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

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KAMENA 2021

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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 cumi 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 abaturage ibibakorerwa 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 2021 yakozwe ku byiciro 16 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 74.1%, kivuye kuri 71.3% muri CRC ya 2020. Umutekano ni cyo cyiciro abaturage bashima kurusha ibindi kuri 91.6% mu gihe icyiciro cy'uruhare rw'abaturage mu bibakorerwa aricyo cyazamutse kurusha ibindi aho cyavuye kuri 77.2% muri 2020 kigera kuri 87.6% muri 2021. Serivisi z'ubuhinzi nizo zikomeje kuba ku kigero cyo hasi kurusha izindi aho ziri kuri 59.5%, icyakora iki cyiciro cyarazamutse kuko cyari kuri 58.5% muri 2020.

Urwego rw'Igihugu rw'Imiyoborere rurashimira abaturage, inzego za Leta n'abafatanyabikorwa bose bagize uruhare mu ikorwa rya CRC ya 2021. Turabizeza ubufatanye mu gukomeza kwimakaza amahame y'imiyoborere agamije iterambere rishingiye ku muturage n'imitangire ya serivisi inoze. Tuboneyeho umwanya wo gushimira abashakashatsi n'abakozi ba RGB ku ruhare rukomeye bagize mu ikorwa ry'ubu bushakashatsi.

**Dr. KAITESI Usta**
**Umukuru w'Urwego**

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# IGICE CYA MBERE

# 1. Incamake y'ibyavuye mu bushakashatsi

RGB ikoze ku nshuro ya cumi 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 bikubiye mu nkingi eshatu zigenderwaho na gahunda ya Guverinoma y'imyaka irindwi (NST1, 2017-2024).

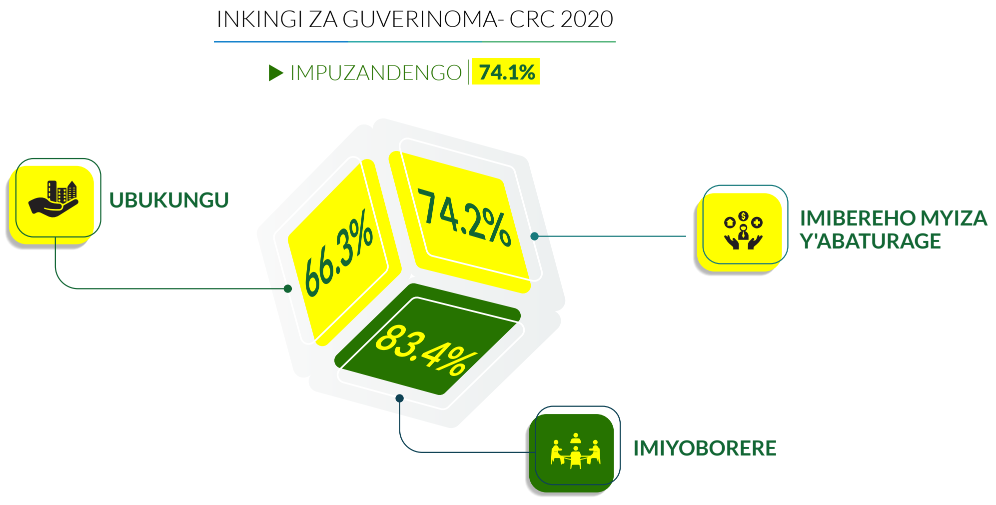
Mu nkingi y'ubukungu hakubiyemo ubuhinzi, ubworozi, ibikorwaremezo, ikoranabuhanga n'itumanaho, ubutaka n'ibidukikije, ndetse n'urwego rw'abikorera. Mu nkingi y'imibereho myiza y'abaturage harimo uburezi, ubuzima, isuku, gahunda zo kuzamura imibereho no kwita ku batishoboye ndetse n'imibereho y'umuryango 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 atanu na mirongo itatu na batanu (10,535) bafite nibura imyaka 18 batoranijwe mu turere twose tw'igihugu hakurikijwe umubare w'abaturage batuye akarere.

Ibyavuye muri CRC ya 2021 bigaragaza ko abaturage bishimiye imiyoberere n'imitangire ya serivisi mu nzego zibegereye ku gipimo cya 74.1% kivuye kuri 71.3% muri CRC ya 2020. Uruhare rw'abaturage ruri ku gipimo cya 87.6% kikaba aricyo cyiciro cyazamutse kurusha ibindi aho cyazamutseho 10.4% ugereranyije na CRC ya 2020 . Umutekano ni cyo gipimo gikomeje kuza ku isonga mu byo abaturage bashima kurusha ibindi kuko kiri kuri 91.6%, mu gihe ubuhinzi ari cyo gipimo gikomeje kuza inyuma kuko kiri kuri 59.5% nubwo cyazamutseho 1% ugereranije na CRC 2020.

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

| IBYICIRO | CRC 2021 |
|---|---|
| Umutekano | 91.6% |
| Uruhare rw'abaturage mu bibakorerwa | 87.6% |
| Iyubahirizwa ryamahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi | 87.6% |
| Isuku | 81.0% |
| Ubutabera | 79.6% |
| Ubworozi | 75.0% |
| Imibereho y'umuryango nyarwanda | 74.7% |
| Ubuzima | 73.7% |
| Gahunda zo kuzamura imibereho no kwita ku batishoboye | 72.8% |
| Inzego z'ibanze | 70.9% |
| Uburezi | 68.8% |
| Ikoranabuhanga n'itumanaho | 68.3% |
| Urwego rw'abikorera | 67.5% |
| Ibikorwaremezo | 65.9% |
| Ubutaka n'ibidukikije | 61.7% |
| Ubuhinzi | 59.5% |
| **Impuzandengo** | **74.1%** |

**ICYICIRO CYAZAMUTSE KURUSHA IBINDI**

Uruhare rw'abaturage mu bibakorerwa (**+10.4%**)

**ICYICIRO CYAMANUTSE KURUSHA IBINDI**

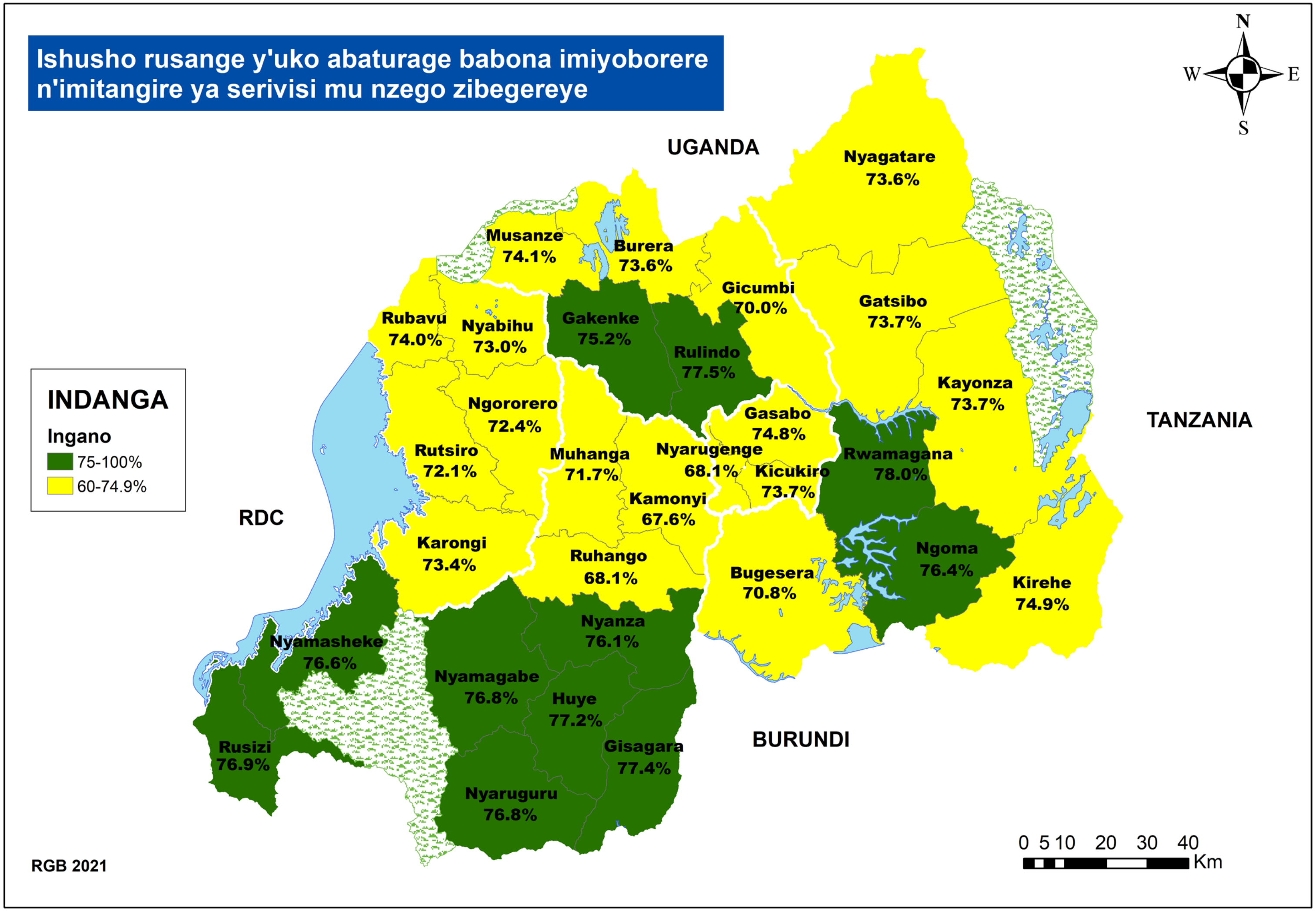
Ubutaka n'ibidukikije (**-4.0%**)

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

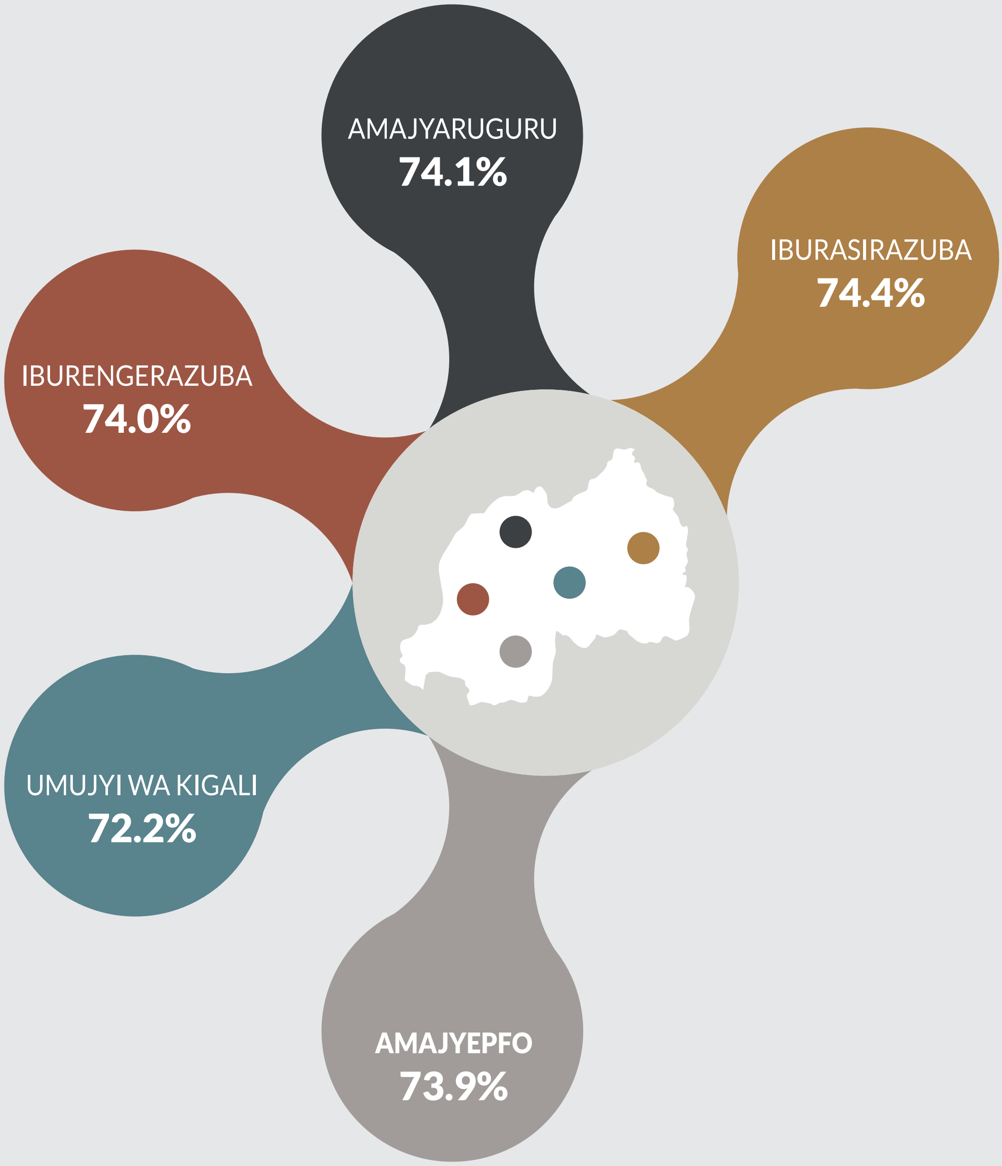
| AKARERE | CRC 2021 |
|---|---|
| Rwamagana | 78.0% |
| Rulindo | 77.5% |
| Gisagara | 77.4% |
| Huye | 77.2% |
| Rusizi | 76.9% |
| Nyaruguru | 76.8% |
| Nyamagabe | 76.8% |
| Nyamasheke | 76.6% |
| Ngoma | 76.4% |
| Nyanza | 76.1% |
| Gakenke | 75.2% |
| Kirehe | 74.9% |
| Gasabo | 74.8% |
| Musanze | 74.1% |
| Rubavu | 74.0% |
| Kayonza | 73.7% |

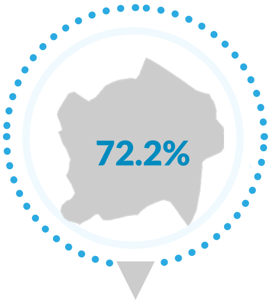
| AKARERE | CRC 2021 |
|---|---|
| Kicukiro | 73.7% |
| Gatsibo | 73.7% |
| Burera | 73.6% |
| Nyagatare | 73.6% |
| Karongi | 73.4% |
| Nyabihu | 73.0% |
| Ngororero | 72.4% |
| Rutsiro | 72.1% |
| Muhanga | 71.7% |
| Bugesera | 70.8% |
| Gicumbi | 70.0% |
| Nyarugenge | 68.1% |
| Ruhango | 68.1% |
| Kamonyi | 67.6% |
| **Impuzandengo** | **74.1%** |

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

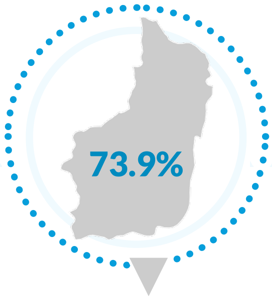


CRC 2021:
Ishusho ya CRC 2021 hakurikijwe intara/Umujyi wa Kigali

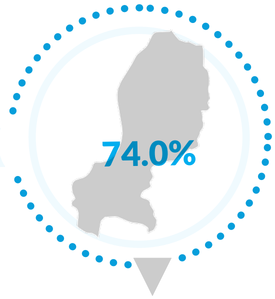




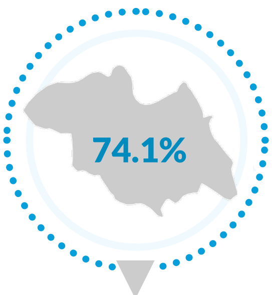

| UMUJYI WA KIGALI | | |
|---|---|---|
| 1. | Gasabo | 74.8% |
| 2. | Kicukiro | 73.7% |
| 3. | Nyarugenge | 68.1% |



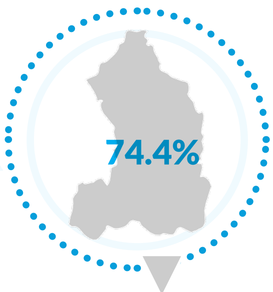

| AMAJYEPFO | | |
|---|---|---|
| 1. | Gisagara | 77.4% |
| 2. | Huye | 77.2% |
| 3. | Nyaruguru | 76.8% |
| 4. | Nyamagabe | 76.8% |
| 5. | Nyanza | 76.1% |
| 6. | Muhanga | 71.7% |
| 7. | Ruhango | 68.1% |
| 8. | Kamonyi | 67.6% |




| IBURENGERAZUBA | | |
|---|---|---|
| 1. | Rusizi | 76.9% |
| 2. | Nyamasheke | 76.6% |
| 3. | Rubavu | 74.0% |
| 4. | Karongi | 73.4% |
| 5. | Nyabihu | 73.0% |
| 6. | Ngororero | 72.4% |
| 7. | Rutsiro | 72.1% |




| AMAJYARUGURU | | |
|---|---|---|
| 1. | Rulindo | 77.5% |
| 2. | Gakenke | 75.2% |
| 3. | Musanze | 74.1% |
| 4. | Burera | 73.6% |
| 5. | Gicumbi | 70.0% |




| IBURASIRAZUBA | | |
|---|---|---|
| 1. | Rwamagana | 78.0% |
| 2. | Ngoma | 76.4% |
| 3. | Kirehe | 74.9% |
| 4. | Kayonza | 73.7% |
| 5. | Gatsibo | 73.7% |
| 6. | Nyagatare | 73.6% |
| 7. | Bugesera | 70.8% |

Imbonerahamwe 4:
**Ishusho rusange y'ibyavuye mu bushakashatsi hakurikijwe ibyiciro (CRC 2020-2021)**

| # | ICYICIRO | CRC 2021 | CRC 2020 |
|---|---|---|---|
| | **UBUKUNGU** | **66.3%** | **64.70%** |
| i. | UBUHINZI | 59.5% | 58.5% |
| ii. | UBWOROZI | 75.0% | 74.9% |
| iii. | IBIKORWAREMEZO | 65.9% | 60.0% |
| iv. | IKORANABUHANGA N'ITUMANAHO | 68.3% | 64.6% |
| v. | UBUTAKA N'IBIDUKIKIJE | 61.7% | 65.7% |
| vi. | URWEGO RW'ABIKORERA | 67.5% | 64.3% |
| | **IMIBEREHO MYIZA Y'ABATURAGE** | **74.2%** | **70.10%** |
| vii. | UBUREZI | 68.8% | 62.6% |
| viii. | UBUZIMA | 73.7% | 72.4% |
| ix. | ISUKU | 81.0% | 73.9% |
| x. | GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE | 72.8% | 68.0% |
| xi. | IMIBEREHO Y'UMURYANGO NYARWANDA | 74.7% | 73.5% |
| | **IMIYOBORERE** | **83.4%** | **79.7%** |
| xii. | SERIVISI ZITANGWA N'INZEGO Z'IBANZE | 70.9% | 67.7% |
| xiii. | UBUTABERA | 79.6% | 80.1% |
| xiiv. | IYUBAHIRIZWA RY'AMAHAME N'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI | 87.6% | 86.2% |
| xv. | UMUTEKANO | 91.6% | 91.6% |
| xvi. | URUHARE RW'ABATURAGE MU BIBAKORERWA | 87.6% | 77.2% |
| | **IMPUZANDENGO** | **74.1%** | **71.3%** |

# UTURERE TUZA KU ISONGA N'UTUZA INYUMA

| ICYICIRO | | AKARERE KA MBERE | | AKARERE KA NYUMA | |
|---|---|---|---|---|---|
| UMUTEKANO | 91.6% | NYAMASHEKE | 97.0% | MUSANZE | 85.3% |
| URUHARE RW'ABATURAGE MU BIBAKORERWA | 87.6% | KARONGI | 92.5% | NYARUGENGE | 81.8% |
| IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI | 87.6% | NYAMASHEKE | 93.8% | RUHANGO | 82.1% |
| ISUKU | 81.0% | GASABO | 91.3% | RUHANGO | 71.0% |
| UBUTABERA | 79.6% | NYANZA | 85.5% | NYARUGENGE | 69.9% |
| UBWOROZI | 75.0% | RULINDO | 83.5% | NYARUGENGE | 44.8% |
| IMIBEREHO Y'UMURYANGO NYARWANDA | 74.7% | RUSIZI | 86.3% | KAMONYI | 62.7% |
| UBUZIMA | 73.7% | GISAGARA | 81.8% | NYARUGENGE | 61.6% |

# MURI BURI CYICIRO

| ICYICIRO | | AKARERE KA MBERE | | AKARERE KA NYUMA | |
|---|---|---|---|---|---|
| GAHUNDA YO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE | 72.8% | KIREHE | 79.7% | NYARUGENGE | 53.6% |
| INZEGO Z'IBANZE | 70.9% | RULINDO | 76.9% | KAMONYI | 60.8% |
| UBUREZI | 68.8% | GISAGARA | 75.7% | KAMONYI | 60.0% |
| IKORANABUHANGA N'ITUMANAHO | 68.3% | GASABO | 77.9% | NYABIHU | 62.9% |
| URWEGO RW'ABIKORERA | 67.5% | GASABO | 78.4% | KIREHE | 58.2% |
| IBIKORWAREMEZO | 65.9% | KICUKIRO | 80.3% | GATSIBO | 53.7% |
| UBUTAKA, IMITURIRE N'IBIDUKIKIJE | 61.7% | NGOMA | 69.3% | GICUMBI | 53.5% |
| UBUHINZI | 59.5% | NGOMA | 69.7% | NYARUGENGE | 34.9% |

# 2. Ingengamikorere y'ubushakashatsi

CRC 2021 yakozwe ku byiciro cumi na bitandatu (16) bikubiye mu nkingi eshatu za gahunda ya Leta ya NST1 arizo ubukungu, imibereho myiza y'abaturage, ndetse n'imiyoborere.

Inkingi y'ubukungu igizwe n'ubuhinzi, ubworozi, ibikorwaremezo, ubutaka n'ibidukikije, serivisi z'abikorera ndetse n'ikoranabuhanga n'itumanaho.

Inkingi y' imibereho myiza y'abaturage igizwe n'uburezi, ubuzima, isuku, 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'imiyoborere n'icyizere cy'abaturage ku nzego z'ubuyobozi, umutekano ndetse n'uruhare rw'abaturage mu bibakorerwa.

CRC ya 2021 yakorewe ku baturage bafite imyaka 18 kuzamura babonetse hakurikijwe urutonde rusange rw'ingo zigize imidugudu yakorewemo ubushakashatsi. Umudugudu watoranijwe ku buryo bwa tombola hifashishijwe ikoranabuhanga rya SPSS. Umubare w'ingo zose zakoreweho ubushakashatsi wo wabonetse mu buryo bukurikira:

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

Aho

n = Umubare w'abaturage bakoreweho ubushakashatsi,

N: Umubare w'abaturage bose, hagendewe ku iteganyamibare ry'umwaka wa 2021 haboneka abaturage 6930358 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%, uwo mubare ungana na 1.96.

p na q (q=1-p)=Ubwiganze bw'abaturage barebwa n'ubushakashatsi, CRC 2020 yerekanye ko abaturage bishimiye serivisi ari 71.3% ubwo p = 0.713 naho q = 0.287.

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

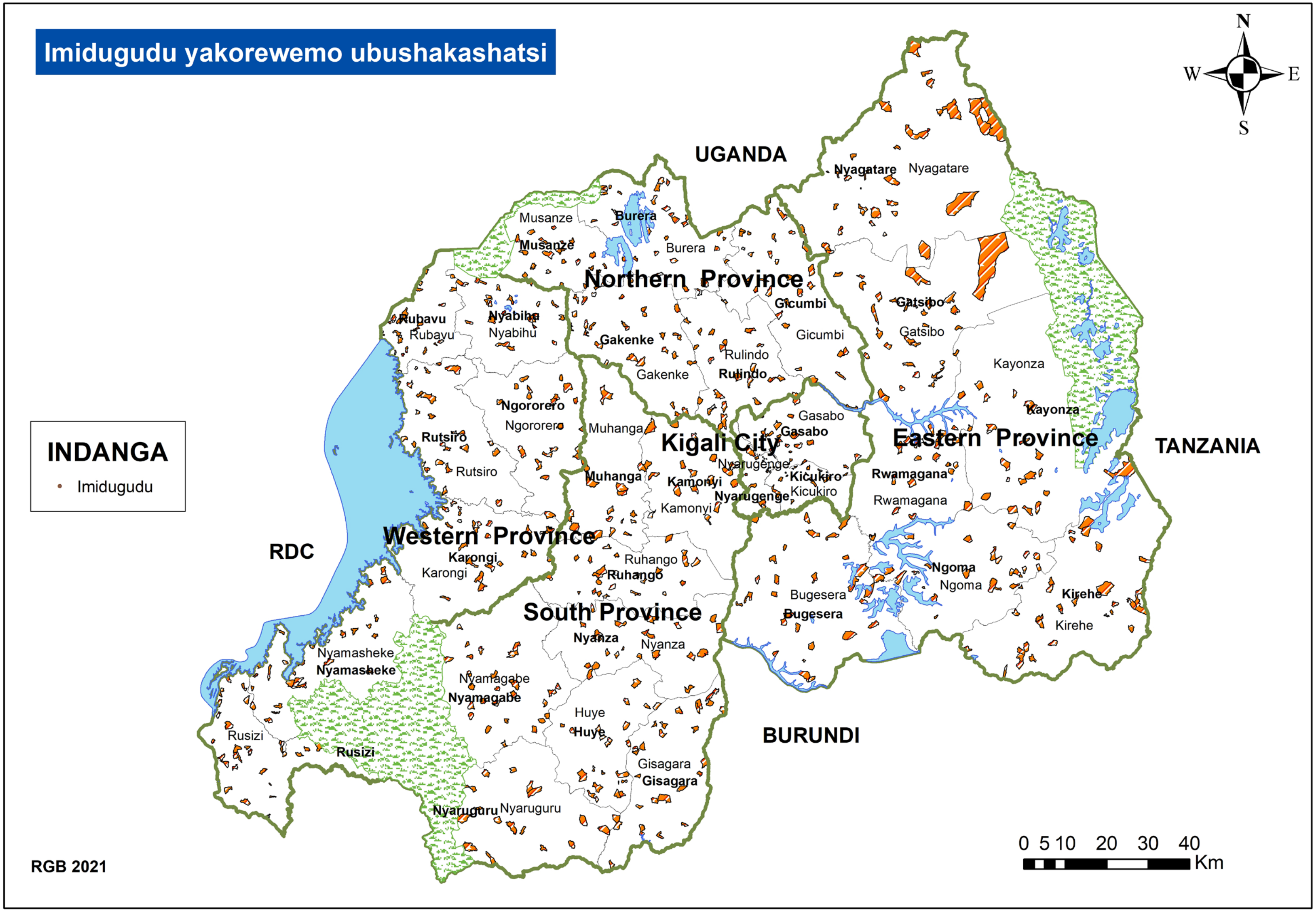
Ubushakashatsi bwakorewe ku baturage ibihumbi cumi na magana atanu na mirongo itatu na batanu (10,535). Abo baturage batoranijwe mu turere ku buryo bukurikira hakurikijwe umubare w'abaturage batuye akarere. Ibi bivuze ko akarere gafite abaturage benshi ari nako kagize abaturage benshi babajijwe.

Imbonerahamwe 5:
Umubare w'abaturage bakoreweho ubushakashatsi hakurikijwe Akarere

| No | AKARERE | UMUBARE W'ABABAJIJWE |
|---|---|---|
| 1 | Bugesera | 367 |
| 2 | Burera | 324 |
| 3 | Gakenke | 327 |
| 4 | Gasabo | 528 |
| 5 | Gatsibo | 435 |
| 6 | Gicumbi | 393 |
| 7 | Gisagara | 327 |
| 8 | Huye | 312 |
| 9 | Kamonyi | 331 |
| 10 | Karongi | 335 |
| 11 | Kayonza | 340 |
| 12 | Kicukiro | 320 |
| 13 | Kirehe | 351 |
| 14 | Muhanga | 320 |
| 15 | Musanze | 378 |
| 16 | Ngoma | 345 |
| 17 | Ngororero | 322 |
| 18 | Nyabihu | 302 |
| 19 | Nyagatare | 451 |
| 20 | Nyamagabe | 338 |
| 21 | Nyamasheke | 364 |
| 22 | Nyanza | 337 |
| 23 | Nyarugenge | 306 |
| 24 | Nyaruguru | 304 |
| 25 | Rubavu | 400 |
| 26 | Ruhango | 318 |
| 27 | Rulindo | 308 |
| 28 | Rusizi | 406 |
| 29 | Rutsiro | 324 |
| 30 | Rwamagana | 322 |
| **MURI RUSANGE** | | **10535** |

Aho byavuye: Anketi ya RGB, 2021

Ikarita 2: Imidugudu yakorewemo ubushakashatsi



Ikarita iri hejuru iragaragaza imidugudu yakoreweho ubushakashatsi mu gihugu cyose. Iyi midugudu yatoranijwe hakorereshejwe ikoranabuhanga rya SPSS muri buri karere ryatoranyije umudugudu rigendeye ku miterere yayo: umujyi, inkengero z'umujyi n'icyaro. Mu midugudu 14837 igize igihugu, hatoranyijwemo imidugudu 713 irimo 554 y'icyaro, 85 y'umujyi na 74 y'inkengero z'umujyi.

Ababazwa mu mudugudu batoranywa hakurikijwe ingo ziwugize. Iyo urutonde rw'ingo zituye mu mudugudu 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 aboneka hakozwe tombola hagati ya 1 na wa mubare w'ingo zisimbukwa. Uwo mubare wongerwa ku rugo rwa mbere rwatoranyijwe, hakaboneka urwa kabiri, bityo bityo kugeza habonetse umubare w'ababazwa ukenewe. Mu rugo rwatoranyijwe habazwa umwe mu bujuje nibura imyaka 18. Iyo muri urwo rugo harimo abarenze umwe bujuje nibura imyaka 18, ubazwa atoranywa mu buryo bwa tombola hagamijwe kubaza abantu bo mu byiciro bitandukanye hashingiwe ku gitsina n'imyaka.

## 2.1. Ibiranga ababajijwe muri ubu ubushakashatsi

Imbonerahamwe zikurikira ziragaragaza ibyiciro biranga ababajijwe.

Imbonerahamwe 6:
## Abaturage babajijwe hakurikijwe abagore n'abagabo

| AKARERE | IGITSINA | | | | |
|---|---|---|---|---|---|
| | Gabo | | Gore | | BOSE |
| | Umubare | % | Umubare | % | Umubare |
| Gasabo | 216 | 40.9% | 312 | 59.1% | 528 |
| Kicukiro | 134 | 41.9% | 186 | 58.1% | 320 |
| Nyarugenge | 125 | 40.8% | 181 | 59.2% | 306 |
| Gisagara | 148 | 45.3% | 179 | 54.7% | 327 |
| Huye | 119 | 38.1% | 193 | 61.9% | 312 |
| Kamonyi | 137 | 41.4% | 194 | 58.6% | 331 |
| Muhanga | 127 | 39.7% | 193 | 60.3% | 320 |
| Nyamagabe | 131 | 38.8% | 207 | 61.2% | 338 |
| Nyanza | 140 | 41.5% | 197 | 58.5% | 337 |
| Nyaruguru | 135 | 44.4% | 169 | 55.6% | 304 |
| Ruhango | 137 | 43.1% | 181 | 56.9% | 318 |
| Karongi | 165 | 49.3% | 170 | 50.7% | 335 |
| Ngororero | 155 | 48.1% | 167 | 51.9% | 322 |
| Nyabihu | 135 | 44.7% | 167 | 55.3% | 302 |
| Nyamasheke | 165 | 45.3% | 199 | 54.7% | 364 |
| Rubavu | 156 | 39.0% | 244 | 61.0% | 400 |
| Rusizi | 188 | 46.3% | 218 | 53.7% | 406 |
| Rutsiro | 140 | 43.2% | 184 | 56.8% | 324 |
| Burera | 157 | 48.5% | 167 | 51.5% | 324 |
| Gakenke | 167 | 51.1% | 160 | 48.9% | 327 |
| Gicumbi | 174 | 44.3% | 219 | 55.7% | 393 |
| Musanze | 143 | 37.8% | 235 | 62.2% | 378 |
| Rulindo | 127 | 41.2% | 181 | 58.8% | 308 |
| Bugesera | 153 | 41.7% | 214 | 58.3% | 367 |
| Gatsibo | 173 | 39.8% | 262 | 60.2% | 435 |
| Kayonza | 110 | 32.4% | 230 | 67.6% | 340 |
| Kirehe | 162 | 46.2% | 189 | 53.8% | 351 |
| Ngoma | 148 | 42.9% | 197 | 57.1% | 345 |
| Nyagatare | 199 | 44.1% | 252 | 55.9% | 451 |
| Rwamagana | 125 | 38.8% | 197 | 61.2% | 322 |
| **BOSE HAMWE** | **4491** | **42.6%** | **6044** | **57.4%** | **10535** |

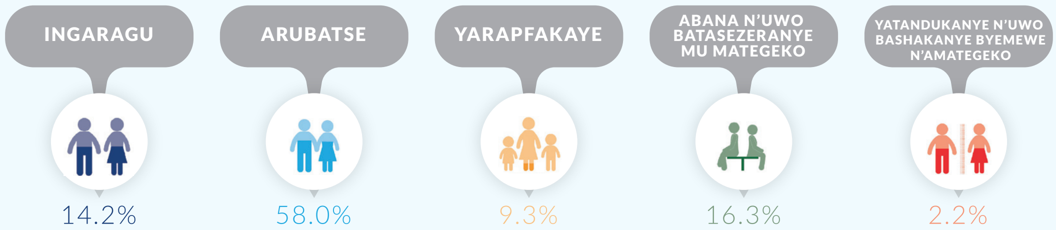
Aho byavuye: Anketi ya RGB, 2021

Imbonerahamwe 7:
### Abaturage babajijwe hakurikijwe imyaka

| IMYAKA | IGITSINA | | | | BOSE | |
|---|---|---|---|---|---|---|
| | Gabo | | Gore | | | |
| | Umubare | % | Umubare | % | Umubare | % |
| 18-24 | 391 | 3.7% | 663 | 6.3% | 1054 | 10.0% |
| 25-29 | 503 | 4.8% | 764 | 7.3% | 1267 | 12.0% |
| 30-34 | 629 | 6.0% | 915 | 8.7% | 1544 | 14.7% |
| 35-39 | 716 | 6.8% | 963 | 9.1% | 1679 | 15.9% |
| 40-44 | 570 | 5.4% | 765 | 7.3% | 1335 | 12.7% |
| 45-49 | 416 | 3.9% | 572 | 5.4% | 988 | 9.4% |
| 50-54 | 368 | 3.5% | 448 | 4.3% | 816 | 7.7% |
| 55-59 | 325 | 3.1% | 401 | 3.8% | 726 | 6.9% |
| 60-64 | 270 | 2.6% | 299 | 2.8% | 569 | 5.4% |
| 65 kuzamura | 303 | 2.9% | 254 | 2.4% | 557 | 5.3% |
| **BOSE HAMWE** | **4491** | **42.6%** | **6044** | **57.4%** | **10535** | **100.0%** |

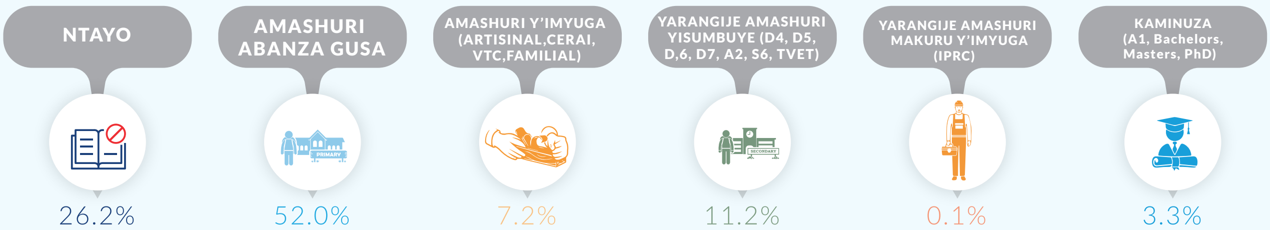
Aho byavuye: Anketi ya RGB, 2021

Ishusho 1: **Abaturage babajijwe hakurikijwe irangamimerere**



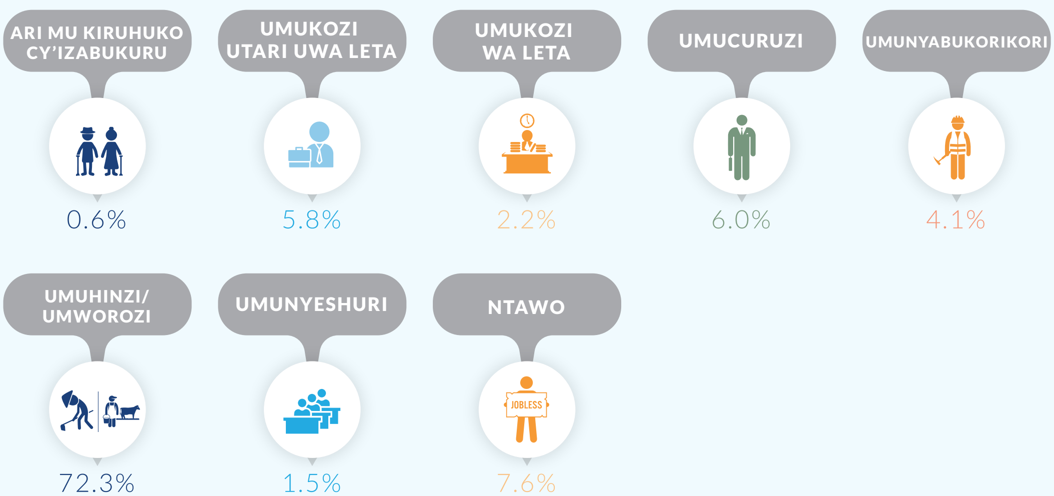

Aho byavuye: Anketi ya RGB, 2021

Ishusho 2: **Abaturage babajijwe hakurikijwe amashuri bize**



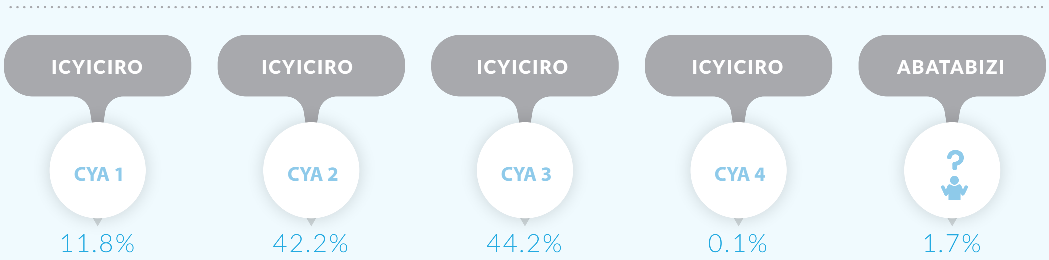

Aho byavuye: Anketi ya RGB, 2021

Ishusho 3: **Abaturage babajijwe hakurikijwe umurimo bakora**



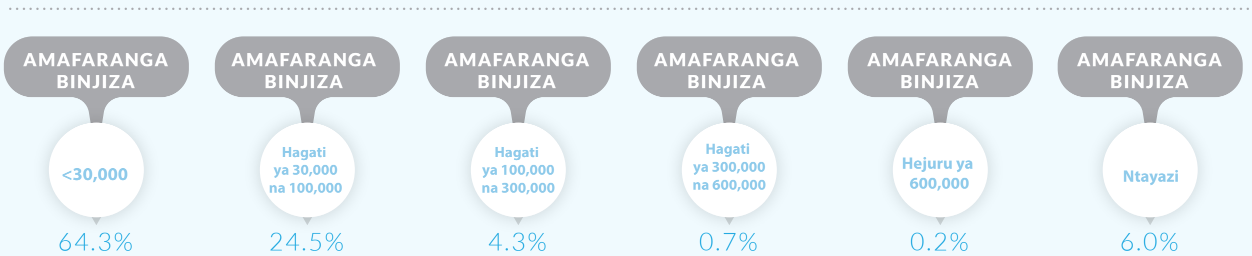

Aho byavuye: Anketi ya RGB, 2021

Ishusho 4: Abaturage babajijwe hakurikijwe icyiciro cy'ubudehe




Aho byavuye: Anketi ya RGB, 2021

Ishusho 5: Abaturage babajijwe hakurikijwe amafaranga binjiza ku kwezi




Aho byavuye: Anketi ya RGB, 2021

## 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

# IGICE CYA KABIRI

# 1

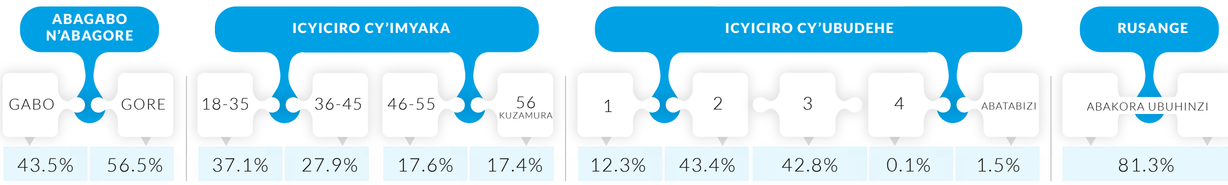
# INKINGI Y'UBUKUNGU

# 1.1.UBUHINZI

## 1.1.1. Intangiriro

Abaturage bakora ubuhinzi babajijwe uko babona serivisi z'ubuhinzi zakoreweho ubushakashatsi arizo serivisi zitangwa na agronome, serivisi z'abajyanama b'ubuhinzi, kubona inyongeramusaruro ku gihe, kubona imbuto ku gihe, gahunda ya nkunganire ku mbuto n'ifumbire, kurwanya indwara z'ibihingwa, guhunika umusaruro, ubwanikiro, serivisi z'abacuruzi b'inyongeramusaruro, kubona isoko ry'umusaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi, kuhira imyaka , gukoresha imashini zihinga no kubona inguzanyo mu mabanki n'ibigo by'imari iciritse ku bahinzi.

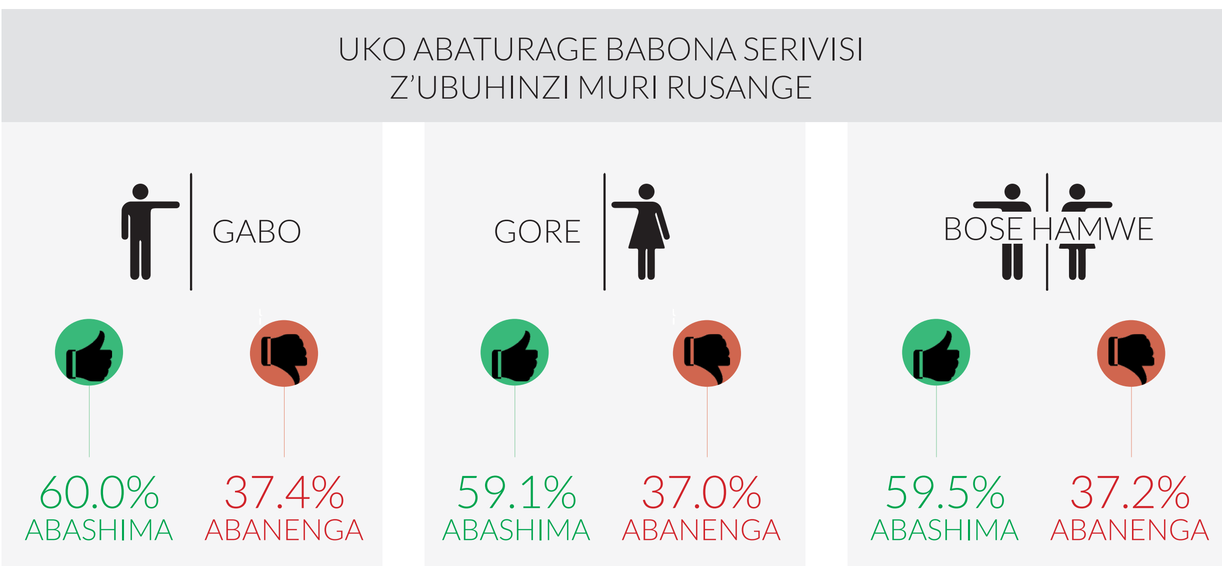
Ishusho 6: Abakora ubuhinzi hakurikijwe ibyiciro bitandukanye




Aho byavuye: Anketi ya RGB, 2021

Mu baturage babajijwe bose, abakora imirimo y'ubuhinzi bangana na 81.3%. Muri bo, abagore bangana na 56.5% naho abagabo bakaba 43.5%.

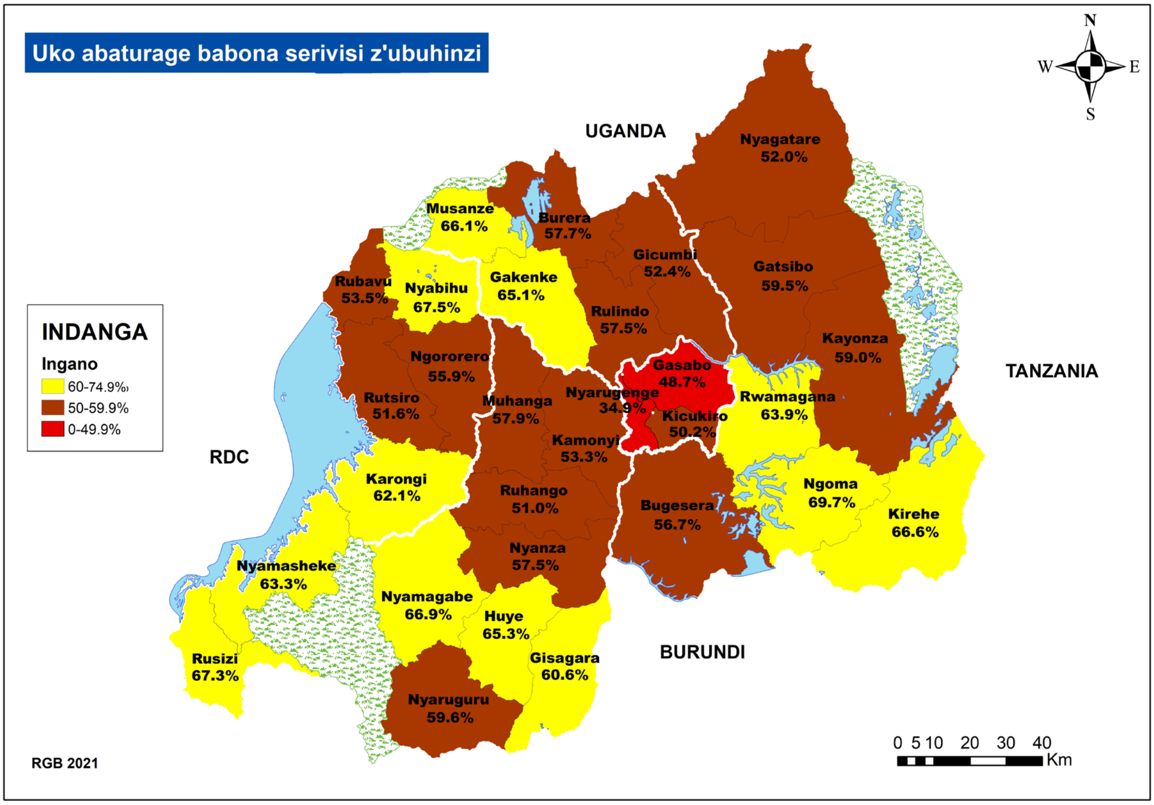
Ishusho 7: Uko abaturage babona serivisi z'ubuhinzi muri rusange




Aho byavuye: Anketi ya RGB, 2021

Serivisi zitangwa mu buhinzi muri CRC ya 2021 zishimwa ku gipimo cya 59.5% zikanengwa ku gipimo cya 37.2%. Abagabo bakora ubuhinzi bashima izo serivisi ni 60.0% mu gihe abazinenga ari 37.4% naho abagore bazishima ni 59.1% abazinenga bakaba 37.0%.

Ikarita 3: Uko abaturage babona serivisi bahabwa mu buhinzi hakurikijwe uturere



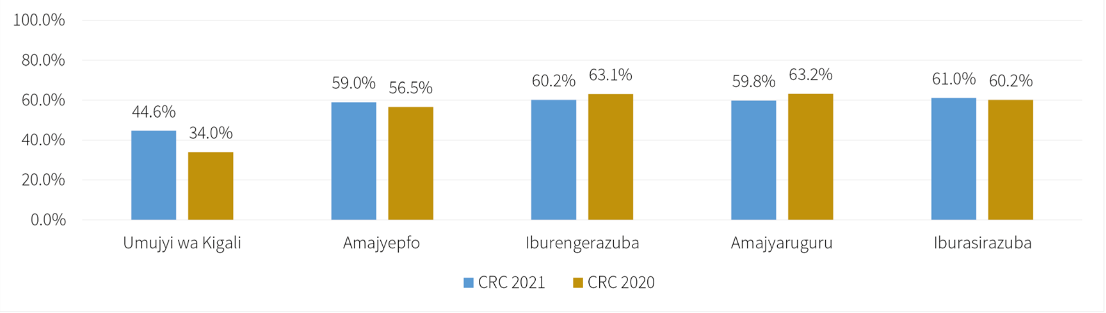

Ku rwego rw'igihugu, abaturage bo mu karere ka Ngoma nibo bashima serivisi zo mu buhinzi ku gipimo cyo hejuru cya 69.7% mu gihe mu karere ka Nyarugenge bari ku gipimo cyo hasi cya 34.9%.

Ubushakashatsi kandi bwagaragaje ko abakora ubuhinzi mu Mujyi wa Kigali bari ku kigero cyo hasi cya 20.9% by'ababajijwe, bikaba bifitanye isano n'imiterere y'Umujyi wa Kigali aho abaturage benshi bakora imirimo itari iy'ubuhinzi.

Nubwo abakenera serivisi z'ubuhinzi mu turere tugize Umujyi wa Kigali ari bake, niho bazishima ku gipimo cyo hasi. Nyamara, imbonerahamwe y'imyanya y'imirimo iteganya umubare ungana w'abakozi bashinzwe ubuhinzi mu turere tw'Umujyi wa Kigali kimwe no mu tundi turere.

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

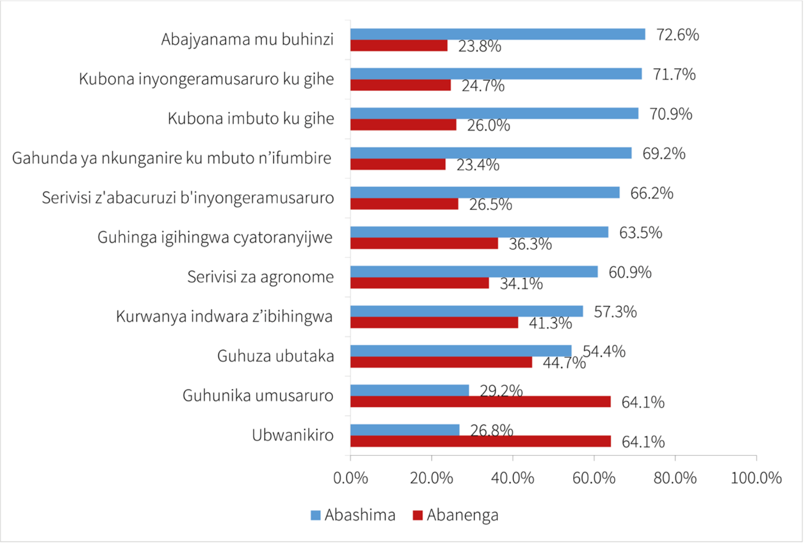
Ishusho 8: Serivisi z'ubuhinzi hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

## 1.1.3. Serivisi z'ubuhinzi zitandukanye

Ishusho 9: Uko abaturage babona serivisi z'ubuhinzi zitandukanye

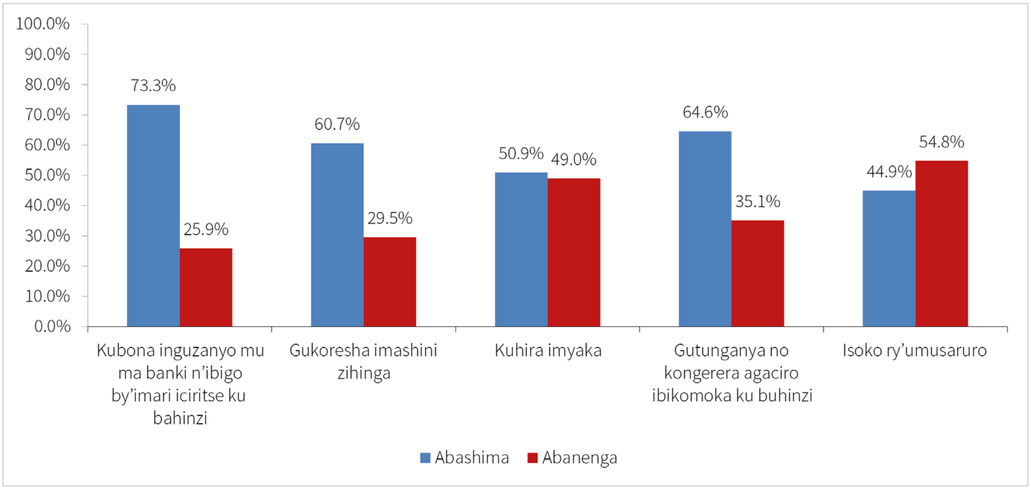



Aho byavuye: Anketi ya RGB, 2021

Abaturage bagaragaje ko ubwanikiro no guhunika umusaruro biri ku kigero cyo hasi, aho abanenga bari ku gipimo cya 64.1% naho abashima bakaba ku gipimo kiri munsi ya 30%. Haracyagaragara kandi izindi mbogamizi zirimo indwara z'ibihingwa, gahunda yo guhuza ubutaka no guhinga igihingwa cyatoranijwe itanoze, ba agoronome bategera abahinzi uko bikwiye ndetse n'imikorere itanoze y'abacuruzi b'inyongeramusaruro.

Uko abaturage babona ibijyanye no kubona isoko ry'umusaruro, kubona inguzanyo mu mabanki n'ibigo by'imari iciriritse, gukoresha imashini zihinga, kuhira imyaka ndetse no gutunganya no kongerera agaciro ibikomoka ku buhinzi bigaragazwa n'ishusho ikurikira.

Ishusho 10: Uko abaturage babona serivisi z'ubuhinzi zihuriweho n'inzego zitandukanye




Aho byavuye: Anketi ya RGB, 2021

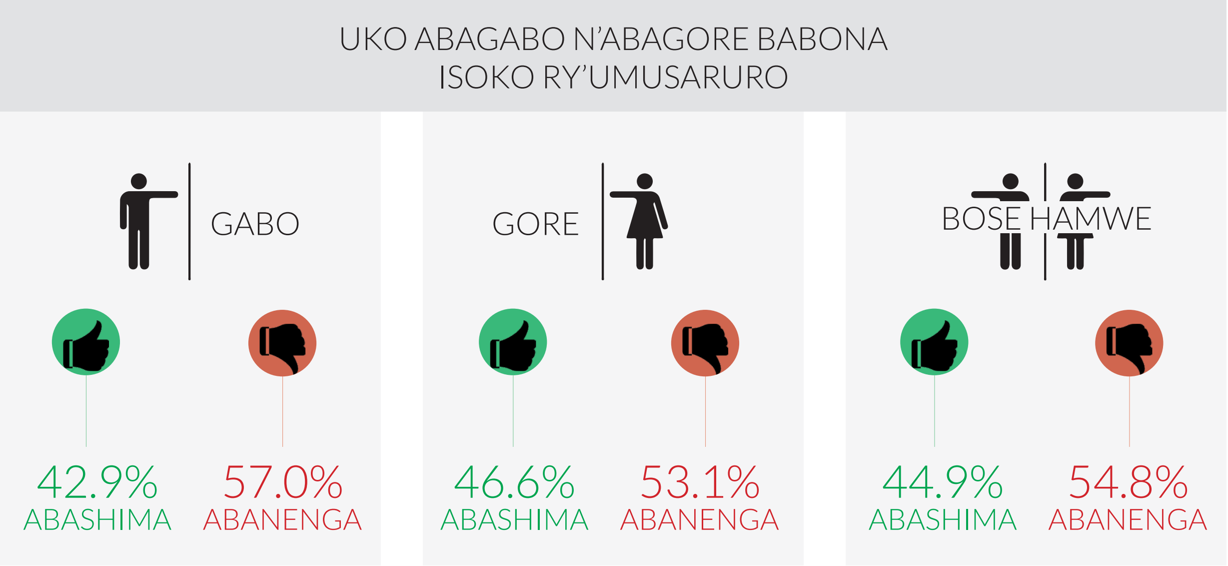
Serivisi z'ubuhinzi zisaba ubufatanye bw'inzego zitandukanye zabajijwe gusa abaturage bazikoresha. Uretse ibijyanye na serivisi z'isoko ry'umusaruro aho abazikoresha bari ku gipimo cya 47.0%, izindi serivisi zihuriweho n'inzego zitandukanye (kubona inguzanyo mu mabanki n'ibigo by'imari iciritse, kuhira imyaka, gukoresha imashini zihinga ndetse no gutunganya no kongerera agaciro ibikomoka ku buhinzi) ntizikoreshwa n'abaturage benshi kuko bari ku bipimo biri munsi ya 14% by'abakora ubuhinzi. Abemeza ko bakoresha serivisi z'imashini zihinga bari ku gipimo gito cya 0.7% naho mu turere 14 hakaba nta muturage n'umwe mu bakora ubuhinzi uzikoresha.

Isoko ry'umusaruro w'ubuhinzi barishima ku gipimo cya 44.9% mu gihe abarinenga bari ku gipimo cya 54.8%.

Kubona inguzanyo mu mabanki n'ibigo by'imari iciriritse, gukoresha imashini zihinga, kuhira imyaka ndetse no gutunganya no kongerera agaciro ibikomoka ku buhinzi birashimwa ku bipimo biri hejuru ya 50%.

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

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



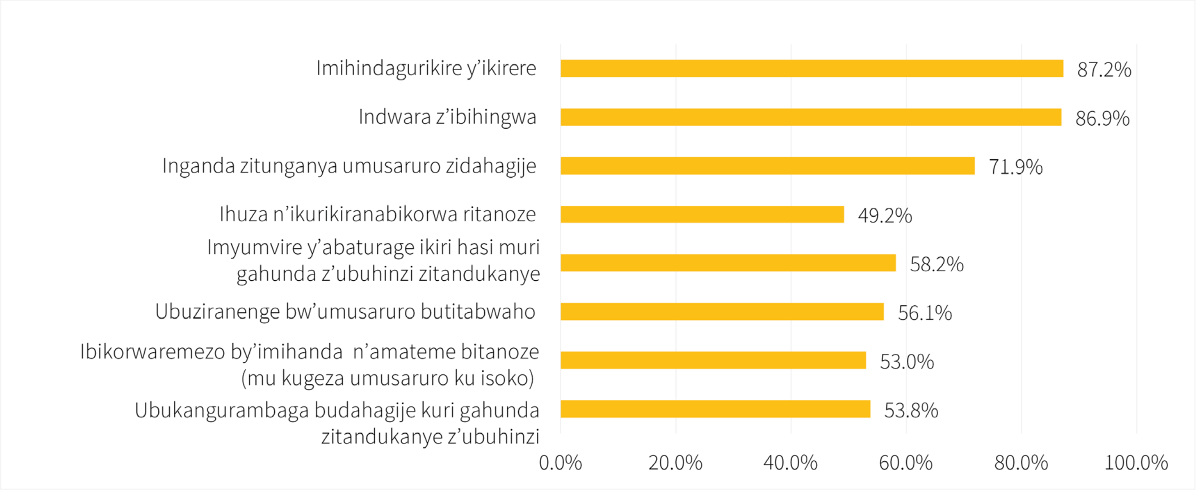

Aho byavuye: Anketi ya RGB, 2021

Muri rusange serivisi zo kubona isoko ry'umusaruro uturuka ku buhinzi zishimwa ku gipimo cya 44.9%. Abagore bashima isoko ry'umusaruro ku gipimo cyo hejuru kurusha abagabo kuko bashima ku gipimo kingana na 46.6% mu gihe abagabo bo bashima kuri 42.9%.

## 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, 2021

Mu nzitizi zagaragajwe n'abaturage, imihindagurikire y'ikirere, indwara z'ibihingwa ndetse n'ubuke bw'inganda nto zitunganya umusaruro ni zo ziza ku isonga mu kubangamira iterambere ry'ubuhinzi.

## 1.1.6. IBYIFUZONAMA

- Kubaka ubushobozi n'ubufatanye mu guhangana n'ingaruka z'imihindagurikire y'ikirere;
- Gukaza ingamba zo kurwanya indwara z'ibihingwa;
- Gushishikariza abikorera kubaka inganda nto zongerera agaciro umusaruro w'ibikomoka ku buhinzi;
- Kunoza imikorere n'imikoranire y'inzego mu kwegereza abahinzi imashini zikoreshwa mu buhinzi no mu kuhira imyaka;
- Kongera ubwanikiro n'ubuhunikiro bw'umusaruro no kunoza imicungire yabwo;
- Kongera ubufatanye bw'inzego mu kunoza isoko ry'umusaruro;
- Guhuza imbonerahamwe y'imyanya y'imirimo na serivisi z'ubuhinzi mu turere tw' Umujyi wa Kigali.

Imbonerahamwe 9:
**Uko uturere duhagaze muri serivisi z'ubuhinzi mu myaka ibiri (2020-2021)**

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Ngoma | 69.7% | 65.9% | ▲ | 3.8% |
| 2 | Nyabihu | 67.5% | 69.6% | ▼ | -2.1% |
| 3 | Rusizi | 67.3% | 58.8% | ▲ | 8.5% |
| 4 | Nyamagabe | 66.9% | 51.8% | ▲ | 15.1% |
| 5 | Kirehe | 66.6% | 53.7% | ▲ | 12.9% |
| 6 | Musanze | 66.1% | 63.4% | ▲ | 2.7% |
| 7 | Huye | 65.3% | 52.9% | ▲ | 12.4% |
| 8 | Gakenke | 65.1% | 67.6% | ▼ | -2.5% |
| 9 | Rwamagana | 63.9% | 66.0% | ▼ | -2.1% |
| 10 | Nyamasheke | 63.3% | 61.0% | ▲ | 2.3% |
| 11 | Karongi | 62.1% | 71.8% | ▼ | -9.7% |
| 12 | Gisagara | 60.6% | 66.2% | ▼ | -5.6% |
| 13 | Nyaruguru | 59.6% | 59.4% | ▲ | 0.2% |
| 14 | Gatsibo | 59.5% | 60.4% | ▼ | -0.9% |
| 15 | Kayonza | 59.0% | 59.2% | ▼ | -0.2% |
| 16 | Muhanga | 57.9% | 57.8% | ▲ | 0.1% |
| 17 | Burera | 57.7% | 60.4% | ▼ | -2.7% |
| 18 | Nyanza | 57.5% | 62.0% | ▼ | -4.5% |
| 19 | Rulindo | 57.5% | 62.9% | ▼ | -5.4% |
| 20 | Bugesera | 56.7% | 61.3% | ▼ | -4.6% |
| 21 | Ngororero | 55.9% | 68.0% | ▼ | -12.1% |
| 22 | Rubavu | 53.5% | 59.9% | ▼ | -6.4% |
| 23 | Kamonyi | 53.3% | 48.2% | ▲ | 5.1% |
| 24 | Gicumbi | 52.4% | 61.6% | ▼ | -9.2% |
| 25 | Nyagatare | 52.0% | 54.7% | ▼ | -2.7% |
| 26 | Rutsiro | 51.6% | 52.4% | ▼ | -0.8% |
| 27 | Ruhango | 51.0% | 53.8% | ▼ | -2.8% |
| 28 | Kicukiro | 50.2% | 27.2% | ▲ | 23.0% |
| 29 | Gasabo | 48.7% | 35.3% | ▲ | 13.4% |
| 30 | Nyarugenge | 34.9% | 39.5% | ▼ | -4.6% |
| IMPUZANDENGO | | 59.5% | 58.5% | ▲ | 1.0% |

Aho byavuye: Anketi ya RGB, 2021

# 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, gukingira indwara, serivisi za veterineri, kubona isoko ry'amata, ubuki, amagi, inyama n'iry'ibindi bikomoka ku bworozi ndetse no gutunganya no kongerera agaciro ibikomoka ku bworozi.

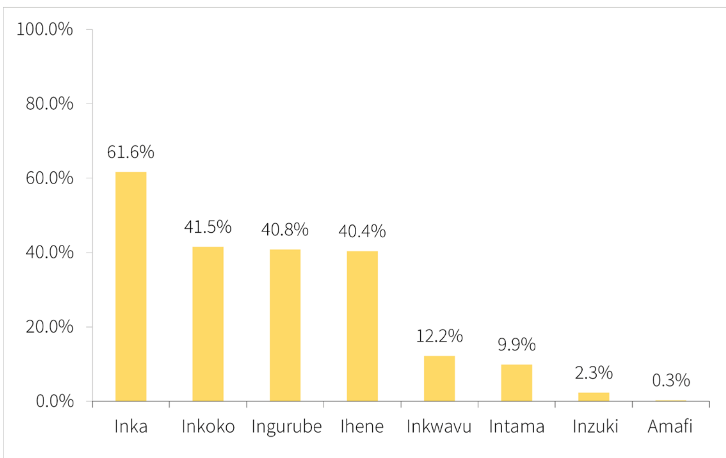
Ishusho 13: Abaturage bakora imirimo y'ubworozi

| ABAGABO N'ABAGORE | | ICYICIRO CY'IMYAKA | | | | ICYICIRO CY'UBUDEHE | | | | | RUSANGE |
|---|---|---|---|---|---|---|---|---|---|---|---|
| GABO | GORE | 18-35 | 36-45 | 46-55 | 56 KUZAMURA | 1 | 2 | 3 | 4 | ABATABIZI | ABAKORA UBWOROZI |
| 45.2% | 54.8% | 34.7% | 27.8% | 18.9% | 18.7% | 11.4% | 42.1% | 45.3% | 0.1% | 1.2% | 61.1% |

Aho byavuye: Anketi ya RGB, 2021

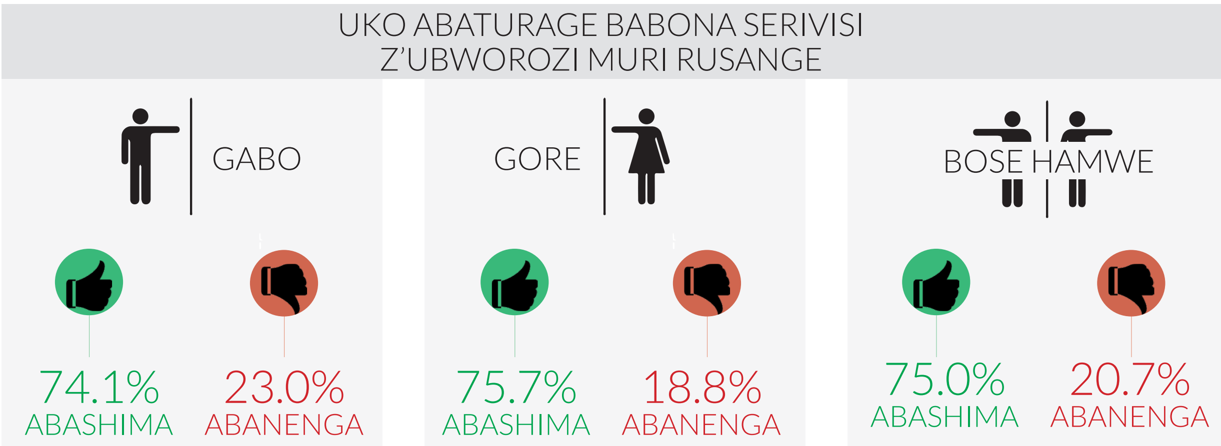
Mu baturage babajijwe abakora imirimo y'ubworozi bangana 61.1%. Muri bo, abagore ni 54.8% naho abagabo ni 45.2%. Turebye ibyiciro by'imyaka, abenshi bangana na 34.7% bakora ubworozi bari hagati y'imyaka 18 na 35, naho abaturage bari mu cyiciro cya gatatu cy'ubudehe nibo benshi mu bakora imirimo y'ubworozi kuko bari ku gipimo cya na 45.3%.

Amwe mu matungo yorowe n'abaturage




Biragaragara ko itungo ryorowe n'abaturage benshi ari inka ku gipimo cya 61.6% mu gihe andi matungo yorowe cyane ari inkoko, ingurube ndetse n'ihene. Ku rundi ruhande, ubworozi bw'amafi n'inzuki bukorwa n'umubare muto cyane w'abaturage.

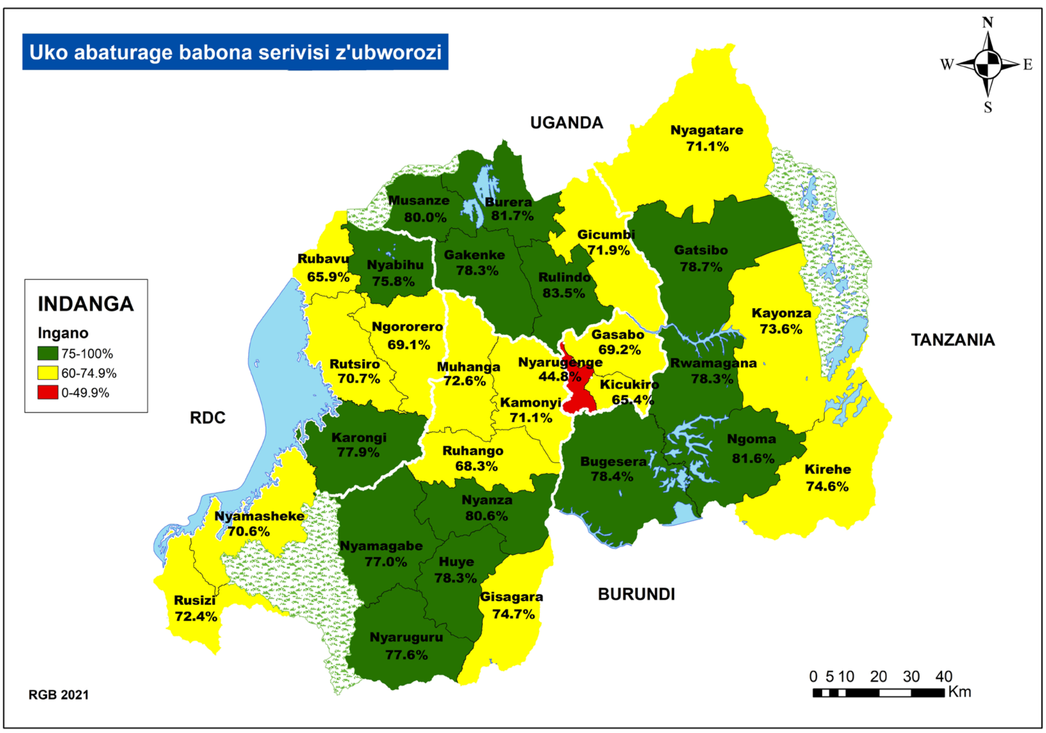
Ishusho 14: Uko abaturage babona serivisi z'ubworozi muri rusange




Aho byavuye: Anketi ya RGB, 2021

Serivisi z'ubworozi zishimwa ku gipimo cya 75.0% mu gihe abazinenga bari ku gipimo cya 20.7%. Mu bagabo bakora ubworozi abashima ni 74.1% mugihe abanenga ari 23.0%. Ku rundi ruhande, 75.7% by'abagore bakora imirimo ijyanye n'ubworozi bashima serivisi bahabwa mu gihe abazinenga bari ku gipimo cya 18.8%.

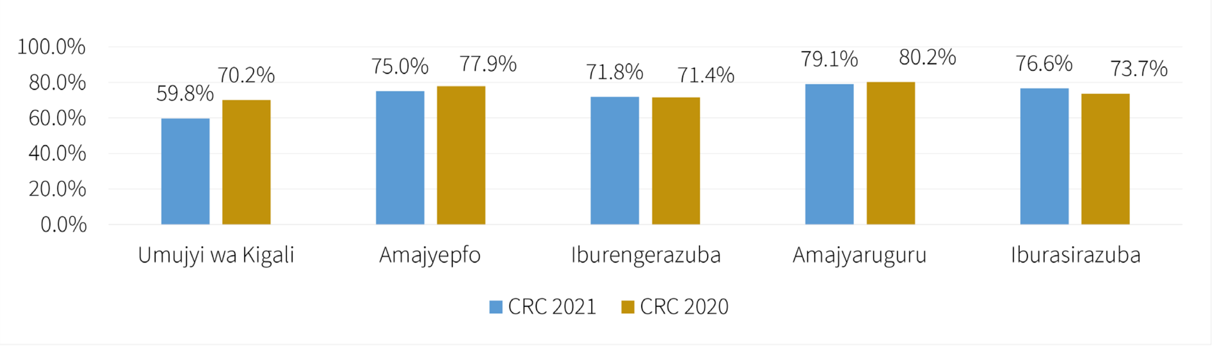
Ikarita 4: Uko abaturage babona serivisi z'ubworozi muri rusange hakurikijwe uturere



Abaturage bo mu turere 14 bashima serivisi z'ubworozi nibura ku gipimo cya 75%. Akarere ka Rulindo niko kari ku isonga mu gushima izo serivisi ku gipimo cya 83.5% naho igipimo kiri hasi ni icy'akarere ka Nyarugenge (44.8%).

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

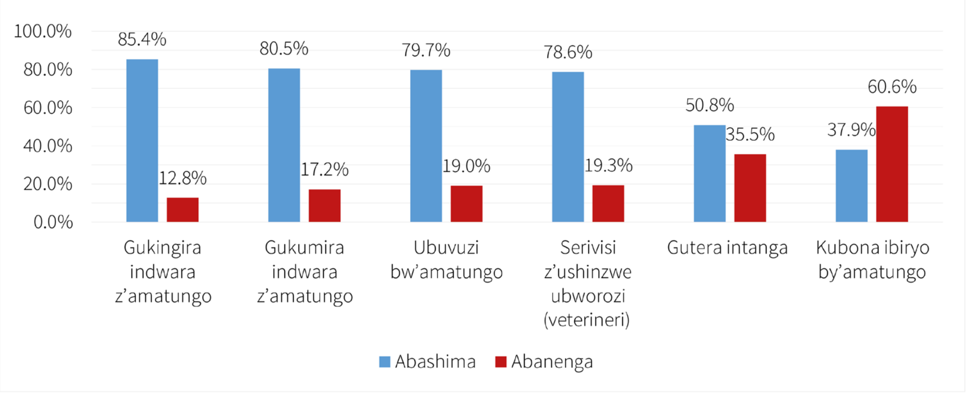
Ishusho 15: **Uko abaturage babona serivisi z'ubworozi hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri**




Aho byavuye: Anketi ya RGB, 2021

## 1.2.3. Serivisi zitandukanye z'ubworozi

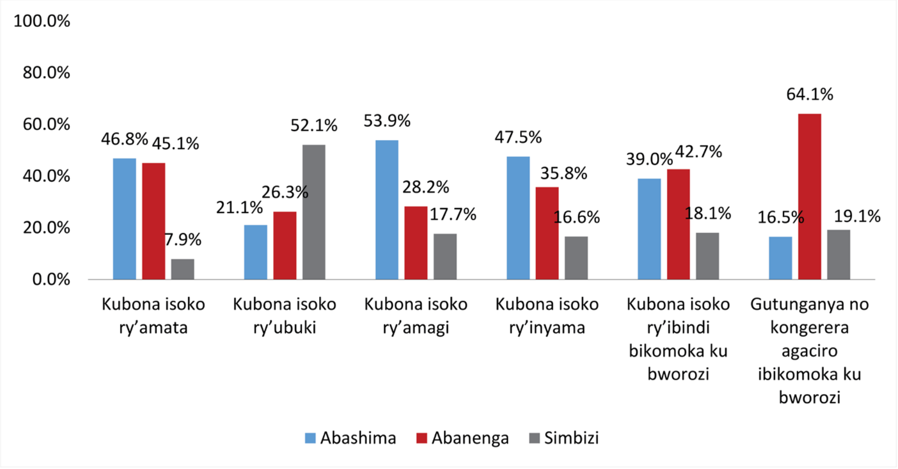
Ishusho 16: **Uko abaturage bishimiye serivisi zitadukanye z'ubworozi**




Aho byavuye: Anketi ya RGB, 2021

Serivisi z'ubworozi zishimwa kurusha izindi ni ugukingira no gukumira indwara z'amatungo ndetse n'ubuvuzi bw'amatungo. Ku rundi ruhande, kubona ibiryo by'amatungo nibyo binengwa ku gipimo cyo hejuru cya 60.6%. Serivisi zo gutera intanga nazo ziranengwa ku gipimo cya 35.5% aho uturere dutatu Gicumbi, Ngororero , na Rubavu dufite abanenga serivisi zo gutera intanga kurusha ahandi ku gipimo kiri hejuru ya 45%.

Ishusho 17: Uko abaturage babona serivisi z'ubworozi zihuriweho n'inzego zitandukanye



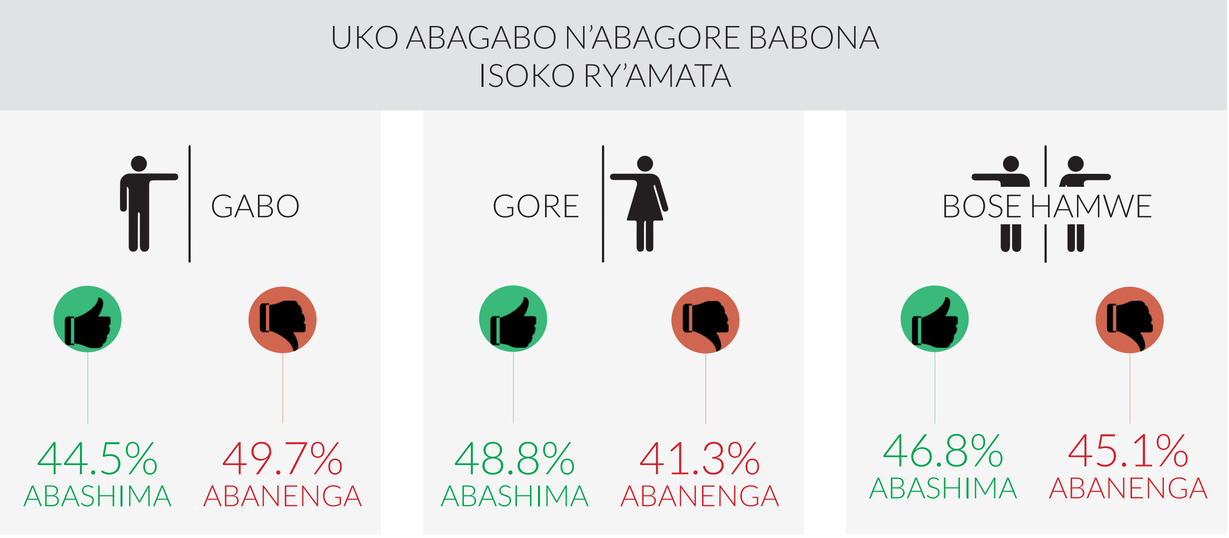

Aho byavuye: Anketi ya RGB, 2021

Serivisi yo gutunganya no kongerera agaciro ibikomoka ku bworozi niyo inengwa kurusha izindi ku gipimo cya 64.1% mu gihe kubona isoko ry'amata n'ibindi bikomoka ku bworozi binengwa ku gipimo cya 45.1% na 42.7%.

Zimwe mu mpamvu zituma izi serivisi zitishimirwa ku kigero gikwiriye harimo inganda nto zitunganya umusaruro ukomoka ku bworozi zidahagije ndetse n'amabagiro yujuje ibisabwa akiri make. Hari kandi amakusanyirizo y'amata ataregerezwa aborozi uko bikwiye, ubuziranenge bw'amata ndetse n'imicungire y'amakusanyirizo itanoze bityo bikaba biteza igihombo aborozi.

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

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

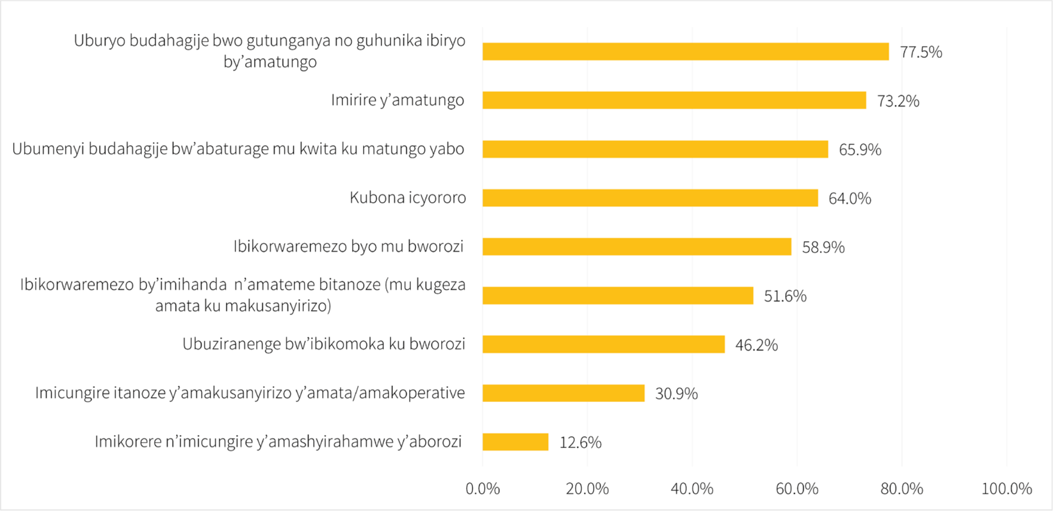



Aho byavuye: Anketi ya RGB, 2021

Serivisi zo kubona isoko ry'amata zishimwa ku gipimo cya 46.8% zikanengwa ku gipimo cya 45.1%. Abagabo bashima ku gipimo cya 44.5% mu gihe abagore bo bashima izi serivisi ku gipimo cya 48.8%.

## 1.2.5. Inzitizi zigaragara muri serivisi z'ubworozi

Ishusho 19: **Inzitizi zigaragara muri serivisi z'ubworozi**




Aho byavuye: Anketi ya RGB, 2021

Inzitizi zagaragajwe kurusha izindi ni uburyo budahagije bwo gutunganya no guhunika ibiryo by'amatungo ndetse n'imirire y'amatungo.

## 1.2.6. IBYIFUZONAMA

- Kunoza uburyo bwo gutunganya no guhunika ibiryo by'amatungo;
- Kongerera aborozi ubumenyi bwo kwita ku matungo;
- Kwegereza abaturage serivisi zo kubona icyororo no kunoza serivisi zo gutera intanga;
- Konoza ingamba mu gukumira, kwirinda no guhangana n'indwara z'amatungo;
- Kunoza imikorere n'imikoranire y'inzego mu gutunganya no kongerera agaciro ibikomoka ku matungo
- Kunoza isoko ry'umusaruro w'ibikomoka ku bworozi.

Imbonerahamwe 10:
Uko uturere duhagaze muri serivisi z'ubworozi mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Rulindo | 83.5% | 84.9% | ▼ | -1.4% |
| 2 | Burera | 81.7% | 76.3% | ▲ | 5.4% |
| 3 | Ngoma | 81.6% | 78.0% | ▲ | 3.6% |
| 4 | Nyanza | 80.6% | 84.2% | ▼ | -3.6% |
| 5 | Musanze | 80.0% | 80.7% | ▼ | -0.7% |
| 6 | Gatsibo | 78.7% | 70.3% | ▲ | 8.4% |
| 7 | Bugesera | 78.4% | 79.9% | ▼ | -1.5% |
| 8 | Huye | 78.3% | 78.1% | ▲ | 0.2% |
| 9 | Gakenke | 78.3% | 83.3% | ▼ | -5.0% |
| 10 | Rwamagana | 78.3% | 83.1% | ▼ | -4.8% |
| 11 | Karongi | 77.9% | 78.4% | ▼ | -0.5% |
| 12 | Nyaruguru | 77.6% | 75.1% | ▲ | 2.5% |
| 13 | Nyamagabe | 77.0% | 66.1% | ▲ | 10.9% |
| 14 | Nyabihu | 75.8% | 82.2% | ▼ | -6.4% |
| 15 | Gisagara | 74.7% | 79.3% | ▼ | -4.6% |
| 16 | Kirehe | 74.6% | 72.2% | ▲ | 2.4% |
| 17 | Kayonza | 73.6% | 71.5% | ▲ | 2.1% |
| 18 | Muhanga | 72.6% | 77.5% | ▼ | -4.9% |
| 19 | Rusizi | 72.4% | 62.7% | ▲ | 9.7% |
| 20 | Gicumbi | 71.9% | 75.7% | ▼ | -3.8% |
| 21 | Kamonyi | 71.1% | 77.0% | ▼ | -5.9% |
| 22 | Nyagatare | 71.1% | 60.6% | ▲ | 10.5% |
| 23 | Rutsiro | 70.7% | 59.2% | ▲ | 11.5% |
| 24 | Nyamasheke | 70.6% | 71.8% | ▼ | -1.2% |
| 25 | Gasabo | 69.2% | 70.1% | ▼ | -0.9% |
| 26 | Ngororero | 69.1% | 74.4% | ▼ | -5.3% |
| 27 | Ruhango | 68.3% | 85.7% | ▼ | -17.4% |
| 28 | Rubavu | 65.9% | 71.4% | ▼ | -5.5% |
| 29 | Kicukiro | 65.4% | 57.1% | ▲ | 8.3% |
| 30 | Nyarugenge | 44.8% | 83.3% | ▼ | -38.5% |
| | IMPUZANDENGO | 75.0% | 74.9% | ▲ | 0.1% |

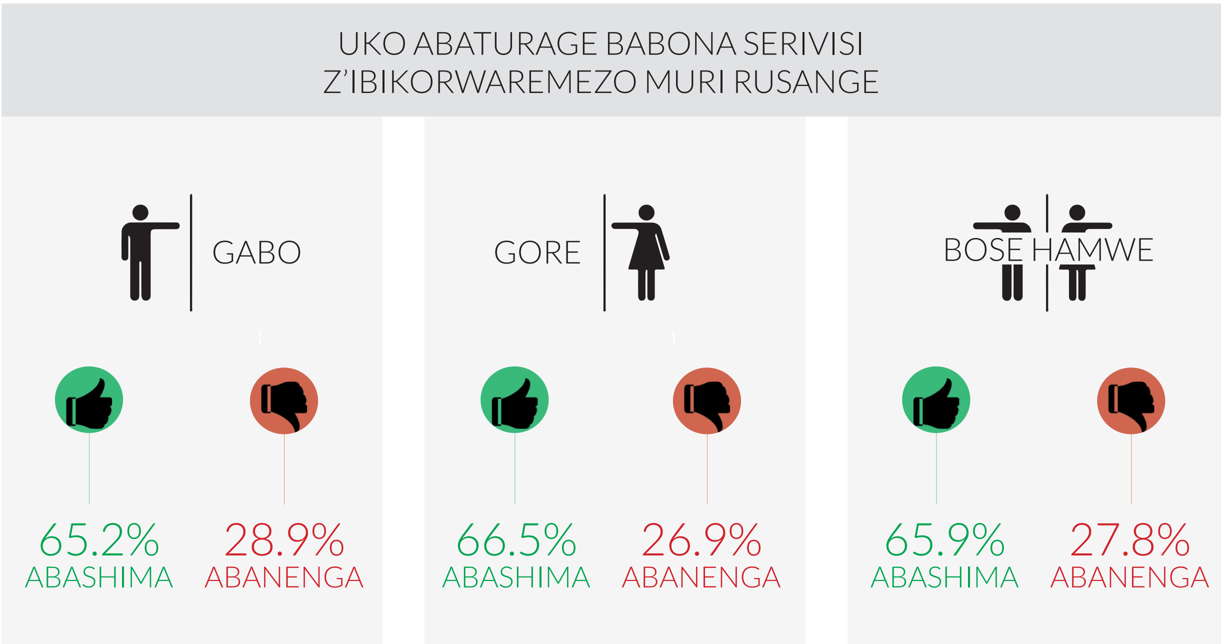
Aho byavuye: Anketi ya RGB, 2021

# 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.

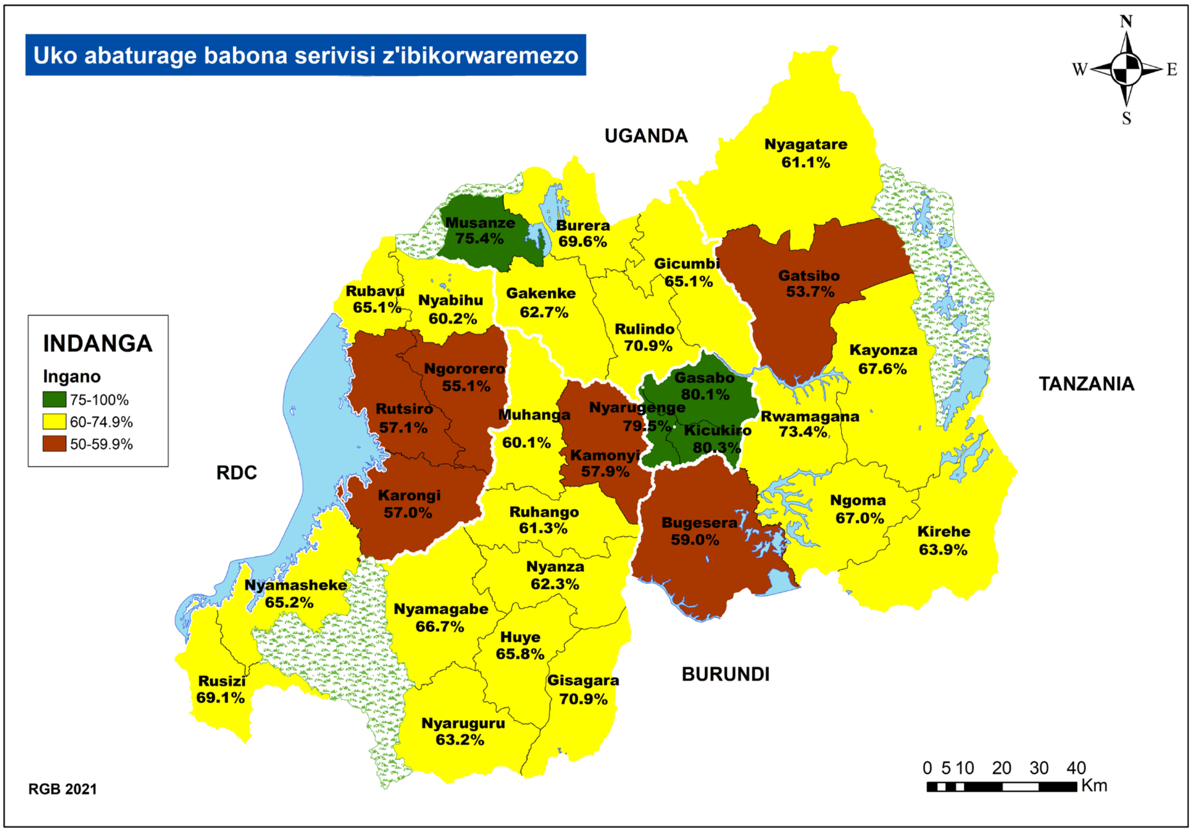
Ishusho 20: Uko abaturage babona serivisi z'ibikorwaremezo muri rusange




Aho byavuye: Anketi ya RGB, 2021

Serivisi z'ibikorwaremezo zishimwa ku gipimo cya 65.9% zikanengwa ku gipimo cya 27.8%. Abagore bazishima ku gipimo cya 66.5%, naho abagabo bakazishima ku gipimo cya 65.2%.

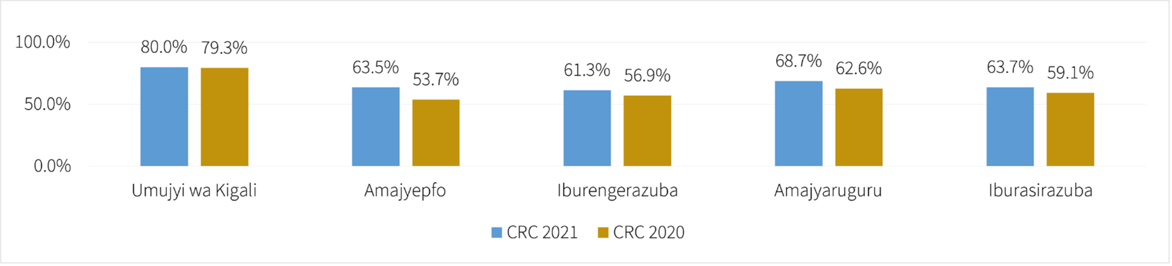
Ikarita 5: Uko abaturage bashima serivisi z'ibikorwaremezo hakurikijwe uturere




Abaturage bo mu turere tubiri tw'Umujyi wa Kigali (Kicukiro na Gasabo) bashima ku gipimo kiri hejuru ya 80%, naho Akarere ka Gatsibo niho abaturage bashima izi serivisi ku gipimo cyo hasi cya 53.7%.

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

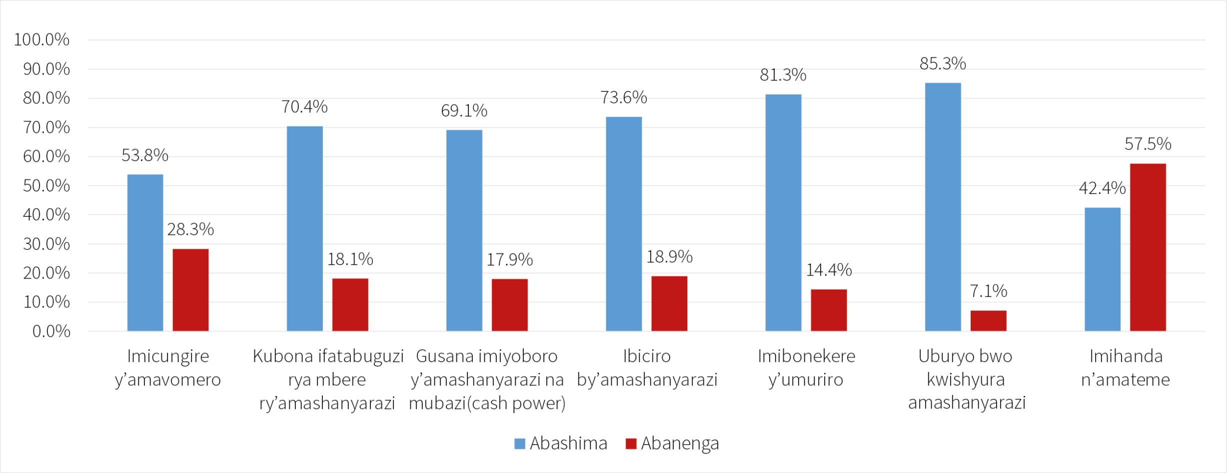
Ishusho 21: Uko abaturage bashima ibikorwaremezo hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

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

Ishusho 22: Uko abaturage bishimiye serivisi zinyuranye bahabwa mu bikorwaremezo

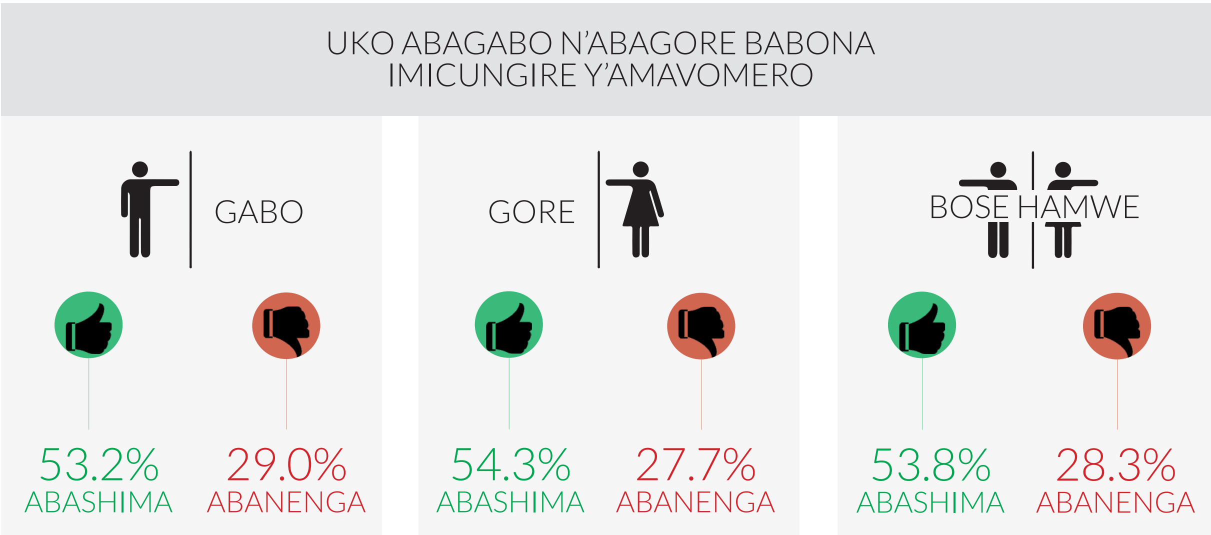



Aho byavuye: Anketi ya RGB, 2021

Muri serivisi z'ibikorwaremezo, imihanda n'amateme nibyo binengwa cyane ku gipimo cya 57.5%. Serivisi zijyanye n'amashanyarazi zose zishimwa ku gipimo kiri hejuru ya 70% mu gihe imicungire y'amavomero ishimwa ku gipimo cya 53.8% ikanengwa kuri 28.3%. Zimwe mu mbogamizi zirimo amazi meza ataregerezwa abaturage uko bikwiye, ibura ry'amazi rya hato na hato, ibiza bitungurana bikangiza ibikorwaremezo, gutinda gusana ibikorwaremezo byangiritse, ndetse n'imihanda n'amateme bitameze neza.

## I.3.4. Uko abagabo n'abagore babona imicungire y'amavomero

Ishusho 23: Uko abagabo n'abagore babona imicungire y'amavomero




Aho byavuye: Anketi ya RGB, 2021

Muri rusange, abaturage bashima uko amavomero acunzwe ku gipimo cya 53.8%. Abagabo bashima ku gipimo cya 53.2% mu gihe abagore bo bashima ku gipimo cya 54.3%.

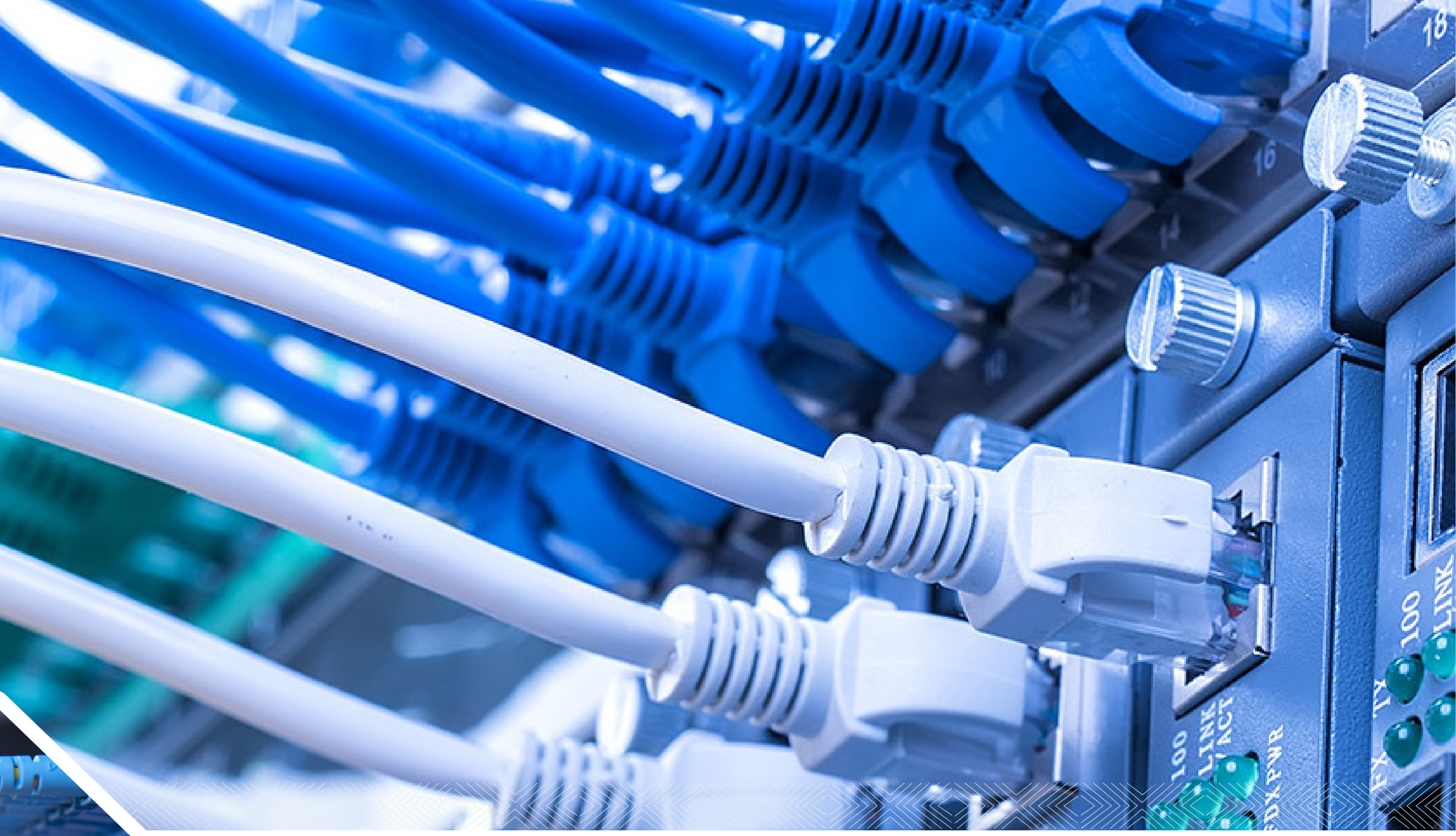
## 1.3.5. IBYIFUZONAMA

- Kongera ingufu mu bikorwa byo kwegereza abaturage amazi meza n' amashanyarazi no kunoza imicungire y'amavomero;
- Gutunganya imihanda n'amateme no gushyiraho uburyo buhoraho bwo kubibungabunga;
- 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 (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Kicukiro | 80.3% | 81.3% | ▼ | -1.0% |
| 2 | Gasabo | 80.1% | 74.0% | ▲ | 6.1% |
| 3 | Nyarugenge | 79.5% | 82.5% | ▼ | -3.0% |
| 4 | Musanze | 75.4% | 69.5% | ▲ | 5.9% |
| 5 | Rwamagana | 73.4% | 68.7% | ▲ | 4.7% |
| 6 | Gisagara | 70.9% | 58.0% | ▲ | 12.9% |
| 7 | Rulindo | 70.9% | 72.6% | ▼ | -1.7% |
| 8 | Burera | 69.6% | 47.9% | ▲ | 21.7% |
| 9 | Rusizi | 69.1% | 66.1% | ▲ | 3.0% |
| 10 | Kayonza | 67.6% | 58.6% | ▲ | 9.0% |
| 11 | Ngoma | 67.0% | 62.6% | ▲ | 4.4% |
| 12 | Nyamagabe | 66.7% | 40.0% | ▲ | 26.7% |
| 13 | Huye | 65.8% | 60.1% | ▲ | 5.7% |
| 14 | Nyamasheke | 65.2% | 54.0% | ▲ | 11.2% |
| 15 | Rubavu | 65.1% | 68.0% | ▼ | -2.9% |
| 16 | Gicumbi | 65.1% | 66.5% | ▼ | -1.4% |
| 17 | Kirehe | 63.9% | 57.8% | ▲ | 6.1% |
| 18 | Nyaruguru | 63.2% | 65.1% | ▼ | -1.9% |
| 19 | Gakenke | 62.7% | 56.7% | ▲ | 6.0% |
| 20 | Nyanza | 62.3% | 41.8% | ▲ | 20.5% |
| 21 | Ruhango | 61.3% | 52.2% | ▲ | 9.1% |
| 22 | Nyagatare | 61.1% | 57.8% | ▲ | 3.3% |
| 23 | Nyabihu | 60.2% | 58.3% | ▲ | 1.9% |
| 24 | Muhanga | 60.1% | 59.9% | ▲ | 0.2% |
| 25 | Bugesera | 59.0% | 59.8% | ▼ | -0.8% |
| 26 | Kamonyi | 57.9% | 52.3% | ▲ | 5.6% |
| 27 | Rutsiro | 57.1% | 58.9% | ▼ | -1.8% |
| 28 | Karongi | 57.0% | 45.1% | ▲ | 11.9% |
| 29 | Ngororero | 55.1% | 48.0% | ▲ | 7.1% |
| 30 | Gatsibo | 53.7% | 48.3% | ▲ | 5.4% |
| IMPUZANDENGO | | 65.9% | 60.0% | ▲ | 5.9% |

Aho byavuye: Anketi ya RGB, 2021

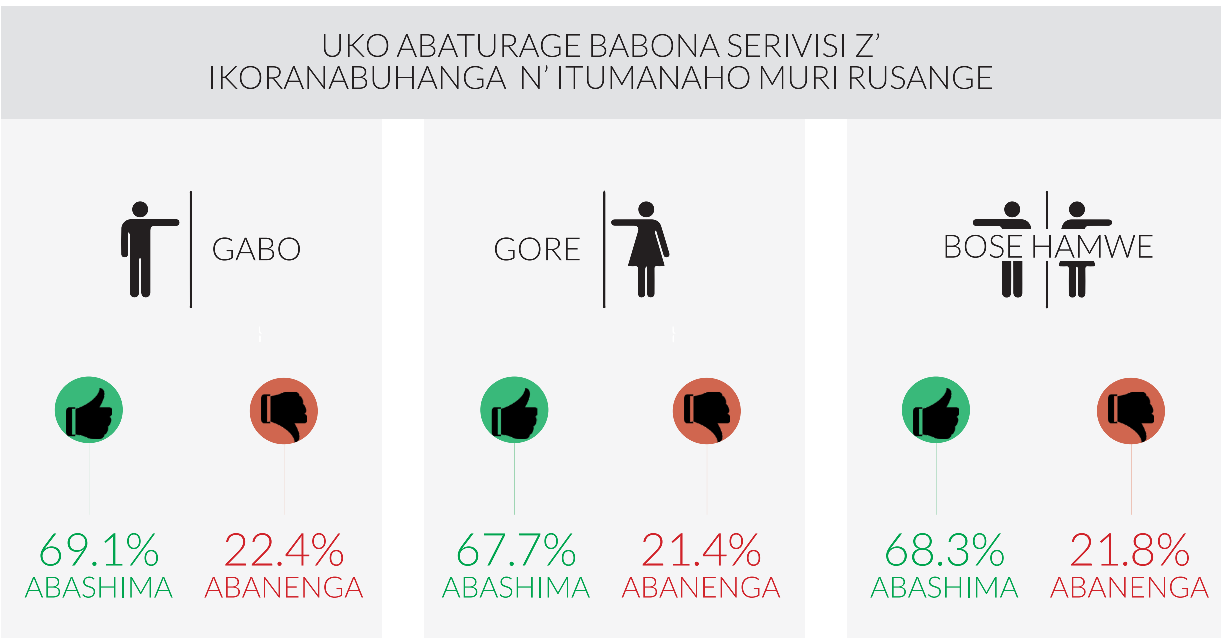


# 1.4. IKORANABUHANGA N'ITUMANAHO

## 1.4.1. Intangiriro

Nk'uko bikubiye muri gahunda ya Guverinoma y'imyaka irindwi (NST1), biteganyijwe ko mu mwaka wa 2024 serivisi zose z'inzego za Leta zizaba zitangwa hifashishijwe ikoranabuhanga n'itumanaho. Ni muri urwo rwego muri ubu bushakashatsi harebwe uko abaturage babona imiyoboro y'ikoranabuhanga n'itumanaho itandukanye ibafasha gukoresha interineti, telefoni, radiyo, televiziyo, urubuga rw'ikoranabuhanga rukoreshwa mu gutanga no gukurikirana ikirego mu nzego z'ubutabera (IECMS), kwishyura no guhererekanya amafaranga hakoreshejwe ikoranabuhanga ndetse urubuga rw'Irembo.

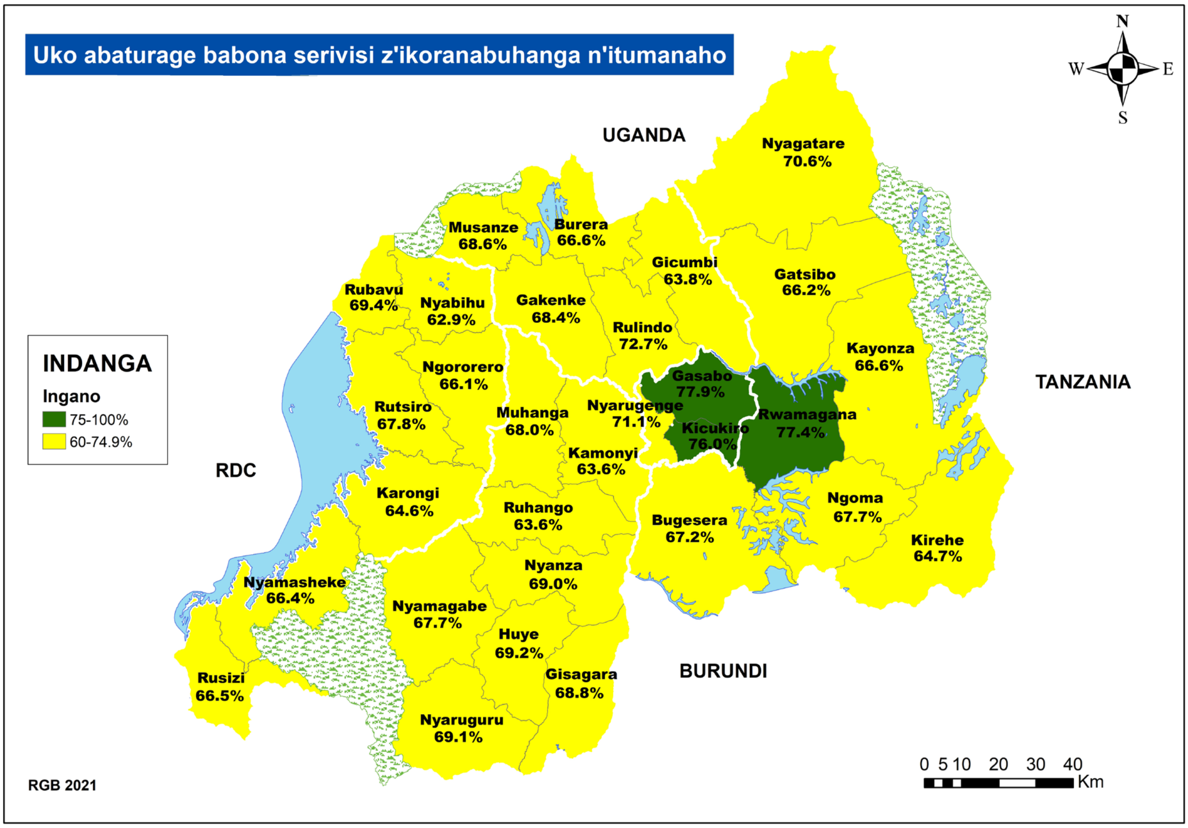
Ishusho 24: Uko abaturage babona serivisi z' ikoranabuhanga n'itumanaho muri rusange




Aho byavuye: Anketi ya RGB, 2021

Muri rusange, serivisi z'ikoranabuhanga n'itumanaho zishimwa ku gipimo cya 68.3% zikanengwa ku gipimo cya 21.8%. Abagabo bazishima ku gipimo cya 69.1%, naho abagore bakazishima ku gipimo cya 67.7%.

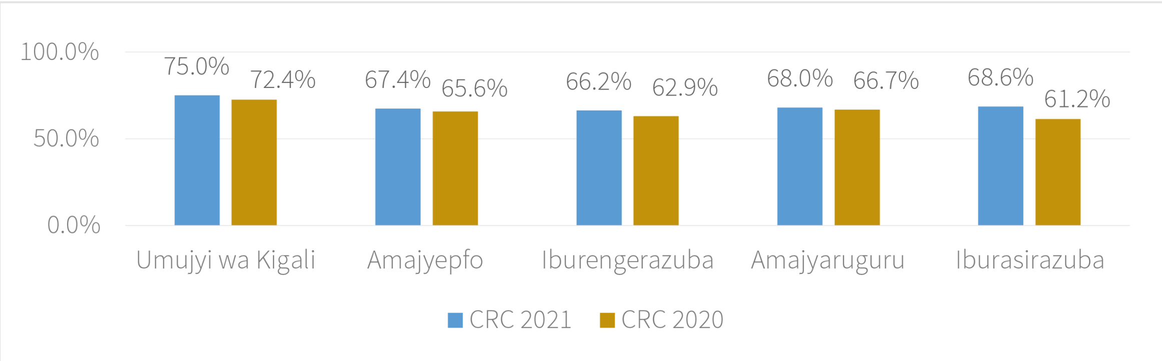
Ikarita 6: Uko abaturage bishimiye serivisi z'ikoranabuhanga n'itumanaho hakurikijwe uturere




Abaturage bo mu turere twa Gasabo na Rwamagana nibo bashima serivisi z'ikoranabuhanga n'itumanaho ku gipimo cyo hejuru aho Gasabo iri kuri 77.9% naho Rwamagana ikaba kuri 77.4%. Abaturage bo mu karere ka Nyabihu bashima serivisi z'ikoranabuhanga n'itumanaho ku gipimo cyo hasi kingana na 62.9% ugereranije no mu tundi turere.

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

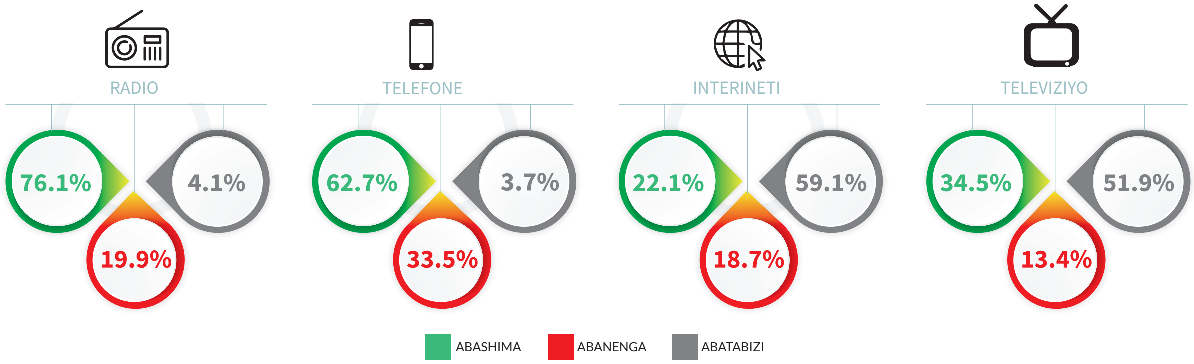
Ishusho 25: Uko abaturage babona serivisi z'ikoranabuhanga hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri.




Aho byavuye: Anketi ya RGB, 2021

## 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

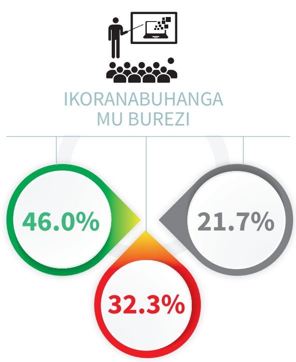



Aho byavuye: Anketi ya RGB, 2021

Radiyo ni wo muyoboro ushimwa ku gipimo cyo hejuru cya 76.1% ugakurikirwa na telefoni kuri 62.7%, naho interineti niyo ishimwa ku gipimo cyo hasi kingana na 22.1%. Bigaragara ko interineti itazwi n'abaturage benshi kuko abavuga ko batazi imikorere yayo bari ku gipimo cya 59.1%. Uturere twa Rutsiro, Nyaruguru, Kirehe na Nyamagabe nitwo tugaragaramo abatazi interineti benshi ku gipimo kiri hejuru ya 75%. Mu Mujyi wa Kigali niho abatazi interineti bari ku gipimo cyo hasi kiri hagati ya 22% na 32%.

## 1.4.4. Serivisi z'ikoranabuhanga mu burezi

Ishusho 27: Uko abaturage babona serivisi z'ikoranabuhanga mu burezi



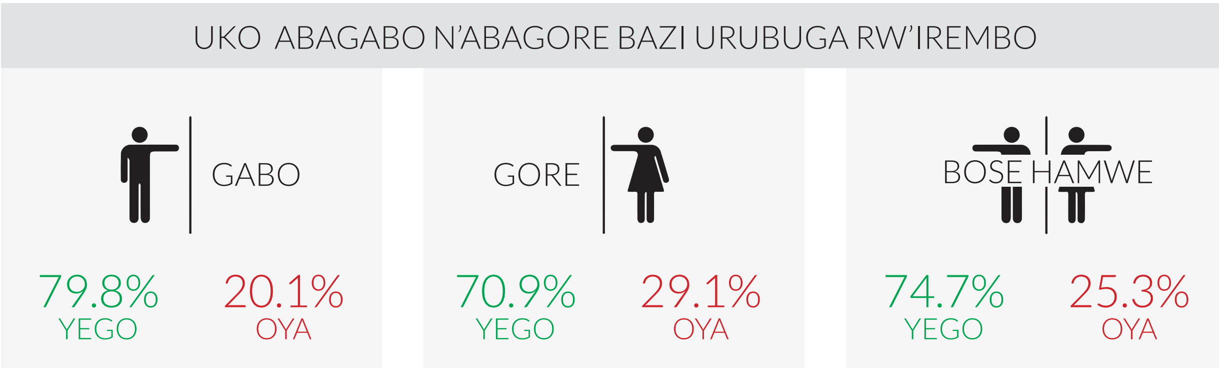

Ubushakashatsi bugaragaza ko ikoreshwa ry'ikoranabuhanga mu burezi ritaragera ku kigero gishishimije kuko abarinenga n'abatarizi bari kugipimo kiri hejuru ya 50%.

## 1.4.5. Urubuga rw'Irembo

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

### 1.4.5.1. Abazi urubuga rw'Irembo

Ishusho 28: **Uko abagabo n'abagore bazi urubuga rw'Irembo**

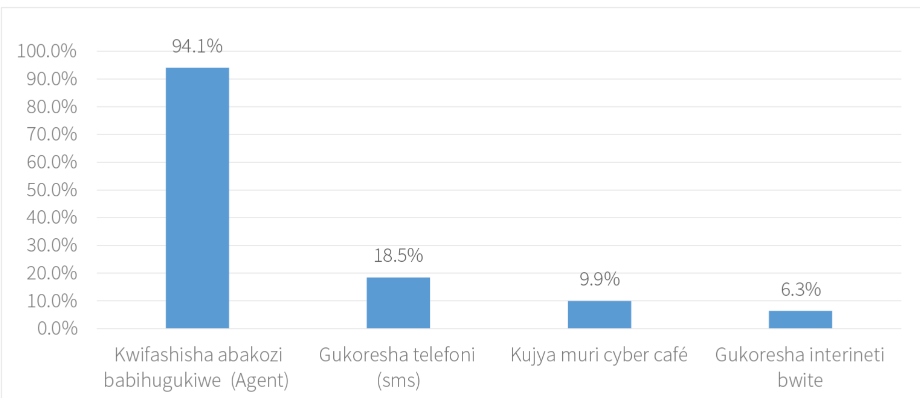



Aho byavuye: Anketi ya RGB, 2021

Bigaragara ko abaturage bazi urubuga rw'Irembo ari 74.7% mu gihe abataruzi ari 25.3%. Abagabo baruzi ni 79.8% naho abagore ni 70.9%.

### 1.4.5.2. Uburyo abaturage bakoresha kugira ngo babone serivisi banyuze ku rubuga rw'Irembo

Ishusho 29: **Uburyo abaturage bakoresha kugira ngo babone serivisi banyuze ku rubuga rw'Irembo**

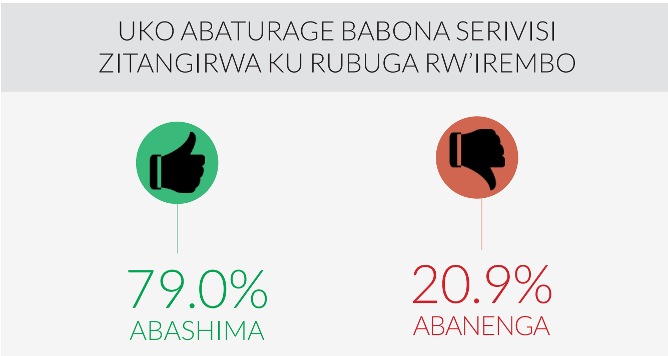



Aho byavuye: Anketi ya RGB, 2021

Bigaragara ko kwifashisha abahagarariye Irembo (agents) ari bwo buryo bukoreshwa na benshi mu kugera kuri serivisi zitangirwa ku rubuga rw'Irembo, mu gihe kujya muri cyber cafe no gukoresha interineti bwite ari bwo buryo bukoreshwa na bake.

## 1.4.5.3. Uko abaturage babona serivisi zitangirwa ku rubuga rw'Irembo

Ishusho 30: Uko abaturage babona serivisi zitangirwa ku rubuga rw'Irembo



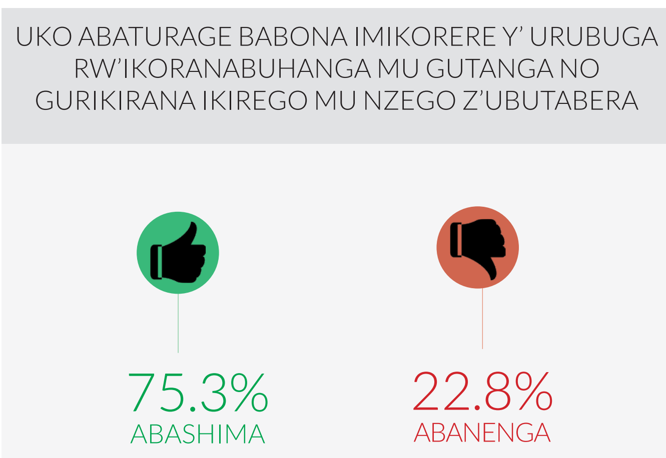

Aho byavuye: Anketi ya RGB, 2021

Abaturage basaba serivisi banyuze ku rubuga rw'Irembo bashima imikorere yarwo ku gipimo cya 79.0% mu gihe abanenga ari 20.9%.

## 1.4.6. Ikoranabuhanga mu gutanga no gukurikirana ikirego mu nzego z'ubutabera (IECMS)

Urubuga rw'ikoranabuhanga rukoreshwa mu gutanga no gukurikirana ikirego mu nzego z'ubutabera (IECMS) rwashyizweho hagamijwe korohereza abaturage kubona serivisi z'ubutabera. Muri CRC 2021, harebwe uburyo abaturage babona imikorere y'urwo rubuga.

Ishusho 31: uko abaturage babona imikorere y' urubuga rw'ikoranabuhanga mu gutanga no gurikirana ikirego mu nzego z'ubutabera



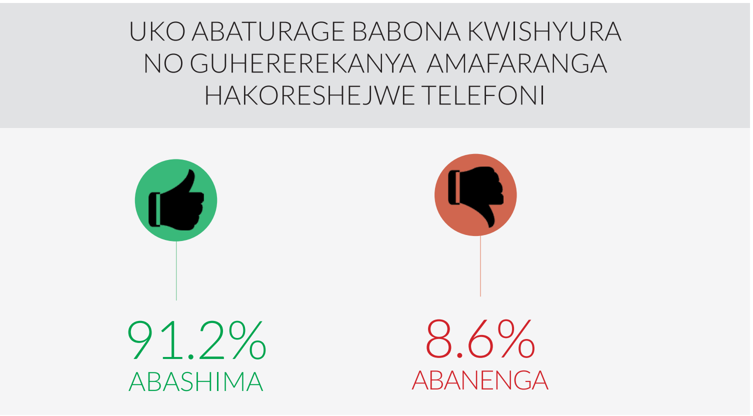

Aho byavuye: Anketi ya RGB, 2021

Abaturage bazi urubuga rw'ikoranabuhanga rukoreshwa mu gutanga no gukurikirana ikirego mu nzego z'ubutabera, bashima imikorere yarwo ku gipimo cya 75.3% naho abayinenga ni 22.8%.

## 1.4.7. Kwishyura no guhererekanya amafaranga hakoreshejwe telefoni

Leta y'u Rwanda yashyize imbaraga mu gukoresha ikoranabuhanga muri serivisi z'imari nk'uko bikubiye muri gahunda ya Guverinoma y'imyaka irindwi (NST1). Muri ubu bushakashatsi, harebwe uko abaturage babona ikoreshwa ry'ikoranabuhanga mu kwishyura no guhererekanya amafaranga hakoreshejwe telefoni.

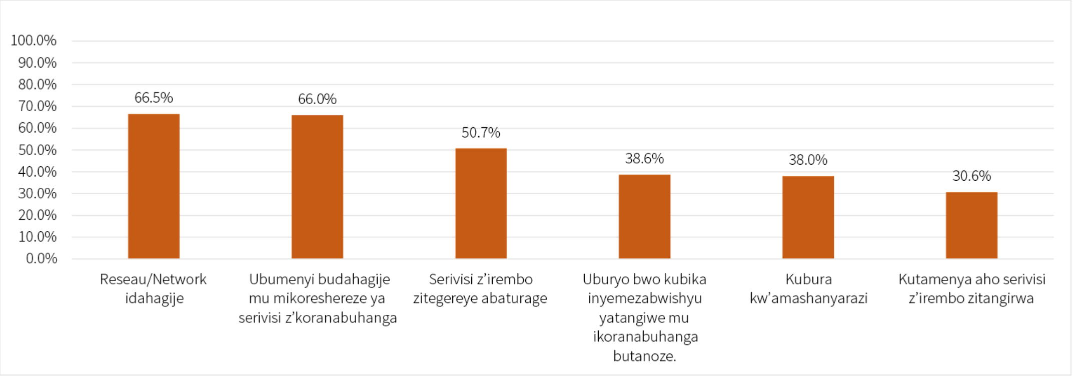
Ishusho 32: Uko abaturage babona kwishyura no guhererekanya amafaranga hakoreshejwe telefoni




Aho byavuye: Anketi ya RGB, 2021

Ubu bushakashatsi bugaragaza ko gukoresha telefoni mu kwishyura no guhererekanya amafaranga biri ku kigero gishimishije kuko abaturage babishima ari 91.2%.

Ishusho 33: Inzitizi abaturage bahura nazo mu gukoresha serivisi z'ikoranabuhanga n'itumanaho




Aho byavuye: Anketi ya RGB, 2021

Inzitizi zigaragazwa cyane n'abakoresha serivisi z'ikoranabuhanga n'itumanaho ni reseau(network) idahagije ndetse n'ubumenyi budahagije mu mikoreshereze ya serivisi z'ikoranabuhanga. Mu zindi nzitizi harimo gukora urugendo rurerure bagana ahatangirwa serivisi z'Irembo, kubura kw'amashanyarazi ndetse n'uburyo bwo kubika inyemezabwishyu yatangiwe mu ikoranabuhanga bugoye.

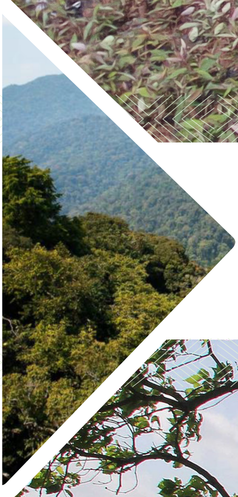
## 1.4.8. IBYIFUZONAMA

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

Imbonerahamwe 12:
Uko uturere duhagaze muri serivisi z'ikoranabuhanga n'itumanaho mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Gasabo | 77.9% | 67.3% | ▲ | 10.6% |
| 2 | Rwamagana | 77.4% | 66.4% | ▲ | 11.0% |
| 3 | Kicukiro | 76.0% | 77.8% | ▼ | -1.8% |
| 4 | Rulindo | 72.7% | 75.4% | ▼ | -2.7% |
| 5 | Nyarugenge | 71.1% | 72.1% | ▼ | -1.0% |
| 6 | Nyagatare | 70.6% | 53.3% | ▲ | 17.3% |
| 7 | Rubavu | 69.4% | 65.2% | ▲ | 4.2% |
| 8 | Huye | 69.2% | 67.8% | ▲ | 1.4% |
| 9 | Nyaruguru | 69.1% | 62.0% | ▲ | 7.1% |
| 10 | Nyanza | 69.0% | 67.3% | ▲ | 1.7% |
| 11 | Gisagara | 68.8% | 69.1% | ▼ | -0.3% |
| 12 | Musanze | 68.6% | 62.5% | ▲ | 6.1% |
| 13 | Gakenke | 68.4% | 64.7% | ▲ | 3.7% |
| 14 | Muhanga | 68.0% | 65.0% | ▲ | 3.0% |
| 15 | Rutsiro | 67.8% | 62.0% | ▲ | 5.8% |
| 16 | Nyamagabe | 67.7% | 54.2% | ▲ | 13.5% |
| 17 | Ngoma | 67.7% | 63.0% | ▲ | 4.7% |
| 18 | Bugesera | 67.2% | 68.1% | ▼ | -0.9% |
| 19 | Burera | 66.6% | 60.1% | ▲ | 6.5% |
| 20 | Kayonza | 66.6% | 58.6% | ▲ | 8.0% |
| 21 | Rusizi | 66.5% | 60.2% | ▲ | 6.3% |
| 22 | Nyamasheke | 66.4% | 59.2% | ▲ | 7.2% |
| 23 | Gatsibo | 66.2% | 56.4% | ▲ | 9.8% |
| 24 | Ngororero | 66.1% | 62.3% | ▲ | 3.8% |
| 25 | Kirehe | 64.7% | 62.8% | ▲ | 1.9% |
| 26 | Karongi | 64.6% | 64.3% | ▲ | 0.3% |
| 27 | Gicumbi | 63.8% | 70.6% | ▼ | -6.8% |
| 28 | Kamonyi | 63.6% | 64.5% | ▼ | -0.9% |
| 29 | Ruhango | 63.6% | 74.9% | ▼ | -11.3% |
| 30 | Nyabihu | 62.9% | 67.0% | ▼ | -4.1% |
| | IMPUZANDENGO | 68.3% | 64.6% | ▲ | 3.7% |

Aho byavuye: Anketi ya RGB, 2021



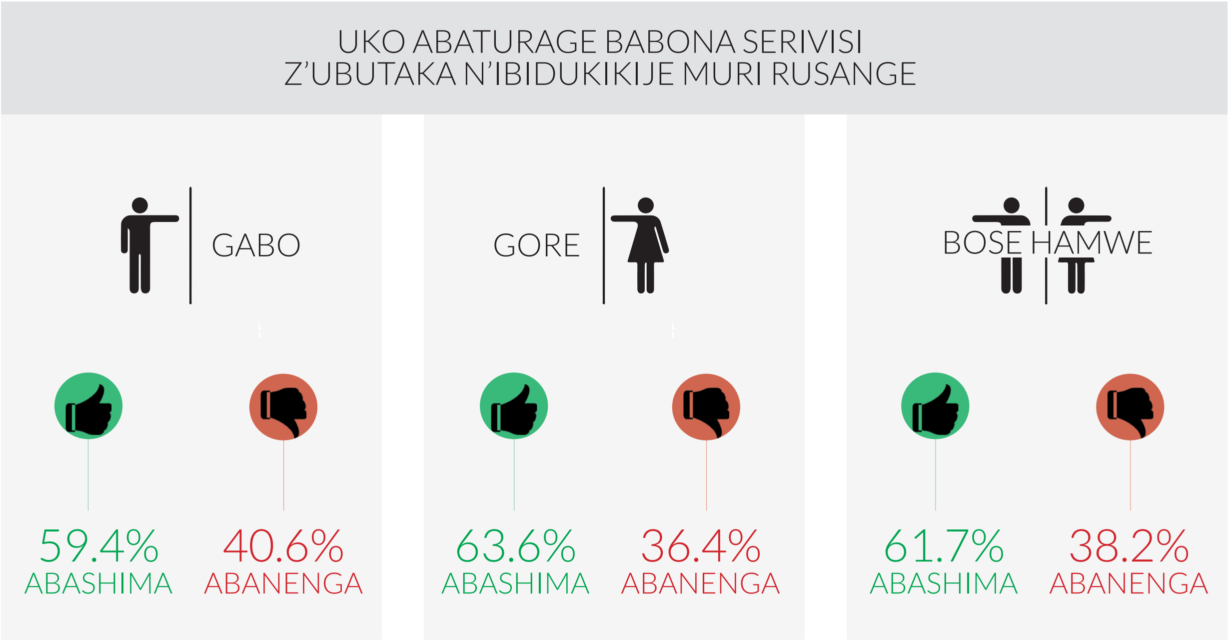
# 1.5. UBUTAKA N’IBIDUKIKIJE

## 1.5.1. Intangiriro

Serivisi z'ubutaka n'ibidukikije zikubiye mu bice bibiri. Icya mbere ni ikirebana n'ubutaka n'imiturire kirimo kwandikisha ubutaka, gutanga ibyangombwa by'ubutaka, guhererekanya uburenganzira ku butaka, 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 intera yagenwe mu kubungabunga ibishanga, imigezi n'inzuzi, gusiba ibyobo ahacukuwe kariyeri ibumba n'amabuye y'agaciro ndetse no kurwanya isuri.

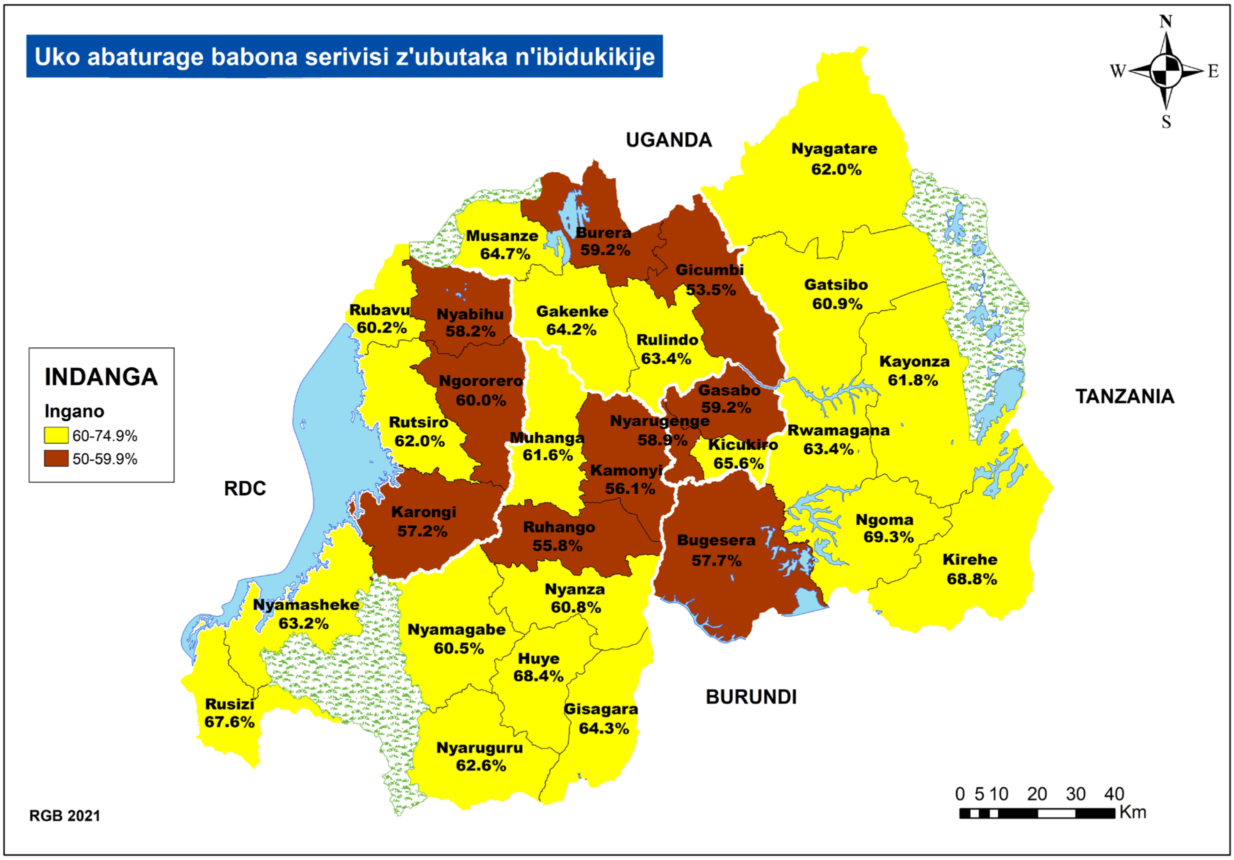
Ishusho 34: **Uko abaturage babona serivisi z'ubutaka n'ibidukikije muri rusange**




Aho byavuye: Anketi ya RGB, 2021

Abaturage bazi serivisi z'ubutaka n'imiturire bazishima ku gipimo cya 61.7% naho igipimo cy'abanenga ni 38.2%. Abagabo bashima serivisi z'ubutaka n'ibidukikije ku gipimo cya 59.4% bakazinenga kuri 40.6%. Ku rundi ruhande, abagore bashima izi serivisi ku gipimo cya 63.6% naho 36.4% nibo bazinenga.

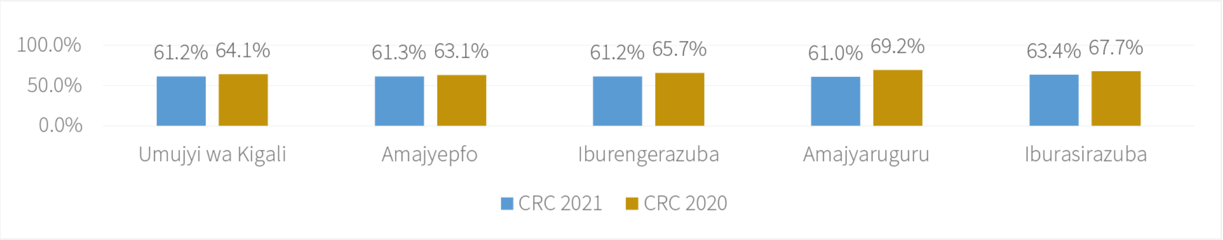
Ikarita 7: Uko abaturage bishimiye serivisi z'ubutaka n'ibidukikije hakurikijwe uturere




Mu turere twose serivisi z'ubutaka n'ibidukikije zishimwa ku gipimo kiri munsi ya 70%. Mu karere ka Ngoma niho abaturage bashima izi serivisi ku gipimo cyo hejuru cya 69.3% naho mu karere ka Gicumbi niho abaturage bashima izo serivisi ku gipimo cyo hasi cya 53.5%. Muri rusange, mu turere icyenda izi serivisi zishimwa ku gipimo kiri munsi ya 60%.

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

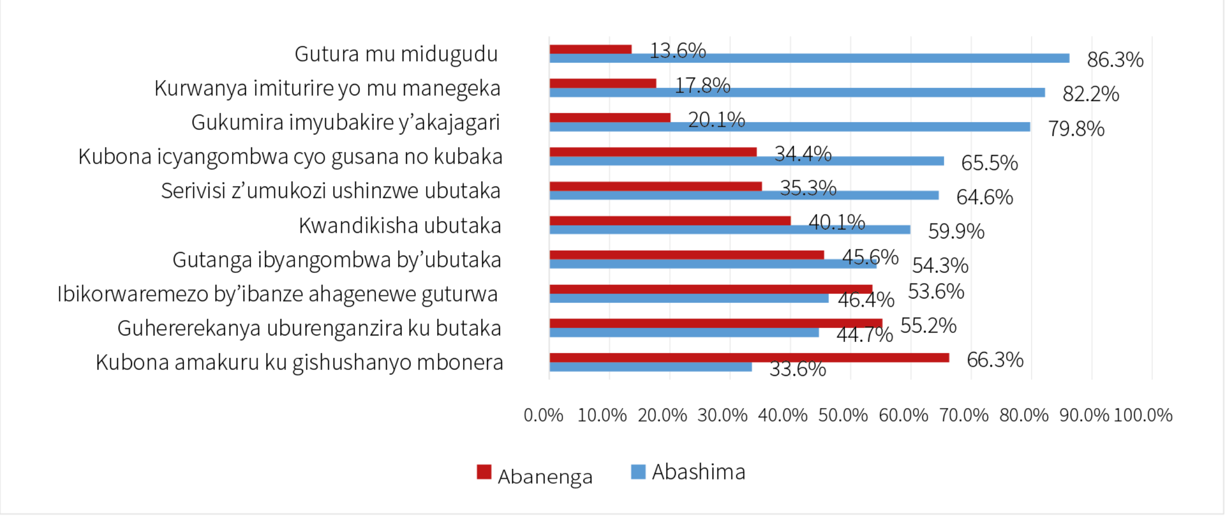
Ishusho 35: Uko abaturage babona serivisi z'ubutaka n'ibidukikije hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

## 1.5.3. Serivisi na gahunda z'ubutaka n'imiturire zakoreweho ubushakashatsi

Ishusho 36: **Uko abaturage babona serivisi na gahunda z'ubutaka zakoreweho ubushakashatsi**




Aho byavuye: Anketi ya RGB, 2021

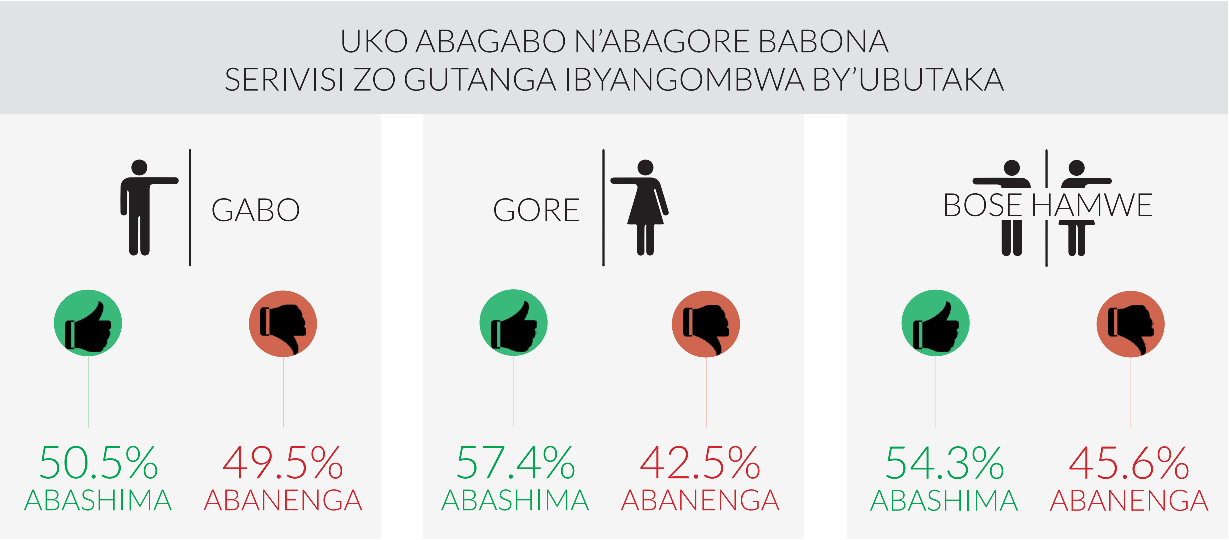
Muri ubu bushakashatsi, abaturage bafite amakuru kuri serivisi na gahunda z'ubutaka n'imiturire bagaragaje ko gutura mu midugudu no kurwanya imiturire yo mu manegeka bishimwa cyane ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, kubona amakuru ku gishushanyo mbonera, guhererekanya uburenganzira ku butaka, ibikorwaremezo by'ibanze ahagenewe guturwa, gutanga ibyangombwa by'ubutaka ndetse na serivisi yo kwandikisha ubutaka nibyo abaturage banenga ku gipimo cyo hejuru ya 40%. Mu turere twose, abanenga ibirebana no kubona amakuru ku gishushanyo mbonera baruta abashima. Ibi bishobora kuba biterwa nuko igishushanyo mbonera kidahari n'aho kiri kikaba gihindagurika kenshi bityo bikabangamira ibikorwa byabo.

Ku bijyanye n'ibikorwaremezo by'ibanze ahagenewe guturwa, uturere twa Ngororero, Kirehe, Kamonyi, Nyabihu, Karongi na Gatsibo nitwo dufite abanenga ku gipimo kiri hejuru ya 65%. Serivisi zo guhererekanya uburenganzira ku butaka, uturere twa Rutsiro, Nyamasheke na Nyamagabe bazinenga ku gipimo kiri hejuru ya 65%. By'umwihariko mu turere tw'Umujyi wa Kigali niho abaturage bagaragaje ko batazi serivisi z'ubutaka ku rugero rwo hejuru.

Zimwe mu nzitizi zagaragaye muri serivisi z'ubutaka ni ibiciro bya serivisi z'ubutaka biri hejuru, kutabona amakuru ahagije arebana n'igishushanyo mbonera cy'imikoreshereze y'ubutaka, igishushanyo mbonera cy'imiturire kitarakorwa hamwe na hamwe, abakozi badahagije muri serivisi z'ubutaka ndetse n' ikoranabuhanga ritanoze mu mitangire ya serivisi z'ubutaka.

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

Ishusho 37: Uko abagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka

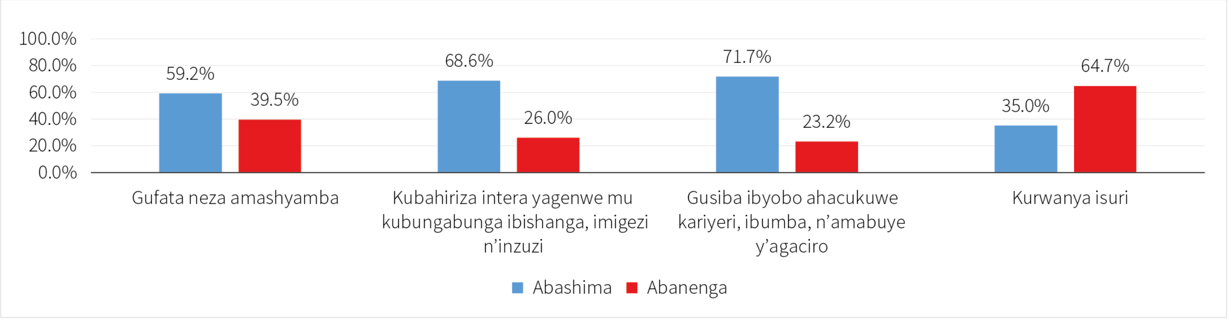



Aho byavuye: Anketi ya RGB, 2021

Muri rusange, serivisi zo gutanga ibyangombwa by'ubutaka zishimwa ku gipimo cya 54.3%. Abagabo bazishima ku gipimo cya 50.5% naho abagore bazishima ku gipimo cya 57.4%.

## 1.5.5. Gahunda zo kubungabunga ibidukikije

Ishusho 38: Uko abaturage babona gahunda zo kubungabunga ibidukikije



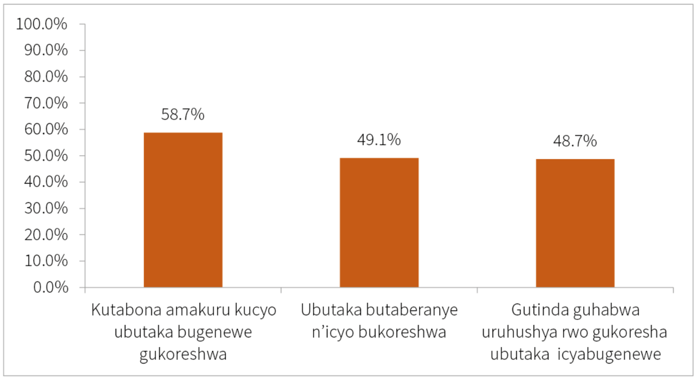

Aho byavuye: Anketi ya RGB, 2021

Ubushakashatsi bwagaragaje ko mu rwego rwo kubungabunga ibidukikije, gusiba ahacukuwe kariyeri, ibumba n'amabuye y'agaciro nibyo abaturage bashima ku gipimo kiri hejuru cya 71.7% naho kurwanya isuri nibyo abaturage banenga ku gipimo cyo hejuru cya 64.7%.

## 1.5.6. Inzitizi zagaragajwe muri serivisi z'ubutaka

Muri serivisi z'ubutaka hagaragajwe inzitizi zitandukanye nk'uko bigaragara ku ishusho ikurikira.

Ishusho 39: **Inzitizi zagaragajwe muri serivisi z'ubutaka**




Aho byavuye: Anketi ya RGB, 2021

Mu nzitizi zagaragajwe, kutabona amakuru ku cyo ubutaka bugenewe gukoreshwa niyo iza ku isonga.

## 1.5.7. IBYIFUZONAMA

- Gukomeza kugeza ibikorwaremezo ahagenewe guturwa;
- Kumenyekanisha igishushanyombonera cy'imikoreshereze y'ubutaka kugira ngo byorohere abaturage kumenya icyo ubutaka bwabo bwagenewe gukoreshwa;
- Kwihutisha gutanga ibyangombwa by'ubutaka no kunoza ihererekanyabubasha ku butaka;
- Kuvugurura igiciro cya serivisi zo guhererekanya ubutaka kugira ngo byorohere buri wese.

Imbonerahamwe 13:
Uko uturere duhagaze muri serivisi z'ubutaka n'ibidukikije mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Ngoma | 69.3% | 71.2% | ▼ | -1.9% |
| 2 | Kirehe | 68.8% | 64.7% | ▲ | 4.1% |
| 3 | Huye | 68.4% | 66.2% | ▲ | 2.2% |
| 4 | Rusizi | 67.6% | 69.9% | ▼ | -2.3% |
| 5 | Kicukiro | 65.6% | 77.4% | ▼ | -11.8% |
| 6 | Musanze | 64.7% | 72.7% | ▼ | -8.0% |
| 7 | Gisagara | 64.3% | 72.4% | ▼ | -8.1% |
| 8 | Gakenke | 64.2% | 71.3% | ▼ | -7.1% |
| 9 | Rulindo | 63.4% | 69.5% | ▼ | -6.1% |
| 10 | Rwamagana | 63.4% | 76.1% | ▼ | -12.7% |
| 11 | Nyamasheke | 63.2% | 62.3% | ▲ | 0.9% |
| 12 | Nyaruguru | 62.6% | 66.6% | ▼ | -4.0% |
| 13 | Rutsiro | 62.0% | 61.4% | ▲ | 0.6% |
| 14 | Nyagatare | 62.0% | 63.7% | ▼ | -1.7% |
| 15 | Kayonza | 61.8% | 65.7% | ▼ | -3.9% |
| 16 | Muhanga | 61.6% | 58.3% | ▲ | 3.3% |
| 17 | Gatsibo | 60.9% | 59.5% | ▲ | 1.4% |
| 18 | Nyanza | 60.8% | 61.1% | ▼ | -0.3% |
| 19 | Nyamagabe | 60.5% | 62.0% | ▼ | -1.5% |
| 20 | Rubavu | 60.2% | 71.4% | ▼ | -11.2% |
| 21 | Ngororero | 60.0% | 62.5% | ▼ | -2.5% |
| 22 | Gasabo | 59.2% | 56.7% | ▲ | 2.5% |
| 23 | Burera | 59.2% | 66.5% | ▼ | -7.3% |
| 24 | Nyarugenge | 58.9% | 58.1% | ▲ | 0.8% |
| 25 | Nyabihu | 58.2% | 65.8% | ▼ | -7.6% |
| 26 | Bugesera | 57.7% | 73.1% | ▼ | -15.4% |
| 27 | Karongi | 57.2% | 66.6% | ▼ | -9.4% |
| 28 | Kamonyi | 56.1% | 56.1% | = | 0.0% |
| 29 | Ruhango | 55.8% | 61.7% | ▼ | -5.9% |
| 30 | Gicumbi | 53.5% | 66.1% | ▼ | -12.6% |
| IMPUZANDENGO | | 61.7% | 65.7% | ▼ | -4.0% |

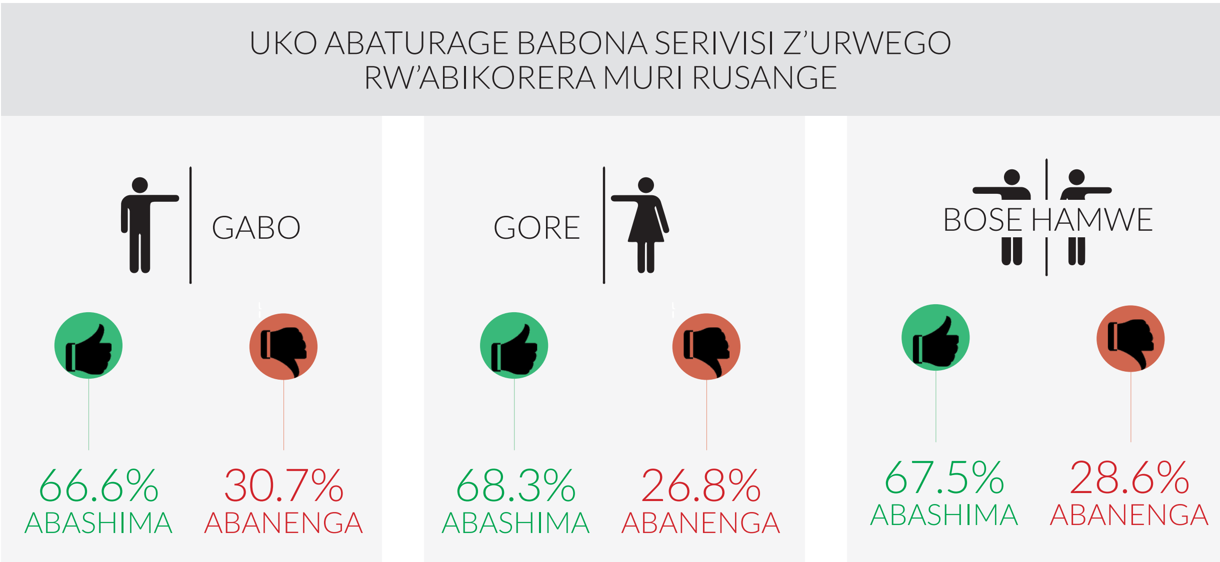
Aho byavuye: Anketi ya RGB, 2021

## 1.6. URWEGO RW' ABIKORERA

## 1.6.1. Intangiriro

Muri iki cyiciro, ubushakashatsi bwibanze kuri serivisi zikurikira zo mu rwego rw'abikorera: gutwara abantu n'ibintu, serivisi z'amabanki n'ibigo by'imari iciriritse, ubucuruzi buciriritse, itumanaho rya telefoni ndetse n'imikorere y'amakoperative.

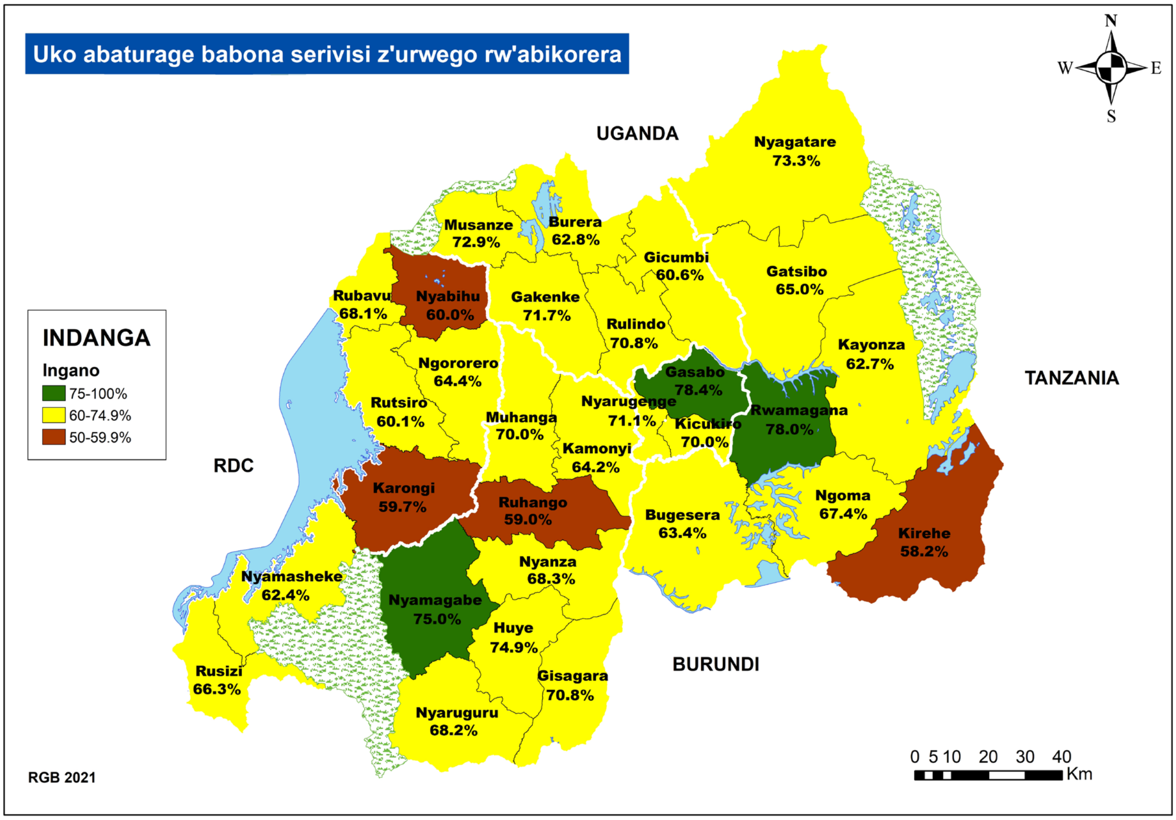
Ishusho 40: Uko abaturage babona serivisi z'urwego rw'abikorera muri rusange




Aho byavuye: Anketi ya RGB, 2021

Serivisi z'urwego rw'abikorera zishimwa ku gipimo cya 67.5% zikanengwa kuri 28.6%. Abagabo bazishima ku gipimo cya 66.61% naho abazinenga ni 30.7%. Abagore bashima serivisi z'urwego rw'abikorera ku gipimo cya 68.3% bakazinenga kuri 26.4%.

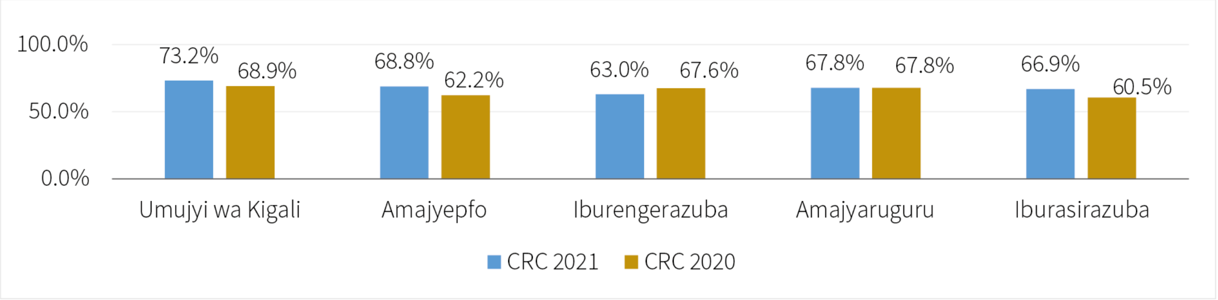
Ikarita 8: Ikarita 8: Uko abaturage babona serivisi z'abikorera hakurikijwe uturere




Abaturage bo mu turere twa Gasabo, Rwamagana na Nyamagabe nibo bashima serivisi z'urwego rw'abikorera ku gipimo nibura cya 75% mu gihe abaturage bo mu karere ka Kirehe bashima izo serivisi ku gipimo cyo hasi cya 58.2%. 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

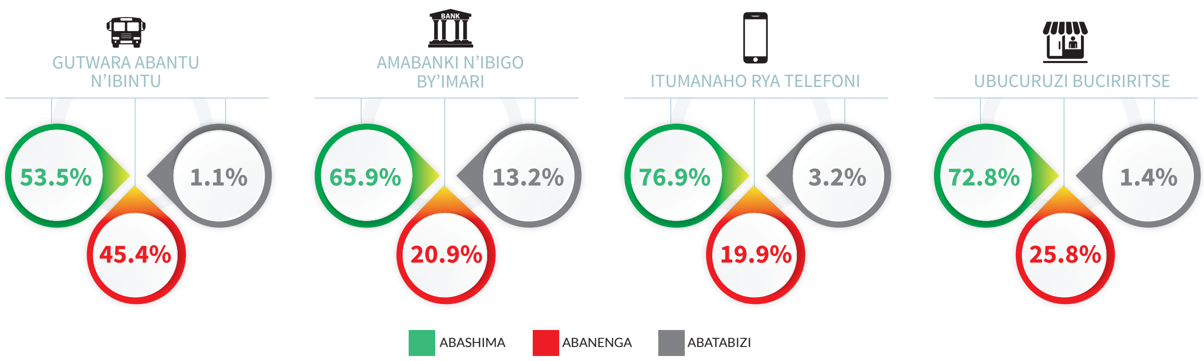
Ishusho 41: **Uko abaturage babona serivisi z'urwego rw'abikorera hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri**




Aho byavuye: Anketi ya RGB, 2021

## 1.6.3. Serivisi zitandukanye z'abikorera

Ishusho 42: Uko abaturage babona serivisi zitandukanye z'abikorera




Aho byavuye: Anketi ya RGB, 2021

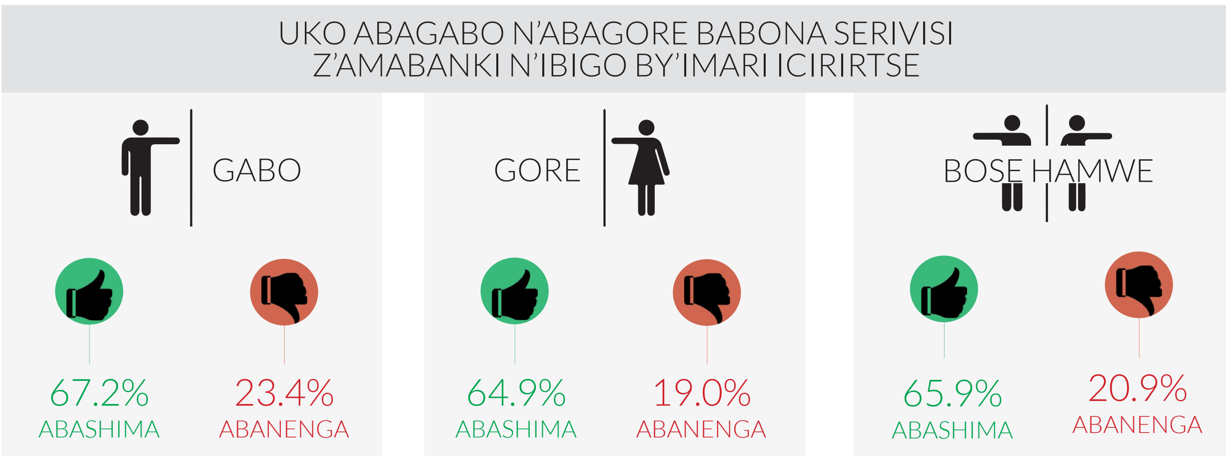
Muri serivisi z'urwego rw'abikorera, itumanaho rya telefoni niryo rishimwa ku gipimo cyo hejuru cya 76.9% naho serivisi zo gutwara abantu n'ibintu nizo abaturage bashima ku gipimo cyo hasi cya 53.5%.

Uturere dufite abashima serivisi zo gutwara abantu n'ibintu bari ku gipimo cyo hasi ni Karongi (33.4%), Ngororero (34.2%) na Nyabihu (37.1%).

Imbogamizi muri serivisi zo gutwara abantu n'ibintu zirimo ibice bimwe na bimwe bitageramo imodoka zo gutwara abantu mu buryo bwa rusange ndetse n'imihanda n' amateme bitameze neza.

## 1.6.4. Uko abagabo n'abagore babona serivisi z'amabanki n'ibigo by'imari iciriritse

Ishusho 43: Uko abagabo n'abagore babona serivisi z'amabanki n'ibigo by'imari icirirtse




Aho byavuye: Anketi ya RGB, 2021

Muri rusange serivisi zihabwa abagana amabanki n'ibigo by'imari iciriritse zishimwa ku gipimo cya 65.9%. Abagabo bazishima ku gipimo cya 67.2% mu gihe abagore bazishima kuri 64.9%.

## 1.6.5. Imikorere y'amakoperative

### 1.6.5.1. Abanyamuryango b'amakoperative

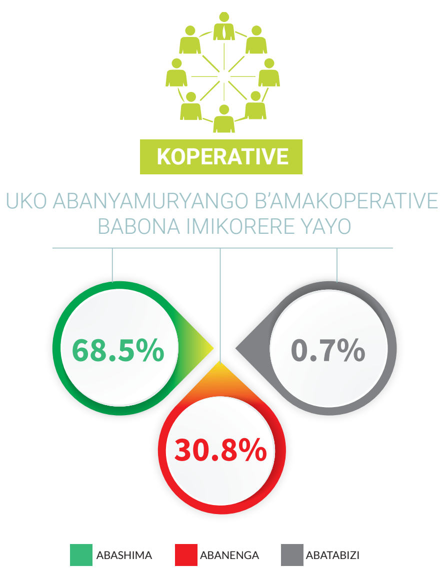
Mu baturage bakoreweho ubushakashatsi, 16.8% nibo banyamuryango b'amakoperative mu gihe 83.2% bagaragaje ko bataba mu makoperative.

Ikindi cyagaragaye ni uko 49.7% by'abakoreweho ubushakashatsi bagaragaje ko ari abanyamuryango b'Umurenge SACCO mu gihe 2.5% ari abanyamuryango b'Umwalimu SACCO. Bishoboka ko abenshi mu baturage badasobanukiwe ko SACCO nazo ari koperative, ibi bikaba byatuma batagira uruhare rukwiye mu mikorere no mu miyoborere yazo.

Aho byavuye: Anketi ya RGB, 2021

### 1.6.5.2. Imikorere y'amakoperative

Ishusho 44: **Uko abanyamuryango b'amakoperative babona imikorere yayo**

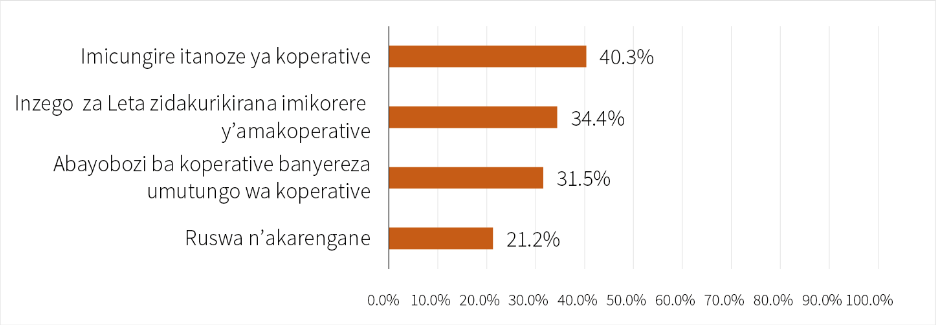



Abanyamuryango b'amakoperative bashima imikorere yayo ku gipimo cya 68.5%. Abaturage bo mu turere twa Gasabo, Ngororero, Musanze na Nyamagabe bashima imikorere y'amakoperative ku gipimo kiri hejuru ya 80% mu gihe mu karere ka Gicumbi bashima ku gipimo kiri hasi cya 50.7%.

Aho byavuye: Anketi ya RGB, 2021

## 1.6.5.3. Inzitizi mu mikorere y'amakoperative

Ishusho 45: **Inzitizi mu mikorere y'amakoperative**




Aho byavuye: Anketi ya RGB, 2020

Mu nzitizi zagaragajwe n'abanyamuryango b'amakoperative, imicungire itanoze y'amakoperative niyo iza ku isonga. Abanyamuryango b'amakoperative bo mu turere twa Gicumbi, Nyarugenge, Burera, Kirehe na Gisagara nibo bagaragaje ko hari imicungire itanoze y'amakoperative ku gipimo kiri hejuru ya 50%. Inzego za Leta zidakurikirana imikorere y'amakoperative ni indi nzitizi yagaragajwe cyane ku gipimo cya 34.4% by'umwihariko mu turere twa Burera na Gicumbi abarenga 50% bagaragaje ko iyo nzitizi ihari.

## 1.6.6. IBYIFUZONAMA

- Gukemura ibibazo bikigaragara muri serivisi zo gutwara abantu n'ibintu;
- Kubaka umuco wo gutanga serivisi inoze mu rwego rw'abikorera;
- Kongera imbaraga mu gukurikirana imikorere y'amakoperative ku nzego za Leta zibishinzwe;
- Gukangurira abanyamuryango ba SACCO kugira uruhare mu micungire n'imiyoborere yazo;
- Kunoza imiyoborere, imicungire n'imikorere y'amakoperative.

Imbonerahamwe 14:
Uko uturere duhagaze muri serivisi z'abikorera mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Gasabo | 78.4% | 64.7% | ▲ | 13.7% |
| 2 | Rwamagana | 78.0% | 69.9% | ▲ | 8.1% |
| 3 | Nyamagabe | 75.0% | 54.8% | ▲ | 20.2% |
| 4 | Huye | 74.9% | 57.6% | ▲ | 17.3% |
| 5 | Nyagatare | 73.3% | 58.7% | ▲ | 14.6% |
| 6 | Musanze | 72.9% | 67.3% | ▲ | 5.6% |
| 7 | Gakenke | 71.7% | 67.4% | ▲ | 4.3% |
| 8 | Nyarugenge | 71.1% | 67.7% | ▲ | 3.4% |
| 9 | Gisagara | 70.8% | 57.7% | ▲ | 13.1% |
| 10 | Rulindo | 70.8% | 77.0% | ▼ | -6.2% |
| 11 | Kicukiro | 70.0% | 74.4% | ▼ | -4.4% |
| 12 | Muhanga | 70.0% | 67.5% | ▲ | 2.5% |
| 13 | Nyanza | 68.3% | 66.8% | ▲ | 1.5% |
| 14 | Nyaruguru | 68.2% | 61.5% | ▲ | 6.7% |
| 15 | Rubavu | 68.1% | 70.6% | ▼ | -2.5% |
| 16 | Ngoma | 67.4% | 59.7% | ▲ | 7.7% |
| 17 | Rusizi | 66.3% | 65.6% | ▲ | 0.7% |
| 18 | Gatsibo | 65.0% | 60.4% | ▲ | 4.6% |
| 19 | Ngororero | 64.4% | 70.9% | ▼ | -6.5% |
| 20 | Kamonyi | 64.2% | 65.4% | ▼ | -1.2% |
| 21 | Bugesera | 63.4% | 60.7% | ▲ | 2.7% |
| 22 | Burera | 62.8% | 59.4% | ▲ | 3.4% |
| 23 | Kayonza | 62.7% | 63.8% | ▼ | -1.1% |
| 24 | Nyamasheke | 62.4% | 58.2% | ▲ | 4.2% |
| 25 | Gicumbi | 60.6% | 67.7% | ▼ | -7.1% |
| 26 | Rutsiro | 60.1% | 62.4% | ▼ | -2.3% |
| 27 | Nyabihu | 60.0% | 71.4% | ▼ | -11.4% |
| 28 | Karongi | 59.7% | 73.9% | ▼ | -14.2% |
| 29 | Ruhango | 59.0% | 66.3% | ▼ | -7.3% |
| 30 | Kirehe | 58.2% | 50.2% | ▲ | 8.0% |
| IMPUZANDENGO | | 67.5% | 64.3% | ▲ | 3.2% |

Aho byavuye: Anketi ya RGB, 2021

2

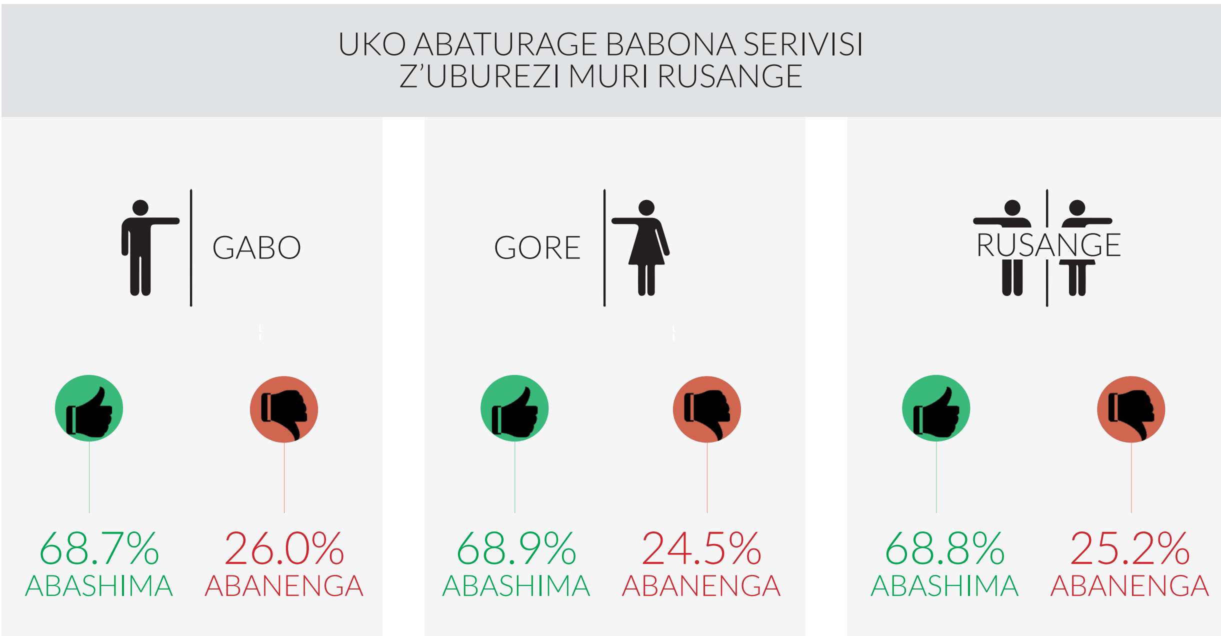
# INKINGI Y'IMIBEREHO MYIZA Y'ABATURAGE

## 2.1. UBUREZI

## 2. 1.1. Intangiriro

Uburezi bufite uruhare runini mu iterambere ry'igihugu akaba ariyo mpamvu Leta y' u Rwanda ishyiraho ingamba zitandukanye ziteza urwego rw'uburezi imbere. CRC ya 2021 yibanze kuri gahunda zitandukanye z'uburezi zirimo: inyubako z'amashuri, isuku ku mashuri, 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.

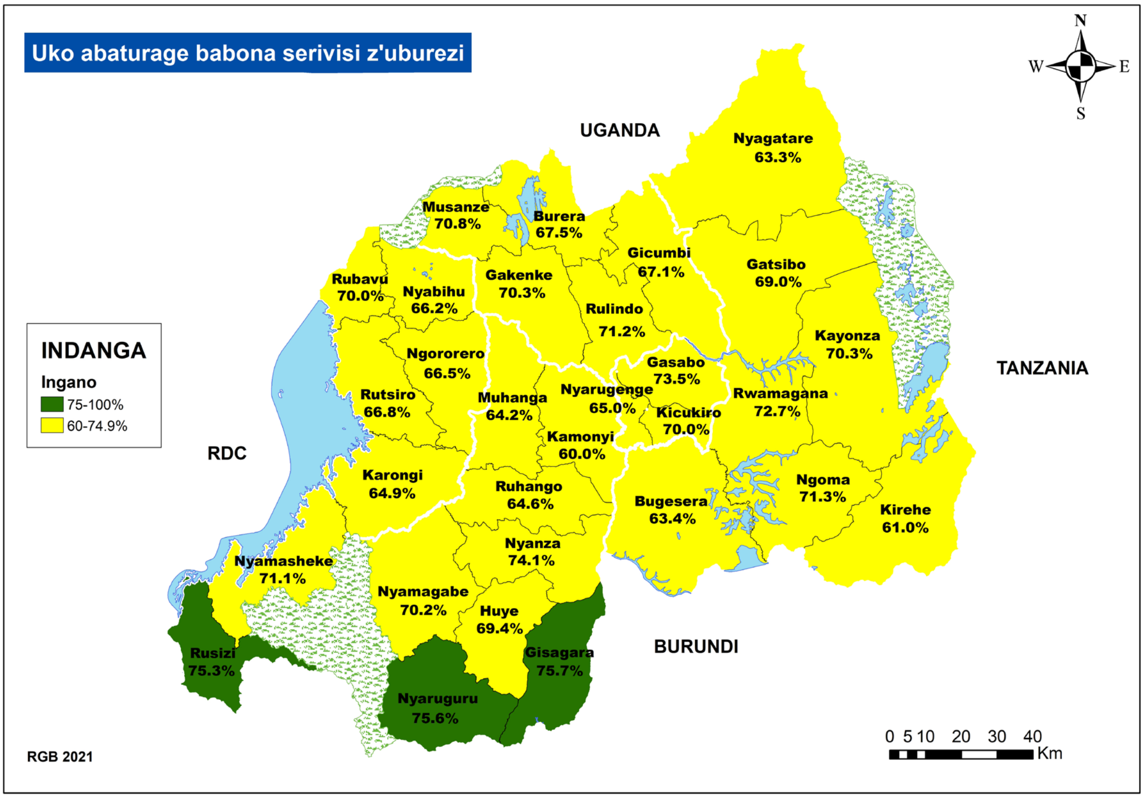
Ishusho 46: **Uko abaturage babona serivisi z'uburezi muri rusange**




Aho byavuye: Anketi ya RGB, 2021

CRC 2021 igaragaza ko abaturage bashima serivisi z'uburezi ku gipimo cya 68.8%, kikaba cyarazamutseho 6.2% ugereranyije na CRC ya 2020. Ikigaragara ni uko abagabo n'abagore bashima serivisi z'uburezi bidatandukanye cyane kuko abagore bazishima ku gipimo cya 68.9% naho abagabo bakazishima ku gipimo cya 68.7%.

Ikarita 9: Uko abaturage babona serivisi z'uburezi hakurikijwe uturere

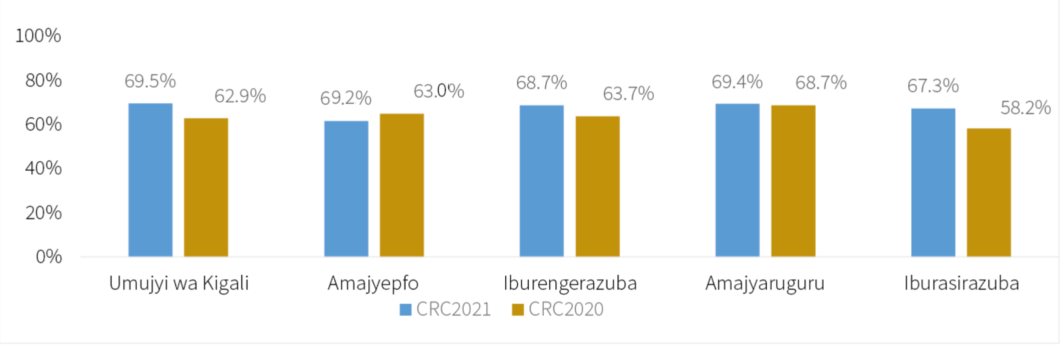



Ubu bushakashatsi bugaragaza ko abaturage bo mu turere dutatu aritwo Gisagara, Nyaruguru na Rusizi aribo bashima serivisi z'uburezi ku gipimo kiri hejuru ya 75% mu gihe muri CRC ya 2020 nta karere na kamwe kari kagejeje ku gipimo cya 75%.

Uturere turindwi ari two Karongi, Ruhango, Muhanga, Bugesera, Nyagatare, Kirehe na Kamonyi niho abaturage bashima uburezi ku gipimo cyo hasi ya 65%.

## 2.1.2. Serivisi z'uburezi hakurikijwe intara n'Umujyi wa Kigali

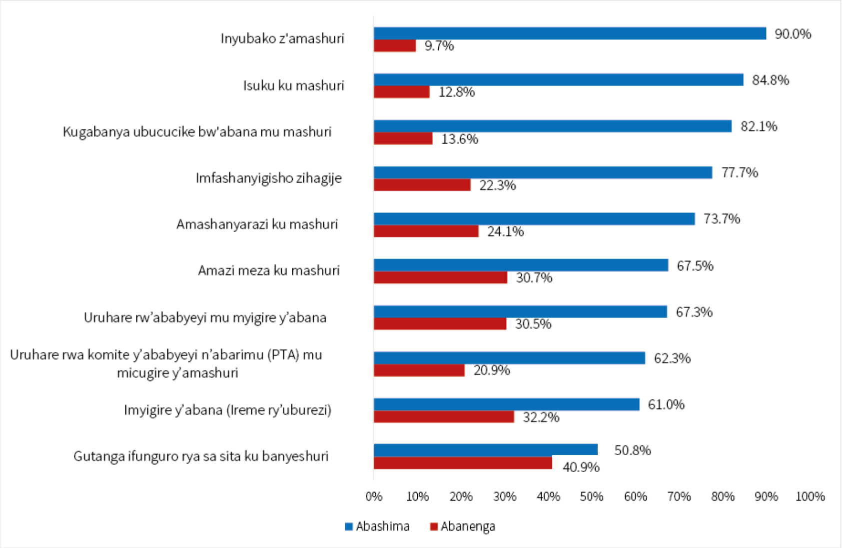
Ishusho 47: Uko abaturage babona serivisi z'uburezi hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

## 2. 1.3. Serivisi na gahunda zitandukanye mu rwego rw'uburezi

Ishusho 48: **Uko abaturage babona serivisi na gahunda zitandukanye mu rwego rw'uburezi**




Aho byavuye: Anketi ya RGB, 2021

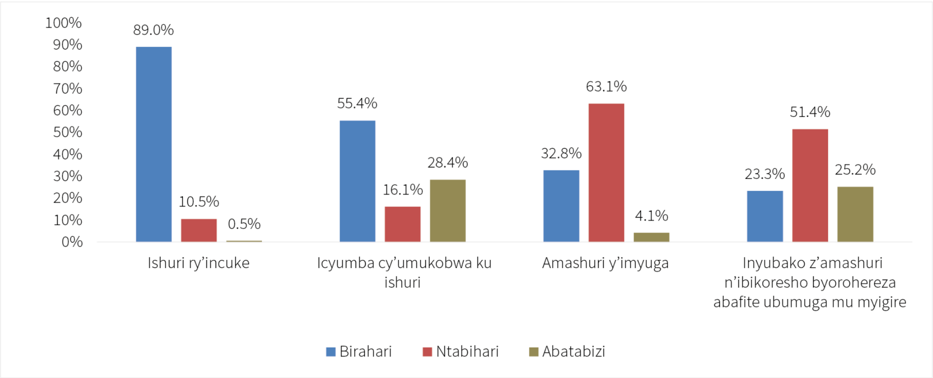
Inyubako z'amashuri nicyo gikorwa kiza ku isonga mu gushimwa n'abaturage ku gipimo cya 90.0%, iki gipimo cyazamutseho 14.5% ugereranyije na CRC 2020. Iri zamuka mu gushima inyubako z'amashuri ryahuzwa n'igikorwa cyo kongera ibyumba by'amashuri cyongerewemo imbaraga guhera mu mwaka wa 2020.

Nubwo igipimo cy'uburyo abaturage bashima imyigire y'abana (ireme ry'uburezi) gikomeje kuba hasi , cyarazamutse kiva kuri 49.2% muri 2020 kigera kuri 61.0% muri 2021.

Gahunda y'ifunguro rya saa sita ku banyeshuri ikomeje kuza inyuma aho inengwa n'abaturage ku gipimo cya 40.9% mu gihe muri CRC ya 2020 yanengwaga ku gipimo cya 36.5%.

## 2.1.4. Uko abaturage babona ibikorwa bimwe na bimwe mu rwego rw'uburezi

Ishusho 49: **Uko abaturage babona kwegerezwa bimwe mu bikorwa byihariye mu burezi**



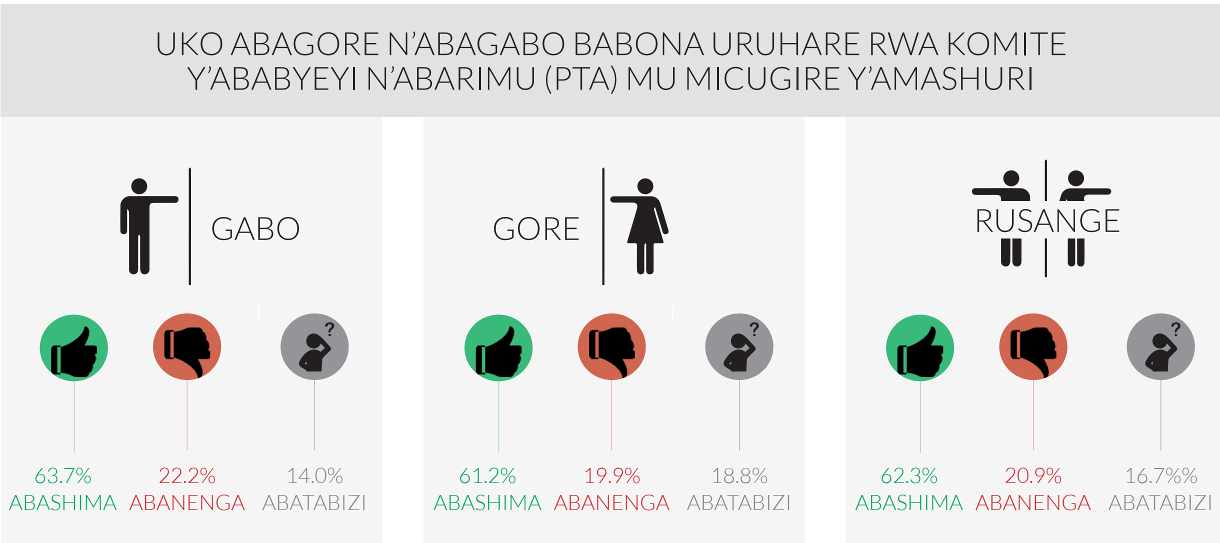

Aho byavuye: Anketi ya RGB, 2021

Amashuri y'incuke niyo akomeje kuza ku isonga mu kwegera abaturage ku gipimo cya 89.0%, naho amashuri y'imyuga akaba ku gipimo cya 32.8%.

Mu turere 6 aritwo Muhanga, Kicukiro, Huye, Gakenke, Rulindo na Ngoma niho abaturage bemeza ko amashuri y'incuke ahari ku gipimo kiri hejuru ya 95%, mu gihe mu turere twa Kirehe na Nyamagabe abaturage bemeza ko ahari ku gipimo kiri munsi ya 75%.

Abaturage bangana na 55.4% bagaragaje ko hari icyumba cy'umukobwa ku mashuri naho abangana na 23.3% bemeza ko ku mashuri hari inyubako n'ibikoresho byorohereza abafite ubumuga. Mu turere twa Nyagatare, Rulindo, na Gakenke niho abaturage bemeza ko inyubako n'ibikoresho byorohereza abafite ubumuga mu myigire bidahari ku gipimo kiri hejuru ya 65%; ari cyo 72.3% muri Nyagatare, 67.5% muri Rulindo na 65.1% muri Gakenke.

Ishusho 50: Uko abagabo n'abagore babona uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micungire y'amashuri

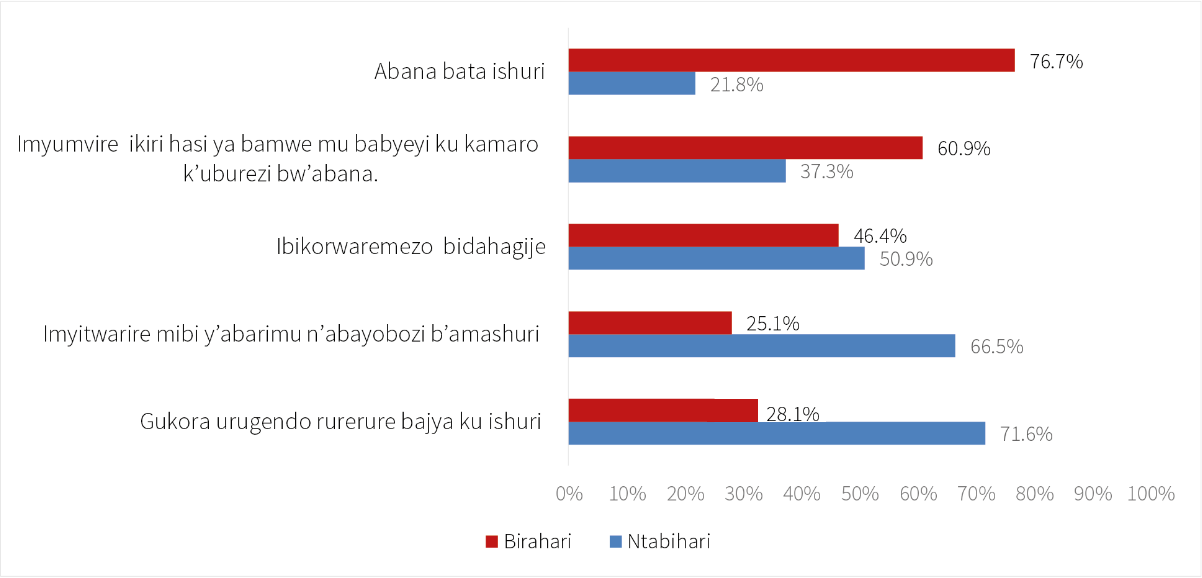



Aho byavuye: Anketi ya RGB, 2021

Muri rusange abaturage bashima uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micugire y'amashuri ku gipimo cya 62.3% , abagore bashima ku gipimo cya 63.7% naho abagabo ku gipimo cya 61.2%. Hagendewe ku cyiciro cy'amashuri, abize amashuri abanza bashima uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micugire y'amashuri ku gipimo cya 63.4%, abize kaminuza babishima ku gipimo cya 55.7%, naho abarangije amashuri makuru y'imyuga(IPRC) nibo bashima urwo ruhare ku gipimo cyo hasi cya 50.0%.

## 2.1.5. Inzitizi zagaragajwe mu rwego rw'uburezi

Ishusho 51: **Inzitizi zagaragajwe mu rwego rw'uburezi**




Aho byavuye: Anketi ya RGB, 2021

Inzitizi ziza ku isonga mu rwego rw'uburezi ni abana bata yagaragajwe ko ihari ku gipimo cya 76.7% ndetse n'imyumvire ikiri hasi ya bamwe mu babyeyi ku kamaro k'uburezi iri ku gipimo cya 60.9%.

## 2.1.6. IBYIFUZONAMA

- Kongera imbaraga mu guhangana n'ikibazo cy'abana bata ishuri;
- 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 gushyiraho ibikorwaremezo n'ibikoresho byorohereza abafite ubumuga mu mashuri.

Imbonerahamwe 15:
Uko uturere duhagaze muri serivisi z'uburezi mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Gisagara | 75.7% | 66.1% | ▲ | 9.6% |
| 2 | Nyaruguru | 75.6% | 65.0% | ▲ | 10.6% |
| 3 | Rusizi | 75.3% | 67.2% | ▲ | 8.1% |
| 4 | Nyanza | 74.1% | 60.1% | ▲ | 14.0% |
| 5 | Gasabo | 73.5% | 57.0% | ▲ | 16.6% |
| 6 | Rwamagana | 72.7% | 68.1% | ▲ | 4.6% |
| 7 | Ngoma | 71.3% | 62.3% | ▲ | 9.0% |
| 8 | Rulindo | 71.2% | 71.7% | ▼ | -0.5% |
| 9 | Nyamasheke | 71.1% | 63.5% | ▲ | 7.6% |
| 10 | Musanze | 70.8% | 69.2% | ▲ | 1.6% |
| 11 | Kayonza | 70.3% | 56.2% | ▲ | 14.1% |
| 12 | Gakenke | 70.3% | 71.6% | ▼ | -1.3% |
| 13 | Nyamagabe | 70.2% | 59.3% | ▲ | 10.9% |
| 14 | Rubavu | 70.0% | 61.2% | ▲ | 8.8% |
| 15 | Kicukiro | 70.0% | 68.9% | ▲ | 1.2% |
| 16 | Huye | 69.4% | 67.4% | ▲ | 2.1% |
| 17 | Gatsibo | 69.0% | 52.0% | ▲ | 17.0% |
| 18 | Burera | 67.5% | 60.6% | ▲ | 6.9% |
| 19 | Gicumbi | 67.1% | 70.5% | ▼ | -3.4% |
| 20 | Rutsiro | 66.8% | 61.2% | ▲ | 5.6% |
| 21 | Ngororero | 66.5% | 59.8% | ▲ | 6.7% |
| 22 | Nyabihu | 66.2% | 68.7% | ▼ | -2.5% |
| 23 | Nyarugenge | 65.0% | 62.7% | ▲ | 2.3% |
| 24 | Karongi | 64.9% | 64.1% | ▲ | 0.8% |
| 25 | Ruhango | 64.6% | 65.2% | ▼ | -0.7% |
| 26 | Muhanga | 64.2% | 61.7% | ▲ | 2.5% |
| 27 | Bugesera | 63.4% | 63.0% | ▲ | 0.4% |
| 28 | Nyagatare | 63.3% | 51.1% | ▲ | 12.2% |
| 29 | Kirehe | 61.0% | 54.7% | ▲ | 6.3% |
| 30 | Kamonyi | 60.0% | 59.1% | ▲ | 1.0% |
| IMPUZANDENGO | | 68.8% | 62.6% | ▲ | 6.2% |

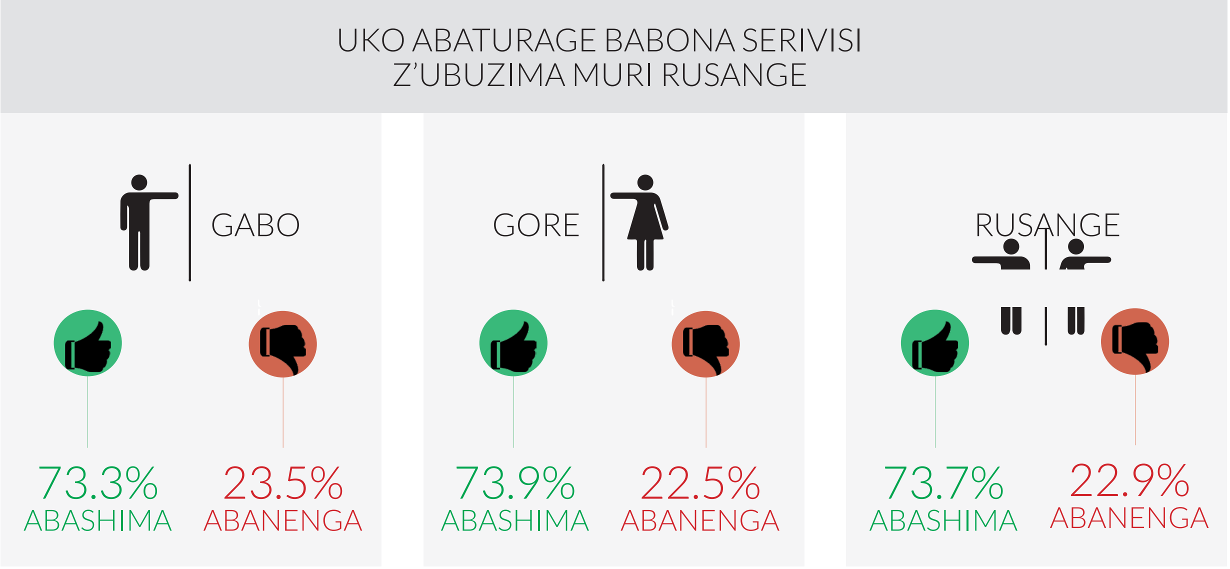
Aho byavuye: Anketi ya RGB, 2021

# 2.2. UBUZIMA

## 2.2.1. Intangiriro

Mu rwego rw'ubuzima CRC 2021 yibanze kuri serivisi zirimo ubwisungane mu kwivuza, kwakira no kwita ku barwayi, serivisi zo kubona imiti, ibikorwaremezo n'ibikoresho by'amavuriro, abakozi b'amavuriro bahagije, gukingira indwara, abajyanama b'ubuzima, ubukangurambaga mu birebana n'imirire, kuringaniza urubyaro ndetse na serivisi z'imbangukiragutabara.

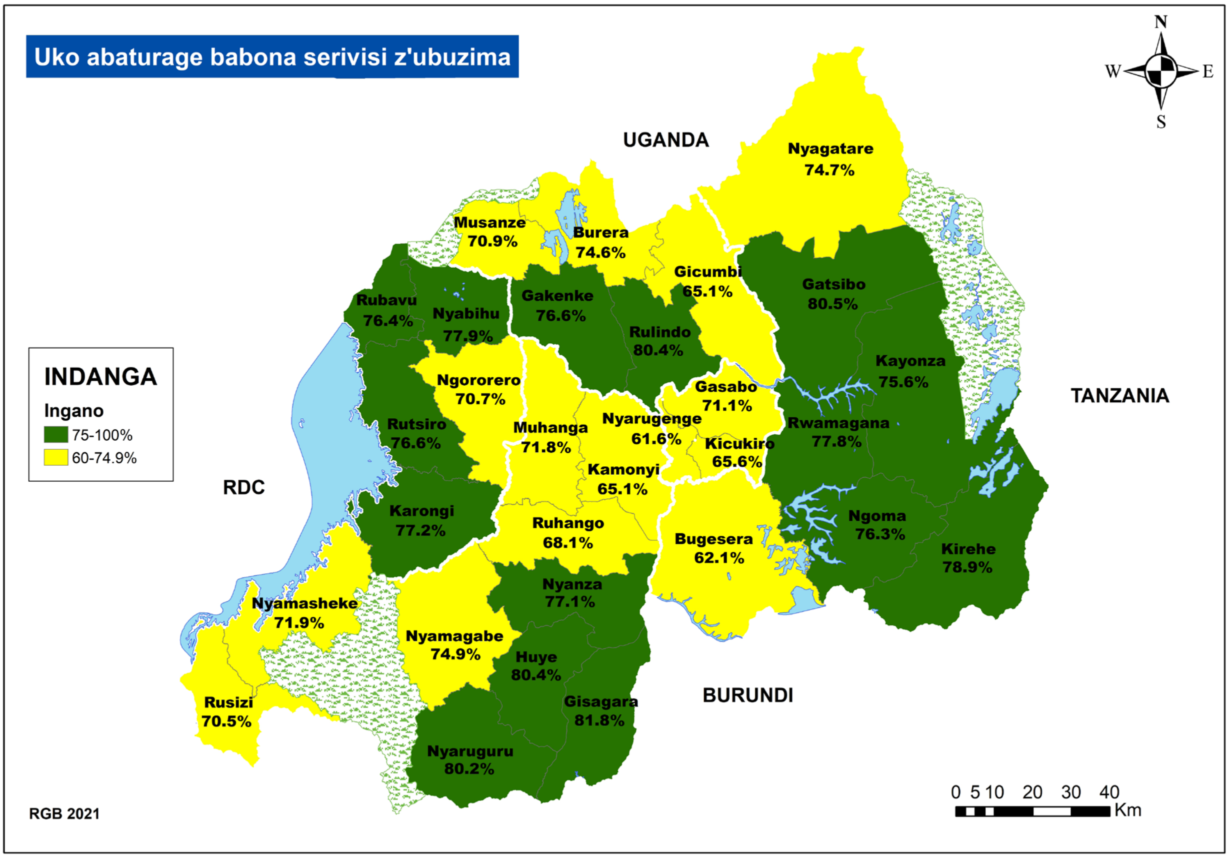
Ishusho 52: **Uko abaturage babona serivisi z'ubuzima muri rusange**




Aho byavuye: Anketi ya RGB, 2021

Muri rusange ubu bushakashatsi bugaragaza ko abaturage bashima serivisi z'ubuzima ku gipimo cya 73.7%. Abagore bashima izi serivisi ku gipimo cya 73.9% naho abagabo bakazishima ku gipimo cya 73.3%.

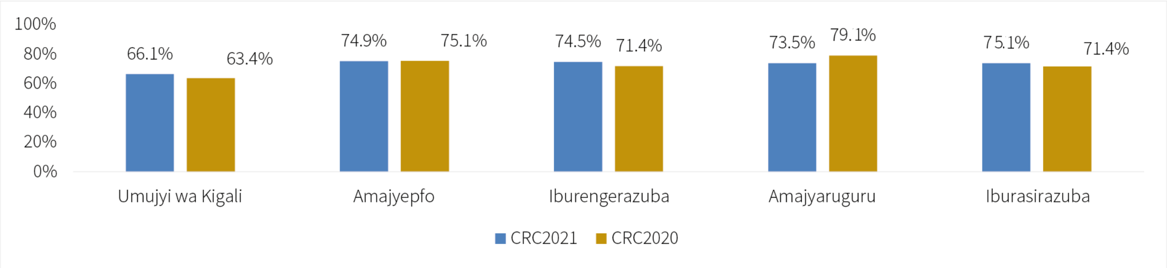
Ikarita 10: Uko abaturage babona serivisi z'ubuzima hakurikijwe uturere




Uturere tuza ku isonga mu gushima serivisi z'ubuzima ni Gisagara (81.8%), Huye (80.4%), Rulindo (80.4%) na Nyaruguru (80.2%). Akarere ka Nyarugenge niko kari ku gipimo cyo hasi cya 61.6%.

## 2.2.2. Serivisi z'ubuzima ku rwego rw'Intara n'Umujyi wa Kigali

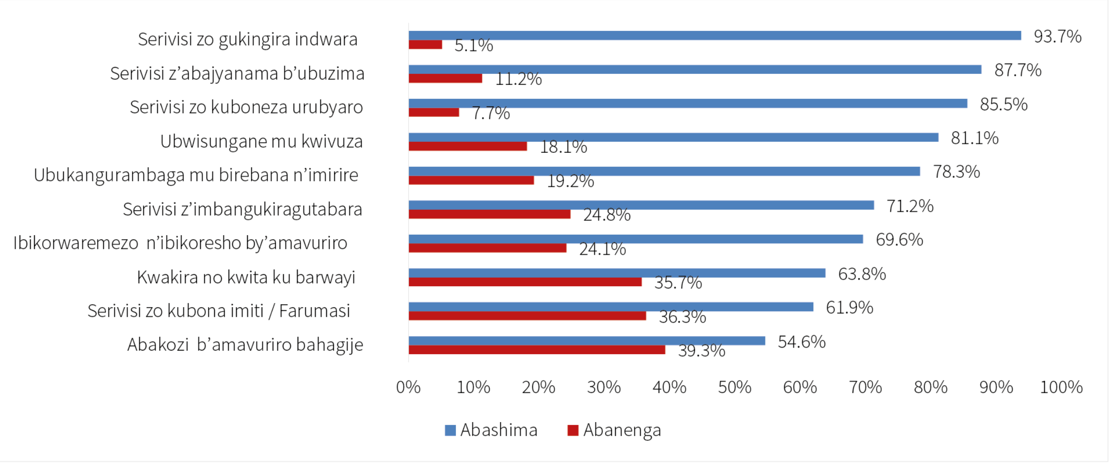
Ishusho 53: Uko abaturage babona serivisi z'ubuzima ku rwego rw'Intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

## 2.2.3. Uko abaturage babona ibikorwa na serivisi z'ubuzima zitandukanye

Ishusho 54: **Uko abaturage babona ibikorwa na serivisi z'ubuzima zitandukanye**



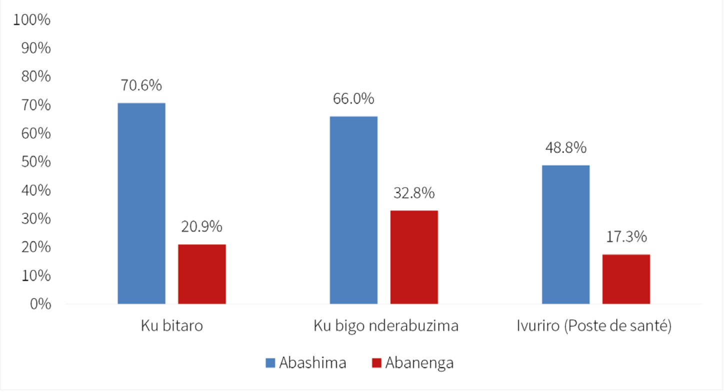

Aho byavuye: Anketi ya RGB, 2021

Mu myaka ibiri ishize CRC igaragaza ko serivisi zo gukingira indwara na serivisi z'abajyanama b'ubuzima zikomeje kuza ku isonga mu gushimwa n'abaturage. Ku rundi ruhande, abakozi b'amavuriro bahagije nibyo bishimwa ku gipimo cyo hasi cya 54.6 %.

Serivisi zo kuboneza urubyaro zishimwa ku gipimo cya 85.5% aho abagore bazishima ku gipimo cya 86.1% mu gihe abagabo bazishima ku gipimo cya 84.7%.

## 2.2.4. Uko abaturage babona serivisi zitangirwa ku mavuriro

Ishusho 55: **Uko abaturage babona serivisi zitangirwa ku mavuriro atandukanye**




Aho byavuye: Anketi ya RGB, 2021

Abaturage bashima serivisi bahabwa n'ibitaro ku gipimo cya 70.6%, ku bigo nderabuzima 66.0%, naho serivisi zitangirwa ku ivuriro rito (poste de sante) zishimwa ku gipimo cyo hasi cya 48.8%.

## 2.2.5. IBYIFUZONAMA

- Gukomeza kwegereza abaturage amavuriro mato (Poste de sante) no kunoza imikorere yayo;
- Kunoza serivisi za farumasi z'uturere;
- Kubaka umuco w'imitangire ya serivisi inoze mu rwego rw'ubuvuzi;
- Kongera umubare w'abakozi mu mavuriro;
- Kongera ibikorwaremezo n'ibikoresho bifasha amavuriro gutanga serivisi zinoze.

Imbonerahamwe 16:
Uko uturere duhagaze muri serivisi z'ubuzima mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020- 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Gisagara | 81.8% | 82.0% | ▼ | -0.3% |
| 2 | Gatsibo | 80.5% | 72.4% | ▲ | 8.1% |
| 3 | Huye | 80.4% | 75.9% | ▲ | 4.6% |
| 4 | Rulindo | 80.4% | 82.9% | ▼ | -2.5% |
| 5 | Nyaruguru | 80.2% | 67.6% | ▲ | 12.6% |
| 6 | Kirehe | 78.9% | 63.6% | ▲ | 15.3% |
| 7 | Nyabihu | 77.9% | 80.0% | ▼ | -2.0% |
| 8 | Rwamagana | 77.8% | 81.3% | ▼ | -3.5% |
| 9 | Karongi | 77.2% | 76.3% | ▲ | 1.0% |
| 10 | Nyanza | 77.1% | 79.4% | ▼ | -2.4% |
| 11 | Rutsiro | 76.6% | 67.1% | ▲ | 9.5% |
| 12 | Gakenke | 76.6% | 82.4% | ▼ | -5.8% |
| 13 | Rubavu | 76.4% | 71.8% | ▲ | 4.6% |
| 14 | Ngoma | 76.3% | 66.5% | ▲ | 9.8% |
| 15 | Kayonza | 75.6% | 74.0% | ▲ | 1.6% |
| 16 | Nyamagabe | 74.9% | 69.2% | ▲ | 5.7% |
| 17 | Nyagatare | 74.7% | 66.2% | ▲ | 8.5% |
| 18 | Burera | 74.6% | 76.6% | ▼ | -2.0% |
| 19 | Nyamasheke | 71.9% | 66.0% | ▲ | 5.9% |
| 20 | Muhanga | 71.8% | 75.3% | ▼ | -3.5% |
| 21 | Gasabo | 71.1% | 56.2% | ▲ | 14.9% |
| 22 | Musanze | 70.9% | 73.4% | ▼ | -2.5% |
| 23 | Ngororero | 70.7% | 75.5% | ▼ | -4.8% |
| 24 | Rusizi | 70.5% | 63.6% | ▲ | 6.9% |
| 25 | Ruhango | 68.1% | 80.1% | ▼ | -12.0% |
| 26 | Kicukiro | 65.6% | 70.3% | ▼ | -4.7% |
| 27 | Kamonyi | 65.1% | 71.6% | ▼ | -6.5% |
| 28 | Gicumbi | 65.1% | 80.4% | ▼ | -15.4% |
| 29 | Bugesera | 62.1% | 75.8% | ▼ | -13.6% |
| 30 | Nyarugenge | 61.6% | 63.8% | ▼ | -2.2% |
| | IMPUZANDENGO | 73.7% | 72.4% | ▲ | 1.3% |

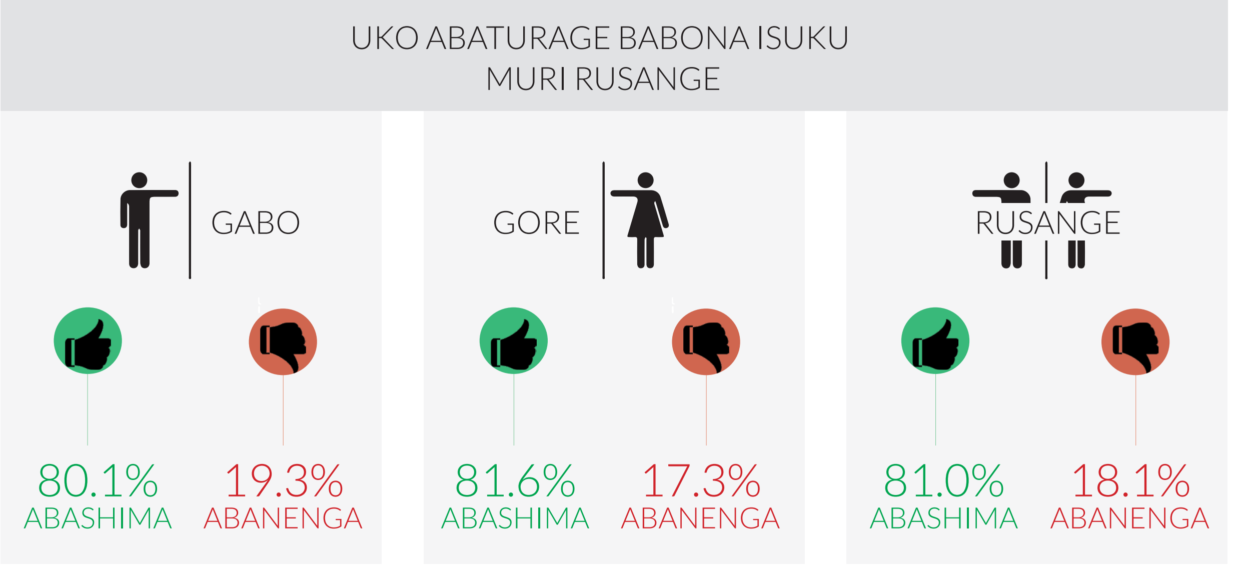
Aho byavuye: Anketi ya RGB, 2021

# 2.3. ISUKU

## 2. 3.1. Intangiriro

Muri ubu bushakashatsi, abaturage bagaragaza uko babona isuku ahantu hatandukanye harimo amavuriro, amashuri, ibiro by'inzego z'ibanze, amahoteli n'amaresitora no mu ngo z'abaturage. Abaturage kandi bagaragaza uko bashima isuku yo ku mubiri n'imyambaro.

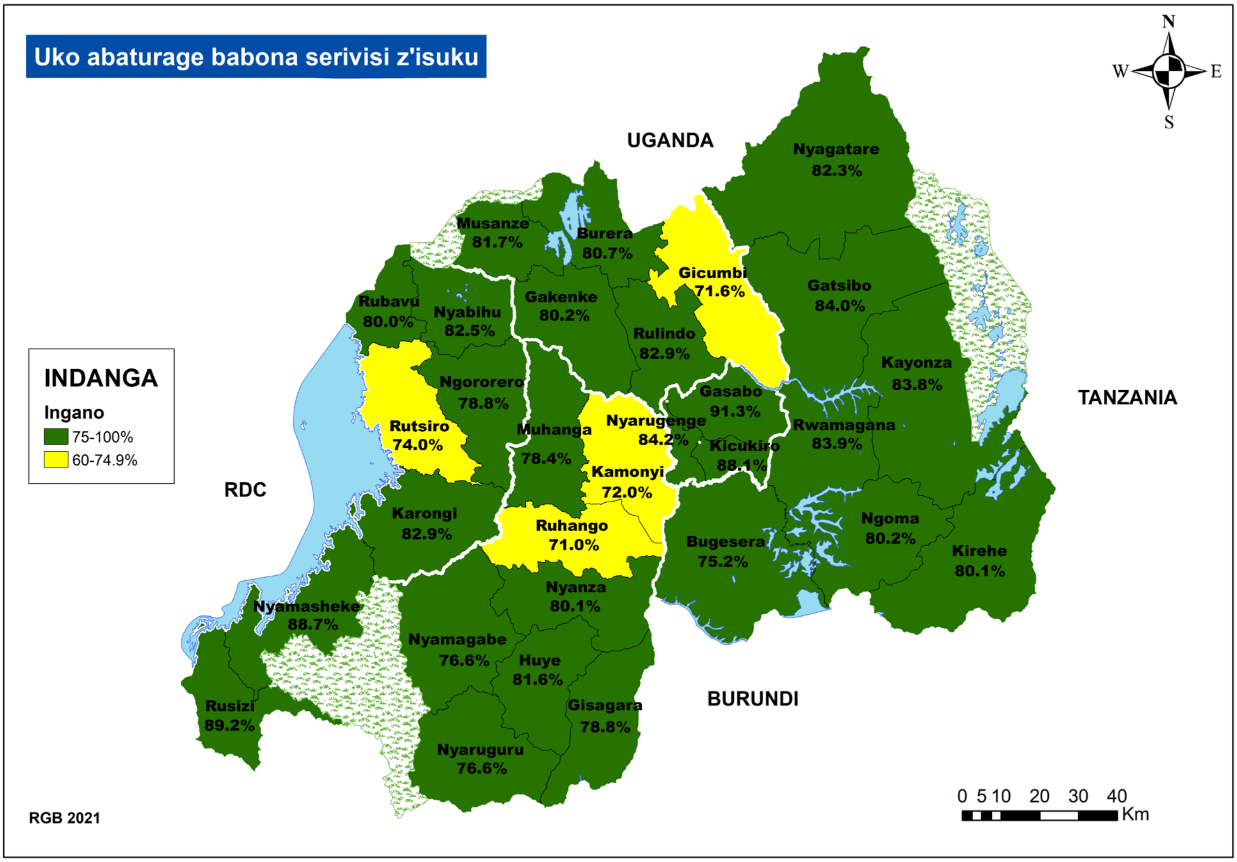
Ishusho 56: **Uko abaturage babona isuku muri rusange**




Aho byavuye: Anketi ya RGB, 2021

CRC 2021 igaragaza ko abaturage bashima isuku muri rusange ku gipimo cya 81.0%, iki gipimo kikaba cyarazamutseho 7.1% ugereranyije na CRC ya 2020. Abagore bashima ku gipimo cya 81.6% naho abagabo bagashima ku gipimo cya 80.1%.

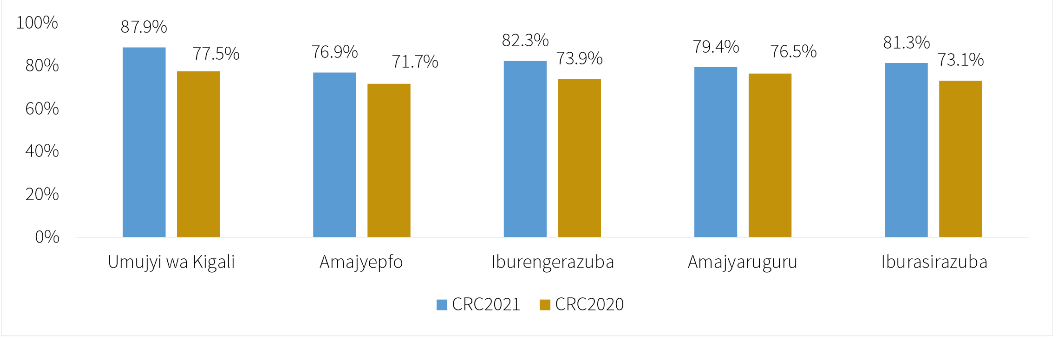
Ikarita 11: Uko abaturage babona isuku hakurikijwe uturere




Akarere ka Gasabo niko kaza ku isonga aho abaturage bashima isuku ku gipimo cya 91.3%. Utundi turere abaturage bashima isuku ku gipimo cyo hejuru ya 85% ni Rusizi (89.2%), Nyamasheke (88.9%) na Kicukiro (88.1%). Akarere ka Ruhango ni ho abaturage bashima isuku ku gipimo cyo hasi cya 71.0%.

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

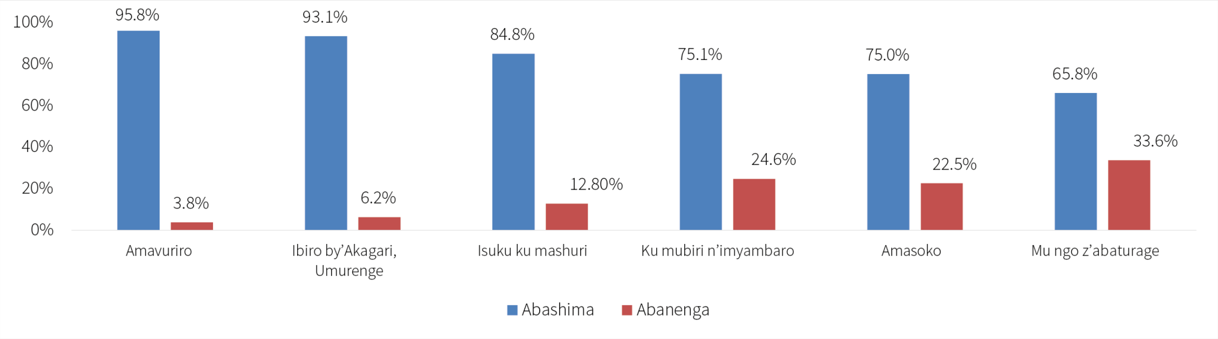
Ishusho 57: Uko abaturage babona isuku hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

## 2.3.3. Isuku y'ahantu hatandukanye

Ishusho 58: Uko abaturage babona isuku y'ahantu hatandukanye

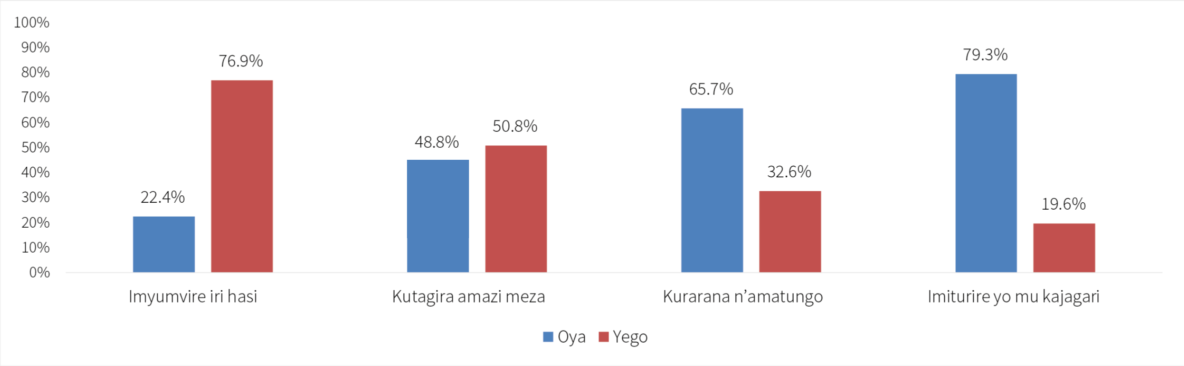



Aho byavuye: Anketi ya RGB, 2021

Isuku ku mavuriro niyo ikomeje kuza ku isonga mu gushimwa n'abaturage aho muri CRC ya 2021 iri ku gipimo cya 95.8% ivuye kuri 93.4% muri CRC ya 2020. Isuku yo mu ngo z'abaturage niyo abaturage bashima ku gipimo cyo hasi cya 65.8%.

## 2.3.4. Bimwe mu byo abaturage babona bitera umwanda

Ishusho 59: Bimwe mu byo abaturage babona bitera umwanda




Aho byavuye: Anketi ya RGB, 2021

Abaturage bagaragaza ko umwanda uterwa ahanini n'imyumvire iri hasi (76.9%) no kutagira amazi meza (50.8%). Izindi mpamvu bagaragaza ni ukurarana n'amatungo (32.6%) ndetse n'imiturire yo mu kajagari (19.6%).

## 2.3.5. IBYIFUZONAMA

- Gukomeza gutoza abaturage umuco wo kugira isuku mu ngo no ku mubiri mu rwego rwo kwirinda indwara ziterwa n'umwanda;
- Gukomeza kwegereza abaturage amazi meza mu rwego rwo kwimakaza isuku;
- Gukangurira abaturage gucika ku muco wo kurarana n'amatungo.

Imbonerahamwe 17:
Uko uturere duhagaze mu isuku mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Gasabo | 91.3% | 73.8% | ▲ | 17.4% |
| 2 | Rusizi | 89.2% | 76.8% | ▲ | 12.4% |
| 3 | Nyamasheke | 88.7% | 76.3% | ▲ | 12.4% |
| 4 | Kicukiro | 88.1% | 78.9% | ▲ | 9.2% |
| 5 | Nyarugenge | 84.2% | 79.9% | ▲ | 4.4% |
| 6 | Gatsibo | 84.0% | 72.9% | ▲ | 11.1% |
| 7 | Rwamagana | 83.9% | 74.5% | ▲ | 9.4% |
| 8 | Kayonza | 83.8% | 71.8% | ▲ | 11.9% |
| 9 | Karongi | 82.9% | 70.8% | ▲ | 12.1% |
| 10 | Rulindo | 82.9% | 78.8% | ▲ | 4.0% |
| 11 | Nyabihu | 82.5% | 74.7% | ▲ | 7.8% |
| 12 | Nyagatare | 82.3% | 72.9% | ▲ | 9.4% |
| 13 | Musanze | 81.7% | 80.1% | ▲ | 1.7% |
| 14 | Huye | 81.6% | 72.7% | ▲ | 8.9% |
| 15 | Burera | 80.7% | 75.2% | ▲ | 5.5% |
| 16 | Gakenke | 80.2% | 73.7% | ▲ | 6.5% |
| 17 | Ngoma | 80.2% | 76.7% | ▲ | 3.5% |
| 18 | Nyanza | 80.1% | 72.1% | ▲ | 8.0% |
| 19 | Kirehe | 80.1% | 72.8% | ▲ | 7.2% |
| 20 | Rubavu | 80.0% | 73.5% | ▲ | 6.5% |
| 21 | Gisagara | 78.8% | 72.2% | ▲ | 6.6% |
| 22 | Ngororero | 78.8% | 71.2% | ▲ | 7.6% |
| 23 | Muhanga | 78.4% | 77.9% | ▲ | 0.5% |
| 24 | Nyaruguru | 76.6% | 65.8% | ▲ | 10.9% |
| 25 | Nyamagabe | 76.6% | 65.4% | ▲ | 11.1% |
| 26 | Bugesera | 75.2% | 70.3% | ▲ | 4.9% |
| 27 | Rutsiro | 74.0% | 74.2% | ▼ | -0.2% |
| 28 | Kamonyi | 72.0% | 77.4% | ▼ | -5.4% |
| 29 | Gicumbi | 71.6% | 74.5% | ▼ | -3.0% |
| 30 | Ruhango | 71.0% | 69.9% | ▲ | 1.1% |
| IMPUZANDENGO | | 81.0% | 73.9% | ▲ | 7.1% |

Aho byavuye: Anketi ya RGB, 2021

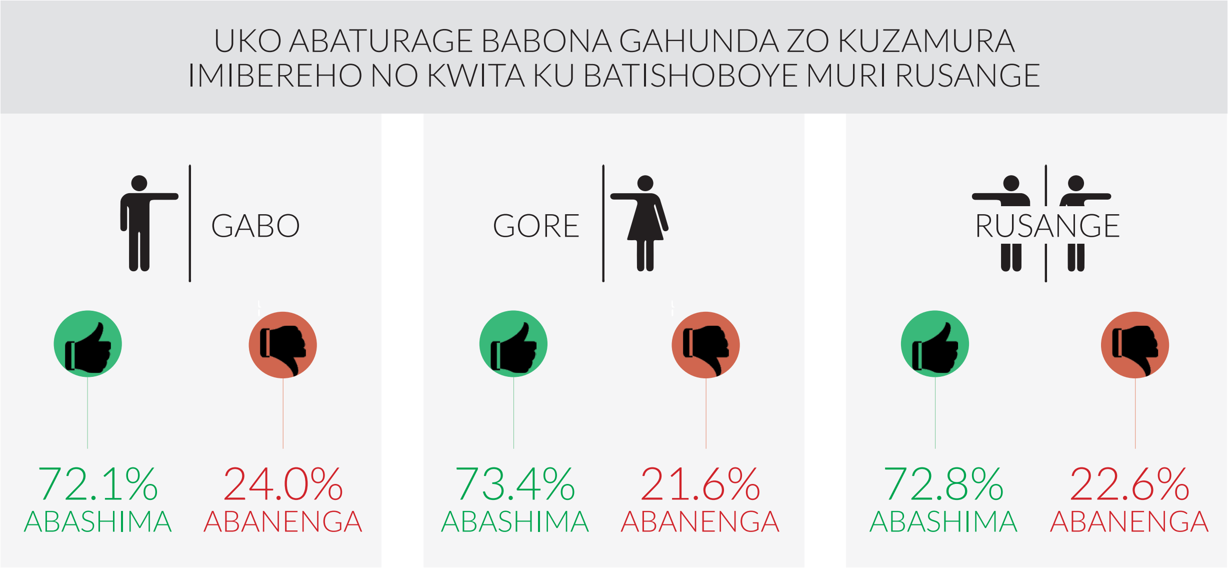
Girinka

# 2.4. GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE

## 2.4.1. Intangiriro

Leta y'u Rwanda yashyizeho gahunda zitandukanye hagamijwe kurwanya ubukene no kuzamura imibereho myiza y'abaturage. Ubu bushakashatsi bwibanze kuri zimwe muri izo gahunda arizo: VUP, Girinka no kubakira abatishoboye.

Ishusho 60: Uko abaturage babona gahunda zo kuzamura imibereho no kwita ku batishoboye muri rusange

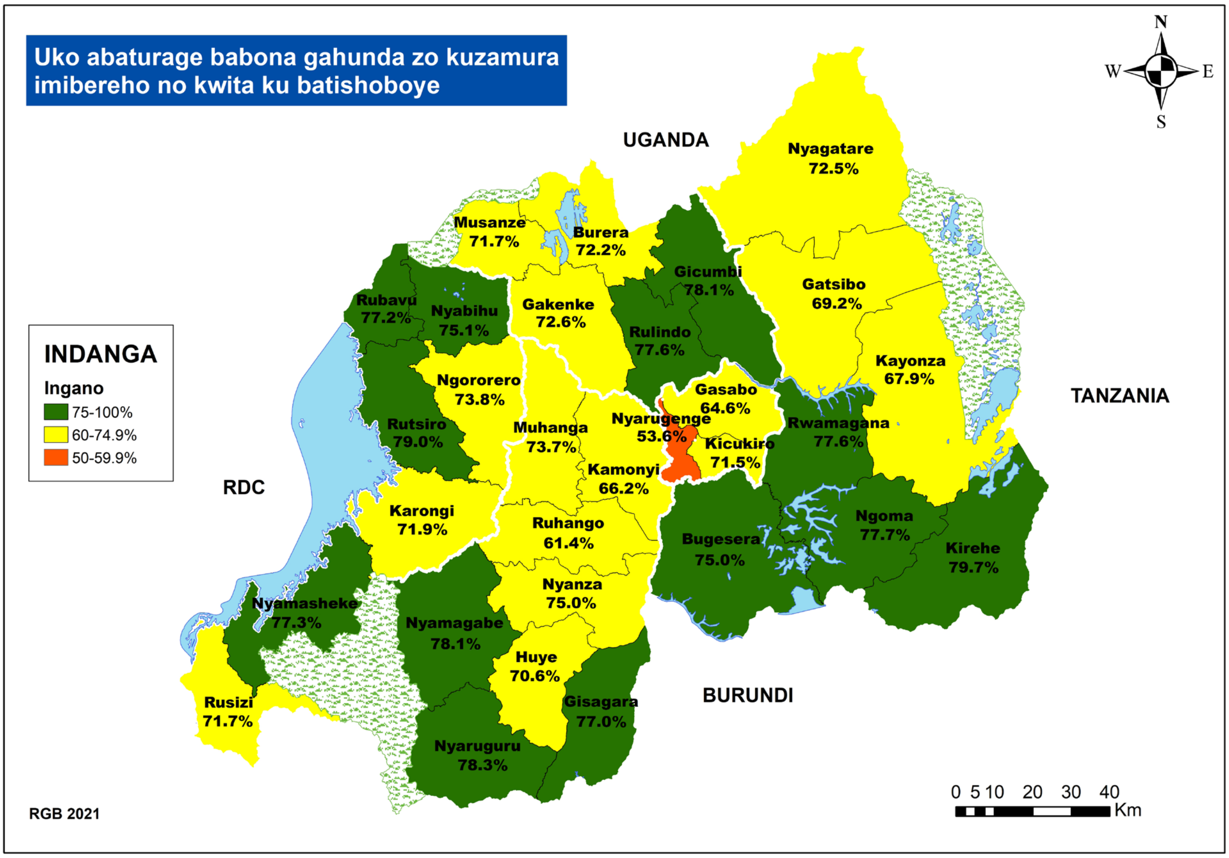



Aho byavuye: Anketi ya RGB, 2021

Muri rusange abaturage bashima gahunda zo kuzamura imibereho myiza y'abaturage no kwita ku batishoboye ku gipimo cya 72.8%. Abagabo bashima ku gipimo cya 72.1% naho abagore bashima kuri 73.4%.

Aho byavuye: Anketi ya RGB, 2020

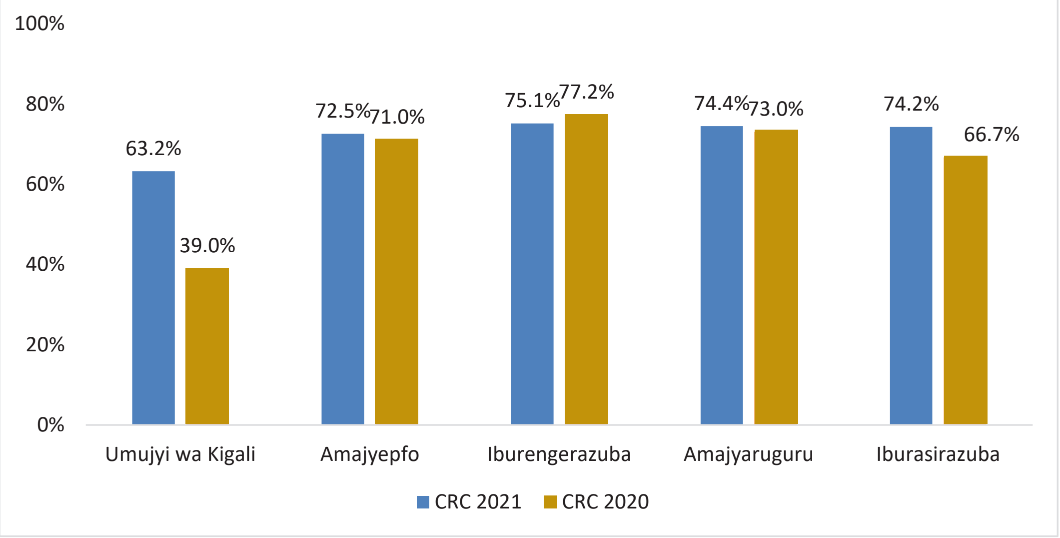
Ikarita 12: Gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe uturere




Abaturage bo mu karere ka Kirehe nibo bashima gahunda zo kuzamura imibereho no kwita ku batishoboye ku gipimo cyo hejuru cya 79.7%. Mu turere twa Rutsiro, Nyaruguru na Nyamagabe abaturage bashima ku gipimo kiri hejuru ya 78%, naho mu karere ka Nyarugenge niho abaturage bashima izi gahunda ku gipimo cyo hasi cya 53.6%.

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

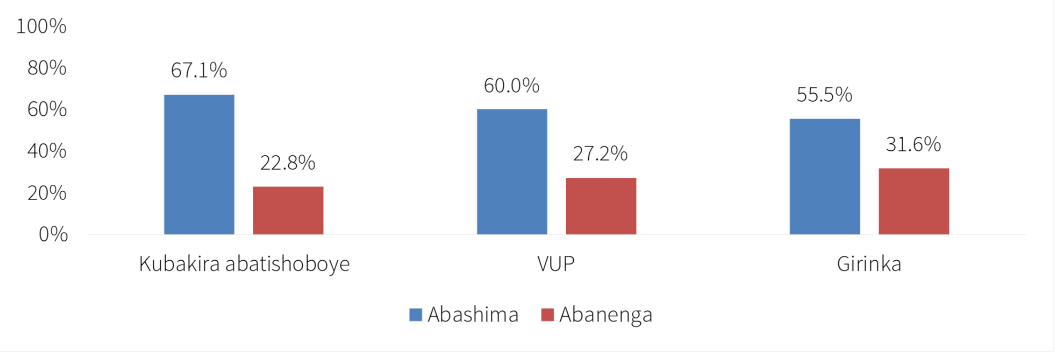
Ishusho 61: Uko abaturage babona gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

## 2.4.3. Guhitamo abagenerwabikorwa ba gahunda zo kuzamura imibereho no kwita ku batishoboye

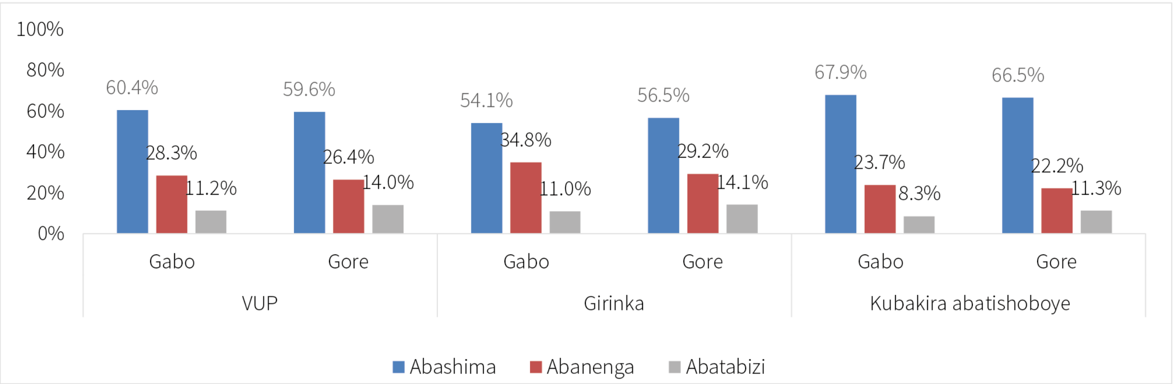
Ishusho 62: Uko abaturage babona guhitamo abagenerwabikorwa ba gahunda zo kuzamura imibereho no kwita ku batishoboye




Aho byavuye: Anketi ya RGB, 2021

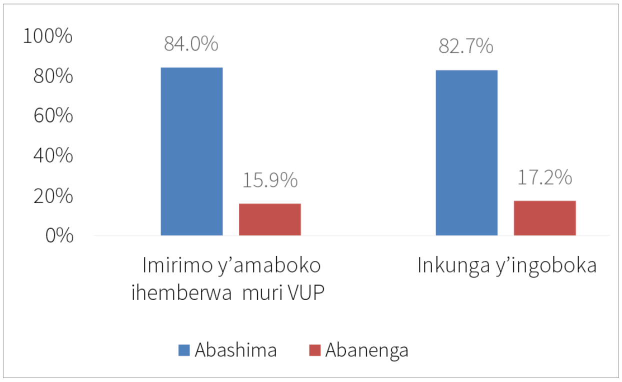
Muri rusange biragaragara ko guhitamo abagenerwabikorwa muri gahunda zitandukanye zo kuzamura imibereho no kwita ku batishoboye bishimwa ku gipimo kiri hasi kuko kuri gahunda zose igipimo kiri munsi ya 70%.

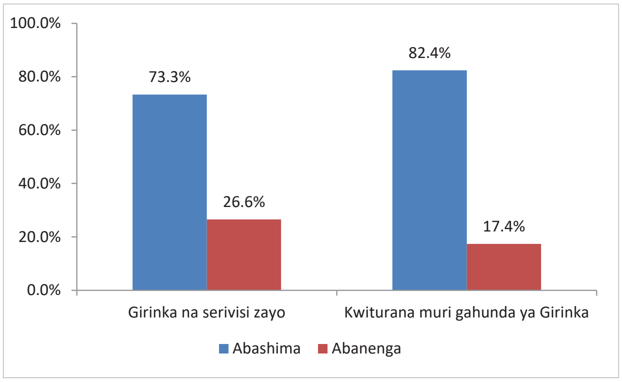
Ishusho 63: Uko abagabo n'abagore babona guhitamo abagenerwabikorwa muri gahunda zo kuzamura imibereho no kwita ku batishoboye




Aho byavuye: Anketi ya RGB, 2021

Ishusho 64: Uko abaturage babona ishyirwa mu bikorwa rya gahunda za VUP na GIRINKA




Aho byavuye: Anketi ya RGB, 2021

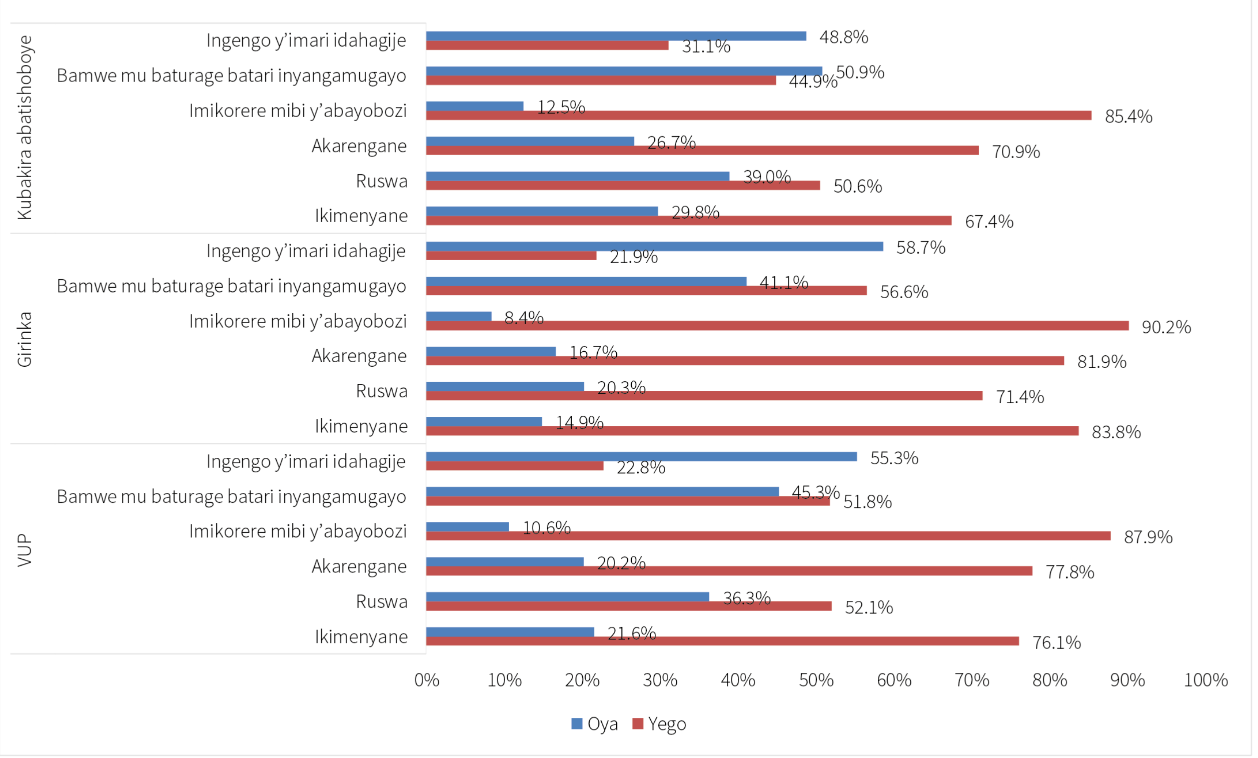
Aho byavuye: Anketi ya RGB, 2021

Abaturage bazi ishyirwa mu bikorwa rya gahunda za VUP bashima imirimo y'amaboko ihemberwa muri VUP ku gipimo cya 84.0% naho inkunga y'ingoboka ishimwa kuri 82.7% .

Ku byerekeye ishyirwa mu bikorwa rya gahunda ya Girinka na serivisi zayo, abaturage babizi babishima ku gipimo cya 73.3%, naho kwiturana muri gahunda ya Girinka babishima ku gipimo cya 82.4%.

## 2.4.4. Zimwe mu mpamvu zitangwa n'abanenga gahunda zo kuzamura imibereho no kwita ku batishoboye

Ishusho 65: **Uko abaturage babona zimwe mu mpamvu zitangwa n'abanenga gahunda zo kuzamura imibereho no kwita ku batishoboye**




Aho byavuye: Anketi ya RGB, 2021

Muri izi gahunda zose, abaturage barenga 85% bagaragaza ko imikorere mibi y'abayobozi ariyo mpamvu nyamukuru ituma batishimira gahunda zo kuzamura imibereho no kwita ku batishoboye. Izindi mpamvu zigaragazwa ku gipimo cyo hejuru ni ikimenyane n'akarengane.

## 2.4.5. IBYIFUZONAMA

- Gukomeza ingamba zo gukorera mu mucyo no kubaza abayobozi inshingano;
- Kunoza uburyo bwo guhitamo abagenerwabikorwa muri gahunda zitandukanye zo gufasha abatishoboye;
- Gukangurira abaturage kugira uruhare mu ishyirwa mu bikorwa rya gahunda zo kuzamura imibereho no kwita kubatishoboye muri rusange no mu Mujyi wa Kigali by'umwihariko

Imbonerahamwe 18:
Uko uturere duhagaze muri gahunda zo kuzamura mibereho no kwita ku batishoboye mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Kirehe | 79.7% | 68.2% | ▲ | 11.5% |
| 2 | Rutsiro | 79.0% | 78.6% | ▲ | 0.5% |
| 3 | Nyaruguru | 78.3% | 68.1% | ▲ | 10.3% |
| 4 | Nyamagabe | 78.1% | 69.5% | ▲ | 8.7% |
| 5 | Gicumbi | 78.1% | 76.9% | ▲ | 1.2% |
| 6 | Ngoma | 77.7% | 69.2% | ▲ | 8.4% |
| 7 | Rwamagana | 77.6% | 65.6% | ▲ | 12.0% |
| 8 | Rulindo | 77.6% | 77.7% | ▼ | -0.1% |
| 9 | Nyamasheke | 77.3% | 74.4% | ▲ | 2.9% |
| 10 | Rubavu | 77.2% | 76.9% | ▲ | 0.4% |
| 11 | Gisagara | 77.0% | 75.7% | ▲ | 1.3% |
| 12 | Nyabihu | 75.1% | 78.0% | ▼ | -2.9% |
| 13 | Bugesera | 75.0% | 81.2% | ▼ | -6.1% |
| 14 | Nyanza | 75.0% | 82.9% | ▼ | -7.9% |
| 15 | Ngororero | 73.8% | 82.6% | ▼ | -8.8% |
| 16 | Muhanga | 73.7% | 71.0% | ▲ | 2.6% |
| 17 | Gakenke | 72.6% | 74.3% | ▼ | -1.6% |
| 18 | Nyagatare | 72.5% | 58.4% | ▲ | 14.0% |
| 19 | Burera | 72.2% | 68.6% | ▲ | 3.6% |
| 20 | Karongi | 71.9% | 78.6% | ▼ | -6.7% |
| 21 | Rusizi | 71.7% | 71.6% | ▲ | 0.1% |
| 22 | Musanze | 71.7% | 67.8% | ▲ | 3.9% |
| 23 | Kicukiro | 71.5% | 42.3% | ▲ | 29.2% |
| 24 | Huye | 70.6% | 59.8% | ▲ | 10.9% |
| 25 | Gatsibo | 69.2% | 62.3% | ▲ | 7.0% |
| 26 | Kayonza | 67.9% | 61.8% | ▲ | 6.1% |
| 27 | Kamonyi | 66.2% | 63.7% | ▲ | 2.5% |
| 28 | Gasabo | 64.6% | 38.1% | ▲ | 26.5% |
| 29 | Ruhango | 61.4% | 77.2% | ▼ | -15.8% |
| 30 | Nyarugenge | 53.6% | 36.7% | ▲ | 16.9% |
| IMPUZANDENGO | | 72.8% | 68.0% | ▲ | 4.8% |

Aho byavuye: Anketi ya RGB, 2021

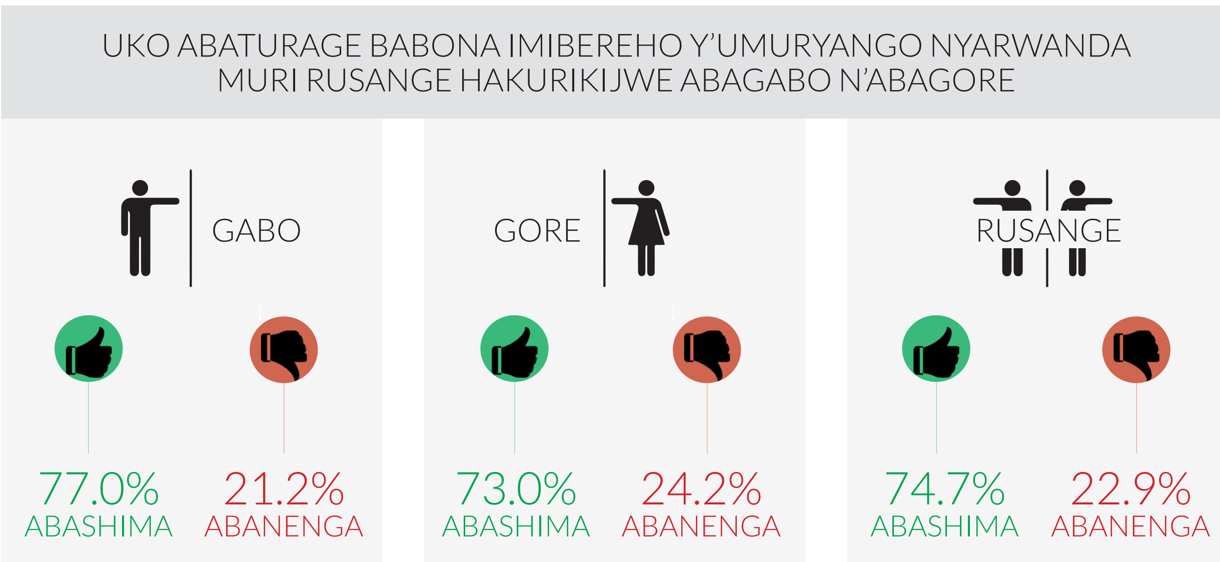
# 2.5. IMIBEREHO Y'UMURYANGO NYARWANDA

## 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 (NST1), Leta yiyemeje kwibanda ku kuzamura imibereho myiza y'umuryango.

Ku birebana n'imibereho y'umuryango nyarwanda, ubu bushakashatsi bwibanze kuri ibi bikurikira: ubwuzuzanye hagati y'umugabo n'umugore, gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango, uburenganzira bw'abana, kwita ku buzima bw'abafite ubumuga mu muryango, kwita ku buzima bw' abageze mu za bukuru mu muryango, ihohoterwa rishingiye ku gitsina n'ibibazo byo mu muryango ndetse n'impamvu zibitera.

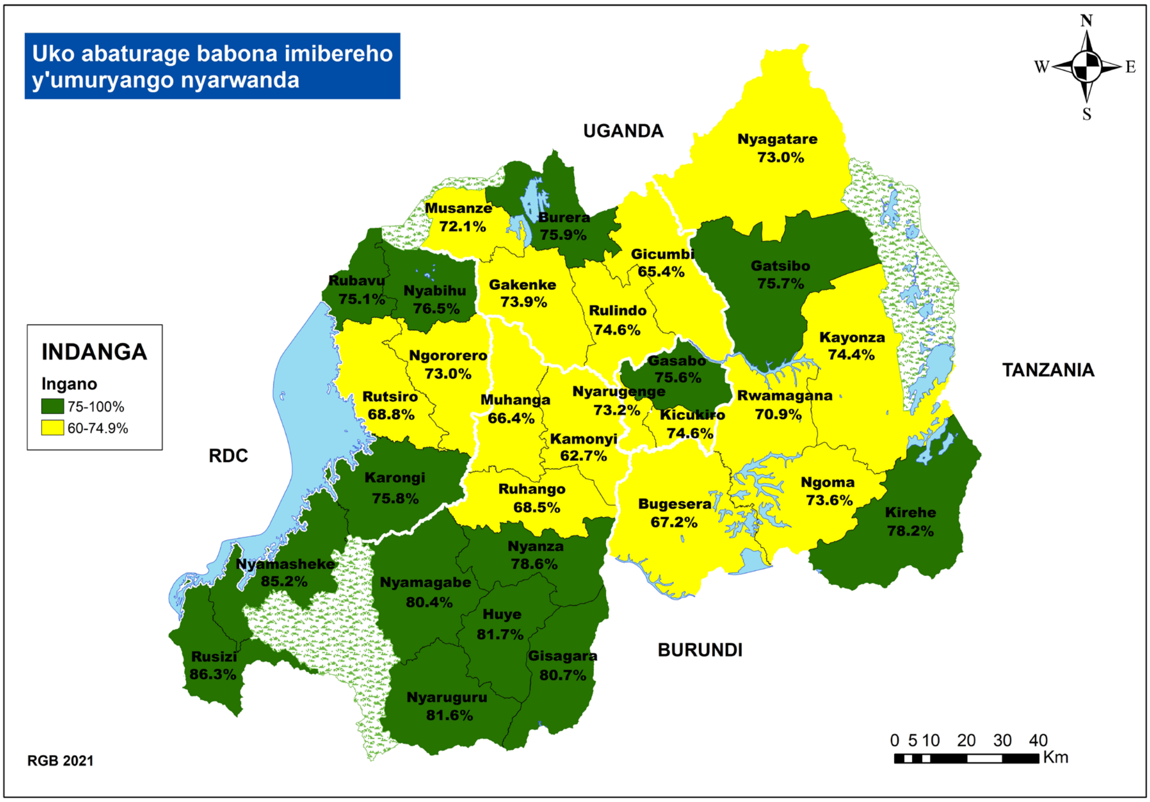
Ishusho 66: **Uko abaturage babona umuryango nyarwanda muri rusange**




Aho byavuye: Anketi ya RGB, 2021

CRC 2021 igaragaza ko abaturage bashima imibereho y'umuryango nyarwanda muri rusange ku gipimo cya 74.7%. Abagabo bashima ku gipimo cya 77.0% naho abagore bagashima kuri 73.0%.

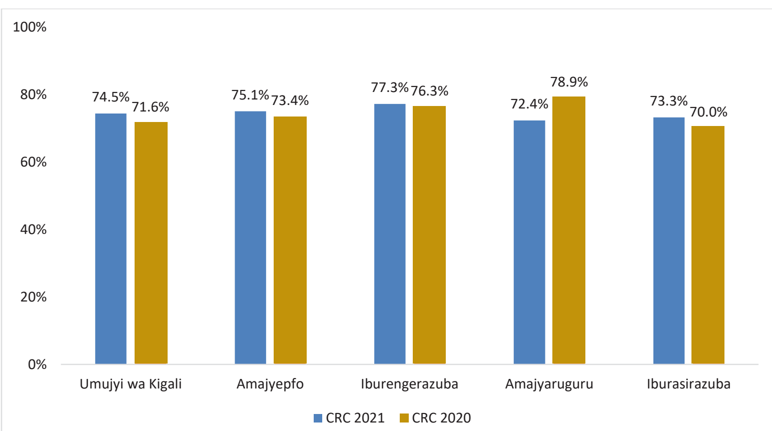
Ikarita 13: Uko abaturage babona umuryango nyarwanda hakurijwe uturere




CRC 2021 igaragaza ko abaturage bo mu karere ka Rusizi aribo bashima ku gipimo cyo hejuru cya 86.3%, hagakurikiraho Nyamasheke ku gipimo cya 85.2%. Mu tundi turere abaturage bashima ku gipimo kiri hejuru ya 80% ni Huye 81.7%, Nyaruguru 81.6%, Gisagara 80.7% na Nyamagabe 80.4%. Akarere ka Kamonyi niho abaturage bashima imibereho y' umuryango nyarwanda ku gipimo cyo hasi cya 62.3%.

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

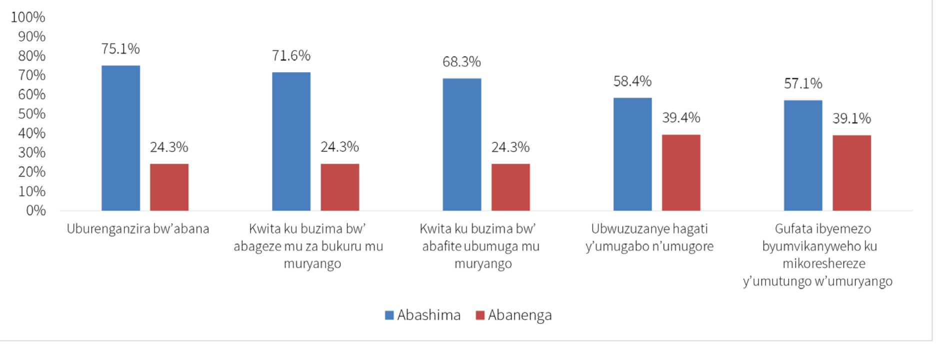
Ishusho 67: Uko abaturage babona imibereho y'umuryango nyarwanda hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

## 2.5.3. Imibereho y'umuryango nyarwanda muri gahunda zitandukanye

Ishusho 68: **Uko abaturage babona imibereho y'umuryango nyarwanda muri gahunda zitandukanye**




Aho byavuye: Anketi ya RGB, 2021

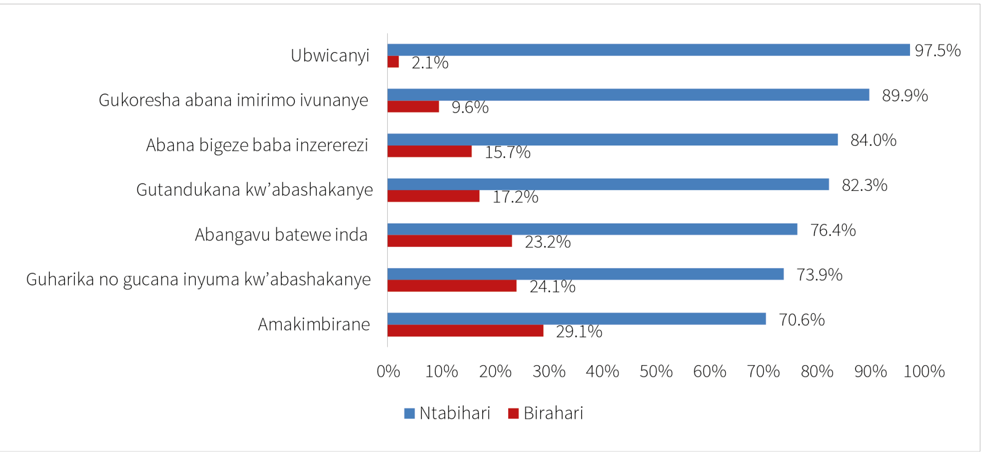
Kubahiriza uburenganzira bw'abana nibyo biza ku isonga mu gushimwa n'abaturage ku gipimo cya 75.1%, naho gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango nibyo bishimwa ku gipimo cyo hasi cya 57.1%.

Hakurikijwe irangamimerere ry'ababajijwe, abubatse bashima gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango ku gipimo cya 60.0% naho abatandukanye n'abo bashakanye byemewe n'amategeko bashima ku gipimo cyo hasi cya 37.2% bakanenga ku gipimo cya 58.1%. Abubatse kandi bashima ubwuzuzanye hagati y'umugabo n'umugore ku gipimo cya 61.2% naho abatandukanye n'abo bashakanye byemewe n'amategeko babushima ku gipimo cya 36.8%.

Hakurikijwe uko abagabo n'abagore babona ubwuzuzanye hagati y'umugabo n'umugore, abagabo bashima ku gipimo cya 65.9% naho abagore bagashima ku gipimo cya 52.8%. Gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango, abagabo babishima ku gipimo cya 64.3% naho abagore bagashima ku gipimo cya 51.7%.

## 2.5.4. Bimwe mu bibazo bibangamiye umuryango

Ishusho 69: **Bimwe mu bibazo byo mu miryango**



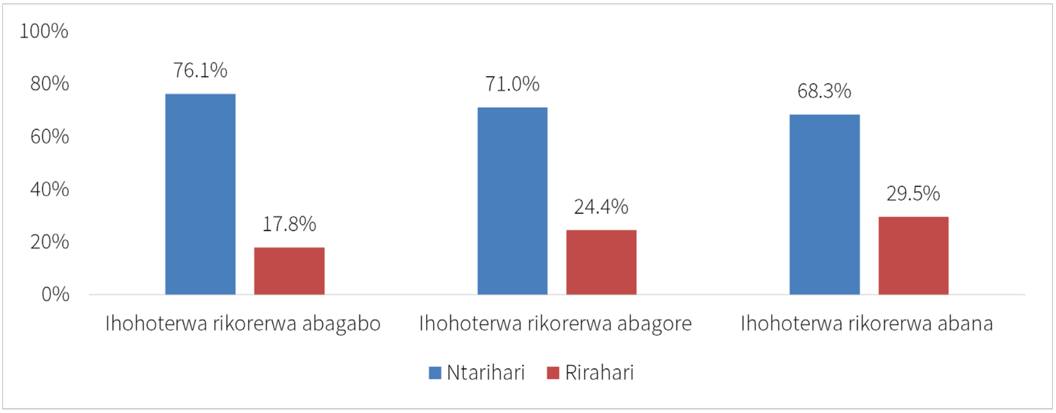

Aho byavuye: Anketi ya RGB, 2021

Abaturage 29.1% bagaragaza ko hari amakimbirane mu miryango yabo, 24.1% bakagaragaza ko hari uguharika no gucana inyuma kw'abashakanye mu gihe 2.1% bagaragaza ko hari ubwicanyi muryango.

Ugereranije na CRC zabanje, ibi bipimo birasa n'aho byamanutse cyane, bikaba byaratewe n'impindika zabaye mu ngengamikorere y'ubushakashatsi aho muri CRC 2021 ababajijwe basubizaga ku bibareba mu miryango yabo mu gihe muri CRC zabanje basubizaga bakurikije uko babibona muri rusange.

## 2.5.5. Ihohoterwa rishingiye ku gitsina rikorerwa ibyiciro bitandukanye

Ishusho 70: **Uko abaturage babona ihohoterwa rishingiye ku gitsina rikorerwa ibyiciro bitandukanye**

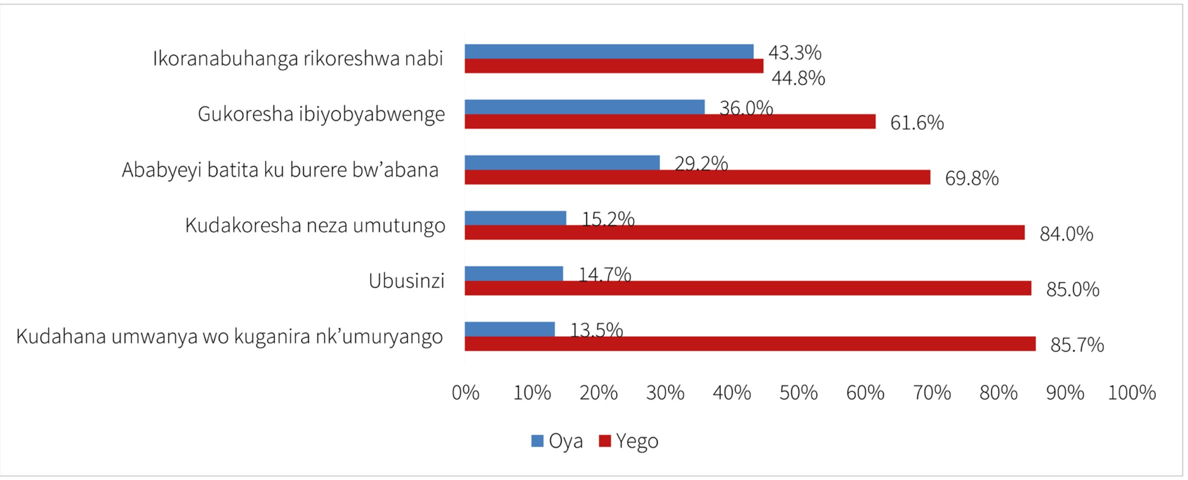



Aho byavuye: Anketi ya RGB, 2021

Abaturage bagaragaza ko ihohoterwa rikorerwa abana rihari ku gipimo cya 29.5%, mu gihe muri CRC 2020 byari kuri 8.9%. Ihohoterwa rikorerwa abagore riri ku gipimo cya 24.4% naho irikorerwa abagabo riri kuri 17.8%. Ugereranyije na CRC 2020, bigaragara ko ihohoterwa ku byiciro byose ryazamutse.

## 2.5.6. Impamvu zitera ibibazo byo mu miryango

Ishusho 71: Uko abaturage babona impamvu zitera ibibazo byo mu muryango




Aho byavuye: Anketi ya RGB, 2021

Kudahana umwanya wo kuganira nk'umuryango (85.7%), Ubusinzi (85.0%), Kudakoresha neza umutungo (84.0%) nizo mpamvu abaturage baragaza ko ziteza ibibazo byo mu muryango ku bipimo biri hejuru ya 80%. Ababyeyi batita ku burere bw'abana no gukoresha ibiyobyabwenge nabyo abaturage bagaragaza ko bihari ku gipimo cyo hejuru ya 60%.

Hakurikijwe irangamimerere abubatse nibo bemeza ku gipimo cyo hejuru cya 85.9% ko kudahana umwanya wo kuganira biteza ibibazo mu miryango; naho abari mu cyiciro cy'ingaragu bemeza ku gipimo cyo hejuru cya 85.8% ko ubusinzi buteza ibibazo byo mu muryango.

## 2.5.7. IBYIFUZONAMA

- Gukomeza gukangurira abaturage kwimakaza imibereho myiza y'umuryango bibanda mu gushaka umwanya uhagije wo kuganira;
- Gukomeza gukangurira abaturage kwitabira inteko z'abaturage n'umugoroba w'umuryango nk'imwe mu miyoboro yo kurwanya amakimbirane yo mu muryango;
- Gukaza ingamba zo guca burundu ikoreshwa n'icuruzwa ry'ibiyobyabwenge n' inzoga zitujuje ubuziranenge;
- Gukomeza kuzamura imyumvire y'abaturage ku ihame ry'uburinganire n'ubwuzuzanye;
- Kongera imbaraga mu gusobanurira abaturage ihohoterwa rishingiye ku gitsina no kurirwanya;
- Gukomeza gukangurira ababyeyi kugira uruhare rugaragara mu burere bw'abana;
- Gukora ubukangurambaga ku mikoreshereze iboneye y'ikoranabuhanga mu miryango.

Imbonerahamwe 19:
Uko uturere duhagaze mu mibereho y'umuryango nyarwanda mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Rusizi | 86.3% | 78.0% | ▲ | 8.3% |
| 2 | Nyamasheke | 85.2% | 77.2% | ▲ | 8.0% |
| 3 | Huye | 81.7% | 73.8% | ▲ | 7.9% |
| 4 | Nyaruguru | 81.6% | 66.0% | ▲ | 15.6% |
| 5 | Gisagara | 80.7% | 78.9% | ▲ | 1.8% |
| 6 | Nyamagabe | 80.4% | 70.0% | ▲ | 10.4% |
| 7 | Nyanza | 78.6% | 76.8% | ▲ | 1.8% |
| 8 | Kirehe | 78.2% | 66.5% | ▲ | 11.7% |
| 9 | Nyabihu | 76.5% | 77.4% | ▼ | -0.9% |
| 10 | Burera | 75.9% | 76.1% | ▼ | -0.2% |
| 11 | Karongi | 75.8% | 78.1% | ▼ | -2.2% |
| 12 | Gatsibo | 75.7% | 68.0% | ▲ | 7.7% |
| 13 | Gasabo | 75.6% | 65.0% | ▲ | 10.6% |
| 14 | Rubavu | 75.1% | 73.8% | ▲ | 1.3% |
| 15 | Kicukiro | 74.6% | 78.2% | ▼ | -3.6% |
| 16 | Rulindo | 74.6% | 82.1% | ▼ | -7.6% |
| 17 | Kayonza | 74.4% | 64.0% | ▲ | 10.4% |
| 18 | Gakenke | 73.9% | 80.5% | ▼ | -6.6% |
| 19 | Ngoma | 73.6% | 71.2% | ▲ | 2.4% |
| 20 | Nyarugenge | 73.2% | 71.7% | ▲ | 1.5% |
| 21 | Nyagatare | 73.0% | 65.8% | ▲ | 7.3% |
| 22 | Ngororero | 73.0% | 73.8% | ▼ | -0.7% |
| 23 | Musanze | 72.1% | 77.3% | ▼ | -5.3% |
| 24 | Rwamagana | 70.9% | 77.6% | ▼ | -6.6% |
| 25 | Rutsiro | 68.8% | 75.7% | ▼ | -6.9% |
| 26 | Ruhango | 68.5% | 73.7% | ▼ | -5.3% |
| 27 | Bugesera | 67.2% | 77.2% | ▼ | -10.0% |
| 28 | Muhanga | 66.4% | 74.7% | ▼ | -8.3% |
| 29 | Gicumbi | 65.4% | 78.3% | ▼ | -12.9% |
| 30 | Kamonyi | 62.7% | 73.6% | ▼ | -10.9% |
| IMPUZANDENGO | | 74.7% | 73.5% | ▲ | 1.2% |

Aho byavuye: Anketi ya RGB, 2021

3

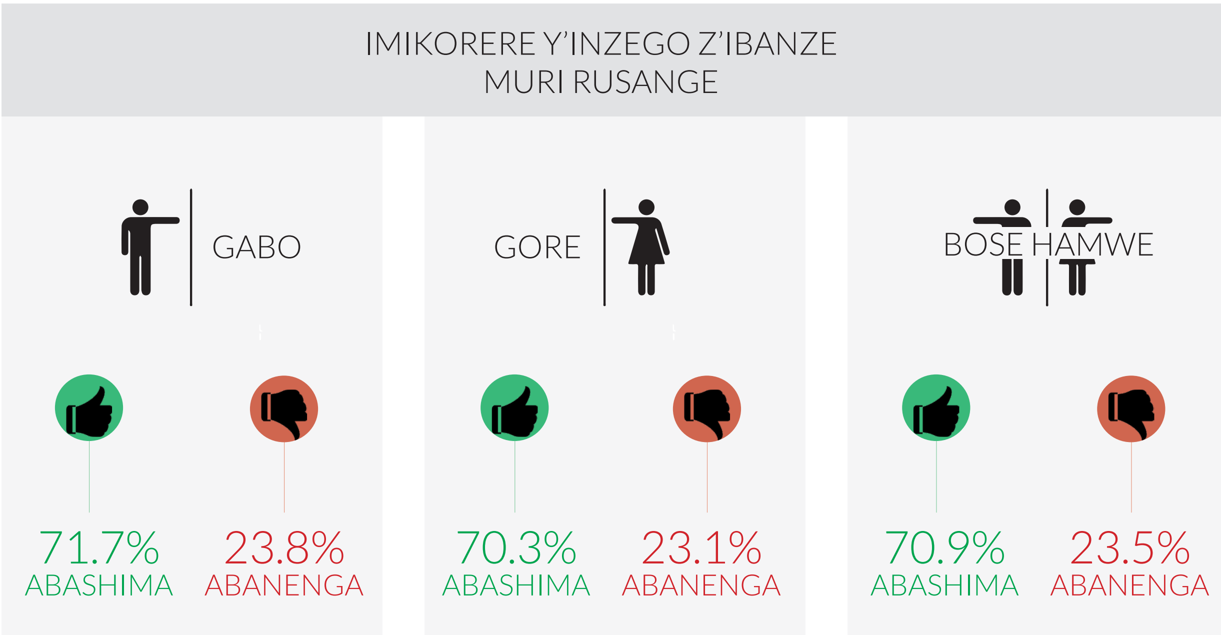
# INKINGI Y’IMIYOBORERE

# 3.1. INZEGO Z'IBANZE

## 3.1.1. Intangiriro

Ubu bushakashatsi bwibanze ku mikorere y'inzego z'ibanze, serivisi zitangwa n'inzego z'ibanze, imikorere ya bamwe mu bakozi mu nzego z'ibanze, urwego rwa Njyanama n'imikorere yarwo.

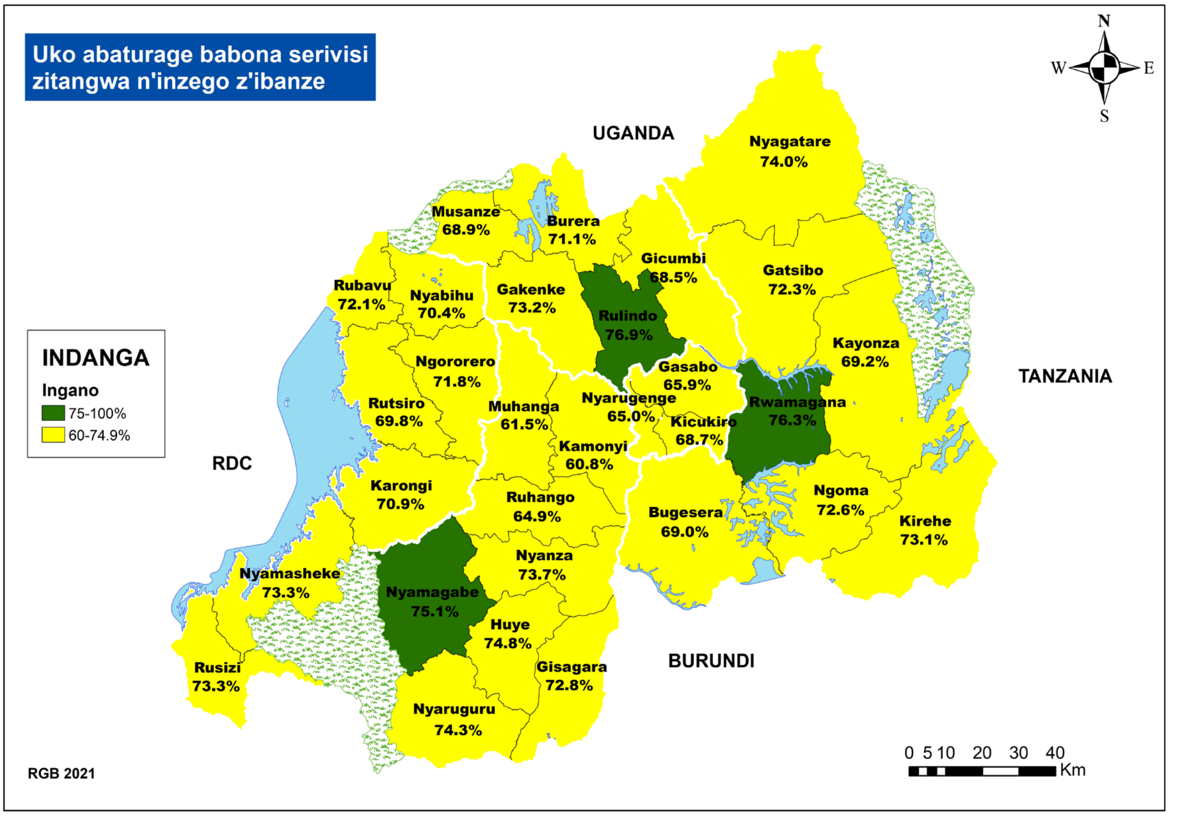
Ishusho 72: **Uko abaturage babona imikorere y'inzego z'ibanze muri rusange**




Aho byavuye: Anketi ya RGB, 2021

Ibyavuye muri ubu bushakashatsi bigaragaza ko abaturage bashima imikorere y'inzego z'ibanze ku gipimo cya 70.9% naho abanenga ni 23.5%. Abagabo bashima ku gipimo cya 71.7% naho abagore bagashima ku gipimo cya 70.3%. Ugereranyije na CRC 2020 iki gipimo cyazamutseho 3.2%.

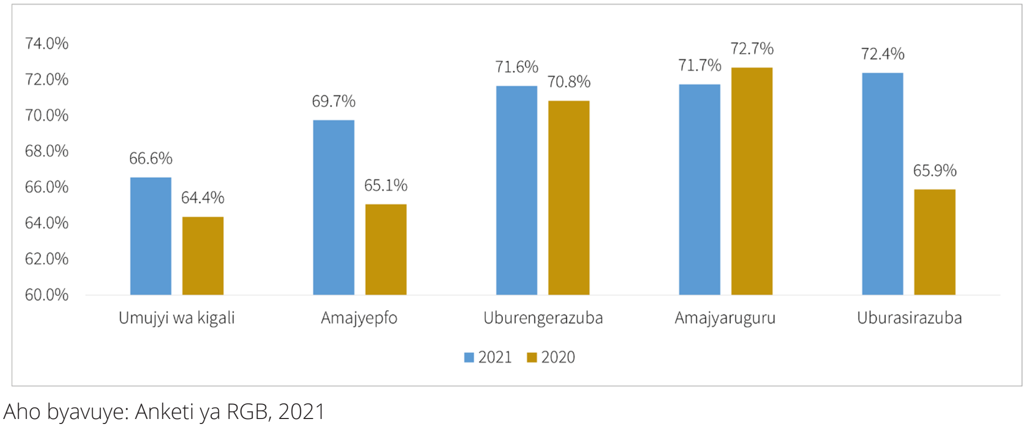
Ikarita 14: Uko abaturage babona imikorere y'inzego z'ibanze hakurikijwe uturere




Imikorere y'inzego z'ibanze irashimwa ku gipimo kiri hejuru ya 75% mu turere twa Rulindo, Rwamagana na Nyamagabe; naho uturere turi ku bipimo byo hasi ni Muhanga iri kuri 61.5% na Kamonyi iri 60.8%.

## 3.1.2. Imikorere y'inzego z'ibanze hakurikijwe intara

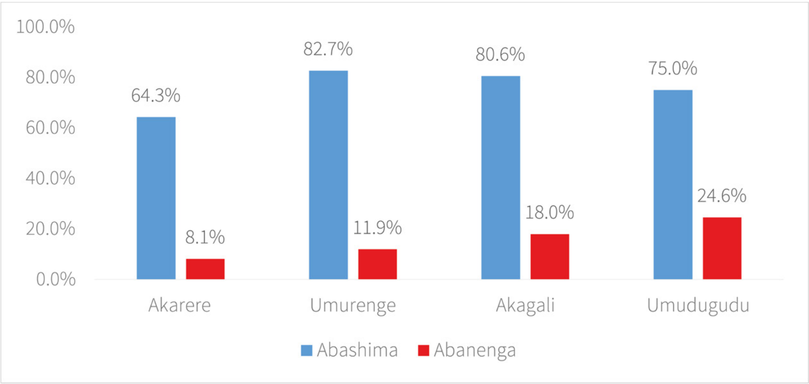
Ishusho 73: Uko abaturage babona imikorere y'inzego z'ibanze hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

## 3.1.3. Imikorere y'inzego z'ibanze

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

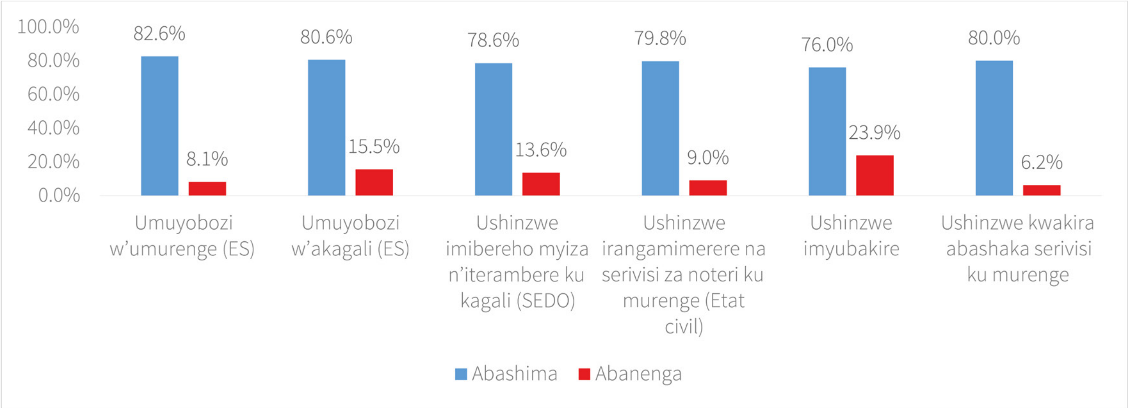



Aho byavuye: Anketi ya RGB, 2021

Imikorere y'urwego rw'umurenge niyo ishimwa n'abaturage ku gipimo cyo hejuru cya 82.7% naho iy'urwego rw'akarere niyo ishimwa ku gipimo cyo hasi cya 64.3%. Kuba serivisi zo ku murenge n'akagali arizo zishimwa ku gipimo cyo hejuru, bishimangira akamaro ko kwegereza ubuyobozi n'ubushobozi abaturage.

## 3.1.4. Imikorere ya bamwe mu bakozi b'inzego z'ibanze

Ishusho 75: **Uko abaturage babona imikorere ya bamwe mu bakozi b'inzego z'ibanze**

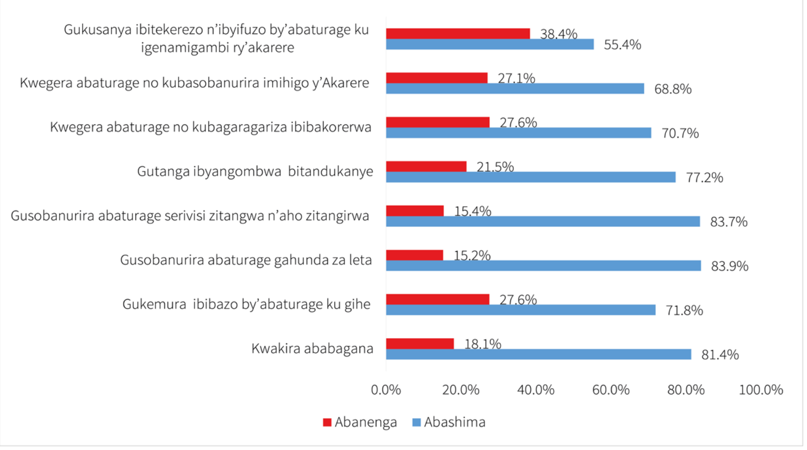



Aho byavuye: Anketi ya RGB, 2021

Umuyobozi w'umurenge niwe ushimwa ku gipimo cyo hejuru kingana na 82.6%. Umukozi ushinzwe imyubakire niwe unengwa n'abakenera serivisi atanga ku gipimo cyo hejuru cya 23.9%.

## 3.1.5. Zimwe muri serivisi n'imikorere by'inzego z'ibanze

Ishusho 76: **Uko abaturage babona zimwe muri serivisi n'imikorere by'inzego z'ibanze**

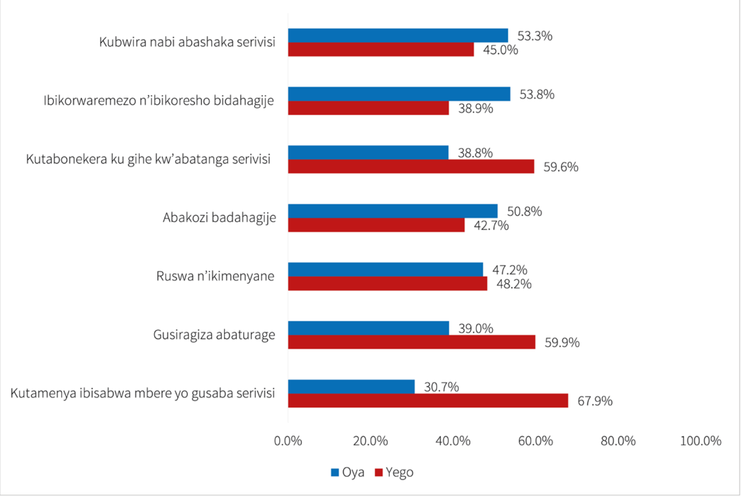



Aho byavuye: Anketi ya RGB, 2021

Gusobanurira abaturage gahunda za leta, serivisi zitangwa n'aho zitangirwa no kwakira abakugana nibyo bishimwa ku gipimo kiri hejuru ya 80%. Naho gukusanya ibitekerezo n'ibyifuzo by'abaturage ku igenamigambi ry'akarere nibyo biri ku gipimo cyo hasi cya 55.4%.

## 3.1.6. Inzitizi zigaragara muri serivisi n'imikorere by'inzego z'ibanze

Ishusho 77: **Uko abaturage babona inzitizi zigaragara muri serivisi n'imikorere by'inzego z'ibanze**



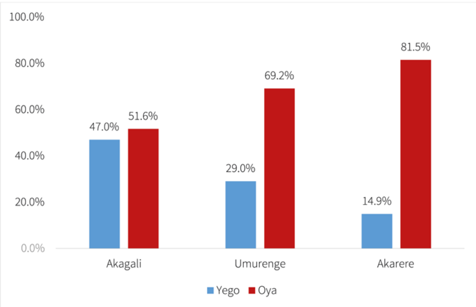

Aho byavuye: Anketi ya RGB, 2021

Mu mikorere n'imitangire ya serivisi by'inzego z'ibanze, inzitizi abaturage bagaragaje kurusha izindi ni ukutamenya ibisabwa mbere yo gusaba serivisi (67.9%), gusiragiza abaturage (59.9%) no kutabonekera ku gihe kw'abatanga serivisi (59.6%).

## 3.1.7. 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 78: **Uko abaturage bazi urwego rwa Njyanama**

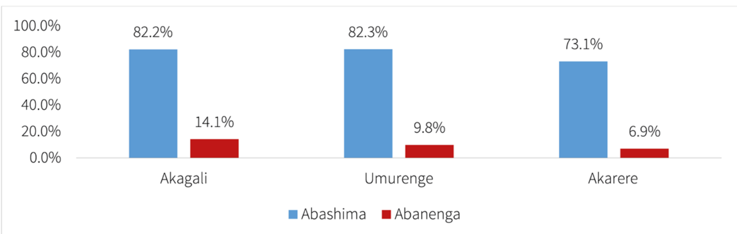



Aho byavuye: Anketi ya RGB, 2021

Ubu bushakashatsi bugaragaza ko Njyanama y'akagari ariyo izwi cyane n'abaturage ugereranyije na Njyanama y' akarere n'iy'umurenge. Ibi ni nako byari bimeze muri CRC 2020.

## 3.1.8. Imikorere ya Njyanama

Ishusho 79: **Imikorere ya Njyanama**




Aho byavuye: Anketi ya RGB, 2021

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

## 3.1.9. IBYIFUZONAMA

- Kumenyekanisha ibisabwa kugira ngo umuturage abone serivisi;
- Kwirinda gusiragiza abaturage no gukora mu buryo bwa kinyamwuga;
- Kwegera abaturage no kubakemurira ibibazo ku gihe;
- Kubaka umuco wo gutanga serivisi inoze mu nzego z'ibanze;
- Gukangurira urwego rwa Njyanama gukomeza kwegera abaturage no kubasobanurira imikorere yarwo.

Imbonerahamwe 20:
**Uko uturere duhagaze muri serivisi zitangwa n'inzego z'ibanze mu myaka ibiri (2020-2021)**

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Rulindo | 76.9% | 75.1% | ▲ | 1.8% |
| 2 | Rwamagana | 76.3% | 72.9% | ▲ | 3.5% |
| 3 | Nyamagabe | 75.1% | 59.4% | ▲ | 15.7% |
| 4 | Huye | 74.8% | 64.6% | ▲ | 10.2% |
| 5 | Nyaruguru | 74.3% | 54.3% | ▲ | 20.0% |
| 6 | Nyagatare | 74.0% | 59.5% | ▲ | 14.5% |
| 7 | Nyanza | 73.7% | 72.5% | ▲ | 1.2% |
| 8 | Rusizi | 73.3% | 70.0% | ▲ | 3.3% |
| 9 | Nyamasheke | 73.3% | 70.1% | ▲ | 3.2% |
| 10 | Gakenke | 73.2% | 73.5% | ▼ | -0.2% |
| 11 | Kirehe | 73.1% | 65.5% | ▲ | 7.7% |
| 12 | Gisagara | 72.8% | 74.1% | ▼ | -1.3% |
| 13 | Ngoma | 72.6% | 74.4% | ▼ | -1.7% |
| 14 | Gatsibo | 72.3% | 59.5% | ▲ | 12.8% |
| 15 | Rubavu | 72.1% | 70.7% | ▲ | 1.3% |
| 16 | Ngororero | 71.8% | 72.9% | ▼ | -1.1% |
| 17 | Burera | 71.1% | 67.9% | ▲ | 3.2% |
| 18 | Karongi | 70.9% | 72.3% | ▼ | -1.4% |
| 19 | Nyabihu | 70.4% | 71.8% | ▼ | -1.4% |
| 20 | Rutsiro | 69.8% | 68.0% | ▲ | 1.8% |
| 21 | Kayonza | 69.2% | 59.7% | ▲ | 9.5% |
| 22 | Bugesera | 69.0% | 69.8% | ▼ | -0.7% |
| 23 | Musanze | 68.9% | 75.5% | ▼ | -6.5% |
| 24 | Kicukiro | 68.7% | 67.1% | ▲ | 1.6% |
| 25 | Gicumbi | 68.5% | 71.4% | ▼ | -2.8% |
| 26 | Gasabo | 65.9% | 61.5% | ▲ | 4.5% |
| 27 | Nyarugenge | 65.0% | 64.6% | ▲ | 0.4% |
| 28 | Ruhango | 64.9% | 67.9% | ▼ | -3.0% |
| 29 | Muhanga | 61.5% | 64.4% | ▼ | -2.9% |
| 30 | Kamonyi | 60.8% | 63.2% | ▼ | -2.4% |
| IMPUZANDENGO | | 70.9% | 67.7% | ▲ | 3.2% |

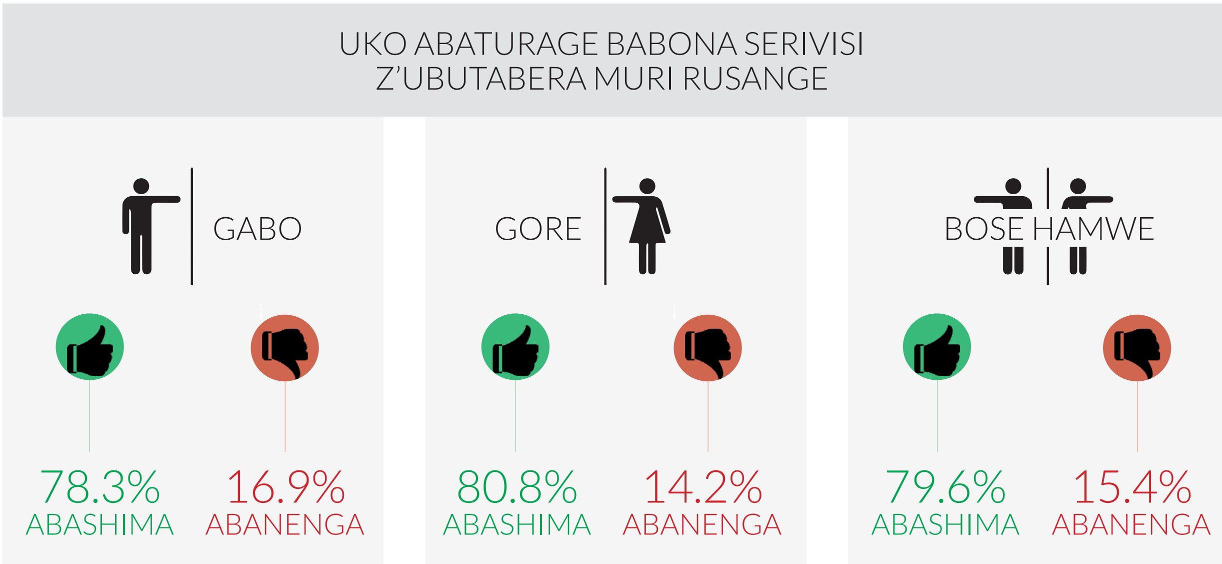
Aho byavuye: Anketi ya RGB, 2021

# 3.2. UBUTABERA

## 3.2.1. Intangiriro

Mu rwego rw'ubutabera, ubu bushakashatsi bwibanze kuri serivisi z'ubutabera, imikorere ya komite z'Abunzi, imikorere ya MAJ ndetse n'iya RIB, ruswa n'akarengane mu nzego za Leta ndetse n'imikorere y'inzego zinyuranye mu kurwanya ruswa n'akarengane.

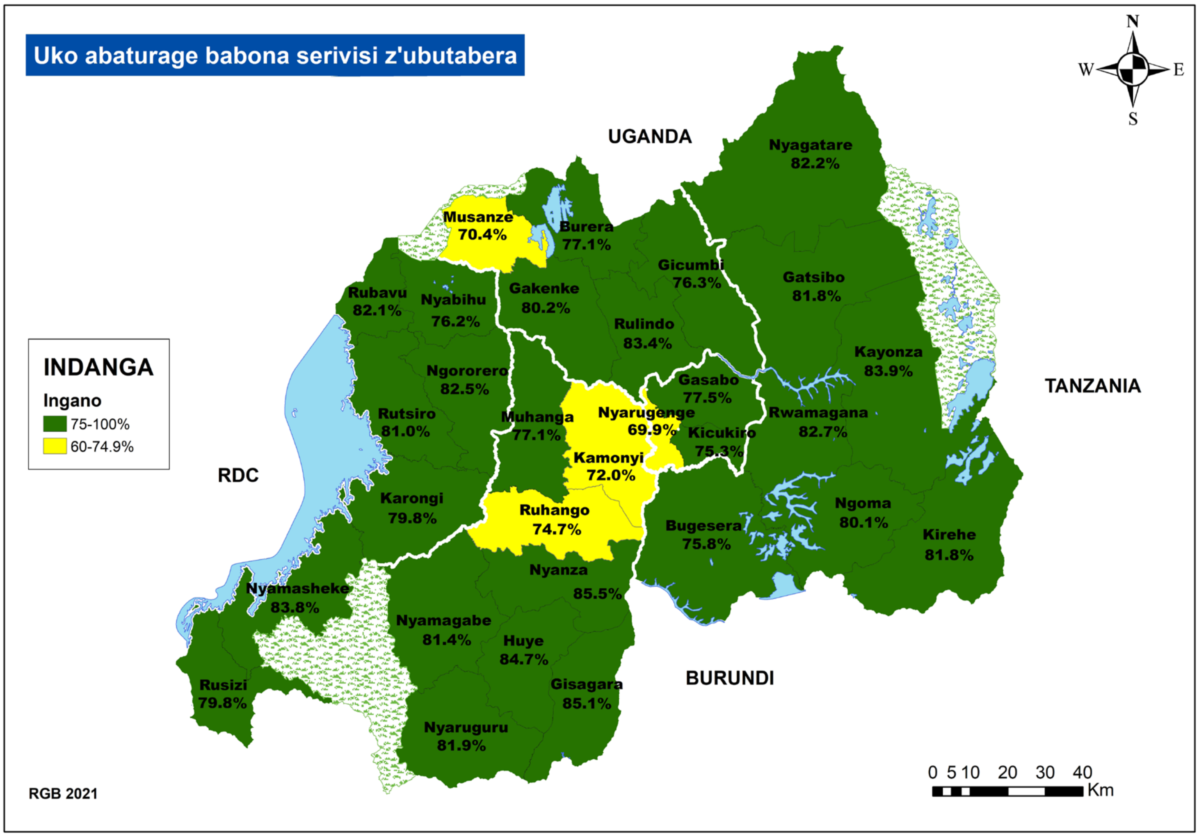
Ishusho 80: **Uko abaturage babona serivisi z'ubutabera muri rusange**




Aho byavuye: Anketi ya RGB, 2021

Muri rusange abaturage bazi serivisi z'ubutabera bazishima ku gipimo cya 79.6%. Abagore bazishima ku gipimo cya 80.8% naho abagabo bakazishima ku gipimo cya 78.3%.

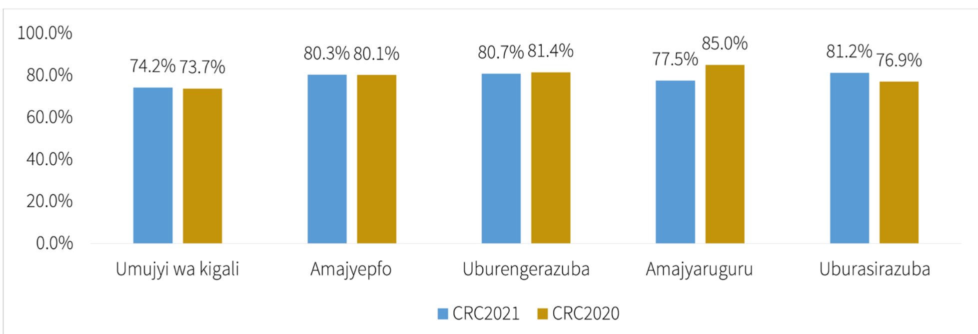
Ikarita 15: Uko abaturage babona serivisi z'ubutabera hakurikijwe uturere




Nk'uko bigaragara ku ikarita, mu turere 26 abaturage bashima serivisi z'ubutabera ku gipimo kiri hejuru ya 75%. Uturere tuza ku isonga mu kugira abaturage bashima serivisi z'ubutabera ni Nyanza (85.5%) na Gisagara (85.1%), mu gihe mu karere ka Nyarugenge ariho abaturage bashima ku gipimo cyo hasi cya 69.9%.

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

Ishusho 81: Uko abaturage babona serivisi z'ubutabera hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri

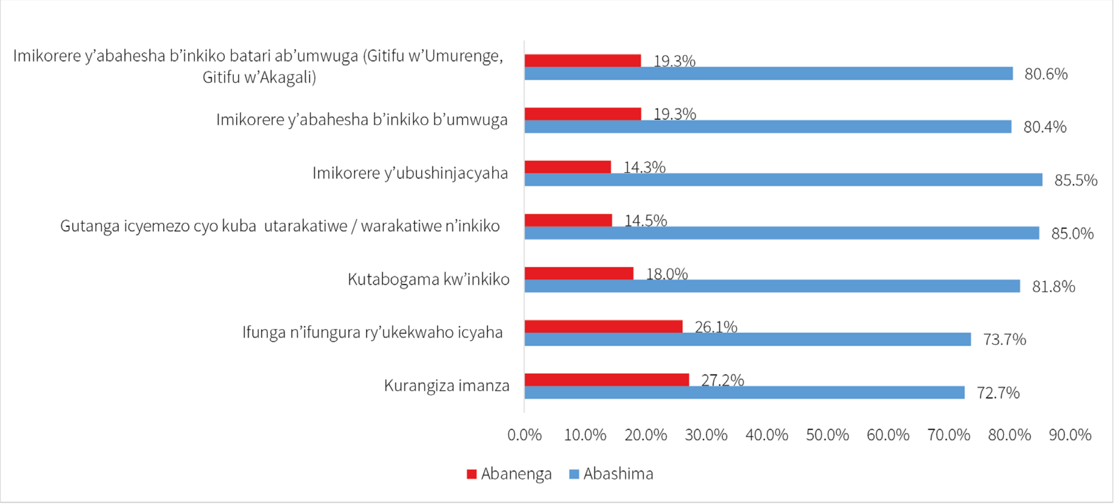



Aho byavuye: Anketi ya RGB, 2021

## 3.2.3. Imikorere na serivisi mu nzego z'ubutabera

Muri iki cyiciro habajijwe abaturage bafite amakuru ku mikorere na serivisi z'ubutabera zigaragara ku ishusho ikurikira:

Ishusho 82: **Uko abaturage babona imikorere na serivisi mu nzego z'ubutabera**



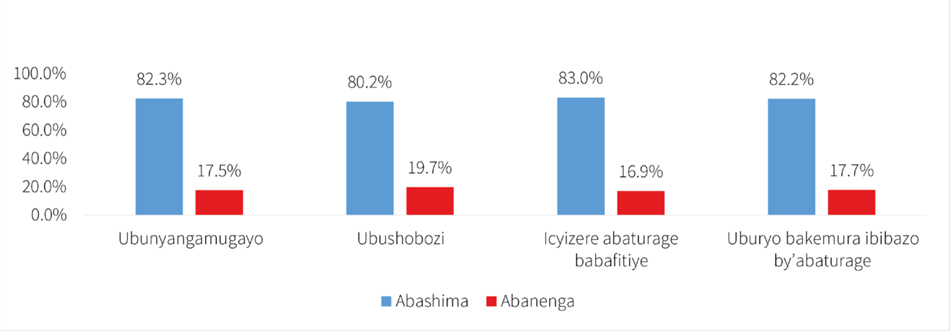

Aho byavuye: Anketi ya RGB, 2021

Imikorere y'ubushinjacyaha ariyo ishimwa ku gipimo cyo hejuru cya 85.5% mu gihe kurangiza imanza aribyo bishimwa ku gipimo cyo hasi cya 72.7%.

## 3.2.4. Imikorere ya komite z'Abunzi

Ku bijyanye n'imikorere ya Komite z'Abunzi, ubu bushakashatsi bwibanze ku bunyangamugayo, ubushobozi, icyizere abaturage babafitiye ndetse n'uburyo bakemura ibibazo by'abaturage. Ibyavuye muri ubu bushakashatsi byagaragajwe n'abaturage bazi uru rwego.

Ishusho 83: **Imikorere ya komite z'Abunzi**



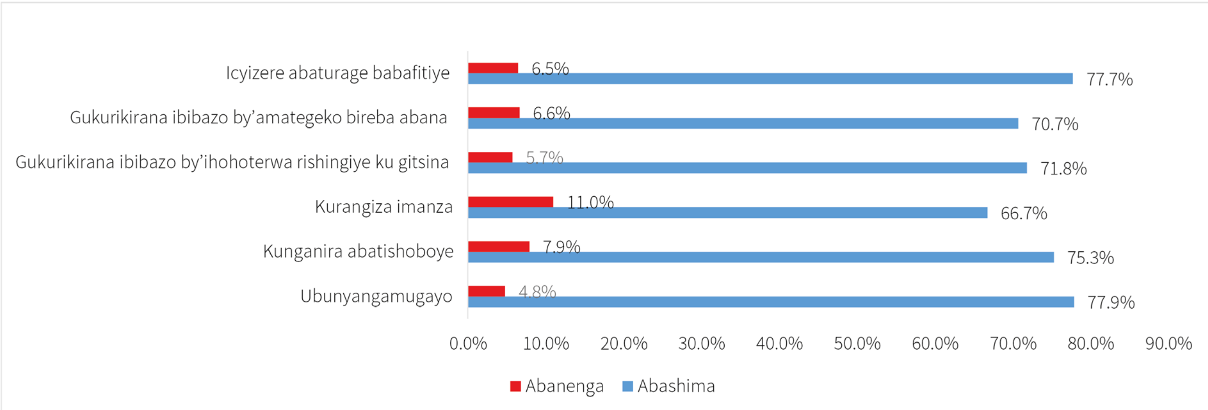

Bigaragara ko Komite z'Abunzi zifitiye abaturage akamaro kuko bazishima mu byiciro byose ku gipimo kiri hejuru ya 80%.

Aho byavuye: Anketi ya RGB, 2021

## 3.2.5. 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 84: **Uko abaturage babona serivisi n'imikorere bya MAJ**

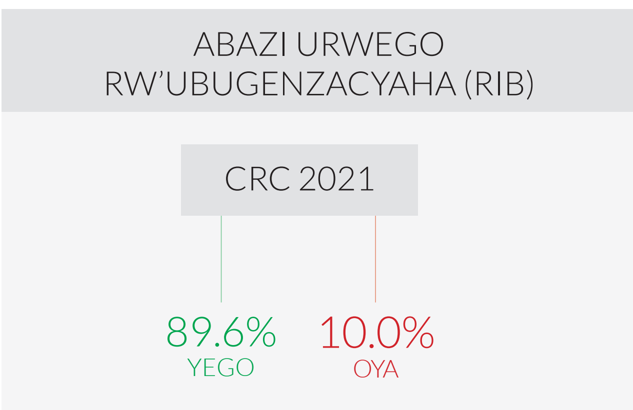



Aho byavuye: Anketi ya RGB, 2021

Ubunyangamugayo nibwo abaturage bashima cyane mu mikorere ya MAJ ku gipimo cya 77.9% naho kurangiza imanza bigashimwa ku gipimo cyo hasi cya 66.7%.

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

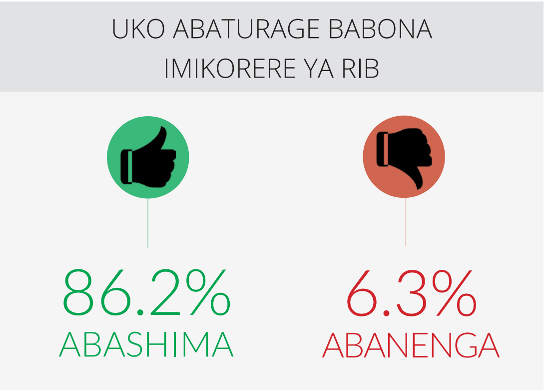
Ishusho 85: **Abazi urwego rw'ubugenzacyaha (RIB)**




Aho byavuye: Anketi ya RGB, 2021

Urwego rwa RIB rwakoreweho ubushakashatsi ku nshuro ya mbere muri CRC ya 2019 bigaragara ko 30.04% by'abaturage aribo bari baruzi. CRC ya 2021 iragaragaza ko hatewe intambwe nini kuko abaturage bazi uru rwego bazamutse bagera ku gipimo cya 89.6% bavuye kuri 77.8% muri CRC 2020.

Ishusho 86: Uko abaturage babona imikorere ya RIB

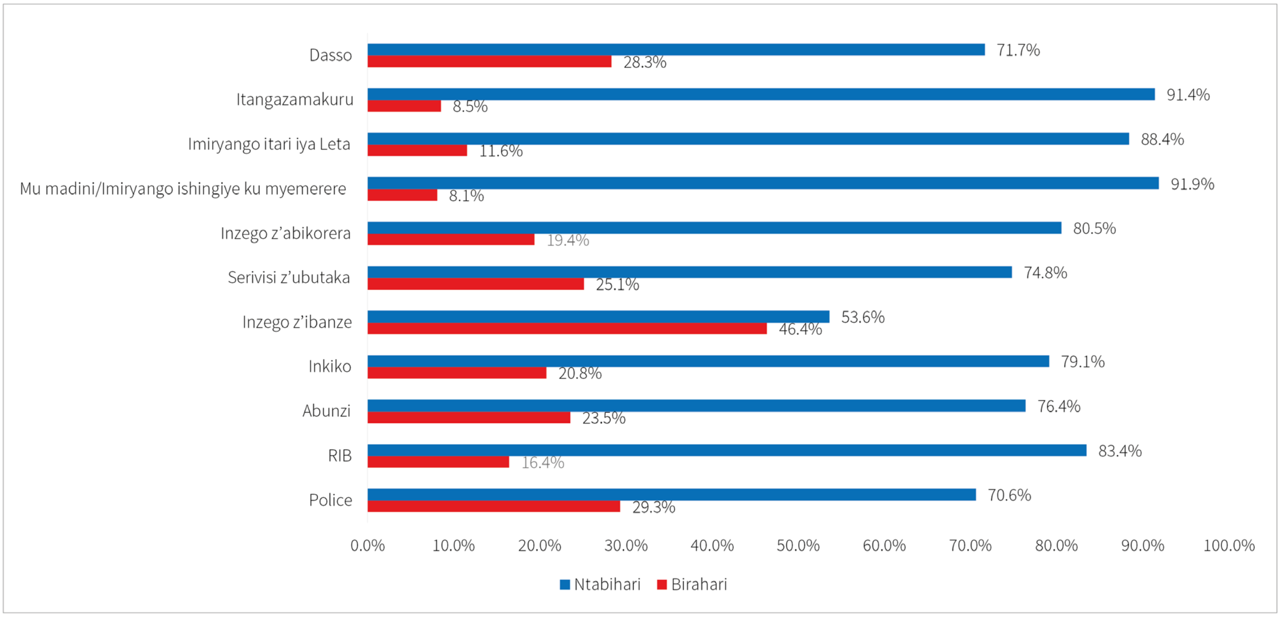



Aho byavuye: Anketi ya RGB, 2021

Nubwo ikigero abaturage baziho urwego rwa RIB cyazamutse, uburyo barushima byaramanutse biva kuri 89.39% muri CRC ya 2020 bigera kuri 86.2% muri CRC 2021.

## 3.2.7. Ruswa n'akarengane mu nzego zitandukanye

Ishusho 87: Uko abaturage babona ruswa n'akarengane mu nzego na serivisi zitandukanye

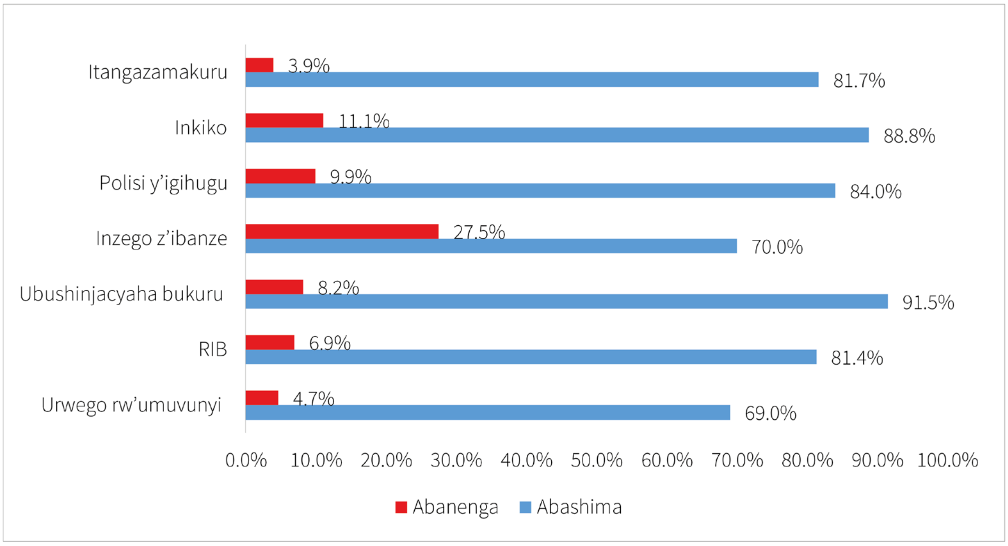



Aho byavuye: Anketi ya RGB, 2021

Mu nzego z'ibanze niho abaturage bagaragaje ko hari ruswa kurusha mu zindi nzego kuko 46.4% by'ababajijwe bavuze ko ihari. Polisi y'igihugu, Dasso na serivisi z'ubutaka ni izindi nzego zagaragajwe ko zirimo ruswa iri hejuru kuko abarenga 25% by'abaturage aribo bavuze ko ihari.

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

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




Aho byavuye: Anketi ya RGB, 2021

Imikorere y'Ubushinjacyaha Bukuru n'inkiko mu kurwanya ruswa n'akarengane niyo ishimwa cyane n'abaturage ku gipimo kiri hejuru ya 88%. Ku rundi ruhande, inzego z'ibanze zinengwa ku gipimo cya 27.5% mu kurwanya ruswa n'akarengane.

## 3.2.9. IBYIFUZONAMA

- Kongera imbaraga mu kurangiza imanza;
- Kongera imbaraga mu kurwanya ruswa n'akarengane;
- Kunoza ibijyanye n'ifunga n'ifungura ry'ukekwaho icyaha;

Kongerera ubushobozi Komite z'Abunzi;

Gukora ubukangurambaga bugamije kumenyekanisha urwego rwa MAJ.

Imbonerahamwe 21:
Uko uturere duhagaze muri serivisi z'ubutabera mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Nyanza | 85.5% | 86.1% | ▼ | -0.6% |
| 2 | Gisagara | 85.1% | 86.4% | ▼ | -1.3% |
| 3 | Huye | 84.7% | 79.1% | ▲ | 5.6% |
| 4 | Kayonza | 83.9% | 72.8% | ▲ | 11.1% |
| 5 | Nyamasheke | 83.8% | 80.0% | ▲ | 3.9% |
| 6 | Rulindo | 83.4% | 88.1% | ▼ | -4.7% |
| 7 | Rwamagana | 82.7% | 81.3% | ▲ | 1.3% |
| 8 | Ngororero | 82.5% | 82.0% | ▲ | 0.6% |
| 9 | Nyagatare | 82.2% | 71.7% | ▲ | 10.6% |
| 10 | Rubavu | 82.1% | 80.5% | ▲ | 1.6% |
| 11 | Nyaruguru | 81.9% | 75.4% | ▲ | 6.5% |
| 12 | Kirehe | 81.8% | 74.7% | ▲ | 7.1% |
| 13 | Gatsibo | 81.8% | 72.6% | ▲ | 9.1% |
| 14 | Nyamagabe | 81.4% | 74.2% | ▲ | 7.2% |
| 15 | Rutsiro | 81.0% | 79.2% | ▲ | 1.7% |
| 16 | Gakenke | 80.2% | 86.6% | ▼ | -6.4% |
| 17 | Ngoma | 80.1% | 81.8% | ▼ | -1.6% |
| 18 | Karongi | 79.8% | 82.1% | ▼ | -2.3% |
| 19 | Rusizi | 79.8% | 80.9% | ▼ | -1.1% |
| 20 | Gasabo | 77.5% | 69.1% | ▲ | 8.3% |
| 21 | Burera | 77.1% | 82.9% | ▼ | -5.8% |
| 22 | Muhanga | 77.1% | 77.9% | ▼ | -0.9% |
| 23 | Gicumbi | 76.3% | 83.9% | ▼ | -7.7% |
| 24 | Nyabihu | 76.2% | 85.4% | ▼ | -9.2% |
| 25 | Bugesera | 75.8% | 83.7% | ▼ | -8.0% |
| 26 | Kicukiro | 75.3% | 78.5% | ▼ | -3.2% |
| 27 | Ruhango | 74.7% | 83.7% | ▼ | -9.0% |
| 28 | Kamonyi | 72.0% | 78.0% | ▼ | -5.9% |
| 29 | Musanze | 70.4% | 83.5% | ▼ | -13.2% |
| 30 | Nyarugenge | 69.9% | 73.4% | ▼ | -3.5% |
| | IMPUZANDENGO | 79.6% | 80.1% | ▼ | -0.5% |

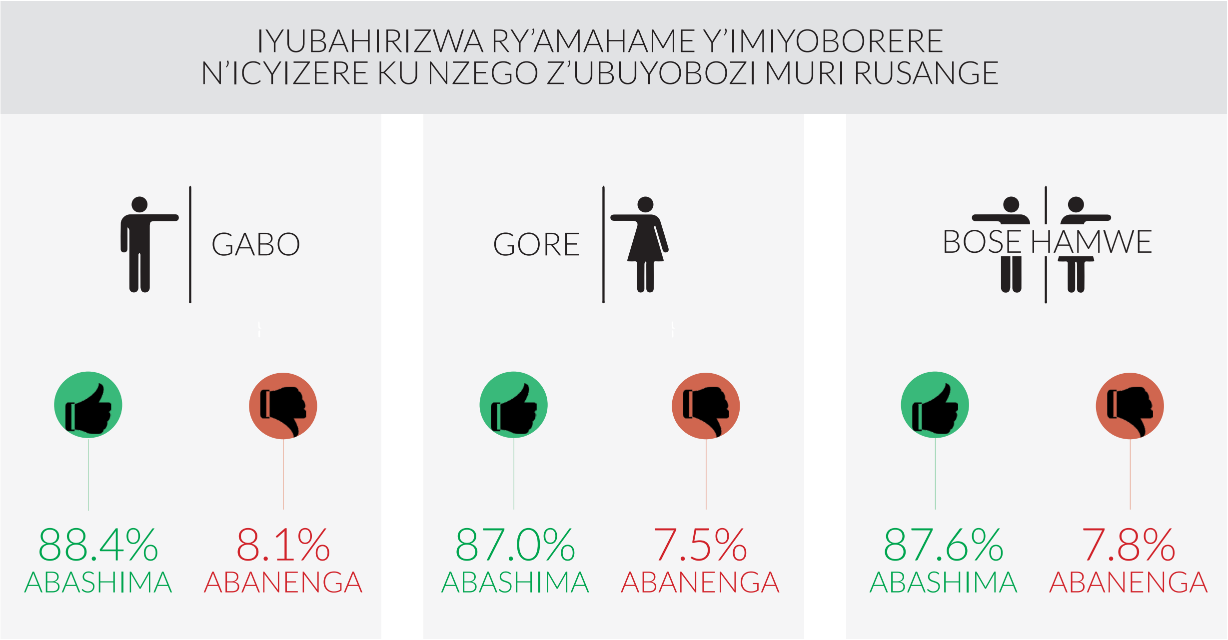
Aho byavuye: Anketi ya RGB, 2021

# 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, kurwanya ruswa n'akarengane, amatora akozwe mu mucyo no mu bwisanzure, gusaranganya ubutegetsi ndetse n' ubwisanzure mu gutanga ibitekerezo.

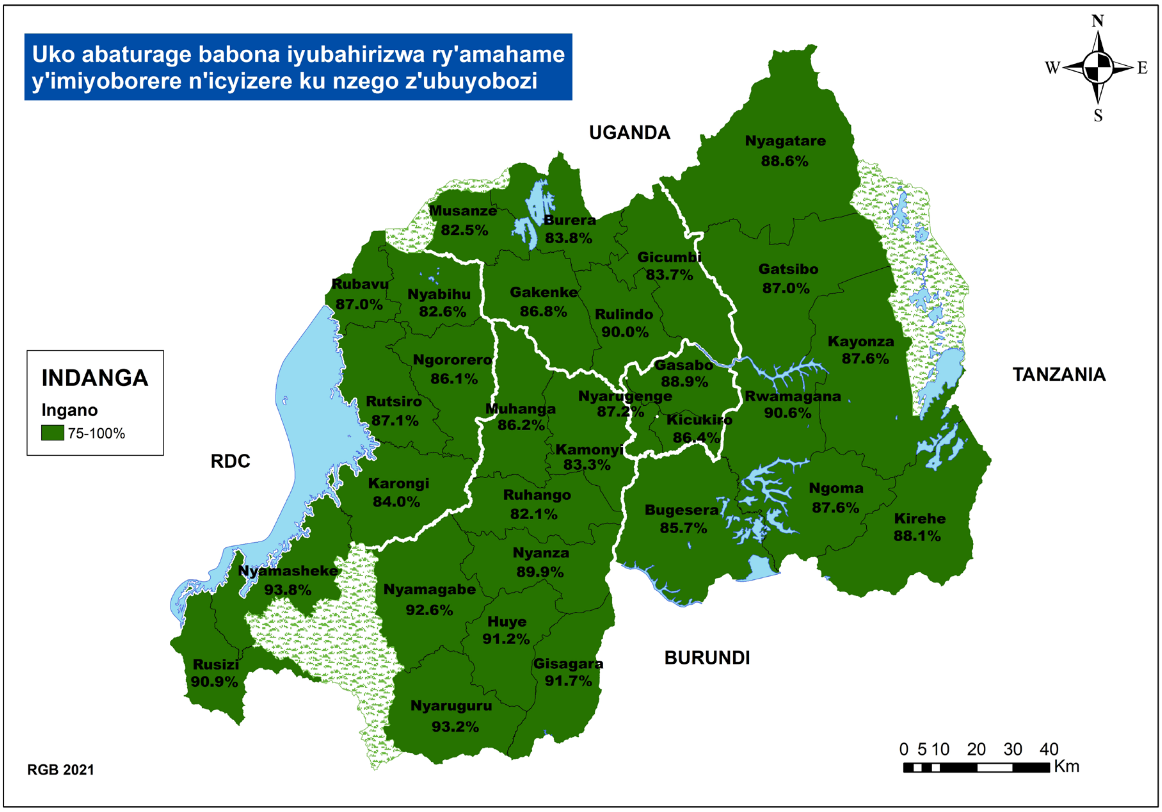
Ishusho 89: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi muri rusange




Aho byavuye: Anketi ya RGB, 2021

Muri rusange, abaturage bagaragaza ko bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere bafitiye inzego z'ubuyobozi ku gipimo cya 87.6%. Abagabo bashima ku gipimo cya 88.4% naho abagore bagashima kuri 87.0%.

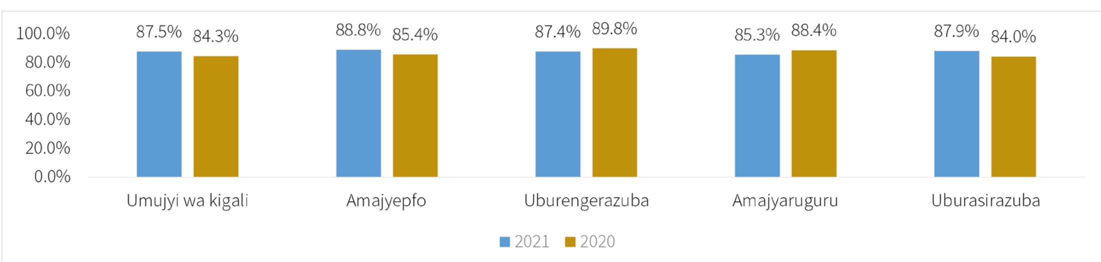
Ikarita 16: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe uturere




Muri ubu bushakashatsi abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi ku gipimo kiri hejuru ya 82% mu turere twose aho akarere ka Nyamasheke kaza ku isonga ku gipimo cya 93.8%.

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

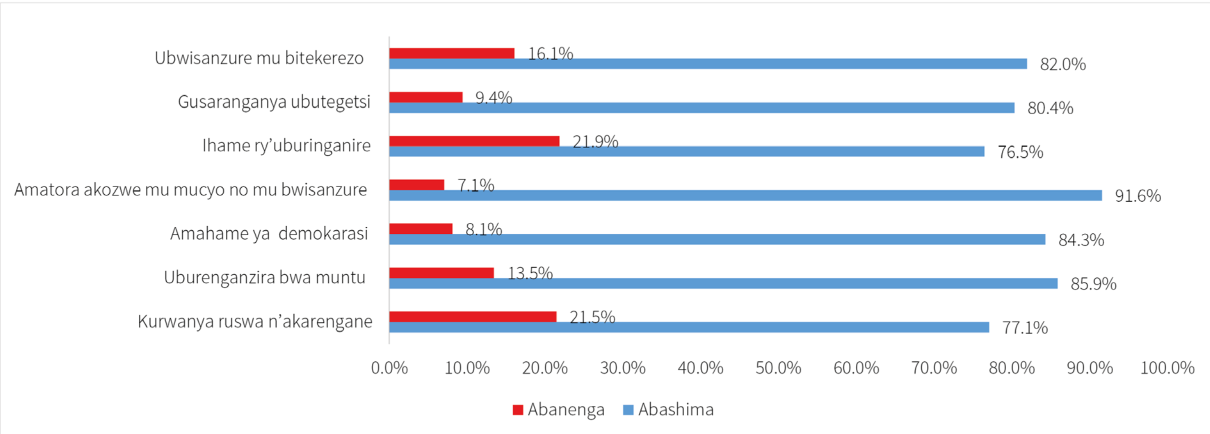
Ishusho 90: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri




Aho byavuye: Anketi ya RGB, 2021

### 3.3.3. Iyubahirizwa ry'amahame y'imiyoborere

Ishusho 91: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere atandukanye

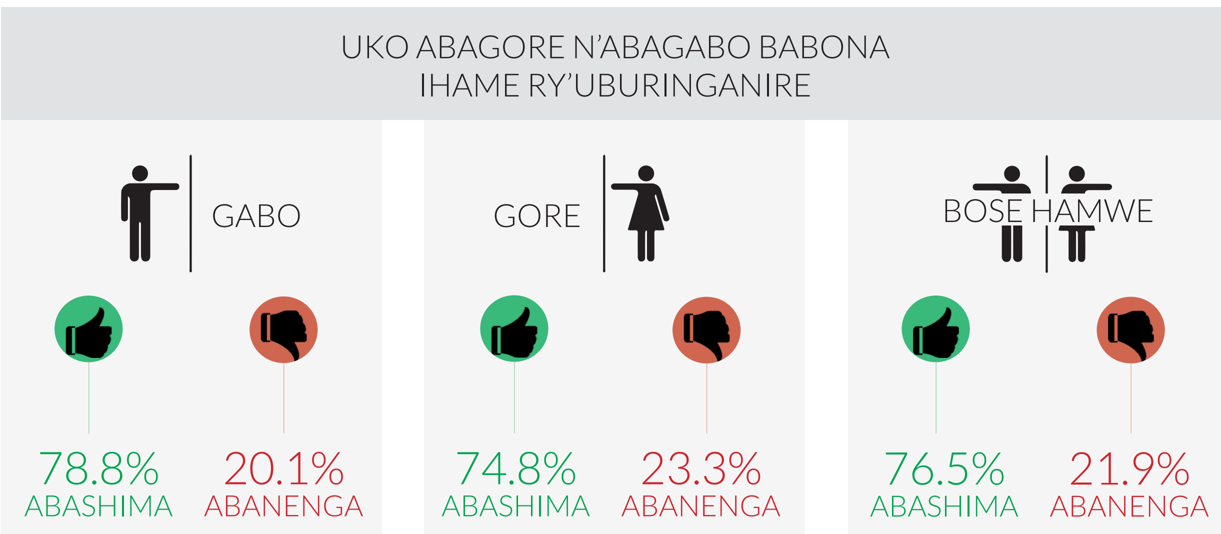



Aho byavuye: Anketi ya RGB, 2021

Muri rusange, iyubahirizwa ry'amahame y'imiyoborere yakoreweho ubushakashatsi rishimwa ku kigero kiri hejuru ya 76%, ariko ihame ry'uburinganire ndetse no kurwanya ruswa n'akarengane binengwa ku gipimo kiri hejuru ya 21%.

### 3.3.4. Uko abagore n'abagabo babona ihame ry'uburinganire

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

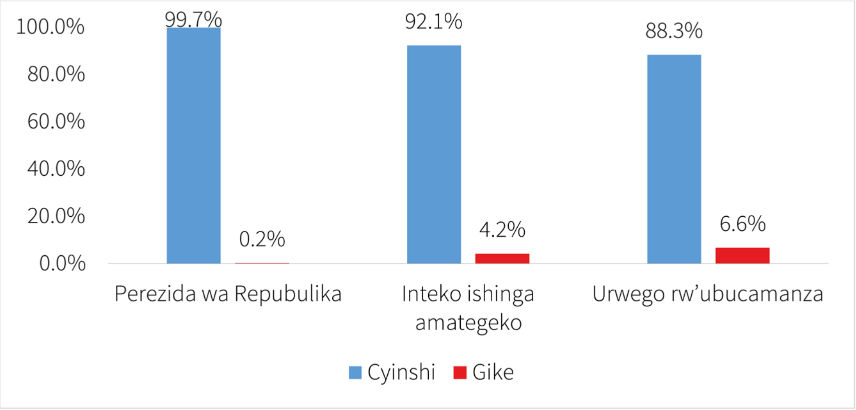



Aho byavuye: Anketi ya RGB, 2021

## 3.3.5. 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**



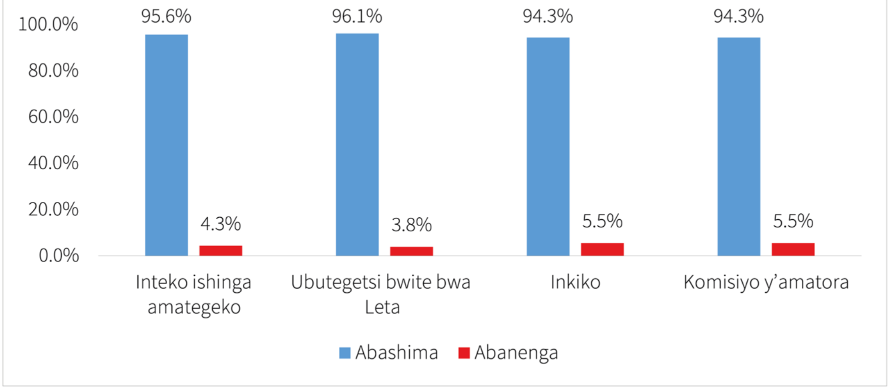

Aho byavuye: Anketi ya RGB, 2021

CRC 2021 iragaragaza ko inzego z'ubuyobozi zakozweho ubushakashatsi abaturage bazifitiye icyizere kiri hejuru cyane aho Urwego rwa Perezida wa Repubulika rukomeje kuza ku isonga mu kugirirwa icyizere n'abaturage.

## 3.3.6. Uko abaturage babona ubwigenge bw'inzego

Ubu bushakashatsi bwibanze ku bwigenge bw'inzego zikurikira: Inteko ishinga amategeko, Ubutegetsi bwite bwa Leta, Inkiko na Komisiyo y'Igihugu y'Amatora(NEC). Ibyavuye muri ubu bushakashatsi byagaragajwe n'abazi izo nzego.

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



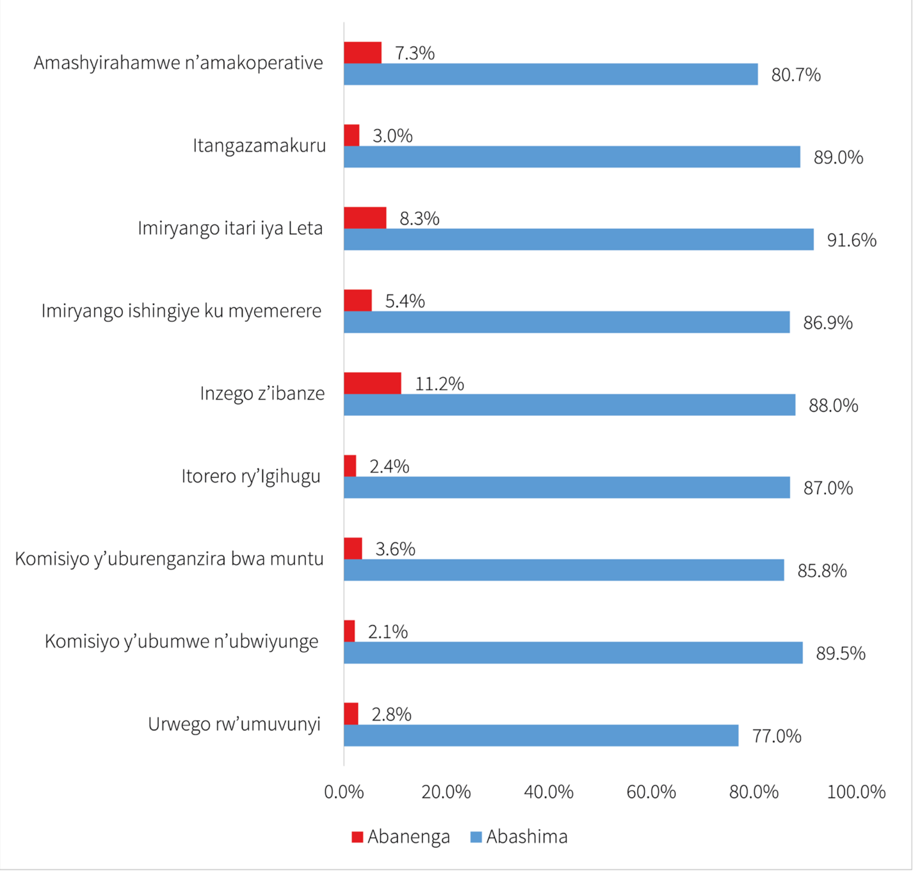

Ubwigenge bw'inzego zose zakozweho ubushakashatsi bushimwa ku gipimo kiri hejuru ya 94%.

Aho byavuye: Anketi ya RGB, 2021

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

Muri ubu bushakashatsi, hasuzumwe uko abaturage babona imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda. Izo nzego ni imiryango itari iya Leta, Urwego rw'umuvunyi, amashyirahamwe n'amakoperative, Komisiyo y'Uburenganzira bwa Muntu, inzego z'ibanze, Itorero ry'Igihugu, Imiryango ishingiye ku myemerere, Komisiyo y'Ubumwe n'Ubwiyunge ndetse n'itangazamakuru.

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

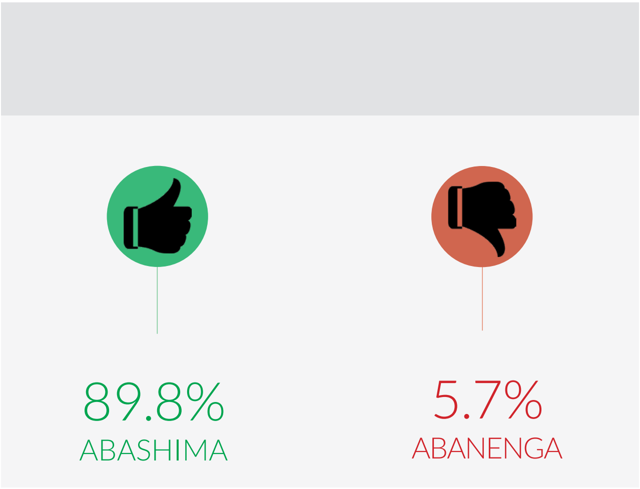



Aho byavuye: Anketi ya RGB, 2021

Muri rusange abaturage bashima imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda ku gipimo kiri hejuru. Imiryango itari iya leta niyo ishimwa ku gipimo cyo hejuru cya 91.6% naho urwego rw'umuvunyi nirwo rushimwa ku gipimo kiri hasi kingana na 77.0% kuko hari abaturuzi bari ku gipimo cya 20.2%.

## 3.3.8. 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, 2021

Abaturage bashima ishyirwa mu bikorwa rya gahunda ya Ndi Umunyarwanda ku gipimo cya 89.8%.

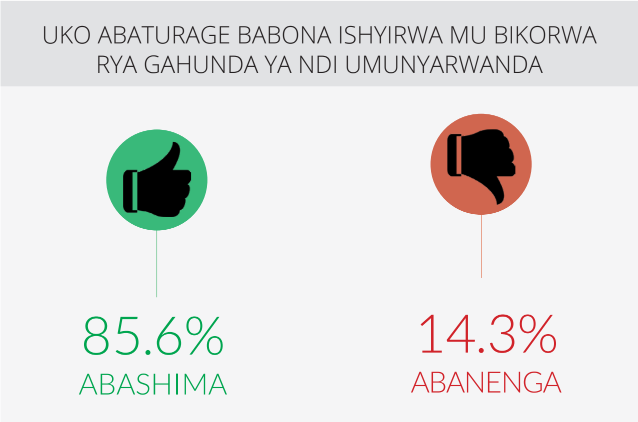
Imbonerahamwe 22:
Uko abaturage bashima ishyirwa mu bikorwa rya gahunda ya Ndi Umunyarwanda hakurikijwe uturere

| Nº | AKARERE | CRC 2021/AMANOTA (%) |
|---|---|---|
| 1 | Nyanza | 97.6% |
| 2 | Nyamasheke | 97.5% |
| 3 | Gisagara | 96.6% |
| 4 | Rusizi | 96.1% |
| 5 | Ngororero | 96.0% |
| 6 | Huye | 95.5% |
| 7 | Gatsibo | 95.2% |
| 8 | Rwamagana | 94.7% |
| 9 | Nyamagabe | 93.8% |
| 10 | Nyaruguru | 93.8% |
| 11 | Karongi | 93.7% |
| 12 | Kayonza | 93.5% |
| 13 | Nyagatare | 93.3% |
| 14 | Nyarugenge | 92.8% |
| 15 | Ngoma | 92.8% |
| 16 | Gasabo | 90.3% |
| 17 | Kamonyi | 89.1% |
| 18 | Gakenke | 88.4% |
| 19 | Kirehe | 88.3% |
| 20 | Rulindo | 87.3% |
| 21 | Muhanga | 86.9% |
| 22 | Bugesera | 86.6% |
| 23 | Rubavu | 86.3% |
| 24 | Kicukiro | 85.3% |
| 25 | Gicumbi | 84.0% |
| 26 | Ruhango | 83.6% |
| 27 | Burera | 83.3% |
| 28 | Nyabihu | 78.8% |
| 29 | Rutsiro | 77.5% |
| 30 | Musanze | 73.5% |

Aho byavuye: Anketi ya RGB, 2021

### 3.3.9. Uburyo bwo kubona amakuru.

Ishusho 97: Uko abaturage babona uburyo bwo kubona amakuru




Aho byavuye: Anketi ya RGB, 2021

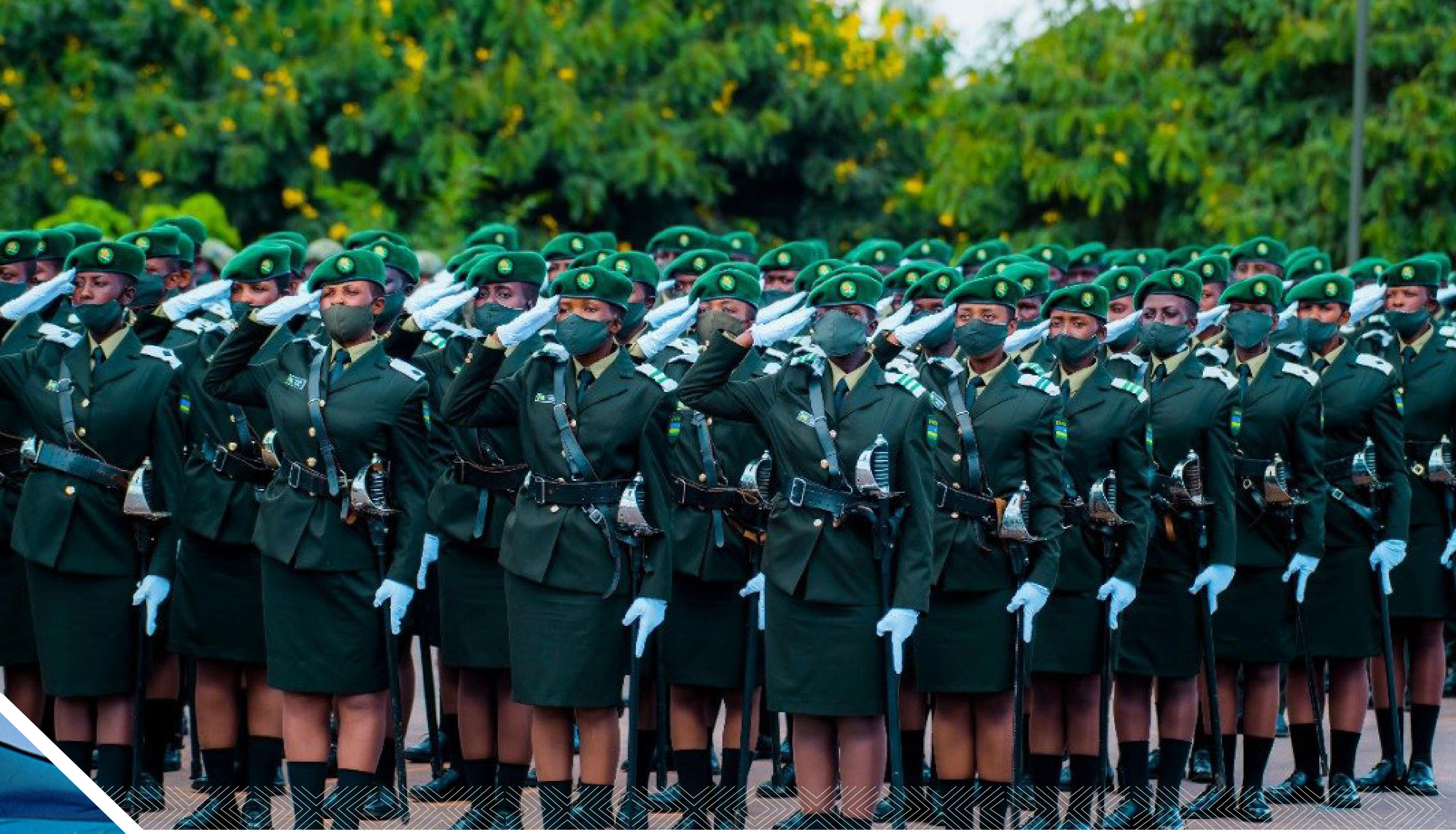
### 3.3.10. IBYIFUZONAMA

- Gukomeza gusobanurira abaturage ihame ry'uburinganire;
- Urwego rw'Umuvunyi rukwiye kurushaho kwegera abaturage

Imbonerahamwe 23:
Uko uturere duhagaze mu iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Nyamasheke | 93.8% | 91.7% | ▲ | 2.1% |
| 2 | Nyaruguru | 93.2% | 82.7% | ▲ | 10.5% |
| 3 | Nyamagabe | 92.6% | 82.2% | ▲ | 10.4% |
| 4 | Gisagara | 91.7% | 90.1% | ▲ | 1.6% |
| 5 | Huye | 91.2% | 84.5% | ▲ | 6.6% |
| 6 | Rusizi | 90.9% | 91.0% | ▼ | -0.1% |
| 7 | Rwamagana | 90.6% | 93.0% | ▼ | -2.4% |
| 8 | Rulindo | 90.0% | 90.8% | ▼ | -0.8% |
| 9 | Nyanza | 89.9% | 90.9% | ▼ | -1.0% |
| 10 | Gasabo | 88.9% | 79.0% | ▲ | 9.9% |
| 11 | Nyagatare | 88.6% | 77.9% | ▲ | 10.8% |
| 12 | Kirehe | 88.1% | 79.4% | ▲ | 8.7% |
| 13 | Kayonza | 87.6% | 79.9% | ▲ | 7.8% |
| 14 | Ngoma | 87.6% | 85.2% | ▲ | 2.4% |
| 15 | Nyarugenge | 87.2% | 79.1% | ▲ | 8.1% |
| 16 | Rutsiro | 87.1% | 90.0% | ▼ | -2.9% |
| 17 | Rubavu | 87.0% | 87.5% | ▼ | -0.5% |
| 18 | Gatsibo | 87.0% | 80.0% | ▲ | 6.9% |
| 19 | Gakenke | 86.8% | 89.9% | ▼ | -3.0% |
| 20 | Kicukiro | 86.4% | 94.7% | ▼ | -8.3% |
| 21 | Muhanga | 86.2% | 84.4% | ▲ | 1.7% |
| 22 | Ngororero | 86.1% | 87.9% | ▼ | -1.9% |
| 23 | Bugesera | 85.7% | 92.6% | ▼ | -6.9% |
| 24 | Karongi | 84.0% | 89.2% | ▼ | -5.2% |
| 25 | Burera | 83.8% | 86.4% | ▼ | -2.6% |
| 26 | Gicumbi | 83.7% | 86.4% | ▼ | -2.6% |
| 27 | Kamonyi | 83.3% | 80.3% | ▲ | 3.0% |
| 28 | Nyabihu | 82.6% | 91.4% | ▼ | -8.7% |
| 29 | Musanze | 82.5% | 88.6% | ▼ | -6.2% |
| 30 | Ruhango | 82.1% | 88.4% | ▼ | -6.3% |
| | IMPUZANDENGO | 87.6% | 86.2% | ▲ | 1.4% |

Aho byavuye: Anketi ya RGB, 2021

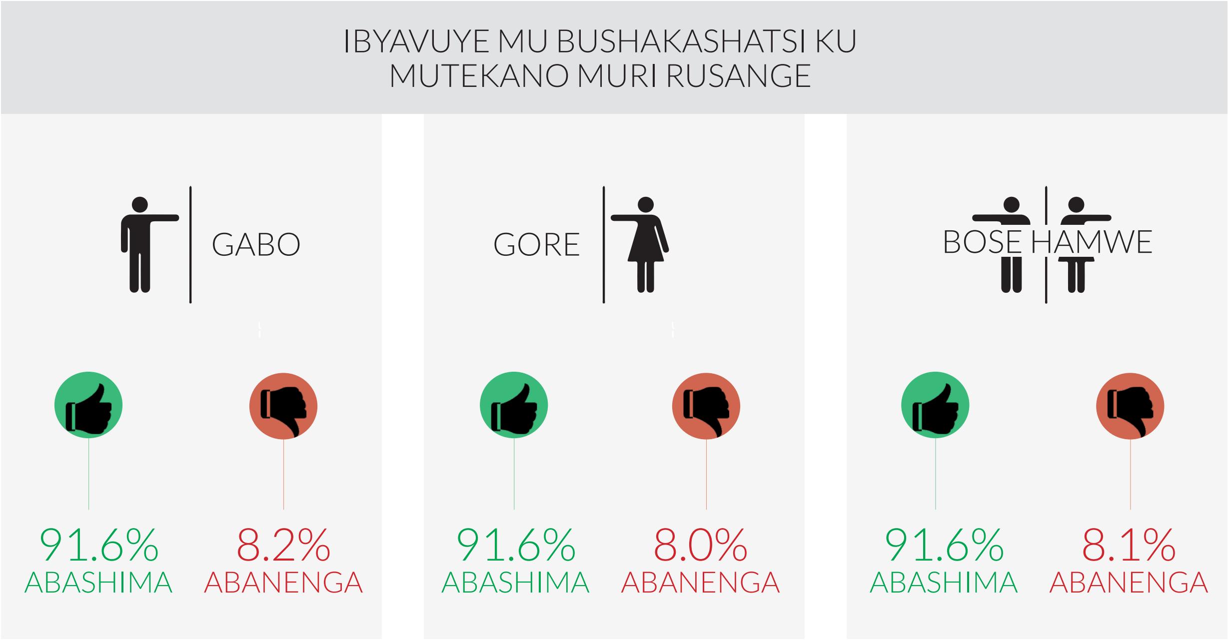


## 3.4. UMUTEKANO

## 3.4.1. Intangiriro

U Rwanda rwiyemeje kubumbatira umutekano nk'imwe mu nkingi z'iterambere rirambye. Muri ubu bushakashatsi abaturage bagaragaza uko babona umutekano rusange w'igihugu, umutekano w'abantu n'ibintu, icyizere bafitiye inzego z'umutekano ndetse n'ibibangamira umutekano.

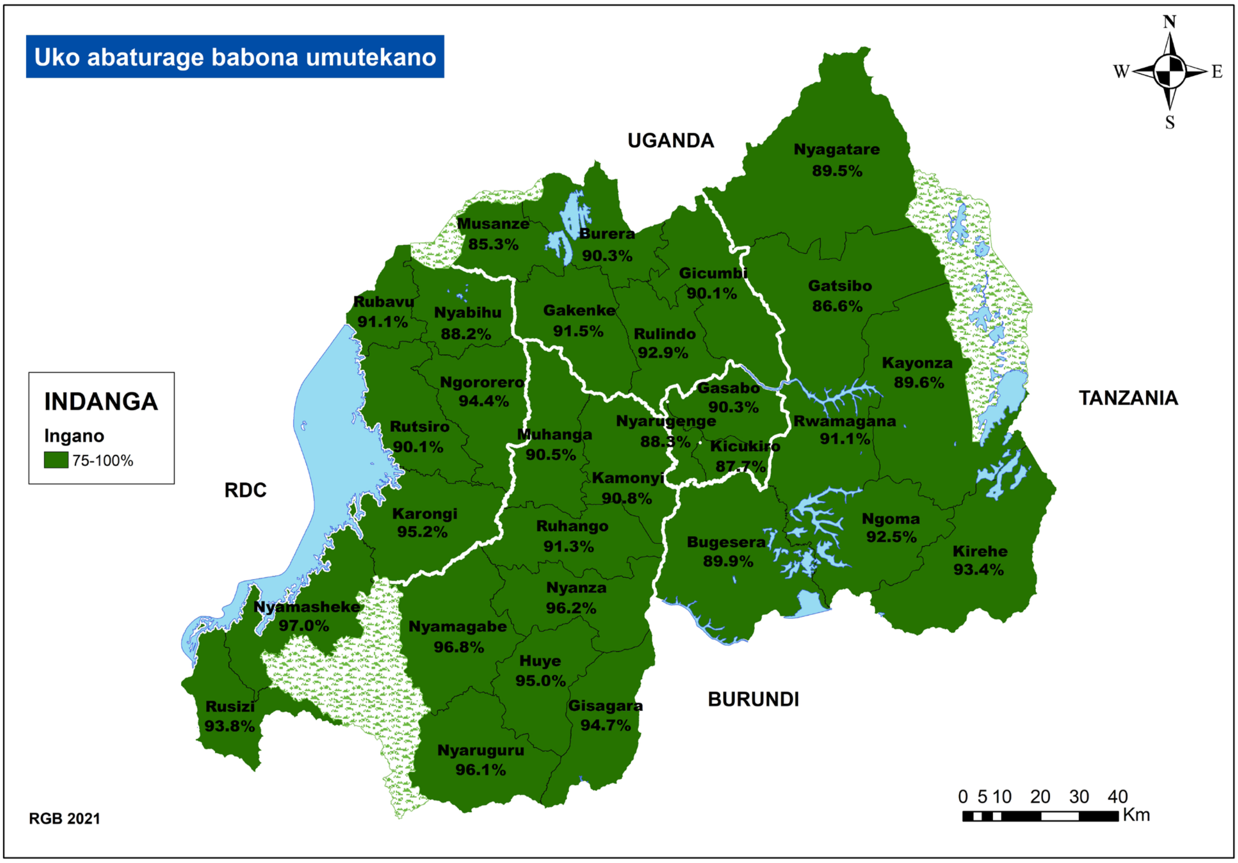
Ishusho 98: Uko abaturage babona umutekano muri rusange




Aho byavuye: Anketi ya RGB, 2021

Muri ubu bushakashatsi, umutekano ushimwa n'abaturage ku gipimo cya 91.6%. Mu byiciro byose byakozweho ubushakashatsi umutekano niwo ukomeje kuza ku isonga mu gushimwa n'abaturage.

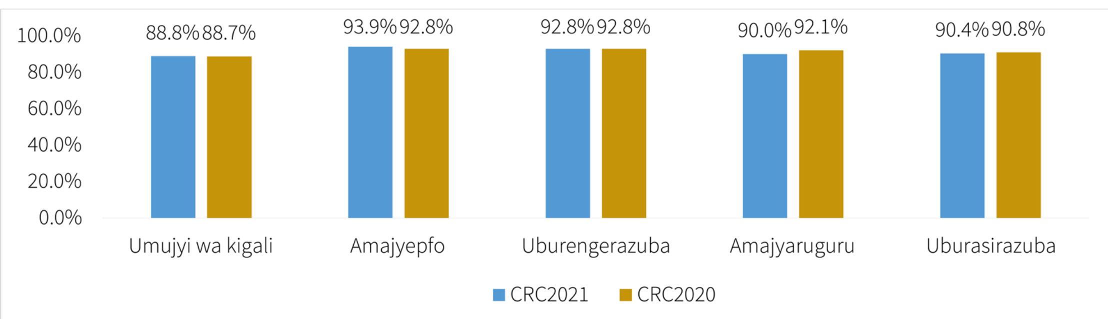
Ikarita 17: Uko abaturage babona umutekano hakurikijwe uturere




Ubu bushakashatsi bugaragaza ko mu turere twose abaturage bashima umutekano ku gipimo kiri hejuru ya 85%.

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

Ishusho 99: Uko abaturage babona umutekano hakurikijwe intara n' Umujyi wa Kigali mu myaka ibiri

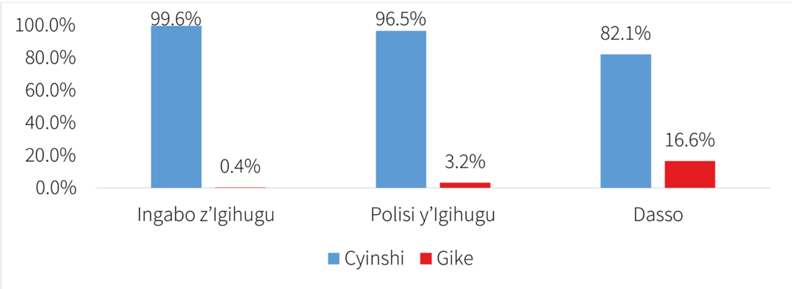



Aho byavuye: Anketi ya RGB, 2021

### 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 100: **Icyizere abaturage bafitiye zimwe mu nzego z'umutekano**

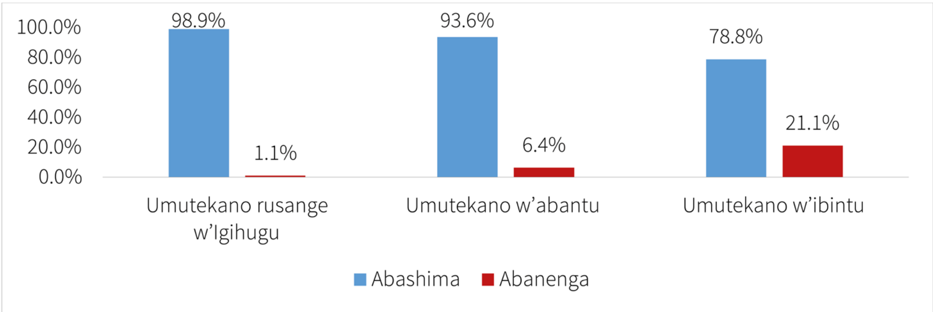



Aho byavuye: Anketi ya RGB, 2021

Ingabo z'Igihugu nirwo rwego rw'umutekano rufitiwe icyizere kiri hejuru cyane kingana na 99.6% rukaba arirwo rwego rukomeje kuza ku isonga mu kugirirwa icyizere n'abaturage.

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

Ishusho 101: **Uko abaturage babona umutekano rusange w'Igihugu, umutekano w'abantu n'ibintu**



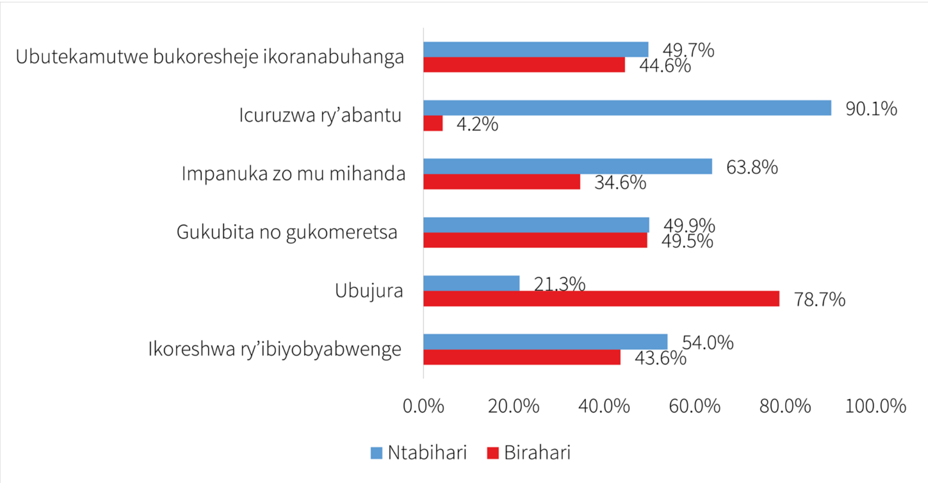

Aho byavuye: Anketi ya RGB, 2021

Ibyavuye muri ubu bushakashatsi bigaragaza ko abaturage bishimiye umutekano rusange w'Igihugu ku kigero cyo hejuru cya 98.9%. Umutekano w'ibintu niwo wasubiye inyuma kuko muri CRC 2020 washimwaga ku gipimo cya 81.9% naho muri CRC 2021 ukaba uri kuri 78.8% aho wagabanutseho 3.1%.


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

## 3.4.5. Imbogamizi ku mutekano w'abantu n'ibintu

Ishusho 102: **Imbogamizi ku mutekano w'abantu n'ibintu**




Aho byavuye: Anketi ya RGB, 2021

Mu mbogamizi zagaragajwe, ubujura nibwo buza ku isonga ku gipimo cya 78.7%. Ibi bigaragaza ko abaturage babona ubujura bwariyongereye ugereranije n'umwaka ushize aho bwari kuri 38.5%. Mu zindi mbogamizi abaturage bagaragaje ko zihari ku gipimo kiri hejuru ya 43% ni ugukubita no gukomeretsa, ubutekamutwe bukoresheje ikoranabuhanga n'ikoreshwa ry'ibiyobyabwenge.

## 3.4.6. IBYIFUZONAMA

- Gukaza amarondo no gukangurira abaturage kugira uruhare mu kwicungira umutekano mu rwego rwo kurwanya ubujura;
- Gukomeza gukangurira abaturage kwirinda ubujura bukoresheje ikoranabuhanga;
- Gukomeza gukaza ingamba zo kurwanya ibiyobyabwenge;
- Gukomeza kurwanya ibyaha birimo gukubita no gukomeretsa.

Imbonerahamwe 24:
Uko uturere duhagaze mu mutekano mu myaka ibiri (2020 - 2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Nyamasheke | 97.0% | 94.7% | ▲ | 2.3% |
| 2 | Nyamagabe | 96.8% | 90.5% | ▲ | 6.3% |
| 3 | Nyanza | 96.2% | 94.1% | ▲ | 2.1% |
| 4 | Nyaruguru | 96.1% | 93.1% | ▲ | 3.0% |
| 5 | Karongi | 95.2% | 93.3% | ▲ | 1.9% |
| 6 | Huye | 95.0% | 91.9% | ▲ | 3.1% |
| 7 | Gisagara | 94.7% | 93.5% | ▲ | 1.2% |
| 8 | Ngororero | 94.4% | 92.6% | ▲ | 1.8% |
| 9 | Rusizi | 93.8% | 92.2% | ▲ | 1.6% |
| 10 | Kirehe | 93.4% | 89.4% | ▲ | 4.0% |
| 11 | Rulindo | 92.9% | 94.0% | ▼ | -1.2% |
| 12 | Ngoma | 92.5% | 92.4% | ▲ | 0.0% |
| 13 | Gakenke | 91.5% | 93.0% | ▼ | -1.5% |
| 14 | Ruhango | 91.3% | 93.1% | ▲ | -1.8% |
| 15 | Rwamagana | 91.1% | 93.1% | ▼ | -2.0% |
| 16 | Rubavu | 91.1% | 91.8% | ▼ | -0.7% |
| 17 | Kamonyi | 90.8% | 93.7% | ▼ | -2.9% |
| 18 | Muhanga | 90.5% | 92.8% | ▼ | -2.3% |
| 19 | Gasabo | 90.3% | 85.4% | ▲ | 5.0% |
| 20 | Burera | 90.3% | 89.1% | ▲ | 1.2% |
| 21 | Gicumbi | 90.1% | 92.8% | ▼ | -2.7% |
| 22 | Rutsiro | 90.1% | 91.8% | ▼ | -1.7% |
| 23 | Bugesera | 89.9% | 95.4% | ▼ | -5.5% |
| 24 | Kayonza | 89.6% | 90.1% | ▼ | -0.6% |
| 25 | Nyagatare | 89.5% | 87.6% | ▲ | 1.9% |
| 26 | Nyarugenge | 88.3% | 89.2% | ▼ | -0.9% |
| 27 | Nyabihu | 88.2% | 93.4% | ▼ | -5.2% |
| 28 | Kicukiro | 87.7% | 91.5% | ▼ | -3.9% |
| 29 | Gatsibo | 86.6% | 87.9% | ▼ | -1.4% |
| 30 | Musanze | 85.3% | 91.5% | ▼ | -6.2% |
| IMPUZANDENGO | | 91.6% | 91.6% | = | 0.0% |

Aho byavuye: Anketi ya RGB, 2021

Umuganda

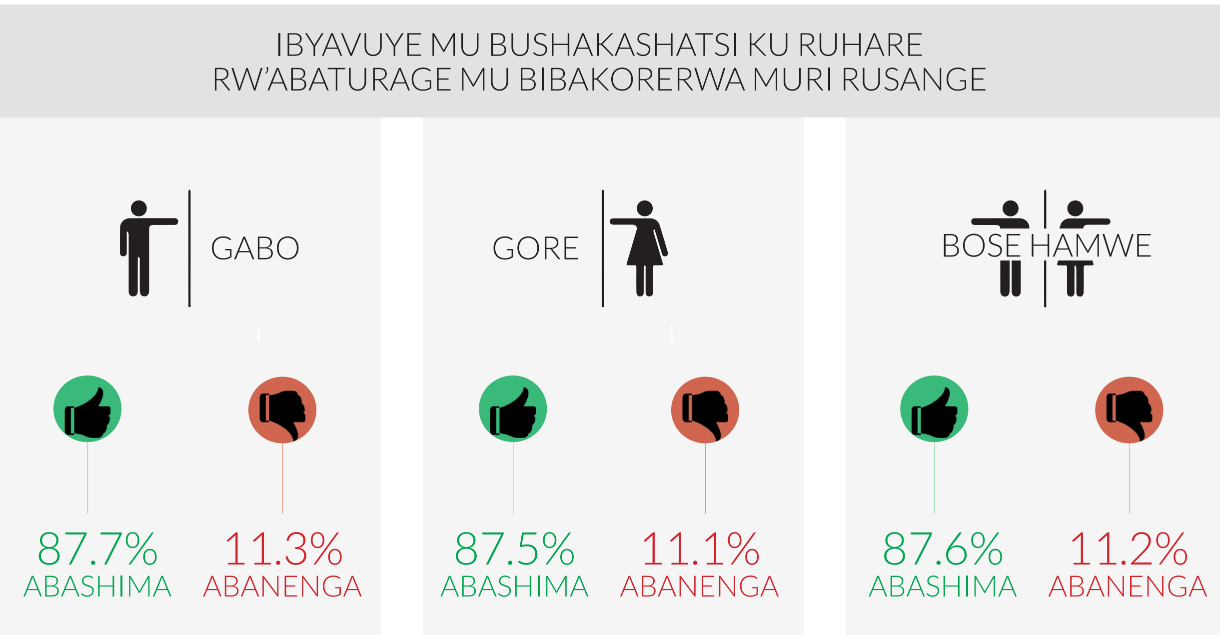
## 3.5. URUHARE RW'ABATURAGE MU BIBAKORERWA

## 3.5.1. Intangiriro

Nk'uko bimaze kuba umuco, U Rwanda rwahisemo gahunda yo kwimakaza imiyoborere ishyira umuturage ku isonga, akagira uruhare mu bimukorerwa haba mu itegurwa ryabyo, mu ishyirwa mu bikorwa ndetse no kugenzura ko ibyifuzo byabo bishyirwa mu bikorwa uko bikwiye.

Muri ubu bushakashatsi hasuzumwe uko abaturage babona uruhare rwabo muri gahunda zitandukanye zirimo umuganda, umugoroba w'umuryango, inteko z'abaturage, ubukorerabushake, kubaza abayobozi kugaragariza abaturage ibibakorerwa, uruhare mu gufata ibyemezo, umutekano, kwitorera abayobozi no gukemura ibibazo by'abaturage.

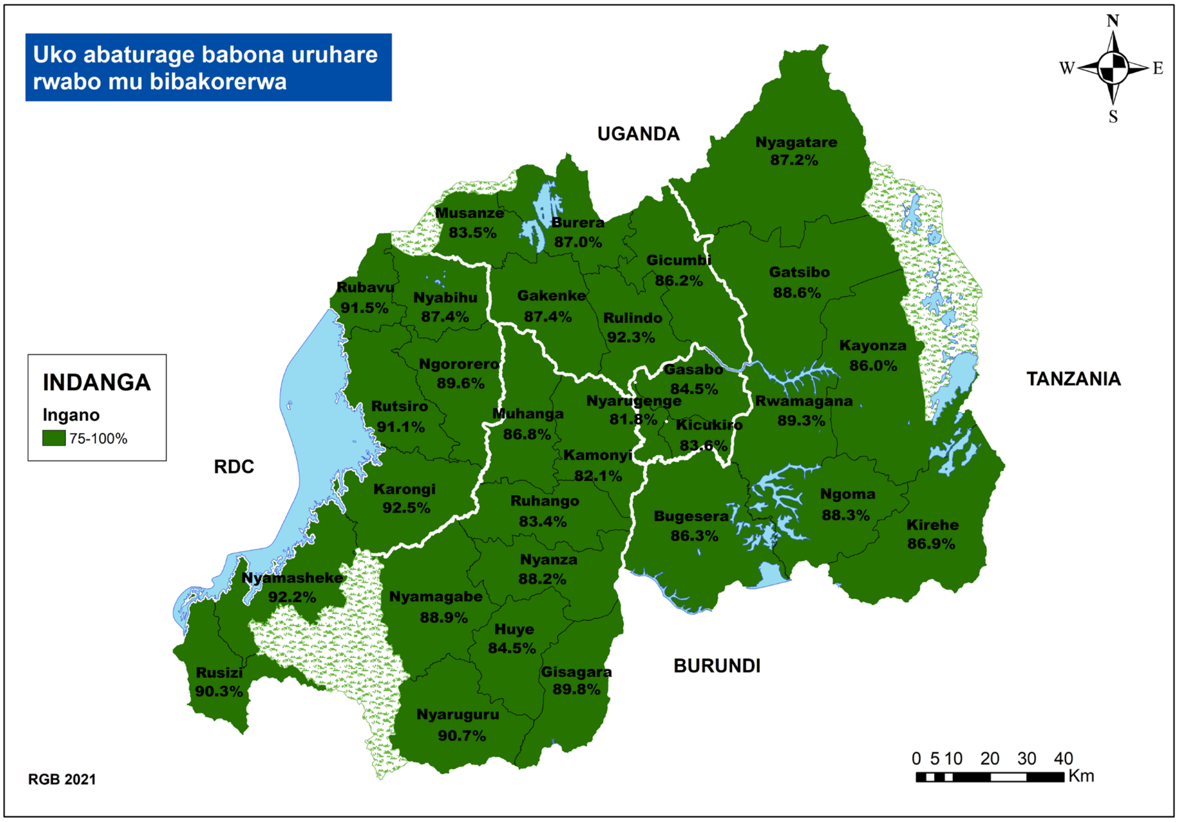
Ishusho 103: **Uruhare rw'abaturage mu bibakorerwa muri rusange**




Aho byavuye: Anketi ya RGB, 2020

Abaturage bashima uruhare rwabo mu bibakorerwa ku gipimo cya 87.6%, iki gipimo cyazamutseho 10.4% ugereranije n'umwaka ushize. Abagore bashima ku gipimo cya 87.5% naho abagabo bagashima kuri 87.7%.

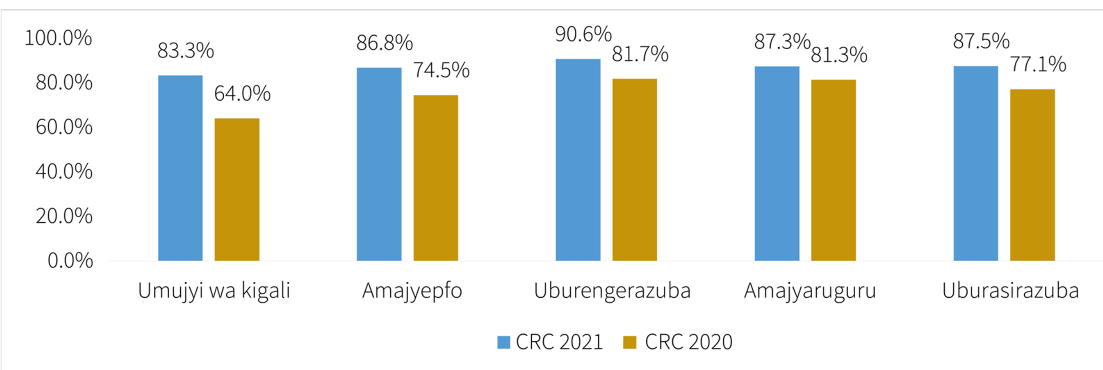
Ikarita 18: Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe uturere




Ubu bushakashatsi bugaragaza ko mu turere twose uko ari mirongo itatu (30) abaturage bashima uruhare rwabo ku gipimo kiri hejuru ya 75%. Ibi bitandukanye na CRC ya 2020 aho uturere makumyabiri (20) aritwo twari hejuru ya 75% by'abashima uruhare rwabo mu bibakorerwa. Akarere ka Karongi ni ko kaza ku isonga ku gipimo cya 92.5% mu gihe akarere ka Nyarugenge ariko kaza inyuma ku gipimo cya 81.8%.

## 3.5.2. Uruhare rw'abaturage mu bibakorerwa hakurikijwe intara n'Umujyi wa Kigali.

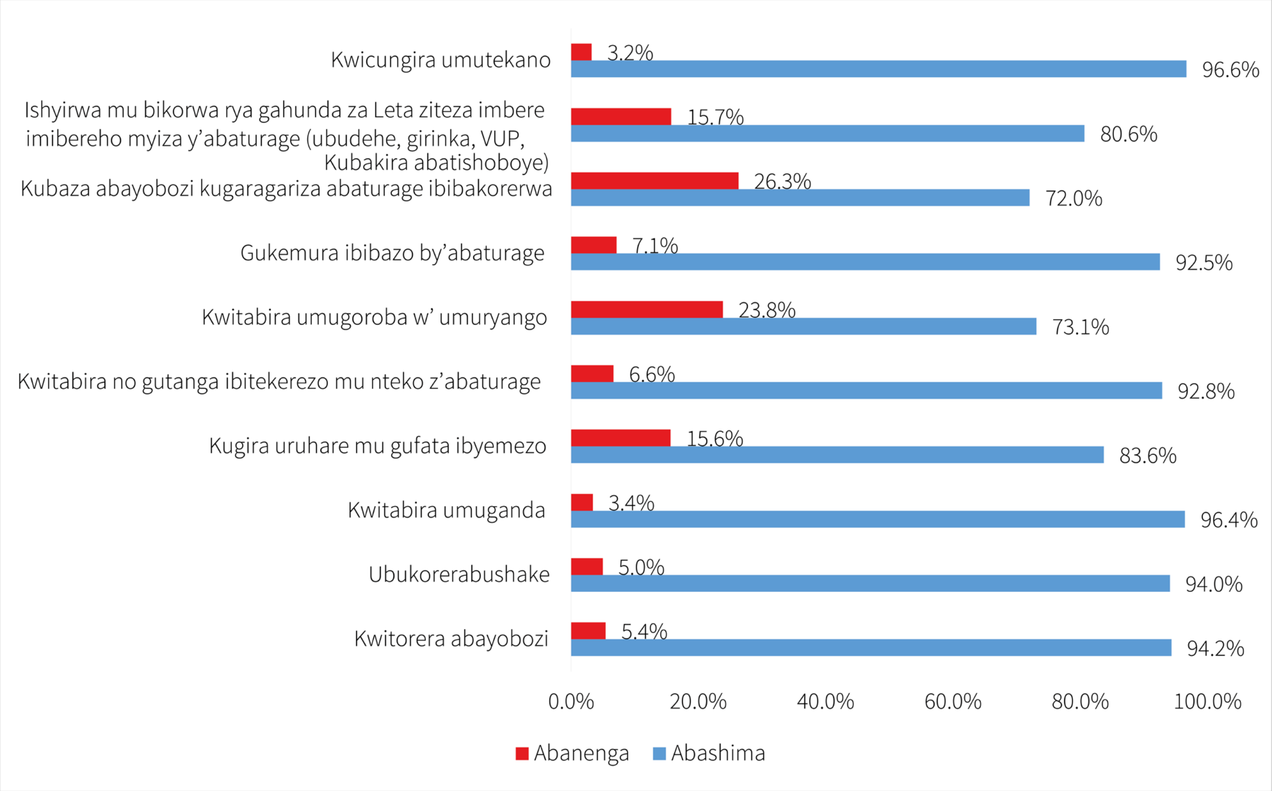
Ishusho 104: **Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri**




Aho byavuye: Anketi ya RGB, 2021

## 3.5.3. Uruhare rw'abaturage muri gahunda zitandukanye

Ishusho 105: **Uko abaturage babona uruhare rwabo muri gahunda zitandukanye**




Aho byavuye: Anketi ya RGB, 2021

Leta yashyizeho uburyo butandukanye bufasha abaturage kugira uruhare mu bibakorerwa. Muri ubu bushakashatsi, abaturage bagaragaje ko bagira uruhare runini mu kwicungira umutekano ku gipimo cya 96.6% kikaba ari nacyo cyaje ku isonga nk'uko byari bimeze umwaka ushize. Kubaza abayobozi kugaragariza abaturage ibibakorerwa nibyo biza ku gipimo cyo hasi cya 72%

## 3.5.5. IBYIFUZONAMA

- Kuzamura uruhare rw'abaturage mu kubaza abayobozi kubagaragariza ibibakorerwa;
- Kunoza imitegurire n'imikorere y'umugoroba w'umuryango no kurushaho gukangurira abaturage kuwitabira

Imbonerahamwe 25:
Uko uturere duhagaze mu ruhare rw'abaturage mu bibakorerwa mu myaka ibiri (2020-2021)

| Nº | AKARERE | CRC 2021/ AMANOTA (%) | CRC 2020/ AMANOTA (%) | IMPINDUKA 2020 - 2021 (%) | |
|---|---|---|---|---|---|
| 1 | Karongi | 92.5% | 83.0% | ▲ | 9.5% |
| 2 | Rulindo | 92.3% | 82.6% | ▲ | 9.7% |
| 3 | Nyamasheke | 92.2% | 78.7% | ▲ | 13.4% |
| 4 | Rubavu | 91.5% | 84.3% | ▲ | 7.2% |
| 5 | Rutsiro | 91.1% | 76.7% | ▲ | 14.4% |
| 6 | Nyaruguru | 90.7% | 72.4% | ▲ | 18.2% |
| 7 | Rusizi | 90.3% | 77.3% | ▲ | 13.0% |
| 8 | Gisagara | 89.8% | 79.4% | ▲ | 10.4% |
| 9 | Ngororero | 89.6% | 84.4% | ▲ | 5.2% |
| 10 | Rwamagana | 89.3% | 74.5% | ▲ | 14.8% |
| 11 | Nyamagabe | 88.9% | 73.8% | ▲ | 15.1% |
| 12 | Gatsibo | 88.6% | 76.0% | ▲ | 12.5% |
| 13 | Ngoma | 88.3% | 85.1% | ▲ | 3.2% |
| 14 | Nyanza | 88.2% | 80.0% | ▲ | 8.2% |
| 15 | Gakenke | 87.4% | 82.9% | ▲ | 4.5% |
| 16 | Nyabihu | 87.4% | 87.5% | ▼ | -0.1% |
| 17 | Nyagatare | 87.2% | 77.0% | ▲ | 10.2% |
| 18 | Burera | 87.0% | 80.0% | ▲ | 7.0% |
| 19 | Kirehe | 86.9% | 79.2% | ▲ | 7.7% |
| 20 | Muhanga | 86.8% | 73.9% | ▲ | 12.9% |
| 21 | Bugesera | 86.3% | 76.4% | ▲ | 10.0% |
| 22 | Gicumbi | 86.2% | 77.3% | ▲ | 9.0% |
| 23 | Kayonza | 86.0% | 71.5% | ▲ | 14.5% |
| 24 | Gasabo | 84.5% | 69.7% | ▲ | 14.8% |
| 25 | Huye | 84.5% | 76.2% | ▲ | 8.3% |
| 26 | Kicukiro | 83.6% | 61.2% | ▲ | 22.3% |
| 27 | Musanze | 83.5% | 83.8% | ▼ | -0.3% |
| 28 | Ruhango | 83.4% | 72.4% | ▲ | 11.0% |
| 29 | Kamonyi | 82.1% | 67.7% | ▲ | 14.4% |
| 30 | Nyarugenge | 81.8% | 61.1% | ▲ | 20.7% |
| IMPUZANDENGO | | 87.6% | 77.2% | ▲ | 10.4% |

Aho byavuye: Anketi ya RGB, 2020

# 4. Umwanzuro

CRC ya 2021 yerekana uburyo abaturage babona imitangire ya serivisi mu byiciro 16 bikubiye mu nkingi eshatu arizo ubukungu, imibereho myiza ndetse n'imiyoborere.

Umutekano niwo ukomeje kuza ku isonga mu gushimwa n'abaturage mu gihe ubuhinzi aricyo cyiciro gikomeje kuza inyuma. Nubwo bimeze bityo, iki cyiciro cy'ubuhinzi cyakomeje kugaragaza impinduka nziza uhereye muri CRC ya 2018 mu buryo bukurikira: 49.41% (CRC 2018), 55% (CRC 2019), 58.5% (CRC 2020) na 59.5% (CRC 2021).

Nyuma yo gusesengura ibyavuye mu bushakashatsi hatanzwe ibyifuzonama bigaragaza ingamba zikwiye gushyirwa mu bikorwa kuri buri cyiciro mu rwego rwo kuziba icyuho kikigaragara mu mitangire ya serivisi n'imiyoborere.

## 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 imitangire ya serivisi mu rwego r w'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 mu guhangana n'ingaruka z'imihindagurikire y'ikirere<br>▸ Gushyira imbaraga mu gutuganya no kongerera agaciro ibikomoka ku buhinzi;<br>▸ Kwegereza abaturage ubwanikiro n'ubuhunikiro bw'umusaruro no kunoza imicungire yabwo;<br>▸ Kunoza isoko ry'umusaruro bigizwemo uruhare n'inzego zose bireba. | MINAGRI, NAEB, RAB, MINICOM, REMA, MINEMA, UTURERE |
| ▸ Kunoza uburyo bwo gutunganya no guhunika ibiryo by'amatungo;<br>▸ Kongera amakusanyirizo y'amata no kunoza imicungire yayo;<br>▸ Gushyira imbaraga mu gutunganya no kongerera agaciro ibikomoka ku matungo. | MINAGRI, RAB, MINICOM, UTURERE |
| ▸ Gukomeza kwegereza abaturage ibikorwaremezo mu rwego rwo kwihutisha serivisi n'iterambere. | MININFRA, REG, WASAC, RURA, UTURERE, UMUJYI WA KIGALI |
| ▸ Kurushaho kwegereza abaturage ibikorwaremezo by'ikoranabuhanga n'itumanaho;<br>▸ Kunoza imikorere y'urubuga rw'Irembo no kurumenyekanisha. | RISA, MINICT, IREMBO, RURA |
| ▸ Kunoza no koroshya serivisi z'ubutaka zirimo guhererekanya ubutaka, ibyangombwa byo kubaka no gusana, gukosoza imbibi;<br>▸ Kumenyekanisha igishushanyo mbonera ku mikoreshereze y'ubutaka;<br>▸ Gukomeza kugeza ibikorwaremezo ahagenewe guturwa;<br>▸ Kuvugurura igiciro cya serivisi zo guhererekanya ubutaka kugira ngo byorohere buri wese. | MININFRA, RTDA, MoE, RLMUA, UTURERE, UMUJYI WA KIGALI, |
| ▸ Kongera imbaraga mu guhangana n'ikibazo cy'abana bata ishuri;<br>▸ Kongera amashuri y'inshuke no kunoza imikorere n'imicungire yayo;<br>▸ Gukomeza kugabanya ubucucike bw'abana mu mashuri hongerwa i byumba by'amashuri ;<br>▸ Gukomeza gushyira imbaraga muri gahunda yo kugaburira abana ku ishuri. | MINEDUC, REB, NESA, UTURERE |
| ▸ Gukomeza kunoza imikorere n'imicungire y'amavuriro mato ( Poste de sante);<br>▸ Kwimakaza umuco wo kwakira neza abagana amavuriro n'ibitaro | MINISANTE, RSSB, UTURERE |
| ▸ Kongera imbaraga mu kurangiza imanza;<br>▸ Kongerera ubumenyi abaturage mu gukoresha ikoranabuhanga mu gutanga no gukurikirana ikirego (IECMS) | MINIJUST, INKIKO, UTURERE |

Imbonerahamwe 26:
Uko abaturage babona imiyoborere n'imitangire 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 RW'ABATURAGE MU BIBAKORERWA | |
| Gasabo | 48.7% | 69.2% | 80.1% | 77.9% | 59.2% | 78.4% | 73.5% | 71.1% | 91.3% | 64.6% | 75.6% | 65.9% | 77.5% | 88.9% | 90.3% | 84.5% | **74.8%** |
| Kicukiro | 50.2% | 65.4% | 80.3% | 76.0% | 65.6% | 70.0% | 70.0% | 65.6% | 88.1% | 71.5% | 74.6% | 68.7% | 75.3% | 86.4% | 87.7% | 83.6% | **73.7%** |
| Nyarugenge | 34.9% | 44.8% | 79.5% | 71.1% | 58.9% | 71.1% | 65.0% | 61.6% | 84.2% | 53.6% | 73.2% | 65.0% | 69.9% | 87.2% | 88.3% | 81.8% | **68.1%** |
| Gisagara | 60.6% | 74.7% | 70.9% | 68.8% | 64.3% | 70.8% | 75.7% | 81.8% | 78.8% | 77.0% | 80.7% | 72.8% | 85.1% | 91.7% | 94.7% | 89.8% | **77.4%** |
| Huye | 65.3% | 78.3% | 65.8% | 69.2% | 68.4% | 74.9% | 69.4% | 80.4% | 81.6% | 70.6% | 81.7% | 74.8% | 84.7% | 91.2% | 95.0% | 84.5% | **77.2%** |
| Kamonyi | 53.3% | 71.1% | 57.9% | 63.6% | 56.1% | 64.2% | 60.0% | 65.1% | 72.0% | 66.2% | 62.7% | 60.8% | 72.0% | 83.3% | 90.8% | 82.1% | **67.6%** |
| Muhanga | 57.9% | 72.6% | 60.1% | 68.0% | 61.6% | 70.0% | 64.2% | 71.8% | 78.4% | 73.7% | 66.4% | 61.5% | 77.1% | 86.2% | 90.5% | 86.8% | **71.7%** |
| Nyamagabe | 66.9% | 77.0% | 66.7% | 67.7% | 60.5% | 75.0% | 70.2% | 74.9% | 76.6% | 78.1% | 80.4% | 75.1% | 81.4% | 92.6% | 96.8% | 88.9% | **76.8%** |
| Nyanza | 57.5% | 80.6% | 62.3% | 69.0% | 60.8% | 68.3% | 74.1% | 77.1% | 80.1% | 75.0% | 78.6% | 73.7% | 85.5% | 89.9% | 96.2% | 88.2% | **76.1%** |
| Nyaruguru | 59.6% | 77.6% | 63.2% | 69.1% | 62.6% | 68.2% | 75.6% | 80.2% | 76.6% | 78.3% | 81.6% | 74.3% | 81.9% | 93.2% | 96.1% | 90.7% | **76.8%** |
| Ruhango | 51.0% | 68.3% | 61.3% | 63.6% | 55.8% | 59.0% | 64.6% | 68.1% | 71.0% | 61.4% | 68.5% | 64.9% | 74.7% | 82.1% | 91.3% | 83.4% | **68.1%** |
| Karongi | 62.1% | 77.9% | 57.0% | 64.6% | 57.2% | 59.7% | 64.9% | 77.2% | 82.9% | 71.9% | 75.8% | 70.9% | 79.8% | 84.0% | 95.2% | 92.5% | **73.4%** |
| Ngororero | 55.9% | 69.1% | 55.1% | 66.1% | 60.0% | 64.4% | 66.5% | 70.7% | 78.8% | 73.8% | 73.0% | 71.8% | 82.5% | 86.1% | 94.4% | 89.6% | **72.4%** |
| Nyabihu | 67.5% | 75.8% | 60.2% | 62.9% | 58.2% | 60.0% | 66.2% | 77.9% | 82.5% | 75.1% | 76.5% | 70.4% | 76.2% | 82.6% | 88.2% | 87.4% | **73.0%** |
| Nyamasheke | 63.3% | 70.6% | 65.2% | 66.4% | 63.2% | 62.4% | 71.1% | 71.9% | 88.7% | 77.3% | 85.2% | 73.3% | 83.8% | 93.8% | 97.0% | 92.2% | **76.6%** |
| Rubavu | 53.5% | 65.9% | 65.1% | 69.4% | 60.2% | 68.1% | 70.0% | 76.4% | 80.0% | 77.2% | 75.1% | 72.1% | 82.1% | 87.0% | 91.1% | 91.5% | **74.0%** |
| Rusizi | 67.3% | 72.4% | 69.1% | 66.5% | 67.6% | 66.3% | 75.3% | 70.5% | 89.2% | 71.7% | 86.3% | 73.3% | 79.8% | 90.9% | 93.8% | 90.3% | **76.9%** |
| Rutsiro | 51.6% | 70.7% | 57.1% | 67.8% | 62.0% | 60.1% | 66.8% | 76.6% | 74.0% | 79.0% | 68.8% | 69.8% | 81.0% | 87.1% | 90.1% | 91.1% | **72.1%** |
| Burera | 57.7% | 81.7% | 69.6% | 66.6% | 59.2% | 62.8% | 67.5% | 74.6% | 80.7% | 72.2% | 75.9% | 71.1% | 77.1% | 83.8% | 90.3% | 87.0% | **73.6%** |
| Gakenke | 65.1% | 78.3% | 62.7% | 68.4% | 64.2% | 71.7% | 70.3% | 76.6% | 80.2% | 72.6% | 73.9% | 73.2% | 80.2% | 86.8% | 91.5% | 87.4% | **75.2%** |
| Gicumbi | 52.4% | 71.9% | 65.1% | 63.8% | 53.5% | 60.6% | 67.1% | 65.1% | 71.6% | 78.1% | 65.4% | 68.5% | 76.3% | 83.7% | 90.1% | 86.2% | **70.0%** |
| Musanze | 66.1% | 80.0% | 75.4% | 68.6% | 64.7% | 72.9% | 70.8% | 70.9% | 81.7% | 71.7% | 72.1% | 68.9% | 70.4% | 82.5% | 85.3% | 83.5% | **74.1%** |
| Rulindo | 57.5% | 83.5% | 70.9% | 72.7% | 63.4% | 70.8% | 71.2% | 80.4% | 82.9% | 77.6% | 74.6% | 76.9% | 83.4% | 90.0% | 92.9% | 92.3% | **77.5%** |
| Bugesera | 56.7% | 78.4% | 59.0% | 67.2% | 57.7% | 63.4% | 63.4% | 62.1% | 75.2% | 75.0% | 67.2% | 69.0% | 75.8% | 85.7% | 89.9% | 86.3% | **70.8%** |
| Gatsibo | 59.5% | 78.7% | 53.7% | 66.2% | 60.9% | 65.0% | 69.0% | 80.5% | 84.0% | 69.2% | 75.7% | 72.3% | 81.8% | 87.0% | 86.6% | 88.6% | **73.7%** |
| Kayonza | 59.0% | 73.6% | 67.6% | 66.6% | 61.8% | 62.7% | 70.3% | 75.6% | 83.8% | 67.9% | 74.4% | 69.2% | 83.9% | 87.6% | 89.6% | 86.0% | **73.7%** |
| Kirehe | 66.6% | 74.6% | 63.9% | 64.7% | 68.8% | 58.2% | 61.0% | 78.9% | 80.1% | 79.7% | 78.2% | 73.1% | 81.8% | 88.1% | 93.4% | 86.9% | **74.9%** |
| Ngoma | 69.7% | 81.6% | 67.0% | 67.7% | 69.3% | 67.4% | 71.3% | 76.3% | 80.2% | 77.7% | 73.6% | 72.6% | 80.1% | 87.6% | 92.5% | 88.3% | **76.4%** |
| Nyagatare | 52.0% | 71.1% | 61.1% | 70.6% | 62.0% | 73.3% | 63.3% | 74.7% | 82.3% | 72.5% | 73.0% | 74.0% | 82.2% | 88.6% | 89.5% | 87.2% | **73.6%** |
| Rwamagana | 63.9% | 78.3% | 73.4% | 77.4% | 63.4% | 78.0% | 72.7% | 77.8% | 83.9% | 77.6% | 70.9% | 76.3% | 82.7% | 90.6% | 91.1% | 89.3% | **78.0%** |
| **IMPUZANDENGO** | **59.5%** | **75.0%** | **65.9%** | **68.3%** | **61.7%** | **67.5%** | **68.8%** | **73.7%** | **81.0%** | **72.8%** | **74.7%** | **70.9%** | **79.6%** | **87.6%** | **91.6%** | **87.6%** | **74.1%** |

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RGB
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## URWEGO RW'IGIHUGU RW'IMIYOBORERE

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

Uyu mwaka, ubu bushakashatsi bwakorewe ku byiciro 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.

www.rgb.rw | info@rgb.rw | @GovernanceRw | Rwanda Governance Board - RGB | P.O Box 6819 Kigali

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