UGANDA BUREAU OF STATISTICS

TIME TO CROSS AND TRADERS' PERCEPTION BASELINE SURVEY REPORT

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The Time to Cross and Trader's Perception baseline surveys were conducted by the Bureau, funded by the government of Uganda through a World Bank (WB) grant under the Great Lakes Trade Facilitation Project (GLTFP) coordinated by the Ministry of Trade Industry and Cooperatives.

The main purpose of these surveys were to generate baseline information to monitor and evaluate anticipated progress at the three borders of Mpondwe, Bunagana and Goli, with regard to infrastructure being constructed to facilitate trade, especially targeting small scale cross border traders. The core indicators monitored under GLTFP relate to time taken to cross the border, traders' harassment and trade flows handled through the respective border posts.

The Bureau would like to acknowledge the immense contribution of the Uganda Revenue Authority, Immigration Department, Security Agencies (Police and other security agencies), Local Council leaders and individuals along the borders that made these surveys successful. We also acknowledge the cooperation of the border communities and traders in providing the requisite information that made it possible to produce this report.

In a special way, I would like to thank the World Bank Monitoring and Evaluation team, which provided technical backstopping and undertook continuous quality control reviews throughout the project implementation cycle.

Finally, I thank the Researchers, Field Supervisors and Coordinators for successful execution of these surveys.

Ben Paul Mungyereza
Executive Director

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ACRONYMS

COMESA	Common Market for Eastern and Southern Africa
DRC	Democratic Republic of Congo
EAC	East African Community
FTA	Free Trade Area
GLR	Great Lake Region
GLTFP	Great Lakes Trade Facilitation Project
IDA	International Development Association
MDAs	Ministries Departments and Agencies
M&E	Monitoring and Evaluation
MTIC	Ministry of Trade Industry and Cooperatives
NGOs	Non-Government Organizations
PBM	Performance Based Management
PDO	Project Development Objectives
PIM	Project Implementation Manual
SACCOs	Savings and Credit Cooperative Societies
SADC	South African Development Community
SACU	South African Customs Union
UBOS	Uganda Bureau of Statistics
URA	Uganda Revenue Authority
WB	World Bank

The Bureau in collaboration with government agencies at the border posts of Mpondwe, Bunagana and Goli conducted the Time to Cross and Traders' Perception surveys during November and December 2017. These surveys were conducted in view of the anticipated infrastructural development by the Great Lakes Trade Facilitation Project (GLTFP) at the three borders to facilitate cross border trade coordinated by Ministry of Trade Industry and Cooperatives.

The Time to Cross Survey sought to collect data on the average time taken to cross the border including processing of document, nature of goods carried by trader, and reported incidences of bribery and intimidation experienced by cross border traders among others. The Traders' Perception Survey collected information on forms of harassment experienced by traders, current border conditions, access to markets and financial information, time spent on trade activities, ownership of goods and awareness of opportunities offered in regional markets.

The Great Lakes Trade Facilitation Project (GLTF) is part of the broader development initiative collectively implemented by the three countries of Uganda, Rwanda and DR Congo. The main objective of GLTF project is to facilitate cross-border trade by increasing the capacity of commerce and reducing the costs faced by traders, especially vulnerable small-scale and women traders at targeted border.

Key Survey Findings:

Time taken to process documents and cross the border

Overall, traders took more time at Mpondwe, followed by those at Bunagana and the least was at Goli. Specifically, at Mpondwe border, on average, it took 16.35 minutes both to process documents and cross the border, of which only 1.94 minutes were taken to process the documents while 14.41 minutes were taken to cross the border if one had no documents to process. At Bunagana, it took traders 2.39 minutes only to cross the border, of which 0.32 seconds was used to process documents and 2.07 minutes to cross the border. Meanwhile at Goli border, traders took 8.58 minutes to cross the border, of which

3.07 minutes was for processing documents and 5.51minutes for crossing the border. The time taken to cross was mostly affected by the border setting and the traffic handled, where by Mpondwe was busier compared Buganaana and Goili.

Forms of Harassment

According to the findings, 79 percent of the respondents reported that over the last 6 months they had not been pressurized to pay bribes of any kind, 94.8 percent had not been assaulted or harassed by the border officials during their border crossing and 98.0 percent had not been inappropriately touched or sexually harassed by the officials. For the minority group that reported harassment, 61.6 percent indicated that they had no trusted person at the border whom they could complain to.

Value of Goods Handled through the Core Border Infrastructure

The findings further indicate that, the value of export and imports recorded under the informal cross border transactions were more than those recorded under the official customs system at all the three borders. During 2017, the combined exports earnings (formal and informal exports) through the 3 borders monitored were worth $ 204.6 million, of which informal exports were valued at $ 186.0 million, accounting for 91.0 percent. Meanwhile, combined imports through the three border posts were estimated at US$ 13.5 million, of which, informal imports stood at US$ 12.5 million (92.9 percent). This underscores that importance of informal cross border trade to small and medium size business in terms income generation and food security for the border communities.

Direction of Traffic and nature of traded products

Most of the respondents interviewed crossed from Uganda to DR Congo representing 62.5 percent, while only 37.5 percent were crossing into Uganda from DR Congo. For those who crossed the borders, nearly half (50.8 %) were traders, followed by occasional travelers (30.4%) and then transporters (17.8%). Of those who crossed to DRC, over 70 percent carried manufactured goods compared to 27.7 percent who carried agricultural products. Those who crossed the border to transact business were 51.0 percent, while 49.0 percent crossed for personal reasons.

Ownership of goods carried and time spend on trade activities

The survey results indicated that 73.0 percent of the respondents owned the goods they were carrying, while 95.5 percent noted that cross border trade was their primary source of income. Most of those engaged in the cross border trade spend on average 6 hours daily on trade activities. The above findings show that cross border trade is critical to border communities' livelihood.

Access to Market and Financial Information

Survey findings revealed that traders obtained information on markets and prices by physically visiting markets (47.0%), then from amongst the Business persons/traders (26.5%), and informants (22.2%).

While marketing their products, traders reported the issue of low prices for their products as the biggest problem encountered (16.5 %), followed by long distances to markets (16.3%), cheating from the traders (15.4%) and high fees/levies imposed on commodities (13.2%) among others.

Savings and Credit Cooperative Societies (SACCOs) were the main source of funding for cross border traders accounting for 34.3 percent, followed by family members (17. 9 percent), banks (17.3 %), informal money lenders (14.8%), sale of asset (6.2%) and NGOs less than 1 percent. Traders ranked collateral requirements as the main constraint to accessing financial services at 48.5 percent, followed by financial illiteracy with 27.5 percent and lack of official financial institutions (18.3%).

Among the institutions that offered services to traders at the border while carrying out their business, the Directorate of Citizenship and Immigration Control (DCIC) was ranked first at 43.0 percent, followed by SACCOs (17.5%), the Police (17.1%) and Uganda Revenue Authority (URA) with 7.7 percent.

Awareness of Regional Markets

The findings indicated that 91.7 percent had no knowledge about the existing trade opportunities offered under the Common Market for Eastern and Southern Africa (COMESA) Free Trade Area, EAC Common Market and South African Customs Union (SACU)/South African Development Community (SADC) tripartite. Of these, the least known was SACU/SADC bloc.

Experience of Crossing the Border

From the survey results, 75.0 percent of the respondents reported that their experience was somewhat satisfactory, 15.8 percent were very satisfied and only 9.2 percent were either somewhat unsatisfied or very unsatisfied with the experience of crossing the border.

Those who crossed mainly interacted with Immigration officials (48.4%), followed by security agencies (22.8%), Police (12.7%) and the Customs officials (9.7%). A majority of the respondents were satisfied with the services offered by the border agencies, with 75.7 percent indicating being somewhat satisfied while 17.1 percent were very satisfied.

According to the traders interviewed, 56.9 percent of them indicated that they were not issued with temporary documents while crossing the border, while 43.1 percent had been issued with temporary travel documents. However, it should be noted that traders residing near the border sometimes use their Identity cards to cross.

Some of the main problems faced by the traders while crossing the border were; forced bribery which was the most prevalent representing 31.6 percent, followed by ambushes and robbery (28.0), then confiscation of goods by border officials (25.3%), Imprisonment or detention (13.3%) and being beaten (1.8%).

Border Conditions

About one out of every two respondents reported that the conditions at the border had stayed the same, 35.1 percent said that it had changed and only 14.9 percent maintained that conditions had gotten worse. And on how the conditions could be improved, traders

suggested that this could be done through construction of bigger markets (27.3%), reduction of fees/levies (17.9%) working on road infrastructure (15.0%), boosting border security (11.3%) and relaxation in the restrictions on flow of merchandise on either sides of the border (6.0%).

CHAPTER 1: INTRODUCTION

1.1 Background

The Great Lakes Trade Facilitation Project is a 5-year regional Project being implemented by the governments of the Democratic Republic of Congo, the Republic of Rwanda, the Republic of Uganda, and the Common Market for Eastern and Southern Africa (COMESA). The project takes a multi-sectoral approach to improving the trade conditions at five key border-crossings and surrounding areas between the Democratic republic of Congo (DRC), Rwanda and Uganda. The targeted border crossings were selected based on cross-border flows of goods and people; strategic importance to the countries, relevance to the Great Lakes Strategy for creating stability in the region; and critical nodes for cross-border connectivity.

The project is structured under the following four components:

(1) Improvements to core trade and commercial infrastructure in the border areas (e.g. upgrading border facilities;

(2) Policy and procedural reforms and capacity building to simplify border crossing procedures and improve the standards of treatment of traders and officials;

(3) Improved border management reform through application and enhancement of Performance Based Management (PBM); and

(4) The development of robust monitoring and evaluation systems for the project and for small-scale cross-border trade, as well as support for project implementation, communication and regional coordination.

The overall project development objective is to "facilitate cross-border trade by increasing the capacity for commerce and reducing the costs faced by traders, especially small-scale and women traders, at targeted locations in the borderlands." In order to achieve this objective, the three countries (Uganda, Rwanda and DRC) and COMESA are

implementing a series of initiatives, pursuant to the project components listed above, at the country and regional levels.

As a way to measuring progress and determining success at achieving the objective, the project listed key performance indicators across the project countries and over the lifespan of the project.

In Uganda, the project components were being implemented by a number of Ministries, Departments and Agencies (MDAs) including among others; the Ministry of Works and Transport, Ministry of Trade Industry and Cooperatives, the Uganda Revenue Authority, and the Uganda Bureau of Statistics.

The Uganda Bureau of Statistics, was in particular charged with the responsibility of collecting data at the three border posts of Bunagana, Mpondwe and Goli to feed into the monitoring and evaluation framework throughout the 5-years life span of the project.

The Bureau, therefore, conducted baseline qualitative surveys namely; Time to Cross and Trader's Perception surveys to generate key indicators required for Monitoring and Evaluation (M&E) of the project. The critical indicators identified were; time taken to cross the border, incidences of harassment and trade flows through the border posts.

1.2 Survey Objectives

The broad objective of the surveys were to generate indicators for tracking progress towards cross border trade facilitation through infrastructural developments and border management reforms.

Specifically, the surveys intended to:

i. Estimate the average time taken for traders to cross the border (minutes)

ii. Establish level of incidence of harassment of small scale traders; mainly incidence of harassment among female traders (percent)

iii. Value of goods handled through core trade infrastructure (US$ million)

1.3   Scope and Coverage

The baseline surveys covered three selected border posts of Bunagana, Goli and Mpondwe bordering Uganda and DRC. The selection of the border posts was in line with the project strategic importance to the Great Lakes countries in improving cross border trade and community livelihood. Here below is the map of Uganda showing border posts monitored.

Map of Uganda showing Border Posts surveyed (in red) under GLTFP, Nov 2017
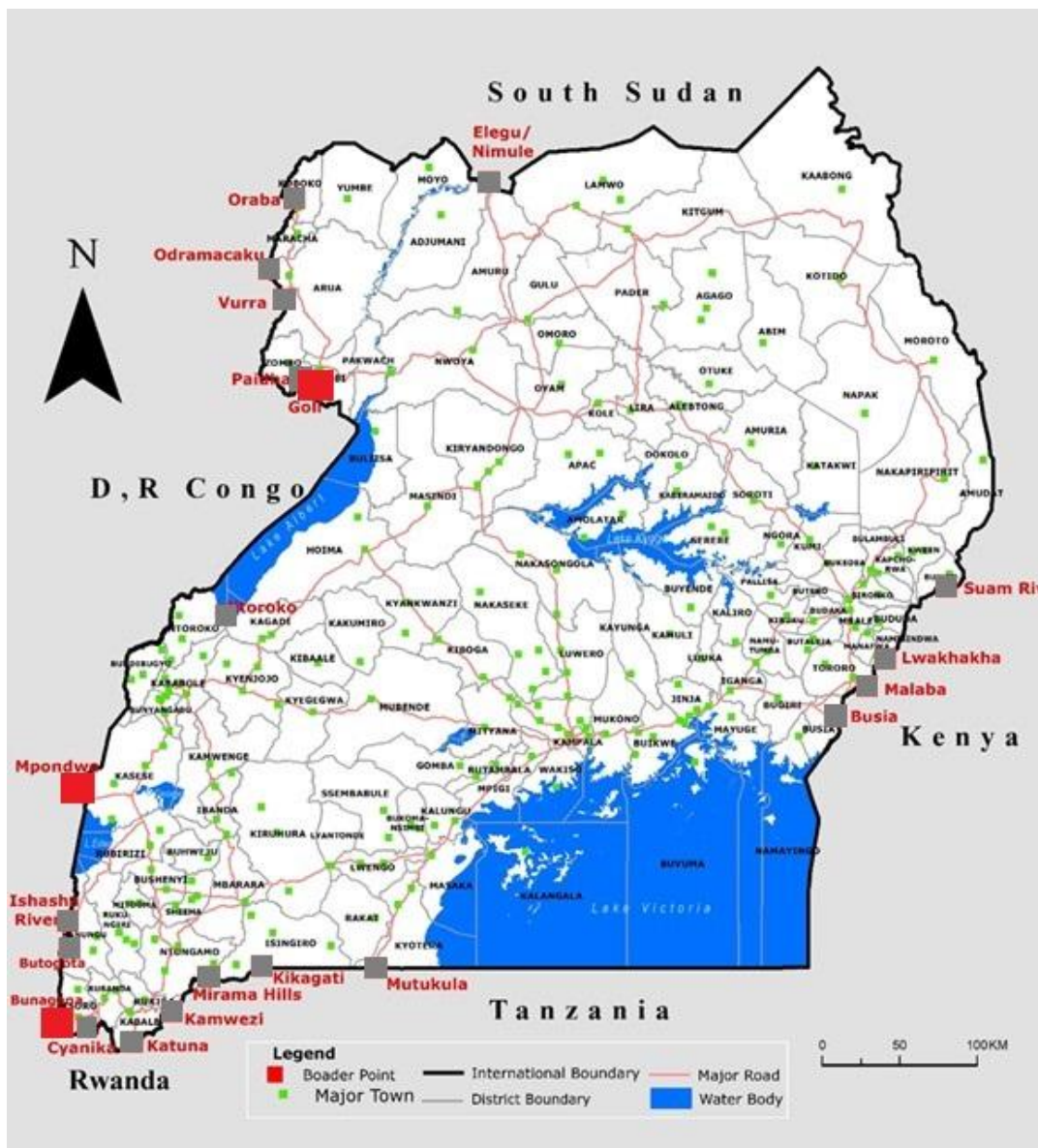
1.4   Structure of the Report

This report has four chapters namely; introduction, methodology, survey findings, and, recommendations and conclusion. The chapter on survey findings is presented in three parts; first on time to cross; secondly, the traders' perception and thirdly, value of goods handled through border posts monitored.

CHAPTER 2: METHODOLOGY

This chapter presents the data sources, data collection techniques, sampling of the respondents, data collection instruments, survey organisation and the challenges encountered during the survey cycle.

2.1   Data Sources

The data for the monitoring and evaluation indicators was collected from designated borders in line with the survey objectives. Two surveys were conducted namely; Time to Cross and Trader's Perceptions. The information for monitoring trade flows through the core infrastructures was obtained from the Informal Cross Border Trade (ICBT) survey conducted monthly by the UBOS and Bank of Uganda. The trade flows through the core infrastructure is one of the core indicators required but could not be capture by the two surveys, hence ICBT survey figures were found ideal for this purpose.

The Time to Cross survey collected information about; direction of traffic, country of residence, nature of goods transacted, type of traveller, purpose of travel, experience of the traders with the border officials, and time taken waiting to process documents and time taken to cross the border. The Traders' perception survey collected demographic information of the travellers, nature of border crossing, access to market and financial information, and traders' experience of crossing the border posts including incidences of harassment among others. Specifically, the Traders' Perception survey generated qualitative information on traders' perception on issues of harassment and quality of services provided at the borders to feed into the project M&E framework.

2.2   Sampling of Respondents

Respondents were sampled from persons who crossed daily at the respective borders monitored. In total, 595 respondents were sampled out, of which, 401 were from Mpondwe, 139 from Bunagana while were 55 from Goli. The distribution of the respondents depended on the volume traffic flow at those border points. The survey followed purposive sampling approach targeting respondents carrying merchandise

across the borders. The Research Assistants randomly sampled the respondents and administered questionnaires accordingly for each centre. The sampling took care of gender dimensions and other considerations in order to understand generally the business dynamics at the borders.

2.3   Survey Instruments

The main survey instruments used in data collection included; the research assistants' instructions manual, the Time to Cross Data Form and the Traders' Perception Questionnaire. The instruments were agreed upon by the entire project team namely; the World Bank support team, COMESA Monitoring and evaluation team, MTIC, Implementing Partner States and the UBOS team. The questionnaires used were similar across the three countries implementing the GLTFP, that is, DR Congo, Rwanda and Uganda. However, a few questions were included for the case of Uganda to gather more information on sources of marketing and financial information for cross border traders. The World Bank provided technical support in developing the instruments across the implementing countries.

2.4   Data Collection Techniques

During data collection, direct observation and interview methods were used to capture the information required. At each border point, individual judgment was used by the interviewers through observation to select participants to be approached for interviewing. Also, research assistants would observe and record variables like sex, time taken by selected individuals to cross and type of merchandise carried. The Interview technique, using structured questionnaires were administered to the identified persons crossing the border.

The survey was conducted at the three border posts for seven days consecutive days in the month of November 2017.

2.5 Training of Survey Team

Prior to data collection, the survey team comprising of research assistants, supervisors and coordinators underwent a training to understand the survey objectives and data collection instruments. The training also involved office staff engaged in data processing on how to capture, edit and code the data. Stakeholders, such as Uganda Revenue Authority and DCIC officials at the respective border posts were notified about the survey before the commencement of data collection.

2.6 Funding of the Survey

The funding for the survey was provided by the Government of Uganda through a WB grant. For operational purpose, the funds were disbursed to the MTIC and requests made by the Bureau according to the work plan. The Bureau undertook the planned activities and provided accountability.

2.7 Survey Organization

Uganda Bureau of Statistics undertook the survey in collaboration with other government agencies mainly at the respective borders. MTIC participated in supervision of field activities and provided overall coordination of agencies involved.

The overall research team comprised of Supervisors, Coordinators, and Research Assistants. During data collection, each border post was allocated research assistants depending on the volume of goods and traffic flow. Supervisors were permanently stationed at the border posts during the data collection for strict supervision to ensure collection of high quality information in accordance with the survey objectives. In addition, supervisors and research assistants held daily evaluation meetings to identify challenges and possible solutions.

The data processing staff comprised of coders/editors, data entrants, and data analyst that handled data processing and analysis at UBOS.

2.8   Challenges

During the survey, a number of challenges were experienced in relation to data collection, interface with the interviewees and border communities.

Amongst them, was the challenge of language barrier. The survey used both observation and interview method which required the interviewer and respondents to interact in a language understood by both. However, most of the traders interviewed either spoke Lingala, French or Swahili or just a few spoke English fluently, hence causing a communication barrier with the interviewers. The solution to this was using the services of the other officials with knowledge of local languages spoken at each border post.

There was suspicion from the customs officials, traders as well as border security officials for fear that they were being investigated. Although border officials had been briefed about the survey, some officials and traders remained suspicious of the survey intentions. Therefore, supervisors remained on the ground to continuously explain and dispel these misconceptions.

The bad weather conditions affected the flow of human traffic and merchandise. Sometimes it would rain heavily making it difficult for the interviews to take place at the right time of the day.

Clearing offices, especially DCIC and Customs were in different locations. This posed a challenge when collecting information on time to cross which necessitated traders being followed up to the offices to be able to establish the difference between the time taken waiting for documents and cross the border.

Market days posed a challenge due to high volume of human traffic and vehicles crossing the borders

3.1   Introduction

This chapter presents findings of the three surveys in accordance to the indicators stated under the GLTFP monitoring and evaluation framework. The core indicators relate to time to cross the borders by the traders, incidences of harassment and trade flows (imports and export values) recorded through the borders monitored. The estimated time to cross the borders was captured through Time to Cross Survey, incidences of harassment were recorded through Traders' Perception Survey and Trade flows (imports and exports) recorded by Customs Authorities and the Informal Cross Border Trade (ICBT) Survey.

3.2   PART 1: FINDINGS OF TIME TO CROSS SURVEY

As per the indicators required to monitor the frequency of traders crossing in a way to facilitate business at the respective borders, interviewers observed and recorded the time it takes for the traders to wait for processing of documents as well as time taken to cross the border. This was intended to monitor the delays that might be experienced during border crossing.

3.2.1   Average time taken to Cross the Borders

From Table 1, the findings revealed that traders at the three borders took different times to process documents as well as crossing the borders. Overall, traders at Mpondwe took more time processing documents and crossing the border compared to traders at Bunagana and Goli border posts. This could be attributed to the different levels of both human and vehicle traffic at the three borders where Mpondwe was the busiest while Goli had lower human and vehicle traffic.

At Mpondwe border, it was noted that traders took on average 16.35 minutes both to process documents (for those who had) and cross the border, of which, 1.94 minutes were taken to process the documents while 14.41 minutes were taken to cross the border.

At Bunagana, it took traders 2.39 minutes only to cross the border irrespective of whether one had to process documents or not. For those who had to wait to process documents it took less than a minute (about 0.32 seconds) and those who had to cross without waiting to process documents took 2.07 minutes.

At Goli border post, traders took 8.58 minutes to cross the border, of which, processing of documents took only 3.07 minutes and crossing the border was 5.51minutes.

Table 1: Average Time taken to Cross the Borders (Minutes)

Border Post	Document Processing	Border Crossing	Total Time to Cross
Bunagana	0.32	2.06	2.39
Goli	3.07	5.51	8.58
Mpondwe	1.94	14.41	16.35
Total	**1.66**	10.71	12.37

The time taken to cross was influenced by factors like; the location of offices especially migration and customs, weather conditions and individuals holding documents issued by authorities to residents residing at the border post within a radius of 21 kilometers among others. This was mainly the case at Bunagana and Mpondwe borders.

3.2.2 Direction of Traffic of Persons at Border Posts

According to the direction of traffic, most of the respondents interviewed were mainly traveling from Uganda to DR Congo, accounting for 62.5 percent, while only 37.5 percent were coming into Uganda from DR Congo. This was the case at both Mpondwe and Bunagana border stations except for Goli, whose number of respondents coming from DR Congo to Uganda surpassed those entering DR Congo as shown in table 2 below.

Table 2: Direction of Traffic Movement of Persons at the surveyed borders

Border	Direction of Traffic (in numbers)		Total	Percent
	From UG to DRC	**From DRC to UG**		
Mpondwe	219	182	**401**	**67.4**
Bunagana	128	11	**139**	**23.4**
Goli	25	30	**55**	**9.2**
Total	**372**	**223**	595	100.0

With bregard to residence, 68.7 percent of the traders interviewed were residing in DR Congo, of these 61.2 percent were male and 39.8 percent female. In addition, the findings revealed that most of the traders were mainly carrying manufactured goods (70.8 percent), 27.7 percent carried agricultural goods and only 1.5 percent were other products.

3.2.3 Type of Travellers

The survey sought to establish the type of travelers who crossed the three designated borders. The findings revealed that, 50.8 percent of the travelers were traders, followed by occasional travelers (non-routine) with 30.4 percent and then the transporters (17.8 percent) as shown in table 3 below.

Table 3: Type of Travelers

Type of Traveler	Percent
Trader	50.8
Transporter	17.8
Disabled/Special exception Transporter	0.7
Student	0.3
Occasional (Commercial or non-routine) Traveler	30.4
Total	100.0

3.2.4 Purpose of travel

During the survey, respondents were asked about their purpose of travel. The findings revealed that most of the respondents crossed to do business (51.4 percent), others traveled due to personal reasons (33.1 percent) and the rest were doing transportation of goods (15.5 percent) as indicated in table 4 below.

Table 4: Respondents' purpose of travel

Purpose	Percent
Business	51.4
Personal	33.1
Transportation	15.5
Total	**100.0**

3.2.5 Incidences of harassment

The survey also asked respondents about their experience with regard to incidences of harassment especially solicitation/payment of bribes, intimidation, verbal attack and physical contact. According the survey findings, 71.9 percent of the respondents never experienced any form of harassment during their border crossing. However, 19.8 percent had incidences of being asked to pay a bribe, followed by those who had been intimidated with 4.6 percent, then verbal attack at 3.0 percent and 0.7 percent had experienced physical contact as indicated in table 5 below.

Table 5: Incidences of Harassment Reported by border post

Border	Incidence Reported	Sex of the respondent		Total	Sex of the respondent		Total
		Frequency			Percentage		
		Male	Female		Male	Female	
Mpondwe	Solicitation/payment of bribe	29	14	**43**	10.5	8.9	**9.9**
	Intimidation	13	7	**20**	4.7	4.4	**4.6**
	Verbal Attack	6	1	**7**	2.2	0.6	**1.6**
	Physical contact	1	2	**3**	0.4	1.3	**0.7**
	No Incident of Harassment	64	99	**163**	23.2	62.7	**37.6**
Bunagana	Solicitation/payment of bribe	19	0	**19**	6.9	-	**4.4**
	Verbal Attack	4	0	**4**	1.4	-	**0.9**
	No Incident of Harassment	93	27	**120**	33.7	17.1	**27.6**
Goli	Solicitation/payment of bribe	21	3	**24**	7.6	1.9	**5.5**
	Verbal Attack	2	0	**2**	0.7	-	**0.5**
	No Incident of Harassment	24	5	**29**	8.7	3.2	**6.7**
	Total	**276**	**158**	**434**	**63.6**	**36.4**	**100.0**

PART 2: FINDINGS OF THE TRADERS' PERCEPTIONS SURVEY

The Traders Perception survey collected information on possession of identity cards, sex of traders, age, education level, place and country of residence, primary source of income and whether those trading were household heads.

3.3.1 Distribution of Respondents by Border Post

A total of 404 travelers were interviewed, of these, Mpondwe had 313 (77.5%), Bunagana had 73 (18.1%) and Goli with 18 (4.5%). The respondents were sampled purposively identified based on the fact that the travelers interviewed were at least seen carrying some goods as summarized in Table 6 below. In addition, there was an element of time interval spread over a 12-hour period and gender considerations.

Table 6: Respondents interviewed per Border Post

Border Station	Sex of Respondent		Total	Sex of Respondent		Total
	Frequency			**Percentage**		
	Male	**Female**		**Male**	**Female**	
Mpondwe	163	150	**313**	40.4	37.1	**77.5**
Bunagana	58	15	**73**	14.4	3.7	**18.1**
Goli	13	5	**18**	3.2	1.3	**4.5**
Total	**234**	**170**	**404**	**57.9**	**42.1**	**100.0**

3.3.2 Travellers' Basic Demographic Information

From table 7 below, 78.5 percent of the respondents were exiting the country to DR Congo, and only 21.5 percent were entering Uganda. Overall, 57.9 percent were males while 42.1 percent were female travelers. According to the survey results, 75.5 percent were married, 19.8 percent singles, and 4.4 percent were widowed or separated. Those

interviewed, the highest number were above 18 years of age, representing about 95.5 percent and only 4.5 percent were 18 years or below.

Table 7: Direction of Movements of Persons

Direction of Flow	Sex of Respondent Crossing		Total	Sex of Respondent Crossing		Total
	Frequency			Percentage		
	Male	Female		Male	Female	
Exiting Country (Uganda)	202	115	**317**	50.0	28.5	**78.5**
Entering Country (Uganda)	32	55	**87**	7.9	13.6	**21.5**
Total	**234**	**170**	**404**	**57.9**	**42.1**	**100.0**

3.3.3 Travelers Education Level

For travelers interviewed, 77 percent had attained formal education. Of these, 40.3 percent had attained primary as their highest level of education, 29.5 percent reported to have secondary education, 7.2 percent had tertiary level, while 23.0 percent had no formal education as shown in figure 1 below. Attaining formal education is important for travelers/traders to understand trade procedures and modalities involved at the borders where they operate.

Figure 1: Highest Level of Education attained by Travelers
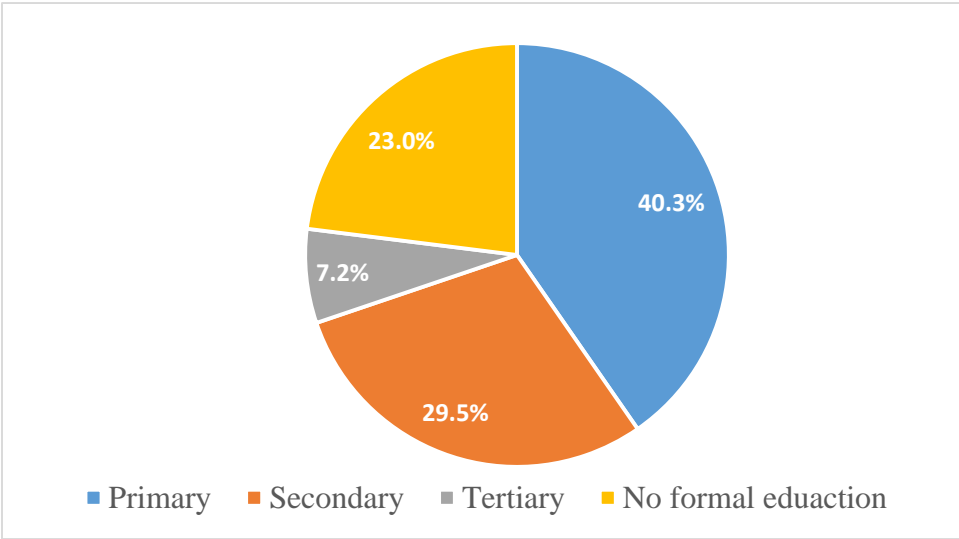
3.3.4 Place and Country of Residence

When respondents were asked about where they reside and their countries of residence, 80.0 percent revealed that they reside at the border post and only 20.0 percent reside else were. Of these, the biggest number resided in DR Congo (57.4 percent), then Uganda (41.1 percent) and Rwanda (1.5 percent), as indicated in figure 2 below.

Figure 2: Place and Country of Residence
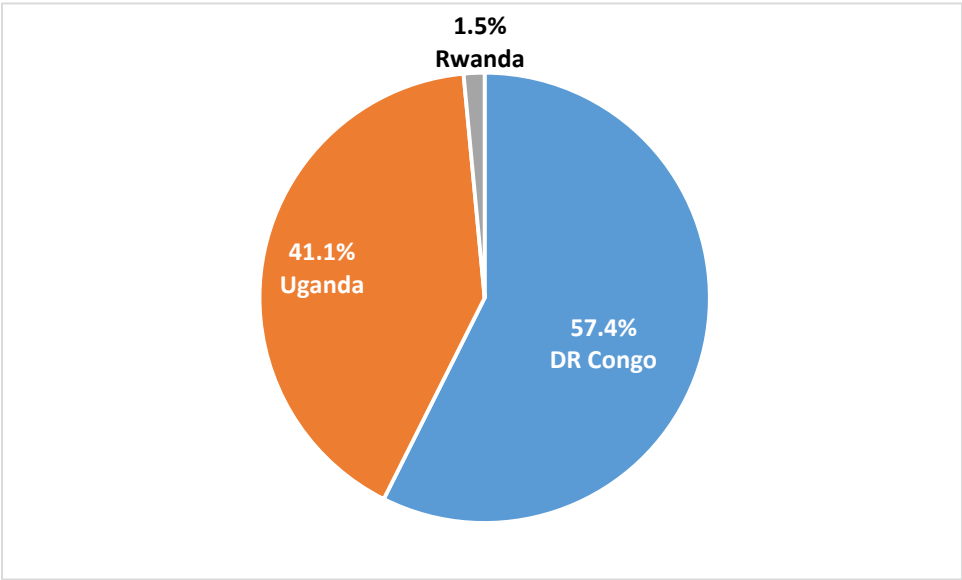
3.3.5 Primary Income Earner

During the survey, respondents were asked also whether they were the primary income earners for their families as well as being the head of their households. From the survey results, 61.4 percent of those interviewed indicated that they were the primary income earners in their families and only 38.6 percent were not. Similarly, 57.2 percent were heads of the households compared to 42.8 percent who were not. This revealed the level of responsibility of those respondents and, therefore should be targeted to improve their levels of income across the borders.

3.3.6 Purpose of Crossing

When asked about the primary purpose for crossing the border, 55.2 percent of the respondents indicated that their primary purpose for crossing was for business, 22.3 percent crossed to help traders to carry goods, 20.5 percent crossed due to non-commercial or personal reasons and only 2.0 percent were visiting their relatives as seen in table 7 below.

Table 8: Primary Purpose for Crossing the Border

Purpose of travel	Frequency	Percent
Commercial/to do business	223	55.2
Non-Commercial/Personal	83	20.5
Helping Traders to Carry goods	90	22.3
Visiting Relatives	8	2.0
Total	**404**	**100.0**

3.3.7 Ownership of Goods Carried

On whether the respondents were owners of the goods they were carrying or transported it on behalf of others, 73.0 percent noted that they actually owned the goods that they were carrying, 25.7 percent transported goods for others and only 1.3 percent were indifferent.

3.3.8 Primary Source of Income

When asked about whether cross-border trade was their primary source of income, 95.5 percent confirmed that indeed it was their primary source of income and only 4.5 percent said no.

The above findings indicate that the communities along the borders derive their livelihood from cross border trade.

3.3.9 Hours Spent on Cross Border Trade

Also, the respondents were asked to know on average the number of hours spent on trade activities in a day. On average, traders spent 6 hours on trade activities daily. Specifically, at Mpondwe and Bunagana borders, most traders were engaged for six hours on trade activities, while those at Goli, spent five hours. This indicates that traders spent more than half of the day on trade activities showing that it is an important source of employment.

3.3.10   Access to Market and Financial Information by Cross Border Traders

To boosting trade amongst the traders, it was important to investigate the channels through which traders access both market and financial information. The survey also inquired on the traders received information for their cross border trade operations. The respondents were asked on the medium through which they get the information, the problems they encounter in marketing their products, institutions that offer services to them in carrying out their trade at the border and the type of services offered. They were also asked their main sources of funding, main constraints to financial access at the borders, and knowledge on the awareness of the existing trade opportunities offered in various regional markets (COMESA FTA, EAC and SADC.

The survey findings from figure 3 below show that most of the traders obtained market information for the goods demanded and prices from the market themselves by physically visiting the markets (47%), followed by the counterpart business persons or traders (27 %), then friends/neighbours/informants (22 %) and only 4.0 percent obtained information

from the radio. The above findings underscore the need to set up trade information desks or portals for traders to access real-time information easily.

Figure 3: Source of Market Information for goods demanded and Prices
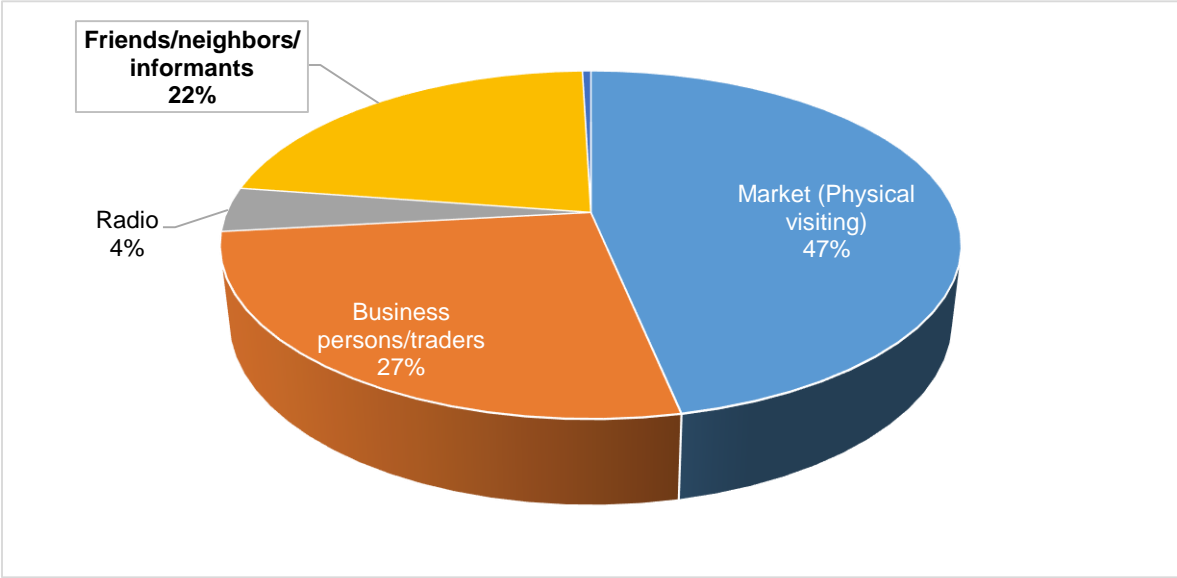
3.3.11 Problems Encountered in Marketing Products

Among the problems encountered in marketing their products, 16.5 percent of the traders indicated that their biggest problem was the issue of low prices for their products, followed by long distances to the markets (16.3%), cheating from the traders who buy the products (15.4%), high taxes imposed on the commodities (13.2%), language barriers (9.2%), and inadequate markets (7.0%) among others as shown in figure 4 below.

Figure 4: Problems Encountered in Marketing Products

Problem	Percentage
Low prices	16.5%
Long distance to markets	16.3%
Cheating from traders	15.4%
High taxes	13.2%
Language barrier	9.2%
Inadequate markets	7.0%
Insecurity	6.5%
Lack of transport	5.3%
Revenue enforcement	4.2%
Inaccurate information	3.1%
Others specify	1.2%
High cross border fare	1.2%
Lack of packaging materials	.8%
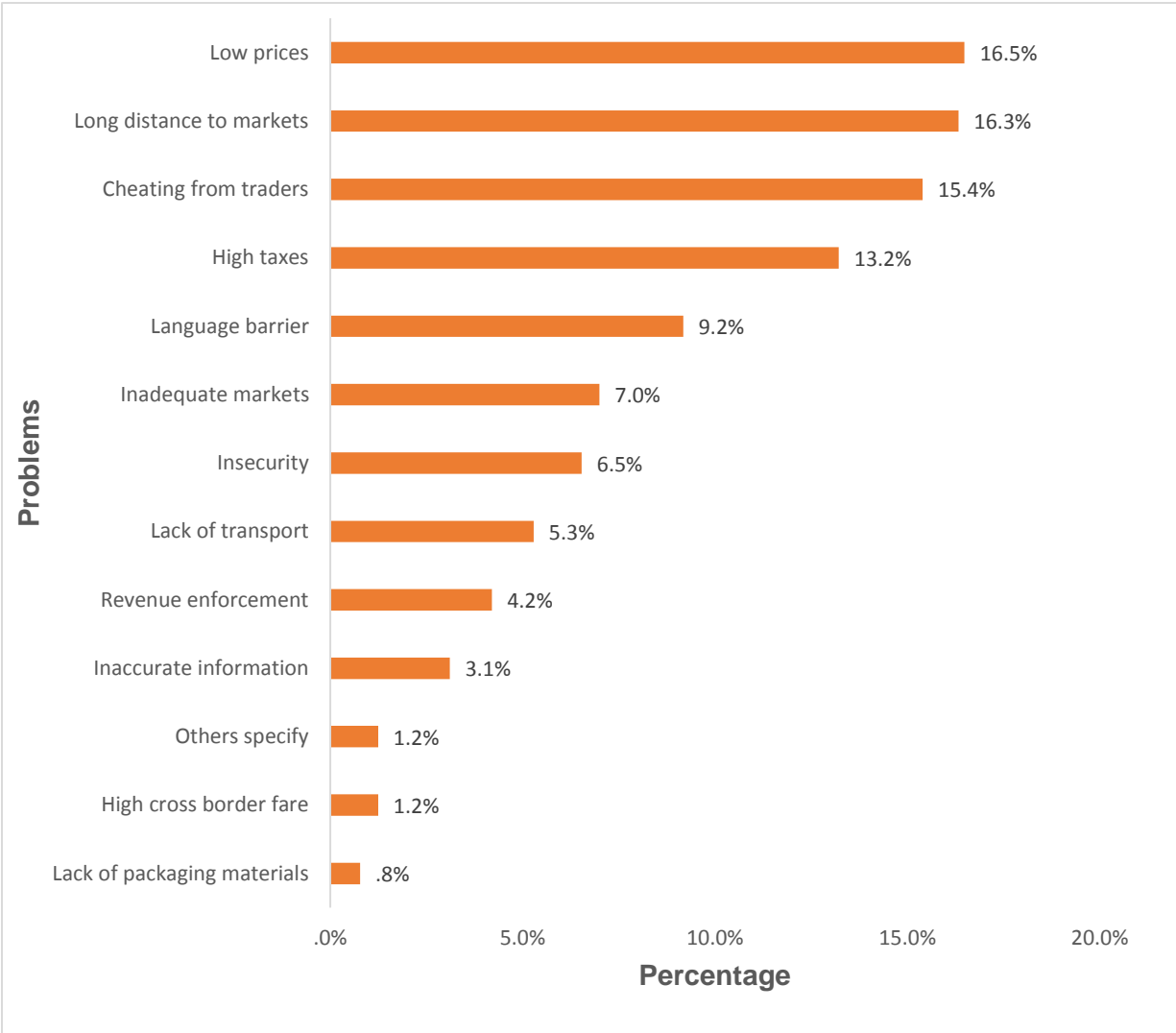
3.3.12   Main Source of Funding for Traders

When asked about the sources of funds for most of traders at the border, 34.3 percent of the respondents mentioned SACCOs as the main source, followed by Family members (17.9%), Banks (17.3%), Informal money lenders (14.8%), Sale of Assets (6.2%) and the least being Non-Governmental Organizations (NGOs) with 0.3 percent as shown in figure 5 below. This underscores the importance of SACCOs as a financial source in supporting border business activities.

Figure 5: Main Sources of funding for Traders
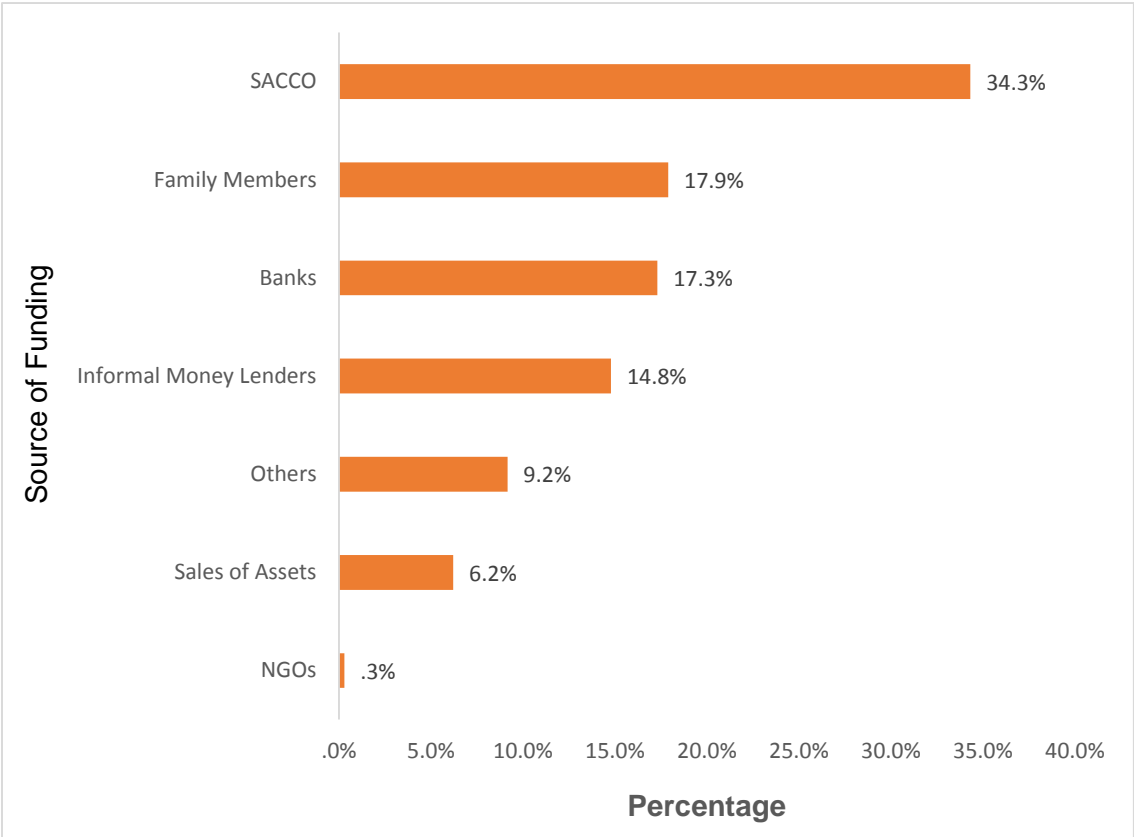
3.3.13 Institutions that Offered Services to Cross Border Traders

On the institutions that offered services to traders at the border in carrying out trade, respondents ranked the institutions as indicated in figure 6 below. Immigration was ranked first by many of the respondents, representing 43.0 percent, followed by SACCOs (17.5%), Police (17.1%), URA (7.7%), Banks (7.7%), Local Councils (5.2%) and Forex Bureaus (1.2%).

Figure 6: Institutions offering services to cross border traders
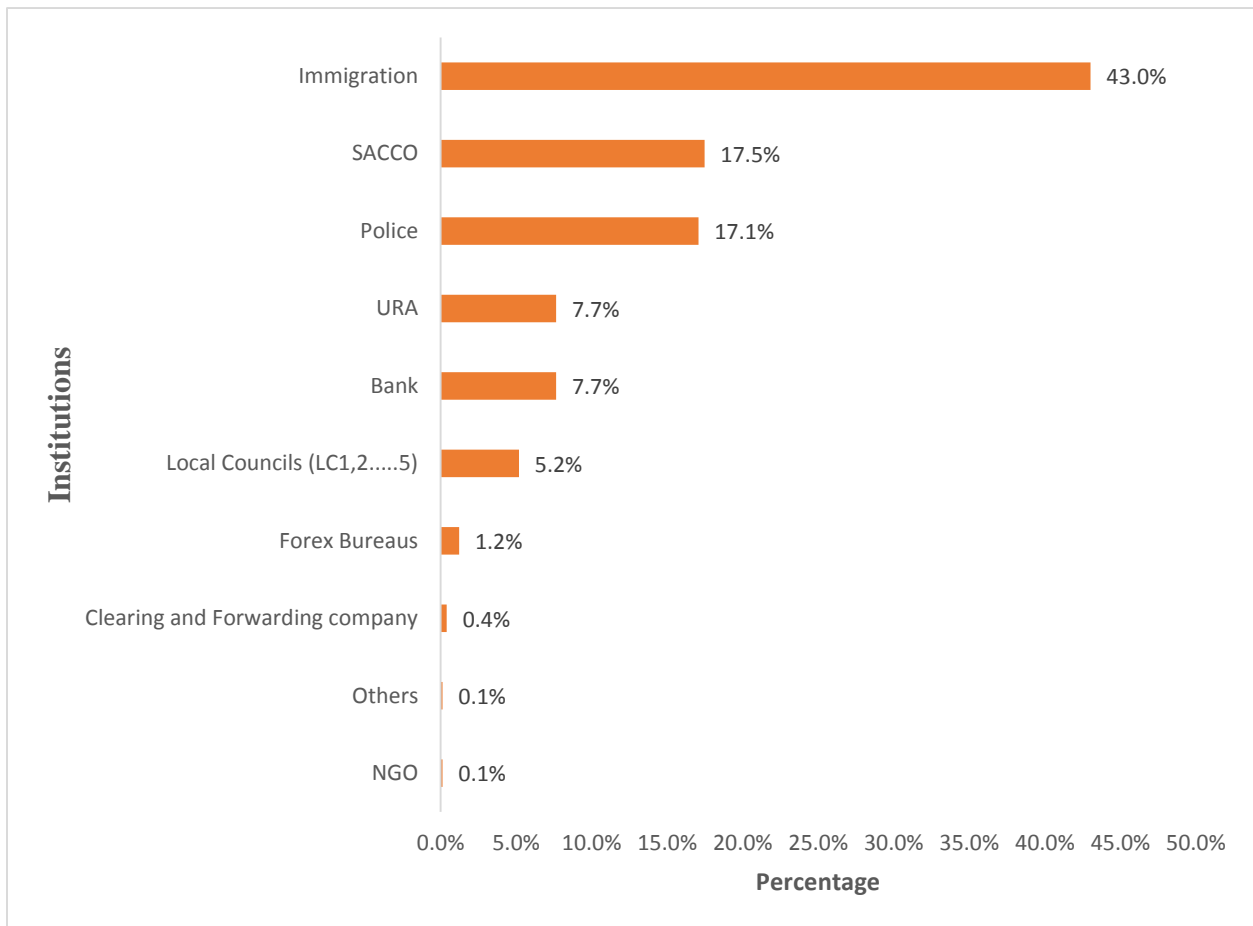
3.3.14 Constraints to access Financial Services

Those interviewed were asked to rank the contraints to financial access at the respective borders. From the results shown in figure 7 below, most of the respondents ranked collateral requirements as the main constraint to financial access, accounting for 48.5 percent, followed by financial illiteracy with 27.5 percent and lack of official financial institutions (18.3%).

Figure 7: Constraints to Financial access
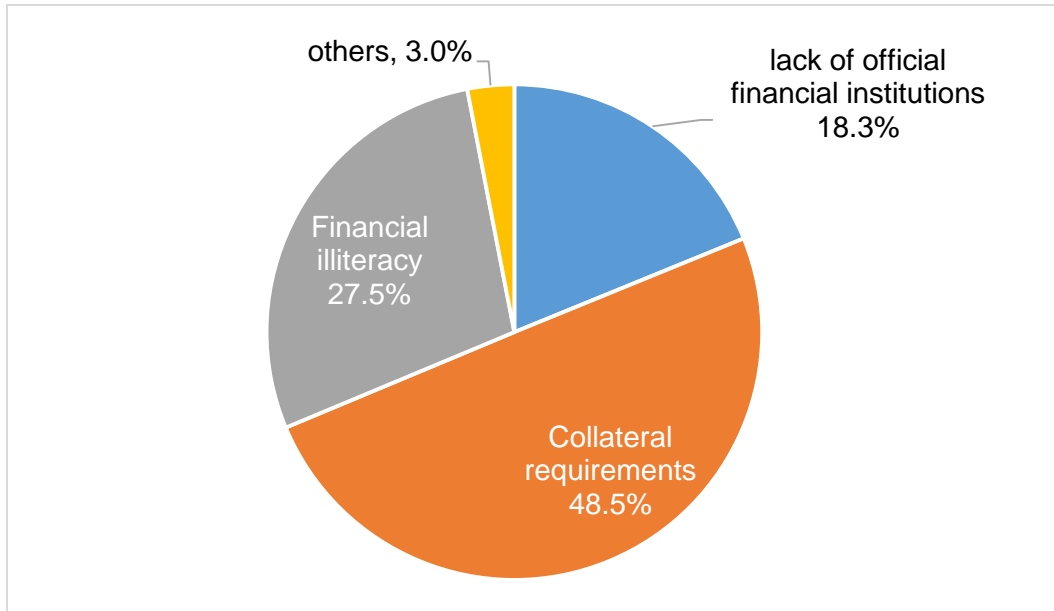
3.3.15   Awareness of existence of Market Opportunities in Regional Blocs

When it came to knowledge about the existing trade initiatives/opportunities offered by the COMESA Free Trade Area, EAC Common Market and SACU/SADC, only 8.3 percent were aware of the regional initiative while a majority 91.7 percent of those interviewed were not aware of market opportunities in those regional blocs as indicated in figure 8 below. Specifically, only 19.1 percent were aware of the COMESA FTA, 4.5 percent were aware of the EAC Common Market, and only 1.5 percent were aware of the SACU/SADC regional initiatives. There is, therefore, need to create awareness among the traders and border communities in order to tap from existing opportunities offered in the regional markets to promote south to south trade notion.

Figure 8: Awareness of Regional Markets
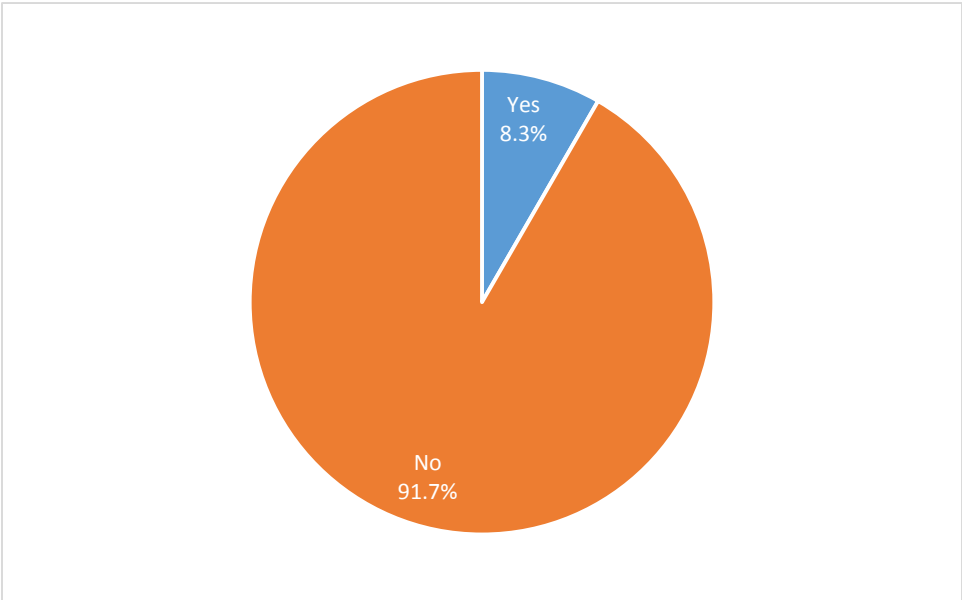
3.3.16   Experience of Crossing the Border

Respondents were also required to rate their experience of crossing the border indicating whether their experiences were very satisfactory, somewhat satisfactory, somewhat unsatisfactory or very unsatisfactory. From figure 9 below, 75.0 percent of the respondents reported that their experience of crossing the border was somewhat satisfactory, followed by those who said it was very satisfactory at 15.8 percent, and the least were those who were unsatisfied with their border crossing experience at 1.2 percent. Generally, over 90 percent of the respondents were satisfied with the existing border controls in transacting their businesses.

Figure 9: Experience of Crossing the Border
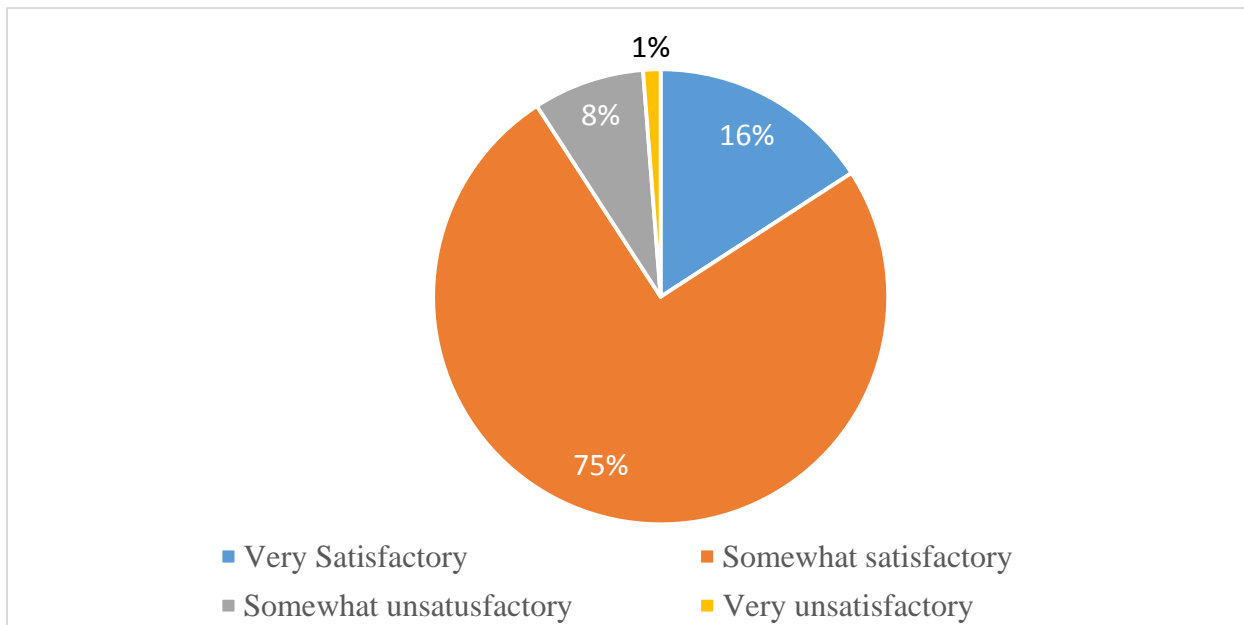
Those who were somewhat unsatisfied or very unsatisfied gave bribery as the highest constraint, followed by insecurity and then harassment as the reasons for their dissatisfaction.

Similarly, the survey also sought responses on the services provided by the border officials during their crossing. For the sampled respondents, 75.7 percent revealed that they were somewhat satisfied with the services offered, 17.1 percent were very satisfied, and somewhat unsatisfied were 6.4 percent, while a minimal number said they were unsatisfied with the services were less than 1 percent.

3.3.17   Trader's Interaction with Border Agencies

The respondents were also asked to mention all the border agencies they interacted with on each border. According to the survey results, Immigration had the highest response of 48.4 percent, other security agencies with 22.8 percent, Police with 12.7 percent and Customs with 9.7 percent as shown in Table 9 below.

Table 9: Type of Border Agency that interacted with Traders

Border Agencies	Percent
Immigration	48.4
Other security agencies	22.8
Police	12.7
Customs	9.7
Unknown Agency	4.5
others	1.1
Health and Sanitation	0.5
Standards Agency	0.2
Agriculture Ministry	0.2
Total	**100.0**

3.3.18   Issuance of Temporary Travel Documents at border Post

Regarding issuance of a temporary travel documents to the travelers, 56.9 percent were not issued with any temporary documentation to cross the border, while 43.1 percent were been issued with the temporary travel document. However, it should be noted that most of the traders residing within a 21 kilometer radius of the border often use their IDs to cross the borders, most especially in Mpondwe and Bunagana. It is also important to note that, for those who were issued with temporary travel documents, 90.1 percent did not pay for them. Nevertheless, for those who paid for them, on average ranged from 1,000 shillings as the least payment to 75,000 shillings as highest payment.

3.3.19   Problems faced by Cross Border Traders

Amongst the major problems faced by traders while participating in cross border trade, respondents indicated forced bribery as the highest representing 31.6 percent, followed by ambushes and robbery (28.0%), then confiscation/Loss of goods to border officials (25.3%), Imprisonment or detention(13.3%) and least mentioned was Being beaten (1.8%), as shown in Table 10 below.

Table 10: Major problems faced participating in Cross Border Trade

Major Problems faced	Percent
Forced to pay bribes	31.6
Ambushes and robbers	28.0
Loss of Goods to border officials	25.3
Imprisonment or detention	13.3
Being Beaten	1.8
Total	**100.0**

3.3.20 Level of Harassment of Traders

The survey solicited views from the respondents about the different forms of harassment, for instance, whether they had been pressurized to pay a bribe or unofficial payment, physically harassed by the officials during border crossing and inappropriately touched or sexually harassed by the officials. Over 79 percent reported that over the last 6 months they had not been pressurized to pay bribes of any kind, 94.8 percent had not been assaulted or harassed by the officials during their border crossing while 98.0 percent had not been inappropriately touched or sexually harassed by the officials. Therefore, a majority of the traders had never experienced any form of harassment during their business transactions.

As to whether the respondents had a specific person or office at the border to whom they were able to complain to about any form of harassment, results indicated that 61.6 percent had no such trusted person to report while 38.4 percent said yes there was at least a person they could complain to. This finding provides a basis for establishment of traders' official complaints desks at the border points to handle harassment related cases.

Furthermore, according to the findings, 80.9 percent of the respondents did not pay official taxes or duties on the goods they were transporting across the border. This could be due to fact that goods they were carrying were below the required threshold for tax payment or were not aware of the requirements.

And when the respondents were asked if they had been trained on border procedures and/or rules and regulations on trading across the border, 88.4 percent of the respondents reported that they had never received any form of training in that line calling for a need for awareness creation. Possibly a market radio broadcasting these messages could be of help.

3.3.21   Border Conditions

The survey also asked respondents for their opinion over the last six months on the conditions of the border whether they had improved, were worse or stayed the same. From the findings, 50.0 percent indicated that the conditions at the respective borders had stayed the same, 35.1 percent said conditions had improved and 14.9 percent maintained that conditions were worse. Respondents' opinions were also sought on how things could be improved at the respective borders, 27.3 percent indicated that construction of bigger markets at the borders as most important, followed by reduction in taxes (17.9%), then working on road infrastructure (15.0%), boosting of border security (11.3%), relaxation in restrictions on flow of goods on either sides of the border (6.0 %), as well as encouraging good partner country relationship, fighting bribery (4.4%) and creating free trade zones (3.8%)in that order as shown in Table 11 below.

Table 11: Suggestions to improving conditions at the borders

Suggestions	Percent
Construct Bigger Markets	27.3
Reduce on Taxes	17.9
Work on Roads	15.0
Boost Security at the border	11.3
Encourage Good Country Relationship	8.1
Relax Restrictions on either sides	6.0
Fight Bribery	4.4
Free Trade Zones	3.8
Satisfied with the condition	2.9
Provide Soft Loans	2.1

PART 3: TRADE FLOWS THROUGH CORE INFRASTRUCTURE

The data used to generate the indicators for trade flows through the core infrastructure could not be collected using Time to Cross Survey and Traders Perception Surveys. Therefore, complementary information was obtained from ICBT Survey and URA data. The data compiled from URA is referred to as formal imports and exports, while data from ICBT survey is regarded as informal imports or exports. Formal trade transactions undergo official customs clearance and documentation, while informal trade transactions are not documented or cleared through the official customs system. Uganda Bureau of Statistics in collaboration with the Bank of Uganda conducts monthly ICBT survey to estimate informal imports and exports.

4.0   Selected Border Trade Flows

This part gives the direction of trade with respect to Uganda and DR Congo at monitored border posts. It presents both imports and exports flows under the formal customs system as well as the informal cross border survey as shown in Table 12 below.

Table 12: Value of Goods in US$ handled through Core Trade Infrastructure in 2017

Border Post	Trade Flow	2017		Total
		Formal	Informal	
Bunagana	Export	312,107	12,625,557	**12,937,664**
	Import	10,570	1,279,779	**1,290,349**
Goli	Export	1,122,587	1,673,817	**2,796,405**
	Import	225,805	1,427,741	**1,653,546**
Mpondwe	Export	17,146,035	171,745,323	**188,891,358**
	Import	724,256	9,806,087	**10,530,343**
Total (Bunagana, Goli & Mpondwe)	**Export**	**18,580,729**	**186,044,697**	**204,625,427**
	Import	**960,631**	**12,513,607**	**13,474,238**
Uganda's overall trade	Export	2,901,642,220	549,039,431	**3,450,681,651**
	Import	5,595,888,016	80,678,898	**5,676,566,914**

Source: ICBT Survey and URA

From the table 12 above, the value of exports and imports recorded under the informal trade transactions surpassed those recorded under the official customs clearance system at all the three borders. During 2017, the combined exports earnings (formal and informal exports) through the 3 borders monitored were worth $ 204.6 million, of which informal exports valued were at $ 186.0 million, accounting for 91.0 percent. Meanwhile, combined imports through the three border posts were estimated at US$ 13.5 million, of which, informal imports stood at US$ 12.5 million (92.9%). The proportion of exports through the borders to overall exports earnings stood at 5.9 percent compared to imports proportion of 0.2 percent

CHAPTER 4: RECOMMENDATIONS AND CONCLUSION

4.0 Introduction

Cross border trade is critical for both small and medium scale traders in terms of income generation and food security for the communities along the border. The majority of the persons involved in this trade are border residents who derive their livelihood from the business. The ignorance of existing opportunities offered in the regional markets among the traders and border communities is a major hindrance to business expansion. Moreover bribery, robbery and confiscation of merchandise are still prevalent among security and customs officials.

4.1 Recommendations

1. The government should consider setting up functional Trade Information Desks (TIDs) where traders can access real-time information with regard to markets, prices and document processing at the border posts, hence easing and lowering the cost of doing business. Trade information desks could also act as a mechanism for dealing with non-tariff barriers to trade and resolving day to day complaints experienced by the traders.

2. Great Lakes Countries (GLC) in collaboration with the private sector could consider setting up social-economic infrastructure such as banks, forex bureaus, efficient road network connectivity to boost trade transactions among the border communities while maintaining peace and political stability. Many of the traders had limited access to finances for lack of collateral and financial institutions in some of the borders especially Goli and Bunagana.

3. Sensitization of traders and border officials on customs procedures, traders' rights would empower traders, improve transparency of border officials and would further minimize the incidences of harassment and other related vices.

4. Joint review of data collection methodologies across the GLC and conducting of surveys simultaneously would enhance data comparability and survey effectiveness on the indicators measured.

5. The Research Assistants involved in data collection should be selected carefully while taking into account the various languages spoken at the borders such as Swahili, French and English including a mixture of Swahili and Lingala. Therefore, continuous training of research assistants to equip them with new techniques of handling respondents and dealing with unique challenges at the borders will add value.

6. Collaboration between the main border agencies should be encouraged to reduce the time spent processing documents. Moreover, regular meetings between immigration, security agencies and customs are encouraged to improve on the trade environment and, if possible, set up a one-stop centre.

4.2   Conclusion

Cross border trade contributes greatly to the border community welfare and the country's economic growth. Having supportive trade policies towards cross border trade with regard to infrastructure development and streamlining trade operations will lead to increased revenue through the monitored core infrastructure. The lesser the time taken to cross the border, the lower the cost of doing business leading to increased trade.

Therefore, more supportive trade policies geared towards trade facilitation would go a long way in deepening trade and investment across the Great Lakes Region.

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Appendix I: Time to cross Questionnaire

UGANDA BUREAU OF STATISTICS

QUESTIONNAIRE FOR MEASURINTG TIME TAKEN TO CROSS THE BORDER BY TRADERS, NOVEMBER, 2017

PURPOSE OF THE SURVEY:

The Time to Cross baseline survey collects information on the time taken by the Cross Border Traders to cross a particular border.

AUTHORITY:

The information is collected under the provision of **Uganda Bureau of Statistics Act, 1998**

CONFIDENTIALITY:

The information provided in this form will remain strictly confidential as per the Uganda Bureau of Statistics Act

INTRODUCTION: "Hi I am working for Uganda Bureau of Statistics and we are measuring the time it takes for traders to cross this border. May I briefly ask you some questions? This should take no more than 3 minutes and your participation is completely confidential."

To be filled by the Enumerator:

Name of Interviewer and Signature	
Date of Interview	
Start Time	
End Time	
Name of Border Crossing	
Name of Supervisor and Signature	

DATA SHEET

CATEGORY	RESPONSE
DIRECTION OF TRAFFIC **1.** From UG to DRC **2.** From DRC to UG	
IDENTIFICATION DOCUMENT **1.** National ID **2.** Student ID **3.** Business ID **4.** Residential ID **5.** Employment/Institutional ID	
ID NUMBER	
CITIZENSHIP	
COUNTRY OF RESIDENCE **1.** UGANDA **2.** DRC **3.** KENYA **4.** TZ **5.**Other (Specify)………………………..	
SEX **1.** Male **2.** Female	
TYPE OF GOODS* **1.** Agricultural **2.** Manufactured **3.** Industrial **4.** Other (Specify)_____	
TYPE OF TRAVELLER** **1.** Trader **2.** Transporter **3.** Disabled/Special Exception Transporter **4.** Student **5.** Occasional (Commercial or non-routine) traveler	
PURPOSE OF TRAVEL	

TIME
   • *Time taken to cross the border*
   • *Time taken waiting to process documents*
(Record the current time to the minute)	

INCIDENCES REPORTED (***Note Agency***) If traveler is <u>exiting</u> the customs zone, ask: "*On this cross-border journey, did you experience any of the following from border official?* **1.** Solicitation/payment of bribe **2.** Intimidation **3.** Verbal Attack **4.** Physical Contact **5.** Other (Specify)………………………………………	
PAYMENT (*What is the approximate amount you paid in fees to cross the border?*)	
RECEIPT? (*Were you issued an official receipt for any of your payments?*)	
REMARKS	

THANK YOU FOR YOUR TIME

Appendix II: Traders' Perception Questionnaire

 UGANDA BUREAU OF STATISTICS

BASELINE

QUESTIONNAIRE FOR CROSS BORDER TRADERS'PERCEPTION STUDY

NOVEMBER, 2017

PURPOSE OF THE SURVEY:

The Cross Border Traders' Perception baseline survey collects information on traders' perceptions and socio-economic indicators to measure the changing trade patterns at the respective border posts.

AUTHORITY:

The information is collected under the provision of **Uganda Bureau of Statistics Act, 1998**

CONFIDENTIALITY:

The information provided in this form will remain strictly confidential as per the Uganda Bureau of Statistics Act, 1998

To be filled by the Enumerator:

Name of Interviewer and Signature	
Date of Interview	
Start Time	
End Time	
Name of Border Crossing	
Specify Side/Position at Border	
Exiting Country or Entering Country	

Name of Supervisor and Signature	

Section 1: Basic Demographics/Traveler Data:

1.1:**ID Type:** **1.**National **2.**Student **3.** Business **4.** Residential **5.** Employment/Institutional	1.2:**ID Number:**	1.3: **Sex:** *[observe]* **1.**Male **2.**Female
1.4: **Marital Status** **1.**Married **2.**Single **3.**Widowed **4.**Seperated **5.**Other (Specify) -------------------------------------	1.5:*How old are you?* 1. 18 or under 2. 19-25 3. 26-35 4. 36-50 5. Over 50 1.7: **Highest Level of Education** **1.** Primary **2.** Secondary **3.** Tertiary **4.** No formal education	1.6: **Citizenship:** *What is your country of citizenship?* 1. DRC 2. Rwanda 3. Uganda 4. Other (specify)_____ 1.8: **Do you reside at the border?** 1. Yes 2. No

1.9: *What is your country of residence?* **1.** Rwanda **2.** DRC **3.**Uganda **4.** Other _____

1.10: *Are you the primary income earner in your family?* 1. Yes 2. No	1.11: *Are you the head of the household?* 1. Yes 2. No

Section 2: Understanding nature of border crossing

2.1: What is the primary purpose for crossing the border today?

1.Commercial/to do business

2.Non-commercial/personal

3.Helping Traders to Carry goods

4.Visiting relatives

2.2: The goods that you are transporting today – did you purchase them/do you have ownership over them? Or are you transporting these goods on behalf of another owner?

1.Owner of goods   **2.** Transporter for others

3. Other (specify):_____

2.3: Did you cross the border into [exiting country] territory on this journey?

1.Yes   **2.**No

2.4: Is cross-border trade your primary source income?

1.Yes   **2.**No

3.*If no, specify:*_____

2.5: What is the estimated value of the goods you are transporting today?

Amount:_____Currency: **1.** UGX **2.**Rw Francs

3. Congolese Francs **4.**US Dollar **5.**Other(Specify):_____

2.6: How often do you cross the border to carry out trade activities?

1. Once a day   **2.** 2-3 times a day   **3.** 4 or more times a day

4. Daily   **5.** 2-5 times per week **6.** Once a week

7. Fewer than 1 time per week

2.7: When is the best time to cross the border and ;

1. Morning   **2.** Noon   **3.** Evening

Why?

1………
………………………………

2………
………………………..

3………
………………………

2.8: On average, how may hours do you spend on trade activities a day?

Section 3: Access to Market and Financial Information

3.1 Where do you usually get market information for goods demanded and prices from? (Multiple answers)

1. Markets (physical visiting)   **2.** Business persons/ traders **3.** Radio **4.** Friends/ neighbors/ informants

5. Other (specify)………………………………………………

3.2 What problems do you encounter in marketing your products? (Multiple answers)

1. Lack of transport   **2.** Low prices   **3.** Long distance to markets   **4.** Insecurity   **5**. High taxes

6. Revenue enforcement   **7.** Inadequate markets   **8**. Language barrier   **9**. Inaccurate information

10 High cross border fare   **11** Lack of packaging materials   **12** Cheating from traders

13 Others specify …………………………………………………………………………………….……

3.3 Which of the mentioned institutions below have offered you services in carrying out trade at this border in the last one year

Institution (tick where applicable)	State the services offered
Banks	
Clearing and Forwarding company	
URA	
Police	
SACOO	
Immigration	
Trade Information Desk (TID)	
Local Councils (LC1,2….5)	
NGO (name it)	
Forex Bureaus	
MTIC, MAAIF,	
Others (**Specify**………………)	

3.4 Which are the **main two** sources of funding for most traders at this border post?

1. Banks   **2.**SACCOS   **3.**NGOs   **4.** Informal Money Lenders **5.** Family Members   **6.** Sale of Assets

7.Other(Specify)--
3.5 What is the main constrain to financial access at this border post.
1.Lack official financial institutions   **2.**Collateral requirements   **3.**Financial illiteracy

          5.Others (Specify)---

3.6 Are you aware of existing trade initiatives/opportunities offered in the following Regional markets?

Market	1. Yes	2. No
COMESA FTA		
EAC Common Market		
SACU/SADC		

Section 4: Experience Crossing the Border/Harassment:

4.1: Overall, how would you rate your experience crossing the border today?

1. Very Satisfactory   **2.**Somewhat satisfactory   **3.**Somewhat unsatisfactory   **4.**Very unsatisfactory
5. NA

If (3or 4) Unsatisfactory, why?
a)……
………………………………………………………
b)……
……………………………………………………….

4.2: Overall how would you rate the services provided by border officials during your border crossing?

1.Very Satisfactory   **2.**Somewhat satisfactory   **3.** Somewhat unsatisfactory   **4.**Very unsatisfactory
5. NA

4.2.1: With which border agencies did you interact on the side of the border? *[check all that apply]*

1. Customs**2.** Immigration**3.** Health and sanitation**4.** Standards (e.g. OCC)**5.** Agriculture

6. Police **7.** Other security agency **8.**Unknown Agency **9.** Other specify)_____

4.3: Were you issued a temporary travel document?

[   ]
1. Yes
2. No

4.3.1: If Yes, did you pay for the travel document?

[   ]
1. Yes
2. No

*4.3.2 If yes, how much:_____ (specify currency)**…………………………**

4.4 What major problems do you face as you participate in Cross border trade?

1. Imprisonment or detention **2.** Loss of goods to border officials **3.** Forced to pay bribes **4.** Ambushes and robbers

5. Being beaten 6. Other (specify)_____

4.5: Over the last 6 months… were you <u>asked</u> or <u>pressured</u> to pay a bribe or unofficial payment by the officials during a border crossing?   **1.**Yes   **2.** No

if yes, specify

[   ]

*agency(*ies)………………………………………………………………………………………………….

4.5.1: Did you <u>pay</u> a bribe or unofficial payment to the officials during a border crossing?

1.Yes**2.** No   [   ]

If yes, specify agency (ies)

………..

4.5.2: Were you verbally harassed by the officials during a border crossing?

1.Yes   **2.** No   [   ]

If yes, specify agency   (ies)

………
……

4.5.3: Were you physically assaulted or harassed by the officials during a border crossing?

1. Yes   **2.** No   [   ]

If yes, specify agency (ies)

…………………………………………………………………………………

4.5.4: Were you inappropriately touched or sexually harassed by the officials during a border crossing?

1.Yes**2.** No   [   ]

If yes, specify agency   (ies)

………………………………………………………………………………………………………..

4.6 Is there a specific office/person at the border to whom you are able to complain to about any form of harassment?   **1.**Yes   [   ]   **2.** No

If yes, specify agency (ies) …………………………………………………………………………………………………..

4.7: Did you pay official taxes/duties on the goods you are transporting across the border?
  1. Yes
  2. No

4.7.1: **If yes in question 4.7,** *were you issued a receipt for payments you made to officials*?

  1. Yes
  2. No

4.*7.2: If yes in*   *question 3.7, were you aware of the amount you would owe ahead of time?*
  1. Yes
  2. No

4.8: Have you ever been trained on border procedures and/or rules and regulations on trading across borders?
  1. Yes
  2. No

4.8.1: *If yes, by whom?*

1. Government   **2.**Trader's Association **3.** Other (specify)_____

Section 5: Final thoughts

5.1: *In your opinion, over the last 6 months, have the conditions at this border crossing:*

1. Improved   **2.** Gotten worse   **3.** Stayed the same

5.2: In your opinion, how could things be improved at the border? [open ended]

1.………

2.………

3.………

Thank you for your time. Again, your responses will be kept confidential