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RGB
Rwanda Governance Board

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

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KAMENA 2022

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IJAMBO RY'IBANZE

Urwego rw'Igihugu rw'Imiyoborere (RGB) runejejwe no kubagezaho raporo y'ubushakashatsi bugaragaza "ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC)". Ubu bushakashatsi bukozwe ku nshuro ya cumi n'imwe 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 ya 2022 yakozwe ku byiciro 16 bikubiye mu nkingi eshatu za Guverinoma arizo Ubukungu, Imibereho myiza y'abaturage n'Imiyoborere.

Isesengura ry'ibyavuye mu bushakashatsi rigaragaza ko abaturage bishimiye serivisi bahabwa n'inzego zibegereye ku kigero cya 76.1%, kivuye kuri 74.1% muri CRC ya 2021. Umutekano ni cyo cyiciro gikomeje kuza ku isonga mu gushimwa n'abaturage aho muri uyu mwaka gishimwa ku gipimo cya 91.9% mu gihe muri CRC ya 2021 cyashimwaga kuri 91.6%. Igipimo cya serivisi z'inzego z'ibanze ni cyo cyazamutse kurusha ibindi aho cyavuye kuri 70.9% muri 2021 kikaba kiri kuri 78.8% muri 2022. Serivisi z'ubutaka n'imiturire ni zo ziri ku kigero cyo hasi kurusha izindi aho ziri kuri 60.5%.

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

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 n'imwe. Nk'uko bisanzwe, ubu bushakashatsi bugamije kwerekana uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye ndetse n'uruhare rwabo mu bibakorerwa. Ubushakashatsi bwakorewe ku byiciro 16 bikubiye mu nkingi eshatu za gahunda ya Guverinoma y'imyaka irindwi (NST1, 2017-2024).

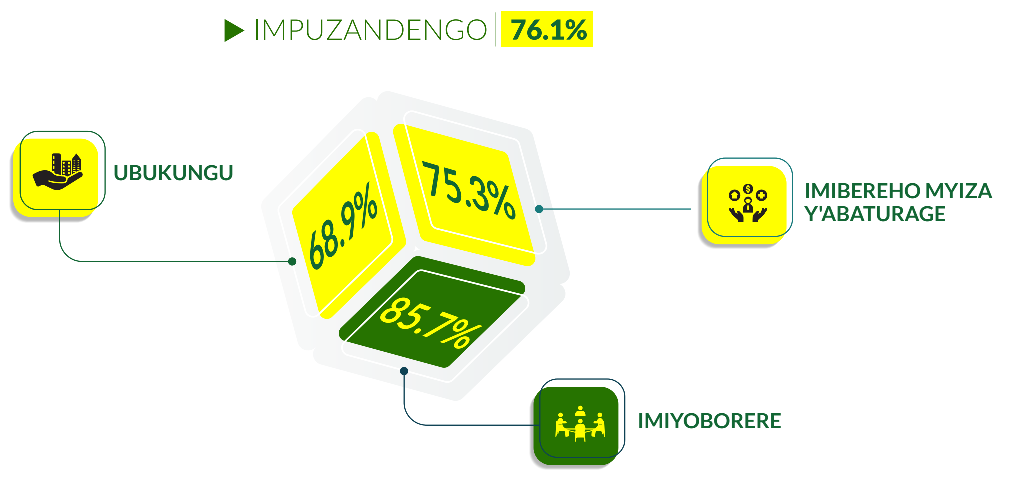
Mu nkingi y'ubukungu hakubiyemo ubuhinzi, ubworozi, ibikorwaremezo, ikoranabuhanga n'itumanaho, ubutaka n'imiturire, ndetse n'urwego rw'abikorera. Mu nkingi y'imibereho myiza y'abaturage harimo uburezi, ubuzima, isuku, gahunda zo kuzamura imibereho no kwita ku batishoboye ndetse n'imibereho y'umuryango 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 magana atanu mirongo itandatu na batandatu (10,566) bafite nibura imyaka 18 batoranijwe mu turere twose tw'igihugu hakurikijwe umubare w'abaturage batuye akarere.

Muri rusange CRC ya 2022 iragaragaza ko abaturage bishimiye imiyoberere n'imitangire ya serivisi mu nzego zibegereye ku gipimo cya 76.1% kivuye kuri 74.1% muri CRC ya 2021. Serivisi zitangwa n'inzego z'ibanze ni cyo cyiciro cyazamutse kurusha ibindi aho kiri ku gipimo cya 78.8% kivuye kuri 70.9% muri CRC ya 2021 kikaba cyarazamutseho 7.9%. Umutekano ni cyo cyiciro gikomeje kuza ku isonga mu gushimwa n'abaturage aho muri uyu mwaka kiri ku gipimo cya 91.9%, naho igipimo cya serivisi z'ubutaka n'imiturire kikaba ari cyo kiri hasi kuri 60.5%.

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

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



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

IBYICIRO	CRC 2022
Umutekano	91.9%
Uruhare rw'abaturage mu bibakorerwa	88.7%
Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi	87.8%
Ubutabera	81.1%
Ubuzima	79.1%
Inzego z'ibanze	78.8%
Ubworozi	77.7%
Imibereho y'umuryango nyarwanda	77.0%
Isuku	76.3%
Urwego rw'abikorera	74.9%
Ikoranabuhanga n'itumanaho	74.1%
Uburezi	72.2%
Gahunda zo kuzamura imibereho no kwita ku batishoboye	71.8%
Ibikorwaremezo	65.1%
Ubuhinzi	61.1%
Ubutaka n'imiturire	60.5%
Impuzandengo	**76.1%**

ICYICIRO CYAZAMUTSE KURUSHA IBINDI
Inzego z'ibanze (**+7.9%**)

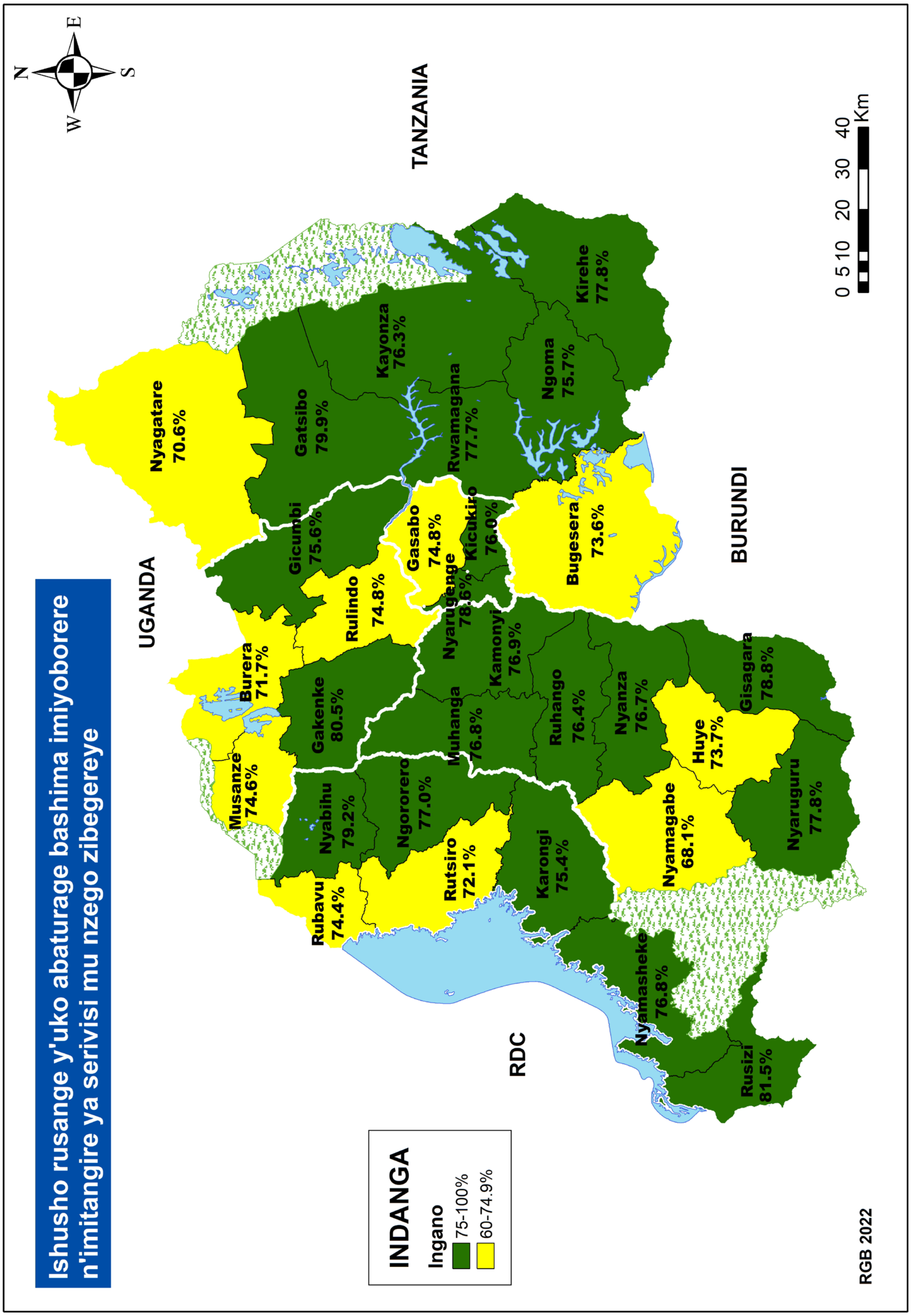
ICYICIRO CYAMANUTSE KURUSHA IBINDI
Isuku (**-4.7%**)

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

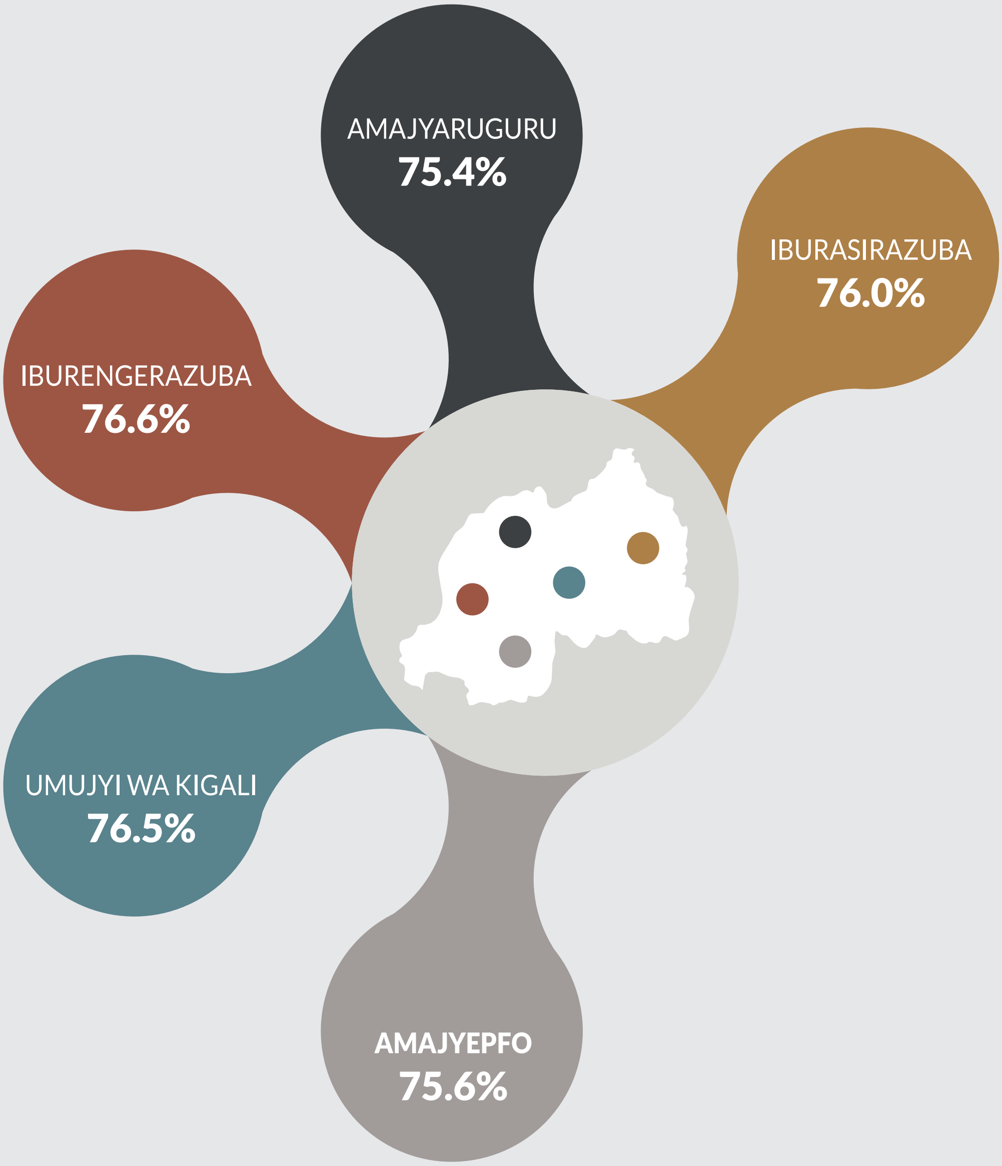
N°	AKARERE	CRC 2022
1	Rusizi	81.5%
2	Gakenke	80.5%
3	Gatsibo	79.9%
4	Nyabihu	79.2%
5	Gisagara	78.8%
6	Nyarugenge	78.6%
7	Kirehe	77.8%
8	Nyaruguru	77.8%
9	Rwamagana	77.7%
10	Ngororero	77.0%
11	Kamonyi	76.9%
12	Nyamasheke	76.8%
13	Muhanga	76.8%
14	Nyanza	76.7%
15	Ruhango	76.4%

	AKARERE	CRC 2022
16	Kayonza	76.3%
17	Kicukiro	76.0%
18	Ngoma	75.7%
19	Gicumbi	75.6%
20	Karongi	75.4%
21	Gasabo	74.8%
22	Rulindo	74.8%
23	Musanze	74.6%
24	Rubavu	74.4%
25	Huye	73.7%
26	Bugesera	73.6%
27	Rutsiro	72.1%
28	Burera	71.7%
29	Nyagatare	70.6%
30	Nyamagabe	68.1%
	Impuzandengo	**76.1%**

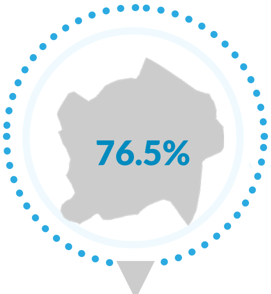
Ikarita 1: Ishusho y'uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere



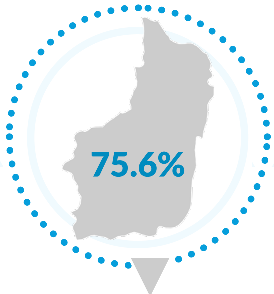
CRC 2022:
Ishusho ya CRC 2022 hakurikijwe intara n'Umujyi wa Kigali



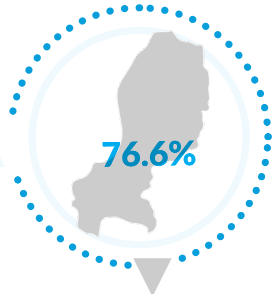
CRC 2022:
Uko abaturage bashima intara nwUmujyi wa Kigali



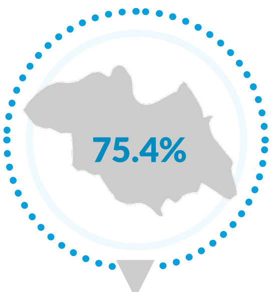
UMUJYI WA KIGALI		
1.	Nyarugenge	78.6%
2.	Kicukiro	76.0%
3.	Gasabo	74.8%



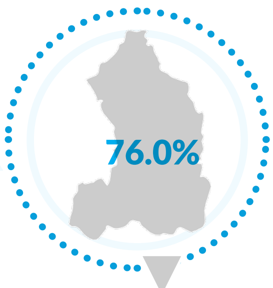
AMAJYEPFO		
1.	Gisagara	78.8%
2.	Nyaruguru	77.8%
3.	Kamonyi	76.9%
4.	Muhanga	76.8%
5.	Nyanza	76.7%
6.	Ruhango	76.4%
7.	Huye	73.7%
8.	Nyamagabe	68.1%



IBURENGERAZUBA		
1.	Rusizi	81.5%
2.	Nyabihu	79.2%
3.	Ngororero	77.0%
4.	Nyamasheke	76.8%
5.	Karongi	75.4%
6.	Rubavu	74.4%
7.	Rutsiro	72.1%



AMAJYARUGURU		
1.	Gakenke	80.5%
2.	Gicumbi	75.6%
3.	Rulindo	74.8%
4.	Musanze	74.6%
5.	Burera	71.7%



IBURASIRAZUBA		
1.	Gatsibo	79.9%
2.	Kirehe	77.8%
3.	Rwamagana	77.7%
4.	Kayonza	76.3%
5.	Ngoma	75.7%
6.	Bugesera	73.6%
7.	Nyagatare	70.6%

Imbonerahamwe 4:
Ishusho rusange y'ibyavuye mu bushakashatsi hakurikijwe ibyiciro (CRC 2021-2022)

#	ICYICIRO	CRC 2022	CRC 2021
	UBUKUNGU	**68.9%**	**66.3%**
i.	UBUHINZI	61.1%	59.5%
ii.	UBWOROZI	77.7%	75.0%
iii.	IBIKORWAREMEZO	65.1%	65.9%
iv.	IKORANABUHANGA N'ITUMANAHO	74.1%	68.3%
v.	UBUTAKA N'IMITURIRE	60.5%	61.7%
vi.	URWEGO RW'ABIKORERA	74.9%	67.5%
	IMIBEREHO MYIZA Y'ABATURAGE	**75.3%**	**74.2%**
vii.	UBUREZI	72.2%	68.8%
viii.	UBUZIMA	79.1%	73.7%
ix.	ISUKU	76.3%	81.0%
x.	GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	71.8%	72.8%
xi.	IMIBEREHO Y'UMURYANGO NYARWANDA	77.0%	74.7%
	IMIYOBORERE	**85.7%**	**83.4%**
xii.	INZEGO Z'IBANZE	78.8%	70.9%
xiii.	UBUTABERA	81.1%	79.6%
xiiv.	IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	87.8%	87.6%
xv.	UMUTEKANO	91.9%	91.6%
xvi.	URUHARE RW'ABATURAGE MU BIBAKORERWA	88.7%	87.6%
	IMPUZANDENGO	**76.1%**	**74.1%**

UTURERE TUZA KU ISONGA N'UTUZA INYUMA

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
UMUTEKANO	91.9%	GISAGARA	97.1%	NYARUGENGE	85.7%
URUHARE RW'ABATURAGE MU BIBAKORERWA	88.7%	NYABIHU	95.3%	NYAGATARE	81.5%
IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	87.8%	GATSIBO	93.0%	NYAMAGABE	80.5%
UBUTABERA	81.1%	KIREHE	88.8%	RUBAVU	72.8%
UBUZIMA	79.1%	GISAGARA	87.9%	MUSANZE	70.0%
INZEGO Z'IBANZE	78.8%	GAKENKE	88.6%	BURERA	70.6%
UBWOROZI	77.7%	GISAGARA	86.9%	GASABO	62.9%
IMIBEREHO Y'UMURYANGO NYARWANDA	77.0%	GAKENKE	86.8%	NGOMA	70.2%

MURI BURI CYICIRO

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
URWEGO RW'ABIKORERA	74.9%	GISAGARA	83.5%	NYAMAGABE	63.6%
ISUKU	76.3%	NYARUGENGE	87.4%	KARONGI	63.3%
IKORANABUHANGA N'ITUMANAHO	74.1%	NYARUGENGE	83.0%	NYAMAGABE	55.1%
UBUREZI	72.2%	RUSIZI	83.0%	NYAMAGABE	57.9%
GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	71.8%	NYABIHU	82.2%	KICUKIRO	57.1%
IBIKORWAREMEZO	65.1%	NYARUGENGE	86.3%	NYAMAGABE	46.4%
UBUHINZI	61.1%	GISAGARA	78.7%	KICUKIRO	45.1%
UBUTAKA N' IMITURIRE	60.5%	RUSIZI	79.8%	NYAGATARE	50.2%

2. Ingengamikorere y'ubushakashatsi

CRC ya 2022 yakozwe ku byiciro cumi na bitandatu (16) bikubiye mu nkingi eshatu za gahunda ya Guverinoma y'imyaka irindwi arizo 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 18 kuzamura, babonetse hakurikijwe urutonde rusange rw'ingo zigize imidugudu yakorewemo ubushakashatsi. Umudugudu watoranijwe ku buryo bwa tombola hifashishijwe ikoranabuhanga rya SPSS. Umubare w'ingo zose zakoreweho ubushakashatsi wo wabonetse mu buryo bukurikira:

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

Aho

n : Umubare w'abaturage bakoreweho ubushakashatsi,

N: Umubare w'abaturage bose, hagendewe ku iteganyamibare ry'umwaka wa 2022 haboneka abaturage 7,110,547 bafite imyaka 18 kujyana hejuru hifashishijwe ibarura rusange ry'abaturage rya 2012.

Z : Umubare werekana icyizere ibizava mu bushakashatsi bikwiye kugirirwa. Hakoreshejwe icyizere cya 95%, uwo mubare ungana na 1.96.

p na q (q=1-p): Ubwiganze bw'abaturage barebwa n'ubushakashatsi, CRC 2021 yerekanye ko abaturage bishimiye serivisi ari 74.1% ubwo p = 0.741 naho q = 0.259

e : Ikigereranyo cyo kwibeshya cg gukora amakosa mu ihitamo ry'ababazwa kiri kuri 0.01.

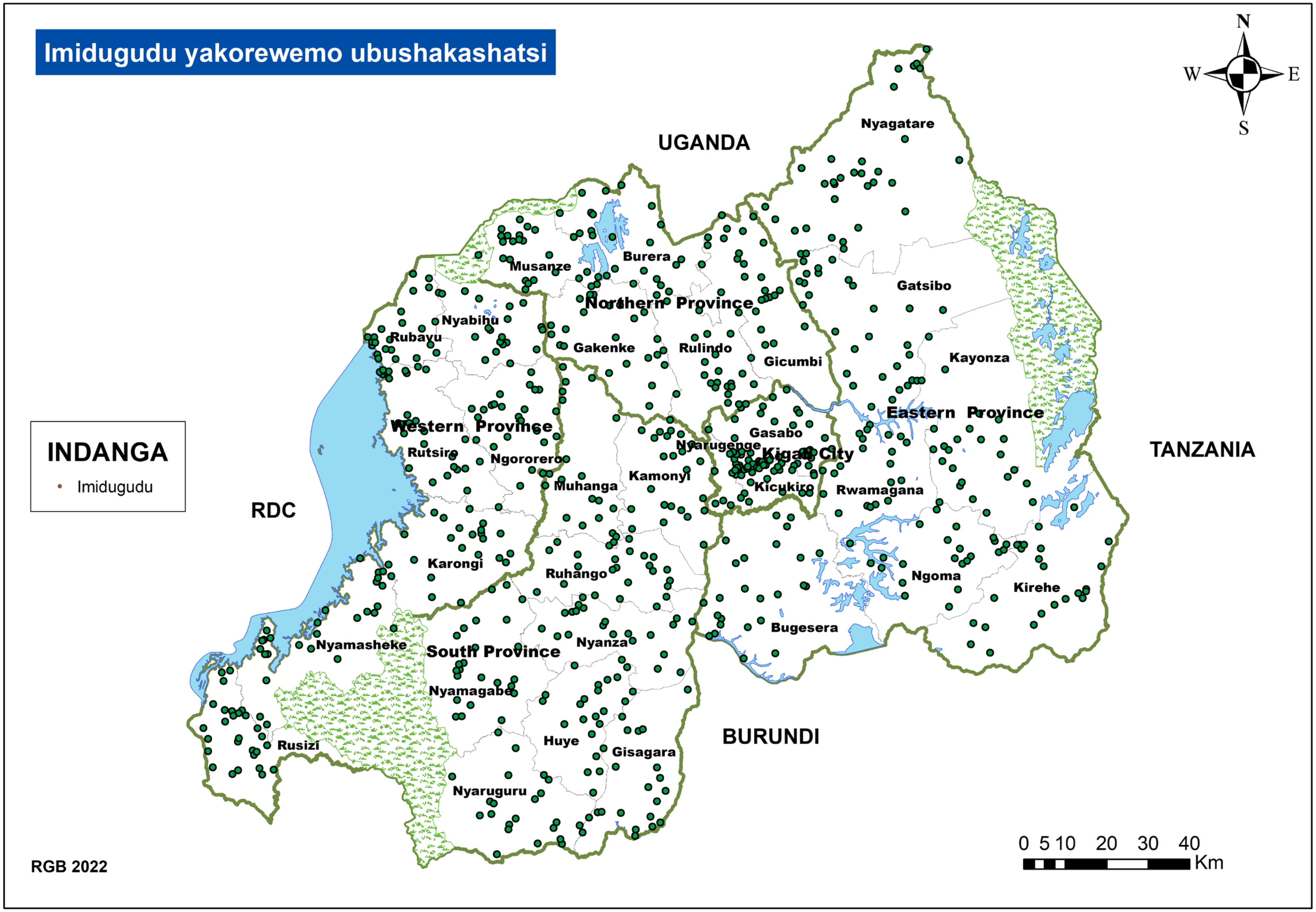
Ubushakashatsi bwakorewe ku baturage ibihumbi icumi na magana atanu mirongo itandatu na batandatu (10,566). Ababajijwe batoranijwe mu turere hakurikijwe umubare w'abaturage batuye akarere. Ibi bivuze ko akarere gafite abaturage benshi ari nako kabajijwemo abaturage benshi nk'uko bigaragara mu mbonerahamwe ikurikira:

Imbonerahamwe 5:
Umubare w'abaturage bakoreweho ubushakashatsi hakurikijwe Akarere

No	AKARERE	UMUBARE W'ABABAJIJWE
1	Gasabo	511
2	Kicukiro	311
3	Nyarugenge	304
4	Gisagara	325
5	Huye	314
6	Kamonyi	332
7	Muhanga	320
8	Nyamagabe	340
9	Nyanza	320
10	Nyaruguru	306
11	Ruhango	339
12	Karongi	338
13	Ngororero	338
14	Nyabihu	315
15	Nyamasheke	393
16	Rubavu	402
17	Rusizi	395
18	Rutsiro	324
19	Burera	326
20	Gakenke	330
21	Gicumbi	379
22	Musanze	382
23	Rulindo	314
24	Bugesera	364
25	Gatsibo	435
26	Kayonza	340
27	Kirehe	336
28	Ngoma	345
29	Nyagatare	457
30	Rwamagana	331
BOSE HAMWE		**10566**

Aho byavuye: Anketi ya RGB, 2022

Ikarita 2: Imidugudu yakorewemo ubushakashatsi



Ikarita iri hejuru iragaragaza imidugudu yakoreweho ubushakashatsi mu gihugu cyose. Iyi midugudu yatoranijwe binyuze mu buryo bwa tombola hakorereshejwe 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 554 y'icyaro, 85 y'umujyi na 75 y'inkengero z'umujyi.

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

2.1. Ibiranga ababajijwe muri ubu ubushakashatsi

Imbonerahamwe zikurikira ziragaragaza ibyiciro biranga ababajijwe.

Imbonerahamwe 6:
Abaturage babajijwe hakurikijwe abagore n'abagabo

AKARERE	IGITSINA				
	Gabo		Gore		BOSE
	Umubare	%	Umubare	%	Umubare
Gasabo	208	40.7%	03	59.3%	511
Kicukiro	143	46.0%	168	54.0%	311
Nyarugenge	105	34.5%	199	65.5%	304
Gisagara	145	44.6%	180	55.4%	325
Huye	101	32.2%	213	67.8%	314
Kamonyi	130	39.2%	202	60.8%	332
Muhanga	142	44.4%	178	55.6%	320
Nyamagabe	155	45.6%	185	54.4%	340
Nyanza	131	40.9%	189	59.1%	320
Nyaruguru	154	50.3%	152	49.7%	306
Ruhango	136	40.1%	203	59.9%	339
Karongi	147	43.5%	191	56.5%	338
Ngororero	140	41.4%	198	58.6%	338
Nyabihu	149	47.3%	166	52.7%	315
Nyamasheke	160	40.7%	233	59.3%	393
Rubavu	180	44.8%	222	55.2%	402
Rusizi	176	44.6%	219	55.4%	395
Rutsiro	165	50.9%	159	49.1%	324
Burera	144	44.2%	182	55.8%	326
Gakenke	170	51.5%	160	48.5%	330
Gicumbi	172	45.4%	207	54.6%	379
Musanze	144	37.7%	238	62.3%	382
Rulindo	122	38.9%	192	61.1%	314
Bugesera	169	46.4%	195	53.6%	364
Gatsibo	204	46.9%	231	53.1%	435
Kayonza	132	38.8%	208	61.2%	340
Kirehe	153	45.5%	183	54.5%	336
Ngoma	154	44.6%	191	55.4%	345
Nyagatare	213	46.6%	244	53.4%	457
Rwamagana	167	50.5%	164	49.5%	331
BOSE HAMWE	**4611**	**43.6%**	**5955**	**56.4%**	**10566**

Aho byavuye: Anketi ya RGB, 2022

Imbonerahamwe 7:
Abaturage babajijwe hakurikijwe imyaka

IMYAKA	IGITSINA				BOSE	
	Gabo		Gore			
	Umubare	%	Umubare	%	Umubare	%
18-30	875	8.3%	1484	14.0%	2359	22.3%
31-40	1399	13.2%	1840	17.4%	3239	30.7%
41-50	1151	10.9%	1319	12.5%	2470	23.4%
51-60	666	6.3%	777	7.4%	1443	13.7%
61 kuzamura	520	4.9%	535	5.1%	1055	10.0%
BOSE HAMWE	**4611**	**43.6%**	**5955**	**56.4%**	**10566**	**100.0%**

Aho byavuye: Anketi ya RGB, 2022

Ishusho 1: Abaturage babajijwe hakurikijwe irangamimerere

INGARAGU	ARUBATSE	YARAPFAKAYE	ABANA N'UWO BATASEZERANYE MU MATEGEKO	YATANDUKANYE N'UWO BASHAKANYE BYEMEWE N'AMATEGEKO
14.0%	56.4%	9.5%	19.2%	0.9%

Aho byavuye: Anketi ya RGB, 2022

Ishusho 2: Abaturage babajijwe hakurikijwe amashuri bize

NTAYO	AMASHURI ABANZA GUSA	AMASHURI Y'IMYUGA (ARTISINAL,CERAI, VTC,FAMILIAL)	YARANGIJE AMASHURI YISUMBUYE (D4, D5, D,6, D7, A2, S6, TVET)	YARANGIJE AMASHURI MAKURU Y'IMYUGA (IPRC)	KAMINUZA (A1, Bachelors, Masters, PhD)
25.4%	53.2%	6.3%	11.6%	0.2%	3.3%

Aho byavuye: Anketi ya RGB, 2022

Ishusho 3: Abaturage babajijwe hakurikijwe umurimo bakora

ARI MU KIRUHUKO CY'IZABUKURU	UMUKOZI UTARI UWA LETA	UMUKOZI WA LETA	UMUCURUZI	UMUNYABUKORIKORI	UMUHINZI/ UMWOROZI	UMUNYESHURI	NTAWO
0.7%	5.8%	2.4%	7.8%	4.6%	71.1%	1.4%	6.1%

Aho byavuye: Anketi ya RGB, 2022

Ishusho 4: Abaturage babajijwe hakurikijwe icyiciro cy'ubudehe

ICYICIRO	ICYICIRO	ICYICIRO	ICYICIRO	ABATABIZI
CYA 1	CYA 2	CYA 3	CYA 4	
11.8%	42.9%	43.7%	0.2%	1.4%

Aho byavuye: Anketi ya RGB, 2022

Ishusho 5: Abaturage babajijwe hakurikijwe amafaranga binjiza ku kwezi

AMAFARANGA BINJIZA	AMAFARANGA BINJIZA	AMAFARANGA BINJIZA	AMAFARANGA BINJIZA	AMAFARANGA BINJIZA	AMAFARANGA BINJIZA
<30,000	Hagati ya 30,000 na 100,000	Hagati ya 100,000 na 300,000	Hagati ya 300,000 na 600,000	Hejuru ya 600,000	Ntayazi
58.6%	30.0%	6.1%	0.8%	0.2%	4.3%

Aho byavuye: Anketi ya RGB, 2022

2.2 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

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

IGICE CYA KABIRI

1

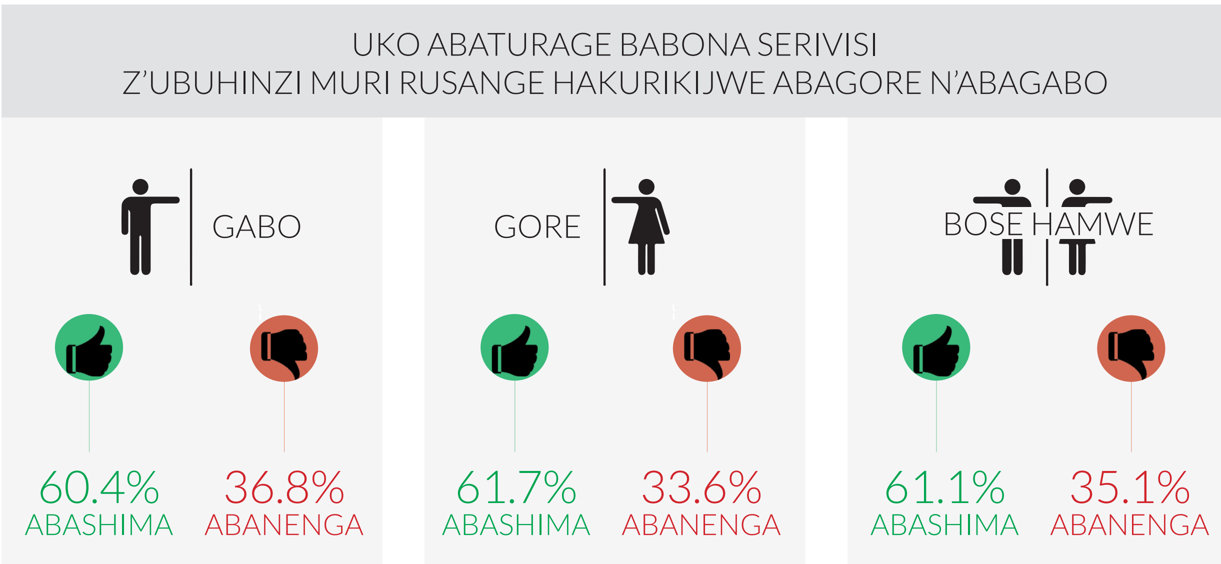
INKINGI Y'UBUKUNGU

1.1.UBUHINZI

1.1.1. Intangiriro

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

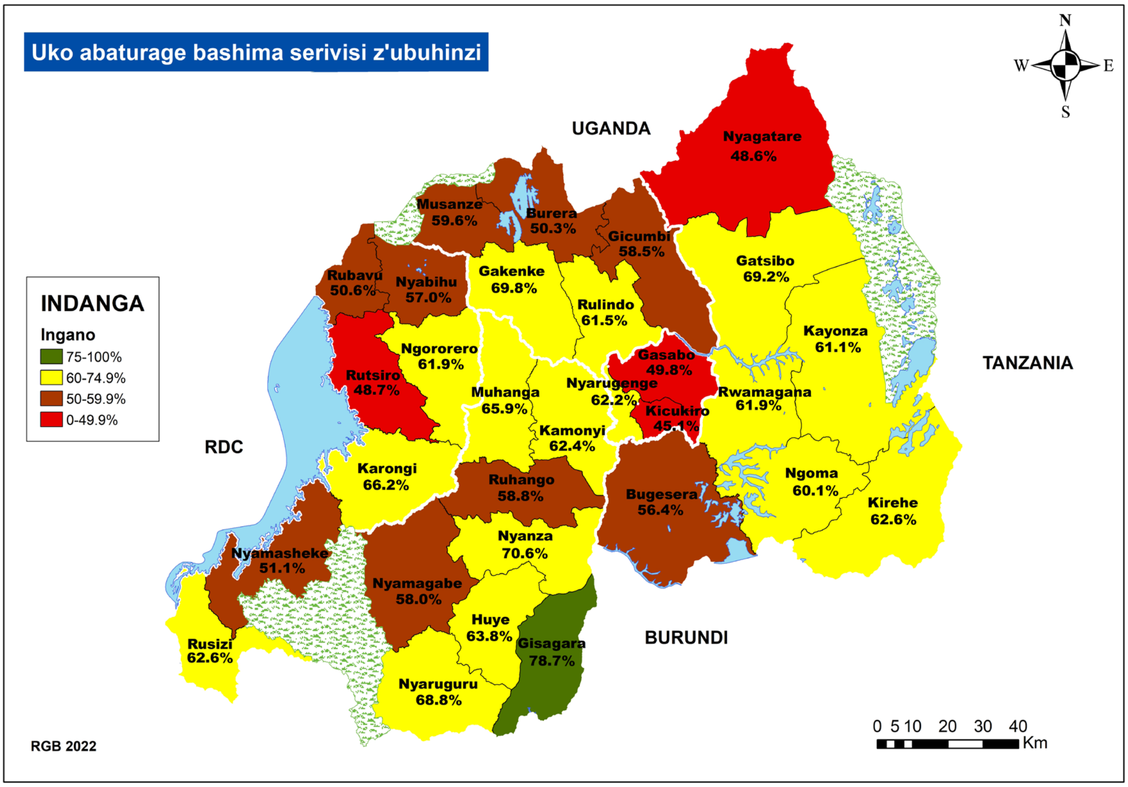
Ishusho 6: Uko abaturage babona serivisi z'ubuhinzi muri rusange hakurikijwe abagabo n'abagore



Aho byavuye: Anketi ya RGB, 2022

Serivisi zitangwa mu buhinzi ziracyashimwa ku gipimo cyo hasi n'ubwo muri CRC ya 2022 igipimo cyazo cyazamutse kikagera kuri 61.1% kivuye kuri 59.5% muri CRC ya 2021. Abagabo bazishima ku gipimo cya 60.4% mu gihe abagore bazishima ku gipimo cya 61.7%.

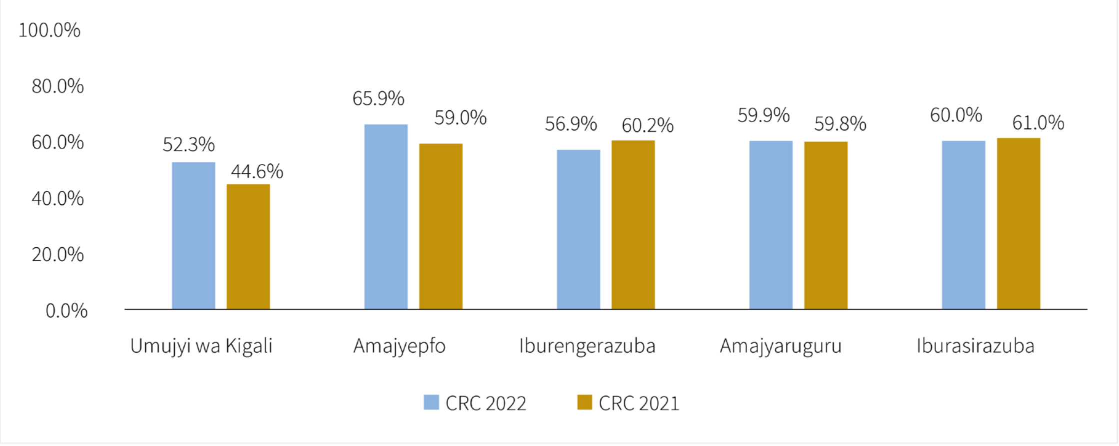
Ikarita 3: Uko abaturage bashima serivisi bahabwa mu buhinzi hakurikijwe uturere



Abaturage bo mu karere ka Gisagara ni bo bashima serivisi zo mu buhinzi ku gipimo cyo hejuru cya 78.7%. Abaturage bo mu turere twa Gasabo, Rutsiro, Nyagatare na Kicukiro ni bo bashima serivisi z'ubuhinzi ku bipimo biri munsi ya 50%.

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

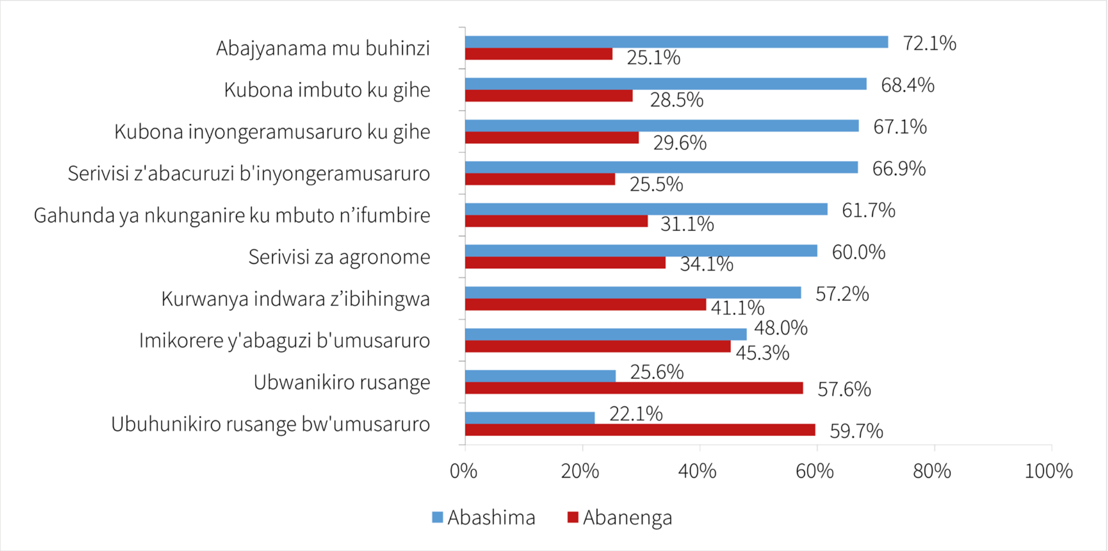
Ishusho 7: Serivisi z'ubuhinzi hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2022

1.1.3. Uko abaturage babona serivisi zitandukanye zo mu buhinzi

Ishusho 8: Uko abaturage babona serivisi z'ubuhinzi zitandukanye

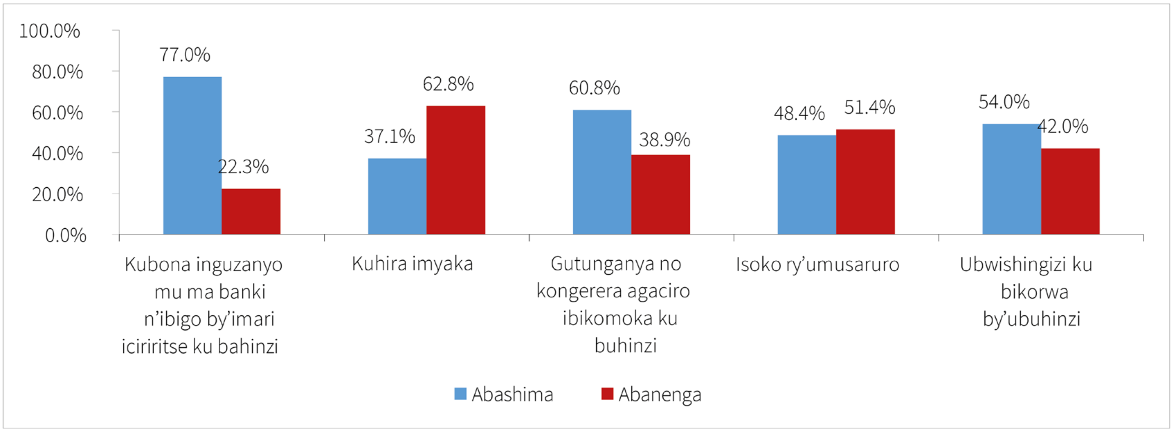


Aho byavuye: Anketi ya RGB, 2022

Abaturage bagaragaje ko ubuhunikiro n'ubwanikiro rusange bw'umusaruro biri ku kigero cyo hasi, aho abanenga bari ku bipimo bya 59.7% na 57.6% naho abashima bakaba ku gipimo kiri munsi ya 30%. Haracyagaragara kandi izindi mbogamizi zirimo imikorere itanoze y'abaguzi b'umusaruro, indwara z'ibihingwa ndetse na ba agoronome bategera abahinzi uko bikwiye

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

Ishusho 9: Uko abaturage bakoresheje serivisi zo guteza imbere ubuhinzi zisaba ubufatanye bw'inzego zitandukanye bazibona



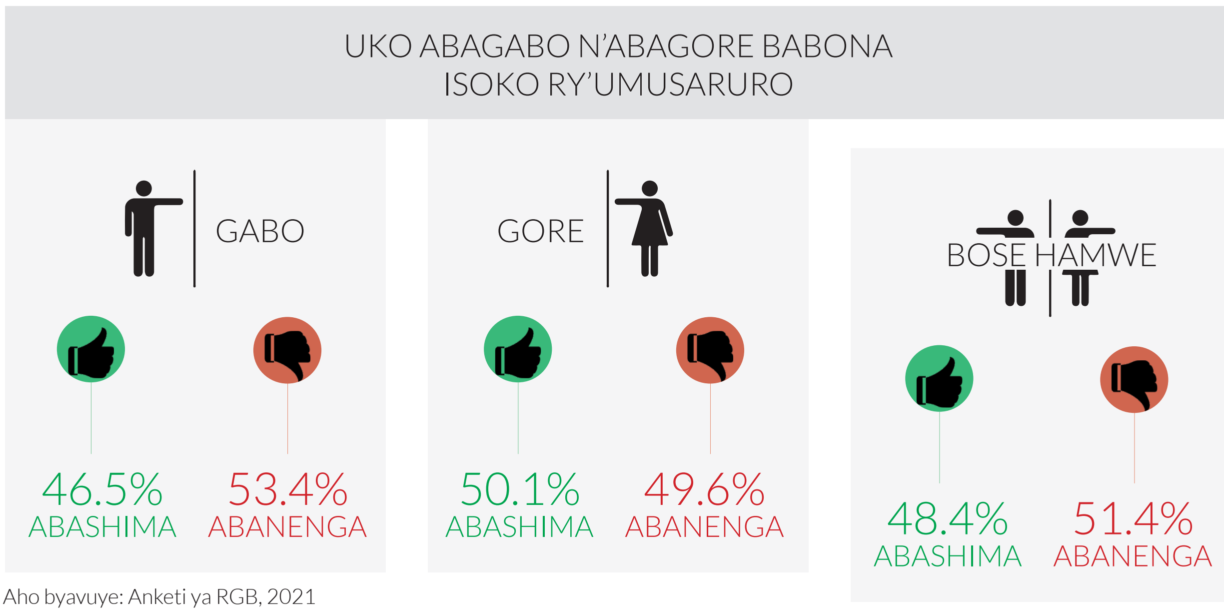
Aho byavuye: Anketi ya RGB, 2022

Serivisi zo guteza imbere ubuhinzi, zisaba ubufatanye bw'inzego zitandukanye, zabajijwe gusa abaturage bazikoresheje. Uretse ibijyanye n'isoko ry'umusaruro aho ababizi bari ku gipimo cya 52.2%, izindi serivisi zirimo kubona inguzanyo mu mabanki n'ibigo by'imari iciritse, kuhira imyaka, ubwishingizi ku bikorwa by'ubuhinzi ndetse no gutunganya no kongerera agaciro ibikomoka ku buhinzi ntizikoreshwa n'abaturage benshi kuko abemeza ko bazikoresheje bari ku bipimo biri munsi ya 21% by'abakora ubuhinzi. Abemeza ko bakoresheje serivisi z'ubwishingizi ku bikorwa by'ubuhinzi bari ku gipimo gito cya 2.2% naho mu turere 4 ari two Kicukiro, Nyarugenge, Ngororero na Nyamasheke, nta muturage n'umwe mu bakora ubuhinzi mu babajijwe wazikoresheje. Isoko ry'umusaruro w'ubuhinzi barishima ku gipimo cya 48.4% mu gihe abarinenga bari ku gipimo cya 51.4%.

Kubona inguzanyo mu mabanki n'ibigo by'imari iciriritse, ubwishingizi ku bikorwa by'ubuhinzi, kuhira imyaka ndetse no gutunganya no kongerera agaciro ibikomoka ku buhinzi bishimwa ku bipimo biri hejuru ya 50%.

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

Ishusho 10: **Uko abagabo n'abagore babona isoko ry'umusaruro**



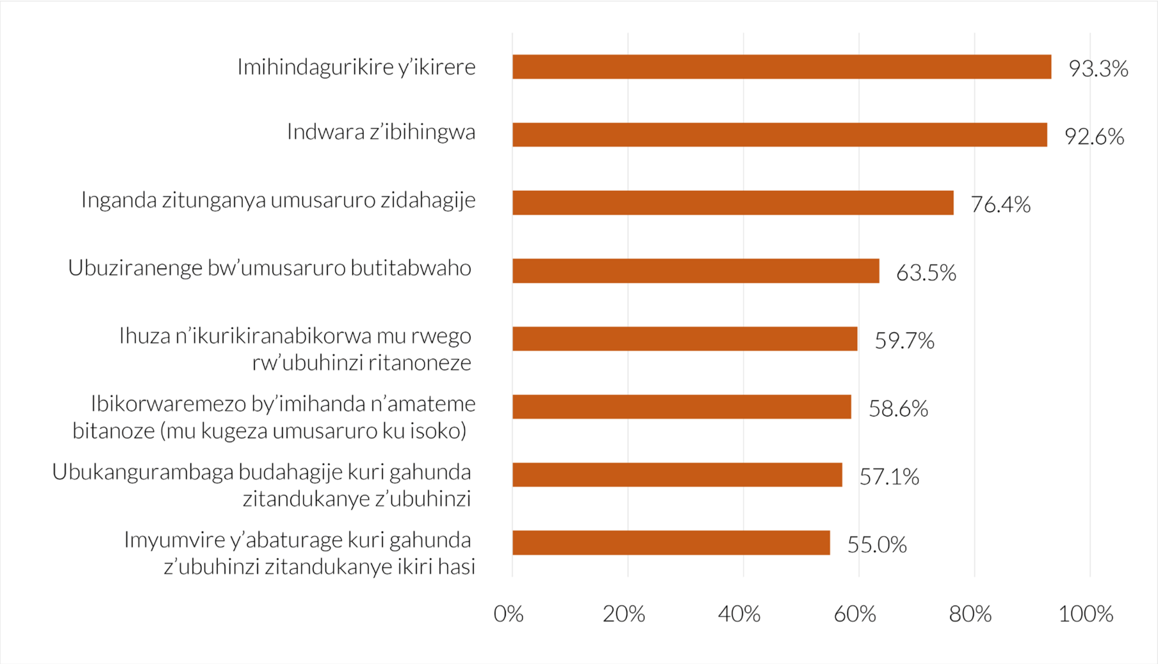
Aho byavuye: Anketi ya RGB, 2021

Muri rusange, serivisi zo kubona isoko ry'umusaruro uturuka ku buhinzi zishimwa ku gipimo cya 48.4%. Abagore bashima isoko ry'umusaruro ku gipimo cyo hejuru kurusha abagabo kuko barishima ku gipimo cya 50.1% mu gihe abagabo bo barishima kuri 46.5%.

1.1.5. Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi

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

Ishusho 11: Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi



Aho byavuye: Anketi ya RGB, 2022

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

1.1.6. IBYIFUZONAMA

Nk'uko byagaragaye muri CRC ya 2021, ibyifuzonama bikurikira birongera gushimangirwa kuko hakigaragara imbogamizi bishamikiyeho:

- Kubaka ubushobozi n'ubufatanye mu guhangana n'imihindagurikire y'ikirere;
- Gukaza ingamba zo kurwanya indwara z'ibihingwa;
- Gushishikariza abikorera kongera inganda zitunganya umusaruro w'ibikomoka ku buhinzi;
- Kunoza imikorere n'imikoranire y'inzego mu kwegereza abahinzi imashini zikoreshwa mu buhinzi no mu kuhira imyaka;
- Kongera ubwanikiro n'ubuhunikiro rusange bw'umusaruro no kunoza imicungire yabwo;
- Kongera ubufatanye bw'inzego mu kunoza isoko ry'umusaruro;
- Gukangurira abahinzi kwitabira gufata ubwishingizi bw'ibihingwa.

Imbonerahamwe 8:

Imbonerahamwe 8: Uko uturere duhagaze muri serivisi z'ubuhinzi mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Gisagara	78.7%	60.6%	▲	18.1%
2	Nyanza	70.6%	57.5%	▲	13.1%
3	Gakenke	69.8%	65.1%	▲	4.7%
4	Gatsibo	69.2%	59.5%	▲	9.7%
5	Nyaruguru	68.8%	59.6%	▲	9.2%
6	Karongi	66.2%	62.1%	▲	4.1%
7	Muhanga	65.9%	57.9%	▲	8.0%
8	Huye	63.8%	65.3%	▼	-1.5%
9	Rusizi	62.6%	67.3%	▼	-4.7%
10	Kirehe	62.6%	66.6%	▼	-4.0%
11	Kamonyi	62.4%	53.3%	▲	9.1%
12	Nyarugenge	62.2%	34.9%	▲	27.3%
13	Ngororero	61.9%	55.9%	▲	6.0%
14	Rwamagana	61.9%	63.9%	▼	-2.0%
15	Rulindo	61.5%	57.5%	▲	4.0%
16	Kayonza	61.1%	59.0%	▲	2.1%
17	Ngoma	60.1%	69.7%	▼	-9.6%
18	Musanze	59.6%	66.1%	▼	-6.5%
19	Ruhango	58.8%	51.0%	▲	7.8%
20	Gicumbi	58.5%	52.4%	▲	6.1%
21	Nyamagabe	58.0%	66.9%	▼	-8.9%
22	Nyabihu	57.0%	67.5%	▼	-10.5%
23	Bugesera	56.4%	56.7%	▼	-0.3%
24	Nyamasheke	51.1%	63.3%	▼	-12.2%
25	Rubavu	50.6%	53.5%	▼	-2.9%
26	Burera	50.3%	57.7%	▼	-7.4%
27	Gasabo	49.8%	48.7%	▲	1.1%
28	Rutsiro	48.7%	51.6%	▼	-2.9%
29	Nyagatare	48.6%	52.0%	▼	-3.4%
30	Kicukiro	45.1%	50.2%	▼	-5.1%
	IMPUZANDENGO	61.1%	59.5%	▲	1.6%

Aho byavuye: Anketi ya RGB, 2022

1.2. UBWOROZI

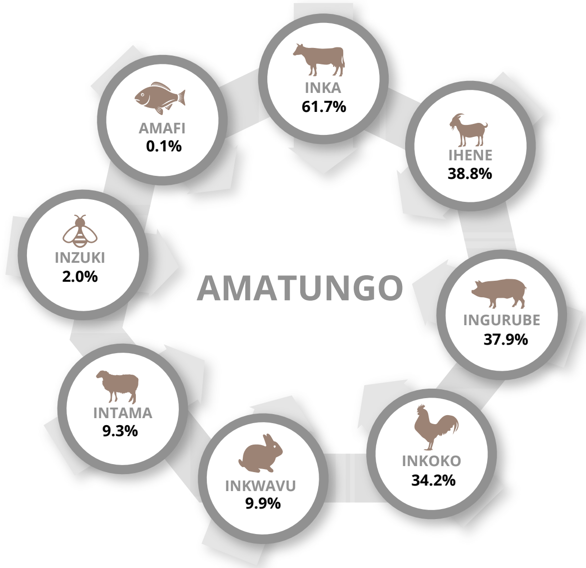
1.2.1. Intangiriro

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

1.2.1.1. Amatungo yorowe n'abaturage

Abaturage babajijwe amatungo borora nk'uko bigaragazwa n'ishusho ikurikira:

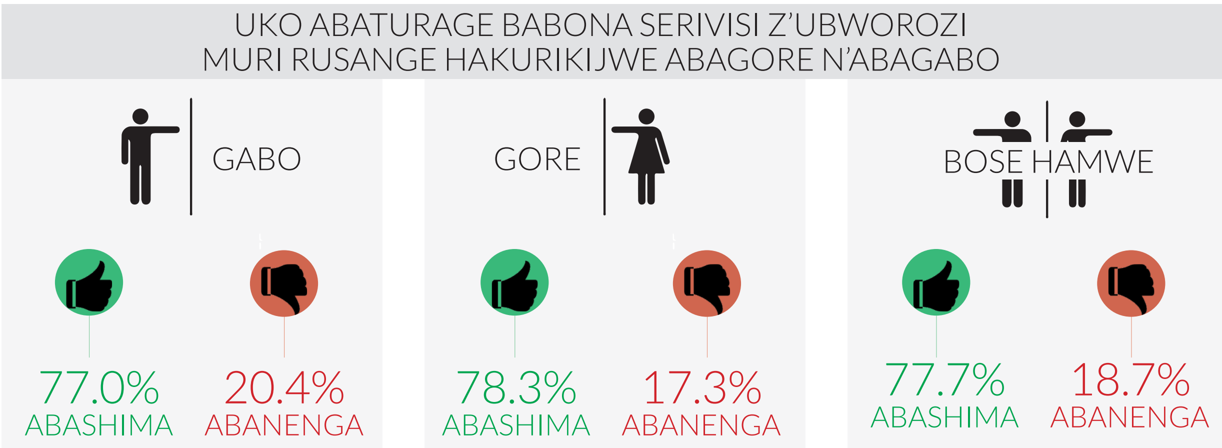
Ishusho 12: **Ishusho 12: Amatungo yorowe n'abaturage**



Aho byavuye: Anketi ya RGB, 2022

Itungo ryorowe n'abaturage benshi ni inka ku gipimo cya 61.7%. Andi matungo yorowe cyane n'abaturage ni ihene, ingurube ndetse n'inkoko. Ku rundi ruhande, ubworozi bw'amafi n'inzuki bukorwa n'umubare muto cyane w'abaturage.

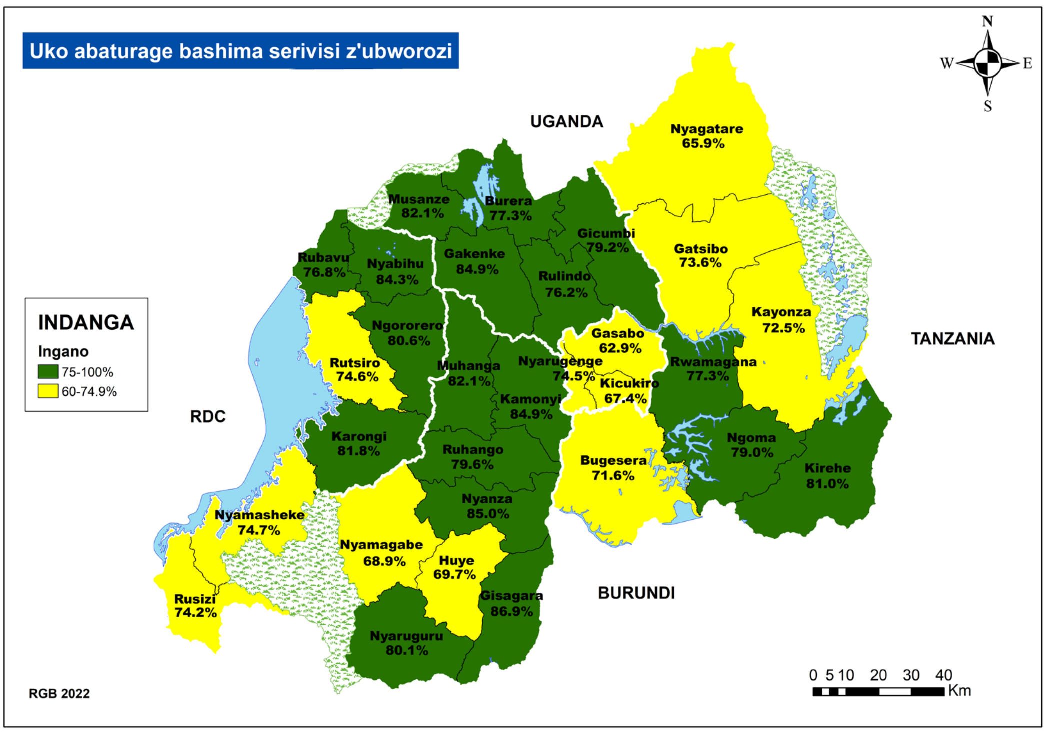
Ishusho 13: Uko abaturage babona serivisi z'ubworozi muri rusange hakurikijwe abagore n'abagabo



Aho byavuye: Anketi ya RGB, 2022

Ugereranije na serivisi zitangwa mu buhinzi, serivisi z'ubworozi zishimwa n'abaturage ku gipimo gishimishije cya 77.7% mu gihe mu buhinzi icyo gipimo kiri kuri 61.1%. Mu bagabo bakora ubworozi, abashima ni 77.0% mu gihe abagore ari 78.3%.

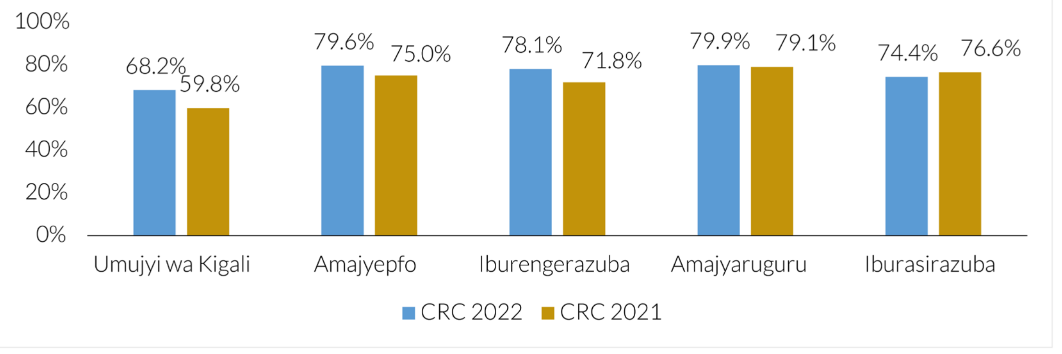
Ikarita 4: Uko abaturage bashima serivisi z'ubworozi muri rusange hakurikijwe uturere



Abaturage bo mu turere 11 bashima serivisi z'ubworozi ku gipimo kiri hejuru ya 80%. Akarere ka Gisagara ni ko kari ku isonga mu gushima serivisi z'ubworozi ku gipimo cya 86.9% naho igipimo kiri hasi ni icy'Akarere ka Gasabo (62.9%).

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

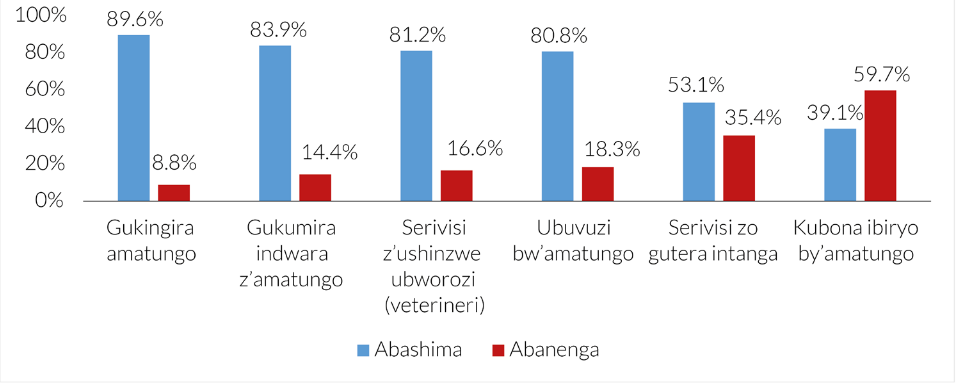
Ishusho 14: **Uko abaturage babona serivisi z'ubworozi hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri**



Aho byavuye: Anketi ya RGB, 2022

1.2.3. Uko abaturage babona serivisi zitandukanye z'ubworozi

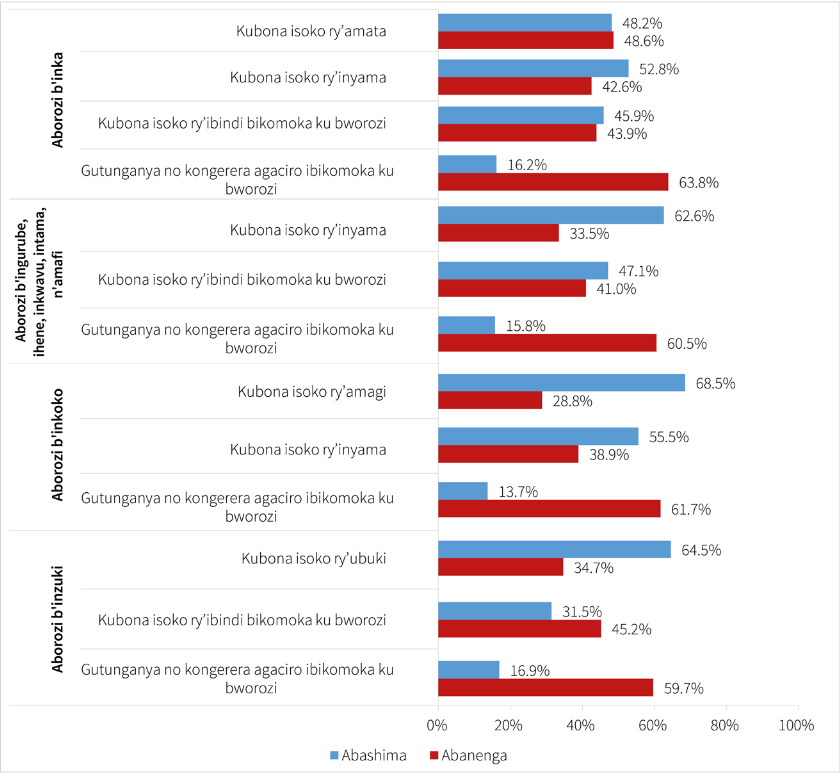
Ishusho 15: **Uko abaturage babona serivisi zitadukanye z'ubworozi**



Aho byavuye: Anketi ya RGB, 2022

Serivisi z'ubworozi zishimwa kurusha izindi ni ugukingira no gukumira indwara z'amatungo. Ku rundi ruhande, kubona ibiryo by'amatungo ni byo binengwa ku gipimo cyo hejuru cya 59.7% aho aborozi b'inkoko babinenga kuri 62.2%, aborora ingurube banenga ku gipimo cya 40.4% naho aborozi b'amafi banenga kuri 62.5%. Serivisi zo gutera intanga nazo ziranengwa ku gipimo cya 35.4% aho uturere dutanu twa Rubavu, Rutsiro, Nyagatare, Ngororero na Nyamagabe ari two dufite abanenga serivisi zo gutera intanga kurusha ahandi ku gipimo kiri hejuru ya 45%.

Ishusho 16: Uko abaturage babona serivisi zo guteza imbere ubworozi zihuriweho n'inzego zitandukanye

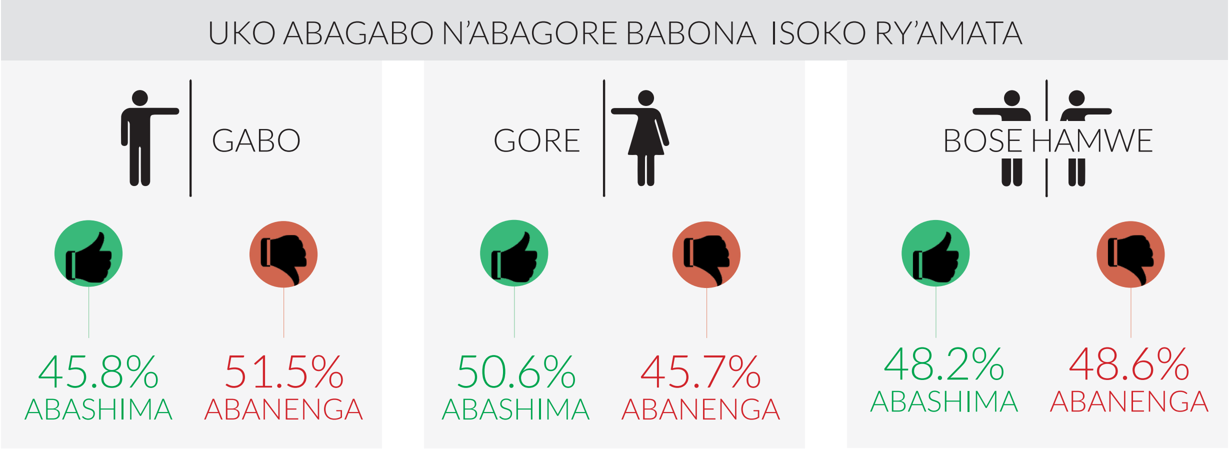


Aho byavuye: Anketi ya RGB, 2022

Serivisi yo gutunganya no kongerera agaciro ibikomoka ku bworozi ni yo inengwa kurusha izindi n'aborozi b'amatungo atandukanye ku gipimo biri hejuru ya 59% mu gihe kubona isoko ry'amata binengwa ku gipimo cya 48.6%. Zimwe mu mpamvu zituma izi serivisi zitishimirwa harimo amabagiro yujuje ibisabwa akiri make ndetse n'inganda zitunganya umusaruro ukomoka ku bworozi zidahagije. Hari kandi amakusanyirizo y'amata ataregerezwa aborozi uko bikwiye, ubuziranenge bw'amata ndetse n'imicungire y'amakusanyirizo itanoze bityo bikaba biteza igihombo aborozi.

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

Ishusho 17: Uko abagabo n'abagore babona isoko ry'amata

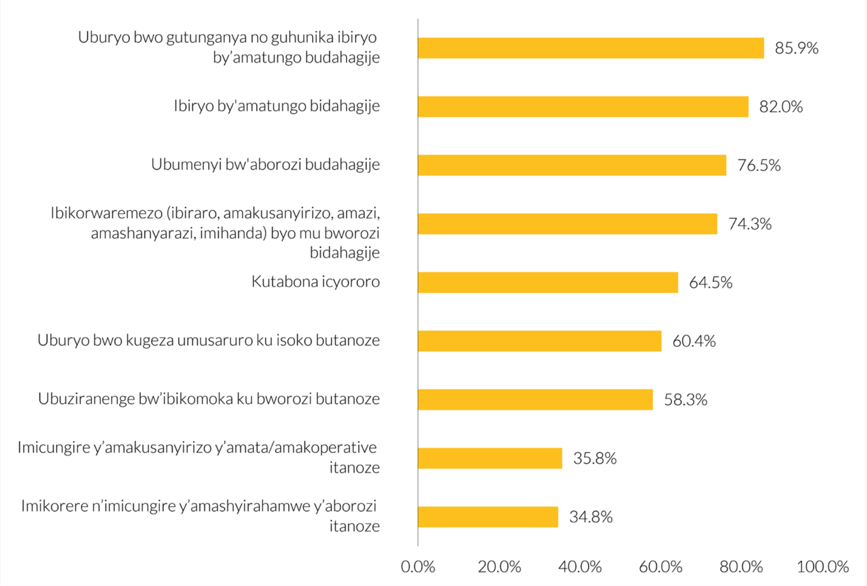


Aho byavuye: Anketi ya RGB, 2022

Serivisi zo kubona isoko ry'amata zishimwa ku gipimo cya 48.2% zikanengwa ku gipimo cya 48.6%. Abagabo bashima ku gipimo cya 45.8% mu gihe abagore bo bashima izi serivisi ku gipimo cya 50.6%.

1.2.5. Inzitizi zigaragara muri serivisi z'ubworozi

Ishusho 18: **Inzitizi zigaragara muri serivisi z'ubworozi**



Aho byavuye: Anketi ya RGB, 2022

Inzitizi yagaragajwe kurusha izindi ni uburyo budahagije bwo gutunganya no guhunika ibiryo by'amatungo. Izindi nzitizi zagaragajwe cyane ni ibiryo by'amatungo bidahagije, ubumenyi bw'aborozi budahagije ndetse n'ibikorwaremezo byo mu bworozi bidahagije.

1.2.6. IBYIFUZONAMA

Kubera ko imbogamizi zagaragaye mu bworozi muri CRC ya 2021, zongeye kugaragara no muri iyi CRC ya 2022, ibyifuzonama bikurikira birongera gushimangirwa mu rwego rwo kunoza serivisi z'ubworozi:

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

Imbonerahamwe 9:
Uko uturere duhagaze muri serivisi z'ubworozi mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Gisagara	86.9%	74.7%	▲	12.2%
2	Nyanza	85.0%	80.6%	▲	4.4%
3	Kamonyi	84.9%	71.1%	▲	13.8%
4	Gakenke	84.9%	78.3%	▲	6.6%
5	Nyabihu	84.3%	75.8%	▲	8.5%
6	Muhanga	82.1%	72.6%	▲	9.5%
7	Musanze	82.1%	80.0%	▲	2.1%
8	Karongi	81.8%	77.9%	▲	3.9%
9	Kirehe	81.0%	74.6%	▲	6.4%
10	Ngororero	80.6%	69.1%	▲	11.5%
11	Nyaruguru	80.1%	77.6%	▲	2.5%
12	Ruhango	79.6%	68.3%	▲	11.3%
13	Gicumbi	79.2%	71.9%	▲	7.3%
14	Ngoma	79.0%	81.6%	▼	-2.6%
15	Burera	77.3%	81.7%	▼	-4.4%
16	Rwamagana	77.3%	78.3%	▼	-1.0%
17	Rubavu	76.8%	65.9%	▲	10.9%
18	Rulindo	76.2%	83.5%	▼	-7.3%
19	Nyamasheke	74.7%	70.6%	▲	4.1%
20	Rutsiro	74.6%	70.7%	▲	3.9%
21	Nyarugenge	74.5%	44.8%	▲	29.7%
22	Rusizi	74.2%	72.4%	▲	1.8%
23	Gatsibo	73.6%	78.7%	▼	-5.1%
24	Kayonza	72.5%	73.6%	▼	-1.1%
25	Bugesera	71.6%	78.4%	▼	-6.8%
26	Huye	69.7%	78.3%	▼	-8.6%
27	Nyamagabe	68.9%	77.0%	▼	-8.1%
28	Kicukiro	67.4%	65.4%	▲	2.0%
29	Nyagatare	65.9%	71.1%	▼	-5.2%
30	Gasabo	62.9%	69.2%	▼	-6.3%
IMPUZANDENGO		77.7%	75.0%	▲	2.7%

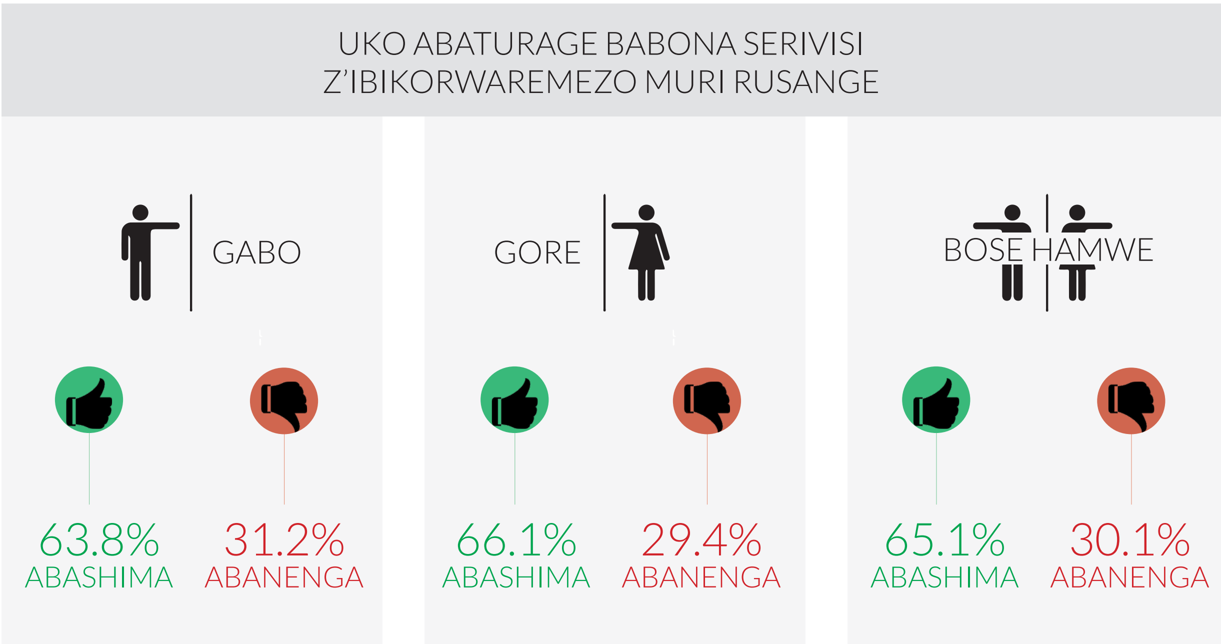
Aho byavuye: Anketi ya RGB, 2022

1.3. IBIKORWAREMEZO

1.3.1. Intangiriro

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

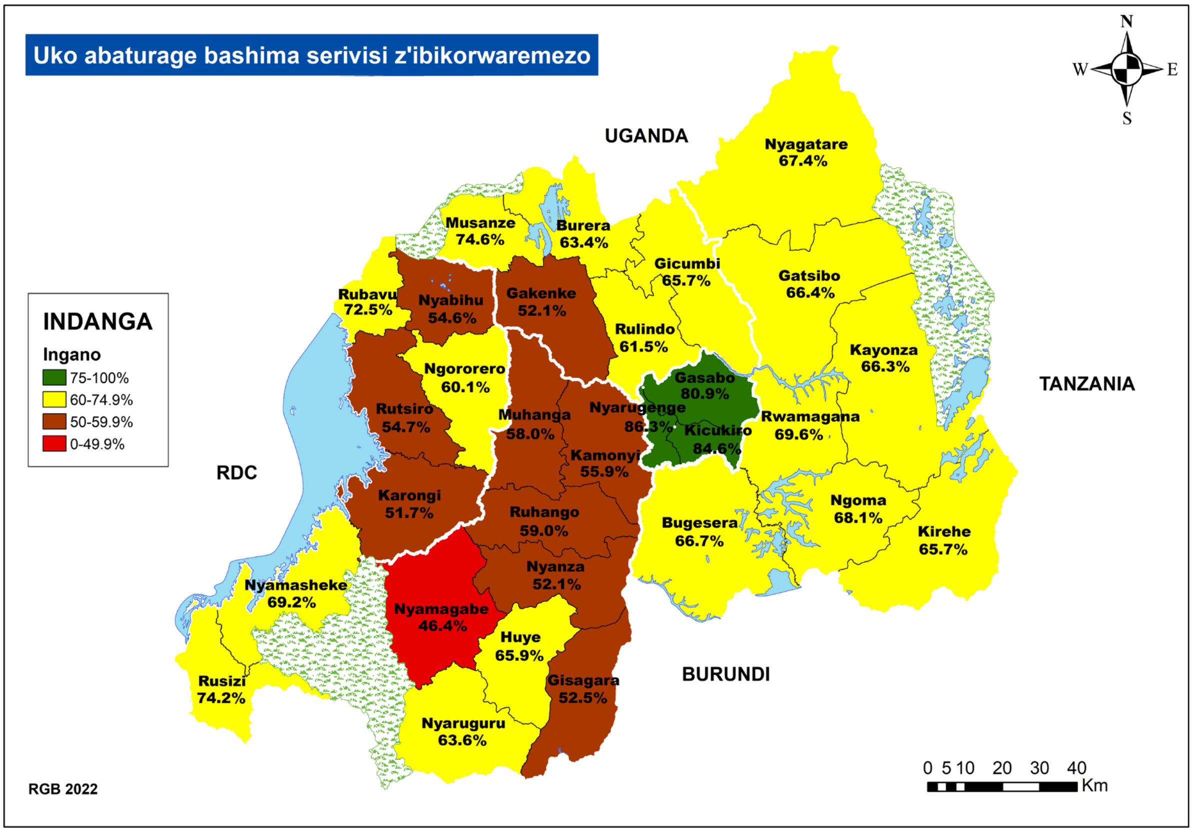
Ishusho 20: **Uko abaturage babona serivisi z'ibikorwaremezo muri rusange**



Aho byavuye: Anketi ya RGB, 2022

Serivisi z'ibikorwaremezo zishimwa ku gipimo cya 65.1% mu gihe abazinenga bari gipimo cya 30.1%. Abagore bashima ku gipimo cya 66.1%, naho abagabo bashima ku gipimo cya 63.8%.

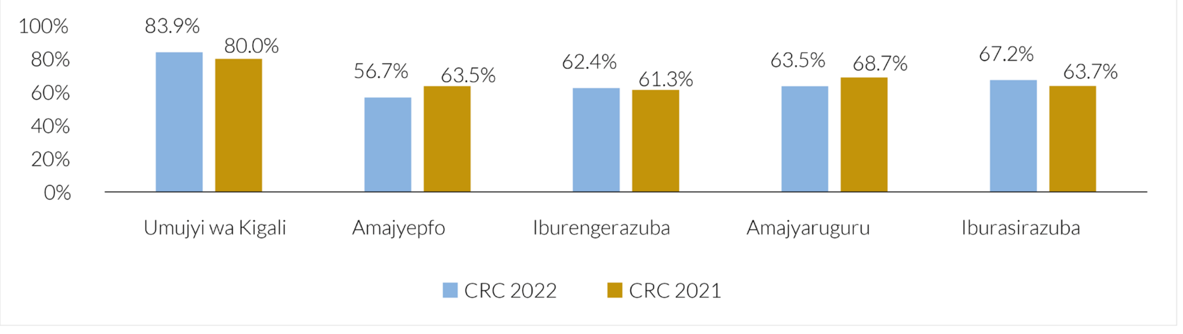
Ikarita 5: Uko abaturage bashima serivisi z'ibikorwaremezo hakurikijwe uturere



Abaturage bo mu turere dutatu tw'Umujyi wa Kigali (Gasabo, Kicukiro na Nyarugenge) bashima serivisi z'ibikorwaremezo ku gipimo kiri hejuru ya 80%, naho mu karere ka Nyamagabe ni ho abaturage bashima izi serivisi ku gipimo cyo hasi cya 46.4%.

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

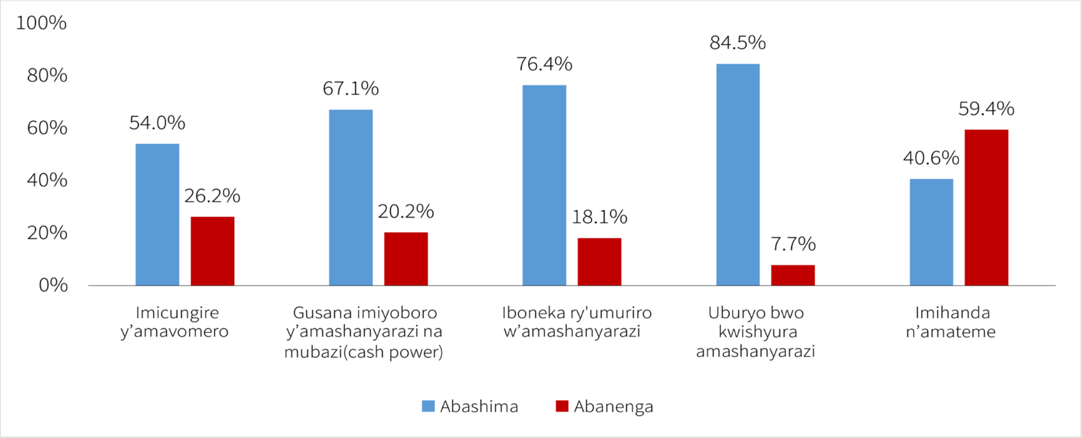
Ishusho 22: Uko abaturage bashima ibikorwaremezo hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2022

I.3.3. Serivisi z'ibikorwaremezo zakoreweho ubushakashatsi

Ishusho 21: Uko abaturage babona serivisi zinyuranye bahabwa mu bikorwaremezo

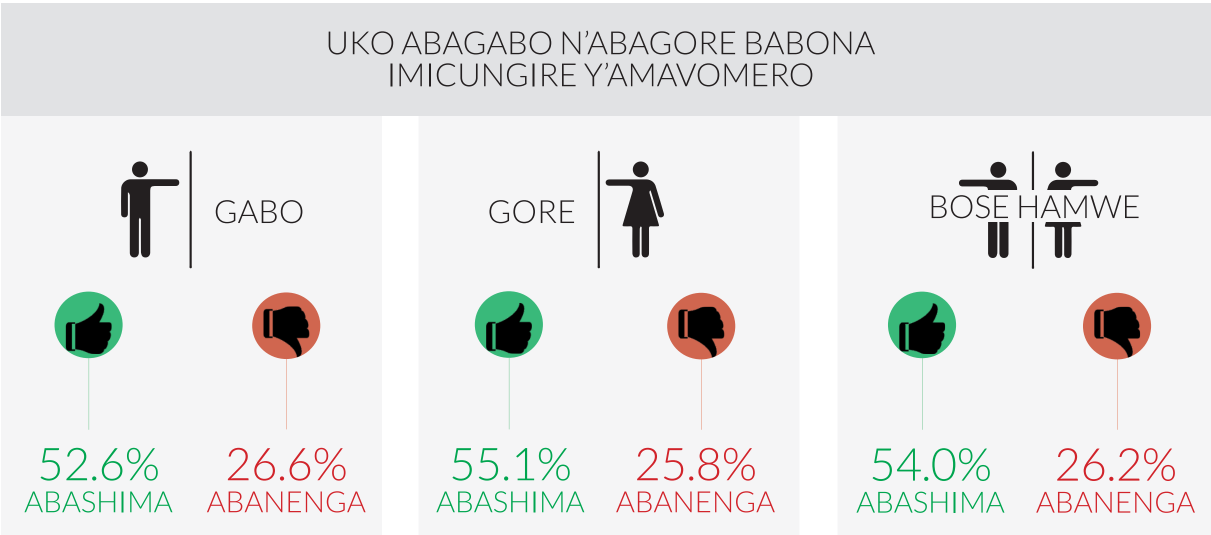


Aho byavuye: Anketi ya RGB, 2022

Muri serivisi z'ibikorwaremezo, imihanda n'amateme ni byo binengwa cyane ku gipimo cya 59.4%. Serivisi zijyanye n'uburyo bwo kwishyura amashanyarazi ni zo zishimwa ku gipimo cyo hejuru cya 84.5% mu gihe imicungire y'amavomero ishimwa ku gipimo cya 54.0%. Zimwe mu mbogamizi zirimo amazi meza ataregerezwa abaturage uko bikwiye, ibura ry'amazi rya hato na hato, ibiza bitungurana bikangiza ibikorwaremezo ndetse n'ingengo y'imari yo kubisana iba idahagije; kuri ibi hakiyongeraho n'imihanda n'amateme bitameze neza.

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

Ishusho 22: Uko abagabo n'abagore babona imicungire y'amavomero



Aho byavuye: Anketi ya RGB, 2022

Muri rusange, abaturage bashima uko amavomero acunzwe ku gipimo cya 54.0%. Abagore bashima ku gipimo cya 55.1% mu gihe abagabo bo bashima ku gipimo cya 52.6%.

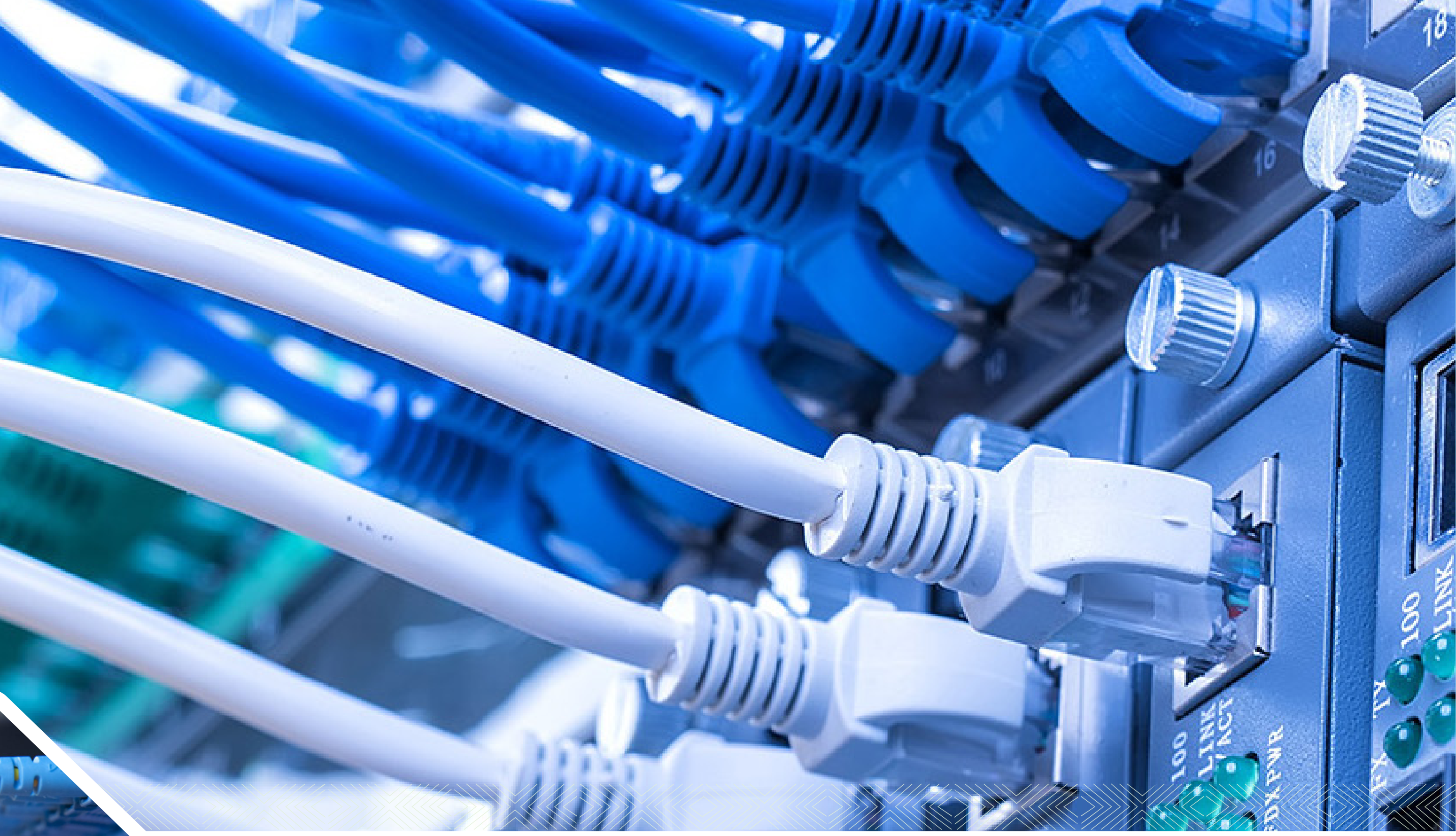
1.3.5. IBYIFUZONAMA

- Kongera ingufu mu bikorwa byo kwegereza abaturage amazi meza n' amashanyarazi;
- Kunoza imicungire y'amavomero;
- Gutunganya imihanda n'amateme no gushyiraho uburyo buhoraho bwo kubibungabunga.

Imbonerahamwe 10:
Uko uturere duhagaze muri serivisi z'ibikorwaremezo mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Nyarugenge	86.3%	79.5%	▲	6.8%
2	Kicukiro	84.6%	80.3%	▲	4.3%
3	Gasabo	80.9%	80.1%	▲	0.8%
4	Musanze	74.6%	75.4%	▼	-0.8%
5	Rusizi	74.2%	69.1%	▲	5.1%
6	Rubavu	72.5%	65.1%	▲	7.4%
7	Rwamagana	69.6%	73.4%	▼	-3.8%
8	Nyamasheke	69.2%	65.2%	▲	4.0%
9	Ngoma	68.1%	67.0%	▲	1.1%
10	Nyagatare	67.4%	61.1%	▲	6.3%
11	Bugesera	66.7%	59.0%	▲	7.7%
12	Gatsibo	66.4%	53.7%	▲	12.7%
13	Kayonza	66.3%	67.6%	▼	-1.3%
14	Huye	65.9%	65.8%	▲	0.1%
15	Gicumbi	65.7%	65.1%	▲	0.6%
16	Kirehe	65.7%	63.9%	▲	1.8%
17	Nyaruguru	63.6%	63.2%	▲	0.4%
18	Burera	63.4%	69.6%	▼	-6.2%
19	Rulindo	61.5%	70.9%	▼	-9.4%
20	Ngororero	60.1%	55.1%	▲	5.0%
21	Ruhango	59.0%	61.3%	▼	-2.3%
22	Muhanga	58.0%	60.1%	▼	-2.1%
23	Kamonyi	55.9%	57.9%	▼	-2.0%
24	Rutsiro	54.7%	57.1%	▼	-2.4%
25	Nyabihu	54.6%	60.2%	▼	-5.6%
26	Gisagara	52.5%	70.9%	▼	-18.4%
27	Nyanza	52.1%	62.3%	▼	-10.2%
28	Gakenke	52.1%	62.7%	▼	-10.6%
29	Karongi	51.7%	57.0%	▼	-5.3%
30	Nyamagabe	46.4%	66.7%	▼	-20.3%
	IMPUZANDENGO	65.1%	65.9%	▼	-0.8%

Aho byavuye: Anketi ya RGB, 2022

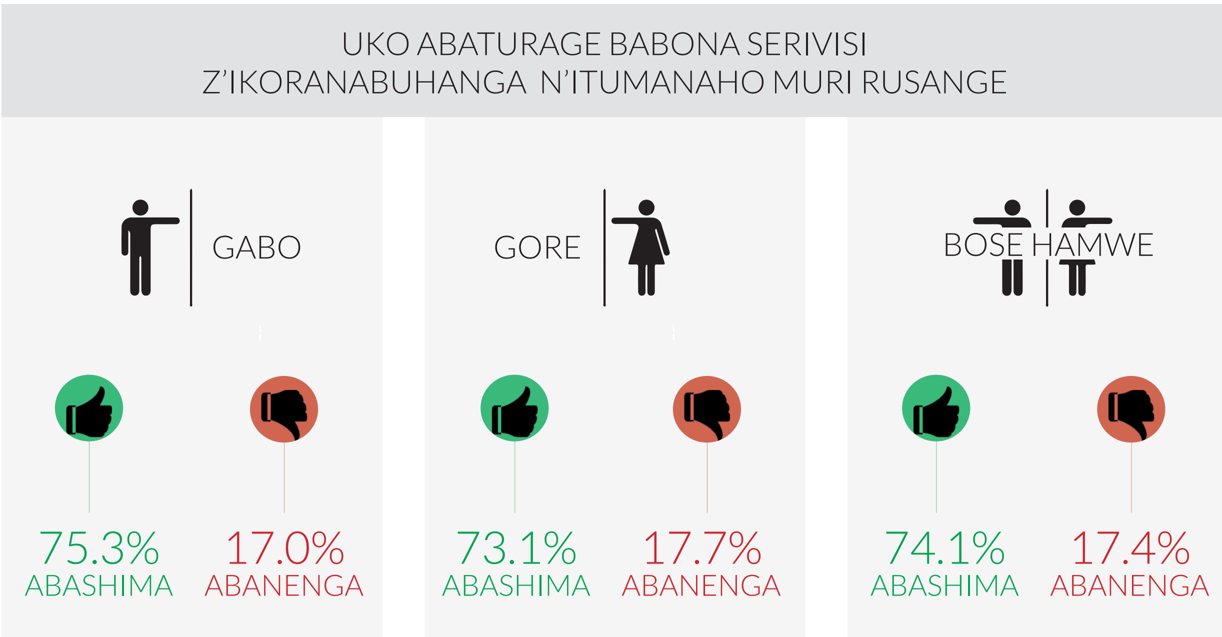


1.4. IKORANABUHANGA N'ITUMANAHO

1.4.1. Intangiriro

Nk'uko bikubiye muri gahunda ya Guverinoma y'imyaka irindwi (NST1), biteganyijwe ko mu mwaka wa 2024, aho bishoboka, serivisi zizaba zitangwa hifashishijwe ikoranabuhanga. Ni muri urwo rwego muri ubu bushakashatsi harebwe uko abaturage babona imiyoboro y'ikoranabuhanga n'itumanaho itandukanye harimo interineti, telefoni, radiyo, televiziyo, ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'ubutabera (IECMS), kwishyura no guhererekanya amafaranga hakoreshejwe ikoranabuhanga, urubuga rw'Irembo ndetse n'inzitizi abaturage bahura nazo mu mikoreshereze y'ikoranabuhanga n'itumanaho.

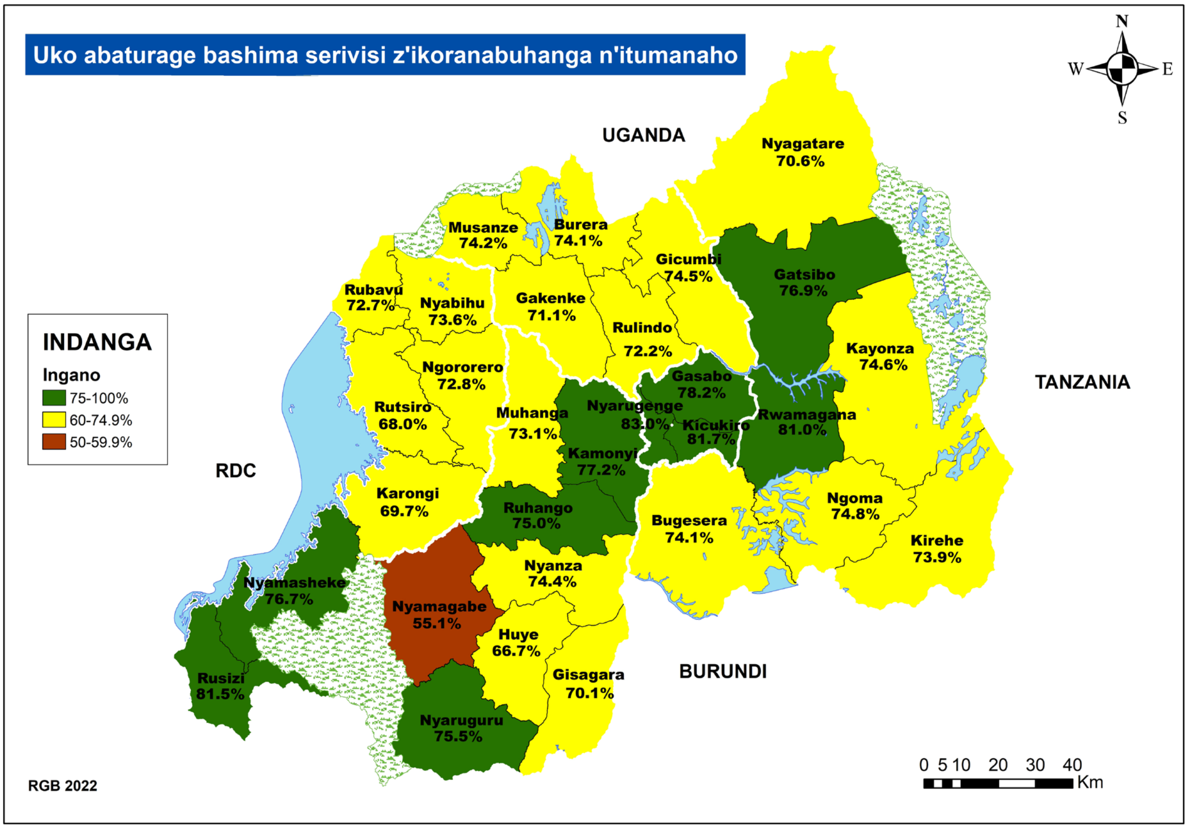
Ishusho 23: Uko abagabo n'abagore babona serivisi z'ikoranabuhanga n'itumanaho muri rusange



Aho byavuye: Anketi ya RGB, 2022

Muri rusange, serivisi z'ikoranabuhanga n'itumanaho zishimwa ku gipimo cya 74.1%, zikanengwa ku gipimo cya 17.4%. Abagabo bashima ku gipimo cya 75.3%, abagore bagashima ku gipimo cya 73.1%.

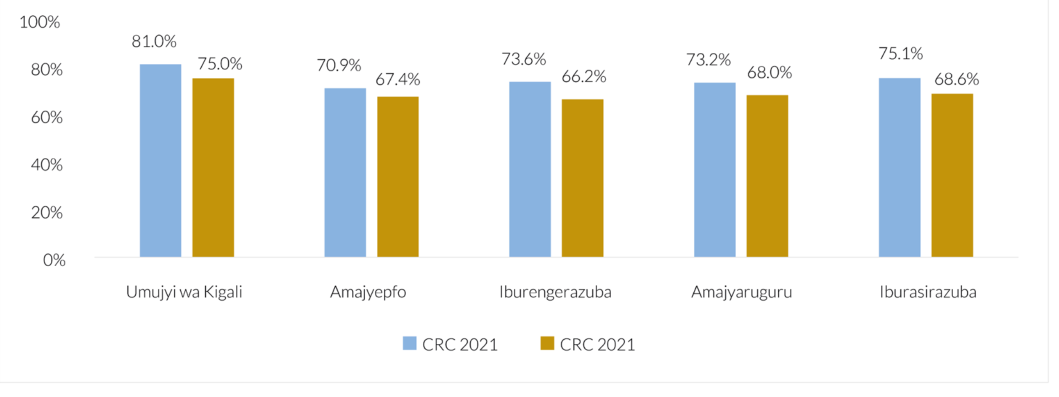
Ikarita 6: Uko abaturage bashima serivisi bahabwa mu ikoranabuhanga n'itumanaho hakurikijwe uturere



Abaturage bo mu turere icumi (10): Nyarugenge, Kicukiro, Rusizi, Rwamagana, Gasabo, Kamonyi, Gatsibo,Nyamasheke, Nyaruguru na Ruhango ni bo bashima serivisi z'ikoranabuhanga n'itumanaho ku gipimo cyo hejuru ya 75%. Akarere ka Nyamagabe ni ko gafite abaturage bashima serivisi z'ikoranabuhanga n'itumanaho ku gipimo kiri hasi ya 60%.

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

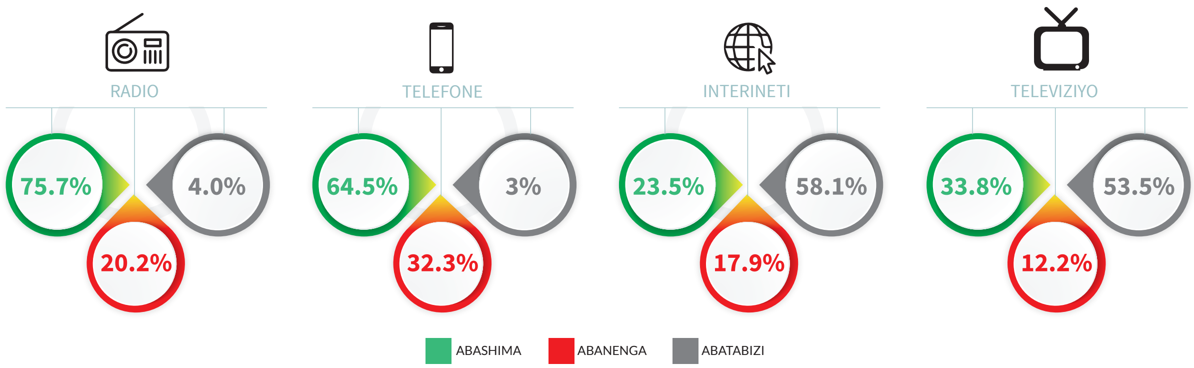
Ishusho 24: Uko abaturage babona serivisi z'ikoranabuhanga hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri.



Aho byavuye: Anketi ya RGB, 2022

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

Ishusho 25: **Uko abaturage babona imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi**



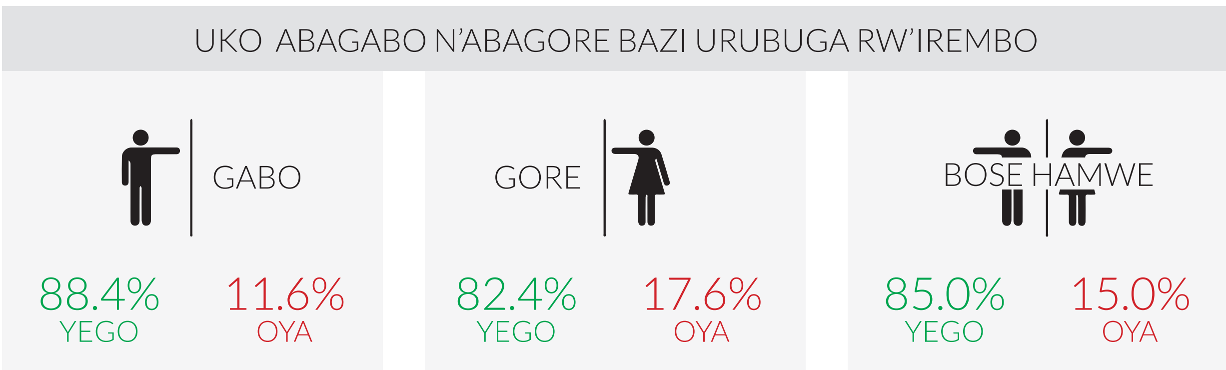
Aho byavuye: Anketi ya RGB, 2022

Radiyo ni wo muyoboro ushimwa ku gipimo cyo hejuru cya 75.7% ugakurikirwa na telefoni kuri 64.5%. Interineti ni yo ishimwa ku gipimo cyo hasi kingana na 23.5% ikaba ari nayo itazwi n'abaturage benshi kuko abavuga ko batazi imikorere yayo bari ku gipimo cya 58.1%. Uturere twa Nyaruguru, Gisagara, Nyanza, Muhanga, na Rutsiro ni two tugaragaramo abatazi interineti benshi ku gipimo kiri hejuru ya 75%. Mu Mujyi wa Kigali ni ho abatazi interineti bari ku gipimo cyo hasi kiri munsi ya 34%.

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 babona serivisi zitangwa hifashishijwe Irembo.

Ishusho 26: **Uko abagabo n'abagore bazi urubuga rw'Irembo.**

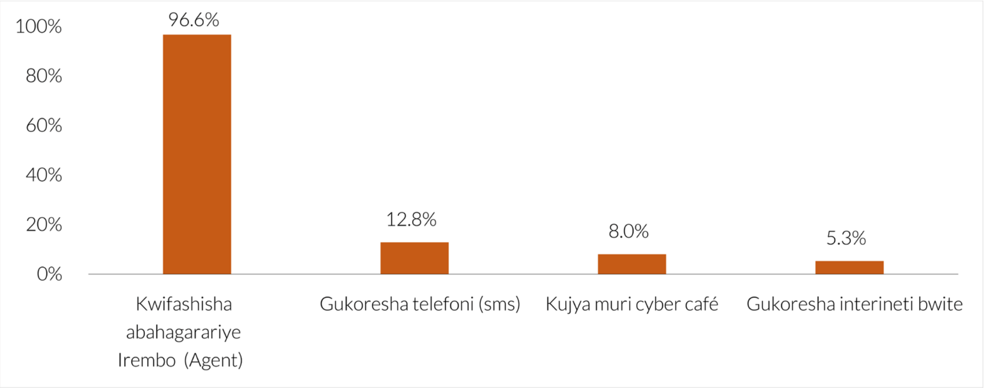


Aho byavuye: Anketi ya RGB, 2022

Urubuga rw'Irembo ruzwi ku gipimo cya 85%. Muri bo, abagabo ni 88.4% naho abagore ni 82.4%.

1.4.4.1. Uburyo abaturage bakoresha kugira ngo bagere kuri serivisi z'Irembo

Ishusho 27: **Uburyo abaturage bakoresha kugira ngo bagere kuri serivisi z'Irembo**

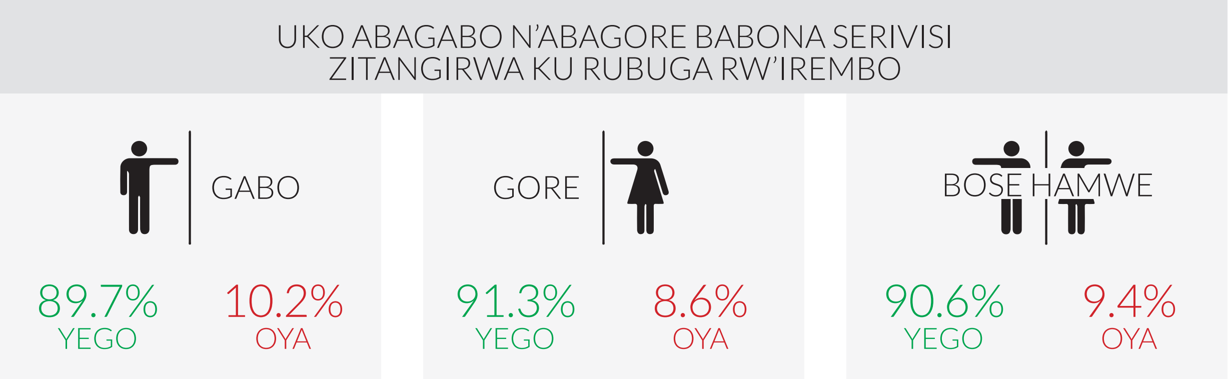


Aho byavuye: Anketi ya RGB, 2022

Kwifashisha abakozi babihugukiwe (agents) ni bwo buryo bukoreshwa na benshi mu kugera kuri serivisi zitangirwa ku Irembo, mu gihe kujya muri cyber café no gukoresha interineti bwite ari bwo buryo bukoreshwa na bacye. Biragaragara ko gahunda ya "Byikorere" itaragera ku kigero gishimishije kuko abakoresha telefoni (sms) n'abakoresha interineti bwite bari ku bigero bya 12.8% na 5.3%.

1.4.4.2. Uko abaturage babona serivisi zitangirwa ku Irembo

Ishusho 28: **Uko abagabo n'abagore babona serivisi zitangirwa ku rubuga rw'Irembo**



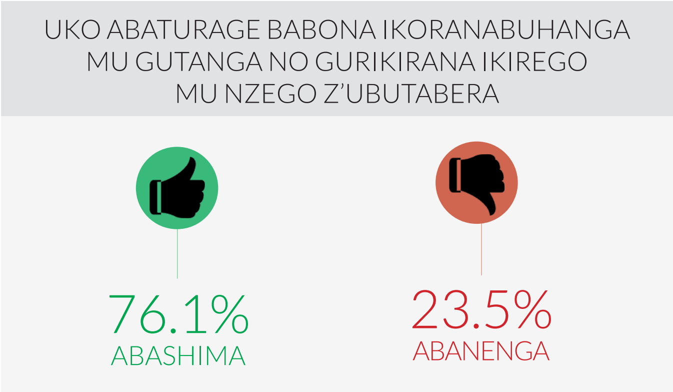
Aho byavuye: Anketi ya RGB, 2022

Abaturage bakoresha Irembo bashima imikorere yaryo ku gipimo cya 90.6%. Muri bo, abagore bashima ni 91.3% mu gihe abagabo bashima ari 89.7%.

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

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

Ishusho 29: Uko abaturage babona ikoranabuhanga mu gutanga no gurikirana ikirego mu nzego z'ubutabera



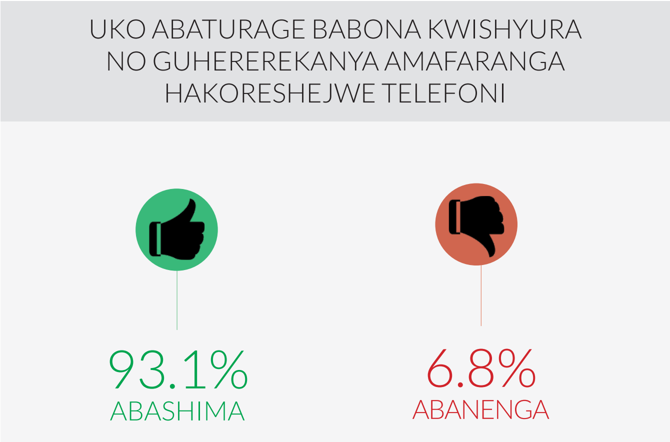
Aho byavuye: Anketi ya RGB, 2022

Abaturage bakoresheje ikoranabuhanga mu gutanga no gukurikirana ikirego mu nzego z'ubutabera, bashima ku gipimo cya 76.1% naho abanenga ni 23.5%.

1.4.6. Kwishyurana no guhererekanya amafaranga hakoreshejwe telefoni

Leta y'u Rwanda yashyize imbaraga mu gukoresha ikoranabuhanga mu kwishyura no guhererekanya amafaranga mu rwego rwo kwihutisha serivisi no guteza imbere urwego rw'imari.

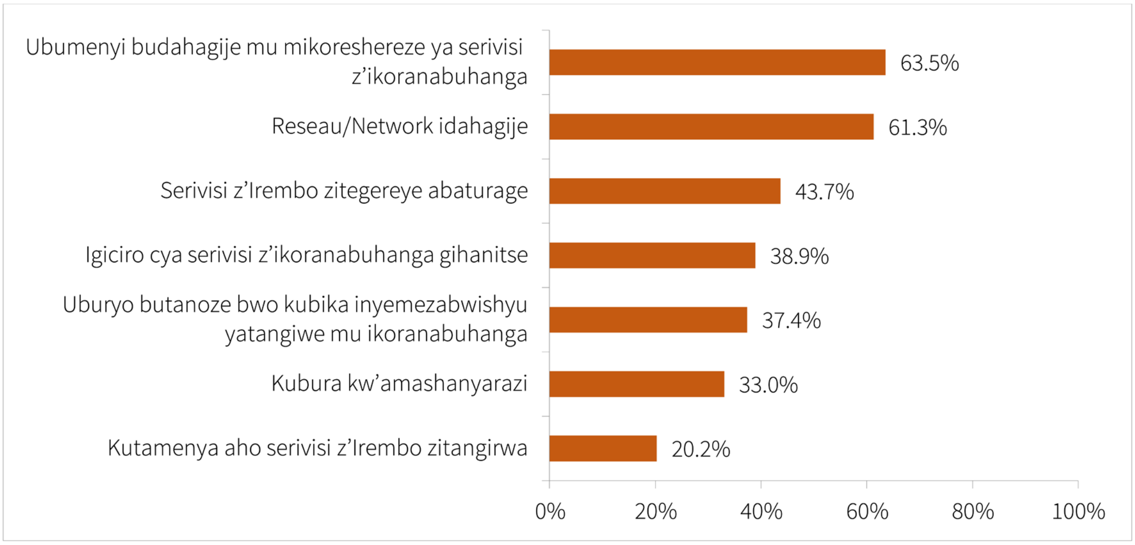
Ishusho 30: Uko abaturage babona kwishyura no guhererekanya amafaranga hakoreshejwe telefoni



Aho byavuye: Anketi ya RGB, 2022

Abaturage bakoresha telefoni mu kwishyura no guhererekanya amafaranga bashima izo serivisi ku gipimo cya 93.1% mu gihe 6.8% banenga. Biragaragara ko izi serivisi zifitiye abaturage akamaro kanini.

1.4.7. Inzitizi abaturage bahura nazo mu kugukoresha serivisi z'ikoranabuhanga n'itumanaho



Aho byavuye: Anketi ya RGB, 2022

Inzitizi zigaragazwa cyane n'abakoresha serivisi z'ikoranabuhanga n'itumanaho ni ubumenyi budahagije mu mikoreshereze ya serivisi z'ikoranabuhanga (digital literacy) ndetse na réseau (network) idahagije. Mu zindi nzitizi, harimo serivisi z'Irembo zitegereye abaturage, igiciro gihanitse cya serivisi z'ikoranabuhanga, uburyo butanoze bwo kubika inyemezabwishyu yatangiwe mu ikoranabuhanga, kubura kw'amashanyarazi ndetse no kutamenya aho serivisi z'Irembo zitangirwa.

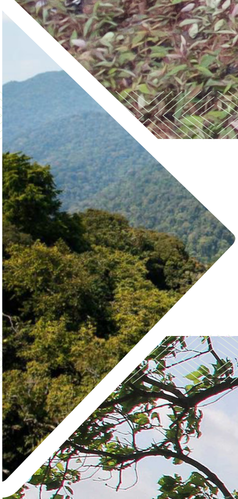
1.4.8. IBYIFUZONAMA

- 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;
- 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 (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Nyarugenge	83.0%	71.1%	▲	11.9%
2	Kicukiro	81.7%	76.0%	▲	5.7%
3	Rusizi	81.5%	66.5%	▲	15.0%
4	Rwamagana	81.0%	77.4%	▲	3.6%
5	Gasabo	78.2%	77.9%	▲	0.3%
6	Kamonyi	77.2%	63.6%	▲	13.6%
7	Gatsibo	76.9%	66.2%	▲	10.7%
8	Nyamasheke	76.7%	66.4%	▲	10.3%
9	Nyaruguru	75.5%	69.1%	▲	6.4%
10	Ruhango	75.0%	63.6%	▲	11.4%
11	Ngoma	74.8%	67.7%	▲	7.1%
12	Kayonza	74.6%	66.6%	▲	8.0%
13	Gicumbi	74.5%	63.8%	▲	10.7%
14	Nyanza	74.4%	69.0%	▲	5.4%
15	Musanze	74.2%	68.6%	▲	5.6%
16	Burera	74.1%	66.6%	▲	7.5%
17	Bugesera	74.1%	67.2%	▲	6.9%
18	Kirehe	73.9%	64.7%	▲	9.2%
19	Nyabihu	73.6%	62.9%	▲	10.7%
20	Muhanga	73.1%	68.0%	▲	5.1%
21	Ngororero	72.8%	66.1%	▲	6.7%
22	Rubavu	72.7%	69.4%	▲	3.3%
23	Rulindo	72.2%	72.7%	▼	-0.5%
24	Gakenke	71.1%	68.4%	▲	2.7%
25	Nyagatare	70.6%	70.6%	▲	0.0%
26	Gisagara	70.1%	68.8%	▲	1.3%
27	Karongi	69.7%	64.6%	▲	5.1%
28	Rutsiro	68.0%	67.8%	▲	0.2%
29	Huye	66.7%	69.2%	▼	-2.5%
30	Nyamagabe	55.1%	67.7%	▼	-12.6%
IMPUZANDENGO		74.1%	68.3%	▲	5.8%

Aho byavuye: Anketi ya RGB, 2022



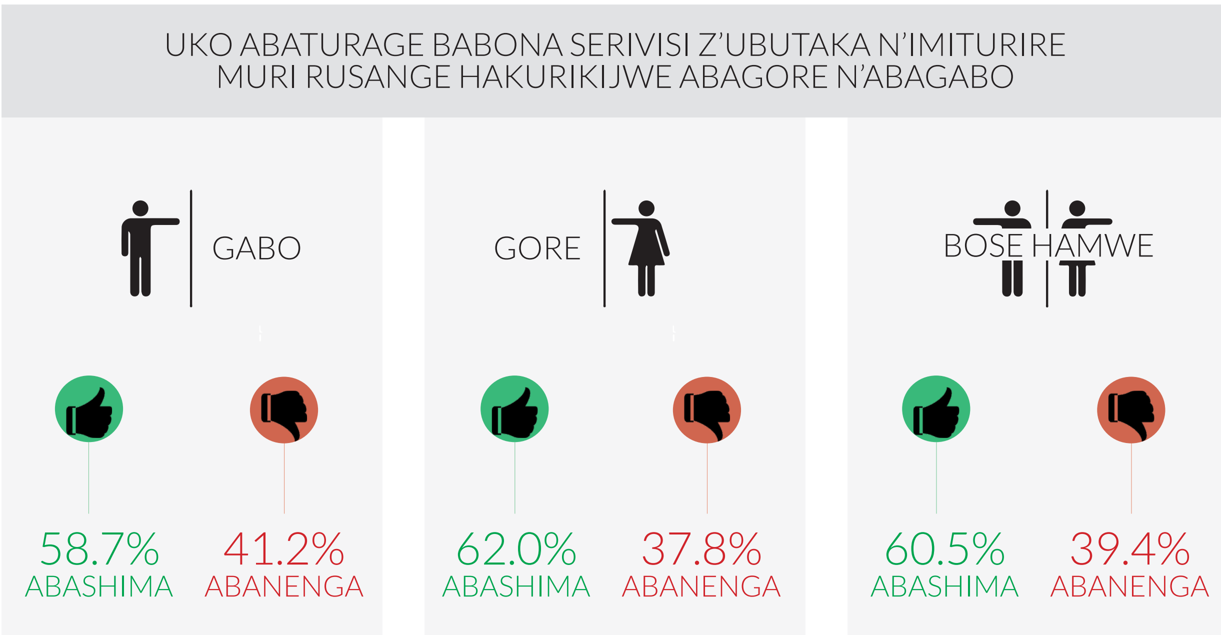
1.5. UBUTAKA N'IMITURIRE

1.5.1. Intangiriro

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

Hanarebwe kandi gufata neza amashyamba, kubahiriza intera yagenwe mu kubungabunga ibishanga, imigezi n'inzuzi, gusiba ibyobo ahacukuwe kariyeri, ibumba n'amabuye y'agaciro ndetse no kurwanya isuri.

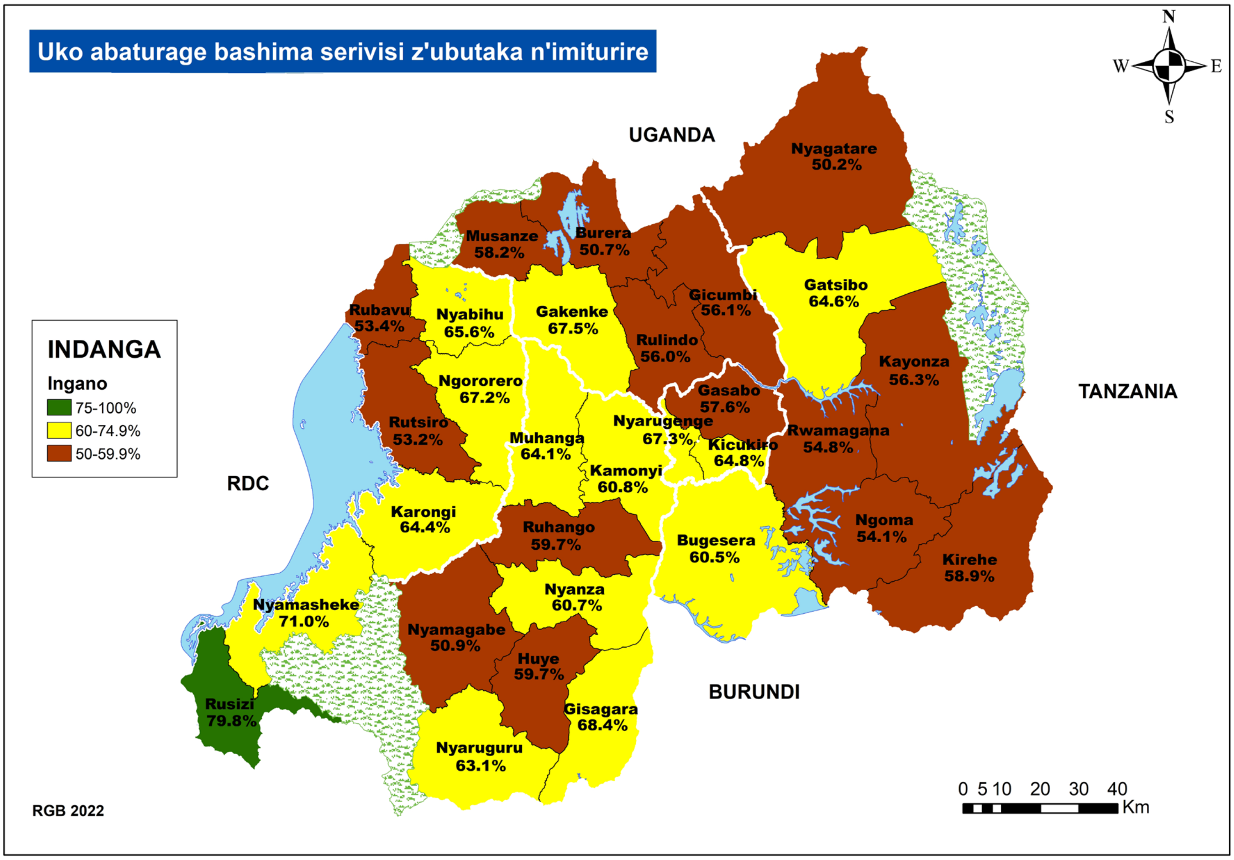
Ishusho 31: Uko abaturage babona serivisi z'ubutaka n'imiturire muri rusange hakurikijwe abagore n'abagabo



Aho byavuye: Anketi ya RGB, 2022

Abaturage bazi serivisi z'ubutaka n'imiturire bazishima ku gipimo cya 60.5%, kikaba ari cyo cyiciro gishimwa ku gipimo cyo hasi muri CRC ya 2022. Abagore bashima serivisi z'ubutaka n'imiturire ku gipimo cya 62% mu gihe abagabo bazishima ku gipimo cya 58.7%.

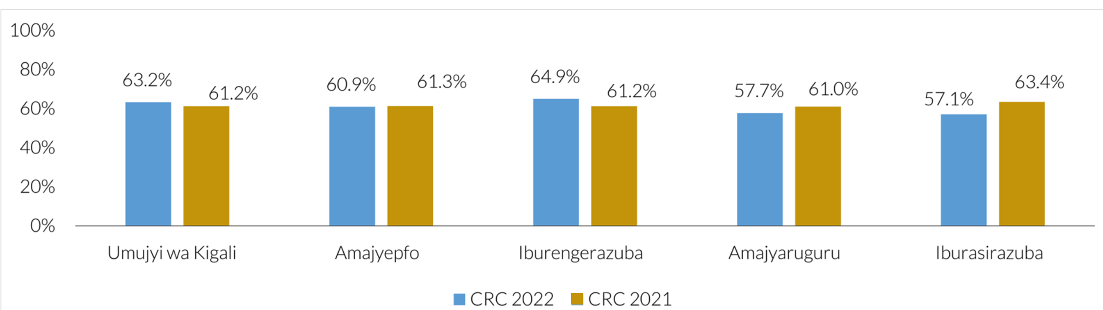
Ikarita 7: Uko abaturage bashima serivisi z'ubutaka n'imiturire hakurikijwe uturere



Mu karere ka Rusizi ni ho honyine serivisi z'ubutaka n'imiturire zishimwa ku gipimo kiri hejuru ya 75%. Mu turere 15 izi serivisi zishimwa ku gipimo kiri munsi ya 60% aho Akarere ka Nyagatare ari ko gashima ku gipimo cyo hasi kingana na 50.2%.

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

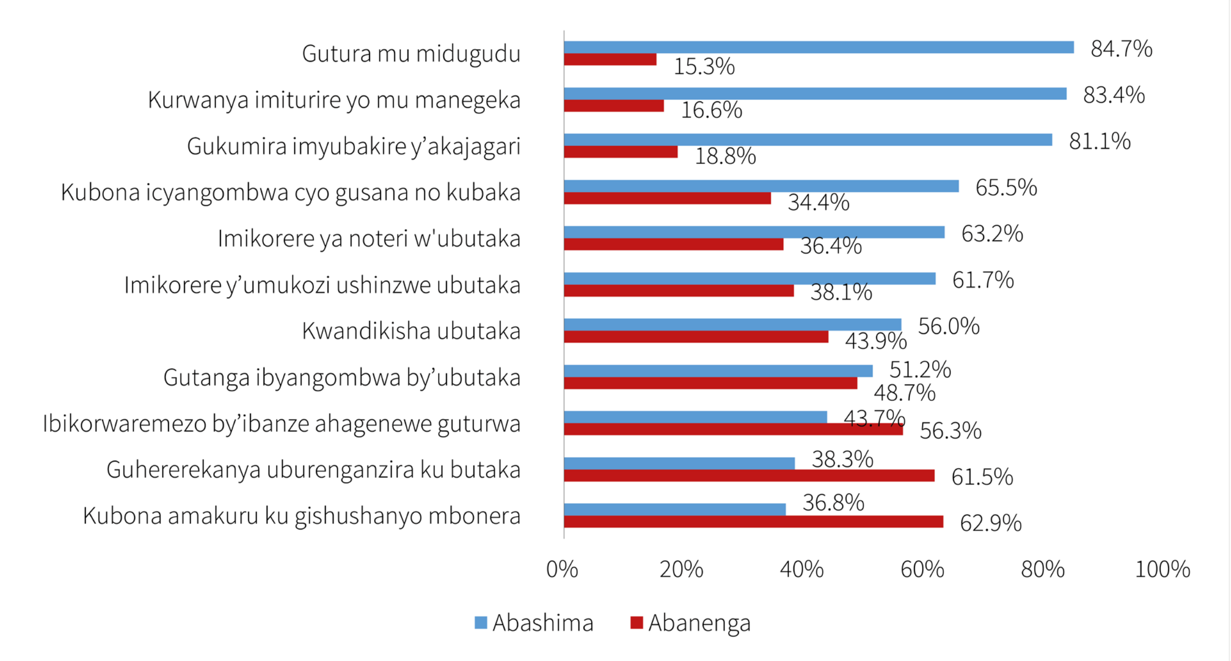
Ishusho 32: ko abaturage bashima serivisi z'ubutaka n'imiturire hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2022

1.5.3. Serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi

Ishusho 33: **Uko abaturage babona serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi**



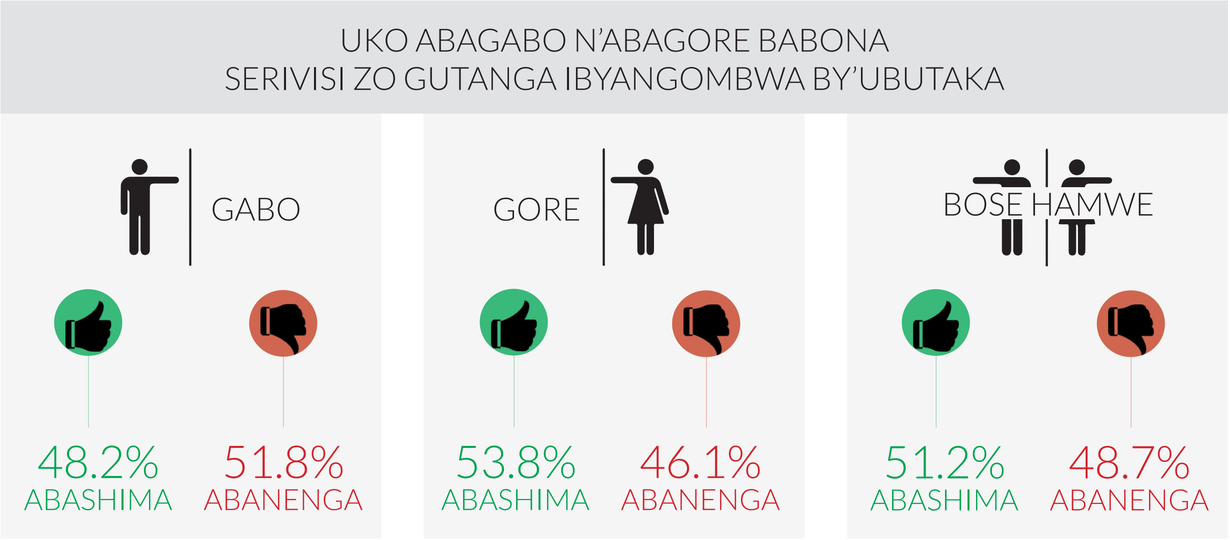
Aho byavuye: Anketi ya RGB, 2022

Muri ubu bushakashatsi, abaturage bafite amakuru kuri serivisi z'ubutaka n'imiturire bagaragaje ko gutura mu midugudu, kurwanya imiturire yo mu manegeka no gukumira imyubakire y'akajagari bishimwa ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, kubona amakuru ku gishushanyo mbonera, guhererekanya uburenganzira ku butaka ndetse n'ibikorwaremezo by'ibanze ahagenewe guturwa, gutanga ibyangombwa by'ubutaka ndetse na serivisi yo kwandikisha ubutaka ni byo abaturage banenga ku gipimo cyo hejuru ya 40% aho kubona amakuru ku gishushanyo mbonera ari byo binengwa cyane kuri 62.9%.

Ku bijyanye n'ibikorwaremezo by'ibanze ahagenewe guturwa, uturere twa Rutsiro, Nyamagabe, Nyabihu na Nyanza ni two dufite abanenga ku gipimo kiri hejuru ya 70%. Serivisi zo guhererekanya uburenganzira ku butaka, mu Turere twa Ngoma, Rutsiro, Nyagatare na Kirehe bazinenga ku gipimo kiri hejuru ya 70%. By'umwihariko mu turere tw'Umujyi wa Kigali ni ho abaturage bagaragaje ko batazi serivisi z'ubutaka ku kigero cyo hejuru.

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

Ishusho 34: **Uko abagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka**

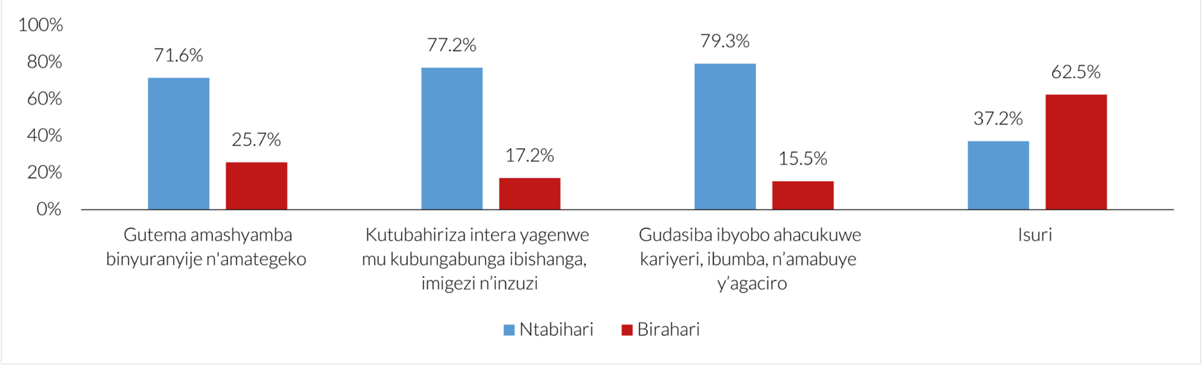


Aho byavuye: Anketi ya RGB, 2022

Serivisi zo gutanga ibyangombwa by'ubutaka zishimwa ku gipimo cya 51.2%. Abagore bazishima ku gipimo cya 53.8% naho abagabo bagashima kuri 48.2%.

1.5.5. Uko abaturage babona ibikorwa bibangamira ibidukikije

Ishusho 35: **Uko abaturage babona bimwe mu bikorwa bibangamira ibidukikije**



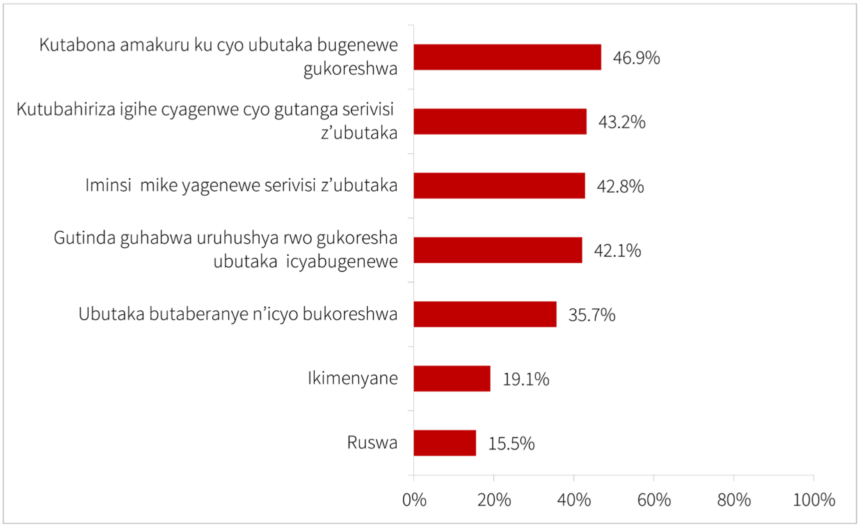
Aho byavuye: Anketi ya RGB, 2022

Ubushakashatsi bwagaragaje ko ibibangamiye ibidukikije kurusha ibindi ari isuri (62.5%) no gutema amashyamba mu buryo bunyuranyije n'amategeko (25.7%).

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 36: **Inzitizi zagaragajwe muri serivisi z'ubutaka**



Aho byavuye: Anketi ya RGB, 2022

Kutabona amakuru ahagije ku cyo ubutaka bugenewe gukoreshwa ni yo nzitizi yagaragajwe cyane. Izindi nzitizi ziganje ni ukutubahiriza igihe cyagenwe mu gutanga serivisi z'ubutaka, iminsi mike yagenewe serivisi z'ubutaka ndetse no gutinda kubona uruhushya rwo gukoresha ubutaka icyabugenewe.

1.5.7. IBYIFUZONAMA

- Kumenyekanisha igishushanyo mbonera cy'imikoreshereze y'ubutaka kugira ngo byorohere abaturage kumenya icyo ubutaka bwabo bwagenewe gukoreshwa;
- Kwihutisha gutanga ibyangombwa by'ubutaka no kunoza ihererekanyabubasha ku butaka;
- Kuvugurura ikiguzi cya serivisi zo guhererekanya ubutaka kugira ngo kijyane n'ingano n'agaciro k'ubutaka.

Imbonerahamwe 12:
Uko uturere duhagaze muri serivisi z'ubutaka n'imiturire mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Rusizi	79.8%	67.6%	▲	12.2%
2	Nyamasheke	71.0%	63.2%	▲	7.8%
3	Gisagara	68.4%	64.3%	▲	4.1%
4	Gakenke	67.5%	64.2%	▲	3.3%
5	Nyarugenge	67.3%	58.9%	▲	8.4%
6	Ngororero	67.2%	60.0%	▲	7.2%
7	Nyabihu	65.6%	58.2%	▲	7.4%
8	Kicukiro	64.8%	65.6%	▼	-0.8%
9	Gatsibo	64.6%	60.9%	▲	3.7%
10	Karongi	64.4%	57.2%	▲	7.2%
11	Muhanga	64.1%	61.6%	▲	2.5%
12	Nyaruguru	63.1%	62.6%	▲	0.5%
13	Kamonyi	60.8%	56.1%	▲	4.7%
14	Nyanza	60.7%	60.8%	▼	-0.1%
15	Bugesera	60.5%	57.7%	▲	2.8%
16	Huye	59.7%	68.4%	▼	-8.7%
17	Ruhango	59.7%	55.8%	▲	3.9%
18	Kirehe	58.9%	68.8%	▼	-9.9%
19	Musanze	58.2%	64.7%	▼	-6.5%
20	Gasabo	57.6%	59.2%	▼	-1.6%
21	Kayonza	56.3%	61.8%	▼	-5.5%
22	Gicumbi	56.1%	53.5%	▲	2.6%
23	Rulindo	56.0%	63.4%	▼	-7.4%
24	Rwamagana	54.8%	63.4%	▼	-8.6%
25	Ngoma	54.1%	69.3%	▼	-15.2%
26	Rubavu	53.4%	60.2%	▼	-6.8%
27	Rutsiro	53.2%	62.0%	▼	-8.8%
28	Nyamagabe	50.9%	60.5%	▼	-9.6%
29	Burera	50.7%	59.2%	▼	-8.5%
30	Nyagatare	50.2%	62.0%	▼	-11.8%
IMPUZANDENGO		60.5%	61.7%	▼	-1.2%

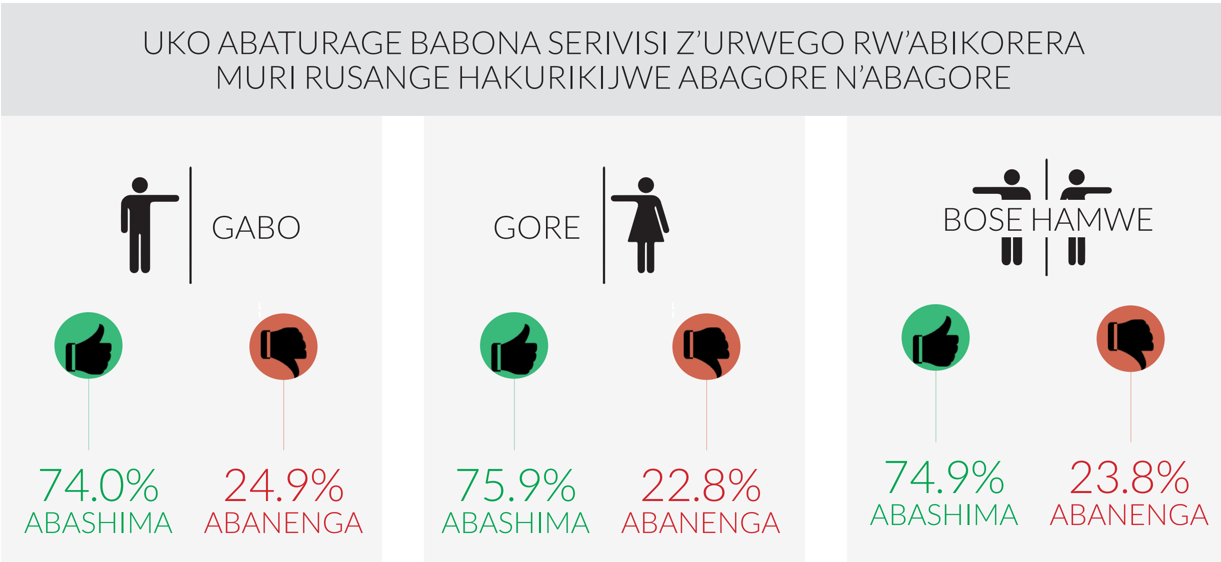
Aho byavuye: Anketi ya RGB, 2022

1.6. URWEGO RW’ ABIKORERA

1.6.1. Intangiriro

Abaturage bagaragaje uko babona zimwe muri serivisi bagezwaho mu rwego rw'abikorera harimo gutwara abantu muri bisi, gutwara abantu kuri moto, ubucuruzi bwo mu isoko no mu maduka, serivisi z'amabanki n'ibigo by'imari iciriritse ndetse n'imikorere y'amakoperative.

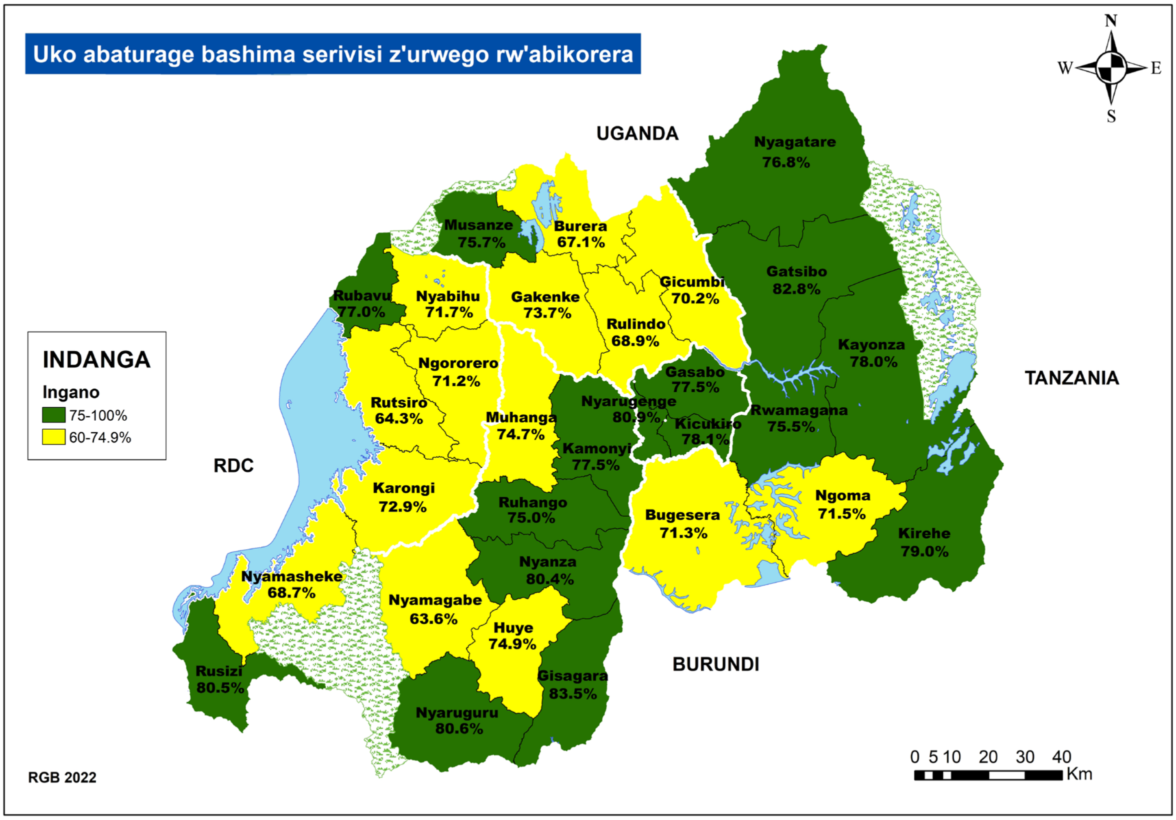
Ishusho 37: Uko abaturage babona serivisi z'urwego rw'abikorera muri rusange hakurikijwe abagore n'abagore



Aho byavuye: Anketi ya RGB, 2022

Serivisi z'urwego rw'abikorera zishimwa ku gipimo cya 74.9%, zikaba zaramutseho 7.4% ugereranije n'umwaka ushize. Abagabo bazishima ku gipimo cya 74% naho abagore bakazishima ku gipimo cya 75.9% .

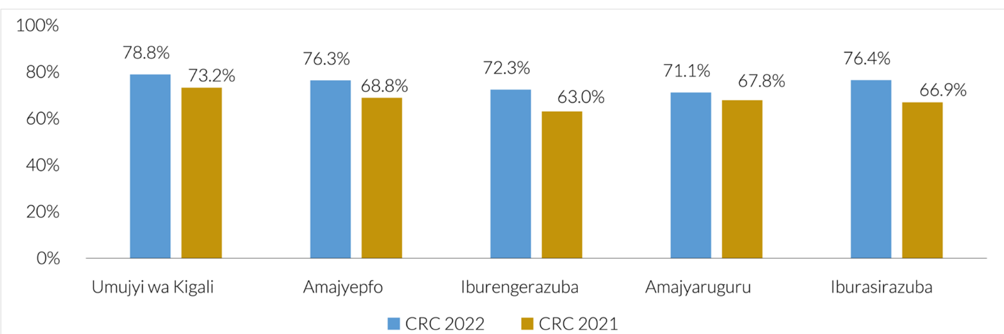
Ikarita 8: **Ikarita 8: Uko abaturage babona serivisi z'abikorera hakurikijwe uturere**



Uturere dutandatu twa Gisagara, Gatsibo, Nyarugenge, Nyaruguru, Rusizi na Nyanza ni two tuza ku isonga mu gushima serivisi z'urwego rw'abikorera ku gipimo nibura cya 80%. Ku rundi ruhande, Akarere ka Nyamagabe ni ko gashima izi serivisi ku gipimo cyo hasi cya 63.6%.

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

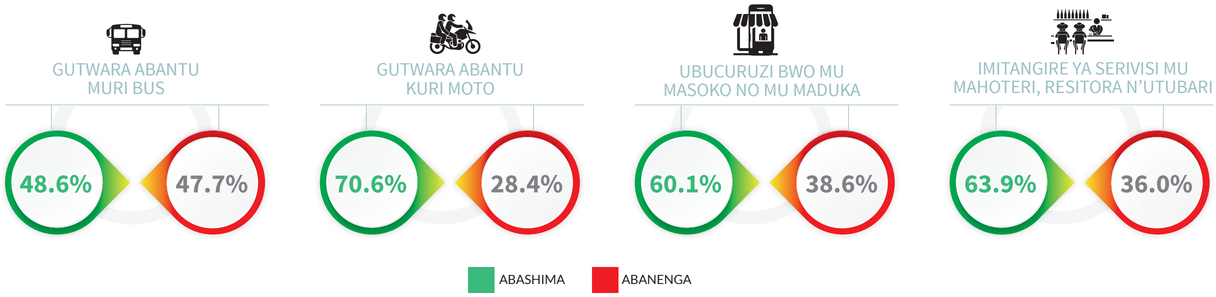
Ishusho 38: **Uko abaturage bashima serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri**



Aho byavuye: Anketi ya RGB, 2022

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

Ishusho 39: **Uko abaturage babona serivisi z'urwego rw' abikorera**



Aho byavuye: Anketi ya RGB, 2022

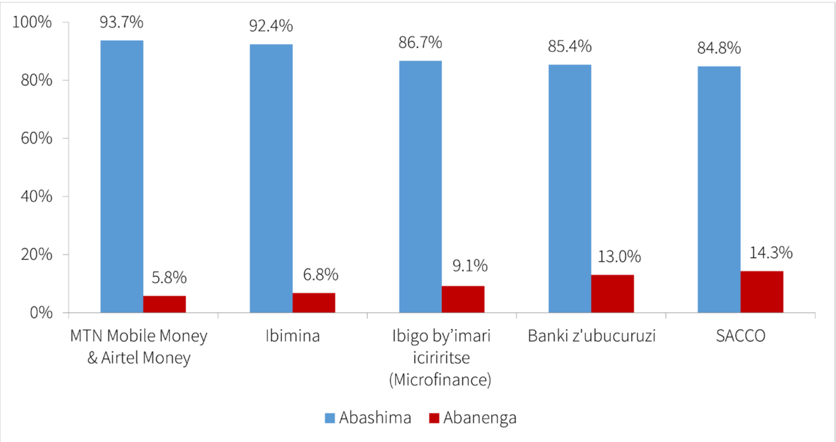
Muri serivisi z'urwego rw'abikorera, serivisi zo gutwara abantu kuri moto ni zo zishimwa ku gipimo cyo hejuru cya 70.6% naho serivisi zo gutwara abantu muri bisi ni zo abaturage bashima ku gipimo cyo hasi cya 48.6%.

Uturere dufite abanenga serivisi zo gutwara abantu muri bisi ku gipimo kiri hejuru ya 50% ni Rutsiro, Rwamagana, Rulindo, Burera, Ngororero, Nyamasheke, Gicumbi, Nyamagabe, Kamonyi, Ngoma, Muhanga na Gakenke.

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

1.6.4. Uko abaturage babona serivisi bahabwa n'amabanki n'ibigo by'imari iciriritse bakorana nabyo

Ishusho 40: **Uko abaturage babona serivisi bahabwa n'amabanki n'ibigo by'imari iciriritse bakorana nabyo**



Aho byavuye: Anketi ya RGB, 2022

Muri rusange, serivisi zihabwa abakorana n'amabanki n'ibigo by'imari iciriritse zishimwa ku bipimo biri hejuru ya 84.0%. Serivisi za MTN Mobile Money na Airtel Money ni zo zishimwa cyane n'abazikoresha ku gipimo cya 93.7%.

1.6.5. Imikorere y'amakoperative

1.6.5.1. Abanyamuryango b'amakoperative

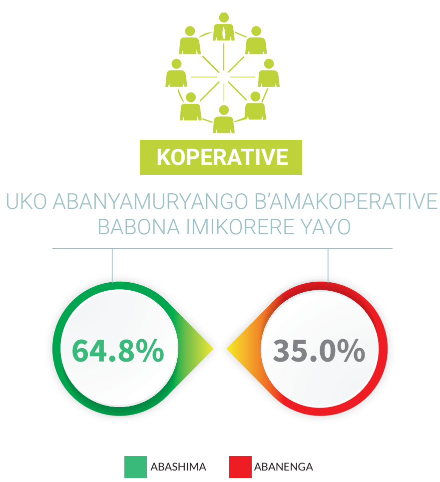
Aho byavuye: Anketi ya RGB, 2022

Mu baturage bakoreweho ubushakashatsi, 13.9% ni bo banyamuryango b'amakoperative mu gihe 86.0% bagaragaje ko bataba mu makoperative.

Ikindi cyagaragaye ni uko 58.4%, by'abakoreweho ubushakashatsi bagaragaje ko ari abanyamuryango b'Umurenge SACCO n'Umwalimu SACCO. Biragaragara ko abenshi mu baturage badasobanukiwe ko SACCO nazo ari koperative, ibi bikaba byatuma batagira uruhare rukwiye mu mikorere no mu miyoborere yazo.

1.6.5.2. Uko abanyamuryango b'amakoperative babona imikorere yayo

Ishusho 41: **Uko abanyamuryango b'amakoperative babona imikorere yayo**

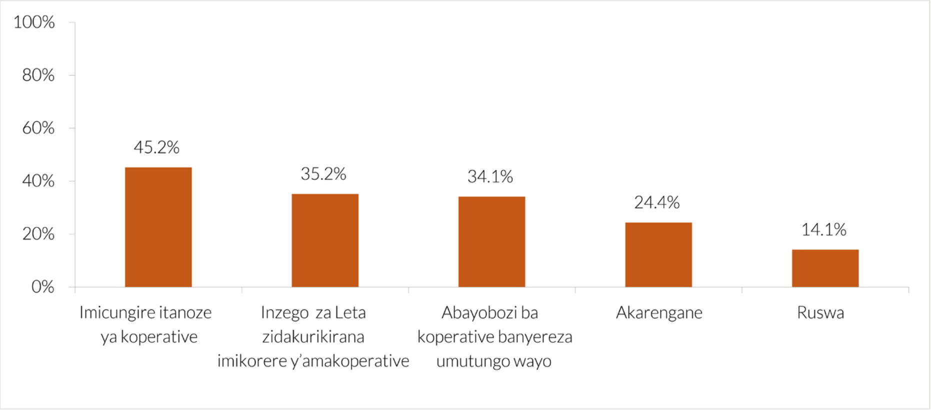


Aho byavuye: Anketi ya RGB, 2022

Abanyamuryango b'amakoperative bashima imikorere yayo ku gipimo cya 64.8%. Abaturage bo mu karere ka Nyabihu bashima imikorere y'amakoperative ku gipimo cyo hejuru cya 81.0% mu gihe mu karere ka Gisagara bashima ku gipimo kiri hasi cya 36.5%.

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

Ishusho 42: **Uko abanyamuryango b'amakoperative babona inzitizi mu mikorere yayo**



Aho byavuye: Anketi ya RGB, 2022

Mu nzitizi zagaragajwe n'abanyamuryango b'amakoperative, imicungire itanoze y'amakoperative ni yo iza ku isonga. Abanyamuryango b'amakoperative bo mu Turere twa Ruhango, Gisagara, na Nyamagabe ni bo bemeza ko hari imicungire itanoze y'amakoperative ku gipimo kiri hejuru ya 60%.

Inzego za Leta zidakurikirana imikorere y'amakoperative ni indi nzitizi yagaragajwe cyane ku gipimo cya 35.2% by'umwihariko mu turere twa Nyagatare, Kicukiro na Rwamagana aho abarenga 50% bagaragaje ko iyo nzitizi ihari.

1.6.6. IBYIFUZONAMA

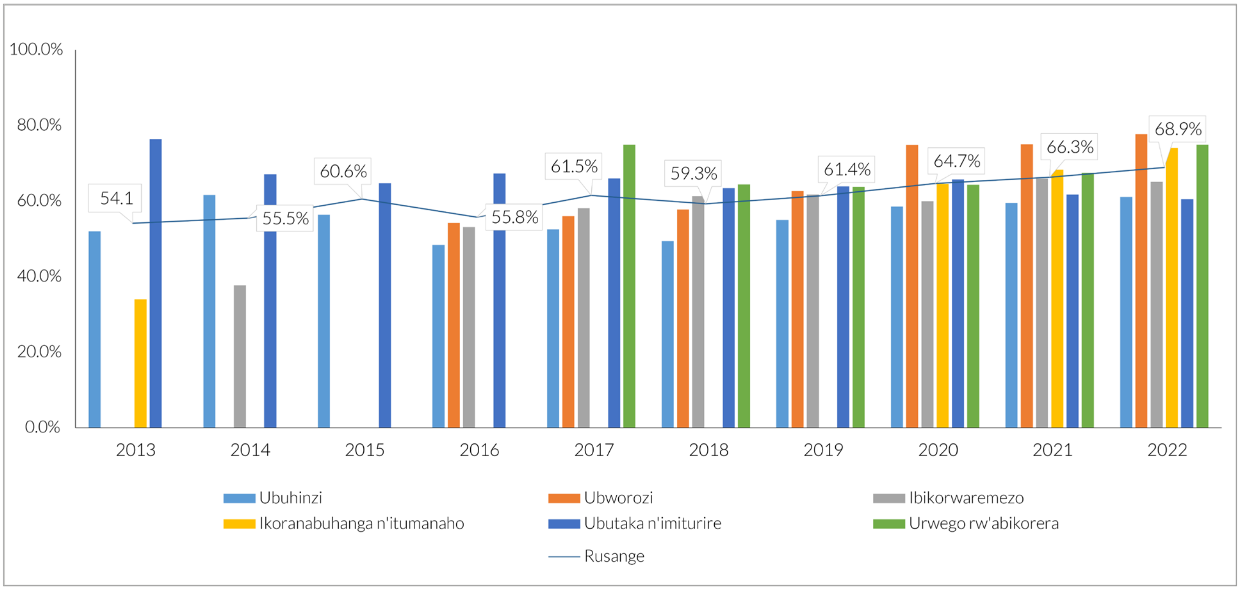
- Gukemura ibibazo bikigaragara muri serivisi zo gutwara abantu muri bisi;
- Gukemura ibibazo bikigaragara muri serivisi zo gutwara abantu kuri moto;
- Gukomeza kubaka umuco wo gutanga serivisi inoze mu rwego rw'abikorera;
- Kongera imbaraga mu gukurikirana imikorere y'amakoperative ku nzego za Leta zibishinzwe;
- Kongera imbaraga mu kunoza imiyoborere, imicungire n'imikorere y'amakoperative.

Imbonerahamwe 13:
Uko uturere duhagaze muri serivisi z'abikorera mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Gisagara	83.5%	70.8%	▲	12.7%
2	Gatsibo	82.8%	65.0%	▲	17.8%
3	Nyarugenge	80.9%	71.1%	▲	9.8%
4	Nyaruguru	80.6%	68.2%	▲	12.4%
5	Rusizi	80.5%	66.3%	▲	14.2%
6	Nyanza	80.4%	68.3%	▲	12.1%
7	Kirehe	79.0%	58.2%	▲	20.8%
8	Kicukiro	78.1%	70.0%	▲	8.1%
9	Kayonza	78.0%	62.7%	▲	15.3%
10	Gasabo	77.5%	78.4%	▼	-0.9%
11	Kamonyi	77.5%	64.2%	▲	13.3%
12	Rubavu	77.0%	68.1%	▲	8.9%
13	Nyagatare	76.8%	73.3%	▲	3.5%
14	Musanze	75.7%	72.9%	▲	2.8%
15	Rwamagana	75.5%	78.0%	▼	-2.5%
16	Ruhango	75.0%	59.0%	▲	16.0%
17	Huye	74.9%	74.9%	=	0.0%
18	Muhanga	74.7%	70.0%	▲	4.7%
19	Gakenke	73.7%	71.7%	▲	2.0%
20	Karongi	72.9%	59.7%	▲	13.2%
21	Nyabihu	71.7%	60.0%	▲	11.7%
22	Ngoma	71.5%	67.4%	▲	4.1%
23	Bugesera	71.3%	63.4%	▲	7.9%
24	Ngororero	71.2%	64.4%	▲	6.8%
25	Gicumbi	70.2%	60.6%	▲	9.6%
26	Rulindo	68.9%	70.8%	▼	-1.9%
27	Nyamasheke	68.7%	62.4%	▲	6.3%
28	Burera	67.1%	62.8%	▲	4.3%
29	Rutsiro	64.3%	60.1%	▲	4.2%
30	Nyamagabe	63.6%	75.0%	▼	-11.4%
IMPUZANDENGO		74.9%	67.5%	▲	7.4%

Aho byavuye: Anketi ya RGB, 2022

Ishusho 43: Uko abaturage bashima serivisi mu byiciro bigize inkingi y'ubukungu mu myaka icumi



Aho byavuye: Anketi ya RGB, 2022

2

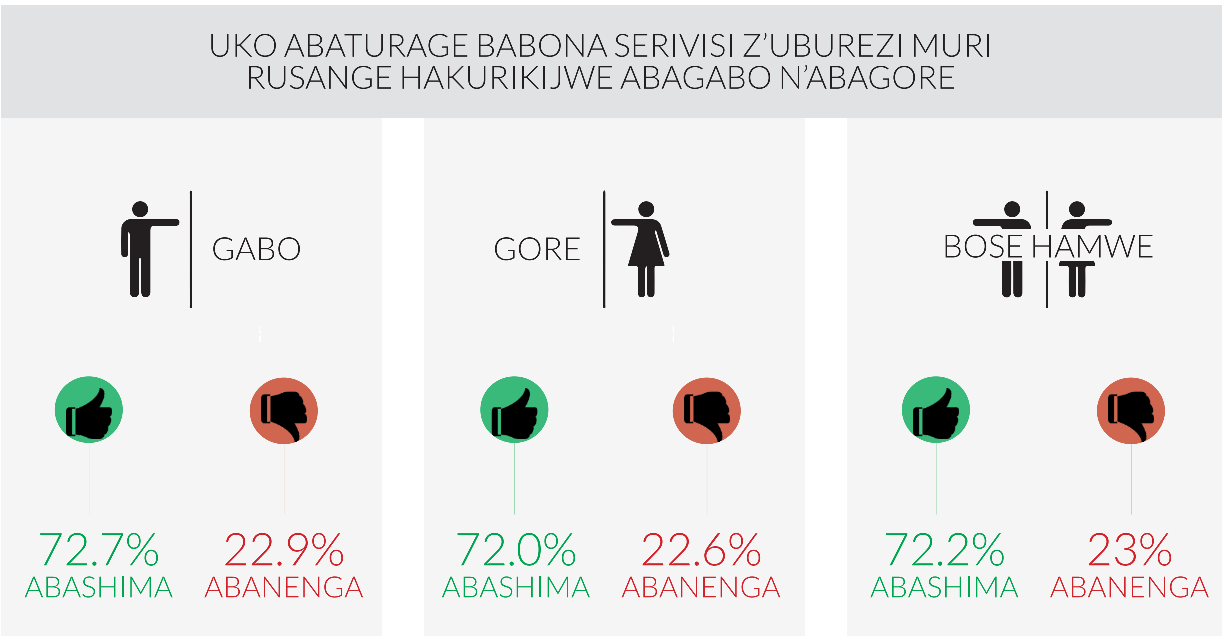
INKINGI Y'IMIBEREHO MYIZA Y'ABATURAGE

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 ku 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 ya 2022 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, imfashanyigisho zihagije, imyigire y'abana (ireme ry'uburezi), 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 n'imyitwarire y'abarimu mu mashuri.

Ishusho 44: **Uko abaturage babona serivisi z'uburezi muri rusange hakurikijwe abagabo n'abagore**

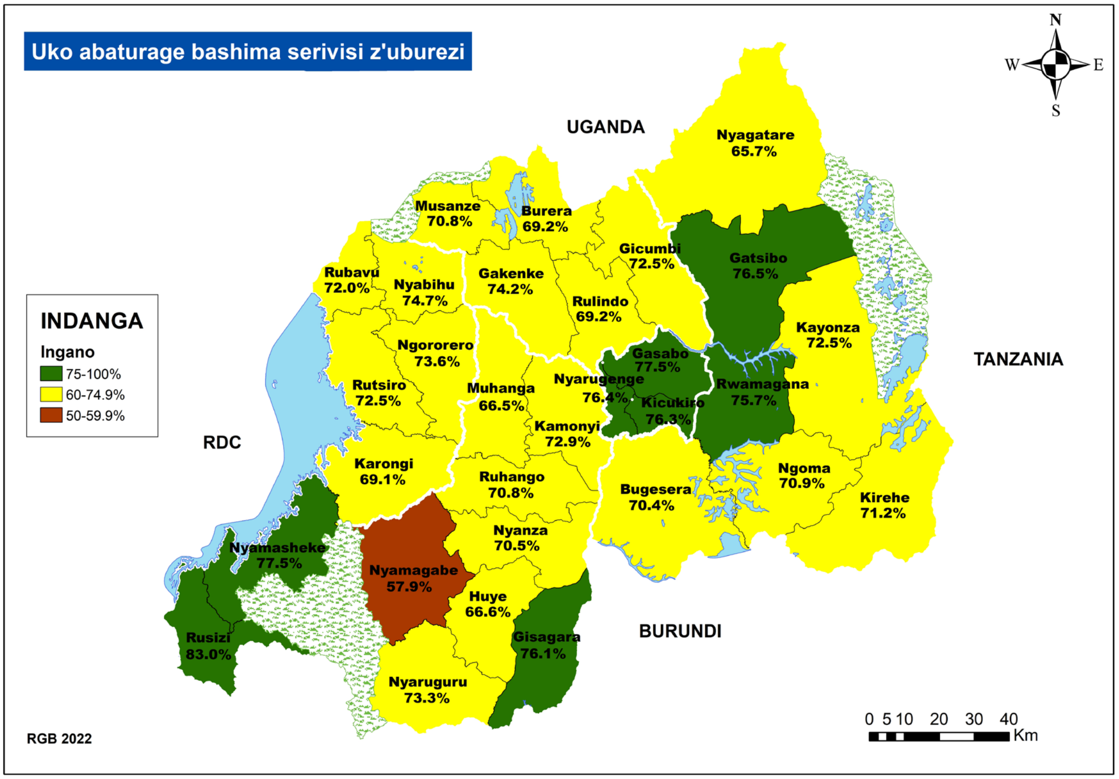


Aho byavuye: Anketi ya RGB, 2022

CRC ya 2022 igaragaza ko abaturage bashima uburezi ku gipimo cya 72.2%, uru rwego rukaba rwarazamutseho 3.4% aho muri CRC ya 2021 rwari kuri 68.8%. Ikigaragara ni uko uko abagabo n'abagore bashima serivisi z'uburezi bidatandukanye cyane kuko abagore bazishima ku gipimo cya 72% naho abagabo bakazishima ku gipimo cya 72.7%.

Hakurikijwe icyiciro cy'amashuri, abize kaminuza bashima urwego rw'uburezi ku gipimo cya 73.5%, abarangije amashuri yisumbuye bashima ku gipimo cya 73%, abarangije amashuri abanza bashima kuri 71.8% naho abatarize bashima uburezi ku gipimo cya 72.4%.

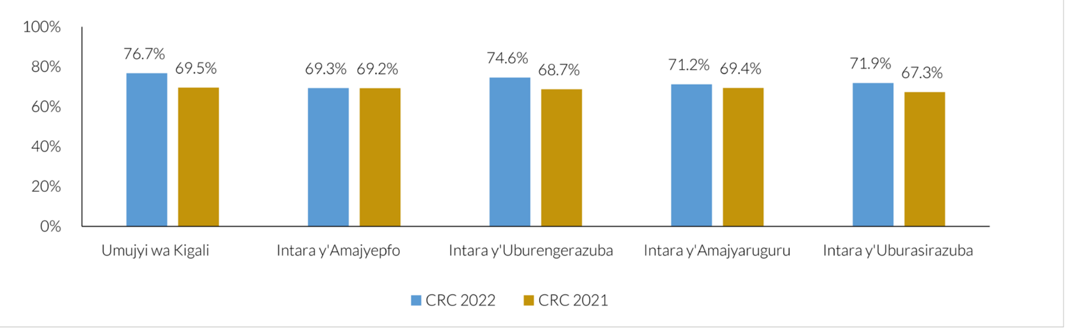
Ikarita 9: Uko abaturage bashima serivisi z'uburezi hakurikijwe uturere



Akarere ka Rusizi ni ko kaza ku isonga mu gushima serivisi z'uburezi ku gipimo cya 83%, Uturere twa Nyamasheke na Gasabo tuza ku mwanya wa kabiri ku gipimo cya 77.5%. Muri uyu mwaka, mu turere dutatu twavuzwe haruguru ni ho abaturage bashima uburezi ku gipimo kiri hejuru ya 77% mu gihe Akarere ka Nyamagabe ari ho abaturage bashima ku gipimo cyo hasi cya 57.9% kivuye kuri 70.2% umwaka ushize. Uyu mwaka wa 2022 mu turere 23 abaturage bashimye imitangire ya serivisi mu burezi ku gipimo kiri hejuru ugereranyije n'umwaka ushize wa 2021, naho mu turere dutandatu (Nyaruguru, Ngoma, Nyanza, Rulindo, Huye na Nyamagabe) abaturage bashimye izi serivisi ku gipimo kiri hasi ugereranije n'umwaka ushize. Mu Karere ka Musanze ni ho honyine hatagaragaye impinduka ugereranije n'umwaka ushize.

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

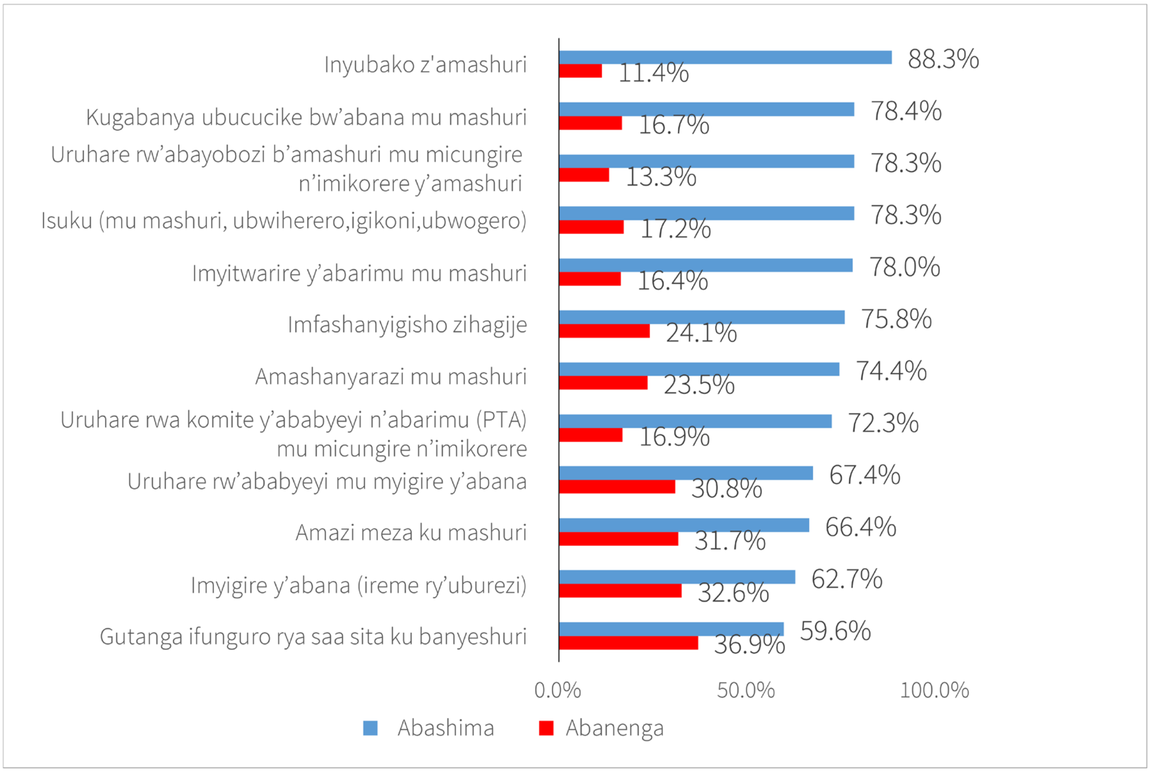
Ishusho 45: Uko abaturage babona serivisi z'uburezi hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2022

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

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



Aho byavuye: Anketi ya RGB, 2022

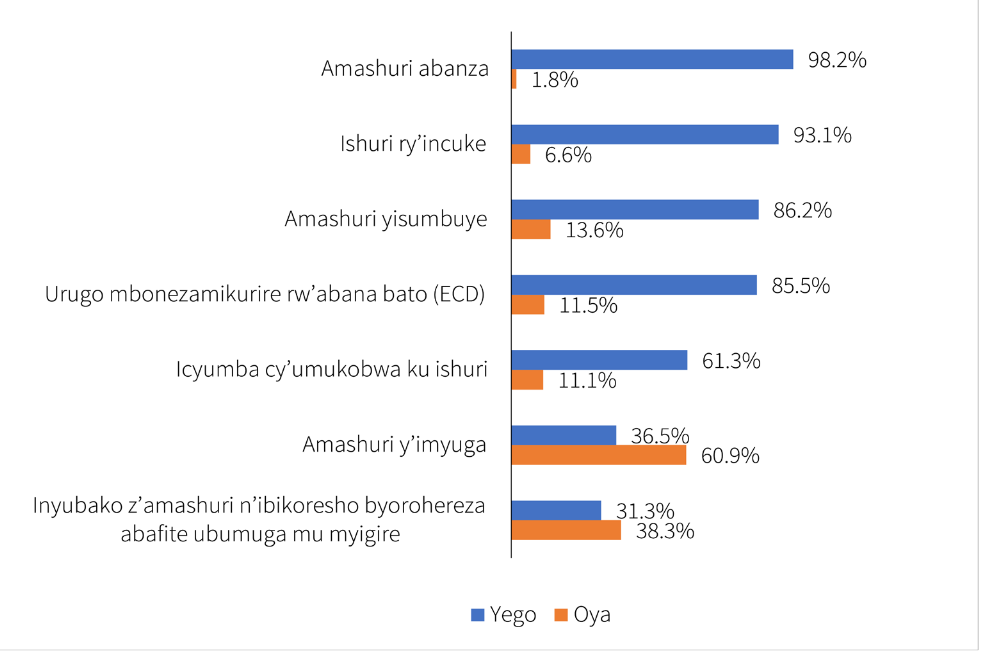
Inyubako z'amashuri ni cyo gikorwa kiza ku isonga mu gushimwa n'abaturage ku gipimo cya 88.3% nubwo iki gipimo cyasubiye inyuma gato kivuye kuri 90% umwaka ushize wa 2021. Gahunda yo gufata ifunguro rya saa sita ku banyeshuri ni yo ikomeje kuza inyuma aho ishimwa ku gipimo cyo hasi cya 59.6% ariko ikaba yarazamutse cyane ivuye kuri 50.8% umwaka ushize wa 2021. Uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micungire y'amashuri narwo rwarazamutse cyane kuko rwavuye kuri 62.3% umwaka ushize rukagera kuri 72.3% uyu mwaka.

Ibindi byagize impinduka nziza ugereranije n'umwaka ushize ni amashanyarazi mu mashuri, imfashanyigisho zihagije, imyigire y'abana, n'uruhare rw'ababyeyi mu myigire y'abana.

Ku rundi ruhande, isuku ku mashuri, amazi meza mu mashuri no kugabanya ubucukike bw'abana mu mashuri byasubiye inyuma ugereranije n'umwaka ushize.

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

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

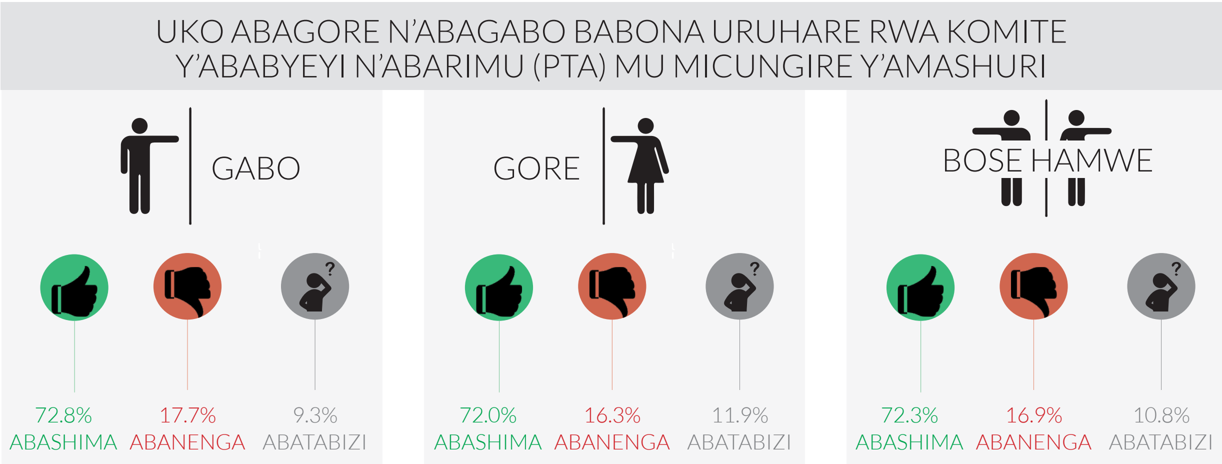


Aho byavuye: Anketi ya RGB, 2022

Amashuri abanza ni yo akomeje kuza ku isonga mu kwegera abaturage ku gipimo cya 98.2%, agakurikirwa n'amashuri y'incuke ahari ku gipimo cya 93.1%, amashuri yisumbuye ku gipimo cya 86.2% naho ingo mbonezamikurire z'abana bato ziri ku gipimo cya 85.5% mu gihe amashuri y'imyuga ari make cyane ku gipimo cya 60.9%.

Icyumba cy'umukobwa ku mashuri abaturage bavuga ko gihari ku gipimo cya 61.3% kivuye kuri 55.4% umwaka ushize, naho inyubako n'ibikoresho byorohereza abafite ubumuga mu myigire ni byo abaturage bemeza ko bihari ku gipimo cyo hasi cya 31.3%, bikaba byaramanutse cyane bivuye 51.4% umwaka ushize wa 2021.

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

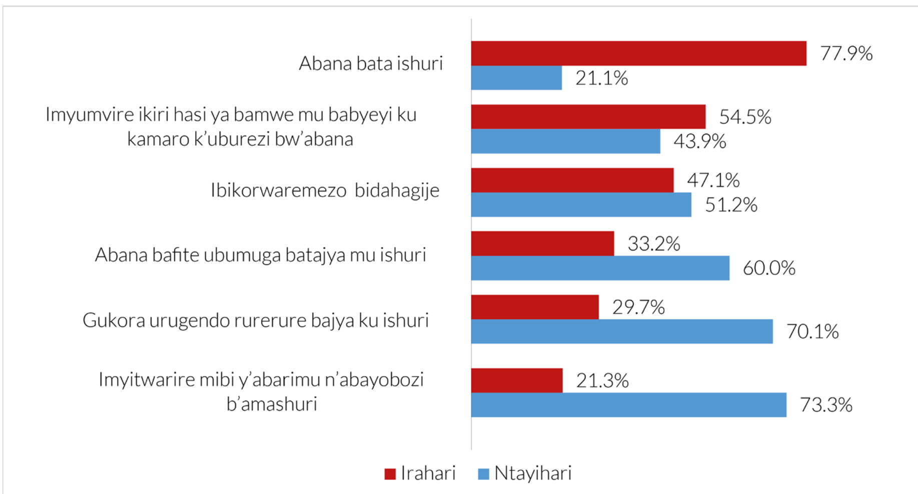


Aho byavuye: Anketi ya RGB, 2022

Muri rusange, uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micugire y'amashuri rwazamutseho 10% ruvuye ku gipimo cya 62.3% umwaka ushize rugera kuri 72.3% uyu mwaka. Abagore bashima ku gipimo cya 72%, abagabo bagashima ku gipimo cya 72.8%. Hagendewe ku cyiciro cy'amashuri, abarangije amashuri makuru y'imyuga(IPRC) bashima ku gipimo cya 73.7%, abize amashuri abanza bagashima uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micungire y'amashuri ku gipimo cya 72.8%, naho abize kaminuza barushima ku gipimo cyo hasi cya 68.4%.

2.1.5. Inzitizi zagaragajwe mu rwego rw'uburezi

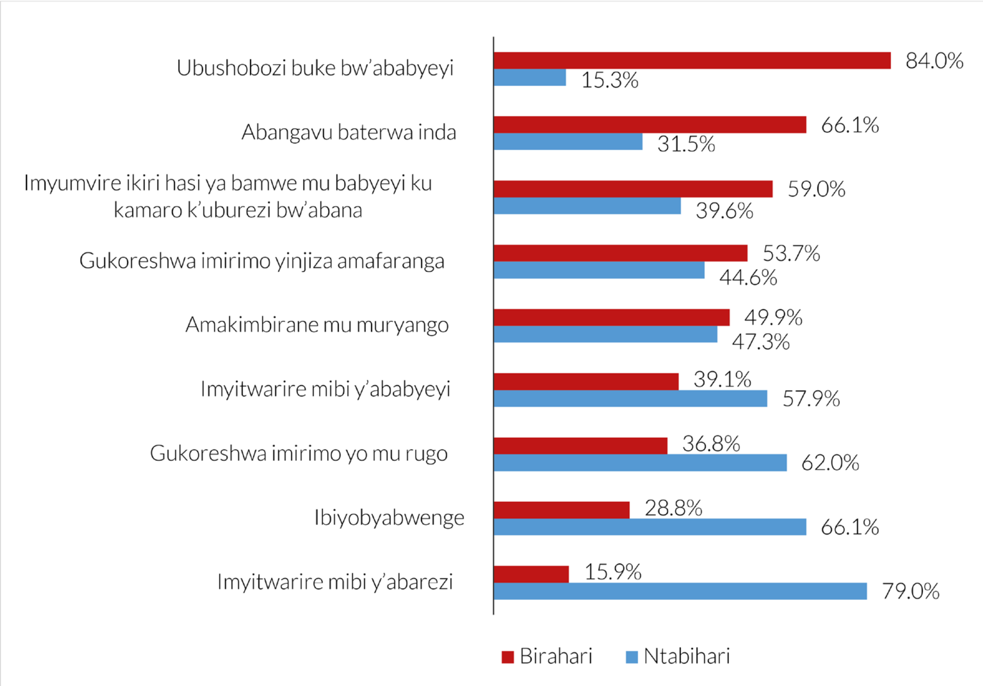
Ishusho 49: Inzitizi zagaragajwe mu rwego rw'uburezi



Aho byavuye: Anketi ya RGB, 2022

Abana bata ishuri ni imwe mu nzitizi ikomeje kuzamuka igaragazwa n'abaturage mu kubangamira iterambere ry'uburezi ku gipimo cya 77.9% ivuye 76.7% umwaka ushize. Hagati aho, imyumvire ikiri hasi ya bamwe mu babyeyi ku kamaro k'uburezi bw'abana yaragabanutse iva ku gipimo cya 60.9% ijya ku gipimo cya 54.5%.

Ishusho 50: Impamvu zitera abana guta ishuri



Aho byavuye: Anketi ya RGB, 2022

Abaturage bagaragaza ko ubushobozi buke bw'ababyeyi ari yo mpamvu iza imbere mu mpamvu zituma abana bata ishuri ku gipimo cya 84%, igakurikirwa n'ikibazo cy'abangavu baterwa inda ku gipimo cya 66.1% n'imyumvire y'ababyeyi ikiri hasi ku gipimo cya 59%. Mu Turere twa Gisagara, Nyaruguru na Gatsibo, abaturage bagaragaza ku gipimo kiri hejuru ya 90% ko ubushobozi buke ari impamvu ikomeye ituma abana bata ishuri.

2.1.6. IBYIFUZONAMA

- Kongera imbaraga no gukomeza ingamba zo guhangana n'ikibazo cy'abana bata ishuri;
- Kongera umubare w'amashuri y'imyuga mu rwego rwo kuzamura ubukungu bushingiye ku bumenyi;
- Gukomeza gukangurira ababyeyi kugira uruhare rugaragara mu burezi n'uburere bw'abana;
- Gukomeza kunoza gahunda yo gutanga ifunguro ryo ku manywa mu mashuri;
- Gukomeza ingamba zo gushyiraho ibikorwaremezo n'ibikoresho byorohereza abafite ubumuga mu mashuri.

Imbonerahamwe 14:
Uko uturere duhagaze muri serivisi z'uburezi mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Rusizi	83.0%	75.3%	▲	7.7%
2	Nyamasheke	77.5%	71.1%	▲	6.4%
3	Gasabo	77.5%	73.5%	▲	3.9%
4	Gatsibo	76.5%	69.0%	▲	7.5%
5	Nyarugenge	76.4%	65.0%	▲	11.4%
6	Kicukiro	76.3%	70.0%	▲	6.3%
7	Gisagara	76.1%	75.7%	▲	0.4%
8	Rwamagana	75.7%	72.7%	▲	3.0%
9	Nyabihu	74.7%	66.2%	▲	8.5%
10	Gakenke	74.2%	70.3%	▲	3.9%
11	Ngororero	73.6%	66.5%	▲	7.0%
12	Nyaruguru	73.3%	75.6%	▼	-2.3%
13	Kamonyi	72.9%	60.0%	▲	12.9%
14	Kayonza	72.5%	70.3%	▲	2.2%
15	Gicumbi	72.5%	67.1%	▲	5.4%
16	Rutsiro	72.5%	66.8%	▲	5.7%
17	Rubavu	72.0%	70.0%	▲	2.0%
18	Kirehe	71.2%	61.0%	▲	10.3%
19	Ngoma	70.9%	71.3%	▼	-0.4%
20	Musanze	70.8%	70.8%	=	0.0%
21	Ruhango	70.8%	64.6%	▲	6.2%
22	Nyanza	70.5%	74.1%	▼	-3.6%
23	Bugesera	70.4%	63.4%	▲	6.9%
24	Rulindo	69.2%	71.2%	▼	-2.0%
25	Burera	69.2%	67.5%	▲	1.7%
26	Karongi	69.1%	64.9%	▲	4.3%
27	Huye	66.6%	69.4%	▼	-2.8%
28	Muhanga	66.5%	64.2%	▲	2.3%
29	Nyagatare	65.7%	63.3%	▲	2.4%
30	Nyamagabe	57.9%	70.2%	▼	-12.4%
IMPUZANDENGO		72.2%	68.8%	▲	3.4%

Aho byavuye: Anketi ya RGB, 2022

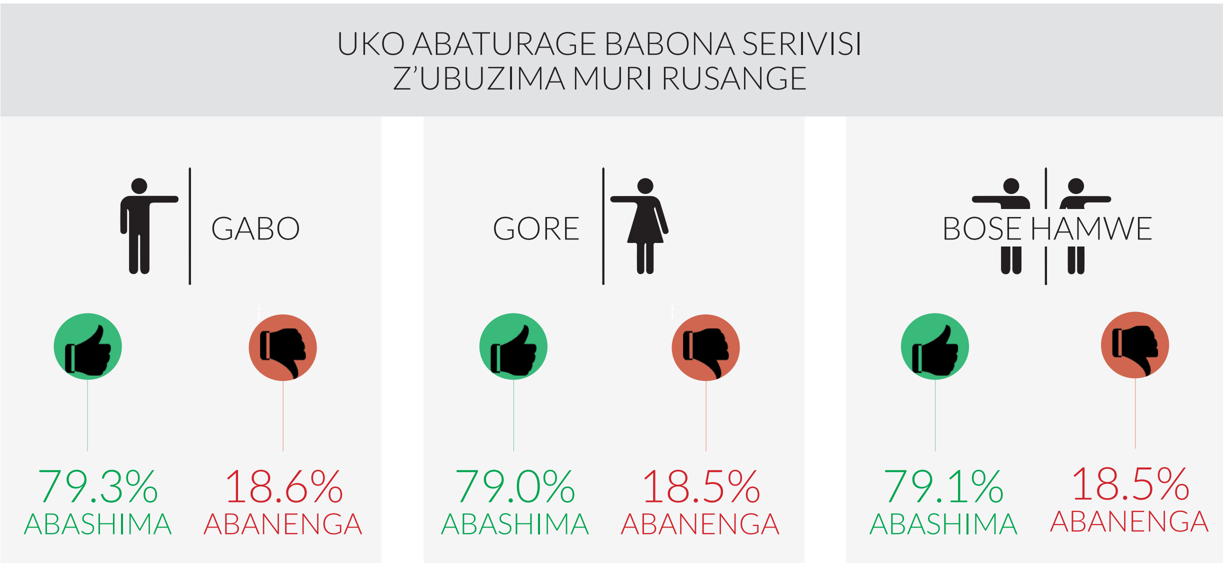
2.2. UBUZIMA

2.2.1. Intangiriro

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

Mu rwego rw'ubuzima CRC ya 2022 yibanze kuri serivisi zirimo kwakira no kwita ku barwayi, ubwisungane mu kwivuza, Serivisi zo kubona imiti/ Farumasi, ibikorwaremezo n'ibikoresho by'amavuriro, abaganga bahagije, serivisi zo kuboneza urubyaro, serivisi z'abajyanama b'ubuzima, serivisi zo gukingira indwara, ubukangurambaga mu birebana n'imirire, ubukangurambaga mu birebana no kwikingiza COVID-19, serivisi z'imbangukiragutabara, serivisi zo kwita ku bagore batwite n'ububyaza, serivisi zo kwishyura kwa muganga na serivisi z'umukozi ushinzwe mituweli kwa muganga.

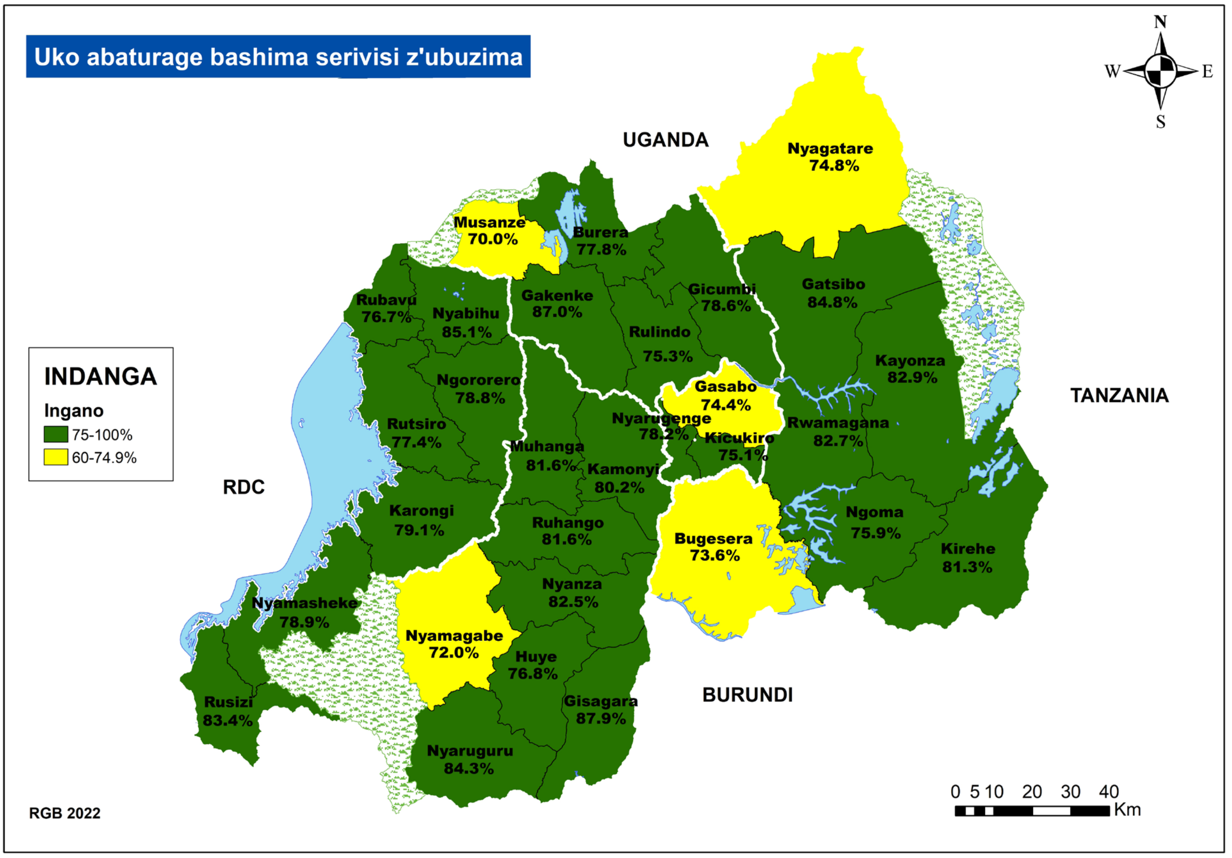
Ishusho 51: **Uko abaturage babona serivisi z'ubuzima muri rusange**



Aho byavuye: Anketi ya RGB, 2022

CRC ya 2022 igaragaza ko igipimo cyo gushima serivisi z'ubuzima cyazamutseho 5.4% kivuye kuri 73.7% kugera kuri 79.1% uyu mwaka. Abagore bashima serivisi z'ubuzima ku gipimo cya 79% naho abagabo bakazishima ku gipimo cya 79.3%.

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



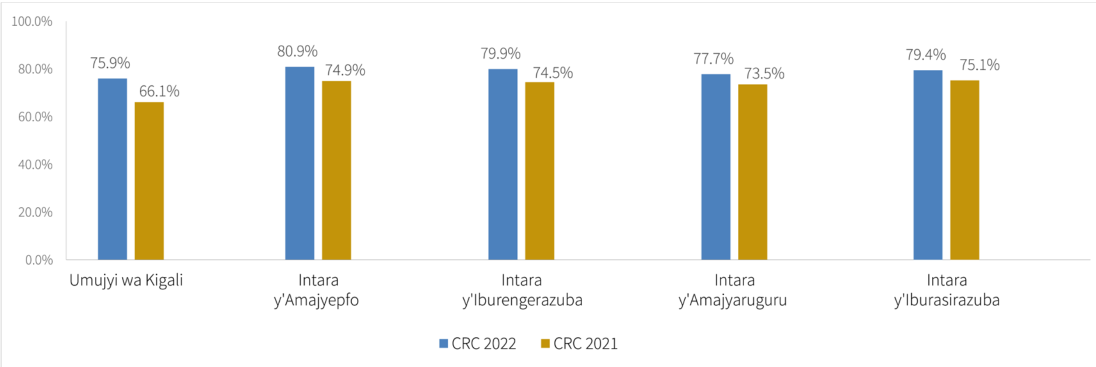
Akarere ka Gisagara ni ko kaza ku isonga mu gushima serivisi z' ubuzima ku gipimo cya 87.9% kavuye ku gipimo cya 81.8% umwaka ushize. Akarere ka Gakenke ni ko kaza ku mwanya wa kabiri mu gushima serivisi z'ubuzima ku gipimo cya 87% kavuye ku gipimo cya 76.6%, ku mwanya gatatu hakaza Akarere ka Nyabihu aho abaturage bashima izi serivisi ku gipimo cya 85.1% kivuye ku gipimo cya 77.9% umwaka ushize.

Muri uyu mwaka, mu turere 13 ni ho abaturage bashima imitangire ya serivisi z'ubuzima ku gipimo kiri hejuru ya 80% ariko mu Karere ka Musanze ni ho abaturage bazishima ku gipimo cyo hasi cya 70%.

Uyu mwaka wa 2022 mu turere 25 abaturage bashimye imitangire ya serivisi mu buzima ku gipimo kiri hejuru ugereranyije n'umwaka ushize wa 2021, naho mu turere dutanu (Ngoma, Rulindo, Huye, Nyamagabe na Musanze) abaturage bashimye imitangire y'izi serivisi ku gipimo kiri hasi ugereranije n'umwaka ushize wa 2021.

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

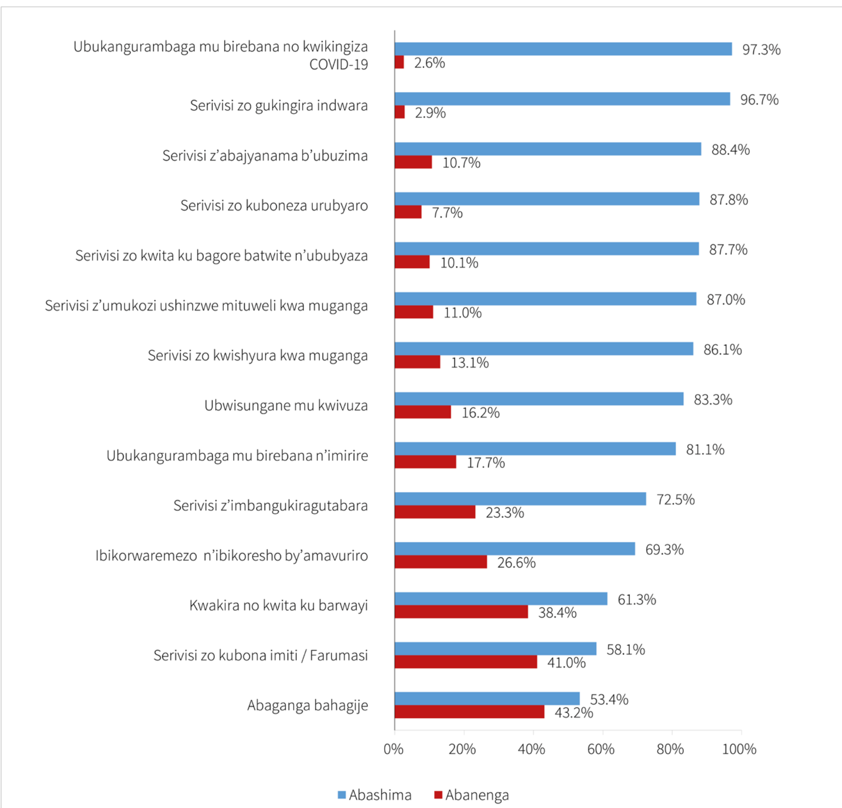
Ishusho 52: **Uko abaturage bashima serivisi z'ubuzima ku rwego rw'intara n'Umujyi wa Kigali mu myaka ibiri**



Aho byavuye: Anketi ya RGB, 2022

2.2.3. Uko abaturage babona serivisi z'ubuzima zitandukanye

Ishusho 53: **Uko abaturage babona serivisi z'ubuzima zitandukanye**

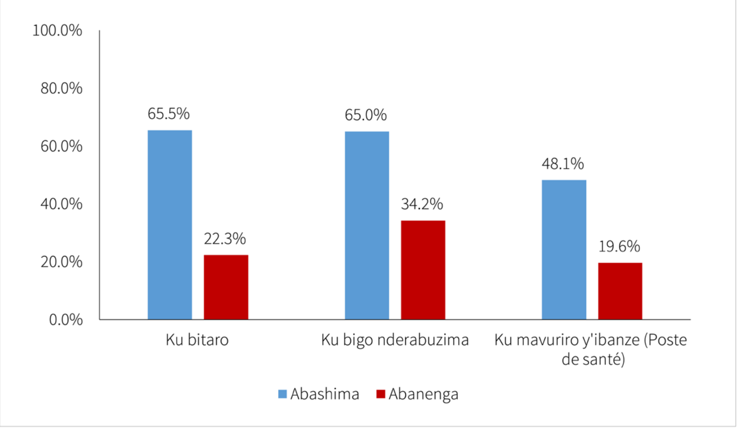


Aho byavuye: Anketi ya RGB, 2022

Muri serivisi z'ubuzima, imyaka ine ishize, CRC igaragaza ko serivisi zo gukingira indwara ndetse na serivisi z'abajyanama b'ubuzima zikomeje kuza ku isonga mu gushimwa n'abaturage ku bipimo bikurikira: serivisi zo gukingira indwara zishimwa ku gipimo cya 96.7% (CRC ya 2022), 93.7% (CRC ya 2021), 93.8% (CRC ya 2020), na 94.4%, (CRC ya 2019), aho serivisi z'abajyanama b'ubuzima zishimwa ku gipimo cya 88.4% (CRC ya 2022), 87.7% (CRC ya 2021), 87.7% (CRC ya 2020), na 88.6% (CRC ya 2019). Abaganga bahagije na serivisi za farumasi ni byo bishimwa ku bipimo cyo hasi cya 53.4% na 58.1%.

2.2.4. Uko abaturage bishimira serivisi bahabwa ku mavuriro

Ishusho 54: **Uko abaturage babona serivisi bahabwa n'ibitaro, ibigo nderabuzima n'amavuriro yíbanze (poste de santé)**



Aho byavuye: Anketi ya RGB, 2022

Abaturage bashima serivisi bahabwa n'ibitaro ku gipimo kiri hasi cya 65.5% ugereranije n'umwaka ushize aho cyari 70.6%, ku bigo nderabuzima igipimo cyasubiye inyuma aho cyavuye kuri 66.0% kigera kuri 65% uyu mwaka, naho ku mavuriro y'ibanze (poste de santé) igipimo cyamanutseho gato kiva kuri 48.8% umwaka ushize kigera kuri 48.1% uyu mwaka. Muri rusange, imitangire ya serivisi z'ubuzima zegereye abaturage zasubiye inyuma uyu mwaka wa 2022.

2.2.5. IBYIFUZONAMA

- Gukomeza kwegereza abaturage amavuriro y'ibanze (poste de santé) no kunoza imikorere yayo;
- Kunoza serivisi zo kubona imiti/farumasi;
- Gukomeza kubaka umuco w'imitangire ya serivisi inoze mu rwego rw'ubuvuzi;
- Kongera umubare w'abaganga n'abaforomo mu mavuriro;
- Gukomeza kwegereza abaturage ibikorwaremezo n'ibikoresho bihagije bifasha mu gutanga serivisi inoze mu mavuriro.

Imbonerahamwe 15:
Uko uturere duhagaze muri serivisi z'ubuzima mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021- 2022 (%)	
1	Gisagara	87.9%	81.8%	▲	6.1%
2	Gakenke	87.0%	76.6%	▲	10.5%
3	Nyabihu	85.1%	77.9%	▲	7.2%
4	Gatsibo	84.8%	80.5%	▲	4.2%
5	Nyaruguru	84.3%	80.2%	▲	4.1%
6	Rusizi	83.4%	70.5%	▲	12.9%
7	Kayonza	82.9%	75.6%	▲	7.3%
8	Rwamagana	82.7%	77.8%	▲	4.9%
9	Nyanza	82.5%	77.1%	▲	5.4%
10	Muhanga	81.6%	71.8%	▲	9.9%
11	Ruhango	81.6%	68.1%	▲	13.5%
12	Kirehe	81.3%	78.9%	▲	2.4%
13	Kamonyi	80.2%	65.1%	▲	15.1%
14	Karongi	79.1%	77.2%	▲	1.9%
15	Nyamasheke	78.9%	71.9%	▲	7.0%
16	Ngororero	78.8%	70.7%	▲	8.1%
17	Gicumbi	78.6%	65.1%	▲	13.6%
18	Nyarugenge	78.2%	61.6%	▲	16.6%
19	Burera	77.8%	74.6%	▲	3.2%
20	Rutsiro	77.4%	76.6%	▲	0.8%
21	Huye	76.8%	80.4%	▼	-3.6%
22	Rubavu	76.7%	76.4%	▲	0.3%
23	Ngoma	75.9%	76.3%	▼	-0.4%
24	Rulindo	75.3%	80.4%	▼	-5.1%
25	Kicukiro	75.1%	65.6%	▲	9.5%
26	Nyagatare	74.8%	74.7%	▲	0.1%
27	Gasabo	74.4%	71.1%	▲	3.3%
28	Bugesera	73.6%	62.1%	▲	11.5%
29	Nyamagabe	72.0%	74.9%	▼	-2.9%
30	Musanze	70.0%	70.9%	▼	-1.0%
IMPUZANDENGO		79.1%	73.7%	▲	5.5%

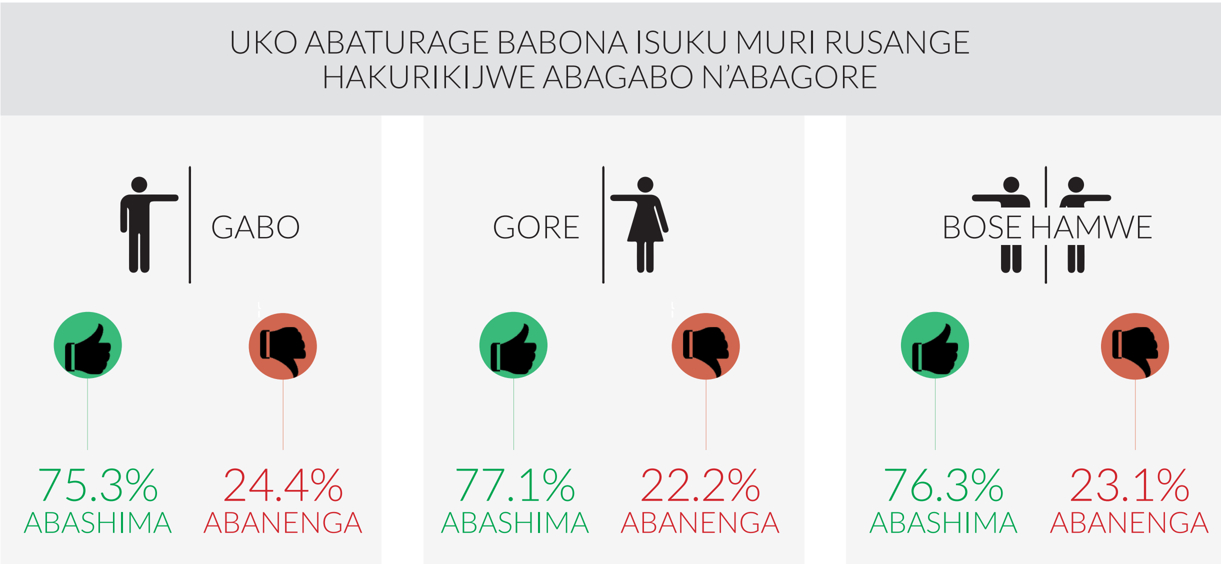
Aho byavuye: Anketi ya RGB, 2022

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. Ku birebana n'isuku, abaturage bagaragaza uko bayibona ahantu hatandukanye harimo amavuriro, amashuri, ibiro by'inzego z'ibanze, amahoteli n'amaresitora, mu ngo z'abaturage. Abaturage kandi bagaragaza uko bashima isuku yo ku mubiri n'imyambaro.

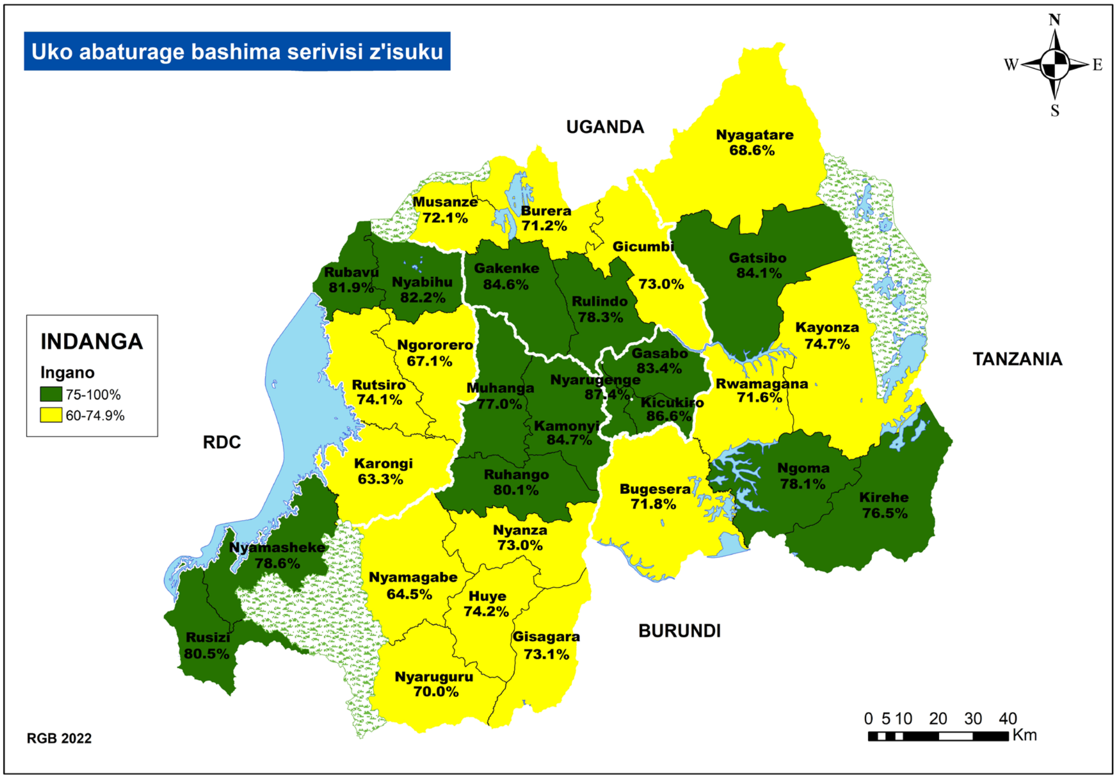
Ishusho 55: **Uko abaturage babona isuku muri rusange hakurikijwe abagabo n'abagore**



Aho byavuye: Anketi ya RGB, 2022

Muri rusange, abaturage bagaragaje ko isuku yasubiye inyuma uyu mwaka ugereranije n'umwaka ushize aho yavuye ku gipimo cya 81.0% ikagera kuri 76.3%. Abagore bashima isuku ku gipimo cya 77.1% naho abagabo bakayshima ku gipimo cya 75.3%.

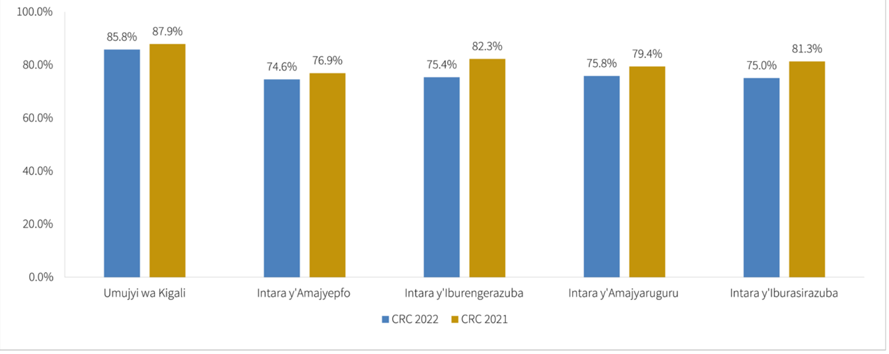
Ikarita 11: Uko abaturage babona isuku hakurikijwe uturere



Akarere ka Nyarugenge ni ko kaza ku isonga, aho abaturage bashima isuku ku gipimo kiri hejuru (87.4%) kivuye kuri 84.2% mu mwaka ushize. Utundi turere abaturage bashima isuku ku gipimo cyo hejuru ya 85% ni Kicukiro (86.6%), Kamonyi (84.7%), Gakenke (84.6%), Gatsibo (84.1%), Gasabo (83.4%), Nyabihu (82.2%), Rubavu (81.9%), Rusizi (80.5%), na Ruhango (80.1%). Mu Karere ka Karongi ni ho abaturage bashima isuku ku gipimo cyo hasi cya 63.3%. Mu bijyanye mitangire ya serivisi z'isuku, Uturere twa Kamonyi na Ruhango ni two twagize impinduka nini ya 12.7% na 9.1% ugereranije n'umwaka ushize.

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

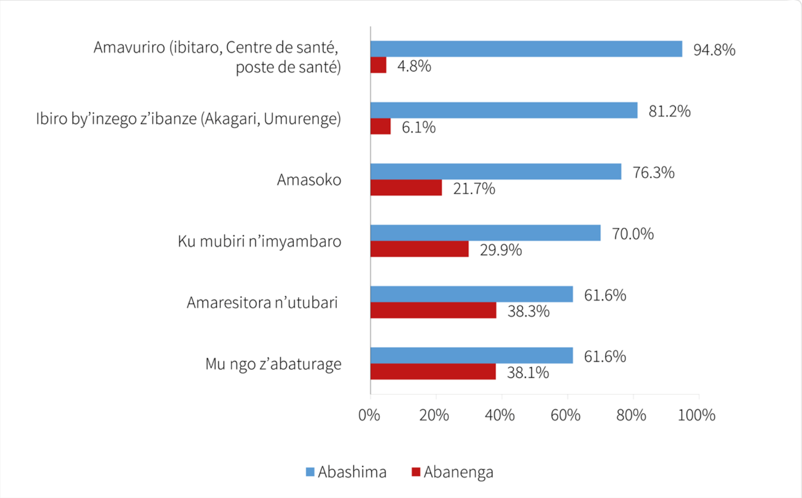
Ishusho 56: Uko abaturage bashima isuku hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2022

2.3.3. Uko abaturage babona isuku ahantu hatandukanye

Ishusho 57: Uko abaturage babona isuku ahantu hatandukanye

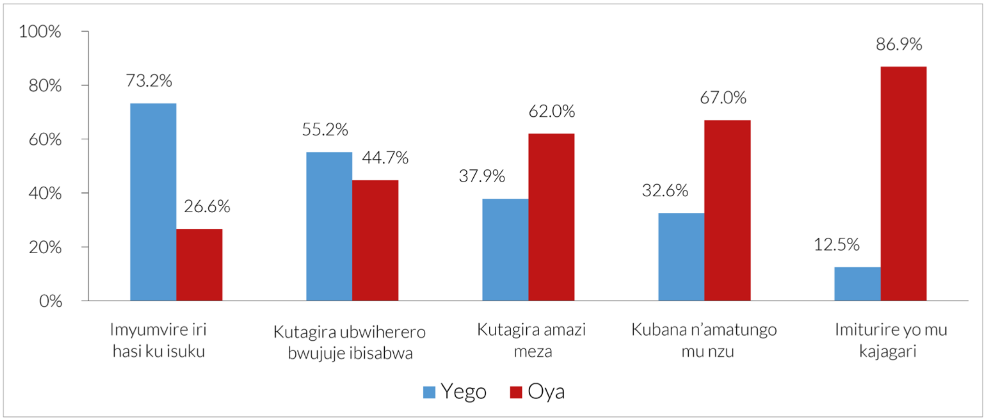


Aho byavuye: Anketi ya RGB, 2022

Isuku ku mavuriro ni yo abaturage bashima ku gipimo cya 94.8%, ikaba ikomeje kuza ku isonga guhera mu myaka ibiri ishize. Muri rusange, isuku yaragabanutse ugereranije n'umwaka ushize. Igipimo cyo gushima isuku ku biro by'akagari n'umurenge cyagabanutseho 11.9% kivuye kuri 93.1% umwaka ushize kigera kuri 81.2% uyu mwaka.

2.3.4 Bimwe mu byo abaturage babona bitera umwanda

Ishusho 58: **Bimwe mu byo abaturage babona bitera umwanda**



Aho byavuye: Anketi ya RGB, 2022

Abaturage bagaragaza ko umwanda uterwa ahanini n'imyumvire iri hasi ku gipimo cya 73.2%, kutagira ubwiherero bwujuje ibisabwa ku gipimo cya 55.2%, no kutagira amazi meza (37.9%). Izindi mpamvu ni ukurarana n'amatungo biri ku gipimo cya 32.6% n'imiturire yo mu kajagari biri ku gipimo cya 12.5%. Imyumvire iri hasi ni imwe mu mpamvu ikunze kugarukwaho n'abaturage mu zitera umwanda ariko igenda igabanuka buri mwaka aho muri CRC ya 2021 yari ku gipimo cya 76.9%, CRC ya 2020 yari ku gipimo cya 82.9%, naho CRC ya 2019 yari kuri 80.2%.

2.3.5. IBYIFUZONAMA

- Gukomeza gutoza abaturage umuco wo kugira isuku mu ngo no ku mubiri mu rwego rwo kwirinda indwara ziterwa n'isuku nke;
- Kwegereza abaturage ibikorwaremezo birimo amazi meza mu rwego rwo gukumira umwanda;
- Gushyiraho ingamba zatuma abaturage bacika ku muco wo kurarana n'amatungo.

Imbonerahamwe 16:
Uko uturere duhagaze muri serivisi z'isuku mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Nyarugenge	87.4%	84.2%	▲	3.2%
2	Kicukiro	86.6%	88.1%	▼	-1.5%
3	Kamonyi	84.7%	72.0%	▲	12.7%
4	Gakenke	84.6%	80.2%	▲	4.4%
5	Gatsibo	84.1%	84.0%	▲	0.1%
6	Gasabo	83.4%	91.3%	▼	-7.8%
7	Nyabihu	82.2%	82.5%	▼	-0.4%
8	Rubavu	81.9%	80.0%	▲	1.9%
9	Rusizi	80.5%	89.2%	▼	-8.7%
10	Ruhango	80.1%	71.0%	▲	9.1%
11	Nyamasheke	78.6%	88.7%	▼	-10.2%
12	Rulindo	78.3%	82.9%	▼	-4.6%
13	Ngoma	78.1%	80.2%	▼	-2.1%
14	Muhanga	77.0%	78.4%	▼	-1.4%
15	Kirehe	76.5%	80.1%	▼	-3.5%
16	Kayonza	74.7%	83.8%	▼	-9.1%
17	Huye	74.2%	81.6%	▼	-7.4%
18	Rutsiro	74.1%	74.0%	▲	0.1%
19	Gisagara	73.1%	78.8%	▼	-5.8%
20	Gicumbi	73.0%	71.6%	▲	1.4%
21	Nyanza	73.0%	80.1%	▼	-7.1%
22	Musanze	72.1%	81.7%	▼	-9.6%
23	Bugesera	71.8%	75.2%	▼	-3.4%
24	Rwamagana	71.6%	83.9%	▼	-12.3%
25	Burera	71.2%	80.7%	▼	-9.5%
26	Nyaruguru	70.0%	76.6%	▼	-6.6%
27	Nyagatare	68.6%	82.3%	▼	-13.7%
28	Ngororero	67.1%	78.8%	▼	-11.7%
29	Nyamagabe	64.5%	76.6%	▼	-12.1%
30	Karongi	63.3%	82.9%	▼	-19.6%
	IMPUZANDENGO	76.3%	81.0%	▼	-4.7%

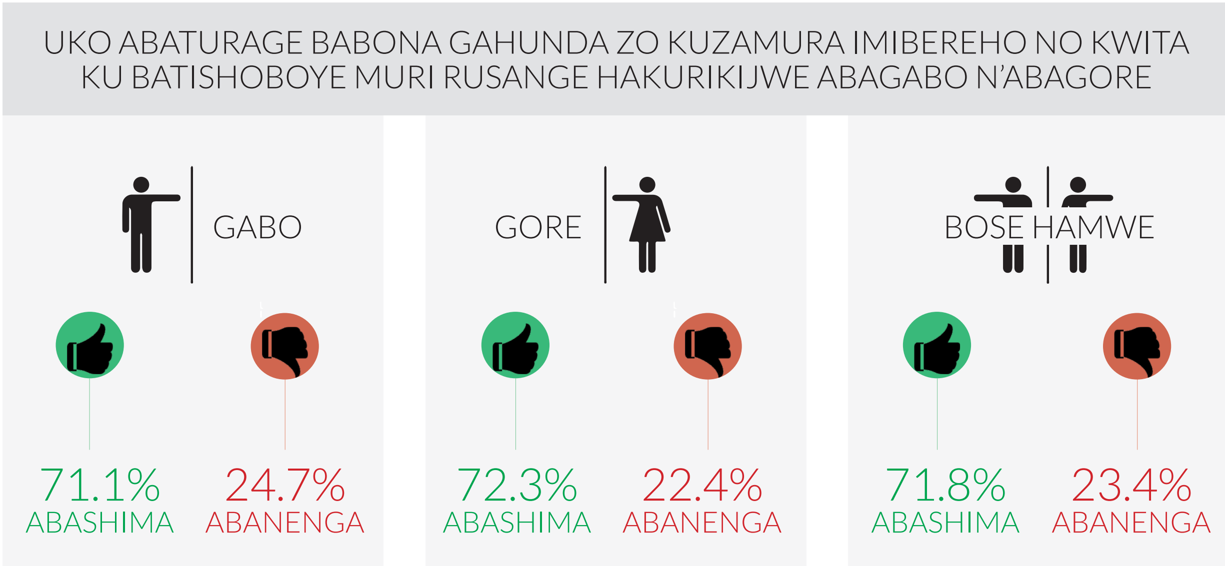
Aho byavuye: Anketi ya RGB, 2022

2.4. GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE

2.4.1. Intangiriro

Leta y'u Rwanda yashyizeho gahunda zo kuzamura imibereho myiza y'abaturage mu rwego rwo kurushaho gufasha abanyarwanda bakennye n'abakennye bikabije gutera imbere no kwigira. Ubu bushakashatsi bwibanze kuri zimwe muri izo gahunda arizo: VUP, Girinka, Ubudehe mu mudugudu ndetse no kubakira abatishoboye.

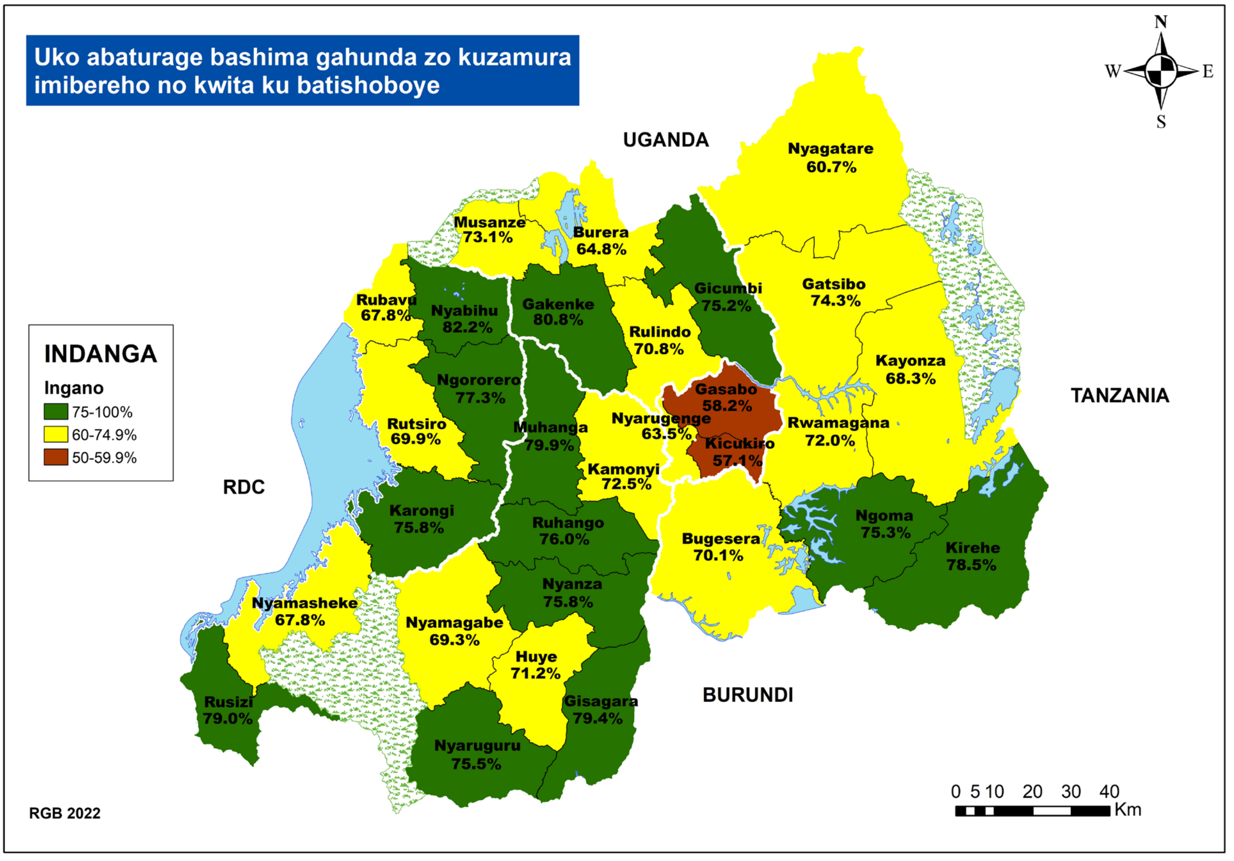
Ishusho 59: **Uko abaturage babona gahunda zo kuzamura imibereho no kwita ku batishoboye muri rusange hakurikijwe abagabo n'abagore**



Aho byavuye: Anketi ya RGB, 2022

Uyu mwaka, igipimo cyo gushima gahunda zo kuzamura imibereho myiza y'abaturage no kwita ku batishoboye cyagabanutseho 1% aho cyavuye kuri 72.8% umwaka ushize kigera kuri 71.8%. Abagabo bazishima ku gipimo cya 71.1%, abagore bakazishima ku gipimo cya 72.3% .

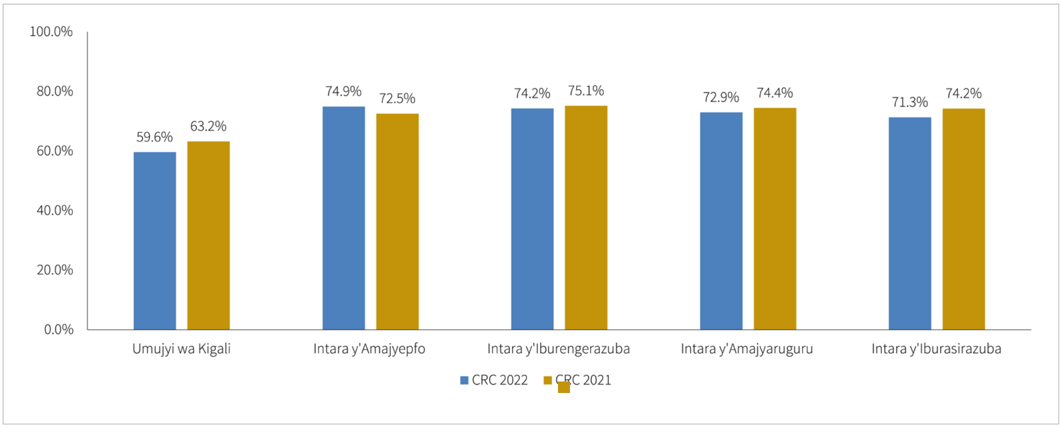
Ikarita 12: Uko abaturage bashima gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe uturere



Mu Karere ka Nyabihu ni ho abaturage bashima gahunda yo kuzamira imibereho yabo no kwita ku batishoboye ku gipimo cyo hejuru cya 82.2% kivuye kuri 75.1% umwaka ushize. Hakurikiraho Akarere ka Gakenke aho igipimo cyo gushima izi gahunda cyazamutse kiva kuri 72.6% umwaka ushize kigera kuri 80.8% uyu mwaka. Mu Karere ka Ruhango ni ho abaturage bagaragaje impinduka nini cyane (14.6%) aho bashima ku gipimo cya 76% bavuye kuri 61.4%. Naho mu Karere ka Kicukiro ni ho igipimo cyo gushima izi gahunda cyasubiye inyuma cyane (14.4%) kivuye kuri 71.5% umwaka ushize kikagera kuri 57.1% uyu mwaka.

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

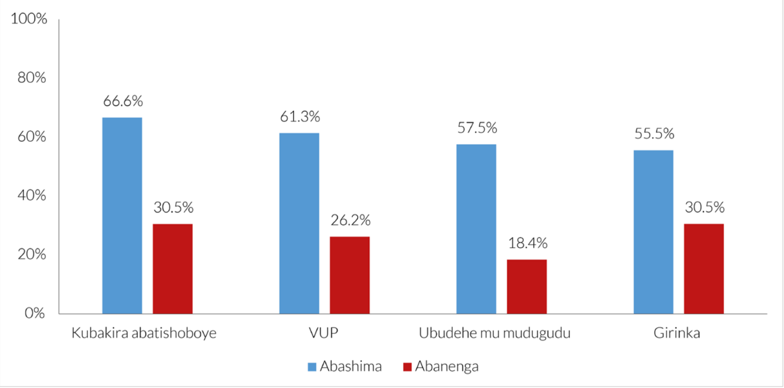
Ishusho 60: **Uko abaturage bashima gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri**



Aho byavuye: Anketi ya RGB, 2022

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

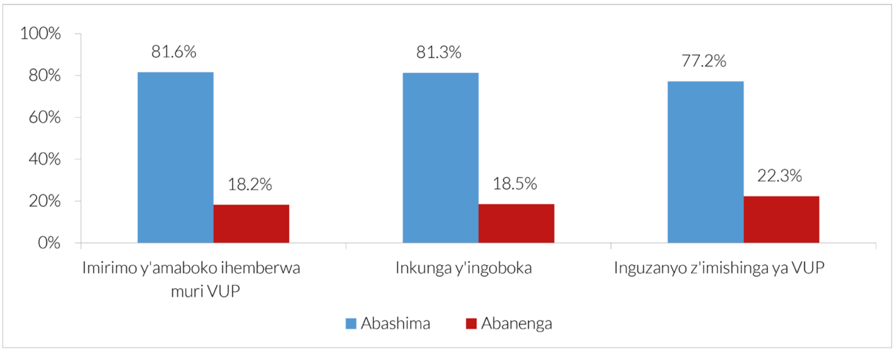
Ishusho 61: **Uko abaturage babona guhitamo abagenerwabikorwa ba gahunda zo kuzamura imibereho no kwita ku batishoboye zakoreweho ubushakashatsi**



Aho byavuye: Anketi ya RGB, 2022

Guhitamo abagenerwabikorwa ba gahunda yo kubakira abatishoboye ni byo bishimwa ku gipimo cya 66.6%, guhitamo aba VUP bishimwa ku gipimo cya 61.3%, guhitamo abagenerwabikorwa ba gahunda y'Ubudehe mu mudugudu bishimwa ku gipimo cya 57.5% na ho ku bijyanye na Girinka biri ku gipimo cyo hasi cya 55.5%. Muri rusange, biragaragara ko guhitamo abagenerwabikorwa ba gahunda zo kuzamura imibereho no kwita ku batishoboye bishimwa ku gipimo kiri hasi ugereranyije n'uko byari muri CRC 2021.

Ishusho 62: **59: Uko abaturage babona ishyirwamubikorwa rya gahunda ya VUP**

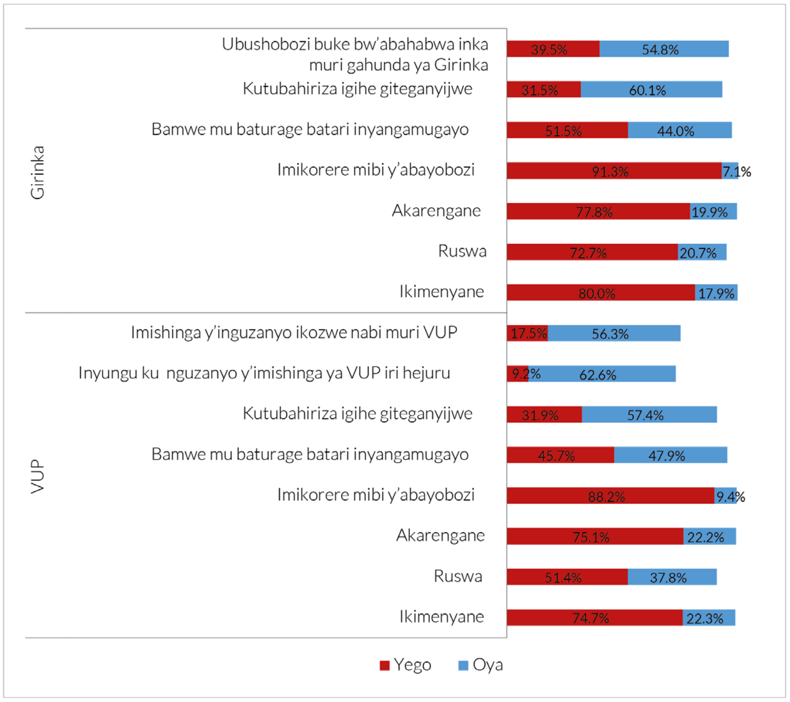


Aho byavuye: Anketi ya RGB, 2022

Muri rusange, igipimo cyo gushima ishyirwamubikorwa rya gahunda za VUP cyasubiye inyuma ugereranyije n'uko cyashimwe muri CRC ya 2021. Abaturage bashima ishyirwamubikorwa ry'imirimo y'amaboko ihemberwa muri VUP ku gipimo cya 81.6% cyagabanutse kivuye kuri 84 % umwaka ushize mu gihe inkunga y'ingoboka ishimwa ku gipimo cya 81.3% ivuye kuri 82.7% . Gushima inguzanyo z'imishinga ya VUP bishimwa ku gipimo cya 77.2%.

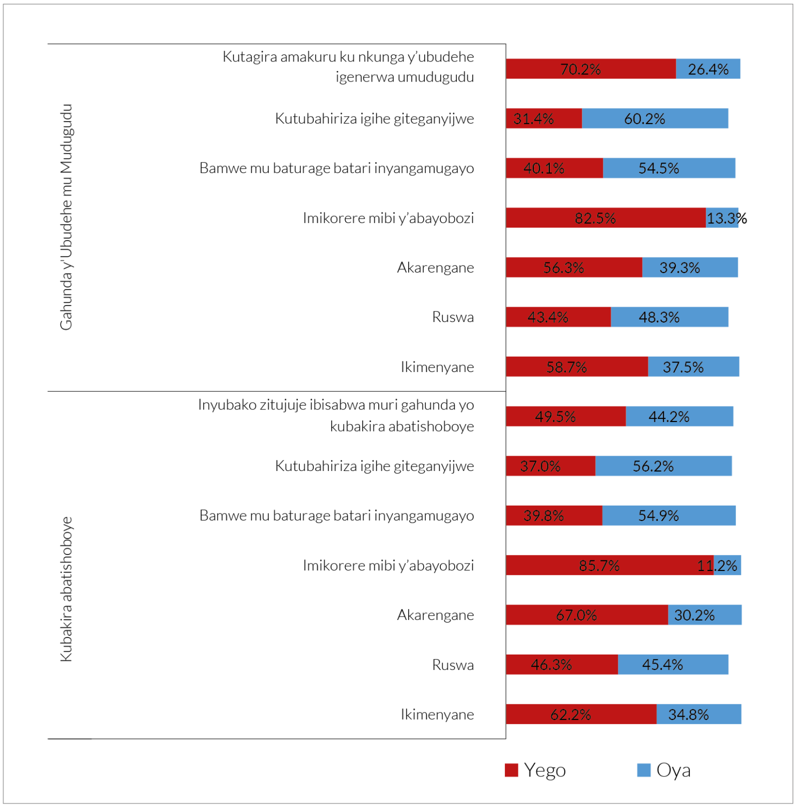
2.4.4. Zimwe mu nzitizi zagaragajwe zibangamira gahunda zo kuzamura imibereho no kwita ku batishoboye

Ishusho 63: **Zimwe mu nzitizi zagaragajwe zibangamira gahunda zo kuzamura imibereho no kwita ku batishoboye**



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, 2022



Aho byavuye: Anketi ya RGB, 2022

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 mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Nyabihu	82.2%	75.1%	▲	7.1%
2	Gakenke	80.8%	72.6%	▲	8.2%
3	Muhanga	79.9%	73.7%	▲	6.2%
4	Gisagara	79.4%	77.0%	▲	2.4%
5	Rusizi	79.0%	71.7%	▲	7.3%
6	Kirehe	78.5%	79.7%	▼	-1.2%
7	Ngororero	77.3%	73.8%	▲	3.5%
8	Ruhango	76.0%	61.4%	▲	14.6%
9	Nyanza	75.8%	75.0%	▲	0.8%
10	Karongi	75.8%	71.9%	▲	3.9%
11	Nyaruguru	75.5%	78.3%	▼	-2.9%
12	Ngoma	75.3%	77.7%	▼	-2.4%
13	Gicumbi	75.2%	78.1%	▼	-2.9%
14	Gatsibo	74.3%	69.2%	▲	5.1%
15	Musanze	73.1%	71.7%	▲	1.4%
16	Kamonyi	72.5%	66.2%	▲	6.3%
17	Rwamagana	72.0%	77.6%	▼	-5.6%
18	Huye	71.2%	70.6%	▲	0.6%
19	Rulindo	70.8%	77.6%	▼	-6.8%
20	Bugesera	70.1%	75.0%	▼	-5.0%
21	Rutsiro	69.9%	79.0%	▼	-9.1%
22	Nyamagabe	69.3%	78.1%	▼	-8.9%
23	Kayonza	68.3%	67.9%	▲	0.3%
24	Rubavu	67.8%	77.2%	▼	-9.4%
25	Nyamasheke	67.8%	77.3%	▼	-9.5%
26	Burera	64.8%	72.2%	▼	-7.4%
27	Nyarugenge	63.5%	53.6%	▲	9.9%
28	Nyagatare	60.7%	72.5%	▼	-11.7%
29	Gasabo	58.2%	64.6%	▼	-6.4%
30	Kicukiro	57.1%	71.5%	▼	-14.4%
IMPUZANDENGO		71.8%	72.8%	▼	-1.0%

Aho byavuye: Anketi ya RGB, 2022

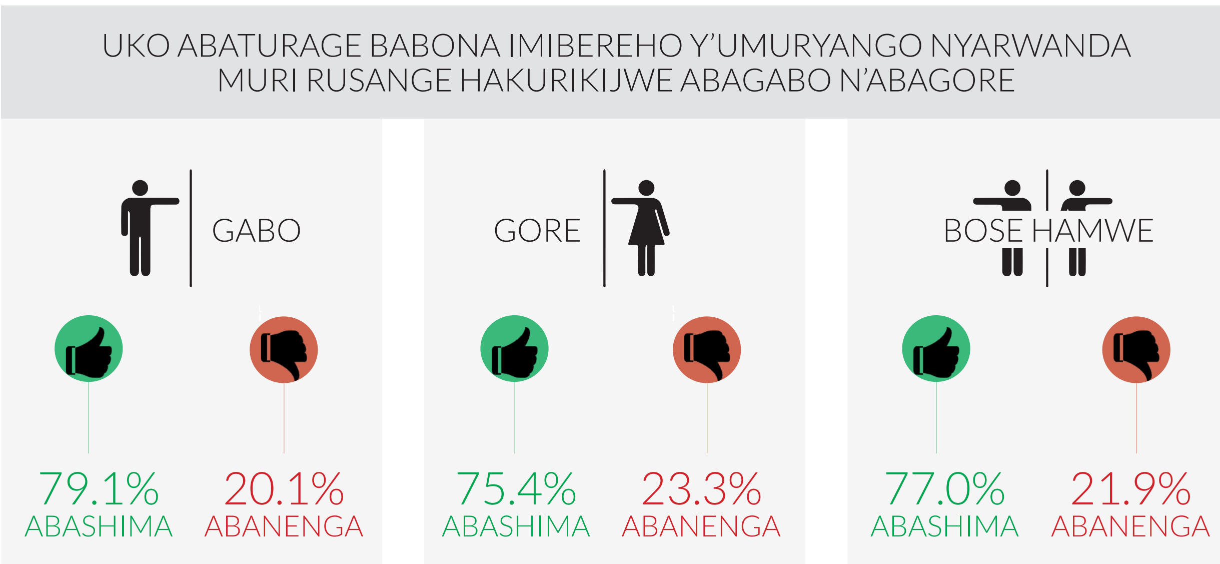
2.5. IMIBEREHO Y’UMURYANGO NYARWANDA

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 ni yo mpamvu muri gahunda ya Guverinoma y'imyaka irindwi, Leta yiyemeje kuzibanda ku kuzamura imibereho myiza yawo.

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

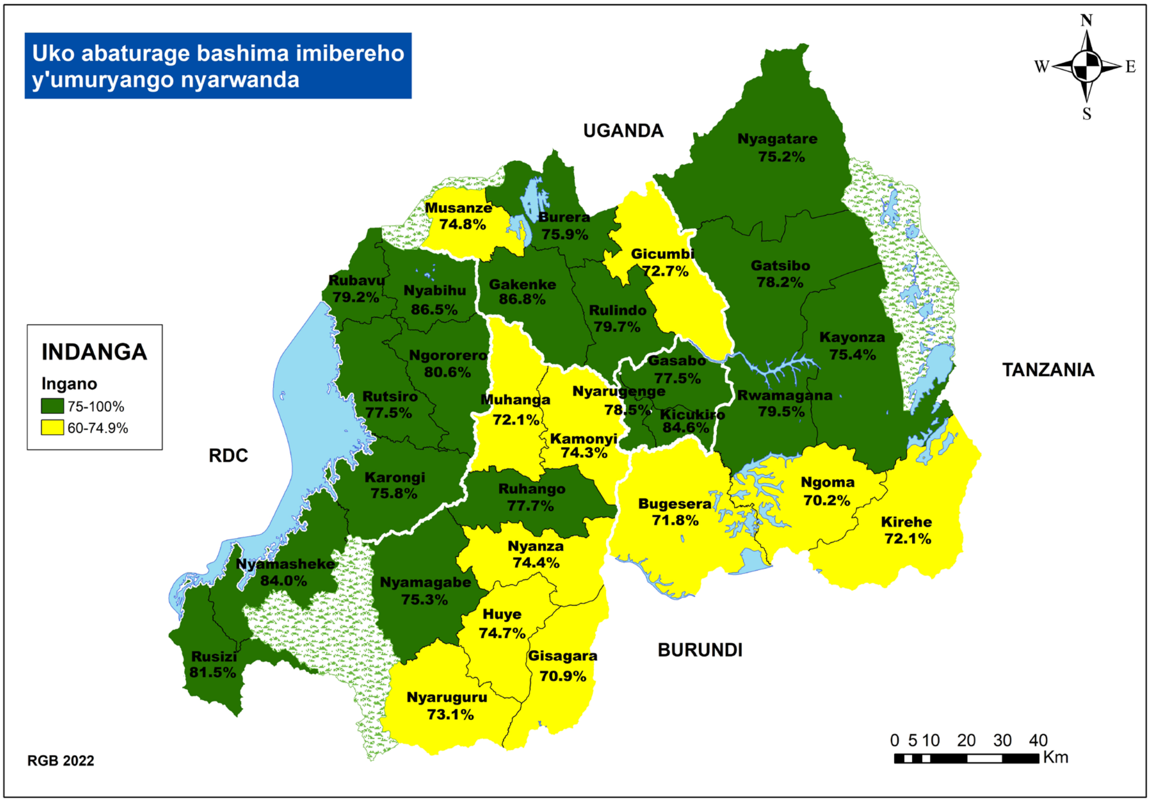
Ishusho 64: **Uko abaturage babona umuryango nyarwanda muri rusange hakurikijwe abagabo n'abagabo**



Aho byavuye: Anketi ya RGB, 2022

Muri rusange, abaturage bashima serivisi zijyanye no kwita ku muryango nyarwanda ku gipimo kiri hejuru ugereranyije n'umwaka ushize aho cyavuye 74.7% kikagera kuri 77% uyu mwaka. Abagabo bashima ku gipimo cya 79.1% naho abagore bashima kuri 75.4%.

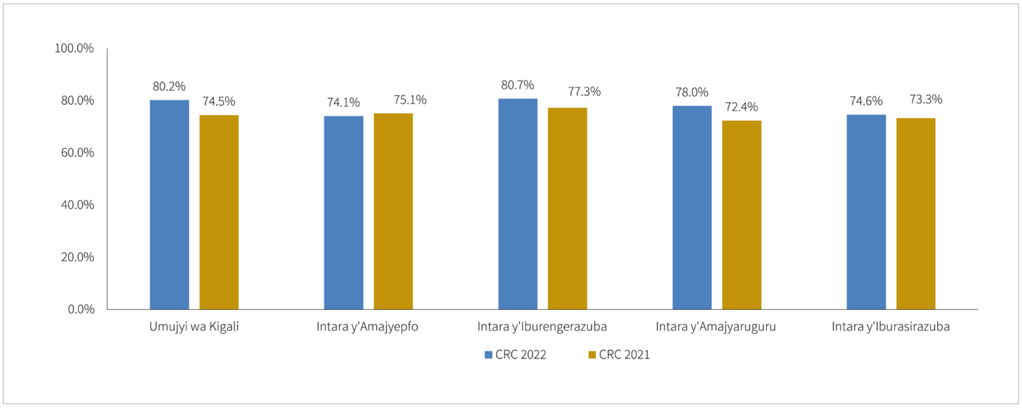
Ikarita 13: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurijwe uturere



Mu Turere twa Gakenke, Nyabihu, Kicukiro, Nyamasheke, Rusizi na Ngororero ni ho abaturage bashima imibereho y'umuryango nyarwanda ku gipimo kiri hejuru ya 80%. Mu Karere ka Kamonyi ni ho igipimo cyo gushima imibereho y'umuryango cyazamutse cyane kuri 11.6%, kiva kuri 62.7% umwaka ushize kigera kuri 74.3% uyu mwaka. Ku rundi ruhande, Uturere twa Gisagara na Ngoma ni two tuza inyuma muri uyu mwaka ku bipimo bya 70.9% na 70.2%.

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

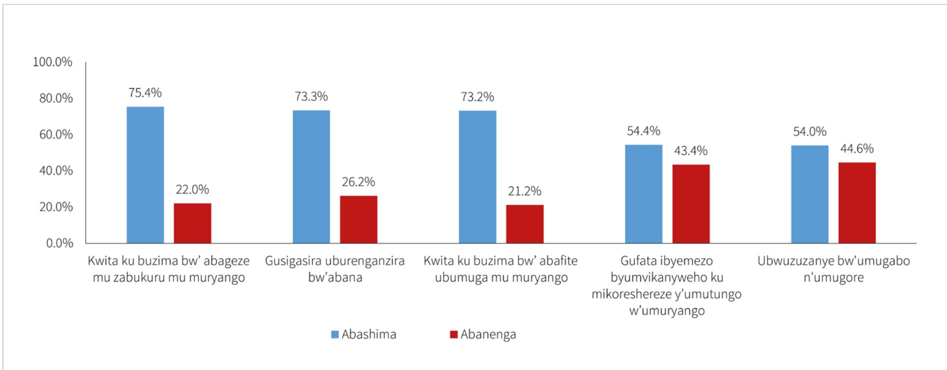
Ishusho 65: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2022

2.5.3. Gahunda zitandukanye zo guteza imbere imibereho y'umuryango nyarwanda

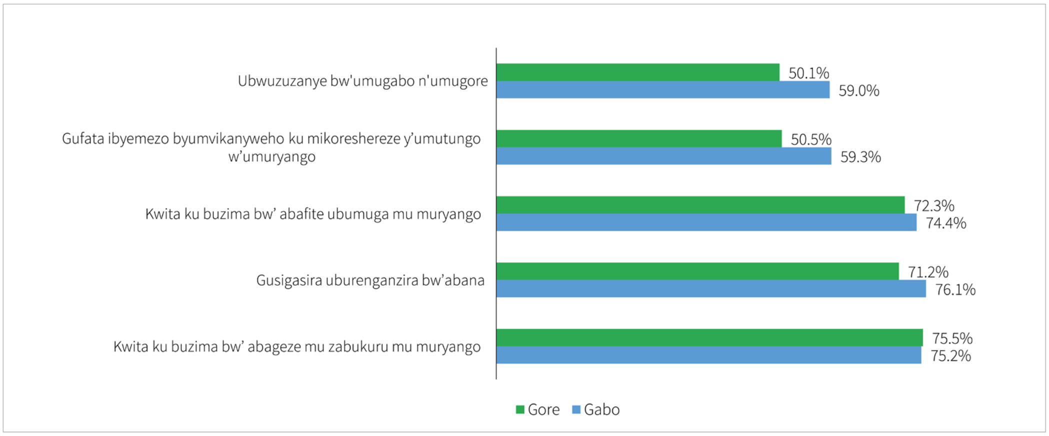
Ishusho 66: Uko abaturage babona Gahunda zitandukanye zo guteza imbere imibereho y'umuryango nyarwanda



Aho byavuye: Anketi ya RGB, 2022

Kwita ku buzima bw'abageze mu zabukuru ni byo biza ku isonga mu gushimwa n'abaturage ku gipimo cya 75.4%, bigakurikirwa no kwita ku burenganzira bw'abana ku gipimo cya 73.3%. Naho gufata ibyemezo byumvikanweho ku mikoreshereze y'umutungo w'umuryango hamwe n'ubwuzuzanye hagati y'umugabo n'umugore ni byo bishimwa ku bipimo byo hasi bya 54.4% na 54%.

Ishusho 67: Uko abagabo n'abagore babona ibikorwa bitandukanye mu mibereho y'umuryango nyarwanda

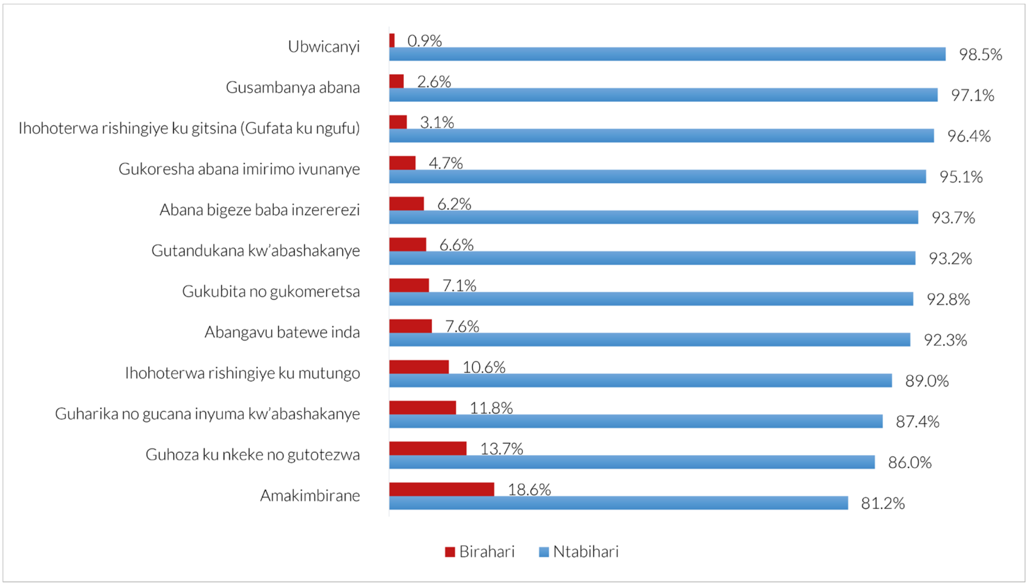


Aho byavuye: Anketi ya RGB, 2022

Muri rusange, ibikorwa bijyanye n'imibereho y'umuryango nyarwanda, abagabo nibo babishima ku gipimo kiri hejuru ugereranije n'abagore. By'umwihariko, ku bijyanye n'ubwuzuzanye bw'umugabo n'umugore ndetse no gufata ibyemezo byumvikanweho ku mikoreshereze y'umutungo w'umuryango, abagabo n'abagore babishima ku gipimo kiri munsi ya 60%.

2.5.4. Bimwe mu bibazo bibangamiye umuryango

Ishusho 68: **Bimwe mu bibazo byo mu miryango**

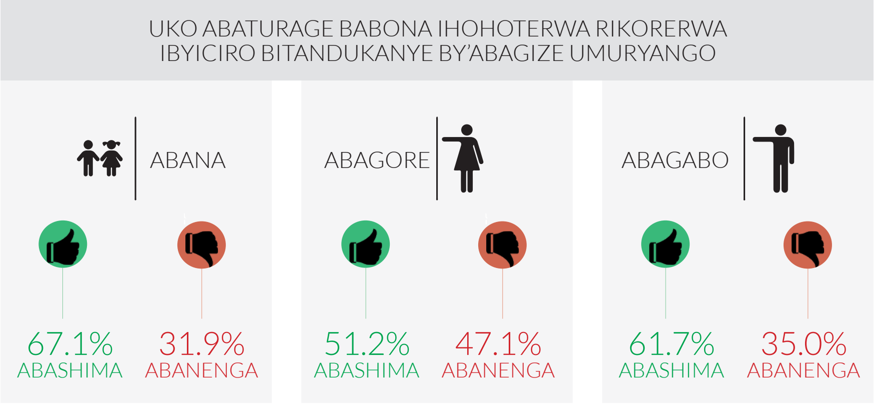


Aho byavuye: Anketi ya RGB, 2022

Amakimbirane yo mu muryango, guhoza ku nkenke no gutoteza, guharika no gucana inyuma ndetse n'ihohoterwa rishingiye ku mutungo ni byo abaturage bagaragaza nk'ibibangamiye cyane umuryango nyarwanda kurusha ibindi ku gipimo kiri hejuru ya 10%. Ugereranije n'umwaka ushize, amakimbirane mu miryango yaragabanutse ava kuri 29.1% agera kuri 18.6%, guharika no gucana inyuma kw'abashakanye byavuye kuri 24.1% bigera kuri 11.8%, naho ubwicanyi mu muryango byavuye kuri 2.1% bigera kuri 0.9%.

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

Ishusho 69: **Uko abaturage babona ihohoterwa rikorerwa ibyiciro bitandukanye by'abagize umuryango**

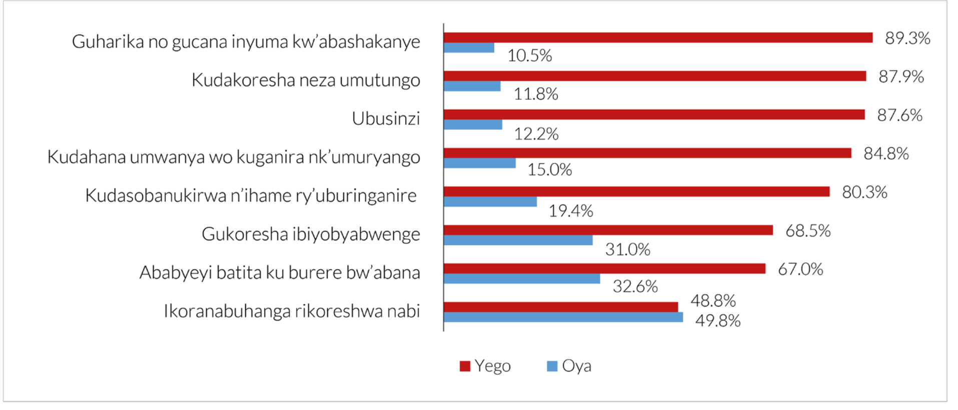


Abaturage bagaragaza ko ihohoterwa rikorerwa abagore ari ryo riri hejuru ku gipimo cya 47.1%, irikorerwa abagabo ku gipimo cya 35% naho ihohoterwa rikorerwa abana riri ku gipimo cya 31.9%.

Aho byavuye: Anketi ya RGB, 2022

2.5.6. Impamvu zitera ibibazo byo mu miryango

Ishusho 70: **Uko abaturage bagaragaza impamvu zitera ibibazo byo mu muryango**



Aho byavuye: Anketi ya RGB, 2022

Guharika no gucana inyuma kw'abashakanye (89.3%), kudakoresha neza umutungo (87.9%), ubusinzi (87.6%), kudahana umwanya wo kuganira nk'umuryango (84.8%), no kudasobanukirwa n'ihame ry'uburinganire (80.3%) ni zo mpamvu abaturage baragaza ko ziteza ibibazo byo mu muryango ku bipimo biri hejuru ya 80%. Ababyeyi batita ku burere bw'abana no gukoresha ibiyobyabwenge nabyo abaturage bagaragaza ko bihari ku gipimo cyo hejuru ya 60%. Muri rusange, impamvu zitera ibibazo mu muryango ziracyahari nk'uko ubu bushakashatsi bwabigaragaje.

2.5.7. IBYIFUZONAMA

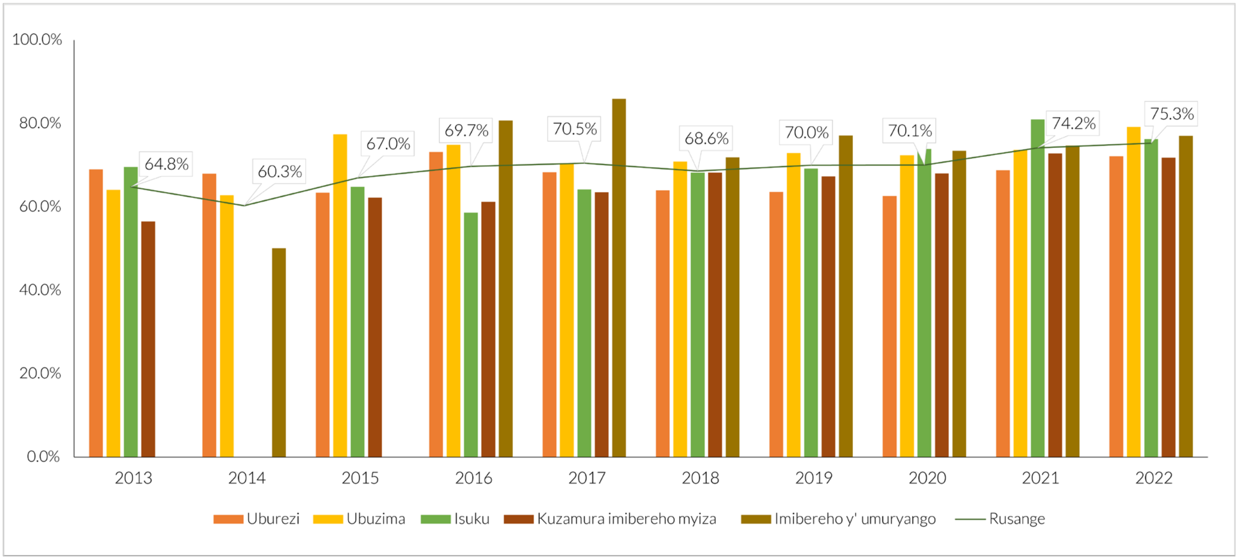
- Gukomeza gukangurira abaturage kwimakaza imibereho myiza y'umuryango bibanda ku gushaka umwanya uhagije wo kuganira;
- Gukomeza gukangurira abaturage kwitabira inteko z'abaturage n'umugoroba w'umuryango nka bumwe mu buryo bwo guteza imbere imibereho myiza y'umuryango;
- Gukaza ingamba zo guca burundu ubusinzi ndetse n'ikoreshwa n'icuruzwa ry'ibiyobyabwenge;
- Gukomeza kuzamura imyumvire y'abaturage ku ihame ry'uburinganire n'ubwuzuzanye bw'umugabo n'umugore;
- Kongera imbaraga mu gusobanurira abaturage ihohoterwa rishingiye ku gitsina no kurirwanya;
- 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 kudahisha ihohoterwa rikorerwa mu ngo;
- Gukangurira abayobozi b'inzego z'ibanze kuba intangarugero mu gukemura ibibazo byo mu muryango n'iby'ihohoterwa rishingiye ku gitsina.

Imbonerahamwe 18:
Uko uturere duhagaze mu mibereho y'umuryango nyarwanda mu myaka ibiri (2021-2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Gakenke	86.8%	73.9%	▲	12.9%
2	Nyabihu	86.5%	76.5%	▲	10.0%
3	Kicukiro	84.6%	74.6%	▲	9.9%
4	Nyamasheke	84.0%	85.2%	▼	-1.2%
5	Rusizi	81.5%	86.3%	▼	-4.8%
6	Ngororero	80.6%	73.0%	▲	7.6%
7	Rulindo	79.7%	74.6%	▲	5.1%
8	Rwamagana	79.5%	70.9%	▲	8.5%
9	Rubavu	79.2%	75.1%	▲	4.0%
10	Nyarugenge	78.5%	73.2%	▲	5.3%
11	Gatsibo	78.2%	75.7%	▲	2.5%
12	Ruhango	77.7%	68.5%	▲	9.2%
13	Gasabo	77.5%	75.6%	▲	2.0%
14	Rutsiro	77.5%	68.8%	▲	8.7%
15	Burera	75.9%	75.9%	=	0.0%
16	Karongi	75.8%	75.8%	=	0.0%
17	Kayonza	75.4%	74.4%	▲	1.1%
18	Nyamagabe	75.3%	80.4%	▼	-5.1%
19	Nyagatare	75.2%	73.0%	▲	2.1%
20	Musanze	74.8%	72.1%	▲	2.7%
21	Huye	74.7%	81.7%	▼	-7.0%
22	Nyanza	74.4%	78.6%	▼	-4.2%
23	Kamonyi	74.3%	62.7%	▲	11.6%
24	Nyaruguru	73.1%	81.6%	▼	-8.5%
25	Gicumbi	72.7%	65.4%	▲	7.3%
26	Kirehe	72.1%	78.2%	▼	-6.1%
27	Muhanga	72.1%	66.4%	▲	5.6%
28	Bugesera	71.8%	67.2%	▲	4.6%
29	Gisagara	70.9%	80.7%	▼	-9.9%
30	Ngoma	70.2%	73.6%	▼	-3.4%
	IMPUZANDENGO	77.0%	74.7%	▲	2.3%

Aho byavuye: Anketi ya RGB, 2022

Ishusho 71: Uko abaturage bashima serivisi mu byiciro bigize inkingi y'imibereho myiza mu myaka icumi



Aho byavuye: Anketi ya RGB, 2022

3

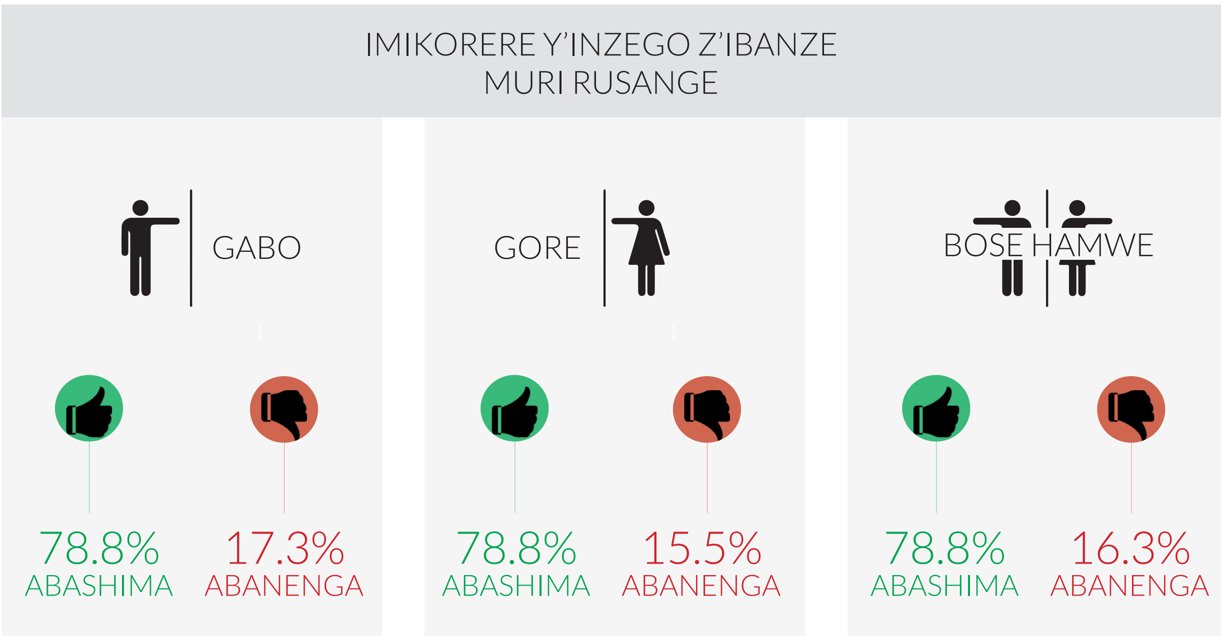
INKINGI Y'IMIYOBORERE

3.1. INZEGO Z'IBANZE

3.1.1. Intangiriro

Mu rwego rwo gusuzuma 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.

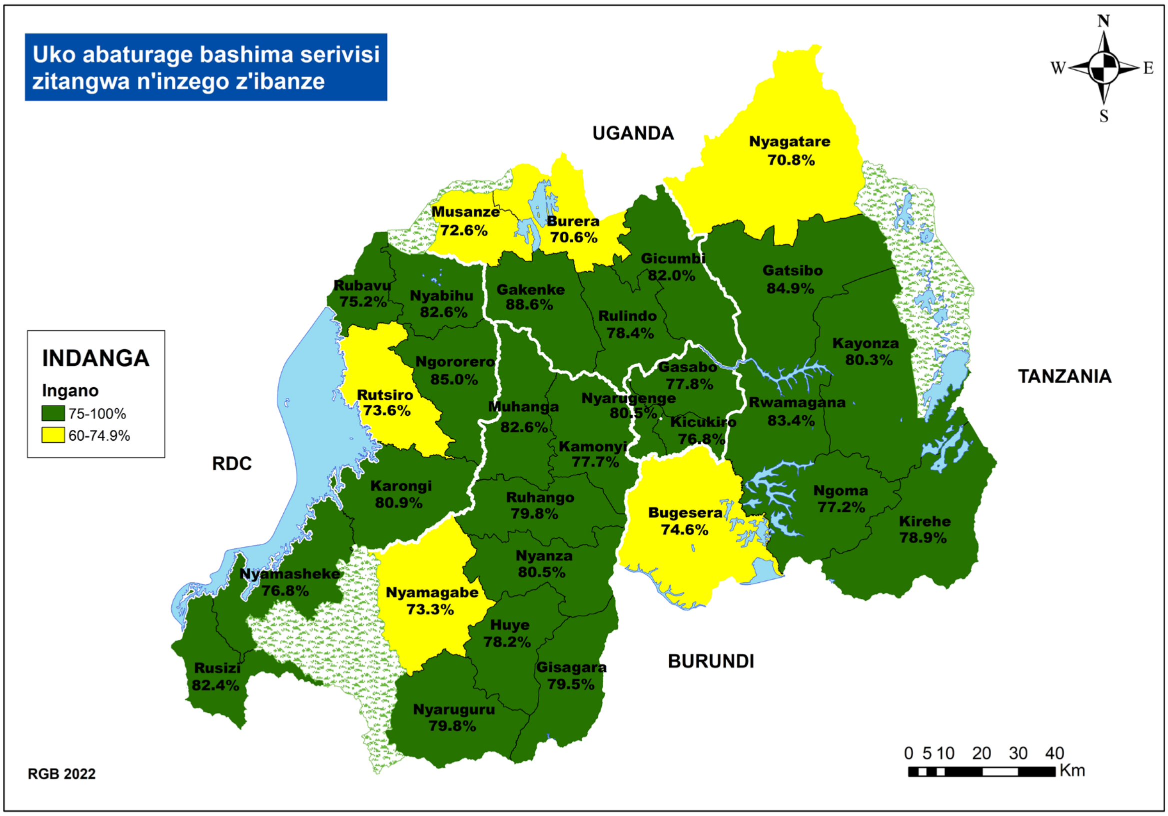
Ishusho 72: **Uko abaturage babona inzego z'ibanze muri rusange**



Aho byavuye: Anketi ya RGB, 2022

Ibyavuye muri ubu bushakashatsi bigaragaza ko abaturage bashima imikorere y'inzego z'ibanze ku gipimo cya 78.8% naho abanenga ni 16.3%. Abagabo ni bo banenga cyane serivisi zitangwa n'inzego z'ibanze ugereranije n'abagore kuko bazinenga ku gipimo cya 17.3% naho abagore bakanenga ku gipimo cya 15.5%. Ugereranyije na CRC ya 2021 iki gipimo cyazamutseho 7.9%.

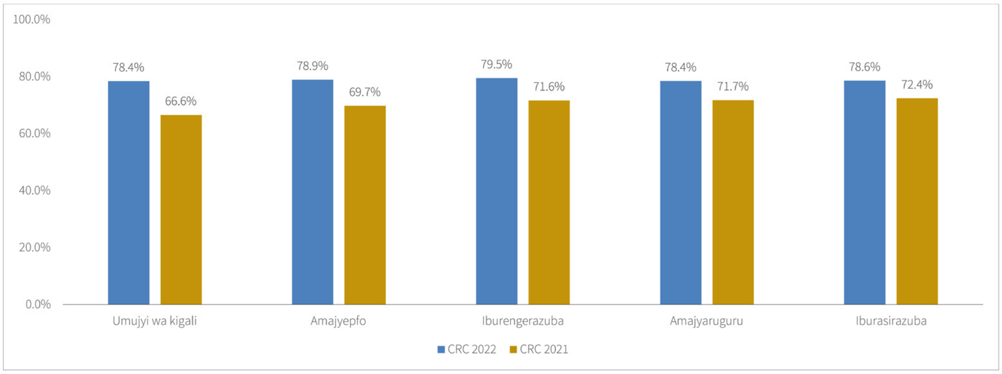
Ikarita 14: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe uturere



Imikorere y'inzego z'ibanze ishimwa ku gipimo kiri hejuru ya 85% mu Turere twa Gakenke na Ngororero; naho uturere turi ku bipimo byo hasi ni Nyagatare iri kuri 70.8% na Burera iri kuri 70.6%.

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

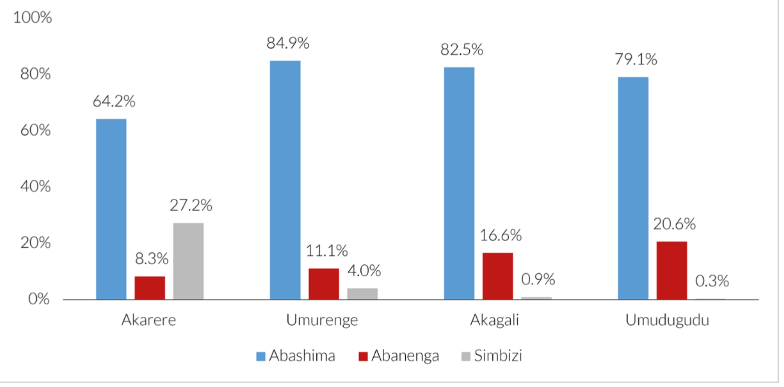
Ishusho 73: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2022

3.1.3. Imikorere y'inzego z'ibanze

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

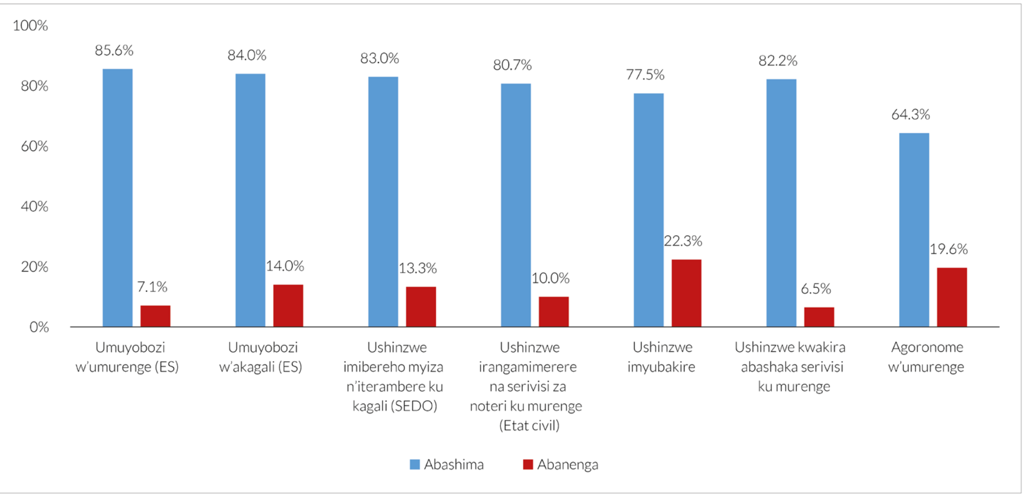


Aho byavuye: Anketi ya RGB, 2022

Imikorere y'urwego rw'umurenge ni yo ishimwa n'abaturage ku gipimo cyo hejuru cya 84.9% naho urwego rw'akarere ni rwo rushimwa ku gipimo cyo hasi cya 64.2%. Igipimo cyo gushima serivisi zitangwa n'inzego z'ibanze cyarazamutse ugereranije na CRC ya 2021. Kuba abaturage benshi (27.2%) bagaragaza ko batazi imikorere y'urwego rw'akarere ni uko serivisi nyinshi zitangirwa ku nzego zibegereye (Umurenge, Akagali). Ibi bishimangira umusaruro wa politiki yo kwegereza ubuyobozi n'ubushobozi abaturage.

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

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

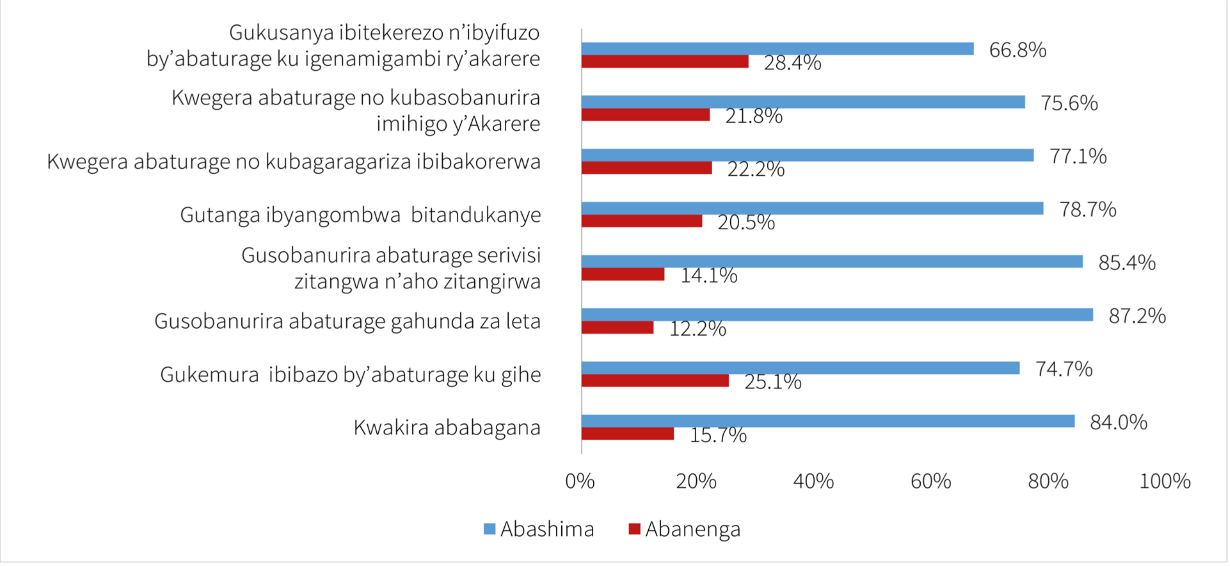


Aho byavuye: Anketi ya RGB, 2022

Umuyobozi w'umurenge ni we ushimwa ku gipimo cyo hejuru kingana na 85.6%. Umukozi ushinzwe imyubakire ni we unengwa kurusha abandi ku gipimo cya 22.3%. Abakora ubuhinzi bashima serivisi za agoronome w'umurenge ku gipimo cyo hasi cya 64.3%.

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

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

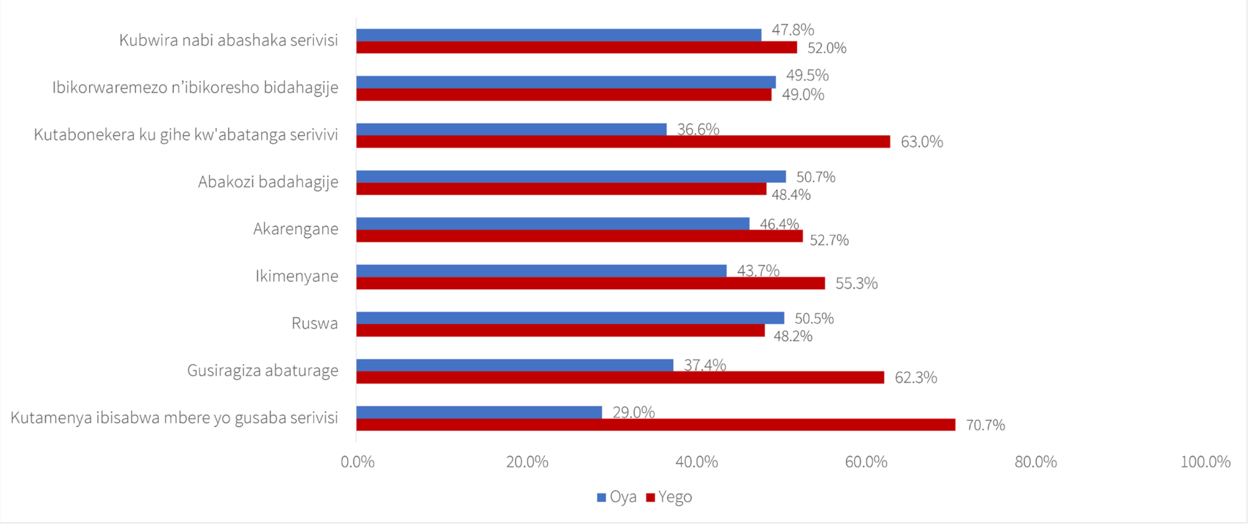


Aho byavuye: Anketi ya RGB, 2022

Gusobanurira abaturage gahunda za Leta, gusobanurira abaturage serivisi zitangwa n'aho zitangirwa no kwakira abagana inzego z'ibanze ni byo bishimwa ku gipimo kiri hejuru ya 80%. Naho gukusanya ibitekerezo n'ibyifuzo by'abaturage ku igenamigambi ry'akarere ni byo biri ku bipimo byo hasi bya 66.8%.

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

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



Aho byavuye: Anketi ya RGB, 2022

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 (70.7%), kutabonekera ku gihe kw'abatanga serivisi (63%), gusiragiza abaturage (62.3%), ikimenyane (55.3%), akarengane (52.7%) ndetse no kubwira nabi abashaka serivisi (52%).

3.1.9. IBYIFUZONAMA

- Kumenyekanisha ibisabwa kugira ngo umuturage abone serivisi;
- Kwegera abaturage no kubakemurira ibibazo ku gihe;
- Kudasiragiza abaturage mu mitangire ya serivisi no gukora kinyamwuga;
- Kurwanya ikimenyane, akarengane na ruswa mu mitangire ya serivisi;
- Kurwanya ingeso mbi yo kubwira nabi abashaka serivisi.

Imbonerahamwe 19:
Uko uturere duhagaze muri serivisi zitangwa n'inzego z'ibanze mu myaka ibiri (2021 - 2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Gakenke	88.6%	73.2%	▲	15.4%
2	Ngororero	85.0%	71.8%	▲	13.1%
3	Gatsibo	84.9%	72.3%	▲	12.6%
4	Rwamagana	83.4%	76.3%	▲	7.0%
5	Nyabihu	82.6%	70.4%	▲	12.2%
6	Muhanga	82.6%	61.5%	▲	21.1%
7	Rusizi	82.4%	73.3%	▲	9.0%
8	Gicumbi	82.0%	68.5%	▲	13.5%
9	Karongi	80.9%	70.9%	▲	10.0%
10	Nyarugenge	80.5%	65.0%	▲	15.6%
11	Nyanza	80.5%	73.7%	▲	6.8%
12	Kayonza	80.3%	69.2%	▲	11.1%
13	Nyaruguru	79.8%	74.3%	▲	5.4%
14	Ruhango	79.8%	64.9%	▲	14.9%
15	Gisagara	79.5%	72.8%	▲	6.7%
16	Kirehe	78.9%	73.1%	▲	5.7%
17	Rulindo	78.4%	76.9%	▲	1.5%
18	Huye	78.2%	74.8%	▲	3.4%
19	Gasabo	77.8%	65.9%	▲	11.9%
20	Kamonyi	77.7%	60.8%	▲	17.0%
21	Ngoma	77.2%	72.6%	▲	4.5%
22	Kicukiro	76.8%	68.7%	▲	8.1%
23	Nyamasheke	76.8%	73.3%	▲	3.5%
24	Rubavu	75.2%	72.1%	▲	3.1%
25	Bugesera	74.6%	69.0%	▲	5.5%
26	Rutsiro	73.6%	69.8%	▲	3.8%
27	Nyamagabe	73.3%	75.1%	▼	-1.8%
28	Musanze	72.6%	68.9%	▲	3.7%
29	Nyagatare	70.8%	74.0%	▼	-3.2%
30	Burera	70.6%	71.1%	▼	-0.4%
IMPUZANDENGO		78.8%	70.9%	▲	7.9%

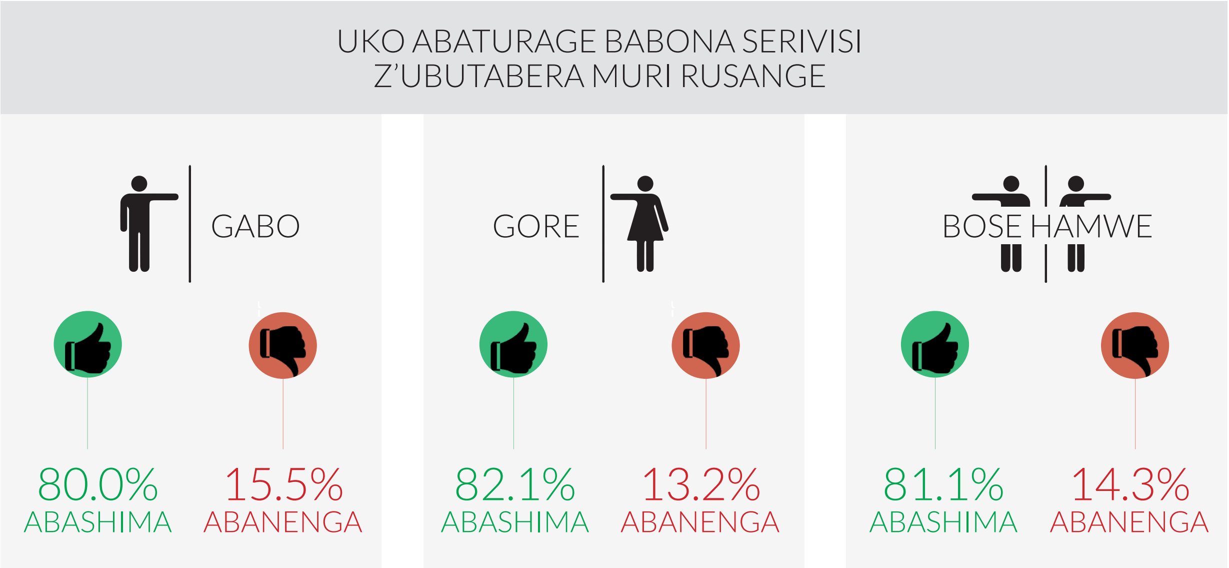
Aho byavuye: Anketi ya RGB, 2022

3.2. UBUTABERA

3.2.1. Intangiriro

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

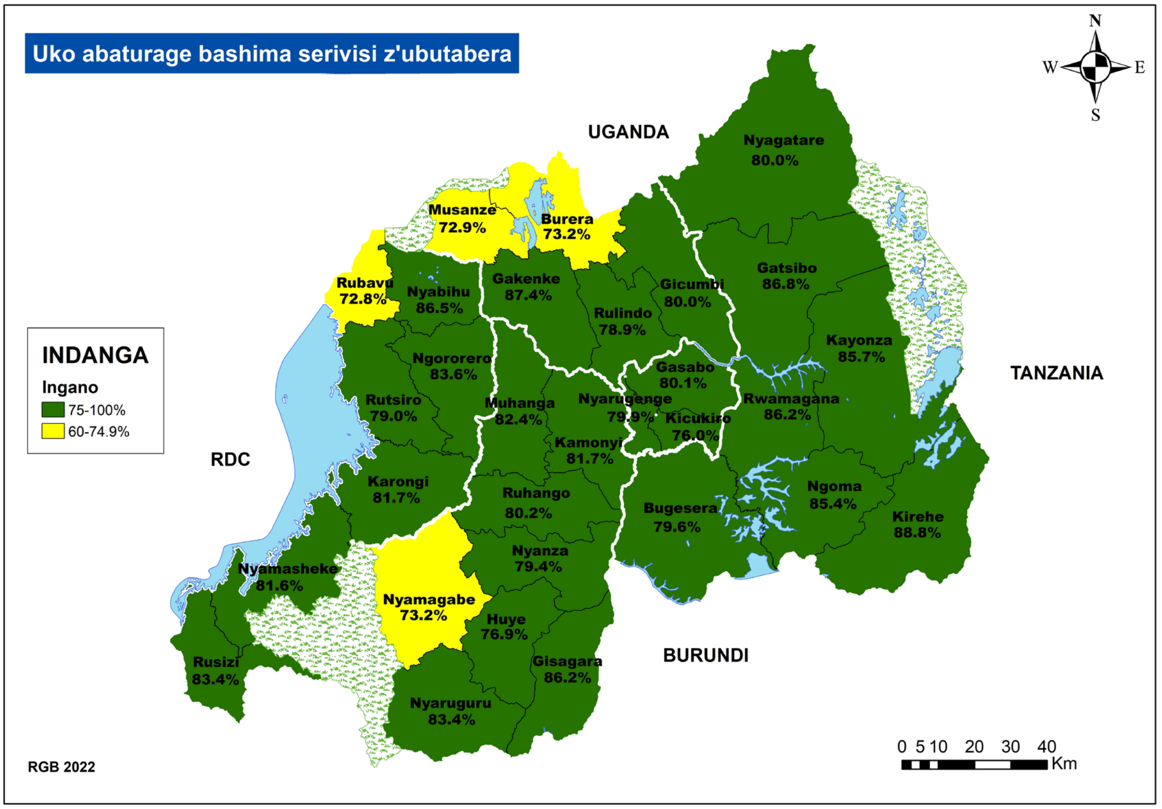
Ishusho 78: Uko abaturage babona serivisi z'ubutabera muri rusange



Aho byavuye: Anketi ya RGB, 2022

Muri rusange abaturage bazi serivisi z'ubutabera bazishima ku gipimo cya 81.1%. Abagore bazishima ku gipimo cya 82.1% naho abagabo bazishima ku gipimo cya 80%.

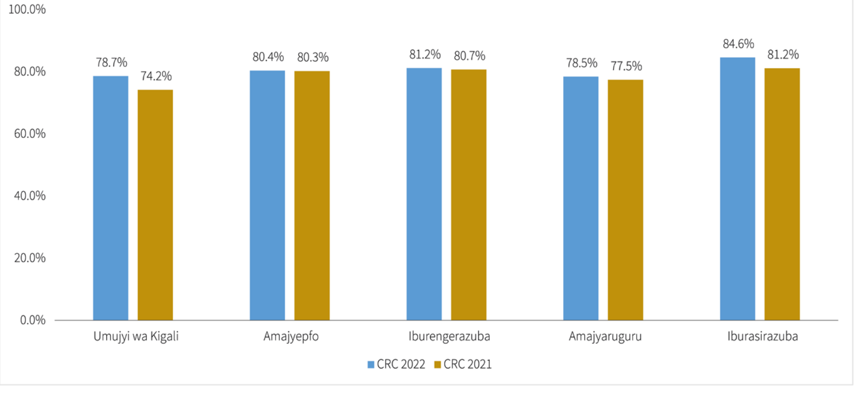
Ikarita 15: Uko abaturage bashima serivisi z'ubutabera hakurikijwe uturere



Mu turere 26 abaturage bashima serivisi z'ubutabera ku gipimo kiri hejuru ya 75% aho Akarere ka Kirehe kaza ku isonga ku gipimo cya 88.8% mu gihe Uturere twa Nyamagabe (73.2%), Burera (73.2%), Musanze (72.9%) na Rubavu (72.8%) ari ho abaturage bazishima ku gipimo cyo hasi.

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

Ishusho 79: **Uko abaturage bashima serivisi z'ubutabera hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri**

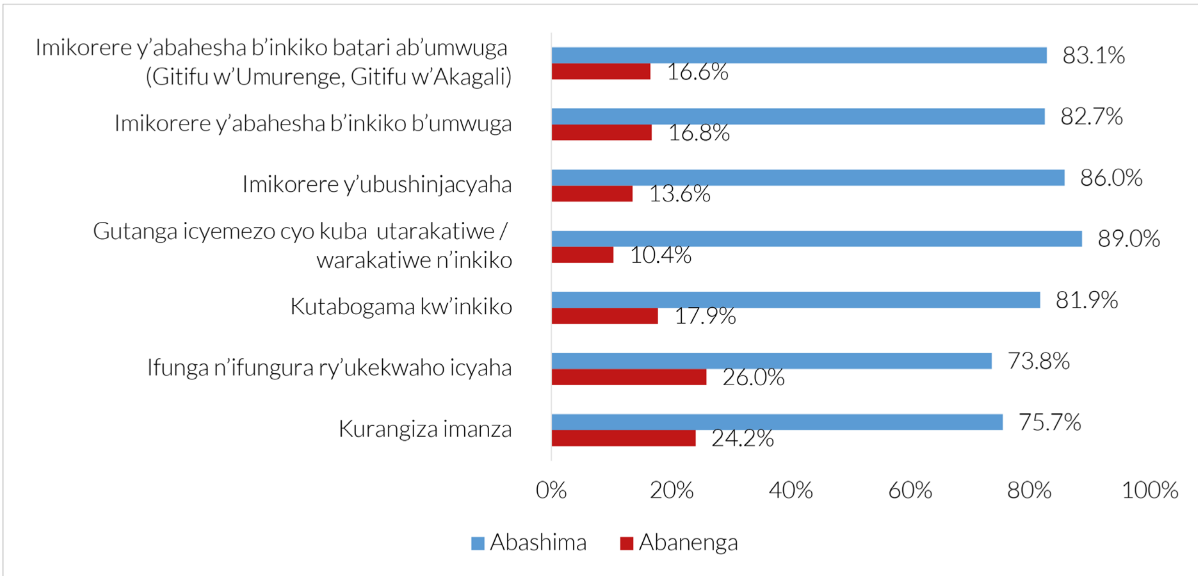


Aho byavuye: Anketi ya RGB, 2022

3.2.3. Imikorere na serivisi mu nzego z'ubutabera

Muri iki cyiciro, habajijwe abaturage bafite amakuru ku mikorere na serivisi z'ubutabera zikurikira: Kurangiza imanza, ifunga n'ifungura ry'ukekwaho icyaha, kutabogama kw'inkiko, gutanga icyemezo cyo kuba utarakatiwe/warakatiwe n'inkiko, imikorere y'ubushinjacyaha, imikorere y'abahesha b'inkiko b'umwuga n'abatari ab'umwuga.

Ishusho 80: **Uko abaturage babona imikorere na serivisi mu nzego z'ubutabera**



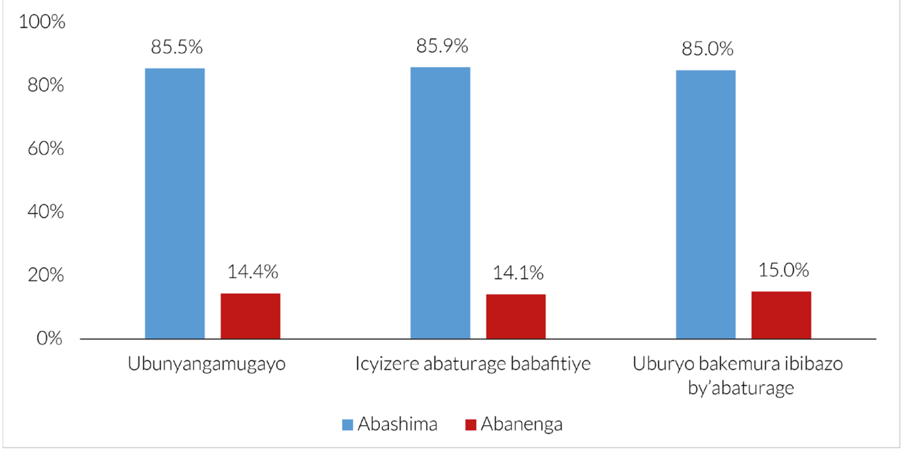
Aho byavuye: Anketi ya RGB, 2022

Gutanga icyemezo cyo kuba utarakatiwe/warakiwe n'inkiko ni yo serivisi ishimwa ku gipimo cyo hejuru cya 89% mu gihe ifunga n'ifungura ry'ukekwaho icyaha ari byo bishimwa ku gipimo cyo hasi cya 73.8%.

3.2.4. Imikorere ya Komite z'Abunzi

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

Ishusho 81: Imikorere ya komite z'Abunzi



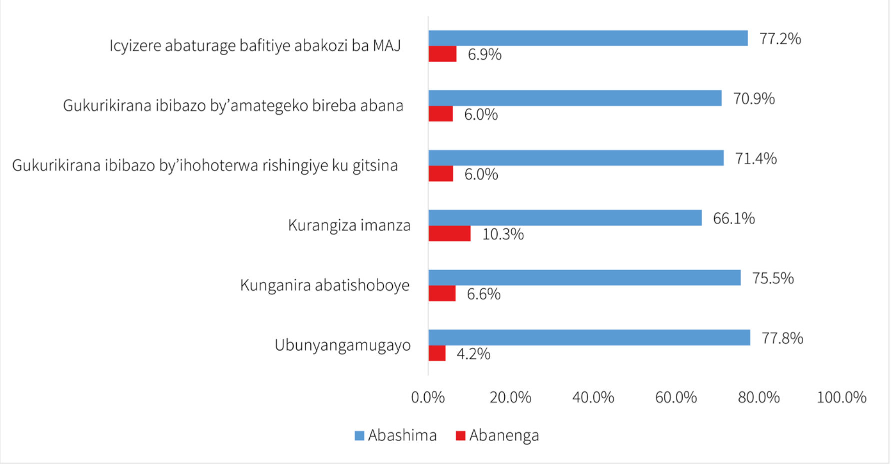
Aho byavuye: Anketi ya RGB, 2022

Bigaragara ko komite z'Abunzi zifitiye abaturage akamaro kuko bazishima mu byiciro byose ku gipimo kiri hejuru ya 85%.

3.2.5. Serivisi za MAJ

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

Ishusho 82: Uko abaturage babona serivisi n'imikorere bya MAJ

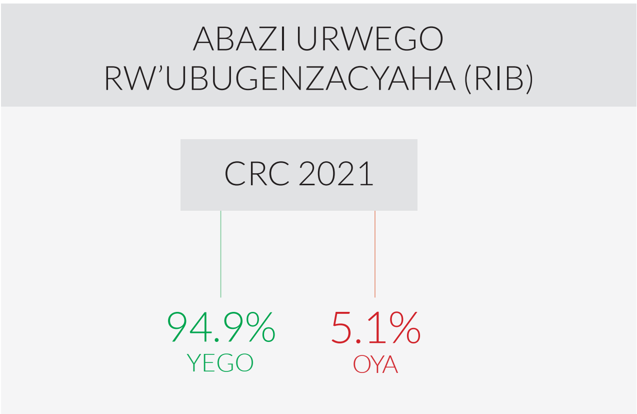


Aho byavuye: Anketi ya RGB, 2022

Ubunyangamugayo ni bwo abaturage bashima cyane mu mikorere ya MAJ ku gipimo cya 77.8% naho kurangiza imanza bishimwa ku gipimo cyo hasi cya 66.1%.

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

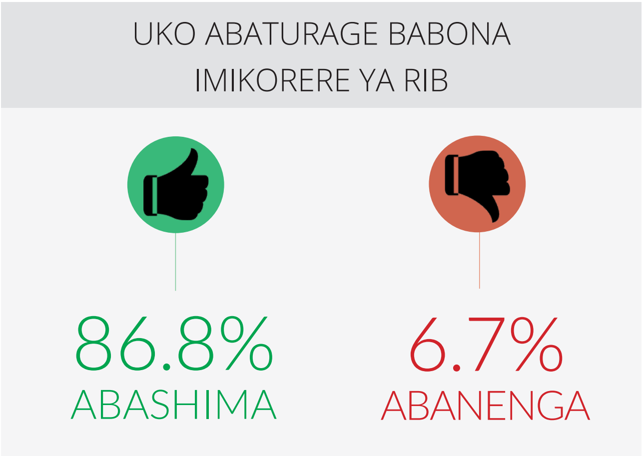
Ishusho 83: **Abazi urwego rw'ubugenzacyaha (RIB)**



Aho byavuye: Anketi ya RGB, 2022

Urwego rwa RIB rwakozweho ubushakashatsi ku nshuro ya mbere muri CRC ya 2019 bigaragara ko 30.04% by'abaturage ari bo bari baruzi. CRC ya 2022 yagaragaje ko hatewe intambwe nini kuko abaturage bazi uru rwego barazamutse bagera ku gipimo cya 94.9% bavuye kuri 89.6% muri CRC ya 2021 na 77.8% muri CRC ya 2020.

Ishusho 84: **Uko abaturage babona imikorere ya RIB**

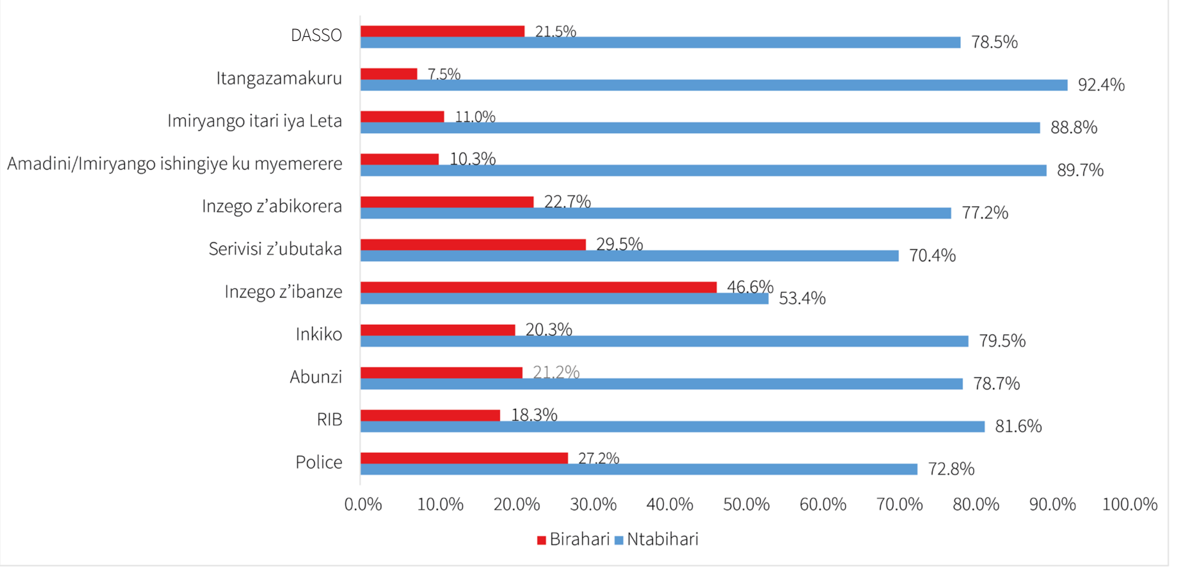


Aho byavuye: Anketi ya RGB, 2022

Muri ubu bushakashatsi, abaturage bashima imikorere ya RIB ku gipimo cya 86.8%.

3.2.7. Ruswa n'akarengane mu nzego zitandukanye

Ishusho 85: **Uko abaturage babona ruswa, akarengane n'ikimenyane mu nzego na serivisi zitandukanye**



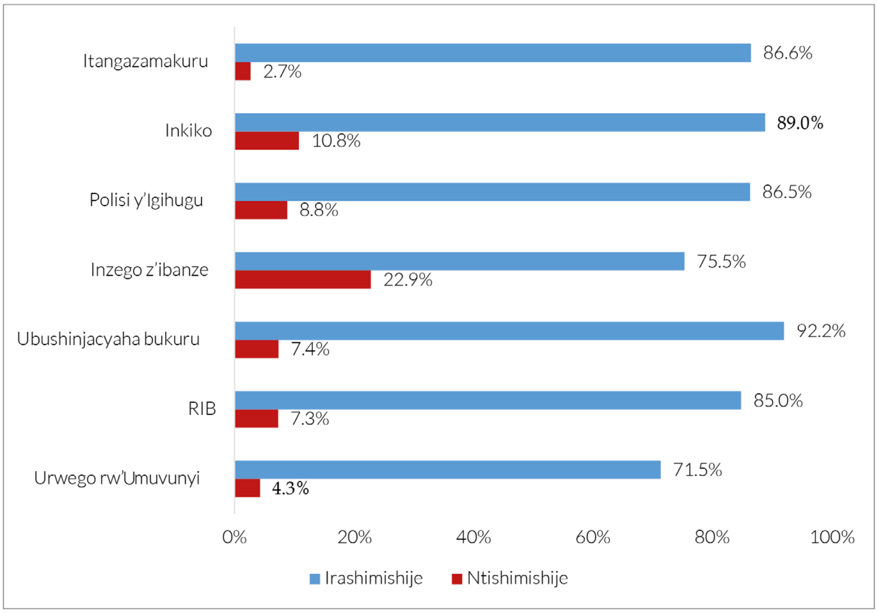
Aho byavuye: Anketi ya RGB, 2022

Ubushakashatsi bwagaragaje ko mu nzego z'ibanze ari ho ruswa, akarengane n'ikimenyane biri ku gipimo cyo hejuru cya 46.6% kurusha ahandi. Izindi nzego ziri ku gipimo cyo hejuru ya 20% ku bijyanye na ruswa, akarengane n'ikimenyane ni: Serivisi z'ubutaka, Polisi y'u Rwanda, Inzego z'abikorera, DASSO, Komite z'Abunzi n'Inkiko.

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

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

Ishusho 86: Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane



Aho byavuye: Anketi ya RGB, 2022

Ubushinjacyaha Bukuru ni bwo buza ku isonga mu gushimwa n'abaturage babuzi ku bijyanye no kurwanya ruswa n'akarengane ku gipimo cya 92.2%. Ku rundi ruhande, inzego z'ibanze zinengwa kurusha izindi ku gipimo cya 22.9% mu kurwanya ruswa n'akarengane.

3.2.9. IBYIFUZONAMA

- Kurushaho kwihutisha irangiza ry'imanza;
- Gukaza ingamba mu kurwanya ruswa n'akarengane;
- Kubahiriza ibijyanye n'amategeko ku ifunga n'ifungura ry'ukekwaho icyaha.

Imbonerahamwe 20:
Uko uturere duhagaze muri serivisi z'ubutabera mu myaka ibiri (2021 - 2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Kirehe	88.8%	81.8%	▲	7.0%
2	Gakenke	87.4%	80.2%	▲	7.2%
3	Gatsibo	86.8%	81.8%	▲	5.0%
4	Nyabihu	86.5%	76.2%	▲	10.3%
5	Rwamagana	86.2%	82.7%	▲	3.5%
6	Gisagara	86.2%	85.1%	▲	1.1%
7	Kayonza	85.7%	83.9%	▲	1.9%
8	Ngoma	85.4%	80.1%	▲	5.3%
9	Ngororero	83.6%	82.5%	▲	1.0%
10	Nyaruguru	83.4%	81.9%	▲	1.6%
11	Rusizi	83.4%	79.8%	▲	3.7%
12	Muhanga	82.4%	77.1%	▲	5.3%
13	Kamonyi	81.7%	72.0%	▲	9.7%
14	Karongi	81.7%	79.8%	▲	1.9%
15	Nyamasheke	81.6%	83.8%	▼	-2.3%
16	Ruhango	80.2%	74.7%	▲	5.5%
17	Gasabo	80.1%	77.5%	▲	2.7%
18	Gicumbi	80.0%	76.3%	▲	3.7%
19	Nyagatare	80.0%	82.2%	▼	-2.3%
20	Nyarugenge	79.9%	69.9%	▲	10.0%
21	Bugesera	79.6%	75.8%	▲	3.8%
22	Nyanza	79.4%	85.5%	▼	-6.1%
23	Rutsiro	79.0%	81.0%	▼	-1.9%
24	Rulindo	78.9%	83.4%	▼	-4.5%
25	Huye	76.9%	84.7%	▼	-7.9%
26	Kicukiro	76.0%	75.3%	▲	0.6%
27	Nyamagabe	73.2%	81.4%	▼	-8.1%
28	Burera	73.2%	77.1%	▼	-3.9%
29	Musanze	72.9%	70.4%	▲	2.6%
30	Rubavu	72.8%	82.1%	▼	-9.3%
	IMPUZANDENGO	81.1%	79.6%	▲	1.5%

Aho byavuye: Anketi ya RGB, 2022

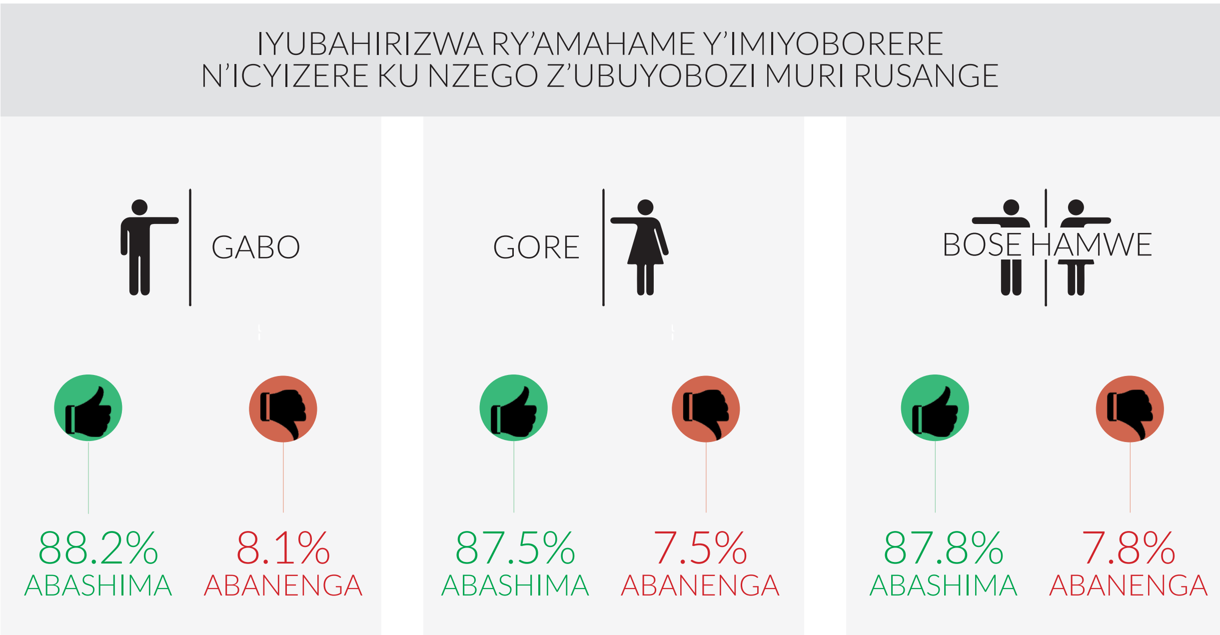
AMATORA

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

3.3.1. Intangiriro

Mu rwego rwo kurushaho kwimakaza amahame y'imiyoborere, ubu bushakashatsi bwakozwe kuri amwe mu mahame y'imiyoborere arimo uburenganzira bwa muntu, ihame ry'uburinganire, amahame ya demokarasi, kurwanya ruswa n'akarengane, amatora akozwe mu mucyo no mu bwisanzure, gusaranganya ubutegetsi, ubwisanzure mu bitekerezo, kurwanya no gukumira ingengabitekerezo ya jenoside, kurwanya ivangura iryo ariryo ryose, kubahiriza amategeko; gukorera mu mucyo no kubazwa inshingano.

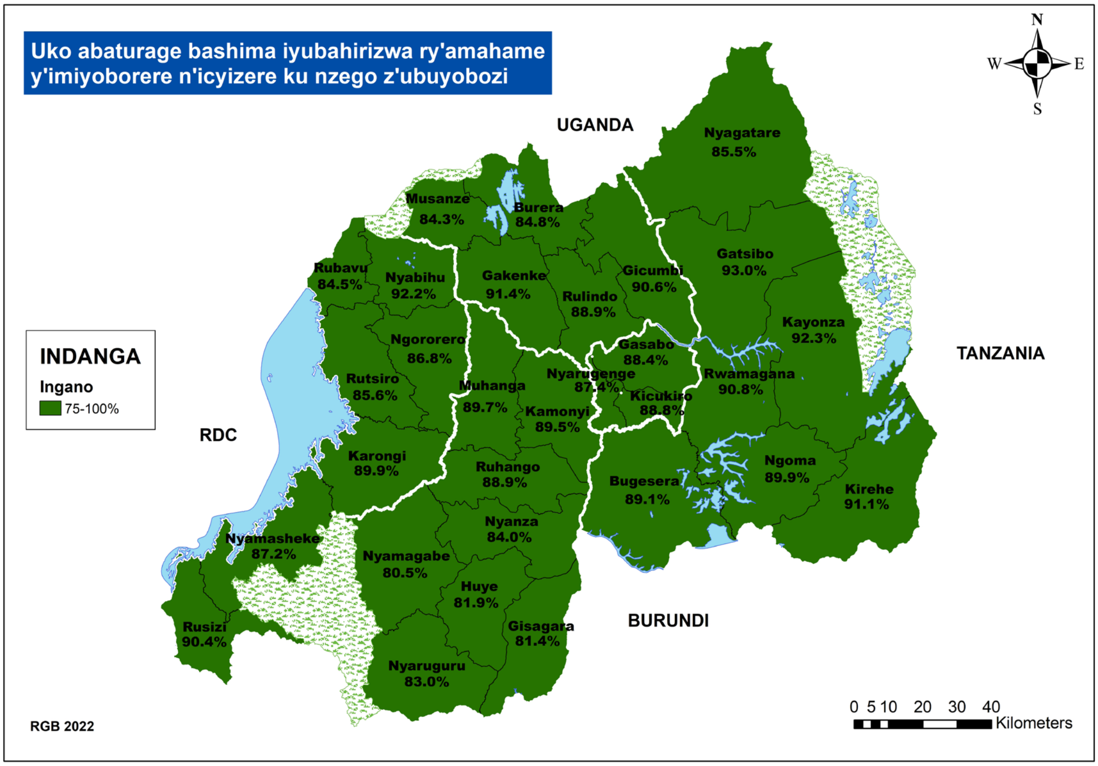
Ishusho 87: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi muri rusange



Aho byavuye: Anketi ya RGB, 2022

Muri rusange, abaturage bagaragaza ko bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere bafitiye inzego z'ubuyobozi ku gipimo cya 87.8%. Abagabo barishima ku gipimo cya 88.2% naho abagore bakarishima kuri 87.5%.

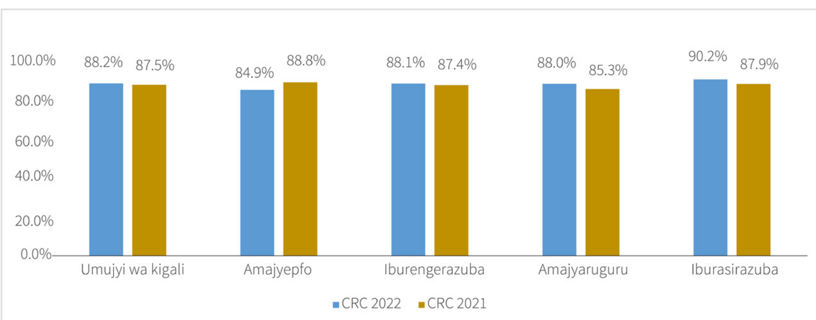
Ikarita 16: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe uturere



Muri ubu bushakashatsi, abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi ku gipimo kiri hejuru ya 80% mu turere twose, aho Akarere ka Gatsibo kaza ku isonga ku gipimo cya 93% naho aka Nyamagabe kaza inyuma ku gipimo cya 80.5%.

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

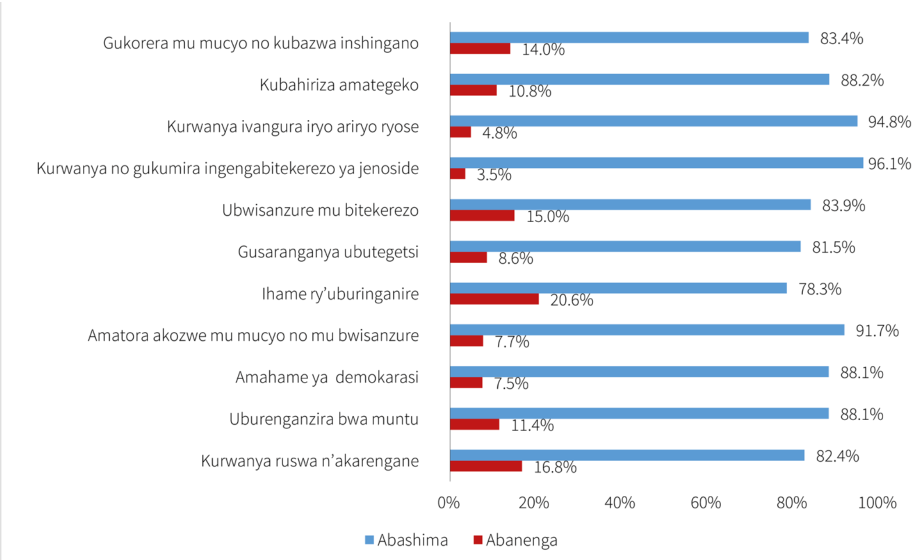
Ishusho 88: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2022

3.3.3. Iyubahirizwa ry'amahame y'imiyoborere

Ishusho 89: **Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere atandukanye**

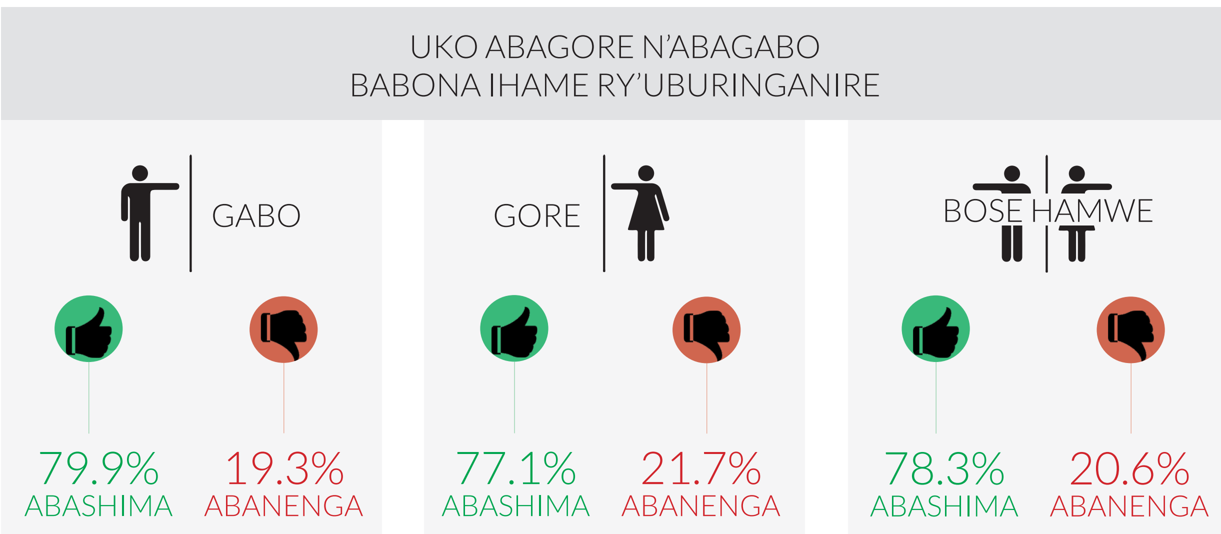


Aho byavuye: Anketi ya RGB, 2022

Muri rusange, iyubahirizwa ry'amahame y'imiyoborere atandukanye yakoreweho ubushakashatsi rishimwa ku kigero kiri hejuru ya 80%, usibye ihame ry'uburinganire rishimwa ku gipimo cya 78.3%.

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

Ishusho 90: **Uko abagore n'abagabo babona ihame ry'uburinganire**

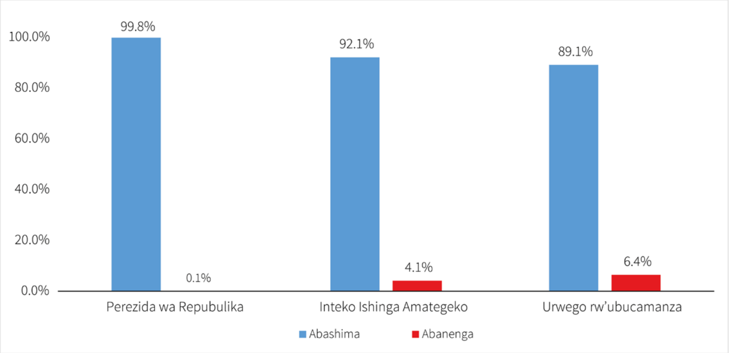


Aho byavuye: Anketi ya RGB, 2022

3.3.5. Icyizere ku nzego z'ubuyobozi

Muri ubu bushakashatsi abaturage babajijwe icyizere bafitiye inzego z'ubuyobozi zikurikira: Perezida wa Repubulika, Inteko Ishinga Amategeko ndetse n'Urwego rw'ubucamanza

Ishusho 91: **Icyizere abaturage bafitiye inzego z'ubuyobozi**



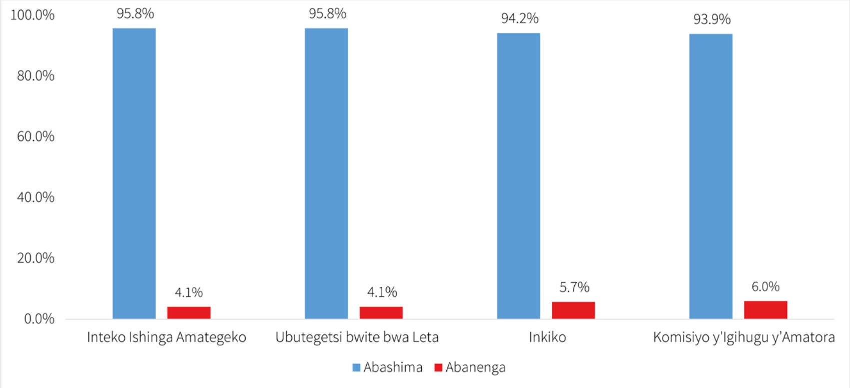
Aho byavuye: Anketi ya RGB, 2022

Inzego z'ubuyobozi zakoreweho ubushakashatsi muri CRC ya 2022 abaturage bazifitiye icyizere kiri hejuru cyane. Urwego rwa Perezida wa Repubulika ni rwo rukomeje kuza ku isonga mu kugirirwa icyizere n'abaturage.

3.3.6. Uko abaturage babona ubwigenge bw'inzego

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

Ishusho 92: **Ishusho y'uko abaturage babona ubwigenge bw'inzego**



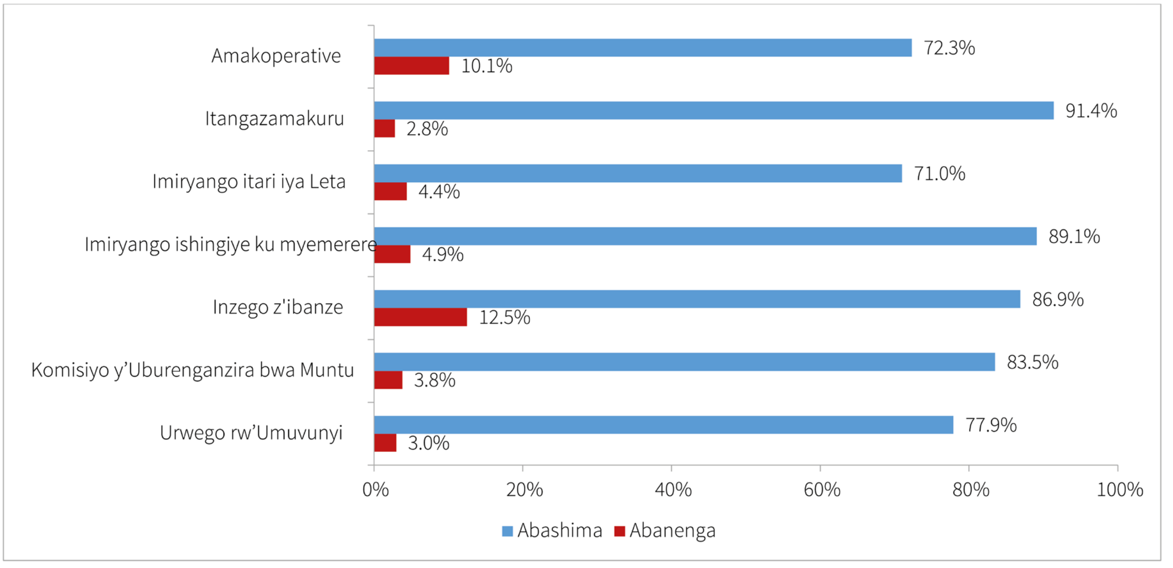
Aho byavuye: Anketi ya RGB, 2022

Muri ubu bushakashatsi, abaturage bashima ubwigenge bw'inzego ku gipimo kiri hejuru ya 90% nk'uko bigaragara mu ishusho iri hejuru.

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

Muri ubu bushakashatsi, hasuzumwe uko abaturage babona imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'Abanyarwanda. Izo nzego ni Urwego rw'Umuvunyi, Komisiyo y'Uburenganzira bwa Muntu, Inzego z'ibanze, Imiryango ishingiye ku myemerere, imiryango itari iya Leta, amakoperative ndetse n'itangazamakuru.

Ishusho 93: **Uko abaturage babona imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'abanyarwanda**

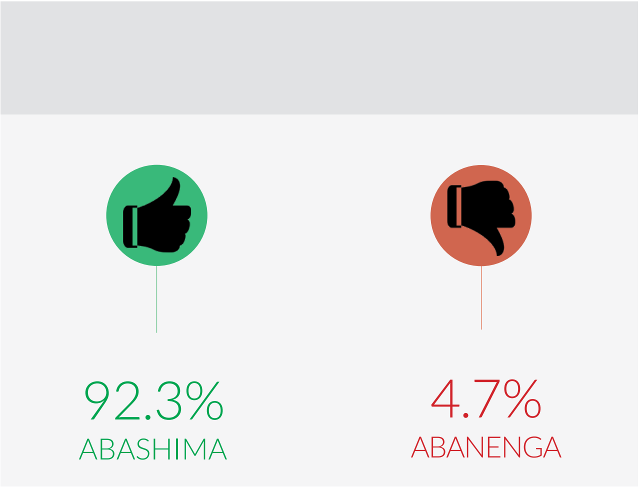


Aho byavuye: Anketi ya RGB, 2022

Muri rusange, abaturage bashima imikorere y'inzego mu guteza imbere imiyoborere n'imibanire y'Abanyarwanda ku gipimo kiri hejuru ya 71%. Itangazamakuru ni ryo rishimwa ku gipimo cyo hejuru cya 91.4% naho imiryango itari iya Leta ni yo ishimwa ku gipimo kiri hasi cya 71.0%. Abaturage ariko bagaragaza ko batazi imikorere y'imiryango itari iya Leta ku gipimo cya 24.4% n'Urwego rw'Umuvunyi kuri 19%

3.3.8. Ishyirwamubikorwa rya gahunda ya Ndi Umunyarwanda

Ishusho 94: **Uko abaturage babona ishyirwa mu bikorwa rya gahunda ya Ndi Umunyarwanda**



Aho byavuye: Anketi ya RGB, 2022

Abaturage bashima ishyirwamubikorwa rya gahunda ya Ndi Umunyarwanda ku gipimo cya 92.3%. Ugereranije na CRC ya 2021, iki gipimo cyazamutseho 2.5%.

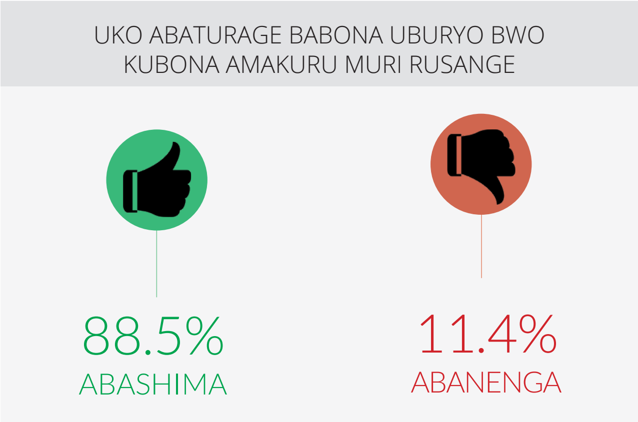
Imbonerahamwe 21:
Uko abaturage bashima ishyirwamubikorwa rya gahunda ya Ndi Umunyarwanda hakurikijwe uturere

Nº	AKARERE	CRC 2022/AMANOTA (%)
1	Nyabihu	99.4%
2	Nyaruguru	98.0%
3	Gisagara	97.8%
4	Nyanza	97.5%
5	Gatsibo	97.5%
6	Ngororero	97.3%
7	Kamonyi	97.0%
8	Rutsiro	96.6%
9	Kayonza	96.5%
10	Muhanga	96.3%
11	Gakenke	95.8%
12	Rusizi	95.7%
13	Gicumbi	95.3%
14	Nyarugenge	95.1%
15	Karongi	95.0%
16	Kirehe	94.0%
17	Rubavu	93.5%
18	Rulindo	93.0%
19	Gasabo	91.2%
20	Nyamagabe	91.2%
21	Bugesera	89.8%
22	Ngoma	89.3%
23	Burera	89.3%
24	Ruhango	89.1%
25	Huye	88.2%
26	Nyamasheke	87.3%
27	Musanze	86.4%
28	Kicukiro	84.6%
29	Rwamagana	79.8%
30	Nyagatare	77.2%
IMPUZANDEGO		92.3%

Aho byavuye: Anketi ya RGB, 2022

3.3.9. Uburyo bwo kubona amakuru.

Ishusho 95: **Uko abaturage babona uburyo bwo kubona amakuru muri rusange**



Aho byavuye: Anketi ya RGB, 2022

Muri rusange, abaturage bishimiye uburyo bwo kubona amakuru ku gipimo cya 88.5% kivuye kuri 85.6% muri CRC 2021.

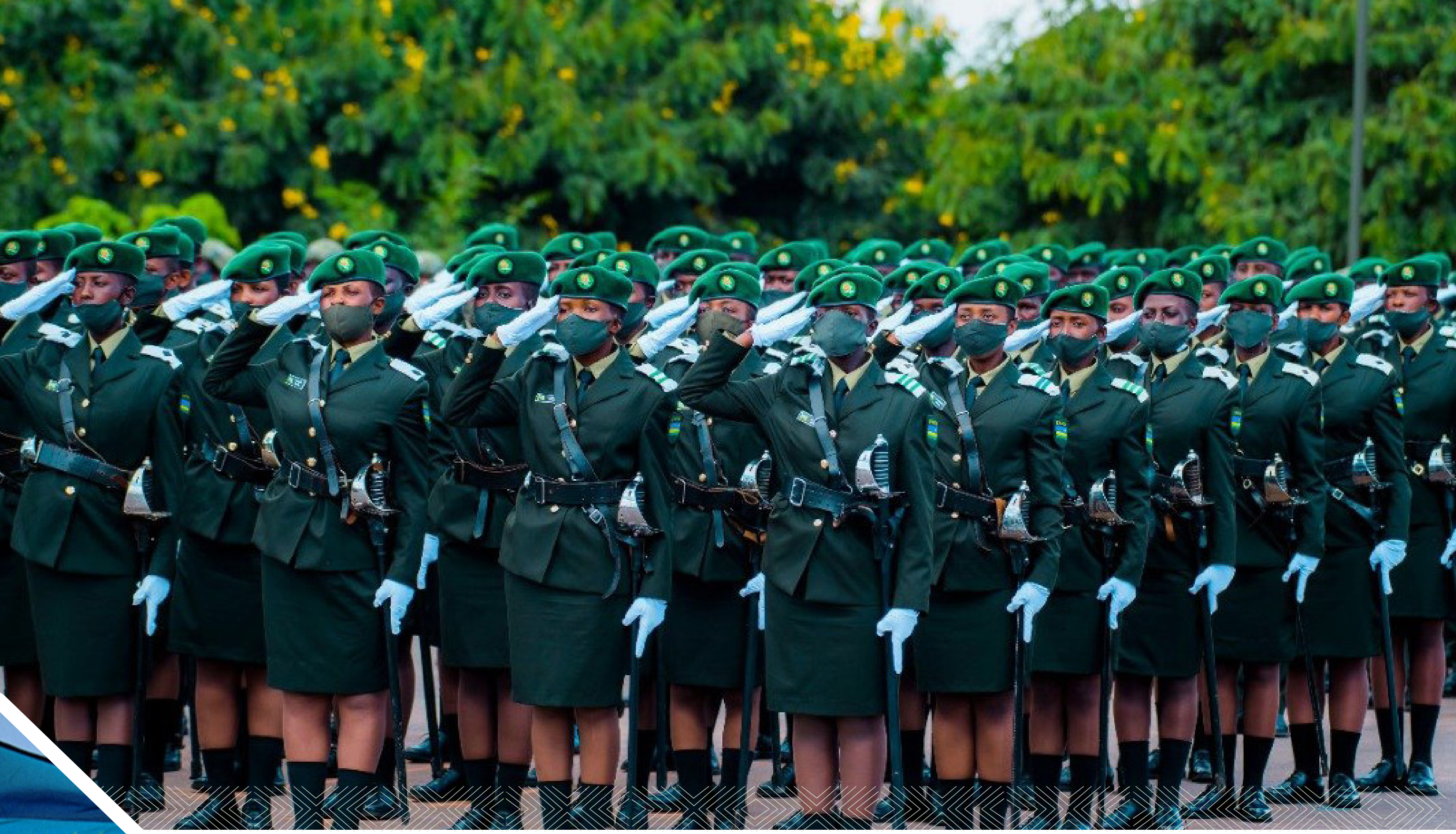
3.3.10. IBYIFUZONAMA

- Inzego zitandukanye zirasabwa kurushaho kwegera abaturage mu guteza imbere imiyoborere n'imibanire myiza y'Abanyarwanda;
- Imiryango itari iya Leta irashishikarizwa kwegera abaturage no kubasobanurira ibikorwa byayo;
- Gukomeza gushishikariza abanyarwanda kwimakaza ihame ry'uburinganire.

Imbonerahamwe 22:
Uko uturere duhagaze mu iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi mu myaka ibiri (2021 - 2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Gatsibo	93.0%	87.0%	▲	6.0%
2	Kayonza	92.3%	87.6%	▲	4.7%
3	Nyabihu	92.2%	82.6%	▲	9.5%
4	Gakenke	91.4%	86.8%	▲	4.6%
5	Kirehe	91.1%	88.1%	▲	3.0%
6	Rwamagana	90.8%	90.6%	▲	0.2%
7	Gicumbi	90.6%	83.7%	▲	6.9%
8	Rusizi	90.4%	90.9%	▼	-0.6%
9	Ngoma	89.9%	87.6%	▲	2.4%
10	Karongi	89.9%	84.0%	▲	5.9%
11	Muhanga	89.7%	86.2%	▲	3.5%
12	Kamonyi	89.5%	83.3%	▲	6.2%
13	Bugesera	89.1%	85.7%	▲	3.4%
14	Ruhango	88.9%	82.1%	▲	6.9%
15	Rulindo	88.9%	90.0%	▼	-1.1%
16	Kicukiro	88.8%	86.4%	▲	2.4%
17	Gasabo	88.4%	88.9%	▼	-0.5%
18	Nyarugenge	87.4%	87.2%	▲	0.2%
19	Nyamasheke	87.2%	93.8%	▼	-6.6%
20	Ngororero	86.8%	86.1%	▲	0.7%
21	Rutsiro	85.6%	87.1%	▼	-1.5%
22	Nyagatare	85.5%	88.6%	▼	-3.1%
23	Burera	84.8%	83.8%	▲	1.0%
24	Rubavu	84.5%	87.0%	▼	-2.5%
25	Musanze	84.3%	82.5%	▲	1.8%
26	Nyanza	84.0%	89.9%	▼	-5.9%
27	Nyaruguru	83.0%	93.2%	▼	-10.2%
28	Huye	81.9%	91.2%	▼	-9.3%
29	Gisagara	81.4%	91.7%	▼	-10.3%
30	Nyamagabe	80.5%	92.6%	▼	-12.2%
IMPUZANDENGO		87.8%	87.6%	▲	0.2%

Aho byavuye: Anketi ya RGB, 2022

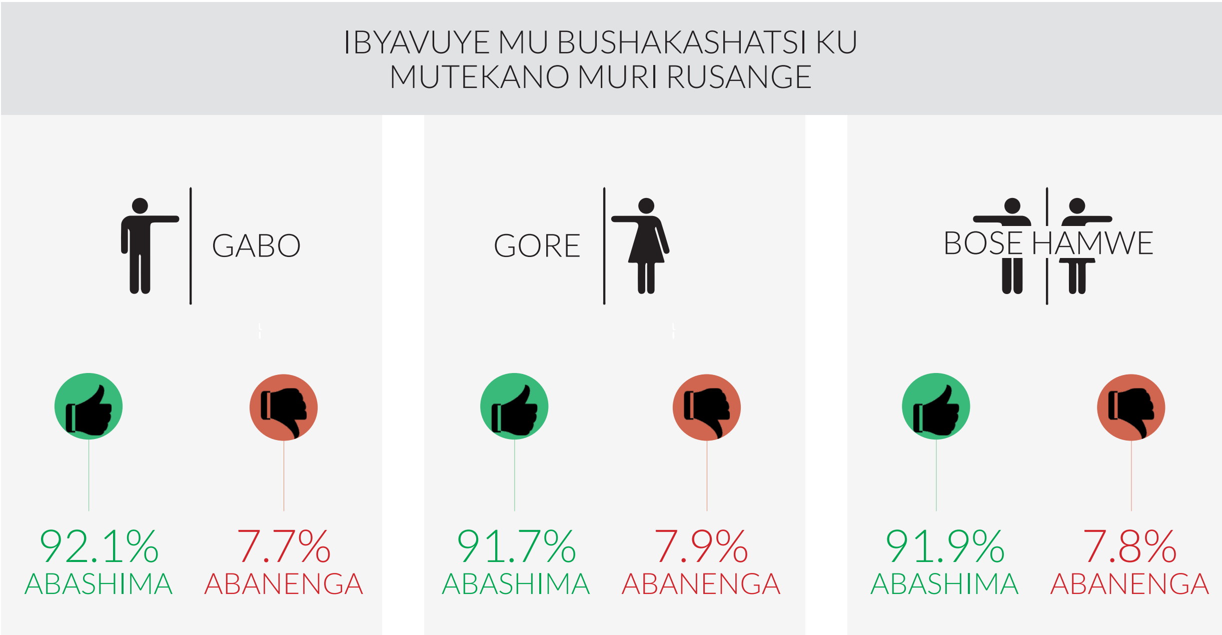


3.4. UMUTEKANO

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.

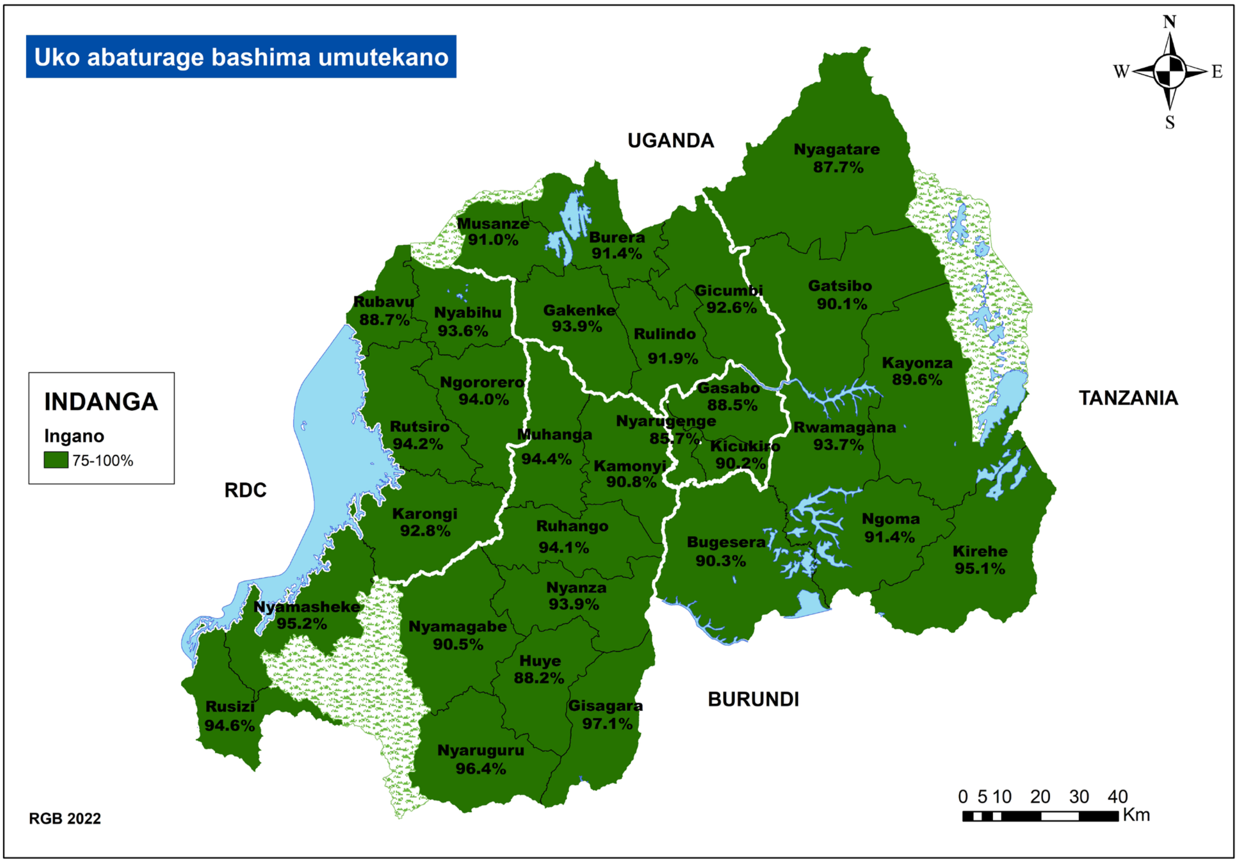
Ishusho 96: **Uko abaturage babona umutekano muri rusange**



Aho byavuye: Anketi ya RGB, 2021

Muri ubu bushakashatsi, umutekano ushimwa n'abaturage ku gipimo cya 91.9%. Abagabo bashima umutekano ku gipimo cya 92.1% naho abagore bawushima ku gipimo cya 91.7%. Mu byiciro byose byakoreweho ubushakashatsi umutekano ni wo uza ku isonga mu gushimwa n'abaturage.

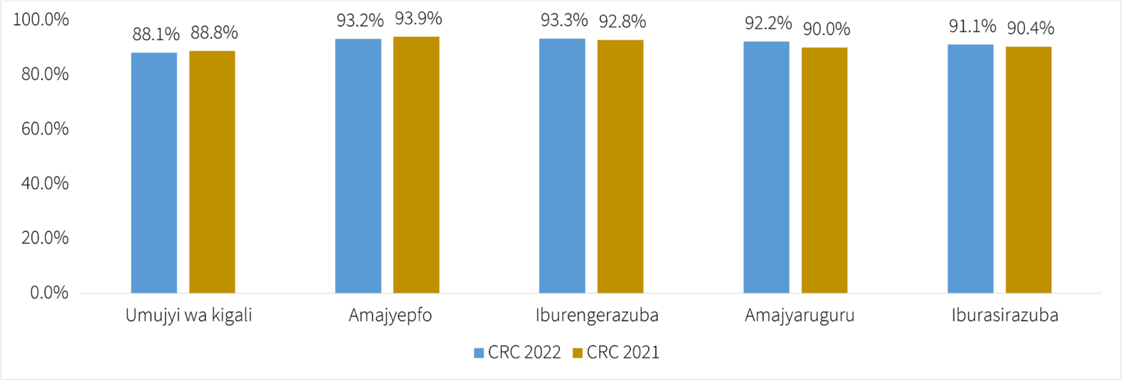
Ikarita 17: Uko abaturage bashima umutekano hakurikijwe uturere



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

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

Ishusho 97: Uko abaturage bashima umutekano hakurikijwe Intara n' Umujyi wa Kigali mu myaka ibiri

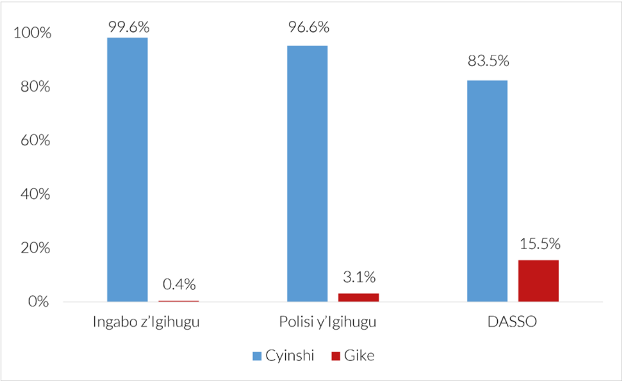


Aho byavuye: Anketi ya RGB, 2022

3.4.3. Icyizere abaturage bafitiye zimwe mu nzego z'umutekano

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

Ishusho 98: **Icyizere abaturage bafitiye zimwe mu nzego z'umutekano**

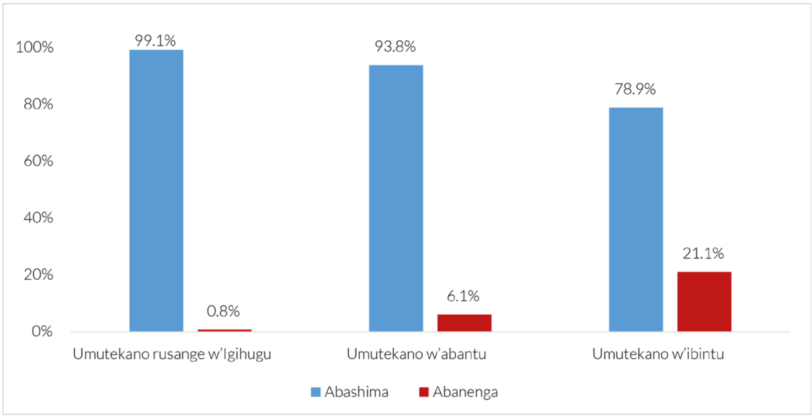


Aho byavuye: Anketi ya RGB, 2022

Ingabo z'u Rwanda ni rwo rwego rw'umutekano rufitiwe icyizere kiri hejuru cyane kingana na 99.6%.

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

Ishusho 99: **Uko abaturage babona umutekano rusange w'Igihugu n'umutekano w'abantu n'ibintu**

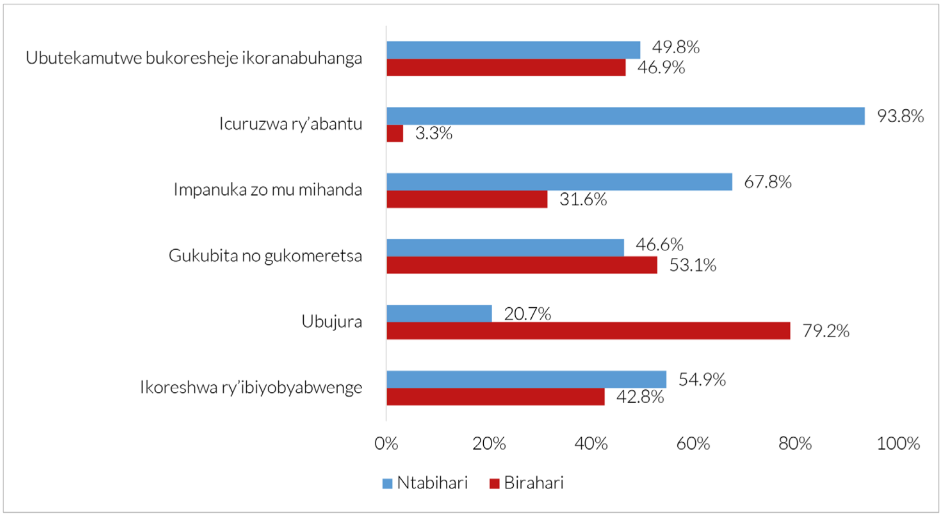


Aho byavuye: Anketi ya RGB, 2022

Ibyavuye muri ubu bushakashatsi bigaragaza ko abaturage bishimiye umutekano rusange w'Igihugu ku kigero cyo hejuru cya 99.1% naho umutekano w'ibintu ni wo ushimwa ku gipimo cyo hasi cya 78.9%.

3.4.5. Imbogamizi ku mutekano w'abantu n'ibintu

Ishusho 100: **Imbogamizi ku mutekano w'abantu n'ibintu**



Aho byavuye: Anketi ya RGB, 2022

Ubujura ni bwo buza imbere mu bibangamira umutekano w'abantu n'ibintu ku gipimo cya 79.2%. Izindi mbogamizi zagaragajwe ku gipimo kiri hejuru ya 40% ni ugukubita no gukomeretsa, ubutekamutwe bukoresheje ikoranabuhanga n'ikoreshwa ry'ibiyobyabwenge.

3.4.6. IBYIFUZONAMA

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

Imbonerahamwe 23:
Uko uturere duhagaze mu mutekano mu myaka ibiri (2021 - 2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Gisagara	97.1%	94.7%	▲	2.4%
2	Nyaruguru	96.4%	96.1%	▲	0.2%
3	Nyamasheke	95.2%	97.0%	▼	-1.8%
4	Kirehe	95.1%	93.4%	▲	1.7%
5	Rusizi	94.6%	93.8%	▲	0.8%
6	Muhanga	94.4%	90.5%	▲	3.9%
7	Rutsiro	94.2%	90.1%	▲	4.2%
8	Ruhango	94.1%	91.3%	▲	2.8%
9	Ngororero	94.0%	94.4%	▼	-0.4%
10	Gakenke	93.9%	91.5%	▲	2.5%
11	Nyanza	93.9%	96.2%	▼	-2.3%
12	Rwamagana	93.7%	91.1%	▲	2.6%
13	Nyabihu	93.6%	88.2%	▲	5.4%
14	Karongi	92.8%	95.2%	▼	-2.5%
15	Gicumbi	92.6%	90.1%	▲	2.4%
16	Rulindo	91.9%	92.9%	▼	-0.9%
17	Burera	91.4%	90.3%	▲	1.0%
18	Ngoma	91.4%	92.5%	▼	-1.1%
19	Musanze	91.0%	85.3%	▲	5.7%
20	Kamonyi	90.8%	90.8%	=	0.0%
21	Nyamagabe	90.5%	96.8%	▼	-6.4%
22	Bugesera	90.3%	89.9%	▲	0.4%
23	Kicukiro	90.2%	87.7%	▲	2.5%
24	Gatsibo	90.1%	86.6%	▲	3.6%
25	Kayonza	89.6%	89.6%	=	0.0%
26	Rubavu	88.7%	91.1%	▼	-2.4%
27	Gasabo	88.5%	90.3%	▼	-1.9%
28	Huye	88.2%	95.0%	▼	-6.8%
29	Nyagatare	87.7%	89.5%	▼	-1.8%
30	Nyarugenge	85.7%	88.3%	▼	-2.6%
IMPUZANDENGO		91.9%	91.6%	▲	0.4%

Aho byavuye: Anketi ya RGB, 2022

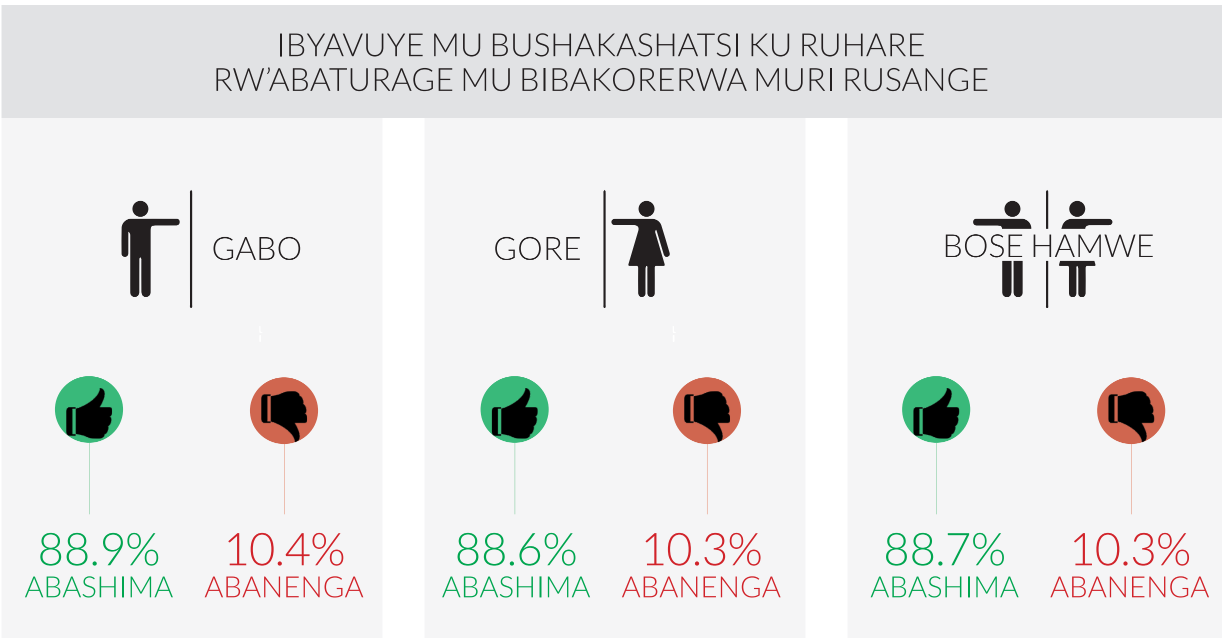
3.5. URUHARE RW'ABATURAGE MU BIBAKORERWA

3.5.1. Intangiriro

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

Muri ubu bushakashatsi, hasuzumwe uko abaturage babona uruhare rwabo muri gahunda zitandukanye zirimo umuganda, umugoroba w'umuryango, inteko z'abaturage, ubukorerabushake, kubaza abayobozi kugaragariza abaturage ibibakorerwa, uruhare mu gufata ibyemezo, umutekano, kwitorera abayobozi, gukemura ibibazo by'abaturage na gahunda za Leta ziteza imbere imibereho myiza y'abaturage.

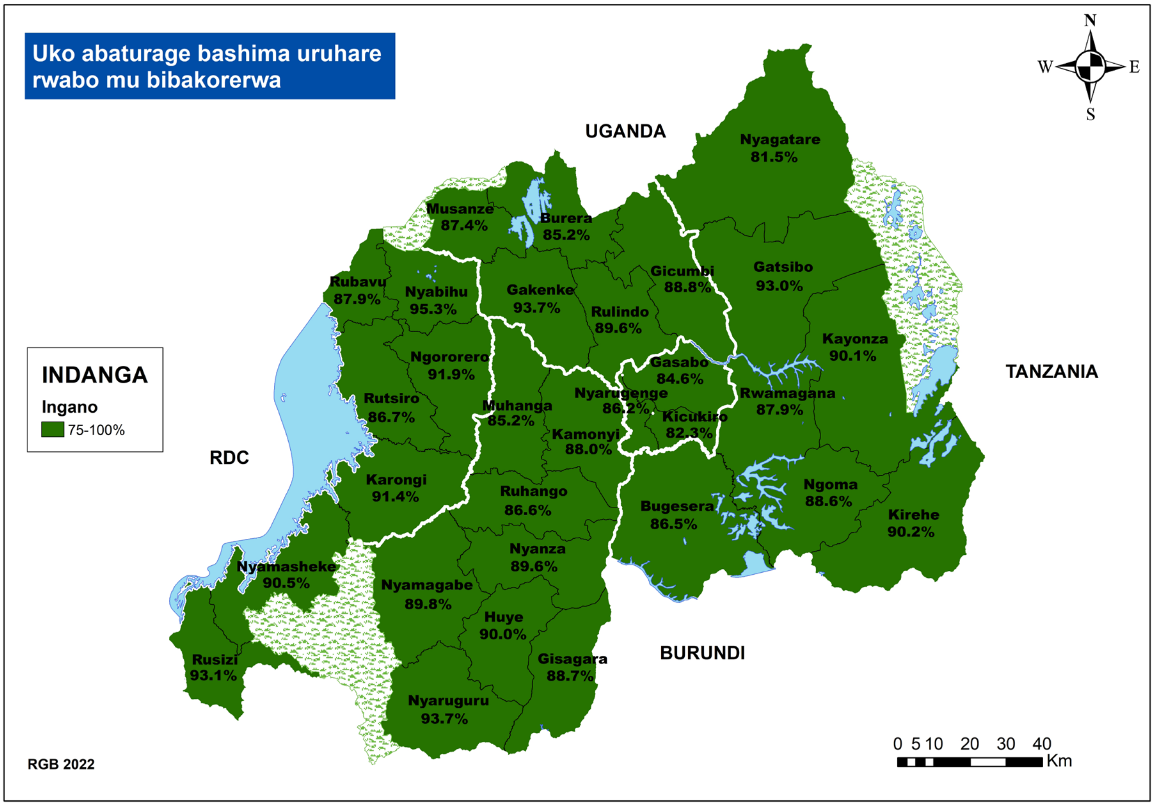
Ishusho 101: **Uruhare rw'abaturage mu bibakorerwa muri rusange**



Aho byavuye: Anketi ya RGB, 2022

Abaturage bashima uruhare rwabo mu bibakorerwa ku igipimo cya 88.7%. Abagore barushima ku gipimo cya 88.6% naho abagabo barushima ku gipimo cya 88.9%.

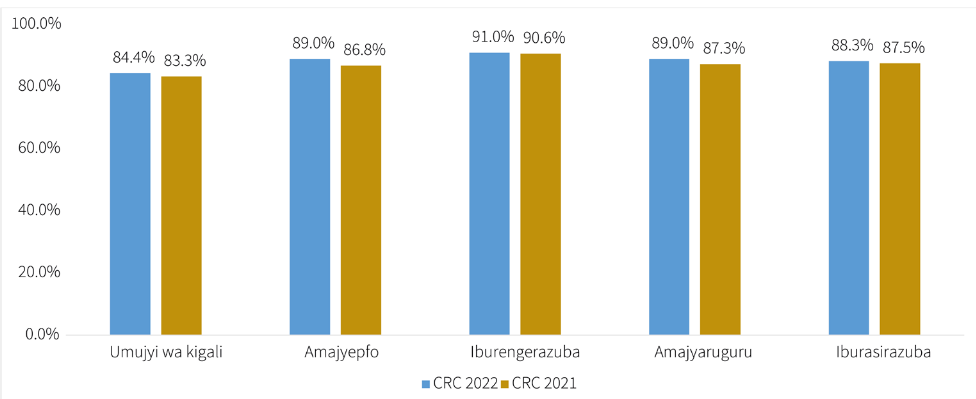
Ikarita 18: Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe uturere



Ubu bushakashatsi bugaragaza ko mu turere twose abaturage bashima uruhare rwabo mu bibakorerwa ku gipimo kiri hejuru ya 80%. Akarere ka Nyabihu ni ko kaza ku isonga ku gipimo cya 95.3% mu gihe akarere ka Nyagatare ari ko kaza inyuma ku gipimo cya 81.5%.

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

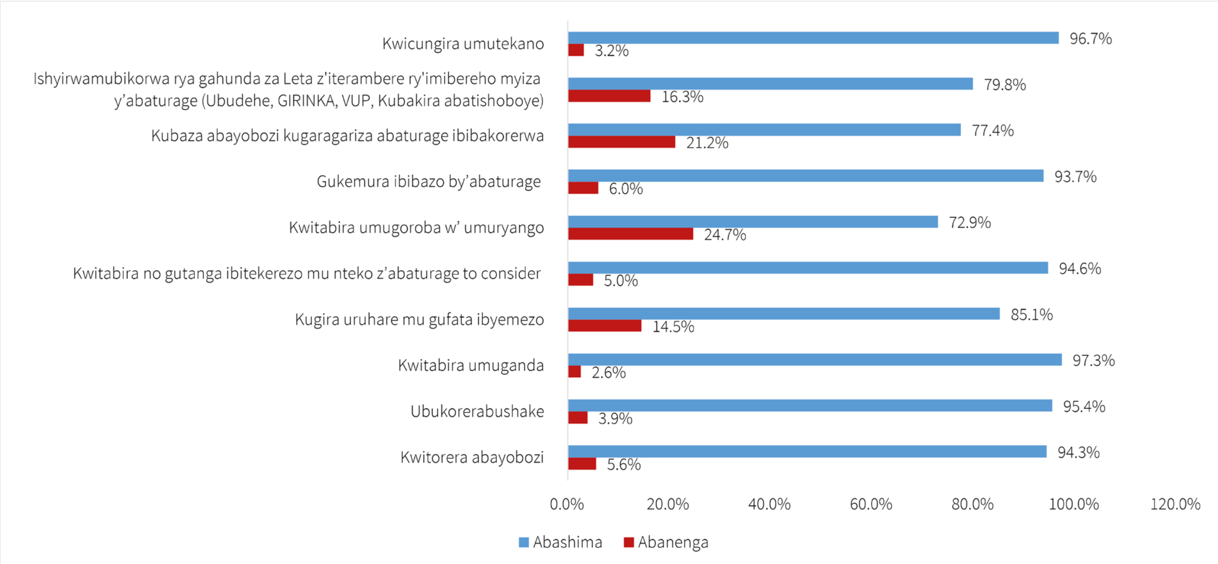
Ishusho 102: Uko abaturage babona uruhare rwabo mu bibakorerwa hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2022

3.5.3. Uruhare rw'abaturage muri gahunda zitandukanye

Ishusho 103: **Uko abaturage babona uruhare rwabo muri gahunda zitandukanye**



Aho byavuye: Anketi ya RGB, 2022

Leta yashyizeho uburyo butandukanye bufasha abaturage kugira uruhare mu bibakorerwa. Muri ubu bushakashatsi, abaturage bagaragaje ko bagira uruhare runini mu kwitabira umuganda, kwicungira umutekano n'ubukorerabushake ku gipimo kiri hejuru ya 95%. Kwitabira umugoroba w'umuryango ni byo biza ku gipimo cyo hasi cya 72.9%.

3.5.4. IBYIFUZONAMA

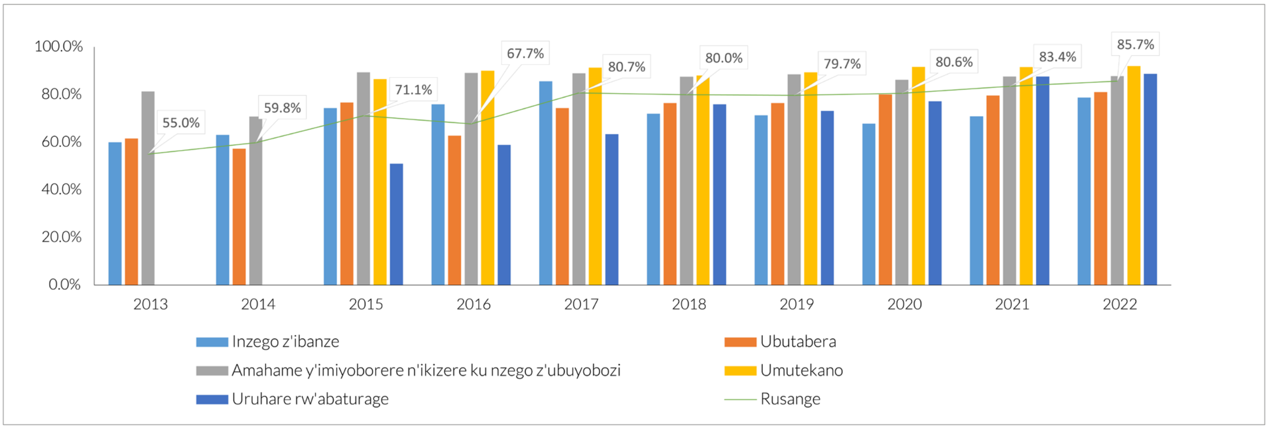
- Kunoza imitegurire n'imikorere y'umugoroba w'umuryango no kurushaho gukangurira abaturage kuwitabira;
- Gushishikariza abaturage kurushaho kugira uruhare mu bibakorerwa hibandwa ku hakigaragara intege nke.

Imbonerahamwe 24:
Uko uturere duhagaze mu ruhare rw'abaturage mu bibakorerwa mu myaka ibiri (2021 - 2022)

Nº	AKARERE	CRC 2022/ AMANOTA (%)	CRC 2021/ AMANOTA (%)	IMPINDUKA 2021 - 2022 (%)	
1	Nyabihu	95.3%	87.4%	▲	7.9%
2	Gakenke	93.7%	87.4%	▲	6.3%
3	Nyaruguru	93.7%	90.7%	▲	3.0%
4	Rusizi	93.1%	90.3%	▲	2.8%
5	Gatsibo	93.0%	88.6%	▲	4.5%
6	Ngororero	91.9%	89.6%	▲	2.3%
7	Karongi	91.4%	92.5%	▼	-1.0%
8	Nyamasheke	90.5%	92.2%	▼	-1.7%
9	Kirehe	90.2%	86.9%	▲	3.3%
10	Kayonza	90.1%	86.0%	▲	4.1%
11	Huye	90.0%	84.5%	▲	5.5%
12	Nyamagabe	89.8%	88.9%	▲	0.9%
13	Nyanza	89.6%	88.2%	▲	1.4%
14	Rulindo	89.6%	92.3%	▼	-2.7%
15	Gicumbi	88.8%	86.2%	▲	2.5%
16	Gisagara	88.7%	89.8%	▼	-1.0%
17	Ngoma	88.6%	88.3%	▲	0.3%
18	Kamonyi	88.0%	82.1%	▲	6.0%
19	Rubavu	87.9%	91.5%	▼	-3.6%
20	Rwamagana	87.9%	89.3%	▼	-1.4%
21	Musanze	87.4%	83.5%	▲	3.9%
22	Rutsiro	86.7%	91.1%	▼	-4.4%
23	Ruhango	86.6%	83.4%	▲	3.2%
24	Bugesera	86.5%	86.3%	▲	0.1%
25	Nyarugenge	86.2%	81.8%	▲	4.4%
26	Burera	85.2%	87.0%	▼	-1.8%
27	Muhanga	85.2%	86.8%	▼	-1.6%
28	Gasabo	84.6%	84.5%	▲	0.1%
29	Kicukiro	82.3%	83.6%	▼	-1.3%
30	Nyagatare	81.5%	87.2%	▼	-5.7%
IMPUZANDENGO		88.7%	87.6%	▲	1.1%

Aho byavuye: Anketi ya RGB, 2022

Ishusho 104: Uko abaturage bashima serivisi mu byiciro bigize inkingi y'imiyoborere mu myaka icumi



Aho byavuye: Anketi ya RGB, 2022

4. Umwanzuro

CRC ya 2022 yerekana uburyo abaturage babona imiyoborere n'imitangire ya serivisi mu byiciro 16 bikubiye mu nkingi 3 arizo ubukungu, imibereho myiza ndetse n'imiyoborere n'ubutabera.

Muri ubu bushakashatsi bwa CRC ya 2022, umutekano ni cyo cyiciro gikomeje kuza ku isonga mu byo abaturage bashima kurusha ibindi. Ku rundi ruhande, ubutaka n'imiturire ni cyo kiri inyuma ku gipimo cya 60.5%.

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

Ibyifuzonama rusange kuri CRC ya 2022

ICYICIRO	IBYIFUZONAMA	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
UBUHINZI	▸ Gushyiraho ingamba mu bufatanye bw'inzego zitandukanye zo gukumira ibiza n'ingaruka z'imihindagurikire y'ikirere ku buhinzi; ▸ Kunoza imikorere n'imikoranire y'inzego mu rwego rw'ubuhinzi hibandwa ku bikorwaremezo, gukumira indwara z'ibihingwa, isoko ry'umusaruro, kongerera agaciro ibikomoka ku buhinzi, imashini zikoreshwa mu buhinzi no kuhira imyaka, ndetse no kwegereza abaturage ubwanikiro n'ubuhunikiro bw'umusaruro no kunoza imicungire yabwo ndetse n'imicungire y'amakoperative y'abahinzi	MINAGRI, MINICOM, MINECOFIN, MINALOC, PSF, RCA
UBWOROZI	▸ Kunoza imikorere n'imikoranire y'inzego ku bijyanye no kwegereza aborozi ibikorwaremezo, kongerera aborozi ubumenyi ku bijyanye no korora kijyambere, kongerera agaciro umusaruro w'ibikomoka ku bworozi ndetse n'imicungire y'amakoperative y'aborozi. ▸ Gufasha aborozi mu kubona isoko ry'amata, kubona ibiryo by'amatungo ndetse no kunoza uburyo bwo kubihunika.	MINAGRI, MINICOM, MINECOFIN, MINALOC, PSF, RCA
IKORANABUHANGA N'ITUMANAHO	▸ Kongera ubufatanye bw'inzego mu gukwirakwiza ibikorwaremezo by'ikoranabuhanga n'itumanaho hibandwa kuri ibi bikurikira: kongera ubumenyi mu mikoreshereze ya serivisi z'ikoranabuhanga (digital literacy) ndetse no gukwirakwiza réseau (network) ya interineti na televisiyo idacikagurika aho ikenewe hose.	MINICT, RURA, PSF, RBA, MINALOC
UBUTAKA N'IMITURIRE	▸ Kunoza imikoraniranire y'inzego mu kugeza ibikorwaremezo ahagenewe guturwa ndetse no kunoza serivisi z'ubutaka n'imiturire muri rusange hibandwa ku kubona amakuru ku gishushanyo mbonera, guhererekanya uburenganziza ku butaka, kubahiriza igihe cyagenwe mu gutanga serivisi z'ubutaka, kongera iminsi yagenewe serivisi z'ubutaka ndetse no kwihutisha kubona uruhushya rwo gukoresha ubutaka icyabugenewe	RLMUA, PSF, MINALOC, RRA, MoE, MINECOFIN, MINEMA, MINICT, MININFRA
URWEGO RW'ABIKORERA	▸ Kunoza imikorere n'imikoranire y'inzego mu gukemura ibibazo bikigaragara muri serivisi zo gutwara abantu n'ibintu no kunoza serivisi z'abikorera muri rusange hibandwa kuri serivisi zo gutwara abantu muri bisi no kuri moto. ▸ Kongera imbaraga mu micungire y'amakoperative no gukurikirana imikorere yayo mu buryo bunoze kandi butanga umusaruro; ▸ Kunoza imitangire ya serivisi z'ubucuruzi mu masoko, amaduka, amahoteli, resitora n'utubari.	RCA, BNR, PSF, RURA, MININFRA, MINALOC, UMUJYI WA KIGALI
UBUREZI	▸ Kongera imbaraga no gukomeza ingamba mu guhangana n'ikibazo cy'abana bata ishuri; ▸ Gukomeza kunoza gahunda yo kugaburira abana ku ishuri no gukangurira ababyeyi kugira uruhare mu myigire y'abana babo .	MINEDUC, REB, HEC, MINALOC, MIGEPROF, Imiryango itari iya Leta n'ishingiye ku myemerere

ICYICIRO	IBYIFUZONAMA	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
UMURYANGO	▸ Kongera ubufatanye bw'inzego zitandukaye mu guhangana n'ibibazo bikurikira: Guharika no gucana inyuma kw'abashakanye, kudakoresha neza umutungo, ubusinzi, kudahana umwanya wo kuganira nk'umuryango, kudasobanukirwa n'ihame ry'uburinganire ndetse n'ikibazo cy'ababyeyi batita ku burere bw'abana n'ikoreshwa ry'ibiyobyabwenge mu muryango. ▸ Gukemura ibibazo bikomeje kubangamira imyigire y'abana b'abangavu birimo guterwa inda, gukoreshwa imirimo izana amafaranga, ubushobozi budahagije bw'ababyeyi, amakimbirane n'imyitwarire mibi ya bamwe mu babyeyi.	MIGEPROF, GMO, NCDA, NCPD, MINALOC, RIB, POLICE, Imiryango itari iya Leta n'ishingiye ku myemerere
UBUTABERA	▸ Kongera ubufatanye bw'inzego mu kurwanya ruswa, ikimenyane n'akarengane mu mitangire ya serivisi hibandwa ku nzego z'ibanze , serivisi z'ubutaka, Polisi y'u Rwanda, Inzego z'abikorera, DASSO na Komite z'abunzi n'Inkiko.	MINIJUST, POLICE, RIB, URWEGO RW'UMUVUNYI, MINALOC, Imiryango itari iya Leta n'ishingiye ku myemerere
INZEGO Z'IBANZE	▸ Kunoza imiyoborere n'imitangire ya serivisi hibandwa kuri ibi bikurikira: Kumenyesha ku gihe abashaka serivisi bose ibisabwa mbere yo gusaba serivisi, kubonekera ku biro by'akazi mu gihe cyateganijwe cyo gutanga serivisi, kwirinda gusiragiza abaturage, ikimenyane, akarengane ndetse no kwirinda kubwira nabi abashaka serivisi; ▸ Kurushaho kunoza imikorere y'umukozi ushinzwe imyubakire n'umukozi ushinzwe ubuhinzi ku murenge; ▸ Gukemura ibibazo by'isuku nke bituruka ku miturire y'akajagari no kurarana n'amatungo.	MINIJUST, POLICE, RIB, URWEGO RW'UMUVUNYI, MINALOC, Imiryango itari iya Leta n'ishingiye ku myemerere

Imbonerahamwe 25:
Uko abaturage babona imiyoborere n'imitangire ya serivisi zakozweho ubushakashatsi mu turere

UTURERE	INKING Y'UBUKUNGU						INKINGI Y'IMIBEREHO Y'ABATURAGE					INKINGI Y'IMIYOBORERE					IMPUZANDENGO
	UBUHINZI	UBWOROZI	IBIKORWA REMEZO	IKORANABUHANGA N'ITUMANAHO	UBUTAKA 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	49.8%	62.9%	80.9%	78.2%	57.6%	77.5%	77.5%	74.4%	83.4%	58.2%	77.5%	77.8%	80.1%	88.4%	88.5%	84.6%	**74.8%**
Kicukiro	45.1%	67.4%	84.6%	81.7%	64.8%	78.1%	76.3%	75.1%	86.6%	57.1%	84.6%	76.8%	76.0%	88.8%	90.2%	82.3%	**76.0%**
Nyarugenge	62.2%	74.5%	86.3%	83.0%	67.3%	80.9%	76.4%	78.2%	87.4%	63.5%	78.5%	80.5%	79.9%	87.4%	85.7%	86.2%	**78.6%**
Gisagara	78.7%	86.9%	52.5%	70.1%	68.4%	83.5%	76.1%	87.9%	73.1%	79.4%	70.9%	79.5%	86.2%	81.4%	97.1%	88.7%	**78.8%**
Huye	63.8%	69.7%	65.9%	66.7%	59.7%	74.9%	66.6%	76.8%	74.2%	71.2%	74.7%	78.2%	76.9%	81.9%	88.2%	90.0%	**73.7%**
Kamonyi	62.4%	84.9%	55.9%	77.2%	60.8%	77.5%	72.9%	80.2%	84.7%	72.5%	74.3%	77.7%	81.7%	89.5%	90.8%	88.0%	**76.9%**
Muhanga	65.9%	82.1%	58.0%	73.1%	64.1%	74.7%	66.5%	81.6%	77.0%	79.9%	72.1%	82.6%	82.4%	89.7%	94.4%	85.2%	**76.8%**
Nyamagabe	58.0%	68.9%	46.4%	55.1%	50.9%	63.6%	57.9%	72.0%	64.5%	69.3%	75.3%	73.3%	73.2%	80.5%	90.5%	89.8%	**68.1%**
Nyanza	70.6%	85.0%	52.1%	74.4%	60.7%	80.4%	70.5%	82.5%	73.0%	75.8%	74.4%	80.5%	79.4%	84.0%	93.9%	89.6%	**76.7%**
Nyaruguru	68.8%	80.1%	63.6%	75.5%	63.1%	80.6%	73.3%	84.3%	70.0%	75.5%	73.1%	79.8%	83.4%	83.0%	96.4%	93.7%	**77.8%**
Ruhango	58.8%	79.6%	59.0%	75.0%	59.7%	75.0%	70.8%	81.6%	80.1%	76.0%	77.7%	79.8%	80.2%	88.9%	94.1%	86.6%	**76.4%**
Karongi	66.2%	81.8%	51.7%	69.7%	64.4%	72.9%	69.1%	79.1%	63.3%	75.8%	75.8%	80.9%	81.7%	89.9%	92.8%	91.4%	**75.4%**
Ngororero	61.9%	80.6%	60.1%	72.8%	67.2%	71.2%	73.6%	78.8%	67.1%	77.3%	80.6%	85.0%	83.6%	86.8%	94.0%	91.9%	**77.0%**
Nyabihu	57.0%	84.3%	54.6%	73.6%	65.6%	71.7%	74.7%	85.1%	82.2%	82.2%	86.5%	82.6%	86.5%	92.2%	93.6%	95.3%	**79.2%**
Nyamasheke	51.1%	74.7%	69.2%	76.7%	71.0%	68.7%	77.5%	78.9%	78.6%	67.8%	84.0%	76.8%	81.6%	87.2%	95.2%	90.5%	**76.8%**
Rubavu	50.6%	76.8%	72.5%	72.7%	53.4%	77.0%	72.0%	76.7%	81.9%	67.8%	79.2%	75.2%	72.8%	84.5%	88.7%	87.9%	**74.4%**
Rusizi	62.6%	74.2%	74.2%	81.5%	79.8%	80.5%	83.0%	83.4%	80.5%	79.0%	81.5%	82.4%	83.4%	90.4%	94.6%	93.1%	**81.5%**
Rutsiro	48.7%	74.6%	54.7%	68.0%	53.2%	64.3%	72.5%	77.4%	74.1%	69.9%	77.5%	73.6%	79.0%	85.6%	94.2%	86.7%	**72.1%**
Burera	50.3%	77.3%	63.4%	74.1%	50.7%	67.1%	69.2%	77.8%	71.2%	64.8%	75.9%	70.6%	73.2%	84.8%	91.4%	85.2%	**71.7%**
Gakenke	69.8%	84.9%	52.1%	71.1%	67.5%	73.7%	74.2%	87.0%	84.6%	80.8%	86.8%	88.6%	87.4%	91.4%	93.9%	93.7%	**80.5%**
Gicumbi	58.5%	79.2%	65.7%	74.5%	56.1%	70.2%	72.5%	78.6%	73.0%	75.2%	72.7%	82.0%	80.0%	90.6%	92.6%	88.8%	**75.6%**
Musanze	59.6%	82.1%	74.6%	74.2%	58.2%	75.7%	70.8%	70.0%	72.1%	73.1%	74.8%	72.6%	72.9%	84.3%	91.0%	87.4%	**74.6%**
Rulindo	61.5%	76.2%	61.5%	72.2%	56.0%	68.9%	69.2%	75.3%	78.3%	70.8%	79.7%	78.4%	78.9%	88.9%	91.9%	89.6%	**74.8%**
Bugesera	56.4%	71.6%	66.7%	74.1%	60.5%	71.3%	70.4%	73.6%	71.8%	70.1%	71.8%	74.6%	79.6%	89.1%	90.3%	86.5%	**73.6%**
Gatsibo	69.2%	73.6%	66.4%	76.9%	64.6%	82.8%	76.5%	84.8%	84.1%	74.3%	78.2%	84.9%	86.8%	93.0%	90.1%	93.0%	**79.9%**
Kayonza	61.1%	72.5%	66.3%	74.6%	56.3%	78.0%	72.5%	82.9%	74.7%	68.3%	75.4%	80.3%	85.7%	92.3%	89.6%	90.1%	**76.3%**
Kirehe	62.6%	81.0%	65.7%	73.9%	58.9%	79.0%	71.2%	81.3%	76.5%	78.5%	72.1%	78.9%	88.8%	91.1%	95.1%	90.2%	**77.8%**
Ngoma	60.1%	79.0%	68.1%	74.8%	54.1%	71.5%	70.9%	75.9%	78.1%	75.3%	70.2%	77.2%	85.4%	89.9%	91.4%	88.6%	**75.7%**
Nyagatare	48.6%	65.9%	67.4%	70.6%	50.2%	76.8%	65.7%	74.8%	68.6%	60.7%	75.2%	70.8%	80.0%	85.5%	87.7%	81.5%	**70.6%**
Rwamagana	61.9%	77.3%	69.6%	81.0%	54.8%	75.5%	75.7%	82.7%	71.6%	72.0%	79.5%	83.4%	86.2%	90.8%	93.7%	87.9%	**77.7%**
IMPUZANDENGO	**61.1%**	**77.7%**	**65.1%**	**74.1%**	**60.5%**	**74.9%**	**72.2%**	**79.1%**	**76.3%**	**71.8%**	**77.0%**	**78.8%**	**81.1%**	**87.8%**	**91.9%**	**88.7%**	**76.1%**

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Rwanda Governance Board

URWEGO RW'IGIHUGU RW'IMIYOBORERE

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

Uyu mwaka, ubu bushakashatsi bwakorewe ku byiciro 16 bikubiye mu nkingi eshatu za gahunda ya Leta y'Imbaturabukungu ku buryo bukurikira:

UBUKUNGU: Ubuhinzi, Ubworozi, Ibikorwaremezo, Ikoranabuhanga n'itumanaho, Ubutaka n'imiturire, Serivisi zitangwa mu rwego rw'abikorera;

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

IMIYOBORERE: Serivisi zitangwa n'inzego z'ibanze, Ubutabera, Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi, Umutekano, Uruhare rw'abaturage mu bibakorerwa.

Urwego rw'Igihugu rw'Imiyoborere (RGB) rwashyizweho n'itegeko No 56/2016 ryo ku wa 16/12/2016, riruha ubwisanzure n'ubwigenge mu kurangiza inshingano zarwo (Ingingo ya 2 n'iya 3), ndetse n'ububasha kugira ngo rurusheho kuba umusemburo w'imikorere n'imiyoborere myiza bitsura iterambere ry'umuturage n'iry'Igihugu cyacu.

Muri izo nshingano harimo: gukora ubushakashatsi ku miyoborere mu Rwanda no kugaragaza uko abaturage babona ibibakorerwa; guteza imbere amahame y'imiyoborere myiza, demokarasi, imikorere n'imitangire ya serivisi zinoze no kubigiramo inama Guverinoma n'izindi nzego bireba. Mu ngingo ya 6 y'iri tegeko RGB ihabwa ububasha bwo gusaba ibisobanuro inzego za Leta n'iz'abikorera zidakora neza, no gusabira ibihano byo mu rwego rw'ubutegetsi inzego cyangwa abakozi bagaragaweho imikorere mibi.

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

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