

Advison Lesotho



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Maseru, Lesotho

## News release

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### **Most Basotho who tried to get government identity documents during the past year say it was difficult, Afrobarometer study shows**

Among Basotho who tried to obtain an identity document from the government during the past year, most say it was difficult to get the document they needed, a new Afrobarometer study shows.

One-fifth say they had to pay a bribe to get the documents they needed.

Among respondents who sought help from the police, one in eight say they had to pay a bribe to get the needed assistance.

Amid Lesotho's challenges with the issuing of citizens' national identity documents and passports, these findings highlight a need to improve the government's ability to provide these important documents when they are needed. Difficulties in obtaining or renewing such documents may encourage corruption.

#### **Key findings**

- About three in 10 Basotho (29%) say they tried to get an identity document, such as a birth certificate, driver's license, passport or voter's card, or permit from the government during the previous year (Figure 1).
- Among citizens who sought such documents:
  - Almost two-thirds (64%) say it was difficult to get government identity documents they needed, including half (49%) who say it was "very difficult" (Figure 2).
  - One-fifth (22%) say they had to pay a bribe to get the documents they needed, up from 6% in 2017 (Figure 3).
- Among the 21% of all respondents who report having requested police assistance during the past year, 12% say they had to pay a bribe to get the help they needed (Figure 4).

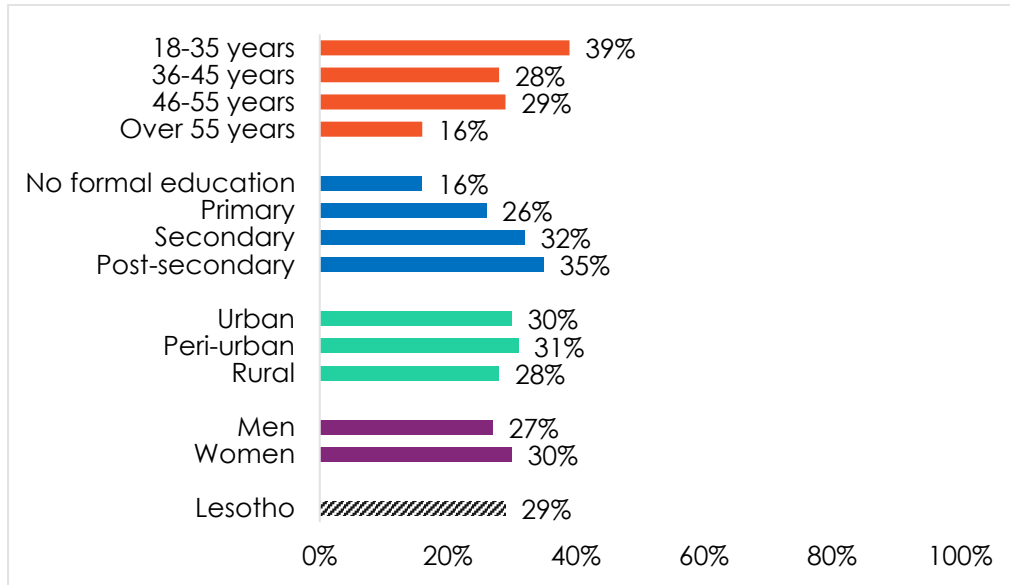
#### **Afrobarometer surveys**

Afrobarometer is a pan-African, non-partisan survey research network that provides reliable data on African experiences and evaluations of democracy, governance, and quality of life. Nine survey rounds in up to 42 countries have been completed since 1999. Round 10 surveys are currently underway. Afrobarometer's national partners conduct face-to-face interviews in the language of the respondent's choice.

The Afrobarometer team in Lesotho, led by Advison Lesotho, interviewed a nationally representative sample of 1,200 adult Basotho in March 2024. The sample of this size yields country-level results with a margin of error of +/-3 percentage points at a 95% confidence level. Previous surveys were conducted in Lesotho in 2000, 2003, 2005, 2008, 2012, 2014, 2017, 2020, and 2022.

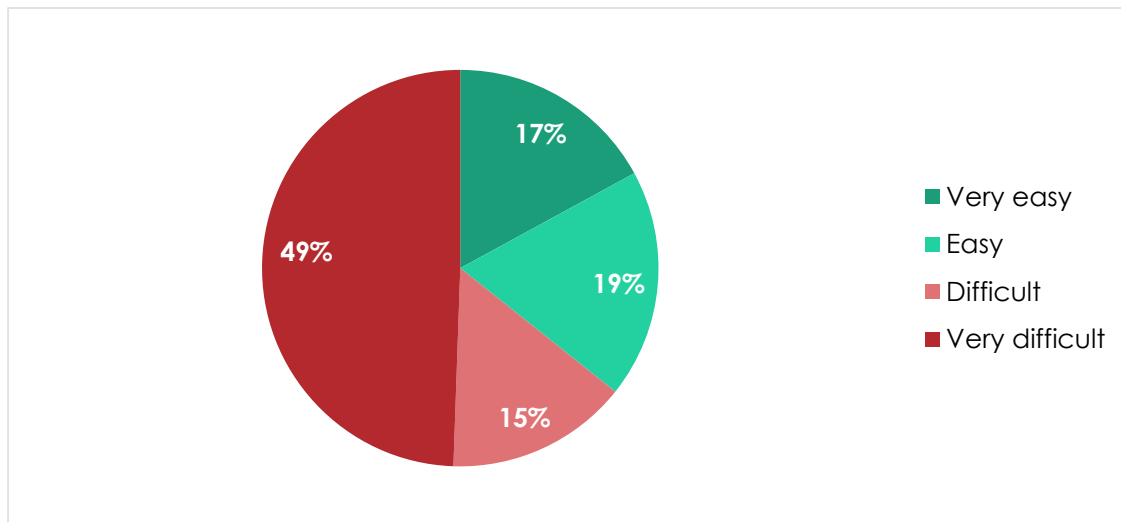
**Charts**

**Figure 1: Sought an identity document from government** | by demographic group | Lesotho | 2024



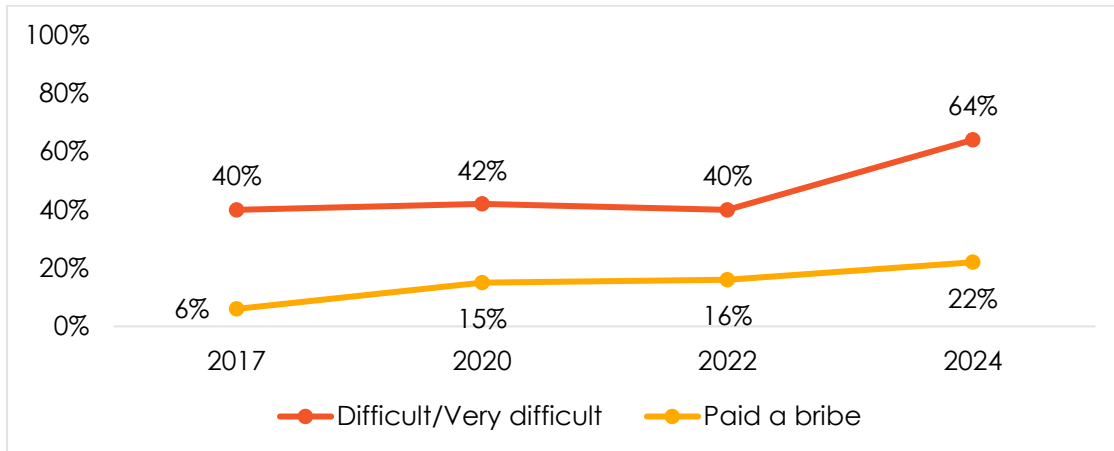
**Respondents were asked:** In the past 12 months, have you tried to get an identity document like a birth certificate, driver's license, passport or voter's card, or permit from government? (% who say "yes")

**Figure 2: Ease or difficulty of obtaining identity documents** | among respondents who sought government documents | Lesotho | 2024



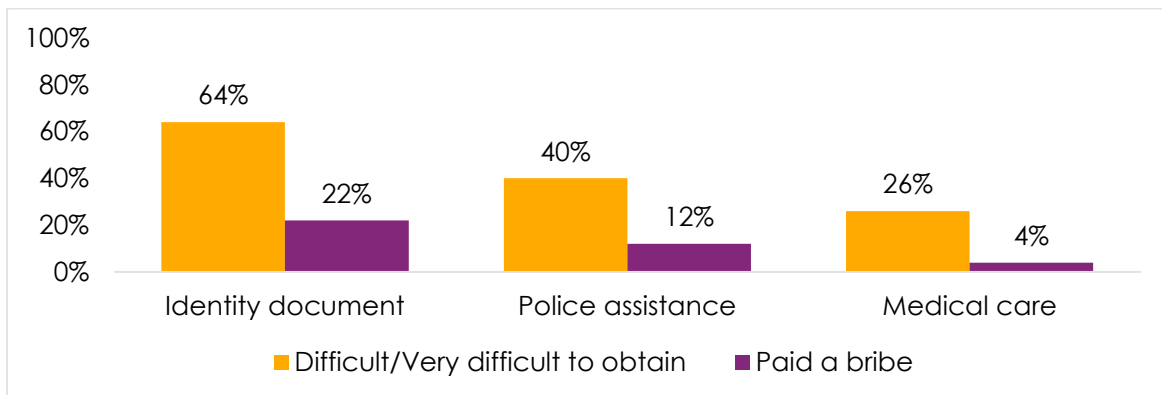
**Respondents were asked:** In the past 12 months, have you tried to get an identity document like a birth certificate, driver's license, passport or voter's card, or permit from government? [If yes:] How easy or difficult was it to obtain the document you needed?

**Figure 3: Difficulty of obtaining identity documents and bribe paying** | among respondents who sought government documents | Lesotho | 2017-2024



**Respondents were asked:** In the past 12 months, have you tried to get an identity document like a birth certificate, driver's license, passport or voter's card, or permit from government? [If yes:]  
 How easy or difficult was it to obtain the document you needed?  
 How often, if ever, did you have to pay a bribe, give a gift, or do a favour for a government official in order to get the document you needed? (% who say "once or twice," "a few times," or "often")

**Figure 4: Ease of obtaining public services and payment of bribes** | among respondents who sought key services | Lesotho | 2024



**Respondents were asked:**  
 In the past 12 months, have you had contact with a public clinic or hospital? [If yes:]  
 How easy or difficult was it to obtain the medical care or services you needed?  
 How often, if ever, did you have to pay a bribe, give a gift, or do a favour for a health worker or clinic or hospital staff in order to get the medical care or services you needed? (% who say "once or twice," "a few times," or "often")

In the past 12 months, have you requested assistance from the police? [If yes:]  
 How easy or difficult was it to obtain the assistance you needed?  
 How often, if ever, did you have to pay a bribe, give a gift, or do a favour for a police officer to obtain the assistance you needed? (% who say "once or twice," "a few times," or "often")

In the past 12 months, have you tried to get an identity document like a birth certificate, driver's license, passport or voter's card, or permit from government? [If yes:]  
 How easy or difficult was it to obtain the document you needed? (% who say "difficult" or "very difficult")  
 How often, if ever, did you have to pay a bribe, give a gift, or do a favour for a government official in order to get the document you needed? (% who say "once or twice," "a few times," or "often")

**For more information, please contact:**

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