	92.4%	▲	0.9%
9	Nyaruguru	93.1%	92.5%	▲	0.6%
10	Rwamagana	93.1%	85.9%	▲	7.2%
11	Ruhango	93.1%	90.2%	▲	2.9%
12	Gakenke	93.0%	92.5%	▲	0.5%
13	Muhanga	92.8%	90.3%	▲	2.5%
14	Gicumbi	92.8%	90.1%	▲	2.7%
15	Ngororero	92.6%	94.3%	▼	-1.7%
16	Ngoma	92.4%	90.5%	▲	1.9%
17	Rusizi	92.2%	93.1%	▼	-0.9%
18	Huye	91.9%	86.3%	▲	5.6%
19	Rutsiro	91.8%	92.8%	▼	-1.0%
20	Rubavu	91.8%	86.0%	▲	5.8%
21	Kicukiro	91.5%	82.9%	▲	8.6%
22	Musanze	91.5%	89.5%	▲	2.0%
23	Nyamagabe	90.5%	92.7%	▼	-2.2%
24	Kayonza	90.1%	82.4%	▲	7.7%
25	Kirehe	89.4%	91.5%	▼	-2.1%
26	Nyarugenge	89.2%	83.5%	▲	5.7%
27	Burera	89.1%	92.5%	▼	-3.4%
28	Gatsibo	87.9%	79.3%	▲	8.6%
29	Nyagatare	87.6%	88.4%	▼	-0.8%
30	Gasabo	85.4%	85.3%	▲	0.1%
	IMPUZANDENGO	91.6%	89.4%	▲	2.2%

Aho byavuye: Anketi ya RGB, 2020

Umuganda

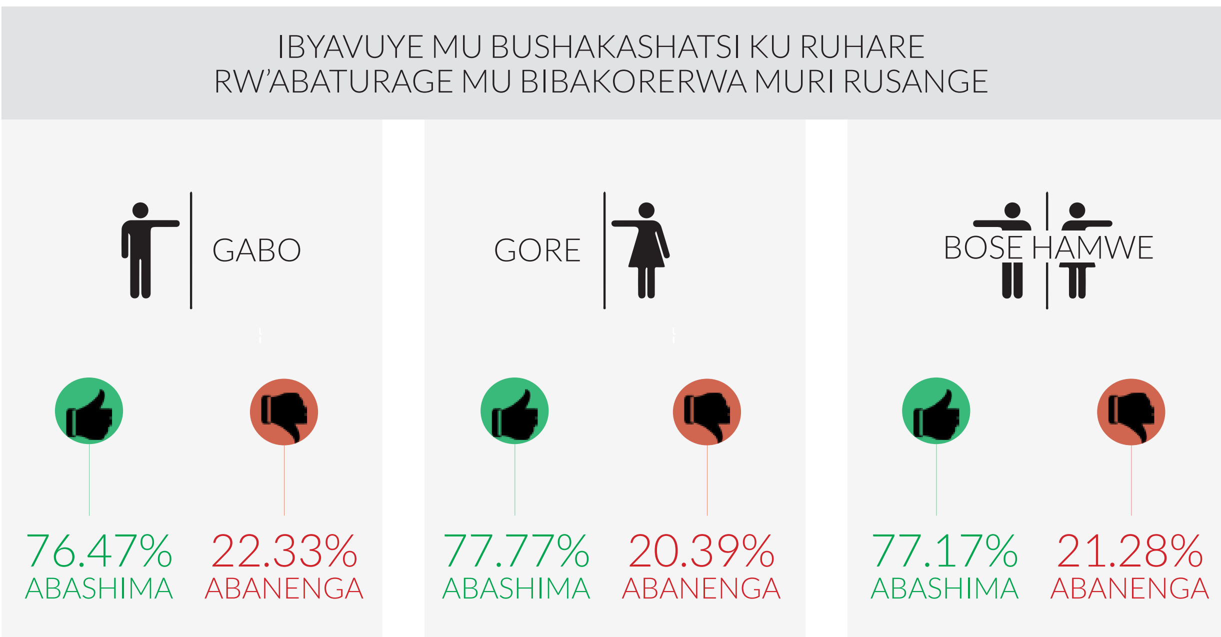
3.5. URUHARE RW'ABATURAGE MU BIBAKORERWA

3.5.1. Intangiriro

U Rwanda rwihaye gahunda yo kwimakaza imiyoborere ishyira umuturage ku isonga, akagira uruhare mu bimukorerwa haba mu itegurwa, mu ishyirwa mu bikorwa ndetse no kugenzura ko ibyifuzo byabo bishyirwa mu bikorwa uko bikwiye.

Muri ubu bushakashatsi hasuzumwe uko abaturage babona uruhare rwabo muri gahunda zitandukanye zirimo umuganda, umugoroba w'ababyeyi, inteko z'abaturage, ubukorerabushake, kubaza abayobozi kugaragariza abaturage ibibakorerwa, kugira uruhare mu gufata ibyemezo, umutekano, kwitorera abayobozi no gukemura ibibazo by'abaturage. Hanasuzumwe kandi uruhare rwa Njyanama mu kwegera abaturage no kubasobanurira ibirebana n'igenamigambi ry'ibikorwa by'akarere, ishyirwa mu bikorwa rya gahunda za Leta ziteza imbere imibereho myiza y'abaturage, kwegera abaturage no kubasobanurira imihigo y'akarere no kwitabira inama z'abaturage.

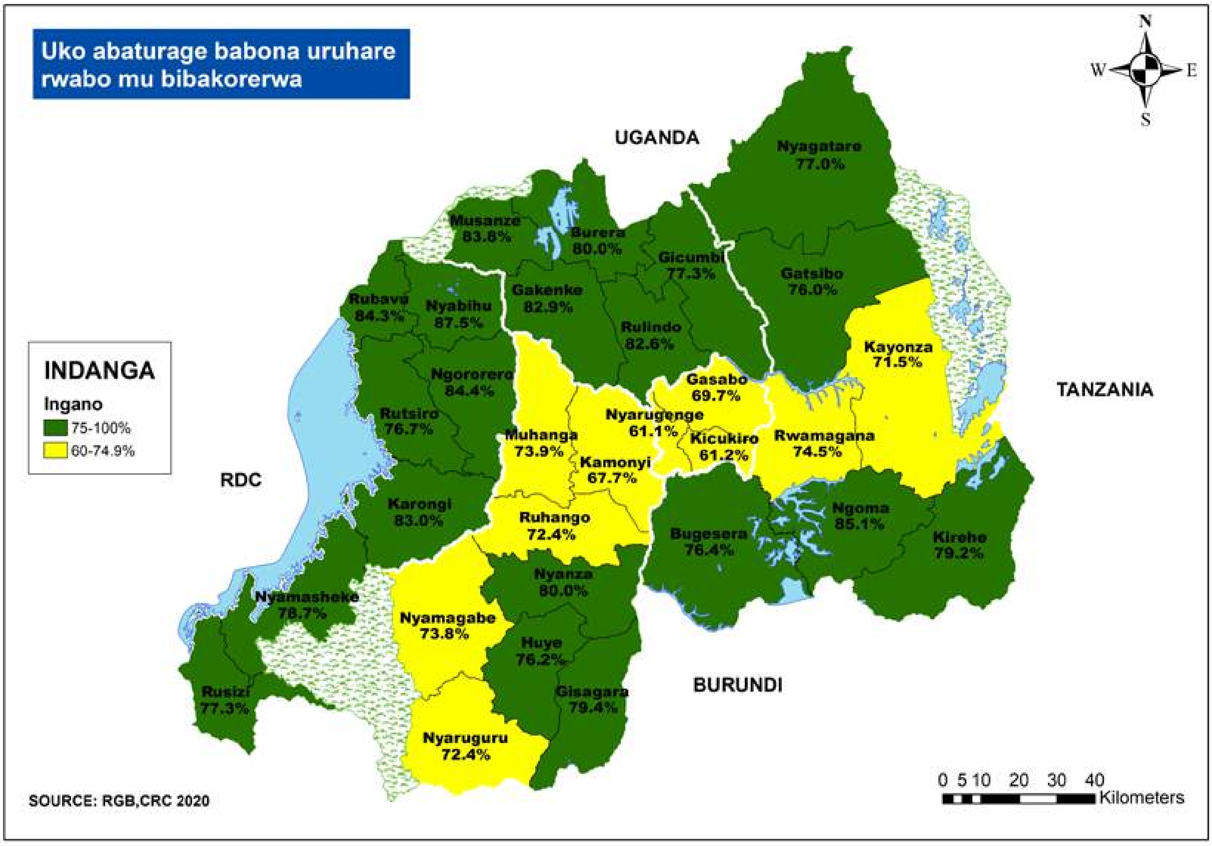
Ishusho 102: Uruhare rw'abaturage mu bibakorerwa muri rusange



Aho byavuye: Anketi ya RGB, 2020

Abaturage bashima uruhare rwabo ku igipimo cya 77.2%, iki gipimo cyazamutseho 4.1% ugereranije n'umwaka ushize aho cyari ku gipimo cya 73.1%. Abagore bashima ku gipimo cya 77.77% naho abagabo bashima kuri 76.47%.

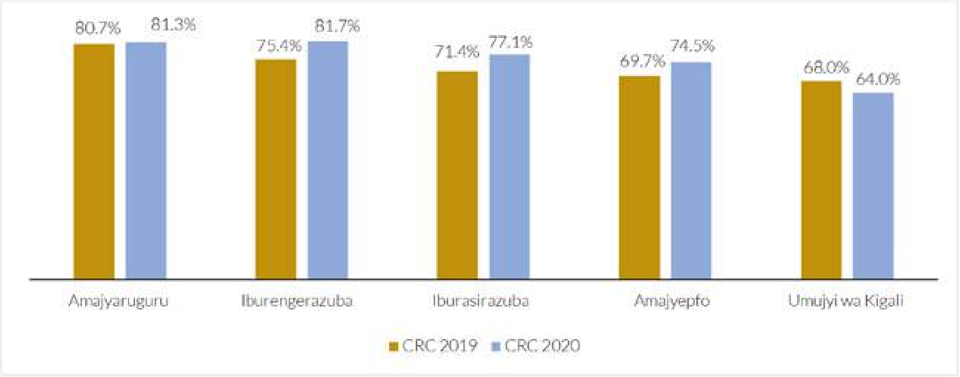
Ikarita 18: Uko abaturage babona uruhare rwabo mu bibakorerwa



Ubu bushakashatsi bugaragaza ko mu turere makumyabiri (20) abaturage bashima uruhare rwabo ku gipimo kiri hejuru ya 75%. Akarere ka Nyabihu ni ko kaza ku isonga ku gipimo cya 87.5%. Uturere tw'Umugi wa Kigali ni two tuza inyuma ku gipimo kiri munsi ya 70% mu gushima uruhare rw'abaturage mu bibakorerwa.

3.5.2. Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe Intara n'Umujyi wa Kigali

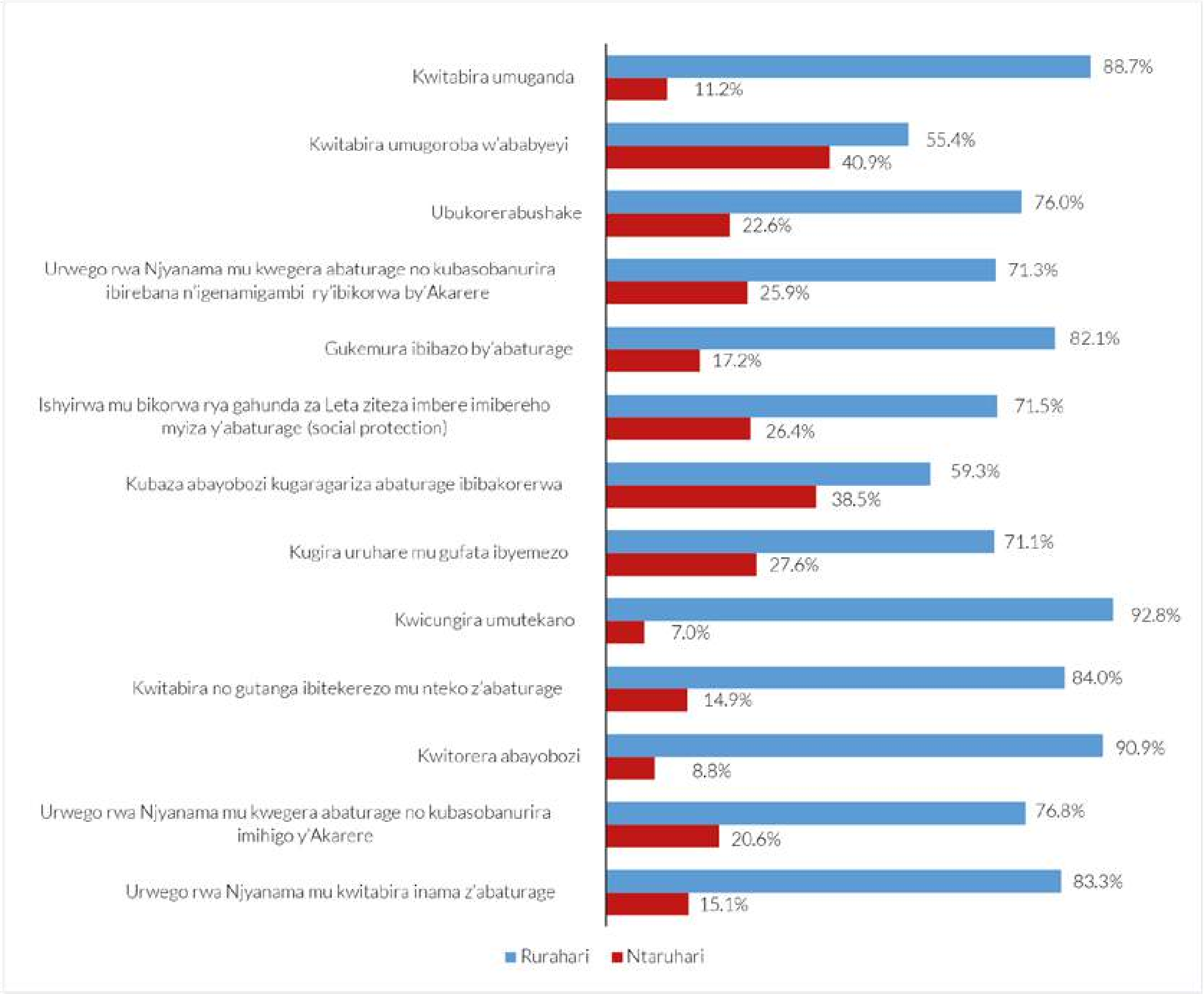
Ishusho 103: Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2020

3.5.3. Ibyakoreweho ubushakashatsi mu kureba uruhare rw'abaturage mu bibakorerwa

Ishusho 104: Uko abaturage babona uruhare rwabo mu bibakorerwa

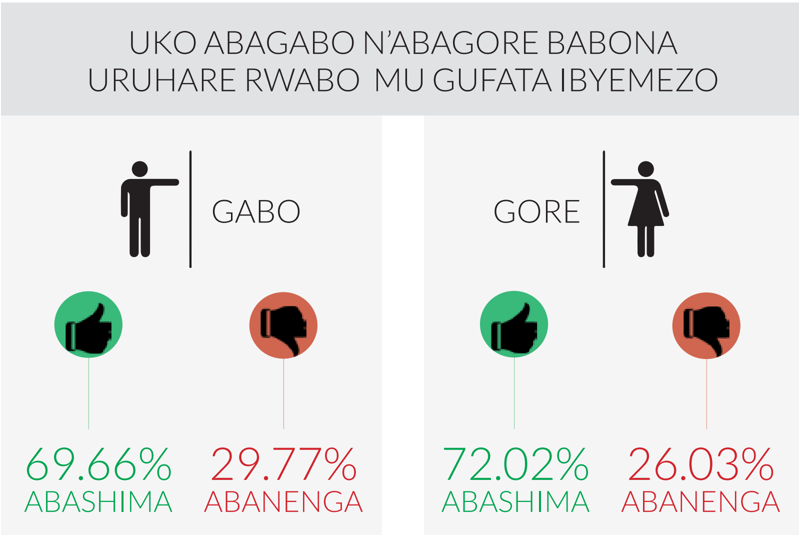


Aho byavuye: Anketi ya RGB, 2020

Leta yashyizeho uburyo butandukanye bufasha abaturage kugira uruhare mu bibakorerwa. Muri ubu bushakashatsi, abaturage bagaragaje ko bafite uruhare runini mu kwicungira umutekano ku gipimo cya 92.8%. Ikigero cy'ubwitabire bw'abaturage mu mugoroba w'abayeyi nicyo kiri hasi kuri 55.4%.

3.5.4. Uko abagabo n'abagore babona uruhare rwabo mu gufata ibyemezo

Ishusho 105: Uko abagabo n'abagore babona uruhare rwabo mu gufata ibyemezo



Aho byavuye: Anketi ya RGB, 2020

Ibyavuye muri ubu bushakashatsi byagaragaje ko abagore bashima uruhare rwabo ku gipimo cya 72%, kikaba kiri hejuru y'igipimo cy'abagabo cyo kiri kuri 69.66%.

3.5.5. IBYIFUZONAMA

- Kunoza imitegurire n'imikorere y'umugoroba w'ababyeyi no kurushaho gukangurira abaturage kuwitabira kugira ngo urusheho kuzamura uruhare rw'abaturage mu kwikemurira ibibazo byo mu muryango.
- Gukomeza gukangurira urwego rwa Njyanama kwegera abaturage no kubasobanurira igenamigambi n'imihigo by'Akarere;
- Kuzamura uruhare rw'abaturage mu kubaza abayobozi kubagaragariza ibibakorerwa.

Imbonerahamwe 24:
Uko uturere duhagaze mu bijyanye n'uruhare rw'abaturage mu bibakorerwa mu myaka ibiri (2019 - 2020)

Nº	AKARERE	CRC 2020/ AMANOTA (%)	CRC 2019/ AMANOTA (%)	IMPINDUKA 2019 - 2020 (%)	
1	Nyabihu	87.5%	77.7%	▲	9.8%
2	Ngoma	85.1%	74.5%	▲	10.6%
3	Ngororero	84.4%	72.9%	▲	11.5%
4	Rubavu	84.3%	73.5%	▲	10.8%
5	Musanze	83.8%	79.9%	▲	3.9%
6	Karongi	83.0%	76.1%	▲	6.9%
7	Gakenke	82.9%	81.5%	▲	1.4%
8	Rulindo	82.6%	81.4%	▲	1.2%
9	Burera	80.0%	80.3%	▼	-0.3%
10	Nyanza	80.0%	68.3%	▲	11.7%
11	Gisagara	79.4%	68.8%	▲	10.6%
12	Kirehe	79.2%	75.6%	▲	3.6%
13	Nyamasheke	78.7%	74.1%	▲	4.6%
14	Rusizi	77.3%	74.3%	▲	3.0%
15	Gicumbi	77.3%	80.5%	▼	-3.2%
16	Nyagatare	77.0%	71.9%	▲	5.1%
17	Rutsiro	76.7%	79.0%	▼	-2.3%
18	Bugesera	76.4%	72.1%	▲	4.3%
19	Huye	76.2%	60.1%	▲	16.1%
20	Gatsibo	76.0%	69.9%	▲	6.1%
21	Rwamagana	74.5%	70.8%	▲	3.7%
22	Muhanga	73.9%	71.6%	▲	2.3%
23	Nyamagabe	73.8%	67.4%	▲	6.4%
24	Nyaruguru	72.4%	74.6%	▼	-2.2%
25	Ruhango	72.4%	74.9%	▼	-2.5%
26	Kayonza	71.5%	65.3%	▲	6.2%
27	Gasabo	69.7%	66.6%	▲	3.1%
28	Kamonyi	67.7%	71.8%	▼	-4.1%
29	Kicukiro	61.2%	65.8%	▼	-4.6%
30	Nyarugenge	61.1%	71.5%	▼	-10.4%
IMPUZANDENGO		77.2%	73.1%	▲	4.1%

Aho byavuye: Anketi ya RGB, 2020

4. Umwanzuro

CRC2020 yerekana uburyo abaturage babona imiyobere nimitangire ya serivisi mu byiciro 16 bikubiye mu nkingi eshatu (3) arizo ubukungu, imibereho myiza ndetse n'imiyoborere n'ubutabera.

Muri ubu bushakashatsi bwa CRC 2020, umutekano niwo ukomeje kuza ku isonga mu byo abaturage bashima kurusha ibindi. Ku rundi ruhande ubuhinzi nicyo cyiciro gikomeje kuza inyuma, ariko cyakomeje kuzamuka uhereye muri CRC ya 2018 mu buryo bukurikira: 49.41%(CRC 2018), 55%(CRC 2019), 58.5% (CRC 2020).

Ubu bushakashatsi busozwa no gutanga ibyifuzonama mu kunoza imitangire ya serivisi no kuzamura uruhare rw'abaturage mu bibakorerwa. Ibyifuzonama byihariye kuri buri cyiciro bigenda bigaragazwa nyuma y'isesengura rya buri cyiciro cyakoreweho ubushakashatsi.

Ibyifuzonama byihariye mu kunoza imikorere, imitangire ya serivisi n'imiyoborere bibereye abaturage

ICYICIRO	IBYIFUZONAMA
UBUHINZI	Kunoza igenamigambi n'ishyirwamubikorwa rya serivisi zo mu buhinzi
UBWOROZI	Kunoza igenamigambi n'ishyirwamubikorwa rya serivisi zo mu bworozi
IBIKORWAREMEZO	Kunoza imitangire ya serivisi mu rwego rw'ibikorwaremezo
IKORANABUHANGA N'ITUMANAHO	Kunoza no kwagura ikoranabuhanga n'itumanaho
UBUTAKA	Kunoza imitangire ya serivisi mu rwego rw'ubutaka
UBUREZI	Kunoza serivisi z'uburezi hagamijwe kuzamura ireme ry'uburezi
UBUZIMA	Kunoza serivisi z'ubuzima hagamijwe gufasha abaturage kwivuza ku gihe
UBUTABERA	Kunoza serivisi z'ubutabera hagamijwe guha abaturage ubutabera bunoze kandi ku gihe

IBYAKWIBANDWAHO	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
▸ Gushyiraho ingamba mu bufatanye bw'inzego zitandukanye zo gukumira ibiza ▸ Gushishikariza abahinzi gukorana n'amabanki n'ibigo by'imari icirirtse ▸ 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 mu kwegereza abahinzi imashini zikoreshwa mu buhinzi no kuhira imyaka ▸ Kwegereza abaturage ubwanikiro n'ubuhunikiro bw'umusaruro no kunoza imicungire yabwo; ▸ Kunoza isoko ry'umusaruro bigizwemo uruhare n'inzego zose bireba.	MINAGRI, NAEB, RAB, MINICOM, MINECOFIN, UTURERE
▸ Kongera amakusanyirizo y'amata no kunoza imicungire yayo; ▸ Gushishikariza aborozi kwitabira gahunda y'ubwishingizi bw'amatungo; ▸ Kongera umubare w'abatera intanga no kubagezaho amahugurwa ahoraho ndetse n'ibikoresho. ▸ Gushyira imbaraga mu gutunganya no kongerera agaciro ibikomoka ku matungo	MINAGRI, RAB, MINICOM, MINECOFIN, UTURERE
▸ Gukemura ibibazo bikigaragara muri serivisi z'amazi; ▸ Gukomeza kwegereza abaturage ibikorwaremezo kuko ari byo shingiro ryo kwihutisha serivisi n'iterambere;	MININFRA, REG, WASAC, MINECOFIN, RURA, UTURE-RE, UMUJYI WA KIGALI
▸ Kongera ubukangurambaga n'amahugurwa ku baturage ku mikoreshereze y'ikoranabuhanga ry'ibanze mu gusaba no gutanga serivisi; ▸ Gukomeza kwegereza abaturage ibikorwaremezo by'ikoranabuhanga n'itumanaho, cyane cyane iminara n'imiyoboro ya interineti. ▸ Kunoza imikorere y'urubuga rw'Irembo no kurumenyekanisha	RISA, MINICT, IREMBO, RURA, MINECOFIN
▸ Kunoza no koroshya gutanga ibyangombwa by'ubutaka: guhererekanya ubutaka, ibyangombwa byo kubaka no gusana, gukosoza imbibi, n'ibindi; ▸ Kumenyekanisha ibishushanyo mbonera ku mikoreshereze y'ubutaka; ▸ Gukomeza ubukangurambaga ku itegeko rigenga umusoro w'ubutaka	RLMUA, UTURERE, UMUJYI WA KIGALI, RRA, MoE
▸ Kongera amashuri y'inshuke no kunoza imikorere n'imicungire yayo; ▸ Kongera amashuri y'imyuga ▸ Kugabanya ubucucike bw'abana mu mashuri hongerwa ibyumba by'amashuri ; ▸ Kunoza ishyirwamubikorwa rya politiki y'uburezi n'imyigishirize mu Rwanda ▸ Gukomeza kunoza gahunda yo kugaburira abana ku ishuri.	MINEDUC, REB, HEC, UTURERE
▸ Gukomeza kwegereza abaturage amavuriro mato (Poste de sante) no kunoza imikorere y'ahari; ▸ Kunoza serivisi zo kubona imiti muri farumasi; ▸ Kwakira neza abagana amavuriro n'ibitaro	MINISANTE, RBC, RSSB, MYICT, RISA, IBITARO, IBIGO NDERABUZIMA, UTURERE
▸ Kurangiza imanza; ▸ Kongerera ubumenyi abaturage mu gukoresha ikoranabuhanga mu gutanga no gukurikirana ikirego	MINIJUST, INKIKO, UTURERE

Imbonerahamwe 26:
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					IMPUZANDENGO
	UBUHINZI	UBWOROZI	IBIKORWA REMEZO	IKORANABUHANGA N'ITUMANAHO	UBUTAKA	URWEGO RW'ABIKORERA	UBUREZI	UBUZIMA	ISUKU	GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	IMIBEREHO Y'UMURYANGO NYARWANDA	INZEGO Z'IBANZE	UBUTABERA	IYUBAHIRIZWA RY'AMAHAME IMIYOBORERE	UMUTEKANO	URUHARE RWABATURAGE MU BIBAKORERWA	
Gasabo	35.3%	70.1%	74.0%	67.3%	56.7%	64.7%	57.0%	56.2%	73.8%	38.1%	65.0%	61.5%	69.1%	79.0%	85.4%	69.7%	**63.9%**
Kicukiro	27.2%	57.1%	81.3%	77.8%	77.4%	74.4%	68.9%	70.3%	78.9%	42.3%	78.2%	67.1%	78.5%	94.7%	91.5%	61.2%	**70.4%**
Nyarugenge	39.5%	83.3%	82.5%	72.1%	58.1%	67.7%	62.7%	63.8%	79.9%	36.7%	71.7%	64.6%	73.4%	79.1%	89.2%	61.1%	**67.8%**
Gisagara	66.2%	79.3%	58.0%	69.1%	72.4%	57.7%	66.1%	82.0%	72.2%	75.7%	78.9%	74.1%	86.4%	90.1%	93.5%	79.4%	**75.1%**
Huye	52.9%	78.1%	60.1%	67.8%	66.2%	57.6%	67.4%	75.9%	72.7%	59.8%	73.8%	64.6%	79.1%	84.5%	91.9%	76.2%	**70.5%**
Kamonyi	48.2%	77.0%	52.3%	64.5%	56.1%	65.4%	59.1%	71.6%	77.4%	63.7%	73.6%	63.2%	78.0%	80.3%	93.7%	67.7%	**68.2%**
Muhanga	57.8%	77.5%	59.9%	65.0%	58.3%	67.5%	61.7%	75.3%	77.9%	71.0%	74.7%	64.4%	77.9%	84.4%	92.8%	73.9%	**71.3%**
Nyamagabe	51.8%	66.1%	40.0%	54.2%	62.0%	54.8%	59.3%	69.2%	65.4%	69.5%	70.0%	59.4%	74.2%	82.2%	90.5%	73.8%	**65.2%**
Nyanza	62.0%	84.2%	41.8%	67.3%	61.1%	66.8%	60.1%	79.4%	72.1%	82.9%	76.8%	72.5%	86.1%	90.9%	94.1%	80.0%	**73.6%**
Nyaruguru	59.4%	75.1%	65.1%	62.0%	66.6%	61.5%	65.0%	67.6%	65.8%	68.1%	66.0%	54.3%	75.4%	82.7%	93.1%	72.4%	**68.8%**
Ruhango	53.8%	85.7%	52.2%	74.9%	61.7%	66.3%	65.2%	80.1%	69.9%	77.2%	73.7%	67.9%	83.7%	88.4%	93.1%	72.4%	**72.9%**
Karongi	71.8%	78.4%	45.1%	64.3%	66.6%	73.9%	64.1%	76.3%	70.8%	78.6%	78.1%	72.3%	82.1%	89.2%	93.3%	83.0%	**74.2%**
Ngororero	68.0%	74.4%	48.0%	62.3%	62.5%	70.9%	59.8%	75.5%	71.2%	82.6%	73.8%	72.9%	82.0%	87.9%	92.6%	84.4%	**73.0%**
Nyabihu	69.6%	82.2%	58.3%	67.0%	65.8%	71.4%	68.7%	80.0%	74.7%	78.0%	77.4%	71.8%	85.4%	91.4%	93.4%	87.5%	**76.4%**
Nyamasheke	61.0%	71.8%	54.0%	59.2%	62.3%	58.2%	63.5%	66.0%	76.3%	74.4%	77.2%	70.1%	80.0%	91.7%	94.7%	78.7%	**71.2%**
Rubavu	59.9%	71.4%	68.0%	65.2%	71.4%	70.6%	61.2%	71.8%	73.5%	76.9%	73.8%	70.7%	80.5%	87.5%	91.8%	84.3%	**73.6%**
Rusizi	58.8%	62.7%	66.1%	60.2%	69.9%	65.6%	67.2%	63.6%	76.8%	71.6%	78.0%	70.0%	80.9%	91.0%	92.2%	77.3%	**72.0%**
Rutsiro	52.4%	59.2%	58.9%	62.0%	61.4%	62.4%	61.2%	67.1%	74.2%	78.6%	75.7%	68.0%	79.2%	90.0%	91.8%	76.7%	**69.9%**
Burera	60.4%	76.3%	47.9%	60.1%	66.5%	59.4%	60.6%	76.6%	75.2%	68.6%	76.1%	67.9%	82.9%	86.4%	89.1%	80.0%	**70.9%**
Gakenke	67.6%	83.3%	56.7%	64.7%	71.3%	67.4%	71.6%	82.4%	73.7%	74.3%	80.5%	73.5%	86.6%	89.9%	93.0%	82.9%	**76.2%**
Gicumbi	61.6%	75.7%	66.5%	70.6%	66.1%	67.7%	70.5%	80.4%	74.5%	76.9%	78.3%	71.4%	83.9%	86.4%	92.8%	77.3%	**75.0%**
Musanze	63.4%	80.7%	69.5%	62.5%	72.7%	67.3%	69.2%	73.4%	80.1%	67.8%	77.3%	75.5%	83.5%	88.6%	91.5%	83.8%	**75.4%**
Rulindo	62.9%	84.9%	72.6%	75.4%	69.5%	77.0%	71.7%	82.9%	78.8%	77.7%	82.1%	75.1%	88.1%	90.8%	94.0%	82.6%	**79.1%**
Bugesera	61.3%	79.9%	59.8%	68.1%	73.1%	60.7%	63.0%	75.8%	70.3%	81.2%	77.2%	69.8%	83.7%	92.6%	95.4%	76.4%	**74.3%**
Gatsibo	60.4%	70.3%	48.3%	56.4%	59.5%	60.4%	52.0%	72.4%	72.9%	62.3%	68.0%	59.5%	72.6%	80.0%	87.9%	76.0%	**66.2%**
Kayonza	59.2%	71.5%	58.6%	58.6%	65.7%	63.8%	56.2%	74.0%	71.8%	61.8%	64.0%	59.7%	72.8%	79.9%	90.1%	71.5%	**67.5%**
Kirehe	53.7%	72.2%	57.8%	62.8%	64.7%	50.2%	54.7%	63.6%	72.8%	68.2%	66.5%	65.5%	74.7%	79.4%	89.4%	79.2%	**67.2%**
Ngoma	65.9%	78.0%	62.6%	63.0%	71.2%	59.7%	62.3%	66.5%	76.7%	69.2%	71.2%	74.4%	81.8%	85.2%	92.4%	85.1%	**72.8%**
Nyagatare	54.7%	60.6%	57.8%	53.3%	63.7%	58.7%	51.1%	66.2%	72.9%	58.4%	65.8%	59.5%	71.7%	77.9%	87.6%	77.0%	**64.8%**
Rwamagana	66.0%	83.1%	68.7%	66.4%	76.1%	69.9%	68.1%	81.3%	74.5%	65.6%	77.6%	72.9%	81.3%	93.0%	93.1%	74.5%	**75.8%**
IMPUZANDENGO	**58.5%**	**74.9%**	**60.0%**	**64.6%**	**65.7%**	**64.3%**	**62.6%**	**72.4%**	**73.9%**	**68.0%**	**73.5%**	**67.7%**	**80.1%**	**86.2%**	**91.6%**	**77.2%**	**71.3%**

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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 16 bikubiye mu nkingi eshatu za gahunda ya Leta y'Imbaturabukungu ku buryo bukurikira:

UBUKUNGU: Ubuhinzi, Ubworozi, Ibikorwaremezo, Ikoranabuhanga n'itumanaho, Ubutaka, Servisi zitangwa mu rwego rw'Abikorera;

IMIBEREHO MYIZA Y'ABATURAGE: Uburezi, Ubuvuzi, Isuku , Gahunda zo kuzamura imibereho no kwita ku batishoboye, Imibereho y'umuryango nyarwanda;

IMIYOBORERE: Serivice zitangwa n'inzego z'ibanze, Ubutabera, Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi, Umutekano, Uruhare 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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