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

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KAMENA 2023

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IJAMBO RY'IBANZE

Urwego rw'Igihugu rw'Imiyoborere (RGB) runejejwe no kubagezaho ubushakashatsi bw'umwaka wa 2023 ku "Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC)". Ubu bushakashatsi bukozwe ku nshuro ya cumi na kabiri 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 ubu bushakashatsi.

Kimwe n'izindi zayibanjirije, CRC 2023 yakozwe ku byiciro 16 bikubiye mu nkingi eshatu (3) 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 gipimo cya 76.2%, kivuye kuri 76.1% muri CRC 2022. Icyiciro cy'ibikorwaremezo ni cyo cyazamutse kurusha ibindi aho kiri ku gipimo cya 71.0% kivuye kuri 65.1% muri CRC 2022, kikaba cyarazamutseho 5.9%. Umutekano ni cyo cyiciro gikomeje kuza ku isonga mu gushimwa n'abaturage aho muri uyu mwaka kiri ku gipimo cya 89.8%, naho icyiciro cy'ubutaka n'imiturire kikaba ari cyo kiri hasi ku gipimo cya 60.4%.

Urwego rw'Igihugu rw'Imiyoborere rurashimira abaturage, inzego za Leta, abafatanyabikorwa, abashakashatsi n'abandi bakozi b'Urwego bagize uruhare muri ubu bushakashatsi. Turabizeza ubufatanye mu gukomeza kwimakaza amahame y'imiyoborere agamije iterambere rishingiye ku muturage n'imitangire ya serivisi inoze.

Dr. KAITESI Usta
Umukuru w'Urwego

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IGICE CYA MBERE

1. Incamake y'ibyavuye mu bushakashatsi

Ubushakashatsi ku ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC) bukozwe ku nshuro ya cumi na kabiri (12). Nk' uko bisanzwe, ubu bushakashatsi bugamije kwerekana uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye ndetse n'uruhare rwabo mu bikorwa bibateza imbere. Ubushakashatsi bwakorewe ku byiciro cumi na bitandatu (16) bikubiye mu nkingi eshatu za gahunda ya Guverinoma y'imyaka irindwi (NST1, 2017-2024).

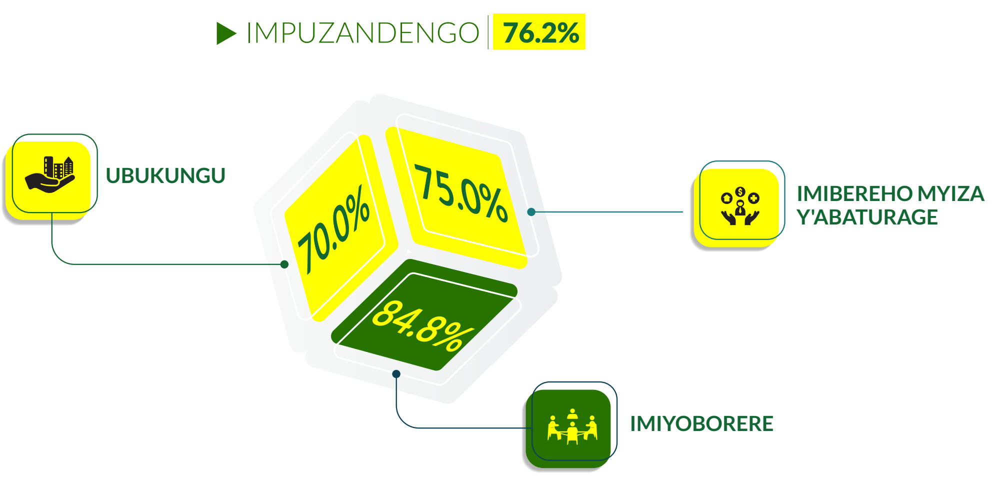
Mu nkingi y'Ubukungu hakubiyemo ubuhinzi, ubworozi, ibikorwaremezo, ikoranabuhanga n'itumanaho, ubutaka n'imiturire, ndetse n'urwego rw'abikorera. Mu nkingi y'Imibereho myiza y'abaturage harimo uburezi, ubuzima, isuku, gahunda zo kuzamura imibereho no kwita ku batishoboye ndetse n'imibereho y'Umuryango 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.

Ubu bushakashatsi bwakorewe ku baturage ibihumbi cumi na mirongo cyenda (10,090) bafite nibura imyaka cumi n'umunani (18) batoranijwe mu turere twose tw'Igihugu hakurikijwe umubare w'abaturage batuye akarere.

Muri rusange, CRC 2023 iragaragaza ko abaturage bishimiye imiyoborere n'imitangire ya serivisi mu nzego zibegereye ku gipimo cya 76.2% kivuye kuri 76.1% muri CRC 2022. Icyiciro cy'ibikorwaremezo ni cyo cyazamutse kurusha ibindi aho kiri ku gipimo cya 71.0% kivuye kuri 65.1% muri CRC 2022 kikaba cyarazamutseho 5.9%. Umutekano ni cyo cyiciro gikomeje kuza ku isonga mu gushimwa n'abaturage aho muri uyu mwaka kiri ku gipimo cya 89.8%, naho icyiciro cy'ubutaka n'imiturire kikaba ari cyo kiri hasi ku gipimo cya 60.4%.

Imbonerahamwe n'ikarita bikurikira biragaragaza incamake y'ibyavuye mu bushakashatsi.

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



Imbonerahamwe 2:
Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe ibyiciro

Nº	IBYICIRO	CRC 2023
1	Umutekano	89.8%
2	Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi	89.4%
3	Uruhare rw'abaturage mu bibakorerwa	87.3%
4	Ubutabera	81.8%
5	Ubuzima	77.9%
6	Ubworozi	76.6%
7	Uburezi	76.4%
8	Urwego rw'abikorera	76.2%
9	Inzego z'ibanze	75.8%
10	Imibereho y'Umuryango Nyarwanda	75.1%
11	Isuku	73.8%
12	Ikoranabuhanga n'itumanaho	72.8%
13	Gahunda zo kuzamura imibereho no kwita ku batishoboye	71.8%
14	Ibikorwaremezo	71.0%
15	Ubuhinzi	63.2%
16	Ubutaka n'imiturire	60.4%
	Impuzandengo	**76.2%**

Aho byavuye: Anketi ya RGB, 2023

ICYICIRO CYAZAMUTSE KURUSHA IBINDI

Ibikorwaremezo (**+5.9%**)

ICYICIRO CYAMANUTSE KURUSHA IBINDI

Inzego z'ibanze (**-3%**)

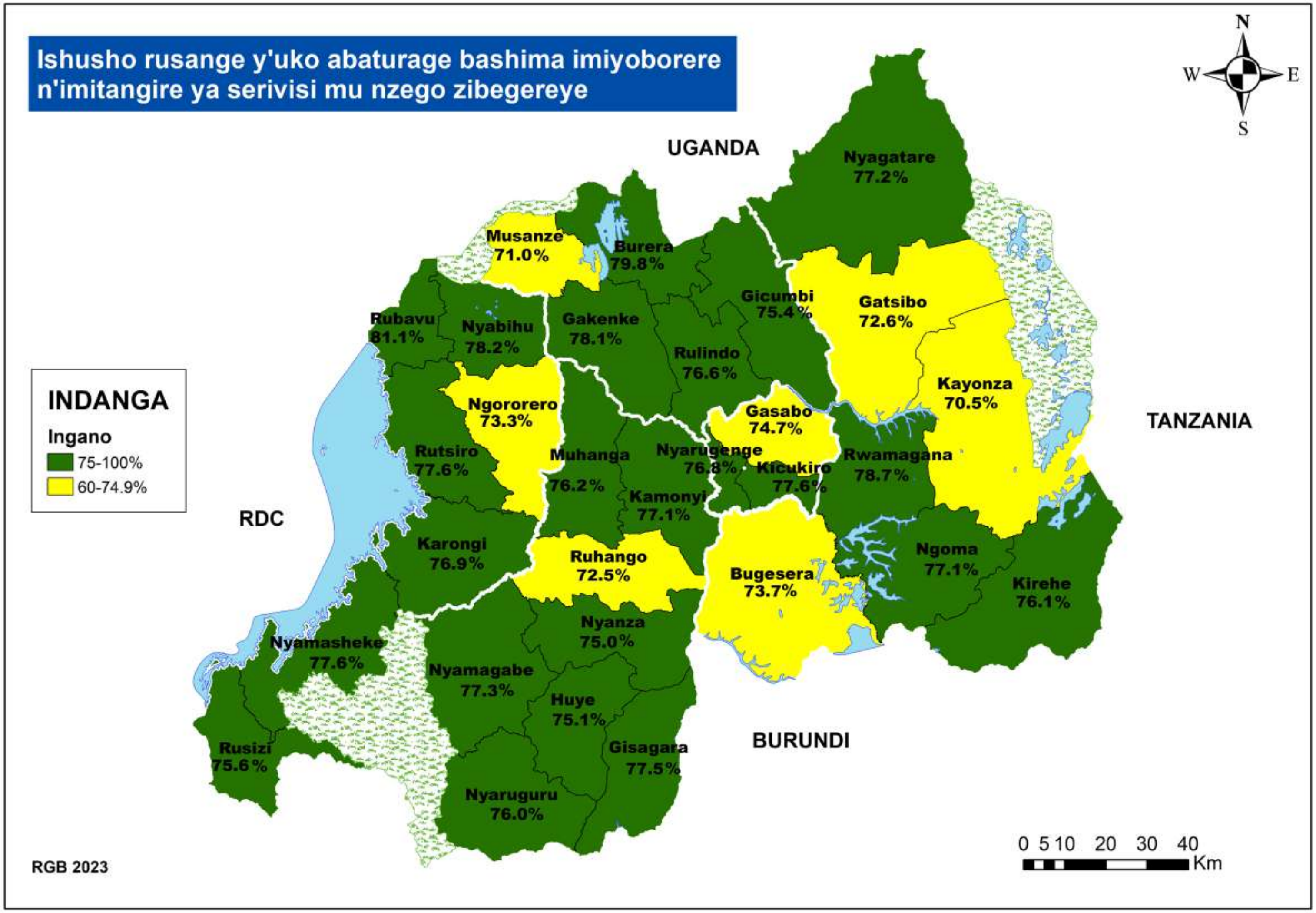
Imbonerahamwe 3:
Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere

Nº	AKARERE	CRC 2023
1	Rubavu	81.10%
2	Burera	79.78%
3	Rwamagana	78.70%
4	Nyabihu	78.15%
5	Gakenke	78.06%
6	Kicukiro	77.61%
7	Rutsiro	77.60%
8	Nyamasheke	77.58%
9	Gisagara	77.45%
10	Nyamagabe	77.34%
11	Nyagatare	77.18%
12	Ngoma	77.13%
13	Kamonyi	77.08%
14	Karongi	76.87%
15	Nyarugenge	76.84%

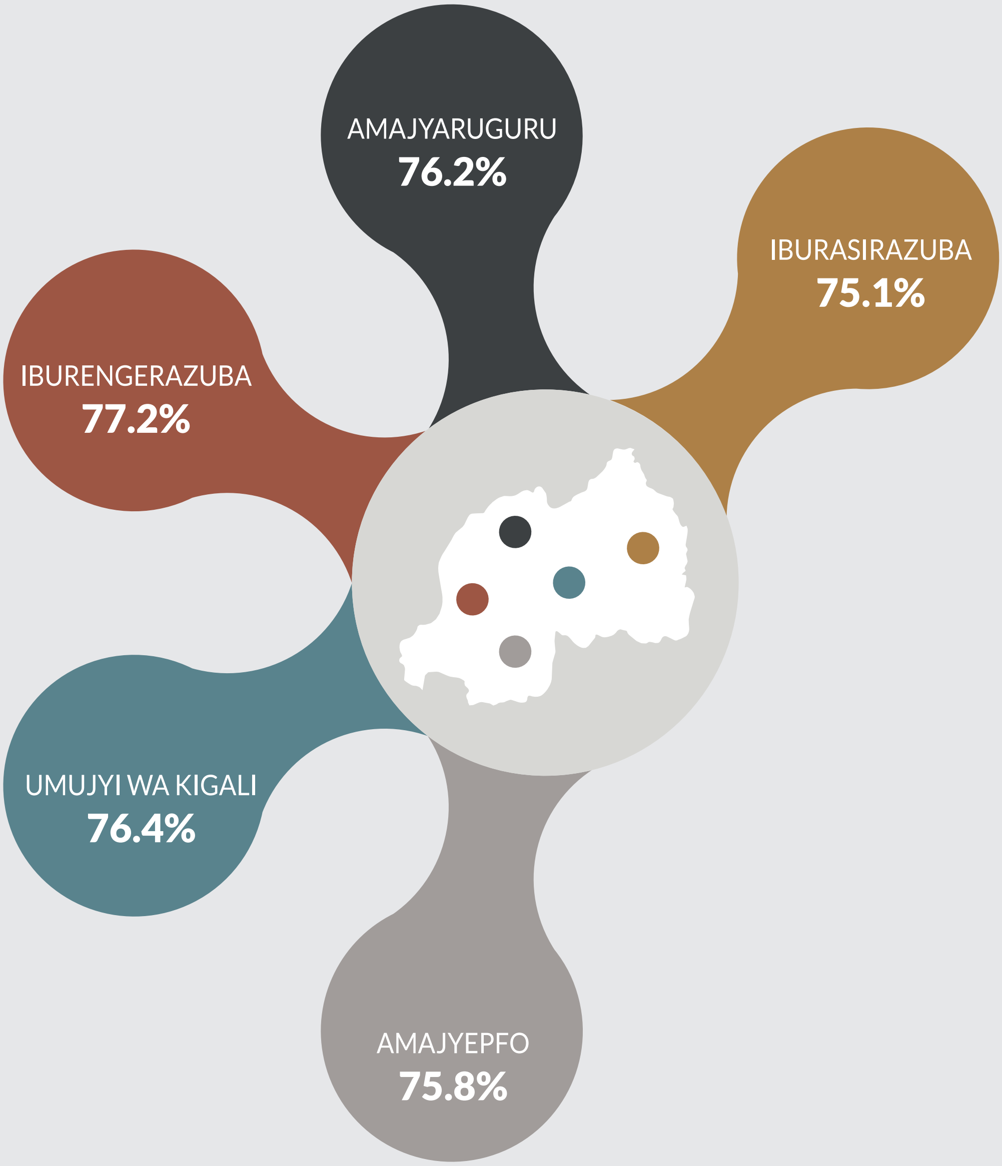
	AKARERE	CRC 2023
16	Rulindo	76.60%
17	Muhanga	76.23%
18	Kirehe	76.12%
19	Nyaruguru	76.02%
20	Rusizi	75.60%
21	Gicumbi	75.36%
22	Huye	75.12%
23	Nyanza	74.96%
24	Gasabo	74.71%
25	Bugesera	73.74%
26	Ngororero	73.30%
27	Gatsibo	72.64%
28	Ruhango	72.46%
29	Musanze	70.98%
30	Kayonza	70.45%
	Impuzandengo	**76.20%**

Aho byavuye: Anketi ya RGB, 2023

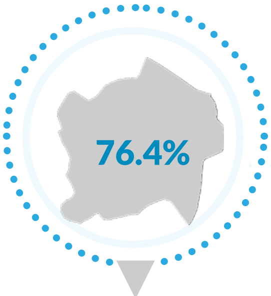
Ikarita 1: Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere



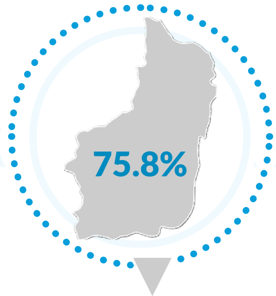
CRC 2023:
Ishusho ya CRC 2023 hakurikijwe Intara n'Umujyi wa Kigali



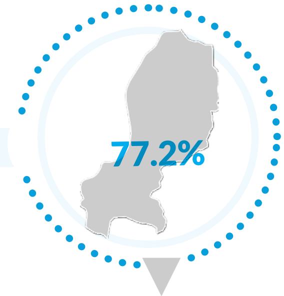
CRC 2023:
Uko abaturage bashima Intara n'Umujyi wa Kigali



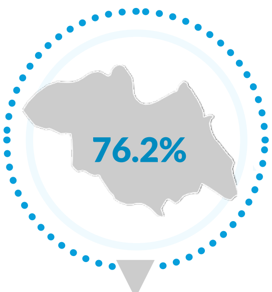
UMUJYI WA KIGALI		
1.	Kicukiro	77.6%
2.	Nyarugenge	76.8%
3.	Gasabo	74.7%



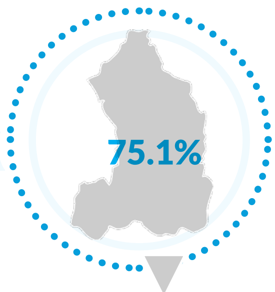
AMAJYEPFO		
1.	Gisagara	77.5%
2.	Nyamagabe	77.3%
3.	Kamonyi	77.1%
4.	Muhanga	76.2%
5.	Nyaruguru	76.0%
6.	Huye	75.1%
7.	Nyanza	75.0%
8.	Ruhango	72.5%



IBURENGERAZUBA		
1.	Rubavu	81.1%
2.	Nyabihu	78.2%
3.	Rutsiro	77.6%
4.	Nyamasheke	77.6%
5.	Karongi	76.9%
6.	Rusizi	75.6%
7.	Ngororero	73.3%



AMAJYARUGURU		
1.	Burera	79.8%
2.	Gakenke	78.1%
3.	Rulindo	76.6%
4.	Gicumbi	75.4%
5.	Musanze	71.0%



IBURASIRAZUBA		
1.	Rwamagana	78.7%
2.	Nyagatare	77.2%
3.	Ngoma	77.1%
4.	Kirehe	76.1%
5.	Bugesera	73.7%
6.	Gatsibo	72.6%
7.	Kayonza	70.5%

Imbonerahamwe 4:
Ibyavuye mu bushakashatsi hakurikijwe ibyiciro mu myaka ibiri (2023-2022)

#	ICYICIRO	CRC 2023	CRC 2022
	UBUKUNGU	**70.0%**	**68.9%**
i.	Ubuhinzi	63.2%	61.1%
ii.	Ubworozi	76.6%	77.7%
iii.	Ibikorwaremezo	71.0%	65.1%
iv.	Ikoranabuhanga n'itumanaho	72.8%	74.1%
v.	Ubutaka n'imiturire	60.4%	60.5%
vi.	Urwego rw'abikorera	76.2%	74.9%
	IMIBEREHO MYIZA	**75.0%**	**75.3%**
vii.	Uburezi	76.4%	72.2%
viii.	Ubuzima	77.9%	79.1%
ix.	Isuku	73.8%	76.3%
x.	Gahunda zo kuzamura imibereho no kwita ku batishoboye	71.8%	71.8%
xi.	Imibereho y'Umuryango Nyarwanda	75.1%	77.0%
	IMIYOBORERE	**84.8%**	**85.7%**
xii.	Inzego z'ibanze	75.8%	78.8%
xiii.	Ubutabera	81.8%	81.1%
xiiv.	Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi	89.4%	87.8%
xv.	Umutekano	89.8%	91.9%
xvi.	Uruhare rw'abaturage mu bibakorerwa	87.3%	88.7%
	IMPUZANDENGO	**76.2%**	**76.1%**

UTURERE TUZA KU ISONGA N'UTUZA INYUMA

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
UMUTEKANO	89.8%	BURERA	95.9%	NYARUGENGE	84.3%
IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	89.4%	NYAMAGABE	94.7%	MUSANZE	85.4%
URUHARE RW'ABATURAGE MU BIBAKORERWA	87.3%	NYABIHU	93.8%	KICUKIRO	81.8%
UBUTABERA	81.8%	NYAMAGABE	88.6%	MUSANZE	73.5%
UBUZIMA	77.9%	RUBAVU	84.4%	KAYONZA	70.0%
UBWOROZI	76.6%	RUBAVU	82.8%	GASABO	66.5%
UBUREZI	76.4%	RUBAVU	83.3%	GATSIBO	67.2%
URWEGO RW'ABIKORERA	76.4%	RUBAVU	83.3%	GATSIBO	67.2%

MURI BURI CYICIRO

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
INZEGO Z'IBANZE	75.8%	NGOMA	83.4%	KAYONZA	65.6%
IMIBEREHO Y'UMURYANGO NYARWANDA	75.1%	NYABIHU	85.2%	NGORORERO	68.0%
ISUKU	73.8%	KICUKIRO	88.9%	NGORORERO	57.0%
IKORANABUHANGA N'ITUMANAHO	72.8%	KICUKIRO	82.0%	KAYONZA	63.4%
GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	71.8%	NYABIHU	82.2%	KICUKIRO	57.1%
IBIKORWAREMEZO	71.0%	NYARUGENGE	86.6%	NYAMAGABE	57.6%
UBUHINZI	63.2%	RUBAVU	75.2%	MUSANZE	52.7%
UBUTAKA N' IMITURIRE	60.4%	NYAGATARE	69.9%	GICUMBI	50.2%

2. Ingengamikorere y'ubushakashatsi

CRC 2023 yakozwe ku byiciro cumi na bitandatu (16) bikubiye mu nkingi eshatu (3) za gahunda ya Guverinoma y'imyaka irindwi (2017-2024) ari zo Ubukungu, Imibereho myiza y'abaturage, ndetse n'Imiyoborere. Inkingi y'Ubukungu igizwe n'ubuhinzi, ubworozi, ibikorwaremezo, ubutaka n'imiturire, 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.

Ubu bushakashatsi bwakorewe ku baturage bafite imyaka cumi n'umunani (18) kuzamura babonetse hakurikijwe urutonde rusange rw'ingo zigize imidugudu yakorewemo ubushakashatsi. Umudugudu watoranijwe ku buryo bwa "tombora" hifashishijwe ikoranabuhanga rya SPSS. Umubare w'ingo zose zakoreweho ubushakashatsi 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 2023 haboneka abaturage 7,295,421 bafite imyaka cumi n'umunani (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 2022 yerekanye ko abaturage bishimiye serivisi ari 76.1% ubwo p = 0.761 naho q = 0.239

e: Ikigereranyo cyo kwibeshya cyangwa gukora amakosa mu ihitamo ry'ababazwa cyari kuri 0.01.

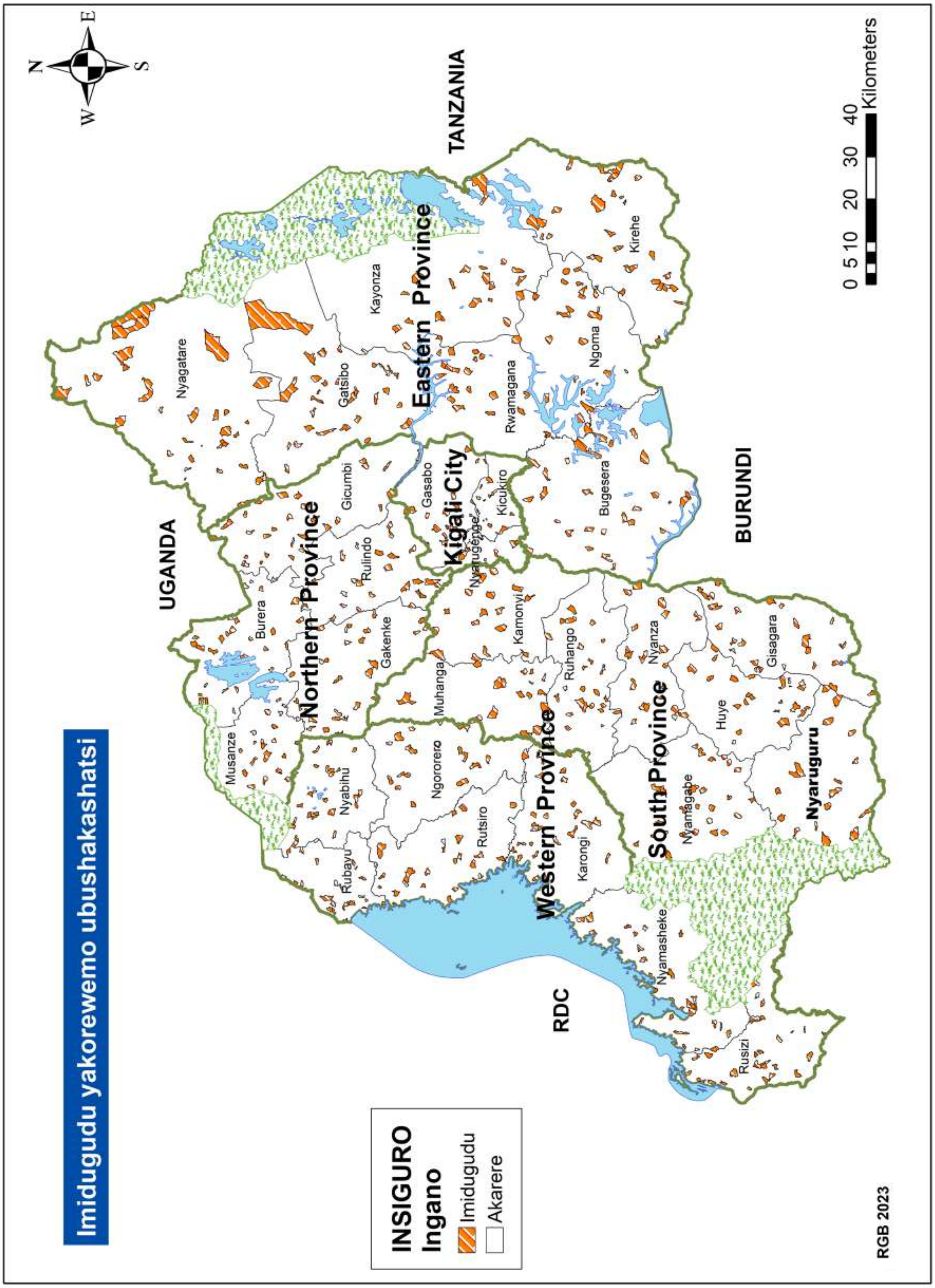
Ubushakashatsi bwakorewe ku baturage ibihumbi cumi na mirongo cyenda (10,090). Ababajijwe batoranijwe mu turere hakurikijwe umubare w'abaturage batuye akarere. Ibi bivuze ko akarere gafite abaturage benshi ari nako kabajijwemo abaturage benshi nk'uko bigaragara mu mbonerahamwe ikurikira:

Imbonerahamwe 5:
Umubare w'abaturage bakoreweho ubushakashatsi hakurikijwe akarere

No	AKARERE	UMUBARE W'ABABAJIJWE
1	Bugesera	335
2	Burera	324
3	Gakenke	330
4	Gasabo	508
5	Gatsibo	408
6	Gicumbi	360
7	Gisagara	289
8	Huye	307
9	Kamonyi	315
10	Karongi	313
11	Kayonza	305
12	Kicukiro	300
13	Kirehe	319
14	Muhanga	306
15	Musanze	357
16	Ngoma	308
17	Ngororero	326
18	Nyabihu	321
19	Nyagatare	449
20	Nyamagabe	324
21	Nyamasheke	363
22	Nyanza	300
23	Nyarugenge	306
24	Nyaruguru	306
25	Rubavu	375
26	Ruhango	312
27	Rulindo	318
28	Rusizi	362
29	Rutsiro	322
30	Rwamagana	322
BOSE HAMWE		10,090

Aho byavuye: Anketi ya RGB, 2023

Ikarita 2: Imidugudu yakorewemo ubushakashatsi



Ikarita ya 2 iragaragaza imidugudu yakoreweho ubushakashatsi mu gihugu cyose. Iyi midugudu yatoranijwe ku buryo bwa “tombora” hakoreshejwe ikoranabuhanga rya SPSS muri buri karere hagendewe ku miterere y’iyo midugudu: umujyi, inkengero z’umujyi n’icyaro. Mu midugudu 14,837 igize Igihugu, hatoranijwemo 714 irimo 546 y’icyaro, 91 y’umujyi na 77 y’inkengero z’umujyi.

Ababajijwe mu mudugudu batoranyijwe hakurikijwe ingo ziwugize. Iyo urutonde rw’ingo zituye umudugudu rubonetse, hakorwa igiteranyo cy’ingo zose. Uwo mubare ugabanywa n’umubare w’ababazwa muri buri mudugudu w’ako karere kugira ngo haboneke umubare w’ingo zisimbukwa. Ubazwa wa mbere yabonetse hakozwe “tombora” hagati ya rimwe (1) na wa mubare w’ingo zisimbukwa. Uwo mubare wongerewe ku rugo rwa mbere rwatoranijwe, haboneka urwa kabiri, bityo bityo kugeza habonetse umubare w’ababazwa ukenewe. Iyo tugeze mu rugo rwatoranyijwe habazwa umwe mu bagize urugo (umugabo, umugore, abana) ufite hejuru y’imyaka cumi n’umunani (18). Amakuru agaragara muri ubu bushakashatsi yakusanyijwe mu kwezi kwa Werurwe na Mata mu mwaka wa 2023.

3. Ibiranga ababajijwe muri ubu ubushakashatsi

Imbonerahamwe zikurikira ziragaragaza ibyiciro biranga ababajijwe.

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

AKARERE	IGITSINA				BOSE HAMWE
	Gabo		Gore		
	Umubare	%	Umubare	%	Umubare
Gasabo	201	39.6%	307	60.4%	508
Kicukiro	126	42.0%	174	58.0%	300
Nyarugenge	123	40.2%	183	59.8%	306
Gisagara	123	42.6%	166	57.4%	289
Huye	129	42.0%	178	58.0%	307
Kamonyi	137	43.5%	178	56.5%	315
Muhanga	137	44.8%	169	55.2%	306
Nyamagabe	162	50.0%	162	50.0%	324
Nyanza	131	43.7%	169	56.3%	300
Nyaruguru	137	44.8%	169	55.2%	306
Ruhango	134	42.9%	178	57.1%	312
Karongi	140	44.7%	173	55.3%	313
Ngororero	152	46.6%	174	53.4%	326
Nyabihu	138	43.0%	183	57.0%	321
Nyamasheke	169	46.6%	194	53.4%	363
Rubavu	177	47.2%	198	52.8%	375
Rusizi	160	44.2%	202	55.8%	362
Rutsiro	142	44.1%	180	55.9%	322
Burera	163	50.3%	161	49.7%	324
Gakenke	171	51.8%	159	48.2%	330
Gicumbi	153	42.5%	207	57.5%	360
Musanze	179	50.1%	178	49.9%	357
Rulindo	194	61.0%	124	39.0%	318
Bugesera	145	43.3%	190	56.7%	335
Gatsibo	191	46.8%	217	53.2%	408
Kayonza	132	43.3%	173	56.7%	305
Kirehe	133	41.7%	186	58.3%	319
Ngoma	136	44.2%	172	55.8%	308
Nyagatare	230	51.2%	219	48.8%	449
Rwamagana	134	41.6%	188	58.4%	322
BOSE HAMWE	**4579**	**45.4%**	**5511**	**54.6%**	**10,090**

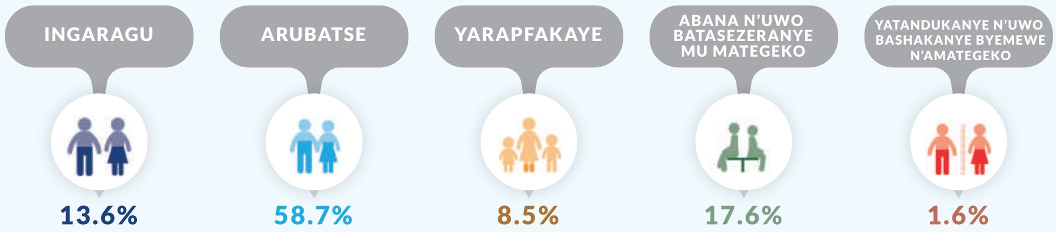
Aho byavuye: Anketi ya RGB, 2023

Imbonerahamwe 7:
Abaturage babajijwe hakurikijwe imyaka

IMYAKA	IGITSINA				BOSE HAMWE	
	Gabo		Gore			
	Umubare	%	Umubare	%	Umubare	%
18-30	929	9.2%	1390	13.8%	2319	23.0%
31-40	1330	13.2%	1692	16.8%	3022	30.0%
41-50	1117	11.1%	1305	12.9%	2422	24.0%
51-60	723	7.2%	749	7.4%	1472	14.6%
61 kuzamura	480	4.8%	375	3.7%	855	8.5%
BOSE HAMWE	**4579**	**45.4%**	**5511**	**54.6%**	**10,090**	**100.0%**

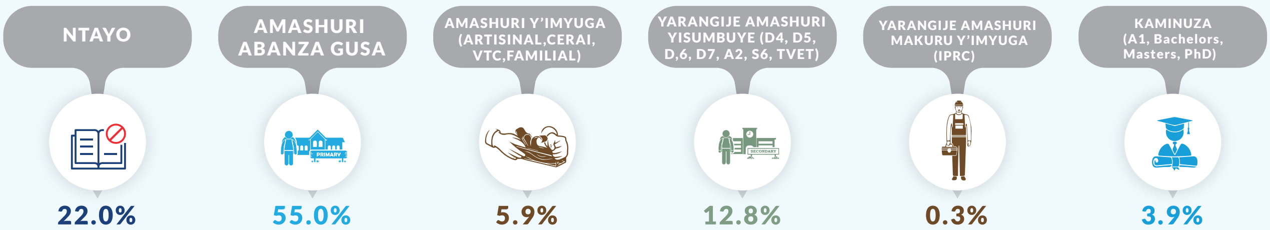
Aho byavuye: Anketi ya RGB, 2023

Ishusho 1: Abaturage babajijwe hakurikijwe irangamimerere



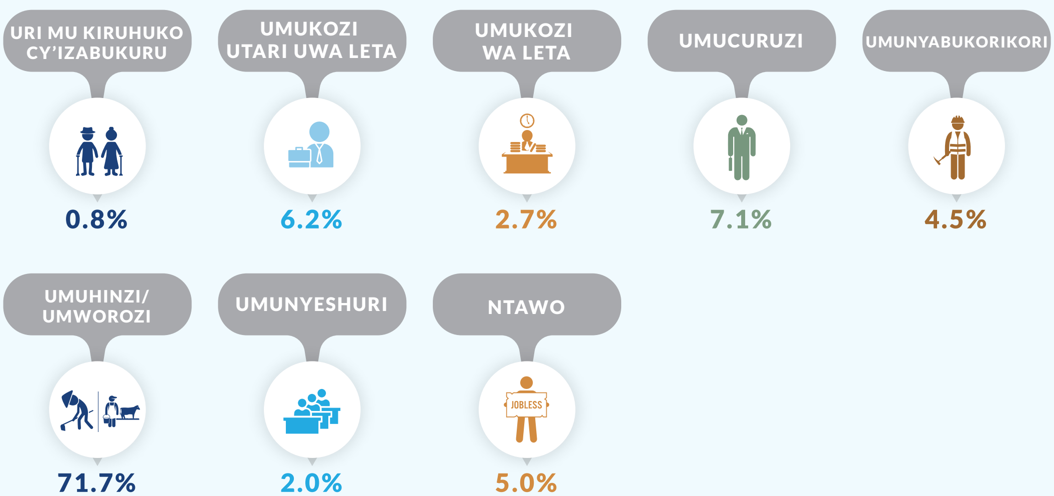
Aho byavuye: Anketi ya RGB, 2023

Ishusho 2: Abaturage babajijwe hakurikijwe amashuri bize



Aho byavuye: Anketi ya RGB, 2023

Ishusho 3: Abaturage babajijwe hakurikijwe umurimo bakora

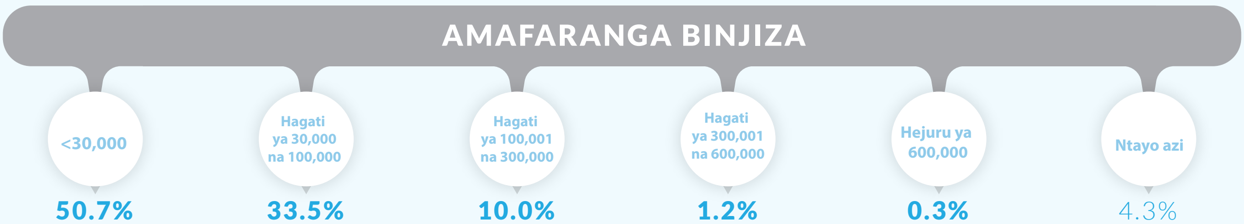


Aho byavuye: Anketi ya RGB, 2023

Ishusho 4: Abaturage babajijwe hakurikijwe icyiciro cy'ubudehe

Aho byavuye: Anketi ya RGB, 2023

Ishusho 5: Abaturage babajijwe hakurikijwe amafaranga binjiza ku kwezi



Aho byavuye: Anketi ya RGB, 2023

3.1 Ibyiciro byakoreweho ubushakashatsi

UBUKUNGU:

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

IMIBEREHO MYIZA Y'ABATURAGE

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

IMIYOBORERE

- Serivisi 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

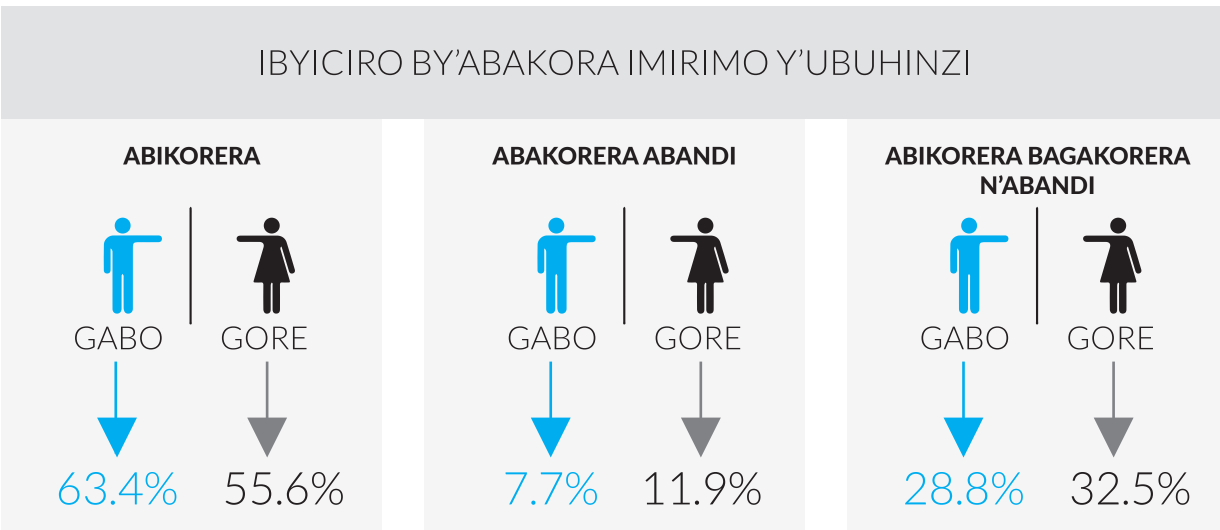
1.1.UBUHINZI

1.1.1. Intangiriro

Abaturage bakora ubuhinzi babajijwe uko babona serivisi z'ubuhinzi zakoreweho ubushakashatsi arizo kubona imbuto ku gihe, kubona inyongeramusaruro ku gihe, kubona imbuto n'inyongeramusaruro bihagije, kubona imiti y'ibihingwa ku gihe, isoko ry'umusaruro, kurwanya indwara z'ibihingwa, ubuhunikiro rusange bw'umusaruro, ubwanikiro rusange bw'umusaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi, kuhira imyaka no gukoresha imashini zihinga.

Muri ubu bushakashatsi, abaturage 82.1% (46.1% Gabo, 53.9% Gore) nibo bakora imirimo yerekeranye n'ubuhinzi, muri bo 21.2% ni urubyiruko, bikaba biragaragaza ko urubyiruko rugenda rubona ubuhinzi nk'amahirwe yo kwiteza imbere. Byongeye kandi, muri aba bakora imirimo yerekeranye n'ubuhinzi, 84.2% ntibarengeje amashuri abanza barimo 15.4% b'urubyiruko (18-30).

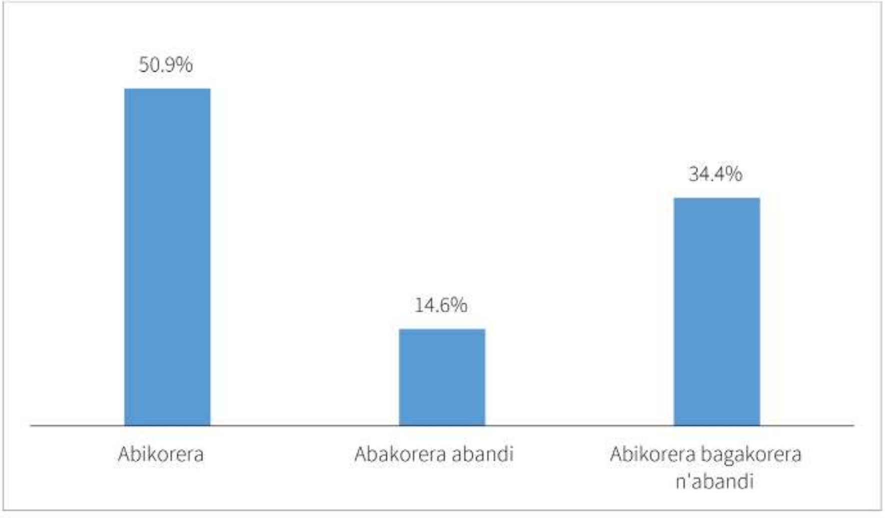
Ishusho 6: **Ibyiciro by'abakora imirimo y'ubuhinzi**



Aho byavuye: Anketi ya RGB, 2023

Ubushakashatsi bwerekana ko abagabo ari bo benshi mu cyiciro cy'abikorera mu gihe abagore biganje mu cyiciro cy'abakorera abandi ndetse no mu cyiciro cy'ababikora byombi. Ibi bishobora kuba biterwa n'uko abagore badafite uburenganzira busesuye ku butaka bwo guhinga ugereranije n'abagabo.

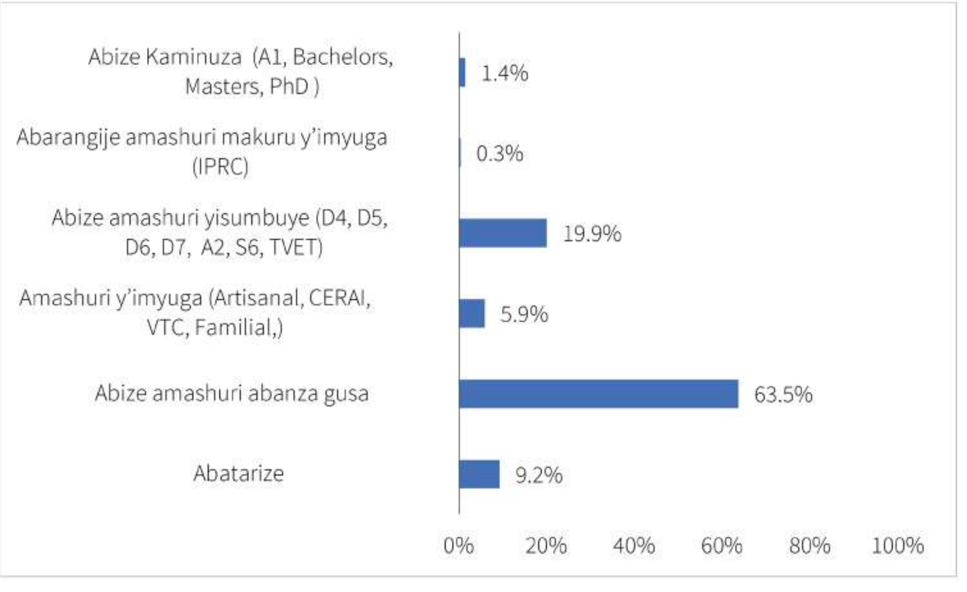
Ishusho 7: Ibyiciro by'urubyiruko ruri mu mirimo y'ubuhinzi



Aho byavuye: Anketi ya RGB, 2023

Ubushakashatsi bugaragaza ko 50.9% by'urubyiruko rukora imirimo y'ubuhinzi rwikorera, bikaba bigaragaza ko urubyiruko rugenda rwumva agaciro k'umwuga w'ubuhinzi.

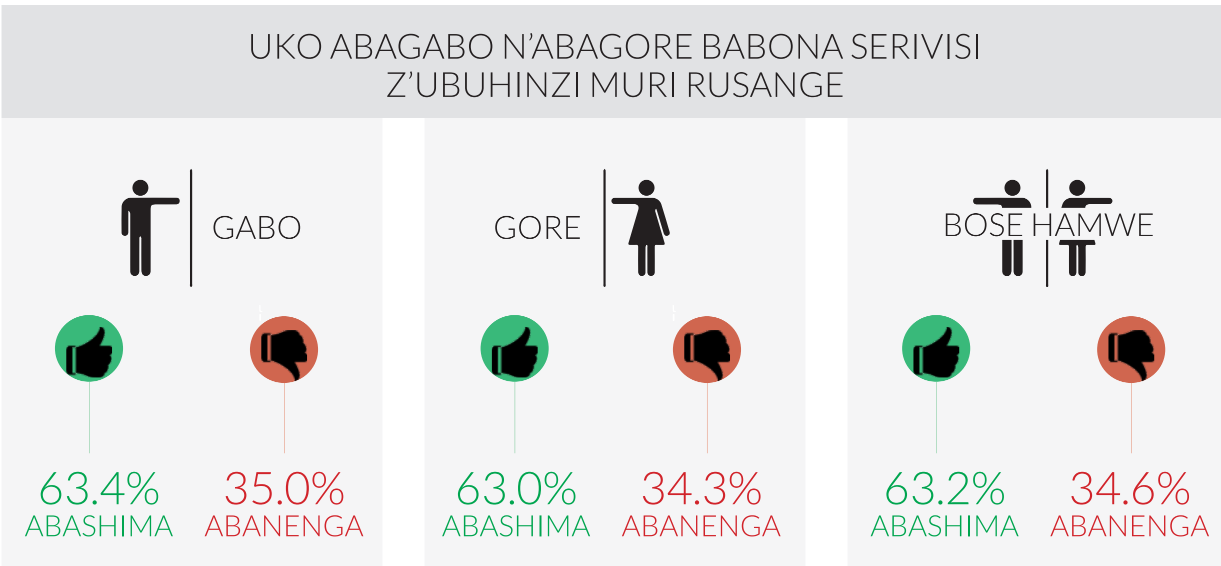
Ishusho 8: Urubyiruko rukora mu buhinzi hakurikijwe amashuri bize



Aho byavuye: Anketi ya RGB, 2023

Iyi shusho irerekana ko urubyiruko rwinshi rukora ubuhinzi rufite amashuri abanza. Ibi bishobora kuba imbogamizi ku ntego z'icyerekezo 2050, aho biteganyijwe ko urwego rw'ubuhinzi ruzaba rwarahindutse cyane rukorwamo n'abahinzi babigize umwuga ndetse bakazaba bakora ubuhinzi bujyanye n'uruhererekane nyongeragaciro rw'ibikorwa by'inganda n'ubucuruzi.

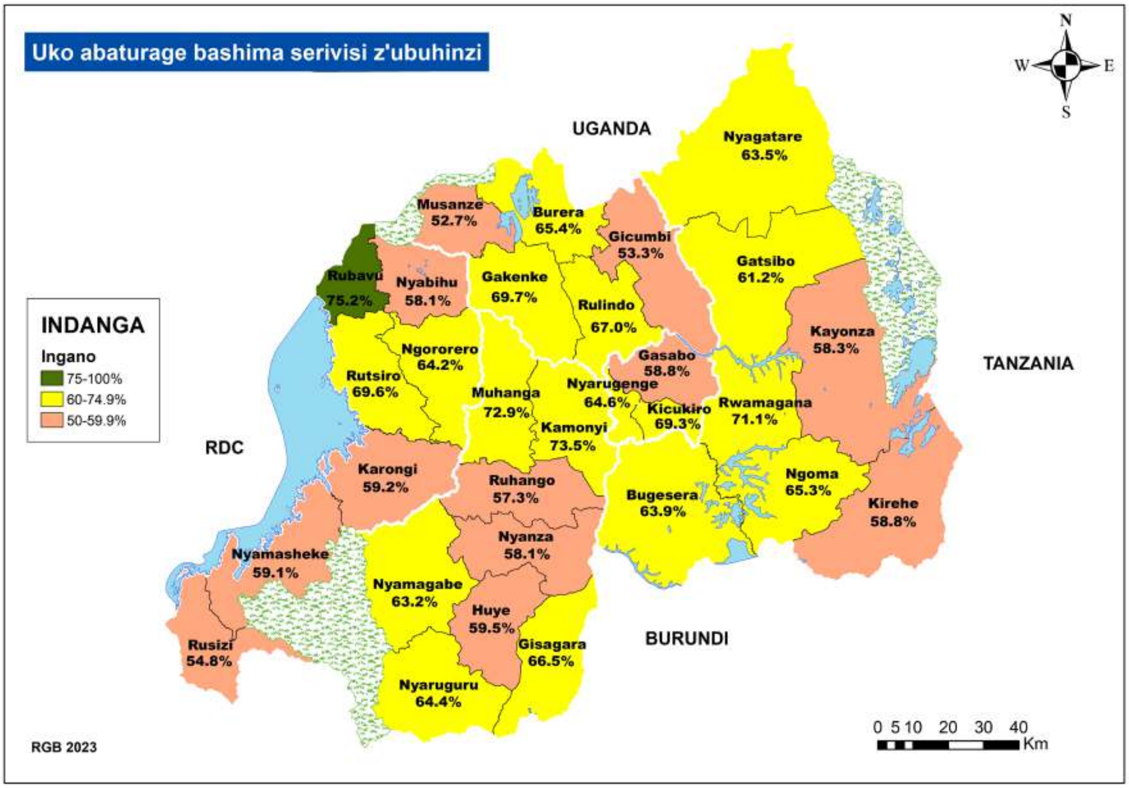
Ishusho 9: Uko abagabo n'abagore babona serivisi z'ubuhinzi muri rusange



Aho byavuye: Anketi ya RGB, 2023

Muri rusange, serivisi z'ubuhinzi zirashimwa ku gipimo cya 63.2%. Iki gipimo cyarazamutse kivuye kuri 61.1% muri CRC 2022. Abagabo bazishima ku gipimo cya 63.4% mu gihe abagore bazishima ku gipimo cya 63.0%.

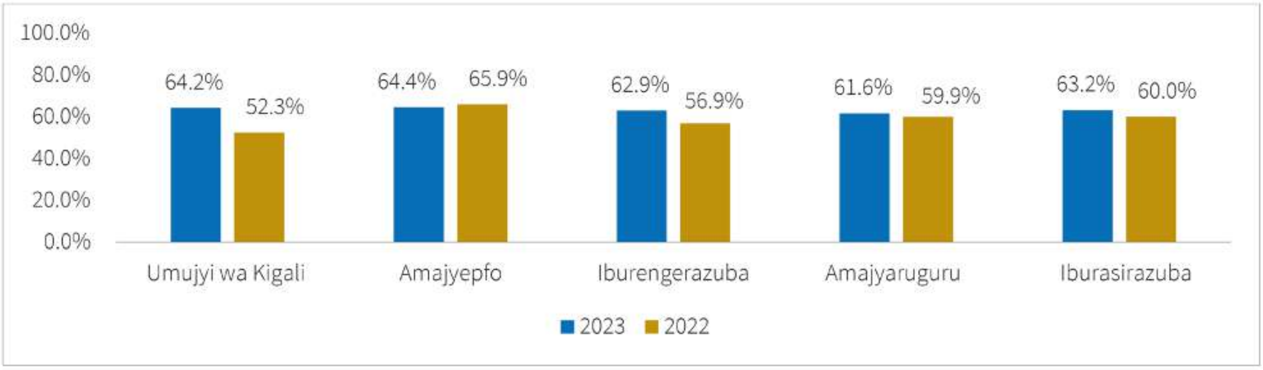
Ikarita 3: Uko abaturage bashima serivisi bahabwa mu buhinzi hakurikijwe uturere



Abaturage bo mu Karere ka Rubavu nibo bashima serivisi zo mu buhinzi ku gipimo cyo hejuru cya 75.2%, naho mu Karere ka Musanze abaturage bakazishima ku gipimo cyo hasi cya 52.7%..

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

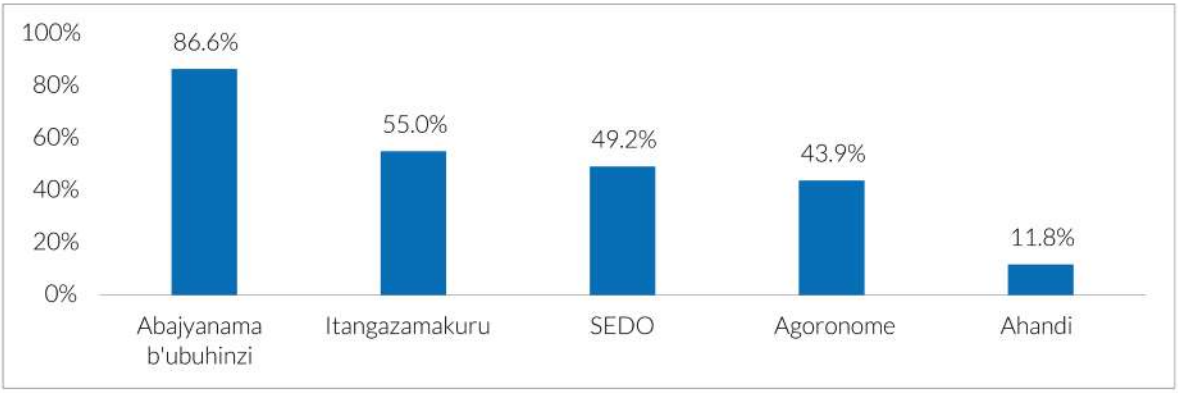
Ishusho 10: Uko abaturage bashima serivisi z'ubuhinzi hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

1.1.3 Aho Abaturage bakura amakuru yerekeranye n'ubuhinzi

Ishusho 11: Aho abaturage bakura amakuru y'ubuhinzi

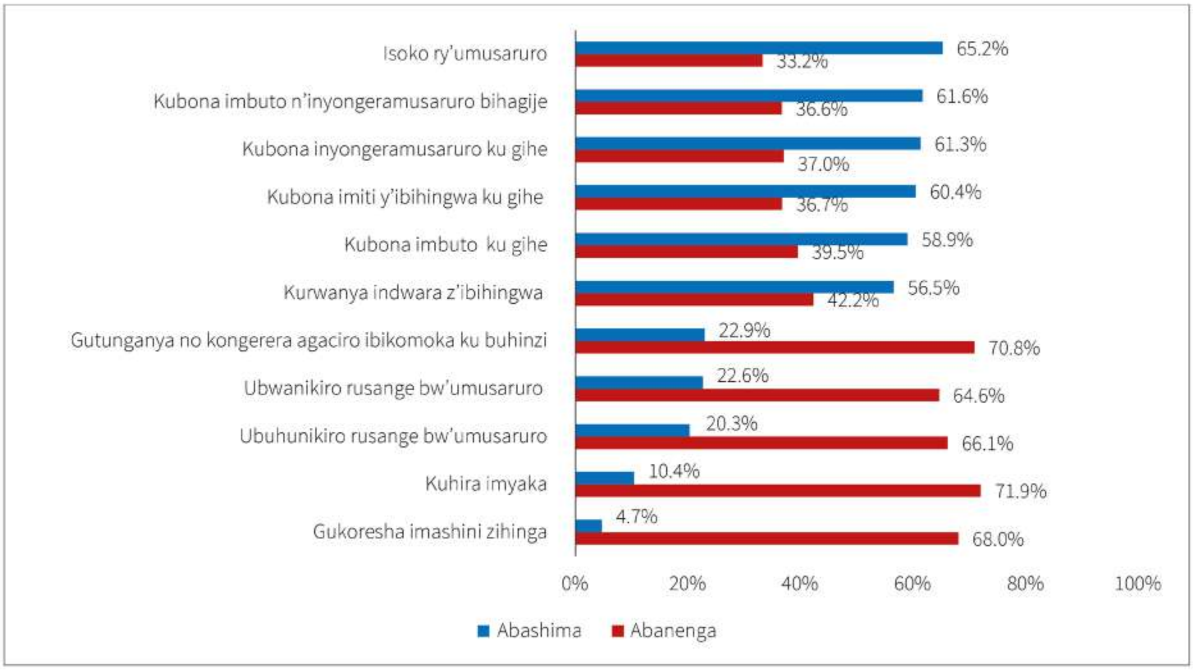


Aho byavuye: Anketi ya RGB, 2023

Nk'uko bigaragara mu ishusho iri hejuru, abahinzi benshi babona amakuru ajyanye n'ubuhinzi avuye ku bajyanama mu buhinzi. Ibi biragaragaza ko aba bakorerabushake bafite uruhare runini mu gushererekanya ubumenyi bushobora guteza imbere ubuhinzi.

1.1.4 Uko abaturage babona serivisi zitandukanye zo mu buhinzi

Ishusho 12: Uko abaturage babona serivisi zitandukanye mu buhinzi



Aho byavuye: Anketi ya RGB, 2023

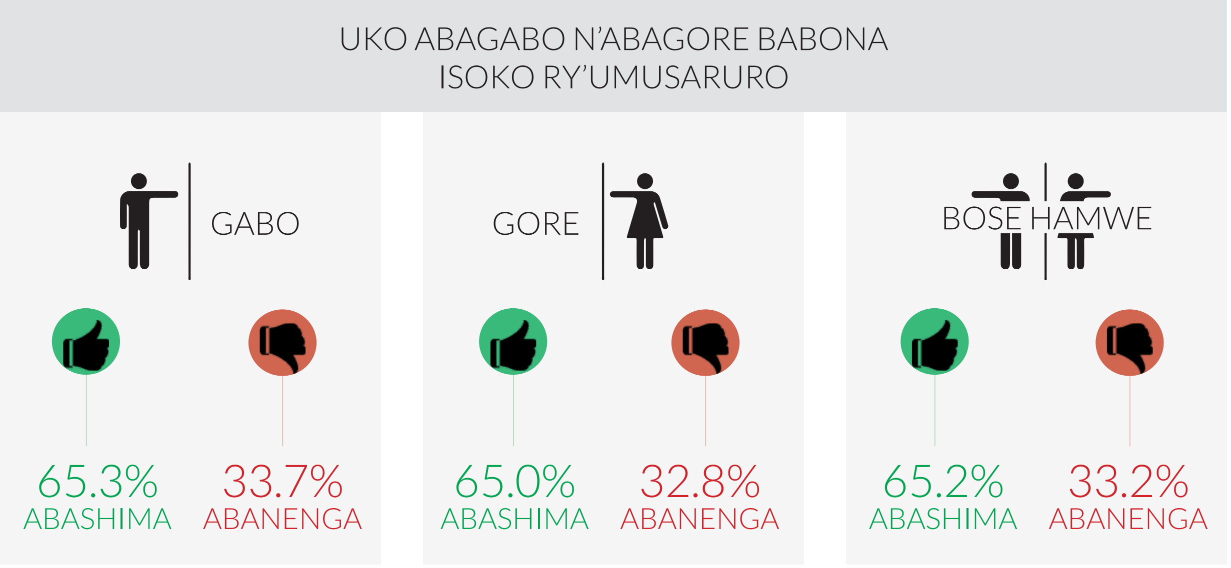
Muri ubu bushakashatsi abahinzi bagaragaje ko bashima serivisi z'ubuhinzi ku gipimo cyo hasi muri rusange. Isoko ry'umusaruro niryo riza imbere mu gushimwa n'abaturage ku gipimo cya 65.2%.

N'ubwo muri Gahunda ya Guverinoma y'imyaka irindwi (NST1) hateganijwe ko abaturage bazaba bashima serivisi bahabwa nibura ku gipimo cya 90% mu mwaka wa 2024, biragaragara ko hakiri intambwe nini yo gutera muri serivisi z'ubuhinzi kuko nta n'imwe ishimwa nibura ku gipimo cya 70%.

Serivisi zo kuhira no gukoresha imashini zihinga ni zo zishimwa n'abaturage ku bipimo byo hasi cya 10.4% na 4.7%.

1.1.5 Uko abagabo n'abagore babona isoko ry'umusaruro

Ishusho 13: Uko abagabo n'abagore babona isoko ry'umusaruro

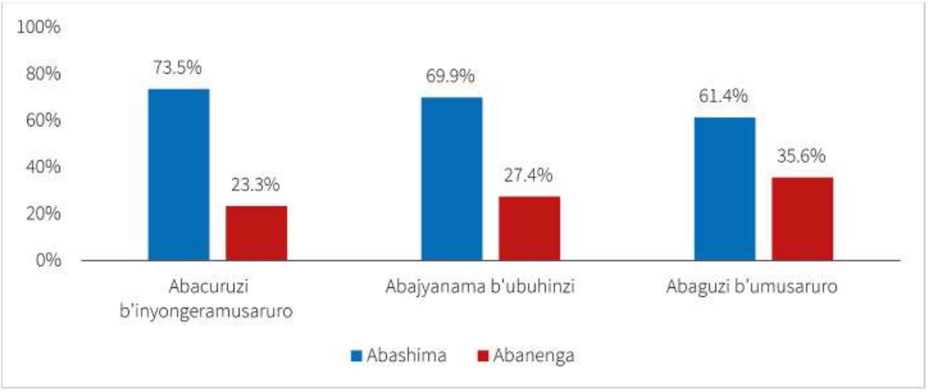


Aho byavuye: Anketi ya RGB, 2023

Ubu bushakashatsi bwagaragaje ko muri rusange serivisi zo kubona isoko ry'umusaruro uturuka ku buhinzi zazamutse, aho ziri ku gipimo cya 65.2% zivuye kuri 48.4% muri CRC 2022. Igipimo cy'uko abagabo bashima isoko ry'umusaruro cyazamutseho 18.8% naho abagore kizamukaho 14.9%.

1.1.6 Uko abaturage babona imikorere y'abakora mu buhinzi

Ishusho 14: Uko abaturage babona imikorere ya bamwe mu bagira uruhare mu bikorwa by'ubuhinzi



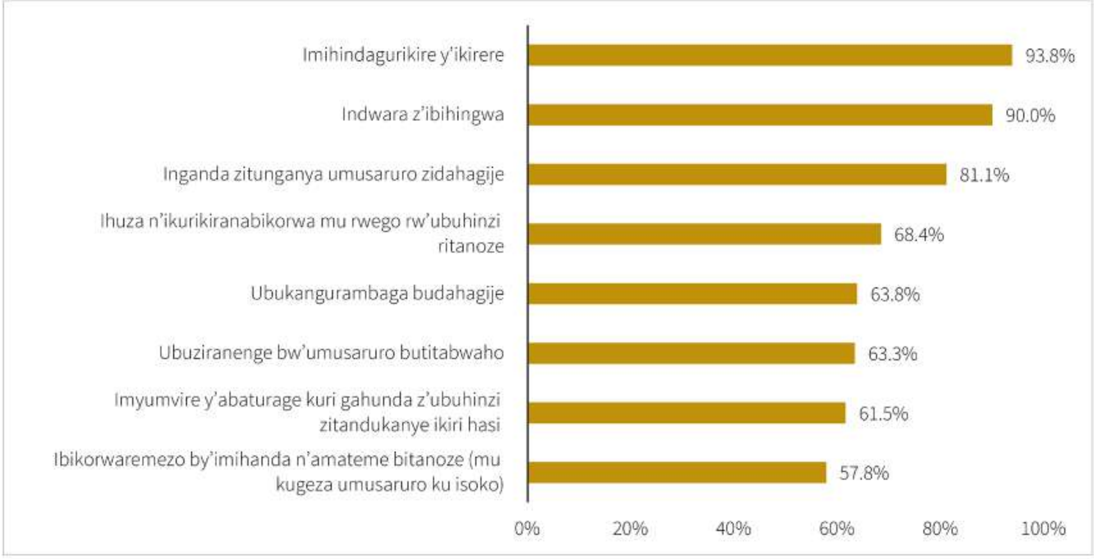
Aho byavuye: Anketi ya RGB, 2023

Abacuruzi b'inyongeramusaruro nibo baza imbere mu gushimwa n'abaturage ugereranyije n'abajyanama b'ubuhinzi ndetse n'abaguzi b'umusaruro.

1.1.7 Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi

Muri ubu bushakashatsi kandi abaturage bagaragaje zimwe mu nzitizi zikibangamira iterambere ry'ubuhinzi nk'uko bigaragazwa n'ishusho ikurikira:

Ishusho 15: Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi



Aho byavuye: Anketi ya RGB, 2023

Kimwe n'iyayibanjirije, CRC 2023 igaragaza ko imihindagurikire y'ikirere, indwara z'ibihingwa ndetse n'ubuke bw'inganda zitunganya umusaruro bikomeje kuza ku isonga mu nzitizi zibangamira iterambere ry'ubuhinzi. Abagaragaje ko ubuke bw'inganda zitunganya umusaruro ari inzitizi bariyongereye bagera kuri 81.1% bavuye kuri 76.4% muri CRC 2022.

1.1.8. IBYIFUZONAMA

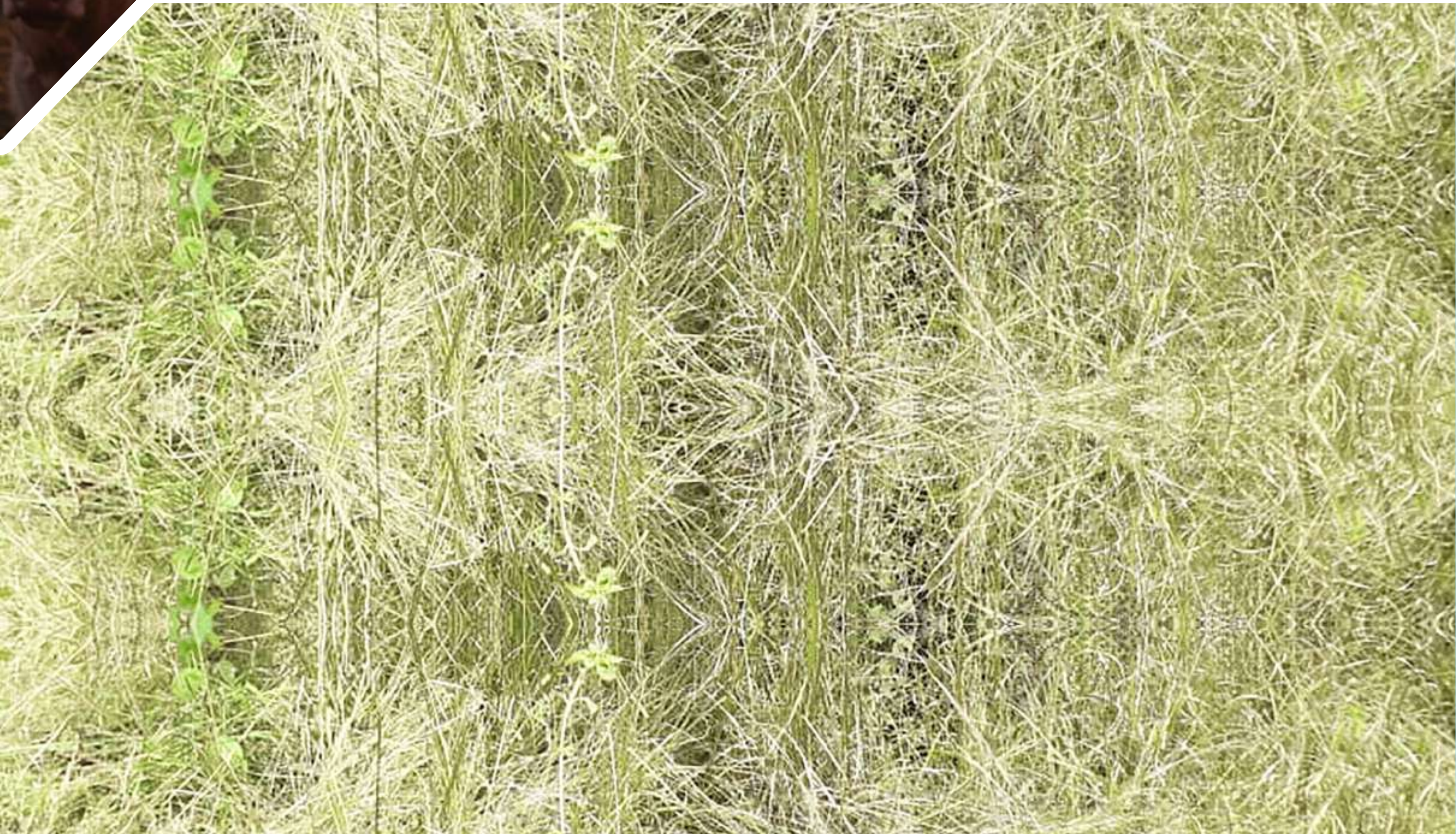
- Gukaza ingamba zo kunoza imicungire n'imikoreshereze y'inyongeramusaruro;
- Gukaza ingamba zo gukumira no kurwanya indwara z'ibihingwa;
- Kunoza imikorere no kongera inganda zitunganya umusaruro w'ibikomoka ku buhinzi;
- Kunoza imikorere ya gahunda yo gufasha abahinzi kubona imashini zikoreshwa mu buhinzi no mu kuhira imyaka;
- Kunoza imicungire y'umusaruro n'isoko ryawo.

Imbonerahamwe 8:
Uko uturere duhagaze muri serivisi z'ubuhinzi mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Rubavu	75.2%	50.6%	▲	24.6%
2	Kamonyi	73.5%	62.4%	▲	11.1%
3	Muhanga	72.9%	65.9%	▲	7.0%
4	Rwamagana	71.1%	61.9%	▲	9.2%
5	Gakenke	69.7%	69.8%	▼	-0.1%
6	Rutsiro	69.6%	48.7%	▲	20.9%
7	Kicukiro	69.3%	45.1%	▲	24.2%
8	Rulindo	67.0%	61.5%	▲	5.5%
9	Gisagara	66.5%	78.7%	▼	-12.2%
10	Burera	65.4%	50.3%	▲	15.1%
11	Ngoma	65.3%	60.1%	▲	5.2%
12	Nyarugenge	64.6%	62.2%	▲	2.4%
13	Nyaruguru	64.4%	68.8%	▼	-4.4%
14	Ngororero	64.2%	61.9%	▲	2.3%
15	Bugesera	63.9%	56.4%	▲	7.5%
16	Nyagatare	63.5%	48.6%	▲	14.9%
17	Nyamagabe	63.2%	58.0%	▲	5.2%
18	Gatsibo	61.2%	69.2%	▼	-8.0%
19	Huye	59.5%	63.8%	▼	-4.3%
20	Karongi	59.2%	66.2%	▼	-7.0%
21	Nyamasheke	59.1%	51.1%	▲	8.0%
22	Gasabo	58.8%	49.8%	▲	9.0%
23	Kirehe	58.8%	62.6%	▼	-3.8%
24	Kayonza	58.3%	61.1%	▼	-2.8%
25	Nyabihu	58.1%	57.0%	▲	1.1%
26	Nyanza	58.1%	70.6%	▼	-12.5%
27	Ruhango	57.3%	58.8%	▼	-1.5%
28	Rusizi	54.8%	62.6%	▼	-7.8%
29	Gicumbi	53.3%	58.5%	▼	-5.2%
30	Musanze	52.7%	59.6%	▼	-6.9%
IMPUZANDENGO		63.2%	61.1%	▲	2.1%

Aho byavuye: Anketi ya RGB, 2023

1.2. UBWOROZI

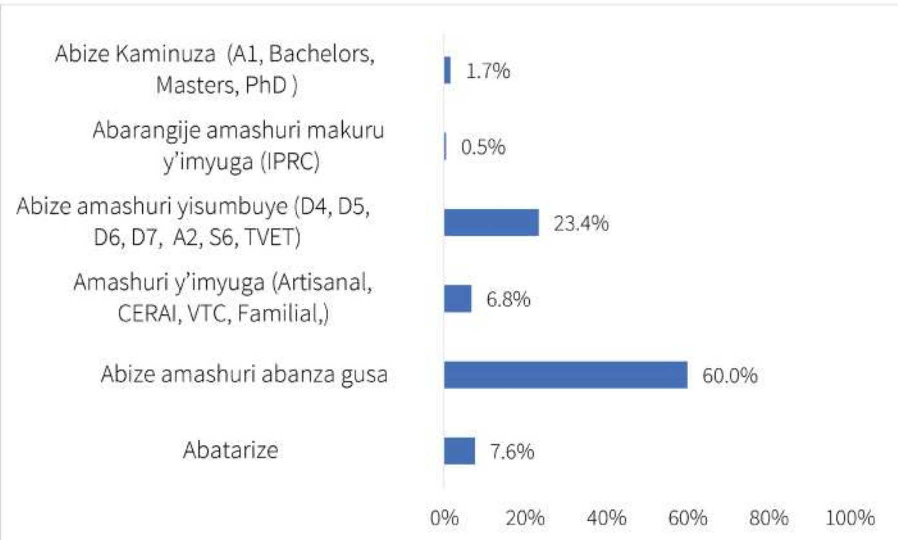


1.2.1. Intangiriro

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 zirebana no kubangurira inka, ubuvuzi bw'amatungo, gukingira indwara, ibiryo by'amatungo, serivisi z'abavuzi b'amatungo, gutunganya no kongerera agaciro ibikomoka ku bworozi n'isoko ry'ibikomoka ku bworozi.

Muri ubu bushakashatsi, abaturage 59.1% (abagabo ni 48.5% mu gihe abagore ari 51.5%) nibo bakora imirimo yerekeranye n'ubworozi, muri bo 19.1% ni urubyiruko. Byongeye kandi, muri aba bakora imirimo yerekeranye n'ubworozi, 83.2% ntibarengeje amashuri abanza barimo 13.0% b'urubyiruko (18-30).

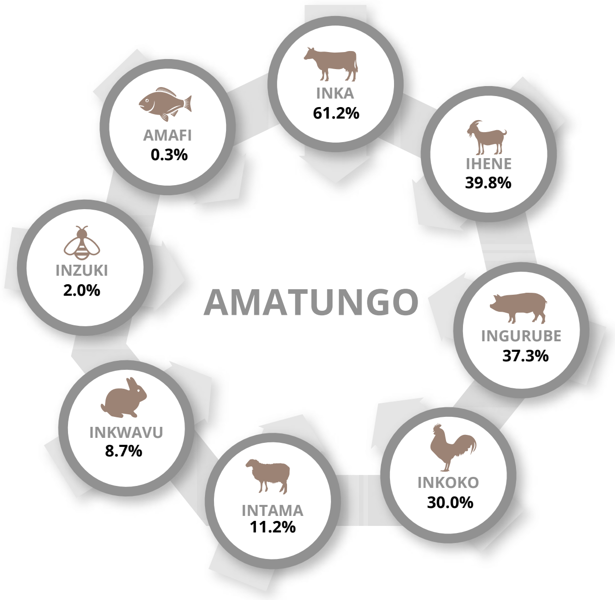
Ishusho 16: Urubyiruko rukora ubworozi hakurikijwe amashuri bize



Aho byavuye: Anketi ya RGB, 2023

Kimwe no mu buhinzi, ubushakashatsi burerekana ko benshi mu rubyiruko ruri mu bworozi bize amashuri abanza. Ibi bishobora kuba imbogamizi mu guteza imbere ubworozi bubyara ubukire.

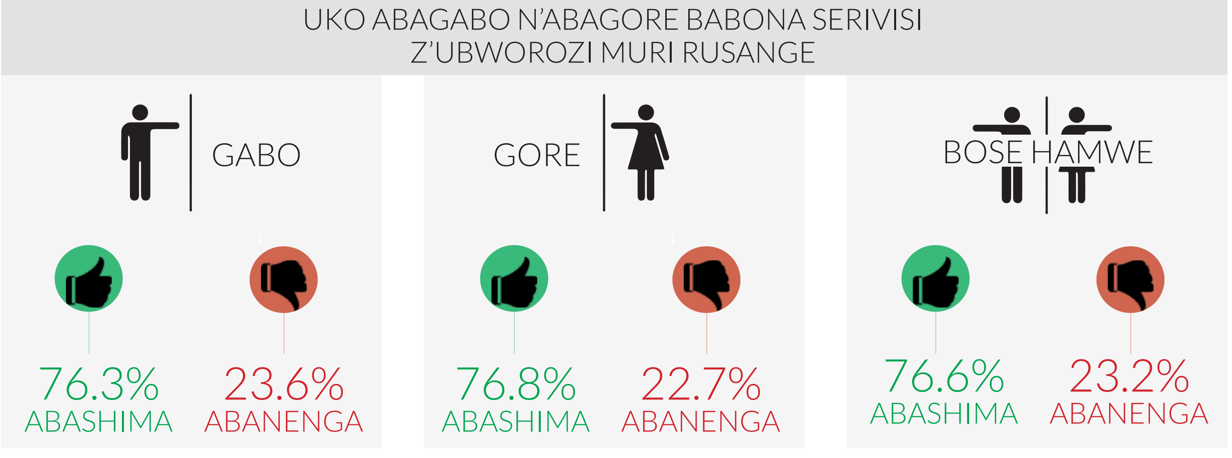
Ishusho 17: Amatungo abaturage boroye



Aho byavuye: Anketi ya RGB, 2023

Ubushakashatsi burerekana ko aborozi b'inka ari bo benshi mu gihe aborora inzuki n'amafi ari bake cyane.

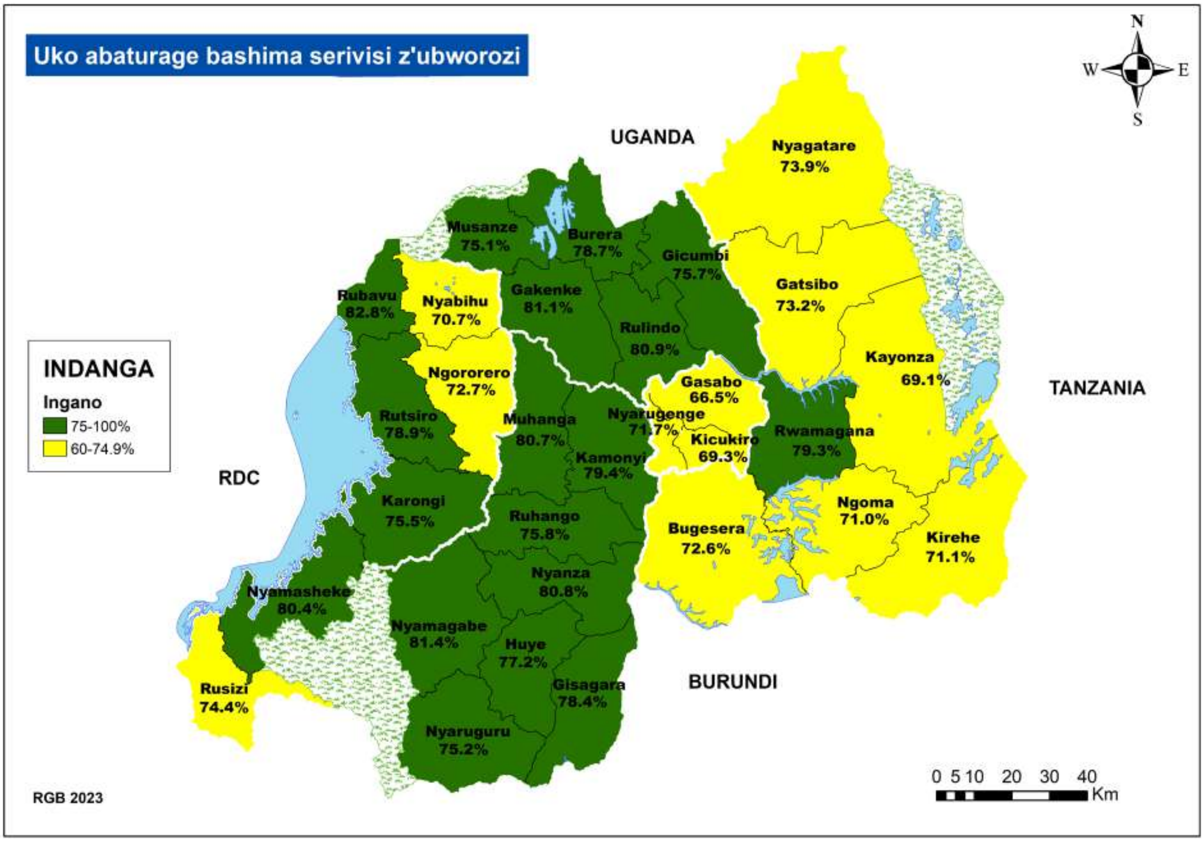
Ishusho 18: Uko abagabo n'abagore babona serivisi z'ubworozi muri rusange



Aho byavuye: Anketi ya RGB, 2023

Ubu bushakashatsi bwagaragaje ko abaturage bishimiye serivisi z'ubworozi ku gipimo cya 76.6%. Ugereranije na CRC 2022 aho cyari kuri 77.7%, iki gipimo cyamanutseho 1.1%. Abagore bashima ku gipimo cya 76.8% naho abagabo bagashima ku gipimo cya 76.3%.

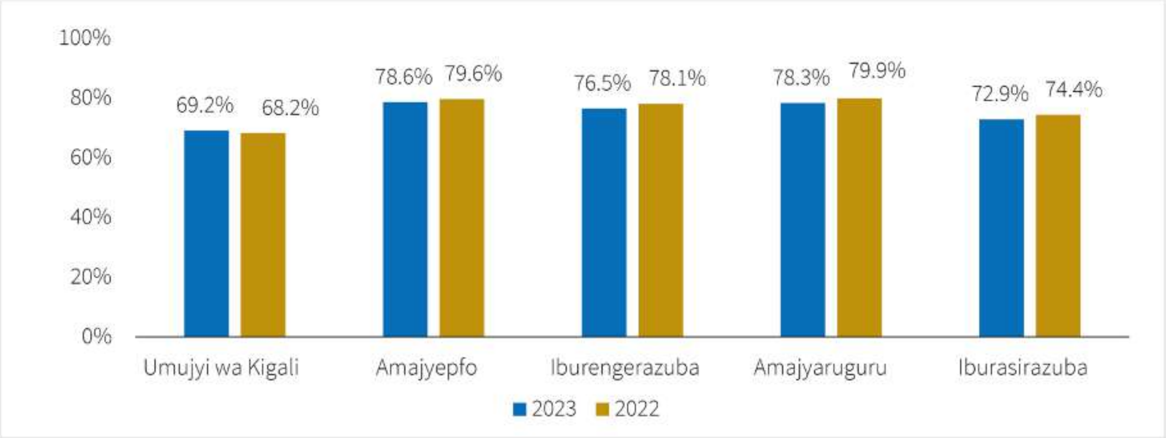
Ikarita 4: Uko abaturage bashima serivisi z'ubworozi muri rusange hakurikijwe uturere



Abaturage bo mu turere turindwi (Rubavu, Nyamagabe, Gakenke, Rulindo, Nyanza, Muhanga na Nyamasheke) bashima serivisi z'ubworozi ku gipimo kiri hejuru ya 80%. Akarere ka Rubavu niko kari ku isonga mu gushima serivisi z'ubworozi ku gipimo cya 82.8% naho igipimo kiri hasi ni icy'Akarere ka Gasabo (66.5%).

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

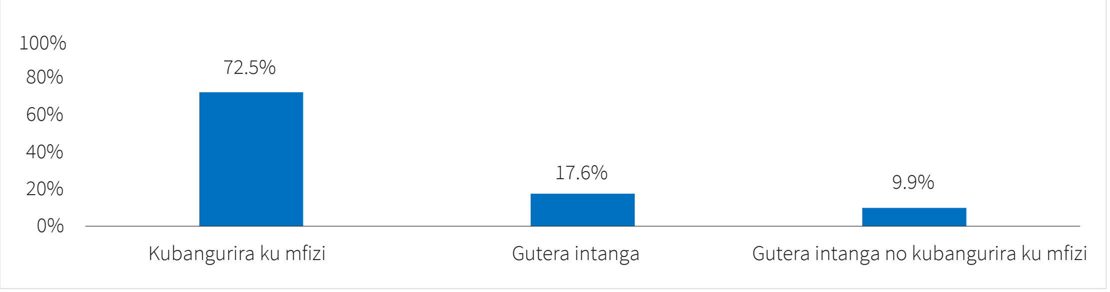
Ishusho 19: Uko abaturage bashima serivisi z'ubworozi hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri (2023-2022)



Aho byavuye: Anketi ya RGB, 2023

1.2.3. Uburyo abaturage bakoresha mu kubangurira inka

Ishusho 20: **Uburyo abaturage bakoresha mu kubangurira inka**

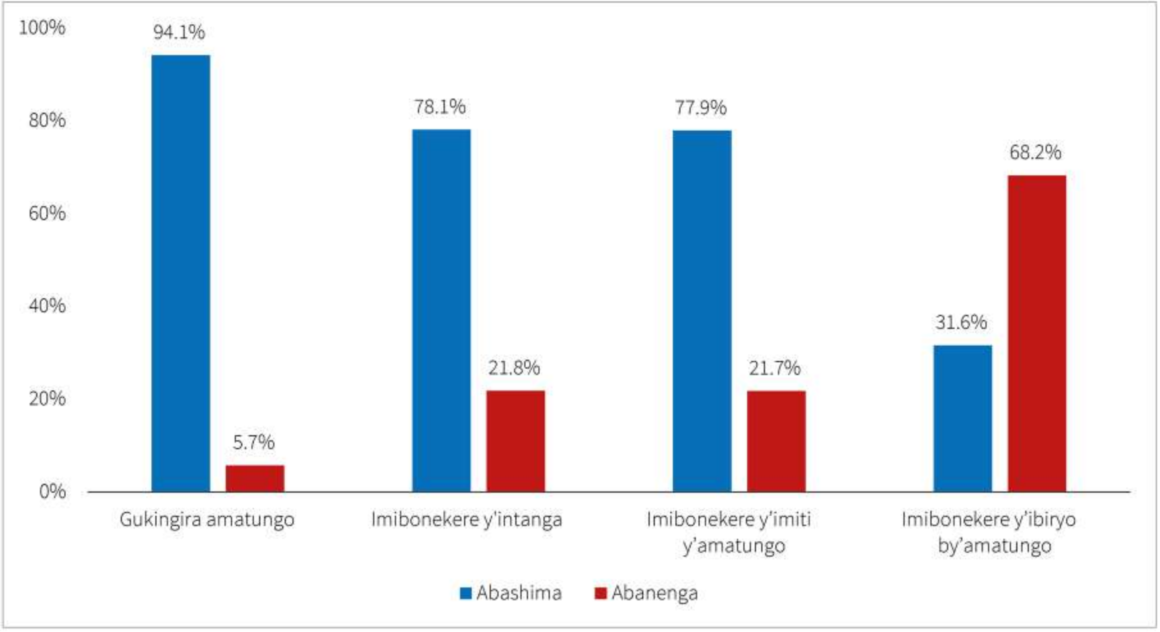


Aho byavuye: Anketi ya RGB, 2023

Mu gihe gahunda ya Leta ari ugushishikariza abaturage gutera intanga mu rwego rwo kuzamura umusaruro w'ubworozi, ubu bushakashatsi buragaragaza ko aborozi bakoresha ubu buryo bakiri bake (17.6%) ugereranije na 72.5% bakibangurira ku mfizi.

1.2.4. Uko abaturage babona serivisi zitandukanye z'ubworozi

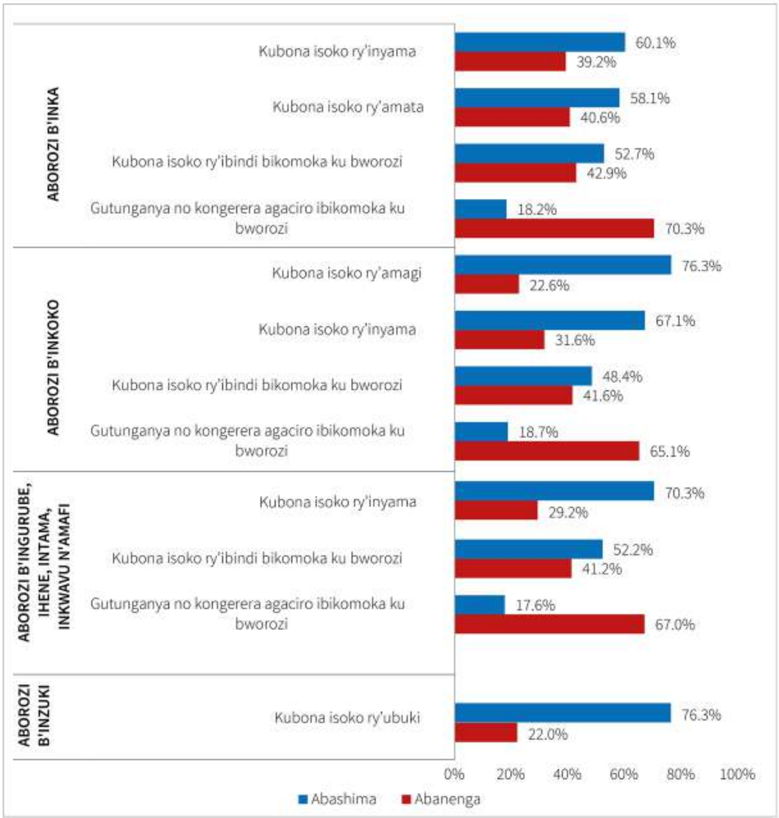
Ishusho 21: **Uko abaturage babona serivisi zitandukanye z'ubworozi**



Aho byavuye: Anketi ya RGB, 2023

Muri ubu bushakashatsi, abaturage bagaragaje ko bashima serivisi yo gukingira amatungo ku gipimo cyo hejuru cyane aho kiri kuri 94.1%, kikaba cyazamutse ugereranyije na CRC 2022 aho cyari kuri 89.6%. Ku rundi ruhande, imibonekere y'ibiryo by'amatungo ni yo serivisi ishimwa ku gipimo cyo hasi cya 31.6%.

Ishusho 22: **Uko abaturage babona isoko ry'ibikomoka ku matungo atandukanye**

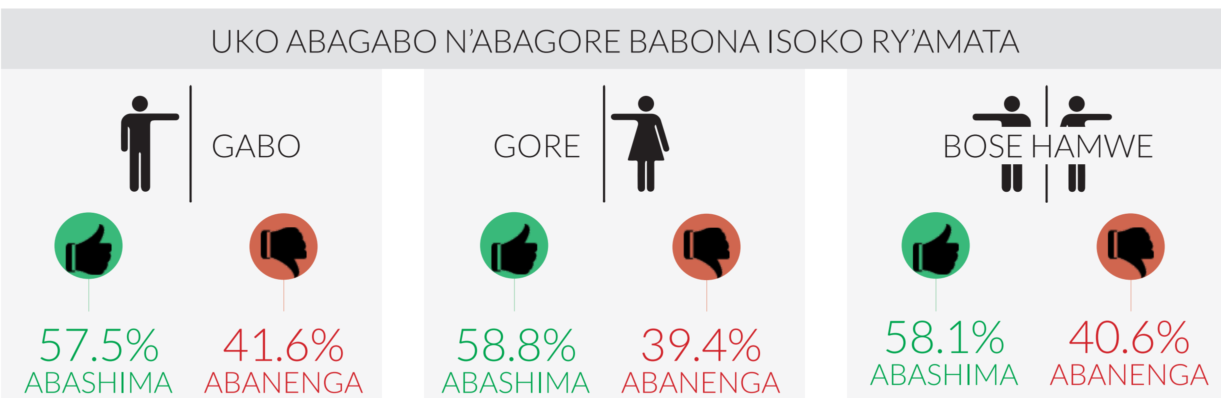


Aho byavuye: Anketi ya RGB, 2023

Abaturage bagaragaje ko kubona isoko ry'amagi n'iry'ubuki byishimiwe ku gipimo cya 76.3% naho kubona isoko ry'inyama byishimiwe muri rusange ku bipimo biri hejuru ya 60%. Serivisi yo gutunganya no kongerera agaciro ibikomoka ku bworozi ni yo ishimwa ku gipimo cyo hasi munsi ya 20%. Ibi biragaragaza ko uburyo bwo kongerera agaciro ibikomoka ku matungo butaratera imbere.

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

Ishusho 23: **Uko abagabo n'abagore babona isoko ry'amata**

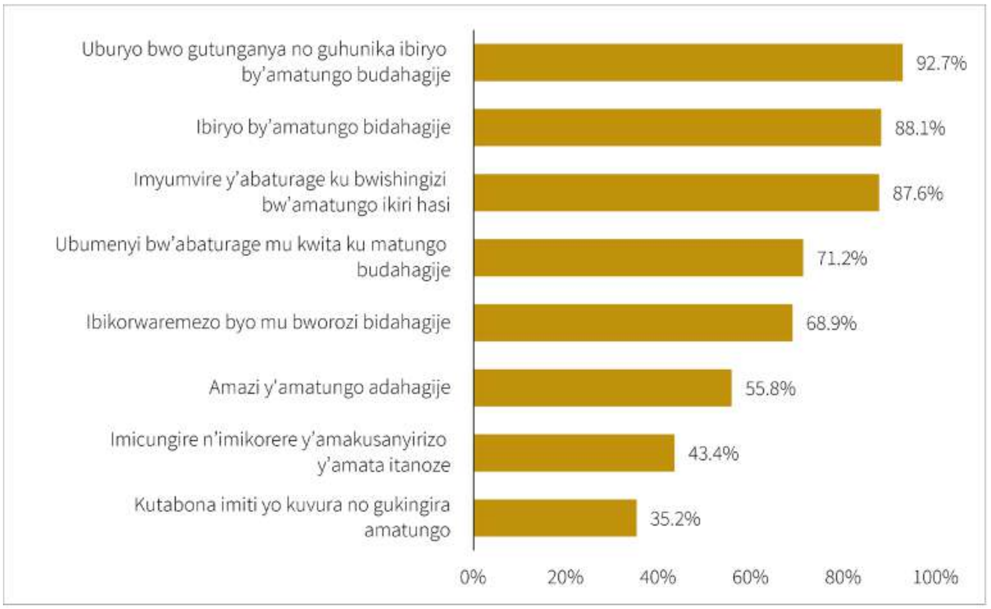


Aho byavuye: Anketi ya RGB, 2023

N'ubwo kubona isoko ry'amata bishimwa ku gipimo cyo hasi cya 58.1%, iki gipimo cyazamutseho 9.9% kivuye kuri 48.2% muri CRC 2022, aho abagabo bashima biyongereyeho 11.7%, naho abagore biyongeraho 8.2%.

1.2.6. Inzitizi zigaragara muri serivisi z'ubworozi

Ishusho 24: Inzitizi zigaragara muri serivisi z'ubworozi



Aho byavuye: Anketi ya RGB, 2023

Inzitizi zagaragajwe kurusha izindi ku gipimo kiri hejuru ya 85% ni: uburyo bwo gutunganya no guhunika ibiryo by'amatungo budahagije, ibiryo by'amatungo bidahagije ndetse n'imyumvire y'abaturage ku bwishingizi bw'amatungo ikiri hasi.

1.2.7. IBYIFUZONAMA

- Kunoza imibonekere y'ibiryo by'amatungo n'uburyo bwo kubitunganya no kubihunika;
- Kongerera aborozi ubumenyi bwo kwita ku matungo, gukumira no guhangana n'indwara zayo;
- Kwegereza aborozi ibikorwaremezo (imihanda, amazi, amashanyarazi n'amakusanyirizo);
- Gushyira ingufu mu kongerera agaciro ibikomoka ku bworozi.

Imbonerahamwe 9:
Uko uturere duhagaze muri serivisi z'ubworozi mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Rubavu	82.8%	76.8%	▲	6.0%
2	Nyamagabe	81.4%	68.9%	▲	12.5%
3	Gakenke	81.1%	84.9%	▼	-3.8%
4	Rulindo	80.9%	76.2%	▲	4.7%
5	Nyanza	80.8%	85.0%	▼	-4.2%
6	Muhanga	80.7%	82.1%	▼	-1.4%
7	Nyamasheke	80.4%	74.7%	▲	5.7%
8	Kamonyi	79.4%	84.9%	▼	-5.5%
9	Rwamagana	79.3%	77.3%	▲	2.0%
10	Rutsiro	78.9%	74.6%	▲	4.3%
11	Burera	78.7%	77.3%	▲	1.4%
12	Gisagara	78.4%	86.9%	▼	-8.5%
13	Huye	77.2%	69.7%	▲	7.5%
14	Ruhango	75.8%	79.6%	▼	-3.8%
15	Gicumbi	75.7%	79.2%	▼	-3.5%
16	Karongi	75.5%	81.8%	▼	-6.3%
17	Nyaruguru	75.2%	80.1%	▼	-4.9%
18	Musanze	75.1%	82.1%	▼	-7.0%
19	Rusizi	74.4%	74.2%	▲	0.2%
20	Nyagatare	73.9%	65.9%	▲	8.0%
21	Gatsibo	73.2%	73.6%	▼	-0.4%
22	Ngororero	72.7%	80.6%	▼	-7.9%
23	Bugesera	72.6%	71.6%	▲	1.0%
24	Nyarugenge	71.7%	74.5%	▼	-2.8%
25	Kirehe	71.1%	81.0%	▼	-9.9%
26	Ngoma	71.0%	79.0%	▼	-8.0%
27	Nyabihu	70.7%	84.3%	▼	-13.6%
28	Kicukiro	69.3%	67.4%	▲	1.9%
29	Kayonza	69.1%	72.5%	▼	-3.4%
30	Gasabo	66.5%	62.9%	▲	3.6%
IMPUZANDENGO		76.6%	77.7%	▼	-1.1%

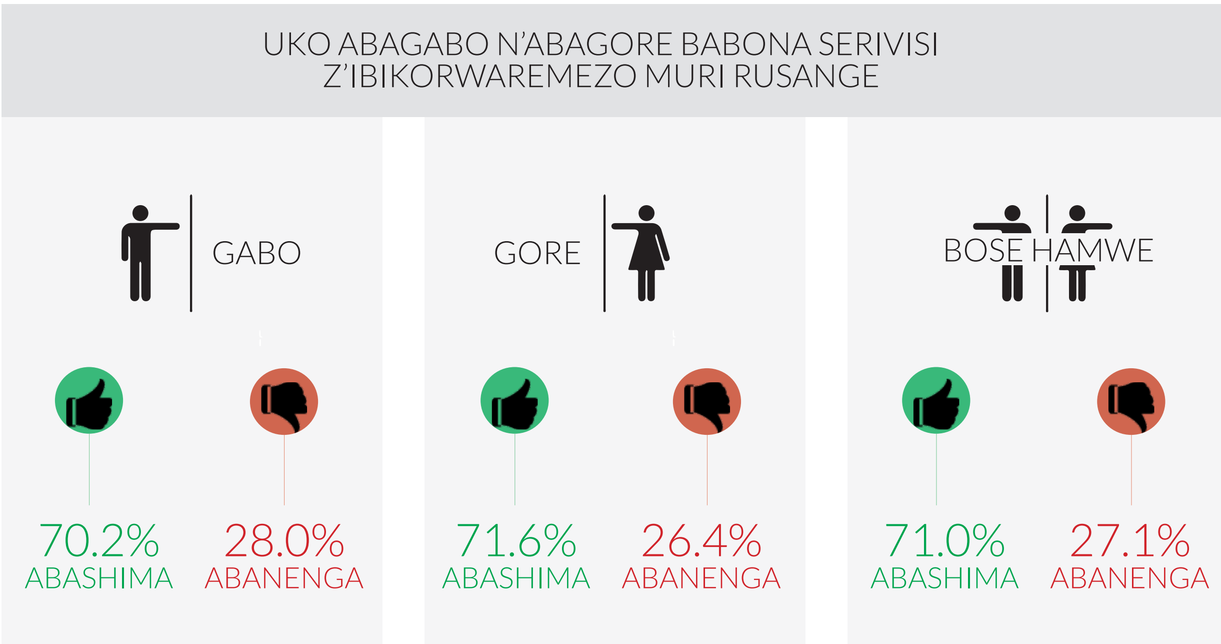
Aho byavuye: Anketi ya RGB, 2023

1.3. IBIKORWAREMEZO

1.3.1. Intangiriro

Bimwe mu byihutisha iterambere ry'ibihugu, ni ukugira ibikorwaremezo bihagije, bimeze neza kandi bisaranganyije neza mu gihugu hose. Mu rwego rwo kureba uko Igihugu cyacu gihagaze, ubu bushakashatsi bwibanze kuri serivisi z'ibikorwaremezo by'amazi, amashanyarazi, ndetse n'imihanda n'amateme.

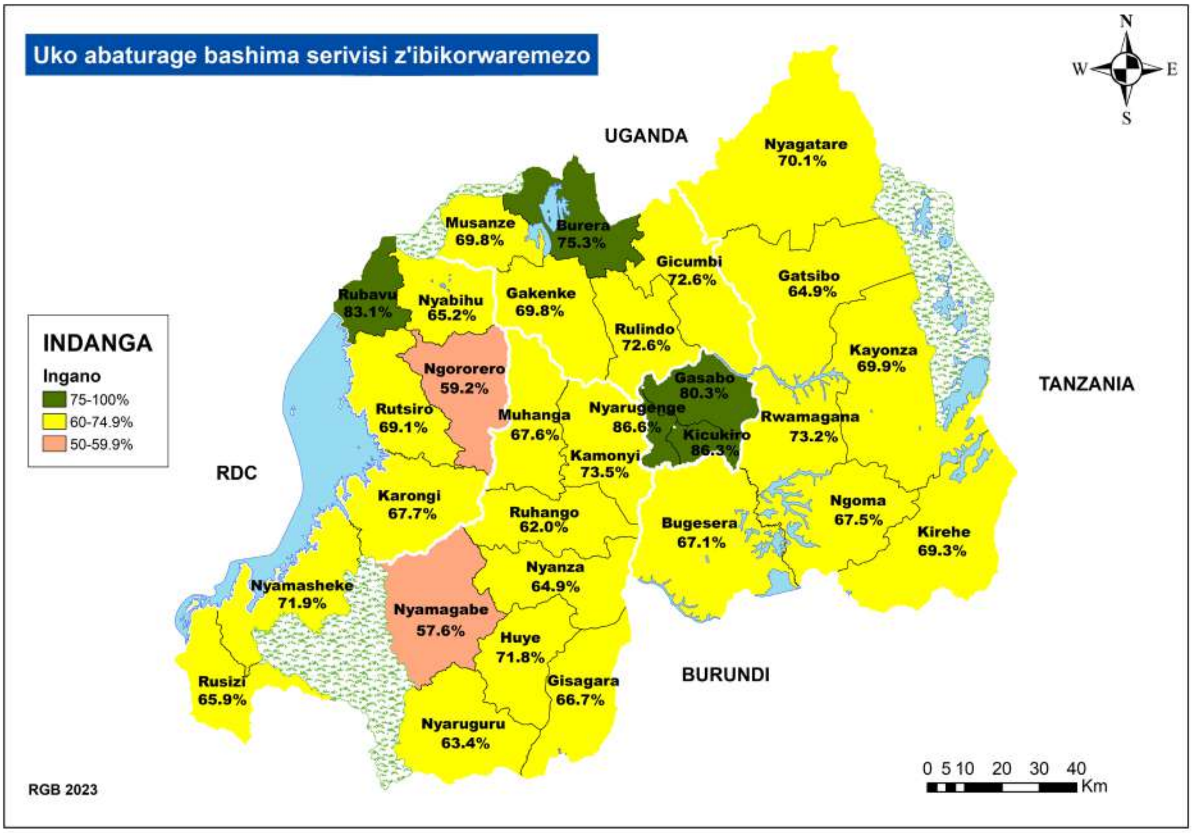
Ishusho 25: Uko abagabo n'abagore babona serivisi z'ibikorwaremezo muri rusange



Aho byavuye: Anketi ya RGB, 2023

Abaturage bashima serivisi z'ibikorwaremezo ku gipimo cya 71.0%, aho abagore bazishima ku gipimo cya 71.6%, naho abagabo bakazishima ku gipimo cya 70.2%.

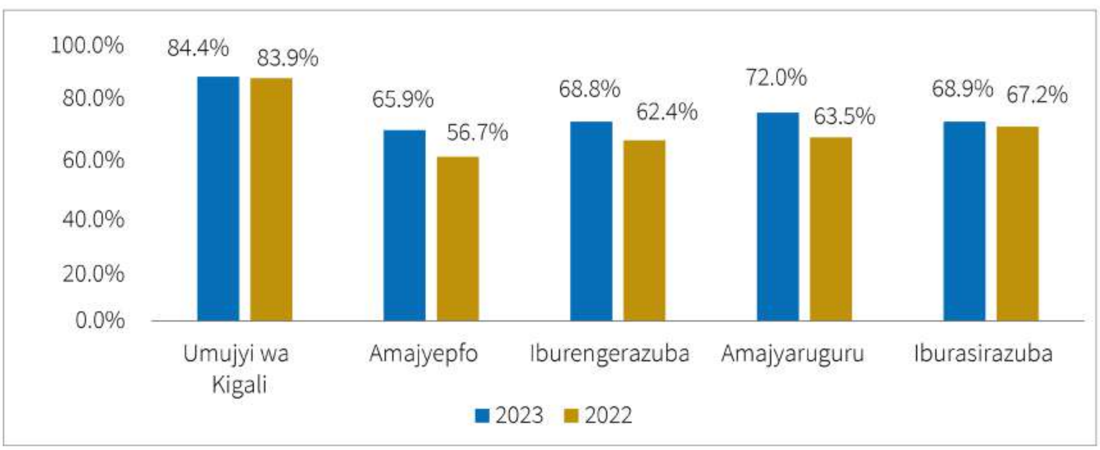
Ikarita 5: Uko abaturage bashima serivisi bahabwa mu bikorwaremezo hakurikijwe uturere



Abaturage bo mu turere dutanu (5) nibo bashima serivisi z'ibikorwaremezo ku gipimo kiri hejuru ya 75%. Akarere ka Nyarugenge niko kaza ku isonga mu gushimwa ku gipimo cya 86.6%, mu gihe mu Karere ka Nyamagabe ari ho abaturage bashima izi serivisi ku gipimo kiri hasi cya 57.6%.

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

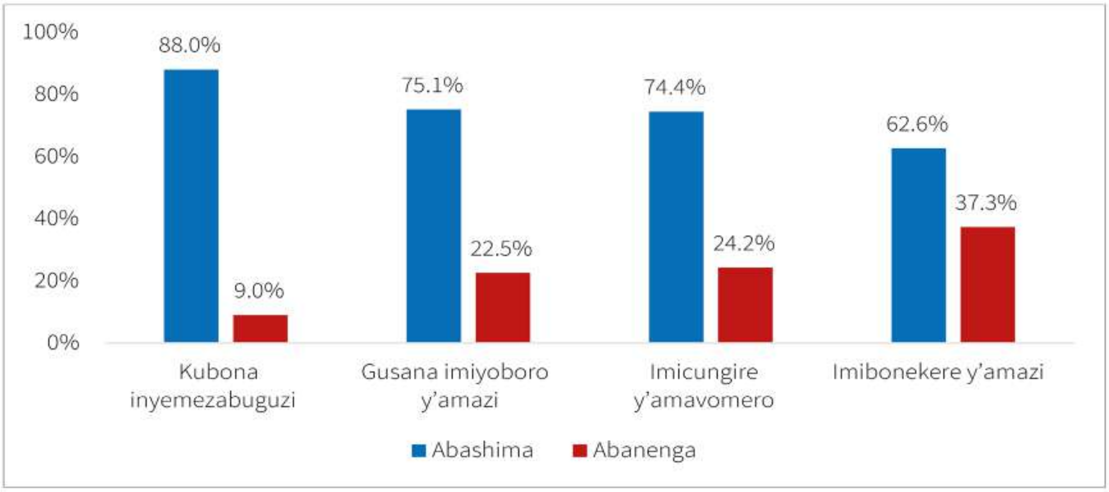
Ishusho 26: Uko abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

1.3.3. Uko abaturage babona serivisi z'amazi

Ishusho 27: Uko abaturage babona serivisi z'amazi

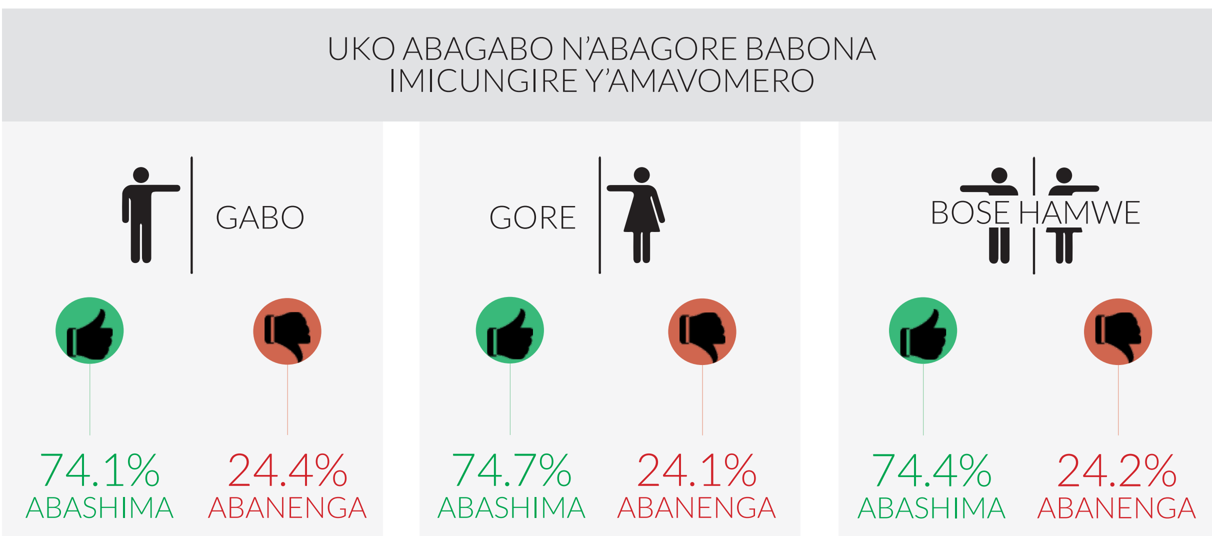


Aho byavuye: Anketi ya RGB, 2023

Ku baturage bafite amazi mu rugo, serivisi yo kubona inyemezabuguzi iri mu zishimwa cyane ku gipimo cya 88%. Imibonekere y'amazi haba ku bayafite mu rugo ndetse no kubakoresha amavomero rusange, bayishima ku gipimo cya 62.6%.

1.3.4. Uko abagabo n'abagore babona imicungire y'amavomo rusange

Ishusho 28: Uko abagabo n'abagore babona imicungire y'amavomo rusange

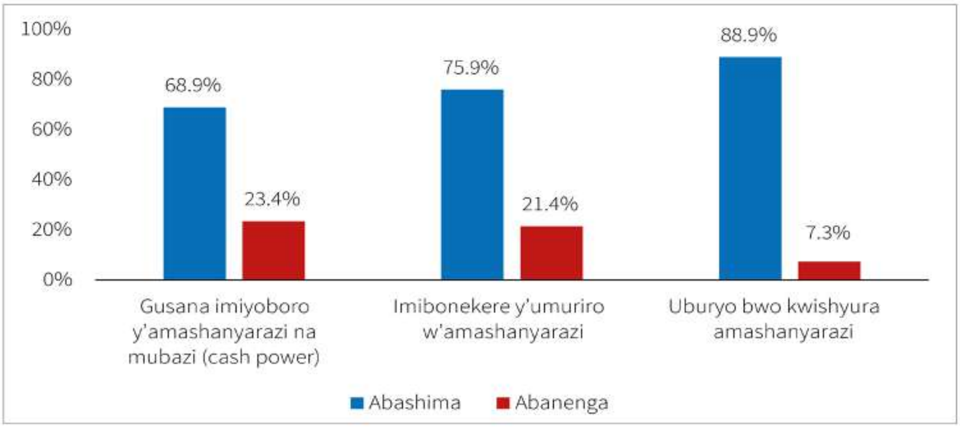


Aho byavuye: Anketi ya RGB, 2023

Muri rusange, abaturage bashima serivisi z'amavomo rusange ku gipimo cya 74.4%. Abagore bashima ku gipimo cya 74.7%, mu gihe abagabo bashima ku gipimo cya 74.1%.

1.3.5. Serivisi z'amashanyarazi

Ishusho 29: Uko abaturage babona serivisi z'amashanyarazi

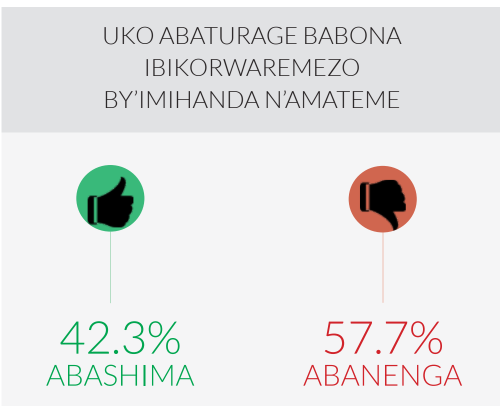


Aho byavuye: Anketi ya RGB, 2023

Mu bijyanye n'amashanyarazi, serivisi ishimwa cyane ni iy'uburyo bwo kwishyura amashanyarazi ku gipimo cya 88.9%, naho serivisi yo gusana imiyoboro y'amashanyarazi na mubazi ni yo iri ku gipimo cyo hasi cya 68.9%.

1.3.6. Imihanda n'amateme

Ishusho 30: Uko abaturage babona ibikorwaremezo by'imihanda n'amateme

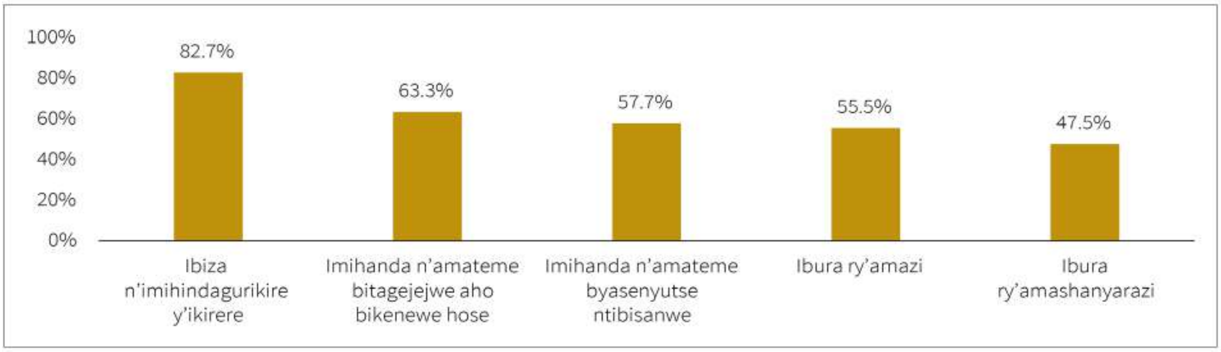


Aho byavuye: Anketi ya RGB, 2023

Muri rusange, ibikorwaremezo by'imihanda n'amateme bikwiye gushyirwamo imbaraga cyane kuko biri mu byo abaturage banenga ku gipimo cyo hejuru.

1.3.7. Inzitizi zagaragajwe n'abaturage mu bikorwaremezo

Ishusho 31: **Inzitizi abaturage babona mu bikorwaremezo**



Aho byavuye: Anketi ya RGB, 2023

Mu nzitizi abaturage babona mu bikorwaremezo, iyagaragajwe cyane ni ijyanye n'ibiza n'imihindagurikire y'ikirere iri ku gipimo cya 82.7%, igakurikirwa n'iy'imihanda n'amateme bitaragera aho bikenewe hose iri ku gipimo cya 63.3%. Ariko n'izindi nzitizi ziragaragara ko zihari ku bipimo biri hejuru ya 45%.

1.3.5. IBYIFUZONAMA

- Kwihutisha ingamba zo kwegereza abaturage amazi n' amashanyarazi ndetse no kunoza serivisi zo gusana imiyoboro;
- Kongera imihanda n'amateme no gushyiraho uburyo buhoraho bwo kubibungabunga.

Imbonerahamwe 10:
Uko uturere duhagaze muri serivisi z'ibikorwaremezo mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Nyarugenge	86.6%	86.3%	▲	0.3%
2	Kicukiro	86.3%	84.6%	▲	1.7%
3	Rubavu	83.1%	72.5%	▲	10.6%
4	Gasabo	80.3%	80.9%	▼	-0.6%
5	Burera	75.3%	63.4%	▲	11.9%
6	Kamonyi	73.5%	55.9%	▲	17.6%
7	Rwamagana	73.2%	69.6%	▲	3.6%
8	Gicumbi	72.6%	65.7%	▲	6.9%
9	Rulindo	72.6%	61.5%	▲	11.1%
10	Nyamasheke	71.9%	69.2%	▲	2.7%
11	Huye	71.8%	65.9%	▲	5.9%
12	Nyagatare	70.1%	67.4%	▲	2.7%
13	Kayonza	69.9%	66.3%	▲	3.6%
14	Gakenke	69.8%	52.1%	▲	17.7%
15	Musanze	69.8%	74.6%	▼	-4.8%
16	Kirehe	69.3%	65.7%	▲	3.6%
17	Rutsiro	69.1%	54.7%	▲	14.4%
18	Karongi	67.7%	51.7%	▲	16.0%
19	Muhanga	67.6%	58.0%	▲	9.6%
20	Ngoma	67.5%	68.1%	▼	-0.6%
21	Bugesera	67.1%	66.7%	▲	0.4%
22	Gisagara	66.7%	52.5%	▲	14.2%
23	Rusizi	65.9%	74.2%	▼	-8.3%
24	Nyabihu	65.2%	54.6%	▲	10.6%
25	Gatsibo	64.9%	66.4%	▼	-1.5%
26	Nyanza	64.9%	52.1%	▲	12.8%
27	Nyaruguru	63.4%	63.6%	▼	-0.2%
28	Ruhango	62.0%	59.0%	▲	3.0%
29	Ngororero	59.2%	60.1%	▼	-0.9%
30	Nyamagabe	57.6%	46.4%	▲	11.2%
IMPUZANDENGO		71.0%	65.1%	▲	5.9%

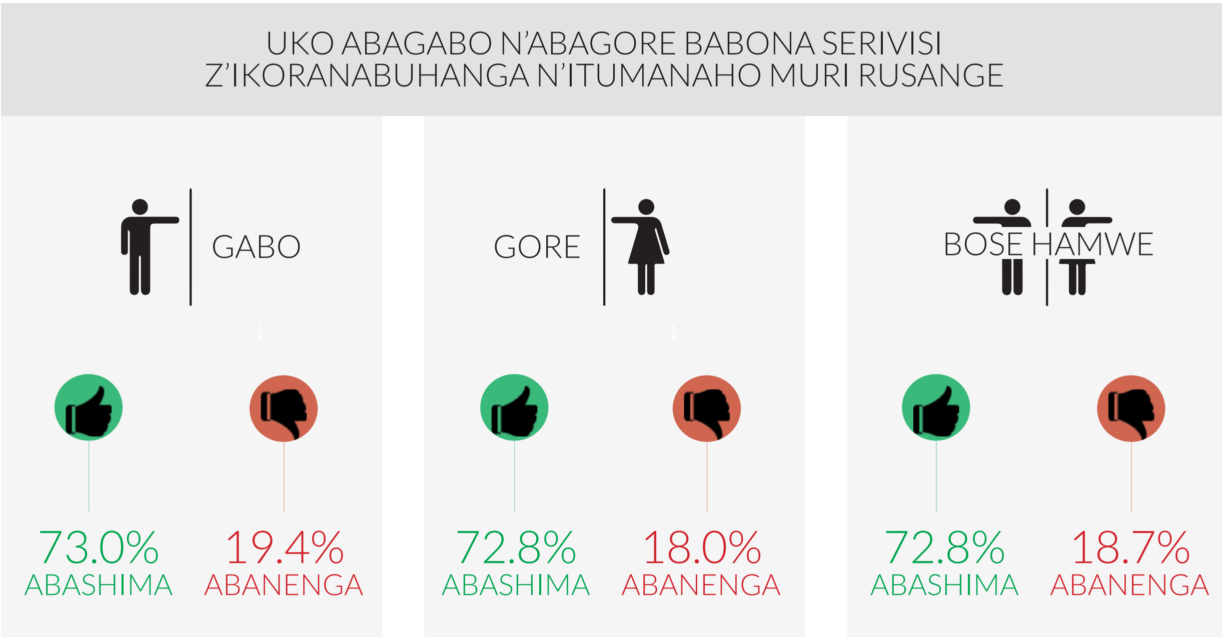
Aho byavuye: Anketi ya RGB, 2023

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 za Leta zizaba zitangwa hifashishijwe ikoranabuhanga. Ni muri urwo rwego muri ubu bushakashatsi harebwe uko abaturage babona bimwe mu bikorwa na serivisi by'ikoranabuhanga n'itumanaho bikurikira: interineti, telefoni, radiyo, televiziyo, ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'ubutabera (IECMS), imikoreshereze y'ikoranabuhanga mu burezi, kwishyura no guhererekanya amafaranga hakoreshejwe ikoranabuhanga (Mobile Money, Airtel Money, Internet banking, Ikarita ya banki), urubuga rw'irembo ndetse n'inzitizi abaturage bahura nazo mu mikoreshereze y'ikoranabuhanga n'itumanaho.

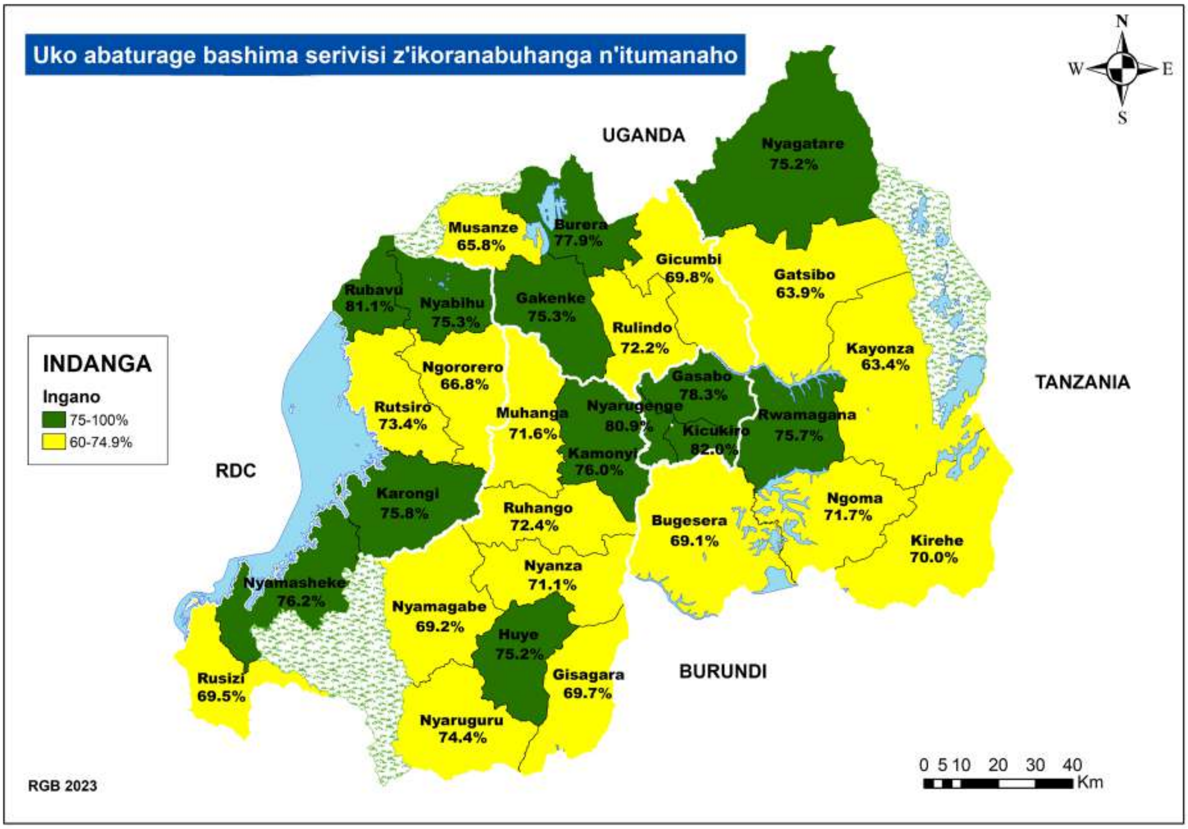
Ishusho 32: Uko abagabo n'abagore babona serivisi z'ikoranabuhanga n'itumanaho muri rusange



Aho byavuye: Anketi ya RGB, 2023

Muri rusange, serivisi z'ikoranabuhanga n'itumanaho zishimwa ku gipimo cya 72.8%. Abagabo bashima ku gipimo cya 73.0%, naho abagore bagashima ku gipimo cya 72.8%.

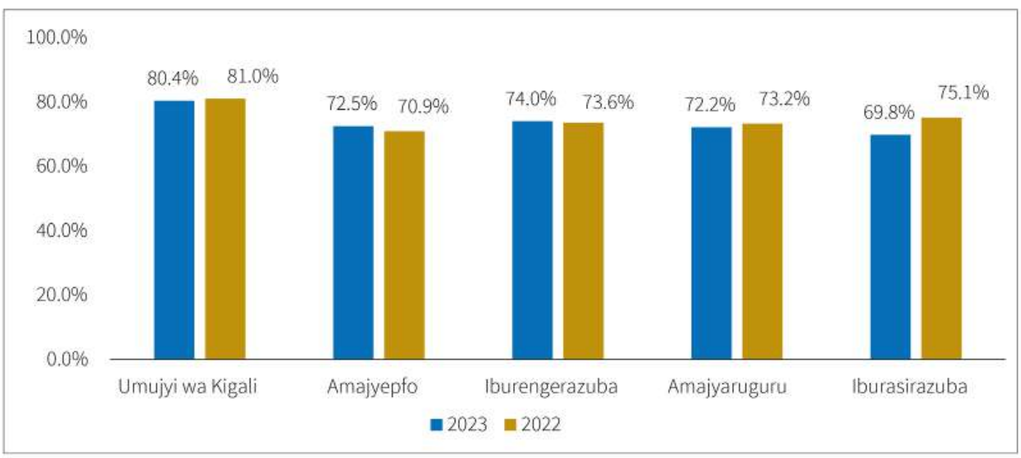
Ikarita 6: Uko abaturage bashima serivisi bahabwa mu ikoranabuhanga n'itumanaho hakurikijwe uturere



Abaturage bashima serivisi z'ikoranabuhanga n'itumanaho ku gipimo kiri hejuru ya 75% mu turere cumi na dutatu (13), aho Akarere ka Kicukiro kaza ku isonga ku gipimo cya 82% naho Akarere ka Kayonza kakaba ari ko kari inyuma ku gipimo cya 63.4%.

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

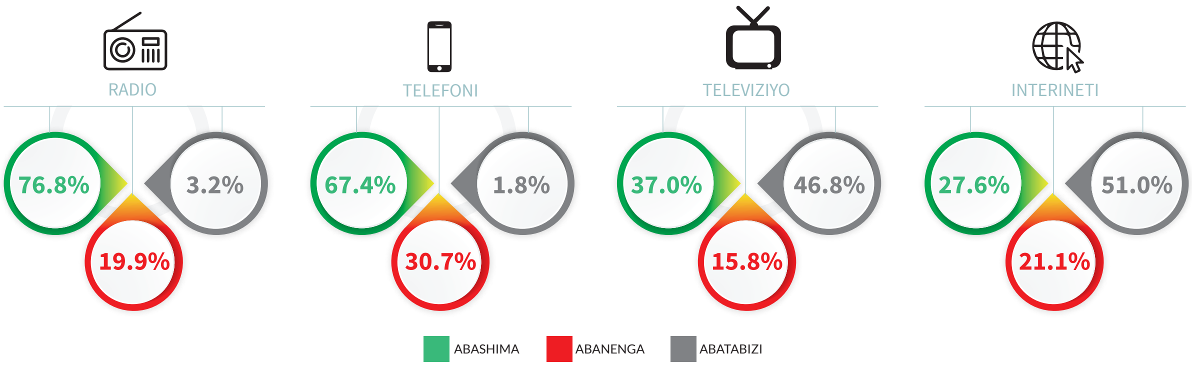
Ishusho 33: Uko abaturage babona serivisi z'ikoranabuhanga hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

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

Ishusho 34: Uko abaturage babona imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi



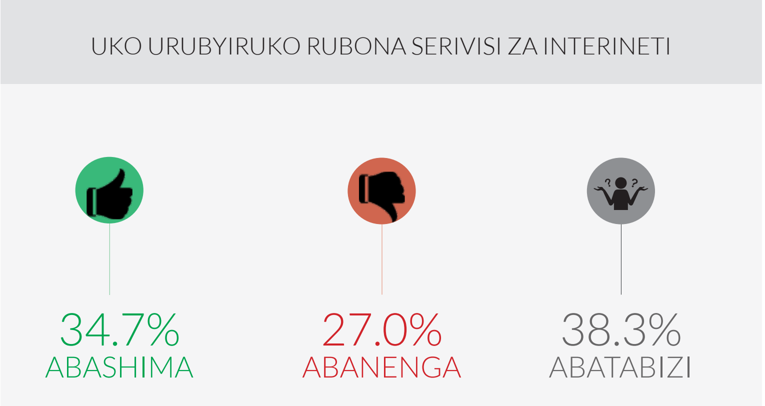
Aho byavuye: Anketi ya RGB, 2023

Mu miyoboro y'itumanaho abaturage bakoresha, imikorere ya radiyo ni yo ishimwa ku gipimo cyo hejuru cya 76.8%, umuyoboro wa interineti niwo ushimwa ku gipimo cyo hasi cya 27.6%.

Abatazi imikorere ya interineti bari ku gipimo cyo hejuru cya 51% naho abatazi imikorere ya televiziyo bakaba ku gipimo cya 46.8%.

Nubwo intego za ICT SSP (2018-2024) ari uko abaturage bagezwaho interneti ku gipimo cya 90% mu mwaka wa 2024, ubu bushakashatsi buragaragaza ko abazi imikorere yayo bakiri bake. Ibi bikaba byahuzwa n'uko abakoresha interneti bakiri ku gipimo cya 22.8% nk'uko byagaragajwe n'ibarura rusange ry'abaturage n'imiturire rya 2022.

Ishusho 35: Uko urubyiruko rubona serivisi za interineti



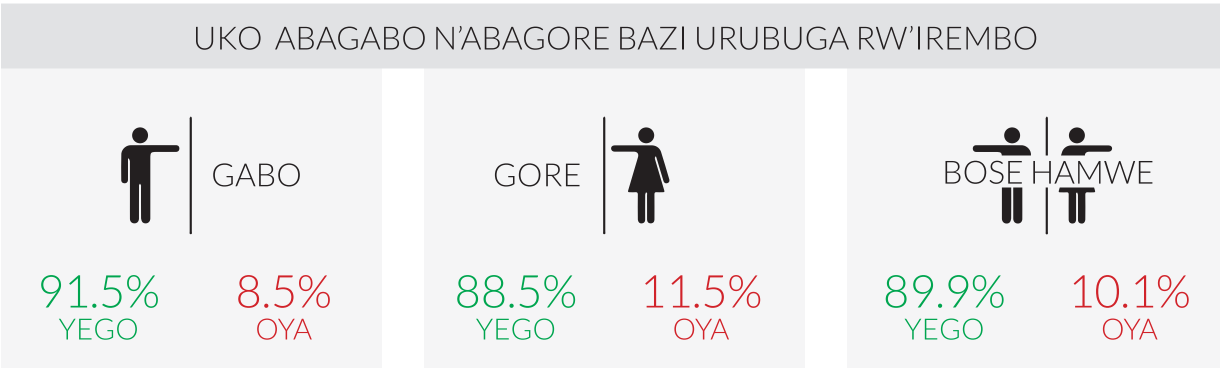
Aho byavuye: Anketi ya RGB, 2023

Kimwe n'abandi baturage, urubyiruko na rwo rushima serivisi za interineti ku gipimo cyo hasi ndetse abenshi bakaba batazi kuyikoresha.

1.4.4. Urubuga rw'Irembo

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

Ishusho 36: **Uko abagabo n'abagore bazi urubuga rw'Irembo.**

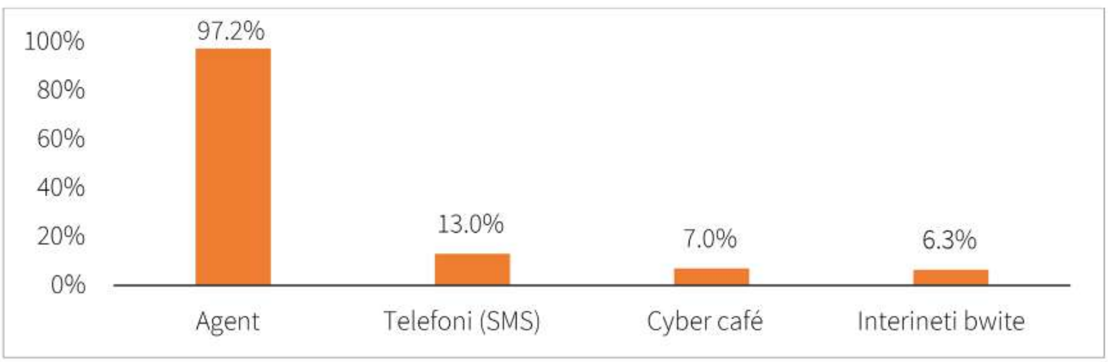


Aho byavuye: Anketi ya RGB, 2023

Ibyavuye mu bushakashatsi byerekana ko abaturage bazi serivisi z'Irembo ku gipimo cya 89.9% aho abagabo bazizi ku gipimo cya 91.5%, naho abagore bakazimenya ku gipimo cya 88.5%. Ibi biragaragaza ko abaturage bamaze kumenya urubuga rw'Irembo.

1.4.4.1. Uburyo abaturage bakoresha serivisi z'Irembo

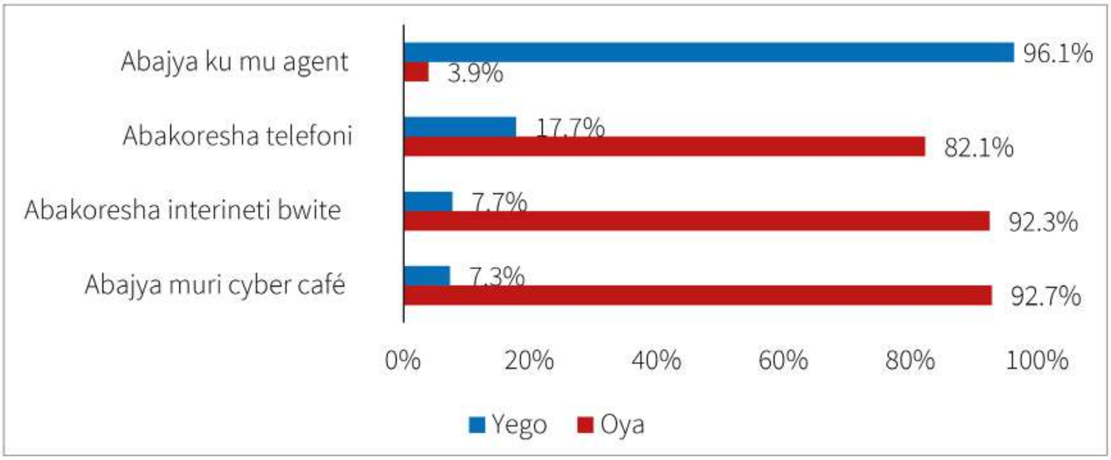
Ishusho 37: **Uburyo abaturage bakoresha serivisi z'Irembo**



Aho byavuye: Anketi ya RGB, 2023

Kugana abatanga serivisi z'Irembo (agents) ni bwo buryo bukoreshwa cyane n'abaturage ku gipimo cya 97.2%, mu gihe ubundi buryo busigaye bukoreshwa ku bipimo biri hasi cyane. Ibi birerekana ko abaturage bataragera ku rwego rwo kubyikorera nk'uko biri muri gahunda ya minisiteri ifite ikorabuhanga mu nshingano.

Ishusho 38: Uburyo urubyiruko rukoresha serivisi z'Irembo

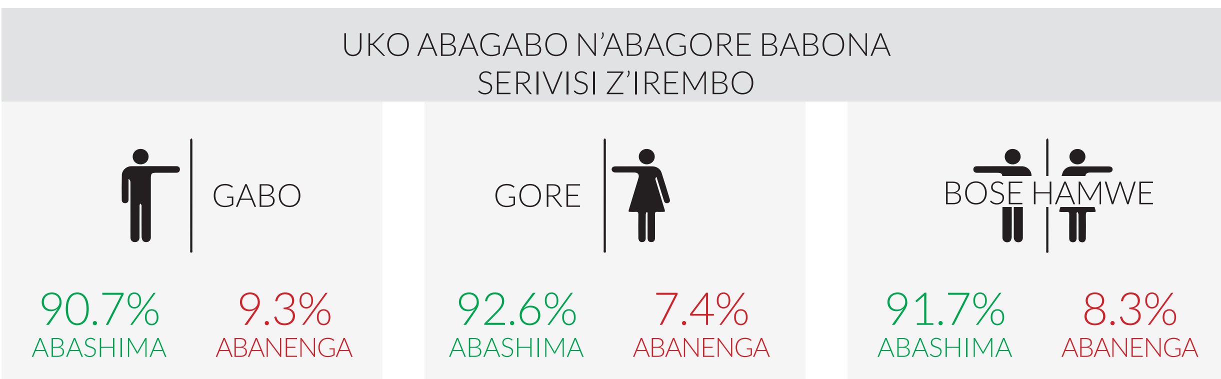


Aho byavuye: Anketi ya RGB, 2023

Biragaragara ko abenshi mu rubyiruko (96.1%) iyo bakeneye serivisi z'Irembo bagana abatanga serivisi zaryo (Agents). Ibi bisobanuye ko ubumenyi ku mikoreshereze y'ikoranabuhanga (digital literacy) bukiri hasi mu rubyiruko bituma gahunda ya "byikorere" idatera imbere.

1.4.4.2. Uko abaturage babona serivisi z'Irembo

Ishusho 39: Uko abagabo n'abagore babona serivisi z'Irembo

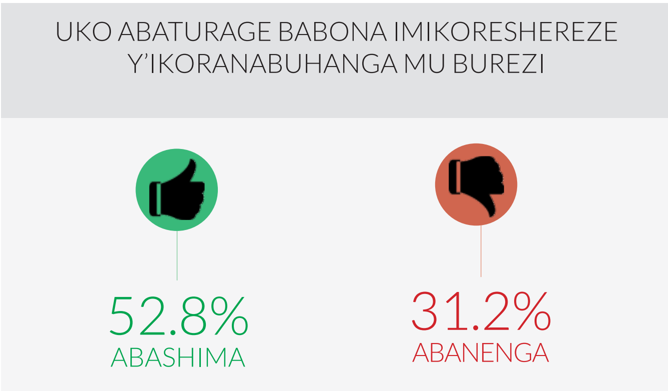


Aho byavuye: Anketi ya RGB, 2022

Abaturage bakoresha serivisi z'Irembo bazishima ku gipimo cya 91.7%. Abagore bazishima ku gipimo cyo hejuru cya 92.6% naho abagabo bakazishima ku gipimo cya 90.7%.

1.4.4.3. Uko abaturage babona imikoreshereze y'ikoranabuhanga mu burezi

Ishusho 40: Uko abaturage babona imikoreshereze y'ikoranabuhanga mu burezi

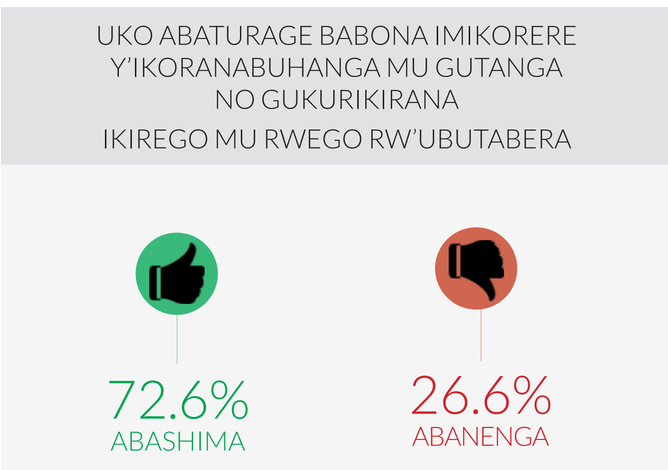


Aho byavuye: Anketi ya RGB, 2023

Iki gipimo kiragaragaza ko imikoreshereze y'ikoranabuhanga mu burezi itaratera imbere, mu gihe biteganywa ko muri 2024, guteza imbere ikoranabuhanga mu mashuri binyuze mu gushyiraho ibyumba by'ikoranabuhanga (Smart Classrooms) bizaba bigeze kuri 70%.

1.4.5. Imikorere y'ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'Ubutabera

Ishusho 41: Uko abaturage babona imikorere y'ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'ubutabera

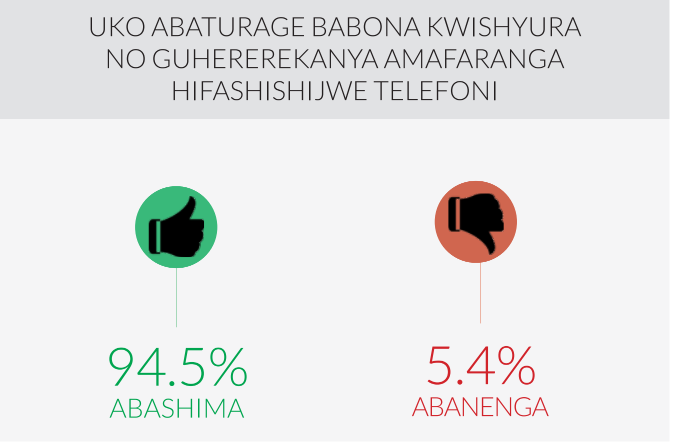


Aho byavuye: Anketi ya RGB, 2023

Abaturage bashima imikorere y'ikoranabuhanga ryo gutanga no gukurikirana ikirego mu rwego rw'ubutabera (IECMS) ku gipimo cya 72.6%. Iki gipimo kikaba cyaragabanutseho 3.5% ugereranyije n'ibyavuye mu bushakashatsi bwa CRC 2022.

1.4.6. Imikorere yo kwishyura no guhererekanya amafaranga hifashishije telefoni

Ishusho 42: **Uko abaturage babona imikorere yo kwishyura no guhererekanya amafaranga hifashishijwe telefoni**

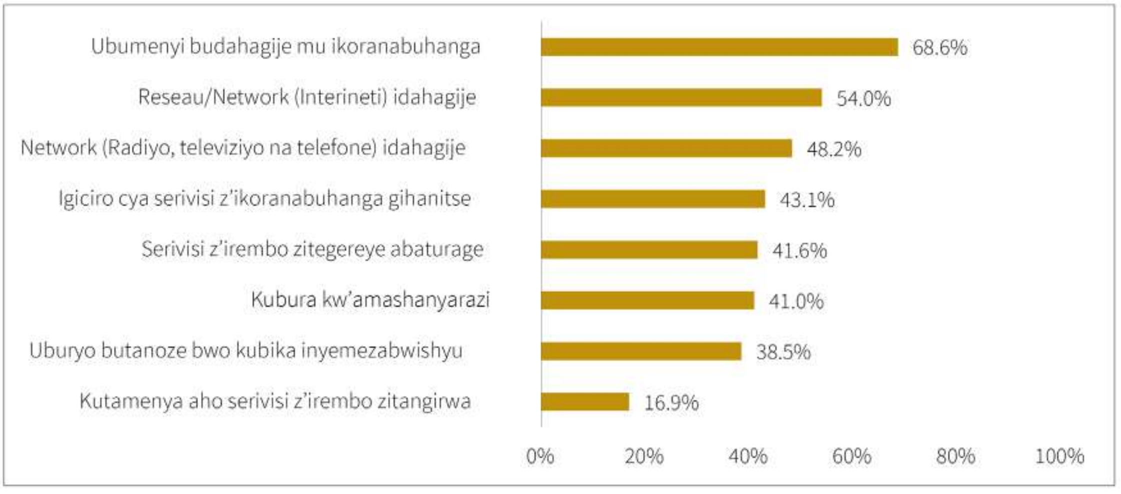


Aho byavuye: Anketi ya RGB, 2023

Kwishyura no guhererekanya amafaranga hifashishijwe telefoni (Mobile Money, Airtel Money, Internet banking) bishimwa ku gipimo cyo hejuru. Ibi biragaragaza ko gahunda yo kutagendana amafaranga (cashless policy) igenda itera imbere mu baturage.

1.4.7. Inzitizi mu ikoranabuhanga n'itumanaho

Ishusho 43: **Inzitizi mu ikoranabuhanga n'itumanaho**



Aho byavuye: Anketi ya RGB, 2023

Ubumenyi budahagije mu mikoreshereze ya serivisi z'ikoranabuhanga (digital literacy) n'ihuzanzira ry'ikoranabuhanga (network) ridakora neza ni zo nzitizi zigaragazwa cyane n'abaturage nk'izibangamira iterambere ry'ikoranabuhanga n'itumanaho.

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;
- Gukomeza kumenyekanisha imikoreshereze y'ikoranabuhanga mu gutanga no gukurikirana ikirego mu nzego z'ubutabera.

Imbonerahamwe 11:
Uko uturere duhagaze muri serivisi z'ikoranabuhanga n'itumanaho mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Kicukiro	82.0%	81.7%	▲	0.3%
2	Rubavu	81.1%	72.7%	▲	8.4%
3	Nyarugenge	80.9%	83.0%	▼	-2.1%
4	Gasabo	78.3%	78.2%	▲	0.1%
5	Burera	77.9%	74.1%	▲	3.8%
6	Nyamasheke	76.2%	76.7%	▼	-0.5%
7	Kamonyi	76.0%	77.2%	▼	-1.2%
8	Karongi	75.8%	69.7%	▲	6.1%
9	Rwamagana	75.7%	81.0%	▼	-5.3%
10	Gakenke	75.3%	71.1%	▲	4.2%
11	Nyabihu	75.3%	73.6%	▲	1.7%
12	Huye	75.2%	66.7%	▲	8.5%
13	Nyagatare	75.2%	70.6%	▲	4.6%
14	Nyaruguru	74.4%	75.5%	▼	-1.1%
15	Rutsiro	73.4%	68.0%	▲	5.4%
16	Ruhango	72.4%	75.0%	▼	-2.6%
17	Rulindo	72.2%	72.2%	▲	0.0%
18	Ngoma	71.7%	74.8%	▼	-3.1%
19	Muhanga	71.6%	73.1%	▼	-1.5%
20	Nyanza	71.1%	74.4%	▼	-3.3%
21	Kirehe	70.0%	73.9%	▼	-3.9%
22	Gicumbi	69.8%	74.5%	▼	-4.7%
23	Gisagara	69.7%	70.1%	▼	-0.4%
24	Rusizi	69.5%	81.5%	▼	-12.0%
25	Nyamagabe	69.2%	55.1%	▲	14.1%
26	Bugesera	69.1%	74.1%	▼	-5.0%
27	Ngororero	66.8%	72.8%	▼	-6.0%
28	Musanze	65.8%	74.2%	▼	-8.4%
29	Gatsibo	63.9%	76.9%	▼	-13.0%
30	Kayonza	63.4%	74.6%	▼	-11.2%
IMPUZANDENGO		72.8%	74.1%	▼	-1.3%

Aho byavuye: Anketi ya RGB, 2023

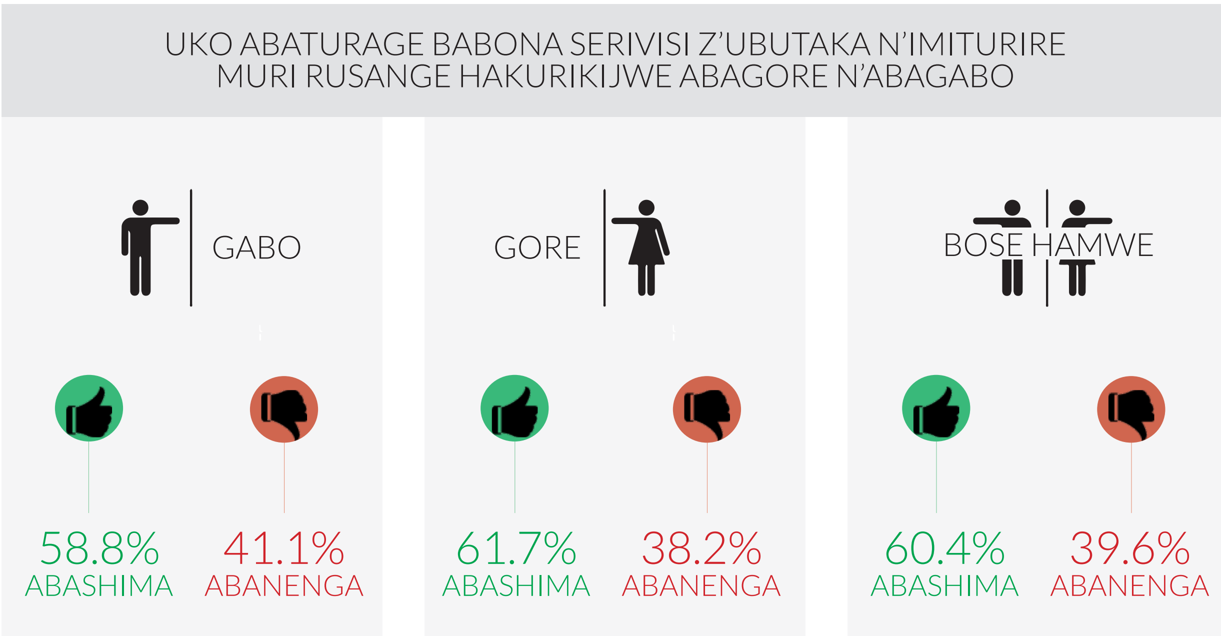
1.5. UBUTAKA N'IMITURIRE

1.5.1. Intangiriro

Muri serivisi z'ubutaka n'imiturire hibanzwe ku bijyanye no kwandikisha ubutaka, gutanga ibyangombwa by'ubutaka, guhererekanya uburenganzira ku butaka, kubona amakuru ku gishushanyo mbonera, gukumira imyubakire y'akajagari, kurwanya imiturire yo mu manegeka, kubona icyangombwa cyo gusana no kubaka, gutura mu midugudu ndetse no kugeza ibikorwaremezo by'ibanze ahagenewe guturwa.

Ku bijyanye n'ibikorwa bibangamiye ibidukikije, harebwe gucana inkwi n'amakara, isuri, gutema amashyamba binyuranyije n'amategeko, kutubahiriza metero zagenwe mu kubungabunga ibishanga, imigezi n'inzuzi, ndetse no kudasiba ibyobo ahacukuwe kariyeri, ibumba n'amabuye y'agaciro.

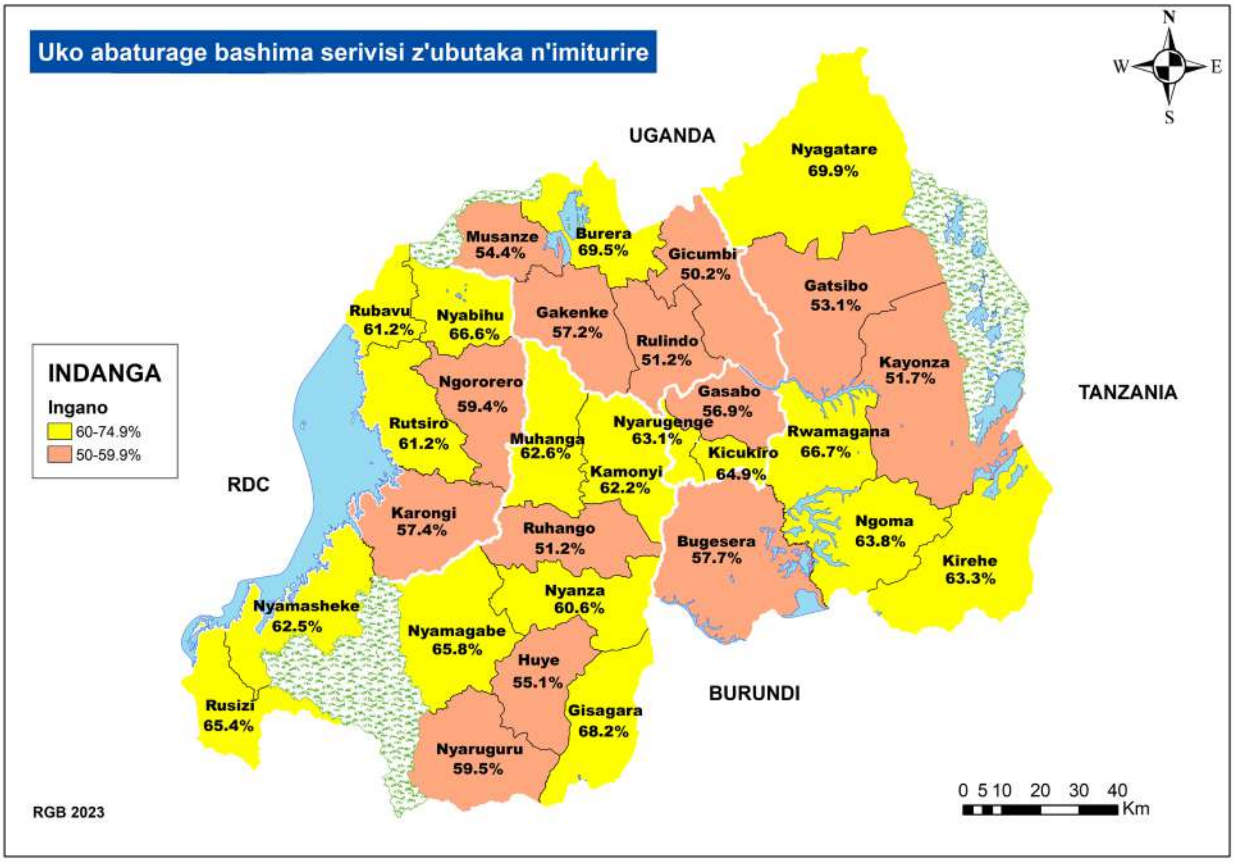
Ishusho 44: Uko abagabo n'abagore babona serivisi z'ubutaka n'imiturire muri rusange



Aho byavuye: Anketi ya RGB, 2023

Abaturage bazi serivisi z'ubutaka n'imiturire bazishima ku gipimo cya 60.4%, kikaba aricyo cyiciro gishimwa ku gipimo cyo hasi muri CRC ya 2023 nk'uko byari bimeze muri CRC 2022. Abagore bazishima ku gipimo cya 61.7% naho abagabo bakazishima ku gipimo cya 58.8%.

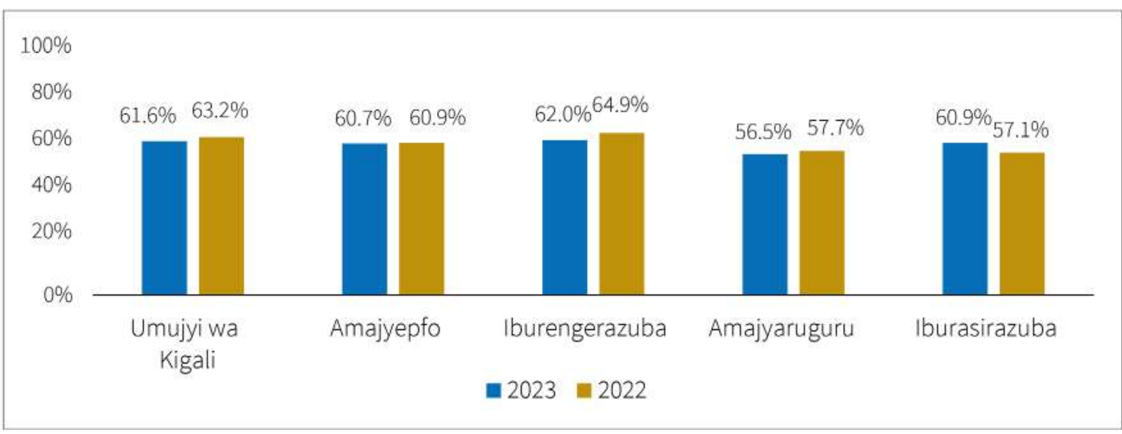
Ikarita 7: Uko abaturage bashima serivisi z'ubutaka n'imiturire hakurikijwe uturere



Muri rusange nta karere na kamwe serivisi z'ubutaka n'imiturire zashimwe ku gipimo cya 75%. Mu Karere ka Nyagatare niho izi serivisi zishimwa ku gipimo cyo hejuru cya 69.9% naho mu Karere ka Gicumbi zigashimwa ku gipimo cyo hasi cya 50.2%.

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

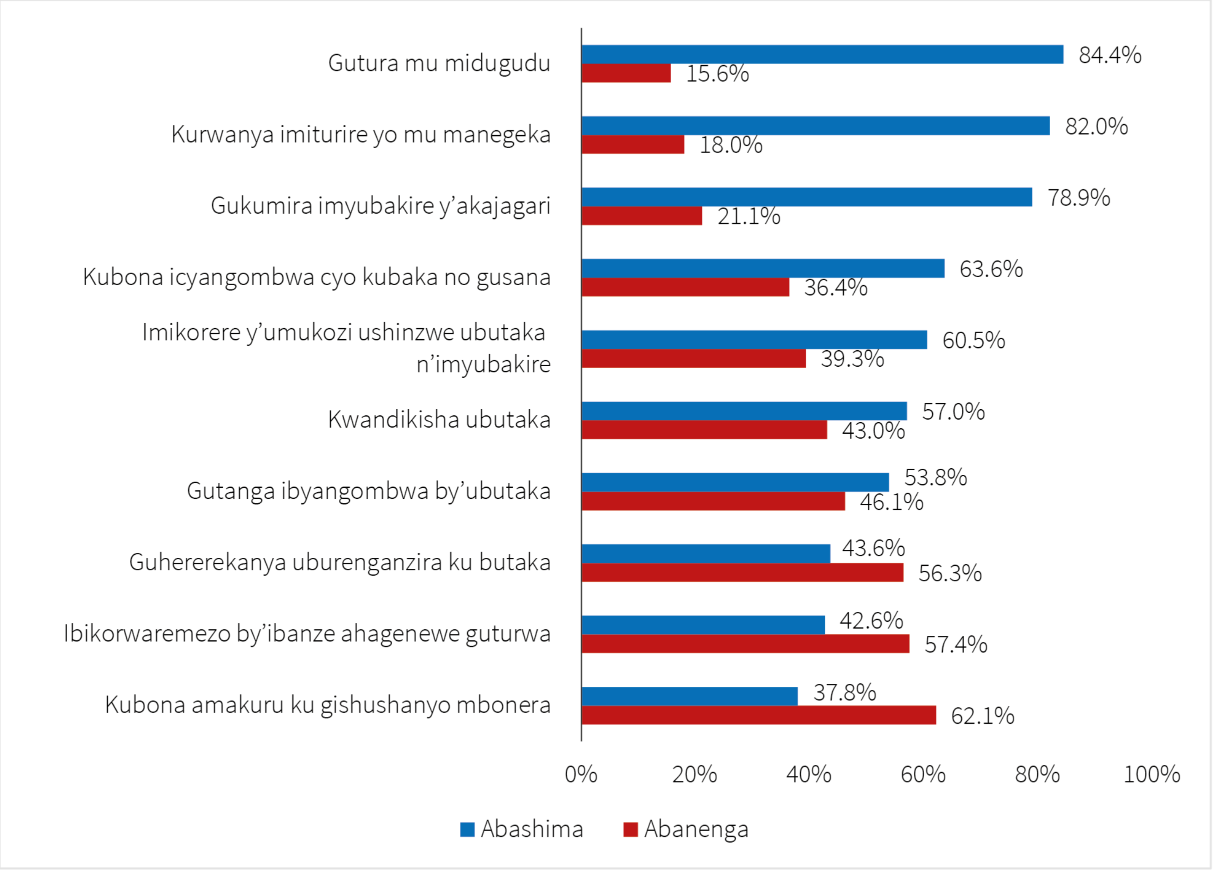
Ishusho 45: Uko abaturage bashima serivisi z'ubutaka n'imiturire hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

1.5.3. Serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi

Ishusho 46: Uko abaturage babona serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi



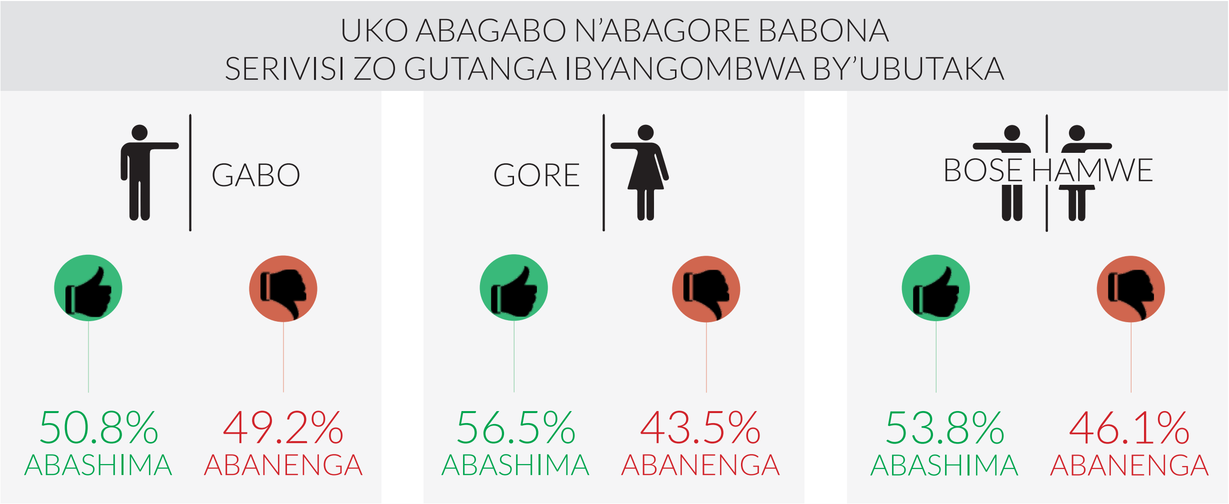
Aho byavuye: Anketi ya RGB, 2023

Muri ubu bushakashatsi, abaturage bazi serivisi z'ubutaka bashima gutura mu midugudu, kurwanya imiturire yo mu manegeka no gukumira imyubakire y'akajagari ku gipimo kiri hejuru ya 78%. Ku rundi ruhande, serivisi zindi zisigaye zishimwa ku gipimo cyo hasi, aho serivisi yo kubona amakuru ku gishushanyo mbonera ari yo ishimwa ku gipimo cyo hasi cya 37.8%.

Ku bijyanye n'ibikorwaremezo by'ibanze ahagenewe guturwa, uturere twa Muhanga, Nyamagabe, Ngororero, Gicumbi, Gatsibo na Gakenke nitwo dufite abanenga ku gipimo kiri hejuru ya 70%. Serivisi zo guhererekanya uburenganzira ku butaka, Akarere ka Ruhango niko konyine abaturage bazinenga ku gipimo kiri hejuru ya 70%.

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

Ishusho 47: Uko abagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka

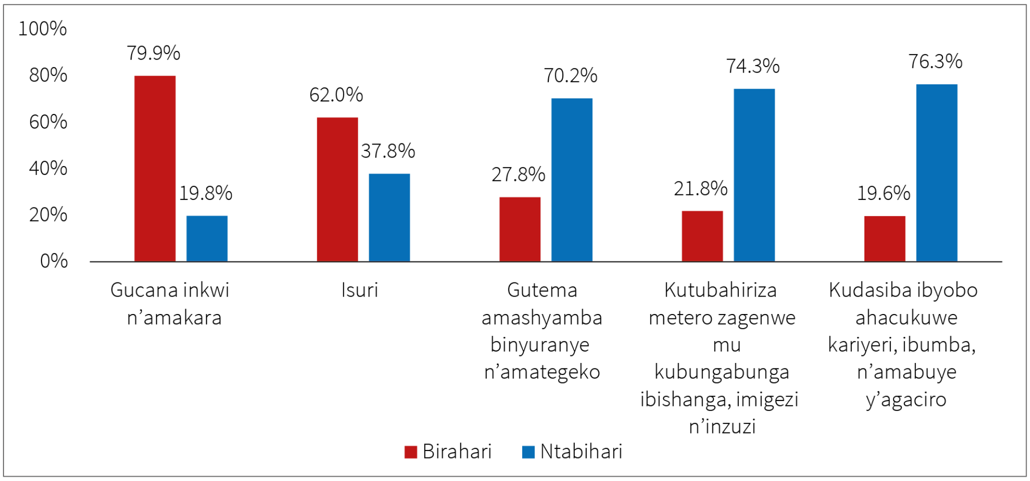


Aho byavuye: Anketi ya RGB, 2023

Serivisi zo gutanga ibyangombwa by'ubutaka zishimwa ku gipimo cyo hasi cya 53.8%. Abagore bazishima ku gipimo cya 56.5% naho abagabo bakazishima ku gipimo cya 50.8%.

1.5.5. Uko abaturage babona ibikorwa bibangamira ibidukikije

Ishusho 48: Uko abaturage babona bimwe mu bikorwa bibangamira ibidukikije



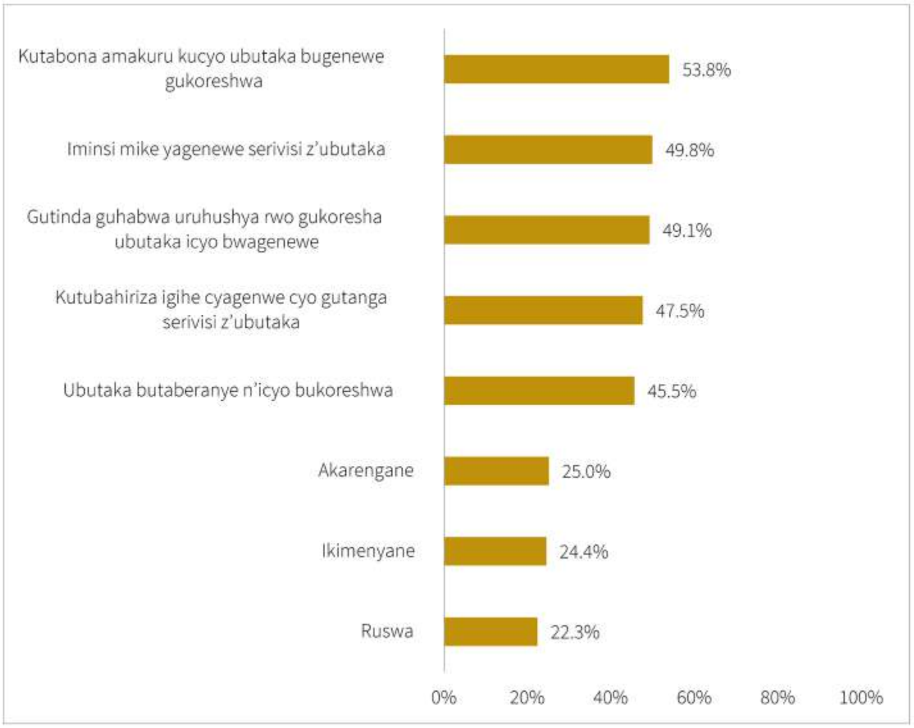
Aho byavuye: Anketi ya RGB, 2023

Ubushakashatsi bwagaragaje ko gucana inkwi n'amakara (79.9%) ndetse n'isuri (62.0%) ari byo biza imbere mu kubangamira ibidukikije.

1.5.6. Inzitizi zagaragajwe muri serivisi z'ubutaka n'imiturire

Muri serivisi z'ubutaka n'imiturire hagaragajwe inzitizi zitandukanye nk'uko bigaragara ku ishusho ikurikira:

Ishusho 49: **Inzitizi zagaragajwe muri serivisi z'ubutaka n'imiturire**



Aho byavuye: Anketi ya RGB, 2023

Kutabona amakuru ahagije ku cyo ubutaka bugenewe gukoreshwa niyo nzitizi yagaragajwe cyane. Izindi nzitizi ziganje ni iminsi mike yagenewe serivisi z'ubutaka, gutinda kubona uruhushya rwo gukoresha ubutaka icyo bwagenewe, kutubahiriza igihe cyagenwe mu gutanga serivisi z'ubutaka, ndetse n'ubutaka butaberanye n'icyo bukoreshwa, aho biri ku gipimo kiri hejuru ya 45%.

1.5.7. IBYIFUZONAMA

- Kumenyekanisha igishushanyo mbonera cy'imikoreshereze y'ubutaka;
- Kwihutisha gutanga ibyangombwa by'ubutaka no kunoza ihererekanya ry'ubutaka.

Imbonerahamwe 12:
Uko uturere duhagaze muri serivisi z'ubutaka n'imiturire mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Nyagatare	69.9%	50.2%	▲	19.7%
2	Burera	69.5%	50.7%	▲	18.8%
3	Gisagara	68.2%	68.4%	▼	-0.2%
4	Rwamagana	66.7%	54.8%	▲	11.9%
5	Nyabihu	66.6%	65.6%	▲	1.0%
6	Nyamagabe	65.8%	50.9%	▲	14.9%
7	Rusizi	65.4%	79.8%	▼	-14.4%
8	Kicukiro	64.9%	64.8%	▲	0.1%
9	Ngoma	63.8%	54.1%	▲	9.7%
10	Kirehe	63.3%	58.9%	▲	4.4%
11	Nyarugenge	63.1%	67.3%	▼	-4.2%
12	Muhanga	62.6%	64.1%	▼	-1.5%
13	Nyamasheke	62.5%	71.0%	▼	-8.5%
14	Kamonyi	62.2%	60.8%	▲	1.4%
15	Rubavu	61.2%	53.4%	▲	7.8%
16	Rutsiro	61.2%	53.2%	▲	8.0%
17	Nyanza	60.6%	60.7%	▼	-0.1%
18	Nyaruguru	59.5%	63.1%	▼	-3.6%
19	Ngororero	59.4%	67.2%	▼	-7.8%
20	Bugesera	57.7%	60.5%	▼	-2.8%
21	Karongi	57.4%	64.4%	▼	-7.0%
22	Gakenke	57.2%	67.5%	▼	-10.3%
23	Gasabo	56.9%	57.6%	▼	-0.7%
24	Huye	55.1%	59.7%	▼	-4.6%
25	Musanze	54.4%	58.2%	▼	-3.8%
26	Gatsibo	53.1%	64.6%	▼	-11.5%
27	Kayonza	51.7%	56.3%	▼	-4.6%
28	Rulindo	51.2%	56.0%	▼	-4.8%
29	Ruhango	51.2%	59.7%	▼	-8.5%
30	Gicumbi	50.2%	56.1%	▼	-5.9%
	IMPUZANDENGO	60.4%	60.5%	▼	-0.1%

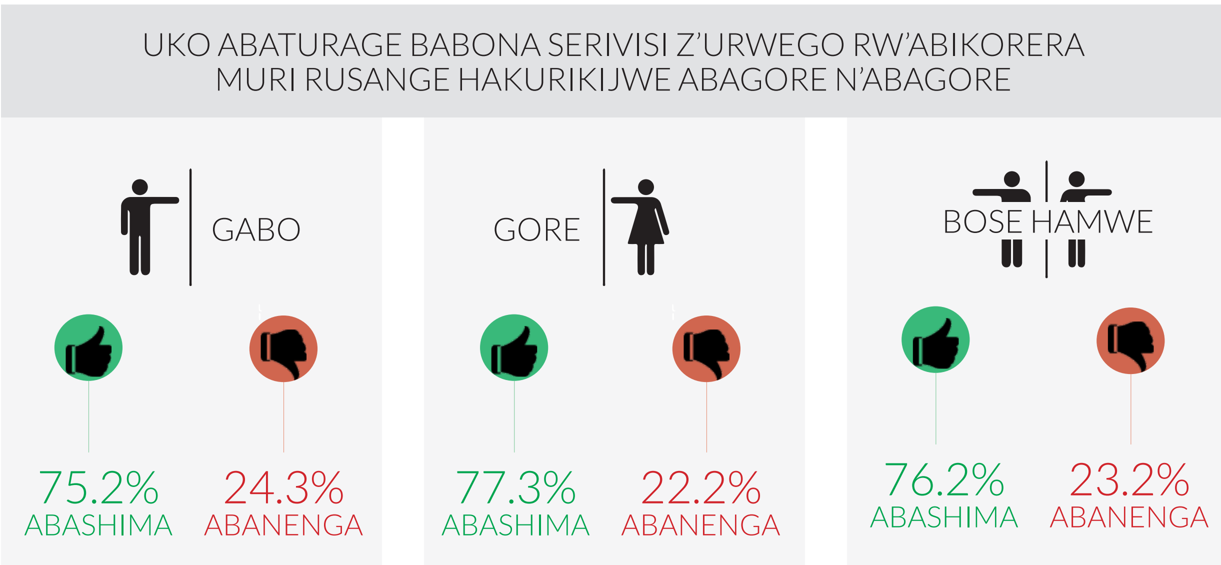
Aho byavuye: Anketi ya RGB, 2023

1.6. URWEGO RW' ABIKORERA

1.6.1. Intangiriro

Urwego rw'abikorera rugira uruhare runini mu iterambere ry'igihugu ndetse n'imibereho myiza y'abaturage muri rusange. Ni muri urwo rwego abaturage bagaragaje uko babona zimwe muri serivisi bagezwaho mu rwego rw'abikorera harimo gutwara abantu muri bisi, gutwara abantu kuri moto, serivisi zo mu masoko no mu maduka, guhererekanya amafaranga hifashishijwe telefoni, ibimina, SACCO, banki z'ubucuruzi, ibigo by'imari iciriritse, ndetse n'imikorere y'amakoperative.

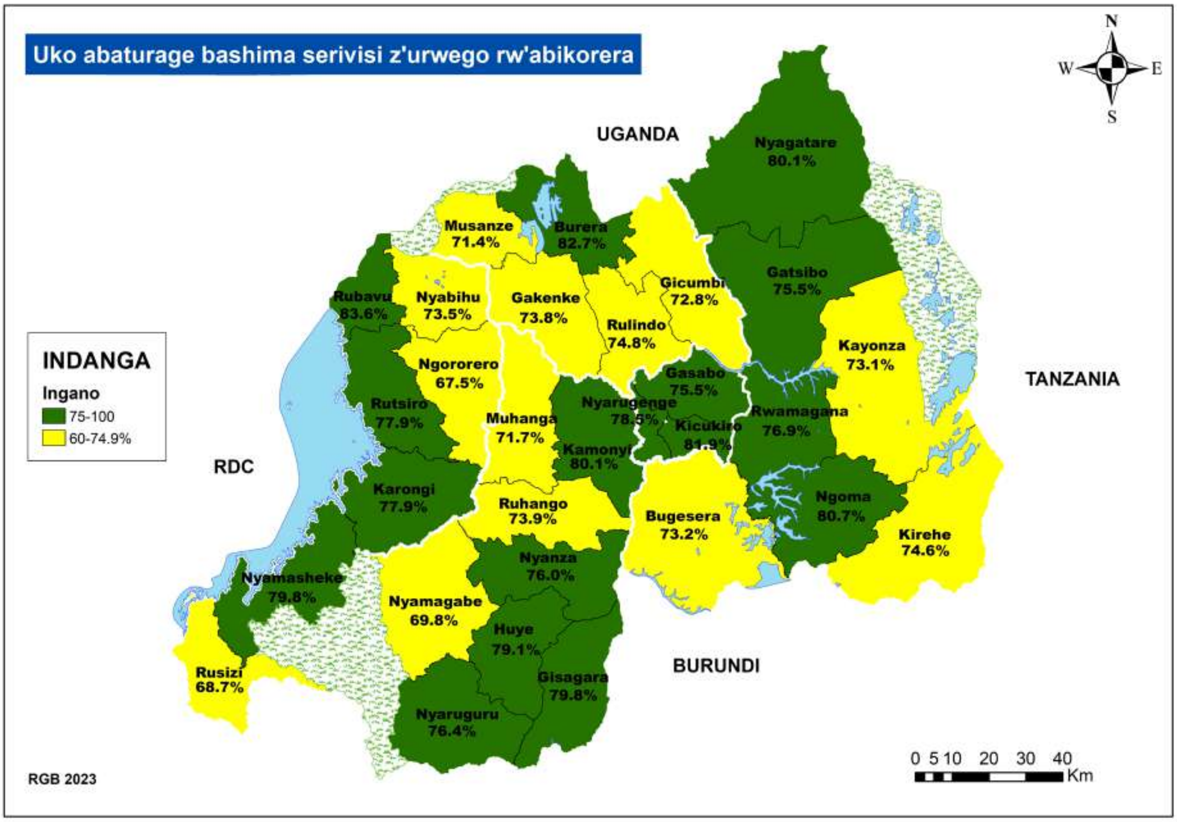
Ishusho 50: Uko abagabo n'abagore babona serivisi z'urwego rw'abikorera muri rusange



Aho byavuye: Anketi ya RGB, 2023

Serivisi z'urwego rw'abikorera zishimwa ku gipimo cya 76.2% zikaba zarazamutseho 1.3% ugereranyije na CRC 2022. Abagore bazishima ku gipimo cya 77.3% naho abagabo bakazishima ku gipimo cya 75.2%.

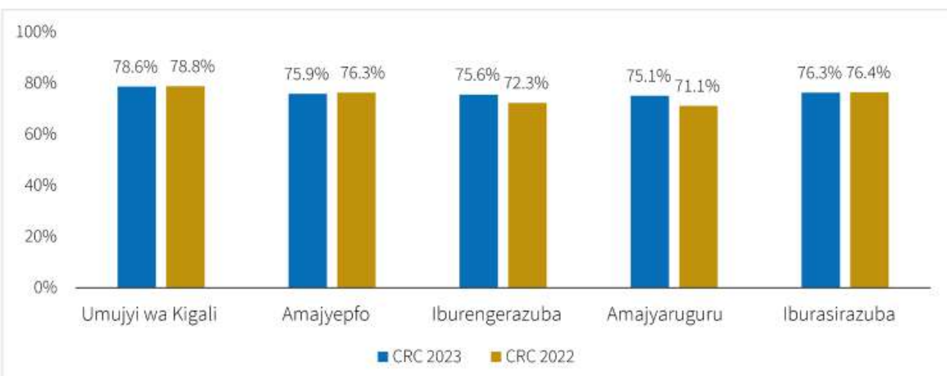
Ikarita 8: Uko abaturage babona serivisi z'abikorera hakurikijwe uturere



Serivisi z'urwego rw'abikorera zirashimwa ku gipimo nibura cya 80% mu turere twa Rubavu, Burera, Kicukiro, Ngoma, Kamonyi na Nyagatare. Ku rundi ruhande, izo serivisi zirashimwa ku gipimo kiri munsi ya 70% mu turere twa Nyamagabe, Rusizi na Ngororero.

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

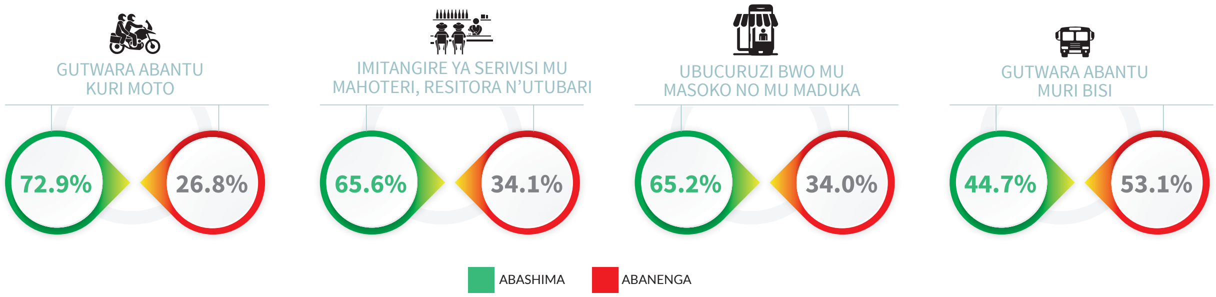
Ishusho 51: Uko abaturage bashima serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

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

Ishusho 52: Uko abaturage babona serivisi z'urwego rw' abikorera

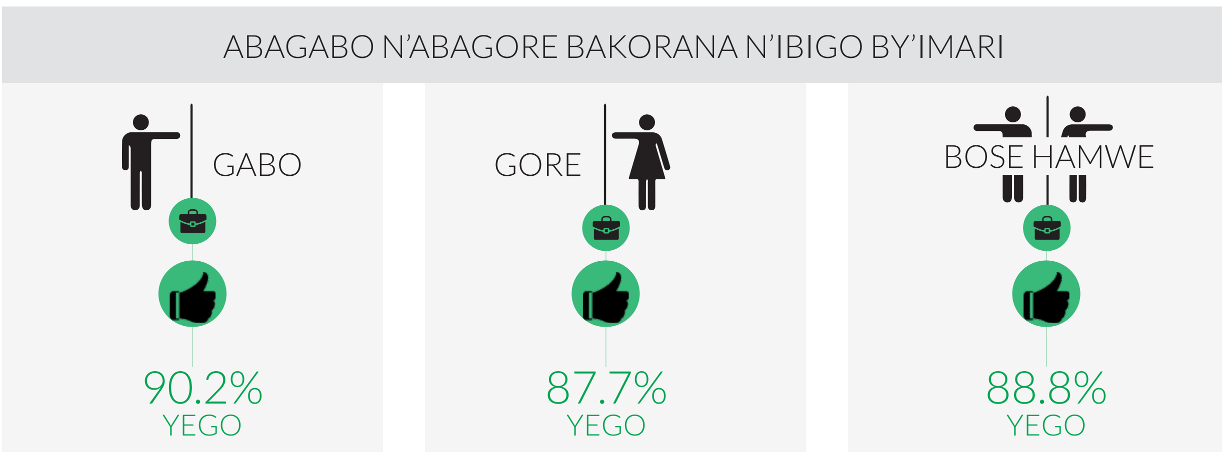


Aho byavuye: Anketi ya RGB, 2023

Muri serivisi z'urwego rw'abikorera, serivisi zo gutwara abantu kuri moto nizo zishimwa ku gipimo cyo hejuru cya 72.9%. Serivisi zo gutwara abantu muri bisi nizo abaturage bakomeje gushima ku gipimo cyo hasi cya 44.7% aho zamanutseho 3.9% zivuye kuri 48.6% muri CRC 2022. Ibi bigaragaza ko iyi serivisi ikiri imbogamizi ku rujya n'uruza rw'abantu bityo bikadindiza n'iterambere rusange.

1.6.4. Abagabo n'abagore bakorana n'ibigo by'imari

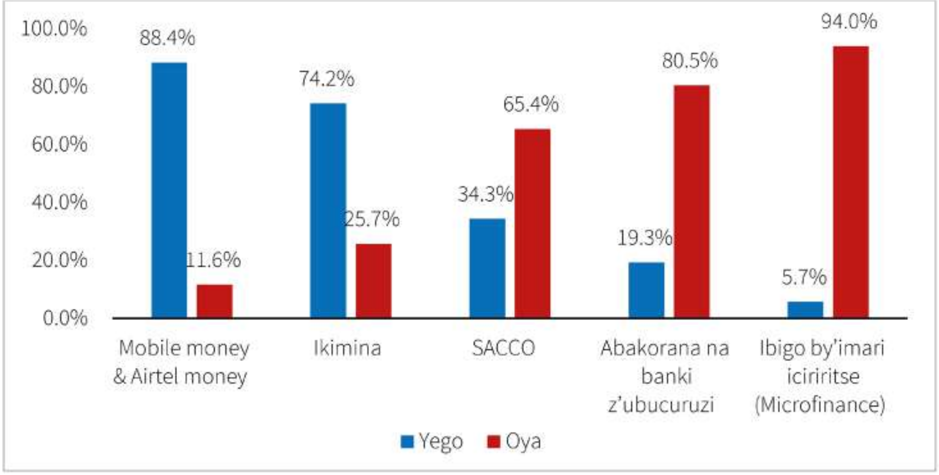
Ishusho 53: **Abagabo n'abagore bakorana n'ibigo by'imari**



Aho byavuye: Anketi ya RGB, 2023

Ku byerekeranye n'abaturage bakorana n'ibigo by'imari, 90.2% by'abagabo babajijwe bemeje ko bakorana n'ibigo by'imari mu gihe abagore 87.7% ari bo babyemeje. Iki gipimo kiragaragaza ko umubare w'abaturage bakorana n'ibigo by'imari ugenda uzamuka nk'uko binagaragazwa n'ibipimo bya Minisiteri y'imari n'igenamigambi mu cyegarenyo cyayo cy'uko abaturage bakorana n'ibigo by'imari (FinScope survey,2020) aho iki gipimo kiri kuri 93.0%.

Ishusho 54: Uko urubyiruko rukorana n'amabanki n'ibigo by'imari iciriritse

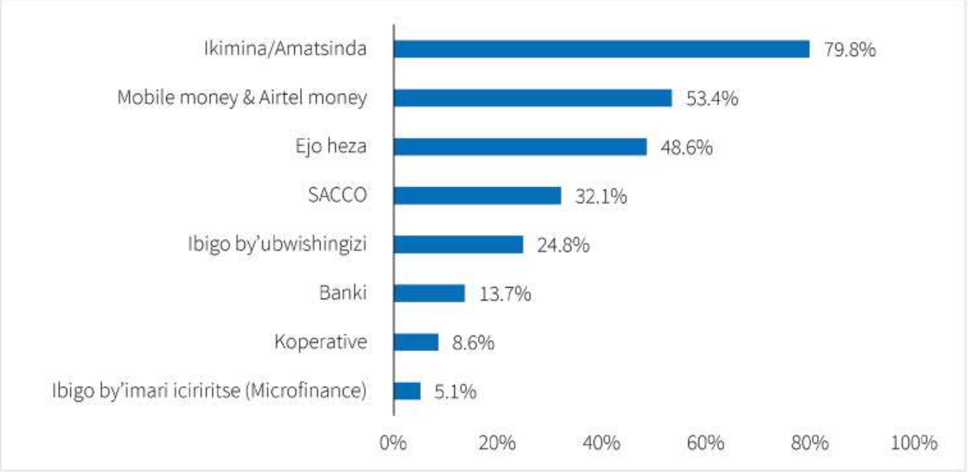


Aho byavuye: Anketi ya RGB, 2023

Kimwe no ku bandi baturage, urubyiruko rukoresha cyane Mobile money na Airtel money ugereranije n'ibindi bigo by'imari.

1.6.5. Uburyo abaturage bakoresha mu kwizigamira

Ishusho 55: Uburyo abaturage bakoresha mu kwizigamira



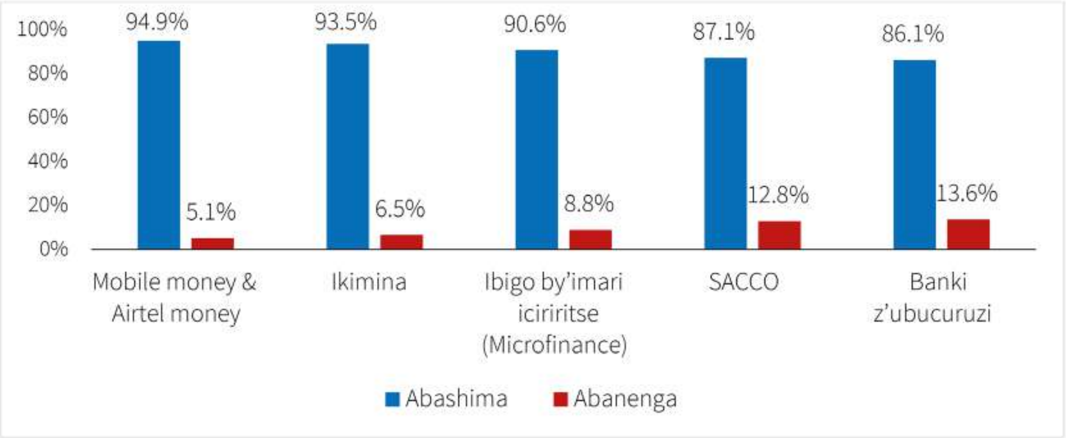
Aho byavuye: Anketi ya RGB, 2023

Ubushakashatsi bugaragaza ko abaturage 88.8% ari bo bakorana n'ibigo by'imari (banki, ibimina/amatsinda n'ibindi bigo bibika amafaranga kuri telefoni).

Muri bo, urubyiruko rungana na 22.9%. Ku bijyanye n'uburyo abaturage bakoresha mu kwizigamira, ikimina ni cyo kiza imbere (79.8%) hagakurikiraho Mobile money na Airtel money (53.4%). Ku rundi ruhande abaturage 48.6% bemeje ko bizigamira muri Ejo Heza bakaba barazamutse bavuye kuri 38.9% muri CRC 2022. Mu bemeje ko bizigamira muri Ejo Heza urubyiruko rungana na 20.7%.

1.6.6. Serivisi z'amabanki n'ibigo by'imari iciriritse

Ishusho 56: Uko abaturage babona serivisi bahabwa n'amabanki n'ibigo by'imari iciriritse



Aho byavuye: Anketi ya RGB, 2023

Muri rusange serivisi zihabwa abakorana n'amabanki n'ibigo by'imari iciriritse zishimwa ku bipimo biri hejuru ya 86%. Serivisi za Mobile Money na Airtel Money ni zo zishimwa cyane n'abazikoresha ku gipimo cya 94.9%.

1.6.7. Imikorere y'amakoperative

1.6.7.1. Imikorere y'amakoperative

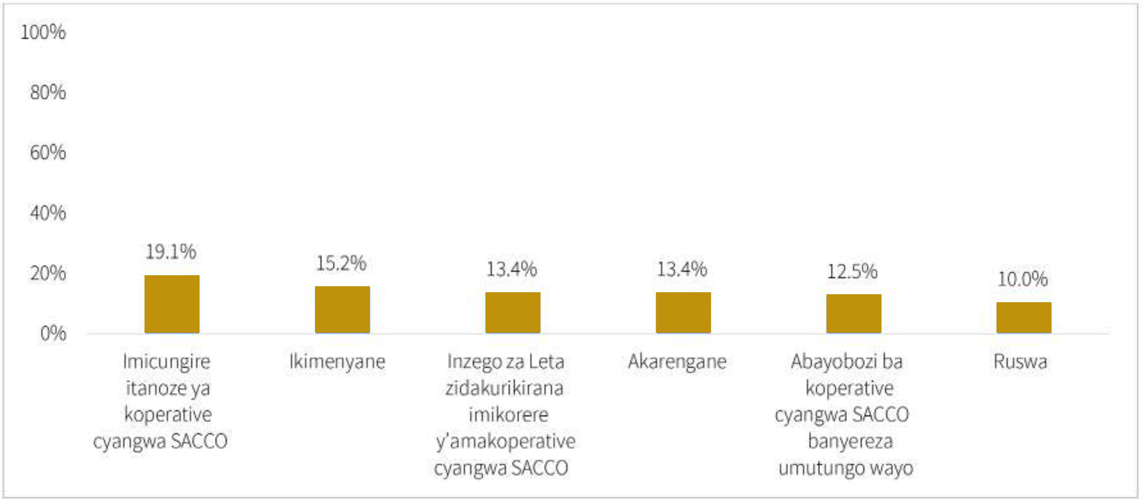
Ishusho 57: **Uko abanyamuryango b'amakoperative babona imikorere yayo**

Abanyamuryango b'amakoperative bashima imikorere yayo ku gipimo cya 84.7%. Abaturage bo mu karere ka Rwamagana nibo bashima imikorere y'amakoperative ku gipimo cyo hejuru cya 94.0% mu gihe mu Karere ka Bugesera bashima ku gipimo cyo hasi cya 67.6%.

Aho byavuye: Anketi ya RGB, 2023

1.6.7.2. Imbogamizi mu mikorere y'amakoperative

Ishusho 58: **Imbogamizi zagaragajwe mu mikorere y'amakoperative**



Aho byavuye: Anketi ya RGB, 2023

Abanyamuryango b'amakoperative bagaragaje ko imbogamizi iza ku isonga ari imicungire itanoze.

1.6.8. IBYIFUZONAMA

- Gushyiraho ingamba zihamye kandi zirambye zo gukemura ibibazo bikigaragara muri serivisi zo gutwara abantu mu buryo bwa rusange;
- Gukomeza kubaka umuco wo gutanga serivisi inoze mu rwego rw'abikorera by'umwihariko mu mahoteri, resitora, utubari, amasoko n'amaduka;
- Gukomeza kunoza imiyoborere, imicungire n'imikorere y'amakoperative ndeste no gukangurira abaturage kuyitabira.

Imbonerahamwe 13:
Uko uturere duhagaze muri serivisi z'abikorera mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Rubavu	83.6%	77.0%	▲	6.6%
2	Burera	82.7%	67.1%	▲	15.6%
3	Kicukiro	81.9%	78.1%	▲	3.8%
4	Ngoma	80.7%	71.5%	▲	9.2%
5	Kamonyi	80.1%	77.5%	▲	2.6%
6	Nyagatare	80.1%	76.8%	▲	3.3%
7	Gisagara	79.8%	83.5%	▼	-3.7%
8	Nyamasheke	79.8%	68.7%	▲	11.1%
9	Huye	79.1%	74.9%	▲	4.2%
10	Nyarugenge	78.5%	80.9%	▼	-2.4%
11	Karongi	77.9%	72.9%	▲	5.0%
12	Rutsiro	77.9%	64.3%	▲	13.6%
13	Rwamagana	76.9%	75.5%	▲	1.4%
14	Nyaruguru	76.4%	80.6%	▼	-4.2%
15	Nyanza	76.0%	80.4%	▼	-4.4%
16	Gasabo	75.5%	77.5%	▼	-2.0%
17	Gatsibo	75.5%	82.8%	▼	-7.3%
18	Rulindo	74.8%	68.9%	▲	5.9%
19	Kirehe	74.6%	79.0%	▼	-4.4%
20	Ruhango	73.9%	75.0%	▼	-1.1%
21	Gakenke	73.8%	73.7%	▲	0.1%
22	Nyabihu	73.5%	71.7%	▲	1.8%
23	Bugesera	73.2%	71.3%	▲	1.9%
24	Kayonza	73.1%	78.0%	▼	-4.9%
25	Gicumbi	72.8%	70.2%	▲	2.6%
26	Muhanga	71.7%	74.7%	▼	-3.0%
27	Musanze	71.4%	75.7%	▼	-4.3%
28	Nyamagabe	69.8%	63.6%	▲	6.2%
29	Rusizi	68.7%	80.5%	▼	-11.8%
30	Ngororero	67.5%	71.2%	▼	-3.7%
	IMPUZANDENGO	76.2%	74.9%	▲	1.3%

Aho byavuye: Anketi ya RGB, 2023

2

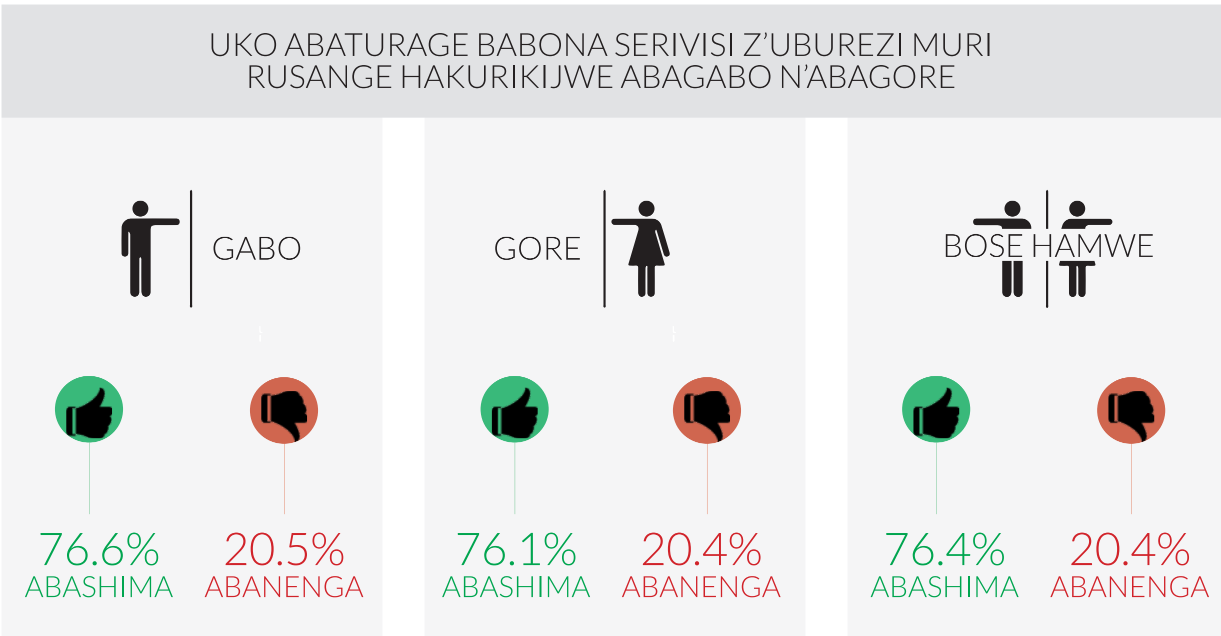
INKINGI Y'IMIBEREHO MYIZA Y'ABATURAGE

2.1. UBUREZI

2. 1.1. Intangiriro

Uburezi bufite ireme kuri bose, ni imwe mu ntego z'icyerekezo 2050. Ni muri urwo rwego, Uburezi buzibanda mu kubaka ubushobozi bukenewe ku isoko ry'umurimo, by'umwihariko mu nganda na serivisi bigezweho bizagira uruhare runini mu bukungu bw'u Rwanda. Leta y' u Rwanda ikomeje gufata ingamba zitandukanye kugira ngo urwego rw'Uburezi rurusheho gukomeza gutera imbere. CRC 2023 yibanze kuri gahunda zitandukanye z'uburezi zirimo: inyubako z'amashuri, amazi meza ku mashuri, amashanyarazi ku mashuri, isuku ku mashuri (ubwiherero bw'abanyeshuri, igikoni, aho abanyeshuri barara, ubwogero), gutanga ifunguro rya saa sita ku banyeshuri, kugabanya ubucucike bw'abana mu mashuri, imyigire y'abana , uruhare rw'ababyeyi mu myigire y'abana, uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micungire y'amashuri, uruhare rw'abayobozi b'amashuri mu micungire n'imikorere y'amashuri, icyumba cy'umukobwa ku ishuri n'imyitwarire y'abarimu mu mashuri.

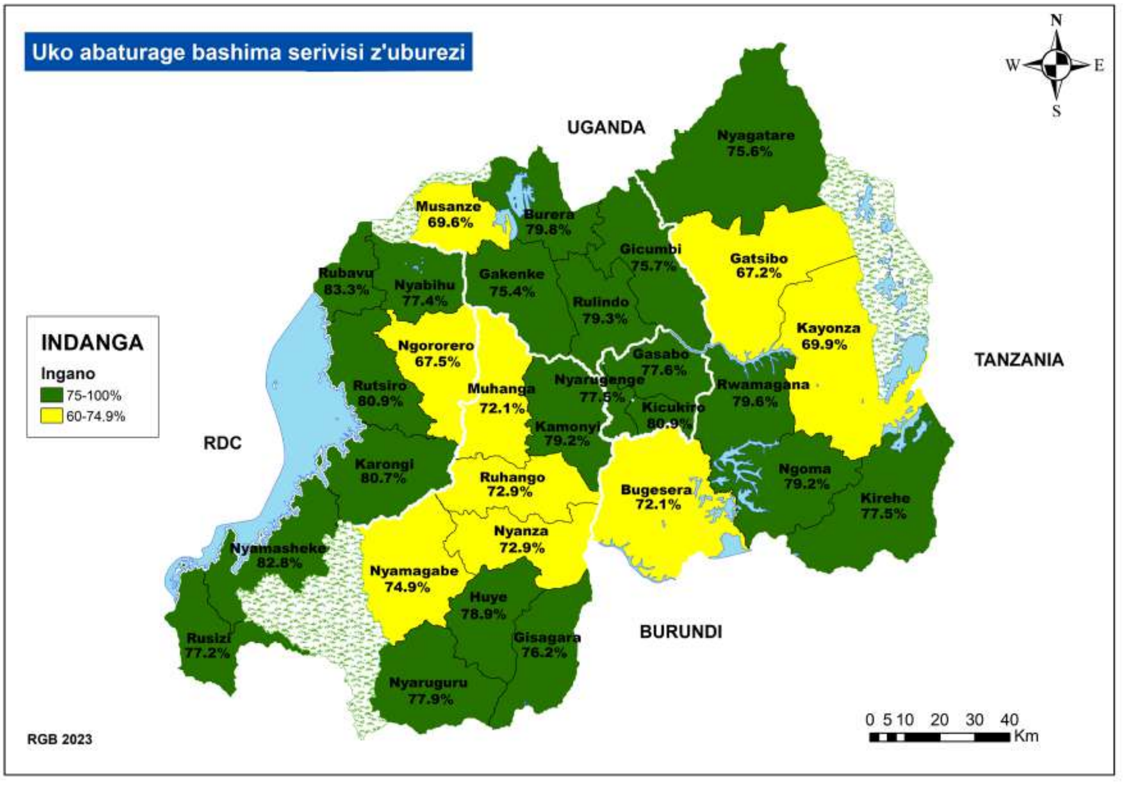
Ishusho 59: Uko abagabo n'abagore babona serivisi z'uburezi muri rusange



Aho byavuye: Anketi ya RGB, 2023

CRC 2023 igaragaza ko abaturage bashima uburezi ku gipimo cya 76.4% kivuye kuri 72.2% mu mwaka wa 2022, bikaba bigaragara ko uburezi bwazamutse ku gipimo cya 4.2%. Abagore bashima serivisi z'uburezi ku gipimo cya 76.1% naho abagabo bakazishima ku gipimo cya 76.6%.

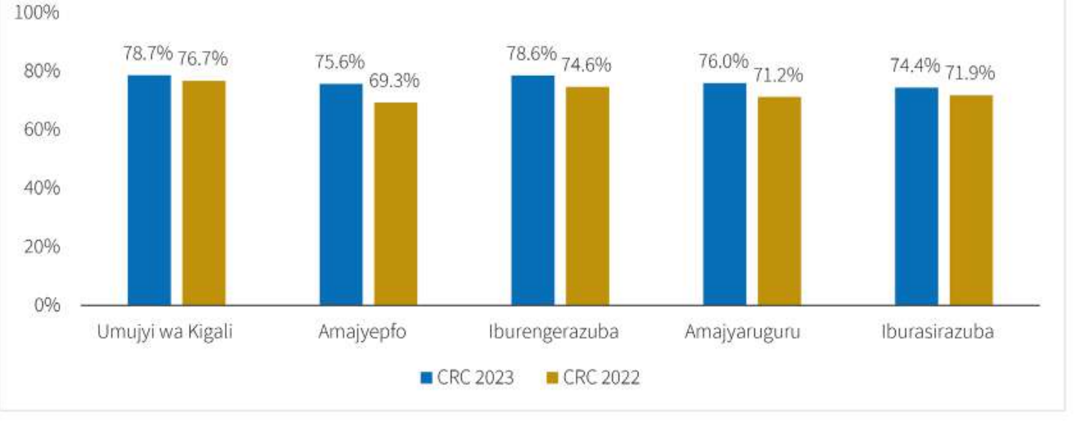
Ikarita 9: Uko abaturage bashima serivisi z'uburezi hakurikijwe uturere



Muri uyu mwaka, uturere dutanu (5) ni two abaturage bashima serivisi z'uburezi ku gipimo kiri hejuru ya 80% aho Akarere ka Rubavu ari ko kaza ku isonga ku gipimo cya 83.3%. Mu Karere ka Gatsibo niho abaturage bashima serivisi z'uburezi ku gipimo cyo hasi cya 67.2%.

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

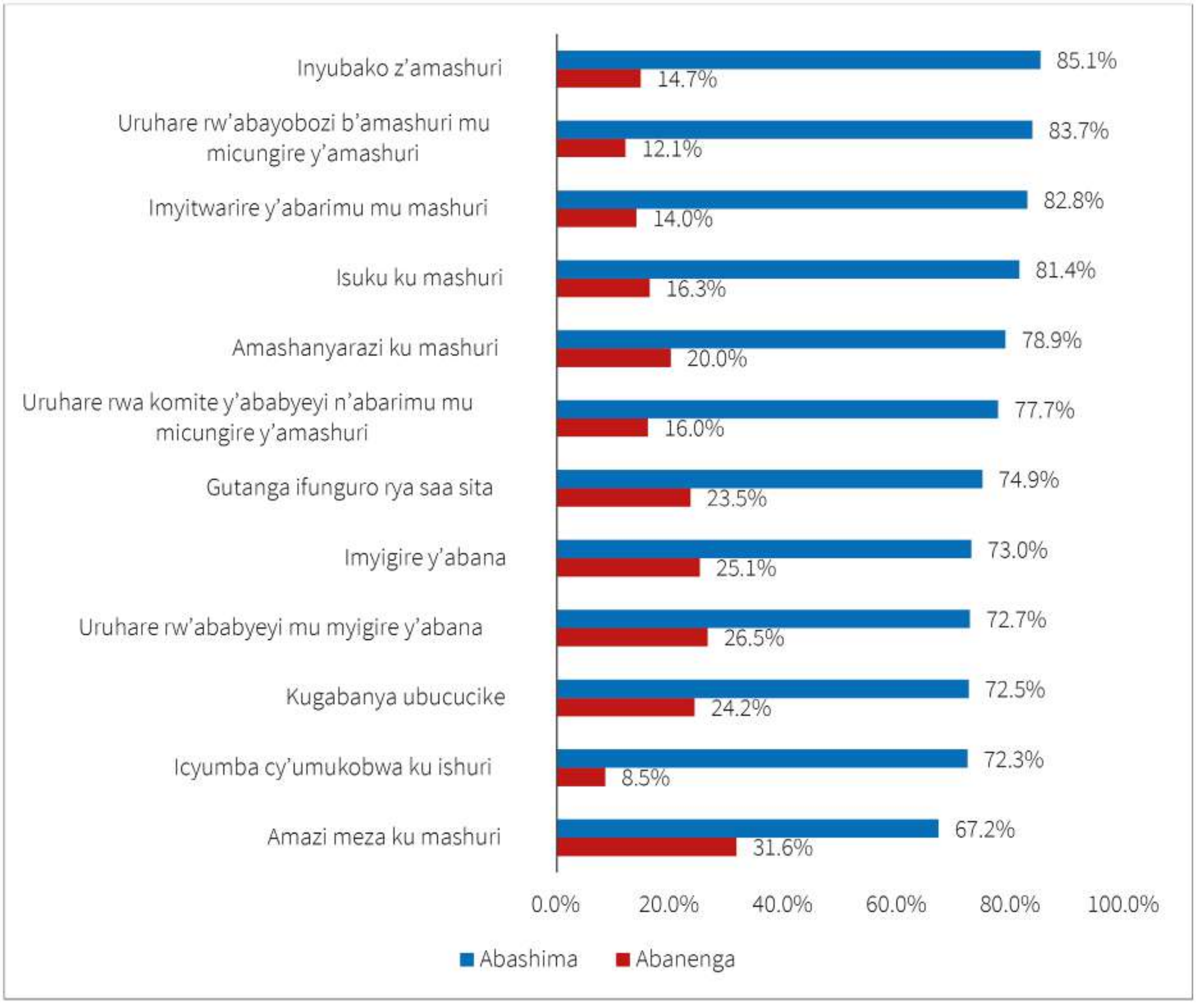
Ishusho 60: Uko abaturage bashima serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

2.1.3. Ibikorwa na zimwe muri serivisi zo mu rwego rw'uburezi

Ishusho 61: Uko abaturage babona ibikorwa na zimwe muri serivisi zo mu rwego rw'uburezi

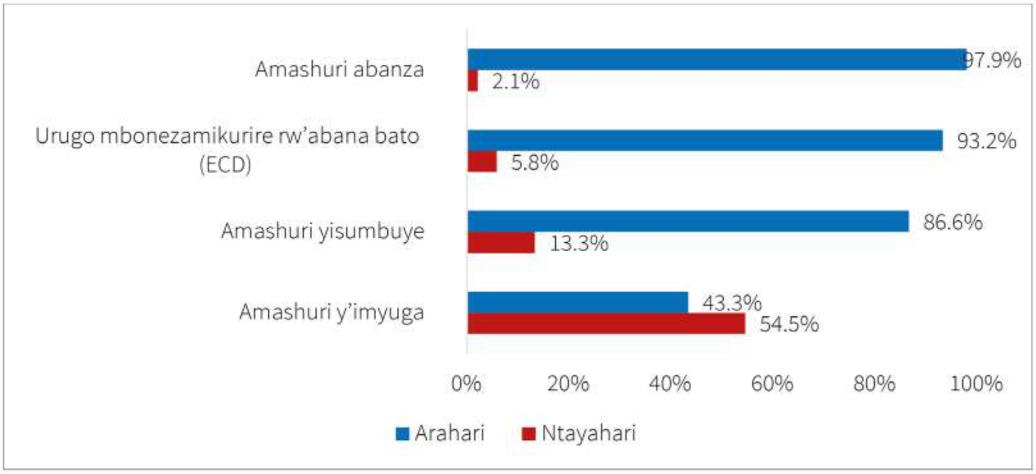


Aho byavuye: Anketi ya RGB, 2023

Inyubako z'amashuri ni cyo gikorwa kiza ku isonga mu gushimwa n'abaturage ku gipimo cya 85.1%. Serivisi y'amazi meza ku mashuri ni yo abaturage bashima ku gipimo cyo hasi cya 67.2%. Gutanga ifunguro rya saa sita niyo serivisi yazamutse cyane kuko yavuye kuri 59.6% muri CRC 2022 ikagera kuri 74.9% uyu mwaka. Ibi bifitanye isano n'amavugurura yakozwe muri iyi gahunda yo kugaburira abana ku mashuri.

2.1.4. Uko abaturage babona kwegerezwa amashuri mu rwego rw'uburezi

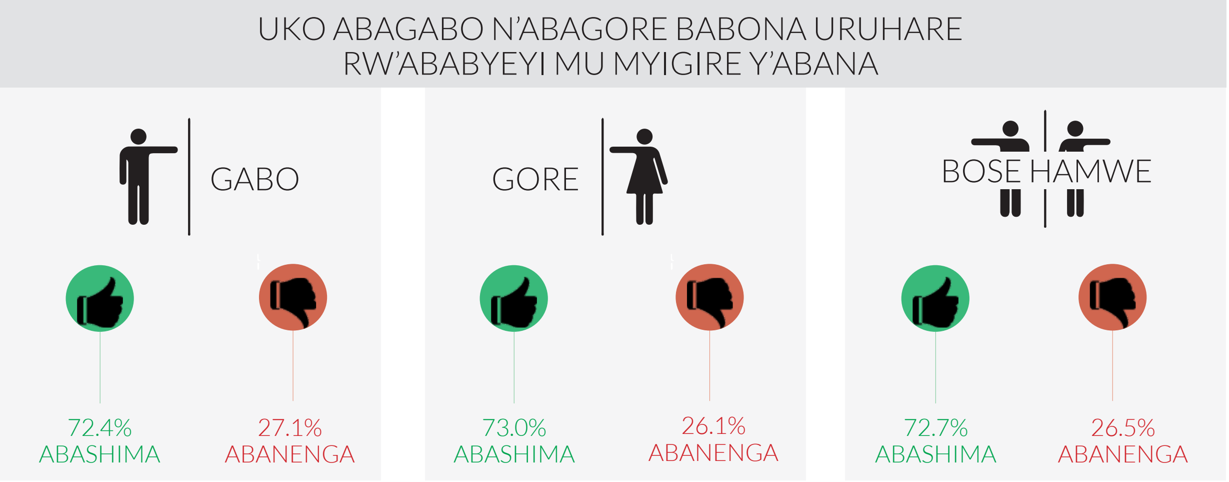
Ishusho 62: Uko abaturage babona kwegerezwa amashuri mu rwego rw'uburezi



Aho byavuye: Anketi ya RGB, 2023

Amashuri abanza ni yo yegereye abaturage cyane ku gipimo cya 97.9%, mu gihe amashuri y'imyuga akiri make kuko abemeza ko abegereye bari ku gipimo cya 43.3%, mu gihe Gahunda ya Guverinoma y'imyaka irindwi iteganya ko 60% by'abana bazaba bari mu mashuri y'imyuga mu mwaka wa 2024.

Ishusho 63: Uko abagabo n'abagore babona uruhare rw'ababyeyi mu myigire y'abana

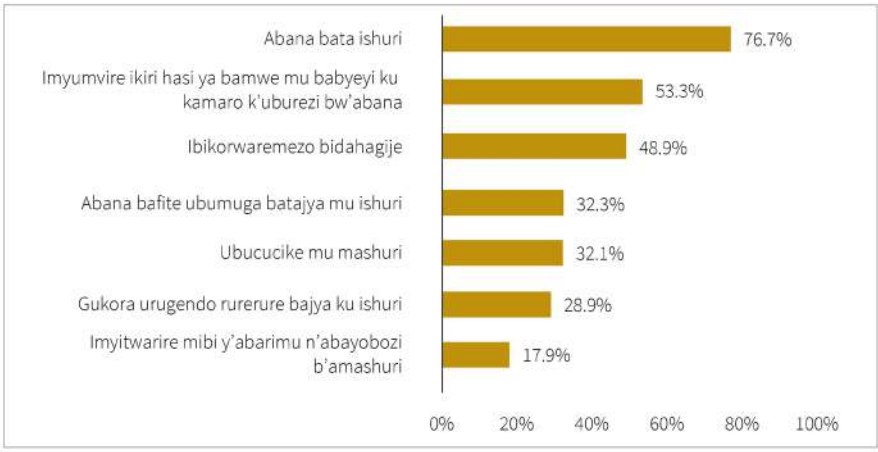


Aho byavuye: Anketi ya RGB, 2023

Muri rusange uruhare rw'ababyeyi mu myigire y'abana ruri ku gipimo cya 72.7% ruvuye ku gipimo cya 67.4% muri CRC 2022. Abagore bashima uruhare rw'ababyeyi mu myigire y'abana ku gipimo cya 73% naho abagabo bakarushima ku gipimo cya 72.4%.

2.1.5. Inzitizi abaturage babona ko zibangamira uburezi

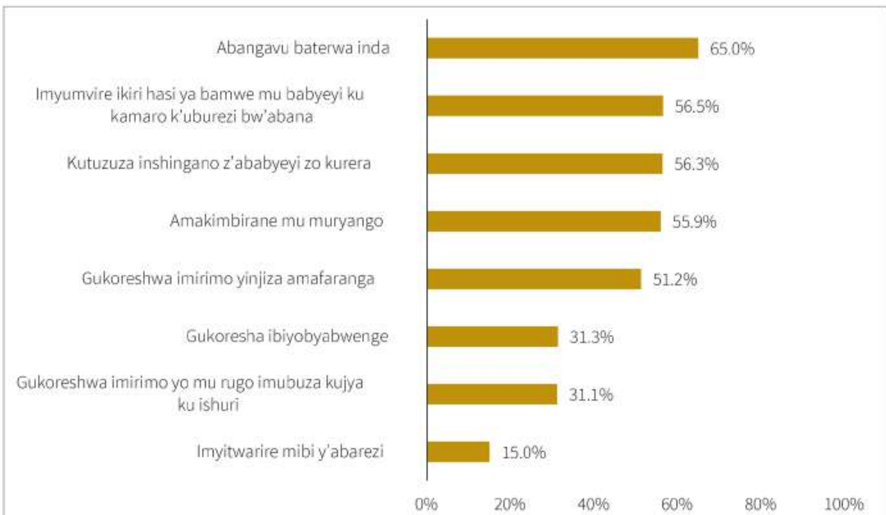
Ishusho 64: **Inzitizi abaturage babona zikiri mu burezi**



Aho byavuye: Anketi ya RGB, 2023

Abana bata ishuri ni imwe mu nzitizi ikomeje kugaragazwa n'abaturage mu kubangamira iterambere ry'uburezi ku gipimo cya 76.7%. Ku rundi ruhande, imyitwarire mibi y'abarimu n'abayobozi b'amashuri niyo yagaragajwe ku gipimo cyo hasi nk'imbogamizi ku iterambere ry'uburezi.

Ishusho 65: **Impamvu zitera abana guta ishuri**



Aho byavuye: Anketi ya RGB, 2023

Abaturage bagaragaje ko abangavu baterwa inda ari yo mpamvu iza ku isonga mu bituma abana bata ishuri. Izi mpamvu zose zituma abana bata ishuri zibangamira kugera ku ntego y'uburezi kuri bose, by'umwihariko ku bana b'abakobwa.

2.1.6. IBYIFUZONAMA

- Gukomeza ubufatanye bw'ababyeyi, ubuyobozi bw'amashuri ndetse n'abandi bafatanyabikorwa mu kunoza gahunda yo gutanga ifunguro ryo ku manywa mu mashuri;
- Gukomeza kongera umubare w'amashuri y'imyuga n'ayisumbuye mu rwego rwo kuzamura ubukungu bushingiye ku bumenyi;
- Gukomeza gukangurira ababyeyi kugira uruhare rugaragara mu burezi n'uburere bw'abana.

Imbonerahamwe 14:
Uko uturere duhagaze muri serivisi z'uburezi mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Rubavu	83.3%	72.0%	▲	11.3%
2	Nyamasheke	82.8%	77.5%	▲	5.3%
3	Kicukiro	80.9%	76.3%	▲	4.6%
4	Rutsiro	80.9%	72.5%	▲	8.4%
5	Karongi	80.7%	69.1%	▲	11.6%
6	Burera	79.8%	69.2%	▲	10.6%
7	Rwamagana	79.6%	75.7%	▲	3.9%
8	Rulindo	79.3%	69.2%	▲	10.1%
9	Kamonyi	79.2%	72.9%	▲	6.3%
10	Ngoma	79.2%	70.9%	▲	8.3%
11	Huye	78.9%	66.6%	▲	12.3%
12	Nyaruguru	77.9%	73.3%	▲	4.6%
13	Gasabo	77.6%	77.5%	▲	0.1%
14	Nyarugenge	77.5%	76.4%	▲	1.1%
15	Kirehe	77.5%	71.2%	▲	6.3%
16	Nyabihu	77.4%	74.7%	▲	2.7%
17	Rusizi	77.2%	83.0%	▼	-5.8%
18	Gisagara	76.2%	76.1%	▲	0.1%
19	Gicumbi	75.7%	72.5%	▲	3.2%
20	Nyagatare	75.6%	65.7%	▲	9.9%
21	Gakenke	75.4%	74.2%	▲	1.2%
22	Nyamagabe	74.9%	57.9%	▲	17.0%
23	Nyanza	72.9%	70.5%	▲	2.4%
24	Ruhango	72.9%	70.8%	▲	2.1%
25	Muhanga	72.1%	66.5%	▲	5.6%
26	Bugesera	72.1%	70.4%	▲	1.7%
27	Kayonza	69.9%	72.5%	▼	-2.6%
28	Musanze	69.6%	70.8%	▼	-1.2%
29	Ngororero	67.5%	73.6%	▼	-6.1%
30	Gatsibo	67.2%	76.5%	▼	-9.3%
IMPUZANDENGO		76.4%	72.2%	▲	4.2%

Aho byavuye: Anketi ya RGB, 2023

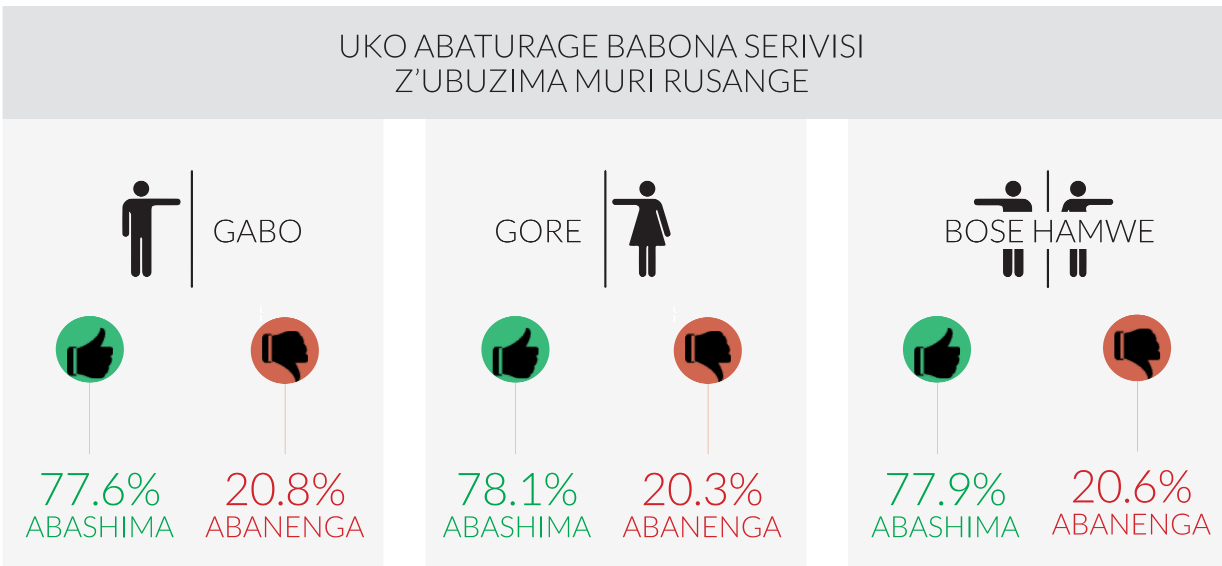
2.2. UBUZIMA

2.2.1. Intangiriro

Uburyo bwo gutanga serivisi z'ubuzima bugenda butezwa imbere bugezwa ku nzego zegereye abaturage. Abarwayi barushaho kubona ubuvuzi bw'ibanze bubegereye n'ubuvuzi bwihariye mu mavuriro abegereye.

Mu rwego rw'ubuzima, CRC 2023 yibanze kuri serivisi zirimo kwakira no kwita ku barwayi, ubwisungane mu kwivuza, kubona imiti, ibikorwaremezo n'ibikoresho by'amavuriro, abaganga bahagije, kuboneza urubyaro, abajyanama b'ubuzima, gukingira indwara, ubukangurambaga mu birebana n'imirire, serivisi z'imbangukiragutabara, kwita ku bagore batwite n'ububyaza, kwishyuza kwa muganga ndetse n'imikorere y'umukozi ushinzwe mituweli kwa muganga.

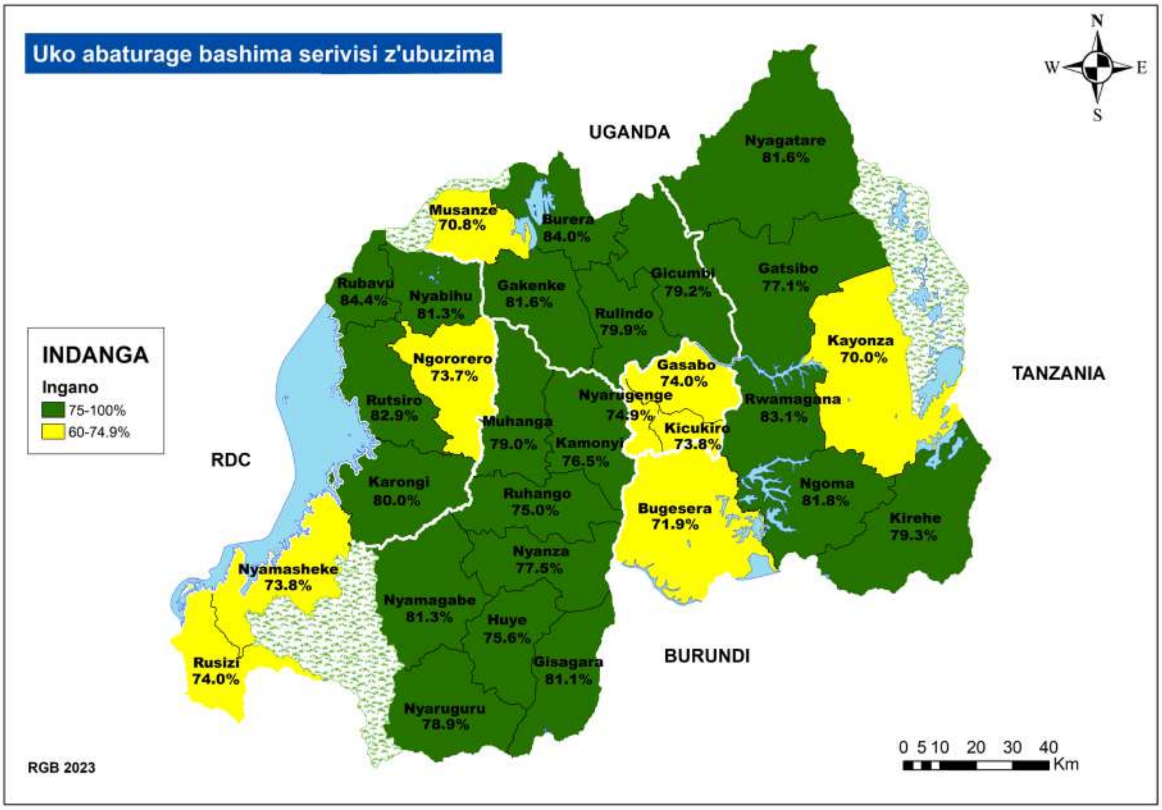
Ishusho 66: Uko abagabo n'abagore babona serivisi z'ubuzima muri rusange



Aho byavuye: Anketi ya RGB, 2023

Ubu bushakashatsi bugaragaza ko igipimo cyo gushima serivisi z'ubuzima cyasubiye inyuma aho cyavuye kuri 79.1% muri CRC 2022 kikagera kuri 77.9% uyu mwaka. Abagore bashima izi serivisi ku gipimo cya 78.1% naho abagabo bakazishima ku gipimo cya 77.6%.

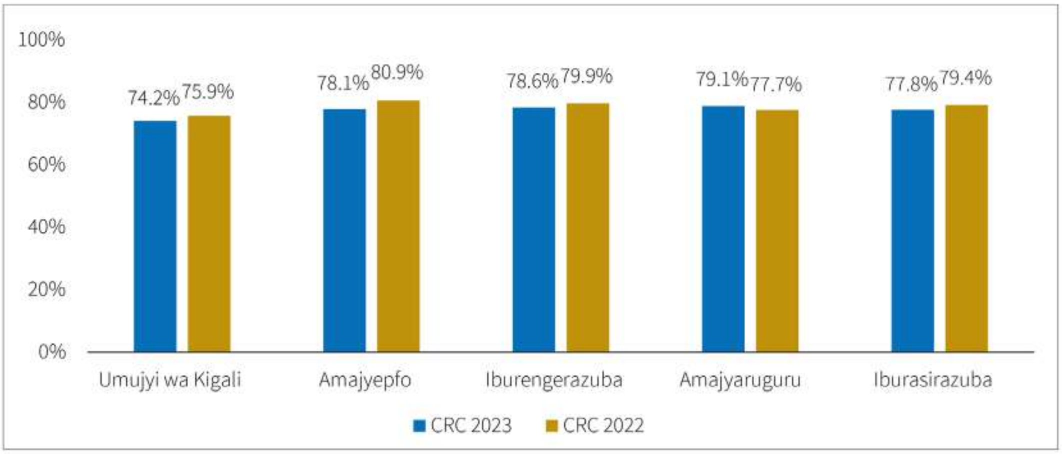
Ikarita 10: Uko abaturage bashima serivisi z'ubuzima hakurikijwe uturere



Akarere ka Rubavu ni ko kaza ku isonga mu gushima serivisi z'ubuzima ku gipimo cya 84.4% kivuye kuri 76.7% muri CRC 2022. Akarere ka Kayonza ni ko kaza inyuma mu gushima serivisi z'ubuzima ku gipimo cya 70% kivuye kuri 82.9% muri CRC 2022.

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

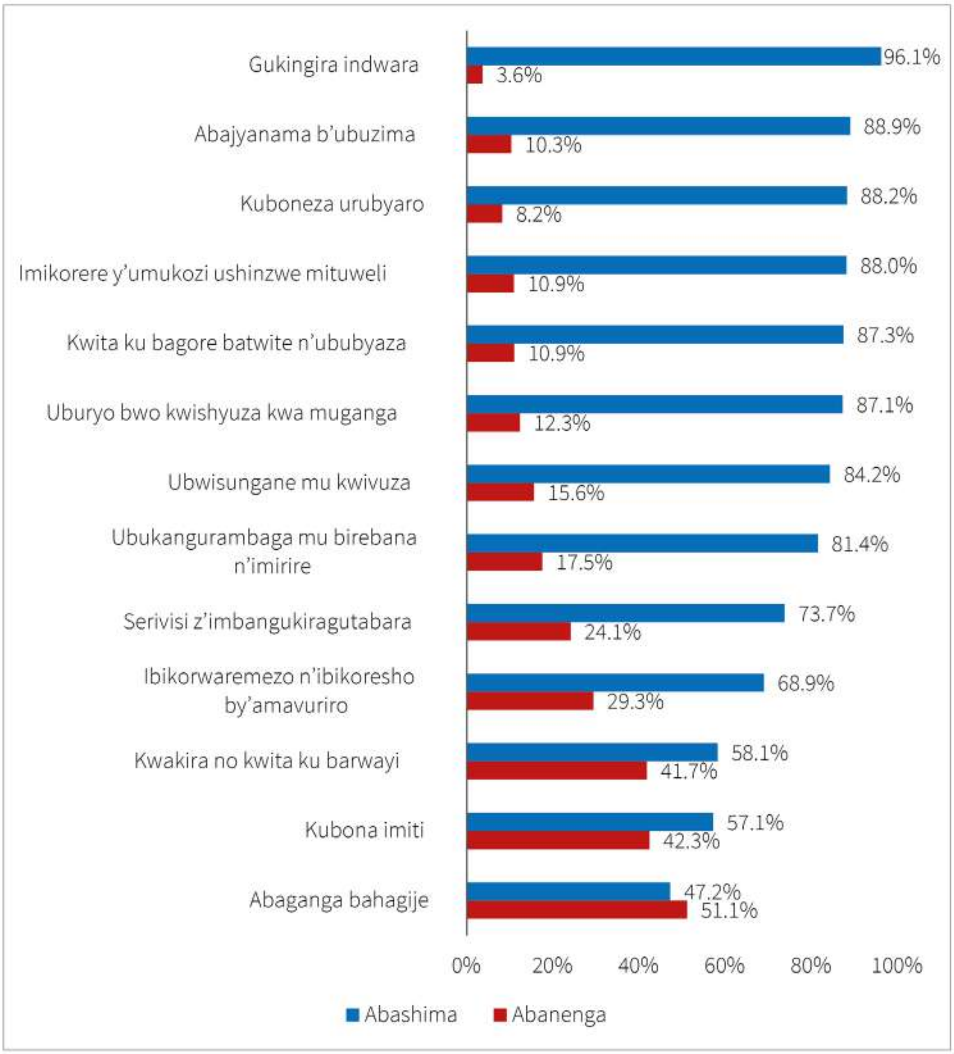
Ishusho 67: Uko abaturage bashima serivisi z'ubuzima ku rwego rw'Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

2.2.3. Uko abaturage babona serivisi z'ubuzima zitandukanye

Ishusho 68: Uko abaturage babona serivisi z'ubuzima zitandukanye

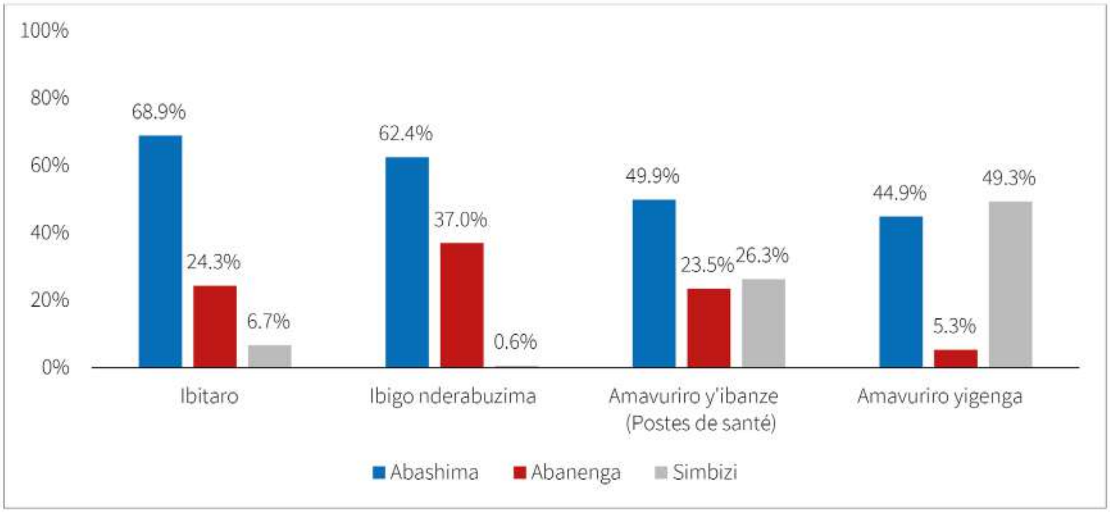


Aho byavuye: Anketi ya RGB, 2023

Muri serivisi z'ubuzima, imyaka ine ishize, CRC igaragaza ko serivisi zo gukingira indwara, serivisi z'abajyanama b'ubuzima ndetse na serivisi zo kuboneza urubyaro zikomeje kuza ku isonga mu gushimwa n'abaturage. Ku rundi ruhande, umubare w'abaganga bahagije no kubona imiti nibyo bishimwa ku gipimo cyo hasi.

2.2.4. Uko abaturage babona imikorere y'amavuriro

Ishusho 69: **Uko abaturage babona babona imikorere y'amavuriro**



Aho byavuye: Anketi ya RGB, 2023

Igipimo cy'uko abaturage bashima serivisi bahabwa n'ibitaro cyarazamutse kiva kuri 65.5% muri CRC 2022 kigera kuri 68.9% uyu mwaka. Ku bigo nderabuzima igipimo cyasubiye inyuma aho cyavuye kuri 65% muri CRC 2022 kikagera kuri 62.4% uyu mwaka, naho ku mavuriro y'ibanze (postes de santé) igipimo cya serivisi cyarazamutse kiva kuri 48.1% muri CRC 2022 kigera kuri 49.9% muri CRC 2023. Muri rusange abaturage bashima serivisi zitangwa n'amavuriro yigenga ku gipimo cya 44.9%. Abaturage bagaragaje ko batazi serivisi zitagwa n'amavuriro y'ibanze n'ayigenga ku bipimo bya 26.3% na 49.3%. Ibi byaba bifitanye isano n'uko amavuriro yigenga atarakwira hose ndetse akaba atoroheye buri wese. Ku birebana n'amavuriro y'ibanze, kuba atazwi n'abaturage benshi byaba bifitanye isano n'uko hari aho ataragera, aho ari usanga imicungire n'imikorere byayo bitaranoga, hakaba n'adakora kandi inyubako zihari.

2.2.5. IBYIFUZONAMA

- Kongera umubare w'abaganga n'abaforomo mu mavuriro;
- Kwegereza abaturage amavuriro y'ibanze aho ataragera no kunoza imikorere y'ahari;
- Gukurikirana mu buryo buhoraho imitangire ya serivisi mu mavuriro.

Imbonerahamwe 15:
Uko uturere duhagaze muri serivisi z'ubuzima mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022- 2023 (%)	
1	Rubavu	84.4%	76.7%	▲	7.7%
2	Burera	84.0%	77.8%	▲	6.2%
3	Rwamagana	83.1%	82.7%	▲	0.4%
4	Rutsiro	82.9%	77.4%	▲	5.5%
5	Ngoma	81.8%	75.9%	▲	5.9%
6	Gakenke	81.6%	87.0%	▼	-5.4%
7	Nyagatare	81.6%	74.8%	▲	6.8%
8	Nyamagabe	81.3%	72.0%	▲	9.3%
9	Nyabihu	81.3%	85.1%	▼	-3.8%
10	Gisagara	81.1%	87.9%	▼	-6.8%
11	Karongi	80.0%	79.1%	▲	0.9%
12	Rulindo	79.9%	75.3%	▲	4.6%
13	Kirehe	79.3%	81.3%	▼	-2.0%
14	Gicumbi	79.2%	78.6%	▲	0.6%
15	Muhanga	79.0%	81.6%	▼	-2.6%
16	Nyaruguru	78.9%	84.3%	▼	-5.4%
17	Nyanza	77.5%	82.5%	▼	-5.0%
18	Gatsibo	77.1%	84.8%	▼	-7.7%
19	Kamonyi	76.5%	80.2%	▼	-3.7%
20	Huye	75.6%	76.8%	▼	-1.2%
21	Ruhango	75.0%	81.6%	▼	-6.6%
22	Nyarugenge	74.9%	78.2%	▼	-3.3%
23	Gasabo	74.0%	74.4%	▼	-0.4%
24	Rusizi	74.0%	83.4%	▼	-9.4%
25	Kicukiro	73.8%	75.1%	▼	-1.3%
26	Nyamasheke	73.8%	78.9%	▼	-5.1%
27	Ngororero	73.7%	78.8%	▼	-5.1%
28	Bugesera	71.9%	73.6%	▼	-1.7%
29	Musanze	70.8%	70.0%	▲	0.8%
30	Kayonza	70.0%	82.9%	▼	-12.9%
IMPUZANDENGO		77.9%	79.1%	▼	-1.2%

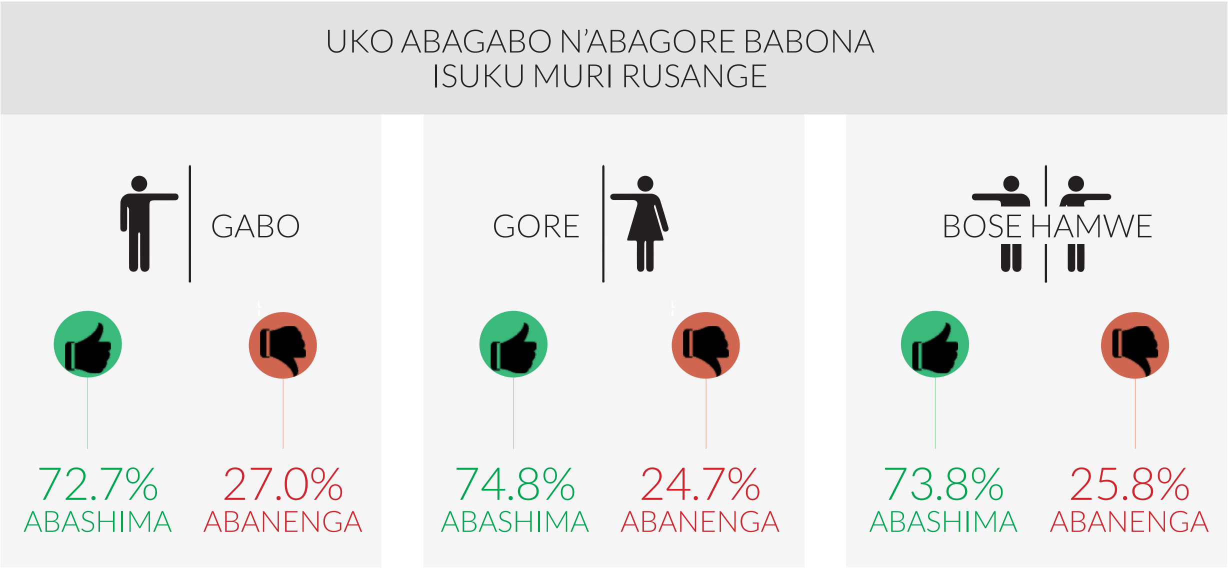
Aho byavuye: Anketi ya RGB, 2023

2.3. ISUKU

2. 3.1. Intangiriro

Amazi meza, ubwiherero bufite ibyangombwa by'ibanze, n'umuco wo kugira isuku ni ibintu by'ingenzi mu buzima bw'abagize umuryango. Mu rwego rwo kurushaho kwita ku isuku, abaturage bagaragaza uko babona isuku ahantu hatandukanye harimo amavuriro, amasoko, ibiro by'inzego z'ibanze, amaresitora n'utubari no mu ngo z'abaturage. Abaturage kandi bagaragaza uko bashima isuku yo mu bwiherero mu ngo zabo, ku mubiri n'imyambaro.

Ishusho 70: **Uko abagabo n'abagore babona isuku muri rusange**

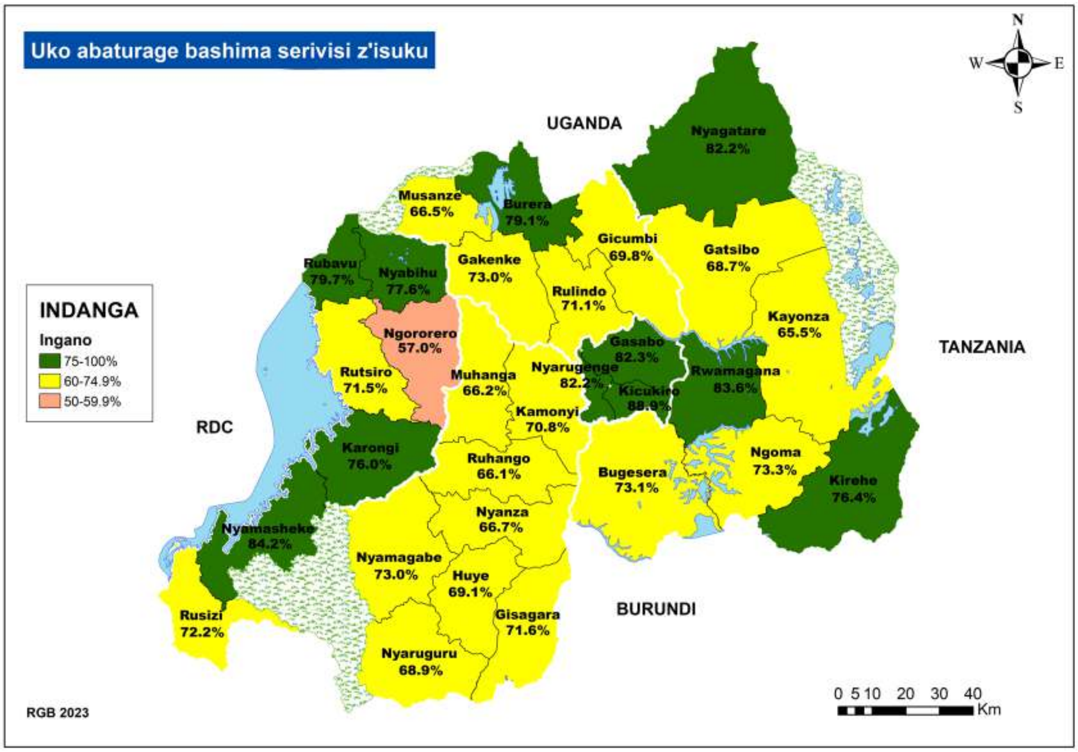


Aho byavuye: Anketi ya RGB, 2023

Muri rusange, abaturage bashima isuku ku gipimo cya 73.8%, aho abagore bashima kuri 77.1% naho abagabo bagashima kuri 75.3%.

Biragaragara ko isuku igenda isubira inyuma nk'uko bigaragara mu bipimo bikurikira: 81% (CRC 2021), 76.3% (CRC 2022), na 73.8% (CRC 2023). Ibi bikaba bigaragaza ko habayeho kudohoka ku ngamba zo kwita ku isuku mu baturage.

Ikarita 11: Uko abaturage babona isuku hakurikijwe uturere

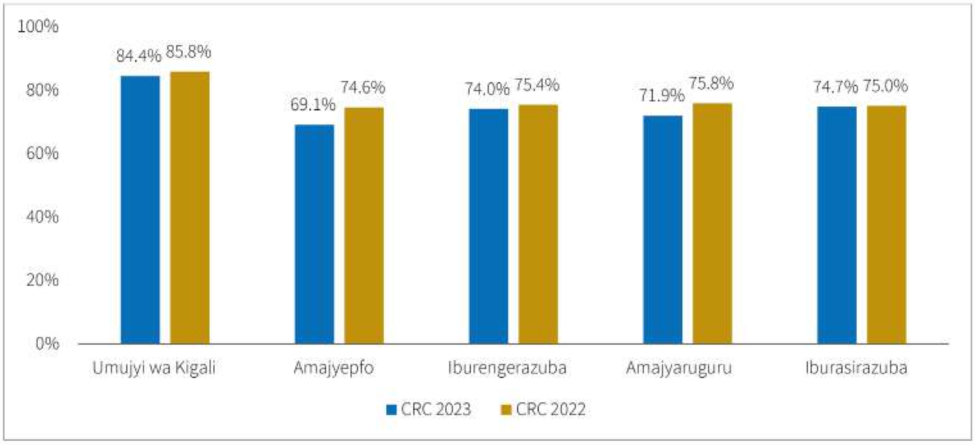


Akarere ka Kicukiro niko kaza ku isonga aho abaturage bashima isuku ku gipimo cya 88.9%. Utundi turere abaturage bashima isuku ku gipimo cyo hejuru ya 80% ni Nyamasheke, Rwamagana, Gasabo, Nyagatare na Nyarugenge. Mu Karere ka Ngororero ni ho abaturage bashima isuku ku gipimo cyo hasi cya 57% kivuye kuri 67.1% muri CRC 2022.

Uturere twa Nyagatare, Karongi na Rwamagana nitwo twagize impinduka nziza ya 13.6%, 12.8% na 12.1% ugereranije n'umwaka ushize naho uturere twasubiye inyuma ni Gatsibo, Ruhango na Kamonyi byagabanutseho 15.4%, 14% na 13.9%.

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

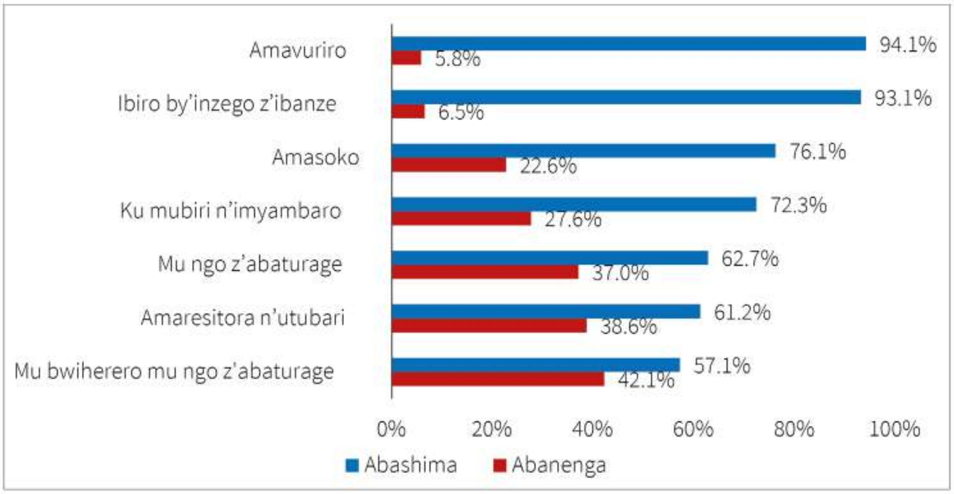
Ishusho 71: Uko abaturage bashima isuku hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

2.3.3. Uko abaturage babona isuku ahantu hatandukanye

Ishusho 72: Uko abaturage babona isuku ahantu hatandukanye

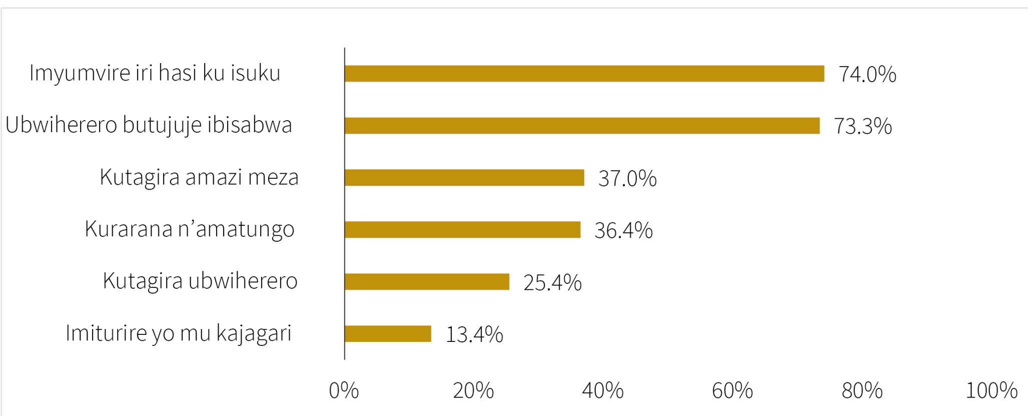


Aho byavuye: Anketi ya RGB, 2023

Isuku ku mavuriro ni yo ishimwa ku gipimo cyo hejuru cya 94.1%, ikaba ikomeje kuza ku isonga mu myaka itatu ishize. Isuku ku biro by'inzego z'ibanze yazamutseho 11.9% ivuye kuri 81.2% muri CRC 2022. Ku rundi ruhande, isuku yo mu bwiherero niyo iri ku gipimo cyo hasi cya 57.1%.

2.3.4 Bimwe mu byo abaturage babona bitera umwanda

Ishusho 73: **Bimwe mu byo abaturage babona bitera umwanda**



Aho byavuye: Anketi ya RGB, 2023

Imyumvire iri hasi ku isuku no kutagira ubwiherero bwujuje ibisabwa ni byo abaturage bagaragaza ko biza imbere mu gutera umwanda. Ikibazo cyo kutagira ubwiherero bwujuje ibisabwa cyariyongereye aho cyavuye kuri 55.2% muri CRC 2022 kikagera kuri 73.3% uyu mwaka.

2.3.5. IBYIFUZONAMA

- Kongera ubukangurambaga bugamije kuzamura imyumvire y'abaturage ku isuku;
- Gukomeza gukangurira abaturage kugira ubwiherero bwujuje ibisabwa no kubukorera isuku;
- Gushyiraho uburyo buhamye kandi buhoraho bwo kugenzura isuku;
- Gukaza ingamba zikemura ikibazo gituma abaturage bararana n'amatungo.

Imbonerahamwe 16:
Uko uturere duhagaze muri serivisi z'isuku mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Kicukiro	88.9%	86.6%	▲	2.3%
2	Nyamasheke	84.2%	78.6%	▲	5.6%
3	Rwamagana	83.6%	71.6%	▲	12.0%
4	Gasabo	82.3%	83.4%	▼	-1.1%
5	Nyarugenge	82.2%	87.4%	▼	-5.2%
6	Nyagatare	82.2%	68.6%	▲	13.6%
7	Rubavu	79.7%	81.9%	▼	-2.2%
8	Burera	79.1%	71.2%	▲	7.9%
9	Nyabihu	77.6%	82.2%	▼	-4.6%
10	Kirehe	76.4%	76.5%	▼	-0.1%
11	Karongi	76.0%	63.3%	▲	12.7%
12	Ngoma	73.3%	78.1%	▼	-4.8%
13	Bugesera	73.1%	71.8%	▲	1.3%
14	Nyamagabe	73.0%	64.5%	▲	8.5%
15	Gakenke	73.0%	84.6%	▼	-11.6%
16	Rusizi	72.2%	80.5%	▼	-8.3%
17	Gisagara	71.6%	73.1%	▼	-1.5%
18	Rutsiro	71.5%	74.1%	▼	-2.6%
19	Rulindo	71.1%	78.3%	▼	-7.2%
20	Kamonyi	70.8%	84.7%	▼	-13.9%
21	Gicumbi	69.8%	73.0%	▼	-3.2%
22	Huye	69.1%	74.2%	▼	-5.1%
23	Nyaruguru	68.9%	70.0%	▼	-1.1%
24	Gatsibo	68.7%	84.1%	▼	-15.4%
25	Nyanza	66.7%	73.0%	▼	-6.3%
26	Musanze	66.5%	72.1%	▼	-5.6%
27	Muhanga	66.2%	77.0%	▼	-10.8%
28	Ruhango	66.1%	80.1%	▼	-14.0%
29	Kayonza	65.5%	74.7%	▼	-9.2%
30	Ngororero	57.0%	67.1%	▼	-10.1%
	IMPUZANDENGO	73.8%	76.3%	▼	-2.5%

Aho byavuye: Anketi ya RGB, 2023

Girinka

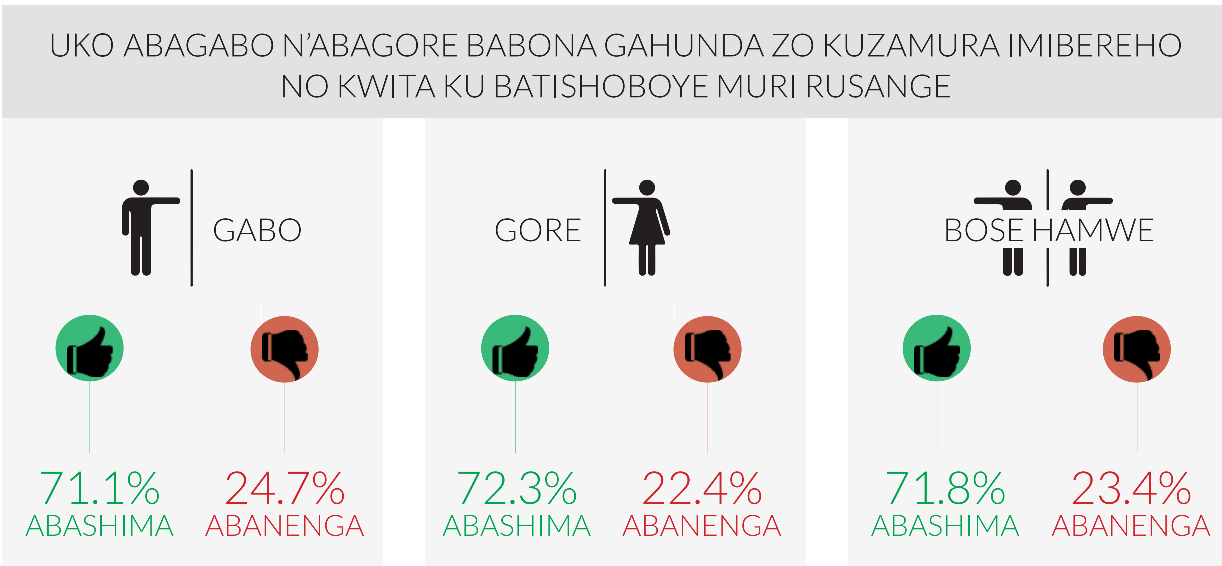
2.4. GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE

2.4.1. Intangiriro

Leta y'u Rwanda yashyizeho gahunda zo kuzamura imibereho no kwita ku batishoboye mu rwego rwo kurushaho kubafasha kwiteza imbere no kwigira. Ubu bushakashatsi bwibanze kuri zimwe muri izo gahunda arizo: VUP, Girinka, Ubudehe mu mudugudu ndetse no kubakira abatishoboye.

Kubera amavugurura yatangiye muri gahunda zo kuzamura imibereho no kwita ku batishoboye, ubu bushakashatsi bwifashishije amakuru yakusanyijwe muri CRC 2022 kuri iki cyiciro.

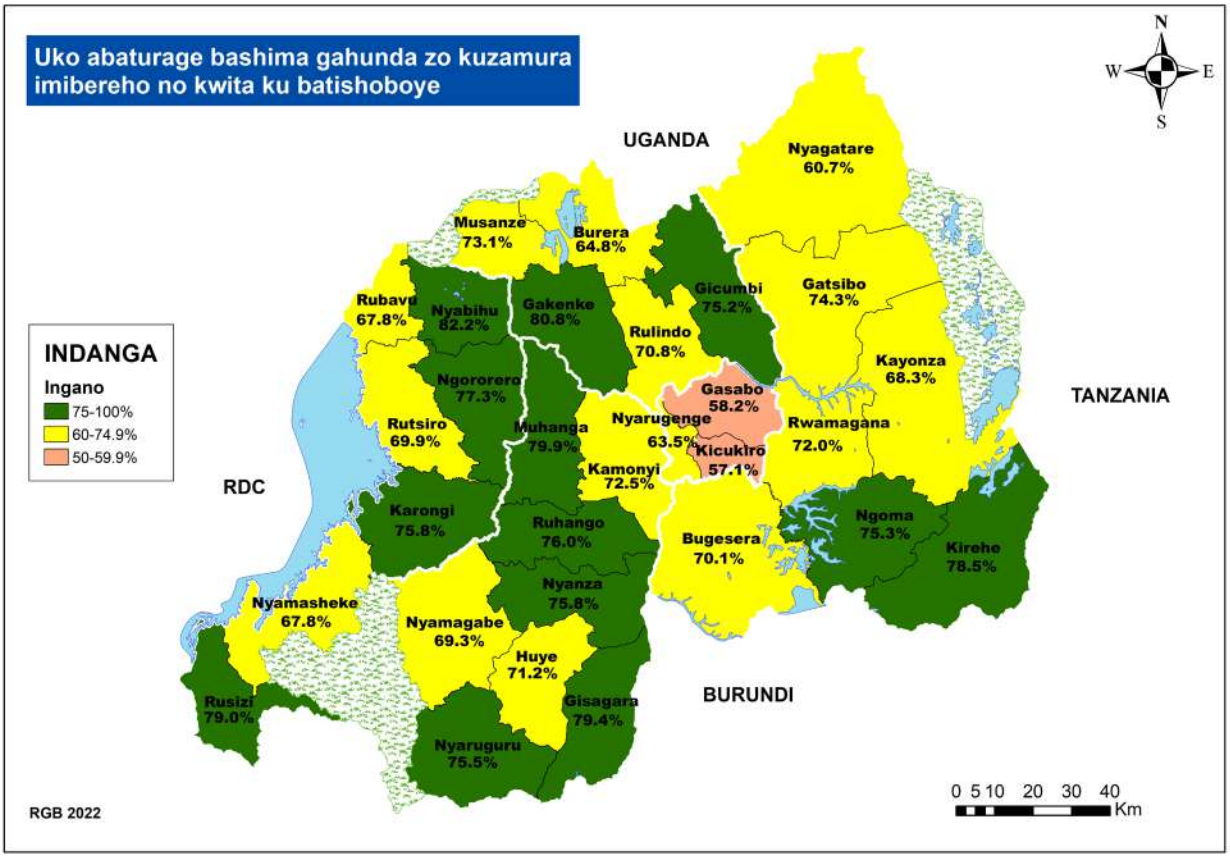
Ishusho 74: **Uko abagabo n'abagore babona gahunda zo kuzamura imibereho no kwita ku batishoboye muri rusange**



Aho byavuye: Anketi ya RGB, 2023

Gahunda zo kuzamura imibereho no kwita ku batishoboye zishimwa ku gipimo cya 71.8%. Abagore bazishima ku gipimo cya 72.3%, abagabo bakazishima ku gipimo cya 71.1%.

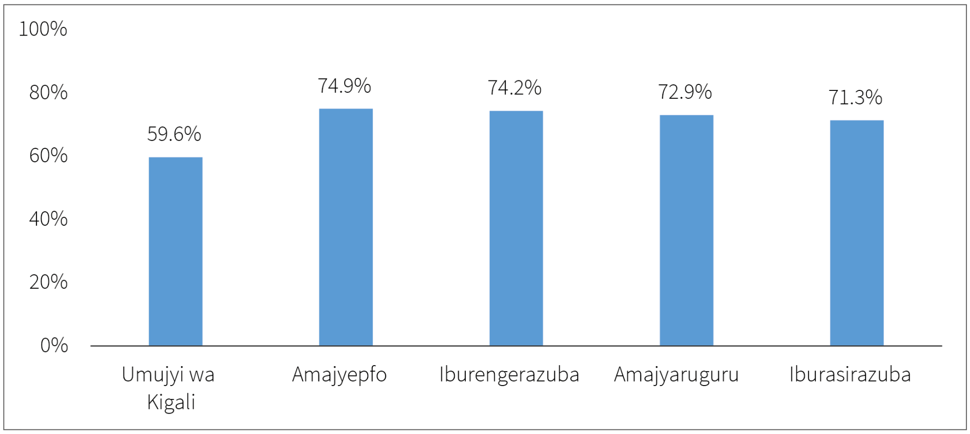
Ikarita 12: Uko abaturage bashima gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe uturere



Mu Turere twa Nyabihu na Gakenke ni ho abaturage bashima cyane gahunda yo kwita ku batishoboye no kuzamura imibereho yabo ku bipimo byo hejuru bya 82.2% na 80.8% naho mu Turere twa Gasabo na Kicukiro ni ho ibipimo cyo gushima izi gahunda biri hasi kuri 58.2% na 57.1%.

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

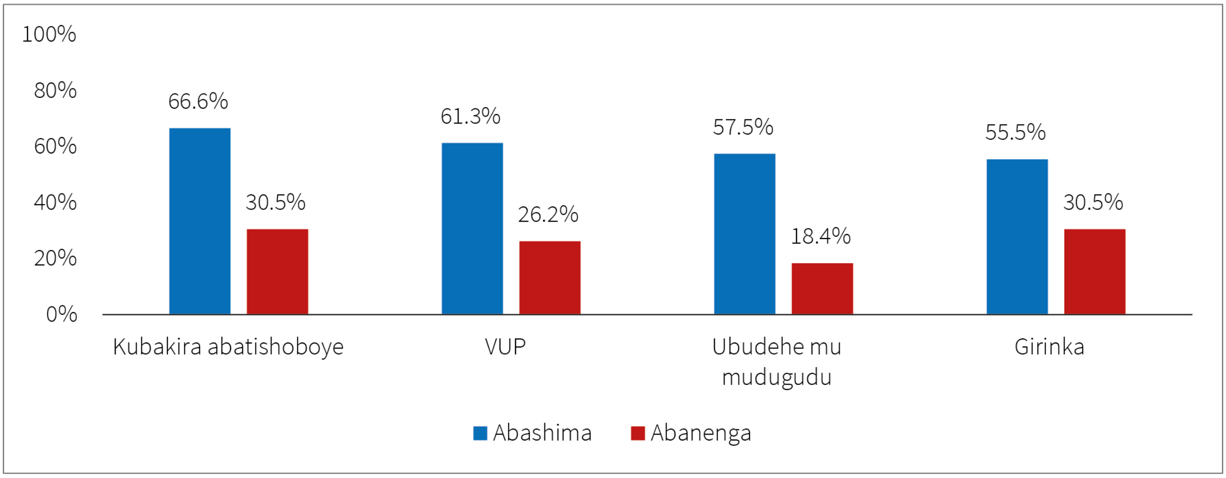
Ishusho 75: Uko abaturage bashima gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2023

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

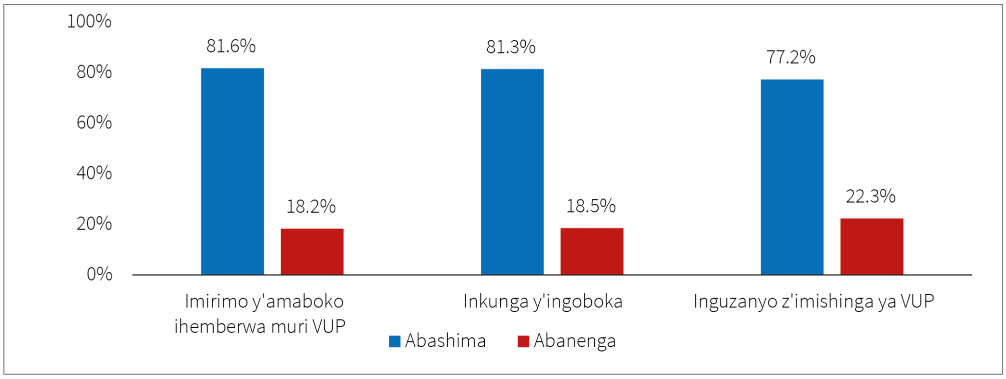
Ishusho 76: Uko abaturage babona guhitamo abagenerwabikorwa ba gahunda zo kuzamura imibereho no kwita ku batishoboye zakoreweho ubushakashatsi



Aho byavuye: Anketi ya RGB, 2023

Guhitamo abagenerwabikorwa ba gahunda yo kubakira abatishoboye ni byo bishimwa kurusha ibindi ku gipimo cya 66.6% mu gihe guhitamo abagenerwabikorwa ba Girinka ari byo biri ku gipimo cyo hasi cya 55.5%.

Ishusho 77: **Uko abaturage babona ishyirwamubikorwa rya gahunda ya VUP**

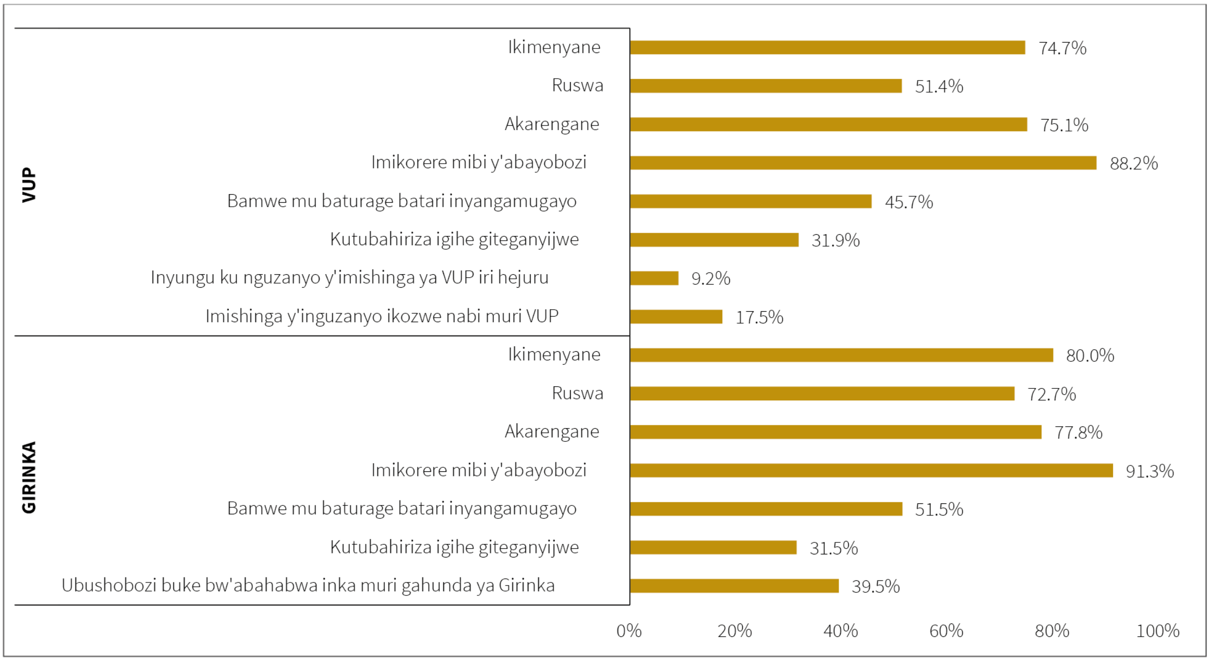


Aho byavuye: Anketi ya RGB, 2023

Abaturage bashima ishyirwa mu bikorwa ry'imirimo y'amaboko ihemberwa muri VUP ku gipimo cya 81.6% mu gihe inkunga y'ingoboka ishimwa ku gipimo cya 81.3%. Gushima inguzanyo z'imishinga ya VUP birashimwa ku gipimo cya 77.2%.

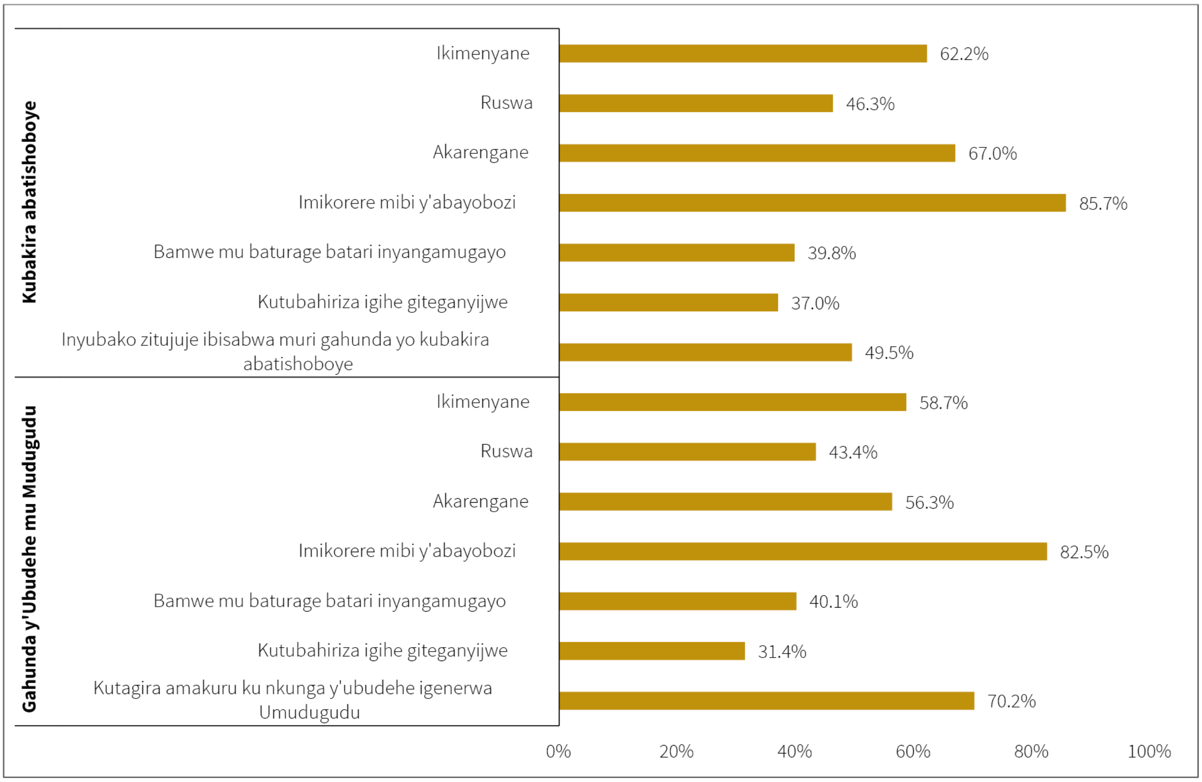
2.4.4. Zimwe mu nzitizi zagaragajwe zibangamira gahunda zo kuzamura imibereho no kwita ku batishoboye

Ishusho 78: **Zimwe mu nzitizi zagaragajwe zibangamira gahunda zo kuzamura imibereho no kwita ku batishoboye**



Aho byavuye: Anketi ya RGB, 2023

Muri gahunda ya Girinka, inzitizi zagaragajwe kurusha izindi ni imikorere mibi y'abayobozi (91.3%), ikimenyane (80%) ndetse n'akarengane (77.8%). Izi nzitizi ni nazo ziganje muri gahunda ya VUP aho imikorere mibi y'abayobozi iri ku gipimo cya 88.2%, akarengane kuri 75.1% n'ikimenyane kuri 74.7%.



Aho byavuye: Anketi ya RGB, 2023

Muri gahunda y'ubudehe mu mudugudu, imikorere mibi y'abayobozi ni yo nzitizi igaragazwa cyane n'abaturage ku gipimo cya 82.5%. Iyi nzitizi ni nayo yagaragajwe cyane n'abaturage ku gipimo cya 85.7% muri gahunda yo kubakira abatishoboye. Muri rusange, imikorere mibi y'abayobozi ni cyo kibazo gikomeye muri gahunda zose zo kuzamura imibereho no kwita ku batishoboye. Izindi mpamvu zigaragazwa ku gipimo cyo hejuru ni ikimenyane n'akarengane.

2.4.5. IBYIFUZONAMA

- Gukomeza gukorera mu mucyo no kugaragariza abaturage ibibakorerwa muri gahunda zo kuzamura imibereho no kwita ku batishoboye;
- Kunoza uburyo bwo guhitamo abagenerwabikorwa muri gahunda zitandukanye zifasha abatishoboye.

Imbonerahamwe 17:
Uko uturere duhagaze muri serivisi zo kuzamura imibereho myiza no kwita ku batishoboye

Nº	AKARERE	CRC 2022/AMANOTA (%)
1	Nyabihu	82.2%
2	Gakenke	80.8%
3	Muhanga	79.9%
4	Gisagara	79.4%
5	Rusizi	79.0%
6	Kirehe	78.5%
7	Ngororero	77.3%
8	Ruhango	76.0%
9	Nyanza	75.8%
10	Karongi	75.8%
11	Nyaruguru	75.5%
12	Ngoma	75.3%
13	Gicumbi	75.2%
14	Gatsibo	74.3%
15	Musanze	73.1%
16	Kamonyi	72.5%
17	Rwamagana	72.0%
18	Huye	71.2%
19	Rulindo	70.8%
20	Bugesera	70.1%
21	Rutsiro	69.9%
22	Nyamagabe	69.3%
23	Kayonza	68.3%
24	Rubavu	67.8%
25	Nyamasheke	67.8%
26	Burera	64.8%
27	Nyarugenge	63.5%
28	Nyagatare	60.7%
29	Gasabo	58.2%
30	Kicukiro	57.1%
IMPUZANDENGO		71.8%

Aho byavuye: Anketi ya RGB, 2022

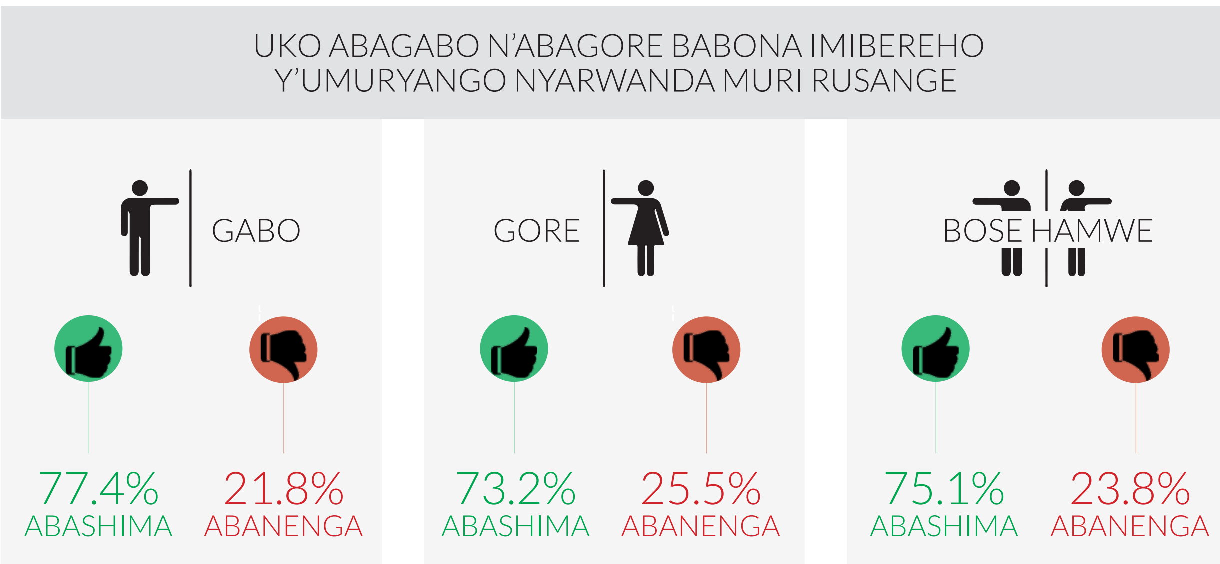
2.5. IMIBEREHO Y'UMURYANGO NYARWANDA

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 bityo rero niyo mpamvu muri gahunda ya Guverinoma y'imyaka irindwi, Leta yiyemeje kuzibanda ku kuzamura imibereho myiza y'umuryango.

Ku birebana n'imibereho y'Umuryango Nyarwanda, ubushakashatsi bwibanze kuri ibi bikurikira: kubahiriza uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore, gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango, kubahiriza uburenganzira bw'abana, kwita ku buzima bw'abafite ubumuga mu muryango, kwita ku buzima bw'abageze mu za bukuru mu muryango, ibibazo byo mu miryango n'impamvu zibitera.

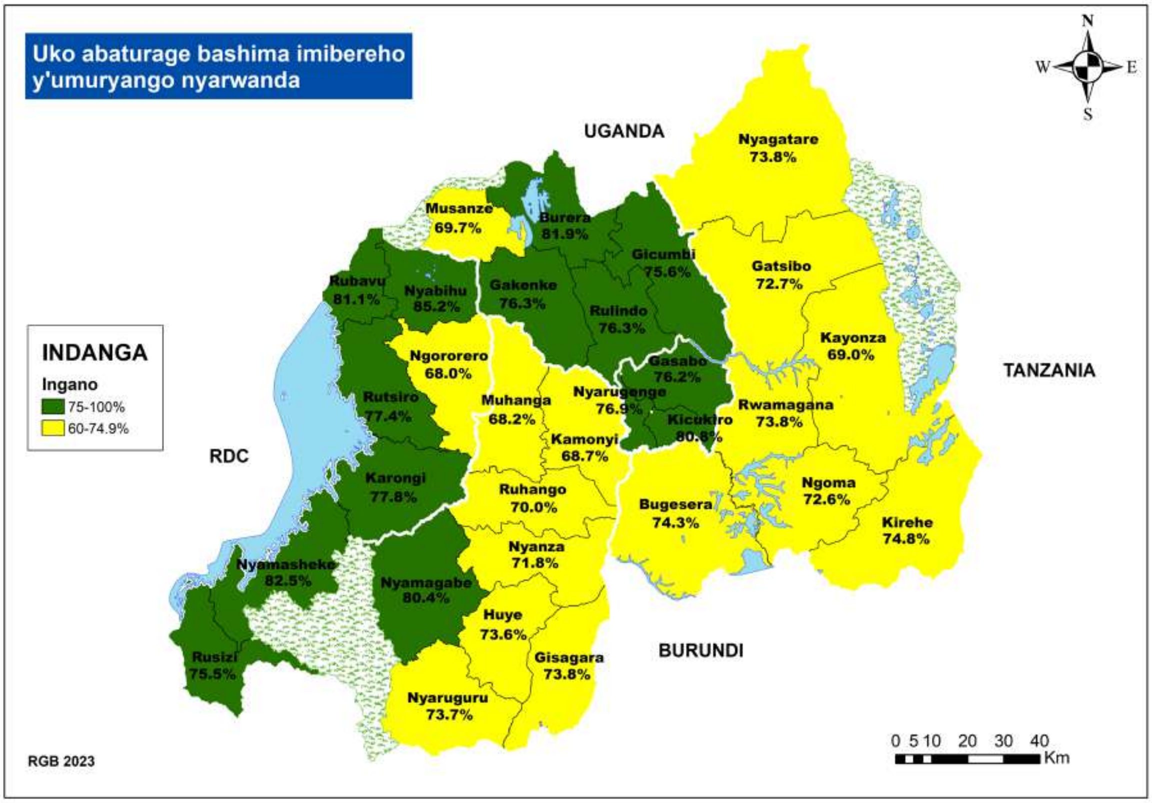
Ishusho 79: Uko abagabo n'abagore babona imibereho y'Umuryango Nyarwanda muri rusange



Aho byavuye: Anketi ya RGB, 2023

Muri rusange, abaturage bashima serivisi zijyanye no kwita ku Muryango Nyarwanda ku gipimo kiri hasi ugereranyije n'umwaka ushize aho cyavuye kuri 77% umwaka ushize kikagera kuri 75.1% muri CRC 2023. Abagabo bashima ku gipimo cya 77.4% naho abagore bagashima kuri 73.2%.

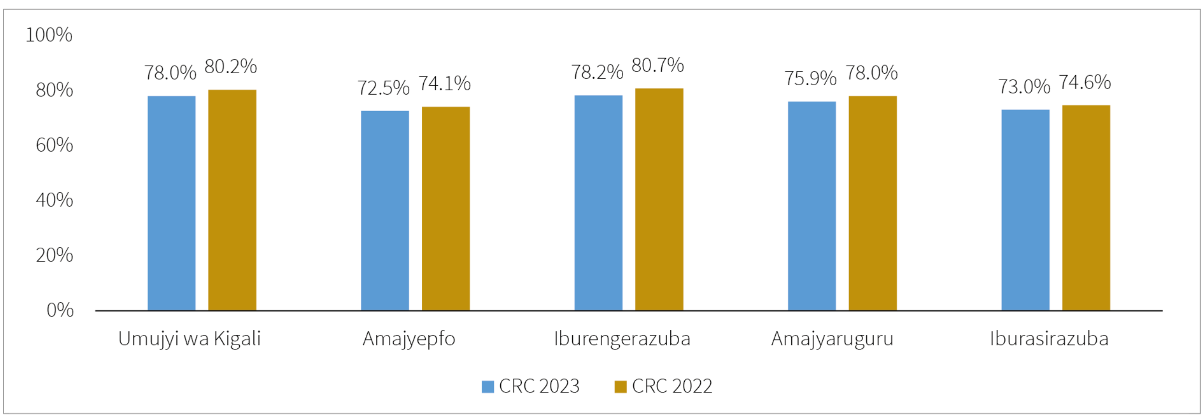
Ikarita 13: Uko abaturage bashima imibereho y'Umuryango Nyarwanda hakurikijwe uturere



Mu Turere twa Nyabihu, Nyamasheke, Burera, Rubavu, Kicukiro na Nyamagabe niho abaturage bashima imibereho y'Umuryango Nyarwanda ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, Uturere twa Kamonyi, Muhanga na Ngororero nitwo tuza inyuma muri uyu mwaka ku bipimo bya 68.7%, 68.2% na 68.0%.

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

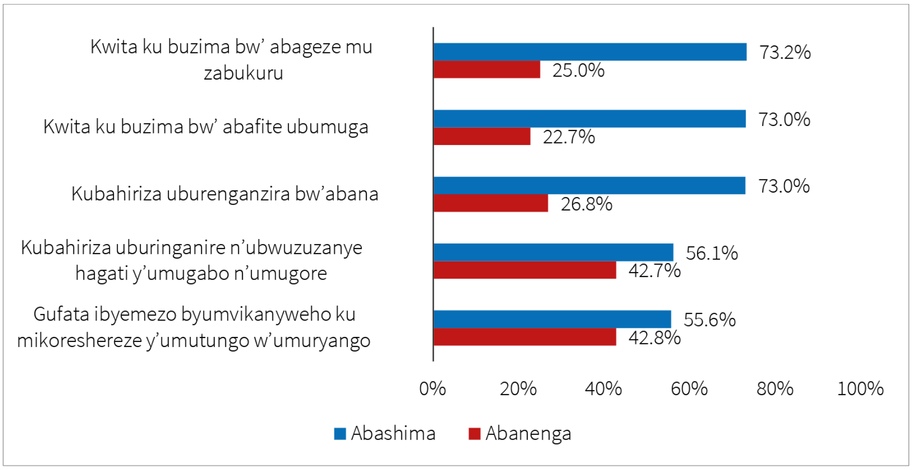
Ishusho 80: Uko abaturage bashima imibereho y'Umuryango Nyarwanda hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2023

2.5.3. Ibikorwa bitandukanye mu mibereho y'Umuryango Nyarwanda

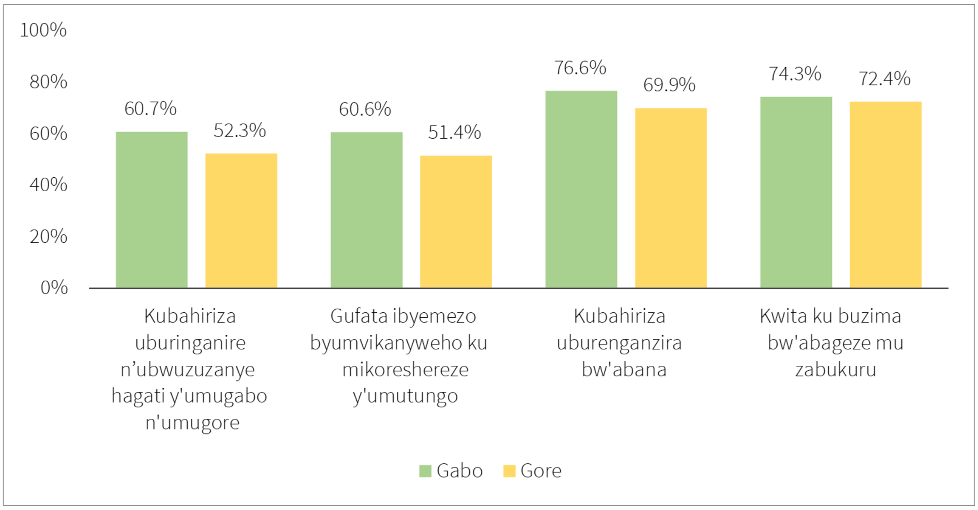
Ishusho 81: **Uko abaturage babona gahunda zitandukanye zo guteza imbere imibereho y'Umuryango Nyarwanda**



Aho byavuye: Anketi ya RGB, 2023

Kwita ku buzima bw'abageze mu zabukuru ni byo biza ku isonga mu gushimwa n'abaturage ku gipimo cya 73.2% naho gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango nibyo bishimwa ku gipimo cyo hasi cya 55.6%.

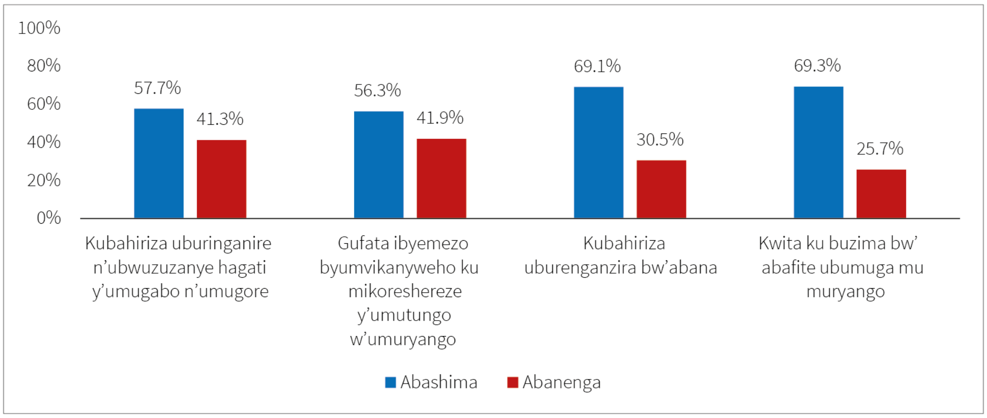
Ishusho 82: **Uko abagabo n'abagore babona ibikorwa bitandukanye mu mibereho y'Umuryango Nyarwanda**



Aho byavuye: Anketi ya RGB, 2023

Mu cyiciro cy'imibereho y'umuryango, abagabo ni bo bashima ibikorwa bibungabunga umuryango ku bipimo biri hejuru. Ibirebana no kubahiriza uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore ndetse no gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango abagore babishima ku bipimo biri hasi. Ibi bigaragaza ko abagore n'abagabo bafite imyumvire itandukanye ku bijyanye n'ihame ry'uburinganire ndetse n'imikoreshereze y'umutungo w'umuryango.

Ishusho 83: Uko urubyiruko rubona ibikorwa bitandukanye mu mibereho y'Umuryango Nyarwanda

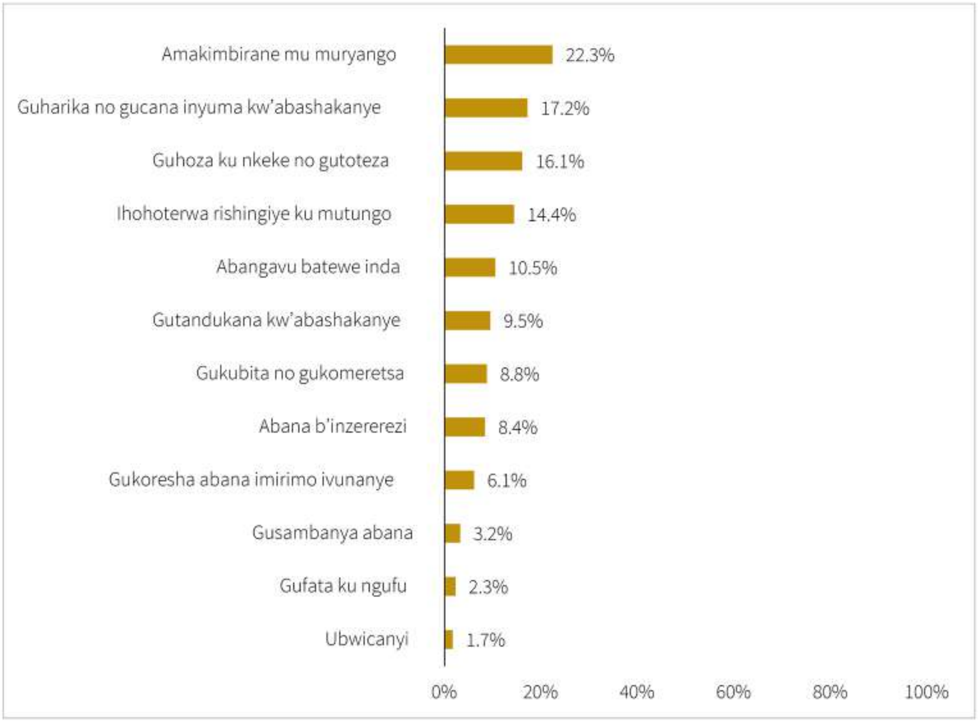


Aho byavuye: Anketi ya RGB, 2023

Kimwe n'abandi Banyarwanda, urubyiruko rushima ku gipimo cyo hasi iyubahirizwa ry'uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore ndetse no gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango.

2.5.4. Bimwe mu bibazo bibangamiye umuryango

Ishusho 84: Bimwe mu bibazo bibangamiye umuryango

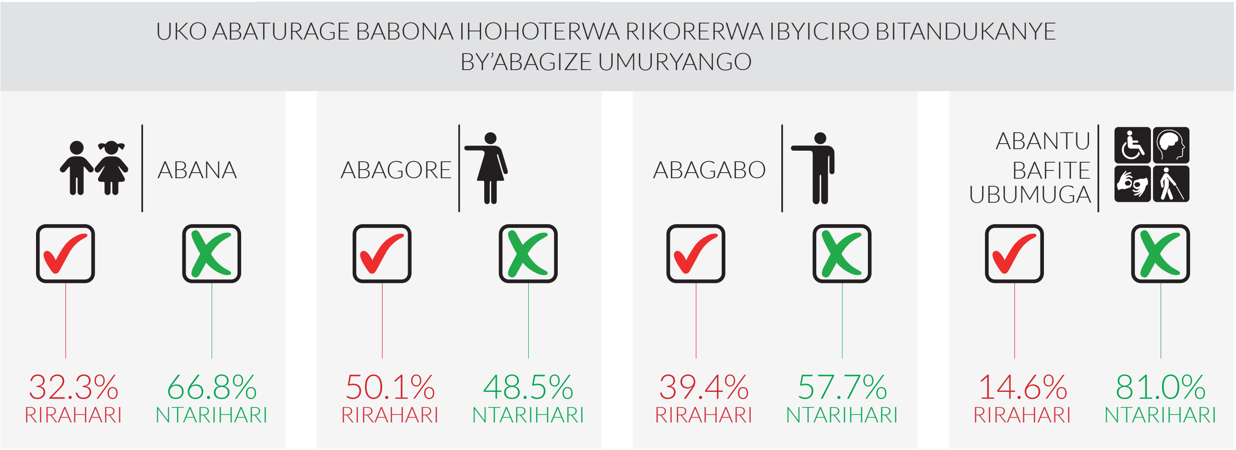


Aho byavuye: Anketi ya RGB, 2023

Muri ubu bushakashatsi, abaturage bagaragaje ko hakiri ibibazo mu miryango, aho amakimbirane, guharika no gucana inyuma kw'abashakanye, guhoza ku nkenke no gutoteza, ihohoterwa rishingiye ku mutungo, n'abangavu batewe inda bemeje ko byabaye mu miryango yabo ku gipimo kiri hejuru ya 10%. Ugereranyije na CRC 2022, guharika no gucana inyuma kw'abashakanye byiyongereyeho 5.4%, amakimbirane mu miryango yiyongeraho 3.7%, naho ikibazo cy'abangavu batewe inda cyiyongeraho 2.9%.

2.5.5. Uko abaturage babona ihohoterwa rikorerwa ibyiciro bitandukanye by'abagize umuryango

Ishusho 85: **Uko abaturage babona ihohoterwa rikorerwa ibyiciro bitandukanye by'abagize umuryango**

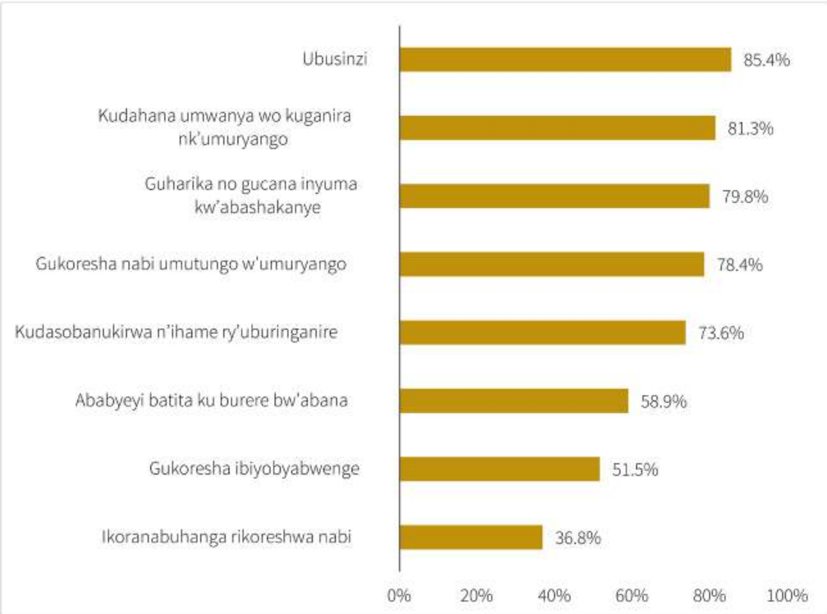


Aho byavuye: Anketi ya RGB, 2023

Muri rusange ibyiciro byakoreweho ubushakashatsi by'abagize umuryango, abaturage bagaragaje ko ihohoterwa rikorerwa abagabo ryazamutseho 4.4%, irikorerwa abagore rizamukaho 3%, irikorerwa abantu bafite ubumuga rizamukaho 2.4% naho irikorerwa abana rizamukaho 0.4% ugereranyije na CRC 2022.

2.5.6. Impamvu zitera ibibazo byo mu muryango

Ishusho 86: Uko abaturage bagaragaza impamvu zitera ibibazo byo mu muryango



Impamvu zagaragajwe n'abaturage ko zitera ibibazo byo mu muryango kurusha izindi ni ubusinzi, kudahana umwanya wo kuganira nk'umuryango, guharika no gucana inyuma kw'abashakanye, kudakoresha neza umutungo no kudasobanukirwa n'ihame ry'uburinganire aho biri ku gipimo kiri hejuru ya 70%.

2.5.7. IBYIFUZONAMA

- Gukomeza gukangurira abaturage kwitabira inteko z'abaturage n'umugoroba w'umuryango nk'imwe mu miyoboro yo guteza imbere imibereho myiza y'umuryango;
- Gukomeza gukangurira abaturage kwimakaza imibereho myiza y'umuryango bibanda mu gushaka umwanya uhagije wo kuganira hagati y'abagize umuryango;
- Gukaza ingamba zo guca burundu ikoreshwa n'icuruzwa ry'ibiyobyabwenge;
- Gukomeza kwigisha abaturage ihame ry'uburinganire n'ubwuzuzanye bw'umugabo n'umugore;
- Gukomeza gukora ubukangurambaga ku itegeko rirebana n'imucungire y'umutungo w'umuryango hibandwa ku rubyiruko;
- Gukomeza gukangurira ababyeyi kwita ku burere bw'abana no kubaganiriza ku buzima bw'imyororokere;
- Gukaza ingamba zo kurwanya ikibazo cyo gusambanya abangavu no kudahishira ababikora;
- Gukangurira abaturage kudahishira ihohoterwa rikorerwa mu ngo.
- Gukangurira abaturage gukoresha umutungo neza

Imbonerahamwe 18:
Uko uturere duhagaze mu mibereho y'Umuryango Nyarwanda mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Nyabihu	85.2%	86.5%	▼	-1.3%
2	Nyamasheke	82.5%	84.0%	▼	-1.6%
3	Burera	81.9%	75.9%	▲	5.9%
4	Rubavu	81.1%	79.2%	▲	1.9%
5	Kicukiro	80.8%	84.6%	▼	-3.8%
6	Nyamagabe	80.4%	75.3%	▲	5.1%
7	Karongi	77.8%	75.8%	▲	2.0%
8	Rutsiro	77.4%	77.5%	▼	-0.1%
9	Nyarugenge	76.9%	78.5%	▼	-1.6%
10	Rulindo	76.3%	79.7%	▼	-3.3%
11	Gakenke	76.3%	86.8%	▼	-10.6%
12	Gasabo	76.2%	77.5%	▼	-1.4%
13	Gicumbi	75.6%	72.7%	▲	2.9%
14	Rusizi	75.5%	81.5%	▼	-6.0%
15	Kirehe	74.8%	72.1%	▲	2.7%
16	Bugesera	74.3%	71.8%	▲	2.5%
17	Nyagatare	73.8%	75.2%	▼	-1.3%
18	Rwamagana	73.8%	79.5%	▼	-5.6%
19	Gisagara	73.8%	70.9%	▲	2.9%
20	Nyaruguru	73.7%	73.1%	▲	0.6%
21	Huye	73.6%	74.7%	▼	-1.1%
22	Gatsibo	72.7%	78.2%	▼	-5.5%
23	Ngoma	72.6%	70.2%	▲	2.4%
24	Nyanza	71.8%	74.4%	▼	-2.6%
25	Ruhango	70.0%	77.7%	▼	-7.7%
26	Musanze	69.7%	74.8%	▼	-5.1%
27	Kayonza	69.0%	75.4%	▼	-6.4%
28	Kamonyi	68.7%	74.3%	▼	-5.6%
29	Muhanga	68.2%	72.1%	▼	-3.8%
30	Ngororero	68.0%	80.6%	▼	-12.6%
IMPUZANDENGO		75.1%	77.0%	▼	-1.9%

Aho byavuye: Anketi ya RGB, 2023

3

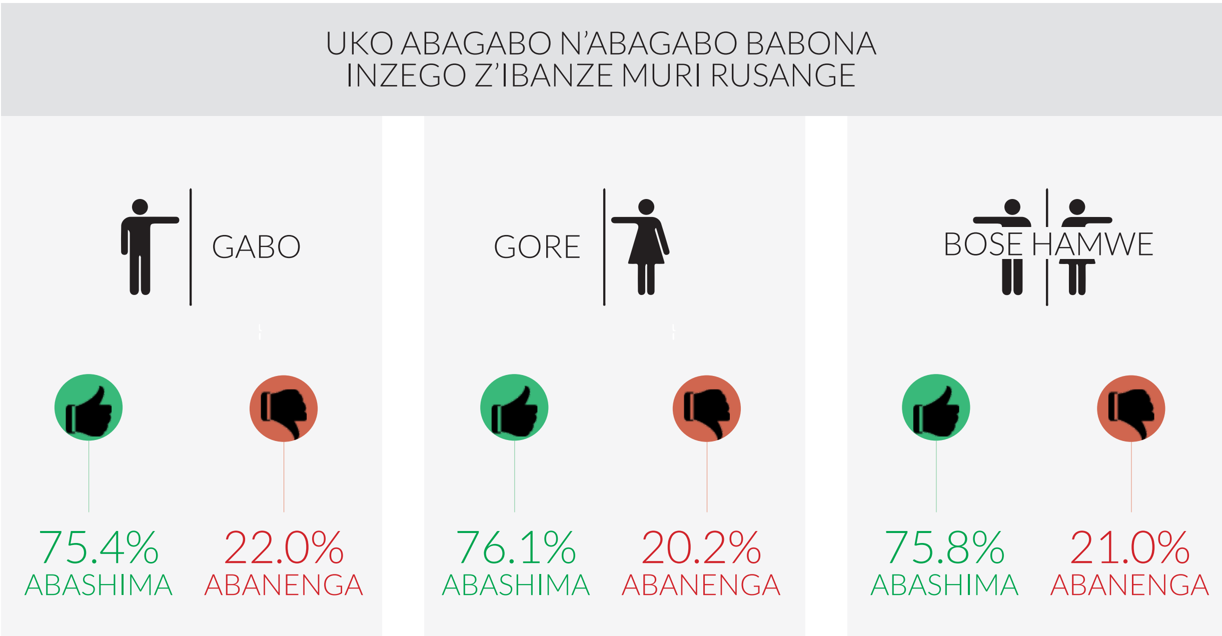
INKINGI Y'IMIYOBORERE

3.1. INZEGO Z'IBANZE

3.1.1. Intangiriro

Mu rwego rwo kureba uko abaturage babona ishyirwamubikorwa rya Politiki ya Leta yo kwegereza abaturage ubuyobozi n'ubushobozi, ubu bushakashatsi bwibanze ku mikorere y'inzego z'ibanze, serivisi zitangwa n'inzego z'ibanze, imikorere ya bamwe mu bakozi bazo ndetse n'ibibangamira imitangire ya serivisi muri izo nzego.

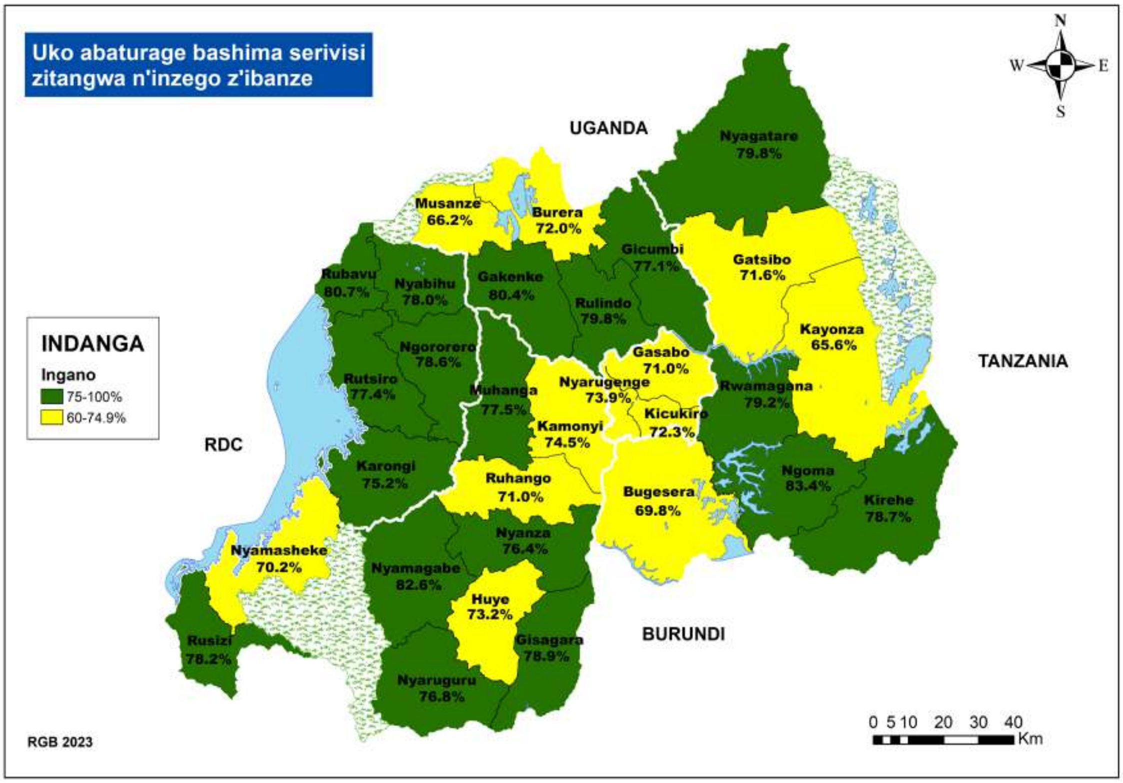
Ishusho 87: **Uko abagabo n'abagabo babona inzego z'ibanze muri rusange**



Aho byavuye: Anketi ya RGB, 2023

Ibyavuye muri ubu bushakashatsi bigaragaza ko abaturage bashima imikorere y'inzego z'ibanze ku gipimo cya 75.8%. Iki gipimo kikaba cyaramanutseho 3.0% ugereranije na CRC 2022. Abagore bashima servisi zitangwa n'inzego z'ibanze ku gipimo cya 76.1% naho abagabo bakazishima ku gipimo cya 75.4%.

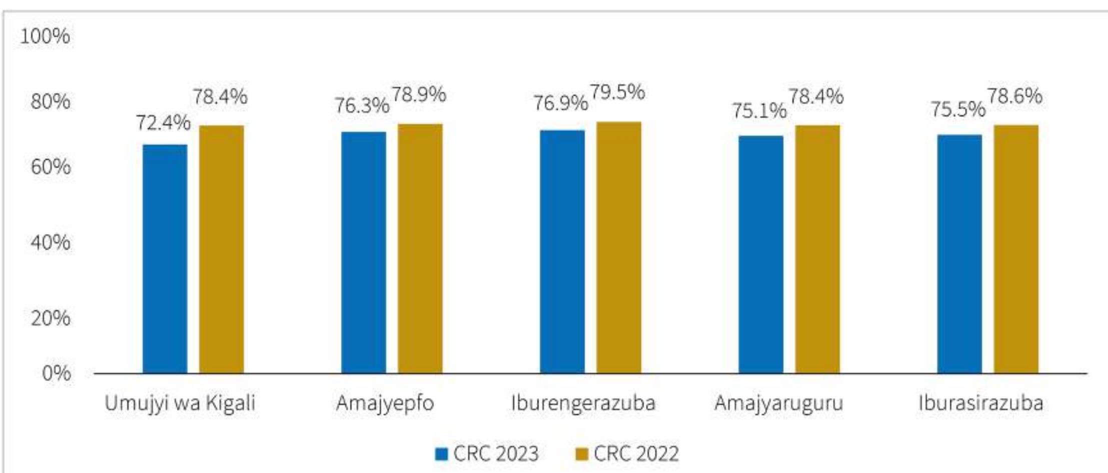
Ikarita 14: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe uturere



Mu turere cumi n'umunani (18), abaturage bashima serivisi z'inzego z'ibanze ku gipimo kiri hejuru ya 75%, aho Akarere ka Ngoma kaza ku isonga ku gipimo cya 83.4% mu gihe Akarere ka Kayonza ari ko abaturage bashima izo serivisi ku gipimo cyo hasi cya 65.6%.

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

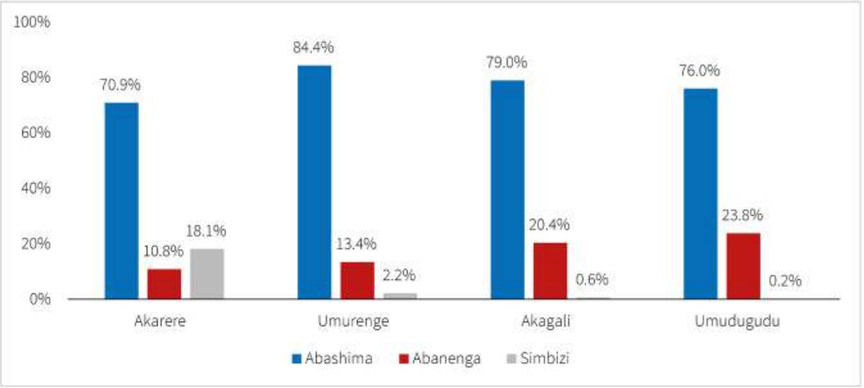
Ishusho 88: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

3.1.3. Imikorere y'inzego z'ibanze

Ishusho 89: **Uko abaturage babona imikorere y'inzego z'ibanze**

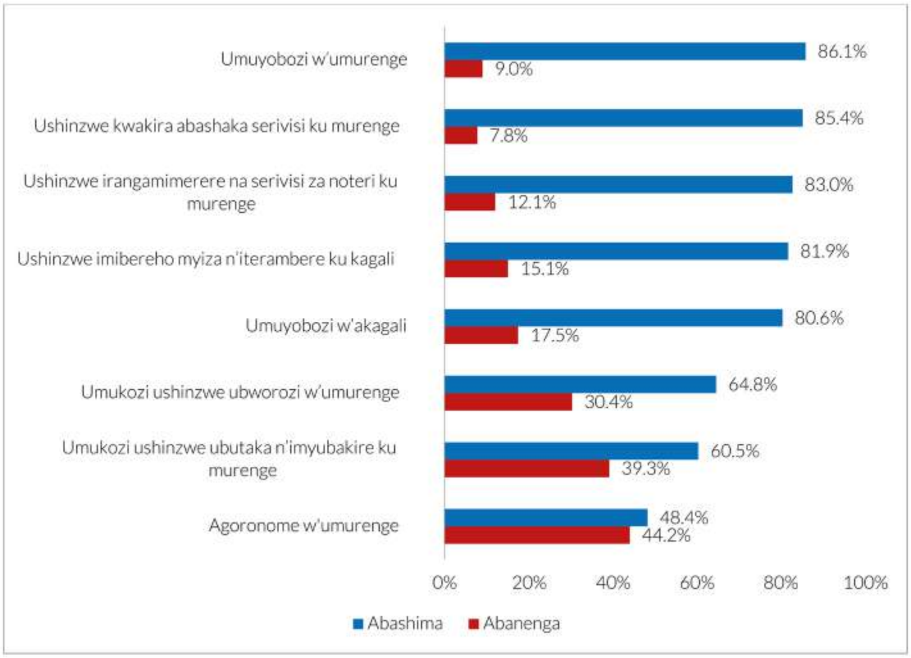


Aho byavuye: Anketi ya RGB, 2023

Imikorere y'urwego rw'umurenge ni yo ishimwa n'abaturage ku gipimo cyo hejuru cya 84.4% naho urwego rw'akarere ni rwo rushimwa ku gipimo cyo hasi cya 70.9%. N'ubwo urwego rw'akarere ari rwo rushimwa ku gipimo cyo hasi, hari abaturage (18.1%) bagaragaza ko batazi imikorere yarwo kuko serivisi nyinshi zitangirwa ku nzego zibegereye. Ibi bifitanye isano n'ishyirwamubikorwa rya Politiki yo kwegereza ubuyobozi n'ubushobozi abaturage.

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

Ishusho 90: **Uko abaturage babona imikorere ya bamwe mu bakozi b' inzego z'ibanze**

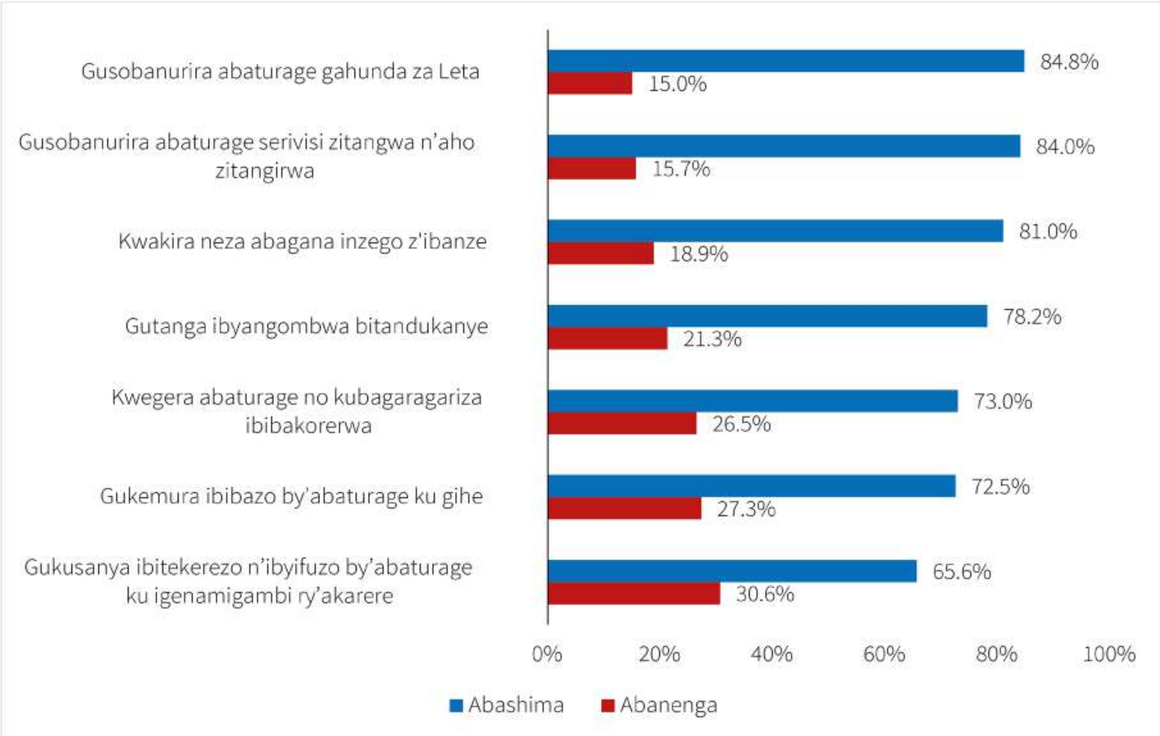


Aho byavuye: Anketi ya RGB, 2023

Muri rusange, abakozi b'inzego z'ibanze barashimwa ku gipimo kiri hejuru ya 80% uretse agoronome w'umurenge, umukozi ushinzwe ubutaka n'imyubakire ku murenge ndetse n'umukozi ushinzwe ubworozi w'umurenge bashimwa ku gipimo kiri munsi ya 65%.

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

Ishusho 91: Uko abaturage babona zimwe muri serivisi n'imikorere by'inzego z'ibanze

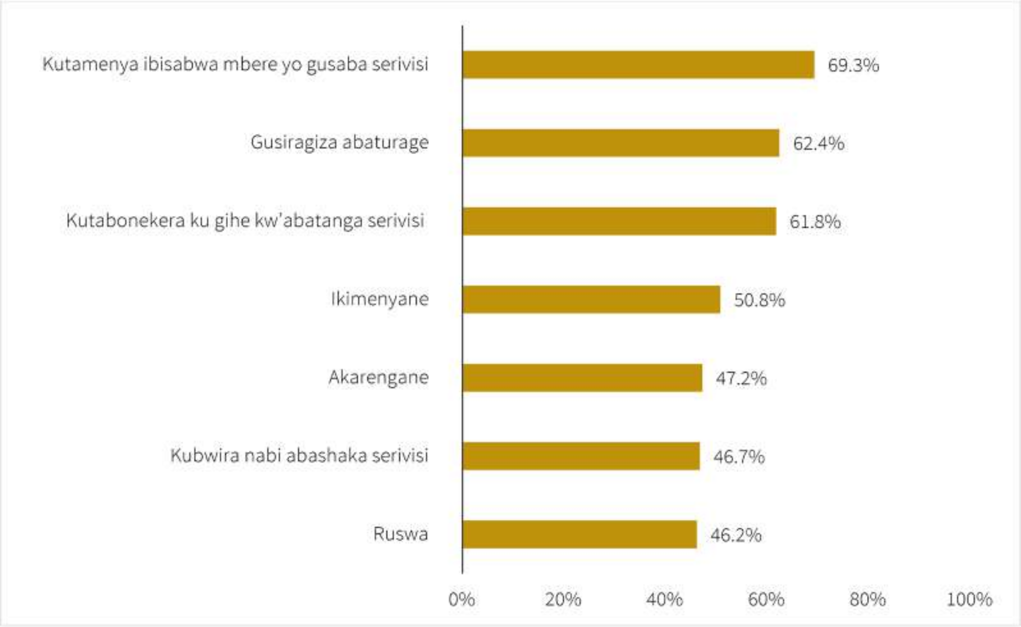


Aho byavuye: Anketi ya RGB, 2023

Gusobanurira abaturage gahunda za Leta ni yo serivisi iza ku isonga mu gushimwa n'abaturage ku gipimo cya 84.8% mu gihe gukusanya ibitekerezo n'ibyifuzo by'abaturage ku igenamigambi ry'akarere ari byo biri ku gipimo cyo hasi cya 65.6%.

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

Ishusho 92: **Zimwe mu nzitizi zagaragajwe muri serivisi n'imikorere by'inzego z'ibanze**



Aho byavuye: Anketi ya RGB, 2023

Mu mikorere n'imitangire ya serivisi by'inzego z'ibanze, inzitizi abaturage bagaragaje kurusha izindi ku gipimo kiri hejuru ya 50% ni ukutamenya ibisabwa mbere yo gusaba serivisi, gusiragiza abaturage, kutabonekera ku gihe kw'abatanga serivisi ndetse n'ikimenyane. Nubwo ruswa, akarengane, ikimenyane no kubwira nabi abashaka serivisi ataribyo biza imbere, biri ku gipimo cyo hejuru (> 45%) kandi bigira ingaruka zikomeye mu mitangire ya serivisi.

3.1.7. IBYIFUZONAMA

- Gukaza ingamba zo kurwanya ruswa, akarengane, ikimenyane no kubwira nabi abasaba serivisi;
- Kongera uruhare rw'abaturage mu gutegura igenamigambi;
- Gusobanurira abaturage ibisabwa kugira ngo bahabwe serivisi;
- Gukurikirana mu buryo buhoraho imitangire ya serivisi;
- Kwegera abaturage no kubakemurira ibibazo ku gihe.

Imbonerahamwe 19:
Uko uturere duhagaze muri serivisi zitangwa n'inzego z'ibanze mu myaka ibiri (2023 - 2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Ngoma	83.4%	77.2%	▲	6.2%
2	Nyamagabe	82.6%	73.3%	▲	9.3%
3	Rubavu	80.7%	75.2%	▲	5.5%
4	Gakenke	80.4%	88.6%	▼	-8.2%
5	Nyagatare	79.8%	70.8%	▲	9.0%
6	Rulindo	79.8%	78.4%	▲	1.4%
7	Rwamagana	79.2%	83.4%	▼	-4.2%
8	Gisagara	78.9%	79.5%	▼	-0.6%
9	Kirehe	78.7%	78.9%	▼	-0.2%
10	Ngororero	78.6%	85.0%	▼	-6.4%
11	Rusizi	78.2%	82.4%	▼	-4.2%
12	Nyabihu	78.0%	82.6%	▼	-4.6%
13	Muhanga	77.5%	82.6%	▼	-5.1%
14	Rutsiro	77.4%	73.6%	▲	3.8%
15	Gicumbi	77.1%	82.0%	▼	-4.9%
16	Nyaruguru	76.8%	79.8%	▼	-3.0%
17	Nyanza	76.4%	80.5%	▼	-4.1%
18	Karongi	75.2%	80.9%	▼	-5.7%
19	Kamonyi	74.5%	77.7%	▼	-3.2%
20	Nyarugenge	73.9%	80.5%	▼	-6.6%
21	Huye	73.2%	78.2%	▼	-5.0%
22	Kicukiro	72.3%	76.8%	▼	-4.5%
23	Burera	72.0%	70.6%	▲	1.4%
24	Gatsibo	71.6%	84.9%	▼	-13.3%
25	Gasabo	71.0%	77.8%	▼	-6.8%
26	Ruhango	71.0%	79.8%	▼	-8.8%
27	Nyamasheke	70.2%	76.8%	▼	-6.6%
28	Bugesera	69.8%	74.6%	▼	-4.8%
29	Musanze	66.2%	72.6%	▼	-6.4%
30	Kayonza	65.6%	80.3%	▼	-14.7%
IMPUZANDENGO		75.8%	78.8%	▼	-3.0%

Aho byavuye: Anketi ya RGB, 2023

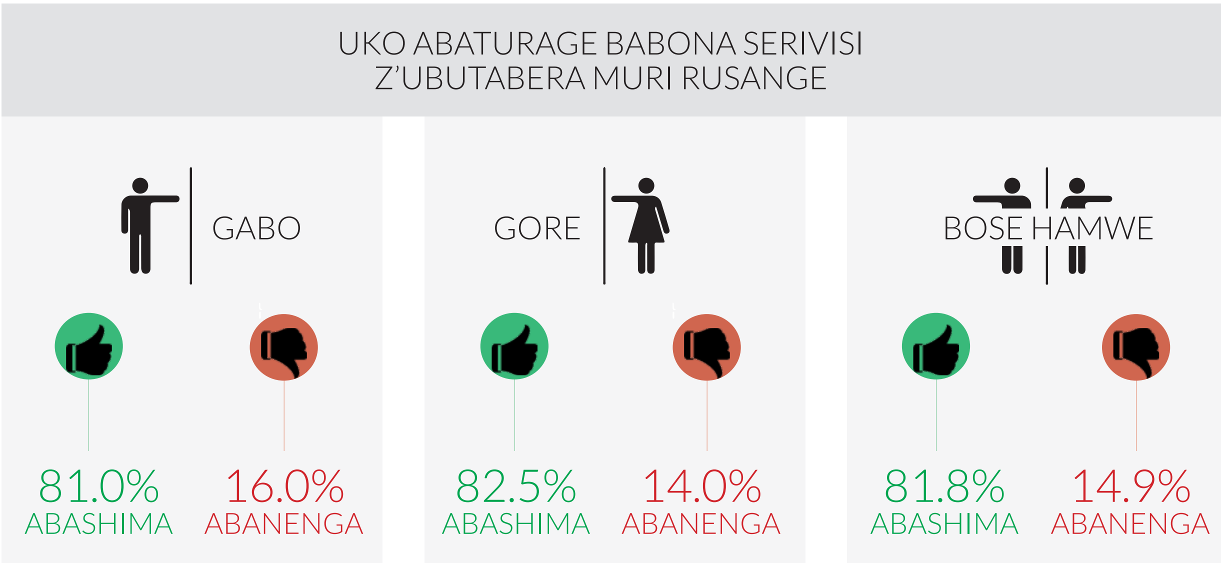
3.2. UBUTABERA

3.2.1. Intangiriro

Mu rwego rw'ubutabera, ubu bushakashatsi bwibanze ku mitangire ya serivisi, imikorere ya Komite z'Abunzi, imikorere ya MAJ, ndetse n'imikorere ya RIB.

Harebwe kandi uko abaturage babona ruswa, akarengane n'ikimenyane mu nzego zimwe na zimwe ndetse n'imikorere y'inzego zinyuranye mu kurwanya ruswa n'akarengane.

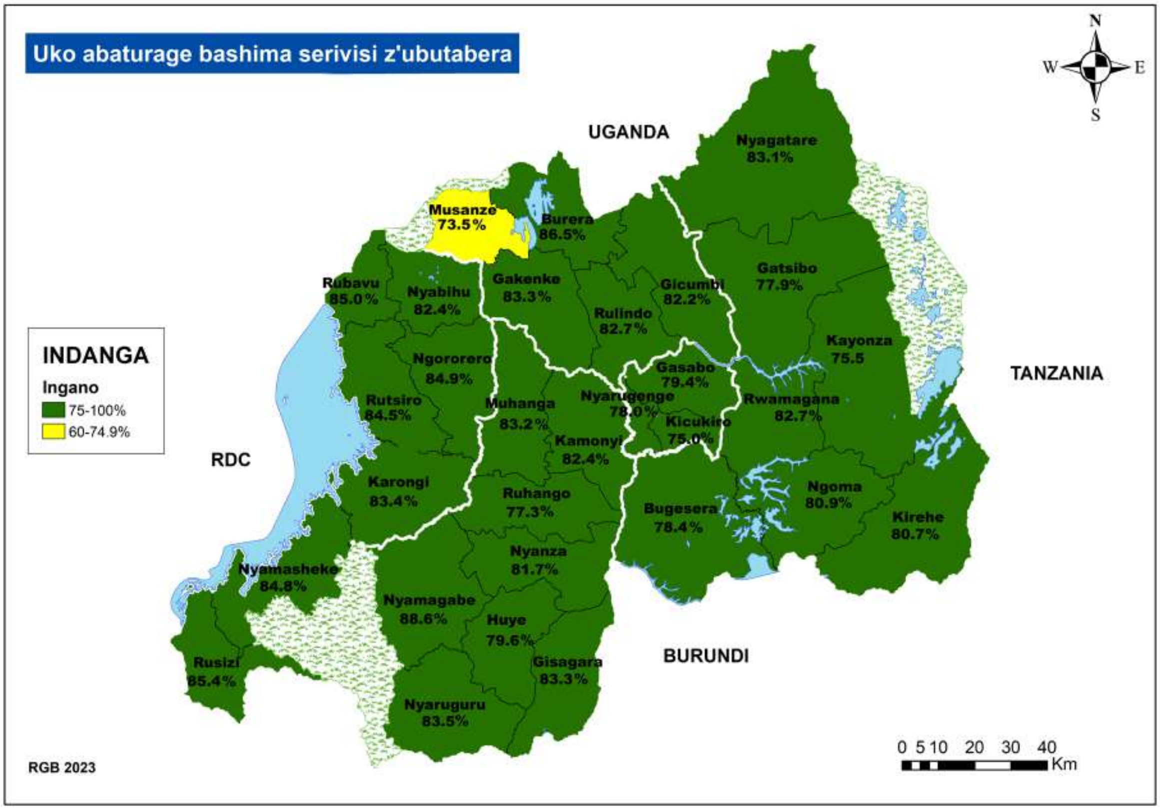
Ishusho 93: Uko abagabo n'abagore babona serivisi z'ubutabera muri rusange



Aho byavuye: Anketi ya RGB, 2023

Muri rusange abaturage bazi serivisi z'ubutabera bazishima ku gipimo cya 81.8%. Abagore bazishima ku gipimo cya 82.5% naho abagabo bakazishima ku gipimo cya 81%. .

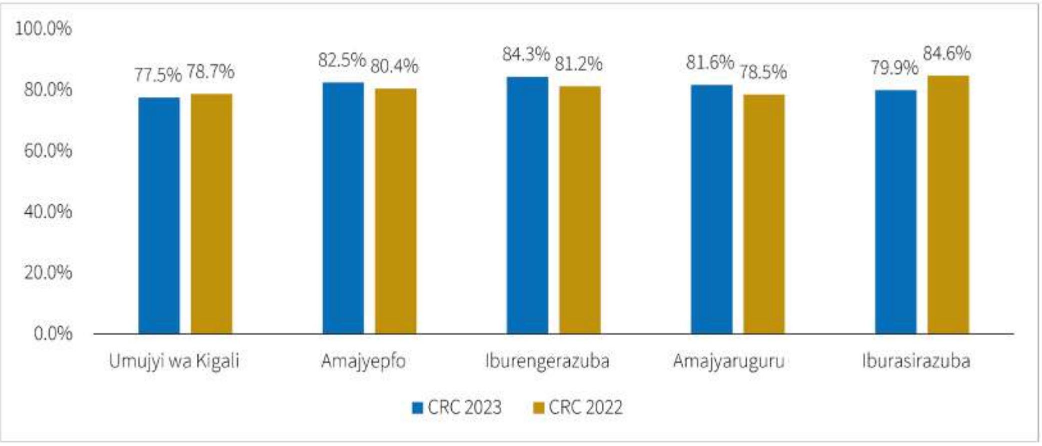
Ikarita 15: Uko abaturage bashima serivisi z'ubutabera hakurikijwe uturere



Serivisi z'ubutabera zirashimwa ku gipimo kiri hejuru ya 75% mu turere makumyabiri n'icyenda (29) aho Akarere ka Nyamagabe kari ku isonga ku gipimo cya 88.6% naho Akarere ka Musanze kakaba ku gipimo cyo hasi cya 73.5%.

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

Ishusho 94: **Uko abaturage bashima serivisi z'ubutabera hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri**

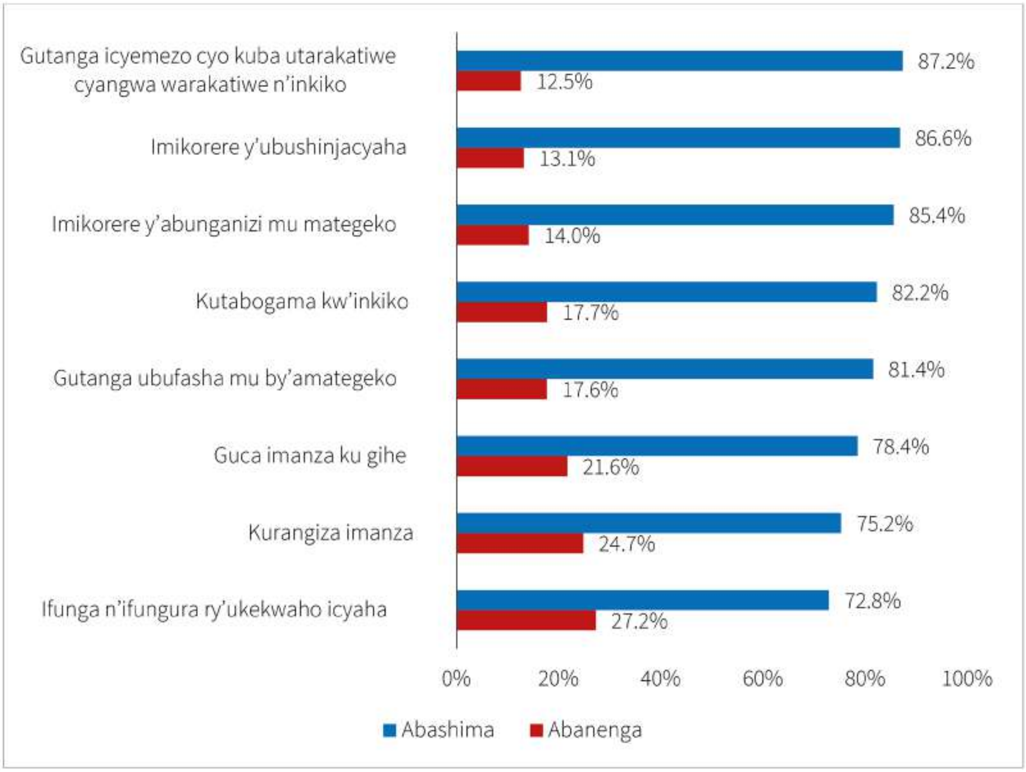


Aho byavuye: Anketi ya RGB, 2023

3.2.3. Imikorere n'imitangire ya serivisi mu nzego z'ubutabera

Muri iki cyiciro habajijwe abaturage bazi imikorere n'imitangire ya serivisi mu nzego z'ubutabera zikurikira: guca imanza ku gihe, kurangiza imanza, ifunga n'ifungura ry'ukekwaho icyaha, kutabogama kw'inkiko, gutanga icyemezo cyo kuba utarakatiwe cyangwa warakatiwe n'inkiko, imikorere y'ubushinjacyaha, imikorere y'abunganizi mu mategeko ndetse no gutanga ubufasha mu by'amategeko (legal aid).

Ishusho 95: Uko abaturage babona imikorere na serivisi mu nzego z'ubutabera



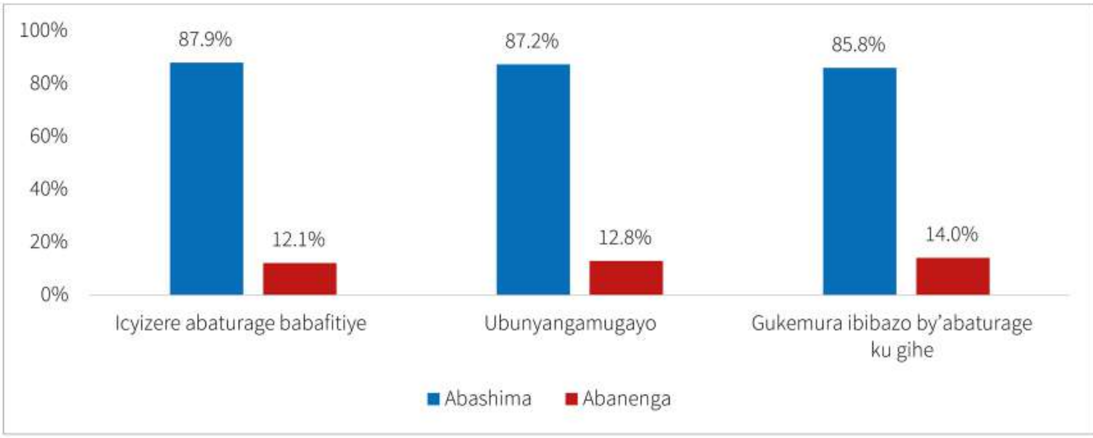
Aho byavuye: Anketi ya RGB, 2023

Gutanga icyemezo cyo kuba utarakatiwe cyangwa warakiwe n'inkiko niyo serivisi ishimwa ku gipimo cyo hejuru cya 87.2% mu gihe ifunga n'ifungura ry'ukekwaho icyaha aribyo bishimwa ku gipimo cyo hasi cya 72.8%.

3.2.4. Imikorere ya Komite z'Abunzi

Ku bijyanye n'imikorere ya Komite z'Abunzi, ubu bushakashatsi bwibanze ku bunyangamugayo bwabo, icyizere abaturage babafitiye ndetse n'uburyo bakemura ibibazo by'abaturage ku gihe.

Ishusho 96: Uko abaturage babona imikorere ya Komite z'Abunzi



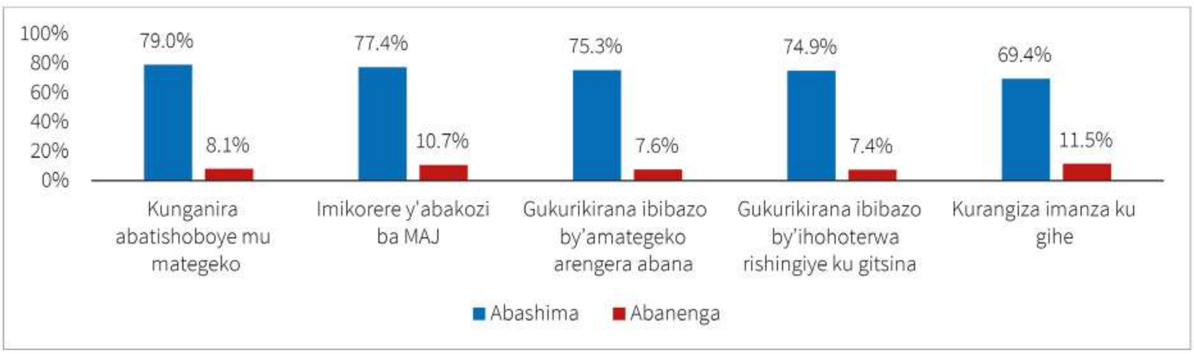
Aho byavuye: Anketi ya RGB, 2023

Abaturage bashima imikorere ya Komite z'Abunzi mu byiciro byose ku gipimo kiri hejuru ya 85%.

3.2.5. Serivisi za MAJ

Ku birebana na MAJ, ubu bushakashatsi bwibanze kuri ibi bikurikira: kunganira abatishoboye mu mategeko, kurangiza imanza ku gihe, gukurikirana ibibazo by'ihohoterwa rishingiye ku gitsina, gukurikirana ibibazo by'amategeko arengera abana ndetse n'imokorere y'abakozi ba MAJ. Serivisi za MAJ zabajijwe abaturage bazi uru rwego.

Ishusho 97: Uko abaturage babona serivisi n'imikorere bya MAJ

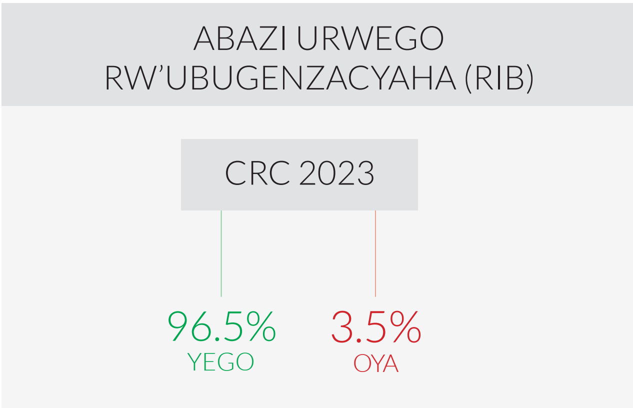


Aho byavuye: Anketi ya RGB, 2023

Kunganira abatishoboye mu mategeko nibyo abaturage bashima kurusha ibindi mu mikorere ya MAJ ku gipimo cya 79.0% mu gihe kurangiza imanza ku gihe bishimwa ku gipimo cyo hasi cya 69.4%.

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

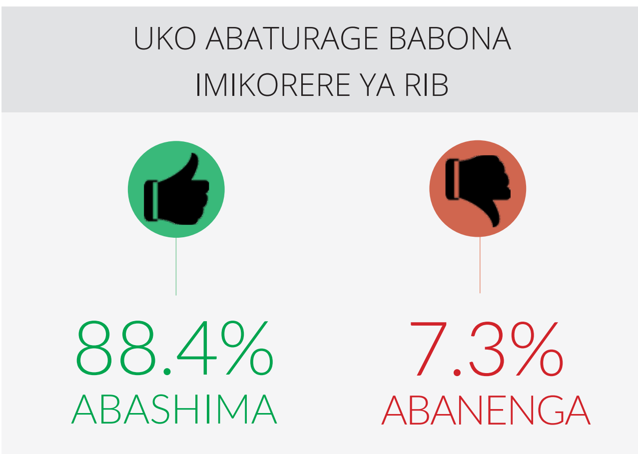
Ishusho 98: Abazi urwego rw'ubugenzacyaha (RIB)



Aho byavuye: Anketi ya RGB, 2023

Igipimo cy' abaturage bazi Urwego rwa RIB cyarazamutse kiva kuri 94.9% muri CRC 2022 kigera kuri 96.5% muri CRC 2023.

Ishusho 99: Uko abaturage babona imikorere ya RIB

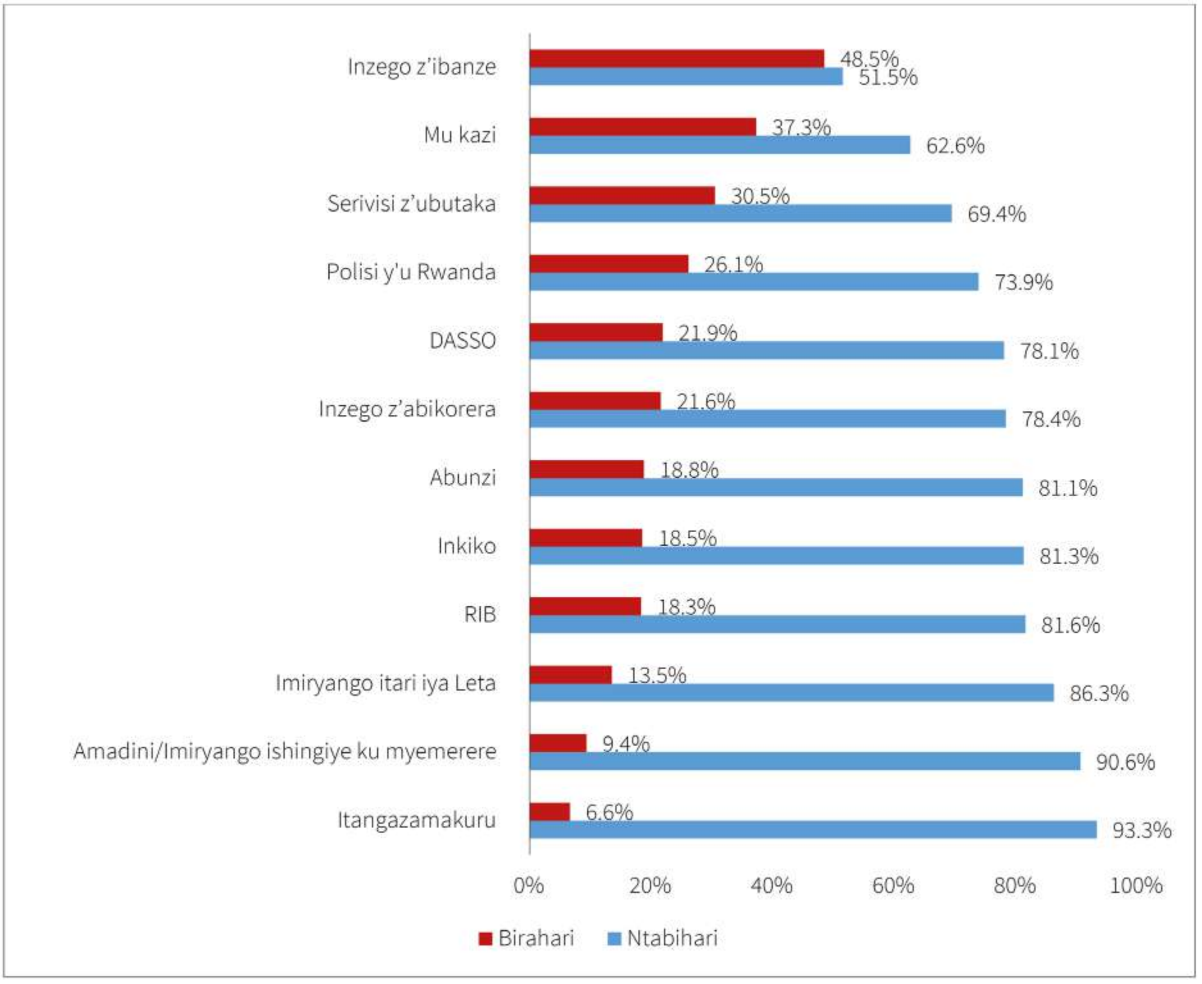


Aho byavuye: Anketi ya RGB, 2023

Muri ubu bushakashatsi, abaturage bashima imikorere ya RIB ku gipimo cya 88.4% kivuye kuri 86.8% muri CRC 2022.

3.2.7. Ruswa, akarengane n'ikimenyane mu nzego zitandukanye

Ishusho 100: **Uko abaturage babona ruswa, akarengane n'ikimenyane mu nzego na serivisi zitandukanye**



Aho byavuye: Anketi ya RGB, 2023

Ubushakashatsi bwagaragaje ko mu nzego z'ibanze ariho ruswa, akarengane n'ikimenyane biri ku gipimo cyo hejuru cya 48.5% kurusha ahandi. Izindi nzego abaturage bagaragaza ko zigaragaramo ruswa, ikimenyane n'akarengane ku gipimo kiri hejuru ya 20% ni: mu kazi (37.3%), muri serivisi z'ubutaka (30.3%), Polisi y'u Rwanda (26.1%), DASSO (21.9%) ndetse no mu nzego z'abikorera (21.6%). N'ubwo ruswa, ikimenyane n'akarengane hari aho bigaragara ko biri hasi, bimunga imikorere n'imitangire ya serivisi.

Imbonerahamwe 20:
Uko abaturage babona ruswa, ikimenyane n'akarengane muri zimwe mu nzego hakurikijwe uturere

Nº	MU KAZI		MU NZEGO Z'IBANZE		MURI SERIVISI Z'UBUTAKA	
	AKARERE	%	AKARERE	%	AKARERE	%
1	Musanze	65.7%	Musanze	65.1%	Kicukiro	51.0%
2	Kicukiro	61.0%	Ruhango	64.9%	Musanze	48.0%
3	Rulindo	57.7%	Kicukiro	58.8%	Ruhango	44.0%
4	Gasabo	55.0%	Huye	58.1%	Nyarugenge	42.1%
5	Nyarugenge	53.0%	Kayonza	57.6%	Gasabo	39.7%
6	Bugesera	42.6%	Nyarugenge	54.1%	Rwamagana	38.7%
7	Ngoma	41.8%	Nyamasheke	52.9%	Huye	37.8%
8	Ruhango	40.2%	Bugesera	52.6%	Kirehe	37.4%
9	Gakenke	40.1%	Burera	51.9%	Bugesera	37.2%
10	Huye	39.0%	Gasabo	51.0%	Kayonza	37.1%
11	Kamonyi	38.8%	Karongi	51.0%	Nyanza	36.1%
12	Rubavu	38.6%	Nyanza	50.9%	Rulindo	32.4%
13	Kirehe	38.3%	Nyaruguru	50.2%	Rubavu	32.3%
14	Kayonza	38.1%	Kamonyi	49.0%	Kamonyi	30.8%
15	Rutsiro	36.1%	Gakenke	48.0%	Ngoma	30.5%
16	Ngororero	34.8%	Ngoma	47.8%	Nyagatare	28.2%
17	Gatsibo	33.8%	Rwamagana	46.8%	Nyamasheke	27.6%
18	Rwamagana	32.6%	Gisagara	46.4%	Gatsibo	26.3%
19	Muhanga	31.9%	Nyagatare	45.3%	Nyaruguru	25.0%
20	Nyamasheke	31.7%	Rulindo	45.0%	Ngororero	24.8%
21	Rusizi	30.7%	Muhanga	44.4%	Gisagara	24.7%
22	Gicumbi	30.5%	Nyabihu	44.0%	Karongi	24.1%
23	Nyaruguru	30.2%	Kirehe	43.2%	Rutsiro	23.5%
24	Karongi	29.9%	Ngororero	42.8%	Muhanga	23.5%
25	Nyanza	27.7%	Gatsibo	42.2%	Gakenke	21.2%
26	Nyabihu	25.9%	Rutsiro	41.9%	Rusizi	21.1%
27	Nyagatare	25.5%	Rusizi	41.2%	Gicumbi	20.2%
28	Gisagara	23.2%	Gicumbi	39.9%	Nyamagabe	19.8%
29	Nyamagabe	19.8%	Rubavu	38.8%	Burera	15.7%
30	Burera	18.0%	Nyamagabe	34.1%	Nyabihu	15.2%

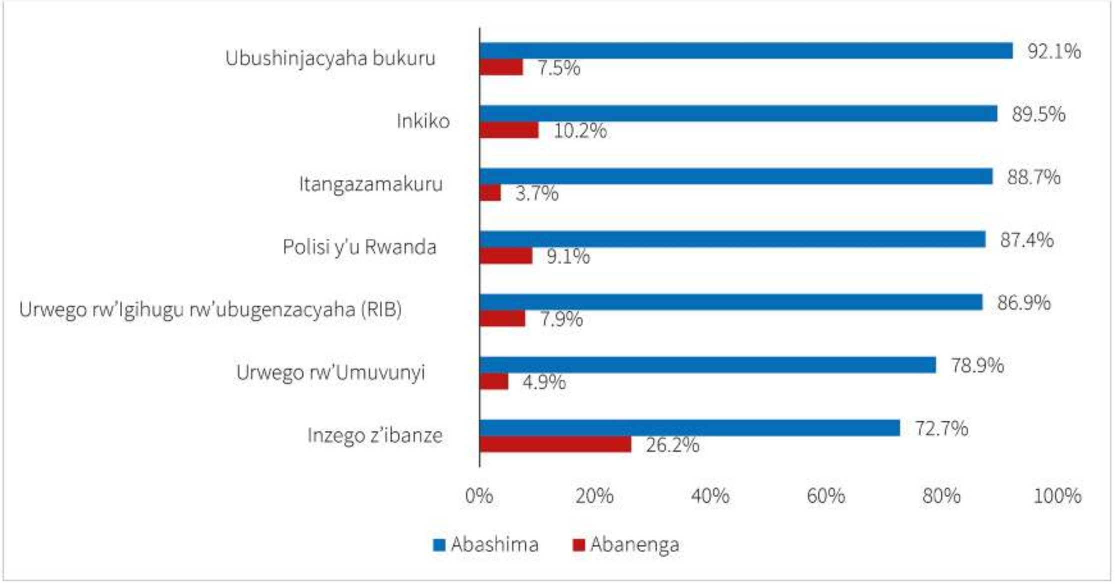
Aho byavuye: Anketi ya RGB, 2023

Uturere twa Musanze, Kicukiro, Ruhango, Gasabo na Nyarugenge ni two twiganjemo ruswa, akarengane n'ikimenyane muri izi nzego eshatu. Ibi biragaragaza ko mu Umujyi wa Kigali ari ho higanje ruswa, akarengane n'ikimenyane mu kazi, inzego z'ibanze ndetse no muri serivisi z'ubutaka.

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

Abaturage babajijwe uko babona imikorere ya zimwe mu nzego zifite uruhare mu kurwanya ruswa n'akarengane zirimo Urwego rw'Umuvunyi, RIB, Urwego rw'Ubushinjacyaha Bukuru, inzego z'ibanze, Polisi y'u Rwanda, inkiko n'itangazamakuru.

Ishusho 101: Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane



Aho byavuye: Anketi ya RGB, 2023

Muri rusange, abaturage bashima imikorere y'inzego zigira uruhare mu kurwanya ruswa n'akarengane ku gipimo kiri hejuru ya 70%. N'ubwo bimeze bityo, inzego z'ibanze ziranengwa ku gipimo kiri hejuru cya 26.2% mu kurwanya ruswa n'akarengane.

3.2.9. IBYIFUZONAMA

- Gushyiraho ingamba zihamye zo kurangiza imanza ku gihe;
- Kubahiriza amategeko ku ifunga n'ifungura ry'ukekwaho icyaha.

Imbonerahamwe 21:
Uko uturere duhagaze muri serivisi z'ubutabera mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Nyamagabe	88.6%	73.2%	▲	15.4%
2	Burera	86.5%	73.2%	▲	13.3%
3	Rusizi	85.4%	83.4%	▲	2.0%
4	Rubavu	85.0%	72.8%	▲	12.2%
5	Ngororero	84.9%	83.6%	▲	1.3%
6	Nyamasheke	84.8%	81.6%	▲	3.2%
7	Rutsiro	84.5%	79.0%	▲	5.5%
8	Nyaruguru	83.5%	83.4%	▲	0.1%
9	Karongi	83.4%	81.7%	▲	1.7%
10	Gakenke	83.3%	87.4%	▼	-4.1%
11	Gisagara	83.3%	86.2%	▼	-2.9%
12	Muhanga	83.2%	82.4%	▲	0.8%
13	Nyagatare	83.1%	80.0%	▲	3.1%
14	Rulindo	82.7%	78.9%	▲	3.8%
15	Rwamagana	82.7%	86.2%	▼	-3.5%
16	Kamonyi	82.4%	81.7%	▲	0.7%
17	Nyabihu	82.4%	86.5%	▼	-4.1%
18	Gicumbi	82.2%	80.0%	▲	2.2%
19	Nyanza	81.7%	79.4%	▲	2.3%
20	Ngoma	80.9%	85.4%	▼	-4.5%
21	Kirehe	80.7%	88.8%	▼	-8.1%
22	Huye	79.6%	76.9%	▲	2.7%
23	Gasabo	79.4%	80.1%	▼	-0.7%
24	Bugesera	78.4%	79.6%	▼	-1.2%
25	Nyarugenge	78.0%	79.9%	▼	-1.9%
26	Gatsibo	77.9%	86.8%	▼	-8.9%
27	Ruhango	77.3%	80.2%	▼	-2.9%
28	Kayonza	75.5%	85.7%	▼	-10.2%
29	Kicukiro	75.0%	76.0%	▼	-1.0%
30	Musanze	73.5%	72.9%	▲	0.6%
IMPUZANDENGO		81.8%	81.1%	▲	0.7%

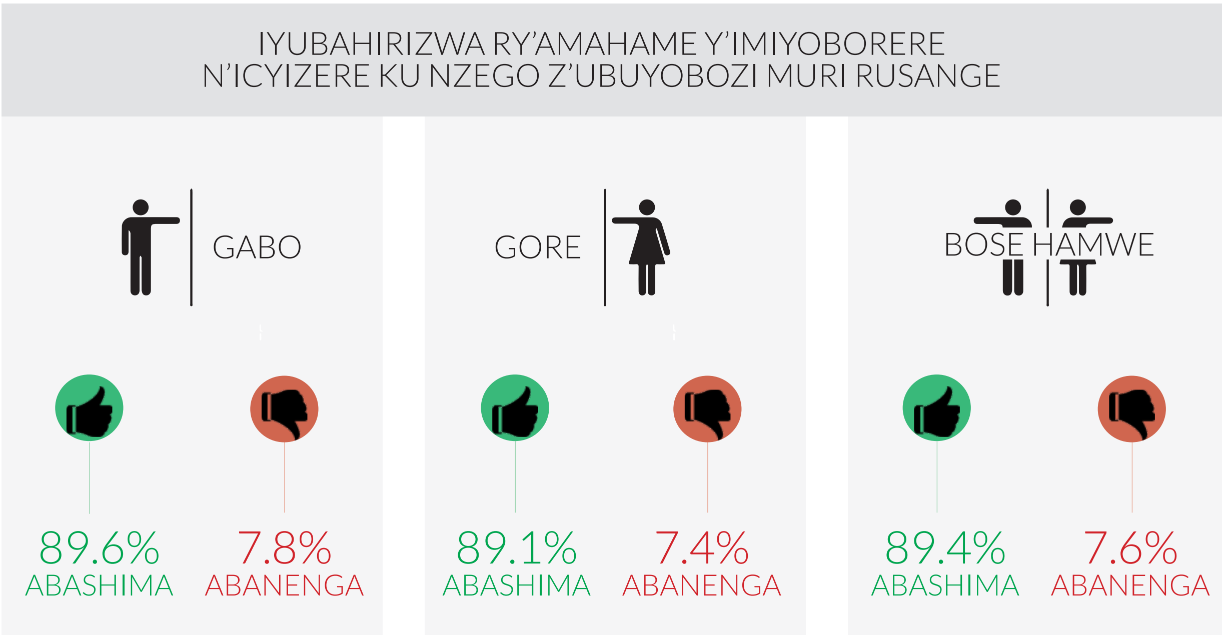
Aho byavuye: Anketi ya RGB, 2023

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, kurwanya ruswa n'akarengane, amatora akozwe mu mucyo no mu bwisanzure, gusaranganya ubutegetsi, ubwisanzure mu gutanga ibitekerezo, kurwanya no gukumira ingengabitekerezo ya jenoside, kurwanya ivangura iryo ari ryo ryose, kubahiriza amategeko ndetse no gukorera mu mucyo no kubazwa inshingano.

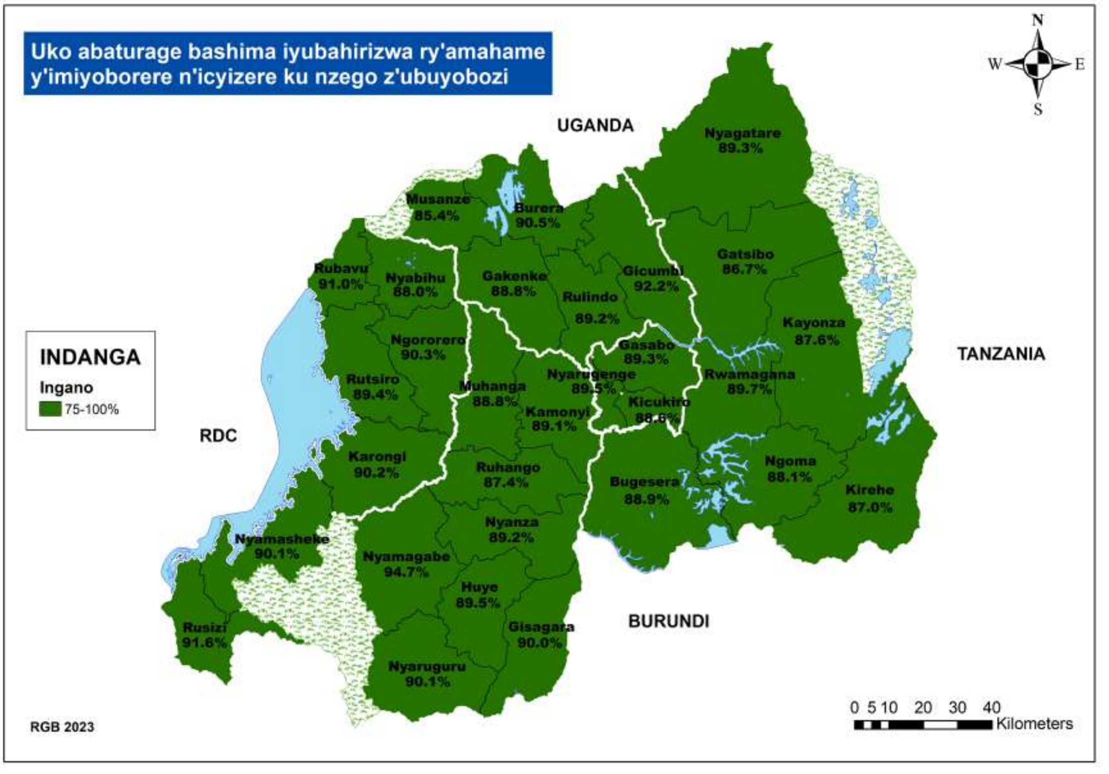
Ishusho 102: Uko abagabo n'abagore babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi



Aho byavuye: Anketi ya RGB, 2023

Muri rusange, abaturage bagaragaza ko bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere bafitiye inzego z'ubuyobozi ku gipimo cya 89.4%. Abagabo bashima ku gipimo cya 89.6% naho abagore bagashima kuri 89.1%.

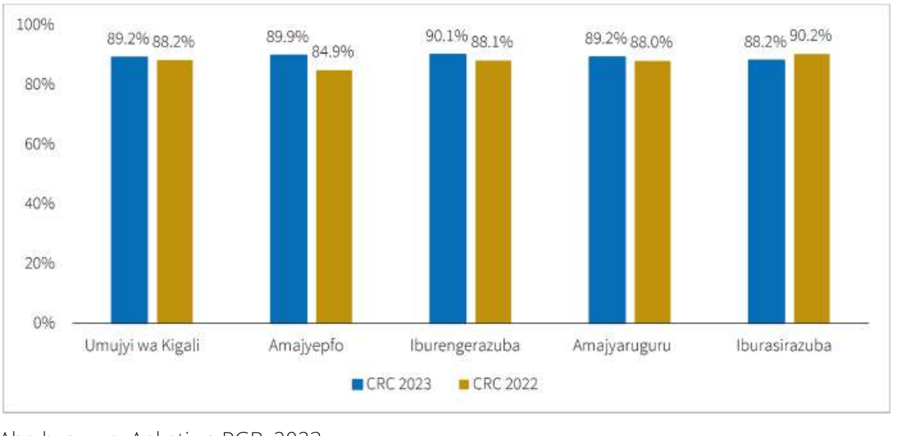
Ikarita 16: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe uturere



Abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi ku gipimo kiri hejuru ya 85% mu turere twose, aho Akarere ka Nyamagabe kaza ku isonga ku gipimo cya 94.7%.

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

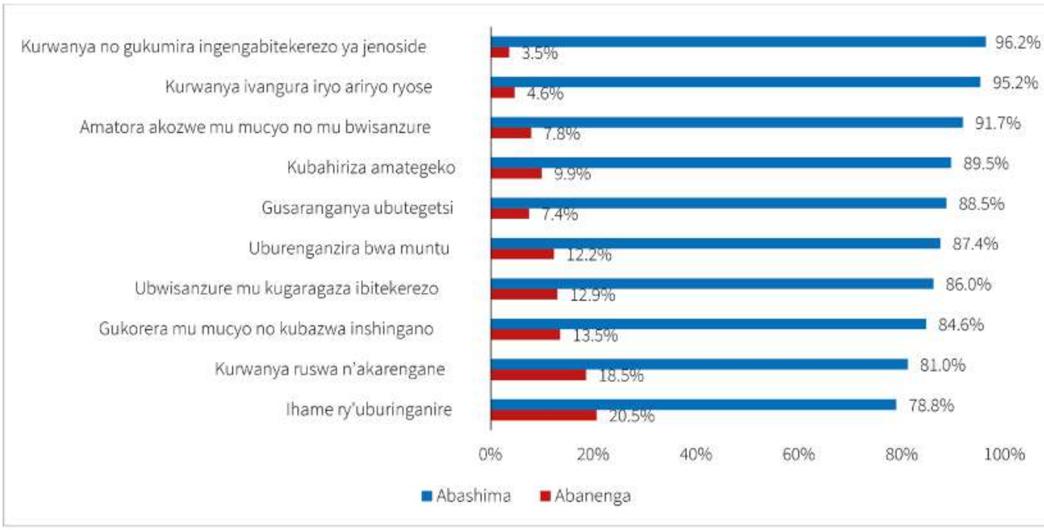
Ishusho 103: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2023

3.3.3. Iyubahirizwa ry'amahame y'imiyoborere

Ishusho 104: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere atandukanye

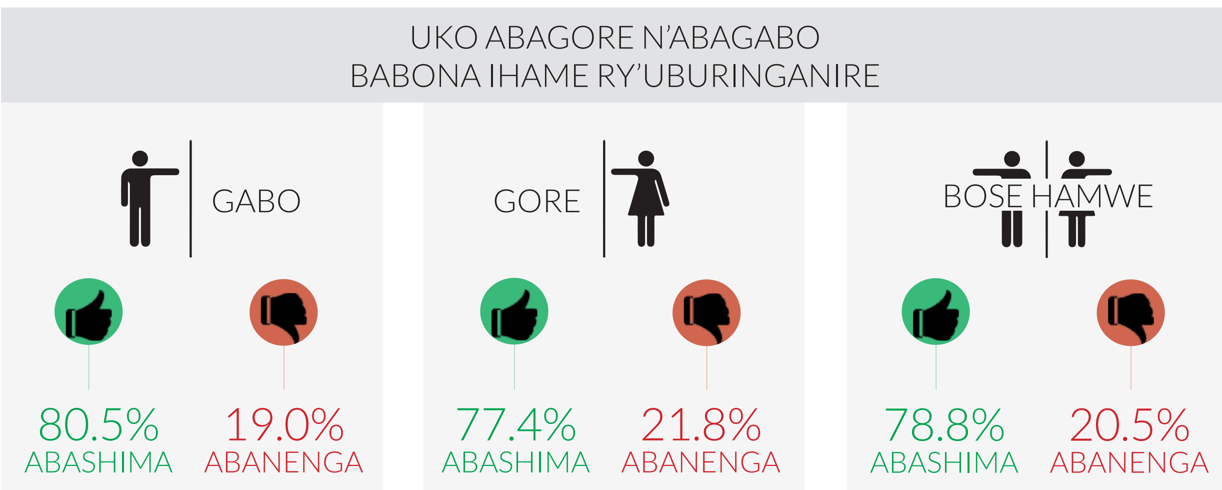


Aho byavuye: Anketi ya RGB, 2022

Muri rusange, iyubahirizwa ry'amahame y'imiyoborere yakoreweho ubushakashatsi rishimwa n'abaturage ku gipimo kiri hejuru ya 75%. Kurwanya no gukumira ingengabitekerezo ya jenoside ni byo bishimwa ku kigero cyo hejuru cya 96.2%. Ku bijyanye n'uko abaturage babona ihame ry'uburinganire mu miyoborere, barashima ku gipimo cya 78.8%, mu gihe abaturage bashima iyubahirizwa ry'uburinganire n'ubwuzuzanye mu muryango ku gipimo kiri hasi (56.1%), bigaragaza ko politiki y'uburinganire n'ubwuzuzanye n'ishyirwamubikorwa ryayo bitaratera intambwe ishimishije.

3.3.4. Uko abagore n'abagabo babona iyubahirizwa ry'ihame ry'uburinganire mu miyoborere

Ishusho 105: Uko abagore n'abagabo babona iyubahirizwa ry'ihame ry'uburinganire mu miyoborere



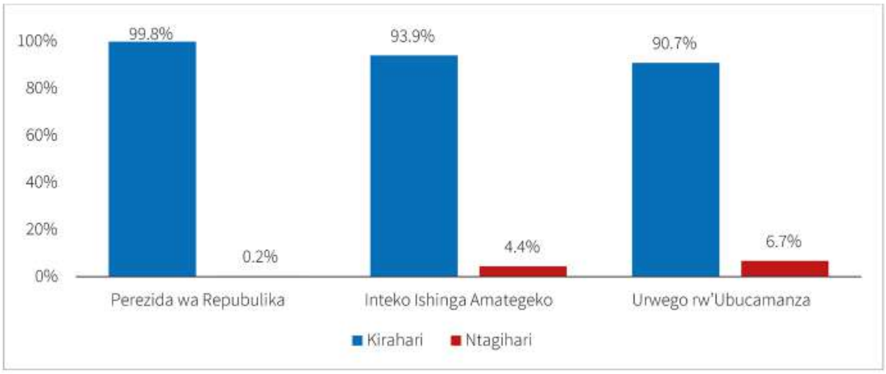
Aho byavuye: Anketi ya RGB, 2023

Abagabo ni bo bashima cyane iyubahirizwa ry'ihame ry'uburinganire ku gipimo cya 80.5% naho abagore bagashima kuri 77.4%.

3.3.5. Icyizere abaturage bafitiye inzego z'ubuyobozi

Abaturage babajijwe icyizere bafitiye inzego z'ubuyobozi zikurikira: Perezida wa Repubulika, Inteko Ishinga Amategeko ndetse n'Urwego rw'ubucamanza.

Ishusho 106: **Icyizere abaturage bafitiye inzego z'ubuyobozi**



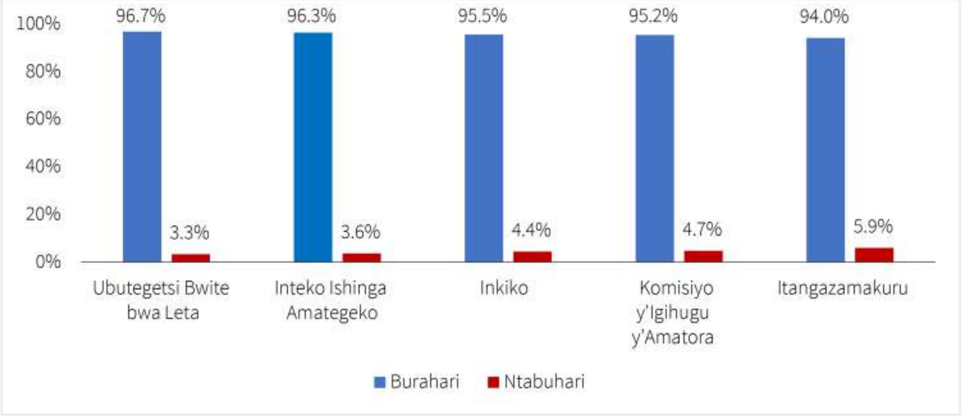
Aho byavuye: Anketi ya RGB, 2023

Inzego z'ubuyobozi zakoreweho ubushakashatsi zifitiwe icyizere n'abaturage ku gipimo kiri hejuru ya 90%. Urwego rwa Perezida wa Repubulika rukomeje kuza ku isonga mu kugirirwa icyizere n'abaturage.

3.3.6. Uko abaturage babona ubwigenge bwa zimwe mu nzego

Ubu bushakashatsi bwibanze ku bwigenge bw'inzego zikurikira: Inteko Ishinga Amategeko, Ubutegetsi bwite bwa Leta, Inkiko, Komisiyo y'Igihugu y'Amatora ndetse n'itangazamakuru.

Ishusho 107: **Ishusho y'uko abaturage babona ubwigenge bwa zimwe mu nzego**



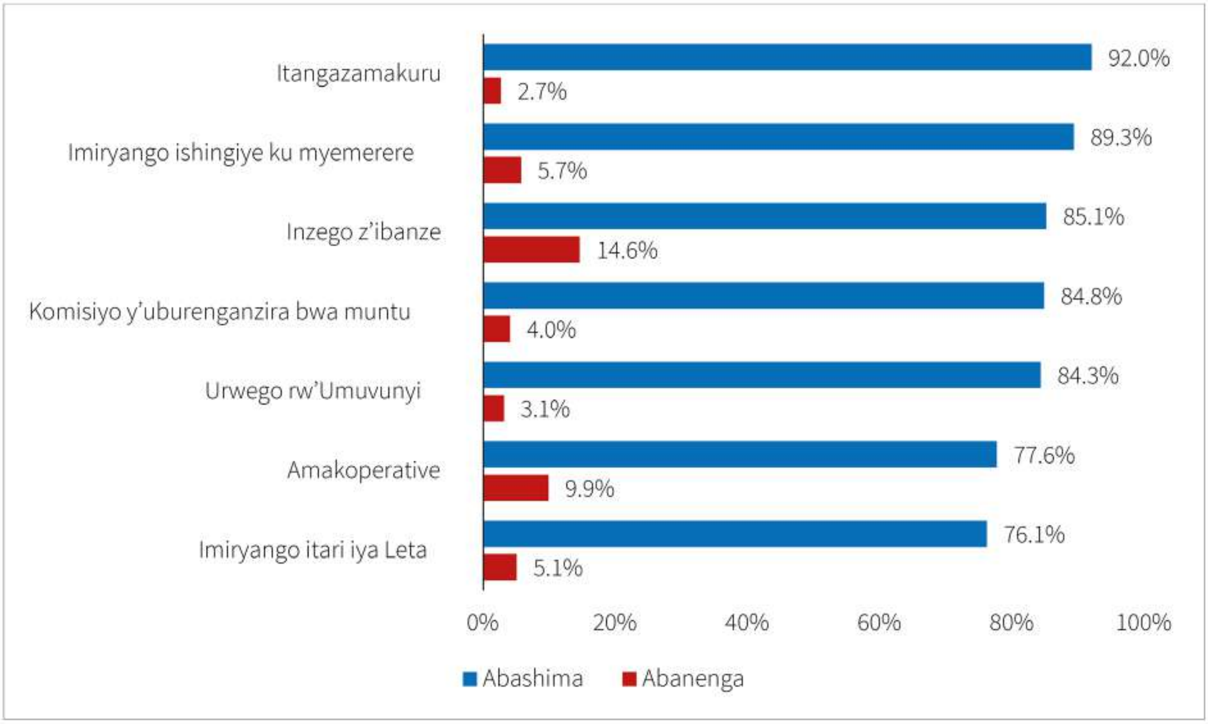
Aho byavuye: Anketi ya RGB, 2023

Abaturage babona ubwigenge bw'inzego zakoreweho ubushakashatsi buhari ku gipimo kiri hejuru ya 90%.

3.3.7. Imikorere ya zimwe mu nzego mu guteza imbere imiyoborere myiza

Abaturage bagaragaje uko babona imikorere y'inzego zikurikira mu guteza imbere imiyoborere myiza: Urwego rw'Umuvunyi, Komisiyo y'Uburenganzira bwa Muntu, Inzego z'ibanze, imiryango ishingiye ku myemerere, imiryango itari iya Leta, amakoperative ndetse n'itangazamakuru.

Ishusho 108: Uko abaturage babona imikorere ya zimwe mu nzego mu guteza imbere imiyoborere myiza

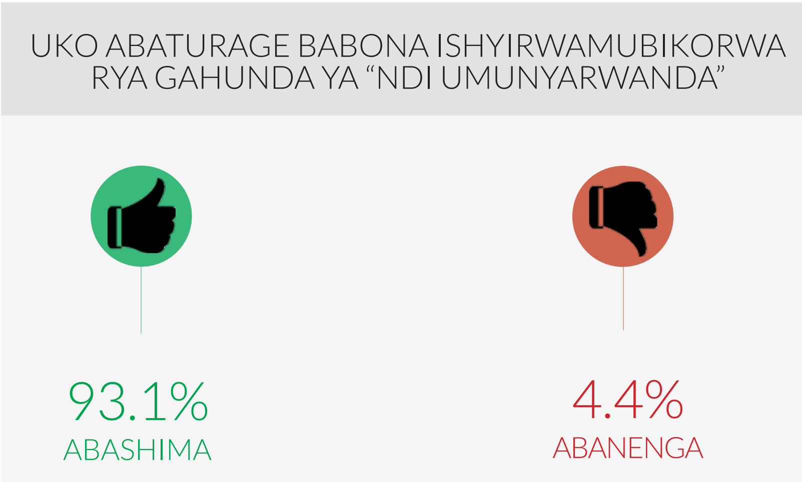


Aho byavuye: Anketi ya RGB, 2023

Muri rusange abaturage bashima imikorere y'inzego mu guteza imbere imiyoborere ku gipimo kiri hejuru ya 75%. Itangazamakuru ni ryo rishimwa ku gipimo cyo hejuru cya 92.0% naho imiryango itari iya Leta igashimwa ku gipimo kiri hasi cya 76.1%.

3.3.8. Ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda"

Ishusho 109: **Uko abaturage babona ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda"**



Aho byavuye: Anketi ya RGB, 2023

Abaturage bashima ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda" ku gipimo cya 93.1%.

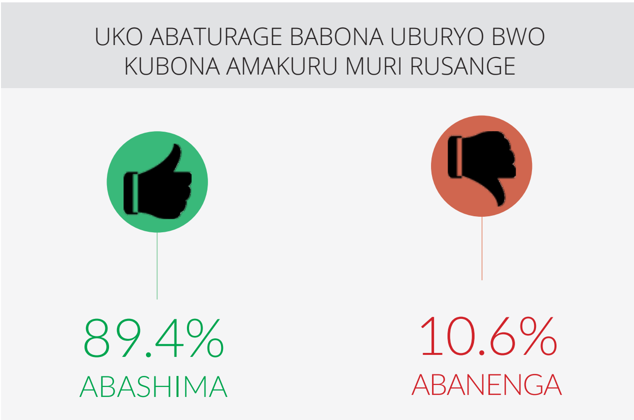
Imbonerahamwe 22:
Uko abaturage bashima ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda" hakurikijwe uturere

Nº	AKARERE	IJANISHA (%)
1	Nyanza	99.3%
2	Ngororero	98.8%
3	Gisagara	98.3%
4	Muhanga	97.1%
5	Gicumbi	96.1%
6	Nyamasheke	95.9%
7	Nyaruguru	95.8%
8	Gakenke	95.5%
9	Kayonza	95.4%
10	Rulindo	95.3%
11	Kamonyi	94.6%
12	Karongi	94.6%
13	Huye	94.5%
14	Rubavu	94.1%
15	Gasabo	93.7%
16	Nyamagabe	93.5%
17	Kicukiro	93.0%
18	Bugesera	92.8%
19	Burera	92.3%
20	Musanze	92.2%
21	Ruhango	92.0%
22	Nyarugenge	91.5%
23	Rutsiro	91.3%
24	Gatsibo	91.2%
25	Rwamagana	90.4%
26	Nyabihu	89.1%
27	Nyagatare	89.1%
28	Rusizi	88.7%
29	Kirehe	86.2%
30	Ngoma	84.7%
IMPUZANDEGO		93.1%%

Aho byavuye: Anketi ya RGB, 2023

3.3.9. Uburyo bwo kubona amakuru.

Ishusho 110: **Uko abaturage babona uburyo bwo kubona amakuru muri rusange**



Aho byavuye: Anketi ya RGB, 2023

Abaturage bishimiye uburyo bwo kubona amakuru ku gipimo cya 89.4% kivuye kuri 88.5% muri CRC 2022.

3.3.10. IBYIFUZONAMA

- Gukomeza guteza imbere iyubahirizwa ry'ihame ry'uburinganire;
- Gukaza ingamba zo kurwanya ruswa n'akarengane mu nzego zose.

Imbonerahamwe 23:
Uko uturere duhagaze mu iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi mu myaka ibiri (2023 - 2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Nyamagabe	94.7%	80.5%	▲	14.2%
2	Gicumbi	92.2%	90.6%	▲	1.6%
3	Rusizi	91.6%	90.4%	▲	1.2%
4	Rubavu	91.0%	84.5%	▲	6.5%
5	Burera	90.5%	84.8%	▲	5.7%
6	Ngororero	90.3%	86.8%	▲	3.5%
7	Karongi	90.2%	89.9%	▲	0.3%
8	Nyamasheke	90.1%	87.2%	▲	2.9%
9	Nyaruguru	90.1%	83.0%	▲	7.1%
10	Gisagara	90.0%	81.4%	▲	8.6%
11	Rwamagana	89.7%	90.8%	▼	-1.1%
12	Huye	89.5%	81.9%	▲	7.6%
13	Nyarugenge	89.5%	87.4%	▲	2.1%
14	Rutsiro	89.4%	85.6%	▲	3.8%
15	Gasabo	89.3%	88.4%	▲	0.9%
16	Nyagatare	89.3%	85.5%	▲	3.8%
17	Nyanza	89.2%	84.0%	▲	5.2%
18	Rulindo	89.2%	88.9%	▲	0.3%
19	Kamonyi	89.1%	89.5%	▼	-0.4%
20	Bugesera	88.9%	89.1%	▼	-0.2%
21	Gakenke	88.8%	91.4%	▼	-2.6%
22	Muhanga	88.8%	89.7%	▼	-0.9%
23	Kicukiro	88.6%	88.8%	▼	-0.2%
24	Ngoma	88.1%	89.9%	▼	-1.8%
25	Nyabihu	88.0%	92.2%	▼	-4.2%
26	Kayonza	87.6%	92.3%	▼	-4.7%
27	Ruhango	87.4%	88.9%	▼	-1.5%
28	Kirehe	87.0%	91.1%	▼	-4.1%
29	Gatsibo	86.7%	93.0%	▼	-6.3%
30	Musanze	85.4%	84.3%	▲	1.1%
IMPUZANDENGO		89.4%	87.8%	▲	1.6%

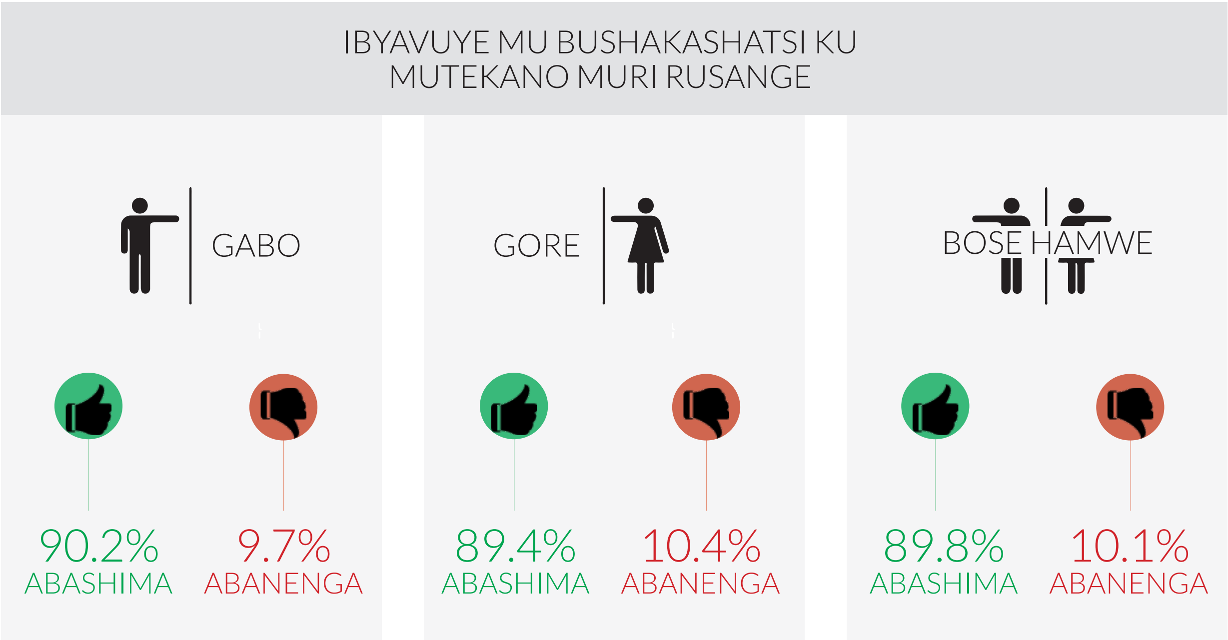
Aho byavuye: Anketi ya RGB, 2023

3.4. UMUTEKANO

3.4.1. Intangiriro

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

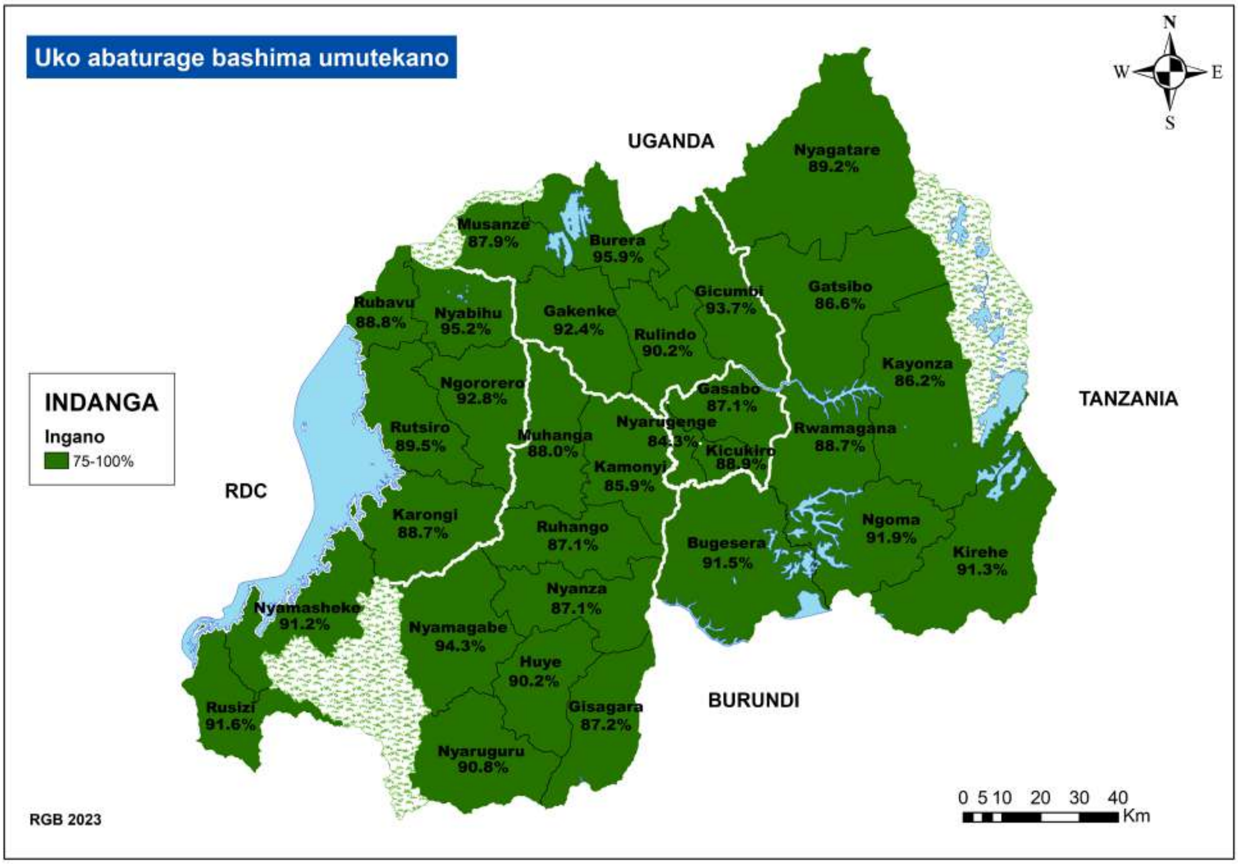
Ishusho 111: Uko abagabo n'abagore babona umutekano muri rusange



Aho byavuye: Anketi ya RGB, 2023

Umutekano ushimwa ku gipimo cya 89.8%, aho abagabo bawushima kuri 90.2% naho abagore bakawushima kuri 89.4%. Icyiciro cy'umutekano ni cyo gikomeje kuza ku isonga mu gushimwa n'abaturage.

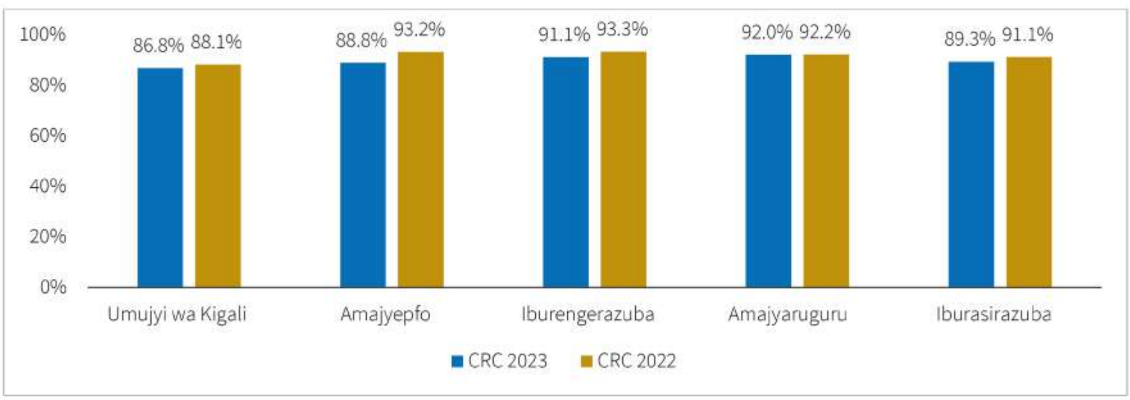
Ikarita 17: Uko abaturage bashima umutekano hakurikijwe uturere



Umutekano ushimwa ku gipimo kiri hejuru ya 80% mu turere twose, aho Akarere ka Burera ari ko kaza ku isonga ku gipimo cya 95.9%.

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

Ishusho 112: Uko abaturage bashima umutekano hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri

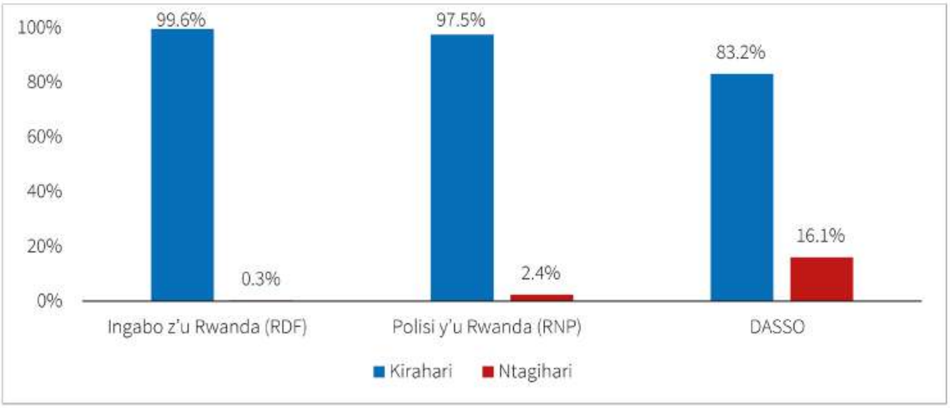


Aho byavuye: Anketi ya RGB, 2023

3.4.3. Icyizere abaturage bafitiye zimwe mu nzego z'umutekano

Abaturage bagaragaje icyizere bafitiye inzego z'umutekano zikurikira: Ingabo z'u Rwanda, Polisi y'u Rwanda n'Urwego rwunganira ubuyobozi bw'akarere mu gucunga umutekano (DASSO).

Ishusho 113: **Icyizere abaturage bafitiye zimwe mu nzego z'umutekano**

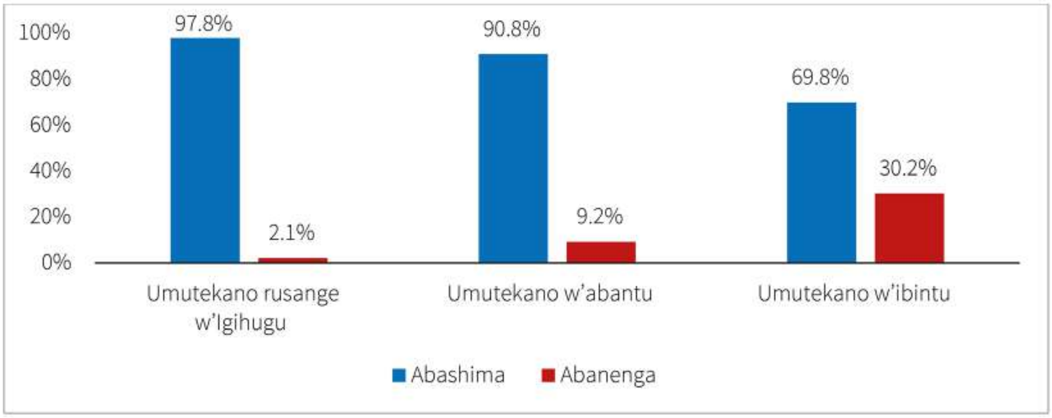


Aho byavuye: Anketi ya RGB, 2023

Ingabo z'u Rwanda ni rwo rwego rw'umutekano rukomeje kugirirwa icyizere n'abaturage kurusha izindi ku gipimo cya 99.6% muri uyu mwaka.

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

Ishusho 114: **Uko abaturage babona umutekano rusange w'Igihugu n'umutekano w'abantu n'ibintu**

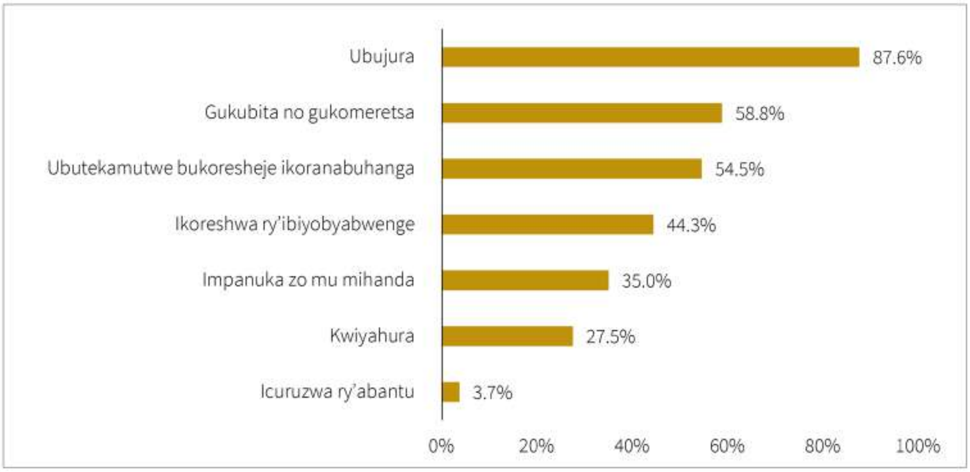


Aho byavuye: Anketi ya RGB, 2023

Abaturage bishimiye umutekano rusange w'Igihugu ku kipimo cyo hejuru cya 97.8%. Ku rundi ruhande, abaturage bashima umutekano w'ibintu, ku gipimo cyo hasi cya 69.8% ukaba warasubiye inyuma ho 9.1% ugereranyije na CRC 2022.

3.4.5. Ibibangamira umutekano w'abantu n'ibintu

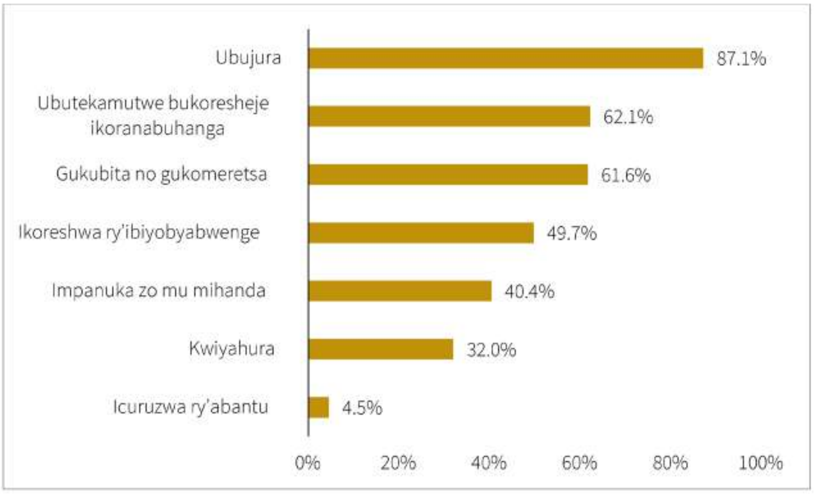
Ishusho 115: Ibibangamira umutekano w'abantu n'ibintu



Aho byavuye: Anketi ya RGB, 2023

Muri rusange, ubujura ni bwo bukomeje kuza imbere mu kubangamira umutekano w'abantu n'ibintu ku gipimo cya 87.6%, bukaba bwariyongereye ugereranyije n'umwaka ushize aho bwari ku gipimo cya 79.2%. Ibi ni byo byagize uruhare mu gusubira inyuma kw'igipimo cy'umutekano w'abantu n'ibintu ndetse n'umutekano muri rusange.

Ishusho 116: Uko urubyiruko rubona ibibangamira umutekano w'abantu n'ibintu



Aho byavuye: Anketi ya RGB, 2023

Kimwe n'abandi banyarwanda urubyiruko rwemeza ko ubujura, ari bwo bubangamiye umutekano w'abantu n'ibintu kurusha ibindi ku gipimo cya 87.1%. Ibindi urubyiruko rwagaragaje cyane ni ubutekamutwe bukoresheje ikoranabuhanga ndetse no gukubita no gukomeretsa ku gipimo kiri hejuru ya 60%.

3.4.6. IBYIFUZONAMA

- Gukaza ingamba mu kwirinda no kurwanya ubujura bukoreshejwe ikoranabuhanga;
- Gukaza ingamba zo kurwanya ibiyobyabwenge, ubusinzi n'urugomo;
- Gukaza ingamba mu guhangana n'ubujura;
- Gukaza ingamba zo gukumira impanuka zo mu muhanda.

Imbonerahamwe 24:
Uko uturere duhagaze mu mutekano mu myaka ibiri (2023 - 2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Burera	95.9%	91.4%	▲	4.5%
2	Nyabihu	95.2%	93.6%	▲	1.6%
3	Nyamagabe	94.3%	90.5%	▲	3.8%
4	Gicumbi	93.7%	92.6%	▲	1.1%
5	Ngororero	92.8%	94.0%	▼	-1.2%
6	Gakenke	92.4%	93.9%	▼	-1.5%
7	Ngoma	91.9%	91.4%	▲	0.5%
8	Rusizi	91.6%	94.6%	▼	-3.0%
9	Bugesera	91.5%	90.3%	▲	1.2%
10	Kirehe	91.3%	95.1%	▼	-3.8%
11	Nyamasheke	91.2%	95.2%	▼	-4.0%
12	Nyaruguru	90.8%	96.4%	▼	-5.6%
13	Huye	90.2%	88.2%	▲	2.0%
14	Rulindo	90.2%	91.9%	▼	-1.7%
15	Rutsiro	89.5%	94.2%	▼	-4.7%
16	Nyagatare	89.2%	87.7%	▲	1.5%
17	Kicukiro	88.9%	90.2%	▼	-1.3%
18	Rubavu	88.8%	88.7%	▲	0.1%
19	Karongi	88.7%	92.8%	▼	-4.1%
20	Rwamagana	88.7%	93.7%	▼	-5.0%
21	Muhanga	88.0%	94.4%	▼	-6.4%
22	Musanze	87.9%	91.0%	▼	-3.1%
23	Gisagara	87.2%	97.1%	▼	-9.9%
24	Gasabo	87.1%	88.5%	▼	-1.4%
25	Nyanza	87.1%	93.9%	▼	-6.8%
26	Ruhango	87.1%	94.1%	▼	-7.0%
27	Gatsibo	86.6%	90.1%	▼	-3.5%
28	Kayonza	86.2%	89.6%	▼	-3.4%
29	Kamonyi	85.9%	90.8%	▼	-4.9%
30	Nyarugenge	84.3%	85.7%	▼	-1.4%
	IMPUZANDENGO	89.8%	91.9%	▼	-2.1%

Aho byavuye: Anketi ya RGB, 2023

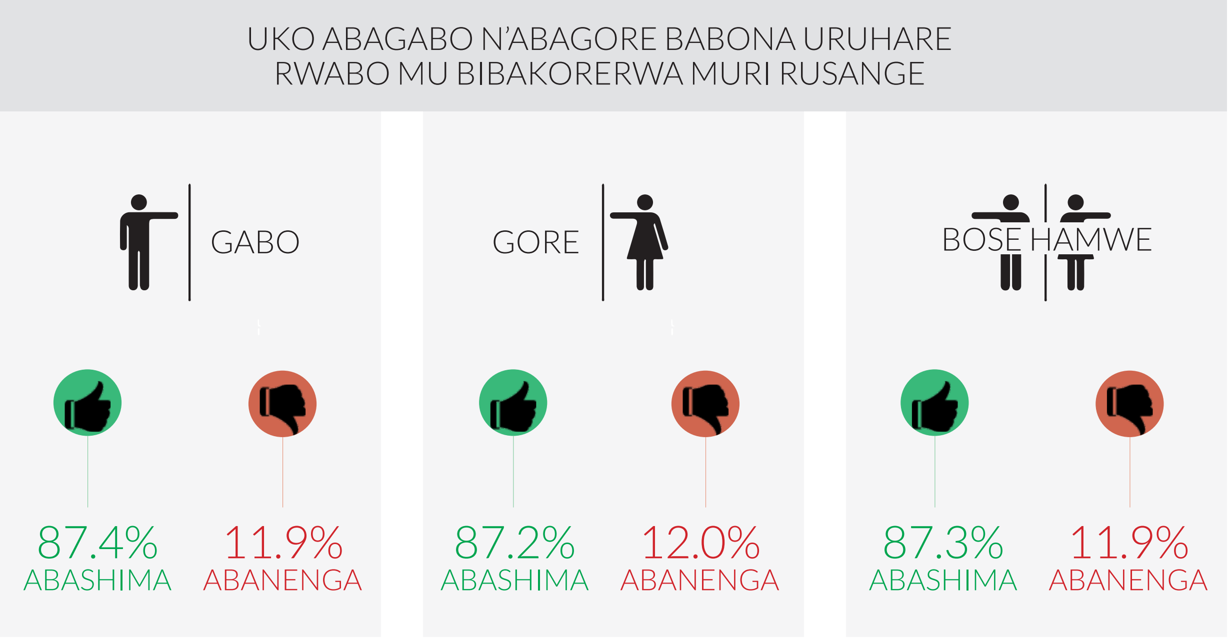
Umuganda

3.5. URUHARE RW'ABATURAGE MU BIBAKORERWA

3.5.1. Intangiriro

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, gukemura ibibazo by'abaturage na gahunda za Leta ziteza imbere imibereho myiza y'abaturage.

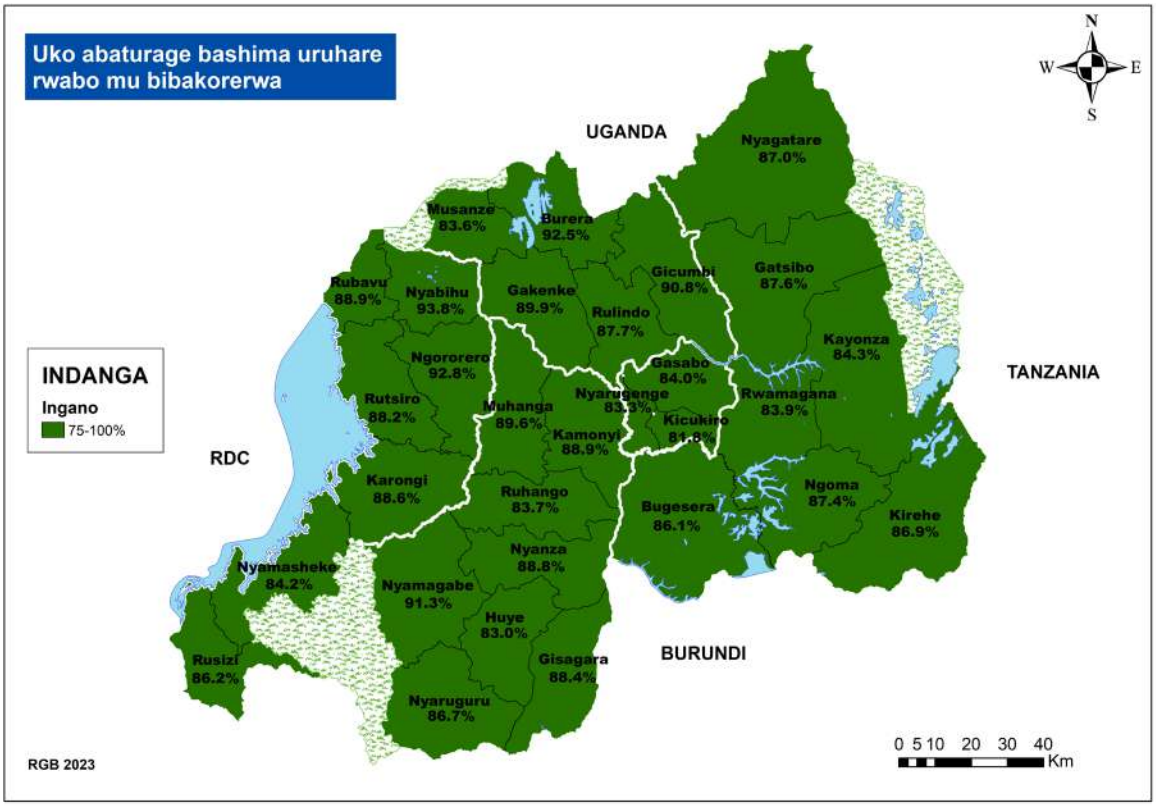
Ishusho 117: Uko abagabo n'abagore babona uruhare rwabo mu bibakorerwa muri rusange



Aho byavuye: Anketi ya RGB, 2023

Abaturage bashima uruhare rwabo mu bibakorerwa ku gipimo cya 87.3%, aho abagabo bashima ku gipimo cya 87.4% naho abagore bagashima ku gipimo cya 87.2%.

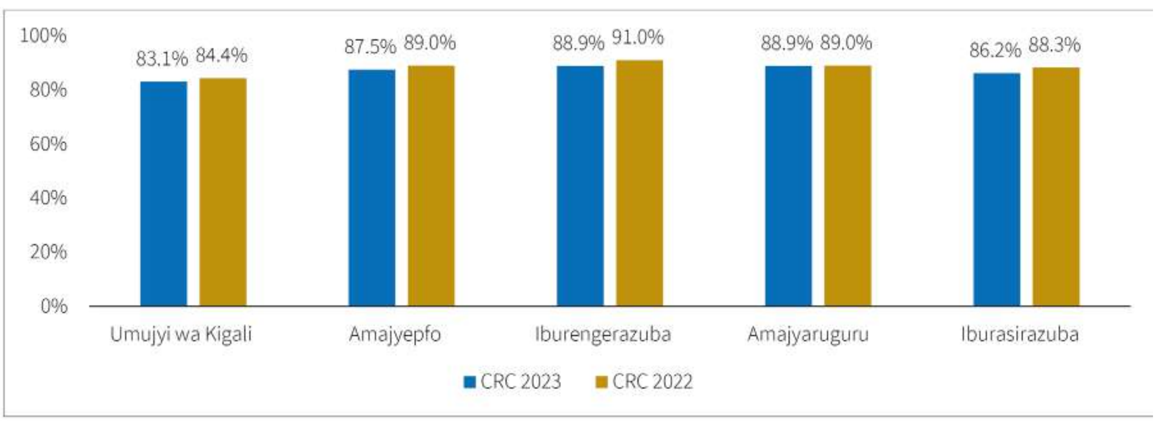
Ikarita 18: Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe uturere



Abaturage bashima uruhare rwabo mu bibakorerwa ku gipimo kiri hejuru ya 80% mu turere twose. Akarere ka Nyabihu ni ko kaza ku isonga ku gipimo cya 93.8%.

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

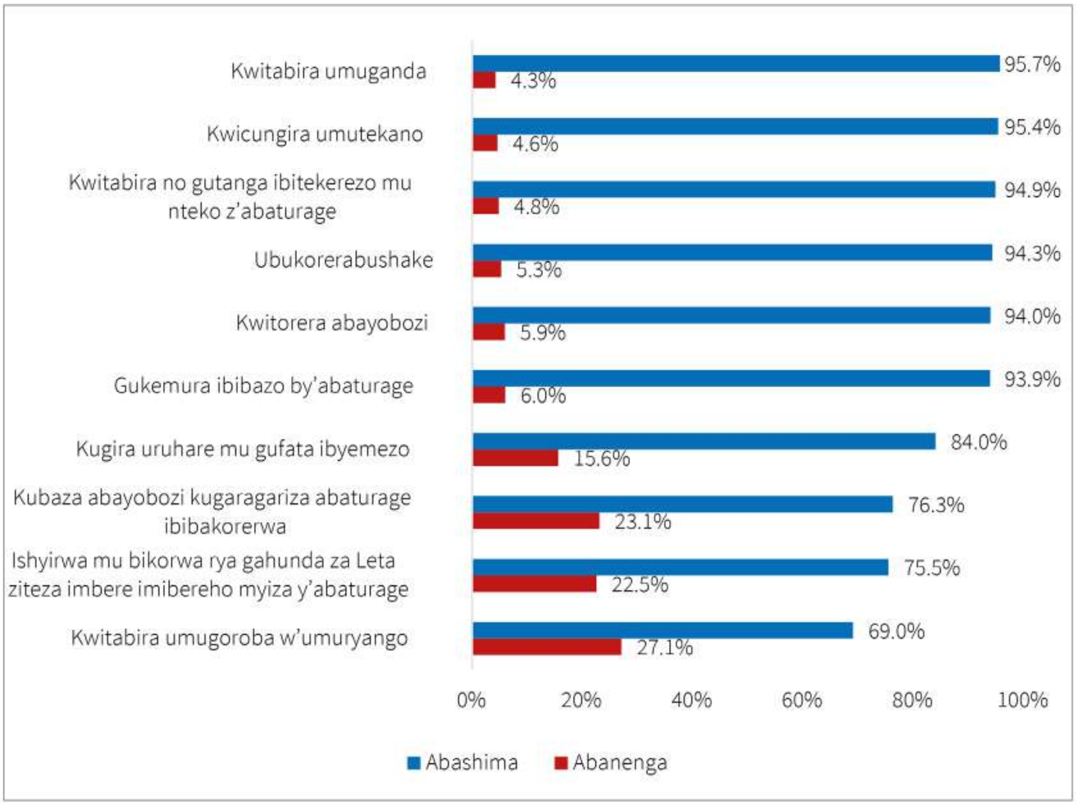
Ishusho 118: **Uko abaturage bashima uruhare rwabo mu bibakorerwa hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri.**



Aho byavuye: Anketi ya RGB, 2023

3.5.3. Uruhare rw'abaturage muri gahunda zitandukanye

Ishusho 119: **Uko abaturage babona uruhare rwabo muri gahunda zitandukanye**



Aho byavuye: Anketi ya RGB, 2023

Abaturage bagaragaje ko bagira uruhare runini mu kwitabira umuganda ndetse no mu kwicungira umutekano ku gipimo kiri hejuru ya 95%. Kwitabira umugoroba w'umuryango ni byo biza inyuma ku gipimo cya 69.0%..

Imbonerahamwe 25:
Uko abaturage babona uruhare rwabo mu kwitabira umugoroba w'umuryango hakurikijwe uturere

Nº	AKARERE	RURAHARI	NTARUHARI
1	Nyabihu	95.3%	4.4%
2	Rubavu	89.9%	9.9%
3	Rutsiro	89.4%	10.6%
4	Burera	88.9%	10.2%
5	Gicumbi	82.5%	17.2%
6	Karongi	81.5%	14.1%
7	Nyamagabe	77.5%	21.9%
8	Ngororero	77.3%	19.6%
9	Gakenke	77.3%	21.2%
10	Gisagara	77.2%	20.8%
11	Nyamasheke	77.1%	21.2%
12	Rusizi	75.4%	24.3%
13	Kamonyi	74.0%	23.2%
14	Rulindo	67.6%	29.6%
15	Musanze	67.2%	26.9%
16	Gasabo	65.9%	29.3%
17	Nyanza	65.3%	31.3%
18	Kirehe	64.9%	29.5%
19	Gatsibo	62.5%	35.5%
20	Nyarugenge	62.1%	31.7%
21	Muhanga	61.8%	30.4%
22	Ngoma	60.4%	32.5%
23	Nyaruguru	59.5%	36.6%
24	Nyagatare	57.5%	27.6%
25	Bugesera	57.0%	41.2%
26	Huye	55.7%	42.3%
27	Kicukiro	53.3%	37.0%
28	Kayonza	51.1%	47.5%
29	Ruhango	47.8%	51.3%
30	Rwamagana	46.3%	38.2%

Aho byavuye: Anketi ya RGB, 2023

3.5.5. ICYIFUZONAMA

- Kuzamura uruhare rw'abaturage mu kwitabira umugoroba w'umiryango no mu ishyirwamubikorwa rya gahunda zo guteza imbere imibereho myiza y'abaturage

Imbonerahamwe 26:
Uko uturere duhagaze mu ruhare rw'abaturage mu bibakorerwa mu myaka ibiri (2023 - 2022)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Nyabihu	93.8%	95.3%	▼	-1.5%
2	Ngororero	92.8%	91.9%	▲	0.9%
3	Burera	92.5%	85.2%	▲	7.3%
4	Nyamagabe	91.3%	89.8%	▲	1.5%
5	Gicumbi	90.8%	88.8%	▲	2.0%
6	Gakenke	89.9%	93.7%	▼	-3.8%
7	Muhanga	89.6%	85.2%	▲	4.4%
8	Kamonyi	88.9%	88.0%	▲	0.9%
9	Rubavu	88.9%	87.9%	▲	1.0%
10	Nyanza	88.8%	89.6%	▼	-0.8%
11	Karongi	88.6%	91.4%	▼	-2.8%
12	Gisagara	88.4%	88.7%	▼	-0.3%
13	Rutsiro	88.2%	86.7%	▲	1.5%
14	Rulindo	87.7%	89.6%	▼	-1.9%
15	Gatsibo	87.6%	93.0%	▼	-5.4%
16	Ngoma	87.4%	88.6%	▼	-1.2%
17	Nyagatare	87.0%	81.5%	▲	5.5%
18	Kirehe	86.9%	90.2%	▼	-3.3%
19	Nyaruguru	86.7%	93.7%	▼	-7.0%
20	Rusizi	86.2%	93.1%	▼	-6.9%
21	Bugesera	86.1%	86.5%	▼	-0.4%
22	Kayonza	84.3%	90.1%	▼	-5.8%
23	Nyamasheke	84.2%	90.5%	▼	-6.3%
24	Gasabo	84.0%	84.6%	▼	-0.6%
25	Rwamagana	83.9%	87.9%	▼	-4.0%
26	Ruhango	83.7%	86.6%	▼	-2.9%
27	Musanze	83.6%	87.4%	▼	-3.8%
28	Nyarugenge	83.3%	86.2%	▼	-2.9%
29	Huye	83.0%	90.0%	▼	-7.0%
30	Kicukiro	81.8%	82.3%	▼	-0.5%
IMPUZANDENGO		87.3%	88.7%	▼	-1.4%

Aho byavuye: Anketi ya RGB, 2023

4. Umwanzuro

Iyi CRC 2023 yerekana uburyo abaturage babona imiyoborere n'imitangire ya serivisi mu byiciro cumi na bitandatu (16) bikubiye mu nkingi eshatu (3) ari zo: ubukungu, imibereho myiza y'abaturage n'imiyoborere.

Muri ubu bushakashatsi, Umutekano ni cyo cyiciro gikomeje kuza ku isonga mu byo abaturage bashima kurusha ibindi. Ku rundi ruhande ubutaka n'imiturire ni cyo cyiciro kiri inyuma nk'uko byari bimeze umwaka ushize.

Ibyifuzonama byihariye bigenda bigaragazwa nyuma y'isesengura rya buri cyiciro cyakoreweho ubushakashatsi. Iyi raporo isozwa n'ibyifuzonama rusange n'inzego bireba mu rwego rwo kunoza imiyoborere n'imitangire ya serivisi no kuzamura uruhare rw'abaturage mu bibakorerwa.

Imbonerahamwe 27:
Ibyifuzonama rusange kuri CRC ya 2023

ICYICIRO	IBYIFUZONAMA	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
UBUHINZI	▸ Kubaka ubushobozi bwo gukora ubuhinzi buhangana n'imihindagurikire y'ikirere; ▸ Gukaza ingamba zihariye zituma abahinzi bagira ubumenyi n'ubushobozi bwisumbuye mu rwego rwo kugera ku buhinzi bubyara ubukire.	MINAGRI, RAB, NAEB, MoE, REMA, MINICOM, RCA, BRD, PSF, MINIYOUTH, BDF, MINALOC, MINECOFIN.
UBWOROZI	▸ Gushishikariza aborozi kwitabira gahunda y'ubwishingizi bw'amatungo; ▸ Kunoza serivisi zo gutera intanga amatungo.	MINAGRI, RAB, PSF, RCA, MINALOC, MINECOFIN
IKORANABUHANGA N'ITUMANAHO	▸ Koroshya ikiguzi cya serivisi z'ikoranabuhanga cyane cyane interineti; ▸ Kongera ibikorwaremezo by'ikoranabuhanga mu mashuri no guteza imbere imikoreshereze yaryo mu myigishirize.	MINICT, RURA, MINEDUC, REB, RISA, PSF, MINALOC
UBUTAKA N'IMITURIRE	▸ Korohereza abaturage kubona ubundi buryo bukoreshwa mu guteka busimbura inkwi n'amakara no kubakangurira kubwitabira.	MoE, REMA, MININFRA, RURA, PSF, MINALOC
UBUREZI	▸ Gukaza ingamba zo guhangana n'ikibazo cy'abana bata ishuri.	MINEDUC, REB, MINALOC, MIGEPROF, Imiryango itari iya leta n'ishingiye ku myemerere.
UBUZIMA	▸ Gushyiraho ingamba zo gufasha amavuriro na farumasi kubona imiti mu buryo burambye no gukemura ikibazo cy'imiti idatangwa ku bakoresha ubwishingizi bwa RSSB (Mutuel de sante na RAMA).	MINISANTE, RBC, RSSB
IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	▸ Gukaza ingamba zo gushyira mu bikorwa politiki y'uburinganire n'ubwuzuzanye hibandwa ku muryango.	MIGEPROF, GMO, MINALOC, Imiryango itari iya Leta n'ishingiye ku myemerere
UMUTEKANO	▸ Gukaza ingamba zo kurwanya ubujura no gukangurira abaturage gukomeza kwicungira umutekano.	MININTER, RNP, RIB, Urwego rw'Ubucamanza, National Cyber Security Authority (NCSA), MINALOC

Imbonerahamwe 28:

Inshamake y'uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere

UTURERE	INKING Y'UBUKUNGU						INKINGI Y'IMIBEREHO Y'ABATURAGE					INKINGI Y'IMIYOBORERE					IMPUZANDENGO
	UBUHINZI	UBWOROZI	IBIKORWA REMEZO	IKORANABUHANGA N'ITUMANAHO	UBUTAKA N'IMITURIRE	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	58.8%	66.5%	80.3%	78.3%	56.9%	75.5%	77.6%	74.0%	82.3%	58.2%	76.2%	71.0%	79.4%	89.3%	87.1%	84.0%	**74.7%**
Kicukiro	69.3%	69.3%	86.3%	82.0%	64.9%	81.9%	80.9%	73.8%	88.9%	57.1%	80.8%	72.3%	75.0%	88.6%	88.9%	81.8%	**77.6%**
Nyarugenge	64.6%	71.7%	86.6%	80.9%	63.1%	78.5%	77.5%	74.9%	82.2%	63.5%	76.9%	73.9%	78.0%	89.5%	84.3%	83.3%	**76.8%**
Gisagara	66.5%	78.4%	66.7%	69.7%	68.2%	79.8%	76.2%	81.1%	71.6%	79.4%	73.8%	78.9%	83.3%	90.0%	87.2%	88.4%	**77.5%**
Huye	59.5%	77.2%	71.8%	75.2%	55.1%	79.1%	78.9%	75.6%	69.1%	71.2%	73.6%	73.2%	79.6%	89.5%	90.2%	83.0%	**75.1%**
Kamonyi	73.5%	79.4%	73.5%	76.0%	62.2%	80.1%	79.2%	76.5%	70.8%	72.5%	68.7%	74.5%	82.4%	89.1%	85.9%	88.9%	**77.1%**
Muhanga	72.9%	80.7%	67.6%	71.6%	62.6%	71.7%	72.1%	79.0%	66.2%	79.9%	68.2%	77.5%	83.2%	88.8%	88.0%	89.6%	**76.2%**
Nyamagabe	63.2%	81.4%	57.6%	69.2%	65.8%	69.8%	74.9%	81.3%	73.0%	69.3%	80.4%	82.6%	88.6%	94.7%	94.3%	91.3%	**77.3%**
Nyanza	58.1%	80.8%	64.9%	71.1%	60.6%	76.0%	72.9%	77.5%	66.7%	75.8%	71.8%	76.4%	81.7%	89.2%	87.1%	88.8%	**75.0%**
Nyaruguru	64.4%	75.2%	63.4%	74.4%	59.5%	76.4%	77.9%	78.9%	68.9%	75.5%	73.7%	76.8%	83.5%	90.1%	90.8%	86.7%	**76.0%**
Ruhango	57.3%	75.8%	62.0%	72.4%	51.2%	73.9%	72.9%	75.0%	66.1%	76.0%	70.0%	71.0%	77.3%	87.4%	87.1%	83.7%	**72.5%**
Karongi	59.2%	75.5%	67.7%	75.8%	57.4%	77.9%	80.7%	80.0%	76.0%	75.8%	77.8%	75.2%	83.4%	90.2%	88.7%	88.6%	**76.9%**
Ngororero	64.2%	72.7%	59.2%	66.8%	59.4%	67.5%	67.5%	73.7%	57.0%	77.3%	68.0%	78.6%	84.9%	90.3%	92.8%	92.8%	**73.3%**
Nyabihu	58.1%	70.7%	65.2%	75.3%	66.6%	73.5%	77.4%	81.3%	77.6%	82.2%	85.2%	78.0%	82.4%	88.0%	95.2%	93.8%	**78.2%**
Nyamasheke	59.1%	80.4%	71.9%	76.2%	62.5%	79.8%	82.8%	73.8%	84.2%	67.8%	82.5%	70.2%	84.8%	90.1%	91.2%	84.2%	**77.6%**
Rubavu	75.2%	82.8%	83.1%	81.1%	61.2%	83.6%	83.3%	84.4%	79.7%	67.8%	81.1%	80.7%	85.0%	91.0%	88.8%	88.9%	**81.1%**
Rusizi	54.8%	74.4%	65.9%	69.5%	65.4%	68.7%	77.2%	74.0%	72.2%	79.0%	75.5%	78.2%	85.4%	91.6%	91.6%	86.2%	**75.6%**
Rutsiro	69.6%	78.9%	69.1%	73.4%	61.2%	77.9%	80.9%	82.9%	71.5%	69.9%	77.4%	77.4%	84.5%	89.4%	89.5%	88.2%	**77.6%**
Burera	65.4%	78.7%	75.3%	77.9%	69.5%	82.7%	79.8%	84.0%	79.1%	64.8%	81.9%	72.0%	86.5%	90.5%	95.9%	92.5%	**79.8%**
Gakenke	69.7%	81.1%	69.8%	75.3%	57.2%	73.8%	75.4%	81.6%	73.0%	80.8%	76.3%	80.4%	83.3%	88.8%	92.4%	89.9%	**78.1%**
Gicumbi	53.3%	75.7%	72.6%	69.8%	50.2%	72.8%	75.7%	79.2%	69.8%	75.2%	75.6%	77.1%	82.2%	92.2%	93.7%	90.8%	**75.4%**
Musanze	52.7%	75.1%	69.8%	65.8%	54.4%	71.4%	69.6%	70.8%	66.5%	73.1%	69.7%	66.2%	73.5%	85.4%	87.9%	83.6%	**71.0%**
Rulindo	67.0%	80.9%	72.6%	72.2%	51.2%	74.8%	79.3%	79.9%	71.1%	70.8%	76.3%	79.8%	82.7%	89.2%	90.2%	87.7%	**76.6%**
Bugesera	63.9%	72.6%	67.1%	69.1%	57.7%	73.2%	72.1%	71.9%	73.1%	70.1%	74.3%	69.8%	78.4%	88.9%	91.5%	86.1%	**73.7%**
Gatsibo	61.2%	73.2%	64.9%	63.9%	53.1%	75.5%	67.2%	77.1%	68.7%	74.3%	72.7%	71.6%	77.9%	86.7%	86.6%	87.6%	**72.6%**
Kayonza	58.3%	69.1%	69.9%	63.4%	51.7%	73.1%	69.9%	70.0%	65.5%	68.3%	69.0%	65.6%	75.5%	87.6%	86.2%	84.3%	**70.5%**
Kirehe	58.8%	71.1%	69.3%	70.0%	63.3%	74.6%	77.5%	79.3%	76.4%	78.5%	74.8%	78.7%	80.7%	87.0%	91.3%	86.9%	**76.1%**
Ngoma	65.3%	71.0%	67.5%	71.7%	63.8%	80.7%	79.2%	81.8%	73.3%	75.3%	72.6%	83.4%	80.9%	88.1%	91.9%	87.4%	**77.1%**
Nyagatare	63.5%	73.9%	70.1%	75.2%	69.9%	80.1%	75.6%	81.6%	82.2%	60.7%	73.8%	79.8%	83.1%	89.3%	89.2%	87.0%	**77.2%**
Rwamagana	71.1%	79.3%	73.2%	75.7%	66.7%	76.9%	79.6%	83.1%	83.6%	72.0%	73.8%	79.2%	82.7%	89.7%	88.7%	83.9%	**78.7%**
Impuzandengo	**63.2%**	**76.6%**	**71.0%**	**72.8%**	**60.4%**	**76.2%**	**76.4%**	**77.9%**	**73.8%**	**71.8%**	**75.1%**	**75.8%**	**81.8%**	**89.4%**	**89.8%**	**87.3%**	76.2%

ISHUSHO Y'UKO ABATURAGE BABONA IMIYOBORERE N'IMITANGIRE YA SERIVISI MU MYAKA ITANU

2019-2023

Impuzandengo

73.6%

CRC 2019	CRC 2020	CRC 2021	CRC 2022	CRC 2023
70.4%	71.3%	74.1%	76.1%	76.2%

Imbonerahamwe 29:
Uko uturere duhagaze mu myaka itanu (2019-2023)

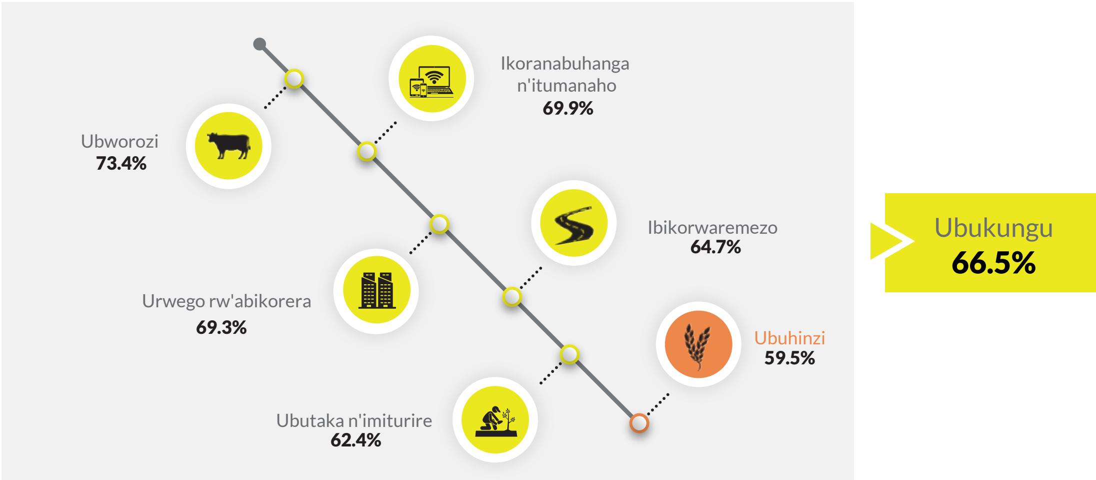
Nº	Akarere	CRC 2019	CRC 2020	CRC 2021	CRC 2022	CRC 2023	Impuzandengo
1	Rwamagana	73.5%	75.8%	78.0%	77.7%	78.7%	**76.7%**
2	Gakenke	73.6%	76.2%	75.2%	80.5%	78.1%	**76.7%**
3	Rulindo	74.6%	79.1%	77.5%	74.8%	76.6%	**76.5%**
4	Gisagara	69.7%	75.1%	77.4%	78.8%	77.5%	**75.7%**
5	Nyabihu	71.4%	76.4%	73.0%	79.2%	78.2%	**75.6%**
6	Rusizi	71.2%	72.0%	76.9%	81.5%	75.6%	**75.4%**
7	Ngoma	71.6%	72.8%	76.4%	75.7%	77.1%	**74.7%**
8	Nyamasheke	71.2%	71.2%	76.6%	76.8%	77.6%	**74.7%**
9	Nyaruguru	70.8%	68.8%	76.8%	77.8%	76.0%	**74.0%**
10	Rubavu	67.0%	73.6%	74.0%	74.4%	81.1%	**74.0%**
11	Gicumbi	74.0%	75.0%	70.0%	75.6%	75.4%	**74.0%**
12	Karongi	70.1%	74.2%	73.4%	75.4%	76.9%	**74.0%**
13	Burera	73.9%	70.9%	73.6%	71.7%	79.8%	**74.0%**
14	Nyanza	67.1%	73.6%	76.1%	76.7%	75.0%	**73.7%**
15	Musanze	72.8%	75.4%	74.1%	74.6%	71.0%	**73.6%**
16	Kirehe	71.5%	67.2%	74.9%	77.8%	76.1%	**73.5%**
17	Ngororero	71.2%	73.0%	72.4%	77.0%	73.3%	**73.4%**
18	Muhanga	69.6%	71.3%	71.7%	76.8%	76.2%	**73.1%**
19	Kicukiro	66.6%	70.4%	73.7%	76.0%	77.6%	**72.9%**
20	Bugesera	71.7%	74.3%	70.8%	73.6%	73.7%	**72.8%**
21	Kamonyi	73.9%	68.2%	67.6%	76.9%	77.1%	**72.7%**
22	Rutsiro	71.7%	69.9%	72.1%	72.1%	77.6%	**72.7%**
23	Huye	66.8%	70.5%	77.2%	73.7%	75.1%	**72.7%**
24	Nyarugenge	71.8%	67.8%	68.1%	78.6%	76.8%	**72.7%**
25	Gasabo	71.4%	63.9%	74.8%	74.8%	74.7%	**71.9%**
26	Ruhango	68.7%	72.9%	68.1%	76.4%	72.5%	**71.7%**
27	Gatsibo	63.9%	66.2%	73.7%	79.9%	72.6%	**71.3%**
28	Nyamagabe	67.5%	65.2%	76.8%	68.1%	77.3%	**71.0%**
29	Nyagatare	67.8%	64.8%	73.6%	70.6%	77.2%	**70.8%**
30	Kayonza	62.3%	67.5%	73.7%	76.3%	70.5%	**70.0%**
IMPUZANDENGO		**70.4%**	**71.3%**	**74.1%**	**76.1%**	**76.2%**	**73.6%**

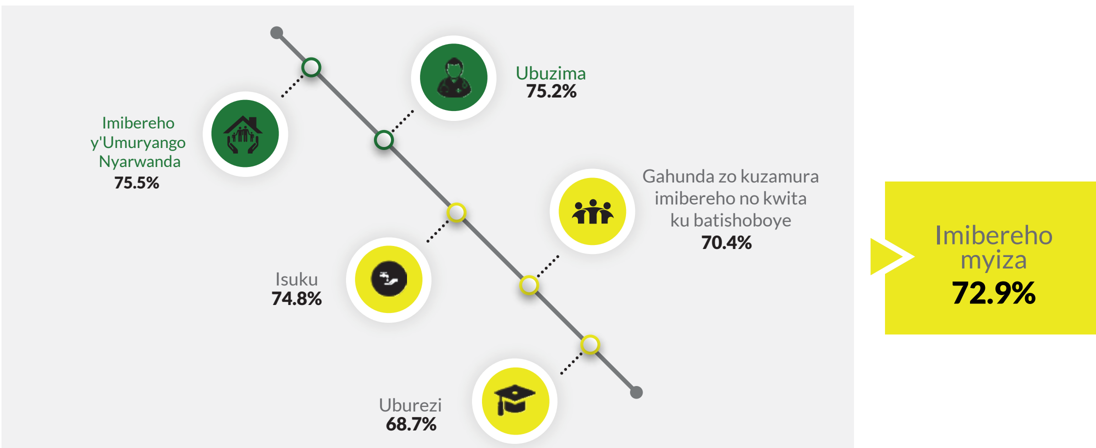
Imbonerahamwe 30:
Uko ibyiciro bihagaze mu myaka itanu (2019-2023)

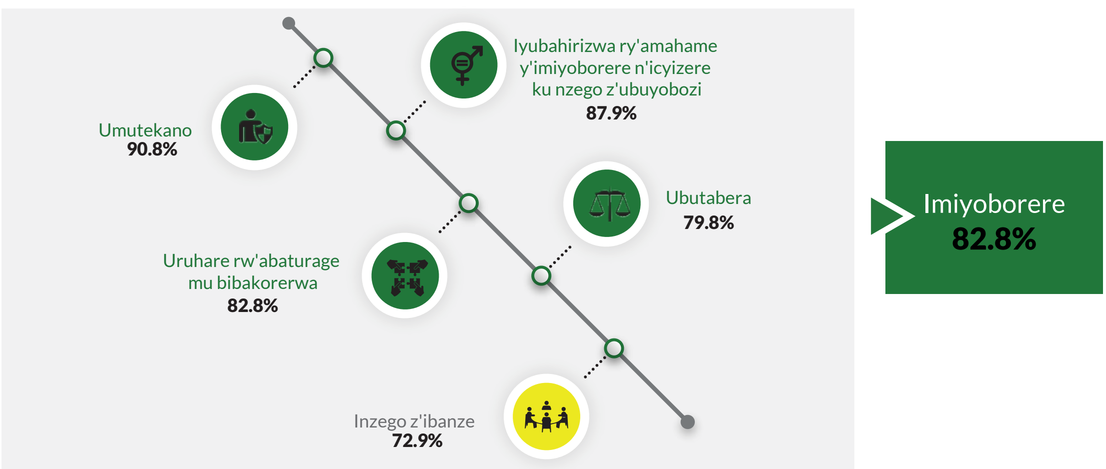
Icyiciro	CRC 2019	CRC 2020	CRC 2021	CRC 2022	CRC 2023	Impuzandengo
Umutekano	89.4%	91.6%	91.6%	91.9%	89.8%	**90.8%**
Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi	88.5%	86.2%	87.6%	87.8%	89.4%	**87.9%**
Uruhare rw'abaturage mu bibakorerwa	73.1%	77.2%	87.6%	88.7%	87.3%	**82.8%**
Ubutabera	76.4%	80.1%	79.6%	81.1%	81.8%	**79.8%**
Imibereho y'Umuryango Nyarwanda	77.1%	73.5%	74.7%	77.0%	75.1%	**75.5%**
Ubuzima	72.9%	72.4%	73.7%	79.1%	77.9%	**75.2%**
Isuku	69.2%	73.9%	81.0%	76.3%	73.8%	**74.8%**
Ubworozi	62.7%	74.9%	75.0%	77.7%	76.6%	**73.4%**
Inzego z'ibanze	71.3%	67.7%	70.9%	78.8%	75.8%	**72.9%**
Gahunda zo kuzamura imibereho no kwita ku batishoboye	67.3%	68.0%	72.8%	71.8%	71.8%	**70.4%**
Ikoranabuhanga n'itumanaho	_	64.6%	68.3%	74.1%	72.8%	**69.9%**
Urwego rw'abikorera	63.8%	64.3%	67.5%	74.9%	76.2%	**69.3%**
Uburezi	63.6%	62.6%	68.8%	72.2%	76.4%	**68.7%**
Ibikorwaremezo	61.7%	60.0%	65.9%	65.1%	71.0%	**64.7%**
Ubutaka n'imiturire	63.9%	65.7%	61.7%	60.5%	60.4%	**62.4%**
Ubuhinzi	55.0%	58.5%	59.5%	61.1%	63.2%	**59.5%**
IMPUZANDENGO	**70.4%**	**71.3%**	**74.1%**	**76.1%**	**76.2%**	**73.6%**

Uko ibyiciro bihagaze mu myaka itanu (2019-2023)

IMPUZANDENGO **73.6%**







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RGB
Rwanda Governance Board

URWEGO RW'IGIHUGU RW'IMIYOBORERE

Urwego rw'Igihugu rw'Imiyoborere (RGB) rushyirwaho n'itegeko No 56/2016 ryo ku wa 16/12/2016 riruha ubwigenge n'ububasha mu kurangiza inshingano zarwo nk'umusemburo w'imiyoborere myiza n'imitangire ya serivisi.

Zimwe mu nshingano za RGB, ni ugukora ubushakashatsi ku miyoborere, gusuzuma uko abaturage babona imitangire ya serivisi, kumenyekanisha ibyavuye mu bushakashatsi, guteza imbere amahame y'imiyoborere myiza, demokarasi, imikorere n'imitangire ya serivisi binoze no kugira inama Guverinoma n'izindi nzego bireba mu bijyanye n'izi nshingano.

Ni muri urwo rwego buri mwaka RGB ikora ubushakatsi ku ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye mu byiciro 16 bikubiye mu nkingi eshatu za Gahunda ya Guverinoma y'Imyaka Irindwi ari zo: Ubukungu, Imibereho myiza y'abaturage n'Imiyoborere.

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

Inkingi y'imibereho myiza y'abaturage igizwe n'uburezi, ubuzima, isuku, gahunda zo kuzamura imibereho no kwita ku batishoboye n' 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.

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