

Sociological Study

Corruption in Republic of Moldova: Perceptions vs. Personal Experiences of Business People and Households

This study was elaborated with the support of the United Nations Development Program within the project „Strengthening the analytical and preventive functions of the National Anti-corruption Centre”, funded by the Ministry of Foreign Affairs of Norway and co-funded by UNDP – Moldova. The content of this study does not necessarily reflect the opinion and the policies of the United Nations Development Program and the Ministry of Foreign Affairs of Norway.

Chisinau, 2015

Contents

I. Objective and tasks of the sociological study	3
Methodological aspects	3
II. General information about the respondents	5
Geographical distribution of the respondents	5
Residence	7
Age of respondents	7
Education	7
Occupational group.....	8
Income.....	8
III. Perception of corruption.....	9
Sources of information about corruption.....	14
Problems that the respondents face	9
Awareness of threat of corruption.....	11
Evolution of corruption	12
Causes of the spread of corruption.....	13
Conflict of interest as cause of corruption.....	13
Unofficial ways to solve problems with public servants.....	15
IV. Experiences while contacting public institutions.....	17
Most contacted institutions	17
Amount of Average Bribe	19
Total estimated amount of bribe.....	20
The purpose of unofficial payments	
Unofficial payments made voluntarily or under pressure?	
Concrete cases of corruption invoked by correspondents	22
V. Corruption and business environment.....	22
The contribution of the state in the business environment	28
Work time spent on solving problems with public servants	28
The response of control agencies to deviations from the law	28
The size of bribe compared with the tax evasion	29
Frequency of controls performed by the government.....	30
Participation in public procurement bids.....	30
VI. Engagement in preventing corruption.....	
Disposition to pay a bribe	
Emotional aspects of paying a bribe	31
Tolerance towards corruption.....	31
VII. Resistance to corruption.....	32
Facing cases of corruption	32
Denouncing corruption.....	
Solving problems in a legal way	32
Professionalism and credibility of the law enforcement institutions.....	34
VIII. Can corruption be curbed in Moldova?	35
Facing cases of corruption	
Corruption risks.....	37
IX. Corruption risks indicators	37
Summary	39

I. Objective and tasks of the sociological study

Transparency International – Moldova conducted this study with the support of the United Nations Development Program within the project „Strengthening the analytical and preventive functions of the National Anti-corruption Centre”, funded by the Ministry of Foreign Affairs of Norway and co-funded by UNDP – Moldova. The content of this study does not necessarily reflect the opinion and the policies of the United Nations Development Program and the Ministry of Foreign Affairs of Norway.

The aim of the study is to analyse the perceptions and personal experiences of the representatives of business and households with corruption phenomena in the Republic of Moldova and evaluate the impact of the implementation of the National Anti-corruption Strategy in 2015.

The tasks of the study are as follows:

- evaluating the public awareness on the threat of corruption;
- finding the main causes of corruption;
- assessing the perceptions and personal experiences with corruption in various domains, sectors and institutions;
- estimating the total amount of unofficial payments made in various institutions/public services;
- evaluating the credibility and the professionalism of the law enforcement and control institutions;
- evaluating the level of tolerance towards corruption phenomena, the acceptance of unofficial payments and the propensity to give bribes;
- analysing the situation on corruption incidence, denunciation of corruption cases and solving the problems in a legal way;
- evaluating the level of awareness of the population of the notions specific to the anti-corruption domain;
- identifying the most efficient ways to prevent and fight corruption;
- evaluating the corruption risks indicators for a range of domains/institutions.

The business people and the representatives of the households were interviewed based on two separate questionnaires. The questions were targeted at both, perception and personal experiences with corruption during the last 12 months. The study covers 37 domains/sectors/authorities, mainly the public ones. Including an open question in the questionnaire allowed collecting some concrete examples of corruption and other abuses from the side of public servants.

Methodological aspects

The size of the sample: 513 business people and 1099 household representatives over the age of 18;

Sample: stratified, random, two-staged.

Stratification criteria: 12 geographical regions based on territorial administrative units that were in place before the last territorial-administrative reform, residential environment (urban-rural), size of urban localities (2 types), size of rural localities (2 types of rural localities); The sample is relevant to analyze the following strata of respondents: urban, rural, North, South and Centre zones, with respective error margins corresponding to the size of each strata of respondents.

Sample selection:

The sample households. The sizes of each stratum and the totals for the regions (former districts) were calculated proportionally to the number of population in accordance with the data of the National Bureau of Statistics. The size of the rural localities was calculated proportionally to the number of voters in the election lists;

Stages of randomization:

- I. *Locality*: within the adjusted strata the localities were selected randomly, based on a table with random numbers;
- II. *Household*: the maximum number of interviews made in one pooling locality was 9. The households were selected using the method of random route with statistical step;
- III. *Respondent*: in households with several adults, the person whose birthday was closest was selected for the interview.

The sample for business people was built using the catalogue of goods and services VARO–INFORM MOLDOVA 2012. A statistical step was used to select the subjects for the interview. To replace the refusals a repeated selection was made. The procedure was repeated until the necessary number of respondents was accumulated.

Representation: the sample is representative at the national level with a maximal error of $\pm 2.9\%$ for households and $\pm 4.4\%$ for business people.

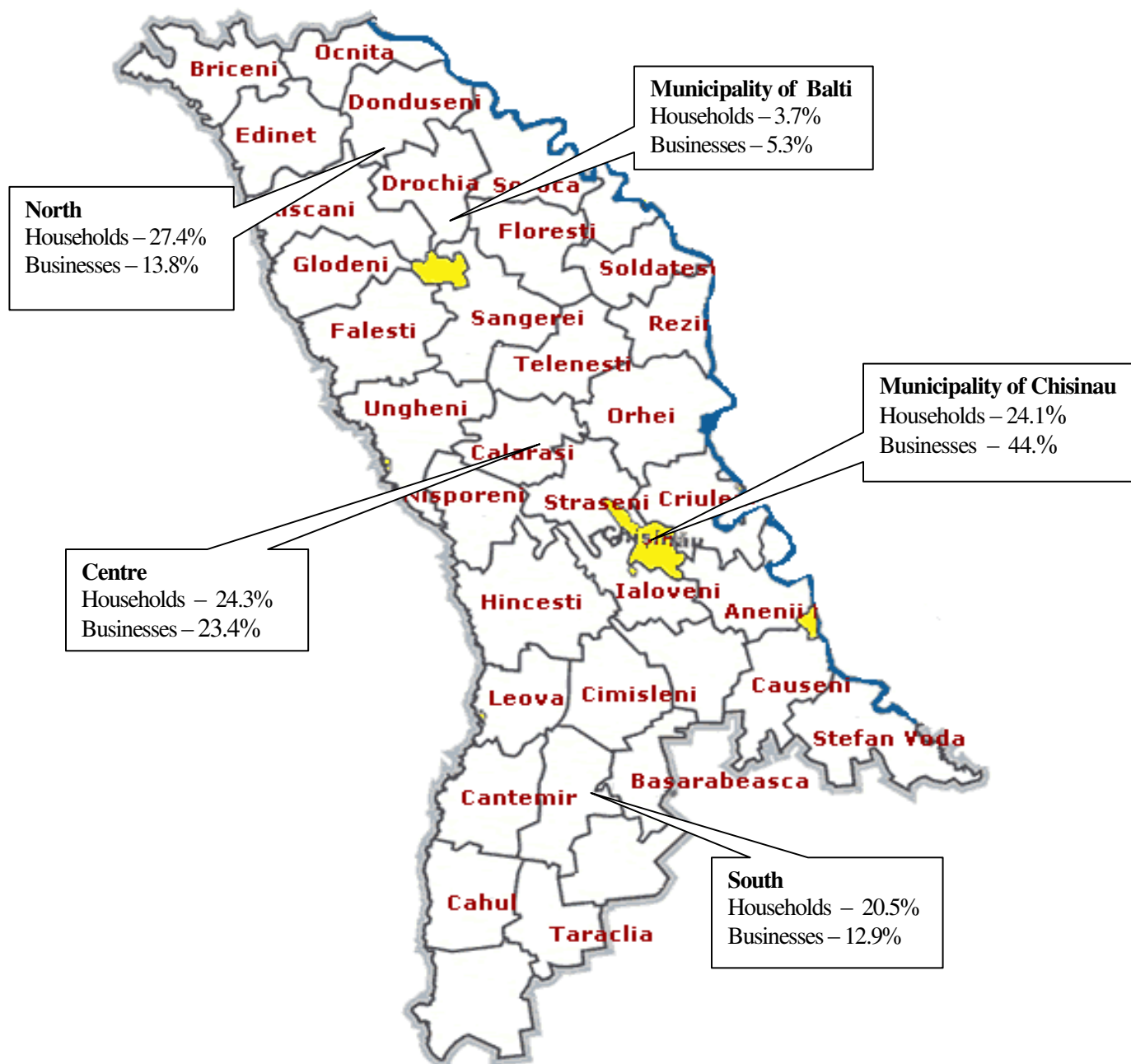
Time of interviewing: October – November 2015 to interview business people. The interviews were conducted at the respondents' homes by the network of operators of CBS-AXA. The questionnaire was prepared in Romanian and Russian, the selection of the language being offered to the respondent.

Verification: To verify the quality of data collection, CBS-AXA contacted about 10% of respondents at their homes and 30% by telephone.

The data was processed using SPSS 15 statistical software.

II. General information about the respondents

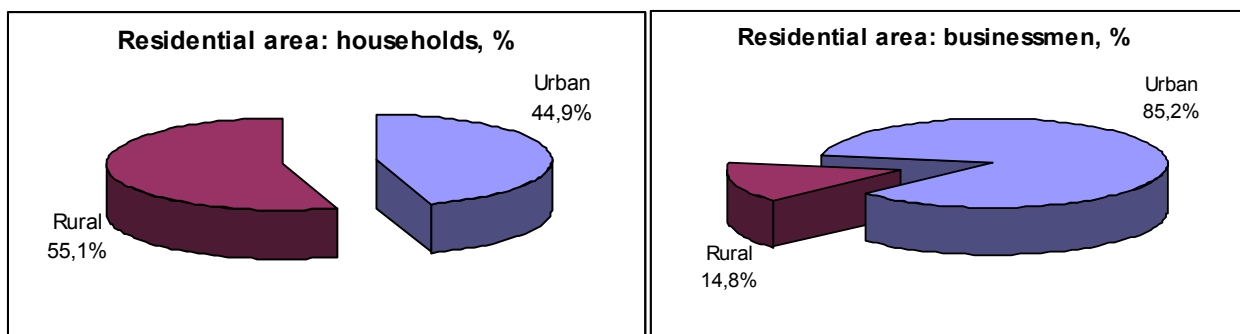
Geographical distribution of the respondents



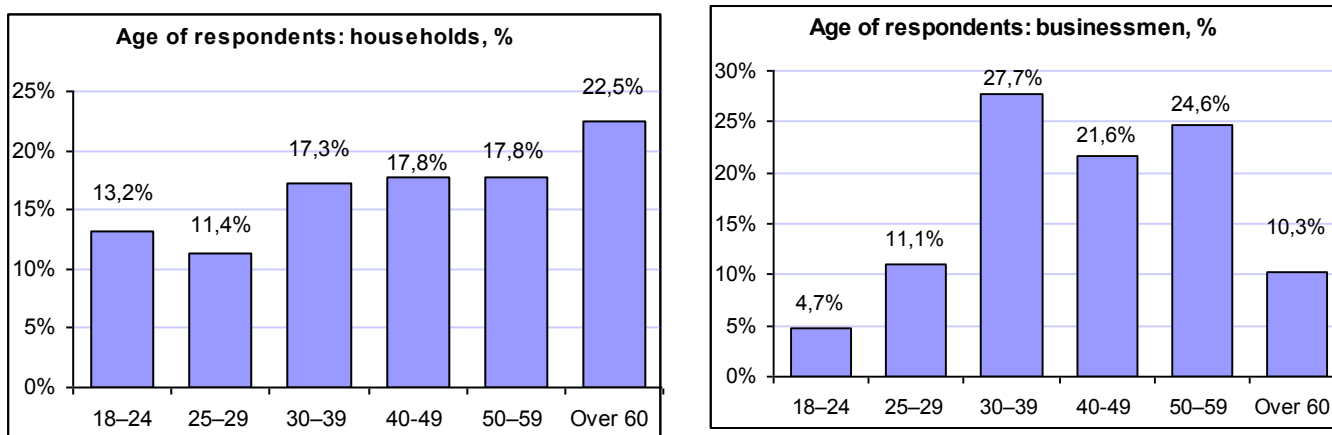
Distribution of respondents by *rayon*'s, %

Rayon	Households %	Businesses%
Chisinau	24.0	44.4
Balti	3.6	5.2
Anenii Noi	1.8	2.5
Basarabasca	0.4	0.2
Briceni	2.3	2.5
Cahul	3.0	5.1
Cantemir	2.0	0.6
Calarasi	1.9	2.1
Causeni	2.0	1.0
Cimislia	3.0	1.4
Criuleni	4.0	1.6
Donduseni	1.2	1.9
Drochia	2.2	1.4
Edinet	2.1	0.8
Falesti	2.2	1.0
Floresti	2.8	1.0
Glodeni	1.9	0.8
Hancesti	2.6	2.1
Ialoveni	2.2	1.8
Leova	2.2	1.2
Nisporeni	2.5	2.1
Ocnita	1.8	1.8
Orhei	3.6	2.7
Rezina	2.1	3.1
Rascani	1.9	1.4
Sangerei	2.0	0.6
Soroca	2.1	0.8
Straseni	3.0	1.9
Soldanești	1.0	1.2
Stefan Voda	2.1	0.6
Taraclia	1.2	1.2
Telenesti	1.9	1.0
Ungheni	2.8	1.2
UTA Gagauzia	4.6	1.8

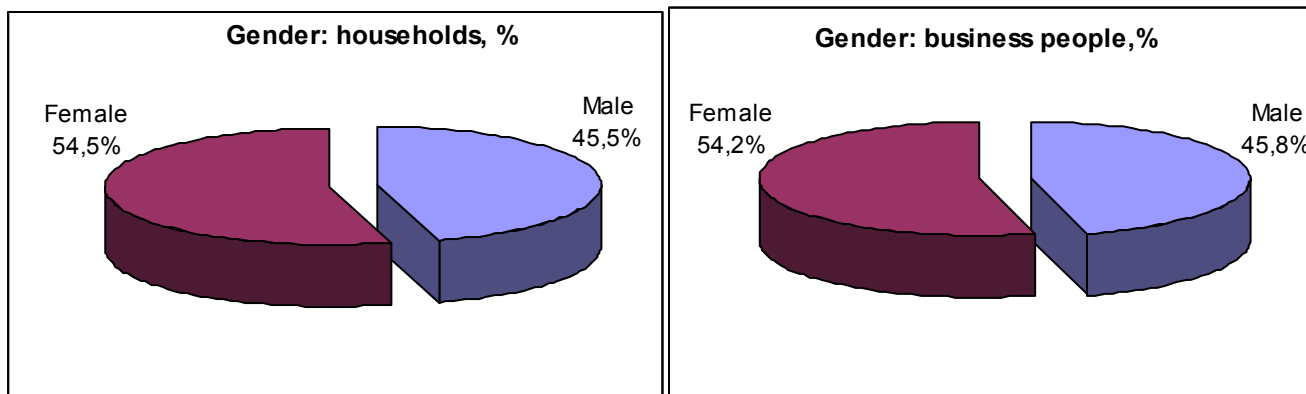
Residential area



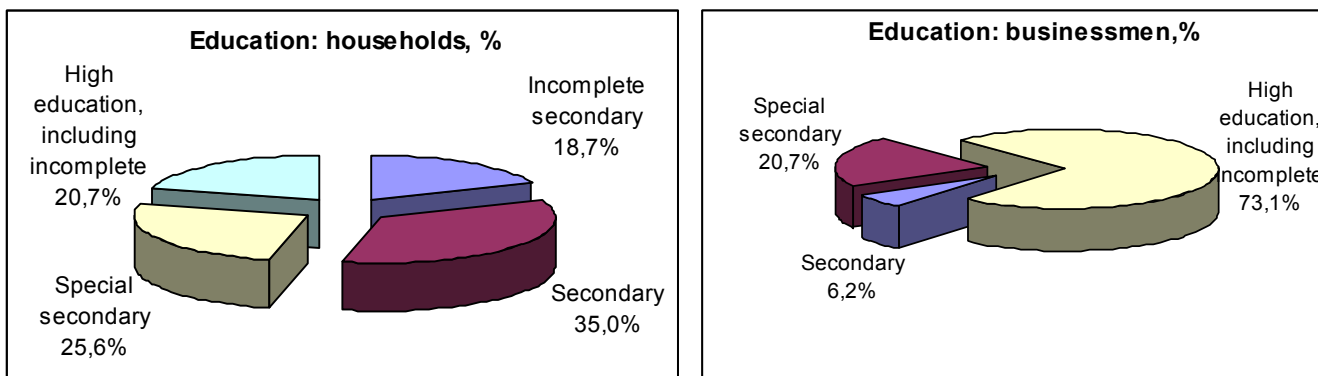
Age of Respondents



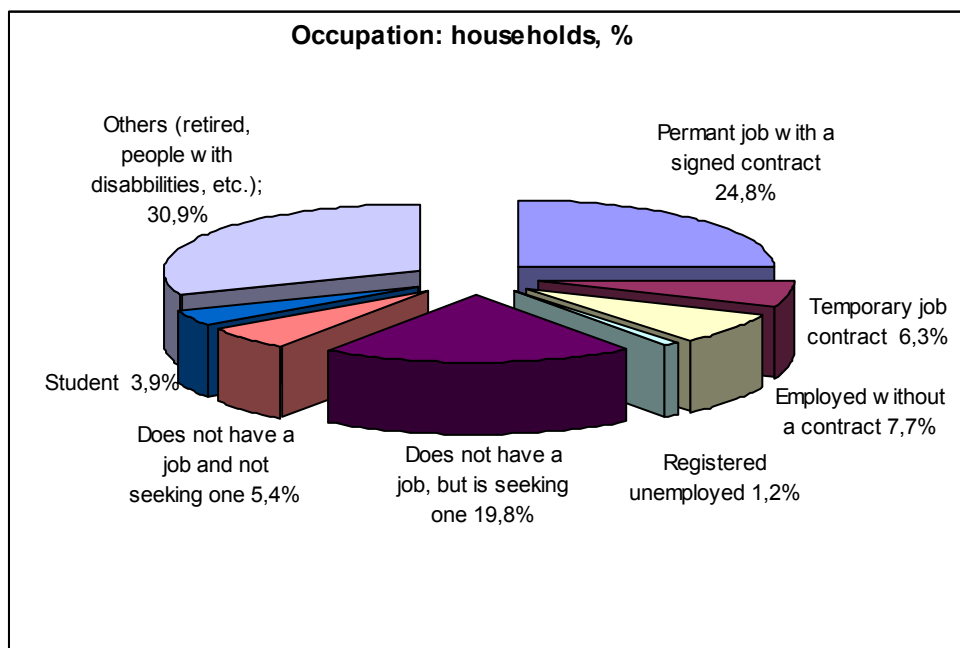
Gender of Respondents



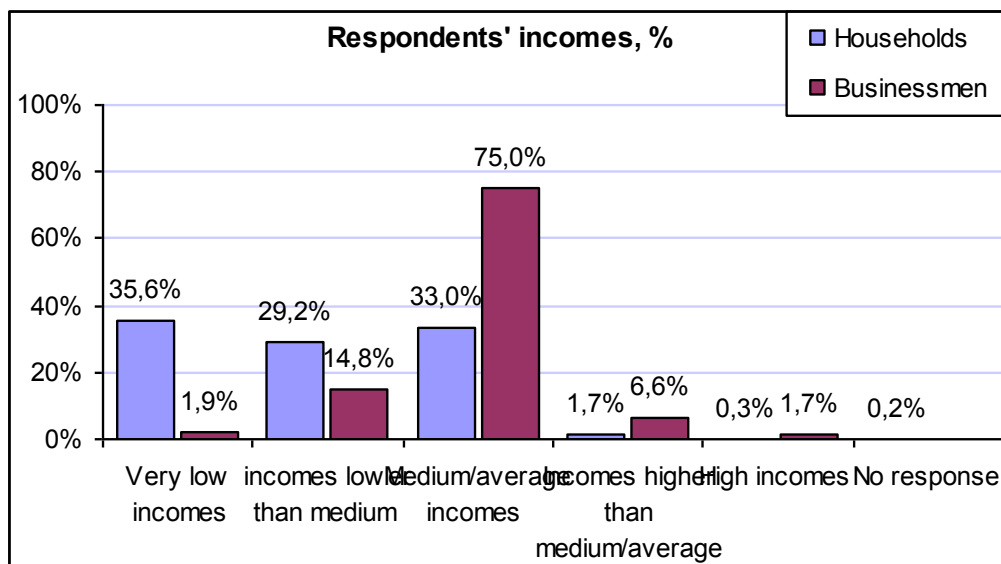
Education



Occupation



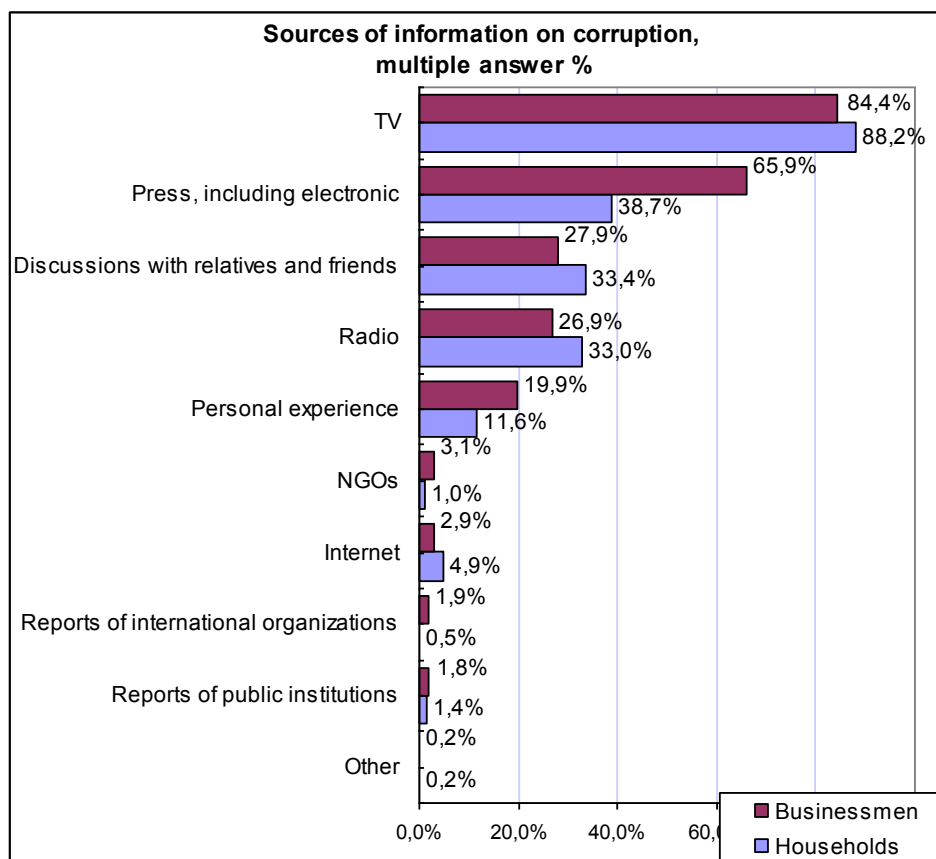
Income



III. Perception of corruption

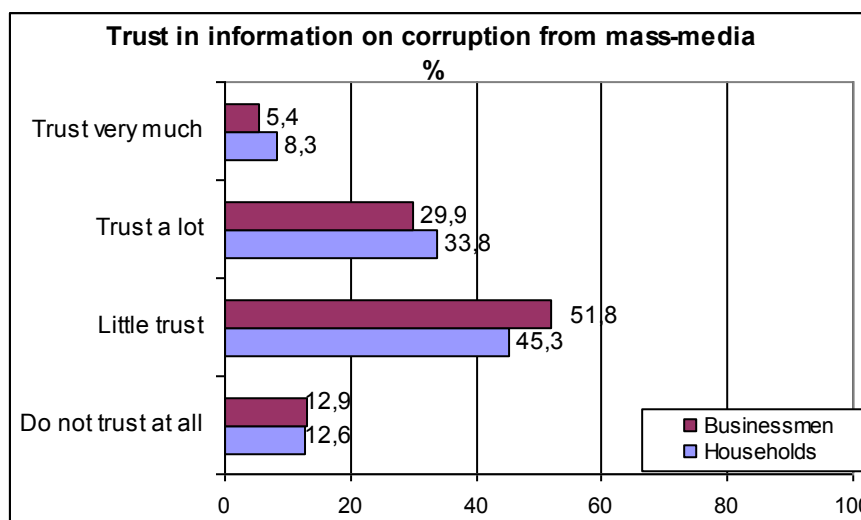
Sources of information about corruption

For more than 80% of the respondents, television is the main source of information about corruption and the state's efforts to combat it, therefore concentrating a considerable number of TV channels in a single hand creates conditions for an eventual manipulation of the public opinion in terms of the efficacy of the reforms in the anti-corruption domain.



How much do respondents information about corruption coming from mass media?

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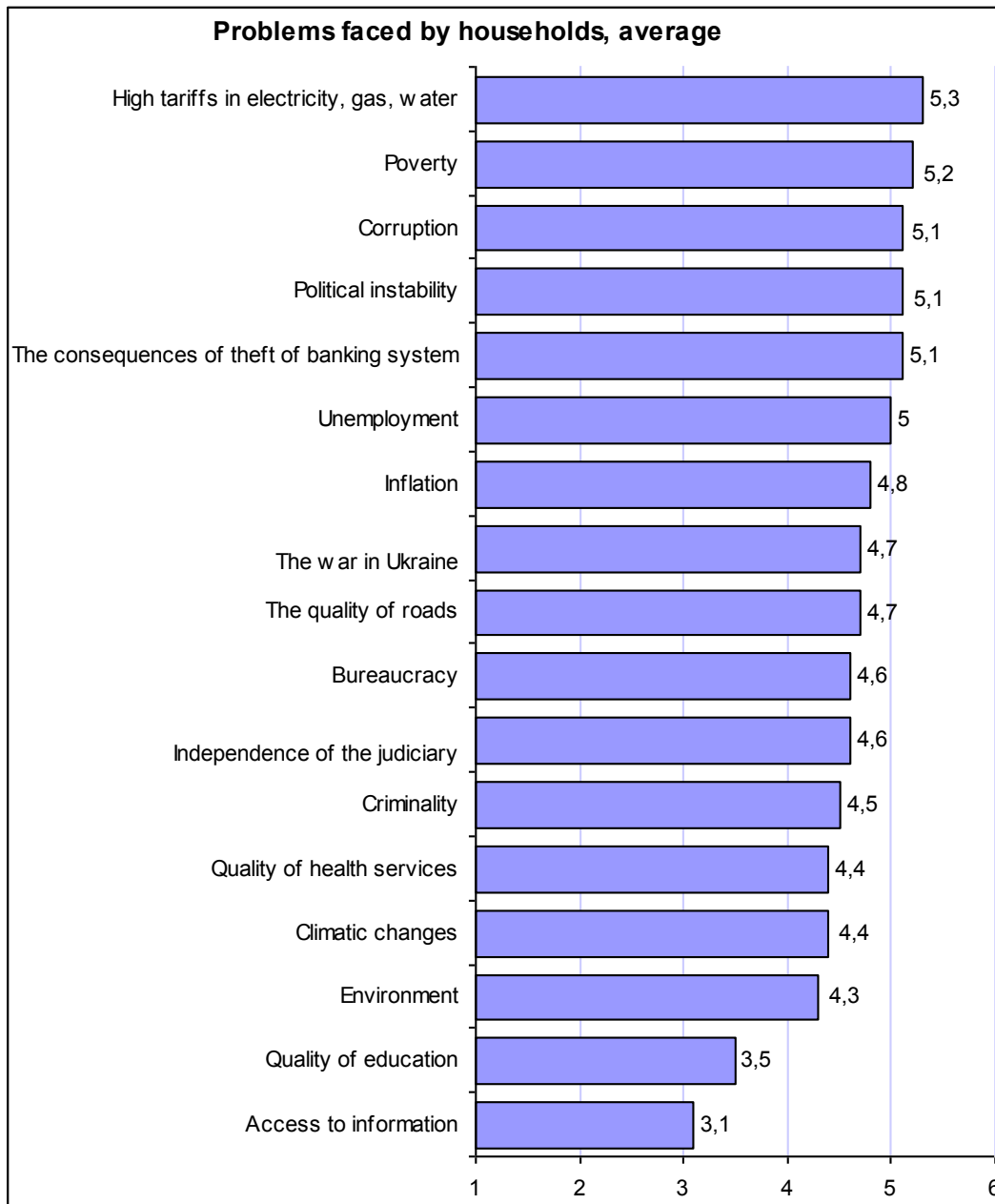


Share of respondents who believe mass-media is a reliable source of information on corruption, %

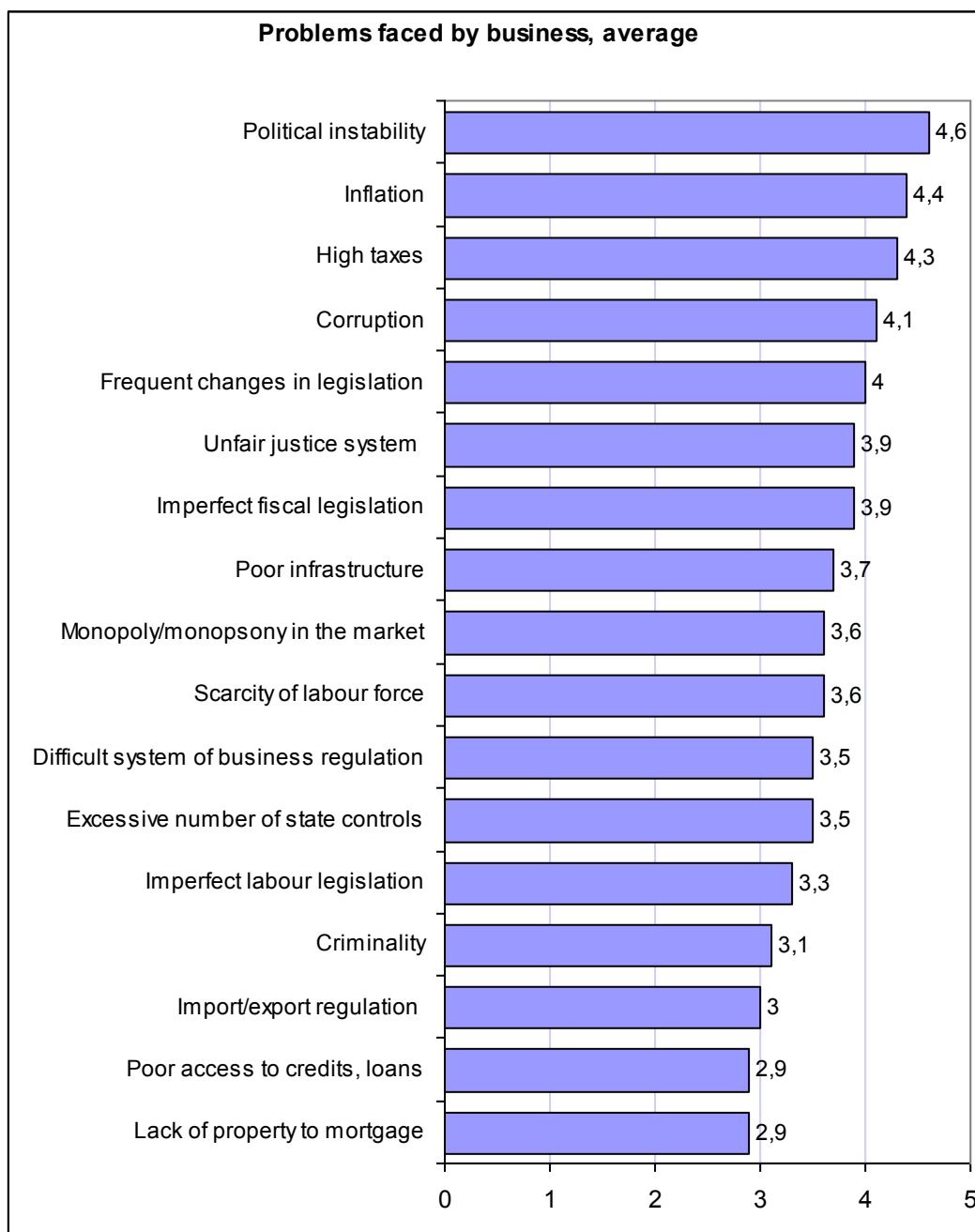
	2007	2008	2012	2014	2015
Households	40.3	50	33.9	38.3	42.1
Businessmen	38.5	55.5	44.1	41.6	35.3

Problems faced by the respondents

How acute are the following problems for you? (Average. calculated on a scale from 1 to 6. where 1 means – not a problem at all. 6 – major problem)

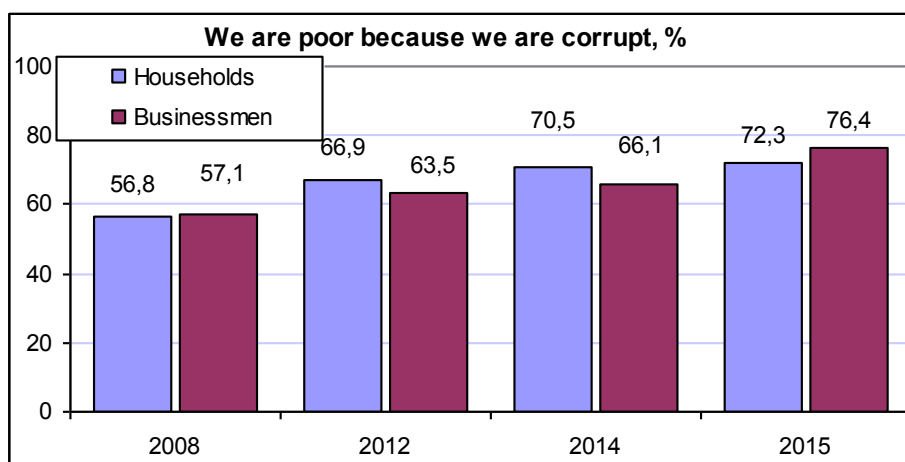


To what extent do the following factors hinder doing business in Moldova?(Average. calculated on a scale from 1 to 6. where 1 means - does not hinder at all. 6 – blocks the development).



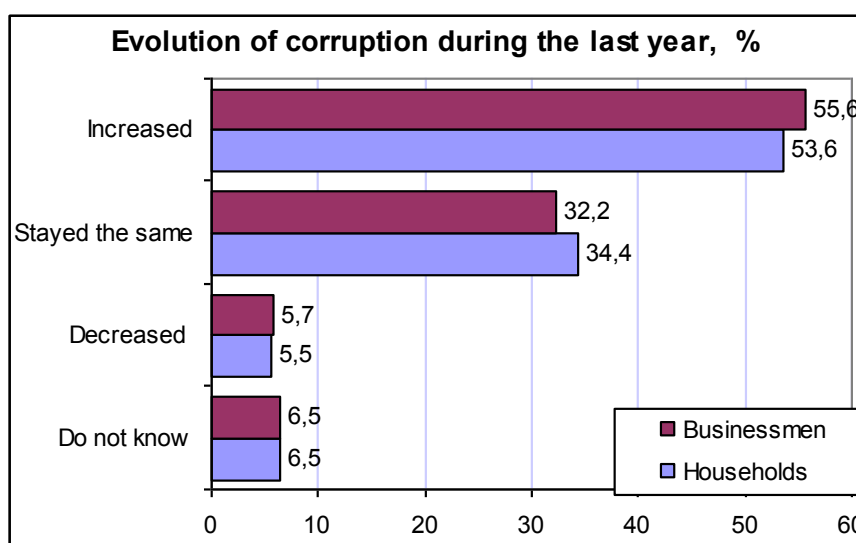
In the perception of both, households and businesses, corruption remains a grave problem, standing among the top 5 problems, together with high tariffs for energy/gas/water, poverty, and political instability, followed by the economic consequences of the law infringements in the banking system.

Awareness of corruption threats



The public awareness on the threat of corruption is increasing: about ¾ of the representatives of both categories of respondents consider corruption as the main generator of poverty.

Evolution of corruption



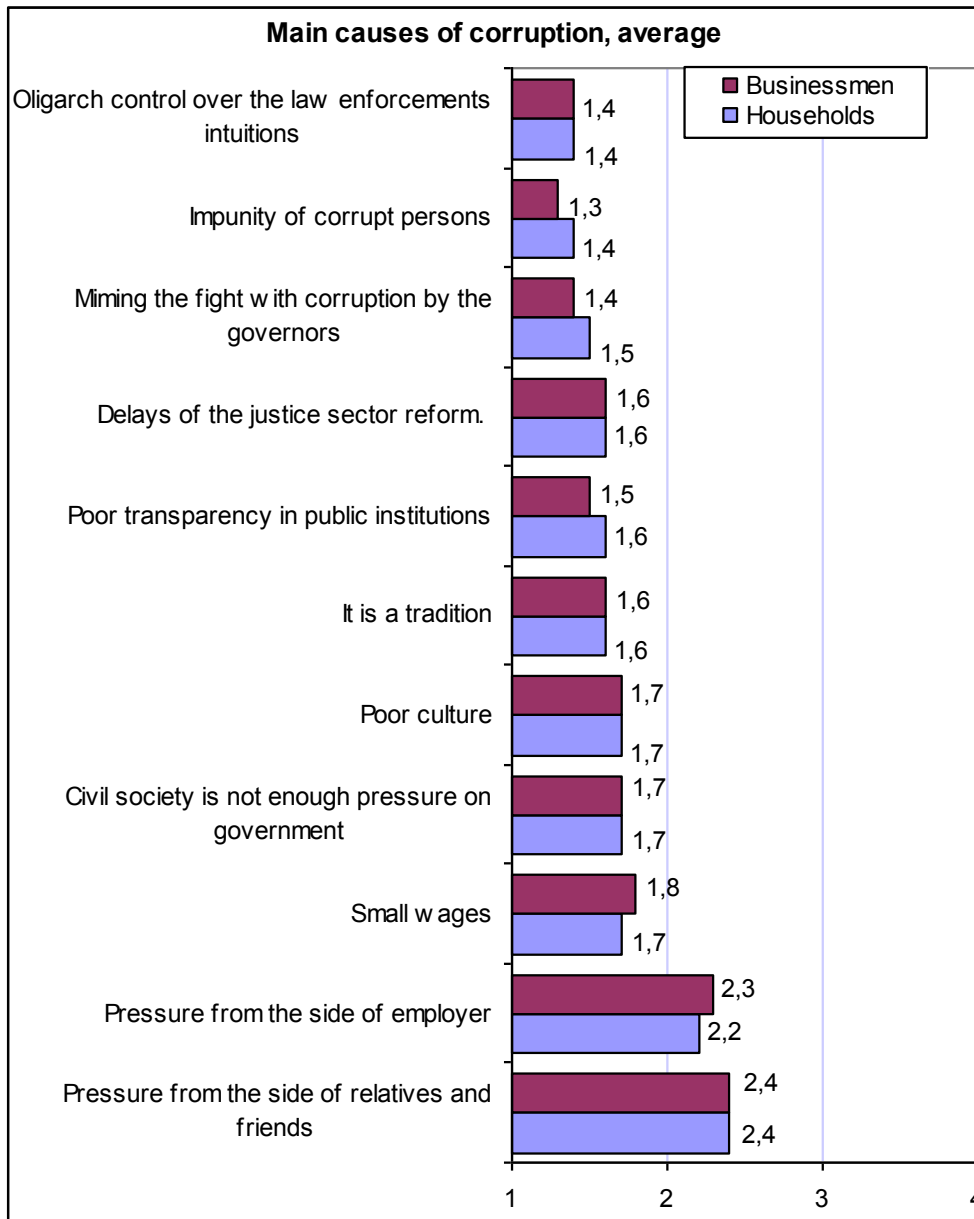
Even though the pessimism is, to some extent, characteristic for the Moldovan culture, and frequently determines a relatively constant share of negative responses in surveys of different types, in 2015, the share of such „pessimists” that perceive a considerable growth of corruption increased considerably (from 35-40% in other periods till more than half at present) – this suggests that the pessimism may be well grounded and based on personal experience.

The share of respondents who think that corruption has increased over the last 12 months, %

	2007	2008	2012	2014	2015
Households	45.4	41	49.6	46.5	53.6
Businessmen	35.4	33	41.9	39.5	55.6

Causes of the spread of corruption

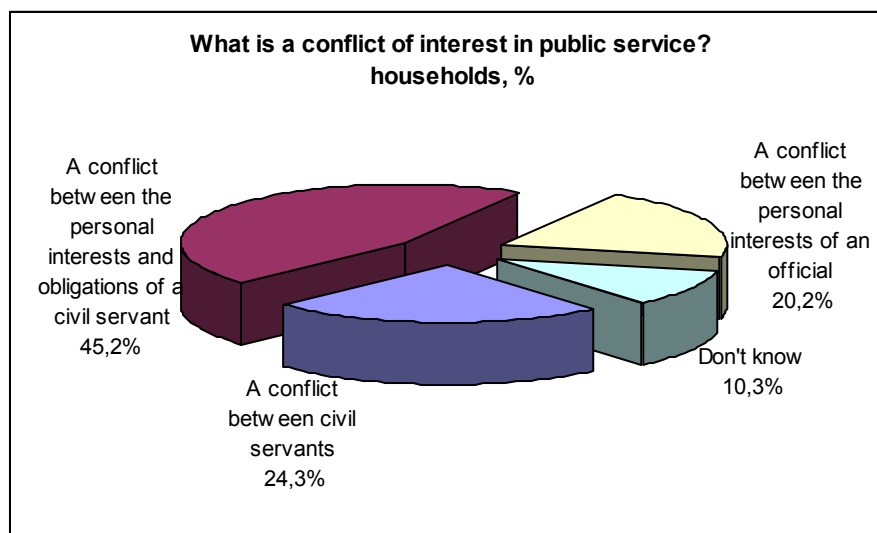
How important are the following factors in the spread of corruption in Moldova? (Average. calculated on a scale from 1 to 4. where 1 means –very important. 4 –not at all important)



Among the main causes of corruption the respondents indicate: oligarch control over the law enforcements intuitions, impunity of corrupt persons, miming the fight with corruption by the governors and delays of the justice sector reform.

Conflict of interest as cause of corruption

A considerable part of the population is not aware that conflict of interests lays in the origin of a considerable part of corruption. More than ½ of the representatives of households does not understand the notion of conflict of interests, therefore being unable to withstand this phenomenon. In this context, intensifying the public awareness campaign on the legal framework regulating this policy and promoting the practices of informing the competent bodies on eventual cases of conflict of interests are needed.



Perceptions on the spread of corruption

How frequently do people resort to money, gifts and personal contacts to solve their problems in the following institutions/domains? (% of respondents stating that this is happening frequently, very frequently and always)

Institution/Service/Domain	Households %		Businesses %	
	2014	2015	2014	2015
Central public administration	43.1	58.5	36	46.6
Local public administration	38	45.1	36.2	39.7
Fiscal inspectorates	45.6	55.1	37.2	41.3
Customs	59.2	66	46.2	68.6
Boarder patrol	47.4	56.8	31.7	38
Police	63.6	74.3	49.7	49.5
Prosecutors	60.9	72.8	40.8	48.4
Sanitary inspections	46.6	49.7	33.7	38.2
Cadastral bureaus	37	41.5	21	24.6
Rent of state property	39.8	41.6	26.4	29.3
Law courts	66	70.2	53	55.5
Public procurement	42.3	41.3	35.1	39
Education	60.2	62.6	z	z
Health care	69.5	72.3	z	z
Registry offices	28.7	29	z	z
Passport offices	25.3	27.7	9.2	11.8
Utility services	20.9	22.2	8.1	9.9

State Chamber of Registration	25.8	26.7	14.4	19.5
Fire inspections	29.7	25.3	21.7	20.3
Energy Inspectorate	31.7	27.4	16	17.5
Environmental inspections	33.2	31.1	21	21.5
National Anticorruption Centre	26.2	48.9	29.1	35.7
Issuing visas	35.8	32.3	18.8	16.6
Licensing	35.5	38.6	12.7	24.2
Notary offices	46.6	35.8	25.4	16.4
Attorneys	26.2	54.3	14	30.2
Access to credits/loans	50	26.8	11.5	14.8
Registration of vehicles, driving licences	48.5	56.7	32.6	38.6
Vehicle technical inspection	47.8	53	31.7	37.8
Issuing construction authorisations	24	51.4	41.8	45.4
Water supply	23.6	22.5	10.1	12.2
Power supply	23.6	22.1	9.6	11.8
Gas supply	21.4	20.8	9.2	11.3
Heat supply/thermal agent	29.6	20.2	7.4	10.3
Labour inspection	21.3	29.4	19.7	20.5
Telecommunications	26.1	18.2	5.9	9.7

*z – institution/domain was not included in the survey during the reference period.

The representatives of households perceive the Legislative (Parliament) as the most corrupt state power branch and the business people – the Judiciary.

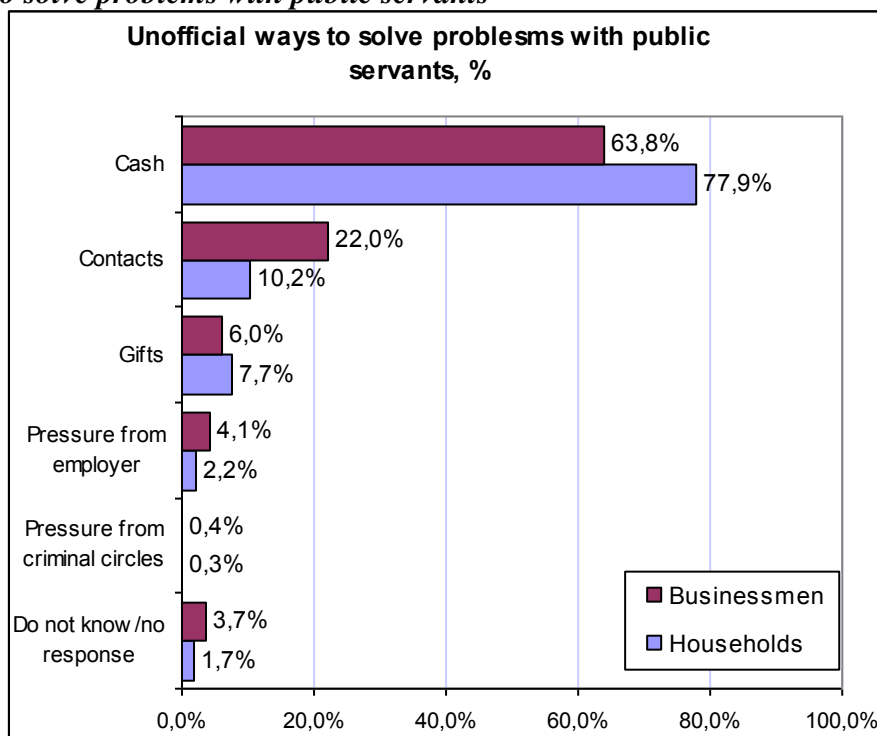
Which branch of the governance is most corrupt? %

	Households			Businessmen		
	2012	2014	2015	2012	2014	2015
Legislative (Parliament)	25.7	29.5	35.3	11.6	12.5	24.4
Judiciary (Courts system)	45.7	41.4	31.9	51.9	60.6	43.5
Executive (Government)	22.7	20.5	27.9	19.8	11.4	22.2
Do not know	5.9	8.6	4.9	16.7	15.5	9.9

In the perception of the households, corruption is most spread among police, prosecutors, medical staff, judges and customs officers. The business people indicate the customs, law courts, police and prosecutors as the most affected by corruption bodies.

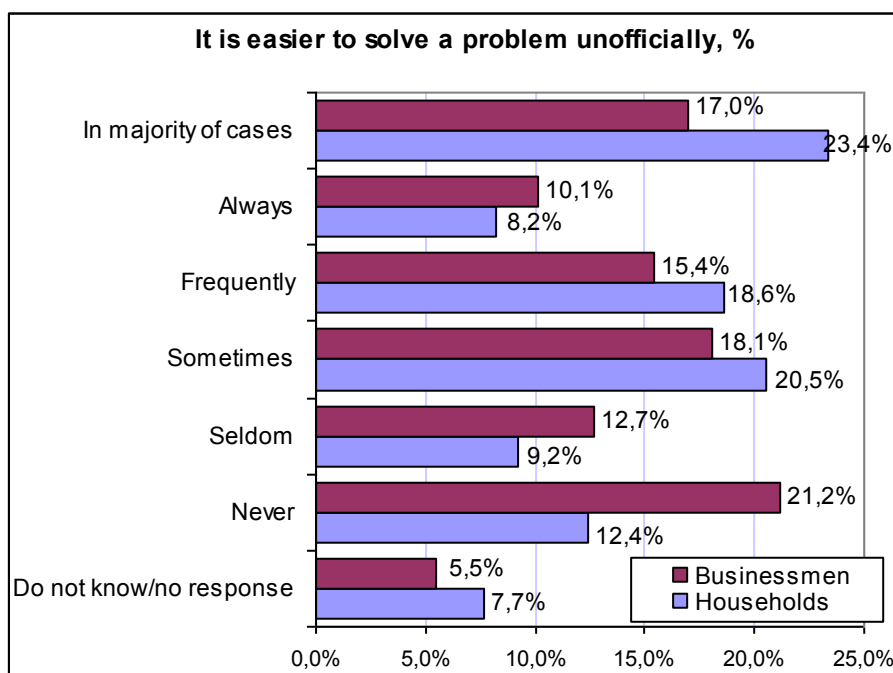
Compared to 2014, the share of respondents who perceive that bribes are paid more frequently increased.

Unofficial ways to solve problems with public servants



Money remains the main instrument to solve the problems with the public servants, this being followed by personal relationships and gifts. Therefore, the consolidation of the policy of declaration and control of incomes and property, identifying the unjustified property of the representatives of public service becomes more important.

Is it easier to solve a problem in an unofficial way?



The share of respondents being disposed to solve their problems with the state in an informal way remains high. Thus, about a half of households and over 40% of businesses, are disposed to unofficial relationships, understanding the threat of corruption.

Share of respondents who consider that it is easier to solve their problems in an unofficial way*. %

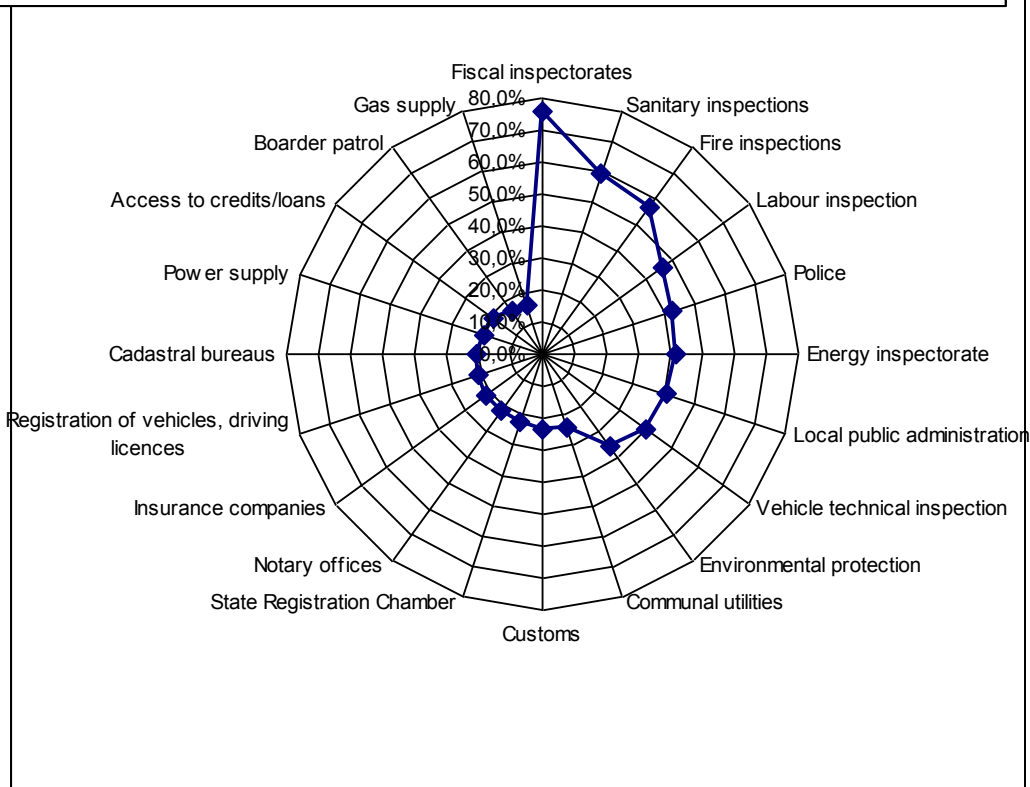
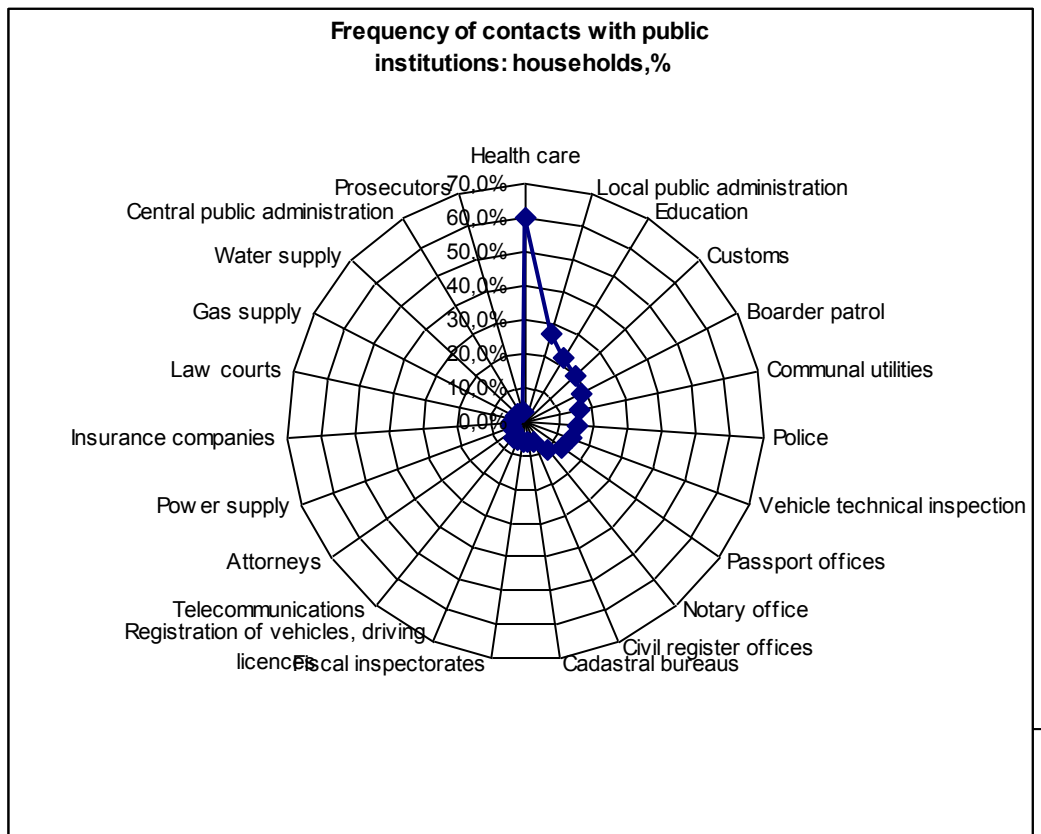
	2007	2008	2012	2014	2015
Households	48.6	49	53	52.7	50.2
Businessmen	45.7	41.8	47.6	40.7	42.5

* Note: % of those who believe that problems can be resolved in unofficial ways very often, in the majority of cases and always.

IV. Experiences while contacting public institutions

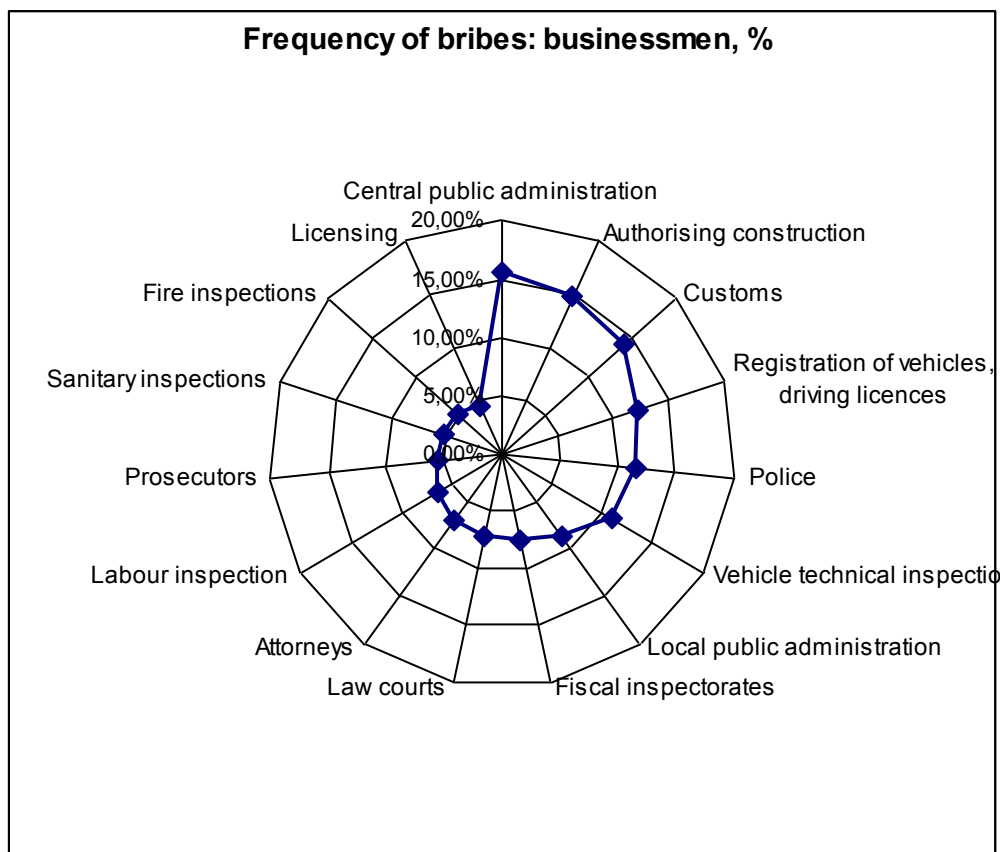
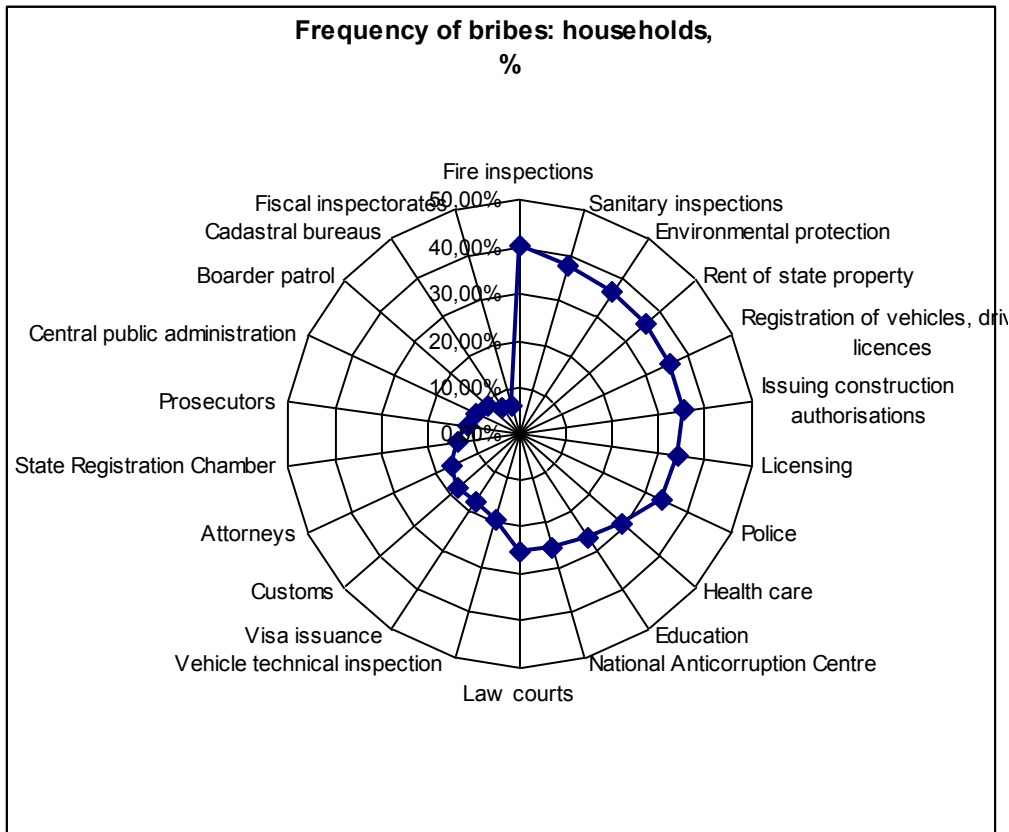
Most contacted institutions

Have you contacted the following institutions/authorities during the last 12 months? (% of the total)



Institutions where unofficial payments are made most frequently

Have you made unofficial payments while dealing with the following institutions/authorities during the last 12 months? (% of those who paid)



*The size of the average bribe***Business people: average bribe**

	Number of payments	Minimal amount, lei	Maximal amount, lei	Average, lei
Fiscal inspectorates	29	100	50000	6011
Police	25	50	10000	1622
Vehicle technical inspection	22	50	3000	696
Local public administration	18	200	5000	4233
Customs	17	50	25000	4605
Sanitary inspections	16	100	6000	1239
Fire inspections	15	100	5000	1290
Labour inspection	15	200	11000	2600
Registration of vehicles. driving licenses	13	200	10000	2156
Central public administration	12	1500	10000	6250
Authorising construction	7	500	5000	3500
Environmental protection	6	1000	3600	2150
Law courts	5	200	100000	26725
State Registration Chamber	4	5000	5000	5000
Attorneys	4	6000	6000	6000
Licensing	3	4000	4000	4000
Power supply	3	300	8000	3767
Boarder patrol	2	3000	3000	3000
Prosecutors	2	5000	5000	5000
Public procurement	2	3000	6000	4500
Energy inspectorate	2	5000	5000	5000
National Anticorruption Centre	2	2000	2000	2000
Gas supply	2	3000	3000	3000
Rent of state property	1	10000	10000	10000
Passport offices	1	100	100	100
Access to credits/loans	1	31000	31000	31000
Water supply	1	3000	3000	3000
Insurance companies	1	300	300	300

Households: average bribe

	Number of payments	Minimal amount, lei	Maximal amount, lei	Average, lei
Health care institutions	191	20	30000	13651
Educational institutions	63	50	8000	1314
Police	55	50	20200	1633

Customs	38	50	9000	1340
Vehicle technical inspection	30	50	2000	578
Registration of vehicles. driving licenses	23	200	6000	1586
Boarder patrol	18	50	9000	373
Law courts	11	1000	16000	5042
Local public administration	10	50	1000	505
Sanitary inspections	7	30	1500	691
Attorneys	7	180	12000	4287
Notary offices	6	95	400	201
Cadastral bureaus	5	300	680	542
Environmental protection	5	1000	3000	1267
Visa issuance	5	1500	2000	1750
Fiscal inspectorates	4	600	9000	3320
Prosecutors	4	500	20000	12399
Fire inspections	4	1500	2000	1931
Licensing	4	500	5000	2654
Central public administration	3	300	1500	1142.36
Rent of state property	3	100	4000	2353.99
Civil register offices	3	50	200	154.37
Passport offices	3	100	150	122.59
Authorizing construction	3	1000	1000	1000
State Registration Chamber	2	560	560	560
National Anticorruption Centre	2	30000	30000	30000
Access to credits/loans	2	150	150	150
Water supply	1	100	100	100
Power supply	1	100	100	100

Total estimated bribe

The spread of corruption may be measured not only by the frequency of informal payments, but also by the estimated total bribe collected from the population.

The estimation of the total amount of bribes paid by households and businessmen in each domain/institution was based on indicators such as the frequency of bribes in each field, the average bribe and the total number of businesses/households in the country. The total estimated number of households on January 1, 2015 (1,185,053 households) is made based on the official statistics on the total population of the Republic of Moldova¹ (excluding Transnistria) and the average size of households. The total number of economic agents registered at the State Chamber of Registration – 169,611 on 01.10.2015².

In 2015, *the total value of bribes paid by the households* is estimated at app. Mil. MDL 860, in 2014 – about Mil. MDL 891. Taking into consideration the 13.2% inflation rate in this period, this drop is higher³, which

¹ <http://statbank.statistica.md/pxweb/Database/RO/02%20POP/POP01/POP01.asp>

² <http://www.cis.gov.md/statistica#a>

³ <http://statbank.statistica.md/pxweb/application/calculatoripc/default.aspx>

may be explained by both, the anti-corruption efforts and increased poverty among population. Of the total, in 2015, the representatives of the households paid unofficially about 1/3 to the representatives of health care institutions, police and education institutions – about 1/10 of the total. It is remarkable, that taking into the account the high inflation, compared to 2014, the bribe in health care dropped by 1/3, while in police it increased by 1/5.

Households - the evolution of the total bribe (Mil. MDL)

	2014	2015	2015 % compared to 2014	2015 % compared to 2014 in real terms (comparable prices)	2014		2015	
					Frequency of bribes (% of those who had contacts)	Average bribe (MDL)	Frequency of bribes (% of those who had contacts)	Average bribe (MDL)
Police	72.2	96.9	134.2	122	38.8	998	33.2	1633
Education	83.8	89.3	106.5	94.3	43	833	26.3	1314
Medicine	372.0	281.2	75.6	63.4	39.8	1387	28.9	1365
Law courts	20.0	59.8	299.0	286.8	25.3	2121.0	25.2	5042
Other	343.0	330.0	96.2	95.4				
TOTAL	891.0	860.0	96.5	84				

The total value of bribes paid by business people makes Mil. MDL 381 in 2015, in 2014 – around Mil. MDL 392 mil. lei. Compared to 2014, taking into the account the inflation, the total bribe paid by businesses has dropped more. About 1/7 of the total bribes has been paid by businesses to fiscal inspectors and 1/8 – to judges. Compared to 2014, the value of bribes paid to customs diminished considerably, but the bribes to the fiscal inspectors remained practically at the same level.

Business - - the evolution of the total bribe (Mil. MDL)

	2014	2015	2015 % compared to 2014	2015 % compared to 2014 in real terms (comparable prices)	2014		2015	
					Frequency of bribes (% of those who had contacts)	Average bribe (MDL)	Frequency of bribes (% of those who had contacts)	Average bribe (MDL)
Customs	49.0	25.9	52.8	40.6	25.9	3817	14	4605
Fiscal Inspections	49.4	57.6	116.6	104.4	9	5860	7.5	6011
Other	293.5	297.6	101.4	92.6				
TOTAL	391.9	381.1	97.3	85.1				

Unofficial payments made voluntarily or under pressure

The respondents say that the unofficial payments made in the health care institutions are made mostly on the personal initiative, however, the payments made in courts of law and customs are made under pressure. Compared to 2014, the share of those who say they have been pressed to pay bribes in law courts, fiscal inspections and police has increased.

Households

	Police	Health care institutions	Educational institutions	Courts of law
Were forced to pay	57.0	36.1	52.8	87.2
Paid on their own initiative	43.0	63.9	47.2	12.8

Businessmen

	Customs	Fiscal authorities
Were forced to pay	70.6	51.7
Paid on their own initiative	29.4	48.3

Concrete cases of corruption invoked by correspondents

All respondents were asked to give concrete examples of corruption that they have faced over the past 12 months. To protect the respondents from potential intimidation or pressure, the information that allows them to be identified was removed from this report.

Households:

- „They will not accept your child in the kinder-garden unless you bribe” (Quest. 1).
- „I had a health related problem and I addressed to the Emergency Hospital, but the doctor did not want to consult me until I gave him MDL 100” (Quest. 8).
- „At the Military Commissariat I was required to pay EUR 500 to release my child from the obligation to serve in the army” (Quest.17).
- „I gave money to the anaesthesiologist for the surgery at my own initiative” (Quest.18).
- „I gave money so that the doctors has a better attitude to the patient” (Quest. 47).
- „I had an eye surgery and I gave a bribe of MDL 800, otherwise everyone – from the cleaning lady to the doctor would be rude with me” (Quest. 54).
- „I thanked the doctor after delivering the baby” (Quest. 67).
- „I paid MDL 200 at school so that they register my child. Also I gave MDL 50 to the doctor” (Quest. 68).
- „I paid MDL 260 for the massage of my 5 years old child, but I did not receive any receipt” (Quest. 79).
- „I was honest and to not be arrested by police for 15 days I gave MDL 100, but then I also had to pay the fine” (Quest. 81).
- „To avoid standing in the line to get the technical revision, I have paid MDL 50” (Quest. 84).
- „I thanked the doctor for the surgery” (Quest. 85. 748. 756).
- „We pay to the customs officers MDL 500 whenever we have to cross the boarder with certain luggage” (Quest. 92).
- „I paid MDL 70 to the nurse, however I initially paid officially for these services” (Quest. 98).
- „I personally give MDL 20 to the nurse whenever I get her services to be sure she treats me well”. „My husband when being in the Briceni hospital, was not noticed until he paid MDL 100” (Quest. 100).
- „I paid unofficially for the construction authorization” (Quest. 111).
- „Recently I had a case in the law court. The attorney required MDL 2000 to pay to the judge so that he solves the case in our benefit” (Quest. 113).
- While delivering the baby I gave MDL 4000 on my own initiative so that he cares of me.” „I paid MDL 200 in the Urology Department, having the medical insurance, nevertheless they did not take care of me” (Quest. 120).
- „To avoid standing in the line, I have paid directly to the doctor MDL 30” (Quest.123).
- „I have paid MDL 8000 at the raional hospital from Edineț for the surgery” (Quest.135).
- „My son has paid a bribe of USD 1000 to the sectoral policeman, because he fought with another policeman.” (Quest.136).
- „I paid MDL 500 for the exam. Also I paid MDL 400 at the Public Health Centre to urge the issuance of a document.” (Quest. 140).

- „I paid to the doctor to take care better of me. Also I paid a bribe to pass faster the technical revision of my car” (Quest. 147).
- „I gave MDL 100 to the customs officer to pass a TV set over the boarder” (Quest. 152).
- „We are a socially vulnerable family. The city-hall offered us an old left home that has been restored. Before the election, the Mayor required MDL 500 from us, otherwise we would have to leave the home, because our documentation was not ready. I gave him this money.” (Quest. 153).
- „During her pregnancy, my wife lost the child and we had to pay MDL 4000 to withdraw the dead body from the mother” (Quest. 154).
- „I have to pay MDL 5 for any certificate at the City Hall and never receive a check. Also my son is 18. While crossing the boarder, the boarder policeman asked why he is not in the army now. After receiving MDL 100, the boarder policeman let him cross the boarder. Also I have a pretty old, but well functioning car. During the technical revision O have been required to pay MDL 100 so that they do not notice problems in my car” (Quest. 157).
- „At the raional hospital, I could not get my prescribed vein infusion until I paid MDL 100 to the medic. (Quest. 163).
- „I gave MDL 1000 for not sending my case to the raion” (Quest. 164).
- „I have a child with a handicap and in order to confirm the group of invalidity I had to pay a lot of money.” (Quest. 166).
- „I offered MDL 600 to the doctor for better services” (Quest. 171).
- „I thanked the doctor with MDL 100 for the services” (Quest. 175).
- „After an accident I got to the Emergency Hospital. I want to say that the attitude towards me from the side of the doctor was negligient until I put money in his pocket. After this he was very careful to my problems” (Quest.187).
- „I have been stopped by police for exceeding the speed and I gave him MDL 200 to avoid paying the fine.” (Quest. 212).
- „I urgently needed the results of some tests, therefore I paid MDL 300 to the laborant. Otherwise I would need to wait several days” (Quest. 245).
- „The doctors required money for the surgery” (Quest. 249).
- „I needed urgently a certificate from the Cadaster Office, to urge the procedure, I paid MDL 600 personally to the engineer.” (Quest. 252).
- „I paid to the road police to eskapoe from paying the fine for breacking the traffic regulations” (Quest.262).
- „I paid for the surgery to the doctors from the Republican Hospital and the hospital from Codru. They put this as a condition” (Quest. 264).
- „I had to deal with police – someone complained about my participation in a fights. I paid MDL 3000 so that they do not start an investigation” (Quest. 271).
- „I have paid MDL 500 to the urologist from the Diagnostical Centre” (Quest. 277).
- „We collected MDL 100 each at the school for the professional teachers day” (Quest. 280).
- „There was a big tree in our court yard and its shade bothered me a lot. I required the Ecologic Inspection to take measures many times, but had no results. Therefore I paid officially to this inspection to receive an authorisation to cut the tree and then I paid additional MDL 1000 because they did not want to issue such an authorization.” (Quest. 281).
- „To receive a medical certificate I had to see many doctors and paid twice MDL 300, otherwise they would not issue it” (Quest. 287).
- „My car was passing the technical revision and for MDL 1000 my friend arranged everything in 30 minutes so that they did not find any problem with my car.” (Quest. 289).
- „I have paid EUR 50 to pass the exam on Physiology” (Quest. 290).
- „I participated at a public procurement bid. The members of procurement commission selected the most expensive and bad project, because the winner was a relative of one of the members of this commission. ” (Quest. 291).

- „We collected MDL 300 each at the kinder-garden to congratulate the educator with the Teachers professional day ” (Quest. 293).
- „We collected MDL 100 each for the teacher’s gift for the Teachers professional day ” (Quest. 294).
- „I paid a bribe to the policeman for not reporting me on exceeding the speed. ” (Quest. 295).
- „I paid MDL 500 to pass the carrier advancement exam” (Quest. 296).
- „I paid MDL 600 to get a 6 at the exam. If the score would be lower, I would loose the stipend and have to be transferred to the contract studies” (Quest. 297).
- „I have paid MDL 1200 to pass the technical revision.” (Quest.298).
- „I gave MDL 250 directly to the doctor at the hospital” (Quest. 334).
- „My child was hit by a car of a highly ranked public servant. It is more than a year and a half since the cases lasts in the court of law. They changed the prosecutor, the attorney, the witnesses and nothing is solved because the public servant is influential and I have no money for a bribe. My son remains with a disability – the doctors did not establish correctly the gravity of the fracture because, again, I could not afford paying a bribe.” (Quest.348).
- „I paid MDL 300 directly to the paediatrician to examine better my child and prescribe the right medication” (Quest. 355).
- „While passing the technical revision, I paid officially and also additionally a bribe of MDL 300” (Quest. 359).
- „If you do not pay, you stay untreated. I had to thank the doctors from Chisinau and our raion – in total about MDL 10000” (Quest. 360).
- „I paid in total around MDL 5000 to the doctors to pay more attention to my husband.” (Quest. 362).
- „I needed a surgery and the doctors required MDL 3000 for this” (Quest. 382).
- „I paid MDL 1400 to the medics for better services” (Quest. 390).
- „I paid to a policeman to avoid an investigation. At the university I have paid MDL 500 because I missed many classes.” (Quest. 404).
- „I paid around MDL 200 to the personal in the medical centre to urge issuance of my medical results” (Quest. 405).
- „I paid the doctor who received the delivery of my child MDL 200 to thank him. Another time I paid MDL 500 to the policeman so that he does not open a case against me for breaking the public order and showing up drank in a public place” (Quest. 404).
- „The customs officer required MDL 9000 to allow me pass the border with Romanian goods” (Quest. 435).
- „I paid the judge to solve my case correctly” (Quest. 451).
- „To not loose time I always pay bribes” (Quest. 457).
- „I gave MDL 400 to pass faster the medical control” (Quest. 460).
- „Even thou I have medical insurance, having a surgery, I have been asked to pay for my bed. The medication for 5 days costed me another MDL 10000” (Quest. 481).
- „My son has been asked to pay huge money to be appointed as a forester” (Quest. 492).
- „My daughter studies very well at the University, but the professor at the university does not want to evaluate her till she paid money (EUR 100)” (Quest. 502).
- „I had a conflict with my neighbours and now risk 2 years of jail. Therefore I paid MDL 4600 to the judge and he requires MDL 15000 more to close the case” (Quest. 503).
- „The doctors did not start the surgery untill I paid them MDL 1100” (Quest. 504).
- „The doctor in Nisporeni required MDL 20 for a stamp in a certificate, this is not the first time – she always does this.” (Quest. 510).
- „My son was required to pay MDL 500 to pass the exam. He has 4 exams and will pay MDL 2000” (Quest. 528).
- „I have been required to pay a bribe of MDL 1000 for the registration of my car” (Quest. 555);
- „When I was registering the car, I was made to understand that if I do not pay MDL 500, they won’t register it.” (Quest. 564).

- „I paid EUR 300 to receive a driving license in Hîncești” (Quest. 663).
- „I have been asked to pay MDL 4000 at the Cardiologic Hospital for the treatment. I had the medical insurance, but did not have the direction from my doctor.” (Quest. 667).
- „They take bribes at the Cadastral office: my neighbour built unauthorized second floor and nobody takes measure. The case is in the court of law for the fifth year.” (Quest. 679).
- „When I returned home from Russia, the Moldovan customs officer required me to pay rubles 5000 to allow me bring in certain things in Moldova” (Quest. 680).
- „Mom has cancer. It is scary to get to the doctors. It is better to die home” (Quest. 727).
- „When I stayed at the hospital, I paid for each injection that I got. It is horrible to get treatment from doctors.” (Quest.732).
- „I paid unofficially USD 700 for the surgery, otherwise they would not do it” (Quest. 746).
- „I had to pay bribes to the doctors in the hispital – about MDL 2000 for the certificate and consultations” (Quest. 820).
- „for the exams in the IX class the parents collected MDL 1000 each for the members of the comission” (Quest.825).
- „When we decided to subscribe our child for a kinder-garden, we needed to pay a bribe of MDL 700. only after this the child was accepted” (Quest.829).
- „My sister needed an urgent surgery. The doctors kept her until I paid then MDL 6000 ” (Quest. 997).
- „At the auto-school I paid a bribe of EUR 150 for my son, because he wouldn’t pass it for the fifth time.” (Quest.1027).
- „I paid a bribe of MDL 1500 to the customs officer so that he does not retun us or makes give away things from the luggage” (Quest. 1032).
- „To benefit from qualitative medical services I paid unofficially about MDL 4000 on my own initiative to the doctors during a year ” (Quest. 1047).
- „When I had a surgery at my breast, – I have cancer – I gave EUR 300 to the doctors on my own will only for getting better treatment” (Quest. 1054).
- „I gave MDL 600 to the doctor in the hope for a beter treatment, but this did not have any result” (Quest.1055).
- „I am preparing myself for paying a bribe to receive a well merited disability grade.” (Quest.1098).
- „When my wife was getting treatment in the Oncology Hospital, the doctors extorted money with any occasion – for chemotherapy, for consultations. Thus, the son of daughter whenever would go visit her in the hospital, each time they would have leave about MDL 1000-2000 to the medical workers, but my wife dies anyway” (Quest.1100).

Businesses:

- „La finele anului întreprinderii mele i-au fost blocate conturile pentru că am fost în proces de judecată și am avut pierderi foarte mari deoarece am refuzat să dau mită inspectorului fiscal” (Quest.11).
- „La vama mi s-au cerut bani și nu am dorit să plătesc. m-am dus și i-am spus șefului vămii. dar el nu a întreprins nimic. de aceea m-am adresat la șeful Serviciului Vamal și acesta a organizat o adunare. iar vameșul cu pricină și-a cerut scuze și a fost eliberat din funcție”. „Autorizațiile pentru construcție de la primărie se eliberează. de obicei. timp de o lună și jumătate. iar mie. din motiv că nu am plătit mită. mi-au eliberat-o timp de un an și jumătate” (Quest.27).
- „Inspectorii anti-incendiari au găsit niște încălcări și trebuia să oprim activitatea întreprinderii. După ce le-am dat mită 3000 lei problema a fost rezolvată” (Quest. 28).
- „Pentru a primi autorizația sanitară am fost nevoit să dau mită 1000 lei. la vama am dat câte 50 lei vameșilor pentru a trece mai repede controlul. de altfel stai în rând foarte mult” (Quest. 41).
- „Polițistul îmi cere din când în când cadouri. motorină. benzină. cablu pentru a nu găsi data viitoare probleme” (Quest.49).

- „La Spitalul Oncologic medicul mi-a cerut obraznic 6000 lei pentru a o opera pe mama. dacă nu achităm trebuia să plecăm acasă și să așteptăm să moară” (Quest.60).
- „Inspectorii fiscali au depistat în timpul controlului că întreprinderea mea are de achitat niște datorii la stat și mi-au dat de înțeles că le pot plăti neoficial pentru a rezolva problema” (Quest. 62).
- „Sunt acuzat într-un proces de judecată. pentru a rezolva cazul și a lua o decizie corectă judecătorul a cerut mită” (Quest.76).
- „La revizia tehnică a automobilelor firmei am achitat 300 lei pentru ca să le verifice și să nu le găsească probleme tehnice” (Quest. 87).
- „I-am dat directoarei grădiniței mită 100 de euro ca să îmi primească copilul pentru că nu era inclus in lista de așteptare” (Quest. 94).
- „Am depășit viteza. poliștii m-au oprit și au cerut mită. argumentând că amenda e 1000 de lei. Am refuzat să le dau bani. am achitat amenda în 72 de ore - doar 300 lei” (Quest.107).
- „Procedura pentru înregistrarea transportului prevăzută în lege este destul de lungă. din lipsă de timp am plătit neoficial și funcționarii au găsit timp pentru înregistrarea transportului” (Quest. 110).
- „Inspectorii fiscali au găsit greșeli la achitarea impozitelor. mi-au dat de înțeles că pentru a nu mă amenda trebuie să le plătesc 5000 lei. așa că le-am dat banii” (Quest. 115).
- „Este corupt întregul sistem de guvernare. toți vin după bani. dar nu vor să-și îndeplinească cinstit lucrul” (Quest.140).
- „Am plătit inspectorului fiscal 2000 de lei deoarece acesta a găsit niște probleme și vroia să-mi pună o amendă mare” (Quest. 148).
- „Am încălcat viteza și am fost oprit de cei de la poliția rutieră. Pentru a nu plăti amenda și a nu acumula puncte de penalizare i-am dat polițistului 100 de lei” (Quest.160).
- „Am avut un control la punctul meu de vânzare. au găsit abateri și am fost impus să achit o mită foarte mare. Ulterior am aflat că mita a fost mult mai mare decât amenda” (Quest. 179).
- „Le dau mereu mită poliștilor când mă opresc și găsesc probleme: când 100 de lei. când 200 de lei” (Quest. 180).
- „Mită foarte mult iau judecătorii. Eu personal când am divorțat i-am plătit judecătorului 500 de euro pentru ca acesta să se pronunțe în favoarea mea” (Quest.189).
- „La magazinul prietenului meu au venit de la poliția economică și fără a se prezenta au procurat ceva. iar vânzătoarea nu le-a dat cec. După aceasta. inspectorii s-au prezentat și au cerut mită de 4000 lei pentru a nu deschide dosar” (Quest.224).
- „La întreprinderea noastră au fost angajații de Inspekția ecologică și au depistat niște încălcări. Pentru a rezolva problemele. le-am dat mită de 1500 de lei” (Quest. 237).
- „Cu câteva luni în urmă m-am adresat la Camera de Licențiere pentru a mi se elibera o licență. Un angajat mi-a dat de înțeles că trebuie să-i dau o anumită sumă pentru o urgenta procedura. însă eu am refuzat” (Quest. 240).
- „Le-am dat celor de la poliția rutiera 300 de lei atunci când m-au oprit pentru depășirea limitei de viteză” (Quest. 248).
- „I-am dat medicului 200 de lei pentru a primi rezultatele analizelor nu peste o luna. ci peste câteva zile” (Quest.251).
- „Am achitat mită 500 de lei polițistului pentru a rezolva urgent niște probleme” (Quest. 277).
- „Am plătit polițistului 150 de lei pentru a nu-mi scrie proces verbal pentru încălcarea regulilor de circulație” (Quest.279).
- „La acordarea gradului de invaliditate mi s-a dat de înțeles că trebuie de plătesc neoficial 200 euro pentru un grad mai mare. însă eu nu aveam atâți bani” (Quest. 281).

- „Polițistului i-am dat mită 100 de lei pentru că am depășit limita de viteză” (Quest. 298).
- „La inspectoratul sanitar-epidemiologic am dat mită 1000 de lei unui inspector ca să-mi examineze cererea fără rând” (Quest.305).
- „Când am fost cu copilul la consultația medicului. i-am achitat acestuia 100 de lei ca să fie mai atent la problemele copilului” (Quest. 311).
- „Am dat mită la universitate 500de lei pentru a primi o nota mai mare. sau cel puțin trecătoare” (Quest. 319).
- „Am fost nevoită să-i dau mită în sumă de 2000 de lei medicului de la Spitalul Republican. atunci când a fost operat soțul meu. Am vrut ca totul să fie bine” (Quest.324).
- „La spital nimeni nu a dorit să examineze copilul meu până nu am dat bani la fiecare. Copilul se îmbolnăvise tot din cauza medicilor. a avut alergii la medicamentele prescrise” (Quest. 331).
- „Am fost nevoită să achit medicului mită 300 de lei pentru a-mi ajuta copilului care era foarte bolnav” (Quest. 335).
- „Mereu sunt șantajata de poliția economică. trebuie tot timpul să le achit câte 1000 lei pentru ca ei să nu ne facă probleme” (Quest. 337).
- „Am achitat mită inspectorului de la Inspecția Muncii pentru a rezolva problemele” (chestionarul 349).
- „Am plătit neoficial unei persoane de la Inspectoratul Fiscal pentru a verifica și procesa mai rapid anumite documente” (Quest.350).
- „Am dat mită la medic 200 lei - mi-a spus că așa trebuie să o mulțumesc. Și tot de la ea a trebuit să cumpăr și medicamentele” (Quest.352).
- „I-am dat bani profesoarei de clase primare. Mi s-a dat de înțeles că dacă vreau pentru copil mai multă atenție trebuie să dau cadouri și bani” (Quest. 354).
- „Nu aveam documentele necesare pentru materialele de construcții pe care le vând. ca să nu am probleme i-am dat polițistului 1500 de lei. Și celor de la Inspectoratul fiscal le-am dat mită 5000 lei deoarece mi-au găsit neajunsuri. iar amenda este de 10000 lei. așa că mai bine dau mită.” (Quest. 369).
- „Le-am achitat mită pompierilor câte 100 de lei ca să nu vadă toate neajunsurile” (Quest.370).
- „Am achitat mită 2000 lei pentru a avea mai rapid conectare la gaz. fără a sta în rând” (Quest.383).
- Am achitat mită 100 de lei pentru a primi mai repede rezultatele analizelor” (Quest. 412).
- „De la CNA mi-au cerut bani pentru a rezolva unele probleme inexistente. însă nu le-am oferit nimic” (Quest. 414).
- „Am participat la o licitație și am câștigat-o. apoi s-a apropiat de noi un concurent și ne-a propus 10000 euro pentru a refuza oferta” (Quest. 416).
- „Am plătit 150 de lei pentru a nu sta la rând la revizia tehnică” (Quest. 418).
- „La trecerea punctului de frontieră polițiștii nu permiteau copilului meu să intre în țară. i-am dat 500 lei șefului de la vamă” (Quest.430).
- „Le-am dat polițiștilor 1500 de lei ca să rezolve un caz de furt. dar așa și nu au mai găsit hoțul” (Quest. 451).
- „Administrez un restaurant și orice inspecție nu ar veni. la final trebuie să le aranjez o masă cu bucate” (Quest. 455).
- „Ca să fiu operat medicii au solicitat de la mine 9000 lei. Le-am dat banii. altfel nu se știe cum s-ar termina operația” (Quest. 461).
- „Inspectorului fiscal i-am achitat 200 lei doar ca să nu-mi găsească probleme. chiar dacă totul era în regulă” (Quest.464).
- „Poliția economică ne-a inspectat și credeam că pentru încălcarea găsită ne vor aplica amendă. Însă ei au deschis un dosar penal. astfel că am fost nevoit să le dau mită 1000 de euro pentru a închide dosarul”

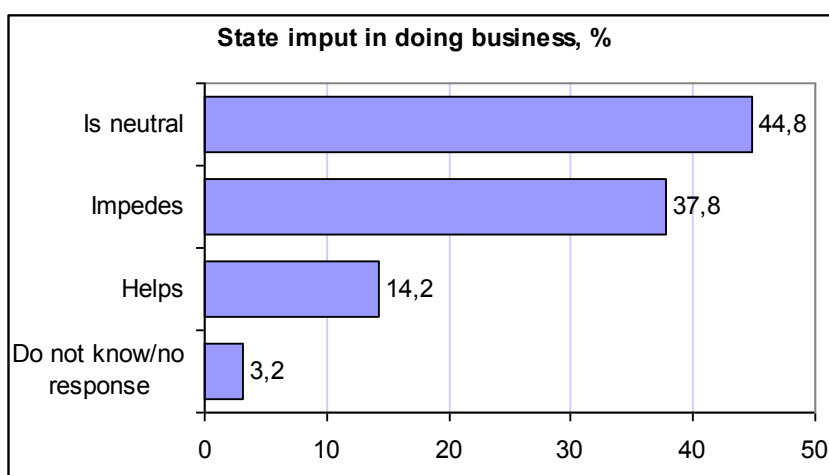
(Quest. 467).

- „Pentru corectarea dării de seamă i-am achitat inspectorului fiscal 250 lei” (Quest. 468).
- „Am încălcat limita de viteză cu 22 km. i-am plătit mita polițistului 300 de lei pentru a nu-mi face proces verbal” (Quest. 507).

V. Corruption and business environment

The contribution of the state in business development (businessmen’s opinion)

How would you rate the state contribution in your business development?



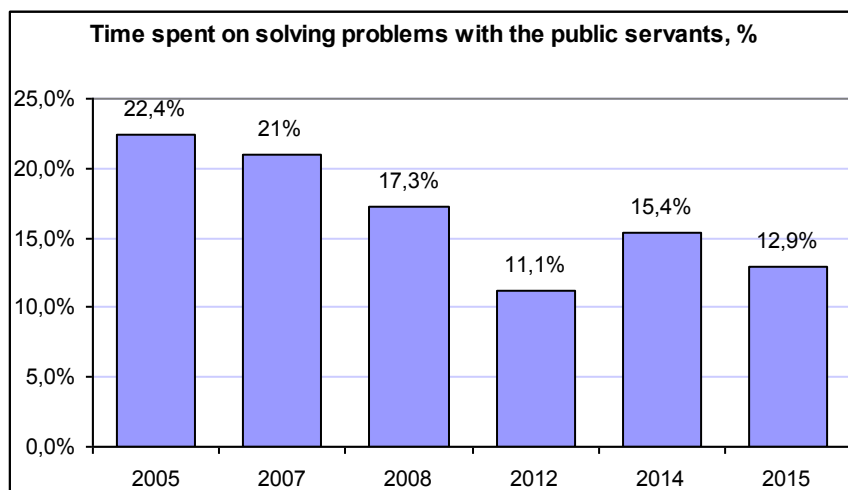
If in long term the relationship of business with the state institutions was improving, compared to 2014, the share of the respondents who consider that the state impedes their business increased.

Share of businessmen who think that the state mainly impedes their activity. %

2005	2007	2008	2012	2014	2015
46.7	47.3	33.8	33.2	31.1	37.8

Work time spent on solving problems with public servants

How much time is required to solve a problem with public servants? (%)

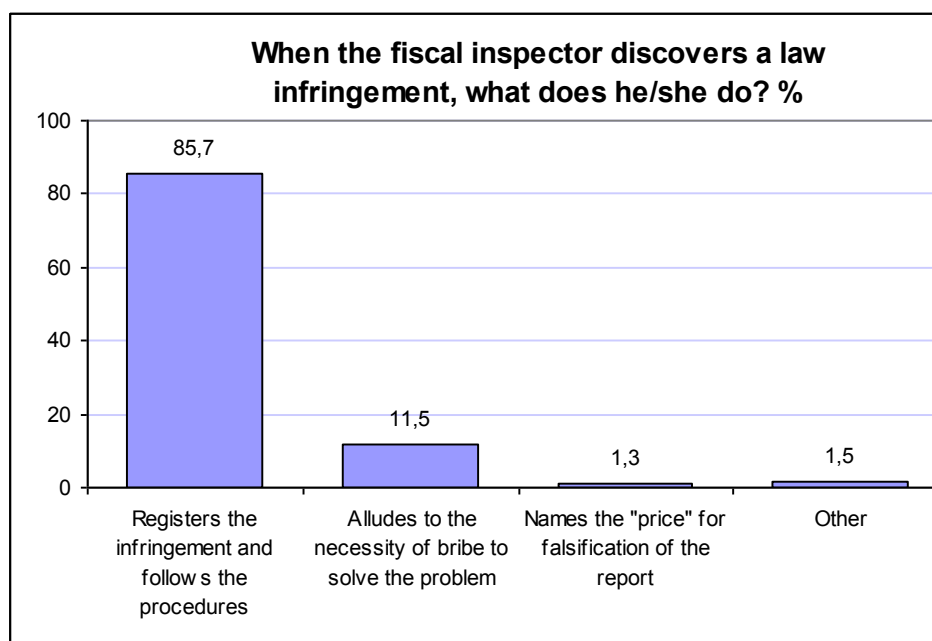


Gradually decreases the time spent by businesses to solve their problems with the state institutions.

The time spent by businesses to solve their problems with the state institutions, %

2005	2007	2008	2012	2014	2015
22.4	21	17.3	11.1	15.4	12.9

The behaviour of fiscal inspectors when finding law infringements



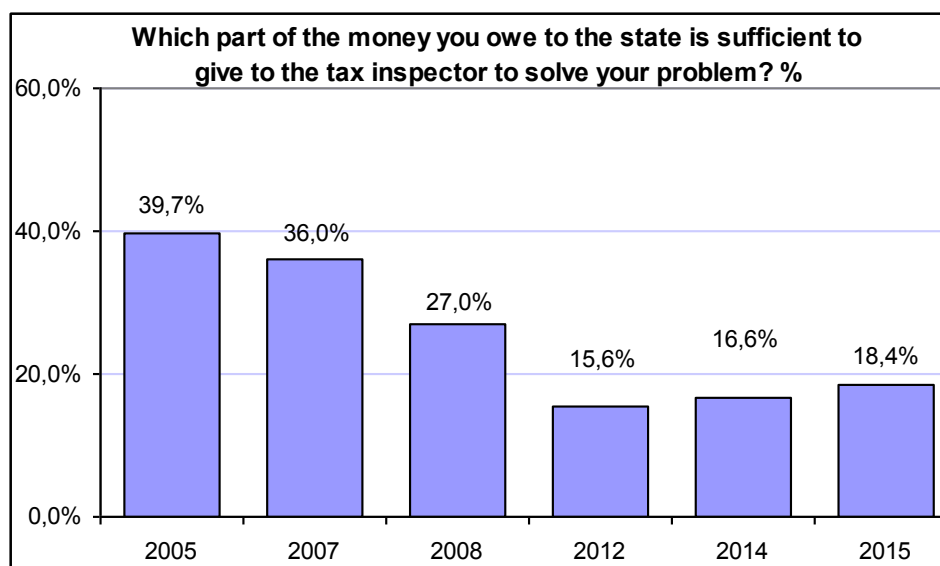
In the opinion of business people, the behaviour of fiscal inspectors becomes more correct.

Share of businesses that consider that fiscal inspectors follow the correct procedures during fiscal controls, %

2005	2007	2008	2012	2014	2015
41.1	60.5	66	72.5	79.9	85.7

Size of bribe compared with tax evasion

If the fiscal inspector discloses a tax infringement for which you have to pay a fine in the amount of X. which part of the sum X one shall usually pay to the fiscal inspector to "solve the problem"? (% from X).



Frequency of controls performed by the government

Average number of visits to a company by state control bodies during one year

	2005	2007	2008	2012	2014	2015
Tax inspectors	2.7	3.2	2.7	1.7	1.7	1.2
Police	4.4	2.9	2.5	1.3	1	1.1
Fire inspectors	1.6	1.8	1.9	0.7	0.8	0.8
Power/Energy inspectors	3.0	3.3	2.9	0.8	0.9	0.7
Sanitary inspectors	3.0	2.8	2.4	0.9	1	1.1
National Anti-Corruption Centre	2.4	1.7	1.6	0.3	0.2	0.1
Environment protection officers	1.6	2.4	1.5	0.3	0.5	0.4
Labour inspectors	1.4	1.9	1.8	0.5	0.7	0.5

Compared to 2008, the average number of visits and controls from the side of state institutions diminished 3 times. In 2015, the businesses were visited most frequently by fiscal inspectors, police and fire inspectors.

Participation in public procurement

Only 7,2% of businesses participated in the last two years in public procurement bids. Among the causes of not-applying for public bids they indicate lack of transparency and fairness in the procedures, the relative simplicity of direct contracts, the formal character of the bids and impossibility to win the bid with no bribes.

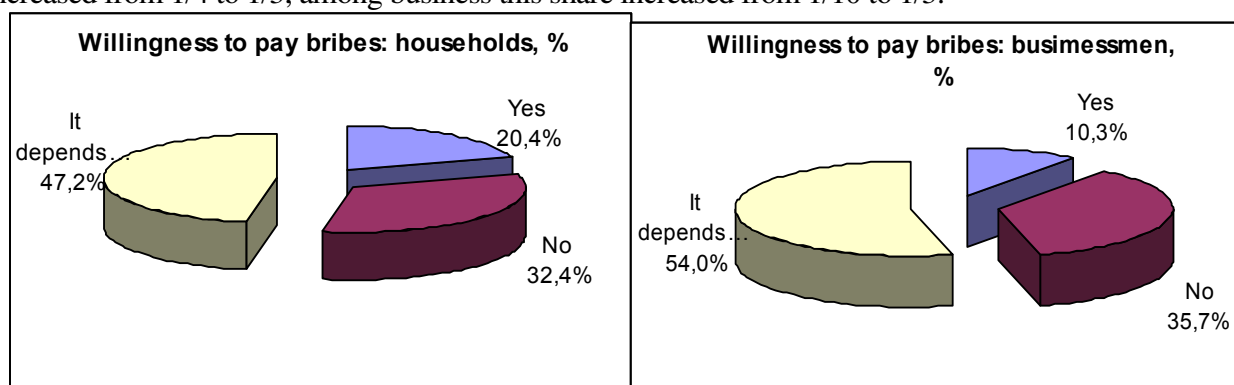
. Main reasons for non-participation in public procurement. %

	2005	2007	2008	2012	2014	2015
Complexity of the process	46.6	47.4	40.1	17.7	15.3	17.8
Cost of the procedure	43.2	56.5	41.1	16.4	17.1	17.6
Excessive competition	45.1	46.8	39.1	20.9	20.8	20.6
Would not win without paying a bribe	46.4	48	33	20	22.2	23.8
The procurement bids are not transparent and fair	49.4	53	36.5	27.6	29.7	25
Direct contacts are more simple	58.7	59.6	50.4	29.1	33	23.3
The winner was known before te bid started	z	z	z	z	z	24.4
It is not our profile	67.1	67	67.3	36.8	62.4	56.1

VI. Engagement in preventing corruption

Disposition to pay a bribe

The readiness to pay bribes when facing problems remains high – more than 2/3 of the total number of respondents confirms this statement. Still, in long term, the share of households not willing to pay bribes increased from 1/4 to 1/3, among business this share increased from 1/10 to 1/3.



Share of respondents that are NOT willing to pay bribes in difficult situations, %

	2005	2007	2008	2012	2014	2015
Households	23	24.1	34.7	27.1	33.2	32.4
Businesses	12	19.5	23.5	27.9	27.4	35.7

Tolerance towards corruption

How acceptable is it when a public servant accepts an unofficial payment and uses it to pay his/her utility bills?

	Households %	Businessmen %
Totally acceptable	1.8	0.6
Partially acceptable	4.7	2.2
Acceptable in certain circumstances	12.7	15.4
Unacceptable	80.8	81.8

The tolerance towards corruption diminishes: more and more respondents do not accept justification of bribery.

Respondents who DO NOT accept justification of bribes, %

	2005	2007	2008	2012	2014	2015
Households	43	60.2	55.8	67.1	71	80.8
Businesses	49	58.1	61.8	78.5	77	81.8

Emotional aspects of paying bribes

How do you feel when you give a bribe to solve a problem?

	Households %			Businessmen %		
	2012	2014	2015	2012	2014	2015
Revolted	33.2	36.7	35.5	37.8	46.6	49.3
Humiliated	39.9	37.8	40.4	38.8	28.9	34.7
Indifferent	10.5	10.4	10.4	12.2	13.1	9.9
Satisfied	6.1	7.3	4.7	3.5	3.3	1.6
Happy	3.3	1.9	1.7	0.4	1.1	0.8
Do not know	7	5.9	7.3	7.3	7	3.7

Following the diminished tolerance towards corruption, the emotional aspects of the bribe payers also changes. They feel worse when doing this than earlier: if in 2005 about ½ of both categories of respondents had negative emotions when paying bribes to solve their problems, in 2015 their share exceeds ¾.

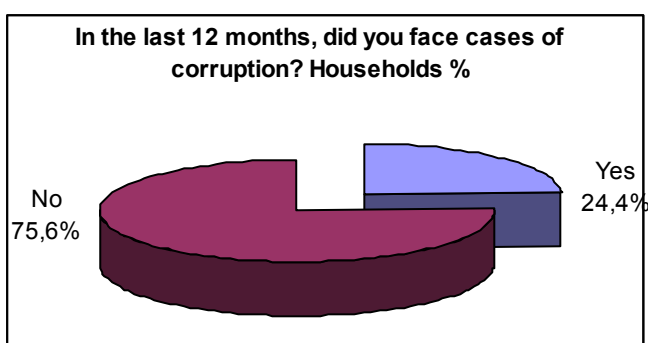
Share of respondents that had negative emotions related to bribing. %

	2005	2007	2008	2012	2014	2015
Households	49.6	42.1	49.3	73.1	74.5	75.9

Businesses	44.1	43.8	41.2	76.6	75.5	84
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VII. Resistance to corruption

Facing cases of corruption



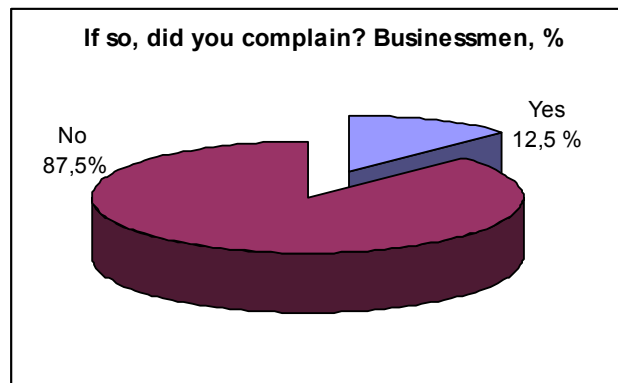
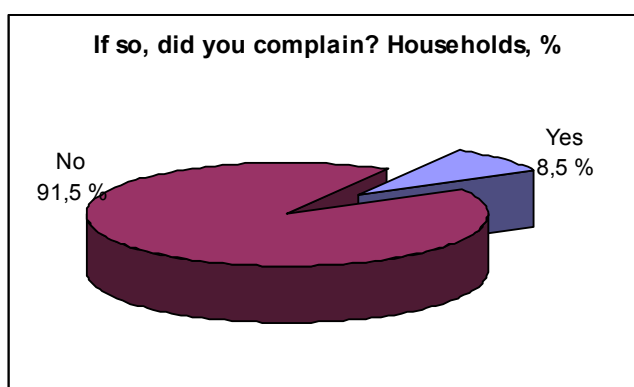
Compared to 2012, the number of those who affirm being confronted with cases of corruption has dropped.

Respondents who faced corruption in the last 12 months, % of those interviewed

	2012	2014	2015
Households	37.2	30.9	24.4
Businessmen	40.2	38.8	23.7

Denouncing corruption

If you've encountered corruption, have you complained about it?

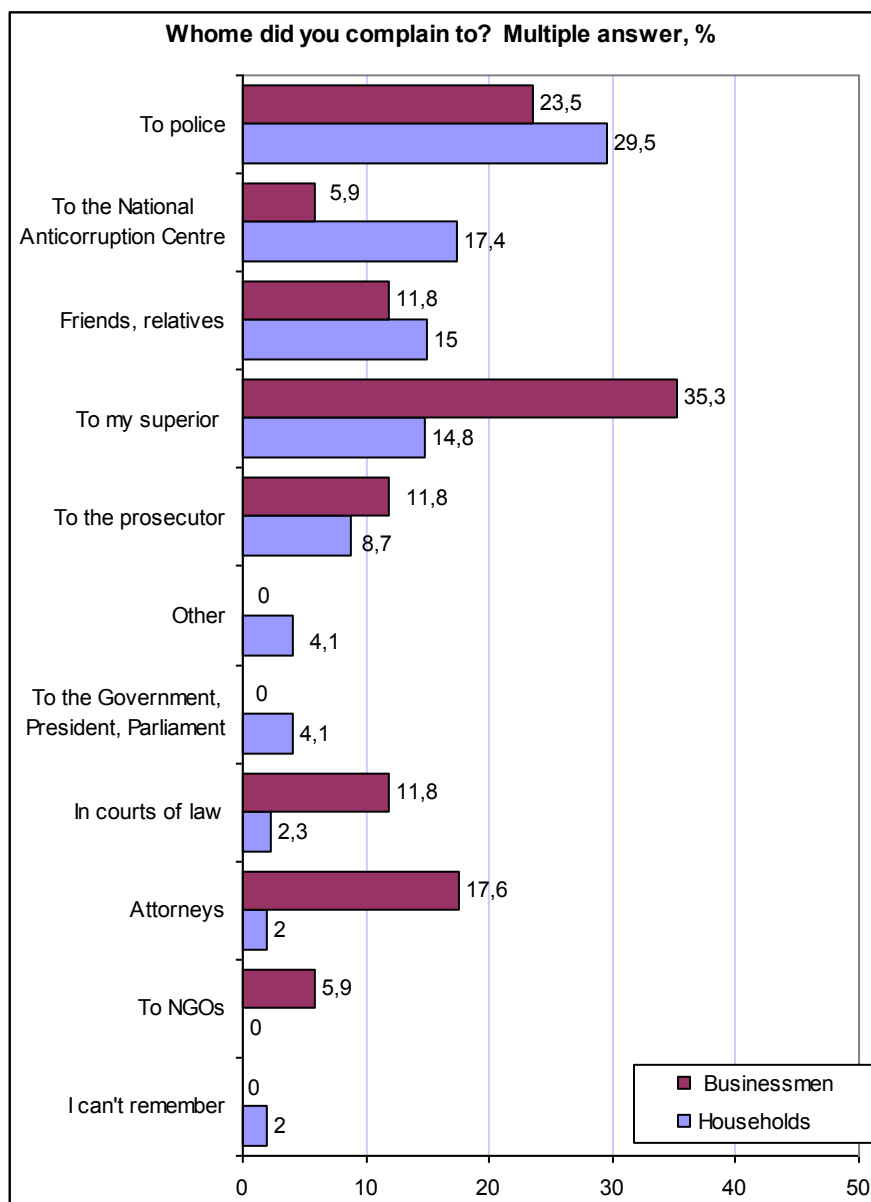


Respondents complained about corruption cases, %

	2012	2014	2015
Households	5.1	4	8.5
Businessmen	4.6	13.6	12.5

Solving problems in a legal way

To whom did you pass your complain about corruption?



Reasons for not addressing / reporting corruption cases (Multiple choice answers)

	Households %	Businesses %
Did not know to whom to address it to	12	10.6
It would have taken too much time	15.4	16.3
Nothing would have changed	48.8	43.3
It would have created more problems	37.9	51.9
Other	0.4	0

Share of respondents that do not know whom to address in cases of corruption. %

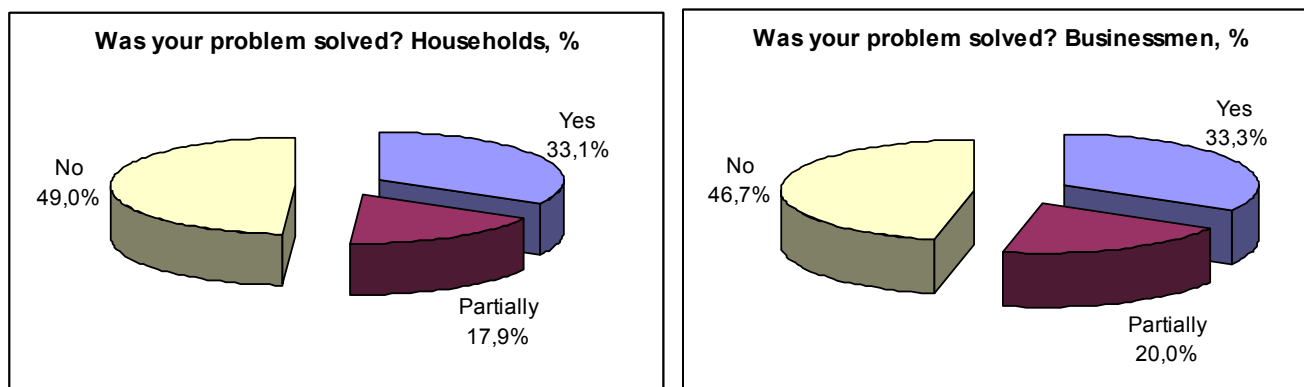
	2007	2008	2012	2014	2015
Households	19.3	10.4	6.8	12.5	12
Businessmen	7.3	3.5	4.8	5.2	10.6

More respondents are afraid to report corruption being afraid that this could create them problems.

**Respondents who do not address to the law enforcement institutions
being afraid that this could create problems, %**

	2007	2008	2012	2014	2015
Households	23.6	27.8	32.7	39.8	37.9
Businessmen	28.4	32.6	39.6	39.9	51.9

Was your problem solved?



Even though the tolerance towards corruption is diminishing, the desire to oppose corruption by collaborating with the profiled institutions remains low. Out of approximately 24.4% of the households that faced corruption in the last 12 months, only 2.1% tried to solve their case in a legal way and only 1.1% solved their case totally or partially. As for the businesses, out of 23.7% of those who faced corruption in the last 12 months, 2.9% tried to solve their problems in a legal way and only 1.6% have solved their cases totally or partially.

Professionalism and credibility of the law enforcement institutions

Professionalism of law enforcement and control bodies' staff members. %

	2012			2014			2015		
	High	Medium	Low	High	Medium	Low	High	Medium	Low
Fiscal inspectors (resp.-Busi)	21.6	64.4	14.0	16.9	65.8	17.3	18.9	66.1	15.0
Police officers (resp.-Househ)	9.8	50.5	39.7	13.3	50.9	35.8	14.3	52.9	32.8
Customs officers (resp.-Busi)	6.2	66.6	27.2	14.3	57.4	28.3	8.9	69.2	21.9
Judges (resp.-Househ)	21	55.6	23.4	16.5	54.3	29.2	20.0	52.1	27.9
Collaborators of NAC (resp.-Busi)	19.6	63.7	16.7	20.7	56.2	23.1	13.5	63.3	23.2
Prosecutors (resp.-Househ)	18.9	60.0	21.1	14.5	56.7	28.8	19.1	51.3	29.6
Collaborators of NIC (resp.-Househ)	z	z	z	16.2	60.4	23.4	17.8	56.5	25.7
Boarder patrol (resp.-Househ)	z	z	z	z	z	z	17.7	59.7	22.6

Among the most professional law enforcement/control bodies are fiscal inspectors, customs officers, boarder police, followed by the collaborators of the National Anticorruption Centre and the National Integrity Commission. The list is closed by judges, prosecutors and police.

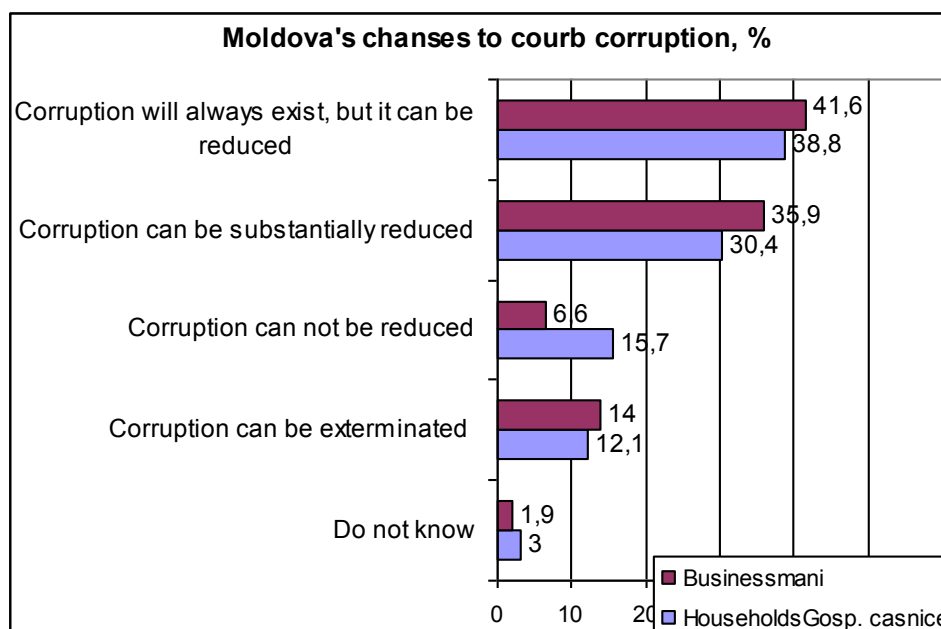
Credibility of the law enforcement institutions

	2012	2014	2015
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	Absence of trust or few trust	A lot of trust or total trust	Absence of trust or few trust	A lot of trust or total trust	Absence of trust or few trust	A lot of trust or total trust
Fiscal inspectors (resp.-Bus.)	66.2	33.8	61.2	38.8	63.9	36.1
Customs officers (resp.-Bus.)	81.3	18.7	75.8	24.2	77.9	22.1
Police officers (resp.-Househ.)	86.8	13.2	80.9	19.1	80.6	19.4
Judges (resp.-Househ.)	83.7	16.3	82.5	17.4	86.1	13.9
Collaborators of CNA (resp.-Bus.)	72.1	27.9	72.2	27.8	81.1	18.9
Prosecutors (resp.-Househ.)	77.8	22.2	84.1	15.9	86.5	13.5
Collaborators of CNI (resp.-Househ.)	z	z	80.3	19.7	81.8	18.2
Boarder patrol (resp.-Househ.)	z	z	z	z	70.7	29.3

In the credibility list the leaders are the fiscal inspectors, followed by boarder police, customs officers, police, collaborators of the National Anticorruption Centre, National Integrity Commission, the list being closed by judges and prosecutors.

VIII. Can corruption be curbed in Moldova?

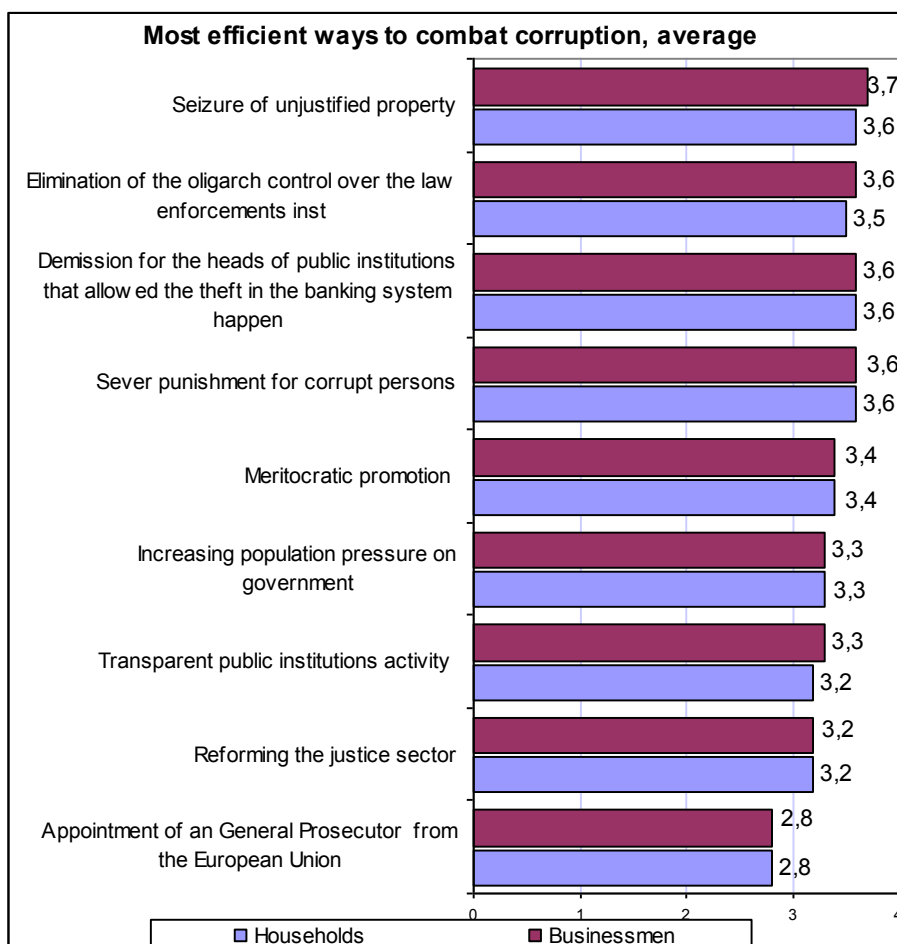


In spite of spread of in the

the considerable corruption Republic of

Moldova, majority of households and businesses still hope that corruption phenomenon can be reduced. The state must rely on this optimism and involve the population in the process of preventing and fighting corruption.

Most efficient ways to combat corruption, average (se evaluează de la 1 până la 4, unde 1 este deloc eficientă, 4 – foarte eficientă)



The respondents indicate the following ways to combat corruption as the most efficient: seizure of unjustified property, elimination of the oligarch control over the law enforcements institutions, demission for the heads of public institutions that allowed the theft in the banking system happen and sever punishment for corrupt persons.

Salaries vs. Bribes

All respondents understand that to reduce corruption phenomenon in public service, decent and competitive remuneration is required. The business people are generally more generous in these terms than the households. Nevertheless, due to lack of timely measures towards the infringements in the banking system, followed by a considerable drop of the national currency exchange rate, the chain reaction in the energy tariffs, and as the result – the further spread of poverty – in 2015 the respondents indicated a two-fold lower wage for all categories of public servants than in 2014.

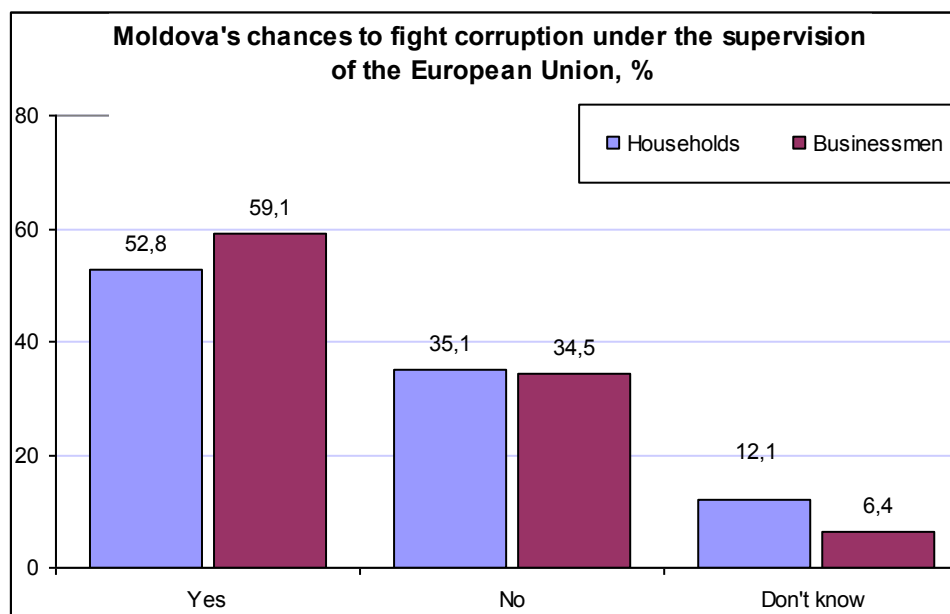
What should be the monthly wage of a public servant so that he/she does not accept bribes? (USD)

	2008		2012		2014		2015	
	Households	Businesses	Households	Businesses	Households	Businesses	Households	Businesses
Minister	1615	2280	1356	1939	2089	2457	1074	1498
Head of Department	1090	1460	912	1160	1295	1173	779	976
Ordinary public servant	705	850	653	783	1064	712	596	656

Judge	z	z	1334	1931	2279	2222	1047	1494
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Combating corruption under the supervision of the European Union

Does Moldova have more chances to fight corruption under the supervision of the European Union? %



IX. Corruption risks indicators

The study propose a number of indicators that give possibility to analyse the corruption risks in such domains as customs, police, fiscal bodies, law courts, prosecutors. The indicators were calculated based on information offered by the public authorities (number of employees, average remuneration), the National Bureau of Statistics, as well as the data from this study.

	Customs (Businesses)	Police (Hous.)	Fisc (Business)	Health care (Hous.)	Law courts (Hous.)	Prosecutor Office (Hous.)
Number of employees, pers.	1496	8674	1422	38818	374	605
Monthly remuneration, MDL	5914	5140	5370	4312	12585	6900
Average bribe, MDL	4605	1633	6011	1365	5042	12399
Estimated total bribe, Mil. MDL	25,9	96,9	57,6	281	59,8	59,5
Estimated total number of briberies	5621	59307	9588	205956	11861	4313
Number of persons under criminal investigation	1	85	11	10	8	1
Average remuneration/minimal consumption basket	3,6	3,2	3,3	2,7	7,7	4,2
Average bribe/average remuneration	0,8	0,3	1,1	0,3	0,4	1,80
Bribe per employee, Thou MDL	17,3	11,2	40,5	7,2	159,9	98,3
Probability to be caught read-handed, %	0,018	0,143	0,115	0,005	0,07	0,023
Share of personnel under criminal investigation from the total number of employees, %	0,067	0,980	0,774	0,026	2,139	0,165

Such a *welfare indicator* as the wage/minimal consumer basked ratio varies from 2,7 in health care institutions to 7,7 in courts of law. This means that the average monthly remuneration of medical personnel covers only 2.7 minimal consumer baskets and the employees of this domain are more tempted to accept bribes than the judges.

Another indicator that can characterize the corruption risks is *the ratio of the average bribe to the average remuneration in the institution*. This indicator varies between 0,3 in the health care institutions and police to 1.1 in fiscal bodies. This indicator shows that even though the fiscal inspectors are better paid than the medical personnel, they are still more tempted to accept bribes.

The average bribe per employee varies from Thou MDL 7,2 in health care system to Thou MDL 159,9 in the law courts.

An indicator that could approximately describe the efficacy of the anti-corruption measures is the *probability of being caught red-handed*. This indicator is calculated as the ratio between the number of employees under criminal investigation for corruption and the estimated total number of bribes in this domain. The calculations show that even though in all domains this indicator is very low, still in police the probability of being caught red-handed is twice lower than in courts of law.

Another indicator that can be used in these terms is the share of personnel under criminal investigation (opened in the current year) in the total number of employees. This indicator varied from 0,03% in the health care sector to 2,14% in the law courts.



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Sociological Study

Corruption in Republic of Moldova: Perceptions vs. Personal Experiences of Business People and Households

This study was elaborated with the support of the United Nations Development Program within the project „Strengthening the analytical and preventive functions of the National Anti-corruption Centre”, funded by the Ministry of Foreign Affairs of Norway and co-funded by UNDP – Moldova. The content of this study does not necessarily reflect the opinion and the policies of the United Nations Development Program and the Ministry of Foreign Affairs of Norway.

Chisinau, 2015

Executive Summary

Transparency International – Moldova conducted this study with the support of the United Nations Development Program within the project „Strengthening the analytical and preventive functions of the National Anti-corruption Centre”, funded by the Ministry of Foreign Affairs of Norway and co-funded by UNDP – Moldova. The content of this study does not necessarily reflect the opinion and the policies of the United Nations Development Program and the Ministry of Foreign Affairs of Norway.

The aim of the study is to analyse the perceptions and personal experiences of the representatives of business and households with corruption phenomena in the Republic of Moldova and evaluate the impact of the implementation of the National Anti-corruption Strategy in 2015.

The tasks of the study are as follows:

- evaluating the public awareness on the threat of corruption;
- finding the main causes of corruption;
- assessing the perceptions and personal experiences with corruption in various domains, sectors and institutions;
- estimating the total amount of unofficial payments made in various institutions/public services;
- evaluating the credibility and the professionalism of the law enforcement and control institutions;
- evaluating the level of tolerance towards corruption phenomena, the acceptance of unofficial payments and the propensity to give bribes;
- analysing the situation on corruption incidence, denunciation of corruption cases and solving the problems in a legal way;
- evaluating the level of awareness of the population of the notions specific to the anti-corruption domain;
- identifying the most efficient ways to prevent and fight corruption;
- evaluating the corruption risks indicators for a range of domains/institutions.

The business people and the representatives of the households were interviewed based on two separate questionnaires. The questions were targeted at both, perception and personal experiences with corruption during the last 12 months. The study covers 37 domains/sectors/authorities, mainly the public ones. Including an open question in the questionnaire allowed collecting some concrete examples of corruption and other abuses from the side of public servants.

The size of the sample: 1099 persons aged 18 and more, in the case of the households; 513 businesses.
Sample: stratified, random, bi-stadial.

Error marje: $\pm 2,9\%$ for the households and $\pm 4,4\%$ – for the businesses.

Period of data collection: October – November 2015. Interviews were conducted by the operators of the CBS-AXA network.

Comparing the results of the current study with the results of the similar previous studies conducted by TI-Moldova allowed concluding the following:

- *For more than 80% of the respondents, television is the main source of information about corruption and the state's efforts to combat it, therefore concentrating a considerable number of TV channels in a single hand creates conditions for an eventual manipulation of the public opinion in terms of the efficacy of the reforms in the anti-corruption domain.*
- In the perception of both, households and businesses, corruption remains a grave problem, standing among the top 5 problems, together with high tariffs for energy/gas/water, poverty, and political instability, followed by the economic consequences of the law infringements in the banking system.
- The public awareness on the threat of corruption is increasing: about $\frac{3}{4}$ of the representatives of both categories of respondents consider corruption as the main generator of poverty.

- Even though the pessimism is, to some extent, characteristic for the Moldovan culture, and frequently determines a relatively constant share of negative responses in surveys of different types, in 2015, the share of such „pessimists” that perceive a considerable growth of corruption increased considerably (from 35-40% in other periods till more than half at present) – this suggests that the pessimism may be well grounded and based on personal experience.

Respondents that consider that corruption phenomenon increased in the last 12 months, %

	2007	2008	2012	2014	2015
Households	45,4	41	49,6	46,5	53,6
Businesses	35,4	33	41,9	39,5	55,6

- Among the main causes of corruption the respondents indicate: oligarch control over the law enforcements intuitions, impunity of corrupt persons, miming the fight with corruption by the governors and delays of the justice sector reform.
- A considerable part of the population is not aware that conflict of interests lays in the origin of a considerable part of corruption. More than ½ of the representatives of households does not understand the notion of conflict of interests, therefore being unable to withstand this phenomenon. In this context, intensifying the public awareness campaign on the legal framework regulating this policy and promoting the practices of informing the competent bodies on eventual cases of conflict of interests are needed.
- The representatives of households consider the Legislative as the most corrupt branch of state power and the businesses – the Judiciary.

Which branch of state power to you think is the most corrupt? %

	Households			Businesses		
	2012	2014	2015	2012	2014	2015
Legislative	25,7	29,5	35,3	11,6	12,5	24,4
Judiciary	45,7	41,4	31,9	51,9	60,6	43,5
Executive	22,7	20,5	27,9	19,8	11,4	22,2
Do not know/no response	5,9	8,6	4,9	16,7	15,5	9,9

- In the perception of the households, corruption is most spread among police, prosecutors, medical staff, judges and customs officers. The business people indicate the customs, law courts, police and prosecutors as the most affected by corruption bodies.
- Money remains the main instrument to solve the problems with the public servants, this being followed by personal relationships and gifts. Therefore, the consolidation of the policy of declaration and control of incomes and property, identifying the unjustified property of the representatives of public service becomes more important.
- The personal experiences of the respondents show that the most contacted were *the health care institutions* (60,2% of the respondents), the local public administration (26,8%) and the education institutions (21,9%). The businesses contacted most frequently the fiscal inspectorates (75,8% of respondents), sanitary-epidemic inspections (59,3%) and fire inspections (56,9%).
- *Out of those who contacted the concrete public institutions*, the households made informal payments most frequently to various inspections (36%), for the rent of state property (36,1%), for vehicle registration and the driver licences (35,6%). The business people paid more frequently for the construction authorisations (14,9%), to the customs officers (14%), for vehicle registration and driving licenses (12,1%).
- In 2015, *the total value of bribes paid by the households* is estimated at app. Mil. MDL 860, in 2014 – about Mil. MDL 891. Taking into consideration the 13.2% inflation rate in this period, this drop is higher⁴, which may be explained by both, the anti-corruption efforts and increased poverty among population. Of the total, in 2015, the representatives of the households paid unofficially about 1/3 to the representatives of

⁴ <http://statbank.statistica.md/pxweb/application/calculatoripc/default.aspx>

health care institutions, police and education institutions – about 1/10 of the total. It is remarkable, that taking into the account the high inflation, compared to 2014, the bribe in health care dropped by 1/3, while in police it increased by 1/5.

- *The total value of bribes paid by business people* makes Mil. MDL 381 in 2015, in 2014 – around Mil. MDL 392 mil. lei. Compared to 2014, taking into the account the inflation, the total bribe paid by businesses has dropped more. About 1/7 of the total bribes has been paid by businesses to fiscal inspectors and 1/8 – to judges. Compared to 2014, the value of bribes paid to customs diminished considerably, but the bribes to the fiscal inspectors remained practically at the same level.
- The respondents say that the unofficial payments made in the health care institutions are made mostly on the personal initiative, however, the payments made in courts of law and customs are made under pressure. Compared to 2014, the share of those who say they have been pressed to pay bribes in law courts, fiscal inspections and police has increased.
- If in long term the relationship of business with the state institutions was improving, compared to 2014, the share of the respondents who consider that the state impedes their business increased.

Businesses that think the state impedes their activity, %

2005	2007	2008	2012	2014	2015
46,7	47,3	33,8	33,2	31,1	37,8

- In the opinion of business people, the behaviour of fiscal inspectors becomes more correct.

Businesses that state a correct behaviour of the fiscal inspectors, %

2005	2007	2008	2012	2014	2015
41,1	60,5	66	72,5	79,9	85,7

- Compared to 2008, the average number of visits and controls from the side of state institutions diminished 3 times. In 2015, the businesses were visited most frequently by fiscal inspectors, police and fire inspectors.
- Gradually decreases the time spent by businesses to solve their problems with the state institutions.

Time spent by businesses to solve problems with the public institutions, %

2005	2007	2008	2012	2014	2015
22,4	21	17,3	11,1	15,4	12,9

- Only 7,2% of businesses participated in the last two years in public procurement bids. Among the causes of not-applying for public bids they indicate lack of transparency and fairness in the procedures, the relative simplicity of direct contracts, the formal character of the bids and impossibility to win the bid with no bribes.
- The readiness to pay bribes when facing problems remains high – more than 2/3 of the total number of respondents confirm this statement. Still, in long term, the share of households not willing to pay bribes increased from 1/4 to 1/3, among business this share increased from 1/10 to 1/3.

Respondents who are NOT willing to pay bribes in difficult situations, %

	2005	2007	2008	2012	2014	2015
Households	23	24,1	34,7	27,1	33,2	32,4
Businesses	12	19,5	23,5	27,9	27,4	35,7

- The tolerance towards corruption diminishes: more and more respondents do not accept justification of bribery.

Respondents who DO NOT accept justification of bribes, %

	2005	2007	2008	2012	2014	2015
Households	43	60,2	55,8	67,1	71	80,8
Businesses	49	58,1	61,8	78,5	77	81,8

- Following the diminished tolerance towards corruption, the emotional aspects of the bribe payers also changes. They feel worse when doing this than earlier: if in 2005 about ½ of both categories of respondents had negative emotions when paying bribes to solve their problems, in 2015 their share exceeds ¾.

Respondents having negative emotions when paying bribes, %

	2005	2007	2008	2012	2014	2015
Households	49,6	42,1	49,3	73,1	74,5	75,9
Businesses	44,1	43,8	41,2	76,6	75,5	84

- Even thou the tolerance towards corruption is diminishing, the desire to oppose corruption by collaborating with the profiled institutions remain low. Out of approximately 24,4% of the households that faced corruption in the last 12 months, only 2.1% tried to solve their case in a legal way and only 1.1% solved their case totally or partially. As for the businesses, out of 23,7% of those who faced corruption in the last 12 months, 2,9% tried to solve their problems in a legal way and only 1,6% have solved their cases totally or partially.
- More respondents are afraid to report corruption being afraid that this could create them problems.

**Respondents who do not address to the law enforcement institutions
being afraid that this could create problems, %**

	2007	2008	2012	2014	2015
Households	23,6	27,8	32,7	39,8	37,9
Businesses	28,4	32,6	39,6	39,9	51,9

- Among the most professional law enforcement/control bodies are fiscal inspectors, customs officers, boarder police, followed by the collaborators of the National Anticorruption Centre and the National Integrity Commission. The list is closed by judges, prosecutors and police. In the credibility list the leaders are the fiscal inspectors, followed by boarder police, customs officers, police, collaborators of the National Anticorruption Centre, National Integrity Commission, the list being closed by judges and prosecutors.
- All respondents understand that to reduce corruption phenomenon in public service, decent and competitive remuneration is required. The business people are generally more generous in these terms than the households. Nevertheless, due to lack of timely measures towards the infringements in the banking system, followed by a considerable drop of the national currency exchange rate, the chain reaction in the energy tariffs, and as the result – the further spread of poverty – in 2015 the respondents indicated a two-fold lower wage for all categories of public servants than in 2014.

What should be the monthly wage of a public servant so that he/she does not accept bribes? (USD)

	2008		2012		2014		2015	
	Households	Businesses	Households	Businesses	Households	Businesses	Households	Businesses
Minister	1615	2280	1356	1939	2089	2457	1074	1498
Chief of Department	1090	1460	912	1160	1295	1173	779	976
Ordinary servant	705	850	653	783	1064	712	596	656
Judge	z	z	1334	1931	2279	2222	1047	1494

- In spite of the considerable spread of corruption in the Republic of Moldova, majority of households and businesses still hope that corruption phenomenon can be reduced. The state must rely on this optimism and involve the population in the process of preventing and fighting corruption.
- The respondents indicate the following ways to combat corruption as the most efficient: seizure of unjustified property, elimination of the oligarch control over the law enforcements institutions, demission for the heads of public institutions that allowed the theft in the banking system happen and sever punishment for corrupt persons.
- The study propose a number of indicators that give possibility to analyse the corruption risks in such domains as customs, police, fiscal bodies, law courts, prosecutors. The indicators were calculated based on information offered by the public authorities (number of employees, average remuneration), the National Bureau of Statistics, as well as the data from this study.

Corruption risks indicators

	Customs (Businesses)	Police (Hous.)	Fisc (Business)	Health care (Hous.)	Law courts (Hous.)	Prosecutor Office (Hous.)
Number of employees, pers.	1496	8674	1422	38818	374	605
Monthly remuneration, MDL	5914	5140	5370	4312	12585	6900
Average bribe, MDL	4605	1633	6011	1365	5042	12399
Estimated total bribe, Mil. MDL	25,9	96,9	57,6	281	59,8	59,5
Estimated total number of briberies	5621	59307	9588	205956	11861	4313
Number of persons under criminal investigation	1	85	11	10	8	1
Average remuneration/minimal consumption basket	3,6	3,2	3,3	2,7	7,7	4,2
Average bribe/average remuneration	0,8	0,3	1,1	0,3	0,4	1,80
Bribe per employee, Thou MDL	17,3	11,2	40,5	7,2	159,9	98,3
Probability to be caught read-handed, %	0,018	0,143	0,115	0,005	0,07	0,023
Share of personnel under criminal investigation from the total number of employees, %	0,067	0,980	0,774	0,026	2,139	0,165

Such a *welfare indicator* as the wage/minimal consumer basked ratio varies from 2,7 in health care institutions to 7,7 in courts of law. This means that the average monthly remuneration of medical personnel covers only 2.7 minimal consumer baskets and the employees of this domain are more tempted to accept bribes than the judges.

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The average bribe per employee varies from Thou MDL 7,2 in health care system to Thou MDL 159,9 in the law courts.

An indicator that could approximately describe the efficacy of the anti-corruption measures is the *probability of being caught read-handed*. This indicator is calculated as the ratio between the number of employees under criminal investigation for corruption and the estimated total number of bribes in this domain. The calculations show that even thou in all domains this indicator is very low, still in police the probability of being caught read-handed is twice lower than in courts of law.

Another indicator that can be used in these terms is the share of personnel under criminal investigation (opened in the current year) in the total number of employees. This indicator varied from 0,03% in the health care sector to 2,14% in the law courts.