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NATIONAL INTEGRITY AND ANTI-CORRUPTION STRATEGY IMPACT MONITORING SURVEY – MOLDOVA 2017

Chisinau – 2018



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EXECUTIVE SUMMARY

Introduction

This report serves as a tool to assess the impact of the National Integrity and Anti-corruption Strategy (NIAS) 2017-2020. The mentioned report includes the results of the baseline study that will serve as a starting point to assess the implementation of NIAS.

The study was carried out under the "Strengthening the corruption prevention and analysis functions of the National Anti-Corruption Center (NAC)" Project, implemented by UNDP Moldova with the financial support of the Norwegian Ministry of Foreign Affairs.

The purpose of the study is to provide a comprehensive assessment of the effectiveness and impact of the implementation of the National Integrity and Anti-corruption Strategy 2017-2020, based on the impact and progress indicators stipulated in the strategy, as well as to better understand the experience and perception of the public about corruption.

Questions included in the questionnaire were based on the purpose, general objectives, pillars and impact and progress indicators set out in Annex 3 of the NIAS 2017-2020.

In general, the study focused on the following general topics:

- Assessment of the corruption perception level
- Assessment of the corruption experience level
- Assessment of the level of stability of anti-corruption values in the society
- Assessment of knowledge by the population of the main corruption prevention mechanisms and the level of satisfaction with the state anti-corruption policy
- Assessment of the level of knowledge among public agents of the 14 key anti-corruption policies, according to the Priority II. 1 Promotion of public entities' integrity in compliance with the NIAS Action Plan:
 1. Employment and promotion of public agents on merit basis
 2. Observing the incompatibility regime, restrictions in hierarchy, and limitation of publicity
 3. Respecting the regime for declaring properties and personal interests
 4. Respecting the regime of conflicts of interest and avoiding favoritism
 5. Respecting the gifts' regime
 6. Non-admission, denunciation and treatment of inadequate influences
 7. Non-admission, denunciation of corruption acts and protection of integrity whistleblowers
 8. Intolerance to integrity incidents
 9. Ensuring transparency in decision-making process
 10. Ensuring access to information of public interest
 11. Transparent and accountable management of public patrimony, of reimbursable and non-reimbursable finances
 12. Ensuring the observance of ethical and professional deontology norms
 13. Respecting the regime of restrictions and limitations in relation to ending the mandate, labor or duty relations, and migration to private sector of public agents (revolving doors)
 14. Implementing corruption risks' management.

The report includes three main chapters: The socio-demographic profile of the respondents; Survey results of the general population and businesses (structured in 13 paragraphs); Survey results of public agents (structured in 14 paragraphs).

Methodology

The study was conducted on the basis of three national representative surveys for the following target groups:

- General population aged 18 and over on a sample of 1,103 respondents. Sampling error +/- 3%.
- Active businesses (who reported activities accomplished in 2016) on a sample of 504 enterprises. Sampling error +/- 4.5%.
- Public agents from the central public administration in Chisinau municipality (ministries, offices, agencies), at the rayon and village levels, on a sample of 611 respondents. Sampling error +/- 4%.

Interviews were conducted on the basis of CAPI – Computer Assisted Personal Interview - method at the place of living or working of the respondent.

The questionnaire covered 503 items-questions for the general population, 522 items-questions for businesses and 290 items-questions for public agents, including demographics. The working language was Romanian and Russian, depending on the respondent's preferences. The average duration of the interview ranged from 32 minutes to 42 minutes, depending on the type of target group.

The study included 86 randomly selected urban and rural localities at national level. The sampling scheme for all three target groups was layered, randomized with multiple steps. The data were collected in the period November 14, 2017 - February 1, 2018.

Main findings

- Corruption in the Republic of Moldova is considered to be a very serious problem. The gravity of the phenomenon was assessed with an average score of 3.1¹ points for public agents, 2.2 points by businesses and 1.9 points by the population.
- The overall incidence of informal payments and the estimated bribes volume is relatively low, but this is rather underestimated because many respondents refused to respond to these questions or offered evasive answers because of fear of being later identified and sanctioned. Following interacting with public institutions, 11.3% of the general population and 3.6% of businesses provided informal payments within one year starting from the survey conduct. At the same time, 4% of the population and 2% of businesses provided informal payments to a greater number of public institutions. The average frequency of giving bribes to public institutions with whom respondents interacted was 3.7 times for the general population and 6.1- for businesses. The estimated volume of bribes (in cash and goods) offered within 12 months from the period of study conduct was 278 million lei provided by the general population and 127 million lei – by the businesses. The total volume of the bribes constituted 405 million lei.
- Institutions where public agents carry out their activities are positively assessed by them. At the same time, public institutions do not have the confidence of the general population and the business community. Moldovans have the least trust in political parties, the Parliament, the Government/Ministries and the Presidency.

At the same time, by comparing the assessment of the general public system and the institutions to which the surveyed public agents belong, from the point of view of institutional ethics and integrity, it is considered that the public agents tend to assess their own institutions better than the whole public system (8.3 score and 5.8² score, respectively). Institutions are considered less affected by corruption, compared to the entire public system. Consequently, we can conclude that public

¹ On the 10-point scale, where 1 = corruption in Moldova is a very serious problem, 10 = corruption in Moldova is not at all a problem

² On the 10-point scale, where 1 = corruption, lack of ethics and integrity, 10 = lack of corruption, ethics and total integrity

agencies (similar to the general population and businesses) have little confidence in institutional ethics and integrity in the public system.

- Respondents' perceptions with reference to the independence of public institutions differ considerably depending on the type of respondents. While most public agents declare that the activity of public institutions is not generally politically influenced, the population and the businesses declare the opposite.

The difference in perceptions is also noted in the evaluation of the transparency of the activities carried out by the Parliament, the Presidency and the Government. While public agents assess positively all types of activities (decision making, public procurement, public money spending, citizens' information and execution of public works and services), the general population and the business community assess negatively these components. However, there is an aspect with reference to which, public agents, the population and the business sector have the same perception: among all types of activities, the most unfair are the activities related to the management of public money (at both central and local level).

- Most public agents are familiar with general ethics and deontology rules, and state that most of their colleagues know and respect them. On the other hand, the population and the business sector have a different perception: public sector employees generally do not respect the rules to behave with integrity and honesty.

In assessing the level of knowledge of public agents regarding different aspects of institutional ethics and integrity, the conclusion is ambiguous. The explanation arises from the fact that the questions to assess the level of knowledge included correct and incorrect responses. Public officers were asked to analyze the questions and choose from all the responses the correct ones. Indeed, the correct answers have accumulated great weights in the responses of public agents. However, this fact does not allow us to conclude that there is a high level of knowledge of the various aspects measured, because the wrong answers have accumulated great weights in the answers, as well.

In addition, even if most public agents declare a high level of deontological norms (both their own and their colleagues), however, each third would need additional information about different aspects of ethics and integrity.

- Most public agents confirm that incidents of integrity occur in public institutions, but these are usually sanctioned. The perception of the population and of the business community is different: most of them are convinced that currently (sufficient) measures to discourage the involvement of public agents in corruption acts are not undertaken and the cases of sanctions are extremely rare.
- Another important finding of the study is that the incidence of corruption denunciation is very low. Both, public agents and the population and the business community prefer not to report corruption acts, because they feel unprotected when they denounce them.

IMPACT ASSESSMENT INDICATORS FOR THE NIAS 2017-2020

STRATEGY GOAL: INTEGRITY INSTEAD OF CORRUPTION

#	Question #	Figure #	Measurement indicator	Value	Population	Business	Public agents	General mean
1	C3 / A4	F12/F61	Share of respondents who believe that the phenomenon of corruption is not a problem in Moldova <i>1= Corruption in Moldova is a very serious problem.... 10 = Corruption in Moldova is not at all a problem</i>	% of scores 8-10	2%	6%	8%	5%
				Target: gradual increase in percentage				
2	C3 / A4	F12/F61	Perception of corruption as a problem in Moldova <i>1= Corruption in Moldova is a very serious problem.... 10 = Corruption in Moldova is not at all a problem</i>	Average of scores 1-10	1.9	2.2	3.1	2.4
				Target: gradual increase of the average value				
3	C4 / A5	F13/F62	Five of the most important causes of corruption in Moldova <ul style="list-style-type: none"> • Low salaries in the public sector • The mentality of our people embraces solicitation and giving of bribes (in cash and/or in kind) • Doers of corrupt acts are not punished • Personal wealth obtained by officers by way of corrupt acts is not confiscated • Lenient penalties do not deter infringers from acts of corruption 	Scale: 0%-100%				
					44%	51%	76%	57%
					42%	59%	55%	52%
					44%	45%	27%	39%
					43%	39%	33%	38%
				Target: gradual decrease of percentage				
4	C5 / A6	F14/F63	Share of respondents who believe that the level of corruption in Moldova has decreased (slightly / significantly)	Scale: 0%-100%	14%	23%	39%	25%
				Target: gradual increase in percentage				
5	D1	F15	Share of respondents who consider unacceptable any situation of corruption <i>7 corruption cases for population and 5 for business</i>	Scale: 0%-100%	45%	61%	-	53%
				Target: gradual increase in percentage				
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 1, 2, 4, 5 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9).</i>		Average score 1-10	2.0	2.8	2.6	2.5
				Target: gradual increase of the average value				

GENERAL OBJECTIVE 1: DISCOURAGING INVOLVEMENT IN ACTS OF CORRUPTION

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
6	G2	F27	Share of respondents who believe that in Moldova the fight against corruption is effective (<i>quite effective / very effective</i>)	Scale: 0%-100%	15%	20%	18%
				Target: gradual increase in percentage			
7	E1.1.3	F23	Share of respondents who paid bribes in cash over the last year	Scale: 0%-100%	11.3%	3.6%	8.9%
				Target: gradual decrease of the percentage value			
8	E1.1.6	F24	Share of respondents who paid in-kind bribes over the last year	Scale: 0%-100%	6.2%	3.0%	5.2%
				Target: gradual decrease of the percentage value			
9	E1.1.3, E1.1.6	-	The volume of bribes (in cash and goods) estimated over a year <i>Extrapolation universe: 2 219 352 individuals aged 18 and more (Census 2014); 52 300 business entities (National Bureau of Statistics, 2016)</i>	MDL	278 million	127 million	Total 405 million
				Target: gradual decrease of the value			
10	E1.1.4	-	Frequency of bribes in cash - over a year, on average for an individual / business who offered bribe	Average	3.7	6.1	4.0
				Target: gradual decrease of the average value			
11	E2	-	Share of respondents who paid bribes (money and / or goods) to women and men (out of total number of respondents)	Scale: 0%-100%	F-5,9% B-3,3% F&B-4,4%	F-1,0% B-2,2% F&B-2,0%	F-4,4% B-2,9% F&B-3,6%
				Target: gradual decrease of the percentage value			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 6-8 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9). For specific indicators with a decrease target, the opposite value was taken into account when calculating the integrated indicator.</i>		Average score 1-10	3.4	2.9	3.2
				Target: gradual decrease of the average value			

GENERAL OBJECTIVE 2: RECOVERING THE ASSETS THAT ARE THE PROCEEDS OF CORRUPTION

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
12	H1	F28	Share of respondents who consider that public agents are required to return money and property from corruption (often / very often / always) <i>Average percentage based on 11 categories of public agents</i>	Scale: 0%-100%	7%	3%	5%
				Target: gradual increase in percentage			
13	H1	F28	Perception of forcing public agents to return money and property from corruption <i>1 = Never ... 6 = Always</i> <i>Average value based on 11 categories of public agents</i>	Average of scores 1 to 6	1.8	1.7	1.8
				Target: gradual increase of the average value			
14	H2.1	F29	Share of respondents who faced corruption during 12 months and were compensated for the damage caused <i>Integrated percentage based on 7 corruption cases for the population and 5 corruption cases for business</i>	Scale: 0%-100%	14%	14%	14%
				Target: gradual increase in percentage			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 12-14 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9).</i>		Average score 1-10	1.7	1.5	1.6
				Target: gradual decrease of the average value			

GENERAL OBJECTIVE 3: ETHICS AND INTEGRITY IN PUBLIC, PRIVATE AND NON-GOVERNMENT SECTORS

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
15	E1.1.2.	F20, F22	Share of respondents satisfied (satisfied / very satisfied) with interaction with public agents <i>Average percentage based on 29 (categories) of public institutions</i>	Scale: 0%-100%	48%	59%	54%
				Target: gradual increase in percentage			
16	E1.1.2.	F20, F22	Satisfaction level of respondents with interaction with public agents 1= Very dissatisfied ... 5 = Very satisfied <i>Average score based on 29 (categories) of public institutions</i>	Average score 1-5	3.3	3.5	3.4
				Target: gradual increase of the average value			
17	K1	F38	Respondents' perception of ethics and integrity in public sector activity 1= Corruption, lack of ethics and integrity 10 = Total ethics and integrity, lack of corruption	Average score 1-10	4.4	4.8	4.6
				Target: gradual increase of the average value			
18	K1	F38	Respondents' perception of ethics and integrity in private sector activity 1= Corruption, lack of ethics and integrity 10 = Total ethics and integrity, lack of corruption	Average score 1-10	4.6	5.6	5.1
				Target: gradual increase of the average value			
19	K1	F38	Respondents' perception of ethics and integrity in mass-media activity 1= Corruption, lack of ethics and integrity 10 = Total ethics and integrity, lack of corruption	Average score 1-10	4.8	5.6	5.2
				Target: gradual increase of the average value			
20	K1	F38	Respondents' perception of ethics and integrity in NGOs' activity 1= Corruption, lack of ethics and integrity 10 = Total ethics and integrity, lack of corruption	Average score 1-10	5.3	6.4	5.8
				Target: gradual increase of the average value			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 15-20 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9).</i>		Average score 1-10	5.1	5.9	5.5
				Target: gradual increase of the average value			

GENERAL OBJECTIVE 4: PROTECTING WHISTLEBLOWERS AND CORRUPTION VICTIMS

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
21	H3	F30	Share of respondents who have been experienced corruption within 12 months	Scale: 0%-100%	31%	30%	31%
				Target: gradual decrease of the percentage value			
22	J1	F31	Share of respondents who have been faced with corruption within 12 months and denounced them	Scale: 0%-100%	10%	7%	8%
				Target: gradual increase in percentage			
23	J3	F32	The share of respondents who denounced corruption acts that they had faced within 12 months and did not suffer, the guilty person being sanctioned	Scale: 0%-100%	25%	38%	32%
				Target: gradual increase in percentage			
24	J4	F33	Share of respondents who did NOT denounce corruption acts they had faced within 12 months because they believe there is no protection for those reporting corruption	Scale: 0%-100%	36%	38%	37%
				Target: gradual decrease of the percentage value			
25	J8	F37	Share of respondents who believe (<i>to a great extent / absolutely convinced</i>) they will be protected if they denounce a corruption act they have suffered	Scale: 0%-100%	3%	4%	4%
				Target: gradual increase in percentage			
26	J8	F37	Respondents' perception of protection while denouncing a corruption act from which they have suffered 1= do not believe at all ... 5 = Absolutely convinced that I will be protected	Average score 1-5	1.82	1.90	1.86
				Target: gradual increase of the average value			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 21-26 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9). For specific indicators with a decrease target, the opposite value was taken into account when calculating the integrated indicator.</i>		Average score 1-10	3.5	3.6	3.6
				Target: gradual increase of the average value			

GENERAL OBJECTIVE 5: TRANSPARENCY OF PUBLIC INSTITUTIONS, POLITICAL PARTIES AND MEDIA FINANCING

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
27	L1	F39	Share of respondents who assess the level of transparency in executive and legislative power as <i>Fairly transparent / Very transparent</i> <i>Average percentage based on 3 categories of central public authorities (Presidency, Parliament and Government)</i>	Scale: 0%-100%	20%	18%	19%
				Target: gradual increase in percentage			
27	L2.1	F40	Share of respondents who assess the level of transparency in the activity of public institutions at central level as <i>Fairly transparent / Very transparent</i> <i>Average percentage based on 5 categories of activities (adopting decisions, spending public money, purchasing, informing citizens, performing public interest works)</i>	Scale: 0%-100%	17%	19%	18%
				Target: gradual increase in percentage			
29	L2.2	F41	Share of respondents who assess the level of transparency in the activity of public institutions at local level as <i>Fairly transparent / Very transparent</i> <i>1= Not at all transparent ... 4 = Very transparent</i> <i>Average percentage based on 5 categories of activities (adopting decisions, spending public money, purchasing, informing citizens, performing public interest works)</i>	Scale: 0%-100%	38%	30%	34%
				Target: gradual increase in percentage			
30	L3	F42	Share of respondents who assess the level of transparency in the funding of political parties as <i>Fairly transparent / Very transparent</i>	Scale: 0%-100%	7%	7%	7%
				Target: gradual increase in percentage			
31	L3	F42	Share of respondents who assess the level of transparency in the financing of electoral campaigns as <i>Fairly transparent / Very transparent</i>	Scale: 0%-100%	8%	8%	8%
				Target: gradual increase in percentage			
32	L3	F42	Share of respondents who assess the level of transparency in the funding of mass-media as <i>Fairly transparent / Very transparent</i>	Scale: 0%-100%	15%	13%	14%
				Target: gradual increase in percentage			
33	L3	F42	Share of respondents who assess the level of transparency in the funding of NGOs as <i>Fairly transparent / Very transparent</i>	Scale: 0%-100%	20%	20%	20%
				Target: gradual increase in percentage			
GENERAL INTEGRATED INDICATOR			Integrated indicator based on indicators 27-33 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9).</i>	Average score 1-10	1.8	1.6	1.7
				Target: gradual increase of the average value			

GENERAL OBJECTIVE 6: EDUCATION OF SOCIETY AND PUBLIC AGENTS

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
34	D2	F16	Respondents' attitude towards informal payments <i>1= I prefer to have the informal payments system because I have faster access to services ... 10 = I prefer that there is no system of informal payments even if it would mean longer access to services</i>	Average score 1-10	8.3	7.9	8.1
				Target: gradual increase of the average value			
35	D3	F17	Share of respondents who prefer to solve problems with public authorities by addressing the institution officially without calling to acquaintances and giving gifts	Scale: 0%-100%	73%	76%	75%
				Target: gradual increase in percentage			
36	D4	F18	Share of respondents who consider that if they denounce the fact that they bribe a public agent (voluntarily or forcibly), then only the public agent is to sanctioned	Scale: 0%-100%	16%	17%	17%
				Target: gradual increase in percentage			
37	M1	F47	Factors that would stimulate respondents to engage in corruption-mitigating actions (<i>Top 3 factors</i>) Certainty I'll be secure from any actions of the official on whom I blow my whistle Certainty that justice is independent in Moldova Awareness of the rights and obligations of public agents in dealings with me	Scale: 0%-100%	43%	40%	42%
					34%	57%	46%
					31%	28%	30%
38	M2	F48	Share of respondents who have heard / seen <i>much / very much</i> information about anti-corruption activities in the past 12 months <i>Average percentage for 2 categories of information</i>	Scale: 0%-100%	30%	48%	39%
				Target: gradual increase in percentage			
39	N1	F49	Share of business entities who received training on business ethics and integrity in their relations with the state	Scale: 0%-100%	-	22%	22%
				Target: gradual increase in percentage			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 34, 35, 36, 38, 39 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9).</i>		Average score 1-10	5.1	4.8	4.9
				Target: gradual increase of the average value			

PILLAR I. PARLIAMENT

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
Confidence in the Parliament significantly, increased							
40	B1	F3	Share of respondents who have <i>enough or very much trust</i> in Parliament	Scale: 0%-100%	5%	8%	6,5%
				Target: gradual increase in percentage			
Perception of corruption of the legislative body, improved							
41	C1	F10.1	Share of respondents who assess the Parliament as <i>A little corrupt or Not at all corrupt</i>	Scale: 0%-100%	13%	12%	12,5%
				Target: gradual increase in percentage			
42	C2	F11	Share of respondents who assess the Parliament as <i>the most corrupt institution</i>	Scale: 0%-100%	32%	32%	32%
				Target: gradual decrease of the percentage value			
Efficiency of Parliamentary control, strengthened							
43	B3	F5	Share of respondents claiming that Parliament controls <i>To a large extent / To a great extent</i> the way adopted laws are implemented	Scale: 0%-100%	10%	17%	13,5%
				Target: gradual increase in percentage			
Regulatory quality, improved							
44	B2	F4	Respondents' perception of the functionality of the laws <i>1= Laws are not effective in Moldova / Laws in Moldova apply only for some people ...</i> <i>10 = Laws are very effective in Moldova / Laws in Moldova apply equally to all</i>	Average score 1-10	3.6	4.4	4.0
				Target: gradual increase of the average value			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 40-44 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9). For specific indicators with a decrease target, the opposite value was taken into account when calculating the integrated indicator.</i>		Average score 1-10	2.6	3.0	2.8
				Target: gradual increase of the average value			

PILLAR II. GOVERNMENT, PUBLIC SECTOR AND LOCAL PUBLIC ADMINISTRATION

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
Confidence in Government significantly, increased							
45	B1	F3	Share of respondents who have <i>enough or very much trust</i> in Government	Scale: 0%-100%	8%	12%	10%
				Target: gradual increase in percentage			
Confidence in Central Public Authorities and Local Public Authorities, improved							
46	B1	F3	Share of respondents who have <i>enough or very much trust</i> in LPA at rayon level	Scale: 0%-100%	15%	14%	14,5%
				Target: gradual increase in percentage			
47	B1	F3	Share of respondents who have <i>enough or very much trust</i> in Mayoralties / local councils	Scale: 0%-100%	28%	22%	25%
				Target: gradual increase in percentage			
Perception of corruption of the executive significantly, increased							
48	C1	F10.1	Share of respondents who assess the Government as <i>A little corrupt or Not at all corrupt</i>	Scale: 0%-100%	13%	13%	13%
				Target: gradual increase in percentage			
49	C2	F11	Share of respondents who assess the Government as <i>The most corrupt institution</i>	Scale: 0%-100%	22%	3%	12,5%
				Target: gradual decrease of the percentage value			
Sanctions for official misconduct, ensured							
50	G1	F26	Share of respondents who believe that public agents are penalized by governors for the lack of ethics and professional integrity (Often / Very often / Always)	Scale: 0%-100%	9%	10%	9,5%
				Target: gradual increase in percentage			
Transparency in decision-making and governmental data, improved							
51	L1	F39	Share of respondents who assess the level of transparency in the activity of the Government as <i>Fairly transparent / Very transparent</i>	Scale: 0%-100%	17%	18%	17,5%
				Target: gradual increase in percentage			
52	L2	F40	Share of respondents who assess the level of transparency of public institutions at the central level in the <u>decision-making process</u> as <i>Fairly transparent / Very transparent</i>	Scale: 0%-100%	19%	22%	20,5%
				Target: gradual increase in percentage			

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53	L2	F40	Share of respondents who assess the level of transparency of public institutions at the central level in <u>the process of spending public money, public procurement and execution of works and services of public interest</u> as <i>Fairly transparent / Very transparent</i>	Scale: 0%-100%	14%	17%	15,5%
				Target: gradual increase in percentage			
54	L4	F43	Share of respondents who requested information from public institutions at <u>central level</u> in the last 12 months	Scale: 0%-100%	5%	15%	10%
				Target: gradual increase in percentage			
55	L4	F43	Share of respondents who requested information from public institutions at <u>local level</u> in the last 12 months	Scale: 0%-100%	19%	36%	28%
				Target: gradual increase in percentage			
56	L5	F44	Share of respondents who requested information from public institutions at <u>central level</u> in the last 12 months and received an answer	Scale: 0%-100%	75%	95%	85%
				Target: gradual increase in percentage			
57	L5	F44	Share of respondents who requested information from public institutions at <u>local level</u> in the last 12 months and received an answer	Scale: 0%-100%	87%	94%	91%
				Target: gradual increase in percentage			
58	L6	F45	Satisfaction level of respondents who requested information from public institutions <i>at central or local level</i> in the last 12 months and received a response <i>1= Not at all satisfied ... 10 = Very satisfied</i>	Average score 1-10	7.7	7.4	7.5
				Target: gradual increase in percentage			
59	L7	F46	Share of respondents who have used at least one electronic public service in the last 12 months	Scale: 0%-100%	17%	70%	44%
				Target: gradual increase in percentage			
60	L8	-	Share of satisfied respondents (<i>Pretty satisfied / Very satisfied</i>) by electronic public services	Scale: 0%-100%	79%	93%	86%
				Target: gradual increase in percentage			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 45-60 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9). For specific indicators with a decrease target, the opposite value was taken into account when calculating the integrated indicator.</i>		Average score 1-10	3.5	4.4	3.9
				Target: gradual increase of the average value			

PILLAR III. JUSTICE AND ANTI-CORRUPTION AUTHORITIES

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
Confidence in Justice, prosecution services, National Anti-corruption Center (NAC) and National Integrity Agency (NIA) significantly, improved							
61	B1	F3	Share of respondents who have <i>Enough or Very much trust</i> in Justice	Scale: 0%-100%	11%	13%	12%
62			Share of respondents who have <i>Enough or Very much trust</i> in Prosecutor's Office		10%	11%	10,5%
63			Share of respondents who have <i>Enough or Very much trust</i> in NAC		17%	22%	19,5%
64			Share of respondents who have <i>Enough or Very much trust</i> in NIA		10%	14%	12%
				Target: gradual increase in percentage			
Independence and efficiency of judiciary, prosecution, NAC and NIA, ensured							
65	B7	F8	Share of respondents who assess the activity of NAC as <i>Good / Very good</i>	Scale: 0%-100%	18%	20%	19%
66			Share of respondents who assess the activity of NIA as <i>Good / Very good</i>		11%	12%	11,5%
67			Share of respondents who assess the activity of Anti-corruption Prosecutor's Office as <i>Good / Very good</i>		15%	18%	16,5%
68			Share of respondents who assess the activity of Courts as <i>Good / Very good</i>		11%	16%	13,5%
				Target: gradual increase in percentage			
69	B8	F9	Share of respondents who consider NAC to be a totally independent institution	Scale: 0%-100%	10%	7%	8,5%
70			Share of respondents who consider NIA to be a totally independent institution		6%	5%	5,5%
71			Share of respondents who consider Prosecutor's Office to be a totally independent institution		7%	6%	6,5%
72			Share of respondents who consider Courts to be a totally independent institution		7%	7%	7%
				Target: gradual increase in percentage			
73	J2	-	Share of respondents who have experienced corruption and reported these acts to anti-corruption agencies (NAC, NIA, Anti-Corruption Prosecutor's Office)	Scale: 0%-100%	44%	64%	54%
				Target: gradual increase in percentage			
74	J3	F32	Share of respondents who have experienced corruption, reported it, but suffered or the guilty person was not sanctioned	Scale: 0%-100%	75%	62%	69%
				Target: gradual decrease of the percentage value			
75	J7	F36	Share of respondents who would prefer to report corruption acts to anti-corruption agencies by various means	Scale: 0%-100%	86%	85%	85,5%
				Target: gradual increase in percentage			

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Perception of corruption in judiciary, improved							
76	C1	F10.1	Share of respondents who assess Courts as <i>Not at all corrupt or A little corrupt</i>	Scale: 0%-100%	11%	12%	11,5%
77			Share of respondents who assess NIA as <i>Not at all corrupt or A little corrupt</i>		21%	19%	20%
78			Share of respondents who assess NAC as <i>Not at all corrupt or A little corrupt</i>		24%	22%	23%
79			Share of respondents who assess Prosecutor's Office as <i>Not at all corrupt or A little corrupt</i>		11%	13%	12%
80			Share of respondents who assess Anticorruption Prosecutor's Office as <i>Not at all corrupt or A little corrupt</i>		19%	18%	19%
				Target: gradual increase in percentage			
81	C2	F11	Share of respondents who assess Courts as <i>The most corrupt institution</i>	Scale: 0%-100%	21%	8%	15%
82			Share of respondents who assess NIA as <i>The most corrupt institution</i>		0.3%	0.8%	0,5%
83			Share of respondents who assess NAC as <i>The most corrupt institution</i>		3%	4%	3,5%
84			Share of respondents who assess Prosecutor's Office as <i>The most corrupt institution</i>		10%	6%	8%
85			Share of respondents who assess Anticorruption Prosecutor's Office as <i>The most corrupt institution</i>		2%	1%	1,5%
				Target: gradual decrease of the percentage value			
Lack of corruption and undue government influences on justice sector							
86	B5	F7	Share of respondents who claim that justice in the Republic of Moldova is not influenced by political interests, Government and personal gain pursuits of judges <i>Integrated percentage (those responding NOT at all three types of influences)</i>	Scale: 0%-100%	3%	3%	3%
				Target: gradual increase in percentage			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 61-86 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9). For specific indicators with a decrease target, the opposite value was taken into account when calculating the integrated indicator.</i>		Average score 1-10	3.2	3.5	3.4
				Target: gradual increase of the average value			

P PILLAR IV. CENTRAL ELECTION COMMISSION AND POLITICAL PARTIES

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
Confidence in the Central Election Commission, improved							
87	B1	F3	Share of respondents who have <i>Enough or Very much trust</i> in the Central Election Commission	Scale: 0%-100%	12%	17%	14,5%
				Target: gradual increase in percentage			
88	B4	F6	Share of respondents who consider that the elections in Moldova are <i>Rather free and fair or Always free and fair</i>	Scale: 0%-100%	11%	26%	18,5%
				Target: gradual increase in percentage			
Confidence in political parties, improved							
89	B1	F3	Share of respondents who have <i>Enough or Very much trust</i> in political parties	Scale: 0%-100%	4%	6%	5%
				Target: gradual increase in percentage			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 87-89 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9).</i>		Average score 1-10	0.9	1.6	1.3
				Target: gradual increase of the average value			

PILLAR V. COURT OF ACCOUNTS

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
Confidence in the Court of Accounts, improved							
90	B1	F3	Share of respondents who have <i>Enough or Very much trust</i> in Court of Accounts	Scale: 0%-100%	10%	16%	13%
				Target: gradual increase in percentage			
Independence of the Court of Accounts' audits, ensured							
91	B6	-	Share of respondents who believe that the Court of Accounts' audit at public institutions is independent	Scale: 0%-100%	11%	15%	13%
				Target: gradual increase in percentage			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 90-91 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9).</i>		Average score 1-10	1.1	1.6	1.4
				Target: gradual increase of the average value			

PILLAR VI. OMBUDSMAN

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
Confidence in the institution of Ombudsman, improved							
92	B1	F3	Share of respondents who have <i>Enough or Very much</i> trust in Ombudsman	Scale: 0%-100%	11%	13%	12%
				Target: gradual increase in percentage			
Observance of fundamental human rights, ensured							
93	A1	F1	Respondents' perception on observance of human rights in the Republic of Moldova <i>1= Not at all respected ... 10 = Fully respected</i>	Average score 1-10	3.6	4.8	4.2
				Target: gradual increase in percentage			
94	A2	F2	Share of respondents who are aware that any corruption act directly leads to violation of human rights <i>Integrated percentage from 5 statements (those who responded totally agree to all 5 statements)</i>	Scale: 0%-100%	73%	79%	76%
				Target: gradual increase in percentage			
Share of people who do not denounce corruption out of fear, reduced							
95	J1	F31	Share of respondents who have experienced corruption acts in the last 12 months and did NOT denounce them	Scale: 0%-100%	82%	80%	81%
				Target: gradual decrease of the percentage value			
96	J4	F33	Share of respondents who have experienced corruption acts in the last 12 months and did NOT denounce them because of <i>fear of suffering later on personal or professional levels</i>	Scale: 0%-100%	34%	32%	33%
				Target: gradual decrease of the percentage value			
97	J5	F34	Share of respondents who would NOT report corruption acts <i>if they were confronted with them</i> (Probably not / Definitely not)	Scale: 0%-100%	32%	31%	31,5%
				Target: gradual decrease of the percentage value			
98	J6	F35	Share of respondents who would NOT report corruption acts <i>if they were confronted with them</i> because of <i>fear of suffering later on personal or professional levels</i>	Scale: 0%-100%	40%	47%	43,5%
				Target: gradual decrease of the percentage value			
GENERAL INTEGRATED INDICATOR		Integrated indicator based on indicators 92-98 <i>Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9). For specific indicators with a decrease target, the opposite value was taken into account when calculating the integrated indicator.</i>		Average score 1-10	4.7	5.0	4.9
				Target: gradual increase of the average value			

PILLAR VII. PRIVATE SECTOR

#	Question #	Figure #	Measurement indicator	Value	Population	Business	General mean
Low risks of corruption and reduced level of bribery in private sector							
99	N4	F56	Share of business entities stating that they did not face corruption in interaction with public agents	Scale: 0%-100%	-	53%	53%
				Target: gradual increase in percentage			
Corruption-free business activity, ensured							
100	N2	F54	Share of business entities stating that corruption in the judiciary, fiscal, customs, control of products quality and public procurement procedures is among the main obstacles in their activity	Scale: 0%-100%	-	32%	32%
				Target: gradual decrease of the percentage value			
101	N3	F55	Share of business entities stating that their work is <i>not affected by political interests at all</i>	Scale: 0%-100%	-	51%	51%
				Target: gradual increase in percentage			
102	N6	-	Share of business entities with ethical code within the company <i>Sampling base: small, medium and large enterprises</i>	Scale: 0%-100%	-	81%	81%
				Target: gradual increase in percentage			
Reduced level of money laundering							
103	M3	F51	Share of respondents who prefer to purchase goods and services by bank transfer / card		24%	-	24%
				Target: gradual increase in percentage			
104	M3	-	Share of respondents who DO NOT prefer to purchase goods and services by bank transfer or card because they are uncomfortable or do not trust the banks	Scale: 0%-100%	61%	-	61%
				Target: gradual decrease of the percentage value			
105	N7	F52	Share of business entities who use cash as a mean of payment in the company's activity in the proportion of 20% and more	Scale: 0%-100%	-	48%	48%
				Target: gradual decrease of the percentage value			
106	N8	F53	Share of business entities who believe that use of cash as a mean of payment offers the possibility of taxes' evasion	Scale: 0%-100%	-	19%	19%
				Target: gradual decrease of the percentage value			
GENERAL INTEGRATED INDICATOR			Integrated indicator based on indicators 99-106. Percent values are converted to scores from 1 to 10 (i.e., 2% = score 0.2; 39% = score 3.9). For specific indicators with a decrease target, the opposite value was taken into account when calculating the integrated indicator.	Average score 1-10	3.2	6.4	4.8
				Target: gradual increase of the average value			

SURVEY DESIGN

The study included three national representative surveys for the following target groups:

- General population aged 18 and over on a sample of 1,103 respondents. Sampling error +/- 3%.
- Active businesses (who reported activities accomplished in 2016) on a sample of 504 enterprises. Sampling error +/- 4.5%.
- Public agents from the central public administration in Chisinau municipality (ministries, offices, agencies), at the district and village levels, on a sample of 611 respondents. Sampling error +/- 4%.

Implementation methodology for each type of survey is described below.

Survey of general population and business entities

Research method: nationally representative assessment survey (excluding transnistrian region) for general population and business entities.

Research technique: interview with general population performed at the respondents' home and business entities at job place, on the basis of structured questionnaires.

Interview method: CAPI – computer assisted personal interview.

Target groups:

1. general population age 18 years and over
2. active business entities (those reporting activity in 2016)

Target respondents for business entities: high level management. In the majority of cases, individuals having the function of director, deputy / executive director, general manager, financial director or company owner were interviewed. In some cases, the accountant and other managers have been questioned.

Sample size:

1. general population – 1,103 respondents. Sampling error +/- 3%.
2. business entities – 504 respondents. Sampling error +/- 4,5%.

Research tool: written structured questionnaire, developed by Center CIVIS in collaboration with Client. The questionnaire covered 503 items-questions for the general population and 522 items-questions for businesses, including demographics. The questionnaire was pre-tested before work on the field. The working language was Romanian and Russian, depending on the respondent's preferences. 74% of questionnaires were conducted in Romanian and 26% in Russian for population, and in the case of economic agents 69% of questionnaires were conducted in Romanian and 31% in Russian.

Average length of interviews: 32 minutes for general population and 35 minutes for business entities.

Field work period: November 14, 2017 – February 1, 2018.

Geographic coverage: rural and urban localities. Survey covered 86 localities for general population and 65 localities for business entities.

Sample design for general population

- stratified – the following 2 stratification criteria were used:
 - *by region* – “11” regions similar to the administrative territorial units;
 - *by settlement* – villages, towns and municipalities;
- *strata volume*– the volumes of strata formed as a result of classification by regions and type of settlements included the number of targeted population based on the official statistics (Census 2014);

- probabilistic – settlements and respondents were selected based on a probabilistic scheme, each with a non-zero probability to be included in the sample;
- multistage – in order to minimize the cost of the survey a multistage sample design was used:
 - *primary sampling unit (PSU) (settlement/locality)* – the settlements (86 localities) from each stratum included in the sample were randomly selected with probability proportional to size (PPS) from each region.
 - *secondary sampling units (SSU)* – SSU's within localities included in the sample were randomly selected base on simple random selection procedure;
 - *tertiary sampling unit (TSU – household)* – the households from each sampling unit included in the sample were randomly selected, using a statistical step (no more than 5 households were selected within each SSU);
 - *ultimate sampling unit (USU – respondent)* – the respondent from each household included in the sample were randomly selected, according to “nearest birthday” procedure.

Reference population: totality of population and households existed in the surveyed country. The information for sample design was based on the most 2014 Census. Principles of replacement: if the person originally selected refused to respond or could not be contacted after several visits then the next household on the route was selected.

Sample design for business entities

- stratified – the following 3 stratification criteria will be used:
 - *development region* – “4” regions – North, Center, South and Chisinau;
 - *type of locality* – village, town and municipality;
 - *size of business entity* – micro (up to 9 employees), small (10-49 employees), middle-size (50-249 employees) and large (250 employees and more).
- *strata volume*– the volumes of strata formed as a result of classification by regions, type of settlements and size of entity included the number of business entities, based on the most recent official statistics from the National Bureau of Statistics; Only enterprises reporting economic activity for 2016 were taken into account in the layer volume calculation.
- probabilistic – localities and legal entities were selected based on a probabilistic scheme, each entity/company having an initial known non-zero probability to be included in the sample;
- multistage – in order to minimize the cost a multistage sample design was used:
 - *primary sampling unit (PSU) (settlement/locality)* – the settlements from each stratum included in the sample were randomly selected with probability proportional to size (PPS) from each region.
 - *secondary sampling units (SSU – legal entity)* – the legal entities within localities included in the sample were randomly selected using SRS (Simple Random Selection).

Sampling frame: the list of all localities at the first sampling stage and the list of all business entities within each PSU. Principles of replacement: if the company originally selected refused to respond or could not be contacted after several visits then the next company in the list was selected.

Weighting

The profile of the sample obtained was weighted according to the official statistical data – population sample was weighted by gender and age groups, and the enterprise sample was weighted by size variable.

Survey of public agents

Research method: nationally representative assessment survey for public agents.

Research technique: face-to-face interview performed at the respondent's job place, on the basis of a structured questionnaire.

Interview method: CAPI – Computer Assisted Personal Interview.

Target groups:

1. public agents from central public administration located in mun. Chisinau (ministries, bureaus, agencies)
2. public agents located in rayonal centers and villages

Sample size: 611 respondents.

Research tool: written structured questionnaire. The tool was developed by CIVIS in collaboration with Client. The questionnaire comprised 290 question items, including demographics. Working language was Romanian and Russian, depending of the respondent preference. 94% of questionnaires were conducted in Romanian language and 6% in Russian.

Average length of interviews: 42 minutes.

Field work period: November 23 – December 30, 2017.

Geographic coverage: rural and urban localities. Survey covered 85 localities.

Sample design:

Sampling for target group 1

The 300 questionnaires were distributed proportionally to the number of public agents employed in central public administration located in mun. Chisinau. Within each institution, there were interviewed public agents from different level of job position: top management level (minister, vice-ministers, directors, vice-directors); middle management level (chiefs of departments, directions, sections); ordinary public agents (with execution function).

A list of all institutions was drafted with the number of employees for each institution. Institutions were structured according to the following groups: Central public authorities; Authority under subordination; Enterprise in which the ministry is a founder; Courts; Administered institution; Subordinate institutions; Prosecutor's office; Deconcentrated public services.

Selection process was using probability proportional to size principle and simple random selection method within each of the above group. In total, 73 institutions were selected out of 288 registered.

Sampling for target group 2

The 300 questionnaires were distributed equally for Local Public Authorities of Level 1 and Level 2. The following categories of respondents were interviewed: Level 1 – Mayor; Mayoralty employee; Teacher; Family doctor; Policeman; Level 2 – Management of rayonal council; Employees of rayonal council with execution function.

Within each institution, it was interviewed a representative from management level and 2-3 representatives of ordinary public agents.

The selection procedure of respondents was similar as for target group 1.

I. SOCIO-DEMOGRAPHIC PROFILE OF RESPONDENTS

1.1 General population and business entities

Figure S1. Gender

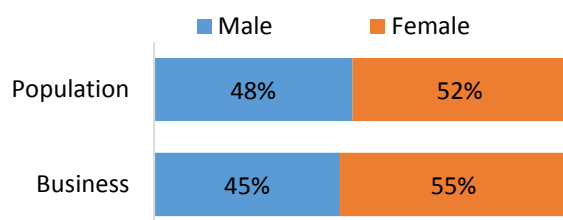


Figure S2. Age group

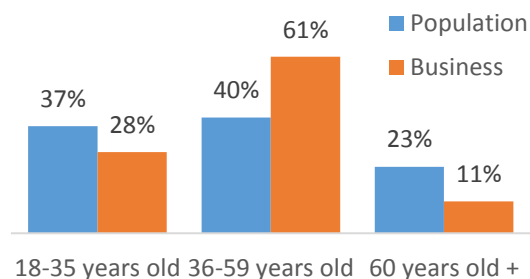


Figure S3. Education

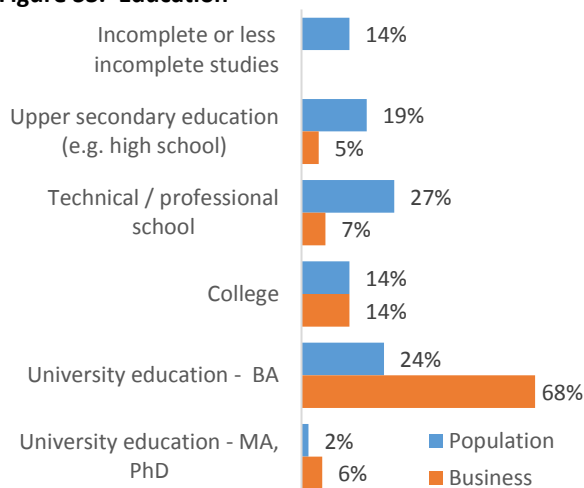


Figure S4. Ethnic group – Population

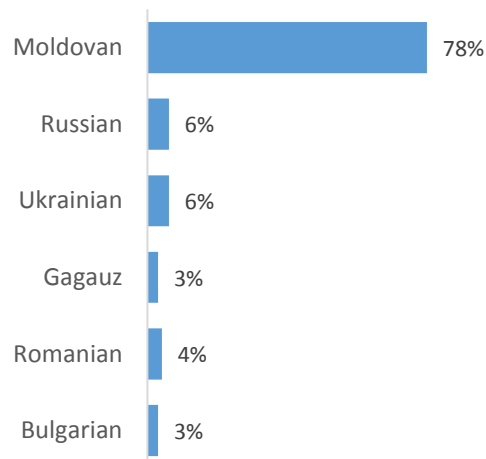


Figure S5 Are you currently ...? – Population

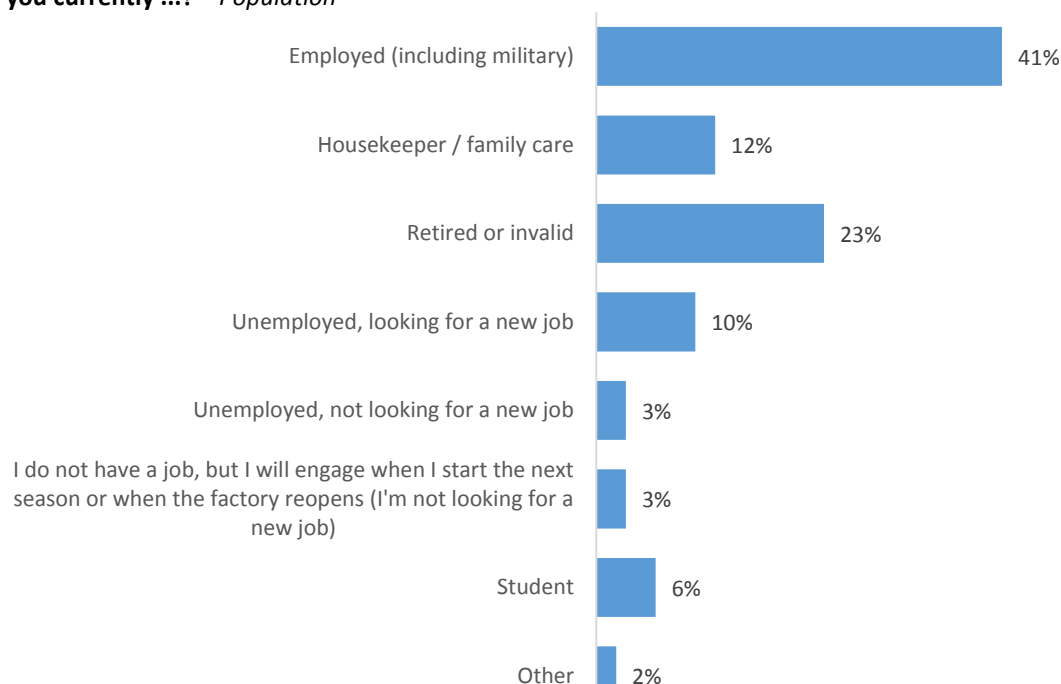


Figure S6. Form of legal organization – Business

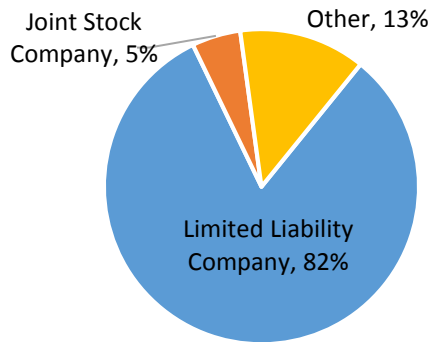


Figure S7. Company size – Business

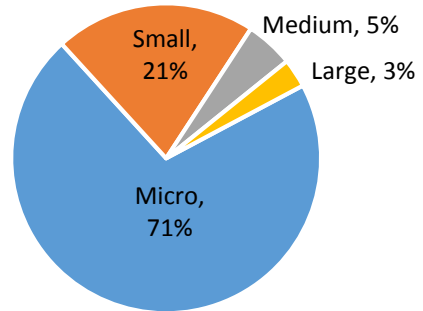


Figure S9. The main area of activity – Business

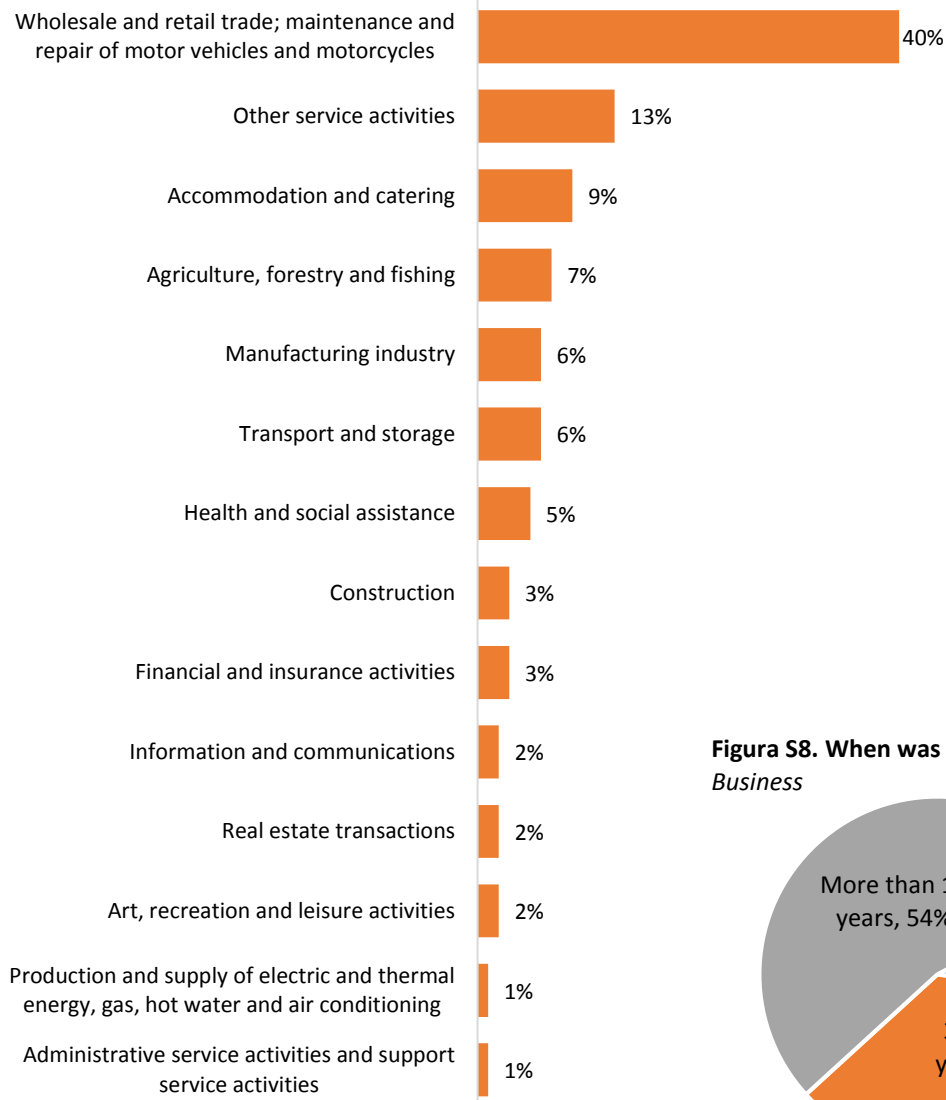
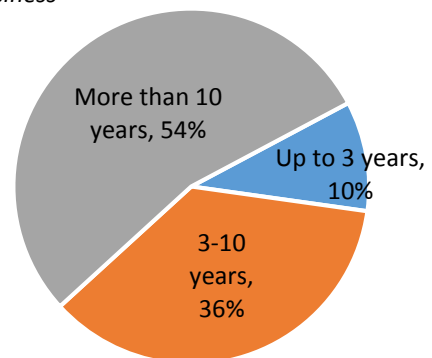


Figure S8. When was founded company? – Business



1.2 Public agents

Figure S10. Gender

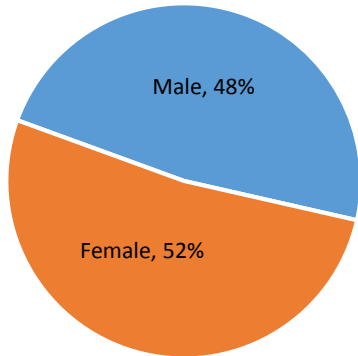


Figure S11. Age group

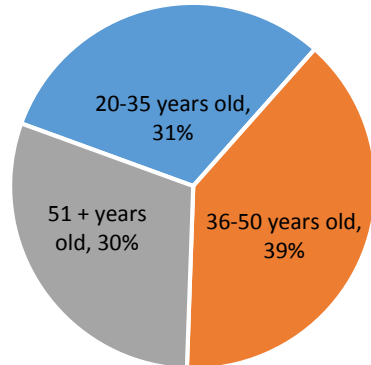


Figure S12. Level of education

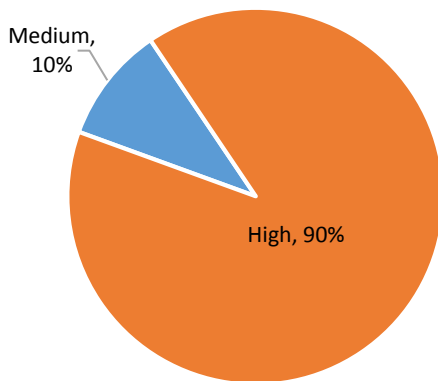


Figure S13. Residence

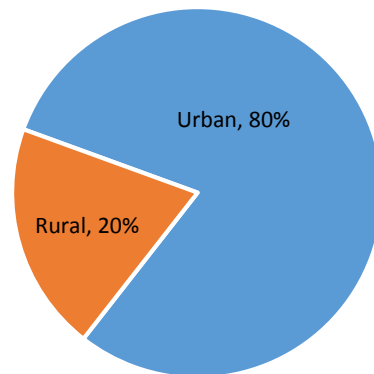


Figure S14. Region

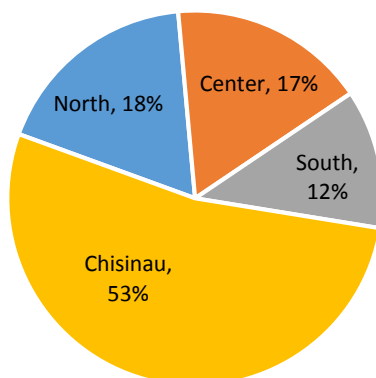


Figure S15. Authority type

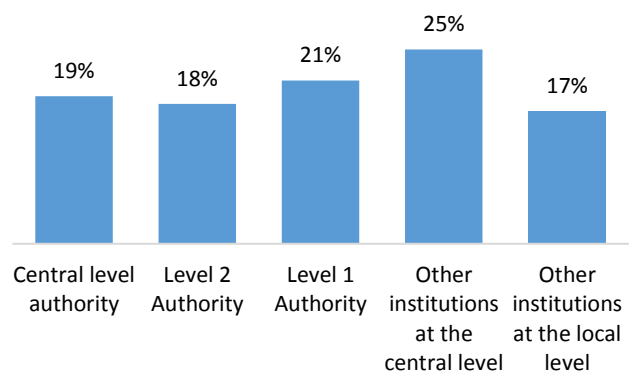


Figure S16. Function category

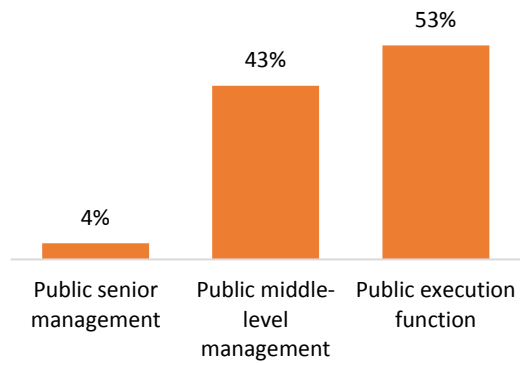
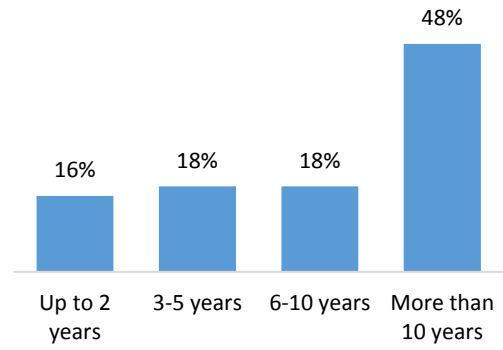


Figure S17. Length of activity within the institution



II. SURVEY OF GENERAL POPULATION AND BUSINESS ENTITIES

2.1. General perceptions

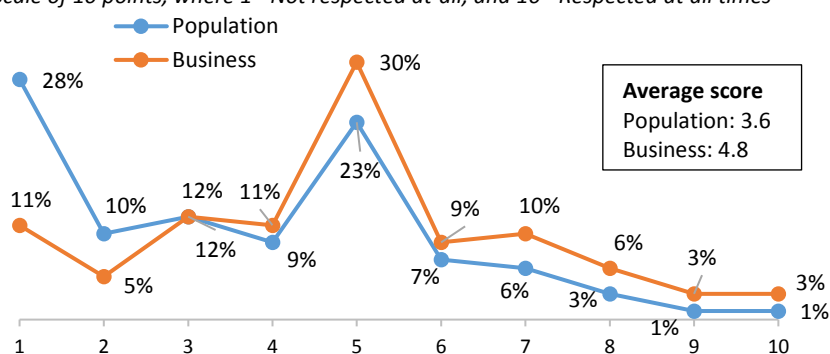
The vast majority of respondents consider that, in general, the human rights in Moldova are generally not respected. Human rights have been assessed on a scale of 1 to 10 where 1 = not at all, 10 = respected (Figure 1). Thus, 82% of the population and 69% of businesses chose scores ranging from 1 to 5. In the case of the population, roughly every 4th person considers that human rights are not at all respected.

The average score for this indicator is 3.6 for the population and 4.8 for the business environment. The low values for both scores denote a very low level of perception of population and businesses regarding respect of human rights in Moldova.

In the case of the population, higher average scores were recorded in the responses of men, young people aged 18-35, with a high level of education, from the urban environment, Chisinau, with high incomes. In the case of the business environment, higher average scores were recorded in the responses of participants in the southern area, medium and large enterprises, working in accommodation and public catering sectors with a three to ten years of working experience that do not use cash or use it up to 50%, who have not faced corruption.

Figure 1. How well are human rights of ordinary people respected generally in Moldova, in your opinion? (A1)

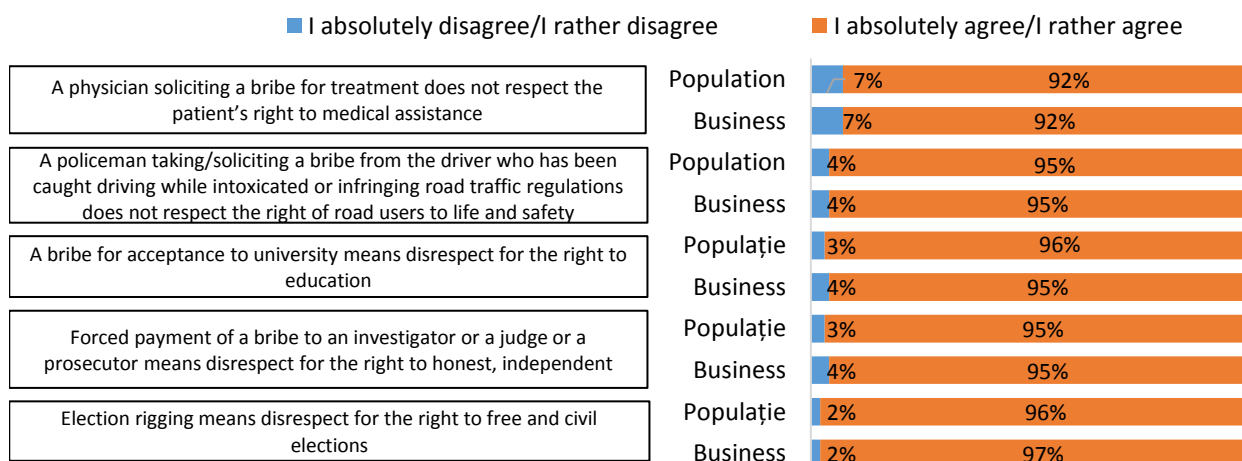
Scale of 10 points, where 1 - Not respected at all, and 10 - Respected at all times



Along with measuring perception of respect for human rights, the study also measured awareness of the fact that any corruption case is a human rights violation. In this context, both the general population and, virtually all the businesses have agreed with some "daily / usual" corruption situations illustrated in Figure 2.

However, a thorough analysis shows that only 73% of the general population and 79% of businesses are fully aware that any corruption case automatically leads to violations of human rights, agreeing to all 5 statements in Figure 2.

Figure 2. How much do you agree with the following statements? (A2)

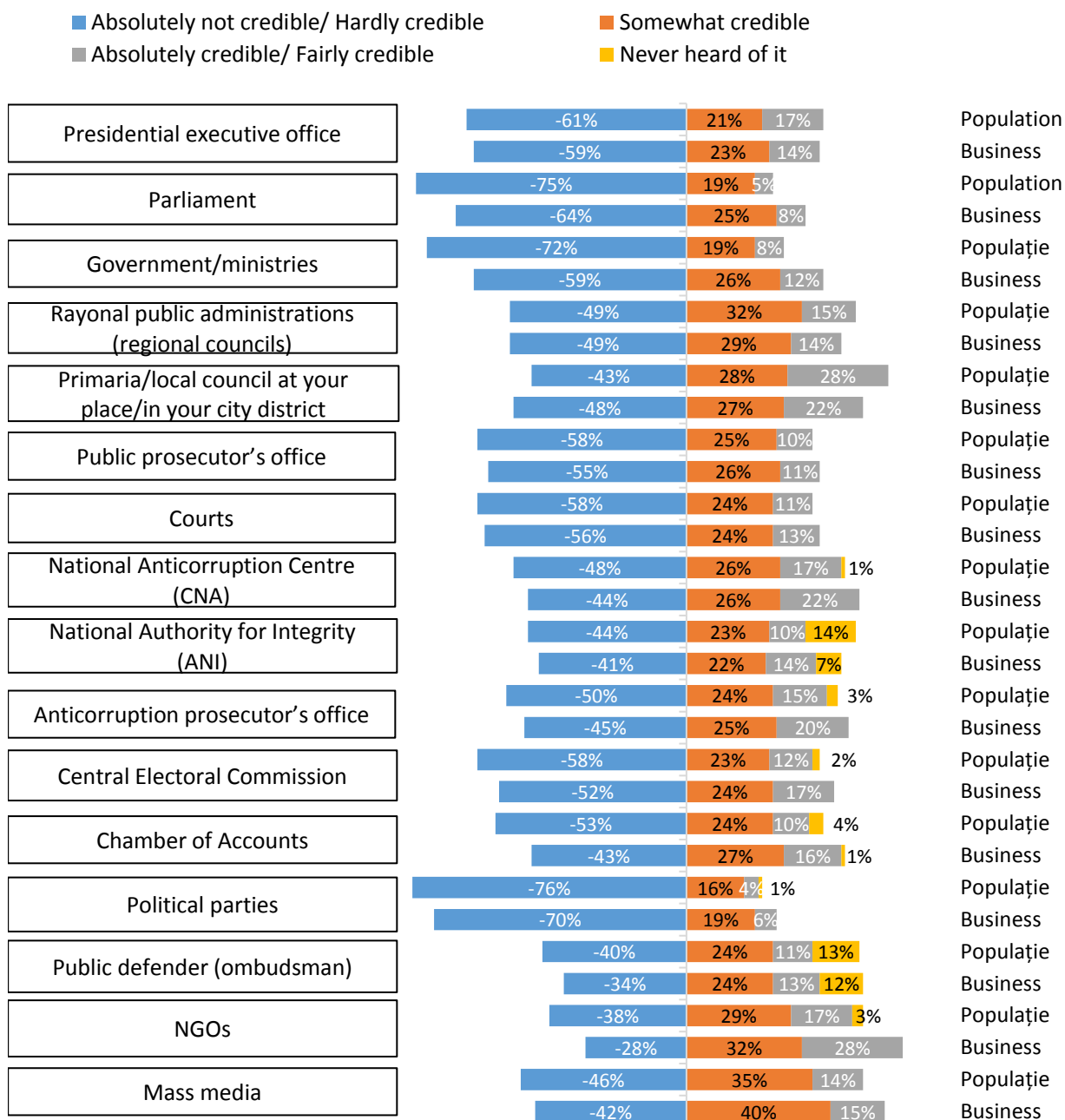


* Differences up to 100% are non-responses

2.2. Trust in public institutions

The results of the study reflect a generally low level of confidence of the population and the business environment in public institutions in the Republic of Moldova. Most respondents said they have little or no trust in them (Figure 3). The in-depth analysis shows that one in ten respondents (12% of the general

Figure 3. How credible are the following authorities/institutions in your opinion? (B1)



population) does not trust any public institution in Moldova and only 8% has some confidence in all institutions. The highest level of mistrust is expressed in relation to political parties (76% of population and 70% of businesses), Parliament (75% of population and 64% of businesses), Government / Ministries (72% of population and 59% of businesses). More than half of the respondents in both categories have little or no confidence in the Prosecutor's Office (58% of the population and 55% of the businesses), the Judiciary (58% of the population and 56% of the businesses), the Central Electoral Commission (58% of population and 52% of businesses). A lower level of mistrust is manifested in relation to LPAs of level two

Centre CIVIS

and one, institutions with anti-corruption attributions and the Court of Accounts: LPA at district level (49% businesses and 49% population) and local council / city council (43% of population and 48% of businesses), National Anticorruption Company [NAC] (44% population and 41% businesses), National Integrity Agency [NIA] (44% population and 41% businesses), the Anti-Corruption Prosecutor's Office (50% of population and 45% of businesses). Of all the public institutions, the Ombudsman received the least qualifications: not at all / little trust (40% population and 34% of businesses).

Unlike the above-mentioned public institutions, NGOs and the media enjoy more trust from the population. The share of those who have chosen the least / little trust option is 38% of the population and 28% of the businesses in the case of NGOs and 46% of the population and 42% of the businesses in the case of mass-media.

By comparing the responses of the population and those of the businesses, for not at all / low ratings, we find higher weights in population responses (Figure 3).

The analysis of option "enough/ very high confidence" indicates that it was (very) rarely expressed by the respondents. In the case of the population, the highest weights were accrued by the first level LPA (28%). In the case of other institutions, none accumulates at least 20% in responses. In the case of businesses, the most trusted institutions are NGOs (28%), first level LPAs (22%), NAC (22%).

Some survey participants were unable to express confidence in some public institutions because they do not know about their existence. The least known are NIA (14% of population and 7% of businesses) and the Ombudsman (13% of population and 12% of businesses) – Figure 3.

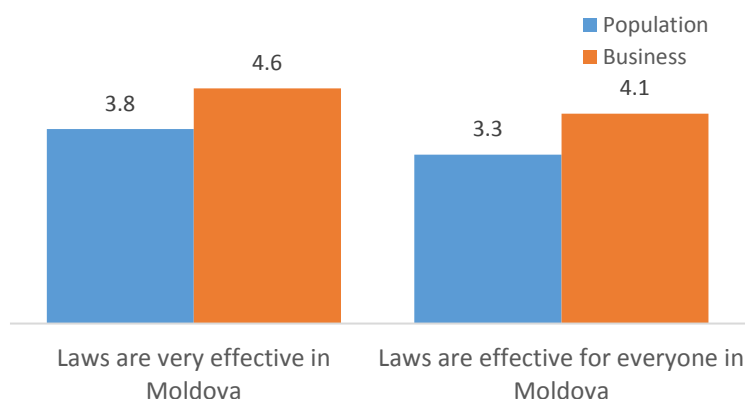
The general perception expressed by the majority of the survey participants is that laws in the RM do not work. Opinions on the degree of operation of laws have been measured on a scale of 1 to 10 where 1 = laws are not working at all, 10 = the laws work very well. Thus, 81% of the population and 68% of businesses have chosen the values from 1 to 5 on a scale, which shows a low level of confidence of the population in the functionality of the legislation.

Figure 4. How much do you agree with the following statements? (B2)

Scale of 10 points, where 1 - Laws are not effective in Moldova and 10 - Laws are very effective in Moldova

Scale of 10 points, where 1 - Laws are effective only for some people in Moldova and 10 - Laws are effective for everyone in Moldova

Average value



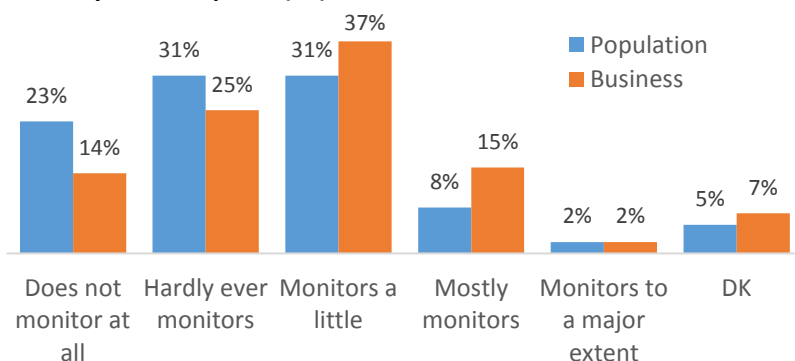
The average score calculated for the indicator "laws in the Republic of Moldova works" is 3.8 for the population and 4.6 for the businesses (Figure 4).

In the case of the population, higher average scores were recorded in the responses of women, young people aged 18-35, with a high level of education, from the urban environment, Chisinau, with high incomes. In the case of the business environment, higher average scores were recorded in the responses of the respondents from rural and central areas, medium and large enterprises, with 3-10 years of working experience, who do not use cash or use it in proportion up to 50% who have not faced corruption.

Another general perception is that laws in the Republic of Moldova are not applied equally to all citizens. 85% of the population and 77% of the business people have this point of view. The average score calculated for the indicator "laws in RM applies equally to all" is 3.3 for the population and 4.1 for the businesses (on the 10-point scale, where 1 = the laws do not apply equally to all, 10 = the laws are applied equally to all) - Figure 4.

In the case of the population, higher average scores were recorded in the answers of young people aged 18-35, with high level of education, from the urban environment, Chisinau, with average incomes who had the experience of informal payments. In the case of the business environment, higher average scores were recorded in the responses of participants from the rural and southern areas, medium and large enterprises, in the commercial sector, with 3-10 years of working experience, who do not use cash or use it up to 50%, who had the experience of informal payments.

Figure 5. How much does the Parliament monitor effectiveness of the laws they have adopted? (B3)

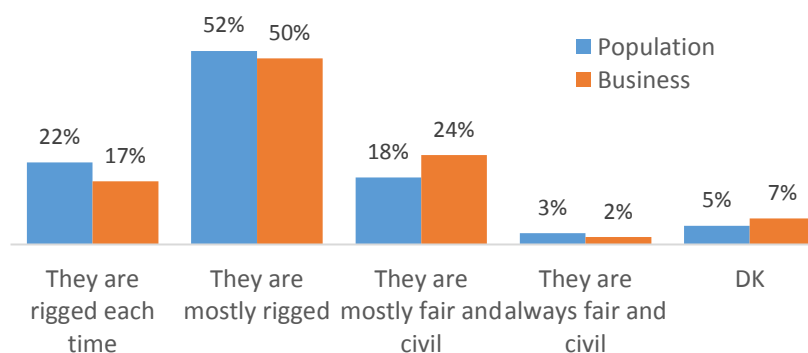


The extent to which the Parliament of the Republic of Moldova has control over the way the laws function which are adopted is at a very low level in the perception of the respondents. 85% of the population and 76% of the businesses said that the Moldovan Parliament has virtually no control (it has little or no control at all) on the laws it adopts (Figure 5).

Most respondents have no confidence in the fairness of

Moldovan elections. Thus, 74% of the population and 67% of businesses declare that the elections in our country are always / rather falsified - Figure 6. The share of those who consider that the elections are rather / always correct and free constitute 21% of the population and 26% of the businesses.

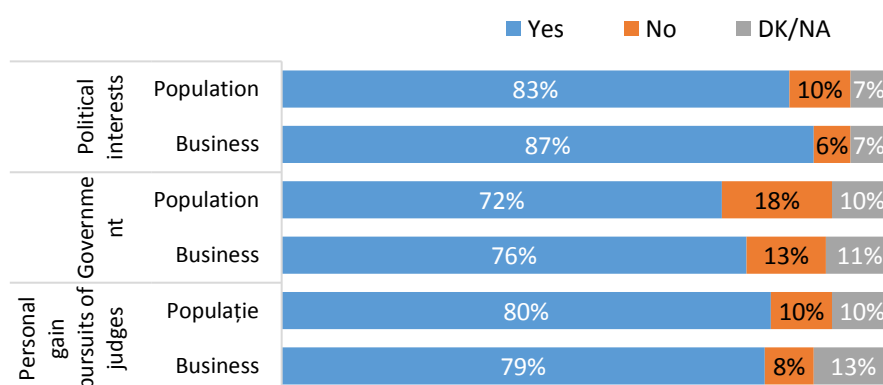
Figure 6. Which statement comes closest to your opinion of elections in Moldova? (B4)



Justice in the Republic of Moldova does not enjoy the trust of the citizens, being considered influenced by external factors. The value of the integrated indicator shows that only 3% of the population and businesses consider that Moldova's justice is totally independent. Thus, approx. 4 out of 5 respondents believe that justice is influenced by political interests (83% of the population and 79% of businesses) and/or the interest related to enrichment of

judges (80% of the population and 79% of businesses) and around 3 out of 4 people consider justice to be influenced by Government (72% of population and 76% of businesses) - Figure 7.

Figure 7. Are Moldovan courts of law affected by? (B5)

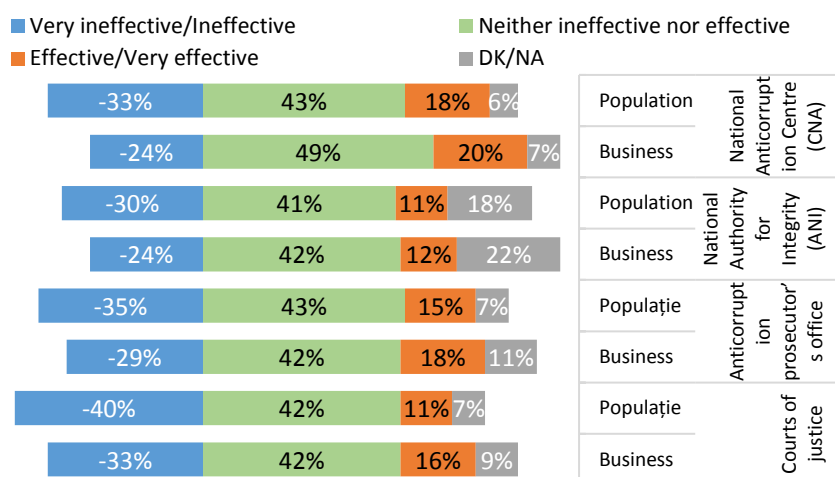


In the case of the population, these opinions were recorded more frequently in the responses of high-educated people, in the urban environment, in Chisinau, with high incomes, in the responses of people who have the experience of informal payments. In the case of the business environment, these opinions were more

frequently recorded in the responses of urban, southern areas and Chisinau, small enterprises, private property structure, joint stock companies as a form of organization, with a working experience of less than 3 years, who faced corruption and had the experience of informal payments.

The financial control, carried out by the Court of Accounts in public institutions is not independent as well according to the majority of respondents. Thus, 62% of the population and 54% of businesses declare that

Figure 8. How effective are in your opinion the current efforts of the following anti-corruption authorities? (B7)



the public institutions audit is politically influenced, and each third participant in the survey in both categories considers that the audit is influenced by the Government.

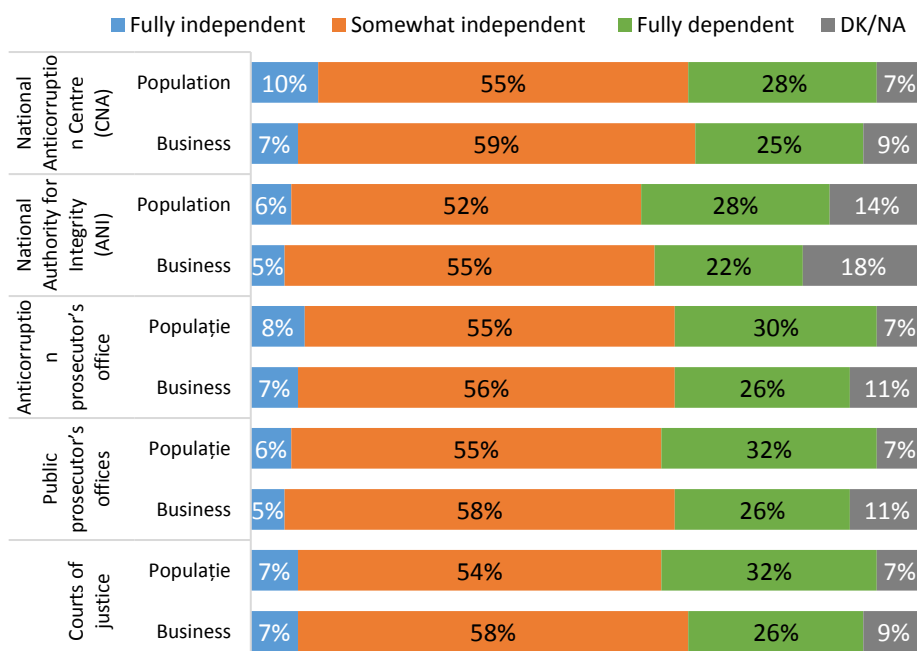
Only 11% of the population and 15% of businesses consider the Court of Auditors to be independent in auditing public entities.

Regarding the current activity of the various authorities with anti-corruption attributions,

the highest weights in answers related to the "average" rating.

However, this option was selected by less than half of the population (more specifically, about 2 out of 5 people rated the activity of each institution) – Figure 8. The "bad / very bad" ratings were expressed by approximately every third respondent in the population and about 1/4 of the businesses in relation to NAC, NIA and the Anti-Corruption Prosecutor's Office. Most negative evaluations were against the courts (40% of the population and 33% of the businesses). The share of those who positively evaluate the work of the various

Figure 9. How independent are in your opinion the following authorities? (B8)



authorities with anti-corruption attributions is considerably lower (about 1/5 of the respondents in both categories have positively evaluated the work of NAC and the Anti-Corruption Prosecutor's Office, and the least positive assessments were expressed in relation to NIA and courts).

In comparison with other institutions, those with anti-corruption attributions are considered by many respondents to be independent. Thus, just over half of the population and businesses

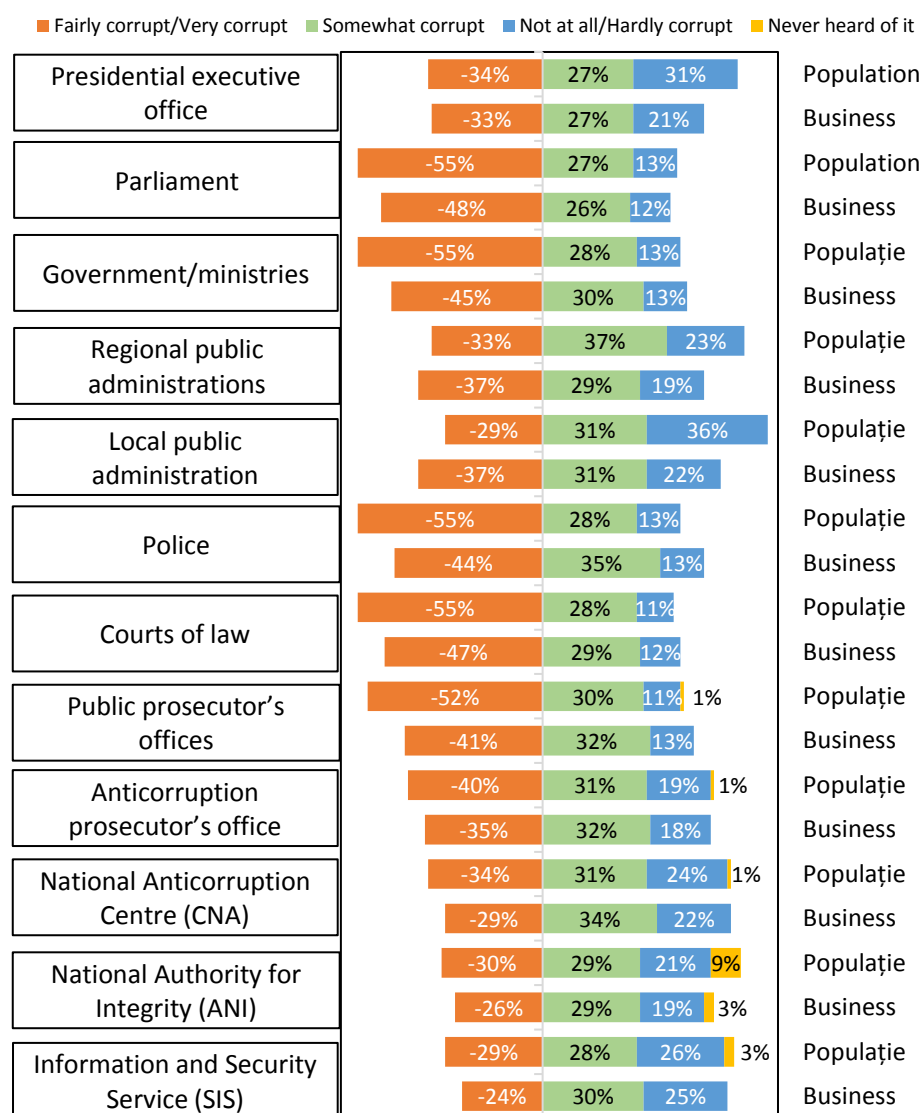
representatives consider the NAC, NIA, the Anticorruption Prosecutor's Office, the Territorial General

Prosecutor's Office and the Courts as partially independent (Figure 9). The lack of independence of these institutions is expressed by about every third representative of the population and about every fourth business.

2.3. Perceptions and attitudes towards corruption

The perception of the level of corruption in public institutions is a very bad one. The value of integrated indicator shows that every second respondent considers that there is no public institution in Moldova that is not corrupt. This perception is predominant in the case of young people (62%), urban population (66%),

Figure 10.1. How corrupt are in your opinion the following authorities? (C1)



Chisinau inhabitants (72%) and informal payments (62%). At least half of the population surveyed declare that the following institutions are quite / very corrupt: Political parties - 63%, Medical institutions and Customs Service - 56%, Parliament, Government / Ministries, Police, Courts - 55%, General and Territorial Prosecutor's Office, 52%, Border Police - 50% (Figures 10.1, 10.2, 10.3).

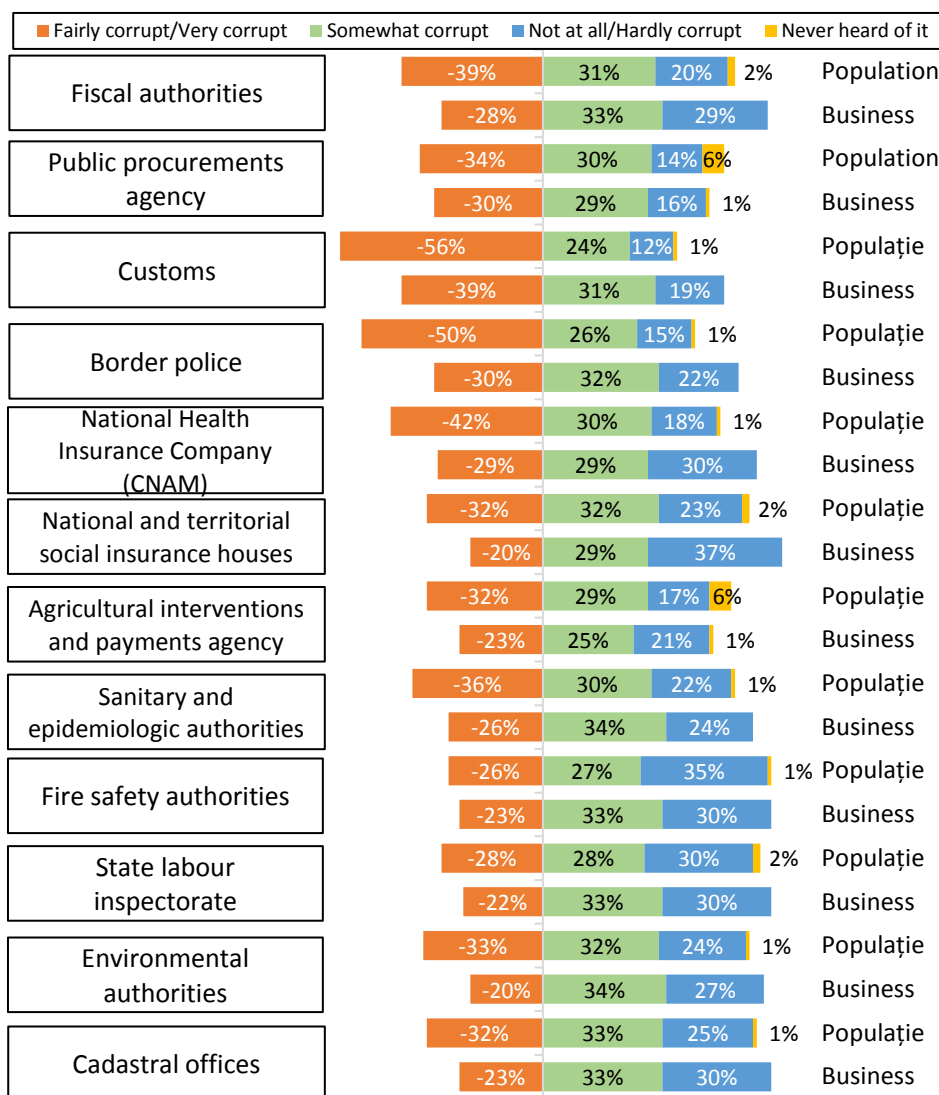
In practice, the same institutions are also considered highly corrupted by respondents in the business sector, but with smaller shares in answers: Political parties - 51%, Parliament - 48%, Government / Ministries - 45%, Police and Medical institutions - 44% each of them. The General and Territorial Prosecutor's Office and the Courts - 41% for each of them (Figures 10.1, 10.2, 10.3).

Institutions considered not at all corrupt / a little corrupt, which accounted for the highest proportions in population responses (at least 1/3) are level one LPA (36%) and anti-incendiary inspections (35%) - Figures 10.1, 10.2, 10.3.

In the case of respondents in the business sector, several institutions were considered not at all / little corrupted by at least 1/3 of them: Businesses - 41%, Banks - 40%, NGOs - 41%, CNAS (National House of Social

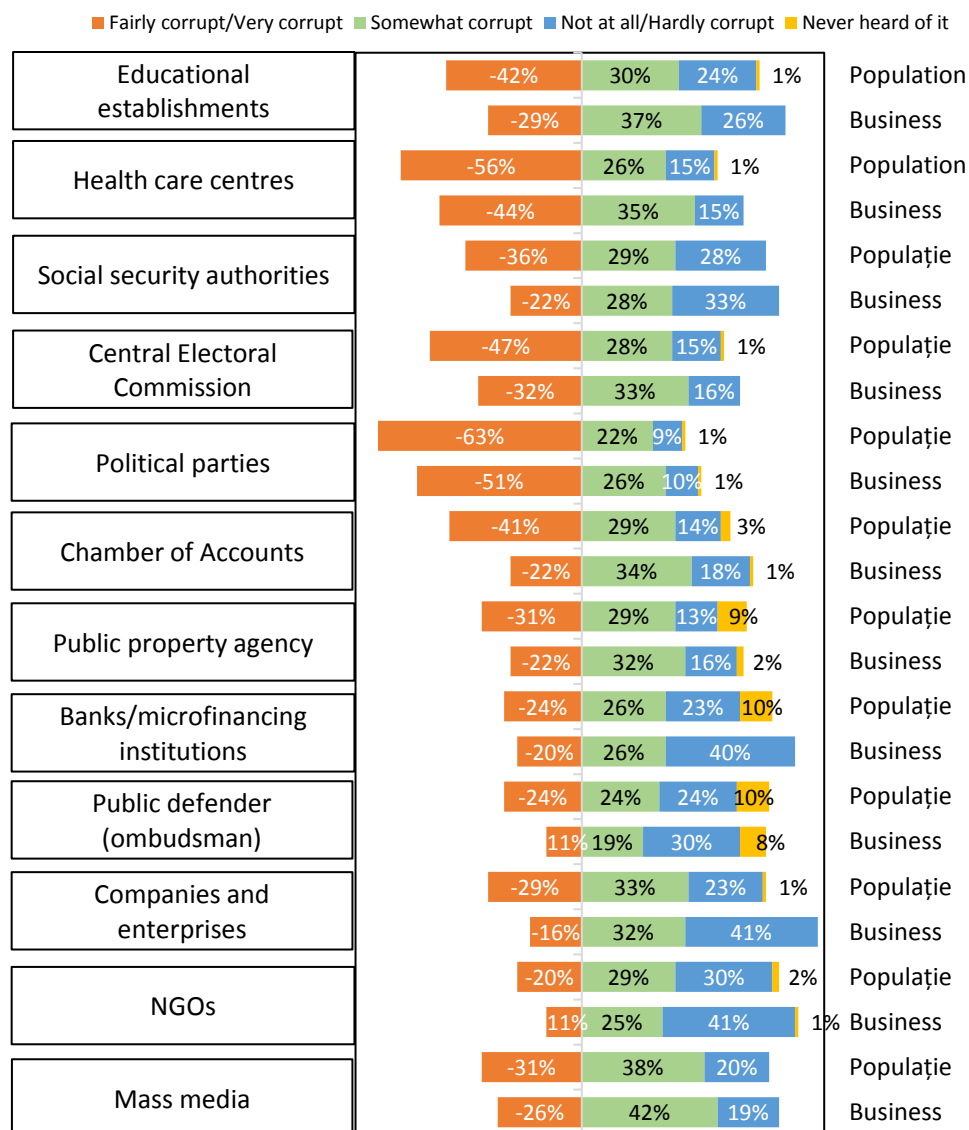
Insurance), CTAS (Territorial House of Social Insurance)- 37 %, Social Assistance - 33% (Figures 10.1, 10.2, 10.3).

Figura 10.2. How corrupt are in your opinion the following authorities? (C1)



The "pretty / very corrupt" options prevailed in the population's responses, and the "not at all / a little corrupted" options prevailed in the answers of businesses. As a result, the business sector shows a more positive perception of the Moldovan institutions in terms of the level of corruption compared to the general perception of the population (Figures 10.1, 10.2, 10.3).

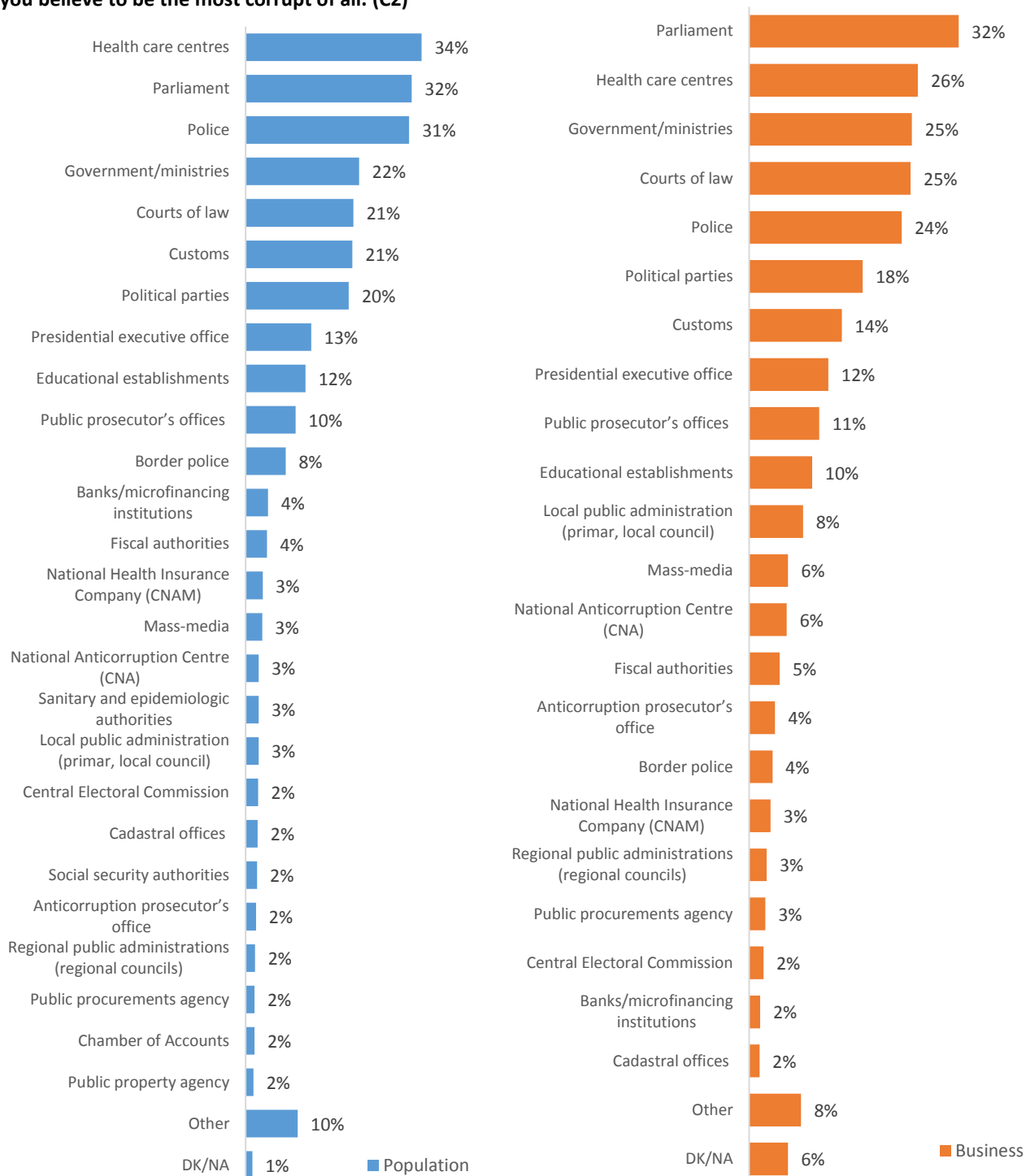
Figura 10.3. How corrupt are in your opinion the following authorities? (C1)



Answers to the question "Which of the above institutions are the most corrupt" shows that in the case of the population, they are the Health Institutions, the Parliament and the Police (about one-third of the answers for each entity).

In the case of businesses, the most corrupt are Parliament (32%), Health Institutions (26%), Government / Ministries (25%) and Courts (25%) - Figure 11.

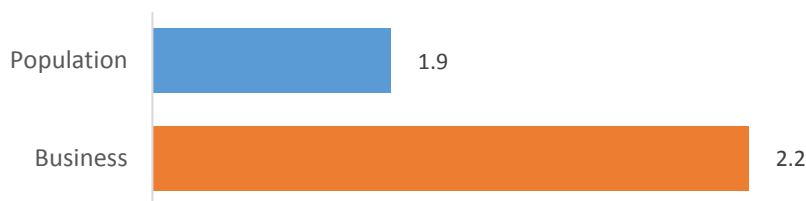
Figura 11. Please choose three institutions and authorities from among those listed in the previous question which you believe to be the most corrupt of all. (C2)



Survey participants were asked to assess the seriousness of the corruption problem in Moldova. The evaluation was carried out on a scale of 10 points, where 1 = corruption in Moldova is a very serious problem, and 10 = corruption in Moldova is not at all a problem. Most respondents (about two-thirds of both categories) consider the phenomenon of corruption in Moldova a very serious problem, giving the mark 1.

Figure 12. How much do you agree with the following statement, ‘Corruption is a problem in Moldova?’ (C3)

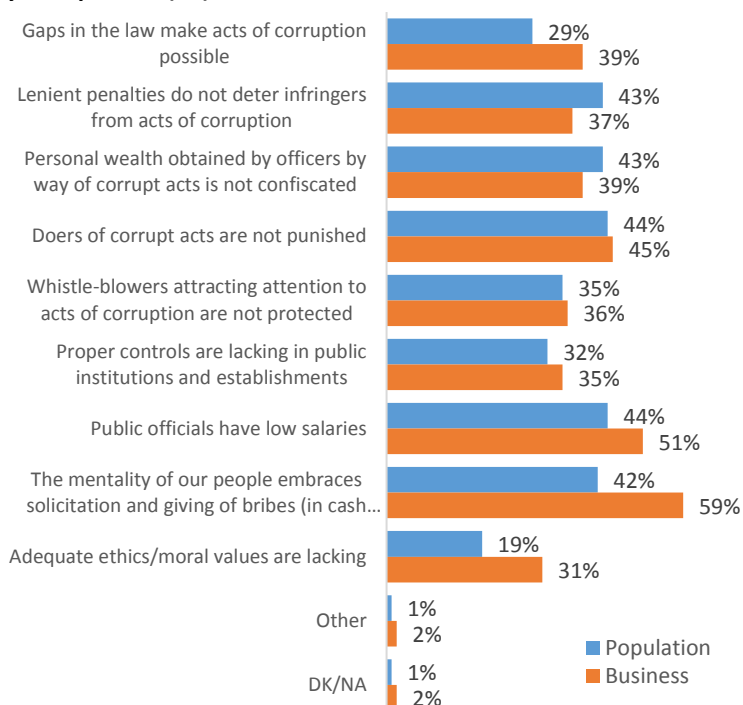
Average - Scale of 1 to 10 where 1 = Corruption is a major problem in Moldova and 10 = Corruption is not a problem in Moldova.



The average score for this question is 1.9 for the population and 2.2 for the business environment (on a 10-point scale). The low values confirm the very negative general perception regarding the phenomenon of corruption in Moldova (Figure 12).

In the case of the population, relatively higher average scores were recorded in the responses of men, young people aged 18-35, with a high level of education in the urban environment, in Chisinau, with high incomes. In the business environment, higher average scores were recorded in respondents from rural, northern and center areas, large enterprises with private ownership, with 3-10 years of working experience, which were not faced with corruption and had no experience of informal payments.

Figure 13. What are the principal reasons for corruption in Moldova in your opinion? (C4) MULTIPLE RESPONSE OF AT LEAST 3 OPTIONS



The causes of corruption are diverse. In the case of the surveyed businesses, the prevalent opinions are that the main causes are the mentality of demanding and offering bribery (59%), but also the low salaries in the public sector (51%). And the population identifies among the two main causes: the mentality of demanding and giving bribes (42%) and the low payment in the public sector (44%), plus others who have accumulated the highest shares in answers (non-punishment of corrupted persons (44%), mild punishments that do not discourage involvement in corruption (43%), non-confiscation of public agents' goods, obtained through corrupted acts – Figure 13.

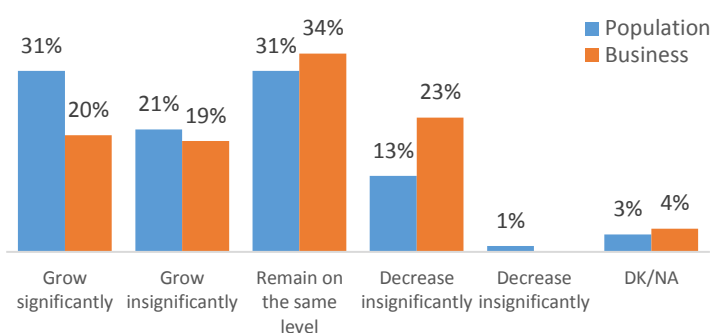
The perception of the respondents about the evolution of the corruption phenomenon in the Republic of Moldova is also negative (Figure 14). Thus, 52% of

the population and 39% of businesses consider that the phenomenon of corruption has increased slightly / considerably over the past year. This perception has been invoked more often by women, residents of the north region, with low and medium income levels, those who have faced corruption acts.

Approx. 1/3 of the respondents in both categories consider that there are no changes in the level of corruption during the last 12 months since the survey was conducted.

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Figure 14. In your opinion, did corruption in Moldova last year ...? (C5)



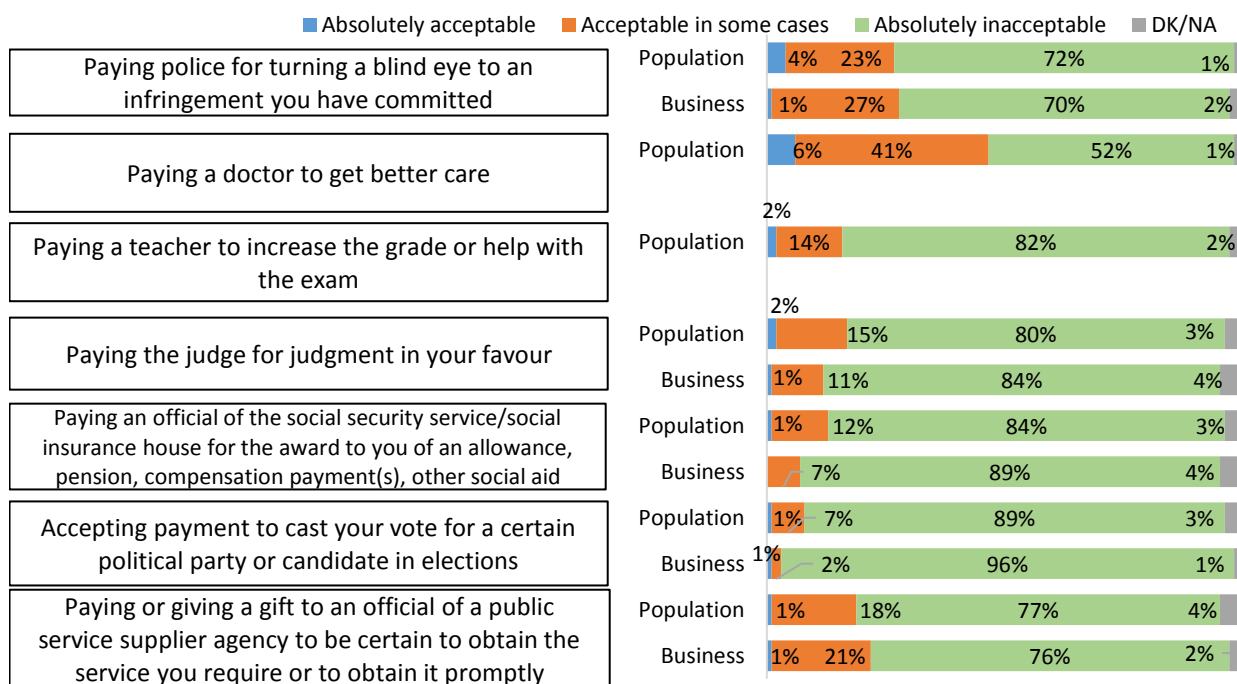
2.4. Stability of anticorruption values

Together with the perception of the severe corruption in Moldova, the high level of corruption in public institutions and the very low level of confidence in the public institutions, the survey also shows a low level of stability of the anticorruption values among the population and businesses. Thus, only 45% of the general population and 61% of businesses consider any corruption situation to be unacceptable, i.e. they do not accept to bribe in any situation, regardless of the personal benefit. In the case of the population, the level of stability of anti-corruption values is higher for older persons (53%), Centre region residents (54%), persons who did not face corruption acts (51%).

Hereinafter, Figure 15 illustrates the level of tolerance for different corruption situations. Thus, for 96% of businesses and 89% of the population it is unacceptable to be paid for the vote in favor of a certain political party or electoral competitor. 84% of the population and 89% of businesses never give/would not give money to employees from social assistance/ social insurance to get allowance, pension, indemnities, other social benefits. For 80% of the population and 84% of businesses it is inadmissible to give money to a judge for him to make a decision in favor of the respondent.

A lower level of intolerance is seen in the bribery cases of public service providers so that they can benefit by this sooner (77% of population and 76% of businesses); and roughly every 4th respondent accepts these situations. And cases of paying a policeman to "close his eyes" to certain offenses committed are more tolerated by respondents. Thus, 72% of the population and 70% of the businesses would not accept them at all, while each of the 5th survey participant would accept these situations - Figure 15.

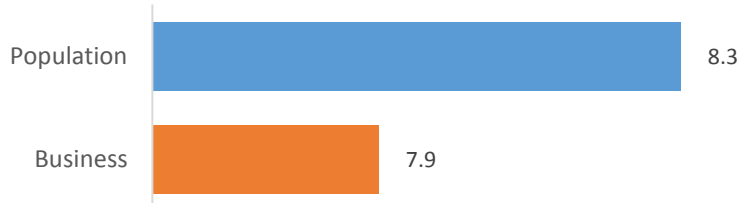
Figure 15. To what extent are the situations described below acceptable for you personally? (D1)



Of all the situations presented in Figure 15, the most acceptable is the payment of a physician to receive better care. Nearly half of the population (47%) are willing to bribe physicians for better healthcare, while 52% declare these situations unacceptable (Figure 15). At the same time, the whole population sees health institutions as the most corrupt public institutions.

Figure 16. What is your personal attitude to unofficial payments? (D2)

On a scale of 1 to 10 where 1 = 'I prefer an unofficial payment system because it enables me to obtain required services promptly' and 10 = 'I prefer not to have a system of unofficial payments – even though I'll have to wait longer for required services'



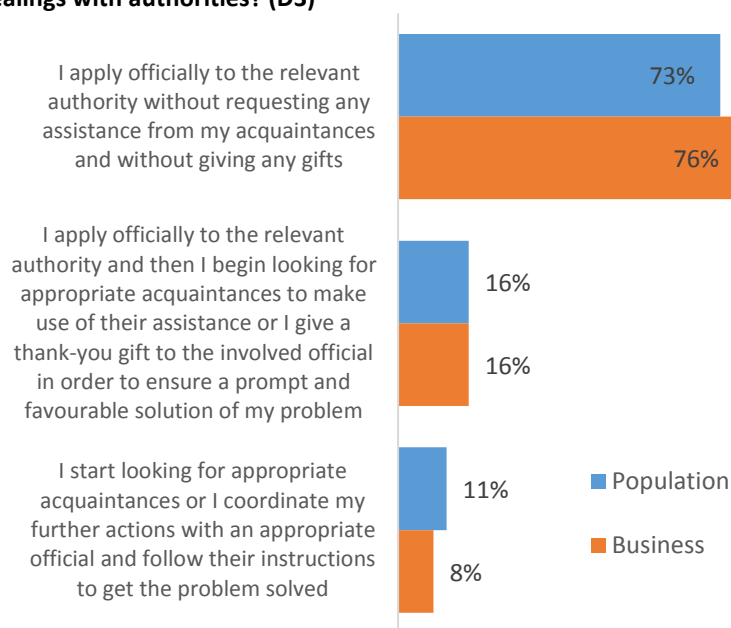
The survey also measured the general attitude of respondents to informal payments (Figure 16). This indicator has been measured on a scale of 1 to 10, where 1 = I prefer to have an informal payment system, because I have faster access to services, 10 = I prefer that there is no system of informal payments even if it would mean longer access of services.

The survey results show that **survey participants have a negative attitude towards informal payments**. Or, the

average attitude is 8.3 for the population and 7.9 for the business sector, which shows that Moldovans would prefer to wait longer for services, then to pay unofficially for speed.

Asked how they prefer to solve problems with public authorities, the majority of respondents said they were officially addressing the institution without calling to acquaintances and making gestures of gratitude

Figure 17. What is your preferable method to solve your problems in dealings with authorities? (D3)



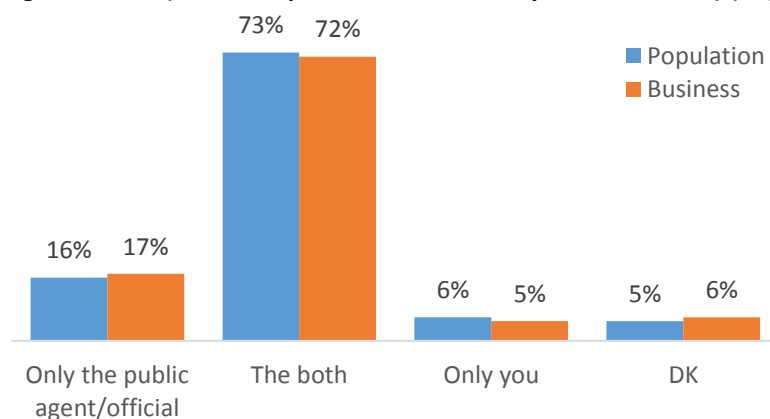
(73% of population and 76% of businesses) - Figure 17. These are predominantly male, over 60-year-old, low education level, from the Centre, with a low-income, experienced non-formal payments and faced corruption acts.

In the case of businesses, this response was more often expressed by those in the center area, big enterprises, trade and construction, who have been active for more than 10 years, who do not use cash, who did not face acts of corruption and did not experience informal payments.

The others approx. 1/4 recourse to informal ways. Some, at first, are officially addressing the institution, and then look for familiar persons or thank the official to ensure a

quick and favorable resolution of the problem (16% of the population and businesses). Others from the beginning resort to the help of the acquaintances or come to an agreement with an employee to solve the problem (11% of population and 8% businesses) - Figure 17.

Figure 18. Who do you believe has to be penalized in the event YOU BLOW A WHISTLE indicating that you have given a bribe to a public agent/official (whether upon solicitation or on your own accord) (D4)



Although the respondents have shown a low level of tolerance for corruption, they are aware that bribery leads to the punishment of both parties involved – both, of the person who received a bribe (public entity) and of the person who gave a bribe (73% of population and 72% of businesses) - Figure 18.

In the case of the population, they are as a priority, people up to 60, from the center and south, with high incomes who have not faced corruption and have not paid unofficially. In the case of business respondents, they are as a priority

from urban, south areas and Chisinau, LLC as a form of organization, who use more than 50% cash, and have had informal payments.

At the same time, 16% of the population and 17% of businesses consider that if a person gives a bribe to a public entity, only the latter will be held accountable. 6% of the population and 5% of businesses have different opinions, considering that they only risk being sanctioned for a bribery given to a public agent.

2.5. Corruption experiences

Survey participants have been asked if during the last 12 months they have interacted with different public institutions in Republic of Moldova. In the case of the business sector, they interacted most often with tax inspectorates (67%) and communal service providers

Figure 19. Have you had any interaction with this institution during the last 12 months? (E1.1) (only affirmative answers)

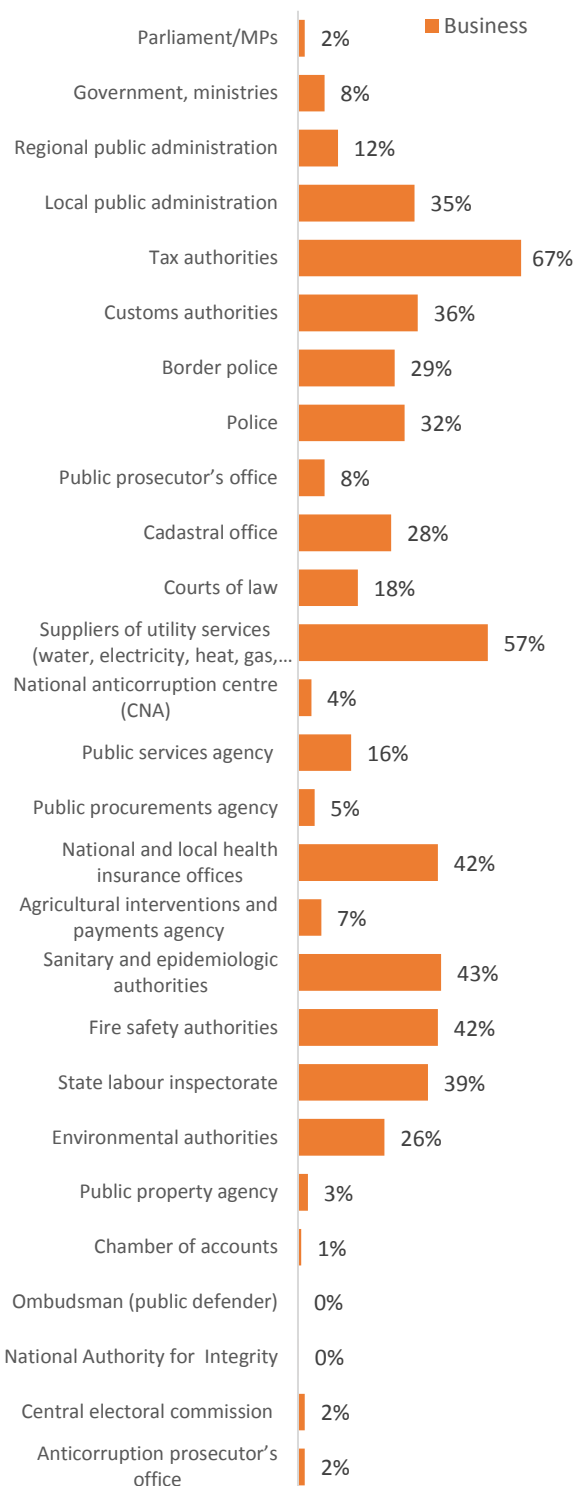
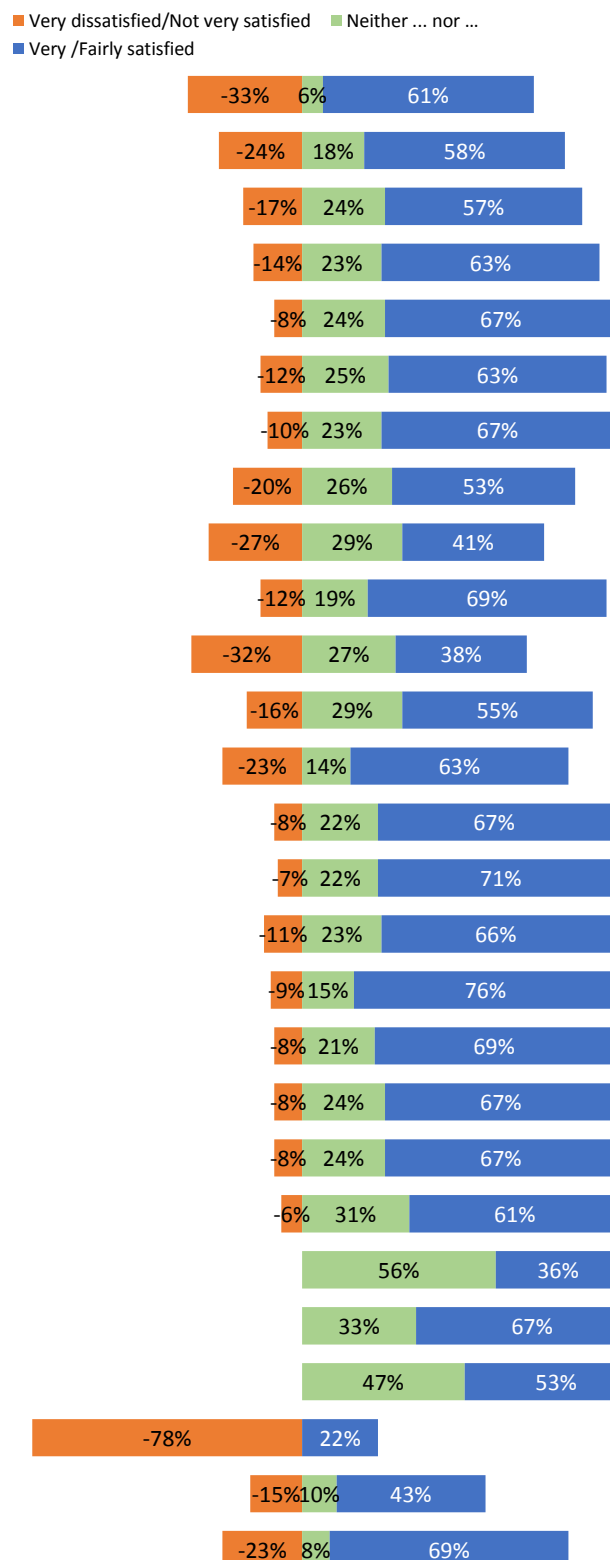


Figure 20. Were you satisfied with your interaction with public officials during the last 12 months? (E1.2)

Sub-sample: respondents who appealed to these institutions



(57%). Approximately 2 out of 5 business representatives interacted with sanitary-epidemiological inspections (43%), anti-incendiary inspections (42%) and health insurance entities (42%). Approximately one third of businesses interacted with labor inspection (39%), customs service (36%), first level LPA (35%) and police (32%) - Figure 19.

Most businesses who have been involved with the various institutions listed in Figure 19 remained satisfied with the interaction with public agents from these institutions - Figure 20.

The same questions were addressed to the population. It is noted that the population has less interacted with public institutions over the last 12 months. The population contacted the most with the health institutions (60%), the communal services providers (41%) and LPA at the level of locality (27%) - Figure 21.

And in the case of the population, the share of those satisfied with the interaction with the public agents from the institutions concerned is higher than the proportion of the dissatisfied ones - Figure 22. The highest percentage of people dissatisfied with the interaction with public institutions were registered in the case of Government / Ministries (61%), Courts (48%) and Parliament (44%).

The analysis of integrated indicators shows that 77% of the general population and 92% of businesses have been involved with at least one public institution within 12 months of the survey period.

48% of the general population and 59% of the businesses who interacted with public institutions remained satisfied with their interaction with them. The average satisfaction level was 3.3 points for the general population and 3.5 points for businesses on a 5-point scale where 1 = Very dissatisfied and 5 = Very satisfied.

Figure 21. Have you had any interaction with this institution during the last 12 months? (E1.1) (only affirmative answers)

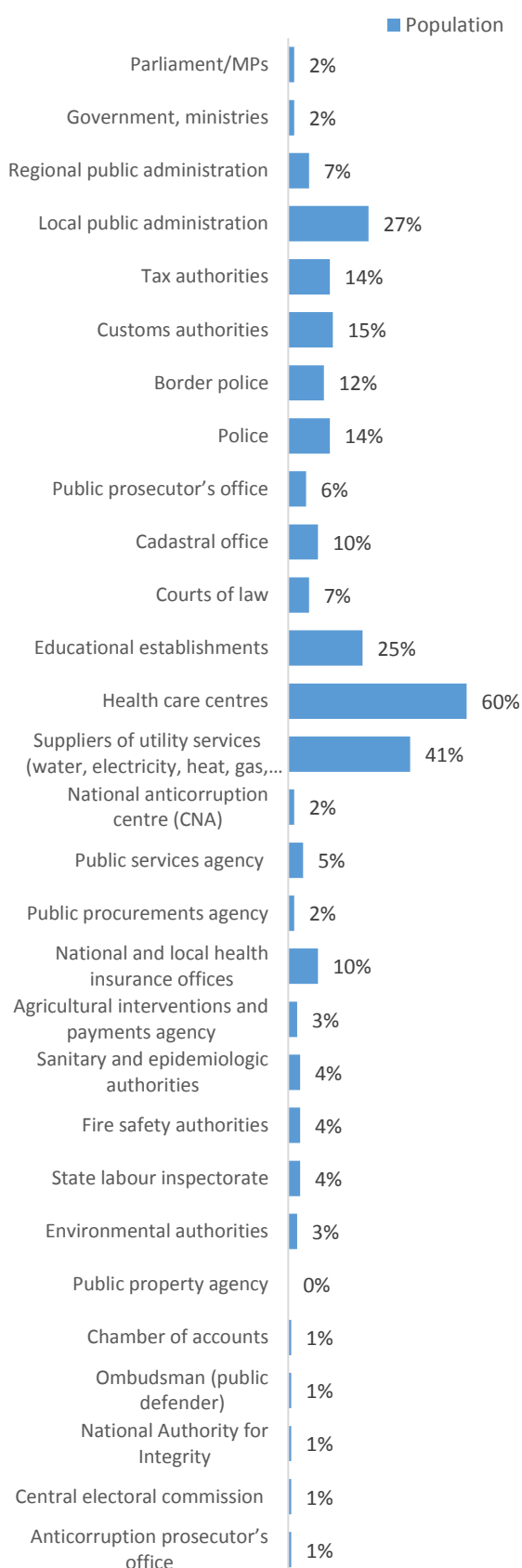
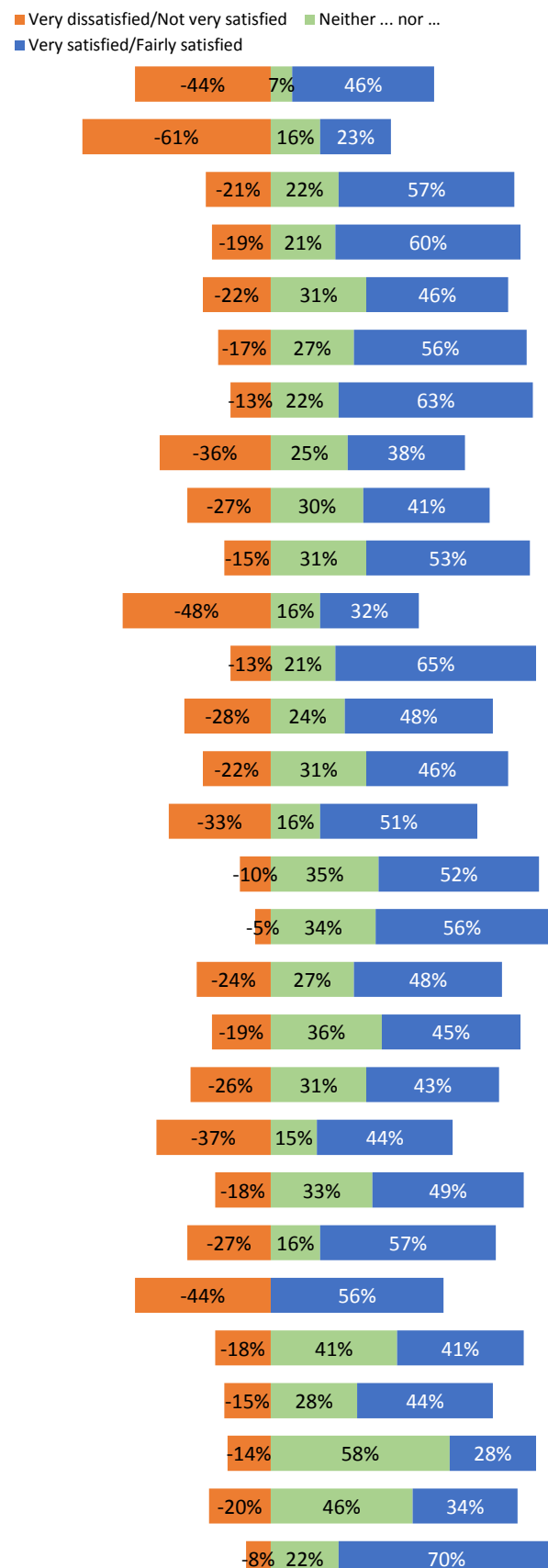
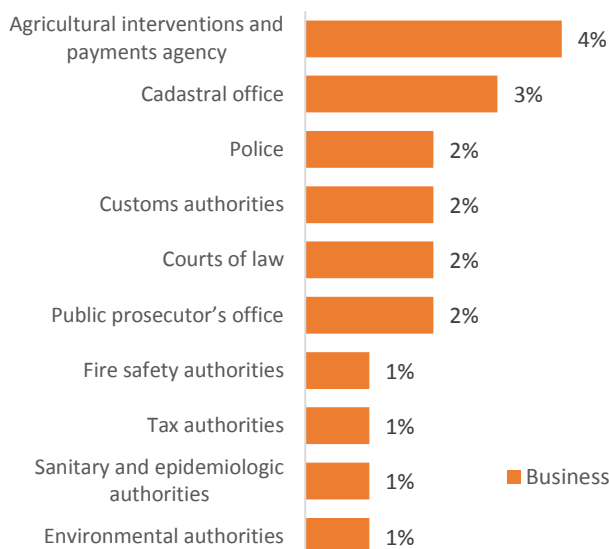


Figure 22. Were you satisfied with your interaction with public officials during the last 12 months? (E1.2)
Sub-sample: respondents who appealed to these institutions

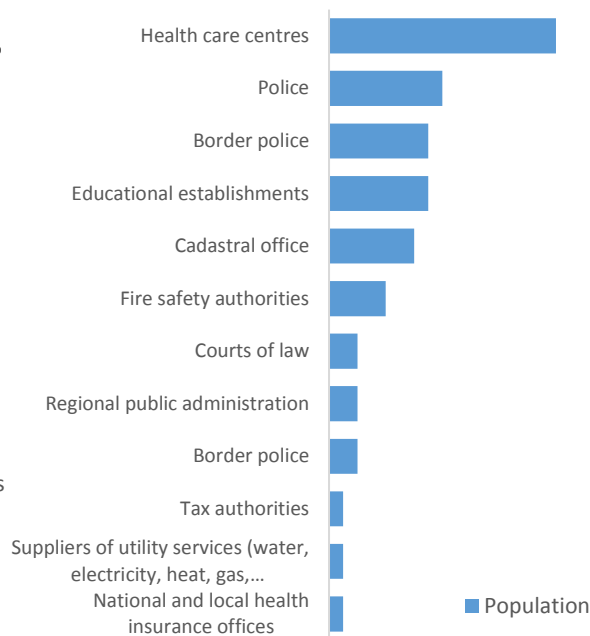


After interacting with public institutions, 11.3%³ of the general population and 3.6% of businesses provided informal payments within one year since the survey was conducted. Moreover, 4% of the population and 2% of businesses provided informal payments to several public institutions.

Figure 23. Did you make any unofficial payments during the last 12 months? (E1.3) (only affirmative answers)

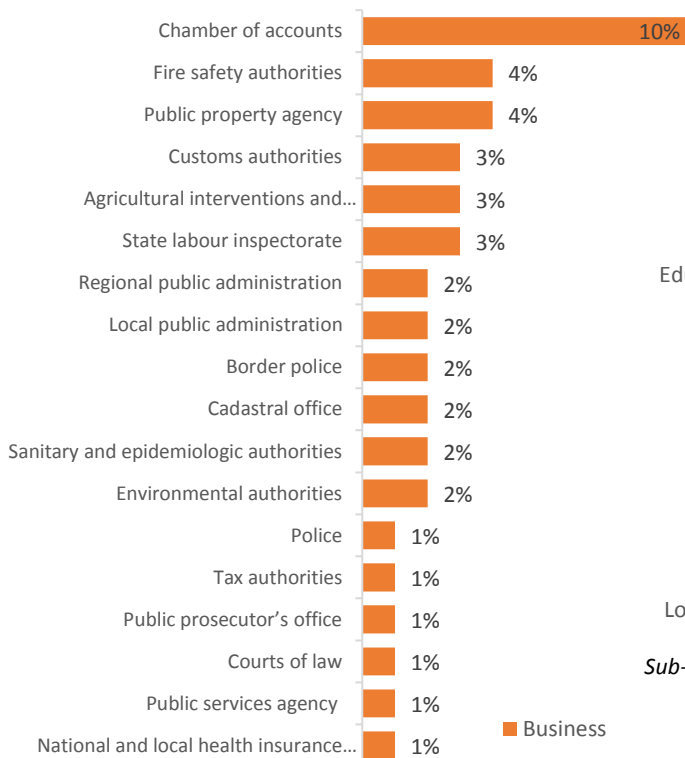


The population has mostly bribed medical institutions (16%), police (8%), customs officers



and educational institutions (7%) and cadastral offices (6%) - Figure 23. The businesses offered

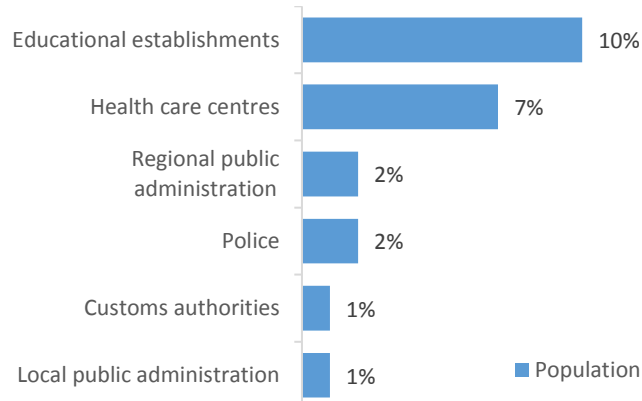
Figure 24. Did you give any gifts in the last 12 months? (E1.6) (only affirmative answers)



Sub-sample: respondents who appealed to these institutions

a bribe predominantly to the Agency for Intervention and Payment for Agriculture and Cadastral offices (Figure 23).

In addition, 6.2% of the general population and 3% of economic agents offered bribes in the form of goods.



Sub-sample: respondents who appealed to these institutions

³ Estimates of the incidence of bribery and bribe volume are considered to be under-estimated as many respondents refused to answer the questions or offered evasive answers because of fear of being later identified and sanctioned.

Businesses offered gifts mainly to the Court of Accounts, Fire Inspectorates and the Public Property Agency (Figure 24). In the case of the population, the institutions that enjoyed a larger number of gifts were educational institutions and health institutions.

The average frequency of bribes offered to public institutions with which respondents interacted was 3.7 times for the general population and 6.1 for businesses.

The estimated volume of bribes (in cash and goods) offered within 12 months from the period of conducted study was 278 million lei provided by the general population and 127 million lei from businesses. The total volume of the bribes was 405 million lei.

Method of calculating the total bribe volume:

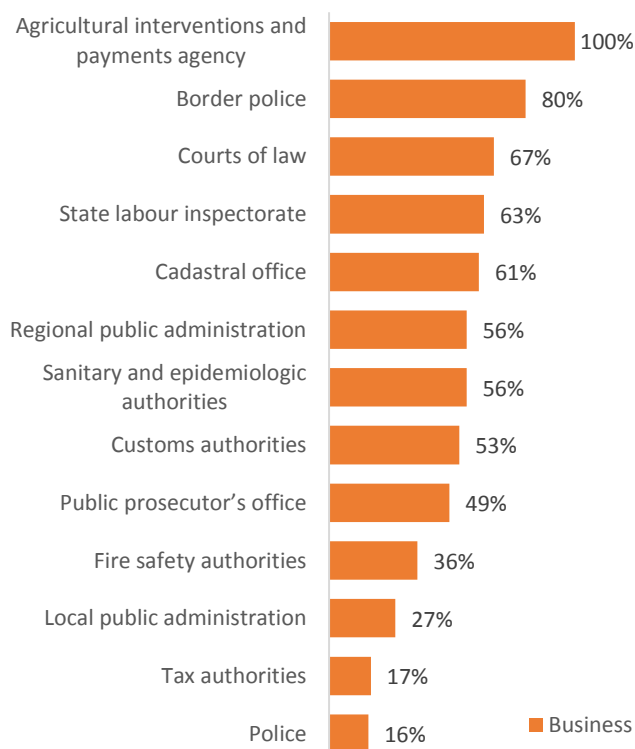
The estimate of the total bribes paid by the general population and businesses was based on the following indicators: the frequency of giving bribes, the average bribe, the percentage of persons and businesses who offered bribes and the total number of persons aged 18 and over and businesses active in the country. The total average value of the bribe during the reference year per survey respondent (general population / economic agent) was extrapolated to the total number of the population and to the active economic agents, respectively.

Thus, according to the 2014 Census, the total number of the population aged 18 and over is 2 119 352 persons, and the number of active businesses for 2016 (the most recent data available on the National Bureau of Statistics website) was of 52,300 enterprises.

The minimum and maximum values of informal payments in the form of money varied between 100 lei and 500 000 lei for economic agents and between 50 lei and 8 000 lei for the general population.

In the case of the population, 71% of the estimated volume of reported bribes was paid to health institutions, 8% to educational institutions and 5% to courts.

Figure 25. Did you make use of your personal connections?
(E1.7) (only affirmative answers)



In most cases when bribes were offered in money or goods, businesses have applied to personal relationships (Figure 25). This was most often done in interaction with the Agency for Intervention and Payments in Agriculture and Border Police.

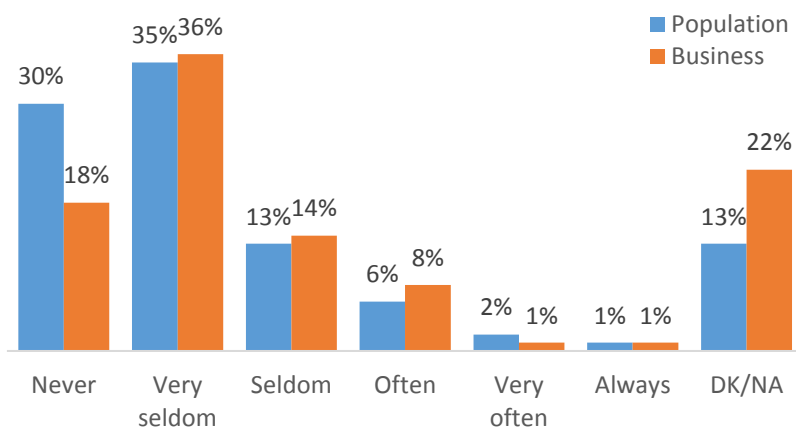
Population has often used personal relationships in interacting with courts (50% of cases reported on informal payments).

Referring to the sex of the beneficiaries of informal payments, the general population offered bribe predominantly to female public agents (5.9% of reported cases), while businesses – to public male agents (2.2%). 4.4% of the general population and 2% of businesses offered bribes to both men and women.

2.6. Discouraging involvement in corruption acts

The general perception of the survey participants is that Moldovan public agents are generally not penalized by their administration for the lack of ethics and professional integrity (e.g. rude behavior, giving favors to acquaintances, receiving gifts, etc.) - Figure 26.

Figure 26. How often do you think public officials are sanctioned by their superiors for lack of ethics and professional integrity (e.g. impolite behaviour, favouritism in respect to acquaintances, acceptance of gifts, etc.)? (G1)



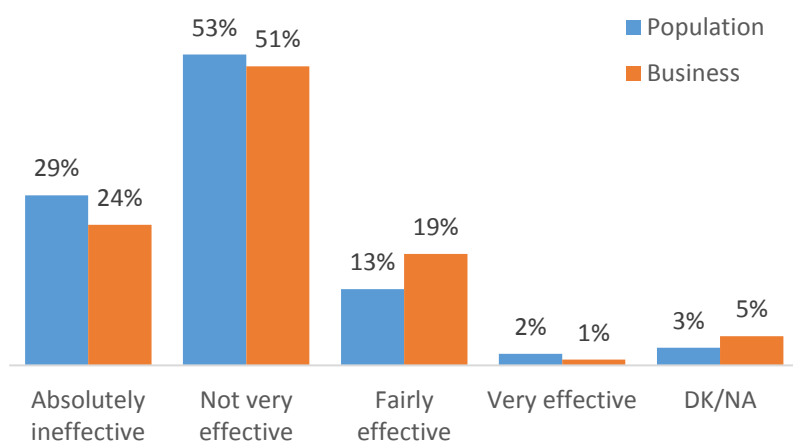
Thus, the share of respondents who declared that public agents rarely / very rarely / never punished by their hierarchical superiors constitutes 78% of the general population's responses and 68% of business sector representatives. Among the population, these opinions were more often expressed by men, low-educated, high-income, Russian-ethnic, those experiencing corruption or informal payments. Among the economic agents, these options were most often chosen by representatives of the urban environment, in the south, large

enterprises, SA according to the organizational form, from the sphere of construction, up to 3 years old, who faced corruption, men.

Share of respondents who believe that sanctions against public agents are applied for inappropriate behavior (often / very often / always) is 9% for population and 10% for business environment - Figure 26.

Another opinion expressed by the majority of respondents is about the ineffectiveness of the fight against corruption in Moldova. Thus, 82% of population and 75% of businesses say that the fight with the

Figure 27. How effective do you think are the current corruption combating measures in Moldova? (G2)



corruption phenomenon is currently not at all effective / not very effective (Figure 27). Within the population, this opinion was expressed predominantly by people with low level of education, from urban areas, Russians, with the experience of informal payments. The responses of economic agents were insignificant in terms of demographic and administrative characteristics.

quite effective (Figure 27).

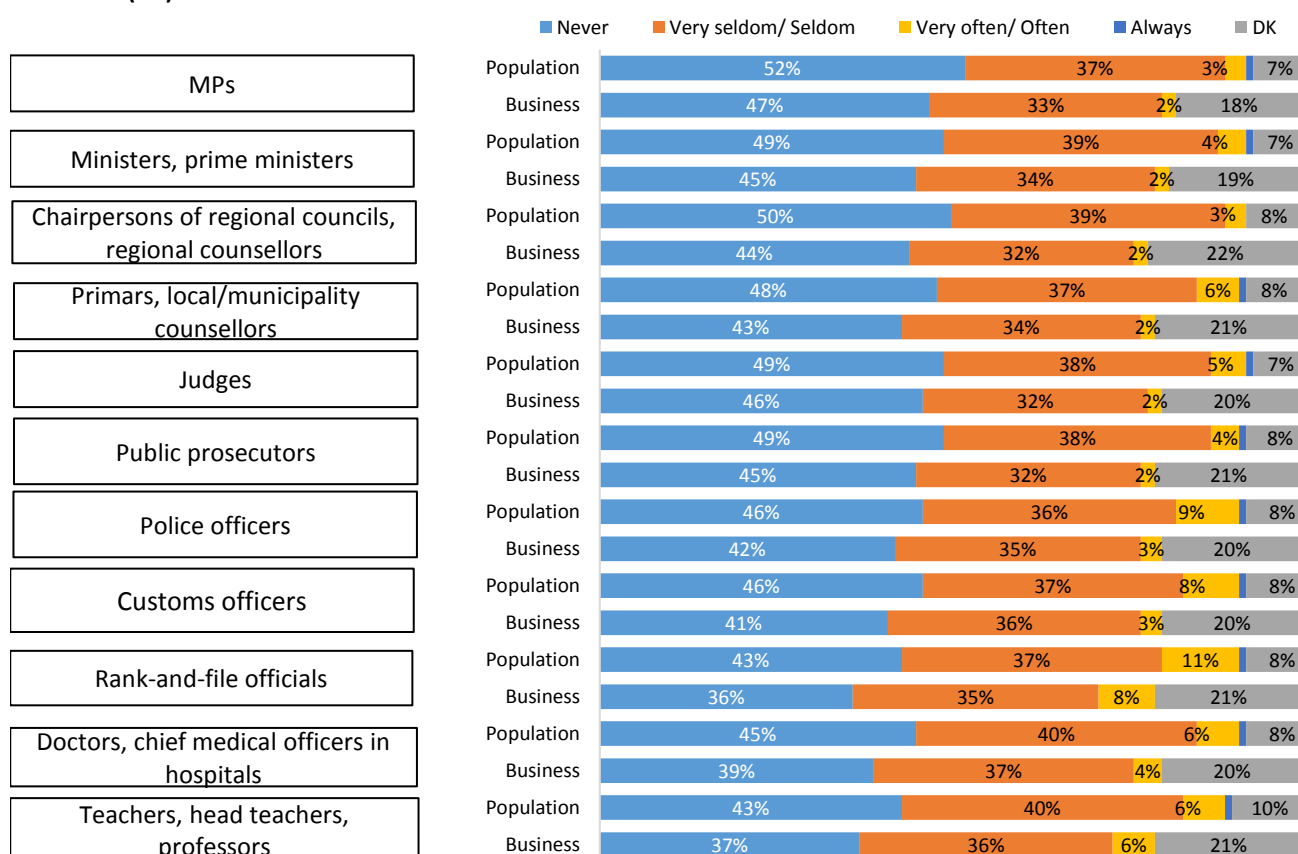
Only one in five economic agents and 15% of population have optimistic perceptions, saying that fight against corruption is very /

2.7. Recovery of goods originating from corruption offenses

The general perception of the survey participants is that there is currently no concern in Moldova for the recovery of goods originating from corruption offenses, in which public sector actors were / are involved.

However, according to the opinion of the majority of respondents (population and business), the public agents in the Republic of Moldova are generally not required to repay money and goods originating from corruption acts (Figure 28). Approximately half of respondents in the "population" category believe that in the case of deputies, ministers and prime ministers, district presidents and district councilors, judges, prosecutors and policemen, customs officers, recovery of public goods is never required. The idea that these categories of public agents are never required to return money and goods originating from corruption also predominate among business representatives (about half of the respondents). Nevertheless, this opinion ("never") is more common among the population compared to the business sector (with a difference of a few percentage points) - Figure 28. The socio-demographic profile of the respondents in the population who

Figure 28. How often are the following officials made to return personal wealth gained through corrupt practices in Moldova? (H1)

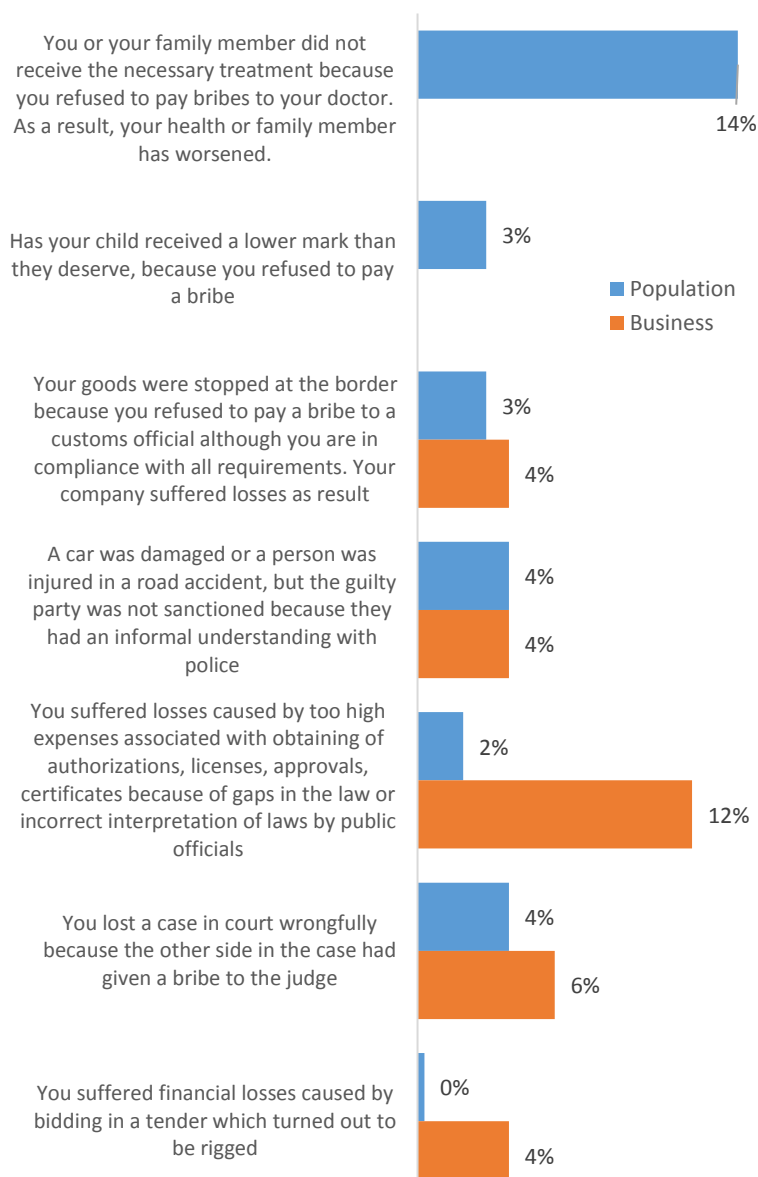


chose the "never" option is represented by people over the age of 36, with a medium and high level of education, from the central and northern regions who had the experience of covering informal payments. The socio-demographic profile of the business respondents is a priority for the northern, central and Chisinau regions, micro-, small- and medium-sized enterprises with a different form of organization than LLC and joint stock companies, who carry out their activities in trade sector with a working experience less than three years, who use cash, who have had the experience of covering informal payments and confrontation with corruption, being older than 36 years.

Approximately every third polling participant in both categories declares that public agents in the Republic of Moldova are very rarely/rarely required to return money and goods originating from corruption - Figure 28, the option "very rarely / rarely".

However, the perception of the respondents, especially of the population, is that among the categories of public agents shown in Figure 28, ordinary officers, customs officers and police officers are required to repay money and goods from corruption "more often / very often/ always".

Figure 29. Have you experienced any of the following situations during the last 12 months? (H2)



Participants involved in the study were asked to confirm whether they had faced situations that would have brought them some damage over the last 12 months after the survey was made. There have been proposed situations that targeted different public sectors: education, medicine, customs, police, justice, finance.

One of the findings resulting from the analysis of responses is the relatively small incidence of **ordinary citizens and business representatives who have encountered (or recognized) certain situations of this kind** (Figure 29).

Another finding is that the medical sector is most often mentioned by the population among all the areas concerned (that is, most of the situations with damage resulted from interacting with the medical sector). However, 14% of the population did not receive the necessary treatment because they refused to pay bribes to the doctor and therefore their health deteriorated (Figure 29). This response was most often invoked by young people, highly educated people in the

urban area, northern region of Russian ethnicity.

In the case of businesses, most of the damage occurred in the process of obtaining authorizations, licenses, permits, certificates, due to imperfect legislation or its incorrect interpretation by public agents (12% business, mainly from Chisinau, medium size enterprises, LLC, those from the area of housing/accommodation and public nutrition, catering, aged less than 3 years who use cash, who have faced corruption and experienced informal payments) – Figure 29.

The other situations proposed in the survey were very rarely reported by the respondents.

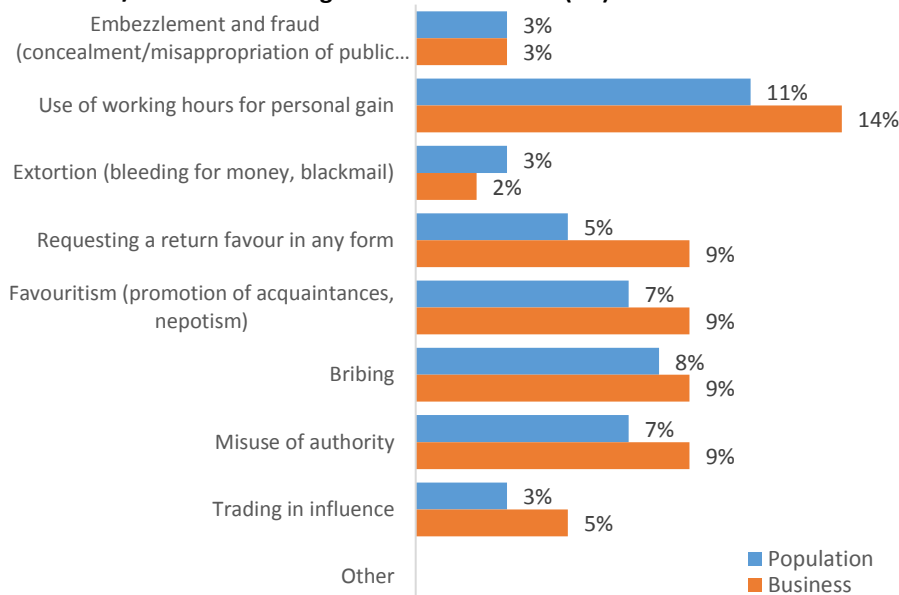
The majority of respondents (both general and business) who faced corruption and suffered damage did not request the recovery of the damage because they do not think it was returned (over 60 percent). In the case of the general population, this opinion was expressed predominantly by people over the age of 36, with

medium and high levels of education, from rural areas, residents from the northern region with high income. In the case of the business environment, there have prevailed the answers from the northern region and Chisinau, medium and large enterprises, joint stock companies, those in the area of construction, which operate for more than 10 years, using cash up to 50%, without the experience of informal payments, predominantly men, with a high level of education. However, this conviction is in line with the previously expressed perception, where most participants stated that public agents in Moldova are not required to return money and property gained from corruption.

At the same time, almost one in four respondents did not request the return of the damage in cases of medical malpractice and in case of blocking the goods at customs due to the fact that they did not know that this was possible.

A higher frequency of voluntary or forced return was mentioned in cases of car damage or personal injury (32% of businesses and 16% of people who faced such situations).

Figure 30. Have you noted any of the following corrupt practices in public institutions/authorities during the last 12 months? (H3)



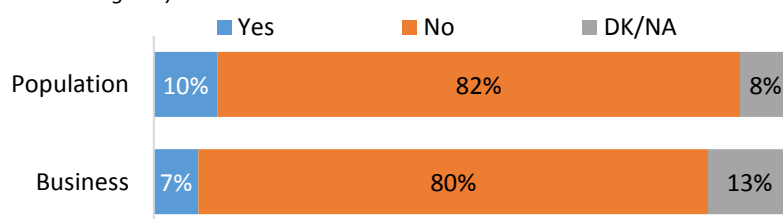
Survey participants have been asked if they have faced corruption in the last 12 months by public agents. Similar to the answers to the previous question, such cases were relatively few (Figura 30). Thus, the share of responses provided by the population and businesses that faced embezzlement and fraud, extortion of funds, request for favors of any kind, favoritism, bribery, abuse of power, and influence traffic does not exceed 9%.

The most frequently there were reported cases of use of working time for personal purposes (14% of businesses and 11% of population). By comparing the responses provided by the population to those of the private sector, the latter reported corruption more frequently.

2.8. Protection of integrity whistleblowers and victims of corruption

Figure 31. In case you have experienced any corrupt practices during the last 12 months, have you notified them? (J1)

Sub-sample: respondents who have faced corruption – (338 – population and 151 – economical agents)

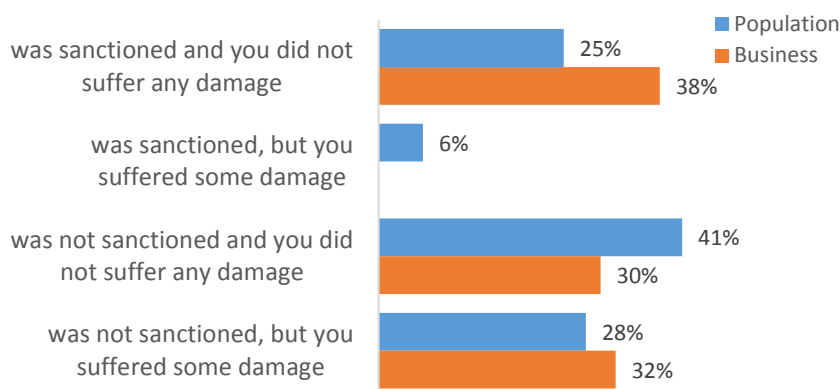


Population and business prefer not to report corruption acts they face in interacting with public agents. Thus, 4 out of 5 respondents (in both categories) did not denounce the acts of corruption they had faced in the last 12 months - Figure 31. The share of those reporting is 10% for the population and 7% for the businesses.

Among those who reported / filed a complaint about corruption, most were addressed to the police (almost every second business and natural person), National Anti-Corruption Company (55% businesses and 34% natural persons) and prosecution (38% of businesses and 13% of natural persons). However, the sample of those who have reported corruption acts is very small (32 natural persons and 11 businesses) and does not allow the drawing of rigorous conclusions.

Figure 32. In case you experienced any corrupt practices during the last year and notified them, what was the outcome ... (J3)

Sub-sample: respondents who faced corruption and reported these acts – (32 – population and 11 – economical agents)

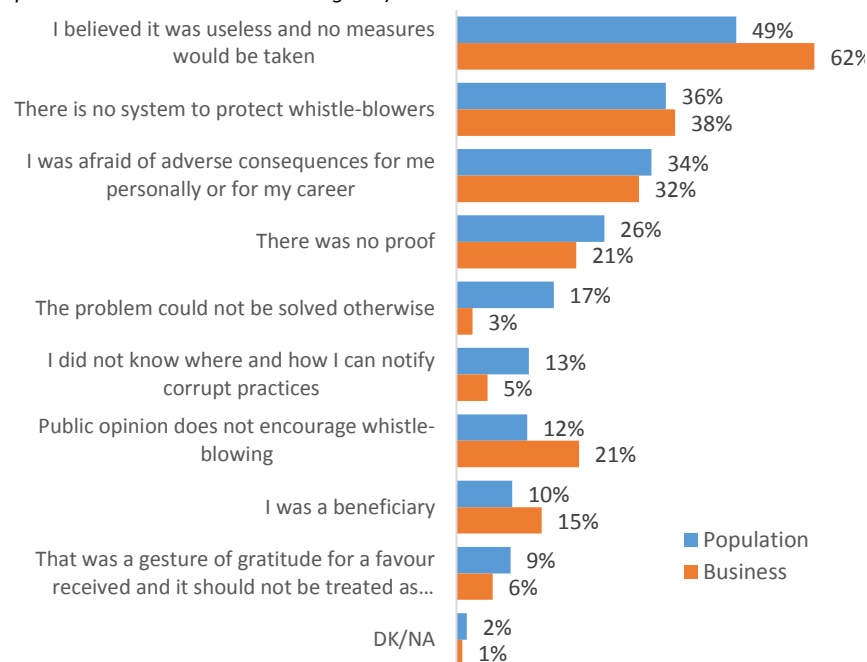


1/3 of those who reported corruption acts (both categories of respondents) suffered later, and 2/3 of those who complained (of both categories of respondents) said they did not suffer negative consequences following notifications made (Figure 32).

At the same time, about 1/3 of the respondents (in both categories) stated that the guilty person was held accountable, and 2/3 stated that no punishment had been applied to the corrupt public officers with whom they interacted (Figure 32). **Therefore, cases of non-prosecution of guilty persons are rarer than cases where penalties are, however, applied to corrupt public agent.**

Figure 33. What were your main reasons to abstain from notifying these corrupt practices? (J4) MAXIMUM 3 RESPONSES

Sub-sample: respondents who faced corruption and have not reported these acts – (278 – population and 120 – economical agents)

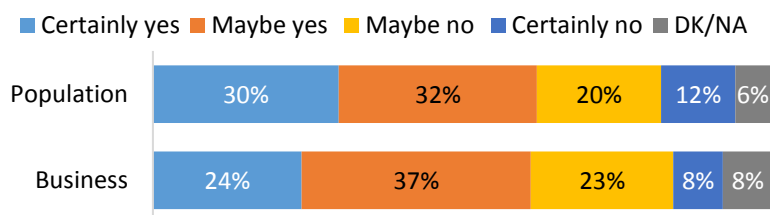


The main reasons why the population and businesses do not report the corruption they have encountered in their interaction with public agents are convinced that this is useless (49% of the population and 62% of the businesses), the belief that there are no protection mechanisms (36% of population and 38% of businesses) and the fear of suffering later either personally or professionally (34% of population and 32% of business) - Figure 33.

public agents.

On the other hand, almost 1 in 5 respondents (population and business) do not report corruption cases because they had personal benefits from these cases / interactions with

Figure 34. If you come to know about any corrupt practices, will you blow a whistle? (J5)

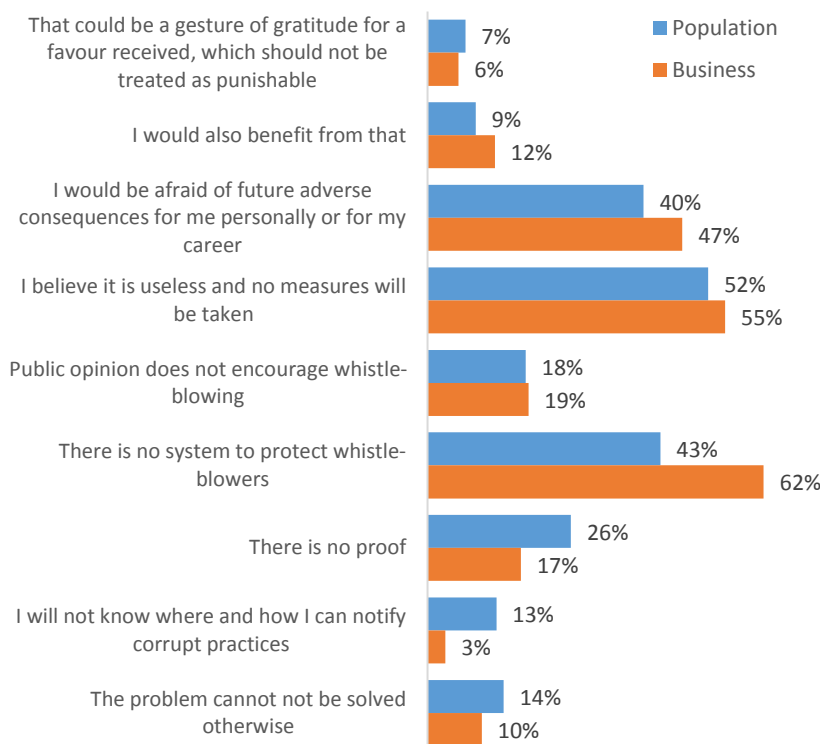


Being asked about the willingness to report corruption acts when faced with them, most respondents were open to reporting (Figure 34). Thus, approx. 2/3 of respondents in both categories (62% of the population and 61% of businesses) said they would probably / certainly report

acts of corruption if faced with them. Among the general population, availability was predominantly among 18-35-year-old persons and 36-59 years old with medium and high education level, from the Southern part, with high-income, Moldovan / Romanian, who did not face acts of corruption and did not experience informal payments. In the case of business respondents, those in the urban environment, in the South and in Chisinau, large enterprises, joint stock companies, non-cash ones, who did not face corruption and informal payments were more open to reporting.

Figure 35. What would be your main reasons to abstain from notifying these corrupt practices? (J6) (Multiple answer)

Sub-sample: respondents who did not report corruption if faced with them – (357 – population and 154 – economical agents)



On the other hand, every third respondent probably/certainly would not report corruption (32% of population and 31% of businesses) if faced with them (Figure 34). The main reason put forward is the belief that this is useless because no action will be taken (52% of population and 55% of business) – Figura 35. This opinion was expressed predominantly by men, people with high level of education, from the urban area, residents of Chisinau, persons with high incomes, Russians and Ukrainians, respondents who faced corruption acts.

In the business environment, this opinion is mostly expressed by the respondents in the North and Chisinau, those from large enterprises, private property, LLC or other form of status, construction, older than 10 years, who use 50% or no cash,

who faced with corruption and experienced unofficial payments.

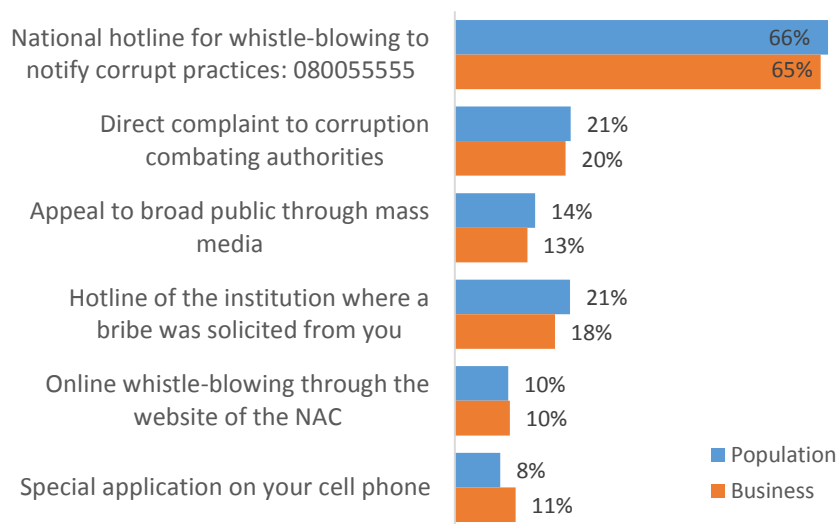
Another reason is the fear caused by the lack of protection mechanisms for those who report the act of corruption (43% of population and 62% of business) - Figure 35. This reason was more often expressed by women, people over 60, with medium and high education, rural residents, southern areas and Chisinau. In the business environment, this opinion is mainly expressed by the respondents in the North and Chisinau, micro and small enterprises, LLC, those from commerce, housing/accommodation and food sectors, which use 50% or no cash, with unofficial payments experience.

The fear of not suffering further on a personal or professional basis is another important reason for the non-reporting decision, expressed by 40% of the population and 47% of the businesses (Figure 35). In the case of

the population, they are predominantly women, young people aged 18-35, with a high level of education, in the urban area, in Chisinau, with high level of income, with experience of informal payments, who faced corruption. In the case of business, this reason was more frequently invoked by urban, northern and Chisinau regions, medium and large enterprises, joint stock companies, construction, accommodation and food enterprises, with an experience bigger than 10 years, using 50% cash or not at all, without experience of unofficial payments.

For approximately 1/5 of respondents, the decision not to report corruption acts is conditioned by the fact that this is not encouraged in Moldovan society (Figure 35).

Figure 36. If you (still) had to notify corrupt practices, which method(s) would you prefer for doing that? (J7) MAXIMUM 3 RESPONSES

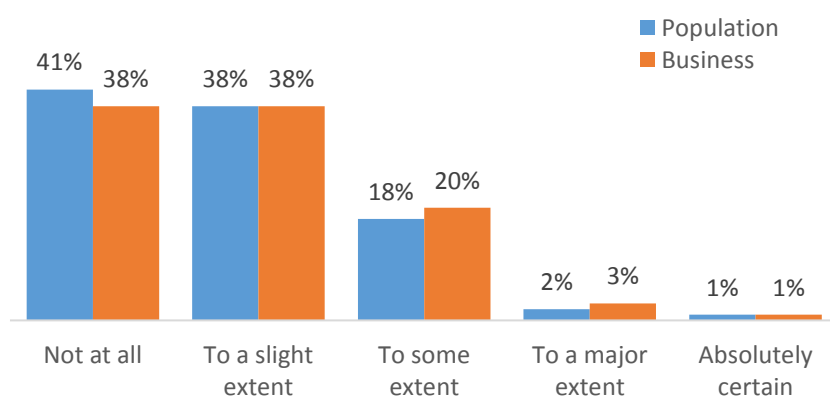


The most preferred way for respondents to report corruption is the national anticorruption line (66% of the population and 65% of the business) - Figure 36. This method would most often appeal to older people, high-level respondents, Russians.

Each approximately the fifth respondent in both categories would (more) report directly to the anti-corruption agencies and / or the hotline of the institution where bribery was requested (Figure 36).

The media, the NAC site, and special mobile phone applications are less popular reporting methods (Figure 36).

Figure 37. To what extent do you believe you will be ensured protection in case you notify the corrupt practices whose victim you were? (J8)



The results of the study show that respondents feel very unprotected if they denounce an act of corruption from which they would suffer.

Thus, 41% of the population and 38% of the businesses do not think they would be protected (priority is given to elderly people in the Northern region, low-income, Russian) - Figure 37. 38% of respondents of both categories believe they would be less protected (Figure37).

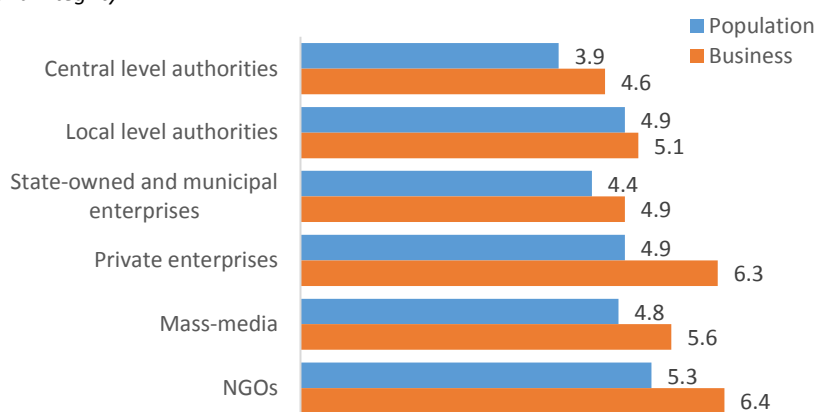
2.9. Ethics and integrity in the public, private and non-governmental sectors

Survey participants were asked to appreciate the work of various entities in terms of ethics (compliance with rules of conduct) and integrity (honesty and fairness). *Estimation has been carried out on a scale of 1 to 10 where 1 = corruption, lack of ethics and integrity; 10 = total ethics and integrity, lack of corruption.*

The highest ratings were attributed to civil society organizations (5.3 points were given by the population and 6.4 points – by the business environment), private enterprises (4.9 attributed by the population and 6.3 –by the businesses) and media sources (4.8 – by the population and 5.6 – by the business) - Figure 38. That is, in the perception of respondents in both categories, these entities **(NGOs, private enterprises and the media) have the highest level of ethics and integrity.** The lowest level of ethics and integrity is associated with public institutions at central level (3.9 provided by the population and 4.6 - by the businesses).

Figure 38. How would you assess the following institutions and authorities in terms of their professional ethics (proper and correct behaviour) and integrity (fairness and impartialness)? (K1)

Scale of 1 to 10 where 1 = Ethics and integrity is totally lacking and 10 = Maximal ethics and integrity



By comparing respondents' perceptions **according to the type of public institution, local ones are considered to have a higher level of ethics and integrity compared to central entities.** Thus, the population assigns 3.9 points to the central public institutions and 4.9 to the local ones, and the business environment assesses the central public institutions with 4.6 and the local ones with 5.1 points (Figure 38).

In the case of enterprises, the private ones have

accumulated higher values on the evaluation scale, being considered as having a higher level of ethics and integrity compared to state and municipal enterprises.

Thus, the population rated the state-owned enterprises providing them 4.4 points and the private ones - 4.9 points, while the business respondents attributed 4.9 points to the state-owned enterprises and 6.3 - to the private ones (which, in fact, they represent) - Figure 38.

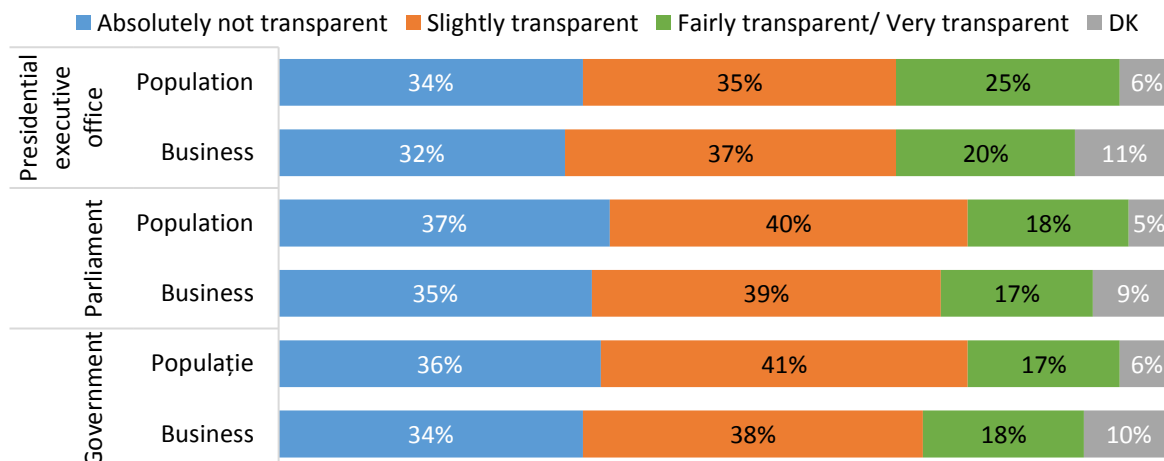
The general perception of the respondents in both categories is that the mentioned entities in the Republic of Moldova does little to respect the rules of conduct, honesty and fairness. In the case of population and business evaluations, the values assigned on the 10-point scale rarely exceed 5 points.

Another finding that results from Figure K1 is that the population attributes the lower values in assessing the degree of ethics and integrity of different entities in Moldova compared to the business environment.

2.10. Transparency of public institutions, party financing and media

Most survey participants believe that the Presidency, the Parliament and the Government are not transparent in their daily performed work. Thus, the lack or low level of transparency of the Presidency was reported by 2/3 of the respondents of both categories, Parliament and Government – 3/4 of the respondents of both categories (Figure 39).

Figure 39. How would you assess transparency/openness in activities of ...? (L1)

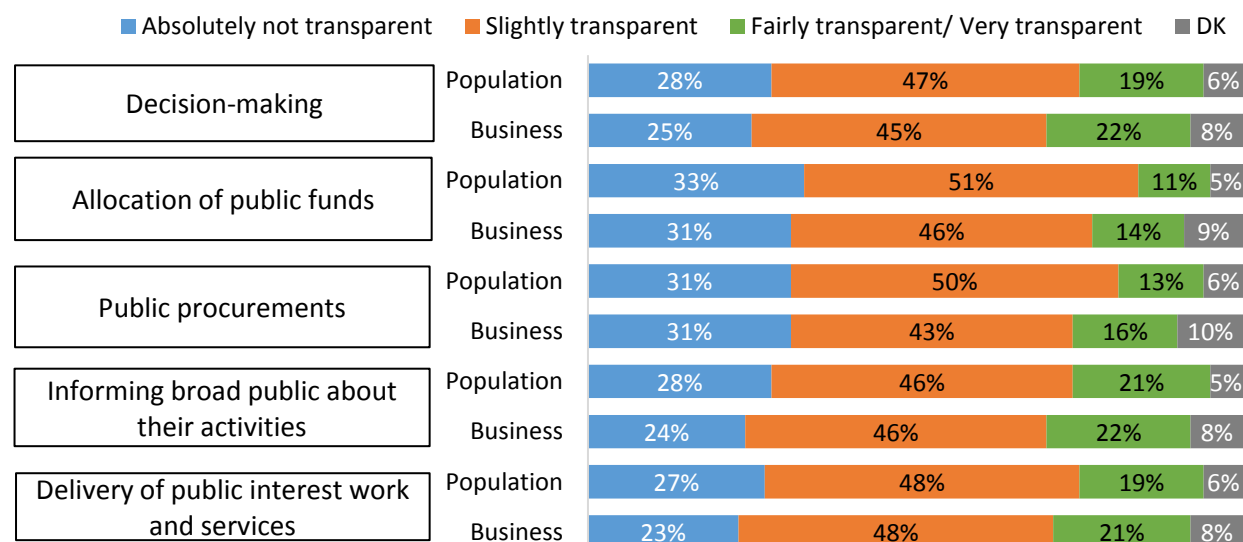


Approximately every third survey participant (both population and businesses) mentions the total lack of transparency of the three public institutions (with a slightly higher share in population responses) - Figure 39.

Only about one in five respondents (population and business) believe that the work of the three main institutions in the state is *fairly / very transparent*, with the Presidency having a better perception of the level of transparency compared to the Parliament and the Government.

One of the aspects measured by the opinion poll refers to the level of transparency of public institutions at central and local level according to certain types of activities - Figures 40 and 41. Thus, **the majority of respondents assess the degree to which both central and local public institutions make decisions, make public procurement, spend public money, inform citizens, perform works and services of public interest as being not transparent at all or quite non-transparent. Another general finding is that of all activities, the most untransparent ones are those related to financial management.**

Figure 40. How would you assess transparency/openness of central level authorities in the following processes ...? (L2.1)



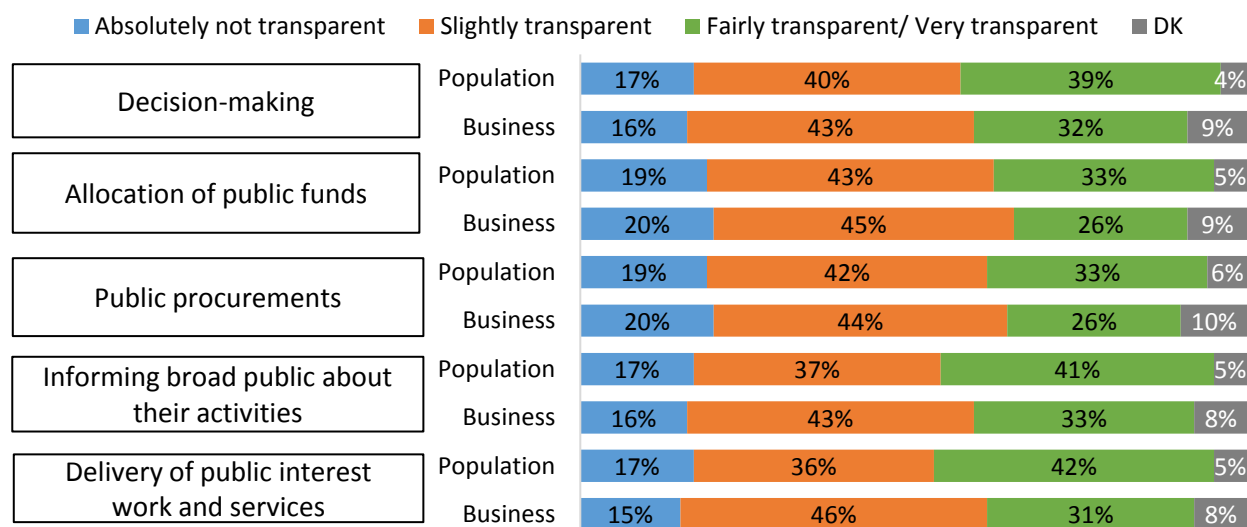
Therefore, in the evaluation of the activities carried out by the *central* public institutions, the majority of the respondents manifested a negative perception - "not at all transparent / quite non-transparent" (Figure 40). Most frequently, this opinion was expressed in terms of money-related activities: spending public finances (84% of population and 77% of business) and public procurement (81% of population and 74% of business).

The lack / low level of transparency of central public institutions in carrying out five types of activities presented in Figure 40. is most often expressed by men, aged 35-59 and those over 60, with medium and high education level and high-income (population) and urban enterprises from Chisinau, small enterprises, LLC and joint stock companies, housing and food sectors and other services, enterprises having a working experience less than 3 years who have faced with corruption and experienced informal payments (in the case of business).

On average, only 18% of respondents (population and economic agent) evaluate the activity of central public institutions as *fairly transparent or very transparent*.

In assessing the activities carried out by *local* public institutions, negative perceptions - "not at all transparent / quite non-transparent" (Figure 41), also prevailed. In this case, the negative perceptions were expressed most often with reference to the spending of public money (62% of population and 65% of businesses) and public procurement (61% of population and 64% of business). Concerning other activities carried out by local public institutions, the distribution of "not transparent / fairly non-transparent" answers is as follows: decision-making (57% of population and 59% of businesses), informing citizens about the institution's activity (54% of population and 59% of businesses) and execution of works and services of public interest (53% of population and 61% business).

Figure 41. How would you assess transparency/openness of local (community) level authorities in the following processes ...? (L2.2)



The socio-demographic profile of the respondents in the general population who consider these activities to be not at all/ not quite transparent is represented by persons of over 35 years with a medium and high level of education in the urban areas of Chisinau and the South with average and large incomes.

In the case of the business environment, these responses prevailed in the urban enterprises, those from Chisinau, LLC and joint stock companies, enterprises in the housing and food areas aged less than 3 years who faced corruption and had the experience of informal payments.

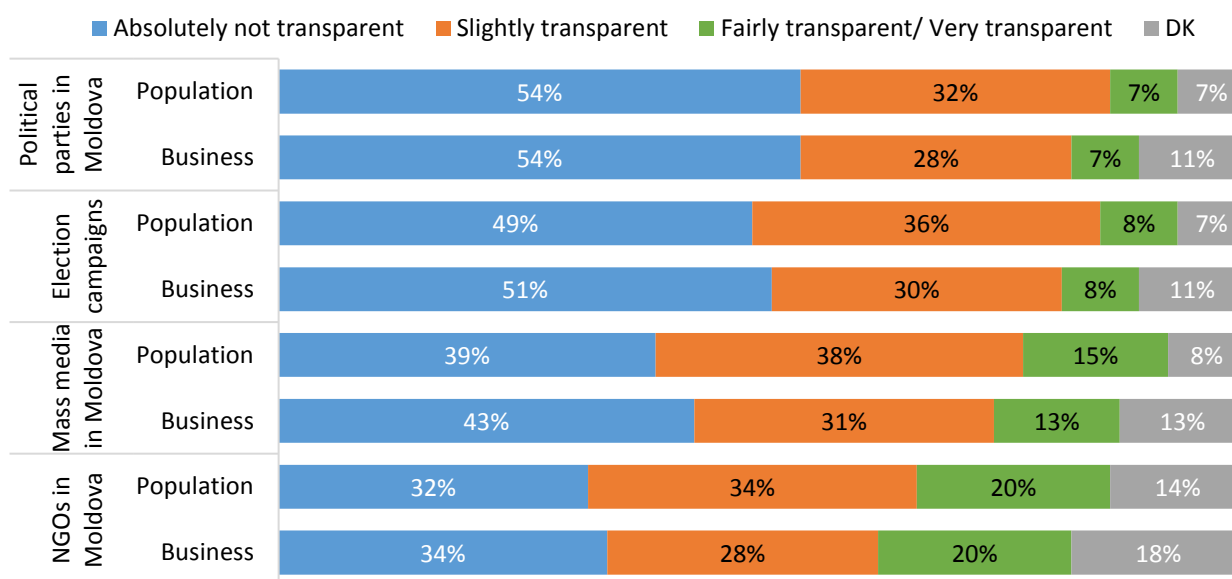
On average, only 1/3 of the respondents (population and businesses) appreciate the activity of central public institutions as *fairly transparent or very transparent*.

The comparative analysis of the obtained data shows that **the respondents have better perceptions regarding the degree of transparency provided by the local public institutions, compared to the central level.** Thus, the weights of the "not transparent at all / fairly non-transparent" answers are higher in the case

of the evaluation of the activities of the central institutions. Respectively, the weights of "fairly transparent / very transparent" answers prevail in relation to local institutions (on average 2 times higher) - Figures 40 and 41.

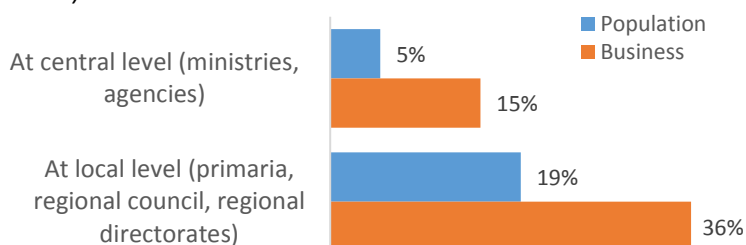
As far as the perceptions regarding the level of transparency of the manner the political parties, media, NGOs and electoral campaigns are funded, the negative evaluations ("not at all transparent / fairly non-transparent") prevail. The highest level of non-transparency in funding is attributed to political parties (86% of the population and 82% of businesses) and electoral campaigns (85% of the population and 81% of businesses). These are followed by the media (77% of the population and 74% of businesses) and NGOs (66% of the population and 62% of businesses) - Figure 42.

Figure 42. How would you assess transparency/openness of financing ...? (L3)



Another aspect measured by the opinion poll was to what extent the public institutions answer to the requests for information received from the population and economic agents. A first finding in this respect is that business representatives have requested information from public institutions in much higher proportions than the general population. Thus, the percentage of respondents in the population category who requested information from central and local public services is 24% (every fourth) and business representatives is 51% (each second) - Figure 43.

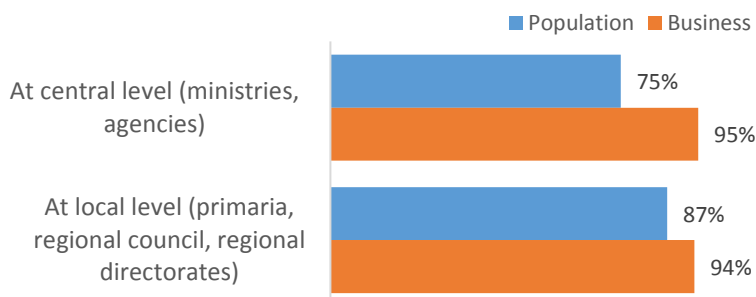
Figure 43. Have you applied to any public institutions or authorities for information during the last 12 months? (L4) (only affirmative answers)



business representatives, 15% have applied for information to central level entities, compared with 36% who addressed to local entities - Figure 43.

Another finding is that both the population and the business sector have requested much more information from local public authorities (mayoralties, district councils, rayon departments). 5% of the population addressed the central public institutions (ministries, agencies) for information, compared with 19% who addressed the local public authorities. In the case of

Figure 44. Did you receive a response? (L5) (only affirmative answers)
 Sub-sample: respondents who requested information



young and middle-aged, with high level of education, from the rural environment, residents from the north and Chisinau with medium and high income) - Figure 44.

Figure 45. How satisfying was the received response for you? (L6)

A scale of 1 to 10 where 1 = Absolutely dissatisfying and 10 = Absolutely satisfying

Sub-sample: respondents who requested information and received an answer – (185 – population and 186 – economical agents)

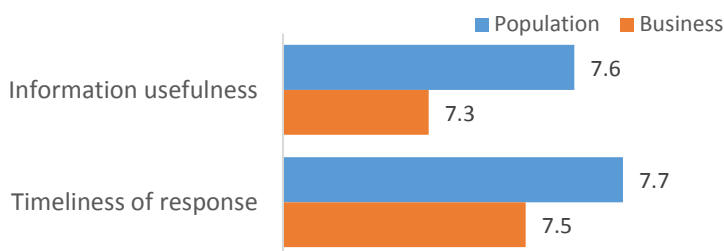
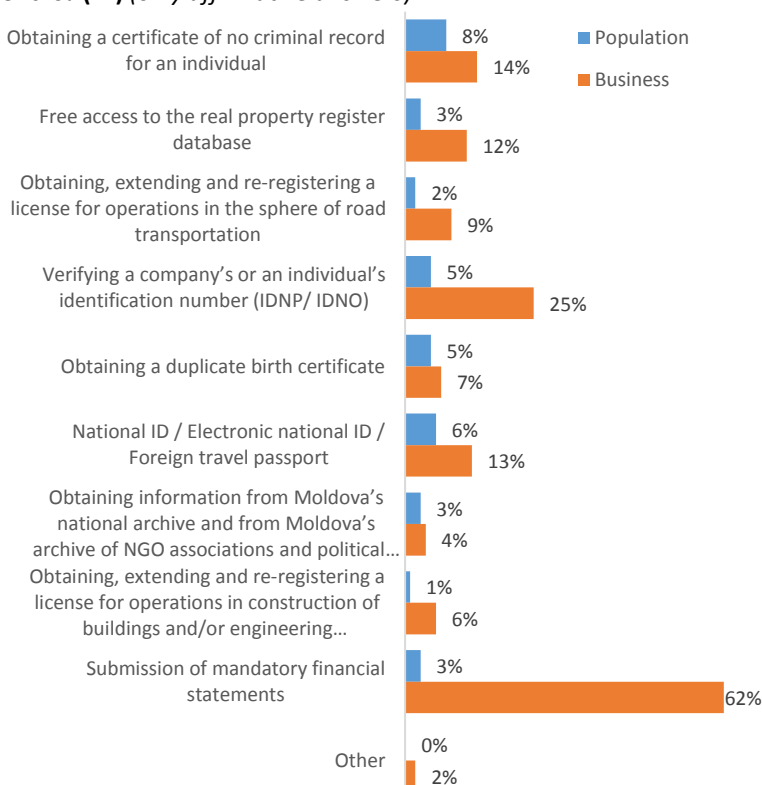


Figure 46. What public electronic services have you used during the last 12 months? (L7) (only affirmative answers)



Of those who requested information from public authorities, most respondents received answers to them. For respondents in the business category, almost all confirmed that they received a response from both central (95%) and local (94%) entities. In the case of the general population, weights were lower: 75% confirmed the responses from the central institutions, and 87% - from the local ones (in both cases prevailed the

Respondents were asked to assess to what extent they were satisfied with the information they received. Satisfaction was measured on a scale of 1 to 10, where 1 = not at all satisfied, 10 = very satisfied. There was found out a **high level of satisfaction among respondents in relation to information obtained from public institutions (more than 7 points on the evaluation scale)**. Thus, the respondents stated that the information received was useful (7.6 points -population and 7.3

points - business) and provided on time (7.7 points -population and 7.5 points - business) - Figure 45. A higher level of satisfaction among the population was shown by women, people with low and high level of education, from rural areas in all regions, except for the capital, who did not face corruption. In the case of business representatives, the highest level of satisfaction was demonstrated by those from the rural area, LLC and joint stock companies, those from the area of construction, who have been operating for more than 3 years who have not faced any experience of corruption and informal payments.

17% of the general population and 70% of businesses used at least one electronic public service in the last 12 months starting from the date of the conducted study.

In the case of businesses (Figure 46), the most requested electronic public services were by far the presentation of accounting and financial reports (62%) and IDNP / IDNO (25%) verification.

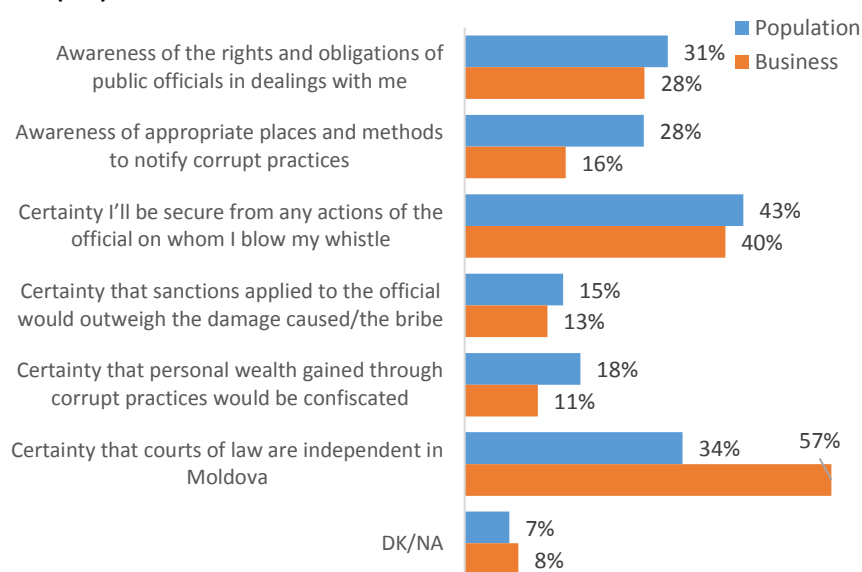
In the case of the population, the most frequent was the use of electronic services for obtaining criminal record (8%), identity documents (6%), IDNP / IDNO (5%) checking and issuing the birth certificate duplicate (5%).

Respondents showed a high level of satisfaction related to the accessed electronic services. 79% of the population (predominantly 35-59-year-olds with high levels of education, from the rural, south and center, with low and high income, who have not faced corruption) and 93% of businesses said they are *very / quite satisfied*. While comparing the weights by the category of respondents, the business persons were more satisfied with the accessed electronic services compared to the general population.

2.11. Education of society

The involvement of citizens in actions to mitigate corruption depends on various factors, including the knowledge of their own rights, the obligations of public agents, the conviction that justice in Moldova is correct and independent, and the knowledge of mechanisms for reporting corruption. The results of the study show that for most respondents, **the independence of the judiciary and the provision of protection in the event of a corrupt official's denunciation, are the main factors in the decision to engage in corruption mitigation activities.**

Figure 47. What could prompt you to become involved in combating corrupt practices? (M1) MAXIMUM 2 RESPONSES

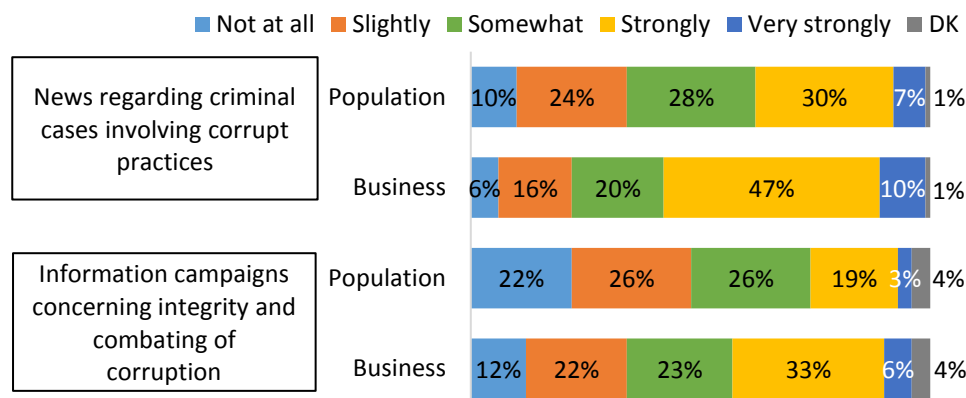


The distribution of responses of the population and businesses related to the determining factors / conditions that might lead them to engage in actions to reduce corruption is as follows: the security that the justice in Moldova is independent (34% of the population and 57% of the business), the security that he / she will be protected against the official he / she denounces (43% of the population and 40% of

the businesses); knowledge of what rights a citizen has with reference to the officials and what are their obligations to citizens (31% of population and 28% of businesses), to know where and how to address a case of corruption (28% of the population and 16% of the businesses), the confidence that the punishment imposed on the clerk is higher than the damage / bribe (15% of the population and 13% of the businesses), the conviction that the property acquired by corruption by a public agent will be confiscated (18% of population and 11% of businesses) - Figure 47.

The importance of motivations varies a little for businesses and general population. Thus, business is more reasonably motivated by the independence of the judiciary, while for the general population it is important (more often than in the case of business) to know how to report and the institutions to which they can address.

Figure 48. How strongly have you been exposed to information on combating corruption during the last 12 months? (M2)



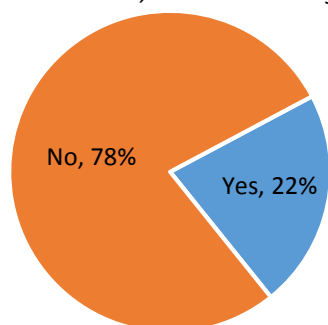
The vast majority of survey participants have heard information about anti-corruption activities over the last 12 months. 37% of the population and 57% of businesses said they had heard much / very much information about corruption while watching TV News Program, and 21% of

the population and 39% of businesses said they had heard/ seen/watched information campaigns on integrity and anti-corruption (Figure 48). In both cases (news and information campaigns), the people who most frequently heard information about anti-corruption were women with high-level of education from the rural areas with a high-income who faced corruption. In the case of businesses, those who have heard more frequently about anti-corruption activities are the entities from the urban area, placed in Chisinau, micro and small enterprises with a sphere of activity in commerce and construction, who have faced corruption acts and who have had the experience of informal payments.

A finding that results from these figures is that both **the general population and business sector representatives have heard more frequently about corruption watching TV News Program than from media campaigns** - Figure 48.

Figure 49. Have you gone through any training/course on business ethics and integrity in dealings with authorities and public sector? (N1) – Economical agents

Sub-sample: 168 small, medium and large institutions



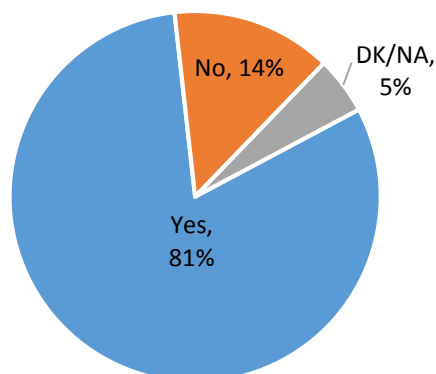
2 out of 4 small, medium and large businesses have never benefited from training on business ethics and integrity in their relations with the state (78%) - Figure 49, mainly in the urban area, in the south and in Chisinau, small and medium enterprises, joint stock companies with a sphere of activity in trade and construction, less than 3 years old, who do not use cash and did not have the experience of informal payments.

22% benefited from training on business ethics and integrity in relations with the state - Figure 49).

Most small, medium and large businesses say that their organizations/companies have a code of ethics (81%) and 14% confirm the lack of such a document - Figure 50. Most of those who have a code of ethics are placed in the center and Chisinau, being large enterprises, LLC and having other forms of organization (excluding joint stock companies), which carry out activities in trade, use more than 50% of cash, and do not have experience of corruption acts and informal payments.

Figure 50. Does your company have a code of ethics? (N6) – Economical agents

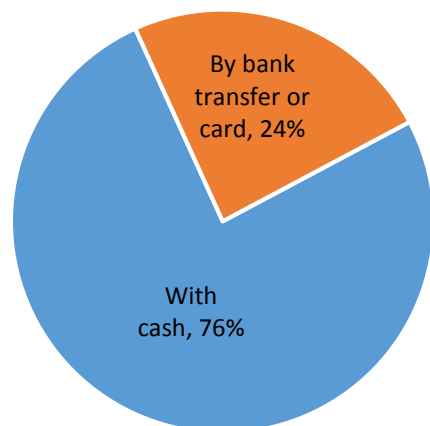
Sub-sample: 168 small, medium and large institutions



2.12. Preferences and practices to buy goods and services

General population

Figure 51. How do you prefer to make payments for the purchase of goods or services? (M3)



3 out of 4 persons stated that the preferred way of purchasing is cash (76%) - mostly older persons with a low and medium level of education in rural areas, outside Chisinau with low and medium income levels, who have not faced corruption acts. The other 24% prefer bank transfers or card usage. This category includes, in particular, young people with a high level of education from the urban, capital areas, with a high level of income, who have faced corruption (Figure 51).

The main reasons why respondents do not make electronic payments are as follows: not comfortable (37%) and distrust in banks (30%). At the same time, a large part of the general population is demotivated to use electronic payments because it requires a lot of time (24%), high commission (20%), do not have card

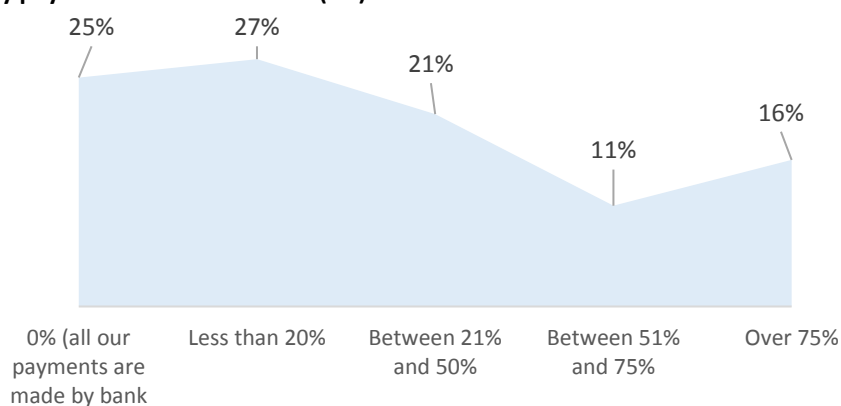
(13%) or other reasons (5%).

The lack of the card was mentioned mainly in the rural area by the elderly, and those with low-income or medium-income. The reason for the inconvenience was mainly cited by the elderly (60 years +), the inhabitants of Chisinau and the Russian ethnic persons. Mistrust in banks is an important reason especially for persons with a low or medium income.

Business entities

Unlike the general population, the businesses prefer not to operate with cash. Thus, each of the 4th business entity mentioned that all the financial transactions of the company are made by transfer (25%), mainly from urban area, south and capital, large and medium enterprises, joint stock companies, from constructions, not having experienced corruption and informal payments.

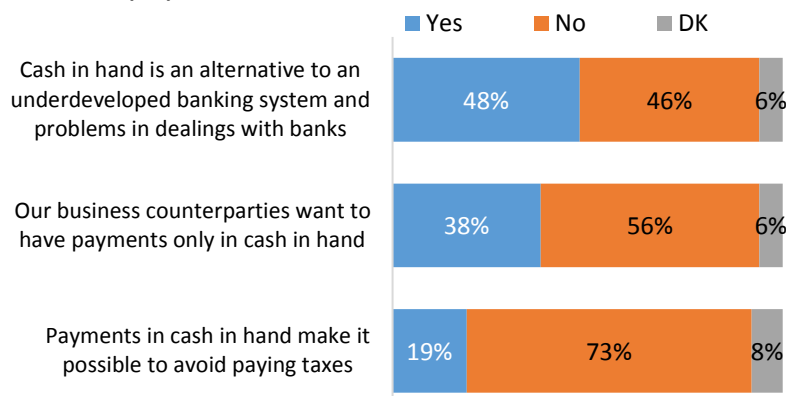
Figure 52. What portion of your company's entire payments is accounted for by payments in cash in hand? (N7)



Almost every second business entity uses up to 50% cash (Figure 52). At the same time, about 1/4 of the respondents (or 27%) said that they mainly use cash as a means of payment (i.e. more than 51% of transactions), most of them being those from the center, micro businesses, another form of organization than LLC and joint stock companies, trade and other services. The

share of those who use cash as a primary means of payment (over 75%) is 16% and more often include other areas than the capital, micro and small private enterprises, other forms of organization than LLC and joint stock companies, trade and other services.

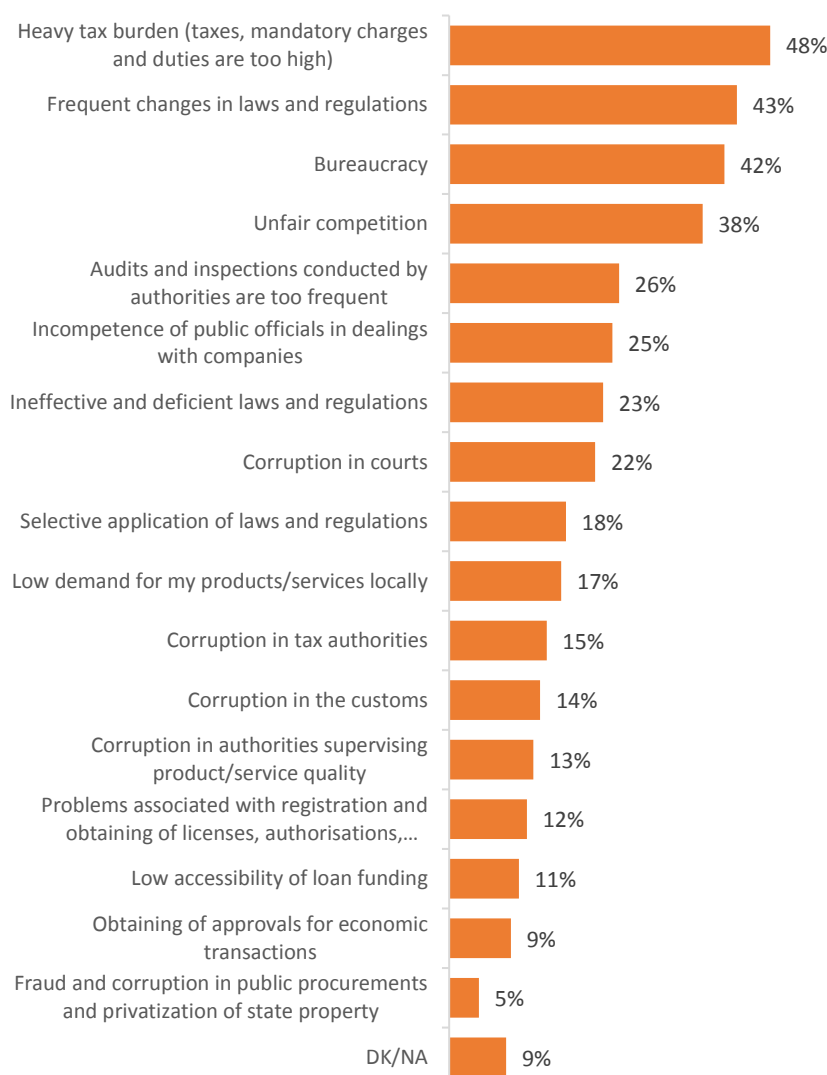
Figure 53. In your opinion, what are the reasons for making payments in cash in hand? (N8)



Being asked about the reasons to use cash as a means of payment, about half (48%) said that this is an alternative to the underdeveloped banking system and the problems that arise in relation to banks, each third referred to the requirement of business partners to work only with cash (38%) and each 5th business entity stated that cash provides the possibility of tax evasion (19%) - Figure 53.

2.13. The interference of corruption and political interests in economic activity

Figure 54. What major problems does your business face? (N2) MULTIPLE ANSWER – Economical agents



The main difficulties faced by businesses in their entrepreneurial activity are as follows: excessive taxation (48%), frequent changes in legislation (43%), bureaucracy (42%) and unfair competition (38%) - Figure 54. Approximately every 4th business entity cited as impediments excessive controls (26%) and incompetence of public agents to interact with businesses (25%). The phenomenon of corruption (in the judiciary - 22%, tax - 15%, customs - 14%) seems to be a less significant problem compared to other barriers, being reported by a considerably lower number of businesses. Therefore, **among all the impediments faced by Moldovan business, corruption is one of the least targeted.**

This conclusion correlates with another variable, according to which the activity of the business sector is little influenced by the political interests. In this context, 3/4 of the businesses declared that their activity is not generally affected by political interests: 51% stated that their activity is

Figure 55. How strongly are your business operations affected by political interests? (N3) – Economical agents

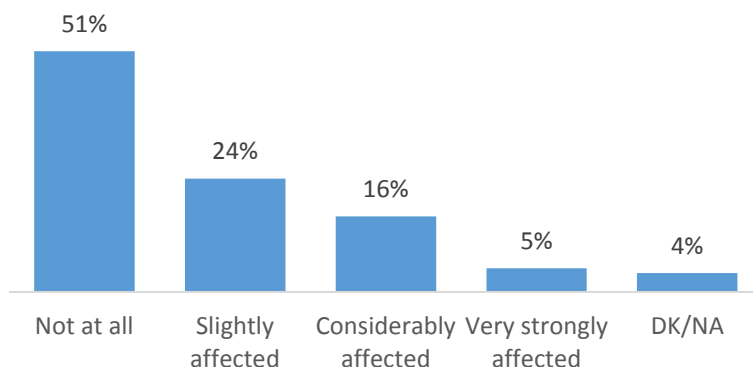


Figure 56. In which of the situations described below does your business face corrupt practices most often while dealing with authorities? (N4) MAXIMUM 3 ANSWERS – Economical agents



However, the most important are the improvement of the legislation (83%), the punishment of officials for corruption acts (83%) and the sanctioning of officials by the leaders for abuses and irregularities (82%) - Figure 57.

Approximately 3/4 of the respondents consider that the following actions will contribute to the reduction of corruption: the use of electronic services in the interaction process (78%), the simplification of certification procedures and the obtaining of business authorizations (77%), the enhancement / cultivation of ethics and integrity in the public sector (76%) and in the private sector (77%).

2/3 of the respondents consider that the sanctioning of businesses for bribe giving (70%), the reduction of costs for providing public services (64%), the implementation of the declaration on own responsibility instead of some certificates (63%), the 'one-stop shop' for issuing permits and certificates (61%) will certainly contribute to reducing corruption in the interaction between the business and public sectors.

The policy of raising salaries of public agents is considered to be the least effective in relation to other measures to counter corruption.

not affected at all, and 24% stated that it is affected to a small extent (Figure 55). Most of these enterprises are from rural, center areas, medium-sized enterprises that do not use cash, who have not experienced corruption, did not have the experience of informal payments.

Each of the 5th business entity said that political interests have an impact on their business (largely - 16%, to a very large extent - 5%).

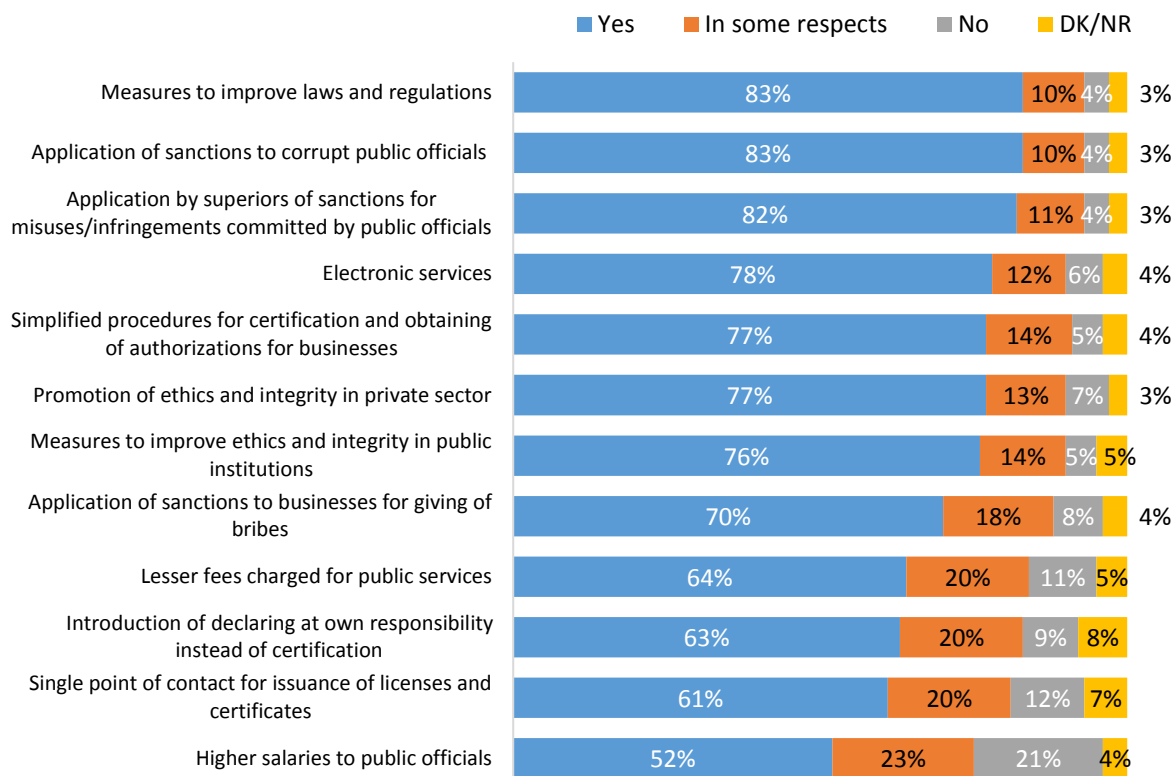
Approximately half of the surveyed businesses did not face corruption in the interaction with public agents (53%) - Figure 56.

Among those reporting conflict situations with public agents, the most frequent situations were those during controls carried out by competent public institutions (23%), in the process of obtaining licenses and authorizations (12%) and customs related processes (8%).

In this context, businesses were proposed to evaluate a series of measures developed by authorities in the fight against corruption in the process of interacting with public agencies (Figure 57).

The results obtained indicate that all solutions are important in this respect.

Figure 57. Do the following solutions contribute to combating corruption in dealings of a business with authorities? (N5) – Economical agents



Therefore, (not underestimating the role of other solutions) **the improvement of the legal framework and the sanctioning of public agents for corruption acts are considered to be the most important in reducing corruption in the interaction between business and the public sector.**

III. SURVEY OF PUBLIC AGENTS

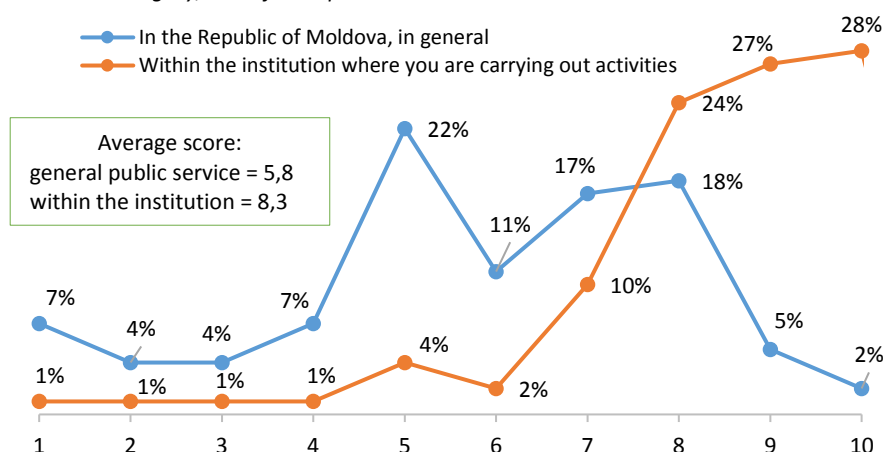
3.1. General perceptions

Survey participants evaluated the activity of the public services (from the Republic of Moldova in general, and from the institutions where they carry out activities) in terms of ethics and integrity. The evaluations were carried out on a scale of 1 to 10 where 1 = *corruption, lack of ethics and integrity*, and 10 = *lack of corruption, ethics and total integrity*. The analysis of the answers shows that the general perception of the public agents is relatively positive, most of them evaluating the public service activity with values higher than 6 (i.e. little / not at all corrupt) - Figure 58.

However, public agents evaluating public service in the Republic of Moldova (generally) with values between 8-10 constitute 25% and the share of those who attributed these values to the institution they represent is 79% (Figure 58). These figures show a clear difference between the assessments of their own institution and the public system in general, as institutions are positively assessed by a considerably larger number compared to the system in general.

Figure 58. How do you appreciate the public service activity in terms of ethics and integrity ...? (A1)

Estimates from 1 to 10 where 1 - corruption, lack of ethics and integrity, and 10 - total ethics and integrity, lack of corruption



Besides, the average value in the evaluation of the public service in general is = 5.8, and the average value in the evaluation of the own institution is = 8.3. In assessing the activity of institutions, scores of at least 6 were more frequently attributed by men, 20-35 and 36-50-year-old, high education level respondents, urban dwellers, people working in Chisinau, representatives of the central and level 2 authorities, employed for 6-10 years. At the same time,

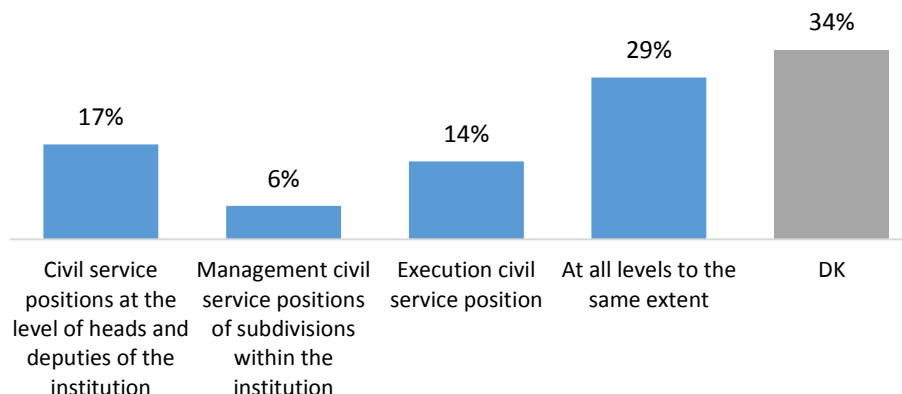
the higher the category of public function is held by the people questioned, the higher is the share of the answers with high scores (of at least 6).

The analysis of the responses to scores 1-5 (which denotes total / high corruption) confirms better perceptions of their own institutions as compared to the general system. Thus, only 8% of the respondents stated that the institutions where they work are corrupt, compared with 44% of the public agents who claim that the Moldovan public system is corrupt.

Being asked at what hierarchical level there is the highest risk of corruption in the institution in which they carry out their activities, 17% referred to the heads and deputies of the institution (Figure 59). This opinion was expressed more often by public agents aged between 20-35, with middle level of education, from rural area, Centre residents, representatives of other institutions (other than public authorities) at the local level, holders of public executive functions, who, at the time of the poll, worked in the organization for 3-5 years.

6% of the public agents consider that the highest risk of corruption is manifested by the subdivision leaders within the institution (this opinion being expressed as a priority by the representatives of the central level authorities and the employees with a duration of activity up to 2 years) - Figure 59.

Figure 59. On what hierarchical level is there the highest risk of corruption in the institution where you carry out the activities? (A2)



14% of respondents referred to public execution positions as being most exposed to the risk of corruption.

The socio-demographic profile of those who have this opinion is predominantly male, 51-year-old, with high education, from urban area and Centre, 1 level authority, senior managers, persons with a duration of carrying

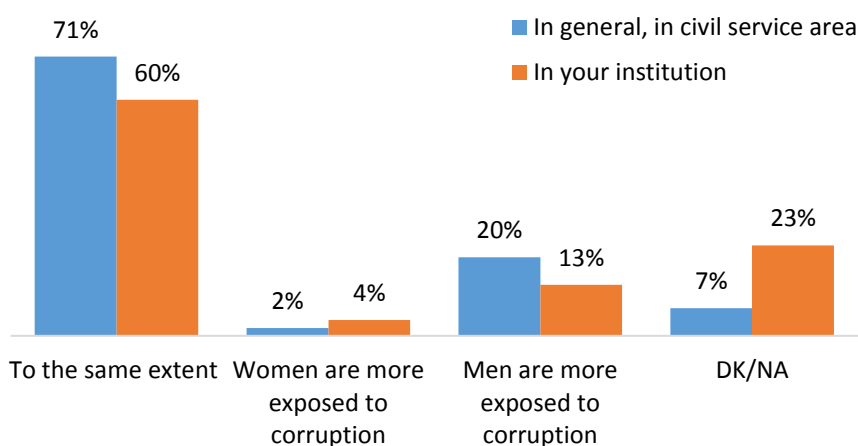
out their activities longer than 6 years.

29% of respondents believe that the risk of corruption is present at all levels of hierarchy equally (Figure 59). This is particularly the case for people aged 36-50 with secondary education from South and North, level 2 officials, public agents employed in public execution posts, people aged 6-10.

1/3 of publicly surveyed officials do not know or have refused to say at what hierarchical level there is the highest risk of corruption in the institution they work. These responses ranged among women, people aged over 51, residents in the North and Chisinau, representatives of central level authorities and other institutions at central level, who worked for less than 2 years.

Analyzing the level of exposure to gender-based corruption, it is noted that most public agents consider that women and men are equally exposed to corruption (both in the Public Service in general - 71% and in the institution where they work - 60%) - Figure 60.

Figure 60. In your opinion, are women and men equally exposed to corruption? (A3)



This opinion is more often expressed by the younger generations (20-35 years and 36-50 years old) with a high level of education, the inhabitants of the cities and in the northern and Chisinau areas, the holders of the middle and executive management positions, with experience over 2 years.

Among those who believe that there are differences at

the level of exposure to gender-based corruption, the proportion of respondents who consider men to be more corrupt prevails. Thus, the "male respondents are more exposed to corruption acts" was chosen by 20% of the respondents in the case of the Public Service in general and by 13% in the case of the institution where the respondents work. At the same time, the proportion of public agents who believe that women are more exposed to corruption is only 2% for the Public Service in general and 4% for the institution where the respondents work.

Public agents were asked how serious the corruption problem for Moldova is. The answers were estimated on a scale of 1 to 10, where 1 = corruption in Moldova is a very serious problem, 10 = corruption in Moldova is not at all a problem. Almost half of the surveyed public agents (46%) consider that the phenomenon of corruption in Moldova is a very serious problem (Figure 61). Moreover, on the assumption that values 1-5 are associated with a very high / high level of

corruption in the country, we get a general perception of public agents that corruption is a serious problem for Moldova. Or options 1 to 5 were chosen by 84% of survey participants. This opinion predominates in the answers of women, persons with middle level of education, rural residents, southern residents, LPA of level 1, other central and local institutions, holders of public governing functions of middle and execution level, people who carry out their activities for a period of 3-5 years.

The average score obtained in the respondents' assessments for the gravity of the corruption phenomenon for the Republic of Moldova is 3.1 on the scale of 10 points (i.e. increased gravity).

Figure 61. To what extent do you agree with the following statement: Corruption in Moldova is a problem? (A4)

Estimate on a scale from 1 to 10, where 1 = Corruption in Moldova is a very serious problem, 10 = Corruption in Moldova is not at all a problem

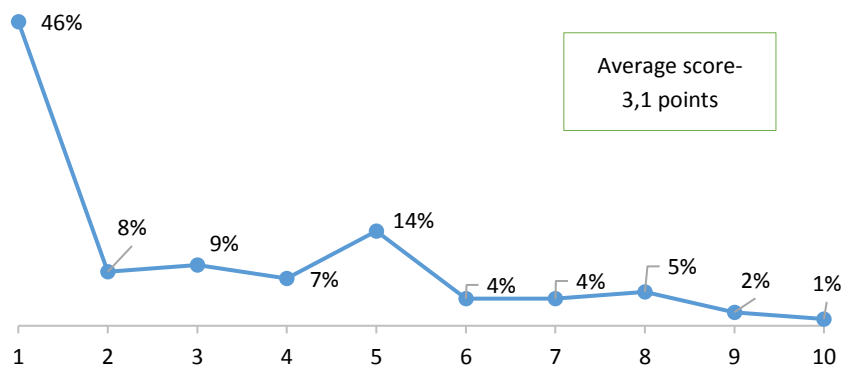
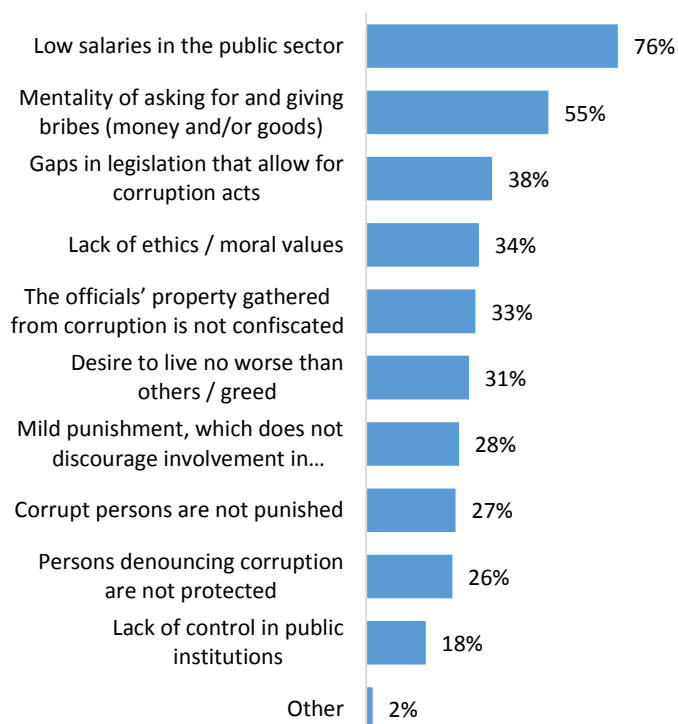


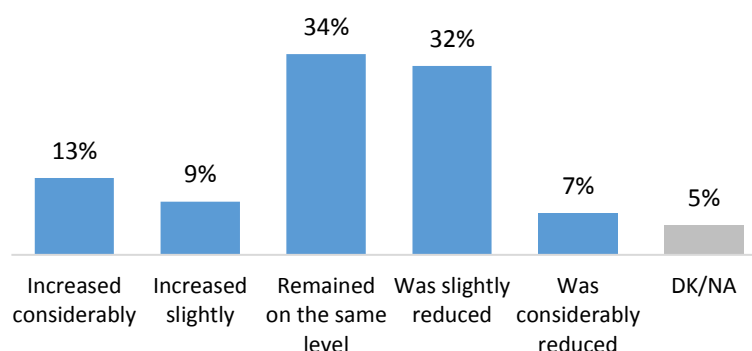
Figure 62. What are, in your opinion, the main causes of corruption in Moldova? (A5) - MULTIPLE ANSWER



The causes of corruption are multiple - Figure 62. Public agents consider the main cause to be the low wages in the public sector (76%) and the mentality of asking for and bribing money and / or goods (55%). Each third respondent considers that corruption appears due to the lacks in legislation permitting acts of corruption (38%), lack of moral ethics of public agents (34%), the fact that the wealth collected by officials through corruption acts is not confiscated (33%), greed and the desire to live no worse than others (31%).

Regarding the evolution of the Moldovan corruption phenomenon during the last year, most respondents consider that it is decreasing (39%). Every third public agent believes that the phenomenon of corruption has remained at the same level (34%), and about one fifth of respondents consider that the corruption phenomenon in the country has increased (22%) - Figure 63.

Figure 63. Do you think that in the last year the level of corruption in RM ...? (A6)



The rise in the level of corruption (small / considerable) was noted

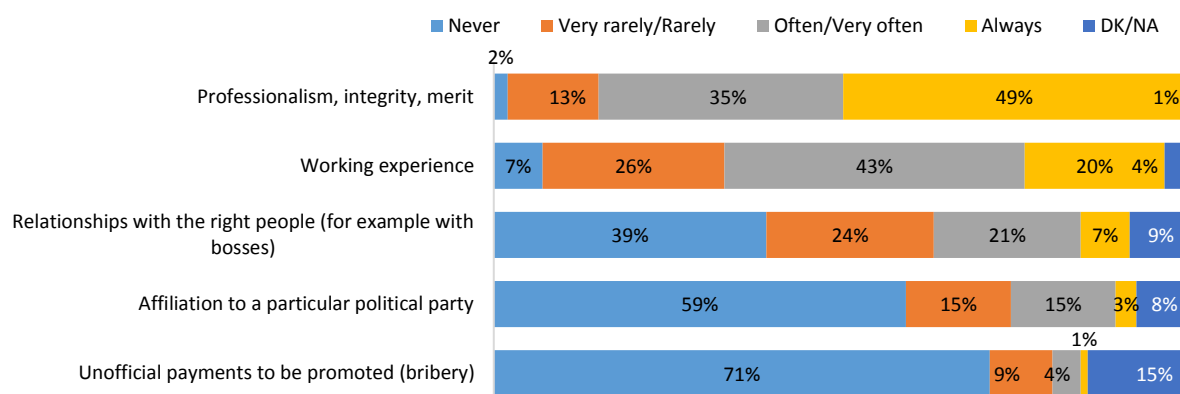
more frequently by women, people aged over 51, middle-aged respondents, the general public in the North, representatives of LPA 1 and other central and local institutions, with public execution functions.

The socio-demographic profile of public agents who believe that the level of corruption has diminished (slightly / considerably) was different: this opinion was expressed more frequently by men, young people, high-educated people, urban residents, CPA and LPA2 representatives, top level leaders.

3.2. Employment and promotion of public agents on merit basis and with professional integrity

According to the research results, the hiring and promotion of public agents is usually based on merit (Figure 64). Thus, half of the public agents stated that promotion to positions within their institutions always takes place based on the professionalism, integrity and merits of the person promoted (49%), and each third respondent stated that these are the criteria often / very often applied in institutions (35%). 84% of public agents say that in their organizations the person is promoted on merit. These opinions were expressed with priority by the students with high level of education from the urban area, Chisinau, employees of the central level institutions, senior managers.

Figure 64. To what extent are the following promotion criteria applied within your institution? (B1)



Another important criterion for promotion in office is the length of providing services, often/ very often/always, according to 63% of the interviewed persons. This criterion was mainly mentioned by young people, northern and center residents, LPA2, people with 6-10 years of activity.

Respondents admitted that other promotion practices are being used in public institutions. Thus, 28% of public agents said that the criterion "relationships with the right people (with the heads, for example)" often / very often / always are applied. In this group of respondents, there are prevailing public agents with a

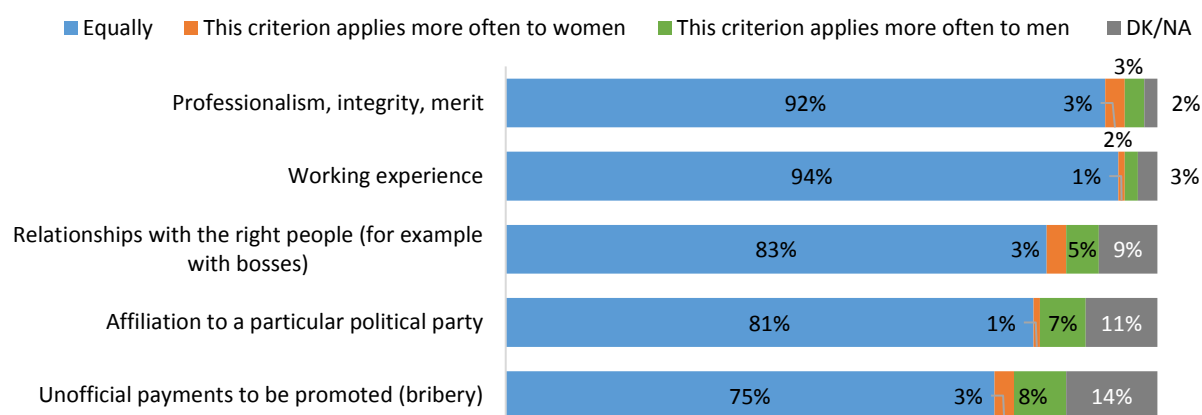
secondary level of study, residents from the South, the public executive officers, the persons who have a working experience longer than 6 years.

The criterion "membership of a particular political party" is often considered / very often / always in the opinion of 18% of public agents. Women, middle-aged people, South and Center residents, older workers report more often that membership in a political party is essential in promoting positions.

71% of respondents said that there are no cases of promotion in their institutions based on unofficial payments, and 9% rarely/very rarely resort to bribery to be promoted. These are predominantly men, people aged over 36, with high education, from the rural, central and northern zones, representatives of LPA1 and LPA2. The higher the category of the respondent's position- the higher the share of those who choose to say that the bribe does not apply for promotion or applies sporadically. The share of those who said that promotion is often / very often / always constitutes 8%.

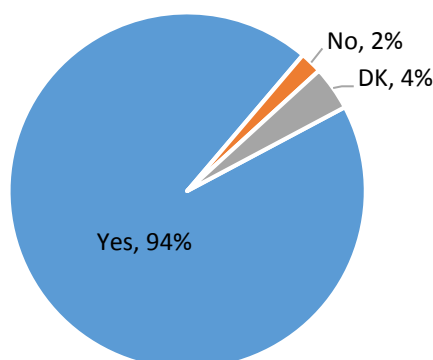
The results of the study show that gender mainstreaming is generally respected in promoting staff in public organizations in Moldova. The vast majority of respondents said that all the criteria mentioned in Figure B1

Figure 65. Are these criteria applied equally to men and women in your institution? (B2)



are applied equally to men and women (professionalism - 92%, working age - 94%, relations with the right people - 83%, membership in a particular political party - 81% and unofficial payments - 75%) - Figure 65. However, it seems that men are slightly less privileged compared to women when unofficial payments (8%), political affiliation (7%), and relationships with the right people (5%) are applied.

Figure 66. Are the performance assessment procedures applied in your institution? (B3)



Another aspect measured by the opinion poll relates to performance evaluation and the extent to which it matters in promotion on a hierarchical scale. The results show that practically all institutions have performance evaluation procedures (94%) - Figure 66.

The extent to which evaluation results influence the promotion of staff in the institution has been assessed on a 5-point scale (where 1 = not at all influencing, staffing is promoted on the basis of other criteria, 5 = totally influencing the staff being promoted solely on the basis of the evaluation results).

Therefore, most of the public agents (72%) stated that the results of the evaluation strongly or totally (4th and 5th values) influence the promotion of cadres in institutions (generally without significant differences

depending on the socio-demographic characteristics of the respondents). Each of the 10th subject stated that in the institutions they belong to, cadres are always or very often promoted (values 1 and 2) based on criteria other than performance evaluation (Figure 67).

The average score attributed by public agents for the extent to which evaluation results influence the promotion of staff in the institution is 4.1 (on the 5-point scale). Analysis of responses according to the socio-

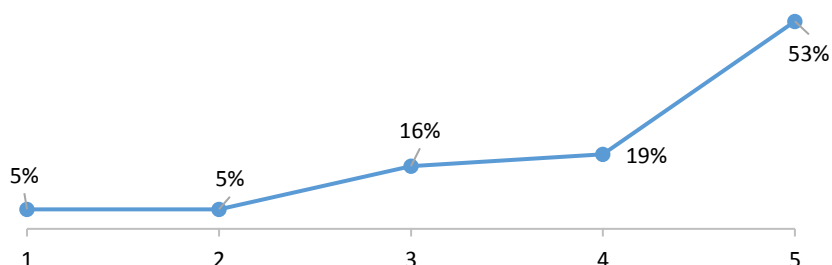
demographic characteristics of the respondents shows that higher average scores are attributed to people aged over 51 with a high level of education from the urban area, Centre area, LPA2, senior managers, employees with a service life of less than 2 years. Smaller scores are more commonly attributed to middle-aged people from rural localities, Chisinau, LPA1, execution officials.

In general, institutional managers tend to report on employment and promotion in institutions where they work in a more favorable way, compared to lower-ranking public agents.

The vast majority of survey participants know the risks of corruption in the employment process. They considered illegal / inappropriate the following situations: people to be engaged through kinship / friendship (90%); the person wishing to take part in the employment contest in a public institution to call a friend of his / her to ask him / her to favor his / her candidacy to the boss (88%); the institution to launch a recruitment contest even if the person to be employed is known in advance (79%) – Figura 68.

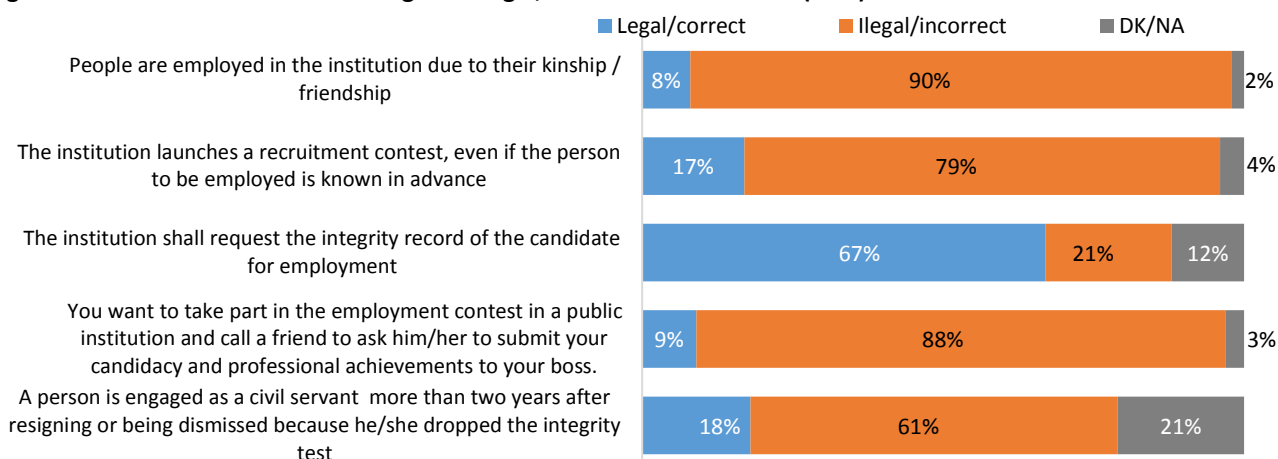
Figure 67. To what extent do the results of the evaluation influence the promotion of staff in the institution? (B4)

Estimate on a scale from 1 to 5, where 1 = it does not influence at all, staff is promoted on the basis of other criteria; 5 = fully influences, staff is promoted solely on the basis of the results of the evaluation



* Sub-sample: 579 respondents

Figure 68. The situations below are legal or illegal; correct or incorrect...? (P1.1)

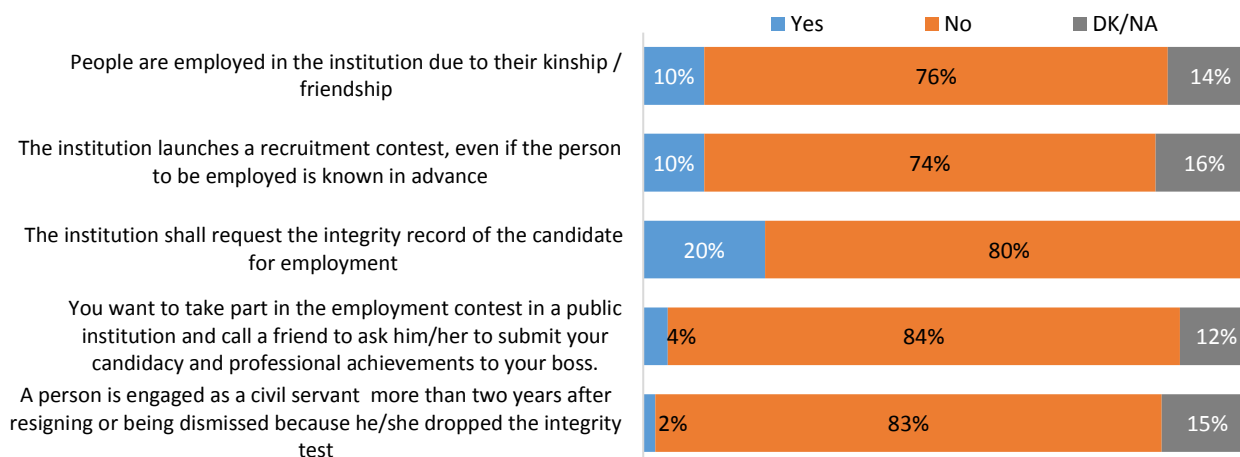


Each of the 10 respondents said that in the institutions where they work, it happens that people are engaged through family ties / friendships and / or it happens the institution to launch an employment contest, even if it is known beforehand the person who is going to be employed (Figure 69). More frequently these responses were formulated by public agents from the South and Chisinau, CPAs and other central public institutions, by the executive officials.

Of those who declared that there is a risk of corruption in employment, 18% confirmed that measures are being taken to resolve or sanction cases when people are engaged through family ties / friendships, and 23% have confirmed that such measures are taken for cases of launching job competitions even if the person to be employed is known in advance (Figure 70).

Figure 69. These situations happen in institution in which you work? (P1.2)

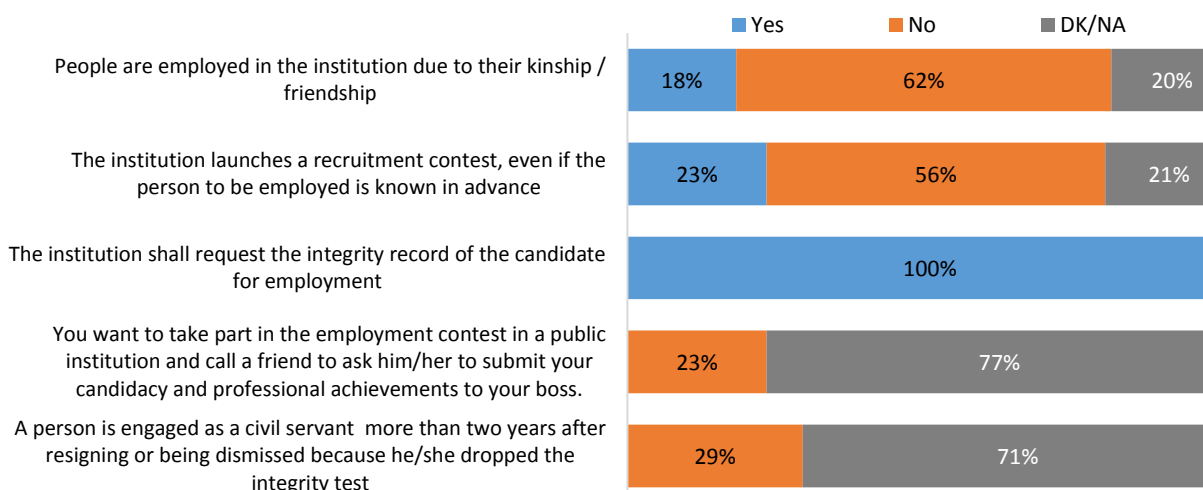
* Sub-sample: respondents were noted at P1 illegally



Cases where a friend favors hiring someone or hiring after failing to carry out the practical integrity test are not reported (4% and 2%, respectively, stated that this is the case in the public institutions they represent) (Figure 69).

Figure 70. Have steps been taken to solve or sanction these situations? (P1.3)

* Sub-sample: : respondents were noted at P2 - YES



2/3 of the survey participants consider it legal/ correct if the institution asks for the integrity record of the candidate for employment (Figure 68), every 5th of them confirms that this practice takes place in their organizations (Figure 69).

The in-depth analysis nevertheless shows a low level of knowledge of legal / illegal or fair / incorrect situations regarding **Employing and promoting public agents based on merit and professional integrity**. The value of the Integrated Indicator (the correct answers to all the situations illustrated in Figure 68) shows that only 7% of public agents provided fair answers to all possible corruption cases in the process of hiring and promoting public agents based on merit and professional integrity.

3.3. Observing the incompatibility regime, restrictions in hierarchy, and limitation of publicity

The regime of restrictions in the hierarchy is generally respected in public organizations in the Republic of Moldova. Thus, 79% of the respondents stated that during the last 12 months they did not know cases when the public agent was in the immediate subordination of a relative (Figure 71) in the institution where they carry out activities. This statement was made predominantly by men, highly educated people, rural residents, people from the Center region, representatives of LPA1 and LPA2, holders of higher category functions.

Figure 71. Do you know cases in your institution when the public agent is/has been directly subordinated to a direct relative or relationship of kinship in the last 12 months? (C1)

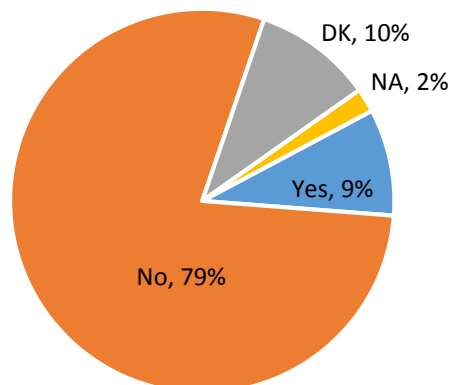
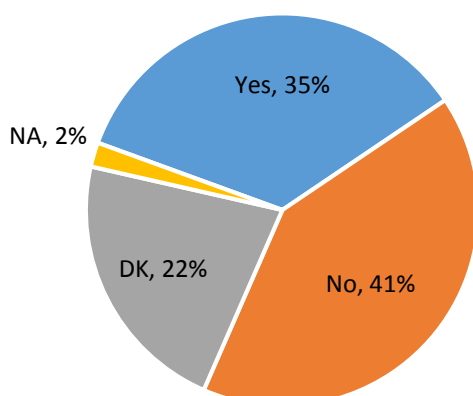


Figure 72. Have steps been taken to halt the hierarchy? (C2)

* Sub-sample: 58 respondents



At the same time, 9% of the respondents stated that in their institutions there were situations of hierarchical relations between direct relatives or by affinity. These cases were reported predominantly in the North and Chisinau region, in the central level authorities and other public institutions at central level by public officers with medium and executive public positions.

About one-third of them reported that measures had been taken to halt the hierarchical relationship between relatives, 41% said no steps had been undertaken to halt the hierarchical relations, and 22% did not know if somebody undertook some measures in this respect (Figure 72).

*Public officers have been tested at the level of knowledge of legal / illegal or correct / incorrect situations of **Compliance with Incompatibilities, hierarchy restrictions and limitation of advertising.***

Approximately 4 out of 5 public agents have **correctly** mentioned that the following situations are a violation of the incompatibility regime: mayor of city X signs a contract to provide some works to his brother's company (86%); the mayor from locality X is, at the same time, general manager of a commercial company (84%); the auction organized by a district council was won by the company headed by the president's council wife (84%) - (Figure 73).

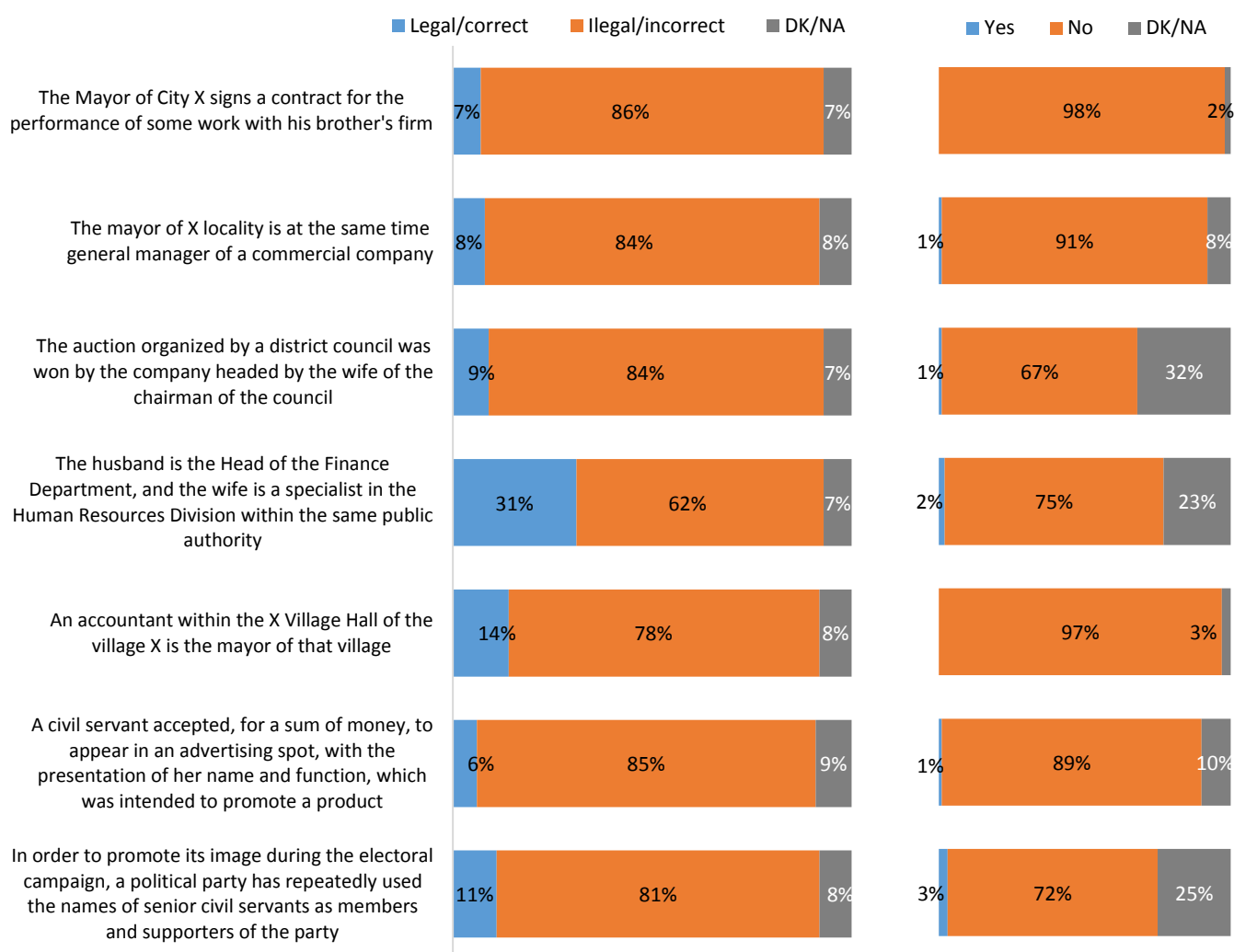
According to the survey participants, as a rule, in the institutions where they carry out activities, such situations do not happen, or they do not know / do not want to say if there are such cases - (Figure 74).

Regarding the hierarchical restrictions regime, the majority of respondents assessed the following situations as unlawful / inappropriate: the husband is head of the Finance Department and the wife is a specialist in the Human Resources Department of the same public authority (62%) (**incorrect answer**), the accountant of Town Hall of Village X is the wife of the son of the mayor of that village (78%) - Figure 73. Similar to previous findings, respondents say that such situations do not happen or do not know / refuse to say whether there are such cases in their institutions (Figure 74).

The analysis of the responses measuring the respondents' level of knowledge about the advertising limiting regime shows that 4/5 of the public agents declared the following situations illegal (**incorrect answer**): a public agent accepted, for a sum of money, to participate in an advertising spot where it is stated their name and function with a view of promoting a product (85%) to promote their image during the electoral campaign, a political party has repeatedly used the names of public agents with functions of important leadership as members and supporters of the party (81%) - Figure 73. Most public agents mentioned that there are no such situations in their institutions and others do not know / refuse to say whether such cases occur in their organizations (Figure 74).

Figure 73. The situations below are legal or illegal; correct or incorrect? (P1.1)

Figure 74. These situations happens in institution in which you work? (P1.2)



* Sub-sample: respondents were noted at P1 illegally

The in-depth analysis nevertheless shows a low level of knowledge of legal / illegal or correct / incorrect situations regarding the **Compliance with the incompatibility regime, hierarchy restrictions and limitation of advertising**. The value of the integrated indicator (correct answers to all the situations illustrated in Figure 73) shows that only 18% of public agents provided correct answers to all possible corruption cases in the process of compliance with the regime of incompatibilities, hierarchy restrictions and limitations of advertising.

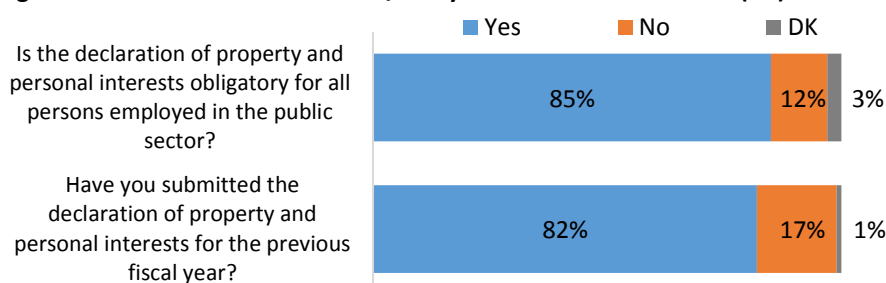
3.4. Respecting the regime for declaring properties and personal interests

About 4 out of 5 respondents (85%) said that the declaration of property and personal interests is mandatory for all people employed in the public sector (Figure 75). This opinion was more frequently mentioned by men, 20-35-year-old, people with high education, residents from the north, CPA, LPA2 and LPA1 representatives, senior managers and public agents working in the institution about 6-10 years.

The right answer is that not all people employed in the public sector have this obligation.

According to the provisions of the Integrity Law no. 82/2017, Art. 13, all public agents are required to submit their declaration of property and personal interests. As defined in the same Law, Art. 3, the public agent is a person hired in a public entity who performs a public office, a public office with a special status, a position with a public dignity, is employed in the office of the person with a public dignity or provides services of public interest, and is the local person elected. However, people who do not have the status of public agent (e.g. technical staff) are employed in the public sector.

Figure 75. Must declare wealth ...? / Did you file the statement ...? (D1)



According to each 8th respondent (or 12%) this exercise is not mandatory for all public-sector employees and 3% do not know the answer to this question - Figure 75).

The share of persons who filed the declaration of property and personal interests for the previous fiscal year is 82%, these being men with priority, people under 51, respondents with high education, residents in the North, representatives of CPA, LPA2 and LPA1, senior managers and public agents working in the institution about 6-10 years (Figure 75).

The share of persons who filed the declaration of property and personal

The share of public agents who did not fill the declaration for the previous year is 17% (Figure 75). This category mainly consists of female public agents, aged 51 and over, operating in the South and Chisinau region, in institutions (other than authorities) at central and local level, with a working experience of up to 2 years.

*Public officers have been tested to the level of knowledge of legal / illegal or correct / incorrect situations regarding **Compliance with the declaration of property and personal interests**.*

88% of the surveyed public agents consider illegal / incorrect the situation when the servant submits the declaration of his / her property and personal interests after two years of performing the activities within the public entity (correct answer) and 7% believe that this practice is legal/correct (Figure 76). 74% believe it is illegal/ incorrect that the public agent does not declare the property of his/her concubine in the declaration of property and personal interests (**correct answer**), compared to 17% who think differently (Figure 76). 70% of the respondents mentioned that it is illegal/incorrect that at the end of the term of office/ employment relationship, the public agent does not submit the declaration of his/ her property and personal interests, because he/she has already submitted it this year (**correct answer**) and each 5th subject questioned believes that this practice is legal and correct - (Figure 76). The vast majority of public agents said such situations do not happen in the organizations where they operate - Figure P2.2, others being people who did not know or did not want to respond if such situations were present in institutions - Figure 77).

Figure 76. The situations below are legal or illegal; correct or incorrect ...? (P1.1)

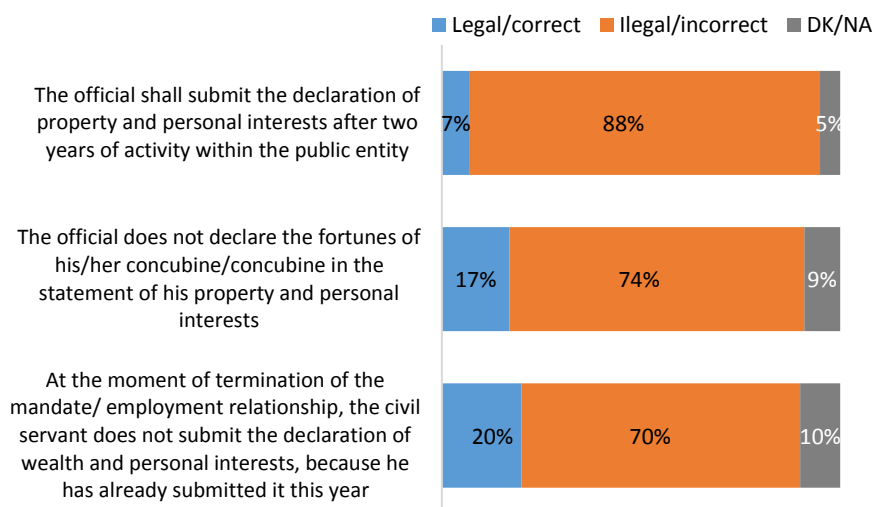
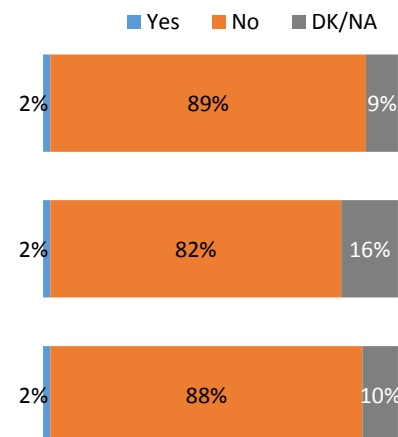


Figure 77. These situations happens in institution in which you work? (P1.2)



* Sub-sample: respondents were noted at P1 illegally

The in-depth analysis reveals a fairly high level of knowledge of legal / illegal correct/incorrect situations regarding the **Respect of the declaration of property and personal interests' regime**. The value of the integrated indicator (correct answers to all the situations illustrated in Figure 76) shows that 57% of public agents have provided correct answers to all possible corruption cases in the process of respecting the declaration of property and personal interests.

3.5. Respecting the regime of conflicts of interest and avoiding favoritism

Approximately 3 out of 4 respondents (77%) consider that the public agent is always required to declare a conflict of interest (Figure 78). This opinion was expressed primarily by men, who are under 51 with a high level of education, from urban and Center area, CPA and LPA2, with higher category functions, with an experience of 6- 10 years.

15% of respondents confirm the need to declare conflicts of interest but only in certain situations (Figure 78). These are predominantly women, people over 51, with a middle level of education, from rural area, representatives of LPA1 and other public institutions, persons with executive tasks.

According to Art. 14 of the Integrity Act, the public agent is obliged to declare in writing within 3 days to the head of the public entity about the real conflict of interest arising from his professional activity, explaining the nature of the conflict of interest and how it influences or can influences impartial and objective exercising of his duties; Moreover, according to Art. 12 of the Law no. 133 of 17.06.2016 on the declaration of property and personal interests, the potential conflict of interest is mandatory to be declared, too.

Figure 78. Is the public agent obliged to declare a conflict of interest? (E1)

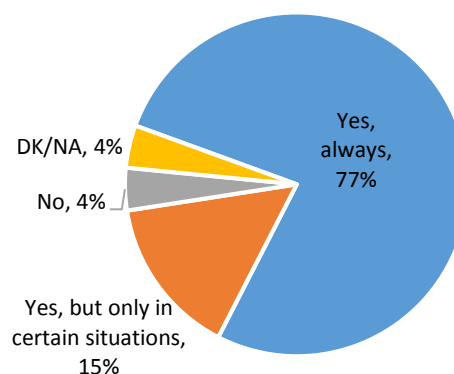
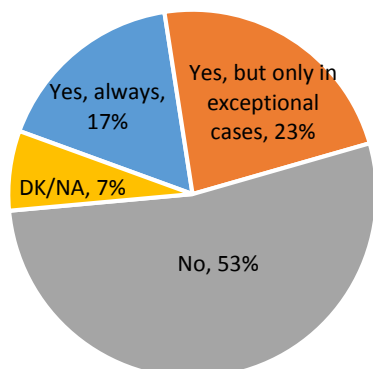


Figure 79. Does the public agent have the right to make decisions, being in a situation of conflict of interest? (E2)



education from urban areas, CPA, LPA2 and LPA1, senior managers with a duration of activity of no more than 2 years.

At the same time, the percentage of respondents who consider that the public agent has the right to make decisions and is in a situation of conflict of interest constitutes 40%. Of these, 17% believe that finding a conflict of interest cannot in any way limit the right to any decision and 23% believe that a public agent can only make decisions in exceptional cases if they are in conflict of interest (Figure 79). 7% of survey participants do not know whether a public agent is entitled to make decisions if they are in a situation of conflict of interest.

89% of public agents had no conflict of interest in their institutions over the past 12 months, and 8% witnessed such situations (Figure 80). In terms of gender, age, level of education, type of locality and duration of activity, there were no significant differences in responses. In terms of other social-demographic characteristics, a larger number of respondents from the North and Center, LPA2 and LPA1, senior managers said they did not know cases of conflict of interest in their organizations.

Of the public agents who have experienced conflicts of interest during the last 12 months (49 persons), 41% said that the persons in conflict continued to perform their duties, and 53% said that the persons in question had ceased to work in that function - Figure 81.

The main causes of non-declaration of conflicts of interest by public agents are lack of knowledge of the procedure (54%), obtaining personal benefits (financial, material or other) - 42%, fear of being sanctioned (41%), indifference (37%) and fear

Being asked if the public agent has the right to make decisions, being in a situation of conflict of interest, only about half of the public agents responded **correctly** "that they do not have the right" (53%) – Figure 79. According to point (4), Art. 12 of the Law no. 133/2016, in the event of a conflict of interest, the public agent is obliged not to resolve the application/request, not to issue the administrative act, not to conclude, directly or through a third part, the legal act, not to take or not to participate to the decision making in the exercise of the mandate the public office or the public dignity until the conflict of interest is solved.

This opinion was more frequently expressed in the responses of men, 51-year-olds with a high level of

Figure 80. Do you know cases of conflict of interest in your institution over the past 12 months? (E3)

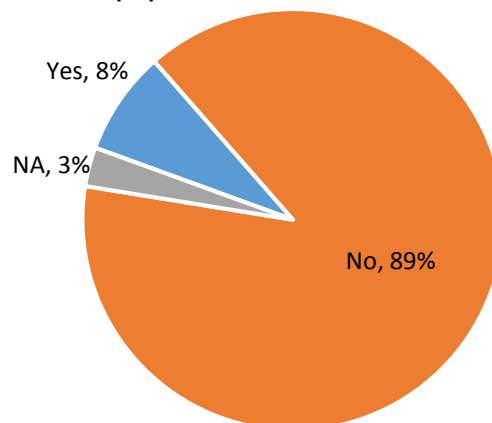


Figure 81. Have the persons in conflict of interests continued to exercise their service duties related to the given situation? (E4)

* Sub-sample: 49 respondents

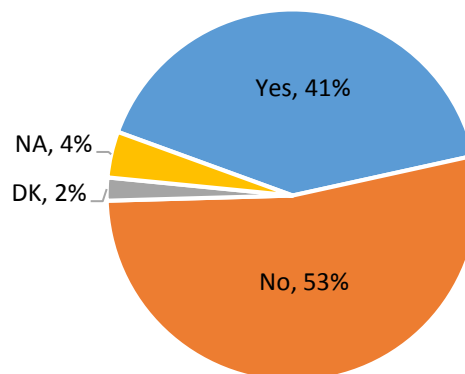
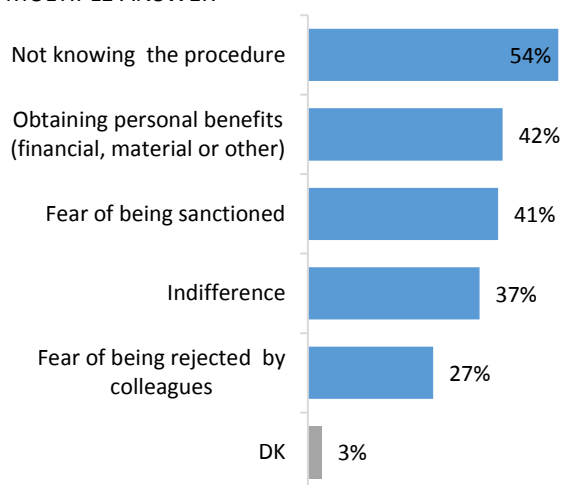


Figure 82. What are the main causes of non-declaring conflicts of interest by public agents? (E5)
 MULTIPLE ANSWER



of being dismissed by colleagues (27%) - Figure 82.

The opinion survey also measured the perceptions of public agents about measures to be taken in order to remove favoritism in the public sector. Thus, almost 2/3 of the interviewed subjects (69%) consider it necessary to announce the hierarchically superior leader in this respect, 41% believe that any case of favoritism should be denounced at the ANC and 32% plead for denunciation at NIA.

The vast majority of public agents know to **correctly** identify situations of conflict of interest and favoritism. Thus, 87% of the surveyed participants considered the following situation to be illegal/incorrect: the local councilor is the general manager of company X. A draft decision is proposed in the local council which would reduce the waste disposal tax for company X by 20%. The local counselor votes the draft

decision - (Figure 83). Survey participants have stated almost totally that situations of non-compliance with the conflict of interest regime do not take place in the organizations where they operate (96%) - Figure 84.

Another 86% of the respondents considered the following as incorrect/illegal: "a public agent, being a member of the commission for the selection of an NGO in a financing project, notices among the files submitted an NGO with which he has previously worked as an expert. The official does not declare this and favors the NGO's file because he is convinced that it is best for the project" (Figure 83). Among the persons who identified the situation of favoritism, the vast majority stated that such situations do not happen in the institutions where they work (81%), and the other 1/5 do not know/ refused to say whether there are violations of the favoritism regime in public institutions (Figure 84).

Figure 83. The situations below are legal or illegal; correct or incorrect ...? (P1.1)

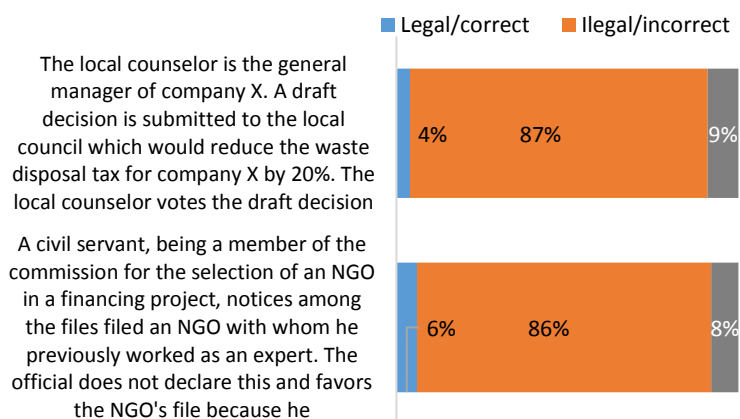
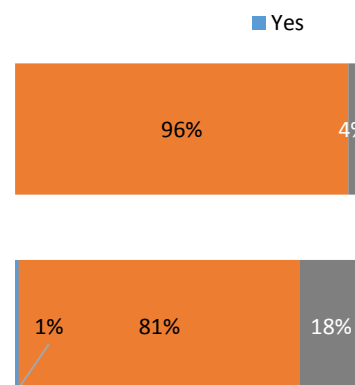


Figure 84. These situations happens in institution in which you work? (P1.2)



* Sub-sample: respondents were noted at P1 illegally

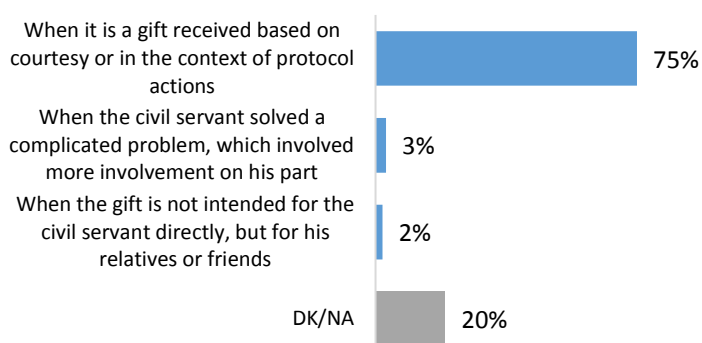
The in-depth analysis reveals a high level of knowledge of legal/illegal or correct/incorrect situations regarding **Compliance with Conflict of Interest regime and non-admissibility of favoritism**. The value of the integrated indicator (correct answers to all the situations illustrated in Figure 83) shows that 78% of the public agents provided fair answers to all possible corruption cases in the process of respecting the conflict of interest regime and not admitting favoritism.

3.6. Respecting the gifts' regime

3 out of 4 survey participants (75%) correctly answered that it is justified for a public agent to accept a gift when it is received by politeness or based on protocol actions. This opinion was expressed primarily by men, people aged 36-50, with a high level of study, from urban area, CPA and LPA2, with a duration of carrying out activities of at least 3 years.

5% of interviewees justify receiving gifts from a public agent when he/she has solved a more complicated problem, or when the gift is not given directly to the public agent, but to his or her relatives or friends.

Figure 85. Of the situations described below, in which cases is it justified for a public agent to accept a gift? (F1)

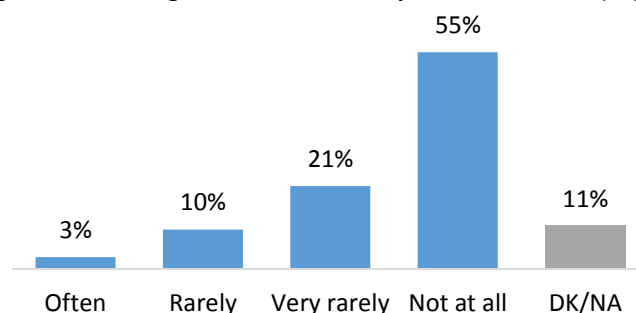


Every 5-th respondent (20%) does not know when it is justified to accept a gift by a public agent (Figure 85). These are predominantly women, people aged 20-35 and over 51, with middle education, from rural area, representatives of LPA1 and other public institutions with senior management positions.

Regarding the incidence of offering public agents gifts in exchange for satisfaction for a provided service, 55% of respondents say that citizens

do not offer gifts, services, invitations, etc. (Figure 86). Every third participant in the survey stated that citizens thank public agents in various ways for dealing with situations (21% of them state that these situations happen very rarely, 10% - rarely and 3% - often). The receiving of gifts was mainly confirmed by female public agents in the South and Chisinau region, in public institutions at central and local level (other than public authorities).

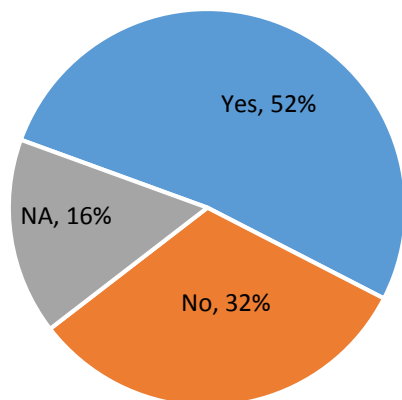
Figure 86. In the institution where you carry out activities how often citizens provide gifts, services, invitations, etc. to public agents in exchange or as thanks for a provided service? (F2)



Approximately half of the survey participants stated that there is a gift register in their institutions (52%), and every third respondent declares the opposite. The proportion of public agents who do not know whether there is a register of gifts

in the institution where they work is 16% - Figure 87.

Figure 87. Do you have a gift register in your institution? (F3)



Among the persons who are sure that there is a gift register in their organizations, the following categories prevail: men, 51-year-olds with a high level of education from urban area, Chisinau, CPA and LPA2, with a working experience of about 6-10 years. The socio-demographic profile of the respondents who mentioned that there is no such register in their institutions are mainly women, persons over 51, with middle level education, from rural area,

South, representatives of other public institutions at local level, with top-level management functions.

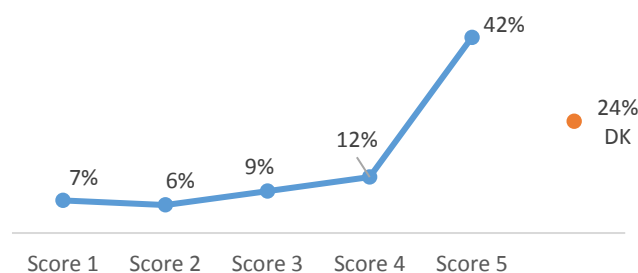
Persons who confirmed the existence of the gift register were asked to evaluate its effectiveness (on a scale of 1 to 5, where 1 = gifts are not declared at all, 5 = all gifts are declared and evaluated correctly) – Figure 88.

Efficiency reviews of the registry were obtained from 76% of the respondents, while 24% were unable to comment on this. Of those who have evaluated the effectiveness of registries, most have rated this tool positively (54%), assigning maximum values (4 and 5) to the rating scale. In other words, gifts are always / usually declared in the register and evaluated correctly (Figure 88).

The average score calculated for the gift register efficiency is 4 (on the 5-point scale). Higher average values have been attributed more often by men, young people, residents in the Central and North areas, LPA and LPA2, senior and middle level management leaders. Lower average scores in assessing the effectiveness of these documents were mostly attributed by women, 36-50-year-olds with secondary education, in the south and Chisinau, in other public institutions with executive functions.

Figure 88. How effective is this registry? (F4)

Estimate on a scale from 1 to 5, where 1 = gifts are not declared at all, 5 = all gifts are declared and evaluated correctly
* Sub-sample: 322 respondents



4 out of 5 persons questioned considered illegal/incorrect the following situations: (i) The public agent accepts as a gift a set of office supplies because he has solved an unpleasant and complicated problem for a citizen, (ii) The public agent does not declare receipt of a gift protocol in a public event/conference (Figure 89). However, these are the right answers. Every 9th public agent considers these situations to be legal /correct (Figure 90).

Figure 89. The situations below are legal or illegal; correct or incorrect ...? (P1.1)

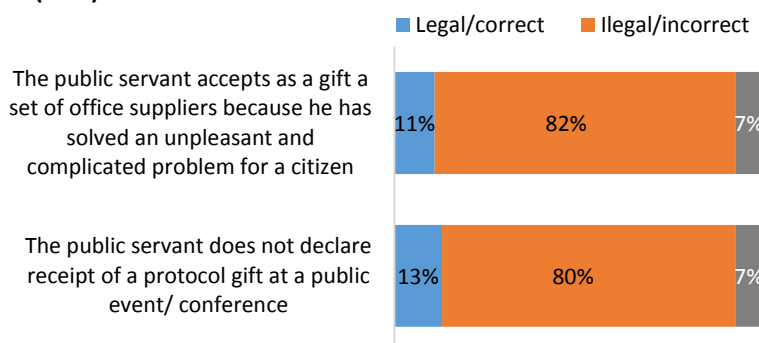
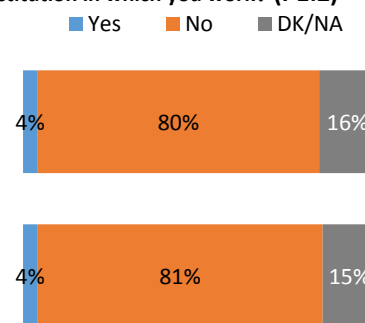


Figure 90. These situations happens in institution in which you work? (P1.2)



* Sub-sample: respondents were noted at P1 illegally

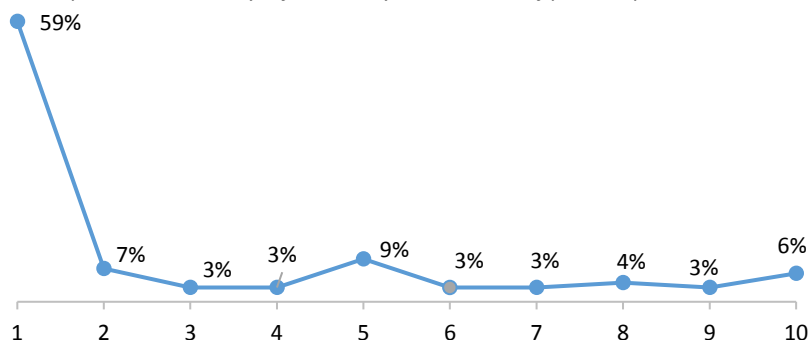
The in-depth analysis reveals a high level of knowledge of legal/illegal or correct/incorrect situation regarding **Respecting the gift regime**. The value of the integrated indicator (correct answers to all the situations illustrated in Figure 89) shows that 71% of public agents have provided fair answers to all possible corruption cases in compliance with the gift regime.

3.7. Non-admission, denunciation and treatment of inadequate influences

The evaluation of the extent to which the activity of public institutions is influenced by the interests of political parties was made on a scale of 1 to 10 where 1 = not at all influenced by the interests of political parties, 10 = totally influenced by the interests of political parties. The score that accounted for the highest share in the answers is 1 (Figure 91). Therefore, more than half of the surveyed public agents stated that the

Figure 91. To what extent is your institution's activity influenced by the interests of political parties? (G1)

Estimate on a scale from 1 to 10, where 1 = is not at all influenced by the interests of political parties, 10 = totally influenced by the interests of political parties



activity of the institutions they are part of is not influenced by the interests of the political parties.

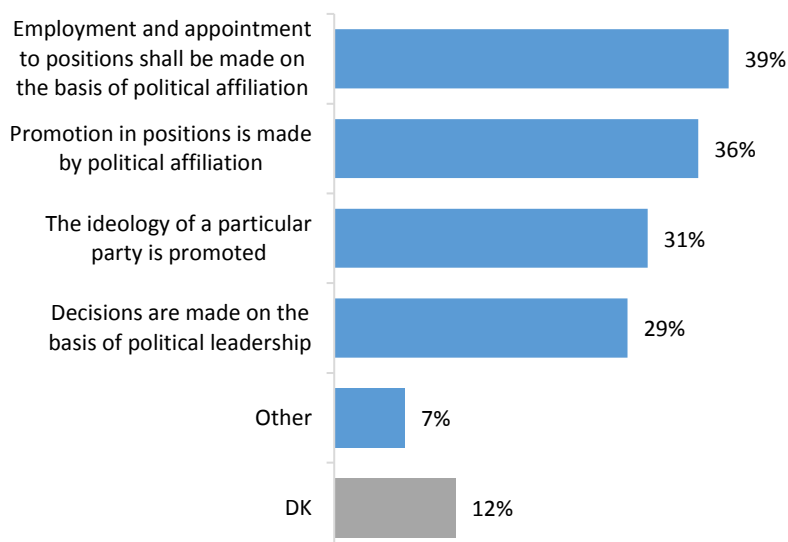
At the same time, the average score attributed to the evaluation of the extent to which the activity of public institutions is politically influenced is 5.8. Higher average values were more often attributed to men, people with high levels of education, urban residents,

residents of Chisinau, representatives of CPA and LPA2, public officers with top and middle management positions.

The analysis of the answers by aggregation of scores shows that the vast majority of respondents (81%) attributed the values 1-5 on a scale, i.e. they rated the organizations as not at all/rather politically unaffected. Other people consider that institutions are rather/ totally influenced by the interests of political parties (19%), assigning scores 6-10 on a scale (Figure 91).

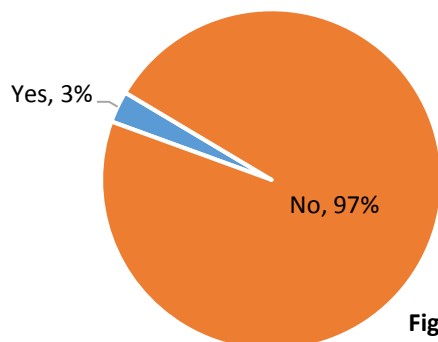
Most often these influences are manifested by the fact that the political affiliation of the person has an impact on employment and appointment to positions (39%), and/or promotion to positions (36%). Another kind of influence on the institution is the fact that the ideology of a certain party (31%) is promoted, and also the decisions are taken according to the political affiliation of the administration (29%) - Figure 92.

Figure 92. How are these influences manifested? (G2) MULTIPLE ANSWER
* Sub-sample: 249 respondents



Another finding of the study is that the employees of the public institutions of the Republic of Moldova are not usually influenced in their electoral choices.

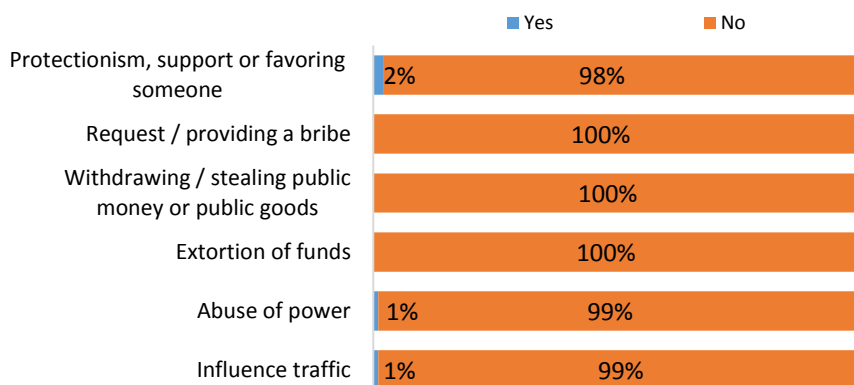
Figure 93. Have you been forced to vote for / against a certain political candidate at the last elections (presidential, parliamentary, local)? (G3)



Thus, 97% of the surveyed public agents stated that they were not required to vote for/against a certain political candidate at the last elections (presidential, parliamentary, local) – Figure 93.

Among those who nevertheless, have been influenced in their electoral choices prevailed women, middle-aged people, village residents, residents of the Central and Southern regions, representatives of other local level institutions, senior managers.

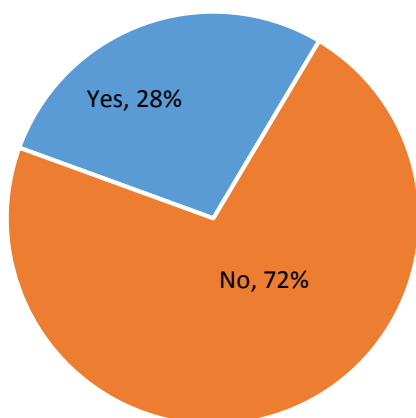
Figure 94. During the past 12 months, have you been required, asked or imposed to take the following actions at your place of work? (G4)



According to public agents, the cases of inappropriate influences in the institutions where they work have been almost inexistent during the last 12 months (Figure 94). None of the respondents was requested or imposed during this period to ask for or give bribes, to withdraw or to steal public money or public goods, to participate in extortion of funds. Almost all respondents said they were not asked/required to engage in trafficking of influence (99%), abuse power (99%), protect, support, or favor someone at work (98%).

Figure 95. Did you denounce the acts you referred to in the previous question? (G5)

* Sub-sample: 18 respondents

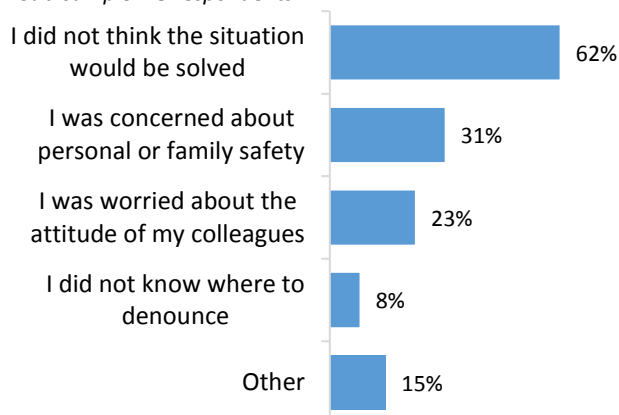


Survey results show that only 3% of respondents have been affected by inadequate workplace influences over the last 12 months. The vast majority of them (72%) preferred not to denounce the cases (Figure 95).

The main reason for non-denunciation is that people do not think the situation will be solved (62%) – Figure 96.

Figure 96. Why did not you denounce? (G6) MULTIPLE ANSWER

* Sub-sample: 13 respondents

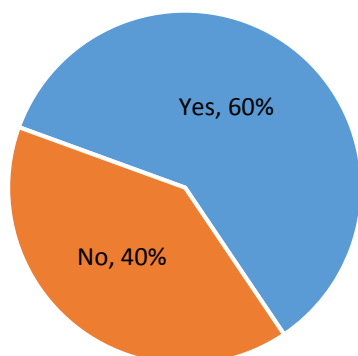


Every third respondent did not denounce it because he/she had concerns about personal or family safety (31%), and about one in four respondents did not complain because they had concerns about the attitudes of their colleagues (23%). 8% of those who

did not denounce, did not know where to go for this, and 15% had another reason.

Figure 97. Has the situation been resolved? (G7)

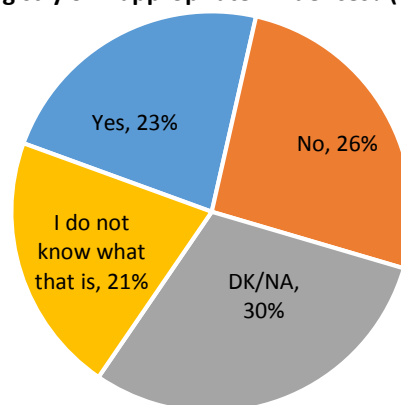
* Sub-sample: 5 respondents



Of the 18 public agents who acknowledged that they were asked or forced to participate in inappropriate actions, only about 1/4 denied their influences (Figure 95). 60% of them said that the situation was solved after the denunciation and in 40% the situation remained unresolved (Figure 97).

Survey participants were asked whether the institutions in which they operate have a register of inappropriate influences.

Figure G8. In your institution, is there a registry of inappropriate influences? (G8)

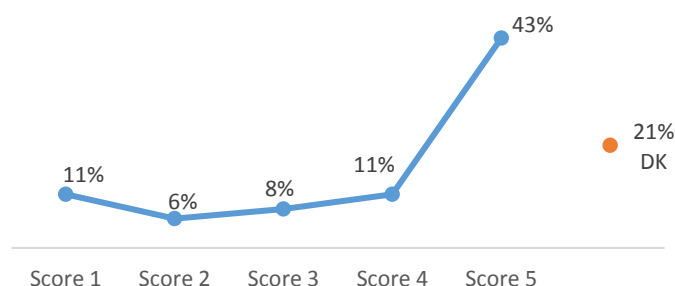


23% mentioned that their organization has such a register, and 26% said the institution does not have such a document. Approx. 1/3 of public agents do not know if there is a register of inappropriate influences in the institution, and every 5th public agent heard for the first time about this notion (21%) - Figure98.

Figure G9. How effective is this registry? (G9)

Estimate on a scale from 1 to 5, where 1 = No cases declared, 5 = all cases are declared and evaluated correctly

* Sub-sample: 140 respondents



Respondents who declared that there is a register of inappropriate influences in their institutions were asked to evaluate its effectiveness (on a scale of 1 to 5, where 1 = no cases declared, 5 = all cases declared, 8 = DK / NA). 79% of them assessed the effectiveness of the instrument, with the share of non-responses accounting for 21%. Thus, 54% of respondents appreciated the effectiveness of the register, assigning values 4 and 5 on a scale, which means that all / most of the cases are declared in the register of inappropriate influences (Figure 99).

92% of survey respondents considered illegal/incorrect the situation when a public agent did not denounce his boss's request to modify some data in the institution's report to the European Union in order to present more positive results. Of them, about three-quarters claim that there are no similar situations in the organizations they represent, while others have refused to answer or do not know if such cases occur in public institutions Figure 100 and 101.

Figure 100. The situation below is legal or illegal; correct or incorrect ...: The public agent does not denounce his boss's request to modify some data in the institution's report to the European Union in order to present more positive results (P1.1)

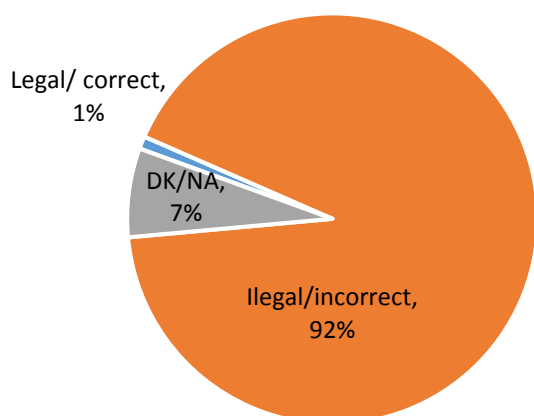
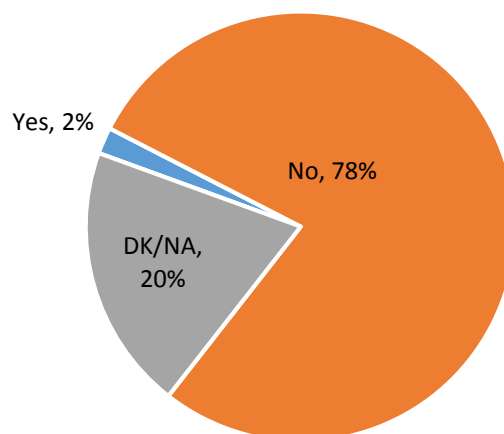


Figure 101. This situation happens in institution in which you work? (P1.2)

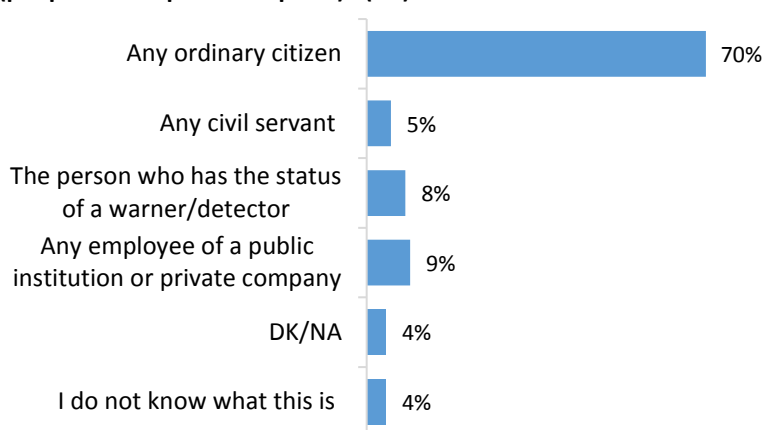


* Sub-sample: respondents were noted at P1 illegally

3.8. Non-admission, denunciation of corruption acts and protection of integrity whistleblowers

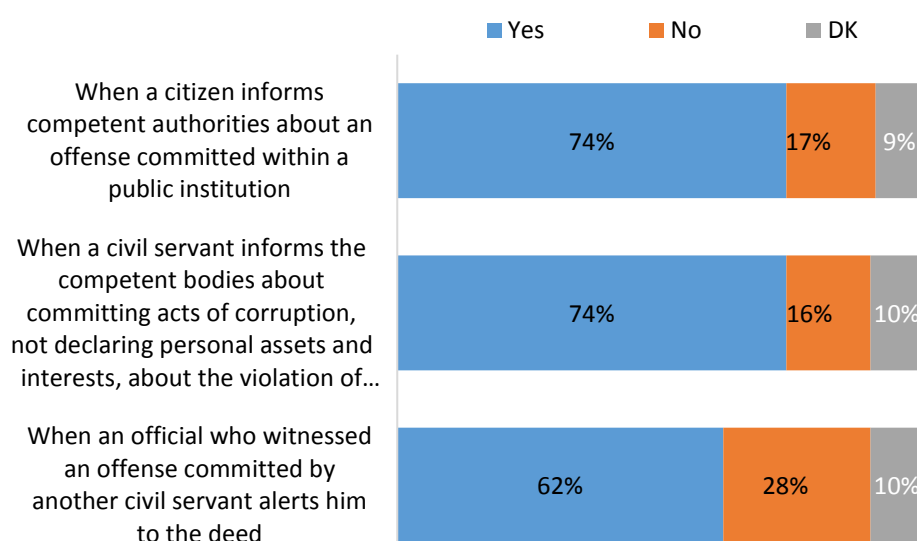
The opinion survey evaluated the level of knowledge of public agents with regard to the integrity alert. In this respect, the respondents were asked who a whistleblower is⁴ and what the integrity warning⁵ means. The results obtained were presented graphically in Figures 102 and 103.

Figure 102. In your opinion, who can denounce the lack of integrity (people who report corruption)? (H1)



Thus, most respondents stated that an integrity whistleblower could be any ordinary citizen (70%) - Figure 102. According to other opinions, anyone with a public institution or private company (9%), the person who has the status of a whistleblower (8%) or any public agent (5%) could have the quality of the person reporting a corruption manifestation may have the status of a person who reports corruption. 4% of public agents do not know what a whistleblower means, while another 4% did not provide any response.

Figure 103. Which of the situations listed below best describes the integrity alert? (H2)



Therefore, it is noted that a few public agents have correct knowledge of "who is the whistleblower", the correct answer being **any employee of the public institution or private company**.

Concerning the integrity alert, 3 out of 4 respondents (74%) mentioned that these are *situations where a citizen informs competent bodies about an offense committed within a public institution* (Figure 103).

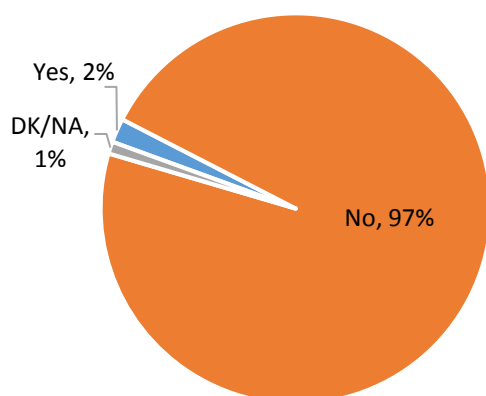
⁴ *Integrity whistleblower* - public agent, including public agent with special status, persons with public dignity functions and other persons providing public services, who voluntarily, in good faith and in the public interest, inform about the commission of corruption and corruption-related acts, acts of corrupt behavior, non-compliance with the rules on income and property declarations, and breach of legal obligations regarding conflict of interest (GD No. 707 of 09.09.2013 on the approval of the Framework Regulation on integrity whistleblowers)

⁵ *Warnings* - information about committing corruption and corruption-related acts, corrupt behavioral acts, non-compliance with the rules on income and property declarations, and violation of legal obligations regarding conflict of interest, made voluntarily, in good faith and in the public interest, in written or verbal form, to the persons and / or bodies competent to receive, record and examine this information (GD No 707 of 09.09.2013 for the approval of the Framework Regulation on integrity whistleblowers)

Another 74% identifies the integrity alert to situations when a public agent informs competent bodies about committing corruption, not declaring personal assets and interests, or violating the conflict of interest regime by another public agent. For one third of the surveyed public agents, the alert is best described in cases where an official who witnessed an offense committed by another public agent warns of the crime (62%).

Even if the weight of correct answers is about 3/4, we cannot conclude that there is a high level of knowledge of this aspect, because the correct answer is situation 2, the wrong answer variants also accumulating large proportions in the answers.

Figure 104. In the last 12 months, have you witnessed an act of corruption within the institution you are working in? (H3)



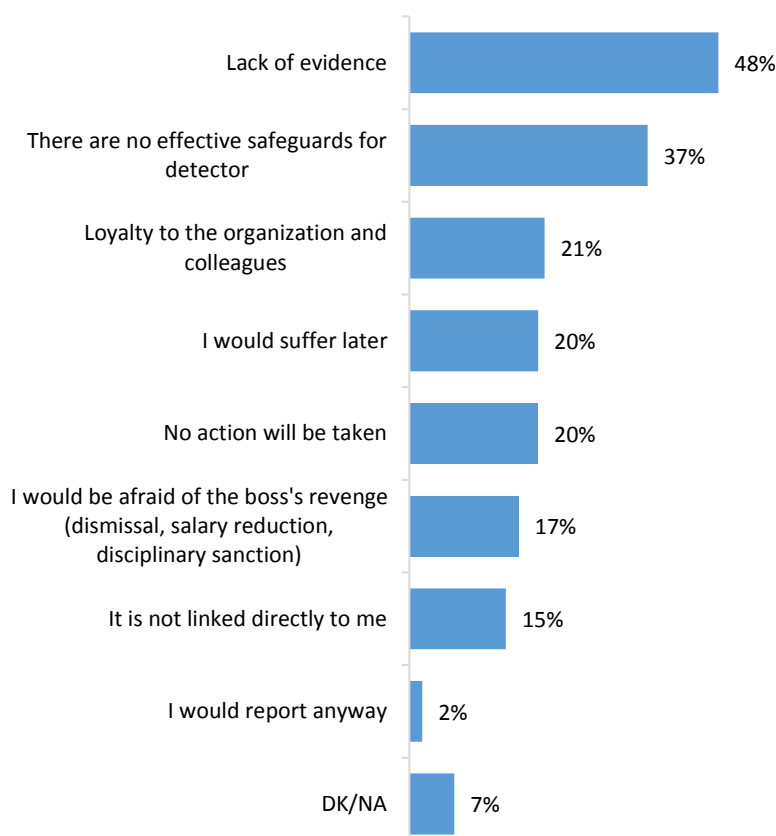
Over the last 12 months, only 2% of respondents surveyed (or 13 people) admitted they were witnesses of corruption within their institution (Figure 104).

Of the 13 people who admitted that they witnessed corruption, more than half did not denounce the cases.

Survey participants identified several causes for the decision not to report corruption in public institutions where they are active (Figure 105). The most frequently cited reason is the lack of evidence for the corrupt act they witnessed (48%). Another important cause for witnesses not to report the corruption acts is the lack of effective measures to protect them

(37%). Loyalty to the organization and colleagues, the fear of not suffering later, but also the conviction that no action will be taken for the reported situation are other causes identified by each of the 5th public participant in the survey.

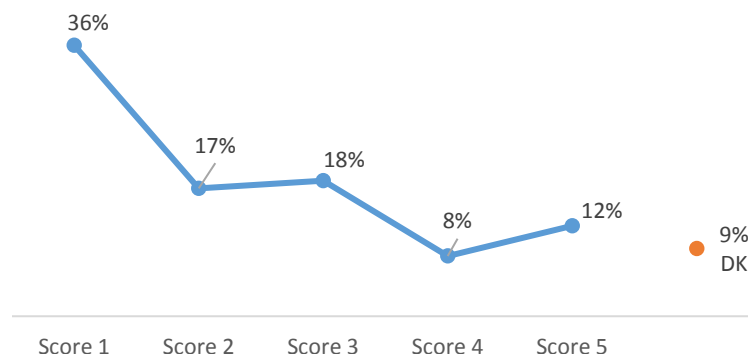
Figure 105. What are the reasons for your decision not to report corruption in your institution? (H5) MULTIPLE ANSWER



Respondents were asked to indicate to what extent they believe they would be protected in the event of a corruption act that they would have suffered. The answer was estimated on a scale of 1 to 5 points, where 1 = I will not be protected at all; 5 = absolutely convinced that I will be protected; 8 = DK. 90% of respondents surveyed assessed the level of confidence in this respect, assigning a certain value to the measurement scale. Approximately every 10th respondent is not sure whether or not he/she will to be protected in the stated situations (Figure 106).

Figure 106. To what extent do you think you will be protected in the event of a corruption complaint that you have suffered from? (H6)

Estimate on a scale from 1 to 5, where 1 = I will not be protected at all; 5 = Absolutely convinced that I will be protected



Of those who chose a score, every third (or 36%) is absolutely convinced that he/she will not be protected and 16% rather do not think they will be protected in situations where they would decide to denounce possible acts of corruption - Figure 106. In other words, 52% of the respondents answered with 1 and 2, which shows total distrust that they will be protected in the event of denunciation of possible corruption acts. The share of people who are absolutely sure/rather convinced that they will be

protected in the event of denunciation of a corruption act as a result of which they would have suffered is 20% (values 4 and 5 on the rating scale).

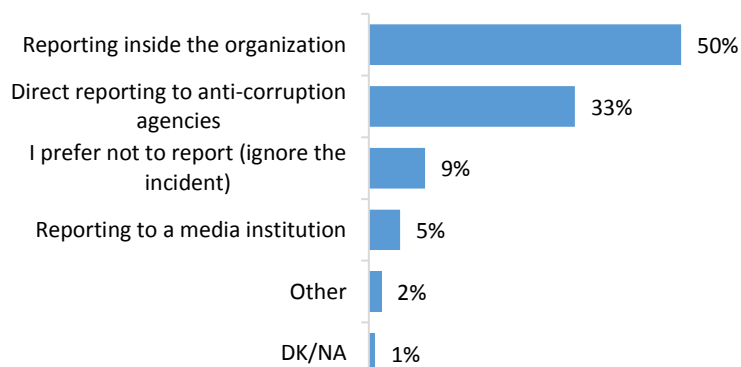
The average score for this question is 2.4 on the 5-point scale (i.e. below the average). This proves that public agent overall does not feel protected in the event of denunciation of a corruption act that they suffered from.

Higher average values were attributed by men, young people, urban residents, people with high education level, residents from the Centre and capital areas, representatives of CPA, LPA2 and LPA1 with middle and upper category, short duration of activity (compared to other socio-demographic categories). However, none of the average scores calculated by socio-demographic criterion (e.g. gender, age, level of education, etc.) exceeds the average score (= 3) on the measurement scale. This confirms the high level of mistrust in being protected.

Another question to the respondents was about their preferred methods of reporting corruption. Thus, half of the public agents would prefer to report within the organization, every third respondent - directly to anti-corruption agencies, and 5% - to a media institution. Every 10th public agent (or 9%) prefers not to report to anyone, ignoring the incident - Figure 107.

4/5 of respondents find it inappropriate for a director of a public institution to tell the subordinates about the warning submitted to his institution, presenting the name of the whistleblower as a positive example (**which is a correct answer**). At the same time, 10% think that the director is doing the right thing by making public the name of the whistleblower. Of those who consider the situation to be incorrect, 86% say that no such cases occur in their organizations, and 13% do not know or have refused to do so.

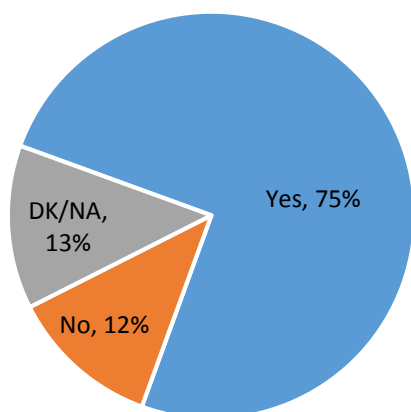
Figure 107. If there is a corruption situation within the institution you are working with, which one would you have to report, which would be the preferred method? (H7)



3.9. Intolerance to integrity incidents

3 out of 4 public agents (75%) consider that most of their colleagues are integral people (Figure 108). This opinion was more often mentioned by men, people over 51, respondents with high level of education, residents from the North area, CPA and LPA 2 representatives, top-level managers, people with a working experience longer than 6 years.

Figure 108. Do you think most of your colleagues are integral? (I1)



The share of public agents declaring that most of their colleagues are not integral is 12%, and those who did not know/ did not want to speak with reference to the integrity of their colleagues is 13%.

When asked which of the public functions are most often involved in incidents of integrity within the institutions where they work, 25% of the respondents referred to the heads and deputies of the institutions, 9% - to the heads of subdivisions within the institution, 28% - to public functions of execution / provision of public services. 38% of the survey participants stated that none of the specified functions are involved in integrity incidents (Figure 109).

3 out of 4 public agents stated that officials who are subject to disciplinary misconduct within the institution where they work are usually sanctioned (75%) - Figure 110. This opinion was more often expressed by men, people under the age of 51, respondents with high level of education, city residents, residents from South and North, LPA2 representatives followed by CPA and LPA1, holders of senior and middle level

Figure 109. Which of the following public functions are most often involved in integrity incidents within your institution? (I2)

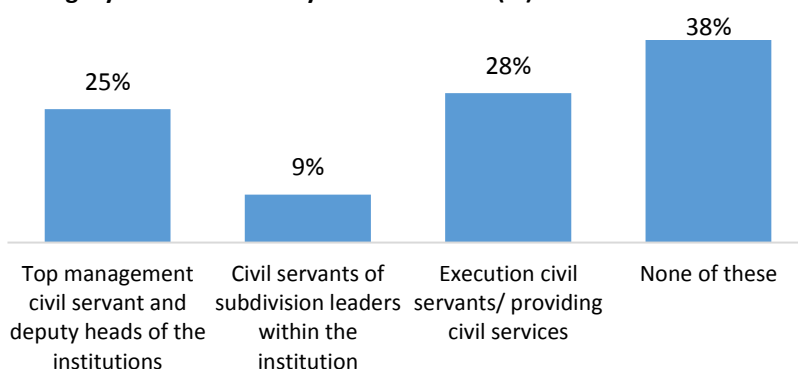
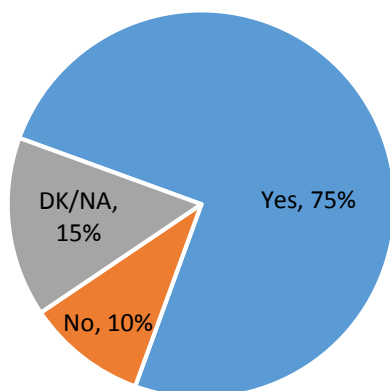


Figure 110. Where there are sanctioned the public agents who are subject to disciplinary misconduct within the institution? (I3)



management positions, persons with a duration of activity of 6 – 10 years.

Each 10th respondent said that disciplinary offenses are not sanctioned, and the share of non-responses is 15%.

58% of study participants find it illegal / inappropriate to examine integrity incidents within a public entity by different subdivisions by rotation. At the same time, every 5th person thinks this is a correct practice (**which is the correct answer**). About one-fourth of respondents did not know whether such situations were correct. Of the respondents who have said it is correct to examine the incidents of integrity by rotation, 89% say that this practice does not apply to organizations where they work.

Figure 111. The situation below is legal or illegal; correct or incorrect ... ?: Examining incidents of integrity within the public entity X is performed by subdivisions through rotation (P1.1)

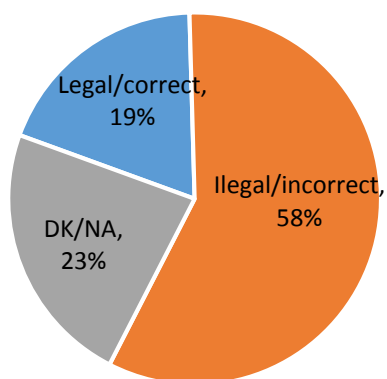
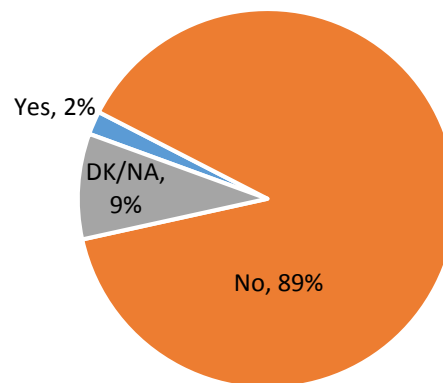


Figure 112. This situation happens in institution in which you work? (1.2)

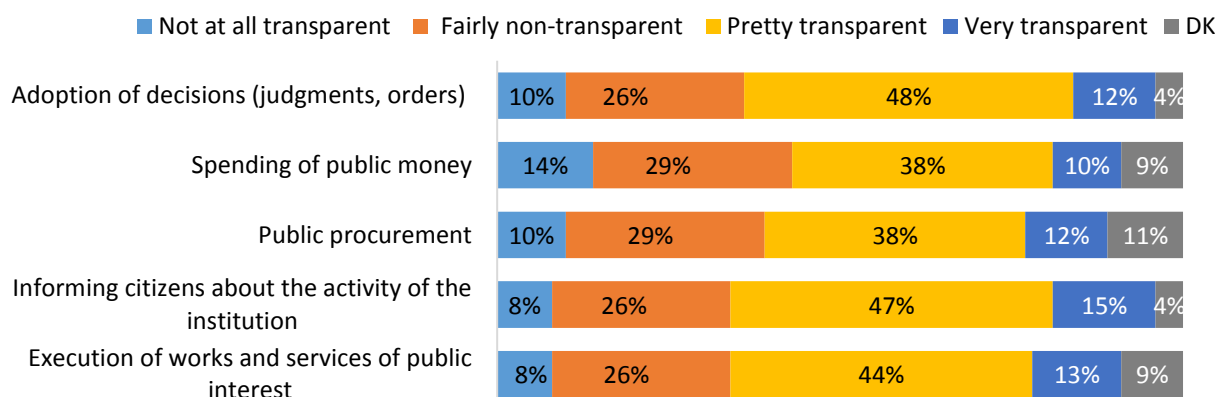


* Sub-sample: respondents were noted at P1 illegally

3.10. Ensuring transparency in decision-making process

In evaluating the level of transparency of central level public institutions on different components, the positive assessments (fairly transparent / very transparent) prevail over the negative ones (not transparent/ fairly non-transparent) - Figure 113. Thus, 60% of public agents consider the decision-making process, judgments, orders to be transparent (compared with 36% of those who consider it non-transparent). Informing citizens about the work of the institution is carried out in a clear and open manner in the opinion

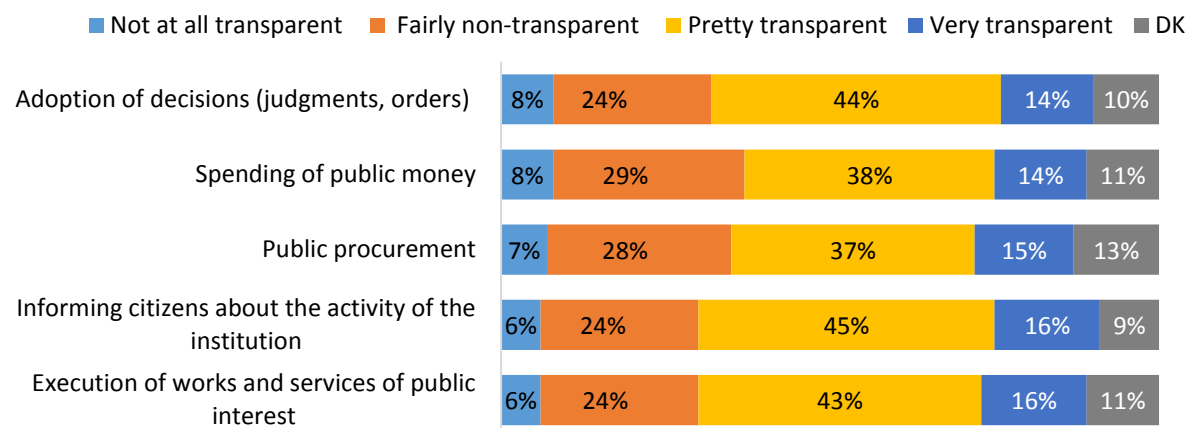
Figure 113. How would you assess the level of transparency of public institutions at the central level in the process of ...? (J1.1)



of 62%, compared to 34% seeing this process as non-transparent. 57% of the respondents mentioned that the execution of works and services of public interest are transparent, compared with 34% of the respondents who mentioned the contrary. With regard to public procurement processes, the percentage of those who perceive them as transparent is 50% and those who consider them non-transparent - 39%. Spending of public money is a transparent process in the opinion of 48% of the survey participants and non-transparent in the opinion of 43% of the respondents.

The situation is similar in the case of assessing the level of transparency of the local (community) public institutions, on different components, with a positive (quite transparent / very transparent) prevalence compared to the negative ones (not transparent / quite non-transparent) - Figure 114.

Figure 114. How would you assess the level of transparency of public institutions at the local level (community) in the process of ...? (J1.2)



Thus, the decision-making process is considered transparent by 58% and non-transparent by 32%. Informing citizens about the work of the institution is done in a clear and open manner in the opinion of 61%, compared to 30% who view this process as non-transparent. 59% of the respondents mentioned that the activities of performing works and services of public interest are transparent, compared with 30% of respondents who have stated the contrary. With regard to public procurement processes, the share of those who perceive them as transparent is 52% and those who consider them non-transparent - 35%. Public money spending is a transparent process in the opinion of 52% of survey respondents and non-transparent in the opinion of 37% of respondents.

The comparative analysis of the weights of the responses related to transparency at central and local level shows that they do not differ significantly. On average, each third respondent assessed the degree of transparency of central public institutions on different components, and roughly every third respondent assessed negatively the level of transparency of local public institutions on the same components. In the case of positive evaluations, at least half of the respondents qualified central public institutions as transparent on different aspects, similar to the weights of respondents obtained for local public institutions on the same issues.

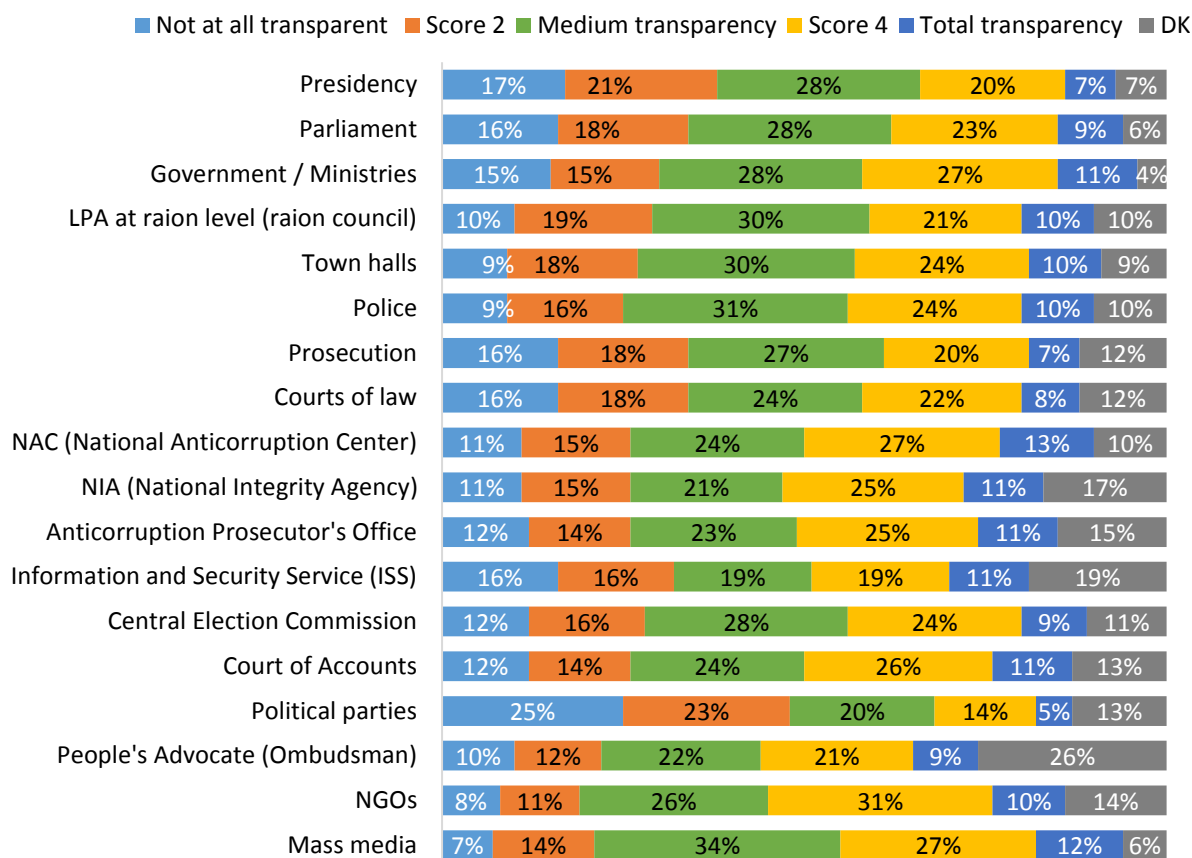
The analysis of responses according to socio-demographic characteristics shows differences in the assessment of transparency on different components, provided by central and local public institutions.

In the case of central public institutions, the ratings quite/very transparent in relation to different components prevailed in the assessments of men, people with high education, urban residents, inhabitants of the South, representatives of CPA, LPA2 and LPA1 and senior public agents of medium level.

In the case of local public institutions, the ratings quite/very transparent in relation to different components prevailed in the evaluations of men, middle-aged people, rural residents, representatives of LPA1, followed by LPA2 and CPA, and middle level management public agents.

Public agents were asked to assess the level of transparency of several institutions in the country. The evaluation was carried out on a scale of 1 to 5, where 1 = not transparent and 5 = total transparency. The distribution of responses per score is shown in Figure 115.

Figure 115. How do you assess the level of transparency in the following institutions? (J2)



In order to have a clearer picture of the evaluation trends, responses were grouped into three categories. The scores 1 and 2 represent the lack of transparency / low transparency of the institution, score 3 refers to average transparency, and scores 4 and 5 signify a high degree of transparency / total transparency.

As a result, the political institutions- the Presidency, the Parliament, the Prosecutor's Office, the Courts of Justice and the Security and Intelligence Service (SIS) were the institutions which have been assigned the values of 1 and 2 (not transparent / low transparency) - Figure 116. **Of all the institutions, they are considered the most non-transparent.**

Institutions to which the 4th and 5th highest values (high level of transparency / total transparency) were most commonly attributed were NGOs, the NAC (National Anti-Corruption Center) and the mass-media (Figure 117). **Compared with other institutions, they are considered the most transparent.**

In addition to the weights of the answers for each institution, the average score of transparency was calculated, attributed for these organizations - Figure 118. The highest average score (3.3) was obtained by NGOs, and the lowest average score (2.4) - by political parties.

Higher scores were attributed, predominantly by men, people with high levels of education, respondents in the Northern area, senior and middle management personnel.

Figure 116. Distribution of institutions in terms of "lack of transparency / low transparency" (J2a)

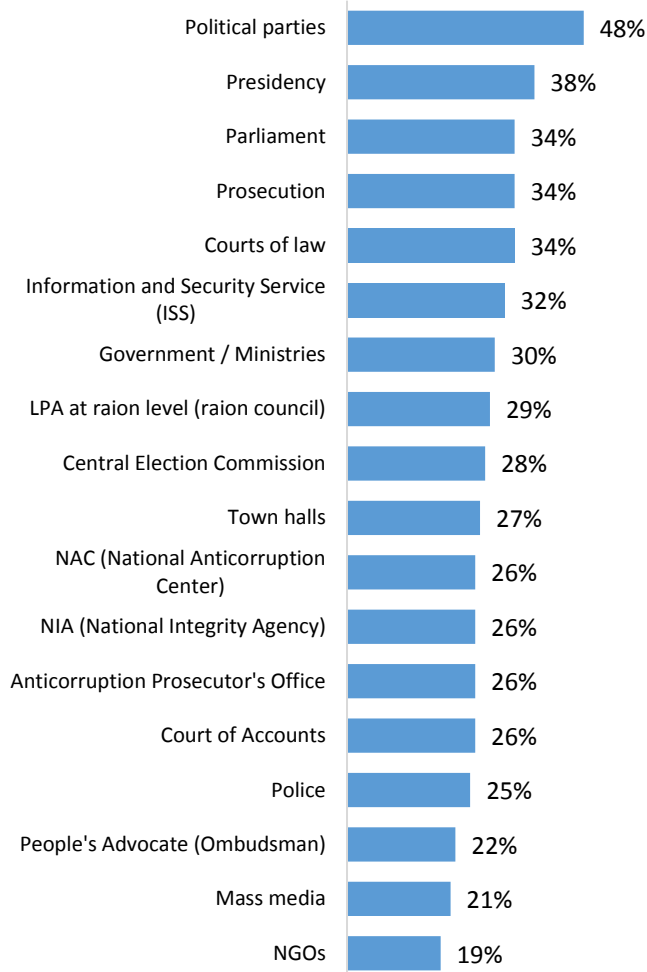


Figure 117. Distribution of institutions in terms of "total transparency / high transparency" (J2b)

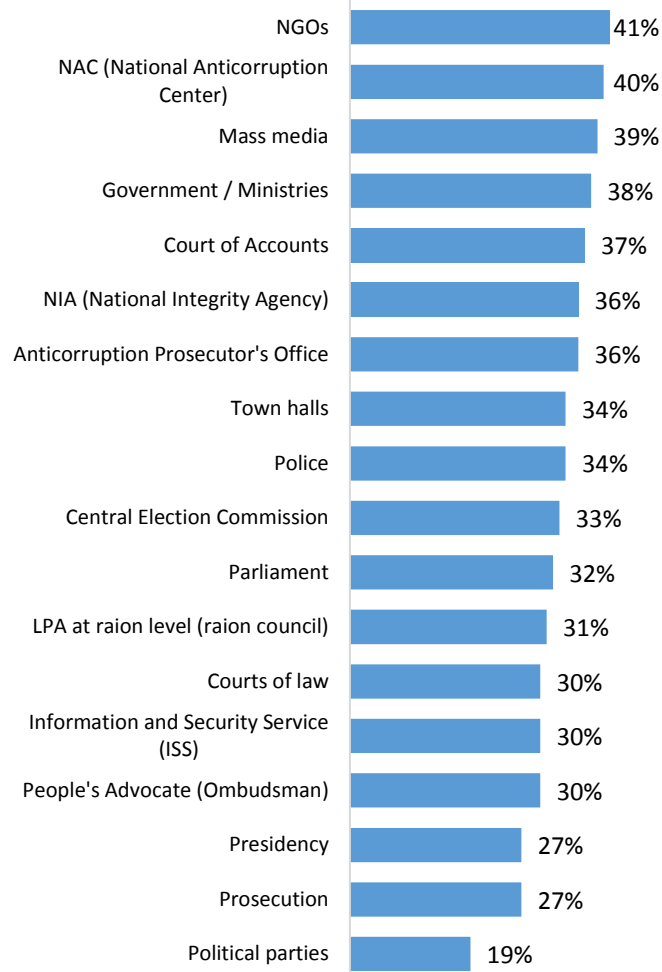
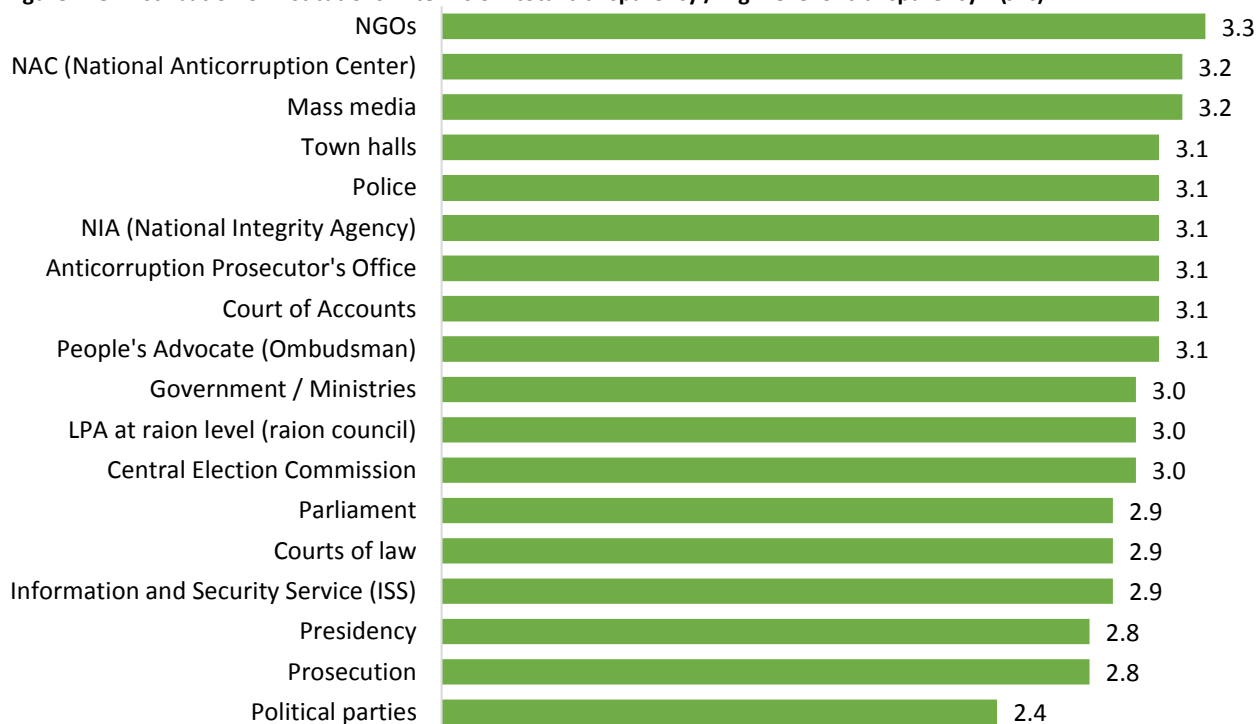
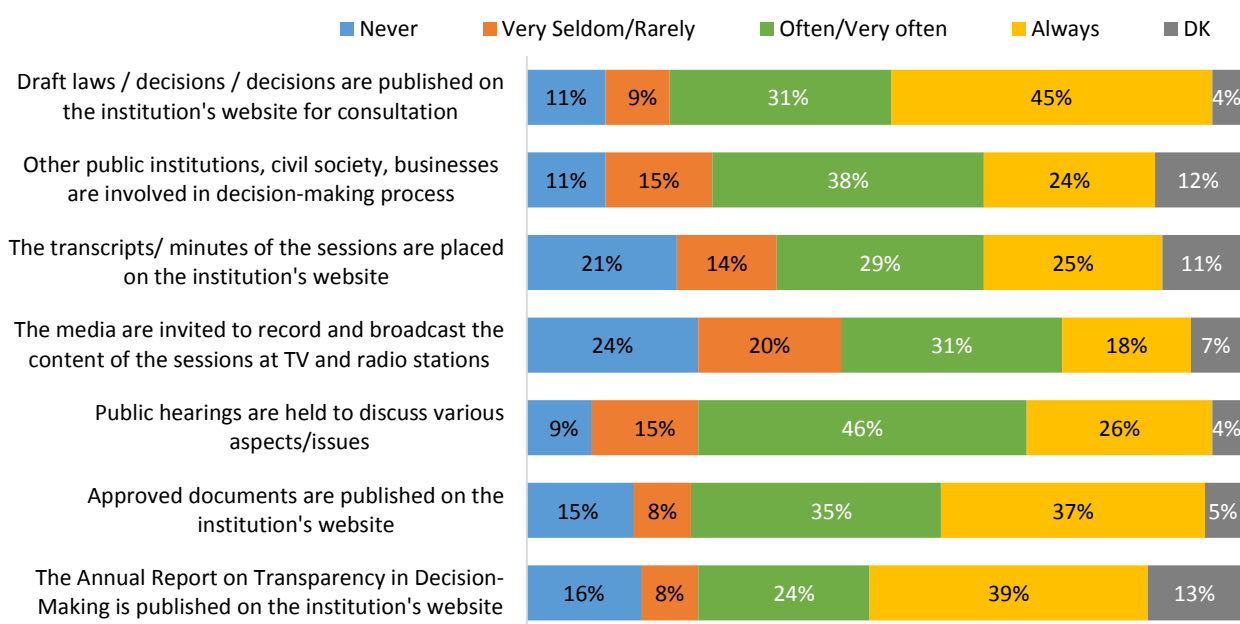


Figure 118. Distribution of institutions in terms of "total transparency / high level of transparency" (J2c)



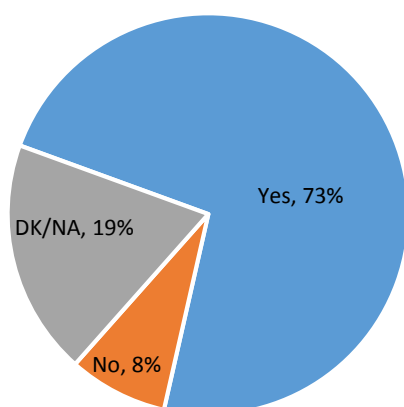
According to the surveyed public agents, the most frequently applied methods by the public institutions to ensure decisional transparency are the publication of draft legislative and normative acts on the institutions' web pages, the organization of public meetings to discuss various issues, the publication of approved documents on the institution's website (the cumulative weight of the variants "often", "very often", "always" represents about 3/4 of the answers). About 2/3 of the respondents mentioned that their institutions publish on their official pages the annual report on transparency in the decision-making process and/or involve other public institutions, civil society, the business environment (the cumulative weight for the variants of answers "often", "very often", "always") in the decision-making process. The most rarely applied methods for ensuring transparency are the placement of the transcripts/minutes of the sessions on the institutions' web pages and inviting the media to record and broadcast their content on TV and radio stations - Figure 119.

Figure 119. How does your institution ensure decisional transparency? (J3)



73% of public agents stated that there were people in their institutions responsible for ensuring transparency in the decision-making process, and 8% said there were no such persons. Every 5th respondent (19%) does not know whether there is a designated person in the institution where he/she works to ensure decisional transparency - Figure 120. Among those who did not know/ did not respond, women, young people aged 20-35, middle-aged people in the urban area of Chisinau, representatives of other central and local public institutions, mid-level managers prevail.

Figure 120. Are there people in your institution responsible for ensuring transparency in decision-making? (J4)



79% of public agents believe that in the situation described below there is no transparency in the decision-making process (which is the correct answer): the draft law drafted by the public entity X was not placed on the official web site of the institution for consultation, considering that its content is related to the regulation of the specific domain of the institutional administration and less of the public interest (Figure 121). 12% of respondents believe that this situation is correct/ legal and 9% do not know whether or not the situation is correct/ legal.

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4 out of 5 public agents say that their institutions always ensure transparency in the decision-making process, and 16% have refused to answer or do not know whether the principle of decisional transparency is being respected in the institutions where they carry out their activities (Figure 122).

Figure 121. The situation below is legal or illegal; correct or incorrect ... ?: The draft law drafted by the public entity X was not placed on the official website of the institution for consultation, considering that its content is related to the regulation of the specific domain of the institutional administration and less to the public interest (P1.1)

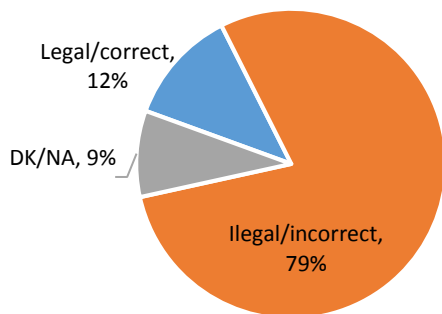
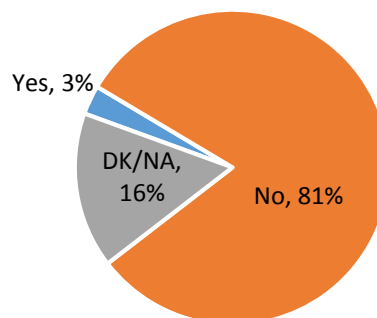


Figure 122. This situation happens in institution in which you work? (P1.2)



* Sub-sample: respondents were noted at P1 illegally

3.11. Ensuring access to information of public interest

Figure 123. To what extent does your institution provide access to information of public interest by providing answers to requests for access to information of public interest? (K1)

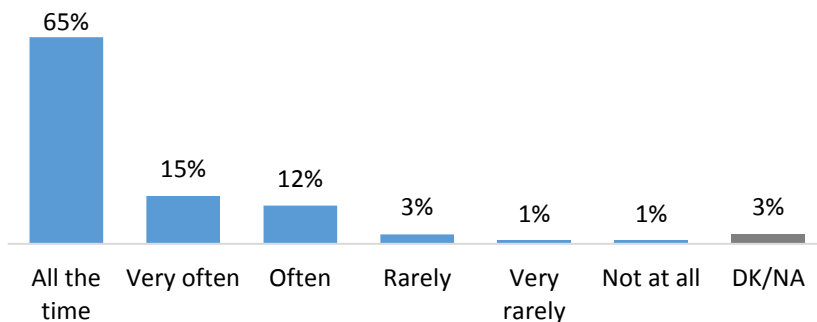
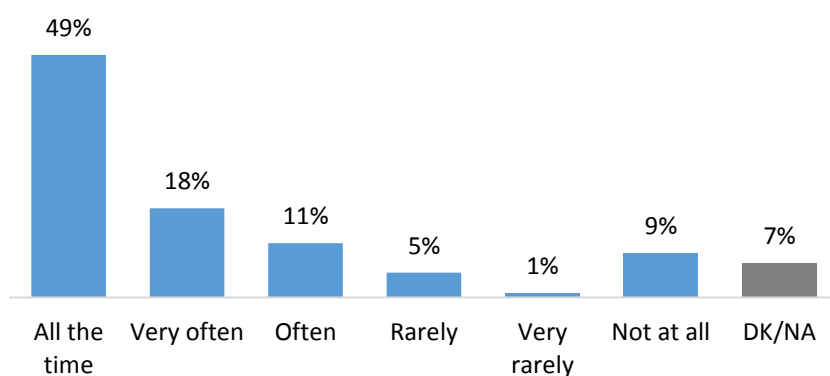


Figure 124. To what extent does your institution place information of public interest on the organization's website? (K2)



Almost all respondents (92%) mentioned that the institutions where they work, in general respond to requests for access to information of public interest. Of these, 65% said the institution's answers were always provided. Survey participants who stated that the institutions they are part of had deficiencies in responding to requests for access to public information constitute 5% (Figure 123).

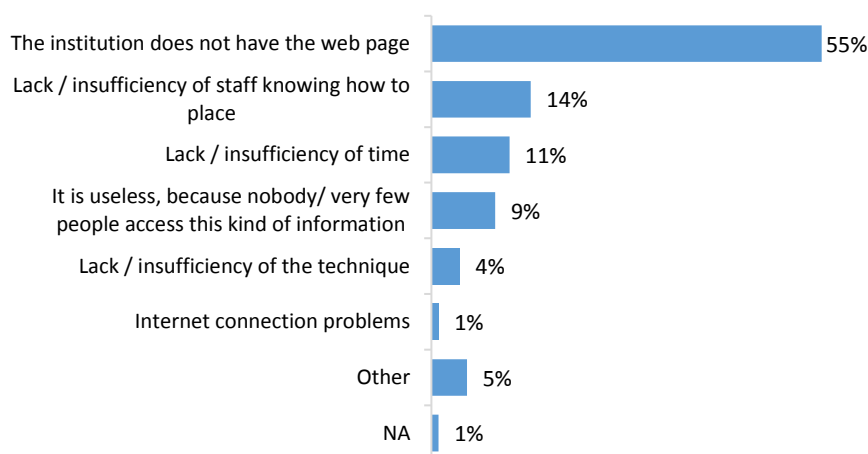
Another way of ensuring access to public information is to place it on the organization's web page (Figure 124). This method is frequently used by public institutions: 78% of respondents have responded "always", "very often", "often". Everyone around the 7th stated that the institutions they represent are not used to

placing public information on their web pages (the share of "rare", "very rare", "never" answers constitute 15%).

The main reason for not disclosing the information on the official website of the organization is that the institution does not have a site (55%). Among other reasons, there is a lack/ insufficiency of staff knowing how to place the information (14%), the lack/insufficiency of time for this activity (11%), the belief that publishing on the web page is pointless because nobody is accessing this kind of information (9%) - Figure 125.

Figure 125. What are the reasons why I did not post the information on the webpage? (K3)

* Sub- sample: 95 respondents



Respondents who said that their institutions "always" respond to requests for access to information of public interest and always "place" this type of information on the organization's web site were predominantly from the North and Chisinau, urban areas, LPA2, followed by CPA and LPA1, senior managers.

The socio-demographic profile of the respondents who answered this question with the "no" option are mostly residents of rural areas, representatives of other local public institutions.

The vast majority of respondents consider illegally / incorrectly not to have access to information of public interest. Thus, 89% of the interviewed public agents mentioned that it is not lawful / correct for the situation when, after examining the citizen's request for access to information X, the official does not reply by declaring the irrelevance of the request (not within the competence of the institution) – Figure 126. Of these, 86% say that there were no such cases (Figure 127) in the institutions they represent, and 12% confirmed similar situations in the organizations they come from.

Figure 126. The situation below is legal or illegal; correct or incorrect ...? After examining the citizen's request for access to information X, the official finds the application irrelevant (does not fall within the competence of the institution) and does not reply (P.1.1)

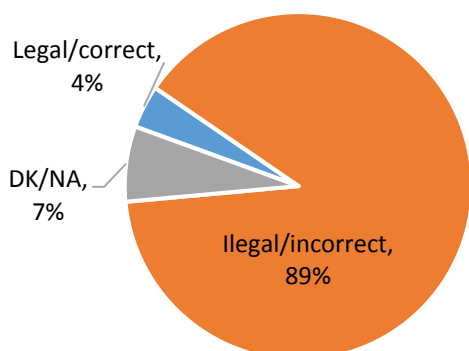
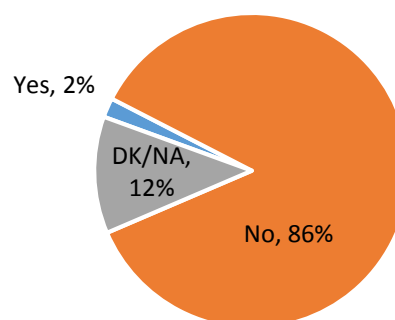


Figure 127. This situation happens in institution in which you work? (P1.2)

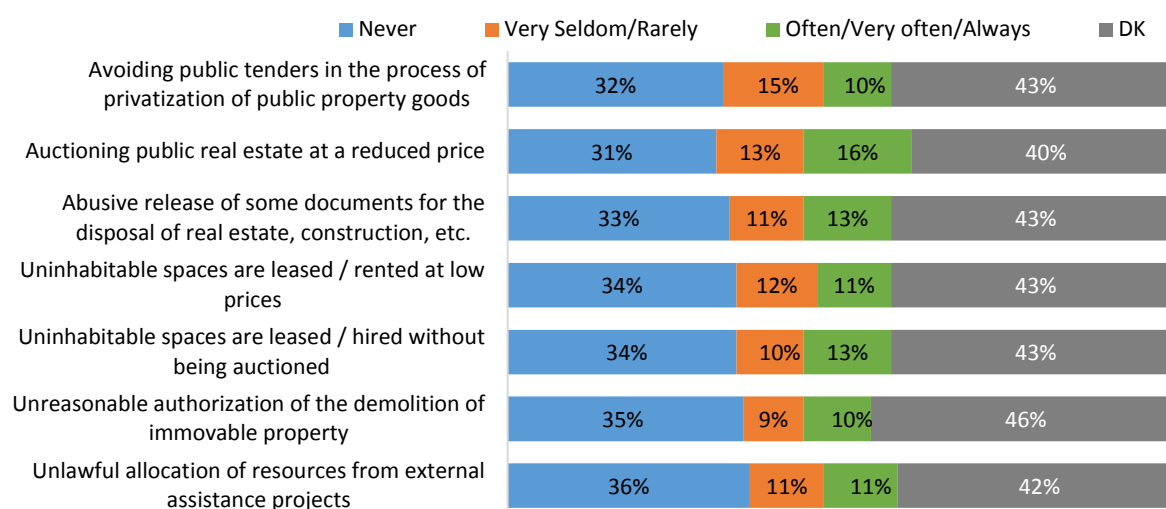


* Sub-sample: respondents were noted at P1 illegally

3.12. Transparent and accountable management of public patrimony, of reimbursable and nonreimbursable finances

As for respondents' assessment of how public money and reimbursable and non-reimbursable finances are managed, two categories of responses, in general prevailed: positive and "do not know" - Figure 128. Thus, every third public agent stated that in his institution there are never situations of avoiding public tenders in the process of privatization of public property, auctioning of public real estate at a reduced price, abusive issuing of some documents for disposal of real estate, construction, etc., lease/putting into use of unoccupied spaces without being auctioned, unreasonable authorization of demolition of immovable property, unlawful assignment of resources from external assistance projects. Thus, predominantly male respondents, over-36s, with a middle level of education, from rural, central and southern areas, LPA1 representatives followed by LPA2, senior followed by middle level managers.

Figure 128. When it comes to managing public patrimony, how often do the situations described below take place in public institutions? (L1)

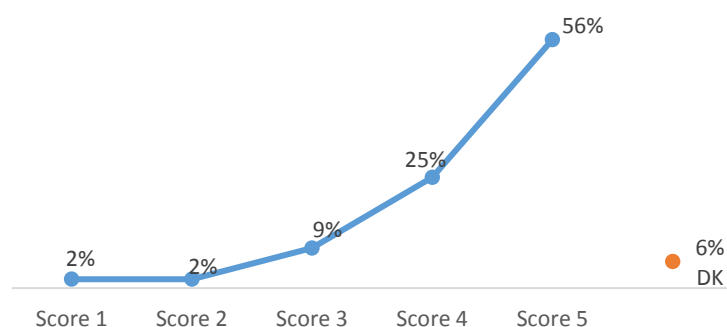


People who do not know how often such situations occur in the public institutions they represent constitute at least 40%.

At the same time, one in ten public agents claims that the institutions they work in use often abusive practices in public patrimony management, while another 10% to 15% say that such situations, although rarely, are still practiced.

Figure 129. In your opinion, how effective is the spending of public funds in your institution? (L2)

Estimate on a scale from 1 to 5, where 1 = absolutely inefficient, 5 = maximum efficiency



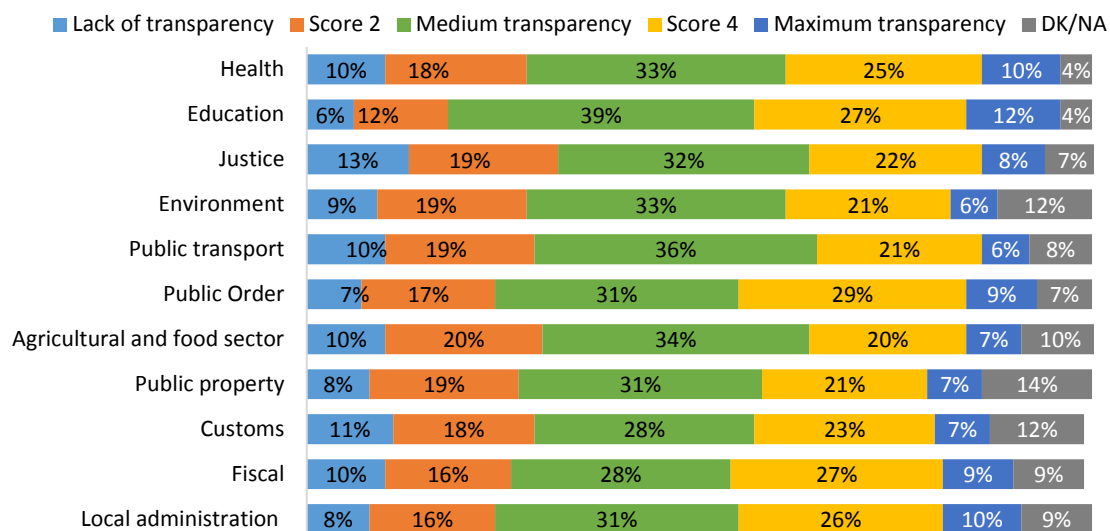
Public agents were asked how effective the spending of public money is in their institution. The evaluation was carried out on a scale of 1 to 5, where 1 = absolutely inefficient, 5 = maximum efficiency. The analysis of responses shows that most of the public agents consider the organizations they represent to spend their money efficiently (82% have assigned values 4 and 5 and 57% of them have assigned the maximum value for efficiency) - Figure 129.

The average score calculated for the efficiency of spending public money is 4.4. Analyzing the average values attributed to the socio-demographic criteria of respondents, we find that higher average scores were

attributed to women, people over 51, respondents with high-level of education, northern and center residents, LPA2, higher rank managers.

The assessment of the degree of transparency in the management of financial resources by domains showed that public agents tend to assess them more frequently with the grades "medium transparency" and "high / full transparency" - Figure 130. Generally, the share of each of these two ratings represents about 1/3 of the public agents' answers for each domain, and the share of ratings "not at all / strongly non-transparent" is generally about 1/4 of the answers.

Figure 130. How do you assess the degree of transparency in managing the financial resources allocated to the domains? (L3)



The areas for which positive evaluations prevailed (i.e. the process of managing financial resources is strong / totally transparent) are as follows: public order (38%), tax (36%), local administration (36%), health (35%) (35%) and customs (30%). The environmental (33%), public transport (36%), agricultural and food sector (34%) and public property (31%) were most frequently rated with "average transparency". Of all the areas rated with "low transparency / not transparent", this rating was most often attributed to the justice sector (32%).

According to the responses received from public agents, most of them know what transparency means in managing public patrimony and finances. Thus, the following situations were considered illegal/incorrect: the head of the institution distributes awards to employees from financial resources left unspent in an external assistance project (75%), the public agent first examines the application of the person from whom

Figure 131. The situations below are legal or illegal; correct or incorrect ...? (P1.1)

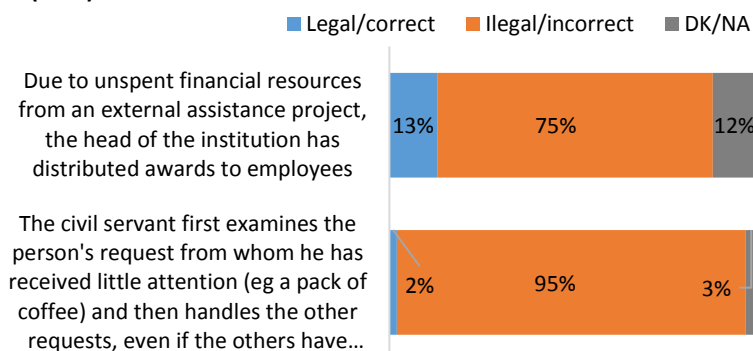
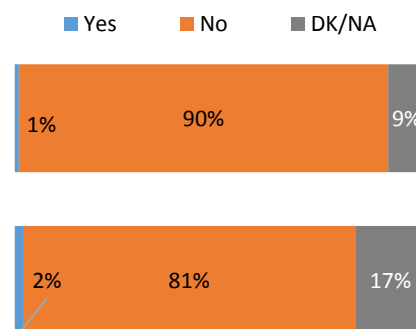


Figure 132. These situations happens in institution in which you work? (P.1.2)



* Sub-sample: respondents were noted at P1 illegally

he received a small attention (e.g. a pack of coffee) and then deal with other applications/requests, even if the others have been submitted before (95%) – Figure 131. Of the respondents who consider these circumstances to be illegal / inappropriate, the vast majority state that similar situations do not happen in the organizations they come from and the others either do not know about the existence of such cases or refuse to respond (Figure 132).

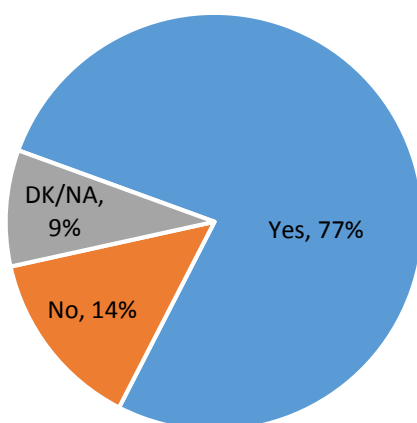
3.13. Ensuring the observance of ethical and professional deontology norms

72% of respondents stated that their institutions had a code of ethics, and another 22% referred to the Law on Code of Conduct for a Public agent (Figure 133).

Respondents in quasi-totality (96%) mentioned the document was brought to the attention of new employees.

77% of public agents said that there is a structure/person in charge of ethics in their organizations, 14% mentioned that there is no such entity or person responsible for ethics, and each 10th respondent does not know whether there is a person responsible for ethics in the institution where he/she carries out his/her activities (Figure 134).

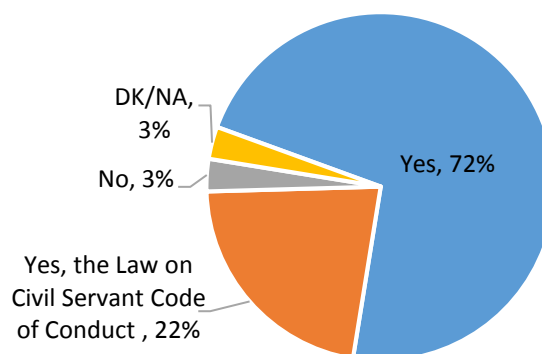
Figure 134. Is there a structure/ a person responsible for your ethics in your institution? (M3)



was assessed on a scale of 1 to 5, where 1 = *not at all satisfied*, 5 = *totally satisfied*. Thus, 86% of respondents attributed values 4 and 5 on the satisfaction scale (Figure 135).

The average score for the degree of satisfaction with the activity of the person responsible for ethics is 4.4. Analyzing the average values attributed to the socio-demographic criteria of respondents, we find that higher average scores were attributed by women, people over 51, respondents with high education, residents from north and center, LPA2, higher rank leaders.

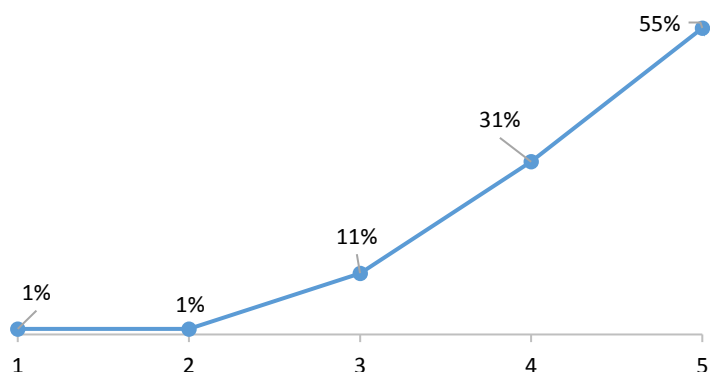
Figure 133. Is there a code of ethics in your institution? (M1)



Among the public agents, who mentioned that within their organization there was a person responsible for ethics, were men, respondents with a high-level of education, urban residents, those from Chisinau and north areas, high-level leaders, representatives of LPA2 and other public institutions of central level, people with a working experience (duration) of more than 10 years. In their turn, women, young people aged 20-35, middle-aged people, CPAs, executive staff and those who have a working experience less than 5 years are more likely to find themselves among those who do not know whether in the institution there an entity or person is responsible for ethics.

Most public agents who have confirmed the existence of a structure / person responsible for ethics are satisfied with its/his work. Satisfaction

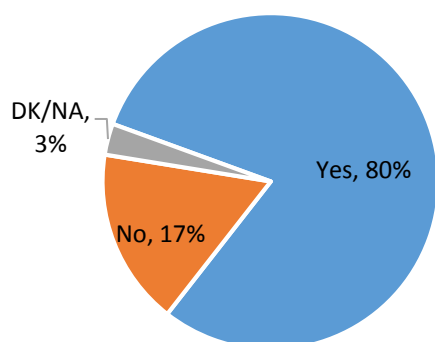
Figure 135. To what extent are you satisfied with his / her activity? (M4)
 Estimate on a scale from 1 to 5, where 1 = Not at all satisfied, 5 = Totally satisfied
 * Sub-sample: 468 respondents



29% know situations when ethical and deontological rules have been violated (Figure 136). The socio-demographic profile of the respondents who took priority in choosing this option is as follows: men, people aged 36-50, respondents with high education, urban residents, those from Chisinau and south, CPA, middle level managers, people with a duration of carrying out activities of 6-10 years.

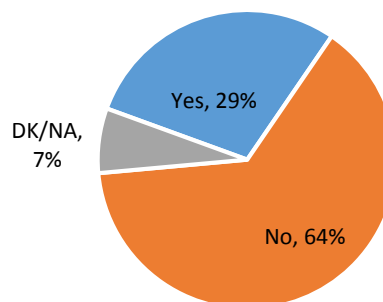
The vast majority of those who know about non-compliance with ethical norms mentioned that these cases were sanctioned (80%), and 17% said there were no punishments for inappropriate behaviors (Figure 137). Among the persons who claimed that sanctions were applied, there were men, persons aged 20-35 and 36-50 years, respondents with high education, urban residents, residents from north and Chisinau, LPA2 and CPA, senior managers, persons with a minimum working experience of 6 years.

Figure 137. Have such violations been sanctioned? (M6)
 * Sub-sample: 180 respondents



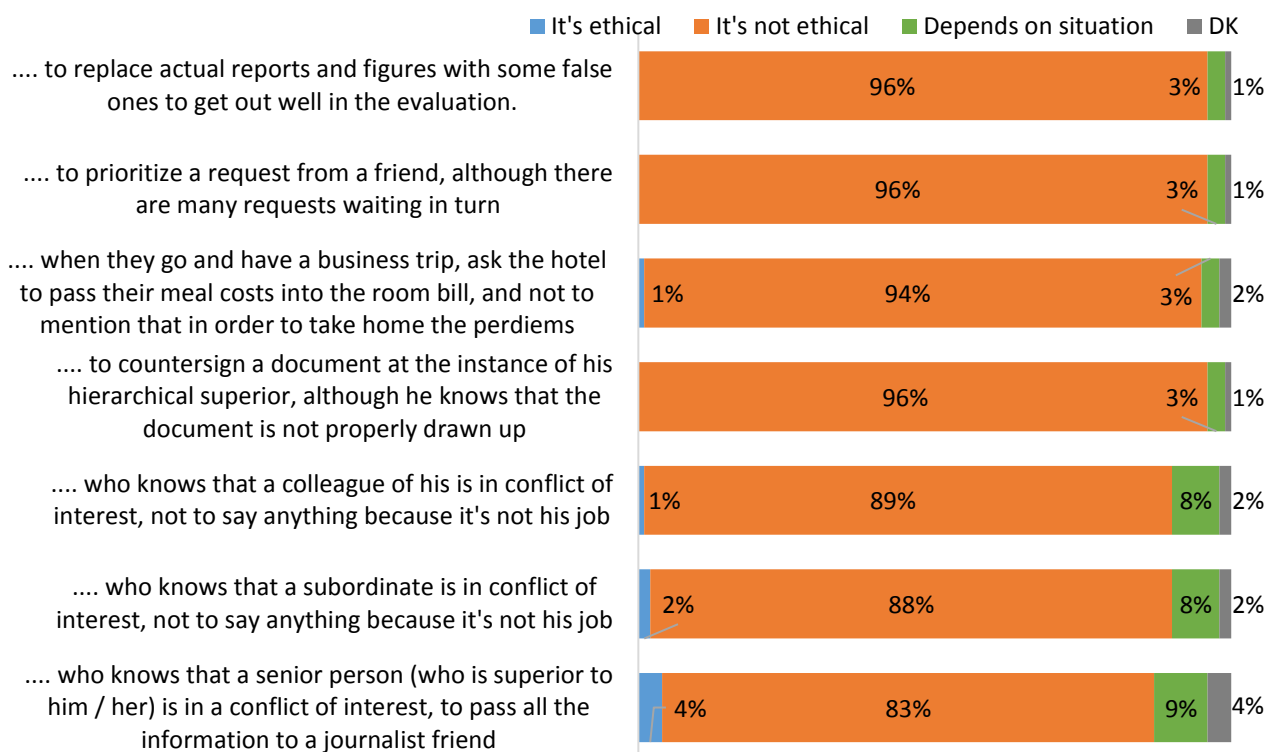
2/3 of the surveyed public agents do not know cases where ethical and deontological rules have been violated in the last 12 months within the institution where they work (Figure 136). They are predominantly women, people aged over 51, people with middle level of education, rural residents, people from center and northern areas, representatives of other institutions of local level and LPAs1, high-ranking senior officials.

Figure 136. Do you know cases in the institution you are working in, when ethical and deontological rules have been violated in the last 12 months? (M5)



The public agents surveyed were offered several situations that they had to evaluate from the point of view of professional ethics (Figure 138). Thus, the following situations were considered by nearly all surveyed participants to be unethical: a public agent replaces the reports and real figures with some fake to get out well in the evaluation (96%), a public agent resolves, as a matter of priority, a friend's request, although there are plenty of requests waiting in line (96%), a public agent is leaving for a business trip, and asks the hotel staff to include their meal costs in the room bill, but not to

Figure 138. In general, do you think it is ethical or not ethical (moral) as a public agent ...? (M7)

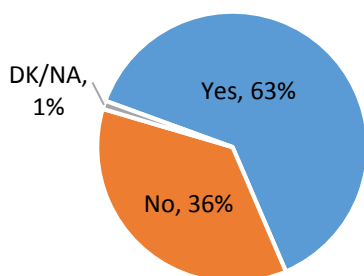


mention this in order to get home the per diem (94%), a public agent countersign a document at the insistence of his hierarchical superior although he knows that the document is not correctly drafted (96%).

Other situations, presented below, were also considered by most of the respondents to be non-ethical, but to a lesser extent than those described above. Therefore, the proportion of public agents admitting these situations is higher. Thus, the vast majority of respondents believe that ethical principles are not respected when a public agent does not denounce a colleague (89%) or a subordinate (88%) that he knows is in conflict of interest. 83% of respondents think it is not moral as a public agent who knows that a person in the management is in conflict of interest, to pass on the information to a journalist friend (Figure 138). These were predominantly males, students with high education, central and northern residents, CPAs and LPA2s, senior managers, and public agents with less than 5 years of working experience.

However, in-depth analysis highlights a relatively low level of knowledge of ethical norms, given that only 71% of public agents considered all the situations illustrated in Figure 138 as unethical.

Figure 139. Have you been involved in training in ethics and integrity during the last 2 years of your activity? (M8)



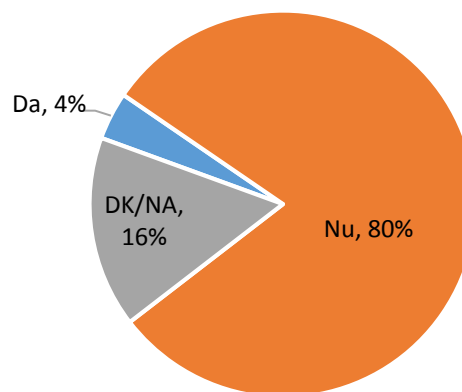
2 out of 3 public agents participated in training on ethics and integrity standards over the last 2 years of activity (Figure 139). The share of men, 20-35-year-old, respondents with a high level of education, urban residents, CPAs and LPA2, and those with higher levels of management who attended the training is higher than those of other socio-demographic categories (corresponding to them).

Every third public agent did not receive information about ethics and integrity (36%) - Figure 139.

3.14. Respecting the regime of restrictions and limitations in relation to ending the mandate, labor or duty relations, and migration to private sector of public agents (revolving doors)

According to the opinions of 80% of public agents, there are no post-employment restrictions (employment at the next job) for the employees of the institutions in which they work. 4% of respondents stated that these restrictions exist in their organizations and 16% do not know whether institutions apply post-employment restrictions (Figure 140).

Figure 140. Are there post-employment restrictions (employment at the next job) for your institution's employees? (N1)



Depending on the socio-demographic characteristics of the respondents, most people who do not know / did not respond if there are post-employment restrictions for the employees of the organizations they represent are women, younger employees (aged 20-35), respondents from Chisinau, representatives of other central and local institutions, executive staff, employees with a working experience of up to 2 years.

44% of the surveyed participants mentioned that it has not been legal/correct for a public agent to be recruited by transfer from a state agency to a ministry (**which is the correct answer**), 38% consider that such cases are not illegal/incorrect and 18% do not know how to answer this question (Figure 141). Of those who mentioned that transfer cases are not legal / correct, the vast majority said that there were no similar cases in their organizations (88%) – Figure 142.

Figure 141. The situation below is legal or illegal; correct or incorrect ... ? : A public agent undertakes based on a transfer from a state agency to a ministry (P1.1)

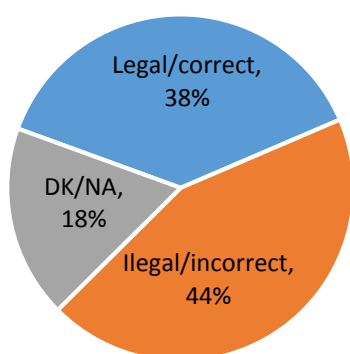
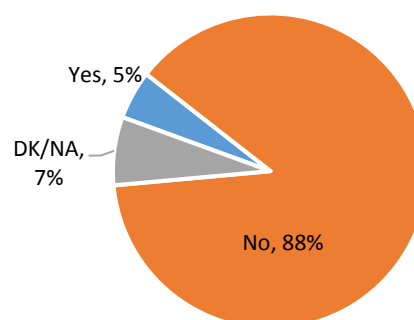


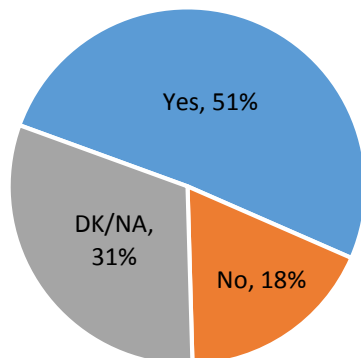
Figure 142. This situation happens in institution in which you work? (P1.2)



* Sub-sample: respondents were noted at P1 illegally

3.15. Implementing corruption risks' management

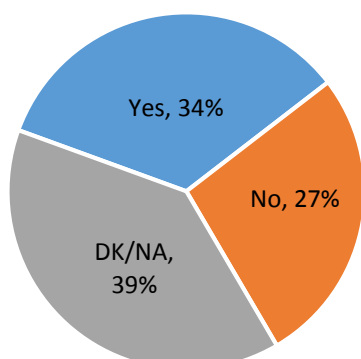
Figure 143. Is there a plan of integrity within your institution? (O1)



18% of public agents said there was no integrity plan in the organization. The share of those who do not know whether or not the institution has a plan of integrity is 31% (Figure 143). Among the persons who do not know, there are women, younger employees (aged 20-35), people with a middle level of education, respondents from the city, Center residents, representatives of CPA and other central level institutions, executive and middle level management staff, employees with a working experience of up to 5 years.

Every third agent asserts that the institution he represents has a register of corruption risks. 27% of respondents noted the lack of this document and 39% do not know about the existence of such a document is (Figure 145).

Figure 145. Does your institution have a corruption risk register? (O3)



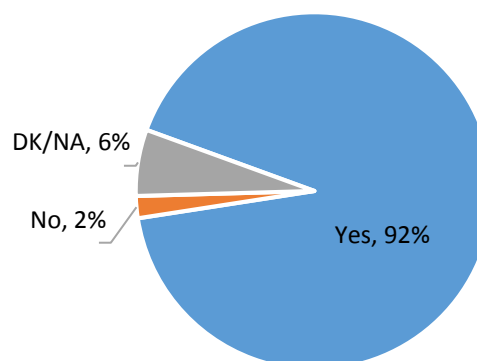
about half evaluated the efficiency of the document (assigning values 4 and 5). 18% of the interviewed

Half of the survey participants stated that the institutions in which they carry out activities have a plan of integrity (Figure 143). These are predominantly men, employees aged 36-50, respondents with high education, those from urban areas, residents from Chisinau and north, CPA and LPA2 representatives, top-level managers, full-time employees for at least 2 years.

Almost all of these respondents state that this document is being implemented (92%) - Figure 144.

Figure 144. Is the integrity plan of your institution implemented? (O2)

* Sub- sample: 314 respondents



The persons who do not know about the corruption risk register are mainly younger employees (aged 20-35), city respondents, residents from Chisinau and south, CPA representatives and other central level institutions and LPA2, senior and middle level executive management staff, employees with a working experience of up to 5 years.

The surveyed participants evaluated the effectiveness of the corruption risk register on a scale from 1 to 5, where 1 = the register is not filled at all, 5 = the risks are recorded, renewed and actions are taken to resolve them; 8 = DK / NR. Thus, among the respondents who confirmed the existence of the register in the institution, about half evaluated the efficiency of the document (assigning values 4 and 5). 18% of the interviewed

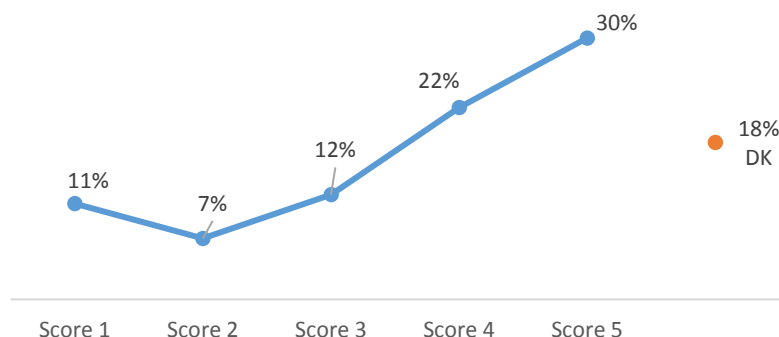
persons mentioned that the register is rarely / not at all filled with information on the risks of corruption (Figure 146).

The average score in assessing the effectiveness of the corruption risk register is 3.6. Higher average values on the measurement scale were attributed to men, 20-35-year-old, public agents with high education, city respondents, residents of Chisinau and north, CPA and LPA2 representatives, senior executive and high-level staff, employees with a working experience of up to 10 years. For the other socio-demographic categories (corresponding to each), lower average scores were calculated.

Figure 146. How effective is this registry? (O4)

Estimate on a scale from 1 to 5, where 1 = the registry is not at all completed, 5 = risks are recorded, renewed and actions are taken to solve them

* Sub-sample: 210 respondents



At least 1/3 of the survey participants would need additional information on various aspects with reference to ethics and integrity norms. The main areas where public agents want to improve information levels are as follows (Figure 147): sources of information on ethics' norms (51%), integrity whistleblowers (46%), sanctions applied for non-compliance with norms of conduct, declaration of property and personal interests (45%).

Figure 147. In which areas do you think you need personally additional information? (O5)



KEY FINDINGS

General population and business entities

General Information

The perception of the level of respect for human rights in the Republic of Moldova is very low. It was rated with 3.6 points by the population and with 4.8 points by the business environment (on a 10-point scale, where 1 = *is not respected at all*, 10 = *is totally respected*).

Trust in institutions

Public institutions in the Republic of Moldova do not have the trust of the citizens. Political parties, the Parliament, the Government/Ministries and the Presidency are the institutions in which people and business environment have the least trust. One in ten respondents does not trust any public institution in Moldova and only 8% have a certain level of trust in all institutions.

The general perception about the functionality of the laws is negative. The average score calculated for the indicator „the laws in the RM are working” is 3.8 for the population and 4.6 for the businesses (on a scale from 1 to 10, where 1 = *the laws are not working at all*, 10 = *the laws work very well*).

In addition, the laws are not applied equally to all citizens, the average scores being 3.3 for the population and 4.1 for the businesses (on the 10-point scale where 1 = *the laws do not apply equally to all*, 10 = *the laws apply equally to everyone*).

Respondents believe that parliamentary control over the enforcement of laws in Moldova is low / totally absent (85% of the population and 76% of businesses).

The citizens do not have a trust, as well in justice, considering it is influenced by political interests, interests to enrich the judges, the Government (at least 3 out of 4 general population and businesses respondents).

The financial auditing of public institutions by the Court of Auditors is not independent, being politically influenced or by the Government.

The activity of various authorities with anti-corruption powers is assessed as neutral. The "medium" rating received the highest weights in answers (just over 40% for each institution). In comparison with other institutions, those with anti-corruption competences are considered by many respondents to be independent. However, practically every third respondent appreciates negatively the activity of these institutions.

General perceptions about corruption

Corruption in Moldova is considered a very serious problem for most of the population (about 2/3 of respondents). The gravity of the phenomenon is assessed with 1.9 points by the population and with 2.2 by businesses (on the 10-point scale, where 1 = *corruption in Moldova is a very serious problem*, 10 = *corruption in Moldova is not at all a problem*).

Healthcare institutions, the Parliament and the Police are considered to be the most corrupt in the population's opinion. In the opinion of the businesses, the most corrupt institutions are the Parliament, the Healthcare institutions, the Government / Ministries and the Courts.

The value of the integrated indicator shows that every second respondent considers that there is no public institution in Moldova that is not corrupt.

Stability of anti-corruption values

Respondents have a negative attitude towards informal payments and, as a rule, do not resort to unofficial problem-solving methods in interacting with businesses (73% of the population and 76% of businesses).

However, the study shows a low level of stability of anti-corruption values among the population and businesses: only 45% of the general population and 61% of businesses consider unacceptable any corruption, i.e. they do not accept to bribe in any situation, regardless of the personal benefit.

On the other hand, both the general population and businesses are aware that bribery leads to the punishment of both parties involved.

Corruption experiences

The study shows a very high incidence of the interaction of population and businesses with public institutions: 77% of the general population and 92% of businesses have interacted with at least one public institution within 12 months from the period of the survey conduct. The average satisfaction level was 3.3 points for the general population and 3.5 points for businesses on a 5-point scale where 1 = *Very dissatisfied* and 5 = *Very satisfied*.

The overall incidence of informal payments and estimated volume of bribes are relatively low; however, the authors of the study believe that this is under-estimated because many respondents refused to answer the respective questions or provided evasive answers because of fear of being subsequently identified and sanctioned.

As a result of interacting with public institutions, 11.3% of the general population and 3.6% of businesses provided informal payments within one year from the period of survey conduct. At the same time, 4% of the population and 2% of businesses provided informal payments to several public institutions.

The average frequency of bribes offered to public institutions with which respondents interacted was 3.7 times for the general population and 6.1 for businesses.

The estimated volume of bribes (in cash and goods) offered within 12 months from the period of study conduct was 278 million lei provided by the general population and 127 million lei provided by the businesses. The total volume of the bribe was 405 million lei.

Discouraging involvement in corruption acts

The general perception of the survey participants is that public agents in the Republic of Moldova are generally not penalized by their leaders for lack of ethics and professional integrity. According to the opinions of 78% of the population and 68% of the businesses, they are rarely / very rarely / never punished by their leaders for corruption.

In this context, the fight against corruption in the Republic of Moldova is considered to be almost / totally inefficient (82% of the population and 75% of the businesses).

Recovery of property from corruption offenses

The general perception of the survey participants is that there is currently no concern in Moldova for the recovery of property from corruption offenses, in which public sector actors were/are involved. According to the opinion of the majority of respondents (population and businesses), public agents in the Republic of Moldova are generally not required to repay money and property from corruption.

Citizens of the Republic of Moldova who have faced situations that have damaged their physical or moral well-being as a result of interaction with public agents in different sectors preferred not to seek the redress of damage. The main argument of this decision, invoked by the majority of the participants in the study, is the lack of confidence that the damage will be repaid.

Protection of integrity whistleblowers and victims of corruption

The Moldovan citizens prefer not to denounce the corruption cases they face in their interaction with public agents. Only 10% of the population and 7% of businesses reported such incidents. Among them, every third person suffered negative consequences as a result of the denunciation of corruption acts and the guilty public agents were not sanctioned (opinion expressed by 2/3 of the respondents in both categories).

Therefore, most respondents feel totally/ very unprotected if they denounce a corrupt act they would suffer from (79% of the population and 76% of the business).

Ethics and integrity in the public, private and non-governmental sectors

Employees in the public, private and non-governmental sectors often fail to observe the rules to behave with integrity and act with honesty. Their activity is generally rated with values that rarely exceed 5 points (on a 10-point scale).

The highest level of ethics and integrity is attributed to NGOs, private enterprises and the media, and the lowest level - to central public institutions.

The degree of ethics and integrity is manifested more in the activity of local public institutions (compared to central ones) and in private enterprises (compared to state and municipal ones).

Transparency of public institutions, party and media financing

The majority of respondents perceive that Parliament, the Presidency and the Government show a low degree of lack of transparency in their work.

This finding relates to all types of activities carried out by these institutions - decision-making, public procurement, spending of public money, informing citizens and executing works and services in the public interest.

Among all types of activities, the most not transparent are the activities related to the management of public money (both at central and local level).

Local public institutions ensure a higher level of transparency compared to central entities.

The general perception of how political parties, media, NGOs and electoral campaigns are funded is also negative. The lowest level of transparency is attributed to political parties and electoral campaigns.

The business sector requires information from public institutions in larger proportions than the general population. At the same time, both the population and the business sector have asked for much more information from local public authorities.

The study shows a fairly high level of public institutions' receptivity to information requests from the population and the businesses, and the level of satisfaction with the answers provided (promptness and utility) is quite high (7.4 points on the 10-point scale).

Education of society and public agents

The main factors determining citizens' involvement in corruption mitigation activities are the independence of the judiciary and the confidence that they will be protected if they denounce a public agent for corruption.

Respondents are familiar with information about anti-corruption activities undertaken over the last 12 months (58% of population and 96% of businesses). News is a more effective source of information than media campaigns.

Freedom of business against corruption

Although corruption is considered to be a very serious problem, compared to other obstacles in the business environment, it is placed at a secondary level (below 25%) in relation to the main difficulties: excessive taxation (48%), frequent changes in legislation (43%), bureaucracy (42%) and unfair competition (38%).

At the same time, the activity of the business sector is little influenced by political interests.

The main solutions that would help reduce corruption in the business-public interaction are improving legislation and sanctioning public agents for corruption.

Public agents

General perceptions

Corruption in the Republic of Moldova is considered by public agents to be a very serious problem. The average score with which the public agents evaluated the gravity of the phenomenon is 3.1 on the scale of 10 points (*where 1 = corruption in Moldova is a very serious problem, 10 = corruption in Moldova is not at all a problem*). 84% of respondents attributed values 1-5 on the evaluation scale, which means a very high/ high level of corruption in the country.

On the other hand, the public service in general, as well as the institutions where they were carrying out their activities, were assessed positively from the point of view of observing the principles of ethics and integrity on the date when the survey was conducted. Most respondents attributed values ranging from 6 to 10 on the 10-point scale (*where 1 = corruption, lack of ethics and integrity, 10 = lack of corruption, ethics and total integrity*). However, their own institutions have been assessed higher compared to the public system in general. The average score in the evaluation of the public service is 5.8, and of their own institution - 8.3 points.

The main causes of corruption in Moldova are the low wages in the public sector (about 3/4 of the respondents) and the mentality of asking and bribing in the manner of providing money and/ or goods (about half of the respondents).

Regarding the evolution of the corruption phenomenon in Moldova during the last year, 39% of the respondents think it is decreasing, 34% think that it remained at the level of the previous year, and 22% believe that corruption has increased.

29% of public agents say that corruption in their institutions is at all levels of hierarchy equal. Of those who specified a certain hierarchical level, most of them referred to the administration of institutions (17%) and execution functions (14%) as the most exposed to the risk of corruption.

According to the majority opinion, women and men are equally exposed to acts of corruption (both in the Public Service in general - 71% and in the institution where the respondents work - 60%).

Employing and promoting public employees at work

Employment and promotion of public agents at the workplace is usually done on a merit basis (according to 84% of public agents) and on the basis of employee performance assessment (72%). However, one in five public agents affirms that favoritism (relations with the right people) and political affiliation are often practiced.

Performance assessment procedures are applied almost in all cases in the public institutions (94%). The average score attributed by public agents for the extent to which the results of the evaluation influence the promotion of the staff in the institution is 4.1 (*on a 5-point scale, where 1 = does not influence at all, the staff is promoted on the basis of other criteria; 5 = totally influences, solely on the basis of the evaluation results*).

Such criteria as relationships with the right people, membership of particular political party, unofficial payments are usually avoided/ excluded in public institutions.

80% of public agents declare that there are no post- hiring restrictions for the employees of the institutions where they work.

The level of knowledge of legal/illegal situations regarding *the Engagement and promotion of public agents based on merit and professional integrity* is very small. Thus, only 7% of public agents provided fair answers to all possible corruption cases in the process of hiring and promoting public agents based on merit and professional integrity.

Incompatibilities and hierarchy restrictions

The regime of hierarchy restrictions is generally respected in the public sector in Moldova. 79% of public agents said that during the last 12 months, they did not know cases when, in the institution where they work, a clerk was directly in the immediate subordination of a relative.

However, the study finds a low level of knowledge of legal/ illegal situations regarding *Compliance with Incompatibilities, hierarchy restrictions and limitation of advertising*: only 18% of public agents have responded correctly to all possible corruption situations in compliance with the regime incompatibilities, hierarchy restrictions, and limitation of publicity.

Declaration of property and personal interests

85% of survey respondents argue that declaring the property and personal interests is mandatory for all persons employed in the public sector, which is not the right answer because not all public-sector employees have this responsibility (for example, technical staff).

The share of public agents who filed the declaration of property and personal interests for the previous fiscal year is 82%.

Public agents have a fairly high level of knowledge of legal/ illegal situations regarding *Compliance with the declaration of property and personal interests' regime*: 57% of public agents have provided fair answers to all possible corruption cases in the process of compliance with the declaration of property and personal interests' regime.

Conflicts of interest and favoritism

One in four public agents does not know that a conflict of interests must always be declared, with no exception.

At the same time, one in two public agents does not know that a public agent is not entitled to make decisions in a situation of conflict of interests.

Conflicts of interest have rarely occurred in public institutions over the last 12 months (or have not been declared by respondents). Thus, about 9 out of 10 people mentioned that they did not know cases of conflict of interest in the institutions where they work.

The main causes of non-declaring conflicts of interest by public agents are lack of knowledge of the procedure, obtaining personal benefits (financial, material or other) and fear of being sanctioned.

Public agents have a high level of knowledge related to legal/ illegal situations regarding the *Compliance with conflict of interests and non-admissibility of favoritism*: 78% of public agents have provided fair answers to all possible corruption cases in compliance with the conflict of interest regime; and non-admissibility of favoritism.

Regime of providing gifts

Every 5th public agent does not know in what situations a public agent can receive a gift, and 75% of respondents have correct knowledge regarding the regime of providing gifts, considering that a public agent can accept a gift when it is received by politeness or in the context of protocol actions.

55% of public agents say that public institutions are not offered gifts from citizens as a sign of gratitude or in exchange for a service provided. At the same time, every third respondent states that such situations happen in public institutions, but, as a rule, very rarely.

52% of public agents said there was a gift register in their institutions. This is considered an effective document, accumulating an average score of 4 points (*on the 5-point scale where 1 = the gifts are not declared at all, 5 = all the gifts are declared and evaluated correctly*).

Public officers have a high level of knowledge of legal/ illegal situations regarding *Respecting the gift regime*: 71% of public agents have provided correct answers to all possible corruption cases in following the gift regime.

Inappropriate influences

The activity of Moldovan public institutions is rather/not at all influenced politically. Thus, 81% of the respondents have attributed values between 1 and 5 on the rating scale of 10 points, where *1 = not at all influenced by the interests of political parties, 10 = totally influenced by the interests of political parties*.

With reference to the public services, the inappropriate influences are manifested mainly by engaging/appointing or promoting in positions by political affiliation.

Incidences of inappropriate influences in public institutions were almost non-existent over the last 12 months. Situations such as being forced to vote for or against a candidate in the elections, asking for or offering bribe, withdrawing money or public goods, being engaged in trafficking of influence, abusing power, protecting or favoring someone at the working place were practically absent in the institutions included in the sample or the respondents avoided mentioning them.

Only 3% of public agents said they had been *affected* by inadequate workplace influences during the last 12 months, but most (72%) preferred not to report the related cases. The main argument in this respect is the belief that the situation will not be solved.

Protection of integrity whistleblowers

The results of the survey demonstrate a low level of public agents' knowledge with reference to the integrity alert. 26% of public agents do not know what the phrase "integrity alert" means. At the same time, the fact that more than 60% of public agents have referred to other erroneous situations as integrity alert, allows us to deduce that the absolute majority of public agents cannot clearly differentiate the cases of integrity warning.

At the same time, only 9% of public agents have the right knowledge of "who can be a whistleblower".

Over the last 12 months, only 2% of public agents surveyed said they had witnessed corruption in their institution, but more than half of them did not denounce the cases. One of the main reasons that prompted them not to denounce the mentioned cases was the lack of effective measures to protect whistleblowers. As a matter of fact, 52% of the respondents show total/ large distrust that they will be protected in the event of denunciation of possible corruption acts. The average score on the security of public agents in denouncing corruption acts is 2.4 on the 5-point scale (*where 1 = I will not be protected at all; 5 = absolutely convinced that I will be protected*).

Incidents of integrity

75% of public agents say most of their colleagues are intact. On the other hand, 62% confirmed that the employees of the public institutions where they work are involved in integrity incidents (most of them holding executive positions, followed by heads and deputies).

In situations of disciplinary misconduct, public institutions usually apply sanctions (75%).

Transparency in decision-making, access to information and management of public patrimony and finances

Most public agents assess the level of central/ local public institutions as sufficiently/ very transparent in decision-making, public money spending, public procurement, citizens' information on the activities carried out by the institution and the execution of works and services of public interest.

The most not transparent institutions are political parties, the Presidency, the Parliament, the Prosecutor's Office, the Courts of Justice and the Intelligence and Security Service. Institutions rated as most transparent are the NGOs, mass- media and the National Anti-Corruption Center.

Transparency of the decision-making process is ensured by responding to requests for access to public information (92%) and by publishing public information on the organization's website (78%). However, according to each second public agent, web pages are not updated every time with the information of public interest.

In evaluating the way in which the patrimony and public finances are managed in Moldovan public institutions, two categories of answers prevailed: those who appreciated these processes as transparent and responsible (about half of the opinions) and those who do not know how these processes are managed (about 40%). At the same time, practically one in four public agents acknowledges that the institutions where they carry out their activities use abusive practices in the management of public patrimony.

The judiciary sector has accrued the highest shares (32%) in awarding the non-transparent management of financial resources.

Compliance with ethics and deontology

72% of respondents stated that their institutions have a code of ethics, and this is usually brought to the attention of new employees. However, at least 1/3 of the survey participants would need additional information on different aspects of ethics and integrity.

77% of public agents said that there is a structure/person responsible for ethics in their organizations, and its activity is highly appreciated (with an average satisfaction score of 4.4 on a 5-point scale, *where 1 = not at all satisfied, 5 = satisfied*).

However, in-depth analysis reveals a relatively low level of knowledge of deontological norms, given that only 71% of public agents have considered all the situations listed in the questionnaire as non-ethical.

29% of public agents are aware of situations where ethical and deontological rules have been violated in their organization, and most of them have been sanctioned.

Corruption risk management

The vast majority of public agents say that institutions where they work comply with the requirements of institutional integrity. According to them, there are (very) rare cases when personal property and interests are not declared, when situations of favoritism and conflict of interest are admitted, when gifts from citizens - other than those permitted by the legislation in force are received.

Where, however, incidents of integrity, inappropriate influences, conflicts of interest, non-assurance of decision-making transparency, irresponsible management of patrimony and public finances occur, most cases are sanctioned.

Registers of corruption risks, gifts, and inappropriate influences are applied in the public institutions, which are evaluated as efficient management tools.