



Norwegian Ministry
of Foreign Affairs



NATIONAL INTEGRITY AND ANTI-CORRUPTION STRATEGY IMPACT MONITORING SURVEY – MOLDOVA 2021

Chisinau – 2021



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2021, Centre CIVIS
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This report has been developed by Centre of Sociological, Politological and Psychological Analysis and Investigations CIVIS at the request of the United Nations Development Program (UNDP) within the project "Curbing Corruption by Building Sustainable Integrity in the Republic of Moldova", funded by the Norwegian Ministry of Foreign Affairs.

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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 end-line study that as a basis for evaluating NIAS results in relation to the base-line study, which serves as a starting point for evaluating NIAS implementation.

The study was carried out under the "Curbing Corruption by Building Sustainable Integrity in the Republic of Moldova" 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 3 national representative surveys for the following target groups:

- General population aged 18 and over on a sample of 1,109 respondents. Sampling error +/- 3%.
- Active business entities (who reported activities accomplished in 2019) 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 607 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 in combination with CATI – Computer Assisted Telephone Interview, due to pandemic period.

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 35 minutes to 44 minutes, depending on the type of target group.

The study included 283 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 April 8 – October 29, 2021.

Main findings

The survey findings

- The impact of the National Integrity and Anti-Corruption Strategy for 2017-2020 was measured and monitored by means of 14 general integrated indicators (at the level of goals, objectives and milestones) and 106 specific indicators derived from the perceptions, attitudes and experiences of the general population, businesses and public officials.
- The impact survey found an improvement in the situation regarding 9 general integrated indicators, an aggravation in the situation in case of 4 general integrated indicators and no changes in the situation for 1 general integrated indicator.

	Target	2017	2019	2021	Dynamic in per cent	Progress
STRATEGY GOAL: INTEGRITY INSTEAD OF CORRUPTION	Gradual increase in the average value	2.5	2.5	2.2	-12%	↓
GENERAL OBJECTIVE 1: DISCOURAGING INVOLVEMENT IN CORRUPT PRACTICES	Gradual decrease in the average value	3.2	3.1	3.1	3%	↑
GENERAL OBJECTIVE 2: RECOVERY OF PERSONAL WEALTH GAINED THROUGH CORRUPT PRACTICES	Gradual increase in the average value	1.2	1.0	1.0	-17%	↓
GENERAL OBJECTIVE 3: ETHICS AND INTEGRITY IN PUBLIC SECTOR, PRIVATE SECTOR AND NGOS	Gradual increase in the average value	4.9	5.0	5.0	2%	↑
GENERAL OBJECTIVE 4: PROTECTION OF INTEGRITY WHISTLE-BLOWERS AND VICTIMS OF CORRUPT PRACTICES	Gradual increase in the average value	3.2	3.3	3.3	3%	↑
GENERAL OBJECTIVE 5: TRANSPARENCY IN PUBLIC INSTITUTIONS, FINANCING OF POLITICAL PARTIES AND MEDIA	Gradual increase in the average value	1.7	1.3	1.8	6%	↑
GENERAL OBJECTIVE 6: EDUCATION OF THE SOCIETY AND CIVIL SERVANTS	Gradual increase in the average value	4.5	4.3	4.3	-4%	↓
PILLAR I. PARLIAMENT	Gradual increase in the average value	2.8	3.0	3.1	11%	↑

PILLAR II. GOVERNMENT, PUBLIC SECTOR AND LOCAL PUBLIC ADMINISTRATION	Gradual increase in the average value	3.9	3.8	4.1	5%	↑
PILLAR III. JUSTICE AND ANTI-CORRUPTION AUTHORITIES	Gradual increase in the average value	3.4	2.9	2.9	-15%	↓
PILLAR IV. CENTRAL ELECTION COMMISSION AND POLITICAL PARTIES	Gradual increase in the average value	1.4	1.2	2.2	57%	↑
PILLAR V. COURT OF ACCOUNTS	Gradual increase in the average value	1.3	0.8	1.3	0%	=
PILLAR VI. OMBUDSMAN	Gradual increase in the average value	4.9	5.6	5.1	4%	↑
PILLAR VII. PRIVATE SECTOR	Gradual increase in the average value	4.3	4.4	4.6	7%	↑

At the level of the general integrated indicator for the strategy goal, women showed an average score 8% lower than compared to men (1.8 points versus 2.0 points).

Integrity instead of corruption

- The share of respondents who do not believe that corruption is a problem in Moldova has decreased from 5% to 4% as compared to the benchmark survey, especially in case of businesses (from 6% to 3%).
- The 2021 survey found an increase in the importance of lacking punishment of those involved in corrupt practices (by 5%), not confiscating of personal wealth gained through corrupt practices (by 7%) and lenient penalties (by 4%) as important reasons for corruption in Moldova. The perceived importance of these reasons was higher among public officials as compared to 2017. At the same time, a decrease was noted in the importance of low salaries in public sector and the mentality of making/receiving unofficial payments.
- There was a decrease from 25% to 19%, especially among public officials, in the share of the respondents who believe that the level of corruption in Moldova has reduced.
- The share of the respondents who find any instance of corruption unacceptable grew from 53% to 57%, especially among businesses.

Discouraging involvement in corrupt practices

- The share of the respondents who believe that the current efforts to combat corruption are effective in Moldova decreased from 18% to 15%.
- The survey registered a decrease from 7.5% to 6% in case of the respondents who gave bribes in money and from 4.6% to 3.1% in case of those who gave bribes in the form of gifts during the last year. The average incidence of bribes also decreased from 4.9 cases to 3.7 cases.
- The estimated value of the bribes given (as amounts of money and as gifts) in one year grew from MDL 405 million to MDL 566 million.

Recovery of personal wealth gained through corrupt practices

- The share of the respondents who believe that public officials are (*often/very often/always*) made to return money and goods gained through corruption declined from 5% to 2.6%.
- The share of the respondents who had experienced corruption over the past 12 months and had their damage reimbursed decreased from 14% to 13%.

Ethics and integrity in public sector, private sector and NGOs

- The share of the respondents satisfied with their interaction with public officials (54%) remained at the level of 2017.

- The perception of the respondents regarding ethics and integrity improved from 4.6 points to 4.9 points in case of the public sector activities and from 5.1 points to 6.1 points in case of private sector activities but aggravated from 5.2 points to 5.0 points in case of media activities and from 5.9 points to 5.5 points in case of NGO activities.

Protection of integrity whistle-blowers and victims of corrupt practices

- The share of the respondents who have experienced corruption over the past 12 months decreased from 31% to 24%, especially in case of businesses.
- The share of the respondents who have experienced and reported acts of corruption over these 12 months increased from 9% to 13%.
- The share of the respondents who reported corruption they had encountered over these 12 months and did not suffer from negative consequences of reporting while the person guilty of corruption was sanctioned dropped from 32% to 13%, especially in case of businesses.
- The share of the respondents who did NOT report corruption they had experienced over the past 12 months because they believe those who report corruption are not protected decreased from 37% to 31%, especially in case of general population.
- The share of the respondents who believe (*are fairly/absolutely convinced*) they will be protected if they report an act of corruption from which they have suffered grew from 4% to 6%.

Transparency in public institutions, financing of political parties and media

- The share of the respondents who assess the level of transparency in the activities of executive and legislative authorities as *Fairly transparent/Very transparent* increased from 19% to 28%, especially in case of businesses.
- The share of the respondents assessing the level of transparency in the activities of central level public institutions as *Fairly transparent/Very transparent* increased from 18% to 20%.
- The share of the respondents assessing the level of transparency in the activities of local level public institutions as *Fairly transparent/Very transparent* increased from 34% to 38%.
- The share of the respondents assessing the level of transparency in financing of political parties as *Fairly transparent/Very transparent* increased from 7% to 8%.
- The share of the respondents assessing the level of transparency in financing of electoral campaigns as *Fairly transparent/Very transparent* increased from 8% to 9%.
- The share of respondents assessing the level of transparency in financing of media as *Fairly transparent/Very transparent* decreased from 14% to 13%.
- The share of the respondents assessing the level of transparency in financing of NGOs as *Fairly transparent/Very transparent* decreased from 20% to 16%.

Education of the society and civil servants

- The level of intolerance towards unofficial payments demonstrated by respondents improved from 8.1 points to 8.6 points, especially in case of businesses.
- The share of the respondents who prefer to solve problems with authorities by formally addressing the institution, without resort to personal connections and gifts, decreased from 75% to 73%.
- The share of the respondents who believe that only the public official will be penalized in case they report they have given a bribe to a public official (whether voluntarily or forcibly) decreased from 17% to 13%.

- Confidence in protection from officials against whom one has blown an integrity whistle and confidence in the independence of courts of law have gained in importance as reasons for becoming involved in actions to report cases of corruption.
- The share of the respondents who have been exposed to much/very much information about anti-corruption activities over the last 12 months decreased from 39% to 30%, especially in case of businesses.
- The share of businesses who have received training on business ethics and integrity in their dealings with the state decreased from 22% to 17%.

The Parliament

- The share of the respondents who assess the Parliament as *Fairly credible/Very credible* grew from 7% to 15%.
- The share of the respondents who assess the Parliament as *Not corrupt at all/Slightly corrupt* increased from 13% to 21%.
- The share of the respondents who assess the Parliament as the most corrupt institution decreased from 32% to 27%.
- The share of the respondents who believe that the Parliament monitors to a *fairly high/very high extent* the effectiveness of the laws it adopts decreased from 14% to 9%.
- The level of effectiveness of laws, as perceived by respondents, worsened from 4.0 to 3.8 points.

The Government, public sector and local-level authorities

- The share of the respondents who assess the Government as *Fairly credible/Very credible* increased from 10% to 12%.
- The share of the respondents who assess LPAs at rayon level as *Fairly credible/Very credible* increased from 15% to 16%.
- The share of the respondents who perceive their townhall/local council as *Fairly credible/Very credible* increased from 25% to 29%.
- The share of respondents who assess the Government as *Not corrupt at all/Slightly corrupt* increased from 13% to 16%.
- The share of respondents who perceive the Government as the most corrupt institution grew from 13% to 19%.
- The share of respondents who believe that public officials are (*Often/Very often/Always*) sanctioned by their superiors for lack of ethics and professional integrity decreased from 10% to 5%.
- The share of the respondents who assess the level of transparency in activities of the Government as *Fairly transparent/Very transparent* increased from 18% to 22%.
- The share of the respondents who perceive the level of transparency in decision-making processes of central level public institutions as *Fairly transparent/Very transparent* increased from 21% to 23%.
- The share of the respondents assessing the level of transparency of central level public institutions in the processes of spending public money, public procurements and provision of public work and services of public interest as *Fairly transparent/Very transparent* increased from 16% to 18%.
- The share of the respondents who have requested information from central level public institutions over the last 12 months increased from 10% to 18%, especially in case of businesses.
- The share of the respondents who requested information from local level public institutions over the last 12 months decreased from 28% to 23%.

- The share of the respondents who have requested information from central level public institutions over the last 12 months and received a response increased from 85% to 87%.
- The share of the respondents who have requested information from local level public institutions over the last 12 months and received a response decreased from 91% to 89%.
- The level of satisfaction of the respondents who have requested information from central or local level public institutions over the last 12 months and received a response decreased from 7.6 points to 7.5 points.
- The share of the respondents who have used at least one electronic public service over the last 12 months grew from 44% to 54%.
- The share of the respondents (fairly/very) satisfied with the electronic public services increased from 86% to 88%.

Courts of law and anti-corruption authorities

- The survey registered decreases in the shares of the respondents who assess the following institutions as *Fairly credible/Very credible*: courts of law (from 12% to 10%); the Public Prosecutor's Office (from 11% to 9%); NAC (from 20% to 12%); NIA (from 12% to 11%).
- Furthermore, the survey registered decreases in the shares of the respondents assessing the activities of the following institutions as *good/very good*: courts of law (from 14% to 10%), the Anti-Corruption Prosecutor's Office (from 17% to 11%), NAC (from 19% to 12%), NIA (from 11% to 10%).
- The shares of the respondents who believe the following institutions are totally independent decreased as follows: courts of law (from 7% to 5%); the Public Prosecutor's Office (from 7% to 5%); NAC (from 9% to 6%); NIA (from 6% to 5%).
- The share of the respondents who have noted corrupt practices and reported them to anti-corruption agencies (NAC, NIA, Anti-Corruption Prosecutor's Office) increased from 54% to 59%.
- The share of the respondents who have experienced corruption and reported it, but either have suffered from negative consequences or the person guilty of corruption has not been penalized (69%) remained at the 2017 level.
- The share of the respondents who would prefer to report corruption to anti-corruption agencies through various means decreased from 86% to 76%.
- The shares of the respondents who perceive the following institutions as not at all corrupt or slightly corrupt decreased as follows: courts of law (from 12% to 10%); the Public Prosecutor's Office (from 12% to 11%); NAC (from 23% to 15%); NIA (from 20% to 14%), Anti-Corruption Prosecutor's Office (from 19% to 13%).
- The share of the respondents who do NOT believe that Moldovan legal system institutions are influenced by political interests, the Government, and personal enrichment interests of judges (3%) remained at the 2017 level.

Central Electoral Commission (CEC) and political parties

- The share of the respondents who perceive the CEC as *Fairly credible/Very credible* increased from 15% to 19%.
- The share of the respondents who think that elections in Moldova are *always/mostly fair and civil* increased from 24% to 45%.
- The share of the respondents who assess political parties as *Fairly credible/Very credible* (5%) remained at the 2017 level.

Chamber of Accounts

- The share of the respondents who assess the Chamber of Accounts as *Fairly credible/Very credible* increased from 13% to 14%.
- The share of respondents who believe that audits conducted by the Chamber of Accounts in public institutions are independent decreased from 13% to 12%

Ombudsman

- The share of respondents who assess the Ombudsman as *Fairly credible/Very credible* increased from 12% to 16%.
- The level of respect for human rights in the Republic of Moldova, as perceived by respondents, improved from 4.2 points to 4.7 points.
- The share of the respondents who have experienced corruption over the last 12 months and did NOT report it decreased from 81% to 74%.
- The share of the respondents who have experienced corruption over the last 12 months and did NOT report it because of fear of subsequent negative personal or professional consequences (33%) remained at the 2017 level.
- The share of the respondents who would (*probably/definitely*) NOT report corruption if confronted with it decreased from 32% to 28%.
- The share of the respondents who would NOT report corruption if confronted with it because of fear of subsequent negative personal or professional consequences increased from 44% to 48%.

Private sector

- The share of businesses that state they have not encountered with any corrupt practices in their interaction with public officials increased from 53% to 58%.
- The share of businesses stating that corruption in courts of law, tax authorities, customs, product quality control authorities and public procurement procedures is among the main obstacles to their operations (32%) remained at the 2017 level.
- The share of businesses stating that their operations are not at all affected by political interests decreased from 51% to 46%.
- The share of businesses that have a code of ethics in their company decreased from 81% to 76%.
- The share of the respondents who prefer to pay for the purchased goods and services by bank transfer or by card grew from 24% to 39%.
- The share of respondents who would NOT pay for the purchased goods and services by bank transfer or by card because it is inconvenient, or there is no confidence in banks increased from 61% to 74%.
- The share of businesses that make payments in cash in hand in their operations in case of 20% or more of their turnover decreased from 48% to 28%.
- The share of businesses that believe that using cash in hand as a means of payment one can avoid paying taxes increased from 19% to 33%.

In terms of gender, the study rarely identified statistically significant differences (greater than 8%) in respondents' perceptions, attitudes, and experiences towards corruption.

IMPACT ASSESSMENT INDICATORS FOR THE NIAS 2017-2020

STRATEGY GOAL: INTEGRITY INSTEAD OF CORRUPTION

#	Question #	Figure #	Measurement indicator	Value	Wave #	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....</i> <i>10 = Corruption in Moldova is not at all a problem</i>	% of scores 8-10	I-2017	2%	6%	8%	5%
					II-2019	2%	2%	9%	4%
					III-2021	3%	3%	7%	4%
					Target: gradual increase of the percentage value				
2	C3/ A4	F12/F61	Perception of corruption as a problem in Moldova <i>1= Corruption in Moldova is a very serious problem....</i> <i>10 = Corruption in Moldova is not at all a problem</i>	Average of scores 1-10	I-2017	1.9	2.2	3.1	2.4
					II-2019	1.8	2.1	3.3	2.4
					III-2021	1.9	1.9	2.8	2.2
					Target: gradual increase of the average value				
3	C4/ A5	F13/F62	Five of the most important causes of corruption in Moldova	Scale: 0%-100%					
			<ul style="list-style-type: none"> Low salaries in the public sector 		I-2017	44%	51%	76%	57%
					II-2019	43%	43%	66%	51%
					III-2021	40%	41%	65%	49%
			<ul style="list-style-type: none"> The mentality of our people embraces solicitation and giving of bribes (in cash and/or in kind) 		I-2017	42%	59%	55%	52%
					II-2019	46%	56%	45%	49%
					III-2021	43%	46%	47%	45%
			<ul style="list-style-type: none"> Corrupt acts are not punished 		I-2017	44%	45%	27%	39%
					II-2019	57%	51%	40%	49%
					III-2021	57%	31%	44%	44%
			<ul style="list-style-type: none"> Personal wealth obtained by officers by way of corrupt acts is not confiscated 		I-2017	43%	39%	33%	38%
					II-2019	46%	48%	36%	43%
					III-2021	49%	46%	40%	45%
<ul style="list-style-type: none"> Lenient penalties do not deter infringers from acts of corruption 	I-2017	43%	37%	28%	36%				
	II-2019	48%	45%	31%	41%				
	III-2021	44%	34%	41%	40%				

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#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	Public agents	General mean
4	C5/ A6	F14/F63	Share of respondents who believe that the level of corruption in Moldova has decreased (slightly / significantly)	Scale: 0%-100%	I-2017	14%	23%	39%	25%
					II-2019	8%	18%	18%	15%
					III-2021	12%	26%	20%	19%
				Target: gradual increase of the percentage value					
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%	I-2017	45%	61%	-	53%
					II-2019	62%	83%	-	73%
					III-2021	42%	72%	-	57%
				Target: gradual increase of the percentage value					
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	I2017	2.0	2.8	2.6	2.5
II-2019	2.3	3.1			2.0	2.5			
III-2021	1.9	3.0			1.8	2.2			
				Target: gradual increase of the average value					

GENERAL OBJECTIVE 1: DISCOURAGING INVOLVEMENT IN ACTS OF CORRUPTION

#	Question #	Figure #	Measurement indicator	Value	Wave #	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%	I-2017	15%	20%	18%	
					II-2019	12%	17%	15%	
					III-2021	12%	18%	15%	
				Target: gradual increase of the percentage value					
7	E1.1.3	F23	Share of respondents who paid bribes in cash over the last year	Scale: 0%-100%	I-2017	11,3%	3,6%	7,5%	
					II-2019	7%	4,7%	6,3%	
					III-2021	9,9%	2,0%	6,0%	
				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%	I-2017	6,2%	3,0%	4,6%	
					II-2019	2,1%	1,8%	2,0%	
					III-2021	5,9%	0,2%	3,1%	
				Target: gradual decrease of the percentage value					

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#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
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), 2 037 361 individuals aged 18 and more (Population with habitual residence, NBS, 2021); 52 300 business entities (NBS, 2016), 56 300 (NBS, 2018), 57 200 (NBS, 2020)</i>	MDL	I-2017	278 million	127 million	405 million
					II-2019	319,4 million	197,3 million	516,7 million
					III-2021	562,3 million	4,1 million	566,4 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	Mean	I-2017	3,7	6,1	4,9
					II-2019	5,4	3,5	4,5
					III-2021	4,8	2,5	3,7
				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%	I-2017	F – 5,9%	F – 1,0%	F – 3,5%
						B – 3,3%	B – 2,2%	B – 2,8%
						F&B – 4,4%	F&B – 2,0%	F&B – 3,2%
II-2019	F – 3,2%	F – 1,2%	F – 2,2%					
	B – 1,3%	B – 2,4%	B – 1,9%					
	F&B – 3,1%	F&B – 1,6%	F&B – 2,4%					
III-2021	F-5,4%	F-	F-2,7%					
	B-2,6%	B-0,8%	B-1,7%					
	F&B-4,0%	F&B-0,5%	F&B-2,3%					
				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	I-2017	3.4	2.9	3.2
					II-2019	3.2	3.0	3.1
					III-2021	3.5	2.8	3.1
				Target: gradual decrease of the average value				

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

#	Question #	Figure #	Measurement indicator	Value	Wave #	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%	I-2017	7%	3%	5,0%
					II-2019	5%	2%	3,5%
					III-2021	4%	1%	2,6%
				Target: gradual increase of the percentage value				
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 1-6	I-2017	1.8	1.7	1.8
					II-2019	1.5	1.5	1.5
					III-2021	1.7	1.4	1.6
				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%	I-2017	14%	14%	14%
					II-2019	17%	8%	12,5%
					III-2021	14%	12%	13%
				Target: gradual increase of the percentage value				
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	I-2017	1.3	1.1	1.2
					II-2019	1.2	0.8	1.0
					III-2021	1.2	0.9	1.0
				Target: gradual increase of the average value				

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

#	Question #	Figure #	Measurement indicator	Value	Wave #	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%	I-2017	48%	59%	54%		
					II-2019	52%	56%	54%		
					III-2021	49%	59%	54%		
				Target: gradual increase of the percentage value						
16	E1.1.2.	F20, F22	Satisfaction level of respondents with interaction with public agents <i>1= Very dissatisfied ... 5 = Very satisfied</i> <i>Average score based on 29 (categories) of public institutions</i>	Average of scores 1-5	I-2017	3.3	3.5	3.4		
					II-2019	3.3	3.4	3.4		
					III-2021	3.3	3.4	3.4		
				Target: gradual increase of the average value						
17	K1	F38	Respondents' perception of ethics and integrity in public sector activity <i>1= Corruption, lack of ethics and integrity</i> <i>10 = Total ethics and integrity, lack of corruption</i>	Average of scores 1-10	I-2017	4.4	4.8	4.6		
					II-2019	4.7	4.9	4.8		
					III-2021	4.5	5.2	4.9		
				Target: gradual increase of the average value						
18	K1	F38	Respondents' perception of ethics and integrity in private sector activity <i>1= Corruption, lack of ethics and integrity</i> <i>10 = Total ethics and integrity, lack of corruption</i>	Average of scores 1-10	I-2017	4.6	5.6	5.1		
					II-2019	4.9	6.4	5.7		
					III-2021	5.4	6.7	6.1		
				Target: gradual increase of the average value						
19	K1	F38	Respondents' perception of ethics and integrity in mass-media activity <i>1= Corruption, lack of ethics and integrity</i> <i>10 = Total ethics and integrity, lack of corruption</i>	Average of scores 1-10	I-2017	4.8	5.6	5.2		
					II-2019	4.9	5.6	5.3		
					III-2021	4.8	5.1	5.0		
				Target: gradual increase of the average value						
20	K1	F38	Respondents' perception of ethics and integrity in NGOs' activity <i>1= Corruption, lack of ethics and integrity</i> <i>10 = Total ethics and integrity, lack of corruption</i>	Average of scores 1-10	I-2017	5.3	6.4	5.9		
					II-2019	5.3	6.2	5.8		
					III-2021	5.1	5.9	5.5		
				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	I-2017	4.5	5.3	4.9		
					II-2019	4.7	5.4	5.0		
					III-2021	4.7	5.4	5.0		
				Target: gradual increase of the average value						

GENERAL OBJECTIVE 4: PROTECTING WHISTLEBLOWERS AND CORRUPTION VICTIMS

#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
21	H2&H3	F30	Share of respondents who have been experienced corruption within 12 months	Scale: 0%-100%	I-2017	31%	30%	31%
					II-2019	17%	20%	19%
					III-2021	27%	20%	24%
				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%	I-2017	10%	7%	9%
					II-2019	10%	9%	10%
					III-2021	16%	10%	13%
				Target: gradual increase of the percentage value				
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%	I-2017	25%	38%	32%
					II-2019	6%	0%	3%
					III-2021	17%	8%	13%
				Target: gradual increase of the percentage value				
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%	I-2017	36%	38%	37%
					II-2019	22%	15%	19%
					III-2021	27%	34%	31%
				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%	I-2017	3%	4%	4%
					II-2019	4%	5%	5%
					III-2021	5%	6%	6%
				Target: gradual increase of the percentage value				
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 of scores 1-5	I-2017	1.82	1.90	1.9
					II-2019	1.9	2.2	2.1
					III-2021	1.99	2,02	2.0
				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	I-2017	3.2	3.3	3.2
					II-2019	3.3	3.4	3.3
					III-2021	3.4	3.2	3.3
				Target: gradual increase of the average value				

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

#	Question #	Figure #	Measurement indicator	Value	Wave #	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%	I-2017	20%	18%	19%
					II-2019	20%	20%	20%
					III-2021	22%	33%	28%
				Target: gradual increase of the percentage value				
28	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%	I-2017	17%	19%	18%
					II-2019	15%	17%	16%
					III-2021	18%	21%	20%
				Target: gradual increase of the percentage value				
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%	I-2017	38%	30%	34%
					II-2019	25%	24%	25%
					III-2021	39%	37%	38%
				Target: gradual increase of the percentage value				
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%	I-2017	7%	7%	7%
					II-2019	5%	5%	5%
					III-2021	9%	6%	8%
				Target: gradual increase of the percentage value				
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%	I-2017	8%	8%	8%
					II-2019	5%	7%	6%
					III-2021	10%	7%	9%
				Target: gradual increase of the percentage value				
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%	I-2017	15%	13%	14%
					II-2019	10%	8%	9%
					III-2021	16%	9%	13%
				Target: gradual increase of the percentage value				

#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
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%	I-2017	20%	20%	20%
					II-2019	12%	12%	12%
					III-2021	19%	12%	16%
				Target: gradual increase of the percentage value				
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	I-2017	1.8	1.6	1.7
					II-2019	1.3	1.3	1.3
					III-2021	1.9	1.8	1.8
				Target: gradual increase of the average value				

GENERAL OBJECTIVE 6: EDUCATION OF SOCIETY AND PUBLIC AGENTS

#	Question #	Figure #	Measurement indicator	Value	Wave #	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 of scores 1-10	I-2017	8.3	7.9	8.1
					II-2019	8.7	7.9	8.3
					III-2021	8.0	9.1	8.6
				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%	I-2017	73%	76%	75%
					II-2019	74%	85%	80%
					III-2021	70%	75%	73%
				Target: gradual increase of the percentage value				
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%	I-2017	16%	17%	17%
					II-2019	14%	7%	11%
					III-2021	12%	14%	13%
				Target: gradual increase of the percentage value				

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#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean	
37	M1	F47	Factors that would stimulate respondents to engage in corruption-mitigating actions <i>(Top 3 factors)</i>	Scale: 0%-100%					
			Certainty I'll be secure from any actions of the official on whom I blow my whistle		I-2017	43%	40%	42%	
					II-2019	32%	30%	31%	
					III-2021	38%	50%	44%	
			Certainty that justice is independent in Moldova		I-2017	34%	57%	46%	
					II-2019	32%	53%	43%	
					III-2021	41%	54%	48%	
			Awareness of the rights and obligations of public agents in dealings with me		I-2017	31%	28%	30%	
	II-2019	27%	16%	22%					
	III-2021	26%	23%	25%					
				Target: gradual increase of the percentage value					
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%	I-2017	30%	48%	39%	
					II-2019	36%	48%	42%	
					III-2021	28%	32%	30%	
				Target: gradual increase of the percentage value					
39	N1	F49	Share of business entities who received training on business ethics and integrity in their relations with the state	Scale: 0%-100%	I-2017	-	22%	22%	
					II-2019	-	19%	19%	
					III-2021	-	17%	17%	
				Target: gradual increase of the percentage value					
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	I-2017	4.4	4.6	4.5	
					II-2019	4.3	4.2	4.3	
					III-2021	4.2	4.5	4.3	
				Target: gradual increase of the average value					

PILLAR I. PARLIAMENT

#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
Confidence in the Parliament significantly, increased								
40	B1	F3	Share of respondents who have <i>enough or very much</i> trust in Parliament	Scale: 0%-100%	I-2017	5%	8%	7%
					II-2019	11%	9%	10%
					III-2021	9%	20%	15%
				Target: gradual increase of the percentage value				
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%	I-2017	13%	12%	13%
					II-2019	18%	17%	18%
					III-2021	12%	30%	21%
				Target: gradual increase of the percentage value				
42	C2	F11	Share of respondents who assess the Parliament as <i>the most corrupt institution</i>	Scale: 0%-100%	I-2017	32%	32%	32%
					II-2019	29%	13%	21%
					III-2021	38%	15%	27%
				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%	I-2017	10%	17%	14%
					II-2019	8%	9%	9%
					III-2021	9%	8%	9%
				Target: gradual increase of the percentage value				
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 of scores 1-10	I-2017	3.6	4.4	4.0
					II-2019	3.3	3.7	3.5
					III-2021	3.5	4.0	3.8
				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	I-2017	2.6	3.0	2.8
		II-2019			2.8	3.2	3.0	
		III-2021			2.5	3.7	3.1	
				Target: gradual increase of the average value				

PILLAR II. GOVERNMENT, PUBLIC SECTOR AND LOCAL PUBLIC ADMINISTRATION

#	Question #	Figure #	Measurement indicator	Value	Wave #	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%	I-2017	8%	12%	10%
					II-2019	12%	11%	12%
					III-2021	9%	15%	12%
				Target: gradual increase of the percentage value				
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%	I-2017	15%	14%	15%
					II-2019	10%	12%	11%
					III-2021	18%	14%	16%
				Target: gradual increase of the percentage value				
47	B1	F3	Share of respondents who have <i>enough or very much trust</i> in Mayoralties / local councils	Scale: 0%-100%	I-2017	28%	22%	25%
					II-2019	25%	16%	21%
					III-2021	29%	28%	29%
				Target: gradual increase of the percentage value				
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%	I-2017	13%	13%	13%
					II-2019	17%	19%	18%
					III-2021	10%	21%	16%
				Target: gradual increase of the percentage value				
49	C2	F11	Share of respondents who assess the Government as <i>The most corrupt institution</i>	Scale: 0%-100%	I-2017	22%	3%	13%
					II-2019	23%	12%	18%
					III-2021	24%	13%	19%
				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%	I-2017	9%	10%	10%
					II-2019	9%	7%	8%
					III-2021	6%	4%	5%
				Target: gradual increase of the percentage value				

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#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
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%	I-2017	17%	18%	18%
					II-2019	20%	21%	21%
					III-2021	17%	26%	22%
				Target: gradual increase of the percentage value				
52	L2	F40	Share of respondents who assess the level of transparency of public institutions at the central level in <u>the decision-making process</u> as <i>Fairly transparent / Very transparent</i>	Scale: 0%-100%	I-2017	19%	22%	21%
					II-2019	17%	21%	19%
					III-2021	22%	23%	23%
				Target: gradual increase of the percentage value				
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%	I-2017	14%	17%	16%
					II-2019	14%	16%	15%
					III-2021	16%	20%	18%
				Target: gradual increase of the percentage value				
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%	I-2017	5%	15%	10%
					II-2019	4%	7%	6%
					III-2021	7%	29%	18%
				Target: gradual increase of the percentage value				
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%	I-2017	19%	36%	28%
					II-2019	11%	27%	19%
					III-2021	19%	26%	23%
				Target: gradual increase of the percentage value				
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%	I-2017	75%	95%	85%
					II-2019	74%	85%	80%
					III-2021	85%	88%	87%
				Target: gradual increase of the percentage value				
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%	I-2017	87%	94%	91%
					II-2019	76%	87%	82%
					III-2021	88%	90%	89%
				Target: gradual increase of the percentage value				
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 of scores 1-10	I-2017	7.7	7.4	7.6
					II-2019	7.9	8.0	8.0
					III-2021	7.4	7.5	7.5

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#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean		
				Target: gradual increase of the percentage value						
59	L7	F46	Share of respondents who have used at least one electronic public service in the last 12 months	Scale: 0%-100%	I-2017	17%	70%	44%		
					II-2019	14%	69%	42%		
					III-2021	22%	86%	54%		
				Target: gradual increase of the percentage value						
60	L8	-	Share of satisfied respondents (<i>Pretty satisfied / Very satisfied</i>) by electronic public services	Scale: 0%-100%	I-2017	79%	93%	86%		
					II-2019	88%	90%	89%		
					III-2021	83%	93%	88%		
				Target: gradual increase of the percentage value						
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	I-2017	3.5	4.4	3.9		
					II-2019	3.4	4.1	3.8		
					III-2021	3.6	4.5	4.1		
				Target: gradual increase of the average value						

PILLAR III. JUSTICE AND ANTI-CORRUPTION AUTHORITIES

#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
Confidence in Justice, prosecution services, National Anti-corruption Center (NAC) and National Integrity Authority (NIA) significantly, improved								
61	B1	F3	Share of respondents who have <i>Enough or Very much trust</i> in Justice	Scale: 0%-100%	I-2017	11%	13%	12%
					II-2019	7%	7%	7%
					III-2021	11%	8%	10%
62			Share of respondents who have <i>Enough or Very much trust</i> in Prosecutor's Office		I-2017	10%	11%	11%
					II-2019	7%	7%	7%
					III-2021	10%	8%	9%
63			Share of respondents who have <i>Enough or Very much trust</i> in NAC		I-2017	17%	22%	20%
					II-2019	9%	9%	9%
					III-2021	13%	11%	12%
64	Share of respondents who have <i>Enough or Very much trust</i> in NIA	I-2017	10%	14%	12%			
		II-2019	5%	7%	6%			
		III-2021	11%	10%	11%			
				Target: gradual increase of the percentage value				

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#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean			
Independence and efficiency of judiciary, prosecution, NAC and NIA, ensured											
65	B7	F8	Share of respondents who assess the activity of NAC as Good / Very good	Scale: 0%-100%	I-2017	18%	20%	19%			
66			II-2019		9%	11%	10%				
			III-2021		11%	12%	12%				
			I-2017		10%	11%	11%				
67			II-2019		6%	7%	7%				
			III-2021		9%	10%	10%				
			I-2017		15%	18%	17%				
68			II-2019		8%	9%	9%				
			III-2021		11%	11%	11%				
			I-2017		11%	16%	14%				
						Share of respondents who assess the activity of Courts as Good / Very good		II-2019	8%	8%	8%
								III-2021	11%	8%	10%
				Target: gradual increase of the percentage value							
69	B8	F9	Share of respondents who consider NAC to be a totally independent institution	Scale: 0%-100%	I-2017	10%	7%	9%			
70			II-2019		7%	5%	6%				
			III-2021		7%	5%	6%				
			I-2017		6%	5%	6%				
71			II-2019		6%	5%	6%				
			III-2021		6%	4%	5%				
			I-2017		7%	6%	7%				
72			II-2019		6%	4%	5%				
			III-2021		7%	3%	5%				
			I-2017		7%	7%	7%				
						Share of respondents who consider Prosecutor's Office to be a totally independent institution		II-2019	6%	4%	5%
								III-2021	7%	3%	5%
			Share of respondents who consider Courts to be a totally independent institution		I-2017	7%	7%	7%			
					II-2019	6%	4%	5%			
					III-2021	6%	4%	5%			
				Target: gradual increase of the percentage value							
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%	I-2017	44%	64%	54%			
					II-2019	55%	67%	61%			
					III-2021	42%	76%	59%			
				Target: gradual increase of the percentage value							
74	J3	F32	Share of respondents who have experienced corruption, reported it, but suffered or the guilty person was not sanctioned	Scale: 0%-100%	I-2017	75%	62%	69%			
					II-2019	66%	89%	78%			

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#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
					III-2021	83%	54%	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%	I-2017	86%	85%	86%
					II-2019	87%	87%	87%
					III-2021	69%	82%	76%
				Target: gradual increase of the percentage value				
Perception of corruption in judiciary, improved								
76			Share of respondents who assess Courts as <i>Not at all corrupt or A little corrupt</i>		I-2017	11%	12%	12%
					II-2019	11%	8%	10%
					III-2021	11%	8%	10%
77			Share of respondents who assess NIA as <i>Not at all corrupt or A little corrupt</i>		I-2017	21%	19%	20%
					II-2019	12%	14%	13%
					III-2021	17%	11%	14%
78	C1	F10.1	Share of respondents who assess NAC as <i>Not at all corrupt or A little corrupt</i>	Scale: 0%-100%	I-2017	24%	22%	23%
					II-2019	17%	15%	16%
					III-2021	18%	11%	15%
79			Share of respondents who assess Prosecutor's Office as <i>Not at all corrupt or A little corrupt</i>		I-2017	11%	13%	12%
					II-2019	11%	9%	10%
					III-2021	12%	9%	11%
80			Share of respondents who assess Anticorruption Prosecutor's Office as <i>Not at all corrupt or A little corrupt</i>		I-2017	19%	18%	19%
					II-2019	15%	11%	13%
					III-2021	15%	10%	13%
				Target: gradual increase of the percentage value				
81			Share of respondents who assess Courts as <i>The most corrupt institution</i>		I-2017	21%	8%	15%
					II-2019	26%	37%	32%
					III-2021	24%	41%	33%
82	C2	F11	Share of respondents who assess NIA as <i>The most corrupt institution</i>	Scale: 0%-100%	I-2017	0,3%	0,8%	0,6%
					II-2019	0,4%	0,2%	0,3%
					III-2021	0,3%	3%	1,7%
83			Share of respondents who assess NAC as <i>The most corrupt institution</i>		I-2017	3%	4%	4%
					II-2019	3%	5%	4%
					III-2021	5%	10%	8%

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#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
84			Share of respondents who assess Prosecutor's Office as <i>The most corrupt institution</i>		I-2017	10%	6%	8%
					II-2019	18%	20%	19%
					III-2021	16%	36%	26%
85			Share of respondents who assess Anticorruption Prosecutor's Office as <i>The most corrupt institution</i>		I-2017	2%	1%	2%
					II-2019	7%	10%	9%
					III-2021	5%	11%	8%
				Target: gradual decrease of the percentage value				
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%	I-2017	3%	3%	3%
					II-2019	6%	5%	6%
					III-2021	3%	2%	3%
				Target: gradual increase of the percentage value				
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	I-2017	3.2	3.5	3.4
					II-2019	3.0	2.8	2.9
					III-2021	2.9	2.9	2.9
				Target: gradual increase of the average value				

PILLAR IV. CENTRAL ELECTION COMMISSION AND POLITICAL PARTIES

#	Question #	Figure #	Measurement indicator	Value	Wave #	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%	I-2017	12%	17%	15%		
					II-2019	7%	10%	9%		
					III-2021	16%	19%	18%		
				Target: gradual increase of the percentage value						
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%	I-2017	21%	26%	24%		
					II-2019	25%	23%	24%		
					III-2021	32%	57%	45%		
				Target: gradual increase of the percentage value						
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%	I-2017	4%	6%	5%		
					II-2019	4%	5%	5%		
					III-2021	5%	5%	5%		
				Target: gradual increase of the percentage value						
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	I-2017	1.2	1.6	1.4		
					II-2019	1.2	1.3	1.2		
					III-2021	1.8	2.7	2.2		
				Target: gradual increase of the average value						

PILLAR V. COURT OF ACCOUNTS

#	Question #	Figure #	Measurement indicator	Value	Wave #	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%	I-2017	10%	16%	13%
					II-2019	6%	9%	8%
					III-2021	12%	15%	14%
				Target: gradual increase of the percentage value				
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%	I-2017	11%	15%	13%
					II-2019	8%	9%	9%
					III-2021	11%	13%	12%
				Target: gradual increase of the percentage value				
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	I-2017	1.1	1.6	1.3
					II-2019	0.7	0.9	0.8
					III-2021	1.2	1.4	1.3
				Target: gradual increase of the average value				

PILLAR VI. OMBUDSMAN

#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
Confidence in the institution of Ombudsman, improved								
92	B1	F3	Share of respondents who have <i>Enough or Very much trust</i> in Ombudsman	Scale: 0%-100%	I-2017	11%	13%	12%
					II-2019	9%	11%	10%
					III-2021	17%	15%	16%
				Target: gradual increase of the percentage value				

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#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
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 of scores 1-10	I-2017	3.6	4.8	4.2
					II-2019	3.3	4.4	3.9
					III-2021	4.0	5.4	4.7
				Target: gradual increase of the percentage value				
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%	I-2017	73%	79%	76%
					II-2019	73%	94%	84%
					III-2021	71%	86%	79%
				Target: gradual increase of the percentage value				
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%	I-2017	82%	80%	81%
					II-2019	80%	74%	77%
					III-2021	71%	77%	74%
				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 fear of suffering later on personal or professional levels	Scale: 0%-100%	I-2017	34%	32%	33%
					II-2019	14%	16%	15%
					III-2021	25%	40%	33%
				Target: gradual decrease of the percentage value				
97	J5	F34	Share of respondents who would NOT report corruption acts if they were confronted with them (Probably not / Definitely not)	Scale: 0%-100%	I-2017	32%	31%	32%
					II-2019	27%	23%	25%
					III-2021	27%	28%	28%
				Target: gradual decrease of the percentage value				
98	J6	F35	Share of respondents who would NOT report corruption acts if they were confronted with them because of fear of suffering later on personal or professional levels	Scale: 0%-100%	I-2017	40%	47%	44%
					II-2019	29%	22%	26%
					III-2021	34%	61%	48%
				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	I-2017	4.7	5.0	4.9
		II-2019			5.2	5.9	5.6	
		III-2021			5.3	5.0	5.1	
				Target: gradual increase of the average value				

PILLAR VII. PRIVATE SECTOR

#	Question #	Figure #	Measurement indicator	Value	Wave #	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%	I-2017	-	53%	53%
					II-2019	-	74%	74%
					III-2021	-	58%	58%
				Target: gradual increase of the percentage value				
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%	I-2017	-	32%	32%
					II-2019	-	29%	29%
					III-2021	-	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%	I-2017	-	51%	51%
					II-2019	-	64%	64%
					III-2021	-	48%	48%
				Target: gradual increase of the percentage value				
102	N6	-	Share of business entities with ethical code within the company <i>Sampling base: small, medium and large enterprises</i>	Scale: 0%-100%	I-2017	-	81%	81%
					II-2019	-	82%	82%
					III-2021	-	76%	76%
				Target: gradual increase of the percentage value				
Reduced level of money laundering								
103	M3	F51	Share of respondents who prefer to purchase goods and services by bank transfer / card	Scale: 0%-100%	I-2017	24%	-	24%
					II-2019	19%	-	19%
					III-2021	39%	-	39%
				Target: gradual increase of the percentage value				
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%	I-2017	61%	-	61%
					II-2019	62%	-	62%
					III-2021	74%	-	74%
				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%	I-2017	-	48%	48%
					II-2019	-	55%	55%
					III-2021	-	28%	28%
				Target: gradual decrease of the percentage value				

National Integrity and Anti-corruption Strategy Impact Monitoring Survey: Wave 3 – 2021

#	Question #	Figure #	Measurement indicator	Value	Wave #	Population	Business	General mean
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%	I-2017	-	19%	19%
					II-2019	-	17%	17%
					III-2021	-	33%	33%
				Target: gradual increase of the percentage value				
GENERAL INTEGRATED INDICATOR			Integrated indicator based on indicators 99-106. <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	I-2017	3.2	5.4	4.3
					II-2019	2.9	5.9	4.4
					III-2021	3.3	5.9	4.6
				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 1,109 respondents. Sampling error +/- 3%.
- Active business entities (who reported activities accomplished in 2019) 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 607 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 in combination with CATI - computer-assisted telephone interview due to the pandemic (restrictions imposed in areas with red alert and increased risk of infection).

Target groups:

1. general population age 18 years and over
2. active business entities (those reporting activity in 2019)

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 interviewed.

Sample size:

1. general population – 1,109 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. 73% of questionnaires were conducted in Romanian and 27% in Russian for population, and in the case of economic agents 70% of questionnaires were conducted in Romanian and 30% in Russian.

Average length of interviews: 35 minutes for general population and 39 minutes for business entities.

Field work period: April 8 – October 6, 2021.

Geographic coverage: rural and urban localities. Survey covered 283 localities.

Sample design for general population

- stratified – the following 2 stratification criteria were used:
 - *by region* – “11” regions similar to the administrative territorial units (Taraclia district was merged with TAUG due to its size);
 - *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 populations based on the official statistics;

- 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 recent 2014 Census and Current evidence of population for 2019. 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 2019 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 and development region.

Difficulties / limitations

An important difficulty of the study was conducting telephone interviews due to the sensitive subject and the volume of the questionnaire large enough for a telephone interview. As a result, in addition to the general refusals to participate in the study, about 14% of respondents (general population and business entities) interrupted the interviews during the interview process, subsequently refusing to continue. This has

influenced both a longer data collection period and a reluctance to provide honest answers to very sensitive questions, such as unofficial payments, especially from business entities.

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 in combination with CATI - computer-assisted telephone 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: 607 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. 84% of questionnaires were conducted in Romanian language and 16% in Russian.

Average length of interviews: 44 minutes.

Field work period: August 13 – October 29, 2021.

Geographic coverage: rural and urban localities. Survey covered 125 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 provided by the National Bureau of Statistics with the number of employees for each institution.

Selection process was using probability proportional to size principle and simple random selection method within each of the above group. In total, 111 institutions were selected out of 332 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

Figure S1.1. Gender

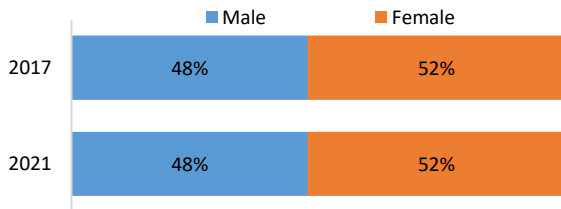


Figure S1.2. Age group

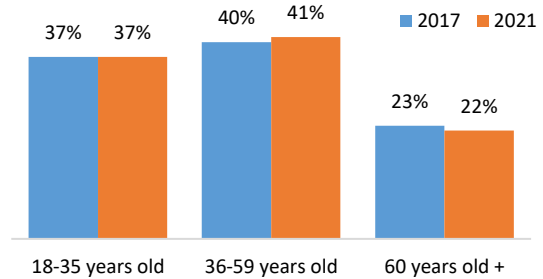


Figure S1.3. Education

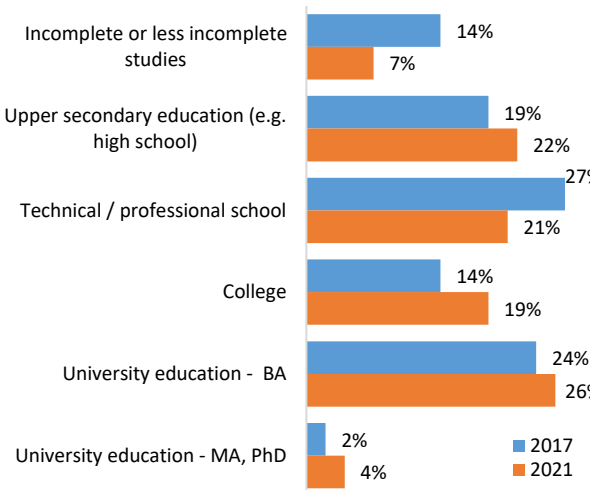


Figure S1.4. Ethnic group

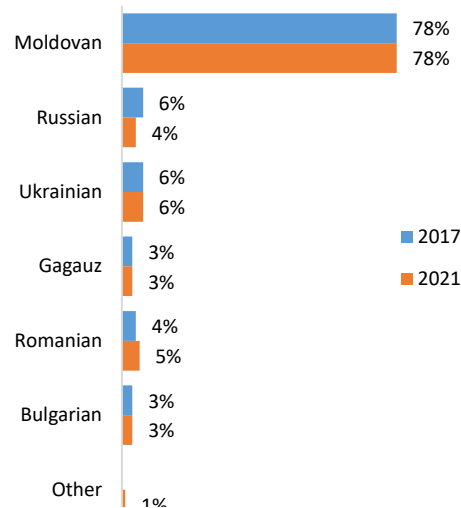
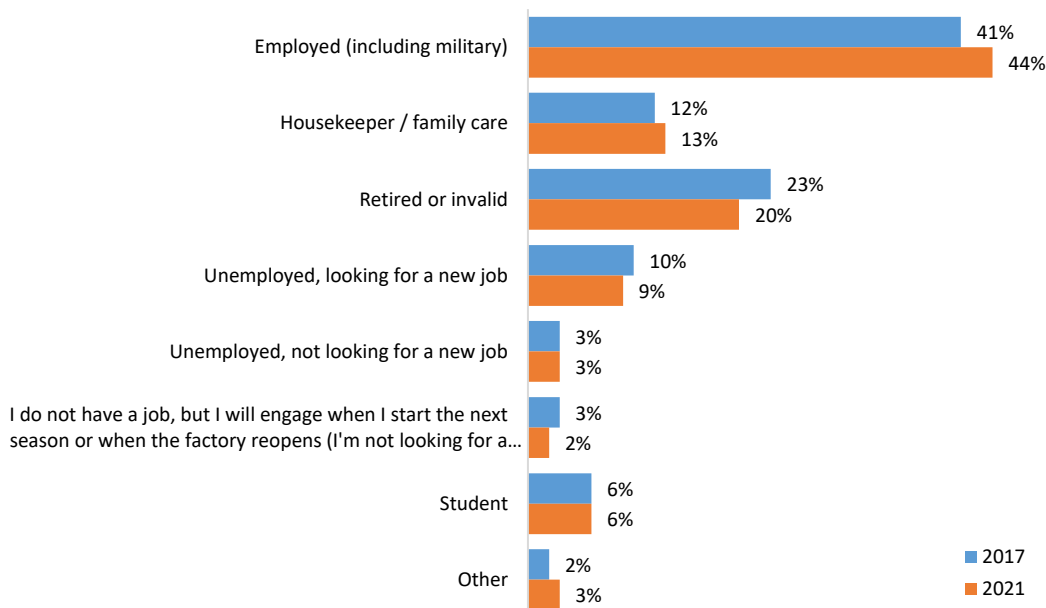


Figure S1.5 Are you currently ...?



1.2 Business entities

Figure S2.1. Gender

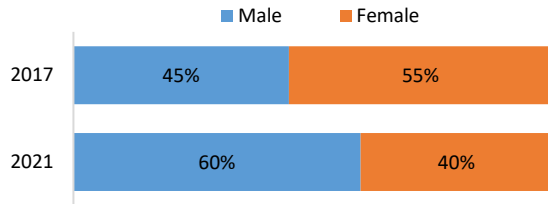


Figure S2.2. Age group

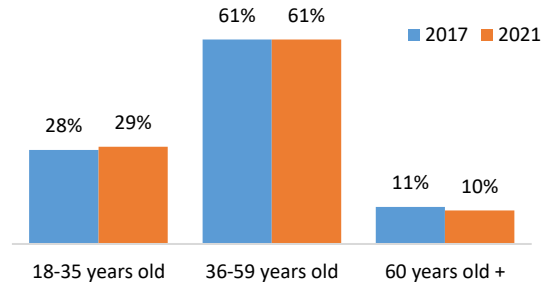


Figure S2.3. Education

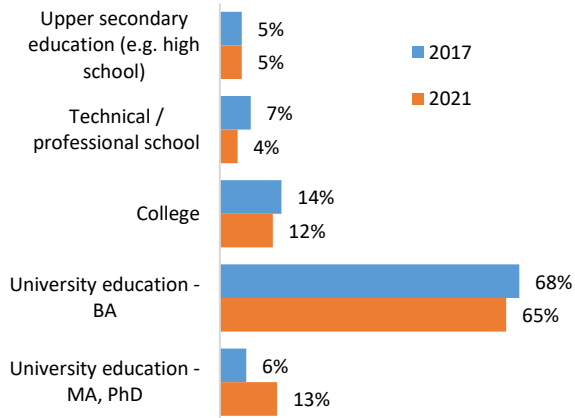


Figure S2.4. Function

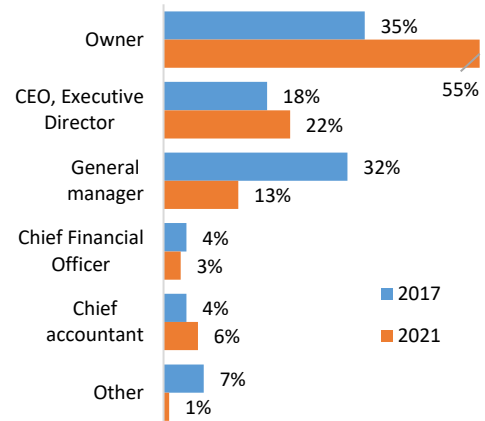


Figure S2.5. Property structure

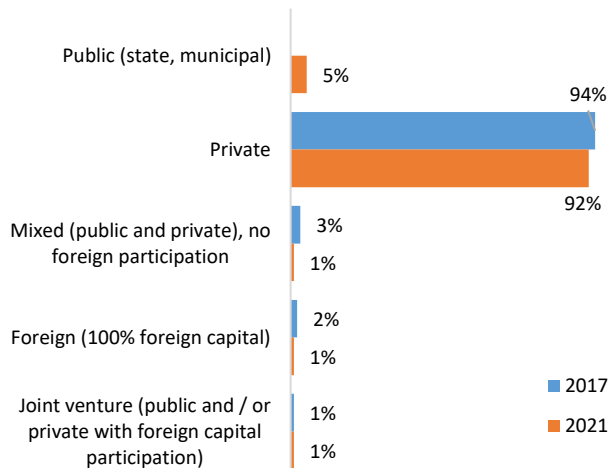


Figure S2.6. Form of legal organization

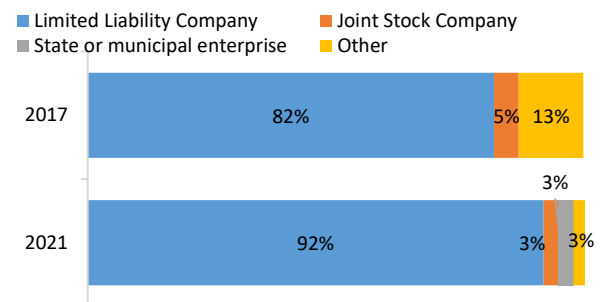


Figure S2.7. Company size

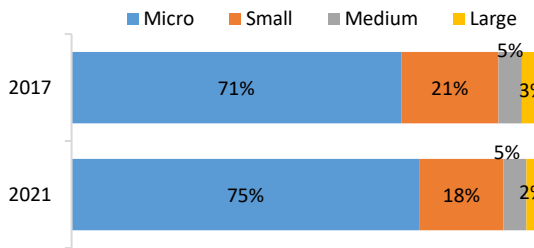


Figure S2.8. When was founded company? –

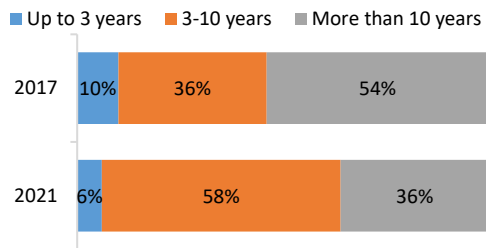
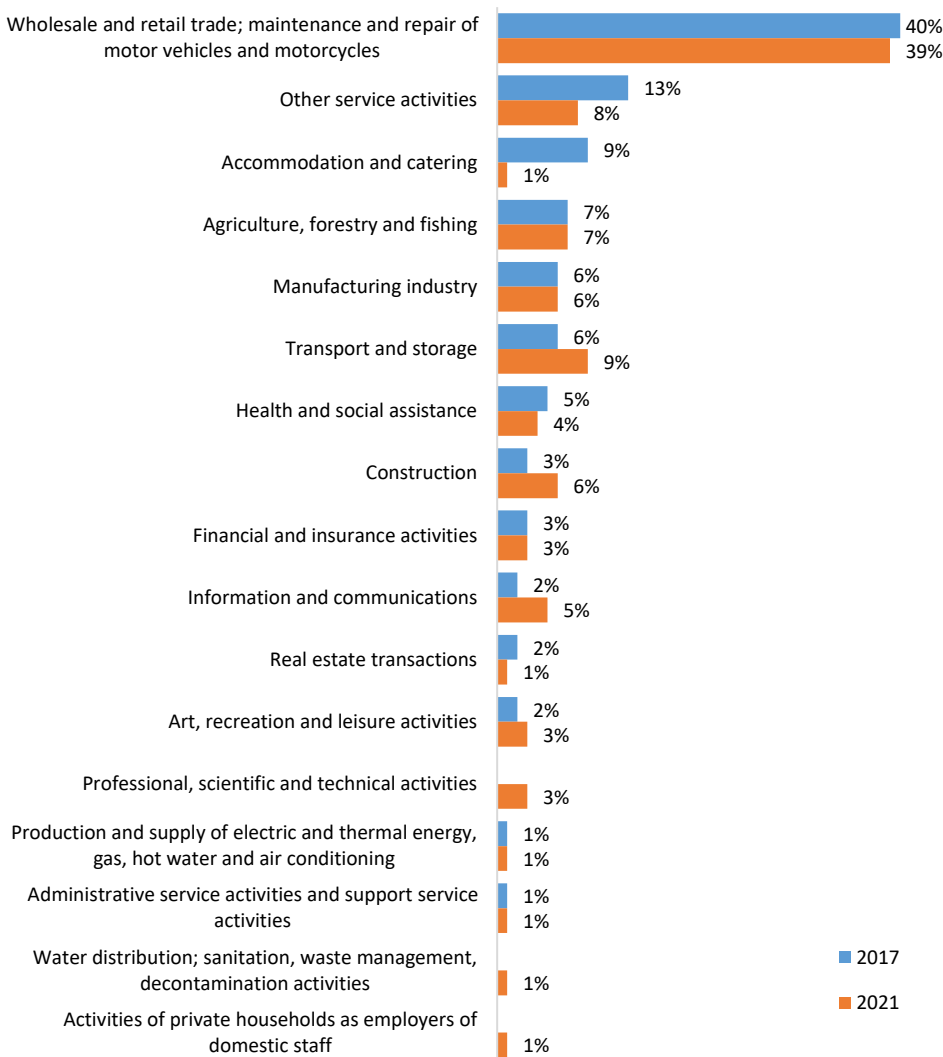


Figure S2.9. The main area of activity



1.3. Public agents

Figure S3.1. Gender

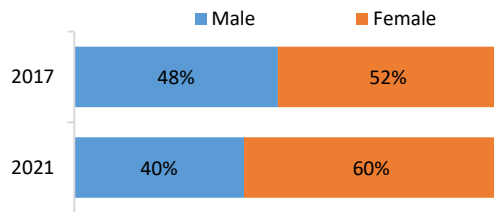


Figure S3.2. Age group

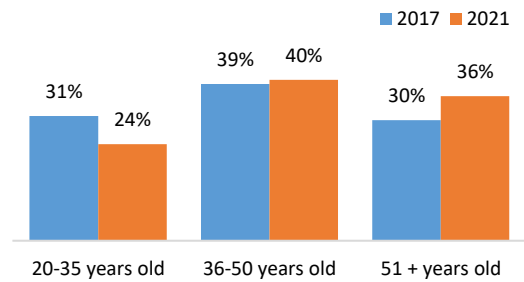


Figure S3.3. Level of education

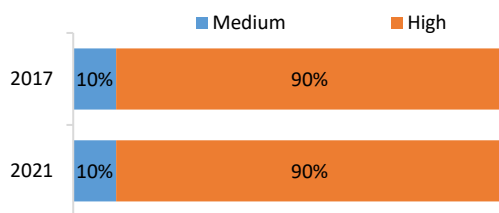


Figure S3.4. Residence

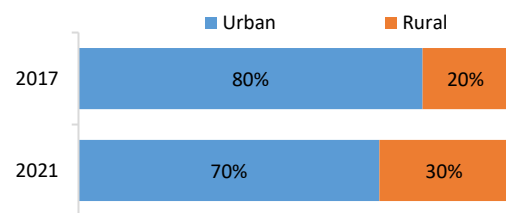


Figure S3.5. Region

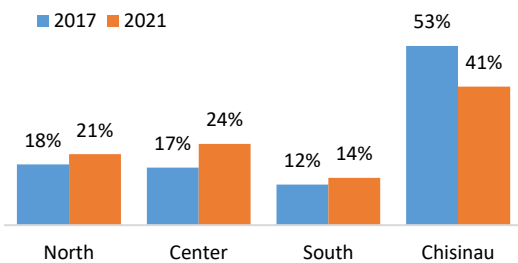


Figure S3.6. Authority type

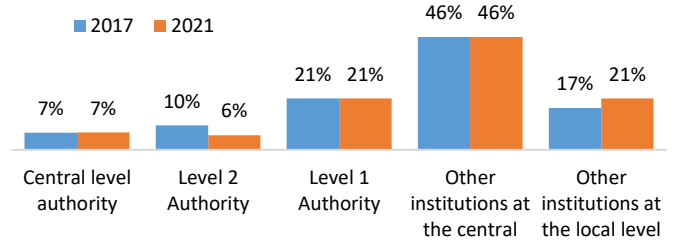


Figure S3.7. Function category

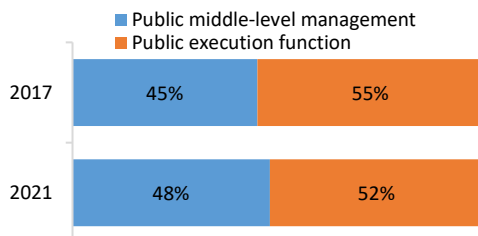
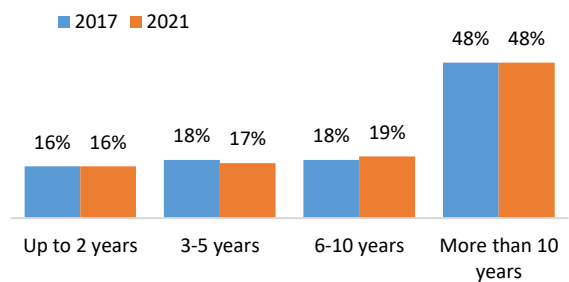


Figure S3.8. Length of activity within the institution

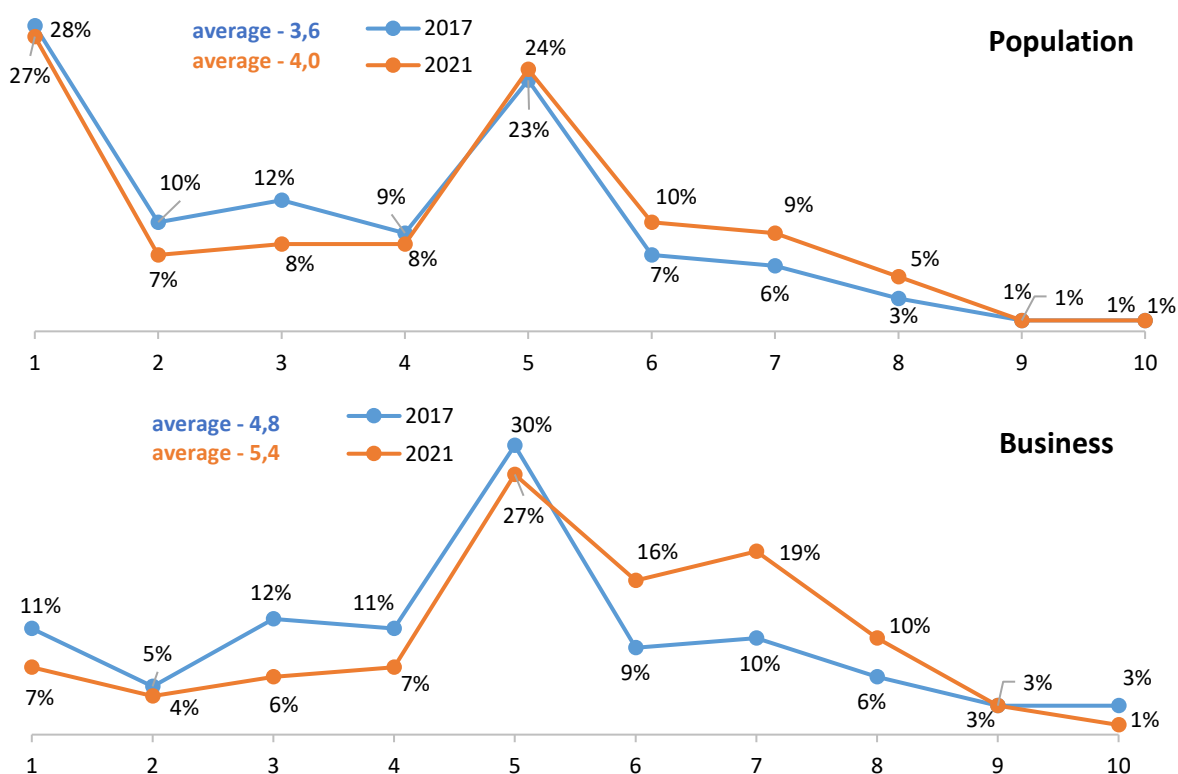


II. SURVEY OF GENERAL POPULATION AND BUSINESSES

2.1. General perceptions

Most respondents still do not believe that human rights of ordinary people are generally respected in Moldova. The extent to which human rights are respected was assessed on a scale of 1 to 10 where 1 = Not at all, 10 = Always respected (Fig. 1). As compared to the findings of the benchmark survey (in 2017), this perception has improved in case of both the general population and businesses (significantly improved). Thus, 73% of the population (82% in 2017) and 50% of the businesses (69% in 2017) scored this criterion with a mark between 1 and 5. In the case of the population, approx. one of four respondents thinks that human rights are **not respected at all**, as compared to only approx. one of ten in case of businesses.

Fig. 1. How well do you think human rights of ordinary people are generally respected in Moldova? (A1)
Scale of 10 points, where 1= Not respected at all, and 10 = Always respected



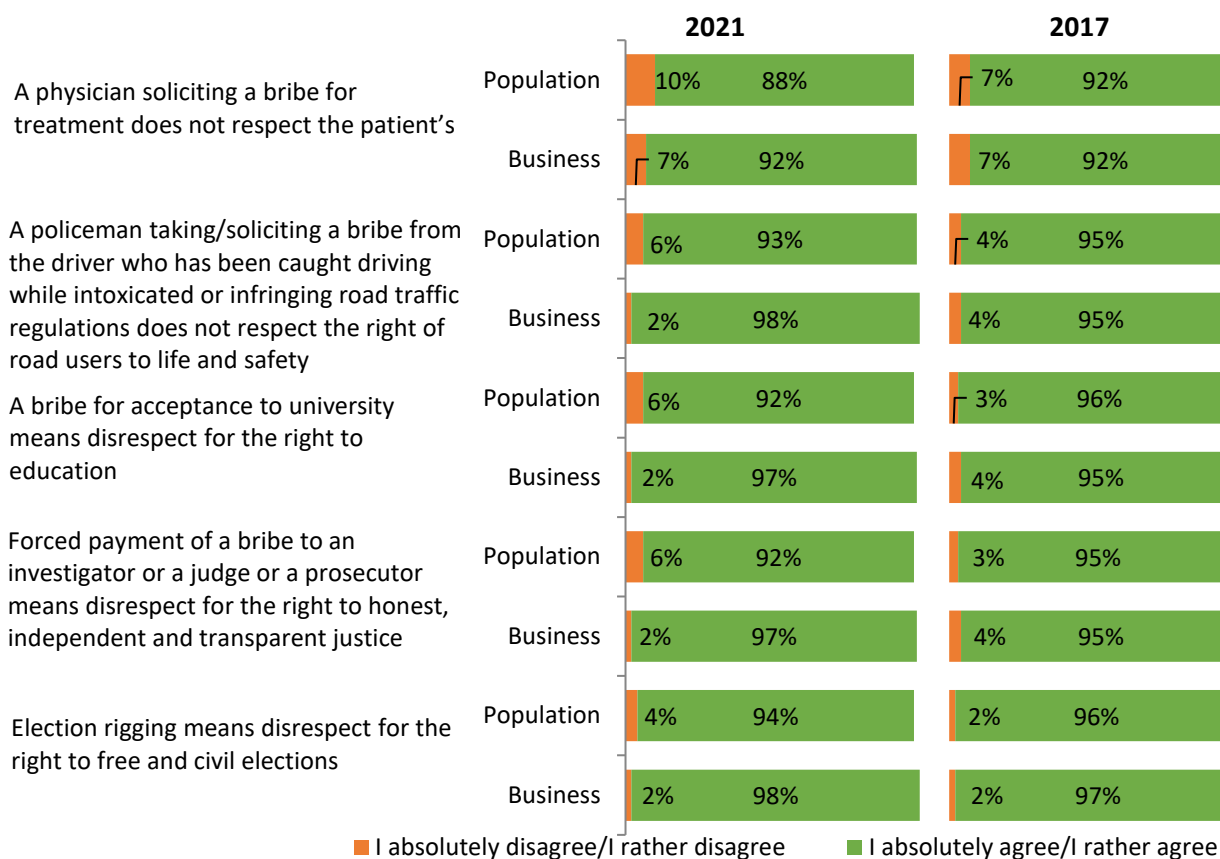
The average score for this indicator is 4.0 points in case of the population (3.6 points in 2017) and 5.4 points in case of the businesses (4.8 points in 2017). These levels are still too low in case of both scores and mean a very low level of perception among the general population and businesses of respect of human rights in Moldova.

The general (population + businesses) average score for the level of respect of human rights has grown by 0.5 points since the benchmark survey (from 4.2 points to 4.7 points).

In case of the population, higher average scores were registered in the responses of males (4.1 points vs. 3.9 points in case of females), young people aged 18-35 (4.9 points vs. 3.2 points in case of the elderly respondents), persons with a high level of education, urban residents, respondents from Chisinau, persons with high incomes. In case of businesses, higher average scores were registered in the responses of urban survey participants, businesses from Chisinau, large enterprises, businesses not making any payments in cash in hand or making them in up to 50% of their entire payments, those who have not been exposed to corrupt practices.

Next to measuring perception of the level of respect of human rights, the survey also measured the level of awareness of the fact that any act of corruption is a violation of human rights. Thus, almost all respondents both among the general population and among businesses (over 88% in all cases) stated their acceptance of certain “daily/usual” situations of corruption offered for their assessment during the survey and illustrated in Fig. 2.

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



* Differences of up to 100% represent non-responses

However, an in-depth analysis demonstrated that 71% of the general population (73% in 2017) and 86% of businesses (79% in 2017) agreed to all 5 statements in Fig. 2 and are thus fully aware that any act of corruption automatically leads to violations of human rights.

The level of awareness was higher in case of females (73%) as opposed to male respondents (68%).

The overall (population + businesses) average percentage of the participants who are aware that any act of corruption automatically leads to violation of human rights has grown by 3% since the benchmark survey (from 76% to 79%). This growth was driven by a higher level of this awareness among businesses.

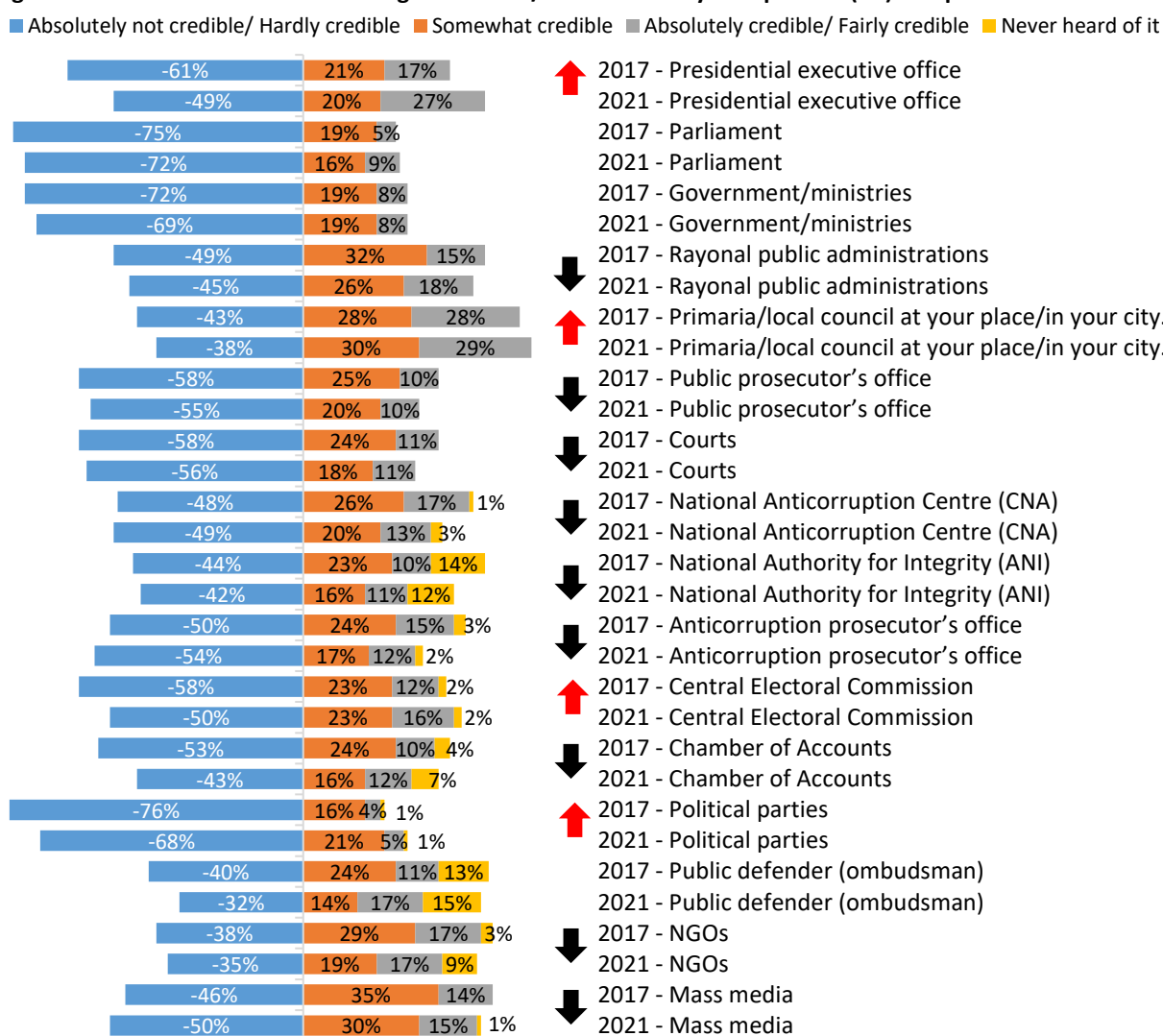
2.2. Confidence in public authorities

The level of confidence of the population and the businesses in public authorities in the Republic of Moldova continues to be generally low. Most respondents stated they have little or no confidence in the authorities covered by the survey (Fig. 3.1 and 3.2). An in-depth analysis demonstrated that **one in each ten respondents (12% in case of the general population, no change since 2017) and 8% in case of the businesses do not confide a single Moldovan public authority on the list and only 4% of the population (8% in 2017) and 4% of the businesses have some confidence in all listed authorities.**

The survey found, in case of the population, a decline in the percentage of those who do not confide public authorities (*Absolutely not credible/Hardly credible*) (the left part of Fig. 3.1) on the one hand, and a decline in the percentage of those who confide most public authorities (the right part of Fig. 3.1) on the other hand. This was due to an increase in the percentage of the population who could not make up their mind.

Among the listed authorities, local public authorities of Level 1 (59%) and Level 2 (44%), Presidential executive office (47%) and mass media (45%) enjoy the highest level of credibility (responses *Somewhat/Fairly/Absolutely credible*) with the population (almost each second respondent). On the other hand, the authorities with the lowest level of credibility in the perception of the population are the Parliament (-72%),

Fig. 3.1. How credible are the following authorities/institutions in your opinion? (B1) – Population



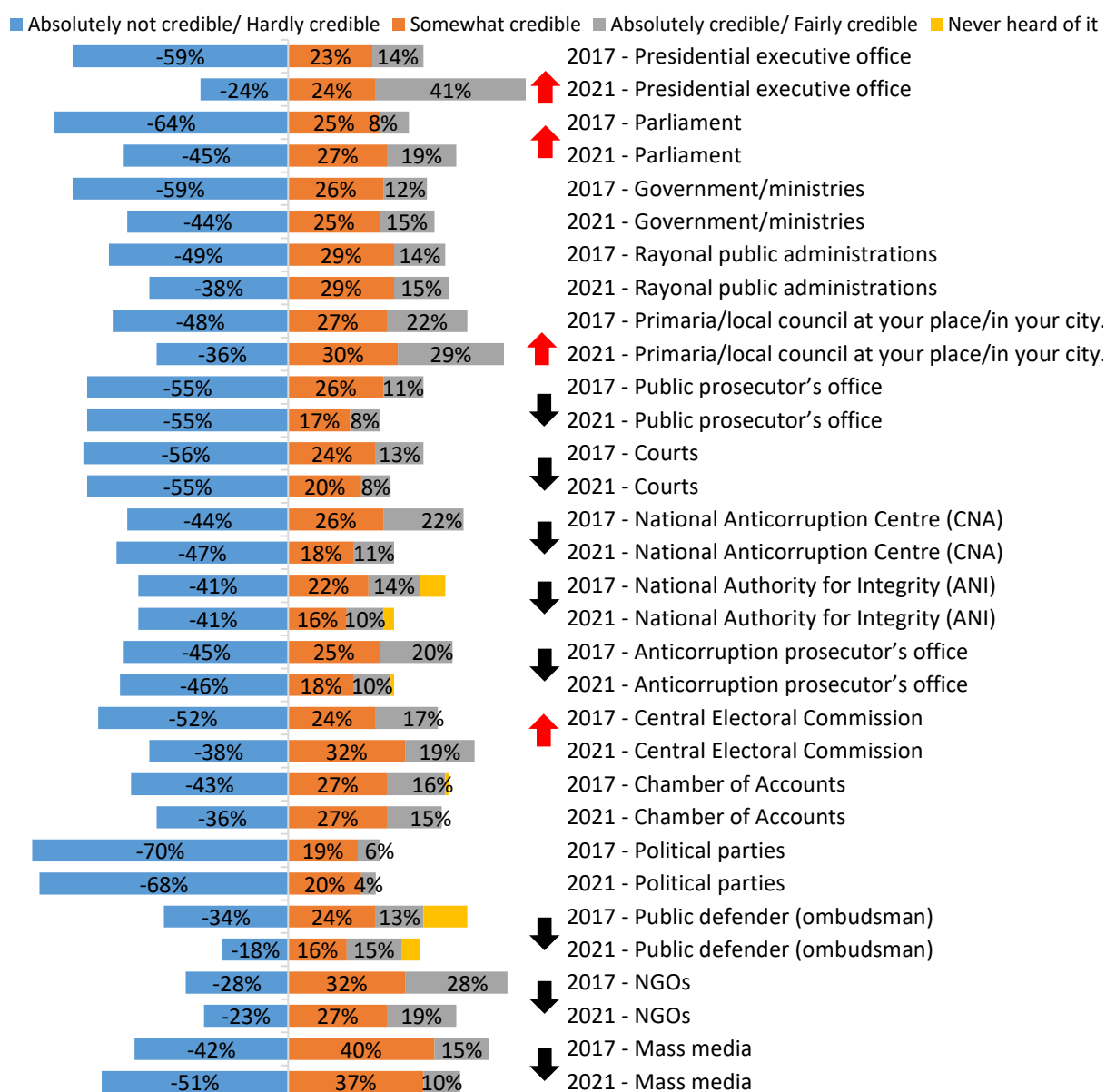
* The difference to 100% is accounted for by the responses 'I don't know'

the Government (-69%) and political parties (-68%).

An improvement in the level of credibility was registered in case of the Presidential executive office (growth by 9% since 2017), LPA Level 1 (growth by 3%), the Central Electoral Committee (CEC) (growth by 4%) and political parties (growth by 6%). Significant adverse changes in terms of a decline in the percentage of the population who confide in them was registered in respect to all authorities in the legal system: the National Anticorruption Centre (CNA) and the Anticorruption Prosecutor’s Office (decline by 10%), courts of law (decline by 6%), the Public Prosecutor’s Office (decline by 5%), the National Authority for Integrity (ANI) (decline by 6%). Credibility of NGOs was also impaired (decline by 10%).

A similar general pattern could be traced also in the responses of businesses: a decline in the percentage of those who do not confide public authorities (*Absolutely not credible/Hardly credible*) (the left part of Fig. 3.2) on the one hand, and a decline in the percentage of those who confide most public authorities (the right part of Fig. 3.2) on the other hand. This was due to an increase in the percentage of those who could not make up their mind.

Fig. 3.2 How credible are the following authorities/institutions in your opinion? (B1) – Businesses



Level 1 local public authorities (59%) and the Presidential Executive Office (65%) enjoy the highest level of credibility (responses *Somewhat / Fairly / Absolutely credible*) with businesses (almost each third respondent). On the other hand, the authorities with the lowest level of credibility in the perception of the businesses are the Public Prosecutor's Office (55%), courts of law (55%) and political parties (68%).

An improvement in the level of credibility was registered in case of the Presidential Executive Office (growth by 28% since 2017), the Parliament (growth by 13%), Level 1 Local Public Authorities (growth by 10%) and the CEC (growth by 10%). Significant adverse changes in terms of a decline in the percentage of the population who confide in them was registered in respect to all authorities in the legal system: the CNA (drop by 19%), the Anticorruption Prosecutor's Office (drop by 17%), courts of law (drop by 9%), the Public Prosecutor's Office (drop by 12%), ANI (drop by 10%). An impairment was also found in respect to credibility of NGOs (drop by 14%) and mass media (drop by 9%).

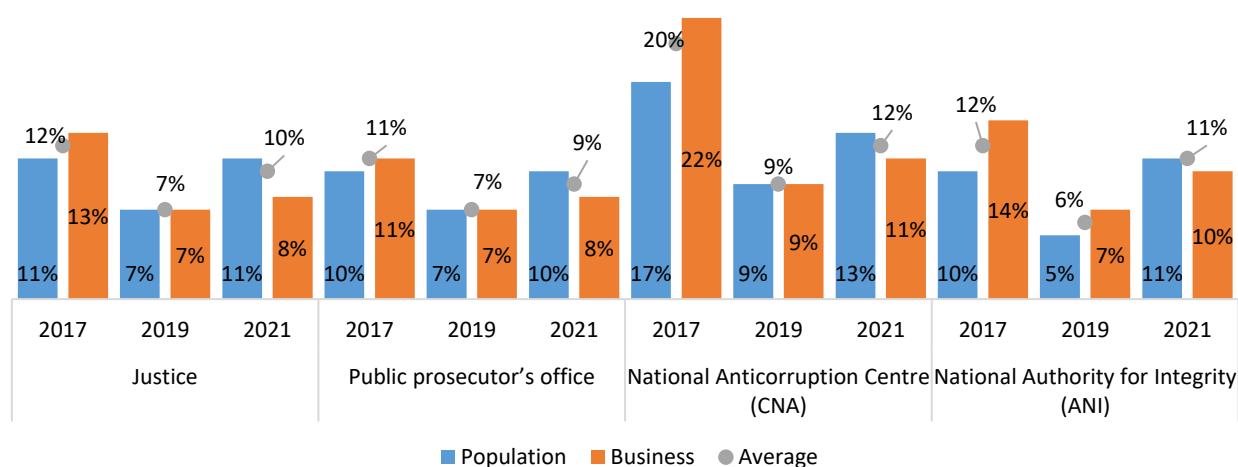
A comparison of the responses *Absolutely not credible/Hardly credible* given by the population and by the businesses revealed significantly higher percentages in case of the population (Fig. 3.1 and 3.2).

An analysis of the response *Fairly/Absolutely Credible* indicates that it was (very) rarely given by the respondents. The highest credibility levels are enjoyed by Level 1 LPA and the Presidential Executive Office in case of both the population (respectively 29% and 27%) and businesses (respectively 29% and 41%).

Some survey participants were not able to assess their level of confidence in some public authorities because they are not even aware of the existence thereof. The least known authorities are ANI (12% in case of the population and 3% in case of the businesses) and the Ombudsman (15% in case of the population and 5% in case of the businesses) – Fig. 3.1 and 3.2. However, the percentage of those who are not aware of these authorities has decreased among businesses since the benchmark survey.

The overall indicators show a decrease in the confidence of the respondents in all legal system authorities since the benchmark survey (Fig. 3.3). Thus, credibility of **courts of law** decreased by 2% (10% in 2021 vs. 12% in 2017), that of the **public prosecutor's office** by 2% (9% in 2021 vs. 11% in 2017), that of **ANI** – by 1% (11% in 2021 vs. 12% in 2017). **The National Anticorruption Centre (CNA)** experienced the highest credibility loss - by 8% (12% in 2021 vs. 20% in 2017). The general trend is that credibility loss is more pronounced on the part of businesses. However, the level of credibility has grown for all authorities in the legal system if we compare the current findings with the situation in 2019.

Fig. 3.3. Credibility of courts of law, the public prosecutor's office, the National Anticorruption Centre, and the National Authority for Integrity (B2) - Responses *Fairly/Absolutely Credible*



The general perception expressed by most of the survey participants is that laws are still not effective in Moldova. The effectiveness of laws was assessed on a scale of 1 to 10 where 1 = *Laws are absolutely not effective* and 10 = *Laws are very effective*. Thus, 80% of the population (81% in 2017) and 69% of businesses

(68% in 2017) awarded scores between 1 and 5 on this scale, which shows a low level of confidence in the effectiveness of laws.

The average score for the indicator *Effectiveness of Laws in the Republic of Moldova* is 3.8 in case of the population and 4.7 in case of businesses (Fig. 4).

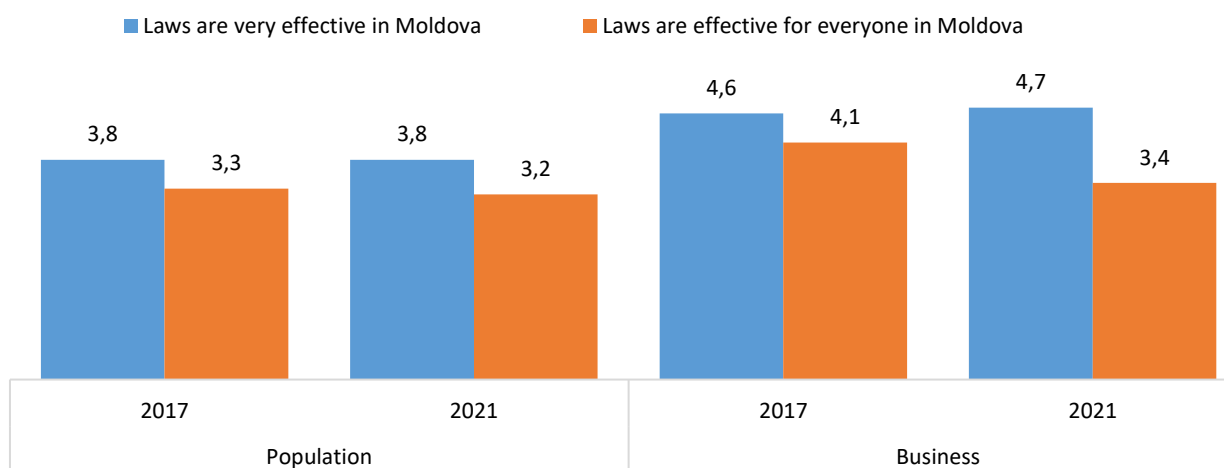
In case of the population, higher average scores were registered for the responses of young people aged 18-35, persons with a high level of education, urban residents, respondents from Chisinau, those who have not been exposed to corrupt practices and have not made any unofficial payments. In case of businesses, higher average scores were registered in the responses of urban participants, businesses from Chisinau, medium-sized and large enterprises, with 3-10 years of operating experience, those who do not make payments in cash in hand or make them in up to 50% of their entire payments, those who have not been exposed to corrupt practices.

Fig. 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



Another general perception is that laws are not effective in the same way for all citizens in the Republic of Moldova. Moreover, this perception has deteriorated since the benchmark survey, especially in case of businesses. This opinion was expressed by 84% of the population (85% in 2017) and 82% of businesses (77% in 2017).

The average score for the indicator *“Laws are equally effective for everyone in Moldova”* is 3.2 in case of the population and 3.4 in case of businesses (on a scale of 10 points, where 1 = *Laws are effective only for some people* and 10 = *Laws are effective for everyone*) – Fig. 4.

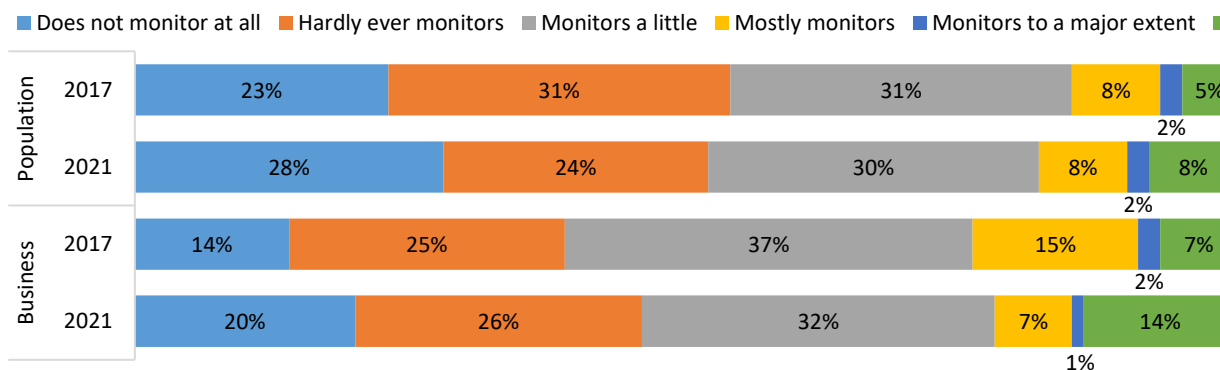
In case of the population, higher average scores were registered in the responses of young people aged 18-35, respondents with a high level of education, rural residents, those who have not been exposed to corrupt practices and have not made unofficial payments. In case of businesses, higher average scores were registered in the responses of urban participants and those from Chisinau, large enterprises, those who do not make payments in cash in hand or make them in up to 50% of their entire payments, those who have not been exposed to corrupt practices.

Females and men participating in the survey were giving similar responses in their assessment of the effectiveness of laws and their equal effectiveness for all citizens, (the distribution of responses is very similar).

Thus, the 2021 overall indicator of the quality of laws and regulations has decreased since 2017 in both sub-samples, and the 2021 general average was 3.8 vs. 4.0 in 2017.

The extent to which the Parliament of the Republic of Moldova monitors effectiveness of the laws they have adopted is very low in the perception of the respondents. 82% of the population and 78% of businesses stated the Moldovan Parliament almost does not monitor (a little / hardly ever / not at all) effectiveness on the laws it adopts (Fig. 5). The situation has hardly changed since 2017. The only difference is two-fold growth

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

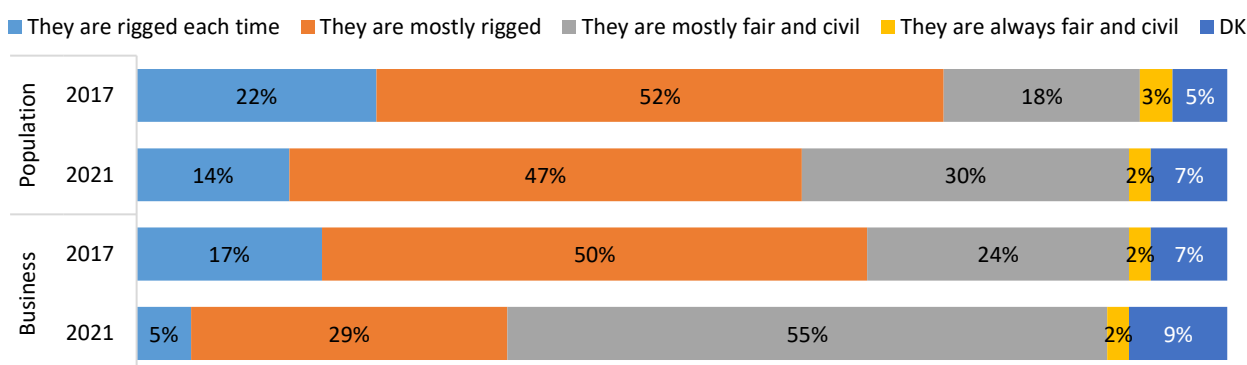


in the percentage of businesses that could not make up their mind regarding their response to this question. On the total, the survey found an overall pattern towards decreasing efficiency monitoring on the part of the Parliament (this decrease is almost fully on account of businesses – from 17% to 8%); this pattern is reflected in the portion of the respondents who believe the Parliament monitors *mostly/to a major extent* effectiveness on the laws it adopts.

Next to improved credibility of the CEC, the survey demonstrated continuous growth of confidence in the fairness of elections in Moldova. Thus, 32% of the population (21% in 2017) and 57% of businesses (26% in 2017) stated that Moldovan elections are always/mostly fair and civil (Fig. 6).

The level of confidence in fairness of elections in Moldova was higher among males (38% vs. 27% in case of females), young people, respondents with a high level of education. In case of businesses, a higher level of

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



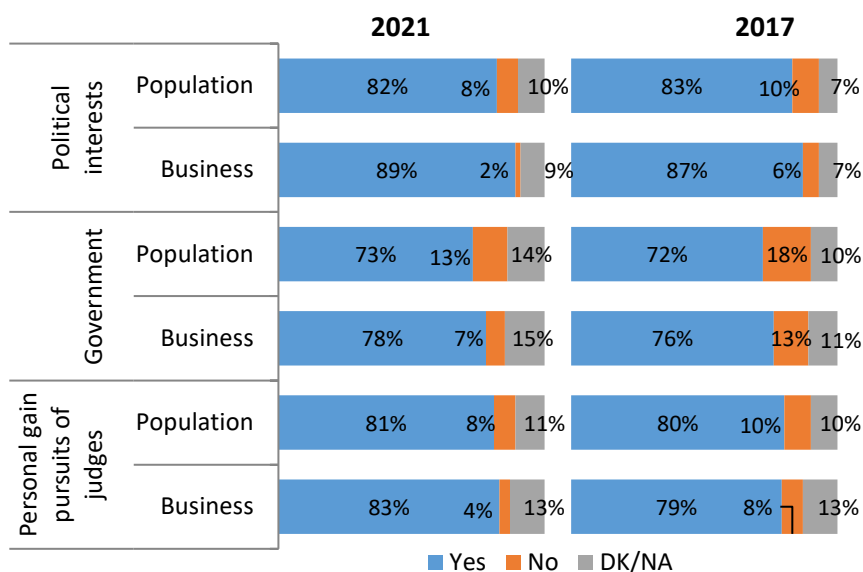
confidence was registered among rural businesses, respondents from the central part of Moldova and those who do not make any payments in cash in hand.

The percentage of those who consider that elections are rigged in most cases/each time is 61% in case of the population and 34% in case of businesses.

Thus, the 2021 overall election fairness indicator is significantly higher than that of 2017, in both sub-samples, and the overall average has grown two-fold to 45% in 2021 as compared to 19% in 2017 (largely on account of businesses).

Moldovan courts still do not enjoy credibility in the perception of the citizens, who believe they are affected by external factors. The overall indicator shows that only 3% of the population and businesses (no

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



change since 2017) believe in full independence of courts of law in Moldova. Thus, over 80% of the population and businesses believe that courts of law are affected by political interests and/or personal gain pursuits of judges, whereas approx. three of each four persons consider that courts of law are affected by Government (73% of the population and 78% of businesses) – Fig. 7.

In case of the population, these opinions were registered more frequently in the responses of middle-aged

persons, those with a secondary and high education, respondents with high incomes, persons who have been exposed to corrupt practices.

In case of businesses, these opinions were more frequent in the responses of participants from the central part of Moldova, small and medium-sized enterprises, those with 3-10 years of operations, those who have been exposed to corrupt practices, and those with experience of unofficial payments.

No significant differences were noted in the perceptions regarding external influence on courts of law reflected in responses given by males and females.

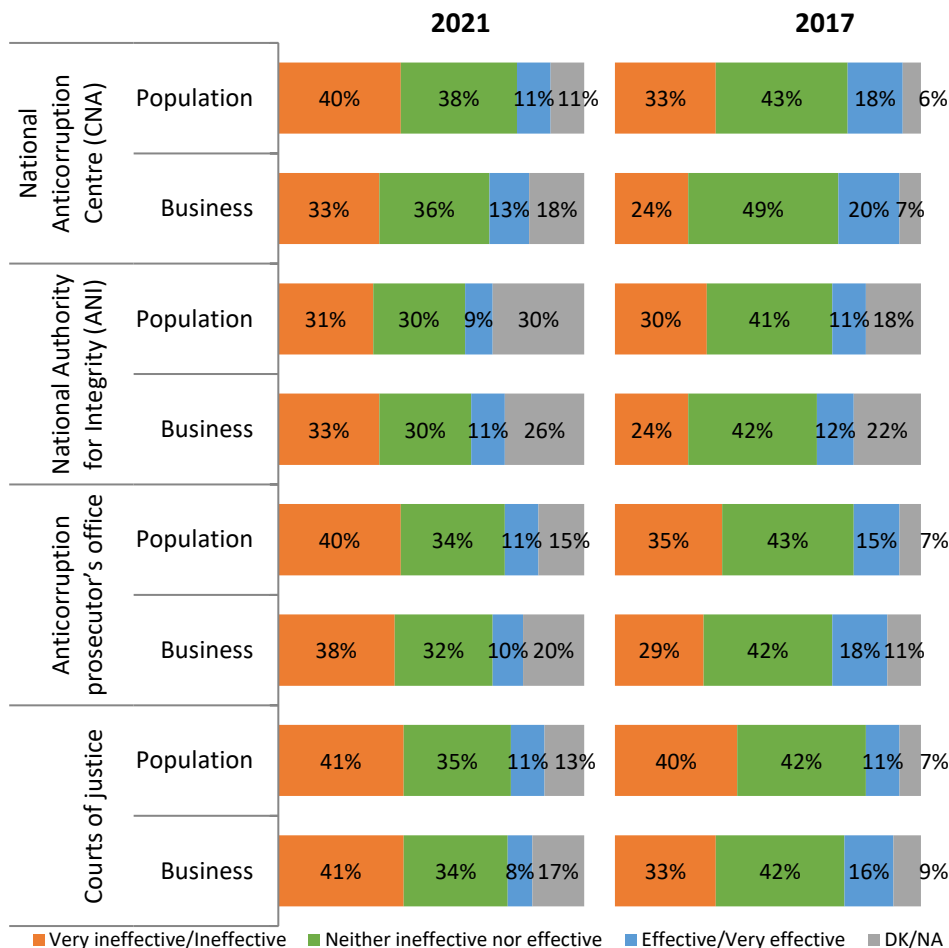
Financial audits conducted by the Chamber of Accounts in public institutions are also not independent according to most respondents. Thus, 52% of the population (62% in 2017) and 57% of businesses (54% in 2017) stated that audits of public institutions are affected by political interests, and each third participant in both categories believes that such audits are affected by Government.

Only 10% of the population and 13% of businesses think the Chamber of Accounts is independent in its audits of public entities.

Thus, the overall indicator showing perceived level of independence of audits conducted by the Chamber of Accounts has remained practically at the level of 2017 in both sub-samples, the general average being 12% vs. 13% in 2017. This indicator has grown by 3% since the 2019 survey.

Regarding the current efforts of the various anti-corruption authorities, the highest portion of registered responses was *Very ineffective/Ineffective*, as opposed to the highest number of *Neither effective nor ineffective* in 2017. The responses *Very ineffective/ Ineffective* were given by approx. 40% of the general population and approx. 1/3 of businesses (Fig. 8).

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



The responses *Very ineffective/ Ineffective* were given by approx. 40% of the general population and approx. 1/3 of businesses (Fig. 8).

A deterioration pattern was registered for all four covered anti-corruption authorities, especially in the responses of businesses.

Significant deterioration in terms of a drop in the percentage of the population not happy about the efforts demonstrated by the authorities concerned was registered regarding the NAC (less by 7%).

In case of businesses, the highest number of negative assessments was registered in respect to courts of law (41%) and the anticorruption prosecutor's office (38%). An increase by 9% of

negative assessments given by businesses was registered in respect to all anticorruption authorities, as compared to the 2017 findings (Fig. 8).

Overall, each fourth respondent (population and businesses) gave a negative assessment to the current efforts of all four anticorruption authorities covered by the survey. This category of respondents consists mainly of males, elderly people, those who have been exposed to corrupt practices and who have experience of unofficial payments.

Thus, the overall indicator reflecting the efficiency of current efforts of anticorruption authorities has declined since 2017 in both sub-samples and for all four authorities: the NAC (from 19% in 2017 to 12% in 2021), NIA (from 11% to 10%), the Anticorruption prosecutor's office (from 17% to 11%) and courts of law (from 14% to 10%).

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



The perception of anticorruption authorities as independent institutions has deteriorated since the benchmark survey. Thus, a decrease on an average by 8% was registered of the portion of the population who believe these authorities are fully or somewhat independent; this decrease was 3% in case of businesses (Fig. 9).

Overall, the percentage of the population and businesses that believe these authorities are fully or somewhat independent does not exceed 10%. Approx. each third representative of the population and business spoke about full dependence of these authorities.

In case of the population, the perceptions have especially deteriorated in respect to the NAC, the NIA and Anticorruption prosecutor's office.

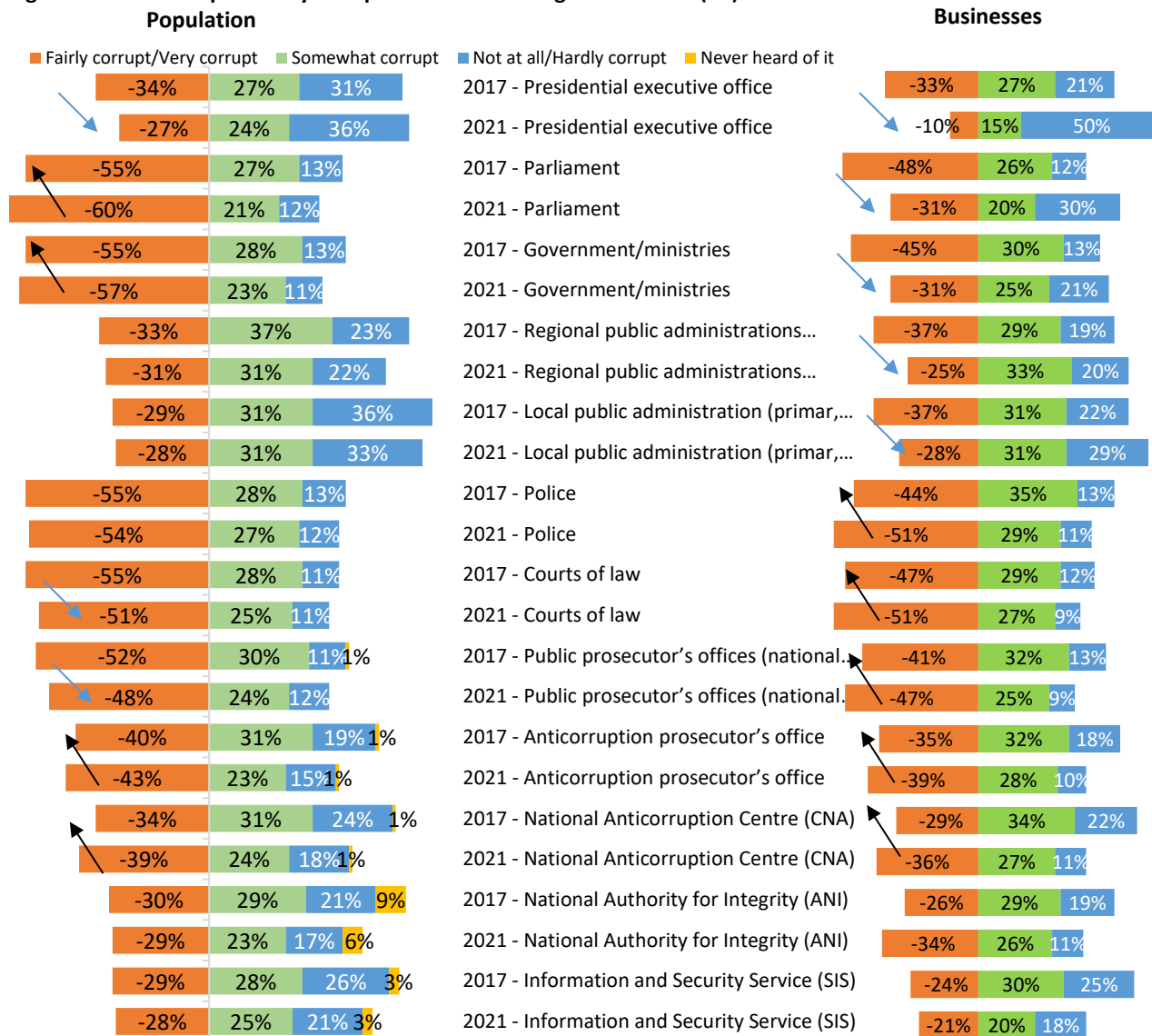
An in-depth analysis demonstrated that each fourth respondent (population and business) thinks all these five authorities are fully dependent. This category of the respondents consists mainly of males and persons aged over 36.

The overall indicator of independence of anticorruption authorities has decreased since 2017 (although its levels were very low even at that time) in both sub-samples and for all four authorities: NAC (from 9% in 2017 to 6% in 2021), NIA (from 6% to 5%), the Anticorruption Prosecutor's office (from 7% to 5%), and courts of law (from 7% to 5%).

2.3. Perceptions and attitudes regarding corruption

Perception of the level of corruption in public authorities/institutions remains negative. The calculated value of the overall indicator shows that approx. each second respondent representing the general population does not believe there is any public authority in Moldova that is not corrupt (a finding similar to that made during the benchmark survey). This perception is predominant in case of young people (50%), rural residents (49%).

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



* The difference to 100% is accounted for by the responses 'I don't know'

No significant variations in this perception were registered depending on the respondents' gender. However, this perception is significantly less frequent in case of businesses: Only one of each four businesses does not believe there is any public authority that is not corrupt.

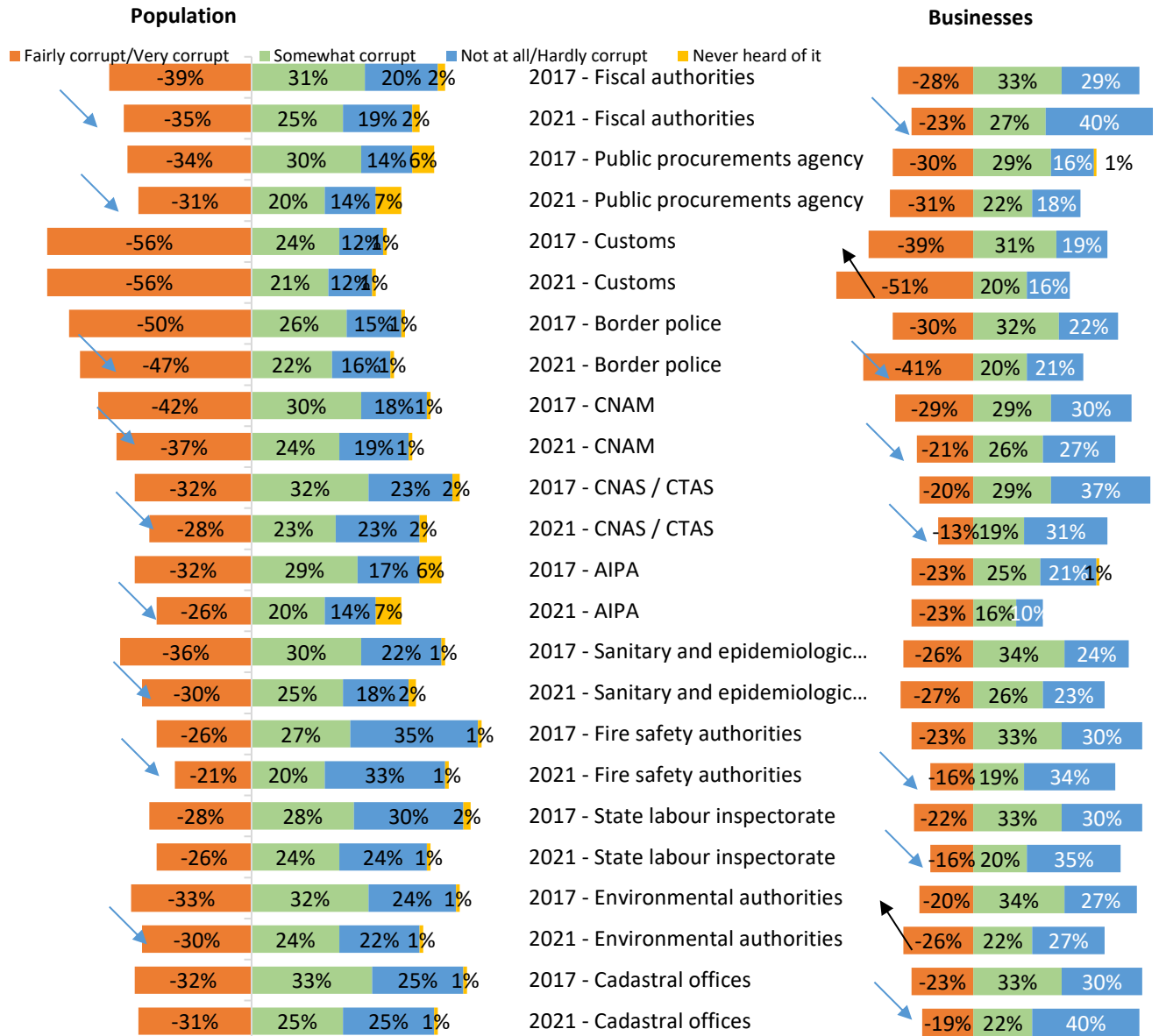
At least half of the surveyed representatives of the general population stated that the following authorities are *Fairly/Very corrupt*: Parliament (60%), Government/Ministries (57%), Political parties (57%), Customs (56%), Police (54%), Courts of law (51%), Public Prosecutor's central office and territorial offices (48%), Health care centers (48%), and Border police (47%) (Fig. 10.1, 10.2, 10.3).

Practically the same authorities are also considered very corrupt by respondents representing the business sector: Police, Courts of law, and Customs (51% each), Public Prosecutor’s central office and territorial offices (47%) (Fig. 10.1, 10.2, 10.3).

Authorities considered not at all/hardly corrupt, which got the highest number of such responses from the population (at least 1/3) are President’s executive office (36%), Level 1 LPA (33%), and fire safety authorities (33%) – Fig. 10.1, 10.2, 10.3.

At least 1/3 of the respondents from the business sector considered more authorities not at all/hardly corrupt, including: Companies and enterprises (52%), President’s executive office (50%), Banks (43%),

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



* The difference to 100% is accounted for by the responses 'I don't know'

Cadastral offices (40%), Fiscal authorities (40%), State labor inspectorate (35%), Fire safety authorities (34%), Educational establishments (32%), CNAS (31%), Parliament (30%) (Fig. 10.1, 10.2, 10.3).

The responses *Fairly/Very corrupt* prevailed in case of the population, whereas responses *Not at all/Hardly corrupt* were more frequent in case of businesses. Consequently, business sector demonstrates a more

positive perception of Moldovan authorities in terms of the level of corruption, as compared to the general perception of the population (Fig. 10.1, 10.2, 10.3).

As compared to the 2017 findings, the percentage of the population and businesses considering them *Fairly or Very corrupt* significantly decreased in respect of most public authorities. In case of the population, the most significant decreases were registered in respect to: CEC (by 12%), Health Care centers and political parties (by 8% in each case), President’s executive office (by 7%). On the other hand, there was an increase in the portion of the population who consider Banks/Microfinancing institutions (by 8%), the Parliament and CAN (by 5% in each case) *Fairly corrupt or Very corrupt*.

In case of businesses, the most significant decrease in the number of such responses was registered in respect to the President’s executive office (by 23%), the Parliament (by 17%), the Government (by 14%), Level 1 LPA (by 12%) and Level 2 LPA (by 9%), CEC (by 11%) and Political parties (by 9%). On the other hand, there was an increase in the portion of businesses that consider Customs (by 12%), Border Police (by 11%), Police, CAN and ANI (by 7% in each case) *Fairly corrupt or Very corrupt*.

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

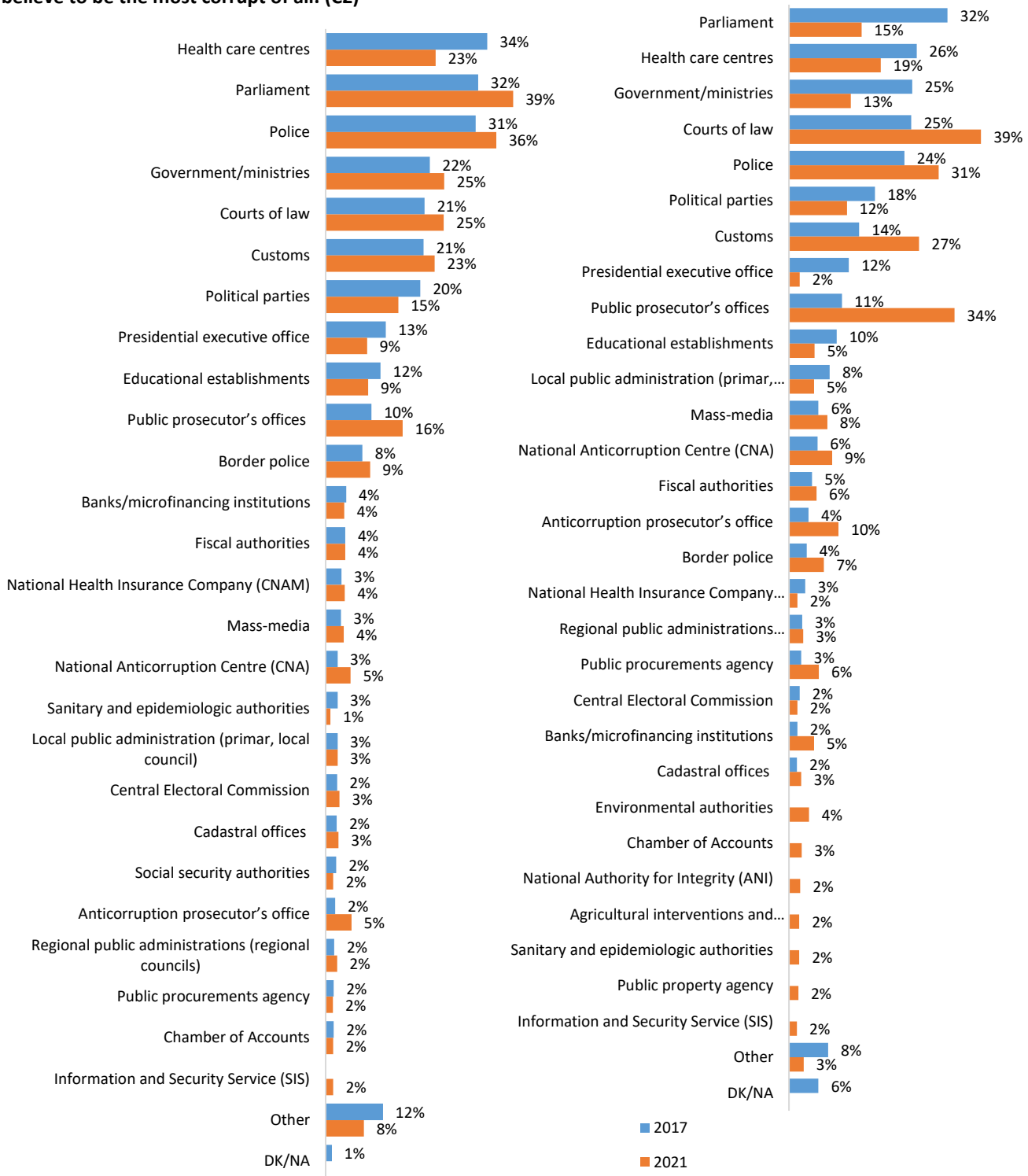


* The difference to 100% is accounted for by the responses 'I don't know'

The responses given when the participants were requested to choose three institutions and authorities from among those listed in the previous question which they believed to be the most corrupt of all showed that in case of the population these three are the Parliament and Police (approx. 1/3 of all responses mentioned these two authorities); they are followed by Health care centers, the Government, Courts of law, and Customs (1/4 of all responses mentioned these authorities and institutions). As compared to the benchmark survey findings, there was an increase in the portion of persons that consider the Parliament, Police, the Government, Courts of law, Customs, the Public Prosecutor's central office and territorial offices, and Anticorruption prosecutor's office to be corrupt (Fig. 11). At the same time, there was a significant decrease in the percentage of such responses in respect to Health care centers.

Women tend to refer more often to medical institutions (29% vs. 16% for men) and education (11% vs. 7%) as most corrupt, while men are more likely to refer to political parties (18% vs. 13%).

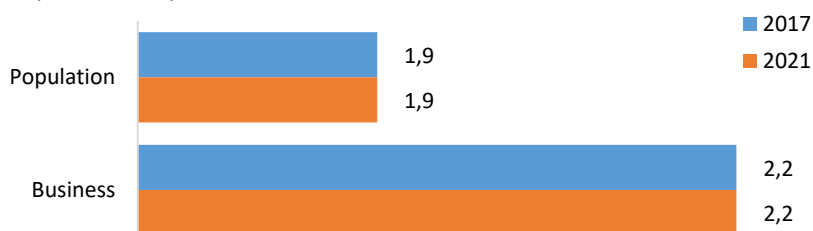
Fig. 11. Please choose three institutions and authorities from among those listed in the previous question which you believe to be the most corrupt of all. (C2)



In case of businesses, the authorities considered most corrupt are Courts of law (39%), Customs (34%), Police (31%), and the Public Prosecutor's central office and territorial offices (27%) (Fig. 11). They replaced the Government, the Parliament, and Health care centers, which made it to Top 3 in the previous rating.

Fig. 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 survey participants were requested to assess the seriousness of the corruption problem in Moldova. The assessment was based on a scale of 10 points, where 1 = Corruption is a major problem in Moldova and 10 = Corruption is not a problem in Moldova. Most respondents (approx. 3/4 in both

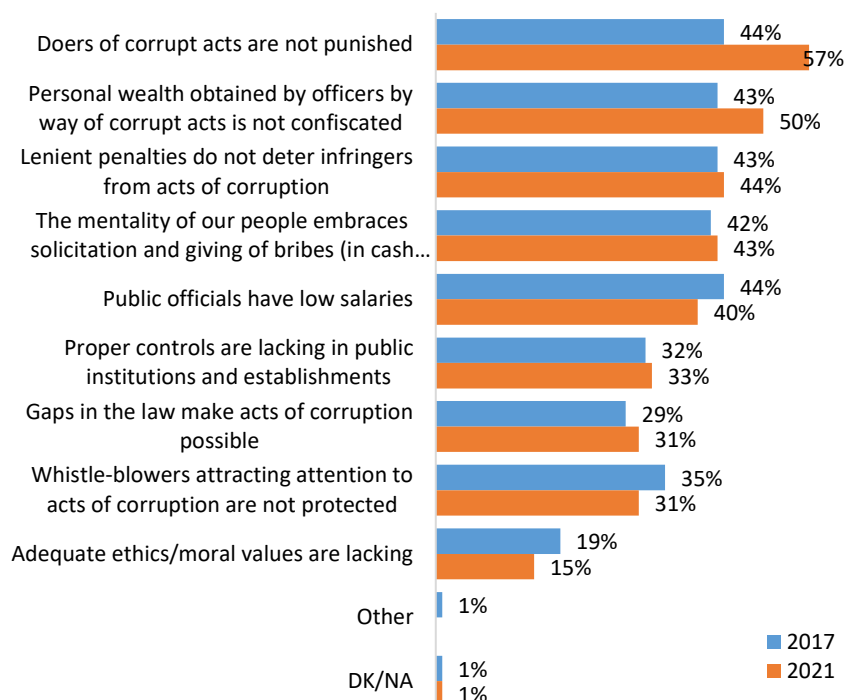
categories, which is an increase since the benchmark survey) believe that corruption is a very grave problem in Moldova (1 point). This group of the population consisted mainly of females (78%), middle-aged persons, respondents with a low level of education, residents of Moldova's South and Chisinau, those with experience of unofficial payments. In case of businesses, those most unhappy about the problem of corruption are rural businesses, those located in the Centre and North of Moldova, large enterprises.

The average score calculated for this question based on a scale of 10 points is 1.9 in case of the population (similar with 2017) and 1.9 in case of businesses (a decrease from 2.2 points in 2017). These low and declining values confirm a very negative general perception of the situation with corruption in Moldova, a situation which appears to stagnate or even to aggravate (Fig. 12).

In case of the population, relatively higher average scores were registered in the responses of young people aged 18-35, persons with a high level of education, rural residents, those from the North and Centre of Moldova, and those who have no experience of unofficial payments. In case of businesses, higher average scores were registered in the responses of urban participants, those from Chisinau, with an experience of up to 3 years in operation, those who have not been exposed to corrupt practices and who have no experience of unofficial payments.

The overall indicator reflecting perception of corruption as a problem has deteriorated since 2017 (although it was at a very low level even then): 2.2 points in 2021 vs. 2.4 points in 2017.

Fig. 13.1. What are the main reasons for corruption in Moldova in your opinion? (C4) MULTIPLE RESPONSE OF AT LEAST 3 OPTIONS - Population

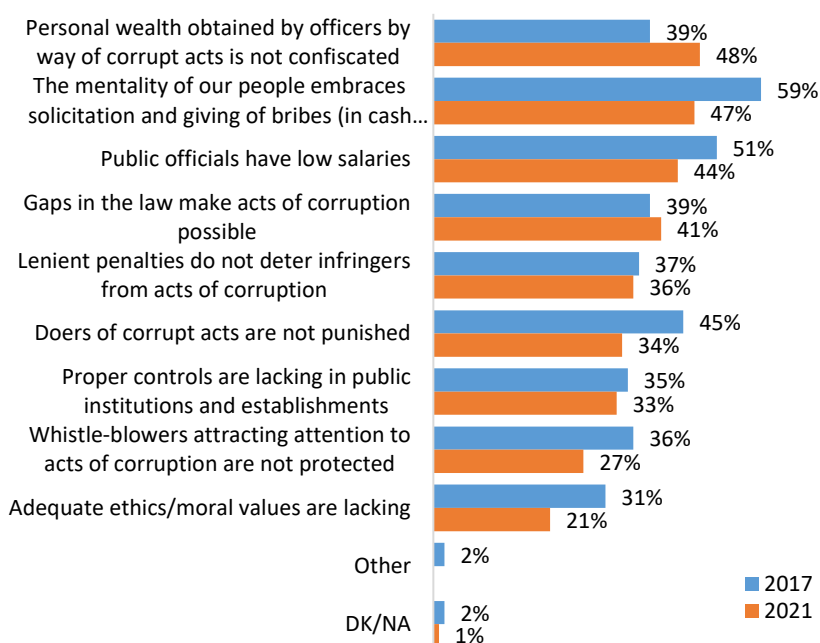


The reasons for corruption and their graveness are differ somewhat in the perception of the population and businesses (Fig. 13.1 and 13.2).

Thus, the population believes that two main reasons contribute to the spreading of corruption and the weight of both is growing: no punishment for doers of corrupt acts (57% vs. 44% in 2017) and not confiscating personal wealth obtained by way of corrupt acts (50% vs. 43% in 2017). The next three reasons rated in the order of their weight are: lenient penalties, the mentality of solicitation and giving of bribes, and low

salaries of public officials.

Fig. 13.2. What are the main reasons for corruption in Moldova in your opinion? (C4) MULTIPLE RESPONSE OF AT LEAST 3 OPTIONS - Businesses



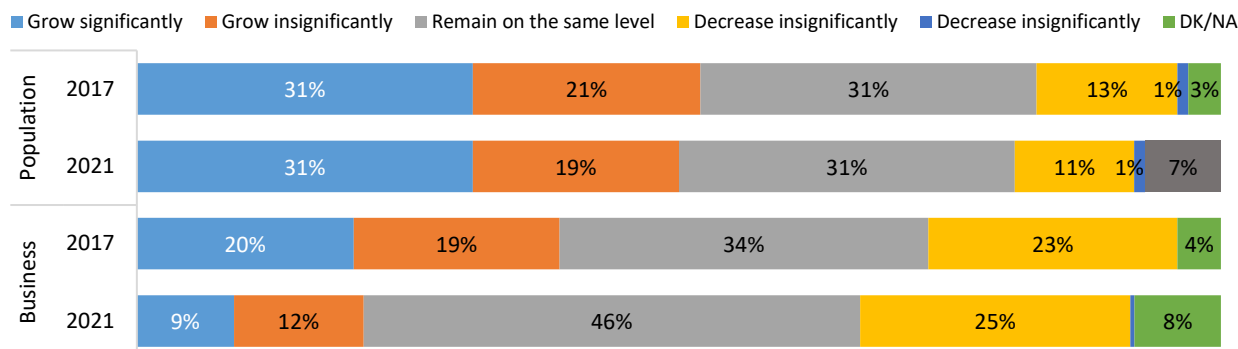
An opinion prevailing among businesses is that the principal reasons are the mentality of solicitation and giving of bribes (47% vs. 59% in 2017), and not confiscating personal wealth obtained by way of corrupt acts (48% vs. 39% in 2017); these are followed by low salaries of public officials (44% vs. 51% in 2017), and gaps in the law (41%).

The overall indicator reflecting the principal reasons for corruption highlights certain changes in their perception: where initially the principal reasons were perceived as low salaries and a wrong mentality, the

2021 findings registered that lacking punishment lenient penalties and non-confiscating of obtained wealth are now perceived as the principal reasons. The respondents' perception of the direction in which the situation with corruption is evolving in Moldova has slightly improved, especially in case of the business entities (Fig. 14). Thus, 50% of the population (52% in 2017) and 21% of businesses (39% in 2017) believe that corruption grew somewhat/considerably last year.

The population group giving this response more often consisted of females (56% vs. 46% in case of males), elderly persons, respondents with a low level of education, rural residents, those other than from the Chisinau municipality, persons with low or mid-level incomes. In case of businesses, those stating that

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



corruption has grown were more often representatives of rural business, from the South, those who make payments in cash in hand in more than 50% of their entire payments, those who have been exposed to corrupt practices and those with experience of unofficial payments.

Approx. 1/3 of the population (no changes since 2017) and 1/2 of businesses (an increase by 12% since 2017) do not think there were any changes in terms of evolution in the level of corruption during the last 12 months before the survey day. The portion of respondents believing that corruption decreased was practically at the same level as in 2017.

The overall indicator reflecting perceptions of negative corruption dynamics has decreased (especially among the general population) since 2017: It was 19% (responses "Corruption decreased somewhat/significantly") in 2021 vs. 25% in 2017. In case of the population, the indicator decreased from 14% to 12%, but in case of businesses it grew from 23% to 26%.

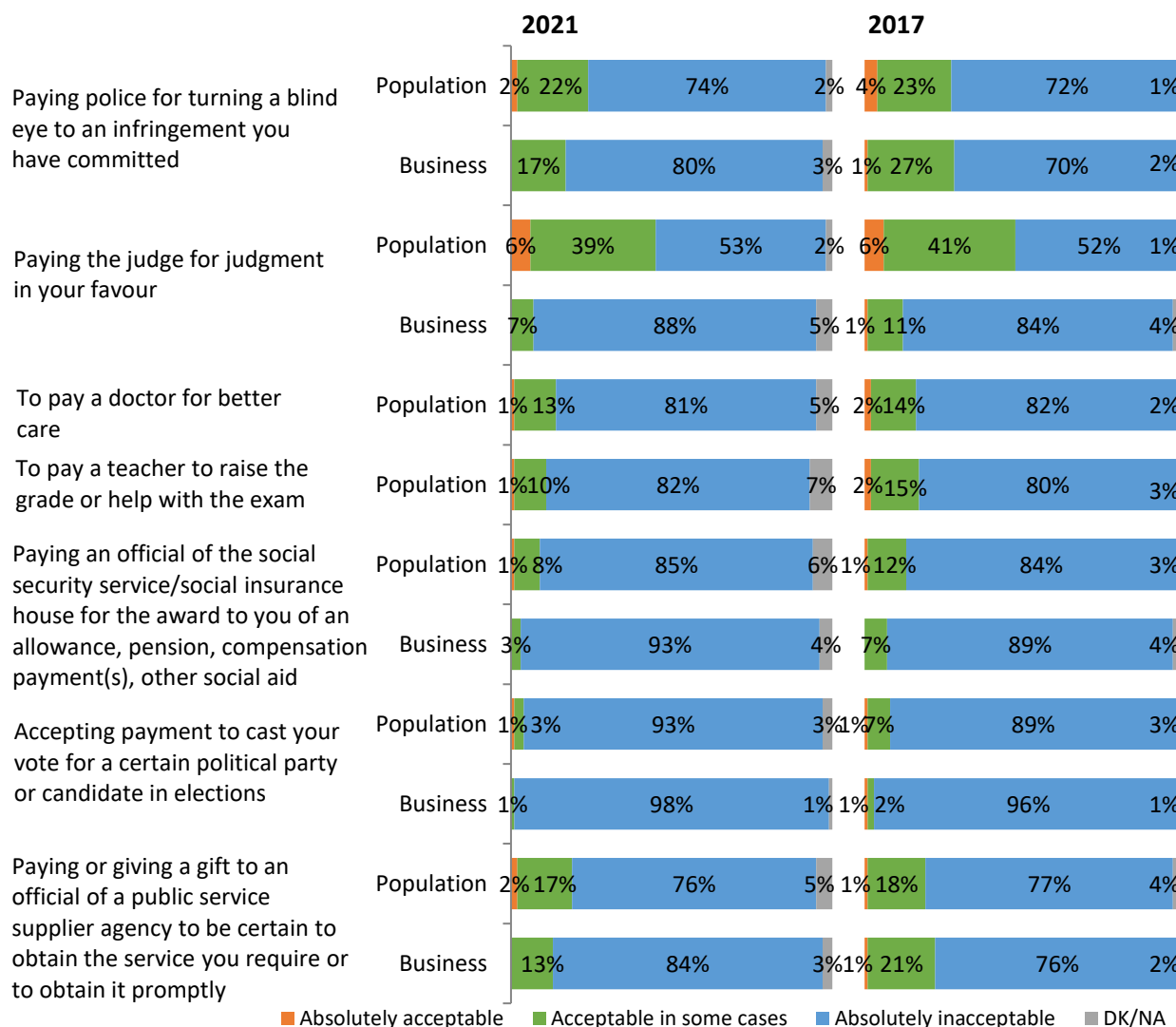
At the same time, compared to 2019, the share of respondents who consider that the level of corruption in Moldova decreased slightly / considerably, increased: from 8% (2019) to 12% (2021) for the population and from 18% (2019) to 26% (2021) for the business environment.

2.4. Stability of anticorruption values

Fig. 15 below illustrates the level of tolerance for different corruption situations. As compared to the benchmark survey, the level of intolerance grew insignificantly in case of general population and very significantly in case of businesses.

Thus, the current survey found that the portions of those for whom the corruption situations mentioned in the questionnaire are unacceptable vary between 53%-93% in case of the population and between 80%-98% in case of businesses (Fig. 15).

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



The situations most unacceptable for general population are: *Accept payment to cast your vote for a certain political party or candidate in elections* (93% vs. 89% in 2017); *Paying an official of the social security service/social insurance house for the award to you of an allowance, pension, compensation payment(s), other social aid* (85% vs. 84% in 2017); *Paying the judge for judgment in favor of the respondent* (82% vs. 80% in 2017); and *Paying a teacher to increase the grade* (81% vs. 82% in 2017).

On the other hand, each second respondent finds it acceptable to *pay a doctor to get better care* (especially females, persons aged up to 59, respondents with a high level of incomes, those who have been exposed to corrupt practices, and those with experience of unofficial payments). It should be pointed out, however, that all population perceives health care centers as the most corrupt public institutions at the same time. Moreover, each fourth respondent finds it acceptable to pay police for turning a blind eye to an infringement

the respondent has committed (especially males, young people, persons with a low level of education, ethnic Russians, those who have been exposed to corrupt practices, and those with experience of unofficial payments), whereas each fifth finds it acceptable to pay an official of a public service supplier agency to obtain a service promptly (especially young people, those who have been exposed to corrupt practices, and those with experience of unofficial payments).

In case of businesses, the level of intolerance grew significantly in respect of all situations listed in Fig. 15, but especially in respect to paying police (from 70% to 80%) or an official of a public service supplier agency (from 76% to 84%).

The overall indicator of intolerance to corruption grew from 53% in 2017 to 57% in 2021. This growth is however totally due to businesses, whose level of intolerance was 61% in 2017 and grew to 72% in 2021, whereas the intolerance level of the population decreased from 45% to 42%.

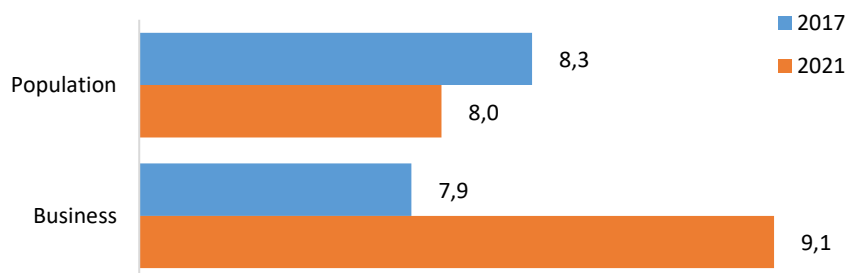
On the other hand, a significant drop in the level of intolerance was registered as compared to the findings of the 2019 survey (from 73% to 57%). Moreover, certain significant differences were registered in the level of acceptance by the population of payments to police (74% in 2021 vs. 84% in 2019), a doctor (53% vs. 68%), a teacher (81% vs. 89%), and an official of a public service supplier agency (76% vs. 86%).

The correlation analysis showed that, in case of the population, the general level of intolerance is higher in elderly people, residents of Chisinau, persons with low or mid-level incomes, those who have not been exposed to corrupt practices, and those with no experience of unofficial payments. Variances in the levels of intolerance to corruption were not significant depending on the gender and education level of the respondents.

The survey also measured the general attitude of respondents to unofficial payments (Fig. 16). This indicator was measured 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

Fig. 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



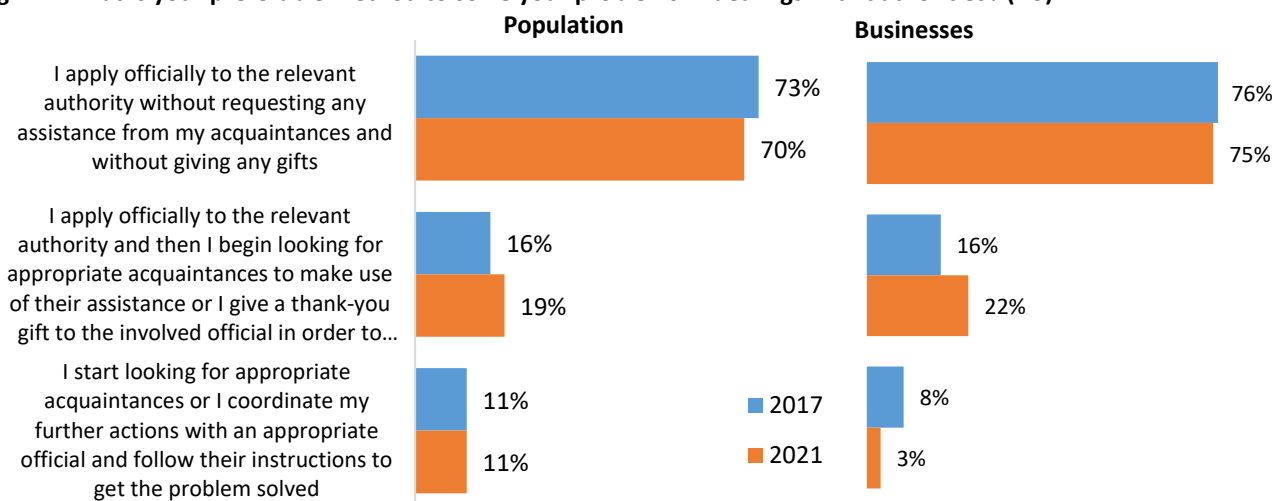
to obtain required services promptly” and 10 = “I prefer not to have a system of unofficial payments – even though I’ll have to wait longer for required services”. The survey findings demonstrated that **survey participants have a negative attitude towards unofficial payments.** More exactly,

the average attitude score is 8.0 in case of the population (a decrease vs. 8.3 points in 2017) and 9.1 in case of the business sector (an increase vs. 7.9 points in 2017), which shows that Moldovans – and especially businesses - would rather wait longer for a service, than pay unofficially to obtain it promptly.

The overall indicator of attitude to unofficial payments grew from 8.1 points in 2017 to 8.6 points in 2021. This growth is however totally due to businesses, whose level of intolerance grew by 1.2 points, whereas the intolerance level of the population decreased by 0.3 points in case of general population.

When asked about their preferable method to solve their problems in dealings with public authorities, most respondents said they would rather apply officially to the relevant institution without looking for appropriate acquaintances and/or without giving any gifts (70% of the population and 75% of the businesses) (Fig. 17), which is similar to the findings of the benchmark survey. These were mainly persons aged over 60, with a high level of education, urban residents, those with no experience of unofficial payments. In case of businesses, this response was given more frequently by rural businesses, those located

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



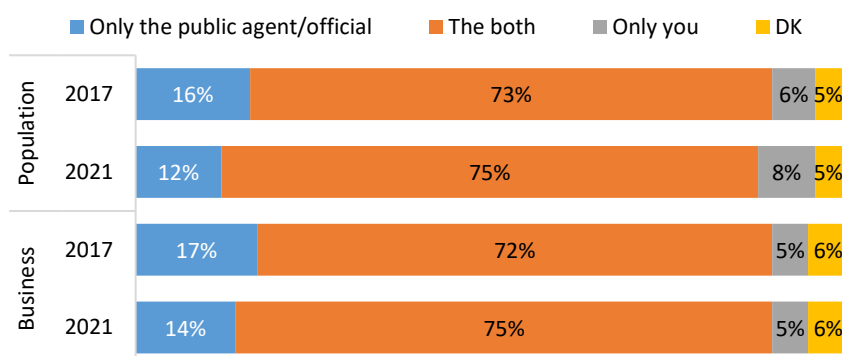
in the North and South of Moldova, large enterprises, those who have not been exposed to corrupt practices, and those with no experience of unofficial payments.

The other respondents (approx. 1/4) resort to unofficial methods. In most cases they start with an official application to the relevant authority, but then begin looking for appropriate acquaintances or offer a thank-you gift to the involved official to ensure a prompt and favorable solution of the problem. Others start looking for appropriate acquaintances or coordinate further actions with an appropriate official from the very beginning to get the problem solved (Fig. 17).

The overall indicator reflecting preferable methods of solving problems in dealings with authorities is practically at the same level as in 2017 (75% vs. 73% in 2021), although growth up to 80% was registered in 2019.

Although the respondents demonstrated a rather high level of tolerance to corruption, most of them they believe that a bribe will result in penalization of both parties involved in the event of such whistle-blowing. This perception has not changed till currently since 2017 (almost 3/4 of the population and businesses), but it is erroneous and shows ignorance of the legal rules, according to which only the involved official is penalized in case of such whistle-blowing and the whistle-blower gets the status of an injured party (Fig. 18). In case of the population, this erroneous perception was expressed more often by persons with no experience of unofficial payments. No significant variances in the level of ignorance were found in terms of other socio-demographic categories of general population. In case of businesses, this erroneous perception was expressed mostly by respondents from rural area, medium-sized and large enterprises, those who pay in cash in hand in more than 50% of their entire payments, respondents with experience of unofficial payments.

Fig. 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)



Only one in each ten respondents (general population and business) was aware that only the authority will be penalized where an individual has given a bribe to that public authority and blows a whistle. In case of general population, this group of respondents included more males (15% vs. 9% females), persons with a high level of incomes, those who have been exposed to corrupt practices, and those with experience of

unofficial payments.

The overall indicator reflecting knowledge as to who will be penalized in case of whistle-blowing about giving a bribe has declined since 2017 (13% vs. 17% in 2021); this decline was registered both for general population and businesses. This development shows that not enough attention has been paid to this issue - at least at the awareness-raising level.

2.5. Corruption experiences

The survey also assessed satisfaction of general population and businesses with the quality of their interaction with diverse Moldovan authorities.

Fig. 19. Have you had any interaction with this institution during the last 12 months? (E1.1) (only affirmative answers given by more than 9%) BUSINESSES

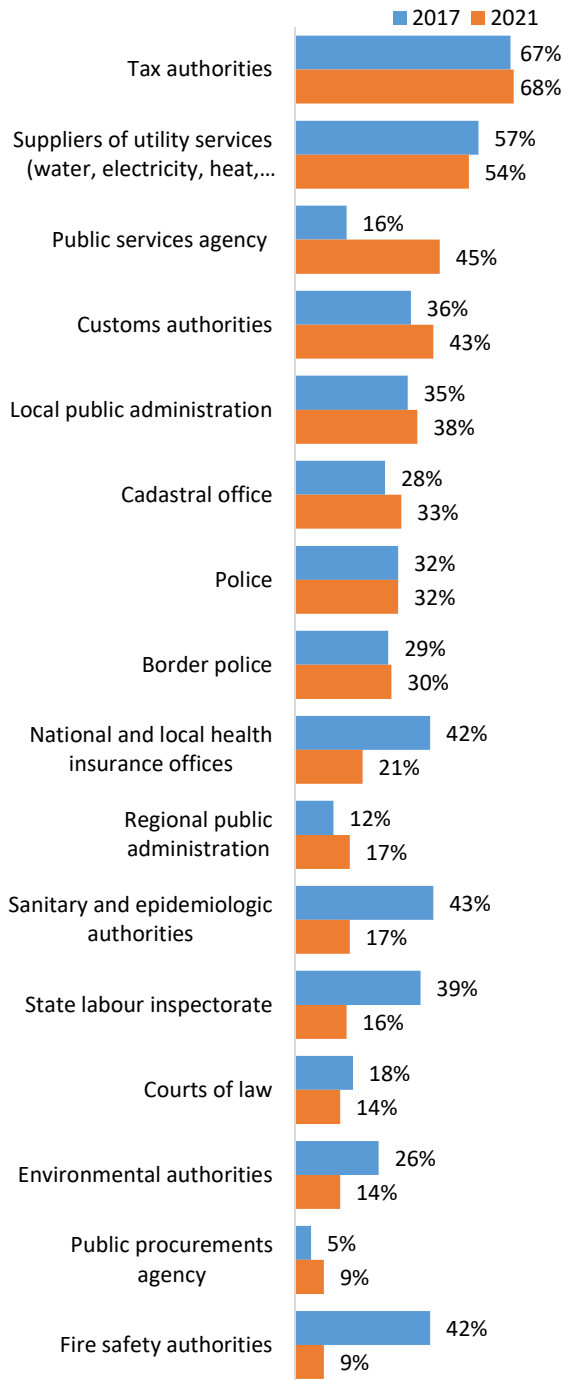
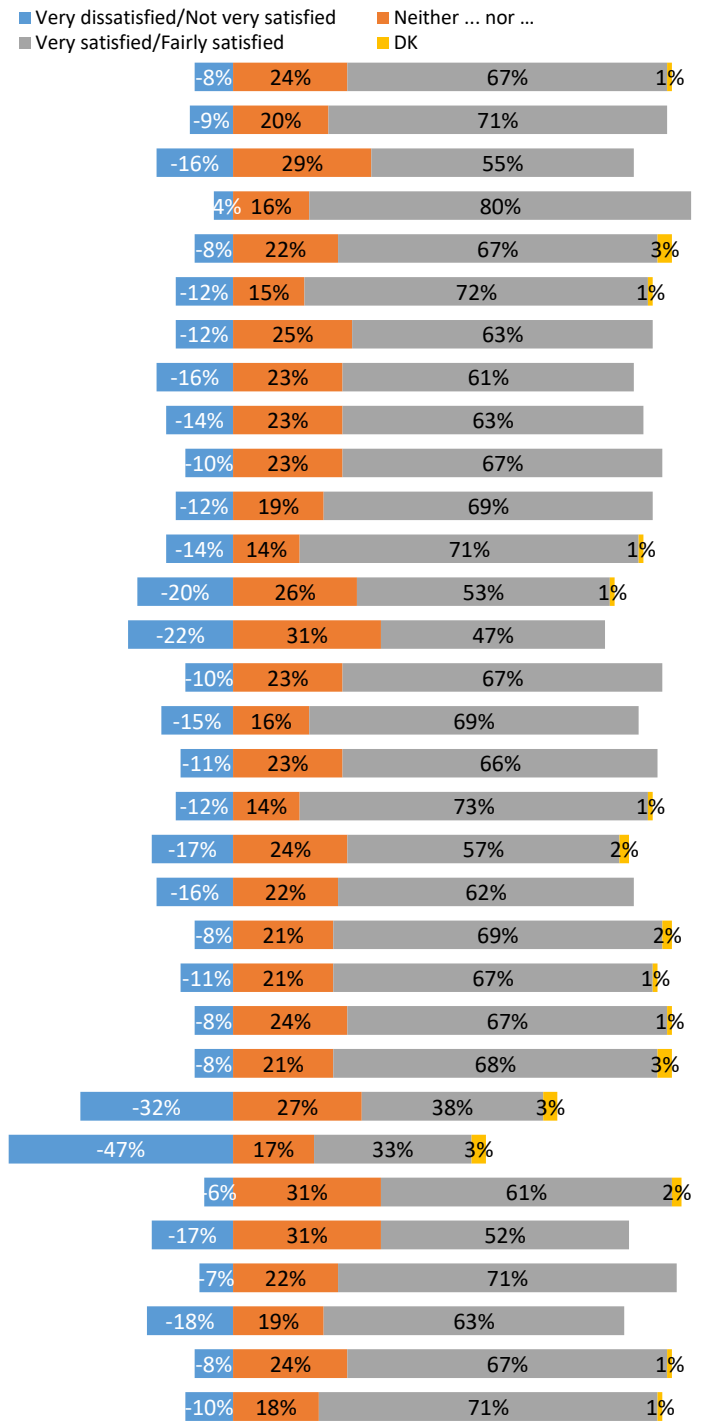


Fig. 20. Were you satisfied with your interaction with public officials during the last 12 months? (E1.2) BUSINESSES



* Only the authorities mentioned as interaction counterparties by at least 9% of the respondents Sub-sample: The respondents who have applied to these authorities

Businesses interacted more frequently with tax authorities (68%) and suppliers of utility services (54%). Approx. each second business interacted with the Public Services Agency (45%) and Customs (43%). Approx. 1/3 of businesses interacted with Level 1 LPA (38%), Cadastral Offices (33%), Police (32%) and Border Police (30%) (Fig. 19). As compared to 2017, a significant increase was registered in the interaction of businesses with the Public Services Agency (three-fold), Customs (by 7%), Cadastral Offices and Regional PA (by 5%); a decrease was noted in interaction with Health Insurance Offices (by half), Sanitary and Epidemiologic Authorities (down to 1/3 of the benchmark level), State Labor Inspectorate and Environmental Authorities (by half), Fire Safety Authorities (down to almost 1/5 of the benchmark level).

Most businesses interacting with the various authorities listed in Fig. 19 were satisfied with their interaction with public officials from these authorities (Fig. 20). However, a significant growth in the percentage of businesses dissatisfied with their interaction was registered in case of three authorities: Courts of Law (from 32% in 2017 to 47% in 2021), Environmental Authorities (from 6% to 17%) and Public Procurements Agency (de la 7% la 18%).

When the representatives of general population were asked the same questions, it was noted that the population was interacting with authorities during the last 12 months to a lesser extent than businesses. The population was interacting most often with Health Care Centers (62%), suppliers of utility services (38%), educational establishments (25%) and community-level LPA (23%) (Fig. 21). The current survey did not register any significant variances in interaction of the population with public authorities as compared to 2017.

In case of the population, the percentage of those satisfied with their interaction with public officials of the authorities concerned is also higher than the percentage of those who are not satisfied ones (Fig. 22). The highest percentages of the respondents dissatisfied with their interaction with authorities was registered in respect to Police (37%), Health Insurance Offices (29%) and Cadastral Offices (25%).

A significant growth against the benchmark survey level was noted in the percentages of persons dissatisfied with their interaction with educational establishments (from 13% to 20%), Cadastral Offices (from 15% to 25%), Border Police (from 13% to 18%) and Health Insurance Offices (from 24% to 29%). The authorities registering growth in the percentage of satisfied persons were suppliers of utility services (from 46% to 70%), tax authorities (from 46% to 62%) and the Public Services Agency (from 52% to 76%).

The analysis of the overall indicators demonstrated that 80% of general population (77% in 2017) and 94% of businesses (92% in 2017) interacted with at least one authority during the last 12 months before the day of the survey. During the last 12 months each respondent interacted on an average with 2.7 authorities in case of general population and with 5.2 authorities in case of businesses.

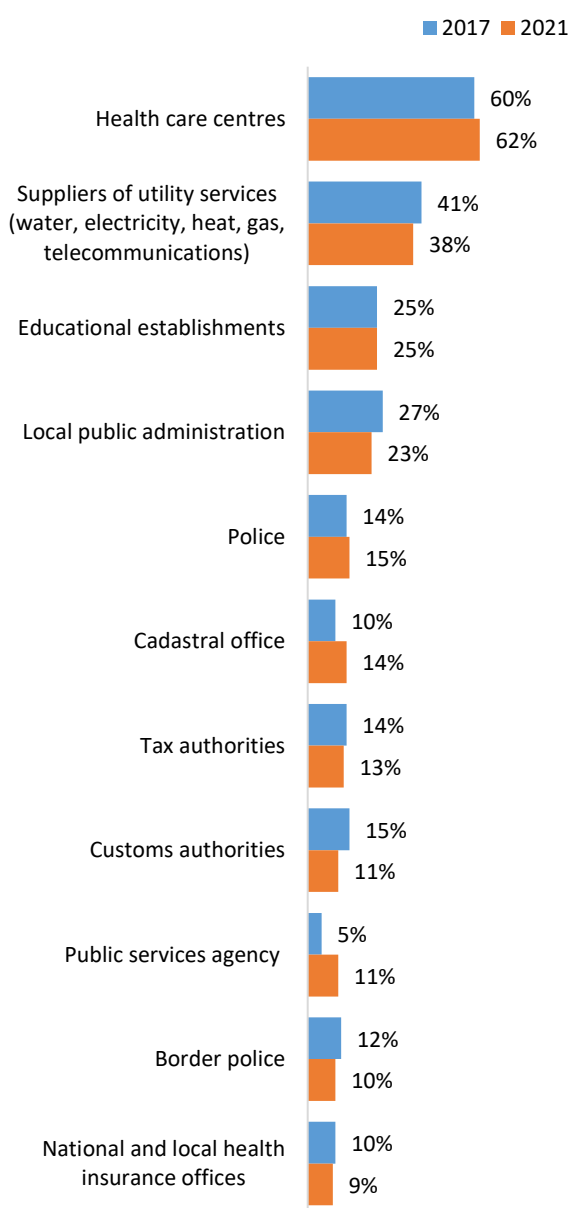
The population group interacting more frequently with authorities consists of females (83% vs. 76% in case of males), persons with a high level of education, residents of Chisinau, respondents with a high level of incomes. Females interact more often with health care centers and educational establishments, while males with police, border police, tax authorities, public prosecutor's offices.

The respondents were satisfied with their interaction with public officials in 57% of all occasions of interaction (48% in 2017) in case of general population and in 65% of all occasions (59% in 2017) in case of businesses. The average level of satisfaction was 3.3 points in case of general population and 3.4 points in case of businesses (which results are similar to the levels registered in 2017) based on 5-point scale where 1 = *Very dissatisfied* and 5 = *Very satisfied*.

No significant variations were noted in case of general population between females and males in terms of their general level of satisfaction with their interaction with authorities.

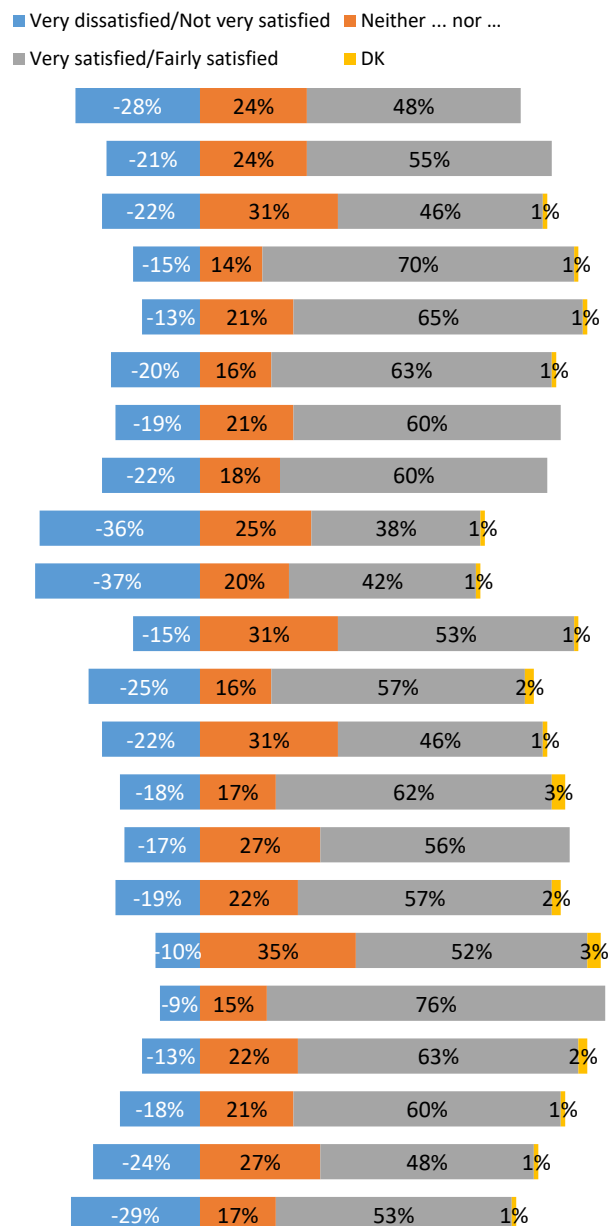
The overall indicator reflecting satisfaction of the respondents with their interaction with public officials remained at the level of 2017: On an average, 54% of the respondents were satisfied with their interaction with public officials (49% in case of general population and 59% in case of businesses); the average level of satisfaction is 3.4 points (3.3 points for general population and 3.4 for businesses).

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



Only the authorities mentioned as interaction counterparties by at least 9% of the respondents

Fig. 22. Were you satisfied with your interaction with public officials during the last 12 months? (E1.2) POPULATION

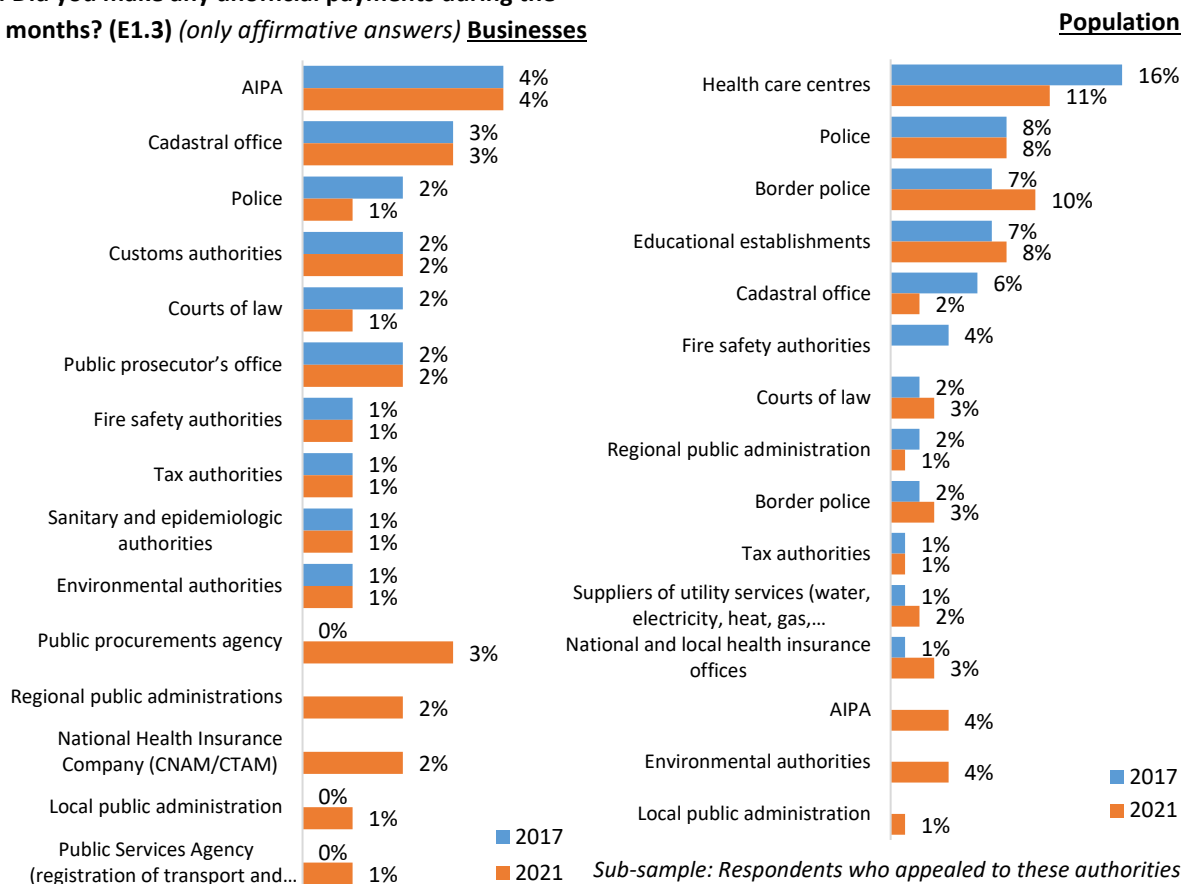


Sub-sample: The respondents who have applied to these authorities

After their interactions with authorities, 9.9% of general population (11.3%¹ in 2017) and 2% of businesses (3.6% in 2017) made unofficial payments during last the year before the survey. Moreover, 2% of general population made unofficial payments to more than one authority.

¹ The estimated incidence of bribery and bribe size are believed to be underestimated since many respondents (especially among businesses) refused to answer these questions or gave evasive responses for fear of being identified and penalized subsequently. The CIVIS Centre

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



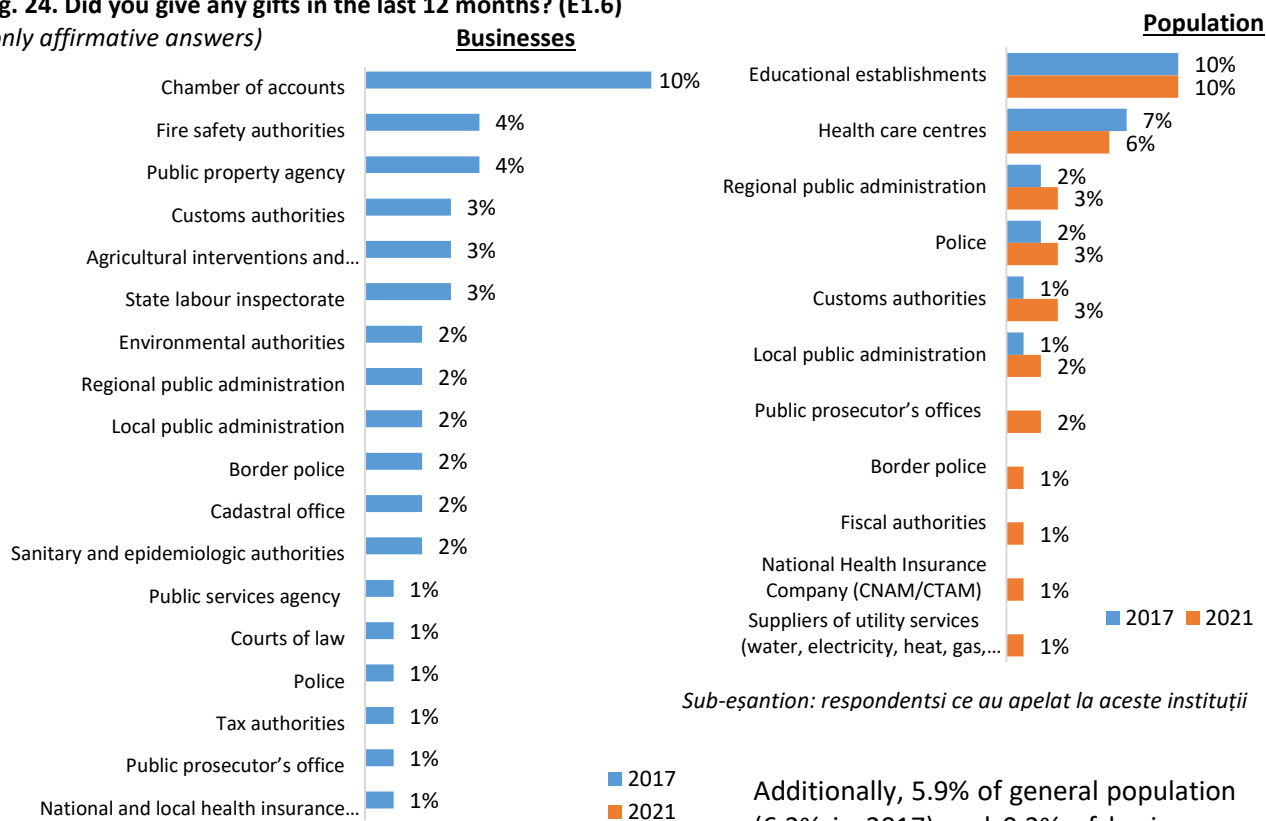
The population mostly gave bribes in health care centers (11%, a decrease vs. 2017), at the customs (10%, an increase vs. 2017), to police and in educational establishments (8% in each case) (Fig. 23). In terms of the socio-demographic profile of the respondents, bribes were given most often by females (12% vs. 8% in case of males), persons with a high level of education (14%), residents of Chisinau (13%), respondents with a high level of incomes (17%).

No pertinent conclusions could be drawn based on the survey findings regarding businesses because of a small number of received responses.

The overall bribe incidence indicator decreased in 2021 vs. 2017 from 7.5% down to 6% of the respondents (population and business on an average) stating they gave public officials bribes in cash.

extent of underestimation for 2021 is believed to be higher, especially for businesses, because the data was collected by phone and so the interviewed businesses felt less confident about the anonymity of their interviews.

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



(3% in 2017) gave gifts in kind to public officials. In case of the population, the authorities soliciting more gifts in kind were educational establishments and health care centers (Fig. 24).

The overall indicator reflecting incidence of soliciting gifts in kind also decreased in 2021 vs. 2017 from 4.6% down to 3.1% of the respondents (population and business on an average) stating they gave public officials gifts in kind. This decrease is also due to the evasive responses received from businesses (underestimate).

The average incidence of bribes paid to the authorities with whom the respondents interacted was 4.8 incidents (3.7 incidents in 2017) in case of general population and 2.5 incidents (6.1 incidents in 2017) in case of businesses.

The overall indicator reflecting incidence of bribes decreased in 2021 vs. 2017 from 4.9 incidents down to 3.7 incidents (population and business on an average) per respondent stating they gave public officials bribes in cash. This decrease is also due to the evasive responses received from businesses (underestimate).

Total bribe value calculation method:

An estimate of the total value of bribes given by general population and businesses economic was based on the following indicators: the incidence of giving bribes, the average bribe value, the percentage of persons and businesses who gave bribes, and the total numbers of persons aged 18 and over and of businesses operating in Moldova. The total average value of the bribes given during the reference year per survey respondent (general population/business) was extrapolated respectively to the total population and to the total number of operating businesses.

Thus, according to the 2014 Census, the total population aged 18 and over is 2,219,352 persons, and the total number of operating businesses for 2016 (the most recent data available on the website of the National Bureau of Statistics - NBS) is 52,300. For 2021, the data used for the population was the NBS data on the population with ordinary residence at the beginning of 2021 (2,037,361 persons aged 18 and over) and on the number of operating businesses for 2020 (57,200).

Thus, the estimated total value of bribes (in cash and as gifts in kind) given during the last 12 months before the survey was MDL 562.3 million in case of general population (an increase vs. MDL 278 million in 2017) and MDL 4.1 million in case of businesses (vs. MDL 127 million in 2017). The total value of bribes was MDL 566.4 million (vs. MDL 405 million in 2017).

The minimum and maximum values of unofficial payments in cash were respectively MDL 300 and MDL 12,000 (MDL 100 and MDL 500,000 in 2017) in case of businesses and MDL 50 and MDL 30,000 (MDL 50 and MDL 8,000 in 2017) in case of general population.

The average bribe value varies significantly depending on the socio-demographic profile of the respondents:

- The average value of a bribe given by persons aged 35-69 (MDL 3,212) is higher by 28% than the average value of a bribe given by young people (MDL 2,504);
- The average value of a bribe given by persons with a high level of education (MDL 3,707) is four-fold of the average value of a bribe given by persons with a low level of education (MDL 806);
- The average value of a bribe given by rural residents (MDL 4,478 lei) is two-fold of the average value of a bribe given by urban residents (MDL 2,222);
- The average value of a bribe given by respondents not from Chisinau (MDL 3,292) is higher by 29% than of the average value of a bribe given by residents of Chisinau (MDL 2,553);
- The average value of a bribe given by persons with a high level of incomes (MDL 2,640) is only 2/3 of the average value of a bribe given by persons with a low level of incomes (MDL 4,168);
- The amounts do not vary significantly depending on the gender of the respondents.

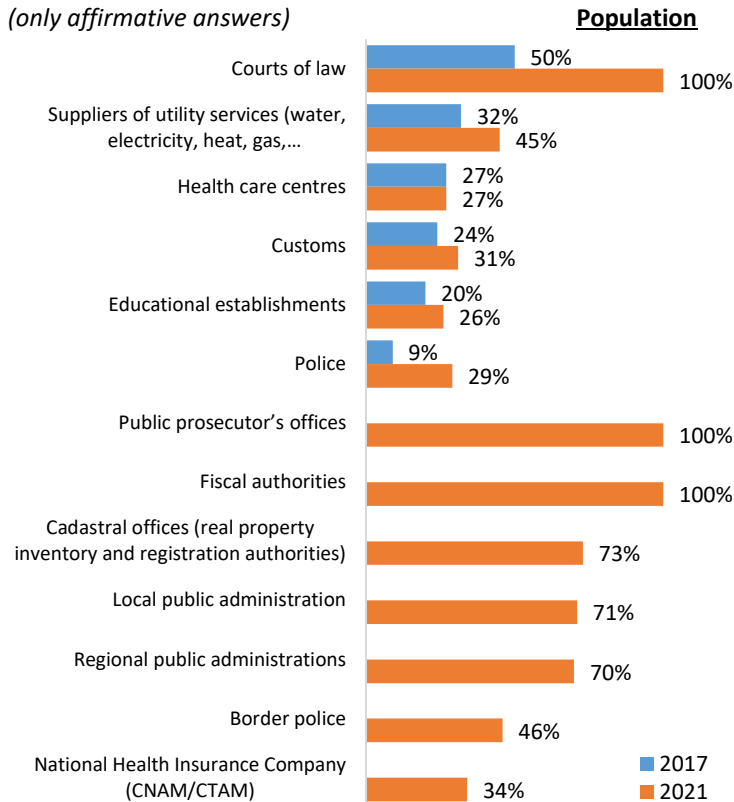
In case of population, 38% of the estimated volume of bribes reported went to medical institutions (compared to 71% in 2017), 23% went to community service providers, 8% to educational institutions and courts, and 7% - to employees' customs. Compared to 2017, informal payments are more balanced between different institutions. The largest amounts were offered to communal service providers (30,000 lei) and medical institutions (20,000 lei).

With regard to gifts, the following institutions received the highest proportion of gifts (based on their monetary value): the police (24%), public service providers (21%), medical and educational institutions (13% each) and the local public authorities of level one (11%).

The overall bribe value indicator grew significantly in 2021 vs. 2017 from MDL 405 million to MDL 566.4 million (population and business on an average). The value of bribes given by general population has doubled since the benchmark survey. However, the actual value of bribes is assumed to be much higher because interviews by phone did not give interviewed businesses sufficient assurance that their responses will remain confidential and so they abstained from giving sincere responses to the questions in this section.

Fig. 25. Did you make use of your personal connections? (E1.7)

(only affirmative answers)



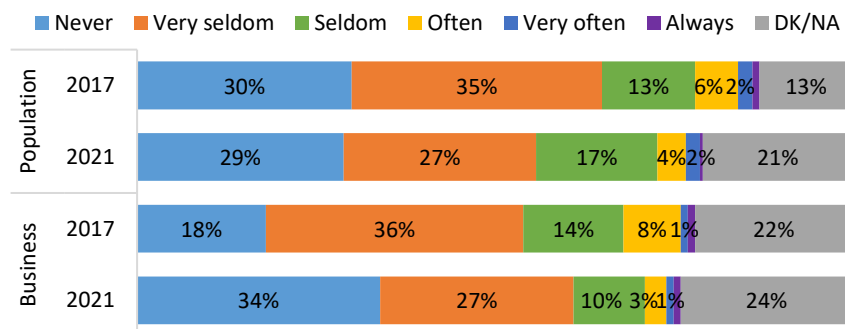
In most cases where bribes were given in cash or as gifts in kind, general population made use of their personal connections (Fig. 25). This was most often done in interaction with courts of law, public prosecutor's office, tax authorities, cadastral offices, Level 1 and Level 2 LPA.

Regarding the gender of those receiving unofficial payments, general population mainly gave bribes to female public officials (5.4% of the reported occasions) and businesses to male public officials (0.8%). 4% of general population and 0.5% of businesses gave bribes to males as well as to females. The percentages are a little below those of 2017 in all situations.

2.6. Discouraging involvement in corrupt practices

The general perception of the survey participants is that **Moldovan public officials are still generally not sanctioned by their superiors for lack of ethics and professional integrity** (e.g. impolite behavior, favoritism in respect to acquaintances, acceptance of gifts, etc.) (Fig. 26).

Fig. 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 portion of the respondents who stated that public officials are *seldom/very seldom/never* sanctioned by their superiors is 74% (78% in 2017) in case of general population and 71% (68% in 2017) in case of businesses. Among general population, these opinions were expressed more often by persons with a medium or high level of education, those who have been exposed to corrupt practices, those with experience of making

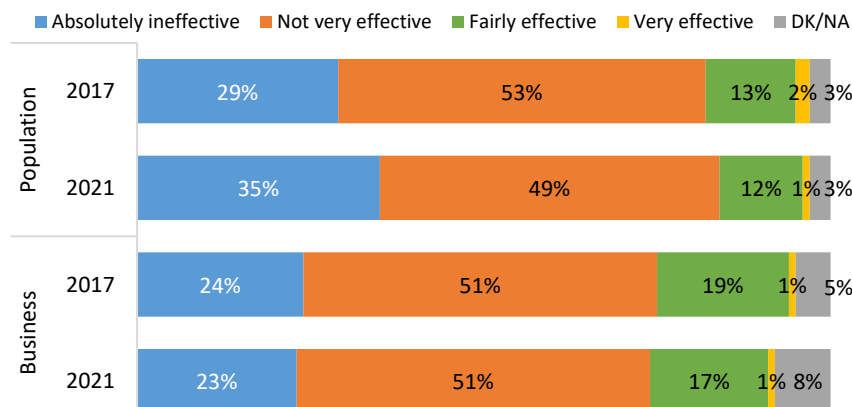
unofficial payments. In case of businesses, these opinions were more frequent among rural businessmen, those located outside Chisinau.

The portion of the respondents who believe that public officials are *often/very often/always* sanctioned for improper behavior is 5% in case of general population and 5% in case of businesses (Fig. 26), which is a half of the percentages registered in 2017.

The overall indicator reflecting perceived frequency of sanctioning decreased by half in 2021 vs. 2017 from 10% to 5% of the respondents (population and business on an average) who believe that public officials are (often/very often/always) sanctioned by their superiors for lack of ethics and professional integrity. The percentages declined in case of both general population and businesses.

Another opinion expressed by most survey participants is that the current corruption combating measures are still ineffective in Moldova. Thus, 84% of the population and 74% of businesses stated that the current

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



measures to combat corruption are *absolutely ineffective/not very effective* (Fig. 27), which is similar to the percentages registered in 2017. Among the population, this opinion was expressed mainly by persons aged over 35, those with a medium or high level of education. Among businesses, this opinion was more frequent in case of rural businesses, large enterprises, those who have been exposed to corrupt practices, and those with

experience of making unofficial payments.

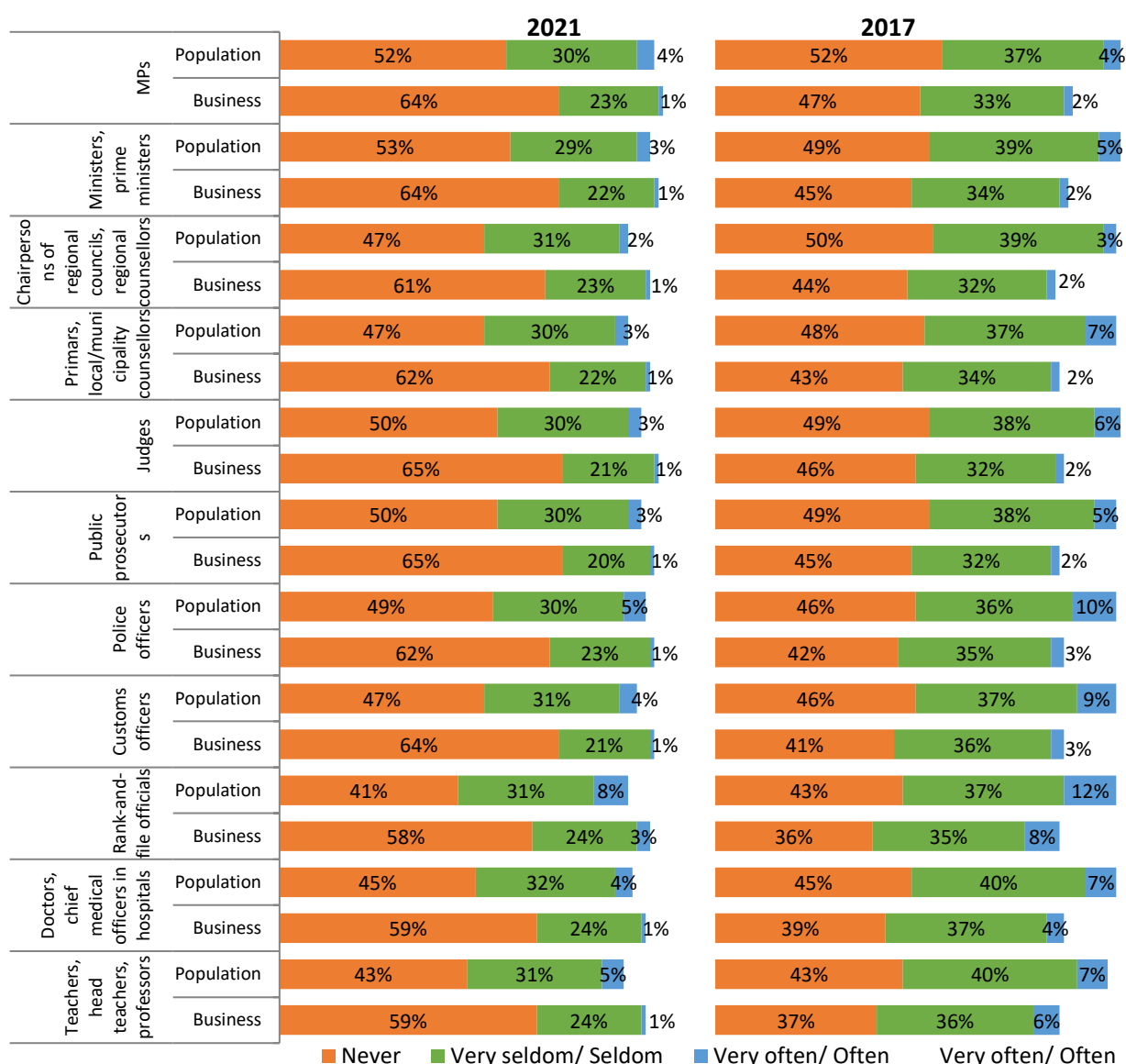
Only 18% of businesses and 13% of general population are optimistic in this respect, stating that the current measures to combat corruption are *very/fairly effective* (Fig. 27).

2.7. Recovery of personal wealth gained through corrupt practices

The general perception of the survey participants is that no efforts are yet made currently in Moldova to recover personal wealth gained through corrupt practices previously/currently involving public officials.

Moreover, according to the opinion expressed by most respondents (population as well as businesses), Moldovan public officials are generally not made to return cash and gifts in kind received by them through corrupt practices (Fig. 28). Approximately a half of the respondents representing general population do not believe that MPs, ministers and prime ministers, chairpersons of regional councils and regional councillors, judges, public prosecutors, politicians, customs officers are ever made to return personal wealth gained this way. In case of businesses, the prevailing opinion is also that these categories of public officials are never

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



made to return the money and other personal wealth gained through corrupt practices (approx. a half of the respondents in this category). However, this opinion (*Never*) was expressed more often by general population than by businesses (the difference was several percent points) (Fig. 28). The socio-demographic profile of the respondents among general population who responded '*Never*' was more often people aged over 35,

residents of the South of Moldova, those with a low level of incomes, and those with experience of making unofficial payments. The socio-demographic profile of the respondents among businesses is mainly rural business, from North and Centre of Moldova and Chisinau, micro, small and medium-sized enterprises, with operational experience of up to 10 years, those who do not make payments in cash in hand, those with experience of making unofficial payments and those who have been exposed to corrupt practices, males.

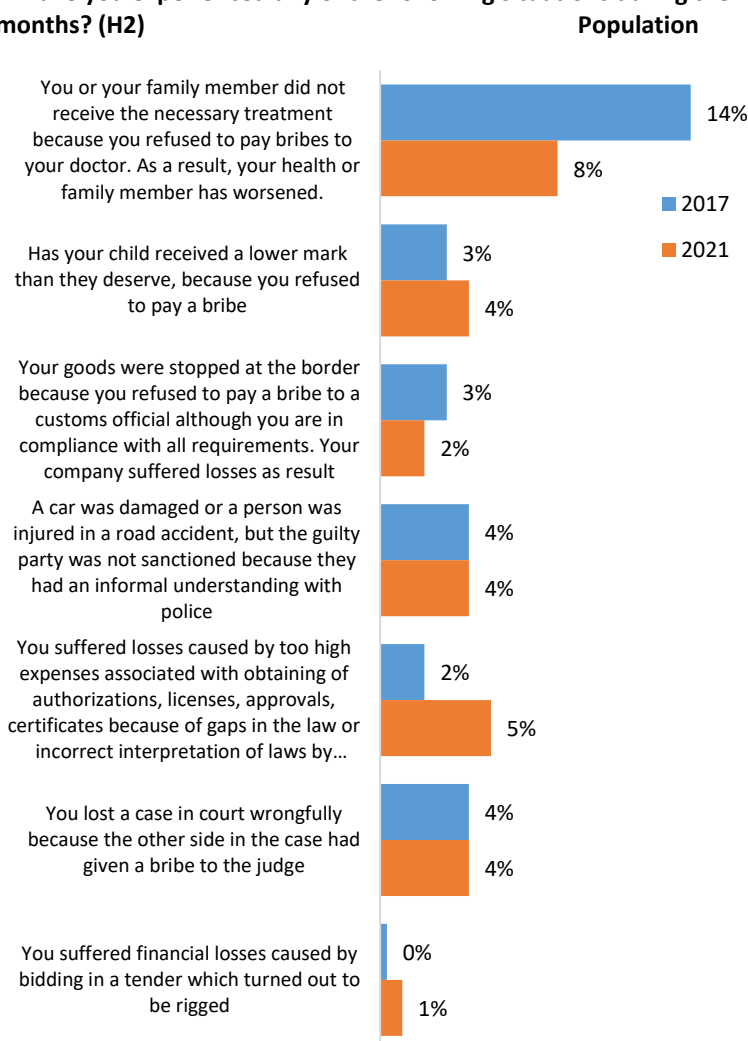
Approximately every third survey participant in both categories stated that Moldovan public officials are very seldom/seldom made to return money and other personal wealth gained through corrupt practices (Fig. 28, option 'Very seldom/Seldom').

The perception on the part of businesses regarding return of personal wealth gained through corrupt practices is significantly more negative than that of general population. Moreover, it has significantly aggravated since the benchmark survey: the portion of those who do not believe that public officials will ever be made to return their personal wealth gained through corruption grew by almost 50% vs. 2017.

The overall indicator reflecting return of personal wealth gained through corruption decreased almost by half in 2021 vs. 2017: from 5% to 2.6% (general population and business on an average) of the respondents who believe that public officials are (Often/Very often/Always) made to return the money and other personal wealth gained through corrupt practices. This percentage decreased in case of both general population and businesses.

The survey participants were asked to confirm whether they had experienced any of the described damaging situations during the last 12 months before the survey. The described situations targeted different public sectors: education, health care, customs, police, judicial system, financial sector. On the total, 18% of each of general population and businesses experienced at least one of the described situations, especially young people, residents of Chisinau, respondents with a high level of incomes, ethnic Russians.

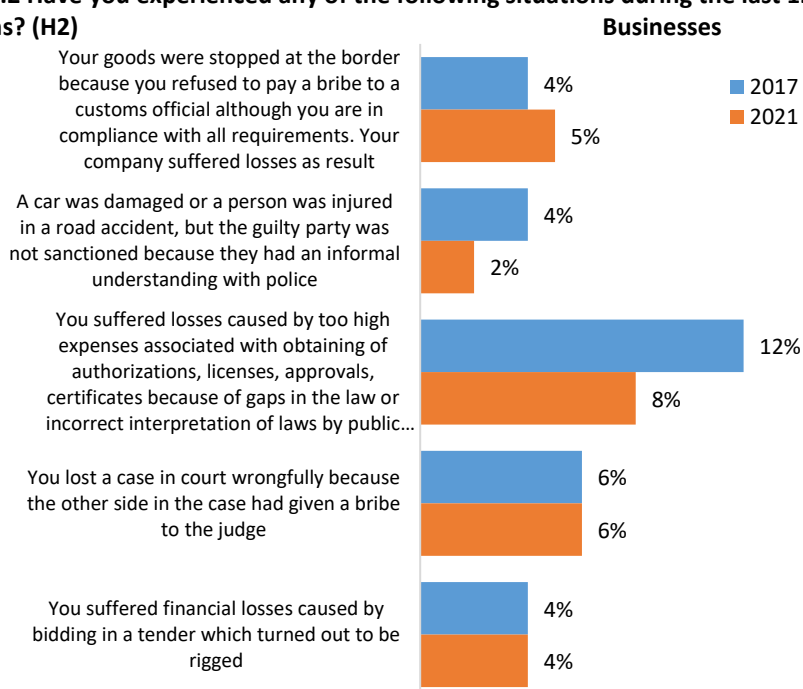
Fig. 29.1. Have you experienced any of the following situations during the last 12 months? (H2)



One of the findings made during the analysis of responses is a relatively small incidence of **ordinary citizens and business representatives who have experienced (or recognized) situations of this kind** (Fig. 29.1 and 29.2). The incidence of most situations either decreased or remained at the same level vs. 2017 in case of both general population and businesses.

Another finding is that health care was still the sector mentioned by general population most frequently of all covered areas, although the percentage was lower than in 2017 (i.e. most of the mentioned damaging situations resulted from interacting with health care centers). Thus, 8% of general population (vs. 14% in 2017) did not receive the necessary treatment because they refused to pay bribes to their doctor and, as a result, their health has worsened (Fig. 29). This response given was most often by females, young people, ethnic Russians.

Fig. 29.2 Have you experienced any of the following situations during the last 12 months? (H2)



In case of businesses, most damaging situations occurred in the process of obtaining authorizations, licenses, approvals, certificates because of gaps in the law or incorrect interpretation of laws by public officials (8% vs. 12% in 2017) – mostly with businesses from Chisinau and the South part of Moldova, those operating in transports and construction, those making payments in cash in hand, those who have been exposed to corrupt practices and those with experience of

unofficial payments) (Fig. 29.2).

The other situations described in the survey were mentioned by the respondents less often.

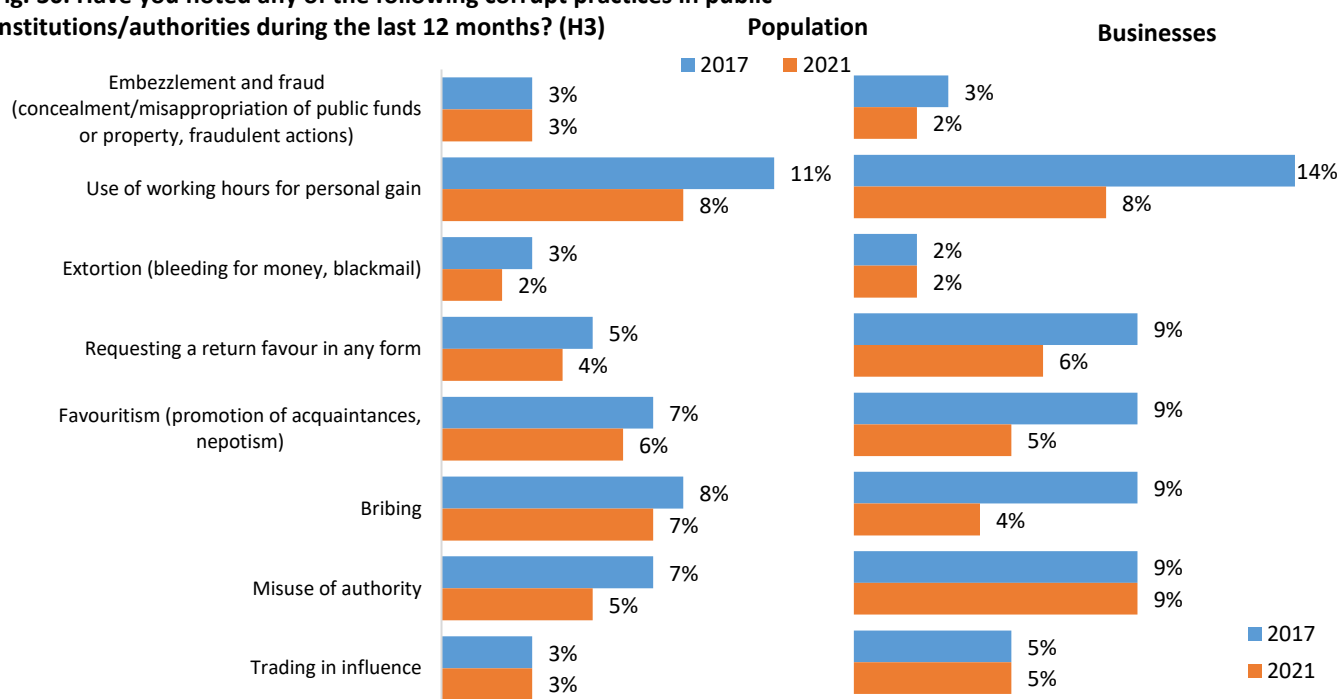
Most respondents (both general population and businesses) who have been exposed to corrupt practices and suffered damages did not seek recovery of the damage because they do not believe anything will be reimbursed to them (80% of businesses and 48% of general population). Moreover, this belief is consistent with the previously expressed perception where most participants stated that in Moldova public officials are not made to return money and other private wealth gained through corrupt practices.

At the same time, 24% of general population and 15% of businesses did not seek recovery of the damage because they did not know about this possibility.

Reimbursement of the suffered damage was mentioned in respect to all experienced damaging situations only by 14% of general population and 12% of businesses. These percentages are similar to those registered in 2017.

A higher incidence of voluntary or enforced reimbursement of damages was mentioned in cases of car damage or suffered injuries (43% of businesses and 29% of general population from the total number of those who have experienced this situation).

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



The survey participants were asked if they had noted certain corrupt practices during the last 12 months in public institutions. Similar to the situation with responses to the previous questions, such cases were relatively few (Fig. 30). Thus, the portion of the responses from general population and businesses that have noted embezzlement and fraud, extortion, requests of a return favor in any form, favoritism, bribing, misuse of authority, trading in influence does not exceed 9%. The practices noted most frequently were use of working hours for personal gain (8% of businesses and 8% of general population). A comparison of the responses from general population with those from businesses revealed that the latter notify corrupt practices more often.

Still, the incidence of such cases decreased vs. 2017 in respect to most situations.

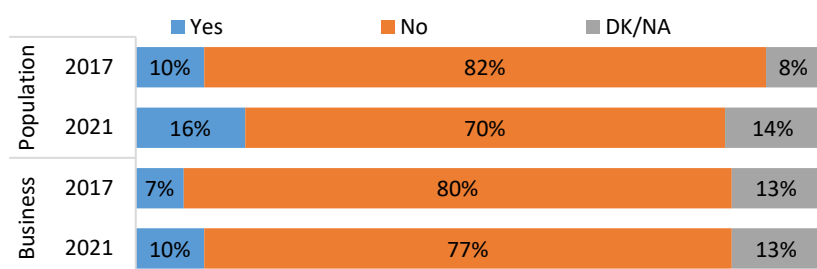
The overall indicator reflecting incidence of noted corrupt practices decreased in 2021 vs. 2017 from 31% to 24% (population and business on an average) regarding respondents who stated they had noted corrupt

practices during the last 12 months. This percentage fell from 31% to 27% in case of general population and from 30% to 20% in case of businesses. In case of general population, the incidence of noted corrupt practices was in reverse proportion to age (i.e. the incidence of noted corrupt practices decreases with age from 33% in case of young people to 17% in case of the elderly). Moreover, this incidence is higher in case of persons with a high level of education, residents of Chisinau, respondents with a high level of incomes.

In case of businesses, corrupt practices have been noted more often by urban businessmen, in the South of Moldova and in Chisinau, by micro-enterprises, with operational experience longer than 3 years.

2.8. Protection of integrity whistle-blowers and victims of corruption

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



Sub-eșantion: respondenți ce s-au confruntat cu acte de corupție – (338/300 – population and 151/132 – businesses economice)

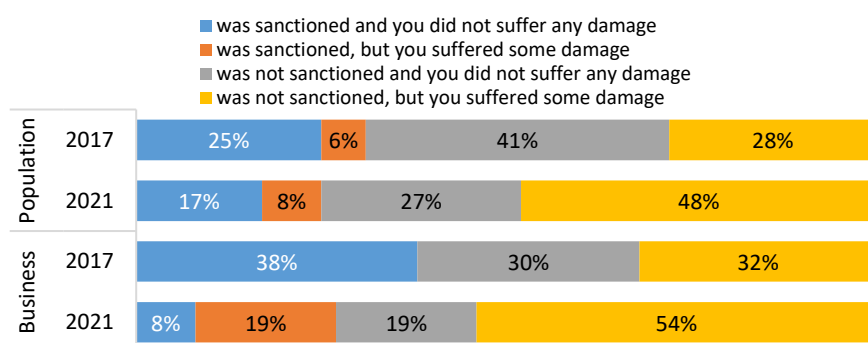
Population and businesses still prefer not to notify the corrupt practices they have experienced while interacting with public officials. Thus, almost 4 in each 5 respondents (in both categories) have not notified the corrupt practices they have experienced during the last 12 months (Fig. 31). The portion of those who have notified them grew a little vs. that in the benchmark survey: by 6% in case of general population and by

3% in case of businesses. Among general population, those who have notified are more often males (19% vs. 13% for females), persons aged over 35, rural residents, those from the North part of Moldova.

The overall indicator reflecting the incidence of notifying corrupt practices grew in 2021 vs. 2017 from 9% to 13% (general population and businesses on an average) of the respondents mentioned they had notified

corrupt practices experienced by them during the last 12 months. This incidence grew from 10% to 16% in case of general population and from 7% to 10% in case of businesses.

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



Sub-sample: respondents who experienced and who notified corrupt practices (32/48 among general population and 11/13 among businesses)

Among those who notified/complained about some corrupt practice, most applied to police (43% individuals and 62% companies), the public prosecutor's office (18% individuals and 40%

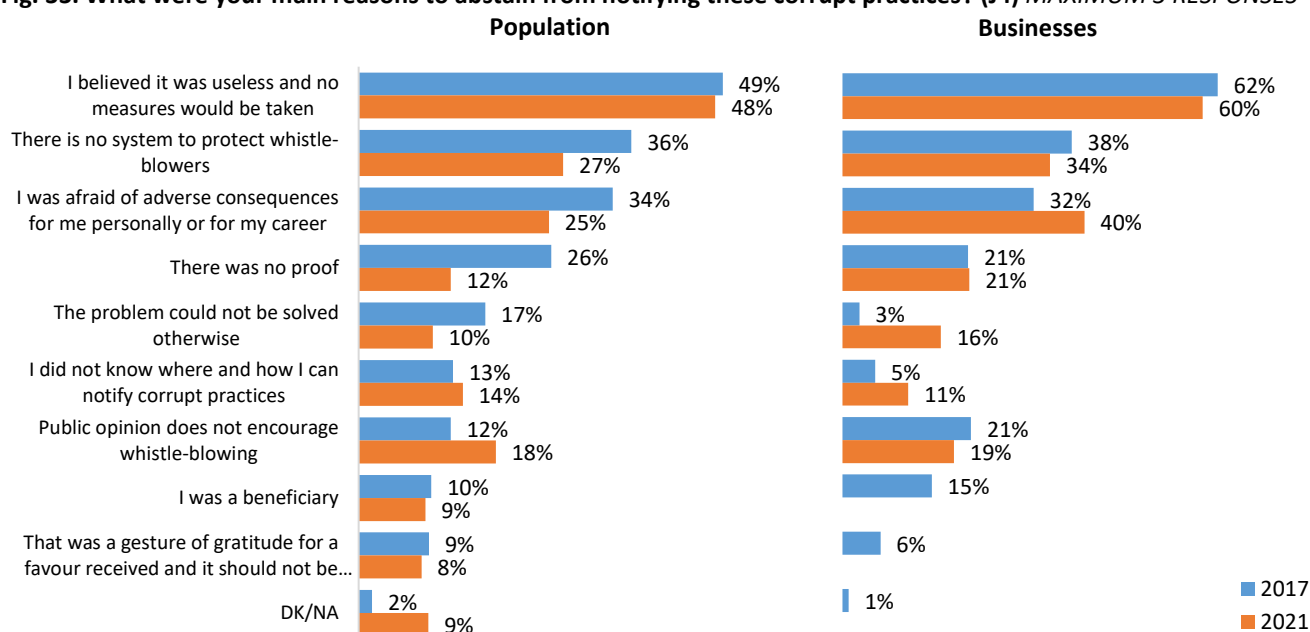
companies) and CNA (20% individuals and 29% companies). However, the sample of those who have notified corrupt practices is very small (48 individuals and 13 companies) and its size does not allow drawing any valid conclusions in this respect. Among the population, there was a decrease in the percentage of those who notified corrupt practices to police (from 47% to 43%), CNA (from 34% to 20%) and ANI (from 11% to 4%), but an increase in the portion of applications to the public prosecutor's office and to mass media (from 9% to 14%).

Although the level of reporting corrupt practices has grown, the incidence of a negative outcome and adverse consequences for the complaining party was higher in 2021 than in 2017. Thus, the survey identified 3 adverse patterns (Fig. 32):

- **Public officials concerned were not sanctioned more often:** 75% in case of individuals (vs. 69% in 2017) and 73% in case of companies (vs. 62% in 2017);
- **The complaining party suffered from adverse consequences more often:** 56% in case of individuals (vs. 34% in 2017) and 73% in case of companies (vs. 32% in 2017);
- **The incidence of a successful outcome** (i.e. sanctioning without any adverse consequences for the complaining party) registered a **significant decrease:** by 8% in case of general population and by 30% in case of businesses.

The overall indicator reflecting notification of corrupt practices and sanctioning without any adverse consequences for the complaining party decreased more than by half (by factor of 2,5) vs. 2017: from 32% of the respondents in 2017 to 13% in 2021 (population and business on an average).

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



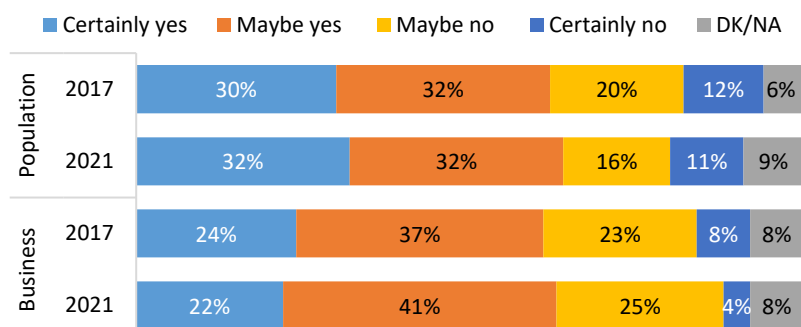
Sub-sample: 278/212 respondents (Population) and 120/104 businesses who experienced corrupt practices and did not notify them

The main reasons why general population and businesses abstain from notifying corrupt practices experienced by them during their interaction with public officials are that they do not believe this would be of any use (48% in case of general population and 60% in case of businesses), lack of a system to protect whistle-blowers (27% in case of general population and 34% in case of businesses), and fear of adverse consequences for the whistle-blower personally or for their career (26% of general population and 40% of businesses) (Fig. 33). These main reasons have not changed since the benchmark survey.

On the other hand, almost one in each five respondents (population and businesses) did not notify corrupt practices because they had gained some personal benefits from the situation/interaction with public officials.

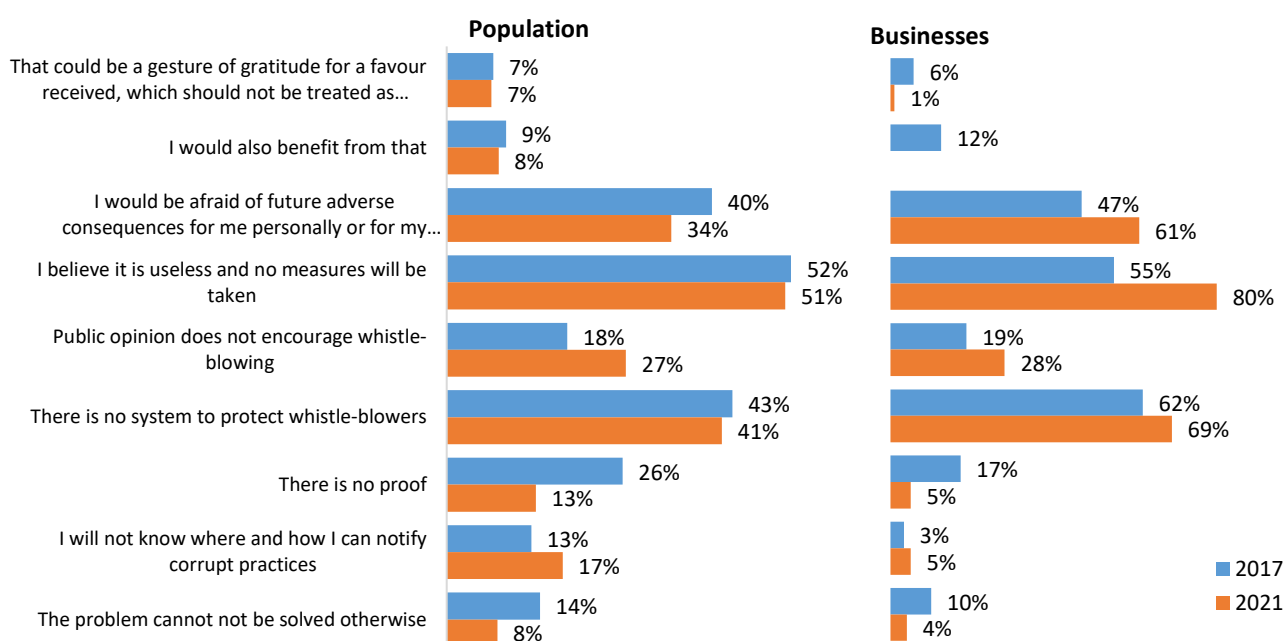
When asked about their willingness to blow a whistle about any corrupt practices they come to know, most respondents said they were open to whistle-blowing (Fig. 34). Thus, approx. 2/3 of the respondents in both categories (64% of general population and 63% of businesses) stated they would maybe/certainly blow a whistle about any corrupt practices if they come to know about them (no change vs. 2017). Among the general population, this readiness was expressed mainly by males, persons aged 18-59, those with a medium or high level of education, urban residents, respondents from Chisinau, those with no experience of unofficial payments. The group of businesses more open to whistle-blowing included more businesses from the South of Moldova, large enterprises.

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



On the other hand, each fourth respondent will maybe/certainly not blow a whistle (27% of general population and 29% of businesses) about any corrupt practices they will come to know about (Fig. 34). The main reason put forward is the belief it would be useless because no measures would be taken (51% of general population and 80% of businesses) (Fig. 35). This opinion was expressed mainly by females, persons with a high level of education, urban residents, respondents from Chisinau, ethnic minorities, and those with

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



Sub-sample: 357/301 respondents (Population) and 154/143 businesses who would abstain from notifying corrupt practices they

experience of unofficial payments. Among businesses, this response was given mostly by respondents from Centre of Moldova, with operational experience longer than 3 years.

Another reason is fear because of a lacking system to protect whistle-blowers (41% of general population and 69% of businesses) (Fig. 35). This reason was given more often by residents of the South part and Chisinau, persons with a high level of incomes.

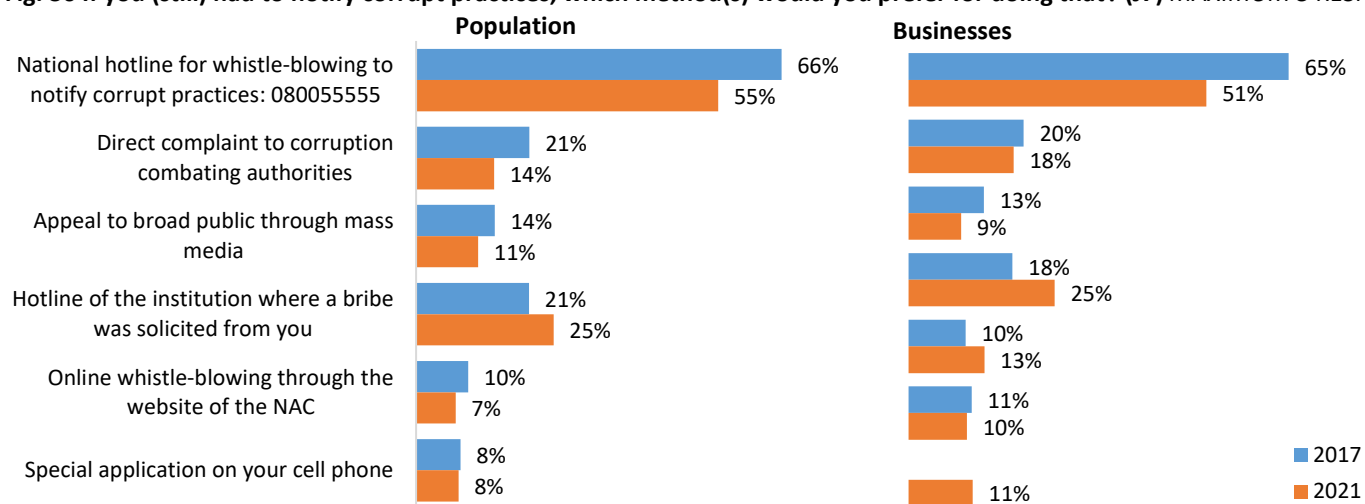
Fear of future adverse consequences for the whistle-blower personally or for their career is another important reason for the decision to abstain from blowing a whistle; it was given by 34% of the population

and 61% of businesses (Fig. 35). In case of general population, it was given mainly by females, persons with a medium or high level of education, those with a high level of incomes. In case of businesses, this reason was given more often by rural enterprises, those from the Centre and South of Moldova, with operational experience between 3 and 10 years, those who pay in cash in hand in up to 50% of their entire payments or who do not make any payments in cash in hand.

It should be pointed out that businesses have generally become much more reserved about security of their protection in case of blowing a whistle.

For approximately 1/4 of respondents, the reason for their decision not to notify corrupt practices is that public opinion does not encourage whistle-blowing in Moldova (Fig. 35); the importance of this reason grew vs. the benchmark survey.

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



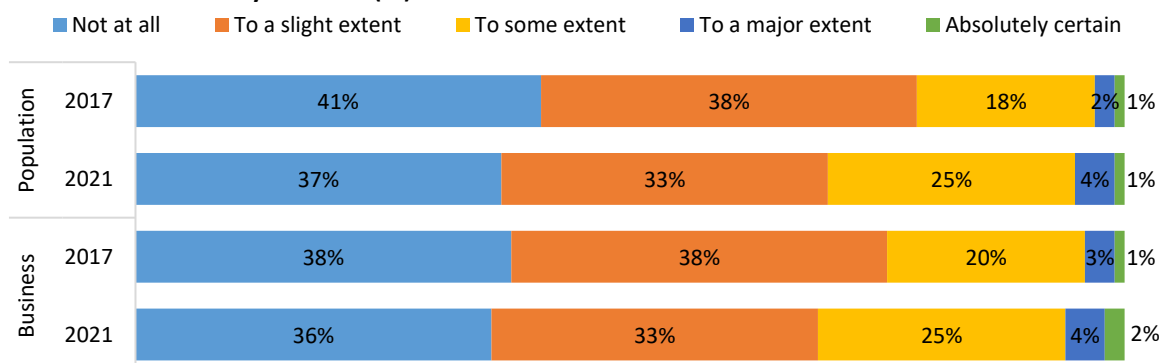
The national hotline for whistle-blowing is still the method most preferable for most respondents (55% of the population and 51% of businesses) (Fig. 36), although these percentages fell significantly vs. the benchmark survey.

Approx. each fourth respondent in both categories would (also) notify corrupt practices directly to the hotline of the institution where a bribe was solicited, and each fifth respondent would complain directly to corruption combating authorities.

Mass media, the NAC website and special cell phone applications remain *the least popular* methods of notification.

The survey findings have demonstrated still another time that **respondents still feel very unprotected in case they notify the corrupt practices whose victim they were**. Thus, 37% of general population and 36% of

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



businesses **do not believe they will be protected at all** (these are mainly elderly people, respondents from the South of Moldova) (Fig. 37). 33% of the respondents in each category believe they would only be protected to a slight extent (Fig. 37).

The overall indicator reflecting the extent of certainty in full protection of those who have notified corrupt practices grew insignificantly from 4% of the respondents in 2017 to 6% in 2021 (population and businesses on an average).

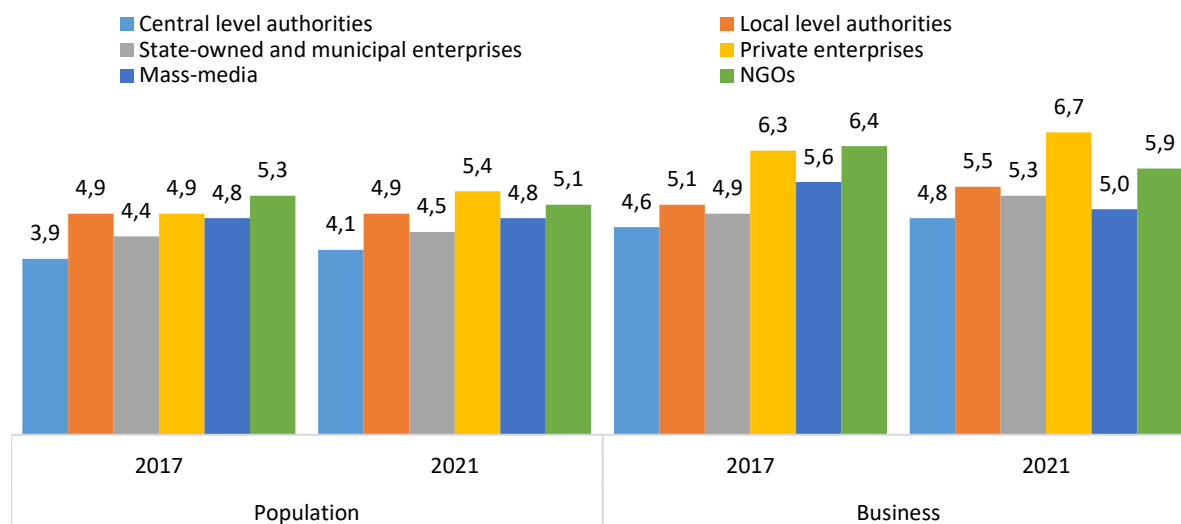
2.9. Ethics and integrity in the public, private and non-governmental sectors

The survey participants were requested to assess diverse institutions and authorities in terms of their professional ethics (proper and correct behavior) and integrity (fairness and impartialness) on a scale of 1 to 10, where 1 = Corruption; ethics and integrity are totally lacking; 10 = Maximal ethics and integrity, no corruption.

The highest scores were awarded to private enterprises (5.4 by general population and 6.7 by businesses), NGOs (5.1 by general population and 5.9 by businesses) and local level authorities (4.9 by general population and 5.5 by businesses) (Fig. 38). Thus, in the perception of respondents in both categories, these institutions and authorities (**NGOs, private enterprises and local level authorities**) demonstrate the highest level of ethics and integrity. These institutions and authorities (with the exception of NGOs) registered positive

Fig. 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, no corruption



dynamics vs. 2017.

Central level authorities continue to be associated with the lowest level of ethics and integrity (4.1 by the population and 4.8 by businesses), but their score grew vs. that of 2017.

A comparison of the respondents' perceptions according to the type of authority showed that **local authorities are considered to demonstrate a higher level of ethics and integrity than central authorities.**

A comparison of the respondents' perceptions according to the enterprise type showed that **private enterprises are considered to demonstrate a higher level of ethics and integrity than state-owned and municipal enterprises.** Thus, general population awarded 4.5 points to state-owned enterprises and 5.4

points to private enterprises, whereas businesses gave 5.3 points to state-owned enterprises and 6.7 points to private enterprises (which they in fact represent) (Fig. 38).

The general perception of the respondents in both categories is that the listed Moldovan institutions and authorities demonstrate low levels of proper and correct behavior, fairness and impartialness. In the case of assessments performed by general population and businesses, the scores awarded according to a 10-point scale are seldom higher than 6 points.

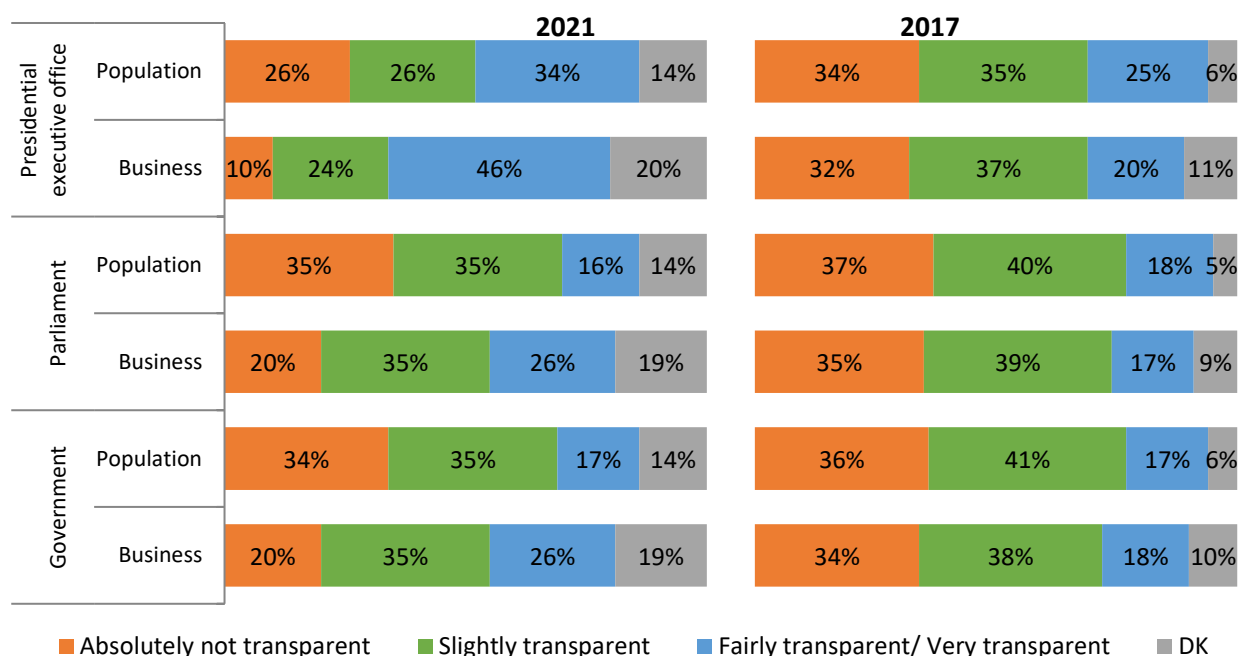
Another conclusion drawn from Fig. 38 is that general population awards lower scores than businesses for ethics and integrity of diverse institutions and authorities in Moldova.

The overall indicator of perceived ethics and integrity in the four covered sectors grew in case of private sector from 5.1 points in 2017 to 6.1 points in 2021 (population and businesses on an average) and in case of public sector (from 4.6 points in 2017 to 4.9 points in 2021), but decreased in case of mass media (from 5.2 points in 2017 to 5 points in 2021) and NGOs (from 5.9 points in 2017 to 5.5 points in 2021).

2.10. Transparency of public institutions, party financing and media

Most survey participants still do not believe that the President’s executive office, the Parliament and the Government are transparent in their daily activities, although the percentage of those who do not believe has decreased since the benchmark survey. The net positive dynamics was registered regarding the President’s executive office in both categories of the respondents: The percentage of those who believe in

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



transparency of their activities grew from 25% in 2017 to 34% in 2021 in case of general population and from 20% to 46% in case of businesses (Fig. 39). The group of those who believe in transparency of the President’s executive office includes more persons with a medium or high level of education, residents of Chisinau and the ethnic majority.

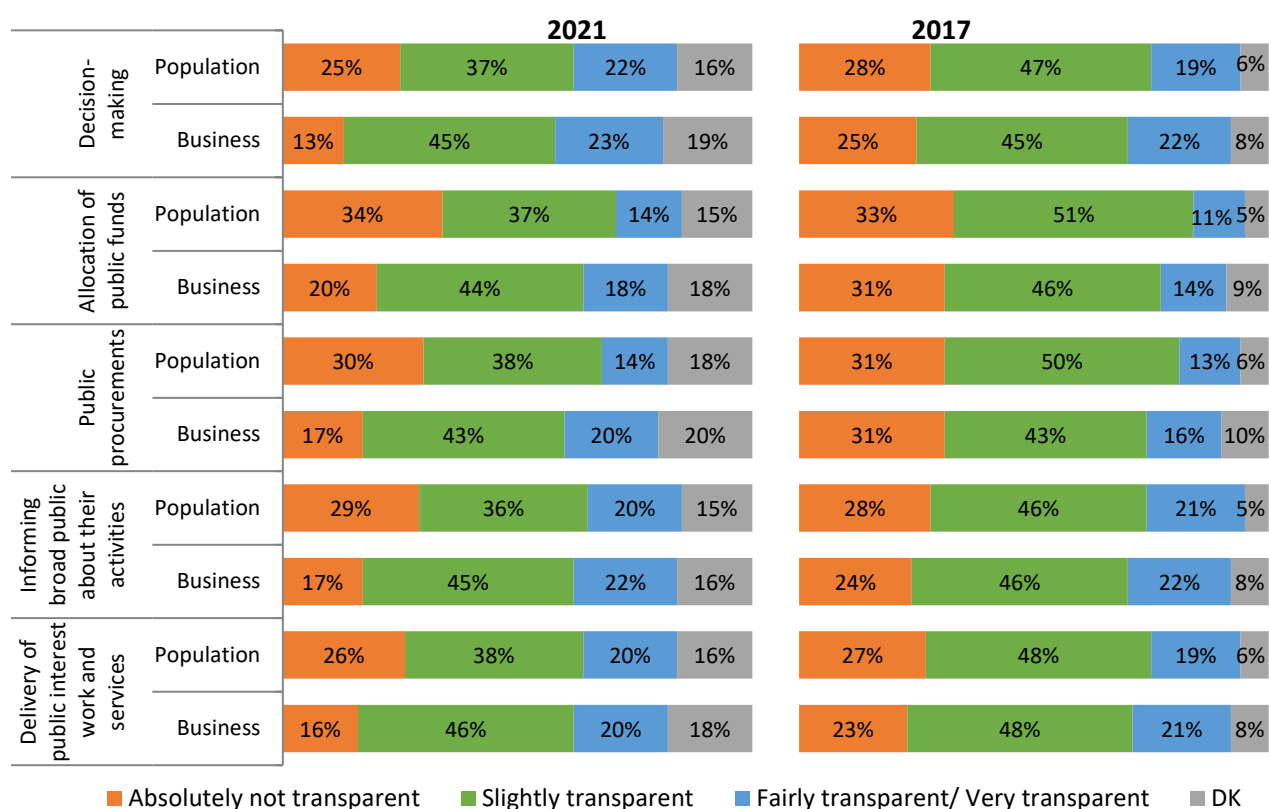
There were no changes in the positive perceptions of general population regarding the Parliament and the Government, but the percentage of those with negative perceptions decreased from 77% on 70% on account of those who responded “Don’t know” (this latter group grew from 5% to 14%).

In case of businesses, the percentage of those with positive perception regarding transparency of the Parliament and the Government grew by 9% on an average (from 17% to 26%). Moreover, the percentage of those who think these two authorities are absolutely not transparent decreased almost by half.

The overall perceived transparency indicator of executive and legislative authorities improved significantly vs. the 2017 level: from 19% to 28% of the respondents who assess the processes of these three authorities as fairly transparent/very transparent. This improvement is mostly due to a significantly better attitude towards the President's executive office.

Another aspect assessed in the survey is the perceived level of transparency of central and local authorities in certain processes (Fig. 40 and 41). Thus, **most respondents continue to assess as Absolutely not transparent/Slightly transparent the processes of both central and local authorities in decision-making, public procurements, allocation of public funds, informing broad public, delivery of public interest work and services. Another general finding was that the most untransparent of all processes are the ones associated with financial management.**

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



Therefore, when assessing processes of *central authorities*, most respondents demonstrated their negative perceptions: *Absolutely not transparent/Slightly transparent* (Fig. 40). Most frequently, these assessments were given to money-related processes: allocation of public funds (62% of general population and 64% of businesses) and public procurements (68% of general population and 60% of businesses).

The lack/low level of transparency of central authorities in the five types of processes presented in Fig. 40 was pointed out most often by males, persons aged 35-59, urban residents.

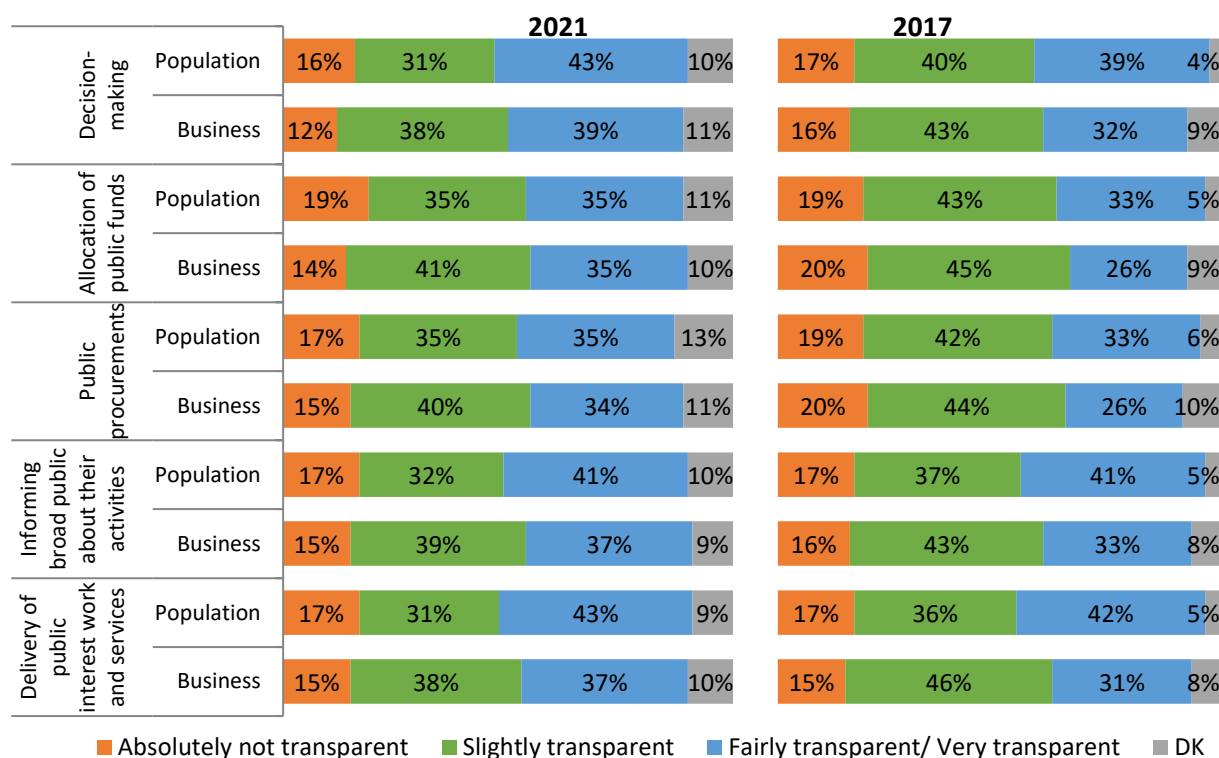
On an average, only 19% of the respondents (general population and businesses) assessed the processes of central authorities as *fairly transparent* or *very transparent*.

The overall perceived transparency indicator of central level authorities improved insignificantly vs. the 2017 level: from 18% to 20% of the respondents who assess the processes of central level authorities as fairly

transparent/very transparent. A decrease since 2017 in the portion of the respondents with a negative attitude was at the account of an increased percentage of those who did not know what to respond.

Negative perceptions (*absolutely not transparent/slightly transparent*) also prevailed in assessment of processes of *local level authorities* (Fig. 41). In this case such assessments were also given most often to processes relating to allocation of public funds (54% of general population and 55% of businesses) and public procurements (52% of general population and 55% of business).

Fig. 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 believe these processes of local level authorities are *absolutely not transparent/slightly transparent* is represented by males, persons with a low or a high level of education, urban residents, respondents from Chisinau and the South of Moldova, persons with high incomes.

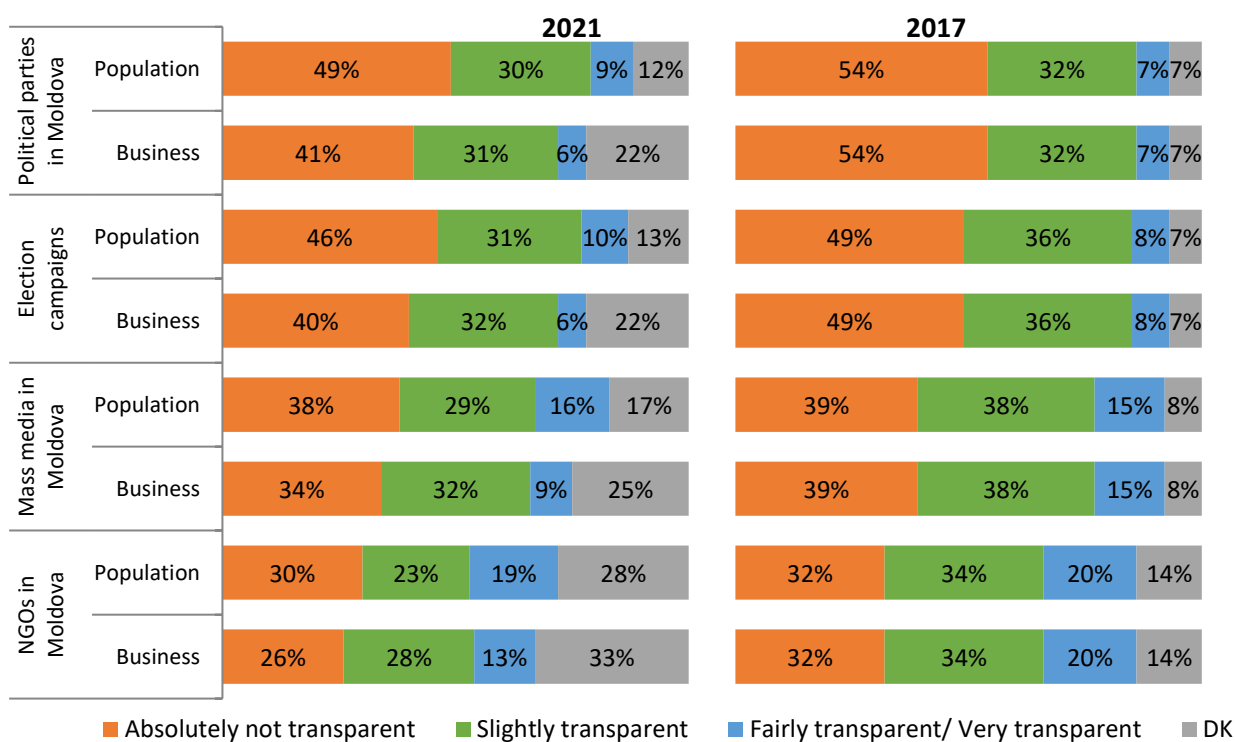
On an average, only 1/3 of the respondents (general population and businesses) assess processes of local level authorities as *fairly transparent* or *very transparent*.

A comparative analysis of the findings shows that the **respondents perceive procedures of local level authorities as more transparent than those of central level authorities**. Thus, more responses *absolutely not transparent/slightly transparent* were received in the assessment of procedures of central level authorities. Respectively, the portions of the responses *fairly transparent* and *very transparent* were higher (two-fold) in case of local level authorities (Fig. 40 and 41).

The overall indicator reflecting transparency of local level authorities improved vs. that of 2017: from 34% to 38% of the respondents who assess procedures of local level authorities as fairly transparent/very transparent. This improvement of the indicator is mainly due to an improvement in the perceptions expressed by businesses.

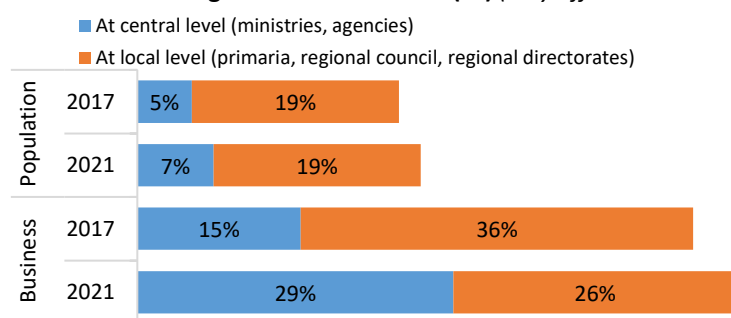
As for the perceptions regarding the level of transparency of financing political parties, mass media, NGOs and election campaigns, the percentages of negative assessments (*Absolutely not transparent/Slightly transparent*) were higher than those of positive ones. The lowest level of funding transparency is still attributed to political parties (79% of general population and 72% of business) and election campaigns (77% of general population and 72% of businesses). These are followed by mass media (67% of general population and 66% of business) and NGOs (53% of general population and 54% of businesses) (Fig. 42).

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



The overall indicator reflecting funding transparency of political parties, election campaigns, mass media and NGOs has practically not changed since 2017, except in case of NGOs: election campaigns (8% in 2017 and 9% in 2021), political parties (7% vs. 8%), mass media (14% vs. 13%), NGOs (20% vs. 16%). Although the percentage of negative assessments decreased against the 2017 level, this decrease is due to an increase in the percentage of the responses “Don’t know”.

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



who have requested information from central and local providers of public services is 26%, whereas this portion is 55% in case of businesses (Fig. 43).

Another finding is that general population more often requested information from local level authorities (mayor’s office, regional council, regional directorate), whereas businesses requested information from both

types of authorities to an equal extent (a change vs. 2017 where there were more applications for information to local level authorities). Information requests are submitted more often by young people, persons with a high level of education, those with a high level of incomes.

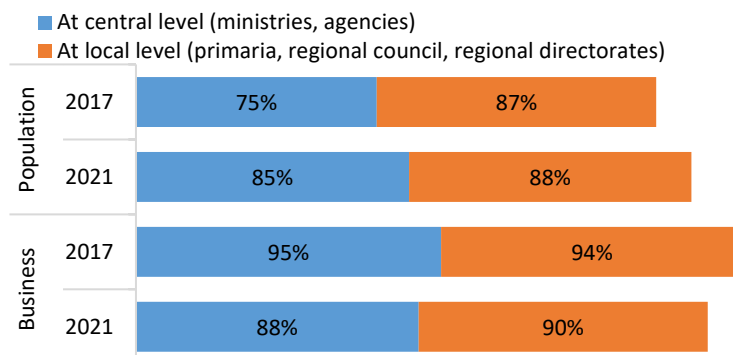
The overall indicator reflecting the percentage of those who applied for information to public authorities grew from 10% in 2017 to 18% in 2021 in case of central level authorities, in particular on account of businesses, but fell from 28% to 23% in case of local level authorities.

Most of those who requested information from public authorities received a response to their request (Fig. 44).

As compared to the situation in 2017, the survey registered an increase in the percentage of responses to general population (especially those from central level authorities), but a decrease in the percentage of responses to businesses from authorities of both levels (by 7% in case of the central level and by 4% in case of the local level).

The overall indicator reflecting the percentage of responses to requests for information submitted to public authorities grew from 85% in 2017 to 87% in 2021 in case of central level authorities, but fell from 91% to 89% in case of local level authorities.

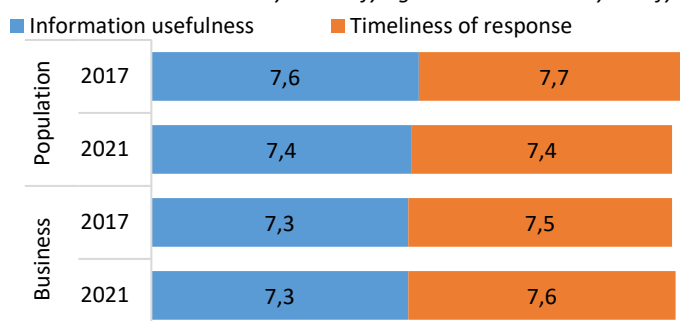
Fig. 44. Did you receive a response? (L5) (only affirmative answers)



Sub-sample: The respondents who have requested information

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

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



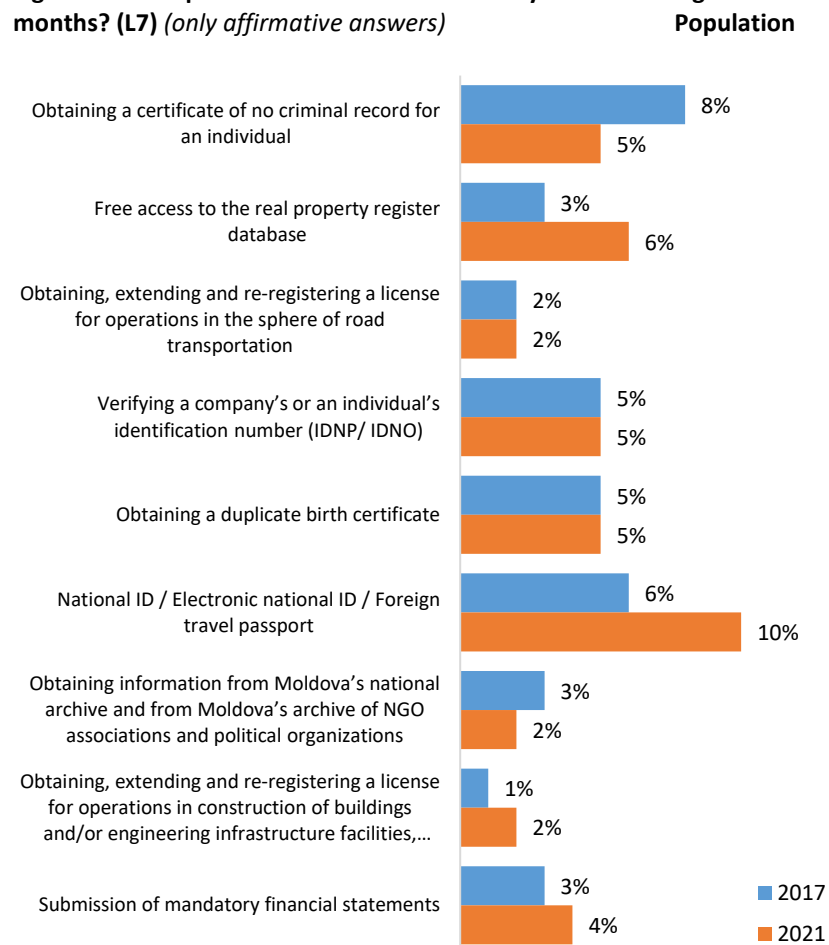
Sub-sample: The respondents who requested information and received a response (185/212 of general population and 186/198 of businesses)

The respondents were requested to assess to what extent information they had received from authorities was satisfying for them. The extent of satisfaction was measured on a scale of 1 to 10, where 1 = *Absolutely dissatisfying*, 10 = *Absolutely satisfying*. The survey registered a **fairly high level of satisfaction among respondents with information received from authorities (more than 7 points on the assessment scale)**. Thus, respondents stated that the information received was useful (7.4 points from general population and 7.3 points from businesses) and received on time (7.4 points from general population and 7.6 points from businesses) (Fig. 45). As compared to the benchmark survey, the level of satisfaction decreased insignificantly in case of general population and remained at the same level in case of businesses.

A higher level of satisfaction among general population was registered for females, persons with a high level of education, rural residents, from all regions excluding the capital city, those who have not been exposed to corrupt practices, and those without experience of making unofficial payments. In case of businesses, the highest level of satisfaction was registered for rural companies, those who have not been exposed to corrupt practices, and those without experience of making unofficial payments.

The overall indicator of the level of satisfaction with responses received to the requests for information submitted with public institutions and authorities remained practically at the same level as in 2017 (7.5 points).

Fig. 46.1. What public electronic services have you used during the last 12 months? (L7) (only affirmative answers)



free access to the real property register database (22%).

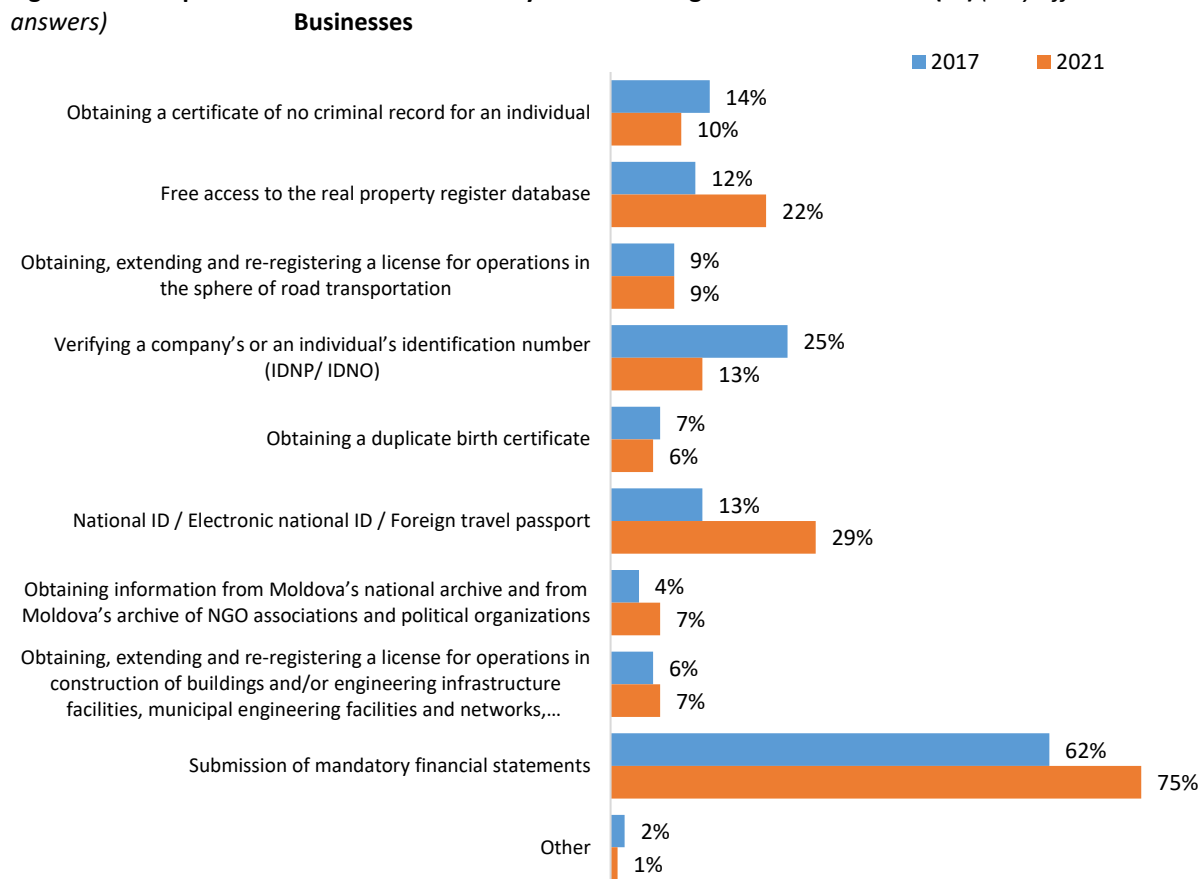
21% of general population (17% in 2017) and 86% of businesses (70% in 2017) used at least one public electronic service during the last 12 months before the survey.

General population (Fig. 46.1) used electronic services most often to receive an ID/passport (10%), to gain free access to the real property register database (6%), to verify an IDNP/IDNO (5%), to obtain a duplicate birth certificate (5%) or a certificate of no criminal record (5%).

The profile of the part of general population that used public electronic services is as follows: young people, persons with a high level of education, residents of Chisinau, those with a high level of incomes, the ethnic majority.

In case of businesses (Fig. 46.2), the most popular public electronic services were, by a significant margin, submission of mandatory financial statements (75%), receiving an ID/passport (29%) and

Fig. 46.2. What public electronic services have you used during the last 12 months? (L7) (only affirmative answers)



The overall indicator reflecting the popularity of public electronic services grew from 44% in 2017 to 54% in 2021, especially on account of businesses.

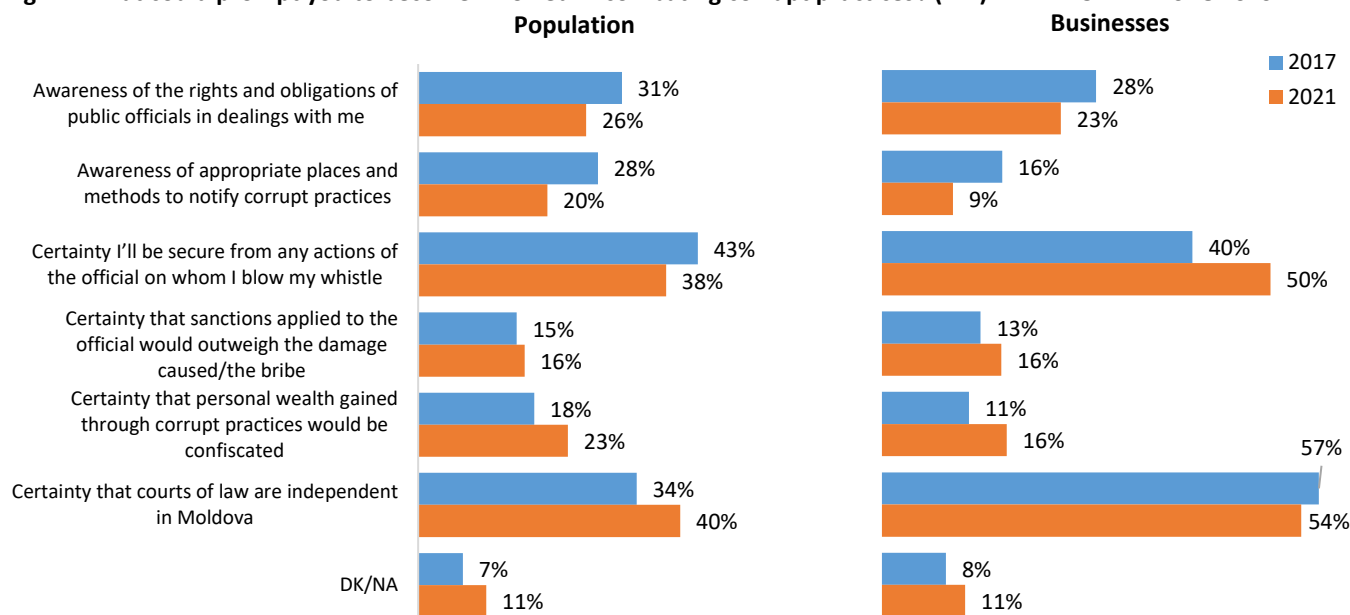
Respondents demonstrated a high level of satisfaction with electronic services they have used: 83% of general population and 93% of businesses stated they were *Very satisfied*/*Fairly satisfied*.

*The overall indicator reflecting satisfaction with received public electronic services grew insignificantly from 86% in 2017 to 88% in 2021 (service users that stated they were *Very satisfied*/*Fairly satisfied*).*

2.11. Education of the society

The involvement of citizens in combating corrupt practices depends on various factors, including their awareness of own rights and of the obligations of public officials, certainty that Moldovan courts of law are fair and independent, and awareness of appropriate methods to notify corrupt practices. The survey findings demonstrate that for most respondents, **independence of courts of law and ensured protection to whistle-blowers who notify a corrupt official are still the main considerations determining their decision to become involved in combating corrupt practices.**

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



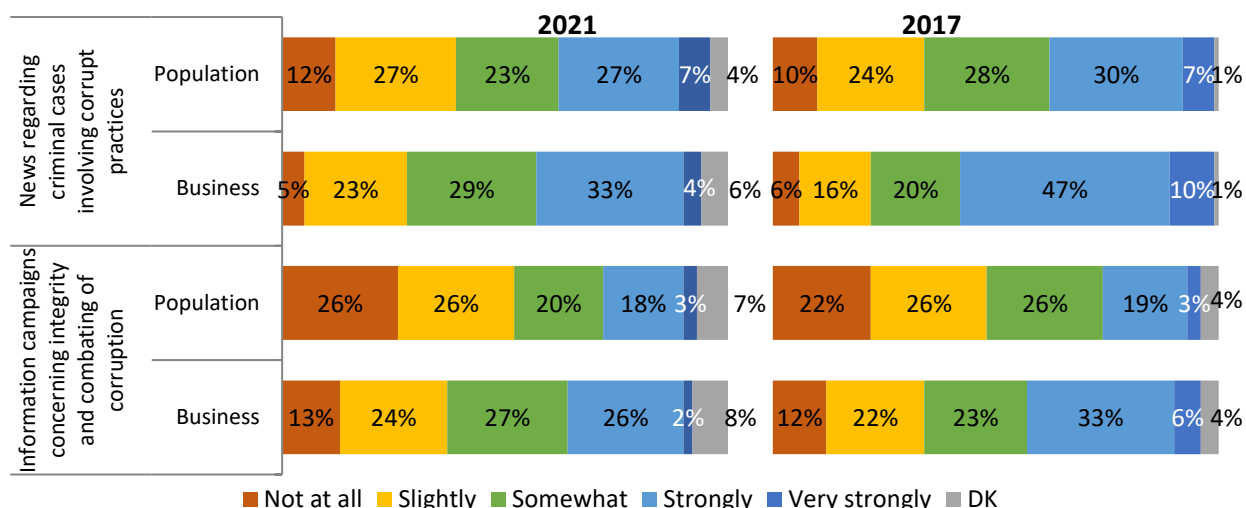
The responses given by general population and businesses to the question what could prompt them to become involved in combating corrupt practices were distributed as follows: certainty that courts of law are independent in Moldova (40% of general population and 54% of businesses), certainty that they will be secure from any actions of the official on whom they blow a whistle (38% of general population and 50% of businesses), awareness of own rights in dealings with a public official and of the latter's obligations in such situations (26% of general population and 23% of businesses), awareness of appropriate places and methods to notify corrupt practices (20% of general population and 9% of businesses), certainty that sanctions applied to the official would outweigh the damage caused/the bribe (16% of general population and 16% of businesses), certainty that personal wealth gained by a public official through corrupt practices would be confiscated (23% of general population and 16% of businesses) (Fig. 47).

As compared with 2017, the top three factors prompting to become involved in combating corrupt practices remained the same for both categories of respondents. However, the importance of certainty that the whistle-blower will be secure and of certainty in independence of courts of law grew by 2% in each case vs. the 2017 level, whereas the importance of being aware of the rights declined by 5%.

An especially important aspect in education of the society is its exposure to information on combating corruption.

However, the current survey found that the percentage of participants that have been exposed to information about corruption combating efforts during the last 12 months decreased vs. the level registered by the benchmark survey. Thus, 34% of general population (37% in 2017) and 37% of businesses

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

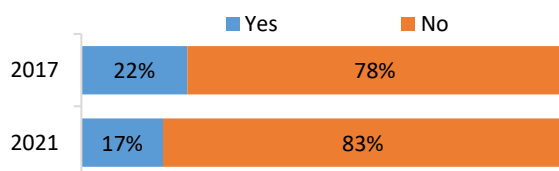


(57% in 2017) stated they have been *strongly/very strongly* exposed to news regarding criminal cases involving corrupt practices and 21% of population (22% in 2017) and 28% of businesses (39% in 2017) confirmed their exposure to information campaigns concerning integrity and combating of corruption (Fig. 48). In both cases (news and information campaigns), the part of population most often exposed to information on combating corruption were persons with a medium or high level of education, urban residents, persons with high incomes, those aged over 36. In case of businesses, those who have been exposed to information on combating corruption were rural companies, businesses from the North and Centre of Moldova.

A conclusion that can be drawn from these findings is that **both general population and business sector are more often exposed to information on corruption appearing in the news than to media campaigns.**

The overall indicator of exposure to information on combating corruption decreased from 39% in 2017 to 30% in 2021 in case of all respondents, especially on account of businesses (from 48% down to 32%).

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



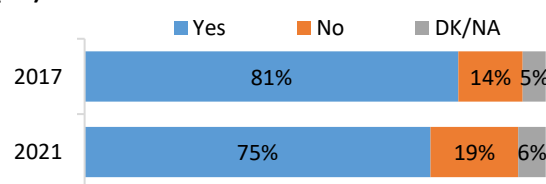
authorities and public sector (Fig. 49).

Most (75%) small, medium-sized and large businesses stated that their companies had a code of ethics, whereas 19% said they had no such document (Fig. 50). Among those who have a code of ethics, most are companies from outside Chisinau, medium-sized and large enterprises, limited liability companies and other legal forms (excluding stock companies). As compared to 2017 the portion of companies that do not have a code of ethics grew by 5%.

Four in each five businesses (83%) have never gone through any training/courses on business ethics and integrity in dealings with the state (Fig. 49); these were mostly rural companies, businesses from the South, limited liability companies.

Only 17% (22% in 2017) have gone through some training on business ethics and integrity in dealings with

Fig. 50. Does your company have a code of ethics? (N6) – Businesses



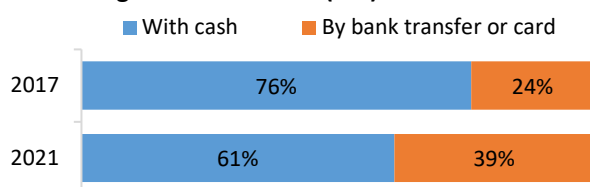
Sub-sample: 168/135 small, medium and large

2.12. Preferences and practices to make payments for goods and services

General population

The percentage of individuals who prefer to pay for their **purchases by bank transfer or card** increased by almost 2/3 vs. the level registered by the benchmark survey: from 24% to 39% (Fig. 51). This group consists mainly of young people (54%) and those aged 36-59 (36%), persons with a high level of education (59%), urban residents (50%), respondents from Chisinau (59%), ethnic Moldovans and Russians (41%), persons with a high (59%) and medium (45%) level of incomes.

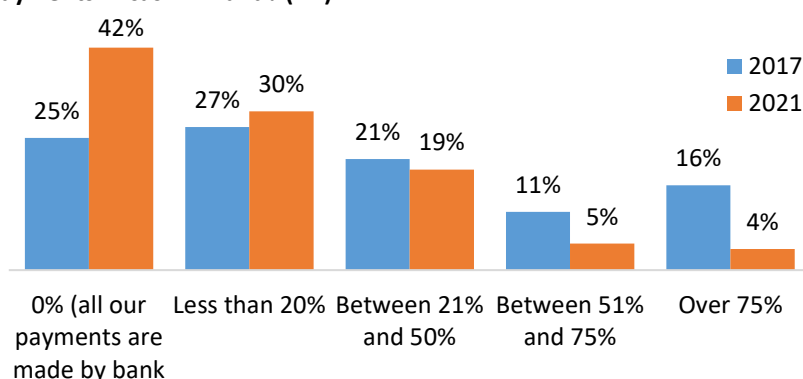
Fig. 51. How do you prefer to make payments for the purchase of goods or services? (M3)



The main reasons mentioned by respondents to explain why they do not make electronic payments are as follows: inconvenience (43% vs. 37% in 2017) and distrust to banks (31%). Moreover, a large part of general population do not make electronic payments because this is time-consuming (10%), banks charge high commission fees (11%) or the respondent does not have a bank card (17%).

Not having a card was mentioned mainly by rural residents (20%), persons with a low level of education (33%) and those with low incomes (20%). Inconvenience was referred to mainly by elderly people (aged 60+). Distrust to banks is an important reason especially for persons with a low level of education. The reasons of

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



inconvenience and high commission fees charged by banks were generally mentioned more often by females than by males.

Businesses

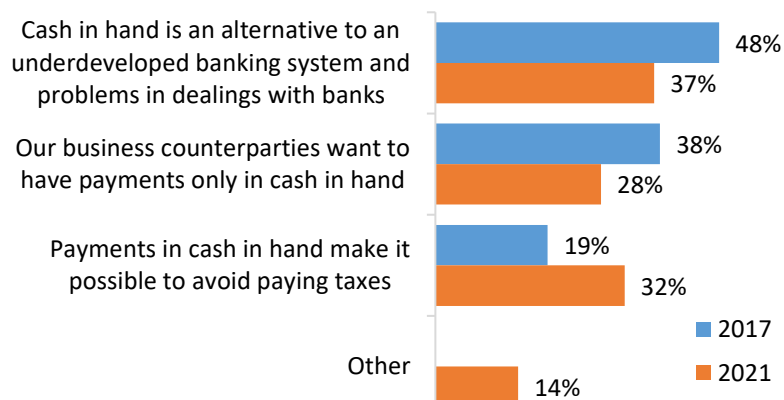
Different from general population, businesses prefer not to pay in cash in hand. Thus, 42% of businesses mentioned that all financial transactions of their company are made by bank transfer (an increase by 17% vs, 2017). This category consists mostly of rural businesses, companies from the Centre and the capital city of Moldova, large and medium-sized enterprises.

Almost each third business makes up to 20% of their entire payments in cash in hand (Fig. 52). The portion of those for whom payments in cash in hand are their main method of making payments (over 75% of their entire payments) is 4%, which is a significant decline since 2017.

Overall, payments in cash in hand account for up to 20% their entire payments in 3 of each 4 businesses.

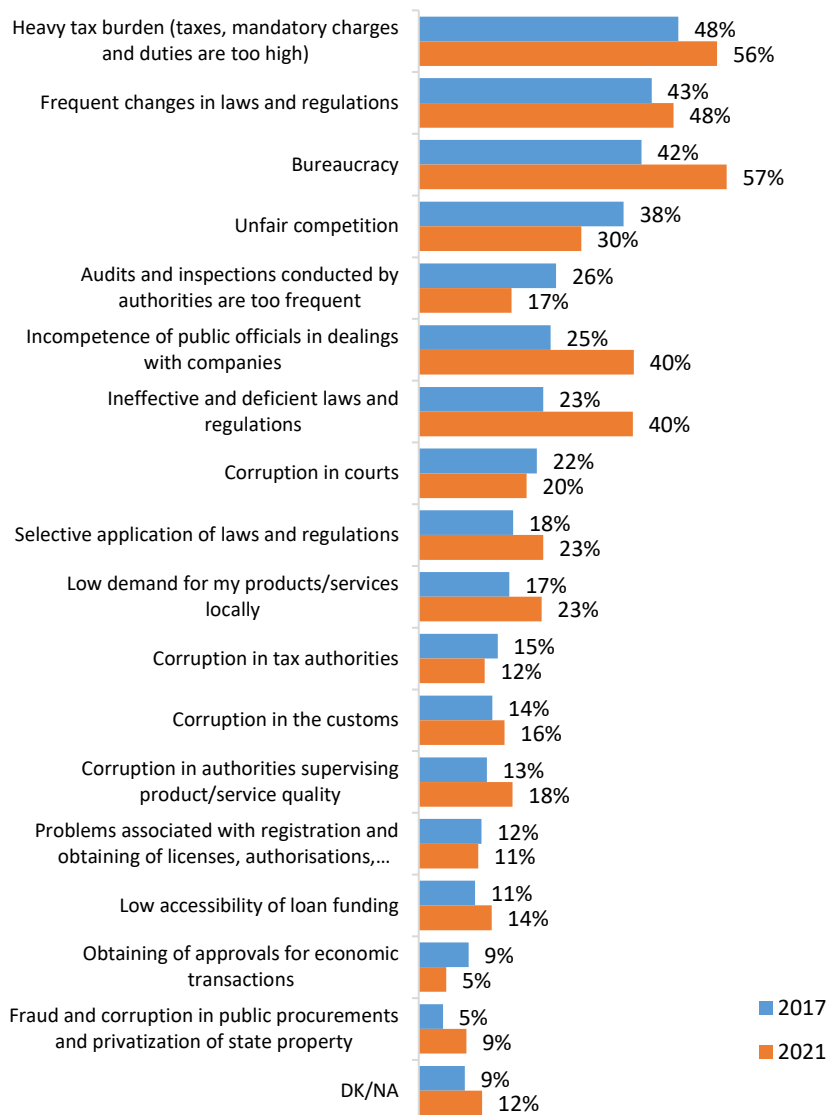
Being asked about their main reasons for paying in cash in hand, approx. one third of all businesses mentioned two main reasons: this is an alternative to an underdeveloped banking system and problems in dealings with banks, and a possibility to avoid paying taxes (Fig. 53).

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



2.13. Interference of corruption and political interests with economic activity

Fig. 54. What major problems does your business face? (N2) MULTIPLE ANSWER – Businesses



The main problems faced by businesses in their entrepreneurial activity are: heavy tax burden (56%), bureaucracy (i.e. red tape) (57%), frequent changes in laws and regulations (48%), incompetence of public officials (40%) and ineffective and deficient laws and regulations (40%) (Fig. 54). The incidence of these five problems grew significantly as compared to the 2017 findings.

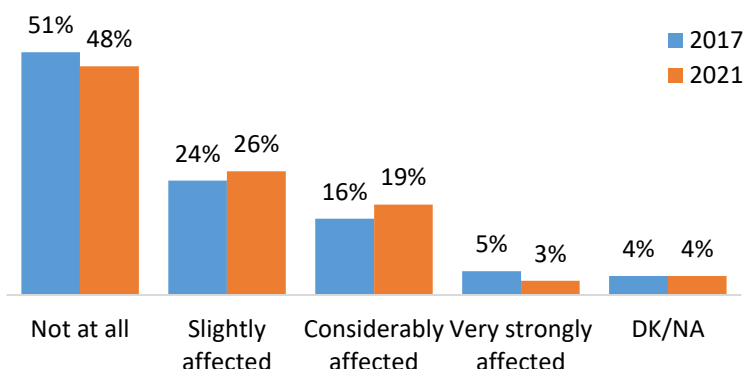
On the other hand, significant decreases were registered in the incidence of problems caused by unfair competition (from 38% to 30%) and too frequent audits and inspections by authorities (from 26% to 17%).

Problems caused by corruption (20% in courts; 12% in tax authorities; 16% in the customs) appear to be less significant than some other problems because they were mentioned by a considerably lower percentage of businesses. Consequently, **corruption is secondary in its importance in the range of problems faced currently by Moldovan**

businesses.

This conclusion is consistent with another variable, according to which the business sector is little affected by political interests. Thus, 3/4 of businesses (the same level as in 2017) stated that their business operations were generally not affected by political interests: 48% said their operations were not affected at all and 26% responded that their operations were affected only slightly (Fig. 55). Most of these businesses are rural, located in the Centre of Moldova, large enterprises, those who do not make their payments in cash in hand, those who have not been exposed to corrupt practices.

Fig. 55. How strongly are your business operations affected by political interests? (N3) – Businesses



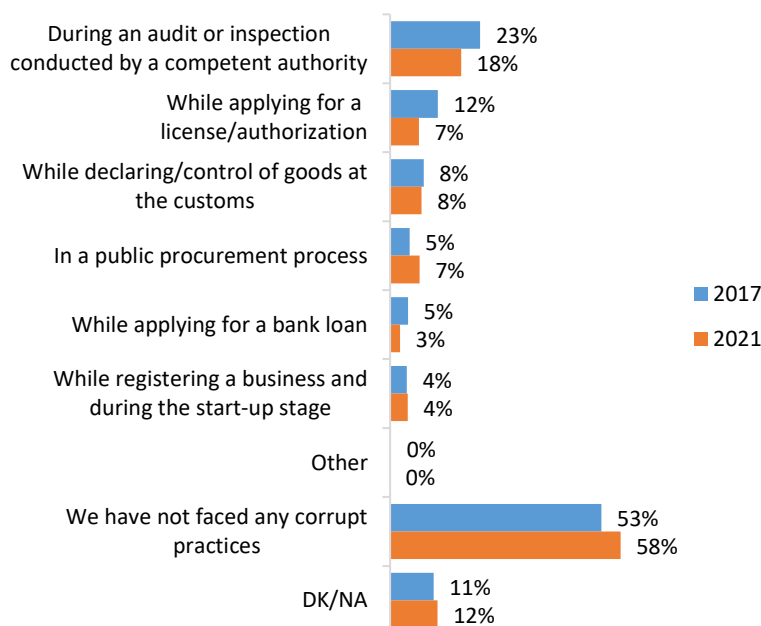
Only each fifth business said that their operations are affected by political interests (19% considerably; 3% very strongly).

More than one half (58%) of the surveyed businesses did not face corrupt practices while dealing with authorities (Fig. 56).

Those who stated they have faced corrupt practices while dealing with authorities in a certain situation most often mentioned the situations of an audit or inspection by a competent

authority (18%), applying for a license/authorization (7%), declaring/control of goods at the customs (8%), and in a public procurement process (7%). The incidence of corrupt practices in the situations of an audit/inspection and of applying for a license/authorization decreased vs. the 2017 level.

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



Then businesses were requested to assess several solutions proposed by authorities to combat corruption in dealings of businesses with public officials (Fig. 57).

The findings indicate that almost all proposed solutions are important in this respect.

However, the current survey identified a set of six first priority solutions (each was mentioned by a higher percentage of businesses than in 2017):

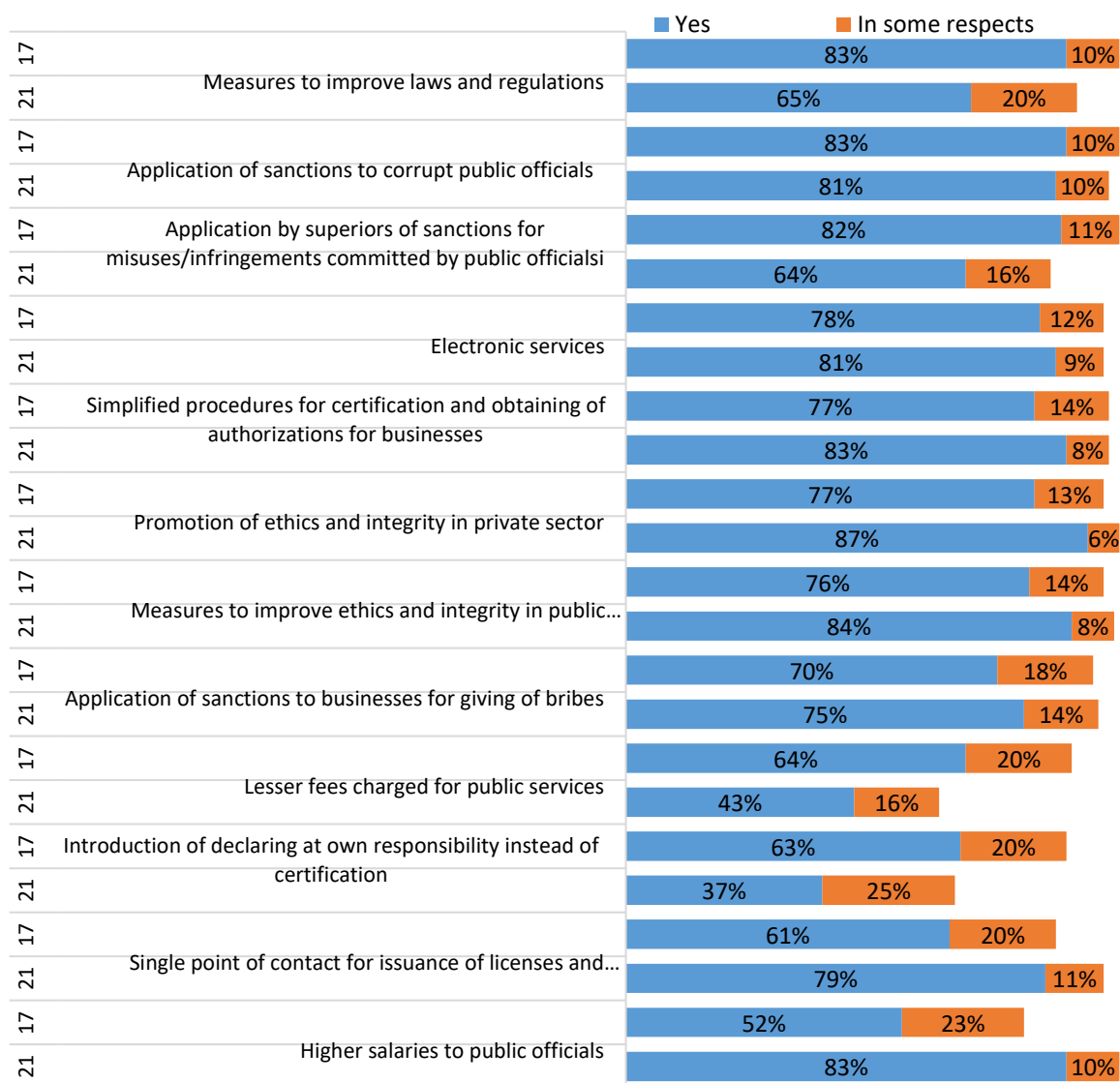
- Higher salaries to public officials (83%);
- Application of sanctions to corrupt public officials; (81%), and
- Electronic services (81%).

- Promotion of ethics and integrity in private sector (87%);
- Measures to improve ethics and integrity in public institutions (84%);
- Simplified procedures for certification and obtaining of

The conclusion is that, in the opinion of businessmen, the eradication of corruption is based on four cornerstones: ethics and integrity; reduction of bureaucracy (including through promotion of electronic services); adequate remuneration of public officials; and sanctioning of corrupt public officials.

As compared to the benchmark survey, growth was registered in the importance/necessity of the following solutions: higher salaries to public officials (by 31%); a single point of contact for issuance of licenses and certificates (by 18%); promotion of ethics and integrity in private sector (by 10%); and Measures to improve

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



ethics and integrity in public institutions (by 8%).

On the other hand, a decrease was registered in the perceived importance of the following solutions: introduction of declaring at own responsibility instead of a certificate (by 26%); charging lesser fees for public services (by 21%); application by superiors of sanctions for misuses/infringements committed by public officials (by 18%); and measures to improve laws and regulations (by 18%).

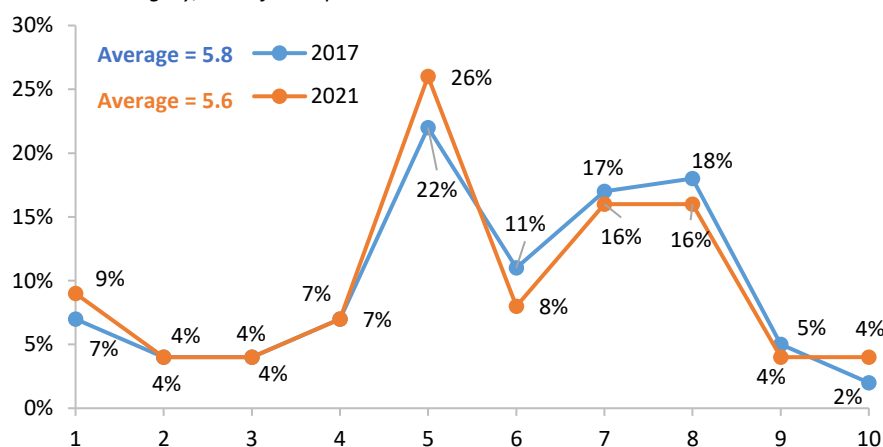
III. SURVEY OF PUBLIC SERVANTS

3.1. General perceptions

The survey participants were requested to assess the public service activity in terms of ethics and integrity in the Republic of Moldova in general, and in the institutions where they work. Their appreciations were measured on a scale of 1 to 10, where 1 = *Corruption, lack of ethics and integrity*, and 10 = *Total ethics and integrity, lack of corruption*.

Fig. 58.1. How do you appreciate the public service activity in terms of ethics and integrity in the Republic of Moldova, overall? (A1.1)

Estimates from 1 to 10 where 1 = *Corruption, lack of ethics and integrity*, and 10 = *Total ethics and integrity, lack of corruption*

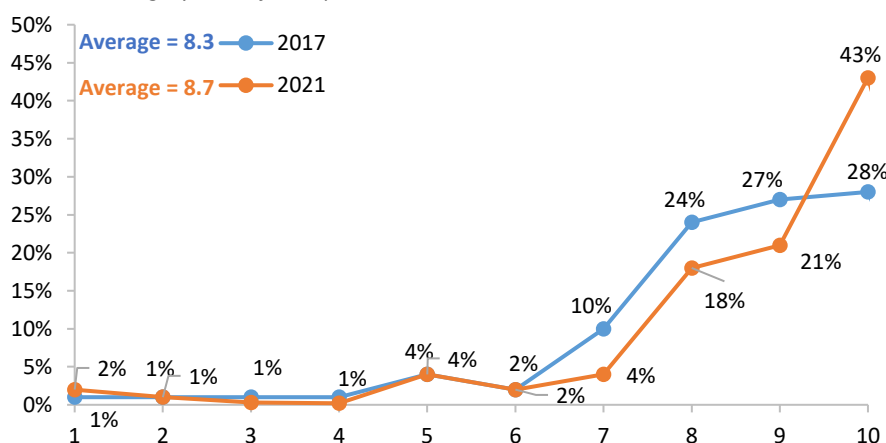


servant in 2017).

However, the perception is quite different in case of the public service activity in the institution where the respondent works: 83% of the respondents (an increase by 4% vs. 2017) award it scores of 8 to 10 points (i.e.

Fig. 58.2. How do you appreciate the public service activity in terms of ethics and integrity in the institution where you work? (A1.2)

Estimates from 1 to 10 where 1 = *Corruption, lack of ethics and integrity*, and 10 = *Total ethics and integrity, lack of corruption*



significant growth vs. 8.3 points in 2017).

While assessing the public service activity in general, those who gave scores of 6 points and higher were more often males (55% vs. 43% in case of females), persons aged 20-50, respondents with a high level of education, urban residents, representatives of central level authorities. Furthermore, the higher the category of the

The analysis of the responses shows that the general perception of public servants is relatively positive, with 43% awarding the public service activity scores over 6 points (i.e. *Little corruption / Total lack of corruption*) (Fig. 58.1). This figure is lower by 10% than the situation in 2017. Only one of each five public servants awards the public service activity in general scores between 8 and 10 (whereas such scores were awarded by each fourth

four-fold of the level registered in case of appreciation of the public service activity in general). Moreover, a half of them award the activity of their institution a maximum score for its ethics and integrity (Fig. 58.2).

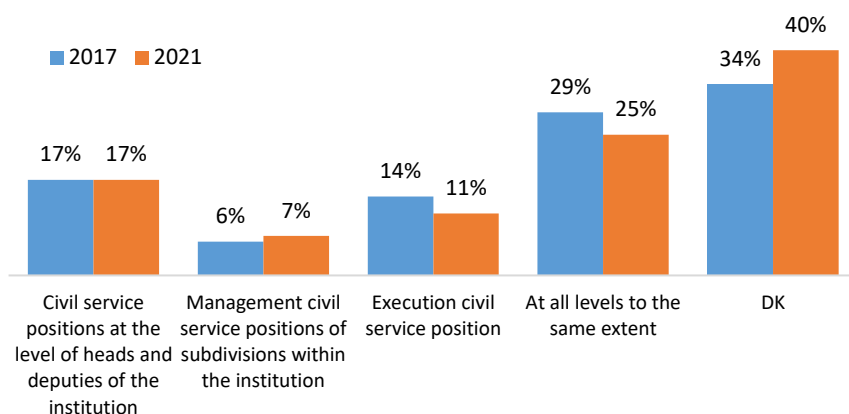
On the other hand, the average score (average number of points) is 5.6 in case of the public service activity in general, whereas the average score given to by the respondents to their institutions is 8.7 (a

position held by the surveyed public servant, the more was the portion of responses awarding high scores (6 points and higher).

The analysis of the responses giving scores of 1 to 5 points (i.e. *Total corruption / High level of corruption*) is also a confirmation of a better perception on the part of respondents of their institutions as compared to the general system. Thus, only 7% of the respondents stated that the institutions where they work are corrupt, as compared to 53% of the public servants who claim that Moldova's public service system is generally corrupt. The highest incidence of such public servants was registered in case of the South of Moldova, where 73% of the respondents assessed the public service system as highly corrupt.

When asked at what hierarchical level the risk of corruption is the highest in the institution where they work, 17% spoke of the heads and deputy heads of the institution (Fig. 59). This opinion was expressed more often by public servants aged between 20-35, with a high level of education, urban residents, representatives of Level 2 authorities, persons who had already worked in their institution for 3-5 years at the time of the survey as well as those with up to 5 years of experience in their institution.

Fig. 59. On what hierarchical level is the risk of corruption the highest in the institution where you work? (A2)



7% of the public servants believe that the highest risk of corruption is at the level of heads of subdivisions in the institution (this opinion was expressed mostly by representatives of Level 2 authorities and public servants with an employment history of up to 5 years with their institution) (Fig. 59).

11% of the respondents spoke of public executive

positions as those most exposed to the risk of corruption. The socio-demographic profile for the group of those who have this opinion: mostly males, persons with a high level of education, urban employees, those employed in the Centre of Moldova, central level authorities, senior managers.

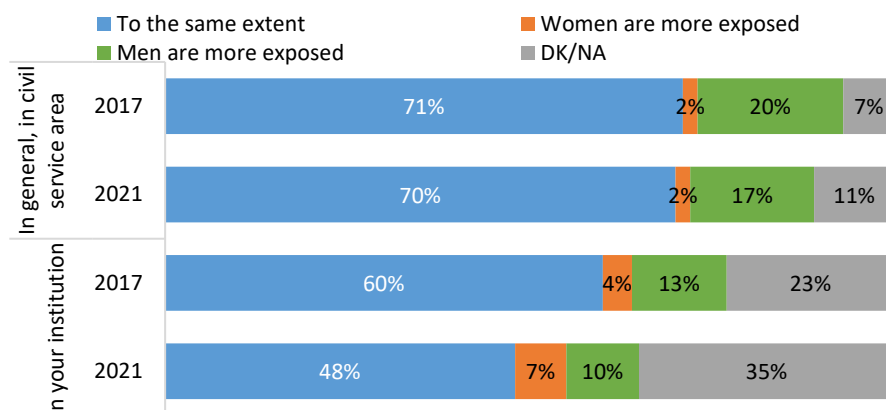
25% of the respondents believe that the risk of corruption is present at all hierarchical levels to an equal extent (Fig. 59). This opinion was frequent especially in case of persons with a medium level of education, those from the South and North of Moldova, representatives of Level 1 authorities, those holding public executive positions, persons with an employment history of more than 10 years in their institution.

Overall, the perceptions of public servants regarding the hierarchical level with the highest risk of corruption have not undergone any significant changes since 2017.

40% of the surveyed public servants either do not know or have refused to say at what hierarchical level the risk of corruption is the highest risk in the institution where they work. Such responses were more frequent among females (43% vs. 36% in case of males), persons aged over 51, residents of Chisinau, representatives of local level authorities and other local level institutions.

An analysis of the perceived level of exposure to corruption depending on one’s gender demonstrated that, according to most public servants, women and men are exposed to corruption to the same extent – whether

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



in public services in general (70%) or in the institution where the respondent works (48%) (Fig. 60). This opinion was more frequent among younger people (aged 20-35 and 36-50), persons with a high level of education, urban residents and respondents from the North of Moldova, those with an employment history of up to 2 years in their institution. A comparison with the 2017 findings

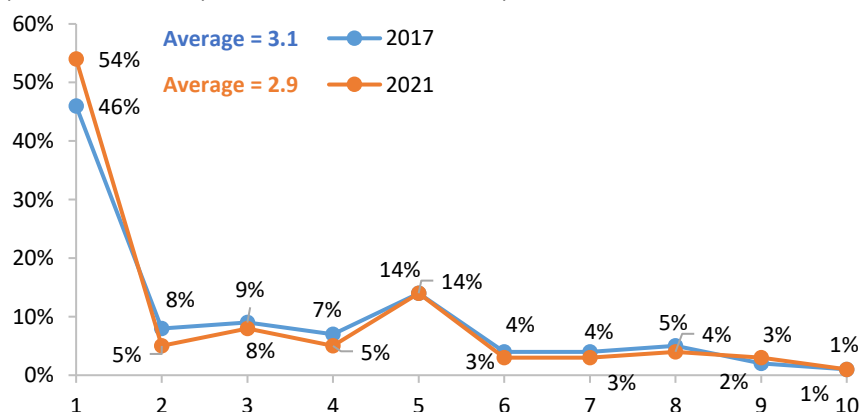
shows a decrease in the percentage of the public servants who believe that both genders are exposed to corruption in their institution, but this decrease was on account of an increase (from 23% to 35%) of those who gave no response.

Those who believe that there are differences in the level of exposure to corruption depending on one’s gender more frequently think that males are more corrupt. Thus, the response *Males are more exposed to corruption* was given by 17% of the respondents in case of the public service in general and by 10% in case of the institution where the respondent works. At the same time, the portion of public servants who believe that women are more exposed to corruption is only 2% in case of the public service in general and 7% in case of the institution where the respondent works.

Public servants were asked how serious the corruption problem is for Moldova. The responses were assessed on a scale of 1 to 10, where 1 = *Corruption in Moldova is a very serious problem*, and 10 = *Corruption in Moldova is not at all a problem*. More than a half of the surveyed public servants (54% vs. 46% in 2017) think that corruption is a very serious problem in Moldova (Fig. 61). More than that, based on the assumption that 1-5 points correspond to a very high/high level of corruption in the country, we find a general perception of public servants that corruption is a serious problem for Moldova. Thus, 1 to 5 points were awarded by 87% of the survey participants. This opinion prevails in the responses of participants of both genders, young people, persons with a high level of education, residents of the South of Moldova, LPA of Level 2, and other central-level institutions.

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

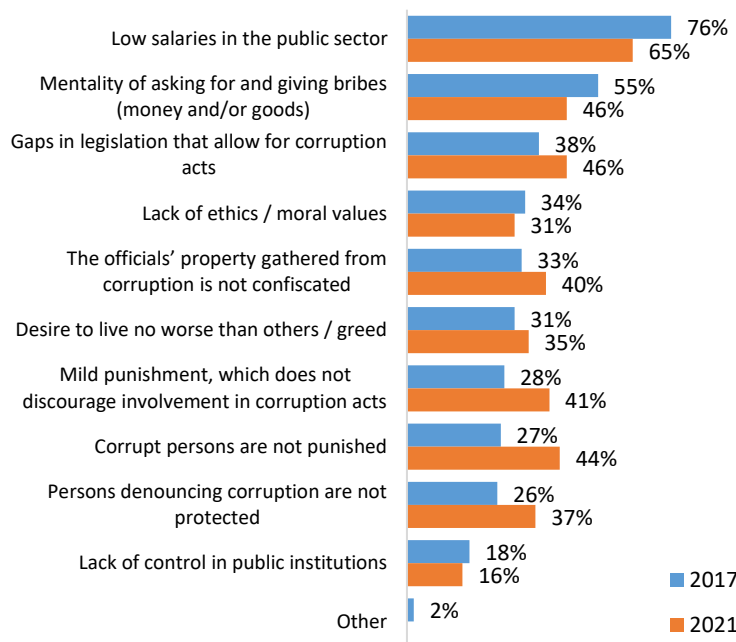
Estimate on a scale from 1 to 10, where 1 = Corruption in Moldova is a very serious problem, 10 = Corruption in Moldova is not at all a problem



More than a half of the surveyed public servants (54% vs. 46% in 2017) think that corruption is a very serious problem in Moldova (Fig. 61). More than that, based on the assumption that 1-5 points correspond to a very high/high level of corruption in the country, we find a general perception of public servants that corruption is a serious problem for Moldova. Thus, 1 to 5 points were awarded by 87% of the survey participants. This opinion prevails in the responses of participants of both genders, young people, persons with a high level of education, residents of the South of Moldova, LPA of Level 2, and other central-level institutions.

The average score awarded by the respondents to assess the seriousness of the problem of corruption for the Republic of Moldova is 2.9 on a scale of 10 points (i.e. increased seriousness), which shows an aggravation in the perception of this problem vs. the 2017 situation.

Fig. 62. What are, in your opinion, the main causes of corruption in Moldova? (A5)

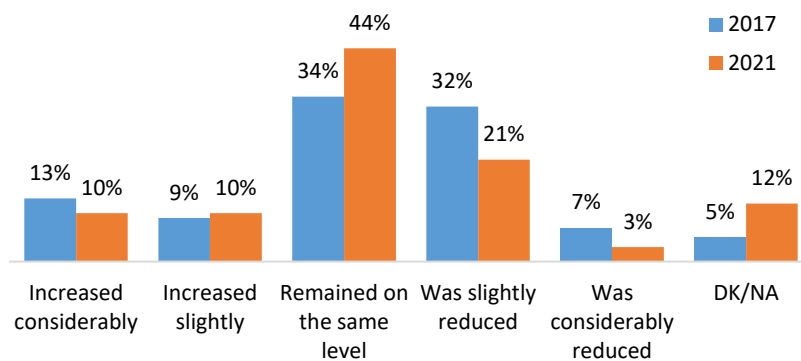


Causes of corruption are multiple (Fig. 62). Public servants continue to believe that the main causes are low salaries in the public sector (65%), the mentality of soliciting and giving bribes (money and/or goods) (46%), and gaps in law that allow for corrupt practices (38%), lack of ethics/moral values (46%). As compared to the 2017 situation, the importance of low salaries and the corrupt mentality decreased against the background of growing importance of other factors such as lacking punishment of corrupt persons or application of mild sanctions not commensurate with the graveness of corrupt practices, lack of protection for whistle-blowers, and not confiscating of personal wealth gained through corruption.

It can be stated regarding correlation between the responses received and the respondent's gender that female public servants spoke more often of the problem of corrupt mentality, whereas male servants mentioned more often the problem of low salaries and non-confiscation of illegally gained personal wealth.

When asked about the evolution of corruption in Moldova during the last year, most respondents thought it has remained at the same level (44%). Each fourth public servant thinks that corruption was slightly reduced (24% vs. 39% in 2017), whereas approx. each fifth respondent (20%) believes the level of corruption has increased in Moldova (Fig. 63).

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



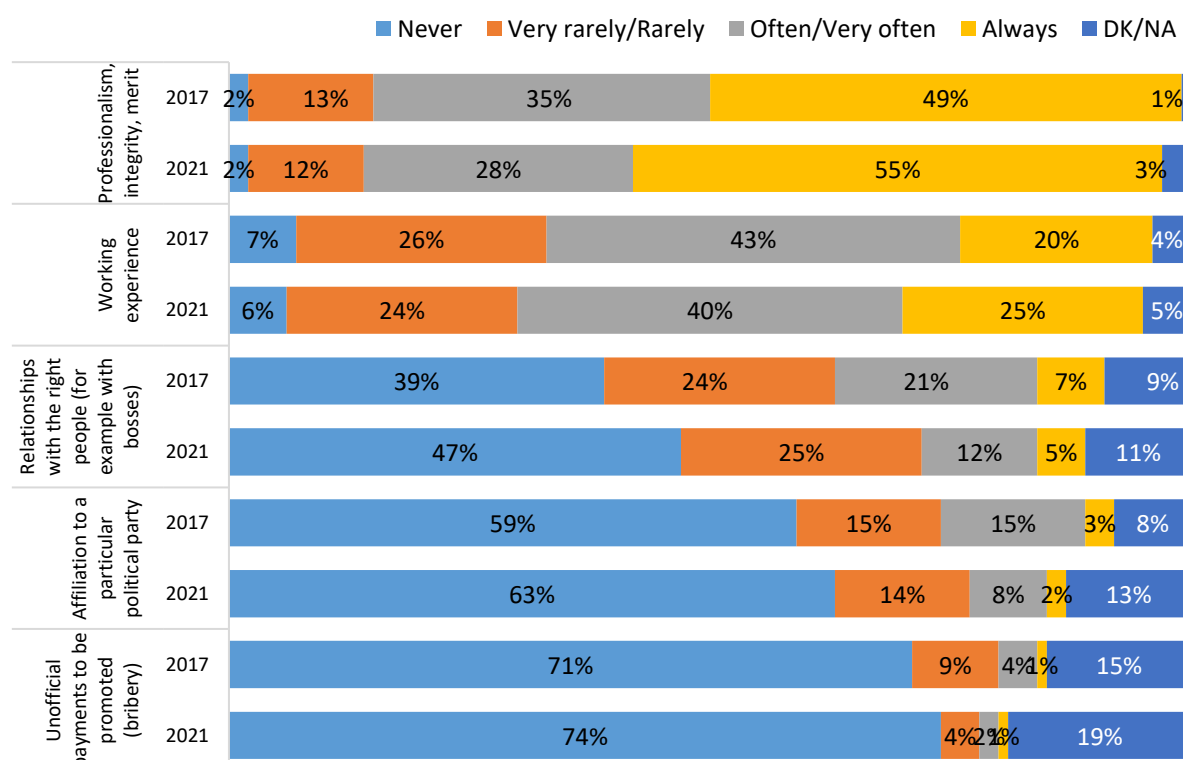
A (slight/considerable) increase in the level of corruption was noted more frequently by women (23% vs. 16% in case of men), respondents with a medium level of education, rural public servants, representatives of Level 1 LPA and of other local-level institutions, those with public executive functions.

The socio-demographic profile of the group of public servants who believe that the level of corruption has been (slightly/considerably) reduced was diversified: this opinion was expressed more frequently by men (31% vs. 19% in case of women), persons with a high level of education, senior/mid-level managers.

3.2. Employment and promotion of public servants based on their merits

According to the survey findings, employment and promotion of public servants is usually based on their merits (Fig. 64). Thus, a half of the public servants that promotion to a higher position in the institution where the respondent works is always based on the promoted public servant's professionalism, integrity and merits (55%), and each third respondent stated that these are the criteria often/very often applied in public institutions (28%). Overall, 83% of public servants (similar to the 2017 findings) say that in their organization personnel are promoted on their merits. These opinions were expressed more often by persons with a high level of education, urban residents, public servants from Chisinau, employees of central-level institutions, senior/mid-level managers.

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



Another important criterion for promotion is the duration of working history with the institution; this criterion is applied often/very often/always according to 65% of the survey participants. This criterion was mainly mentioned by persons with a high level of education, urban residents, all public institutions (excluding local-level ones), persons with working history of up to 2 years.

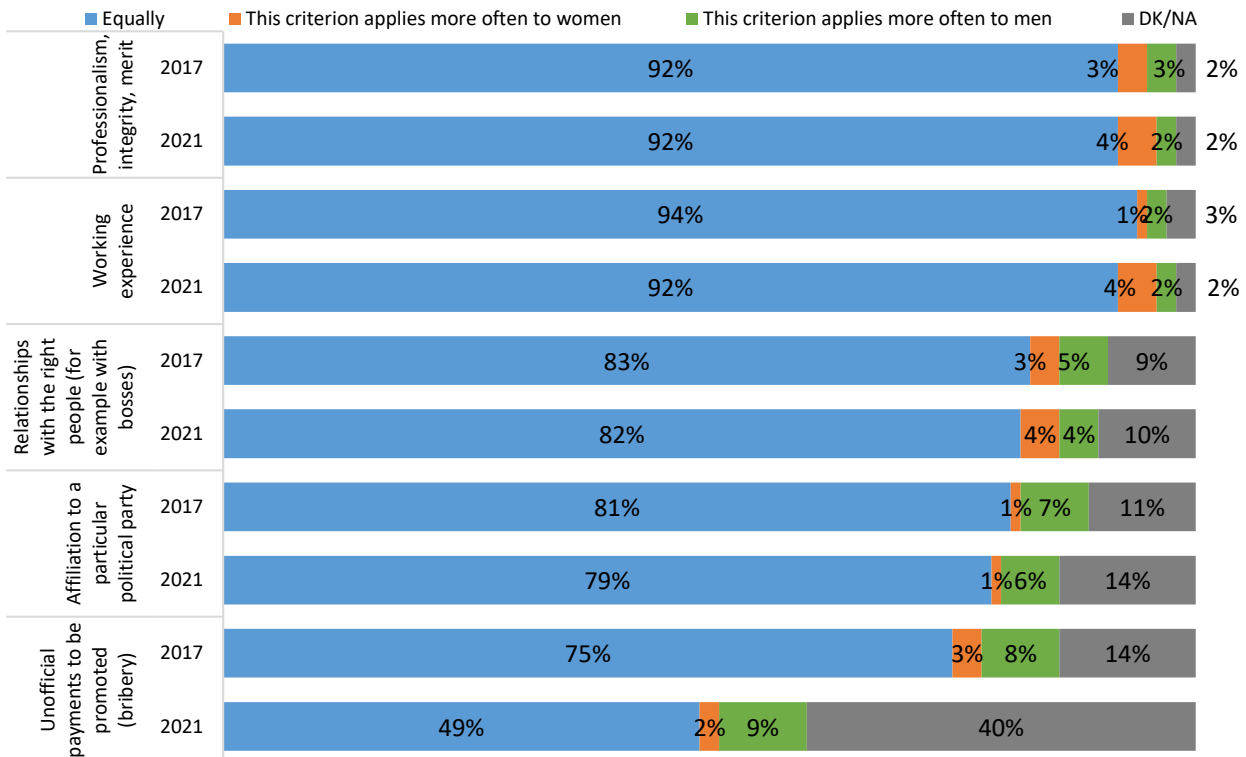
Respondents admitted that other promotion criteria can be found in public institutions. Thus, 17% of public servants (a decline vs. 28% in 2017) stated that the criterion *Relationships with the right people (for example with bosses)* is applied often/very often/always. This group of public servants consisted mostly of men, young people, representatives of central-level authorities, servants in public executive positions.

The criterion *Affiliation to a particular political party* is often/very often/always important in the opinion of 10% of public servants (a significant decrease from 18% in 2017). Persons with a medium level of education, residents of the North and Chisinau, representatives of central-level authorities believe more often that affiliation to a particular political party is essential for one's promotion.

74% of the respondents said that in their institutions there have been no cases of promotion based on unofficial payments, and 4% believe that cases of promotion based on a bribe are very rare/rare.

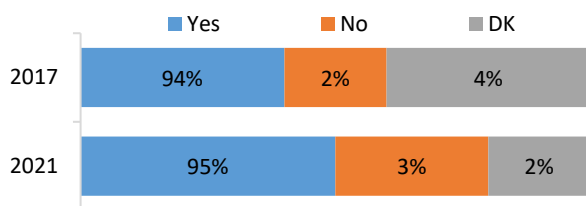
The survey findings show that the gender equality principle is generally respected in staff promotions in Moldova's public organizations and institutions. Almost all respondents stated that all the criteria mentioned

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



in Fig. 64 are applied equally to men and women (professionalism - 92%; length of working history - 92%; relationships with the right people – 82%, affiliation to a particular political party – 79%; and unofficial payments – 49%) (Fig. 65). It appears however that men are slightly more privileged as compared to women in terms of application of affiliation to a particular political party (6%) and unofficial payments (9%). As compared to 2017, these perceptions remained at the same level.

Fig. 66. Are any performance assessment procedures applied in your institution? (B3)

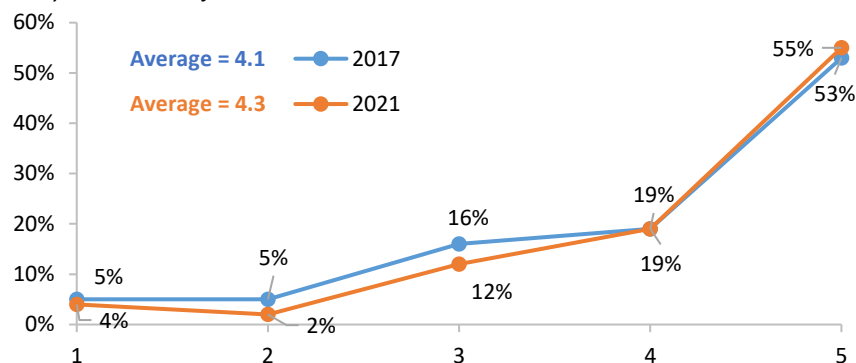


Another aspect assessed by the survey concerns performance assessment and the extent to which it matters for one’s promotion in the hierarchy. The findings show that almost all institutions (95%) apply some performance assessment procedures (Fig. 66).

The extent to which assessment results affect one’s promotion in the institution was appraised on a 5-point scale (where 1 = Do not influence at all; staff are promoted based on other criteria; and 5 = Influence to a very high extent; staff are promoted solely based on assessment results). It was found that most public servants (75%) believe that performance assessment results influence staff promotion in the institution to a high or a very high extent (4 and 5 points); this opinion was expressed mainly by men (79% vs. 72% in case of women), persons with a high level of education.

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

Estimate on a scale from 1 to 5, where 1 = Do not influence at all, staff are promoted based on other criteria; and 5 = Influence to a very high extent, staff are promoted solely on the basis of the assessment results

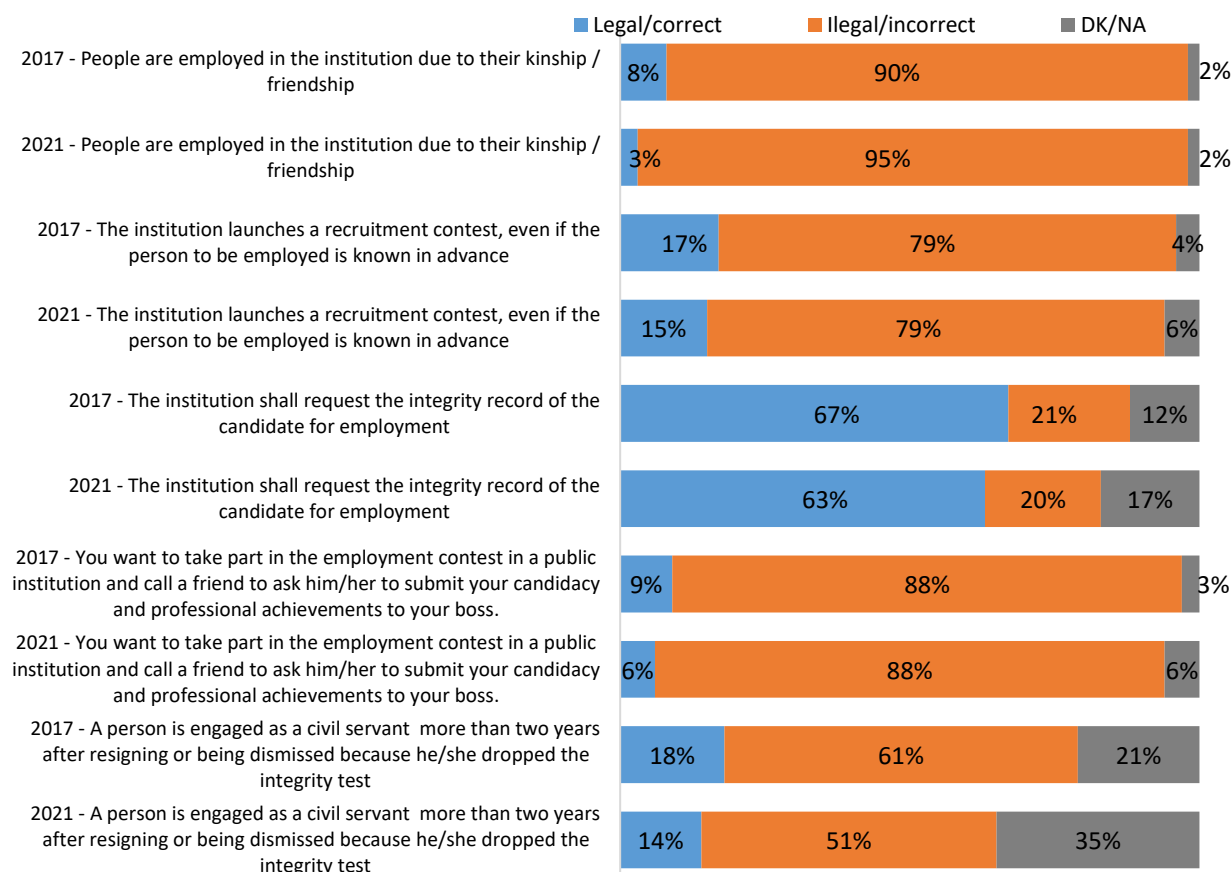


6% stated that in the institutions where they work staff are always or very often (1 and 2 points) promoted depending on some other criteria rather than based on their performance assessment results (Fig. 67).

The average score awarded by public servants for the extent to which performance assessment results influence promotion of staff in their institution is 4.3 (on a scale of

5 points), which is slightly higher than in 2017.

Fig. 68. Are the situations below legal or illegal? Correct or incorrect? (P1.1)



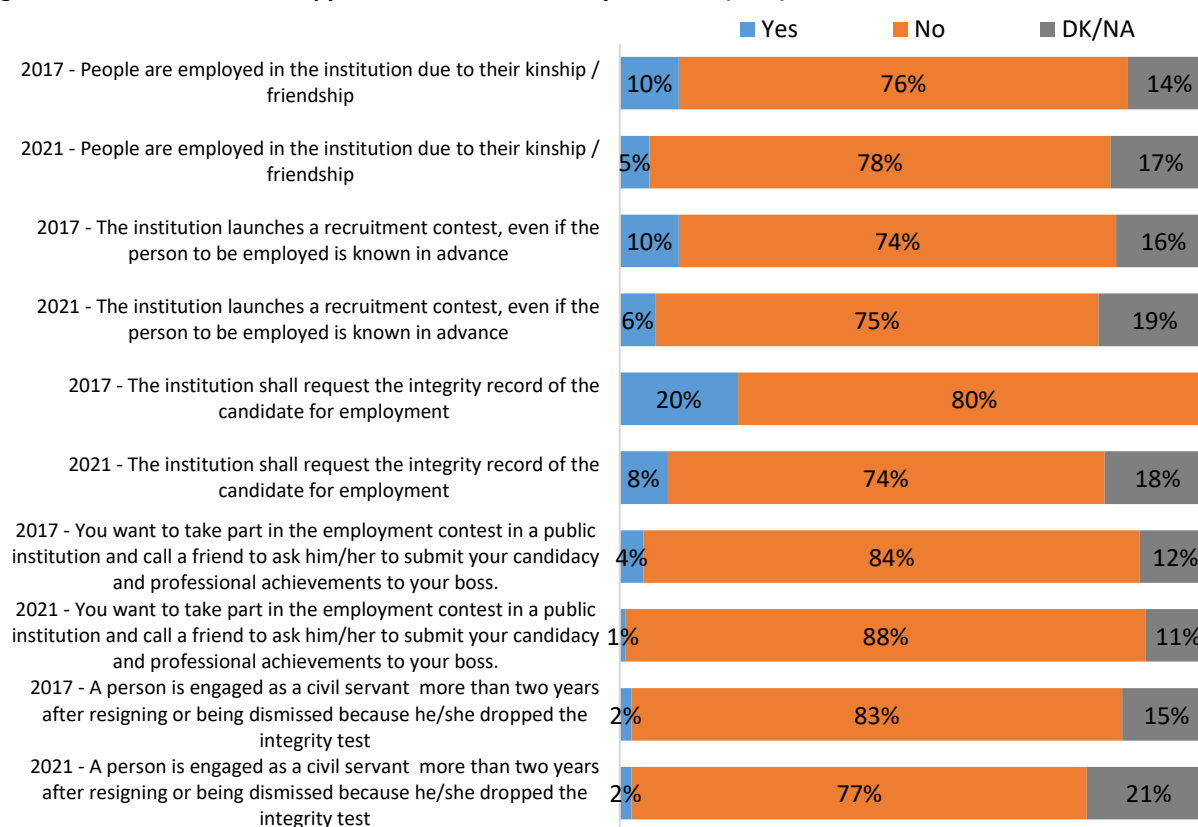
Heads of public institutions generally tend to present the situation with staff employment and promotion in the institution where they work in a more favorable way than lower-ranking public servants. This pattern was registered during both surveys.

Almost all survey participants know the risks of corrupt practices in the process of employment. They assessed the following situations as illegal/incorrect: people being employed in the institution due to their kinship/friendship (95%); the person willing to take part in the employment contest in a public institution calls friends working there and asks them to submit the caller's candidacy to their boss (88%); the institution launches a recruitment contest even if the person to be employed is known in advance (79%) (Fig. 68).

5 to 6 per cent of these respondents (a decline vs. 2017) that there have been some cases in the institutions where they work of people being employed due to their kinship/friendship and/or the institution launches a recruitment contest even if the person to be employed is known in advance (Fig. 69). These responses were more frequent in case of Level 1 LPA servants.

26% of those who stated they were aware of a risk of corrupt practices in employment procedures confirmed that steps have been taken to resolve or sanction cases where people were employed due to their kinship/friendship, and 30% confirmed that such steps have been taken in situations where a recruitment contest was launched, but the person to be employed was known in advance (Fig. 70).

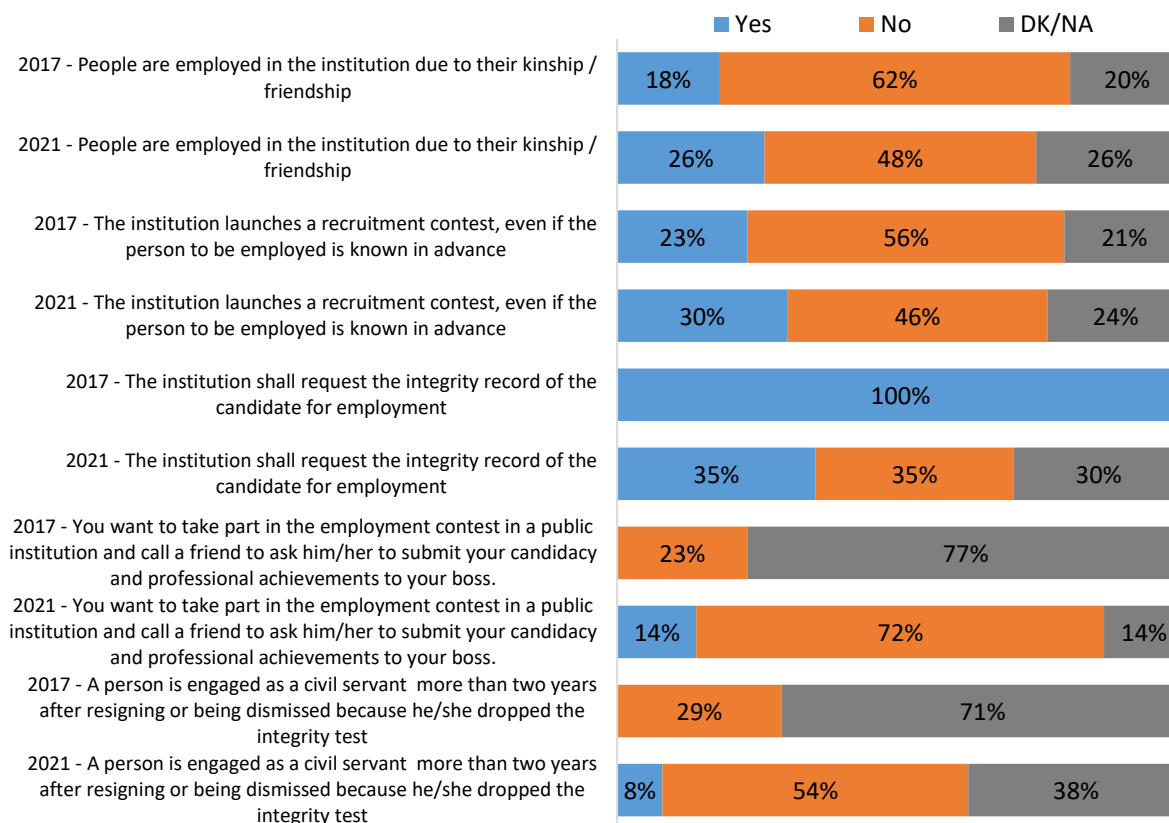
Fig. 69. Do these situations happen in institution where you work? (P1.2)



* Sub-sample: The respondents who responded Illegal/Incorrect to P1.1

Situations where a friend helped with one's employment, or one was employed after having dropped the integrity test in the past were hardly ever mentioned (respectively 2% and 1% said that such situations happen in the public institution where they work) (Fig. 69).

2/3 of the survey participants believe it is legal/correct for the institution to request the integrity record of the candidate for employment (Fig. 68); 8% of these participants confirmed that such practice exists in their organization (Fig. 69).

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

* Sub-sample: The respondents who responded Yes to P1.2

Nevertheless, an in-depth analysis shows that the level of knowledge of legal/illegal or correct/incorrect situations is still low regarding **employment and promotion of public servants based on their merits and professional integrity**. The overall indicator (correct responses regarding all situations presented in Fig. 68) shows an increase (from 23% in 2017 to 31% in 2021) in the percentage of public servants that gave correct responses regarding all possible situations of corruption in the process of employment and promotion of public servants based on their merit and professional integrity. The level of knowledge is higher in case of young public servants, persons with a high level of education, representatives of central-level authorities and public servants with a work history of 3-10 years.

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

Restrictions in the hierarchy are generally respected in public organizations in the Republic of Moldova. Thus, 83% of the respondents (a slight increase vs. 2017) stated they did not know any cases during the last 12 months in the institution where they work where a public servant is/has been directly subordinated to a relative or kinsman (Fig. 71). Cases of infringements against restrictions in the hierarchy were mentioned by 4% of the respondents (a half of the 2017 level), especially by representatives of LPA 2 and central-level authorities, respondents from Chisinau and the South of Moldova.

Fig. 71. Do you know any cases in your institution where a public official is/has been directly subordinated to a direct relative or relation (someone of kin) in the last 12 months? (C1)

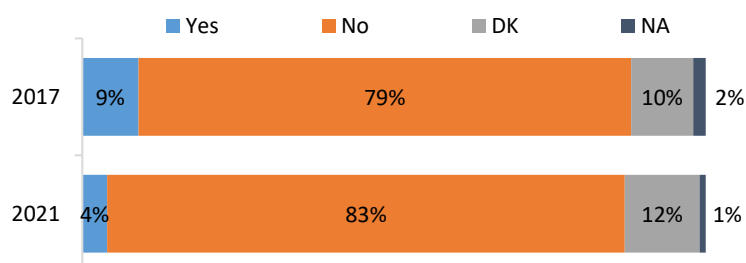
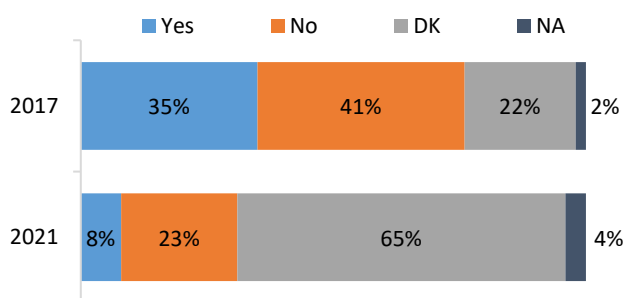


Fig. 72. Have steps been taken to halt the hierarchy? (C2)



* Sub-sample: 58/25 respondents

Approx. 1/4 of those who mentioned such infringements state that steps have been taken to halt the hierarchy between relatives; 48% say no steps have been taken to halt such hierarchy; and 24% do not know if any steps have been taken to this end (Fig. 72).

*Public servants were tested for their knowledge of legal/illegal or correct/incorrect situations in terms of **observing the incompatibility regime, restrictions in hierarchy, and limitation of publicity.***

At least 80% of the public servants **correctly** responded that the following situations are an infringement against the incompatibility regime: The mayor of city X signs a contract for the performance of some work with his brother's company (90%); The mayor of X locality is at the same time general manager of a commercial company (88%); The tender organized by a district council was won by the company headed by the wife of the council chairman (87%) (Fig. 73).

According to the survey participants, such situations do not happen as a rule in the institutions where they work, or they do not know/do not want to say if any such cases have happened (Fig. 74).

Regarding **restrictions in hierarchy**, most respondents **correctly** responded that the following situations are illegal/incorrect: The husband is the Head of the Finance Department, and the wife is an expert in the Human Resources Division within the same public authority (64%); An accountant of the X Village Hall of Village X is the wife of a son of the Village X mayor (80%) (Fig. 73). Similar to the above findings, respondents say either that such situations do not happen or that they do not know/refuse to respond if any such cases have taken place in their institutions (Fig. 74).

Fig. 73. Are the situations below legal or illegal? Correct or incorrect? (P1.1)

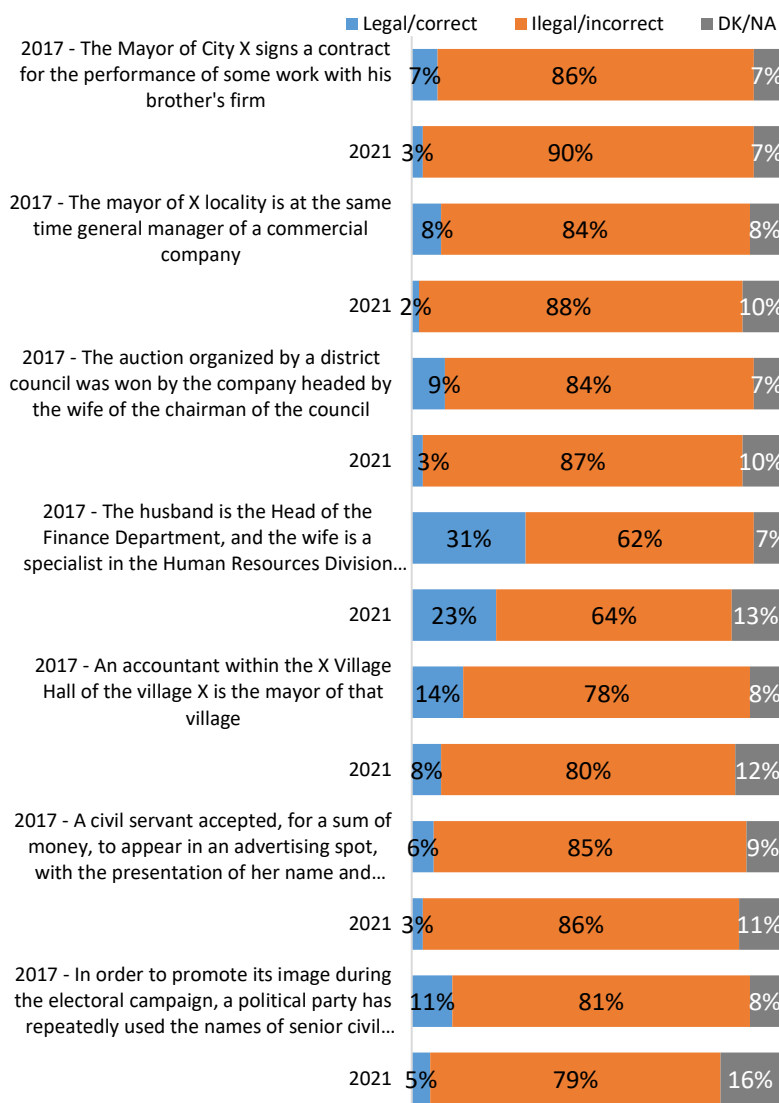
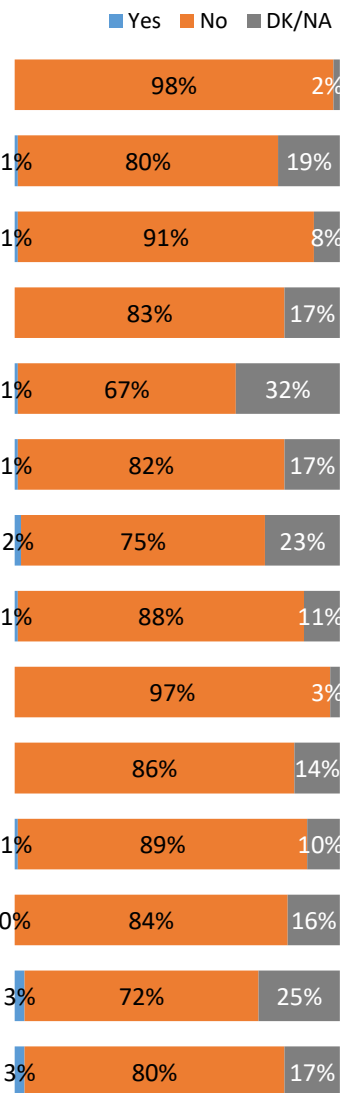


Fig. 74. Do these situations happen in the institution where you work? (P1.2)



* Sub-sample: The respondents who responded illegal to P1

The analysis of the responses measuring the respondents' level of knowledge about the **limitation of publicity** shows that 4/5 of the surveyed public servants deemed the following situations to be illegal (**incorrect response**): A civil servant accepted, for a sum of money, to appear in an advertising spot, with the presentation of her name and function, which was intended to promote a product (86%); In order to promote its image during the electoral campaign, a political party has repeatedly used the names of senior civil servants as members and supporters of the party (79%) (Fig. 73). Most public servants said there are no situations in their institutions and others do not know/refuse to respond if any such situations have ever occurred in their organizations (Fig. 74).

Nevertheless, an in-depth analysis shows a low level of knowledge of legal/illegal or correct/incorrect situations regarding **observing the incompatibility regime, restrictions in hierarchy, and limitation of**

publicity. The overall indicator (**correct responses regarding all situations presented in Fig. 73**) also shows an improvement in the level of knowledge (from 18% in 2017 to 27% in 2021) of the public servants that gave correct responses regarding all possible situations of corruption in observing the incompatibility regime, restrictions in hierarchy, and limitation of publicity. The level of knowledge is higher in case of public servants a high level of education, urban respondents, residents of Chisinau and the Central part of Moldova, representatives of central-level authorities and institutions.

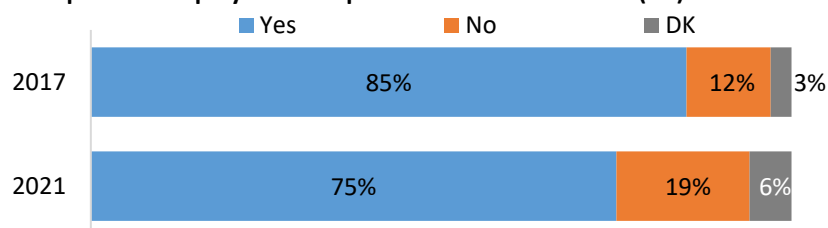
3.4. Respecting the rules for declaring property and personal interests

Approx. 3 in each 4 respondents (75% in 2021 vs. 85% in 2017) stated that declaring your property and personal interests is obligatory for all those who are employed in the public sector (Fig. 75.1). This opinion was more frequent among men (81% vs. 72% in case of women), public servants from outside Chisinau, representatives of CPA, Level 2 LPA and Level 1 LPA.

However, the correct response is that not all those who are employed in the public sector have this obligation.

According to Article 13 of the Integrity Act (no. 82/2017), all public servants are obliged to declare their property and personal interests. Article 2 of that legal act defines the public servant as a person employed in a public institution and holding a public position, a public position with a special status, a position of public importance, is employed in the office of a person holding a position of public importance or provides services of public interest and has been elected locally. However, some public sector employees do not have the public servant status (for example, technical staff).

Fig. 75.1. Is the declaration of property and personal interests obligatory for all persons employed in the public sector in Moldova? (D1)

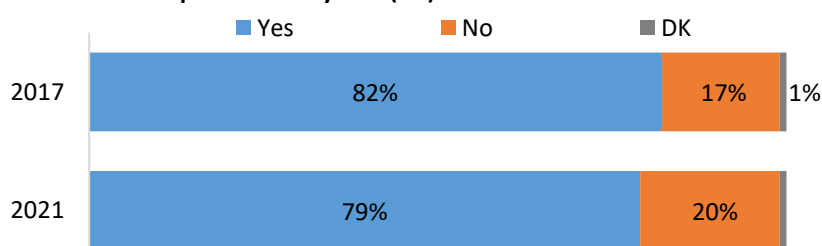


According to approx. one respondent in each five (i.e. 19%), this is not obligatory for all persons employed in the public sector (this response was given more often by women (21%), public servants from Chisinau, representatives of central-level and local-level institutions), and 6% said they did not know how

to respond to this question (Fig. 75.1).

The portion of those who declared their property and personal interests for the previous tax year is 79% (Fig. 75.2); these are mostly men (91% vs. 71% in case of women), respondents with a high level of education,

Fig. 75.2. Did you file the declaration of your property and personal interests for the previous tax year? (D2)



rural residents and respondents from outside Chisinau, servants of CPA, Level 2 LPA and Level 1 LPA, senior/mid-level managers and public servants with a history of work for more than 6 years in their institution (Fig. 75).

declaration for the previous year is 20% (Fig. 75). This category mainly consists of women (28%), persons with a medium level of education, those working in Chisinau, in other central-level and local-level institutions

(rather than authorities), those holding a public executive position, and those with a history of work up to 5 years.

Public servants were tested for their knowledge of legal/illegal or correct/incorrect situations regarding compliance with the rules for declaration of property and personal interests.

82% of the surveyed public servants (88% in 2017) assessed as illegal/incorrect the situation where the servant has to submit the declaration of property and personal interests after two years of activity within the public institution (**correct response**), while 5% believed this is legal/correct (Fig. 76). 72% think it is

Fig. 76. Are the situations below legal or illegal? Correct or incorrect? (P1.1)

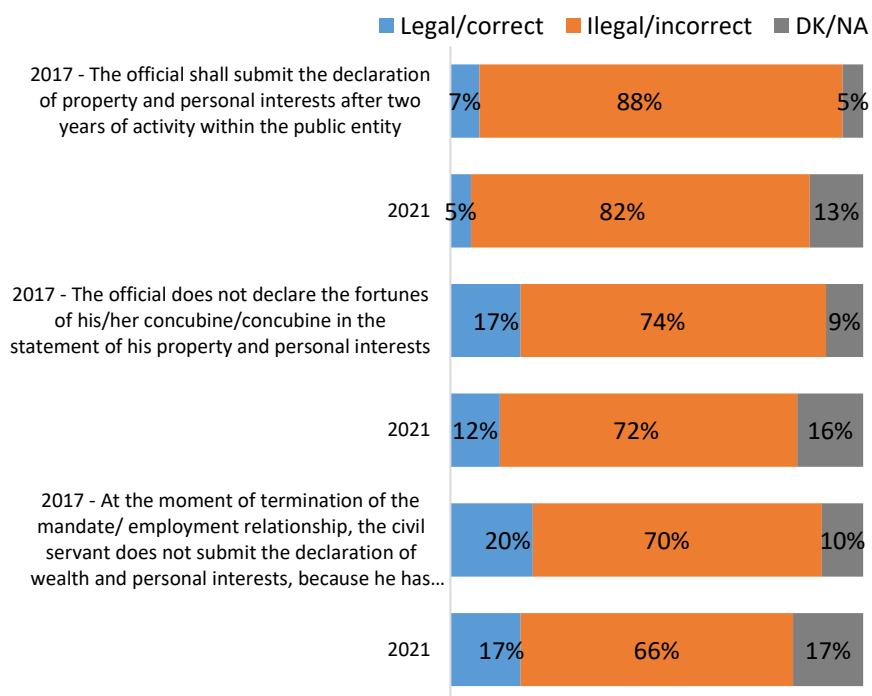
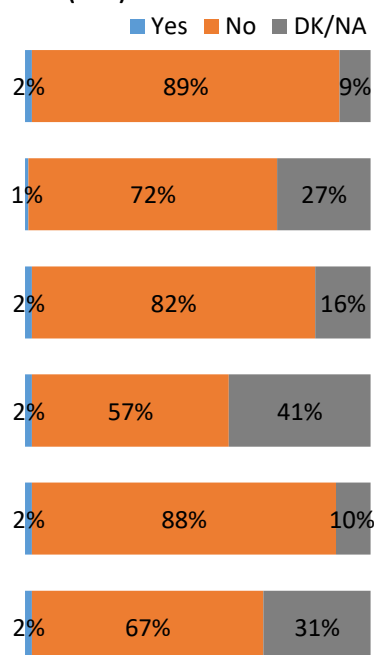


Fig. 77. Do any of these situations happen in the institution where you work? (P1.2)



illegal/incorrect that the public servant does not declare the property of their concubine in the declaration of their property and personal interests (**correct response**), as compared to 12% who think differently (Fig. 76). 66% of the respondents said it is illegal/incorrect that at the civil servant does not submit the declaration of property and personal interests at the time of termination of their mandate/employment relationship because they have already submitted it this year (**correct response**), while each fifth respondent believes this is legal/ correct (Fig. 76). Almost all public servants said such situations do not happen in the institutions where they work, while the rest are persons who do not know or do not want to respond if such situations can be found in their institutions (Fig. 77).

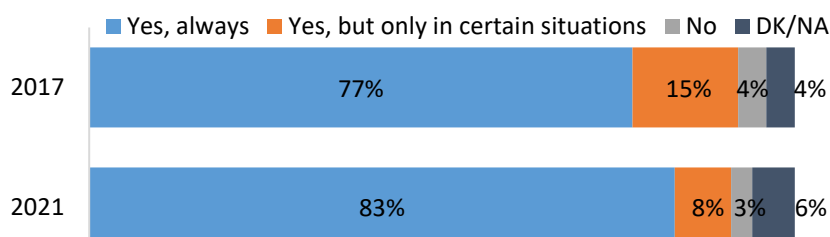
* Sub-sample: The respondents who responded illegal to P1

An in-depth analysis identified a fairly high level of knowledge of legal/illegal and correct/incorrect situations regarding compliance with the rules for declaration of property and personal interests. The overall indicator (correct responses regarding all situations described in Fig. 76) shows that 53% of the surveyed public servants (vs. 57% in 2017) gave correct responses to all possible situations of corruption in the process of observing the rules for declaration of property and personal interests. The level of knowledge of the rules for declaration of property and personal interests was higher in case of men (57% vs. 50% in case of women), respondents aged 36-50, persons with a high level of education, urban residents, those from the South of Moldova, representatives of central-level authorities and Level 2 LPA.

3.5. Respecting the conflict-of-interest rules and avoiding favoritism

Approximately 4 in each 5 respondents (83% vs. 77% in 2017) believe it is **correct** that the public servant is obliged to declare a conflict of interest in all situations (Fig. 78). This opinion was expressed mostly by men (89% vs. 79% in case of women), persons aged below 51, respondents with a high level of education, urban residents, representatives of all institutions (excepting local-level ones).

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

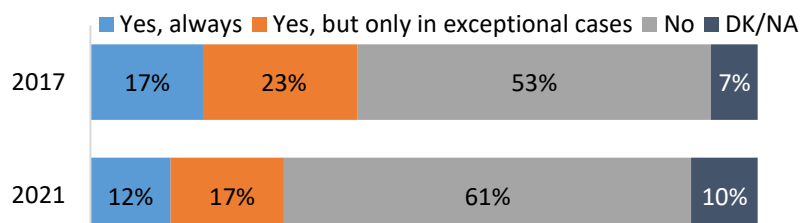


8% of the respondents confirm it is obligatory to declare a conflict of interest, but only in certain situations (Fig. 78). They are mostly persons aged 51 and older, respondents with a medium level of education, rural residents, representatives of other local-level institutions.

According to Article 14 of the Integrity Act, the public servant is obliged to notify the head of their public entity in writing, within three days, of any real conflict of interest arising from the notifier's professional activities, explaining the nature of the conflict of interest and how it influences or can influence impartial and objective discharge of the notifier's duties.

Moreover, a possible conflict of interest must also be declared according to Article 12 of Legal Act no. 133 of 17.06.2016 on the declaration of property and personal interests.

Fig. 79. Does the public servant have the right to make decisions, while in a conflict-of-interest situation? (E2)



When asked if the public servant has the right to make decisions, while in a conflict-of-interest situation, 61% of the surveyed public servants (an increase from 53% in 2017) responded **correctly** No (Fig. 79). According to Section 12(4) of Legal Act no. 133/2016, in the event of a conflict of interest, the public servant is obliged to abstain from

considering any applications/requests, from issuing of any administrative acts, from concluding any legal acts - whether directly or through a third party, from making any decisions or participating in decision-making in the exercise of their mandate, public duties or public authority until the conflict of interest is resolved.

This opinion was more frequent among men (67% vs. 57% in case of women), persons aged below 51, respondents with a high level of education, urban residents, representatives of other local-level institutions.

At the same time, the percentage of the respondents who believe that the public servant has the right to make decisions while in a conflict-of-interest situation is 29% (40% in 2017); 12% of them believe that being in a conflict-of-interest situation cannot limit the right to make any decisions in any way, and 17% think that the public servant can only make decisions in exceptional cases, while in a conflict-of-interest situation (Fig. 79). 10% of the survey participants (mostly women) do not know whether a public servant has the right to make decisions while in a conflict-of-interest situation.

93% of the surveyed public servants (89% in 2017) do not know of any conflict of interest in their institutions over the past 12 months, and 5% witnessed such situations (Fig. 80). There were no significant differences in the received responses depending on the gender, age, level of education, type of locality and duration of activity of the respondents. Cases of conflict of interest were mentioned more often by persons aged over 50,

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

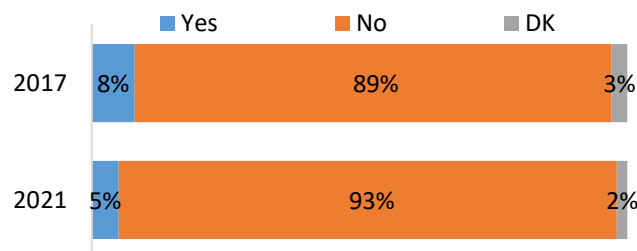
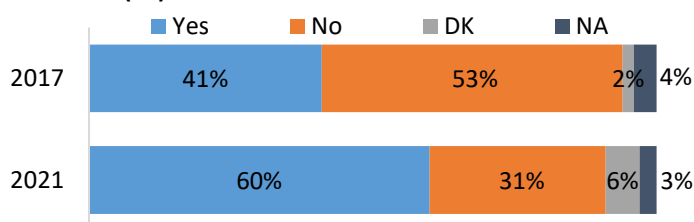


Fig. 81. Have the persons in conflict of interests continued to exercise their service duties in respect to the situation concerned? (E4)

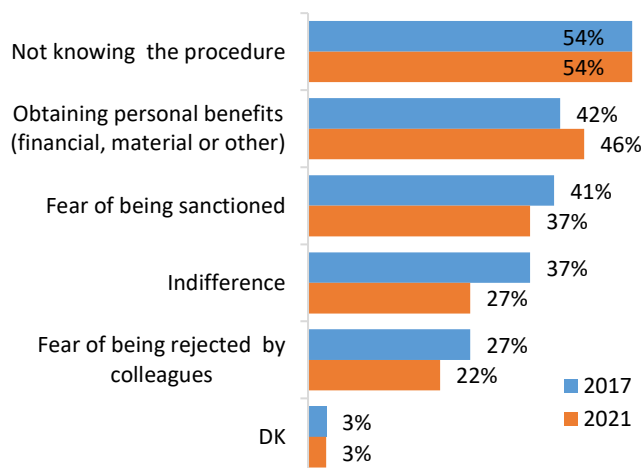


* Sub-sample: 49 respondents

81).

The main causes of non-declaration of conflicts of interest by public servants are not knowing the procedure (54%), obtaining personal benefits (financial, tangible, or other) (46%), fear of being sanctioned (37%), indifference (27%), and fear of being rejected by colleagues (22%) (Fig. 82). The order and importance of the

Fig. 82. What are the main causes of non-declaring conflicts of interest by public servants? (E5) MULTIPLE RESPONSES



residents of the South of Moldova, representatives of Level 2 LPA.

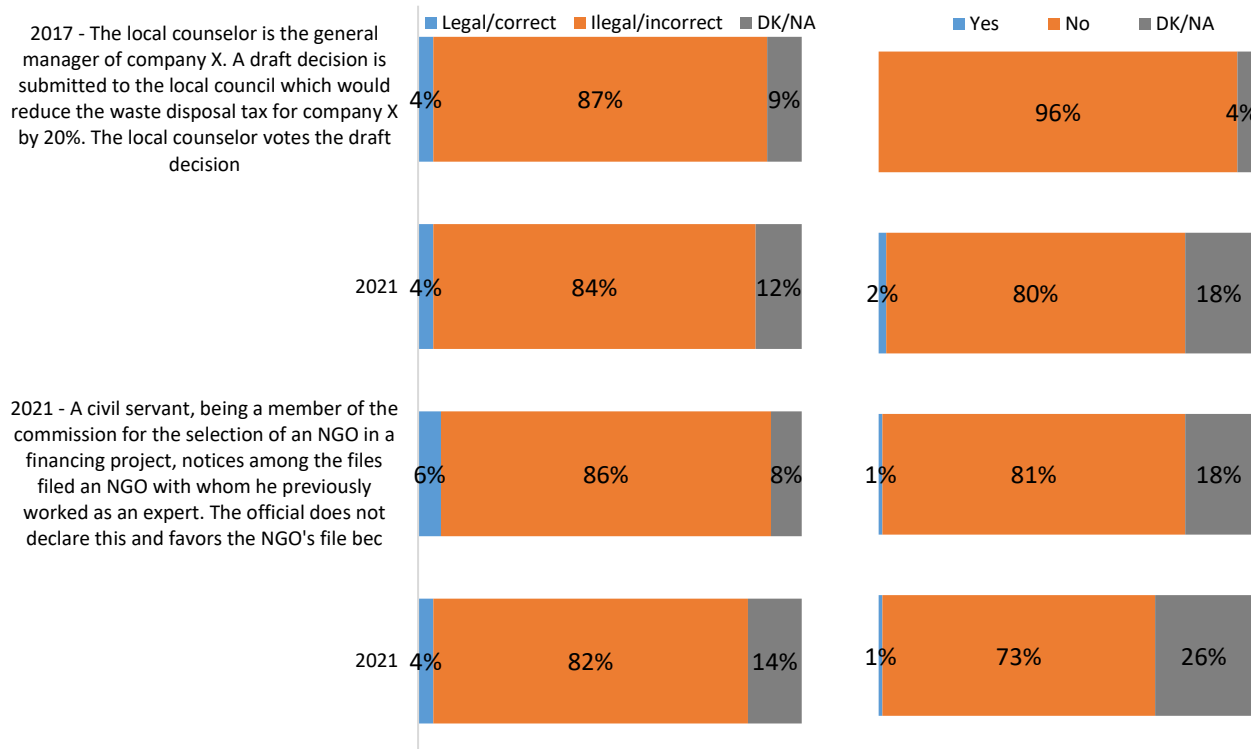
60% (vs. 41% in 2017) of the public servants who knew of some conflict-of-interest situations during the last 12 months (32 persons) said that the persons in conflict continued to exercise their duties, while 31% mentioned that the person in conflict had ceased to work in that function (Fig.

mentioned reasons remained almost the same as during the benchmark survey.

The survey also assessed the perceptions of public servants about steps to be taken to avoid favoritism in the public sector. Thus, almost 2/3 of the respondents (69%) believe it is necessary to report such situations to a direct superior in the hierarchy, 36% think that any case of favoritism should be reported to the National Anticorruption Centre (CNA), and 40% say it should be reported to ANI. The latter two options were mentioned mostly by men, public servants with a high level of education, persons aged below 50, representatives of Level 2 LPA.

Almost all public servants were able to **correctly** identify situations of conflict of interest and favoritism. Thus, 84% of the surveyed participants deemed the following situation to be illegal/incorrect: The local councillor is the CEO of company X. A draft decision is submitted to the local council to reduce the waste disposal tax for company X by 20%. The local councillor votes the draft decision (Fig. 83). 80% of the respondents said there are no situations of non-compliance with the conflict-of-interest rules in the institution where they work; the percentage of those who do not know how to respond this question grew

Fig. 83. Are the situations below legal or illegal; correct or incorrect ...? (P1.1) **Fig. 84. Do such situations happen in the institution where you work? (P1.2)**



* Sub-sample: The respondents who responded Illegal to P1

significantly from 4% to 18%) (Fig. 84).

Another 82% of the respondents identified the following situation as illegal/incorrect: A civil servant, being a member of the committee for the selection of an NGO in a financing project, notices among the files filed an NGO with which he previously worked as an expert. The official does not declare this and favors the NGO's file because he is convinced this is best for the project (Fig. 83). Almost all those who identified the situation of favoritism stated that such situations do not happen in the institution where they work (73%), whereas the other 1/4 do not know/refused to respond if there are any infringements against the favoritism rules in the institution where they work (Fig. 84).

An in-depth analysis found a high level of knowledge of legal/illegal or correct/incorrect situations regarding **compliance with conflict-of-interest rules and avoiding favoritism**. The overall indicator (correct answers regarding all situations described in Fig. 83) shows that 76% of the surveyed public servants (no change vs. 2017) gave correct responses regarding all possible corruption situations in the process of respecting the conflict-of-interest rules and avoiding favoritism. Correct responses were given mainly by public servants with a high level of education and representatives of Level 2 LPA.

3.6. Respecting the rules regarding gifts

Four in each five survey participants (79%) correctly responded that a public servant may accept a gift in a situation where this is dictated by politeness or by the event protocol requirements (Fig. 85). This opinion was expressed mainly by men, persons aged 36-50, respondents with a high level of education, urban residents, representatives of CPA and other central-level institutions.

5% of the survey participants say a public servant would be justified in accepting a gift in a situation where they have solved a more complicated problem or where a gift is given to the public servant’s family or friend rather than to the public servant directly.

Fig. 85. In which of the situations described below a public servant would be justified in accepting a gift? (F1)

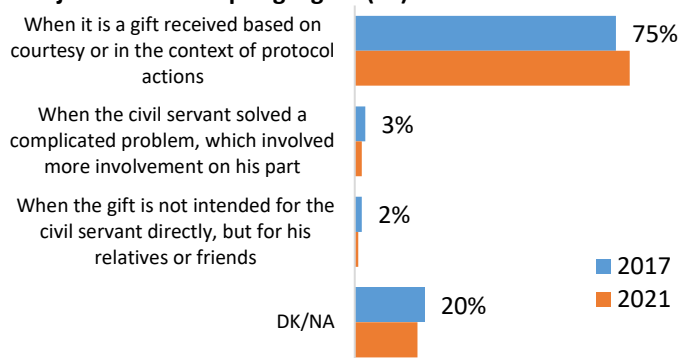


Fig. 86. How often do citizens provide gifts, services, invitations, etc. to public servants in exchange or as thanks for a provided service in the institution where you work? (F2)

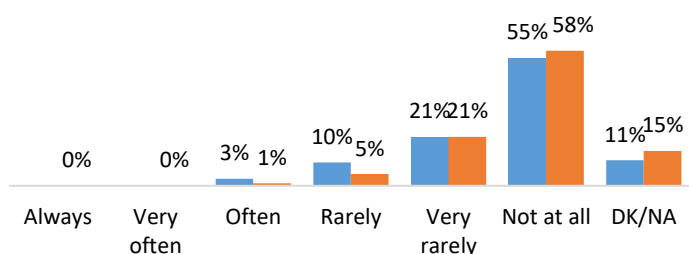
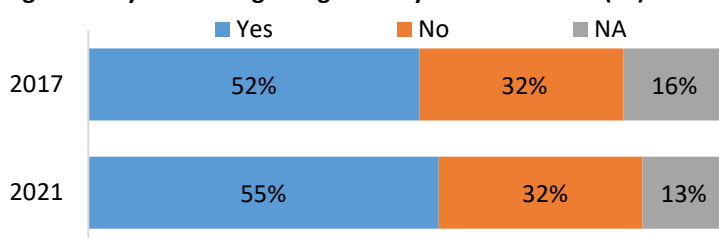


Fig. 87. Do you have a gift register in your institution? (F3)



education, urban residents, public servants from Chisinau and North of Moldova, representatives of CPA and Level 2 LPA, with a work history of 6 or more years.

Each fifth respondent (18%) does not know when a public servant would be justified in accepting a gift. They are mostly persons aged 20-35 and over 51, respondents with a medium level of education, rural residents, representatives of Level 1 LPA and other local-level public institutions.

Regarding the incidence of offering gifts to public servants in exchange or as thanks for a provided service, 58% of the respondents stated that citizens do not provide any gifts, services, invitations, etc. (Fig. 86). Each fourth survey participant stated that citizens express in various ways their gratitude to public servants for dealing with certain situations (21% of this group said such situations happen very rarely, 5% rarely, and 3% often).

About a half of the survey participants (55%) said there is a gift register in the institution where they work, while each third respondent stated the opposite. The portion of public servants who do not know if the institution where they work has a gift register is 13% (Fig. 87).

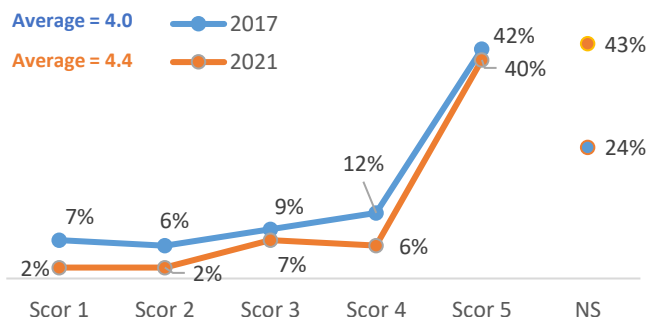
Those who are sure that their institution has a gift register are mostly men (62% vs. 50% in case of women), persons aged below 51, respondents with a high level of

Those who confirmed that their institution has a gift register were requested to assess its effectiveness (on a scale of 1 to 5, where 1 = *Gifts are not declared at all*, and 5 = *All gifts are declared and evaluated correctly*) (Fig. 88). Register effectiveness assessments were obtained from 57% of the respondents (76% in 2017), while 43% were unable to comment regarding this matter. Most of those who assessed the effectiveness of such registers awarded this tool a good score (46% vs. 54% in 2017) (4 and 5 of the highest possible number of points). In other words, gifts are always/usually declared in the register and evaluated correctly (Fig. 88).

The average score calculated for the effectiveness of the gift register is 4.4 (on a scale of 5 points), which means an increase by 0.4% vs. 2017.

Fig. 88. How effective is this register? (F4)

On a scale of 1 to 5, where 1 = *Gifts are not declared at all*, and 5 = *All gifts are declared and evaluated correctly*



Four in each five surveyed persons identified the following situations as being illegal/incorrect: (i) The public servant accepts as a gift a set of office supplies because he has solved an unpleasant and complicated problem for a citizen; (ii) The public servant does not declare receipt of a protocol gift at a public

Fig. 89. Are the situations below legal or illegal; correct or incorrect ...? (P1.1)

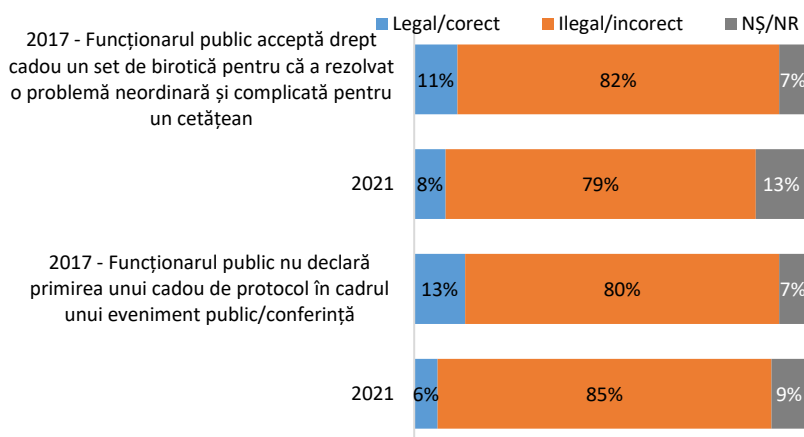
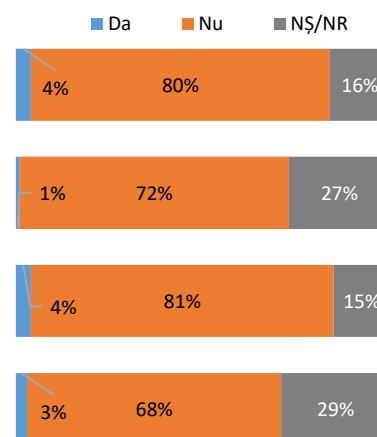


Fig. 90. Do these situations happen in the institution where you work? (P1.2)



* Sub-sample: The respondents who responded Illegal to P1

event/conference (Fig. 89). Even though the above responses are **correct**, the percentages of the of the public servants believing these situations to be legal/correct was respectively 8% and 6% (Fig. 89). According to the respondents, there are very few cases of con-compliance with these rules in respect to gifts (respectively 1% and 3%).

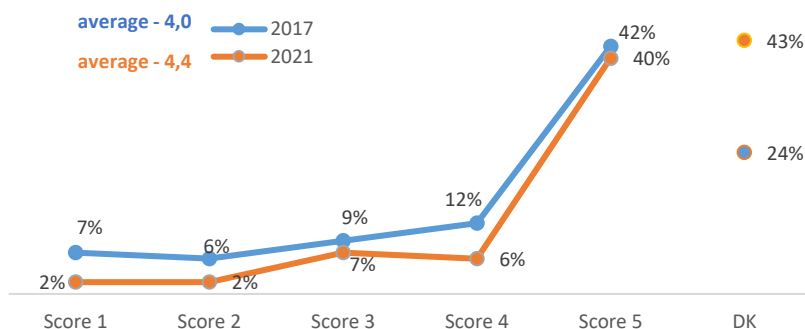
An in-depth analysis found a high level of knowledge of legal/illegal or correct/incorrect situations regarding **observance of rules for gifts**. The overall indicator (correct responses regarding all situations described in Fig. 89) shows that 73% of the surveyed public servants (no change vs. 2017) gave correct responses regarding all possible situations of corruption in the process of observance of the rules regarding gifts. The level of knowledge was higher among men (76% vs. 71% in case of women), residents of the North and the South of Moldova.

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

The extent to which the activity of public institutions is influenced by the interests of political parties was assessed on a scale of 1 to 10 where 1 = *Not at all influenced by the interests of political parties*, and 10 = *Totally influenced by the interests of political parties*. The score awarded most often in the responses was 1 (Fig. 91), registering an increase vs. 2017. Thus, 2/3 of the public servants stated that the activity of their institutions is not at all influenced by the interests of the political parties.

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

On a scale from 1 to 10, where 1 = Not at all influenced by the interests of political parties, and 10 = Totally influenced by the interests of political parties

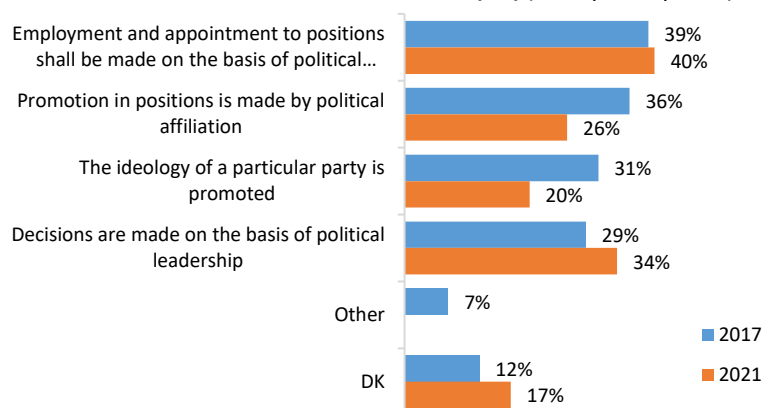


At the same time, the average score awarded in the assessment of the extent to which the activity of public institutions is politically influenced is 2.5 points (a decrease by 0.4 points vs. the benchmark survey). Higher average values were more often awarded by men, young people, urban residents,

respondents from the South of Moldova, representatives of CPA and Level 2 LPA.

An analysis of the responses by aggregation of scores shows that most respondents (89%) awarded scores between 1 and 5, i.e. they perceive their institutions as not influenced at all/little influenced by political interests. The others (11%) perceive their institutions as fairly/totally influenced by the interests of political parties because they awarded scores between 6 and 10 (Fig. 91).

Fig. 92. How are these influences manifested? (G2) (Multiple response)

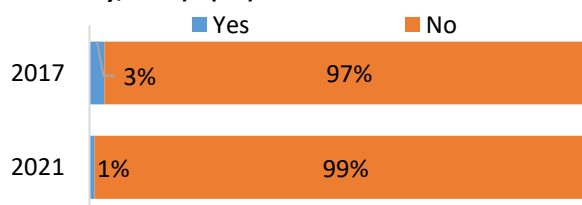


* Sub-sample: 249/207 respondents

Most often these influences are manifested by the fact that employment and appointment to positions is made on the basis of one’s political affiliation (40%) and/or decisions are made on the basis of political leadership (34%) (Fig. 92).

Another finding of the survey is that employees of Moldova’s public institutions are usually under no influence in their electoral choices. Thus, 99% of the surveyed public servants

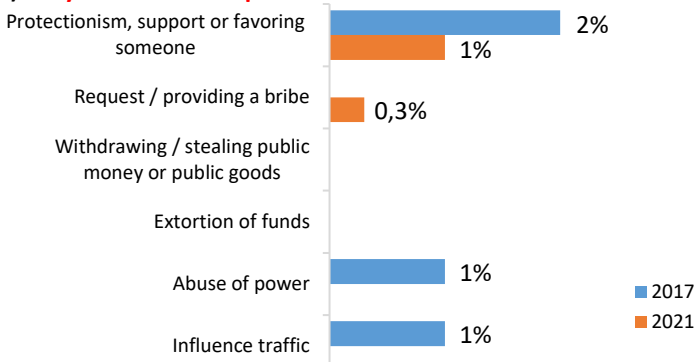
Fig. 93. Were you forced to vote for/against a certain political candidate at the last elections (presidential, parliamentary, local)? (G3)



stated they were not forced to vote for/against a certain political candidate at the last elections (presidential, parliamentary, local) (Fig. 93).

Only 1% of the respondents confirmed such pressure was exercised on them (as compared to 3% in 2017).

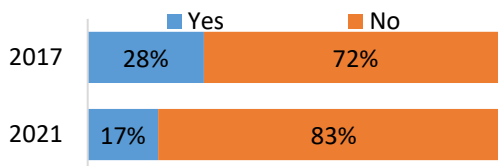
Fig. 94. During the past 12 months, have you been required, asked or imposed on at your place of work to take the following actions? (G4) Only affirmative responses



According to public servants, there were hardly any cases of inappropriate influence in the institutions where they work during the last 12 months (Fig. 94). Moreover, none of the respondents was requested or imposed during this period to abuse their power, to withdraw or to steal public money or public goods, to participate in extortion of funds, to traffic in influence. Almost all respondents said they were not asked/imposed on to solicit or to give bribes (99%), or to protect, support or favor someone in the institution where

they work (99%).

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

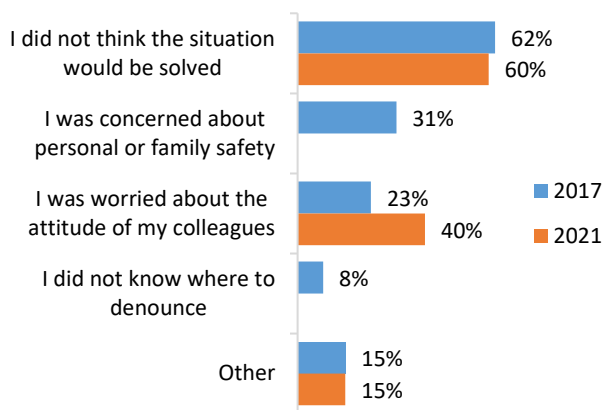


* Sub-sample: 18/6 respondents

The survey findings show that only 1% of the respondents (6 persons) were *affected* by improper influences at their workplace during the last 12 months. Most of them (83%) preferred not to denounce these acts (Fig. 95).

The main reason for non-denunciation is that people did not believe the situation would be resolved (60%), and because they were worried about the attitude of their colleagues (40%) (Fig. 96).

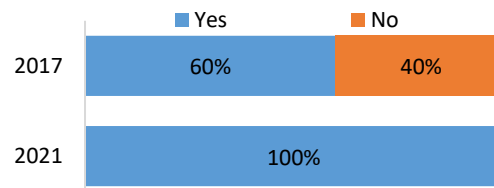
Fig. 96. Why did not you denounce? (G6) (Multiple response)



* Sub-sample: 13/5 respondents

Only one of the six public servants who acknowledged they had been requested or forced to participate in inappropriate actions denounced improper influence (Fig. 95), and the situation was resolved after this denouncement (Fig. 97).

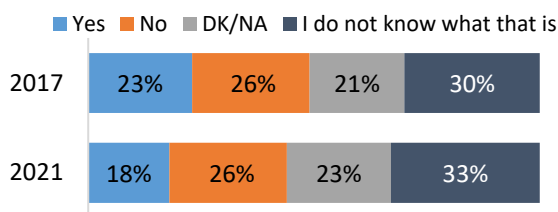
Fig. 97. Has the situation been resolved? (G7)



* Sub-sample: 5/1 respondents

The survey participants were asked if the institution where they work has a register of inappropriate influences; 18% (vs. 23% in 2017) said their organization had such a register (especially urban residents, representatives of CPA and Level 2 LPA), while 26% stated their institution did not have such a document. Each fourth public servant does not know if their institution has a register of inappropriate influences, whereas for 1/3 of public servants it was the first time they have heard about such a register (Fig. 98.)

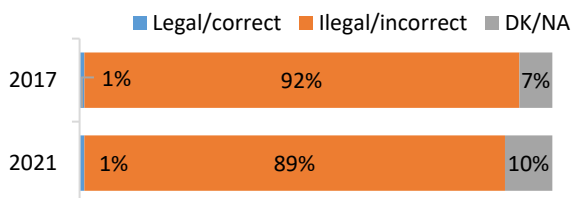
Fig. 98. Does your institution have a register of inappropriate influences? (G8)



benchmark survey). Thus, 38% of the respondents awarded this tool scores of 4 and 5 for its effectiveness, which means that all/most cases of inappropriate influence are entered in the register (Fig. 99).

89% of the survey participants considered illegal/incorrect the situation where a public servant does not denounce his boss's request to modify some data in the institution's report to the European Union to present the results from a more positive perspective. About 3/4 of them said there were no similar situations in the organizations they represent,

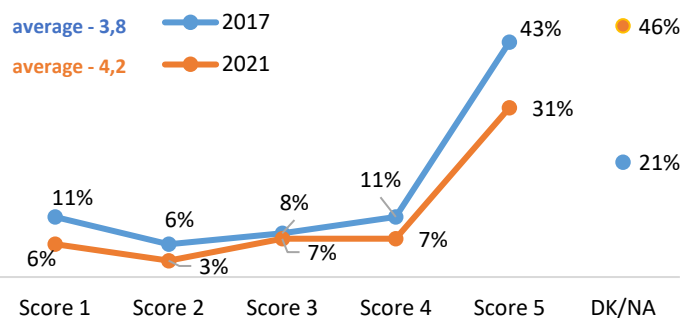
Fig. 100. Is this situation legal or illegal, correct or incorrect? The public official does not denounce his boss's request to modify some data in the institution's report to the European Union to present more positive results (P1.1)



The respondents who said their institution has a register of inappropriate influences were asked to assess its effectiveness on a scale of 1 to 5, where 1 = No cases reported, 5 = All cases reported, and 8 = Do Not Know (DK)/No Response (NR). 54% of them assessed the effectiveness of this tool, while the portion of those who gave no response made 46% (two-fold of the level registered during the

Fig. 99. How effective is this register? (G9)

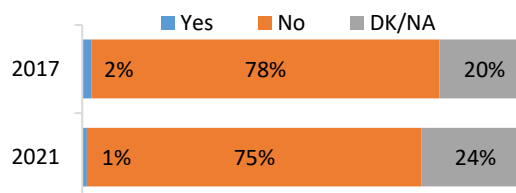
On a scale from 1 to 5, where 1 = No cases reported, and 5 = All cases reported and assessed correctly



* Sub-sample: 140/107 respondents

while the others refused to respond or said they do not know if any such cases occur in their institutions (Fig. 100 and 101).

Fig. 101. Has such a situation ever happened in the institution in which you work? (P1.2)

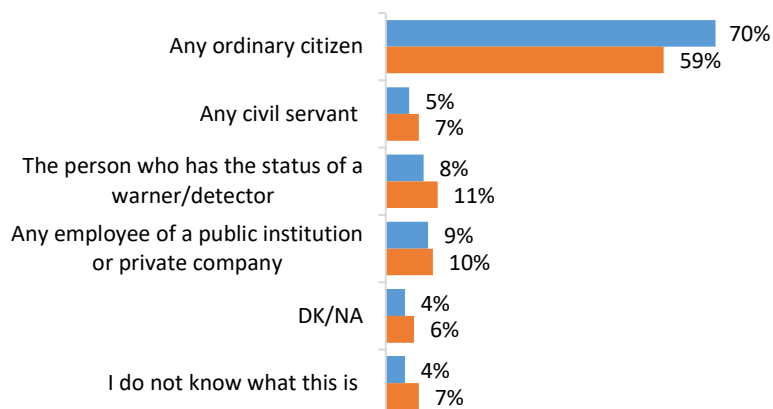


* Sub-sample: The respondents who responded Illegal to P1

3.8. Non-admission, denunciation of corrupt practices and protection of whistle-blowers

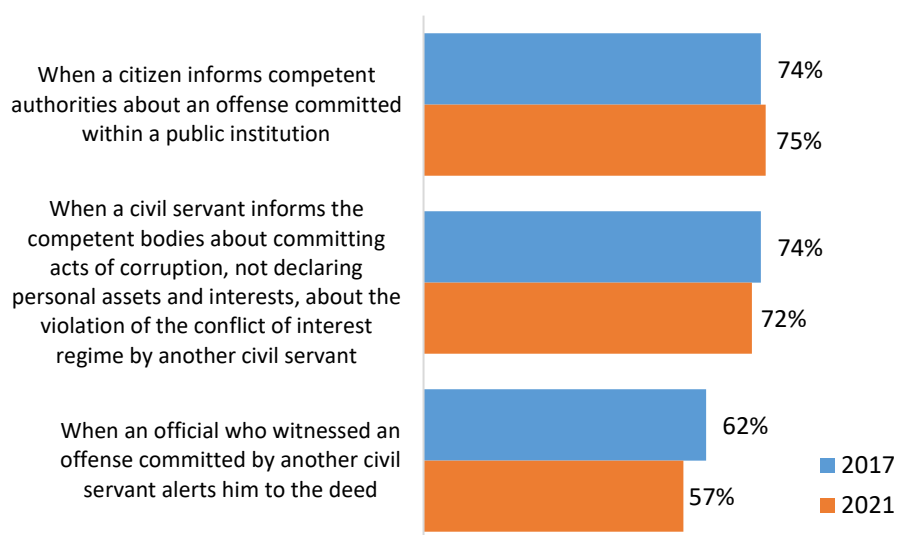
The survey assessed the level of knowledge of public servants with regard to integrity alerts. To that end the respondents were asked who is called an *integrity whistle-blower*² and what is the meaning of the term *integrity alert*³. The findings are presented in Fig. 102 and 103.

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



Thus, most respondents said that any ordinary citizen can denounce the lack of integrity (i.e. be an integrity whistle-blower) (59%, a significant decrease vs. 2017) (Fig. 102). According to other opinions, an integrity whistle-blower can be any employee of a public institution or private company (10%), the person with the status of a warner/detector (11%) or any civil servant (7%).

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



Thus, continuing the trend identified during the benchmark survey, few public servants know correctly who is called an *integrity whistle-blower*, since the correct response is **any employee of a public institution or private company**.

Regarding denouncement of the lack of integrity, 3 of each 4 respondents (75%) said this is a *situation where a citizen informs competent authorities about an offence committed within a public institution* (Fig. 103); 72%

identified an integrity alert with a situation where *a civil servant informs competent authorities about committing acts of corruption, not declaring personal assets and interests, about infringements against the*

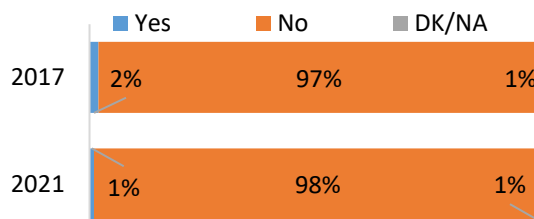
² An *integrity whistle-blower* is a public servant, including public servants with special status, persons with public authority functions and other persons providing public services, who denounces voluntarily, in good faith and in the public interests committed corrupt acts and corruption-related practices, acts of corrupt behavior, non-compliances with the rules regarding declaration of incomes and property, and breach of legal obligations regarding conflicts of interest (GD no. 707 of 09.09.2013 on the approval of the Framework Regulation on Integrity Whistle-Blowers)

³ An *integrity alert* means denouncement, voluntarily, in good faith and in the public interests, of committed corrupt acts and corruption-related practices, acts of corrupt behavior, non-compliances with the rules regarding declaration of incomes and property, and breach of legal obligations regarding conflicts of interest, which is made in writing or orally to a competent official and/or authority for receipt, registration and consideration of such information (GD no. 707 of 09.09.2013 on the approval of the Framework Regulation on Integrity Whistle-Blowers)

conflict of interest rules by another civil servant; 57% of the surveyed public servants believe that an integrity alert is best described by the situation where an official who witnessed an offence committed by another civil servant alerts the latter to the deed.

Even if the portion of correct answers is approx. 3/4, this cannot be assessed as a high level of knowledge about this aspect because **only Situation 2 is the correct response**, while wrong responses were given by similarly high percentages of the respondents.

Fig. 104. Have you witnessed an act of corruption in your institution during the last 12 months? (H3)

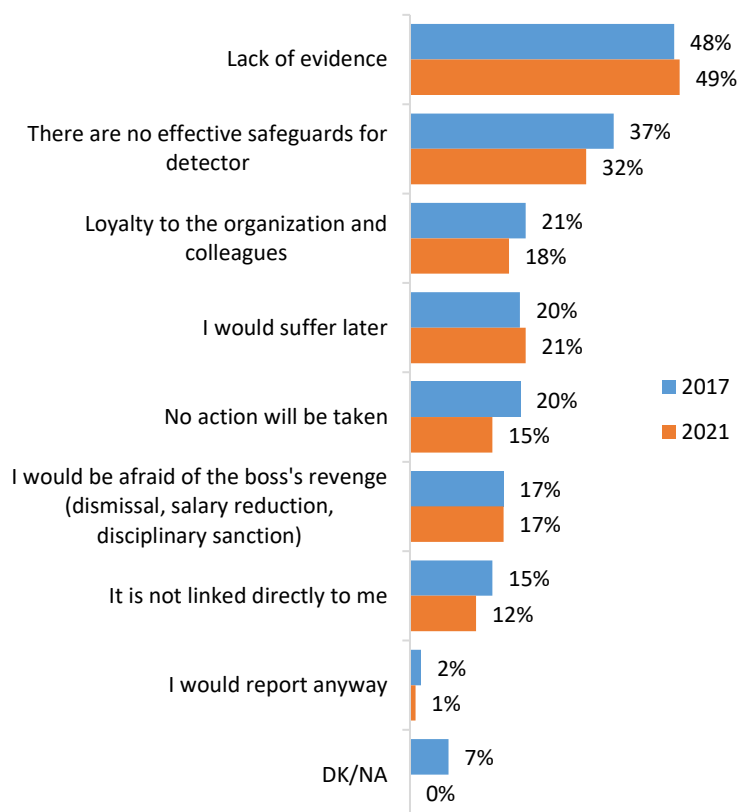


Only 1% of the surveyed public servants (i.e. 6 persons) admitted they had witnessed an act of corruption in their institution over the last 12 months (Fig. 104).

A half of those 6 persons who admitted they had witnessed an act of corruption did not denounce it.

The survey participants pointed out several reasons for the decision not to report corruption in their public institution (Fig. 105). The most frequently

Fig. 105. What are the reasons for your decision not to report corruption in your institution? (H5) (Multiple response)

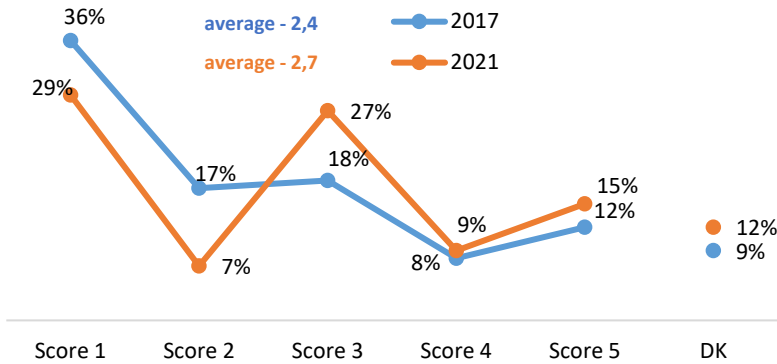


invoked reason was lack of evidence of the corrupt act they had witnessed (49%). Another important reason for witnesses not to report corruption is the lack of effective safeguards for the denouncer (32%). Loyalty to the organization and colleagues, fear to suffer later, and the conviction that no action will be taken regarding the denounced situation are the other reasons mentioned by each fifth surveyed public servant.

The respondents were asked to assess to what extent they believe they would be protected if they denounce an act of corruption they have suffered from. The response was to be given as a score awarded on a scale of 1 to 5 points, where 1 = *I will not be protected at all*; and 5 = *Absolutely convinced that I will be protected*; 8 = *I do not know (DK)*. 88% of the surveyed public servants assessed the level of confidence in this respect by awarding a certain

score based on that scale. About each tenth respondent is not certain if they will to be protected in such a situation (Fig. 106).

Fig. 106. To what extent do you think you will be protected in the event of a complaint about an act of corruption you have suffered from? (H6)
on a scale from 1 to 5, where 1 = I will not be protected at all and 5 = Absolutely convinced that I will be protected



Each fourth of those who awarded a score (29%) is absolutely convinced that they will not be protected and 7% are fairly certain they will not be protected if they decide to denounce an act of corruption (Fig. 106). In other words, 36% (53% in 2017) of the respondents awarded a score of 1 of 2 points, which shows total lack of confidence in their protection if they denounce an act of corruption. The portion of those who are absolutely convinced/fairly certain they will be protected in the event they

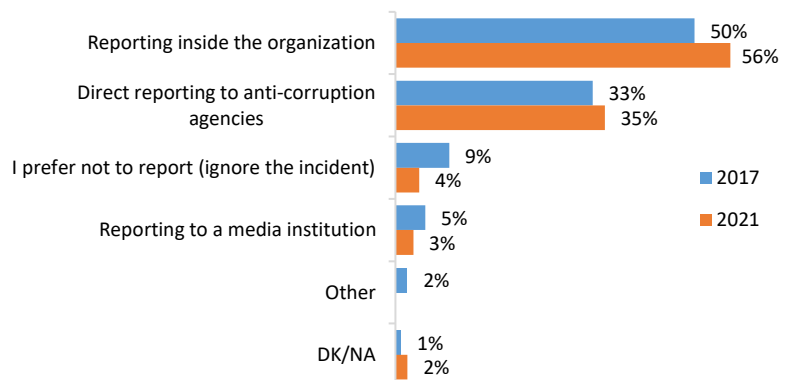
denounce an act of corruption they have suffered from is 24% (those who awarded 4 and 5 points on this assessment scale).

The average score for this question is 2.7 points (an increase by 0.3 points vs. 2017) on a scale of 5 points (i.e. slightly below the middle score of 3 points). This shows that public servants generally do not think they will feel protected in the event they denounce a corruption act from which they have suffered.

Higher average scores were awarded by men (2.9 points vs. 2.6 points in case of women), young people, urban residents, persons with a high level of education, public servants from the North of Moldova and Chisinau, representatives of CPA and other central-level institutions. However, none of the average scores calculated by individual socio-demographic criteria (e.g. gender, age, level of education, etc.) is higher than the middle score on the assessment scale (3 points). This confirms a high level of uncertainty that one will be protected.

Another question to the respondents was about their preferred methods of reporting corruption. Thus, a half of the public servants would prefer to report inside the organization and each third respondent – directly to anti-corruption agencies (Fig. 107). At the same time, the percentage of those who would prefer not to report (ignore the incident) decreased by half as compared to the benchmark survey.

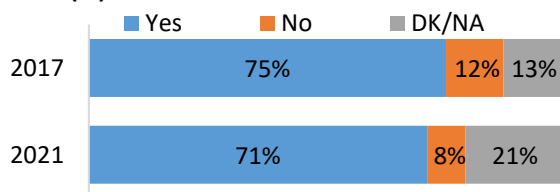
Fig. 107. If there is a corruption situation within the institution where you are working and you have to report it, which would be the preferred method? (H7)



69% of the respondents (a significant drop from 81% in 2017) consider it would be inappropriate for the head of a public institution to tell the subordinates about the integrity alert in their institution, disclosing the name of the whistle-blower as a good example (**which is a correct answer**). However, 8% think the head of the institution is right in disclosing the name of the whistle-blower. 82% of those who believe this situation is incorrect say that there have been no such cases in their institutions, while 18% do not know or refused to respond to this question.

3.9. Intolerance to integrity-related incidents

Fig. 108. Do you think most of your colleagues are honest? (I1)

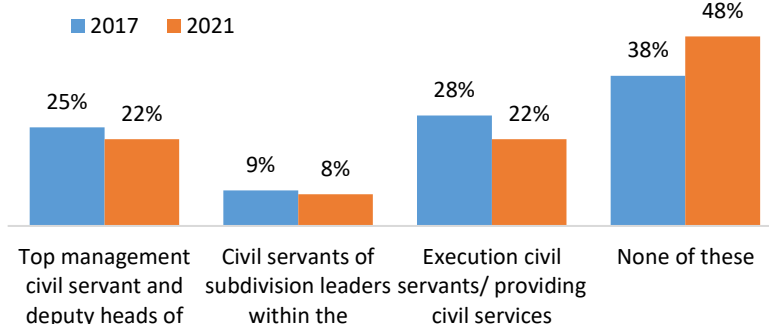


Three of each four public servants (71%) think that most of their colleagues are honest (Fig. 108). This opinion was more frequent among men, respondents with a high level of education, residents of the South of Moldova and Chisinau, representatives of CPA, Level 2 LPA and other central-level institutions, senior managers, persons with a working history over 6 years.

The portion of public servants who believed that most of their colleagues are dishonest is 8%, while those who did not know/did not want to respond regarding integrity of their colleagues is 21%. The situation has not changed in any significant way since the benchmark survey.

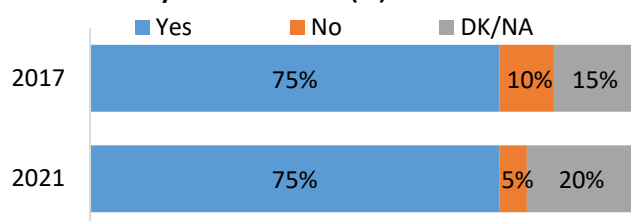
When asked which of the public functions are most often involved in integrity incidents within their institution, 22% of the respondents pointed to top management and deputy heads of the institution, 8% to heads of subdivisions within the institution, and 22% to public executives/providers of public services. 48% of the survey participants (a decline by 10% vs. 2017) stated that none of the listed functions are involved in integrity incidents (Fig. 109). The lack of

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



integrity incidents was invoked most often by women, persons aged over 50, respondents with a medium level of education, rural residents, representatives of local-level institutions and authorities.

Fig. 110. Are public servants subject to disciplinary misconduct sanctioned within your institution? (I3)



Three of each four public servants (75%) stated that officials subject to disciplinary misconduct within their institution are usually sanctioned (Fig. 110). This opinion was more often expressed by men, respondents with high level of education, urban residents, representatives of local-level institutions and authorities.

Fig. 111. Is this situation legal or illegal; correct or incorrect? Integrity incidents are examined within Public Institution X by subdivisions through rotation (P1.1)

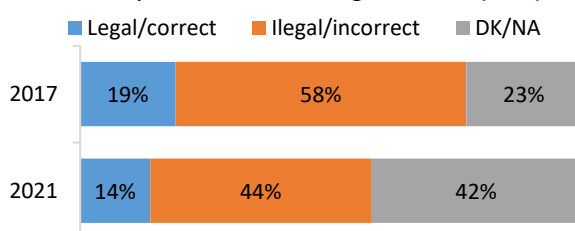
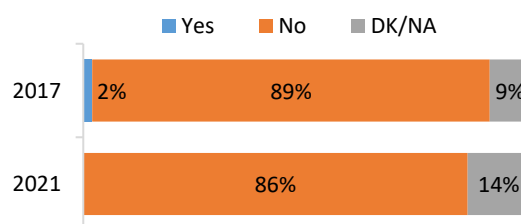


Fig. 112. Does this situation happen in your institution? (I.2)



* Sub-sample: The respondents who responded Illegal to P1

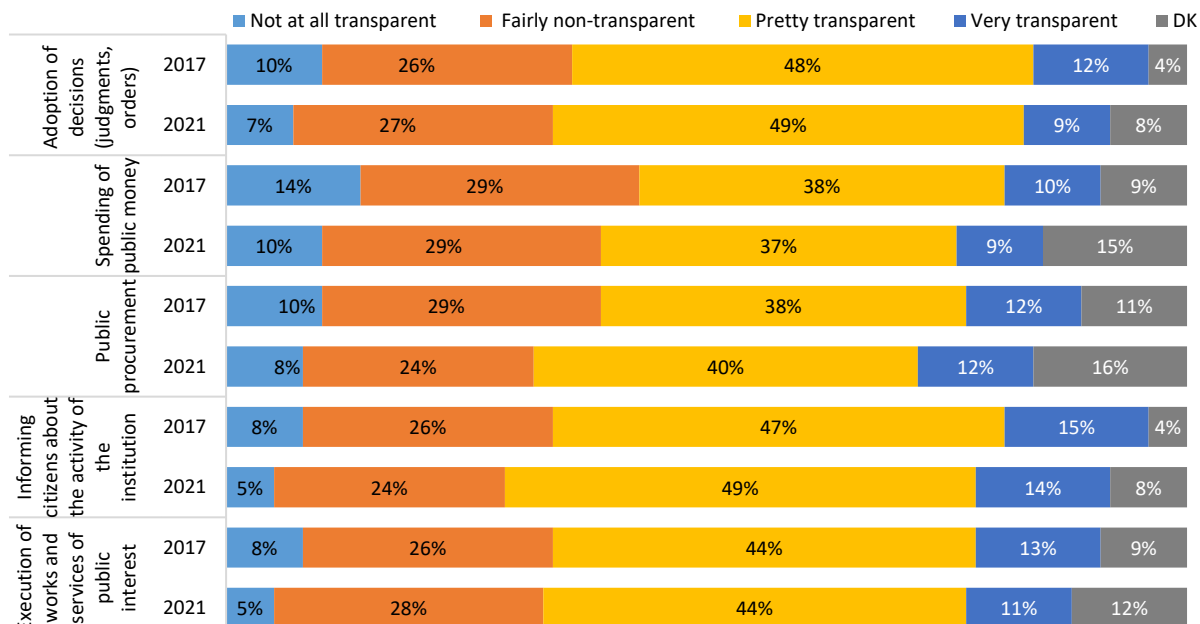
5% said that disciplinary misconduct is not sanctioned, while the portion of those who did not respond is 20%.

44% of the survey participants (a decrease by 14% vs. 2017) consider it illegal/incorrect where integrity incidents are examined within Public Institution X by subdivisions through rotation. At the same time, 14% think this is a correct practice (**this is the correct response**). 42% of the respondents (two-fold of the 2017 level) did not know if such situations are correct. 86% of the respondents who said it is correct to examine integrity incidents by rotation stated this practice does not find application in their institutions.

3.10. Ensuring transparency in decision-making

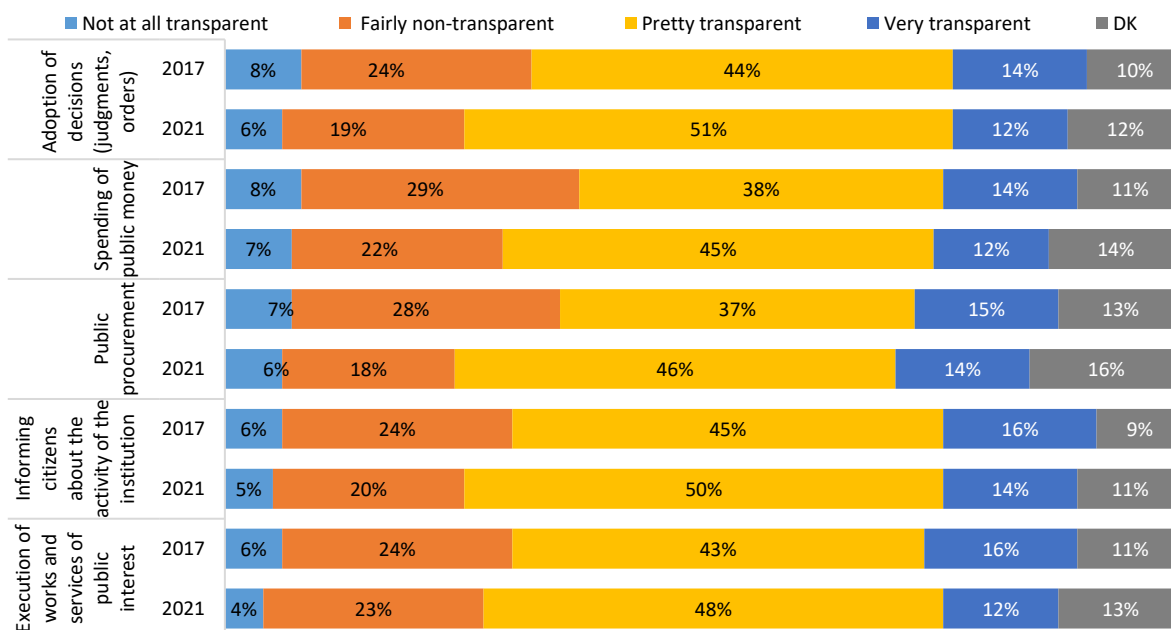
The percentage of positive assessments (*fairly transparent/very transparent*) was higher than that of negative ones (*not at all transparent/fairly non-transparent*) in the assessment the level of transparency of central level public institutions in different processes (Fig. 113). Thus, 58% of the surveyed public servants believe that adoption of decisions (judgments, orders) is transparent (while 34% consider this process non-transparent). Informing citizens about the activity of the institution is clear and open in the opinion of 63%, whereas 29% do not believe this process is transparent. 55% of the respondents said that the processes of performing work and providing services of public interest are transparent, but 33% of the respondents think otherwise. The percentage of those who believe that public procurement processes are transparent is 52%, while 32% consider them non-transparent. Spending of public money is a transparent process in the opinion of 46% of the survey participants and non-transparent in the opinion of 39% of the respondents.

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



The perceptions of public servants regarding these aspects have not changed since the benchmark survey. The only difference is the growing percentage of those who do not know what to respond.

The situation is similar in the case of assessing the level of transparency of public institutions at the local (community) level in different processes: There were more positive (*fairly transparent/very transparent*) assessments than negative ones (*not at all transparent/low transparency*) (Fig. 114).

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

Thus, adoption of decisions (judgments, orders) is considered transparent by 63% and non-transparent by 25% of the respondents. Informing citizens about the activity of the institution is clear and open in the opinion of 64%, while 25% perceive this process as non-transparent. 60% of the respondents said that the processes of performing work and providing services of public interest are transparent, although 27% of the respondents think otherwise. The percentage of those who believe that public procurement processes are transparent is 60%, but 24% consider them non-transparent. Spending of public money is a transparent process in the opinion of 57% of the survey participants and non-transparent in the opinion of 29% of the respondents.

A comparative analysis of the findings (the responses regarding perceived transparency at central and local level) shows that the perceived level of transparency is higher in case of the local-level public institutions (a positive trend vs. the benchmark survey).

Public servants were asked to assess the level of transparency of several institutions in Moldova. The assessment was conducted on a scale of 1 to 5, where 1 = *Not at all transparent* and 5 = *Total transparency*. Fig. 115 A and 115B show the distribution of responses by awarded scores.

To have a clearer picture of the assessment trends, the responses were grouped into three categories. Scores 1 and 2 represent the lack of transparency/low transparency of the institution, score 3 corresponds to medium transparency, while scores 4 and 5 signify a high level of transparency/total transparency.

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

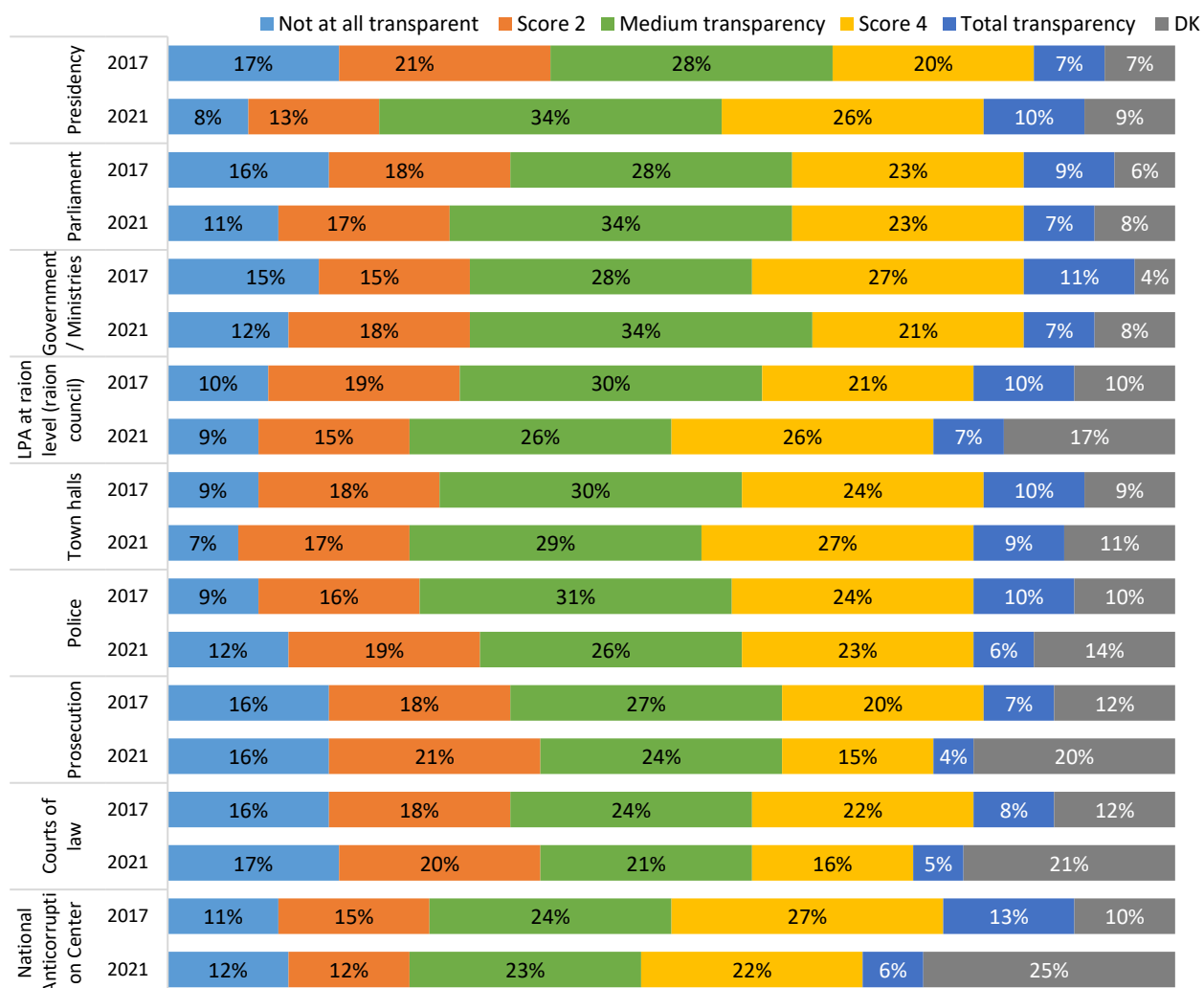
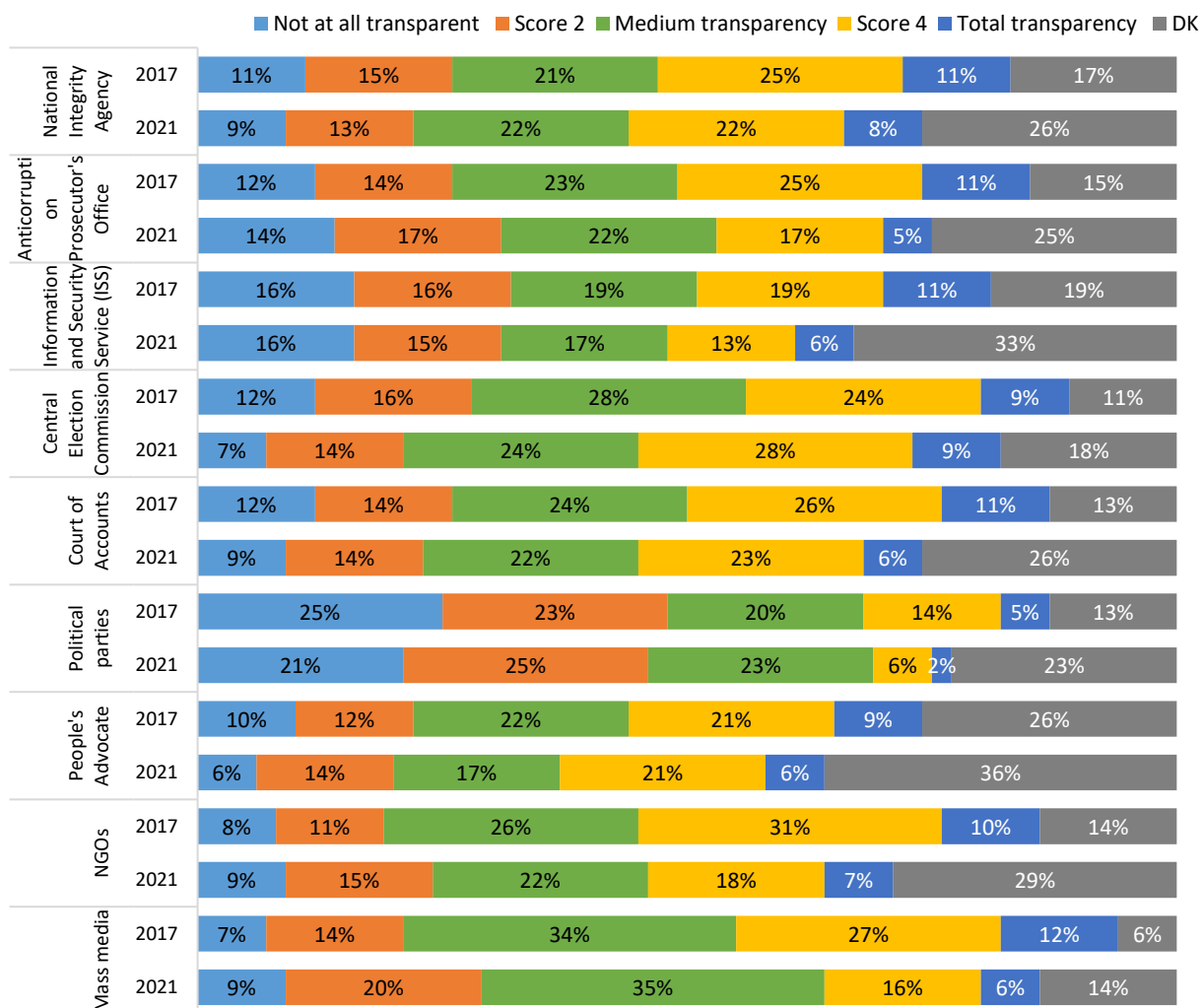


Fig. 115B. How do you assess the level of transparency in the following institutions? (J2)



As a result, scores of 1 and 2 (*not at all transparent/low transparency*) were awarded most often to political parties, Public Prosecutor’s office, courts of law and Information and Security Service (ISS), Anticorruption Prosecutor’s office and Police (Fig. 116). They are perceived as the least transparent of all institutions.

The institutions most often awarded scores of 4 and 5 (*High transparency/Total transparency*) are the Central Electoral Committee, town halls, the President’s executive office, LPA at rayon level (Fig. 117). They are perceived as the most transparent as compared to the other institutions on the list.

Fig. 116. Distribution of institutions in terms of *Not at all transparent/Low transparency (J2a)*

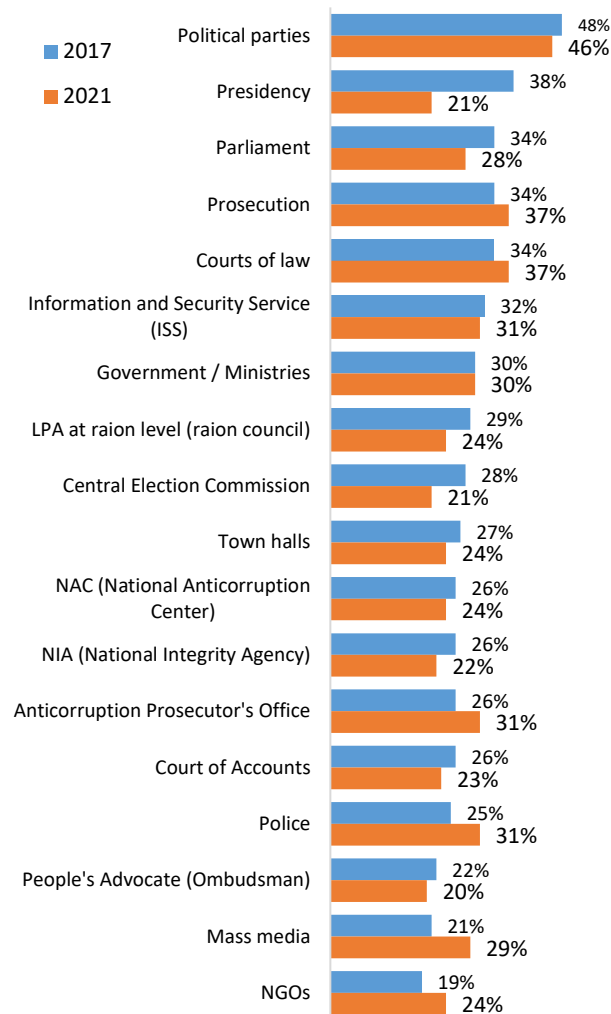
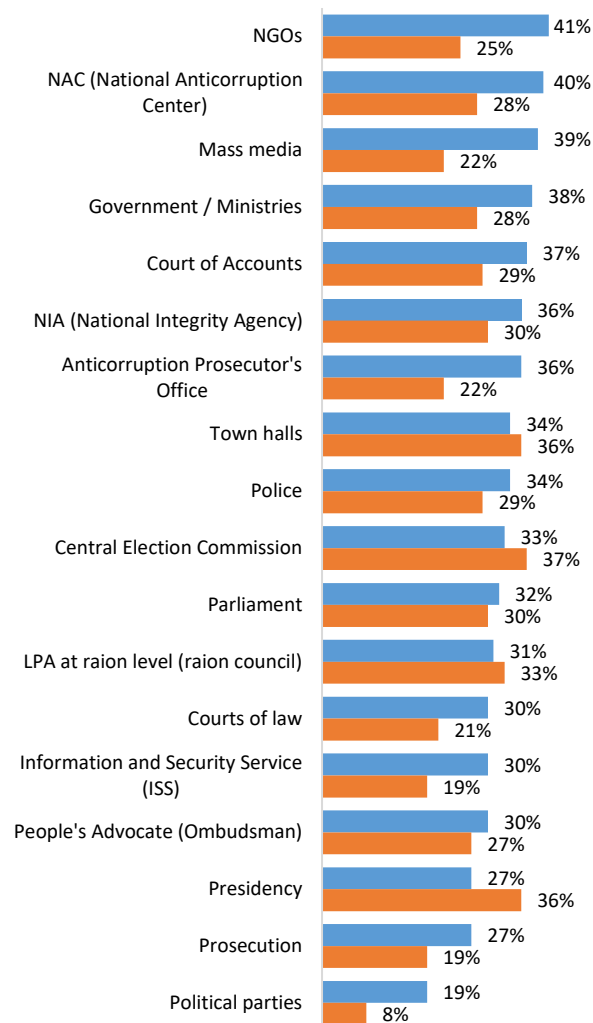


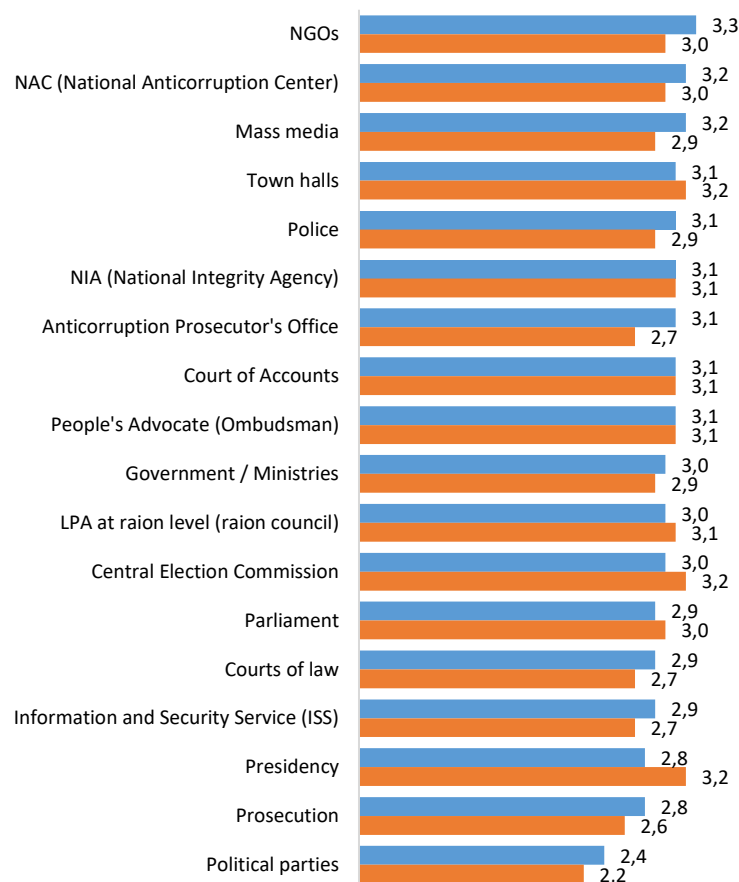
Fig. 117. Distribution of institutions in terms of *Total transparency/High transparency (J2b)*



In addition to the frequency of awarding certain perceived transparency scores to each institution, the average transparency score was calculated for each of these institutions (Fig. 118). The highest average score (3.2) was determined in case of the President’s executive office, the Central Electoral Committee and town halls, while the lowest average score (2.2) was registered in case of political parties.

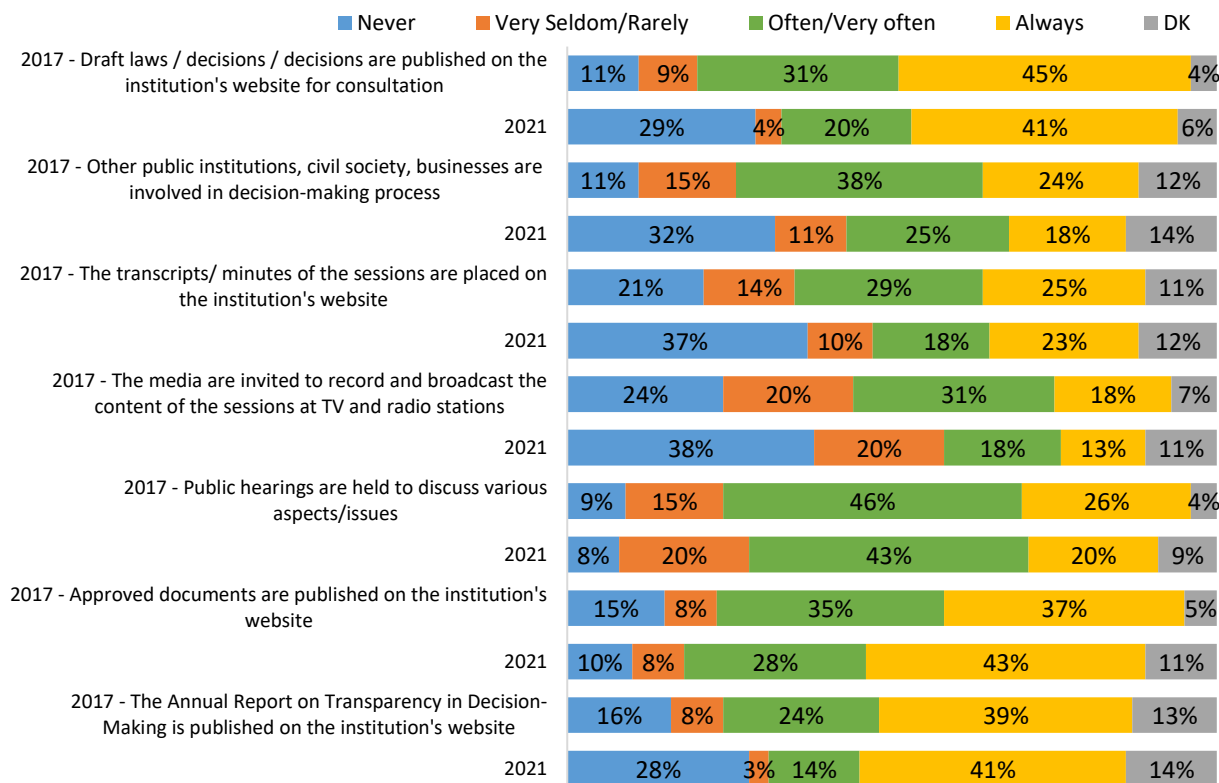
Higher scores were given mainly by men, young people, persons with a high level of education, senior managers.

Fig. 118. Distribution of institutions in terms of their average scores for Total transparency/High transparency (J2c)



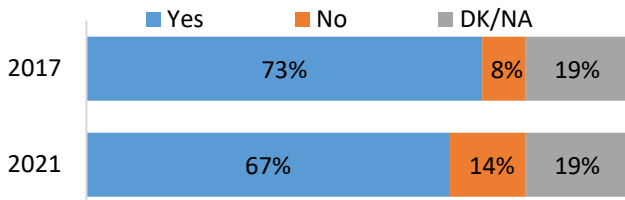
According to the surveyed public servants, the methods most frequently applied by the public institutions to ensure decisional transparency are publication of draft laws and regulations on the institution's website for consultations; public hearings held to discuss various aspects/issues; publication of approved documents on the institution's website (the aggregate portion of the responses *Often/Very often* and *Always* is approx. 2/3 of all responses). About a half of the respondents stated that their institution publishes on their official website the annual report on transparency in decision-making processes and/or involves other public institutions, civil society, the business environment (according to the aggregate portion of the responses *Often/Very often* and *Always*). The least frequent methods for ensuring transparency are placement of the transcripts/minutes of the sessions on the institution's website and inviting of media to record and broadcast the content of the sessions on TV and radio (Fig. 119).

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



A significant drop was registered vs. the benchmark survey (by 14% on an average) in the frequency of application of all the methods described in Fig. 119 (excepting publication of approved documents on the institution’s website).

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



67% of the surveyed public servants (a decline by 6% vs. 2017) stated that there were people in their institution responsible for ensuring transparency in decision-making processes, while 14% said there were no such people. Each fifth respondent (19%) does not know whether there is a designated person in their institution to ensure transparency in decision-making (Fig. 120). Those who do not

know/did not respond are more often women, young people aged 20-35, persons with a medium level of education, representatives of other central and local public institutions, public servants holding positions in senior management.

Fig. 121. Is this situation legal or illegal, correct or incorrect? The draft law developed by Public entity X was not placed on the official website of the institution for consultations in the belief that its content concerns regulation of a specific domain of the institutional administration and is less of public interest (P1.1)

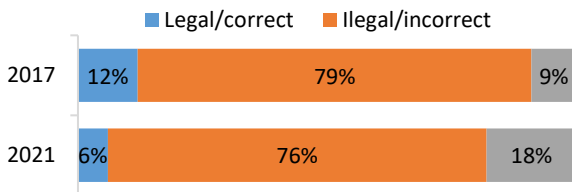
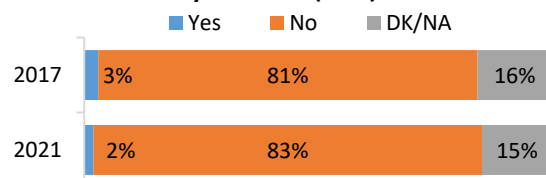


Fig. 122. Has this situation ever happened in the institution where you work? (P1.2)



* Sub-sample: Respondents who responded Illegal to P1

76% of the surveyed public servants **responded correctly** that there is no transparency in the decision-making process in the described situation: The draft law developed by Public Entity X was not placed on the official website of the institution for consultations in the belief that its content concerns regulation of a specific domain of the institutional administration and is less of public interest (Fig. 121). 6% of the respondents (two-fold of the 2017 level) believe this situation is legal/correct, whereas 18% do not know if the situation is legal/correct. Four of each five public servants said their institution always ensures transparency in decision-making processes, and 15% refused to respond or do not know if the principle of decisional transparency is respected in the institutions where they work (Fig. 122).

3.11. Ensuring access to information of public interest

Fig. 123. To what extent does your institution provide access to information of public interest by responding to requests for access to such information? (K1)

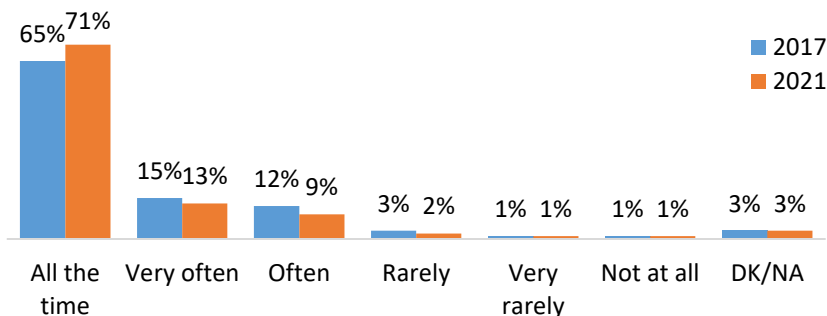
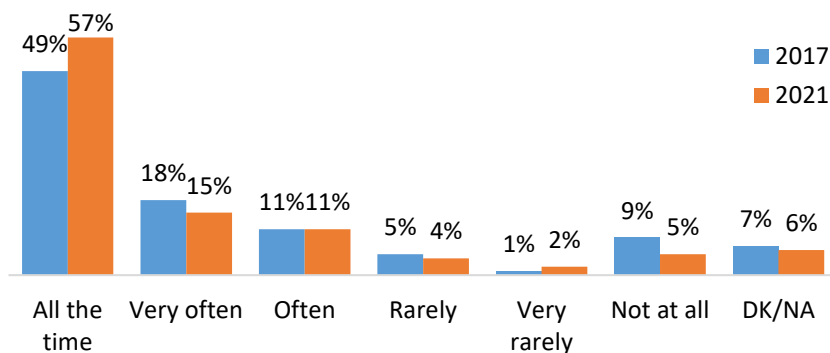


Fig. 124. To what extent does your institution place information of public interest on the organization's website? (K2)



124). This method is also frequently applied by public institutions: 84% of the surveyed public servants (an increase by 6% vs. 2017) responded *All the time*, *Very often*, *Often* (especially representatives of Level 2 LPA, urban residents). Approximately each tenth respondent stated that the institution they represent usually does not place information of public interest on their website (the portion of the responses *Rarely*, *Very rarely*, *Not at all* is 11%).

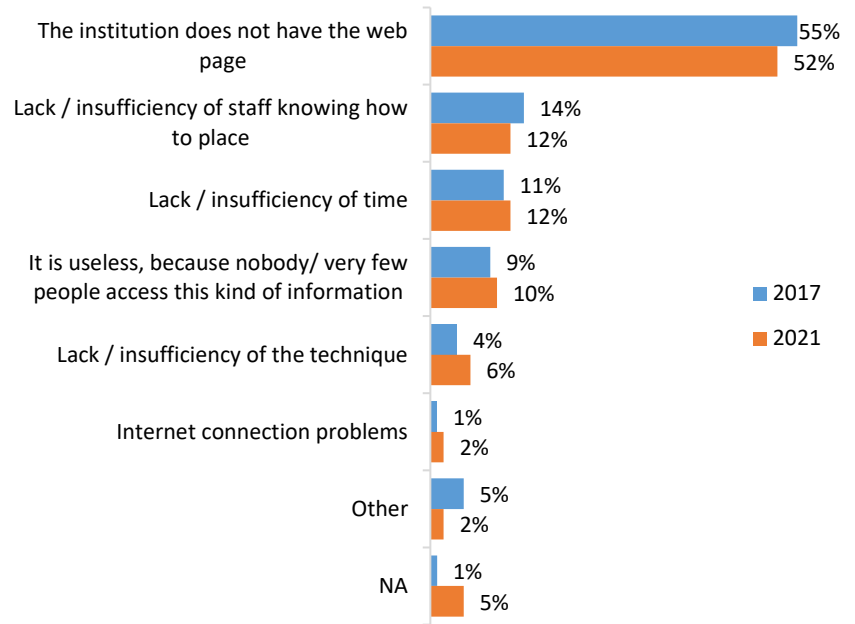
Almost all respondents (93%) stated that the institutions where they work generally respond to requests for access to information of public interest. 71% of them (an increase by 6% vs. 2017) said their institution always responds to such requests; this statement was more frequent among representatives of Level 2 LPA, urban residents, respondents from the North of Moldova. The portion of the survey participants who stated that their institutions have shortcomings in terms of responding to requests for access to information of public interest is 4% (Fig. 123).

Another way of ensuring access to information of public interest is to place it on the organization's website (Fig.

The main reason for not placing the information on the official website of the organization is that the institution concerned does not have a website (52%) (Fig. 125). The lack of a website was mentioned more often by rural residents, representatives of local-level institutions and Level 1 LPA. Other mentioned reasons included insufficiency of staff knowing how to do this (12%), the lack/insufficiency of time to do this (12%), a conviction that it is useless because nobody accesses this kind of information (10%). The order and importance of the reasons have not changed since the benchmark survey.

Most respondents consider it illegal/incorrect not to provide access to information of public interest. Thus, 85% of the surveyed public servants responded that the situation where the public official who has examined a citizen’s request for access to information X finds the application irrelevant (because it does not fall within the competence of the institution) and does not reply is not legal/correct (Fig. 126).

Fig. 125. What are the reasons for not placing the information on the website? (K3)



* Sub-sample: 95/68 respondents

87% of these respondents said there are no such cases in the institutions they represent (Fig. 127).

Fig. 126. Is this situation legal or illegal; correct or incorrect? Having examined a citizen’s request for access to information X, the official finds the application irrelevant (it does not fall within the competence of the institution) and does not reply (P.1.1)

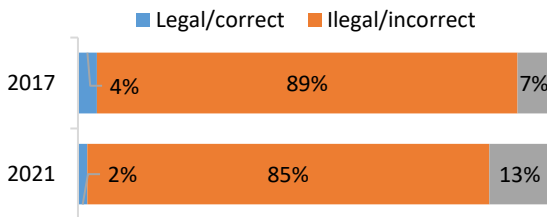
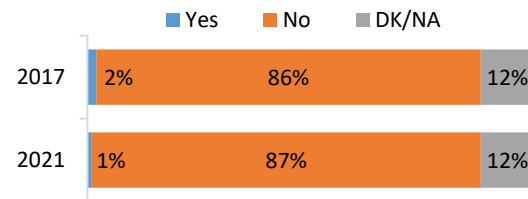


Fig. 127. Do such situations happen in the institution where you work? (P1.2)



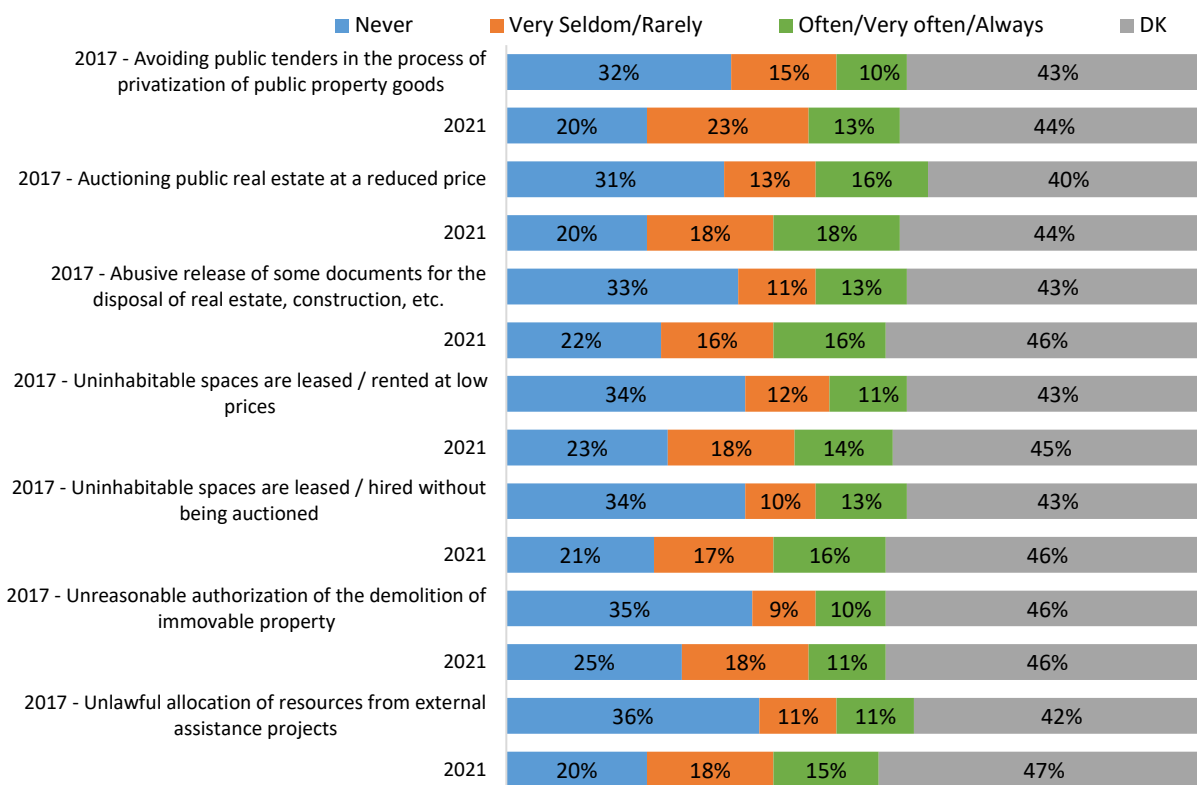
* Sub-sample: The respondents who responded illegal to P1

3.12. Transparent and accountable management of public property, reimbursable and non-reimbursable finances

Similar to the benchmark survey, two kinds of responses (positive assessments and *I don't know*) generally prevailed in the respondents' assessments of how public money and reimbursable and non-reimbursable finances are managed (Fig. 128). Thus, each fifth public servant (a significant drop by at least 10% vs. 2017) said that in their institution there have never been situations of avoiding public tenders in the process of privatization of public property, auctioning of public real estate at a reduced price, abusive issuance of some documents for the disposal of real estate, construction, etc., leasing/renting out of uninhabitable spaces at low prices, leasing/renting out of uninhabitable spaces without auctioning them, unreasonable authorization of demolition of immovable property, unlawful allocation of resources from external assistance projects. This response was given mostly by men, persons aged over 36, respondents with a medium level of education, rural residents, officials from the North and the South of Moldova, representatives of Level 1 and Level 2 LPA.

The portion of those who do not know how often such situations occur in the public institutions they

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



represent is 45% on an average; this response was more frequent especially among women, respondents with a medium level of education, urban residents, officials from Chisinau, representatives of central-level authorities.

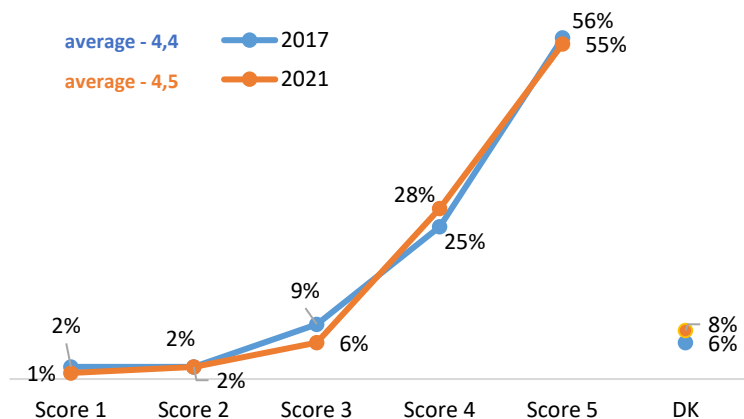
At the same time, 10 to 18% per cent of public servants claim that their institutions often make use of abusive practices in management of public property, while each fifth respondent said that, although rare, such situations still do occur. The incidence of abusive practices has grown since 2017 judging by the portion of the respective responses. They were mentioned mainly by public servants with a high level of education, urban residents, officials from Chisinau, representatives of central-level institutions.

Public servants were asked how effectively public funds are spent in their institutions. The assessment was based on a scale of 1 to 5, where 1 = *Absolutely ineffective*, 5 = *Maximum effectiveness*. The analysis of the received responses shows that most public servants believe the organizations they represent spend funds

effectively (84% awarded scores of 4 and 5 points, and 56% of them (at the same level as in 2017) awarded the maximum score for effectiveness of spending) (Fig. 129).

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

On a scale of 1 to 5, where 1 = Absolutely ineffective and 5 = Max. effectiveness

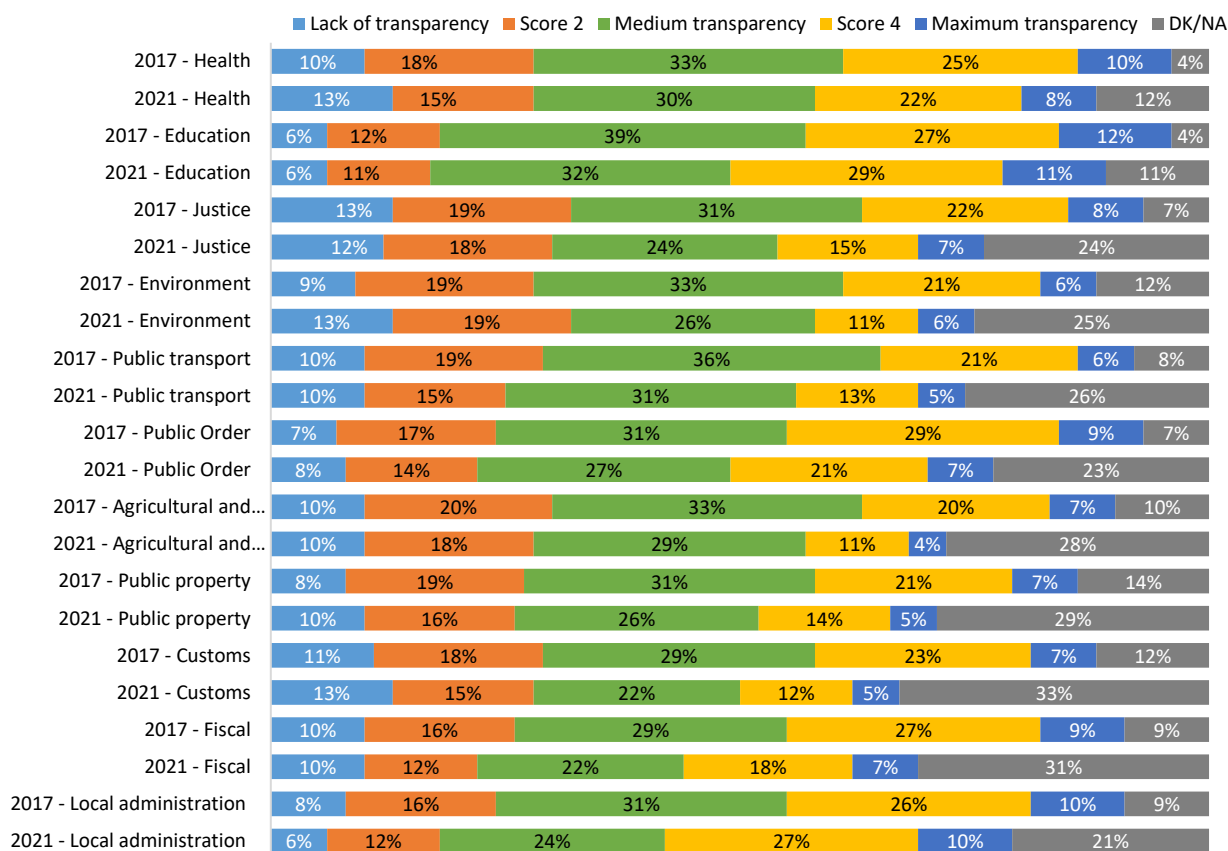


The average score calculated for the effectiveness of spending public funds is 4.5. Analyzing the correlation between the awarded average scores and the socio-demographic profile of the respondents, we find that higher average scores were awarded by women, persons aged over 51, respondents with a high level of education, residents of the central part of Moldova.

The assessment of the degree of transparency in managing the financial resources allocated to different areas showed that public

servants tend to assess it more frequently as *Medium transparency* and *High/Maximum transparency* (Fig.

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



130). The portion of each of these two assessments is generally about 1/4 in the responses of the public servants regarding each area, while the portion of the assessments *Lack of transparency/Fairly non-transparent* makes generally approx. 1/4 of the responses. As compared to 2017, the portion of the

assessments *Medium transparency* and *High/Maximum transparency* is in a significant decline for all areas, while the portion of the responses *I don't know* is two-fold or even three-fold of the 2017 level.

Positive assessments (those denoting that the process of managing financial resources is highly/totally transparent) prevailed in respect of the following areas: education (40%) and local administration (37%). The assessments *Lack of transparency/Fairly non-transparent* appeared to be most frequent in respect to the following areas: justice (30%), environment (32%), agricultural and food sector (28%), public property (26%), customs (28%).

The highest average scores for transparency in managing the financial resources were awarded to education (3.3 points), local administration (3.3 points) and public order (3.1 points), whereas the lowest average score (2.7 points) was given to environment, agricultural and food sector, and fiscal area.

The percentages of public servants who awarded positive scores for transparency of managing financial resources decreased vs. 2017 practically for all areas and especially strongly for the areas: customs (-13%), agricultural and food sector (-12%), fiscal area (-11%), environment (-10%), public order (-10%), public property and public transport (-9% in each case), and justice (-8%).

According to the responses received from the surveyed public servants, most of them know what transparency means in managing public property and finances. Thus, they considered illegal/incorrect the following situations: The head of the institution has distributed unspent funds from an external assistance project as awards to employees (75%); The civil servant considers first the request of the person from whom

Fig. 131. Are the situations below legal or illegal, correct or incorrect? (P1.1)

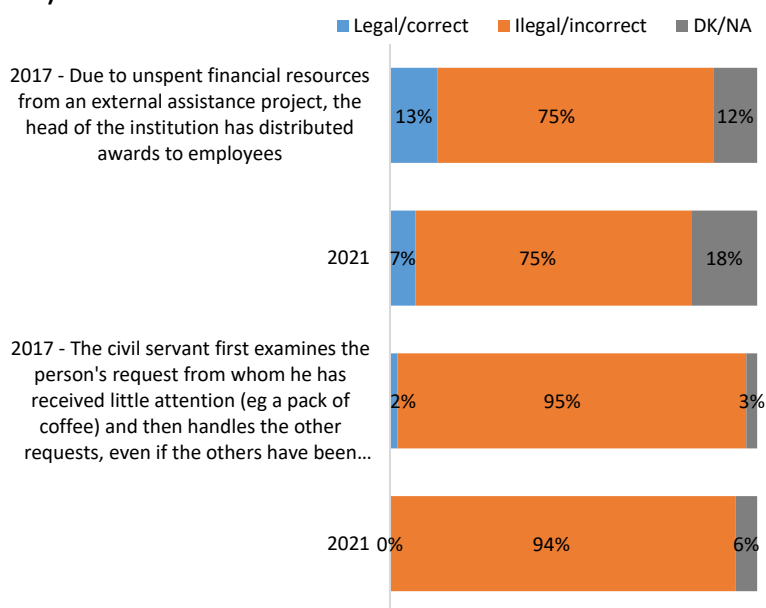
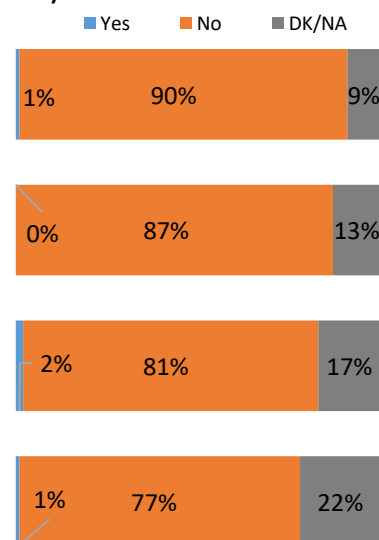


Fig. 132. Do such situations happen in the institution where you work? (P.1.2)

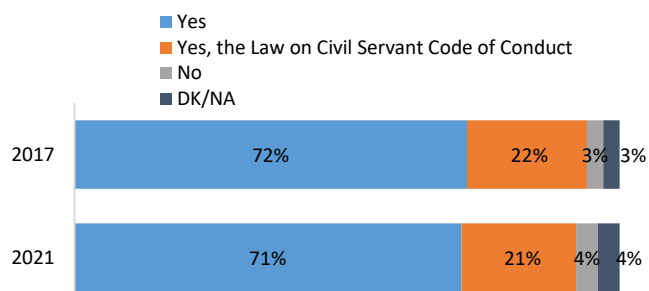


* Sub-sample: The respondents who responded Illegal to P1

they have received a small thank-you gift (such as a packet of coffee) and then considers other requests even if they have been filed earlier (94%) (Fig. 131). Most of the respondents who find these situations to be illegal/inappropriate stated that such situations do not happen in their organizations, while others either do not know if there have been any such cases or refused to respond (Fig. 132).

3.13. Ensuring observance of ethical and professional deontology norms

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



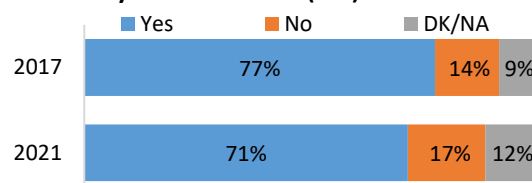
71% of the respondents stated that their institutions had a code of ethics, while another 21% referred to the Legal Act: *On the Code of Conduct for Civil Servants* (Fig. 133). These percentages have not changed since 2017. The existence of a code of ethics was mentioned more often by urban residents, respondents from Chisinau, representatives of central-level authorities and other local-level and central-level institutions.

Almost all respondents (95%) said that the new employees of their institutions were made aware of this document and its contents.

71% of the public servants (a decline by 6% vs. 2017) stated there is a structure/an official responsible for ethics in their institution, while 17% said there is no such structure or official responsible for ethics, whereas each tenth respondent does not know if there is anyone responsible for ethics in their institution (Fig. 134).

The group of the public servants who said there was an official responsible for ethics within their institution consisted to a higher degree of respondents with a high level of education, persons aged over 36, residents of the North, central part and South of Moldova, senior/mid-level managers, representatives of local-level public institutions. On the other hand, those who do not know if their institution has a structure or an official responsible for ethics are more often persons with a medium level of education, officers in executive positions, and those with a working history of less than 5 years.

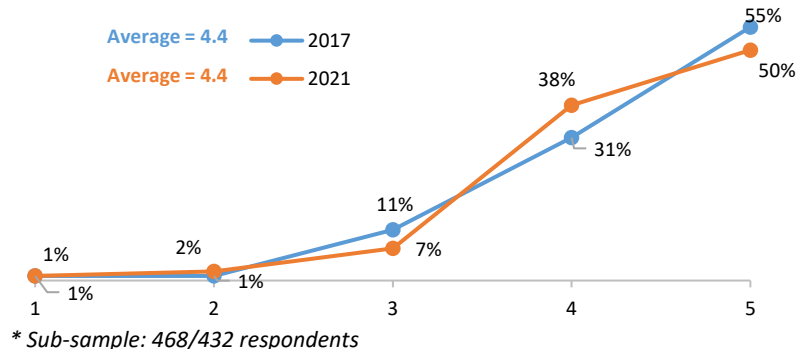
Fig. 134. Is there a structure/an official responsible for your ethics in your institution? (M3)



Most public servants who have confirmed the existence of a structure/an official responsible for ethics in their institution are satisfied with its/their activity. The extent of satisfaction was assessed on a scale of 1 to 5, where 1 = *Not at all satisfied*, 5 = *Totally satisfied*. Thus, 89% of the respondents awarded scores of 4 and 5 points according to this satisfaction scale (Fig. 135).

Fig. 135. To what extent are you satisfied with their activity? (M4)

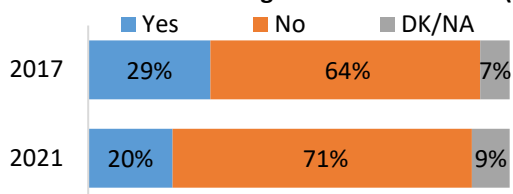
On a scale of 1 to 5 where 1 = *Not at all satisfied*, 5 = *Totally satisfied*



The average score calculated for the extent of satisfaction with the activity of the structure/ official responsible for ethics is 4.4. An analysis of the correlation between the awarded average scores and the socio-demographic criteria of the respondents showed that higher average scores were awarded by women, persons aged under 51, respondents with a high level of education, representatives of all institutions except CPA.

2/3 of the surveyed public servants (an increase by 7% vs. 2017) do not know of any cases where ethical and deontological rules have been violated during the last 12 months in the institution where they work (Fig. 136). They are mainly women (73% vs. 68% in case of men), persons aged over 51, persons with a medium level of education, rural residents, officials from the Central part and North of Moldova, representatives of all institutions except CPA, holders of executive positions.

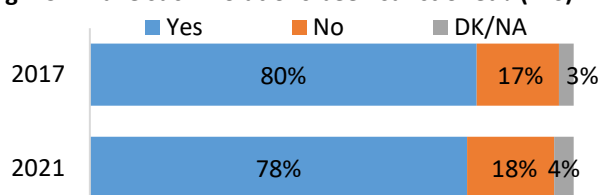
Fig. 136. Do you know of any cases in your institution where ethical and deontological rules have been violated during the last 12 months? (M5)



20% know of some situations where ethical and deontological rules have been violated (Fig. 136). The socio-demographic profile of the respondents who gave this response more frequently: men (23% vs. 17% in case of women), respondents with a high level of education, urban residents, officials from the South of Moldova, representatives of CPA, senior/mid-level managers, persons with a working history of 6 years or more.

Most of those who know of some occasions of non-compliance with ethical rules (78%) said these violations have been sanctioned, while 18% stated that no sanctions have been applied for these violations (Fig. 137). Those who claimed that sanctions have been applied are more often men (82% vs. 73% in case of women), persons aged 20-35, respondents with a high level of education, urban residents, officials from the North,

Fig. 137. Have such violations been sanctioned? (M6)



* Sub-sample: 180/120 respondents

Central part of Moldova and Chisinau, representatives of Level 2 LPA, senior/mid-level managers.

The surveyed public agents were asked to assess several situations in terms of compliance thereof with professional ethics (Fig. 138). Nearly all surveyed participants considered the following situations to be unethical for a public servant: to

replace actual reports and figures with some false ones to look well in the assessment (95%); to prioritize a request from a friend, although there are many requests waiting to be considered (95%); to ask the hotel to include their meals into the room bill when they are on a business trip, and not to mention that in order to take the per diems home (96%); to countersign a document at the insistence of their superior, although they know the document is not properly drawn (96%).

The other situations described below in Fig. 138 were also considered non-ethical by most of the respondents, but by lesser percentages than those described above. Consequently, the portion of public officials accepting such situations is higher. Thus, most respondents believe ethical principles are not respected where a public servant does not denounce a colleague (87%) or a subordinate (92%) known to be in a conflict of interest. 74% of the survey participants (a decline by 11% vs. 2017) think it is not ethical for a public servant who knows that a superior is in a conflict of interest to pass this information to a journalist friend (Fig. 138).

However, an in-depth analysis highlights a relatively low level of knowledge of ethical norms, given that only 67% of the surveyed public servants (vs. 71% in 2017) assessed all the situations described in Fig. 138 as unethical. These were mainly women (69% vs. 65% in case of men), representatives of central-level public authorities.

Fig. 138. In general, do you think it is ethical or not ethical (moral) for a public official ...? (M7)

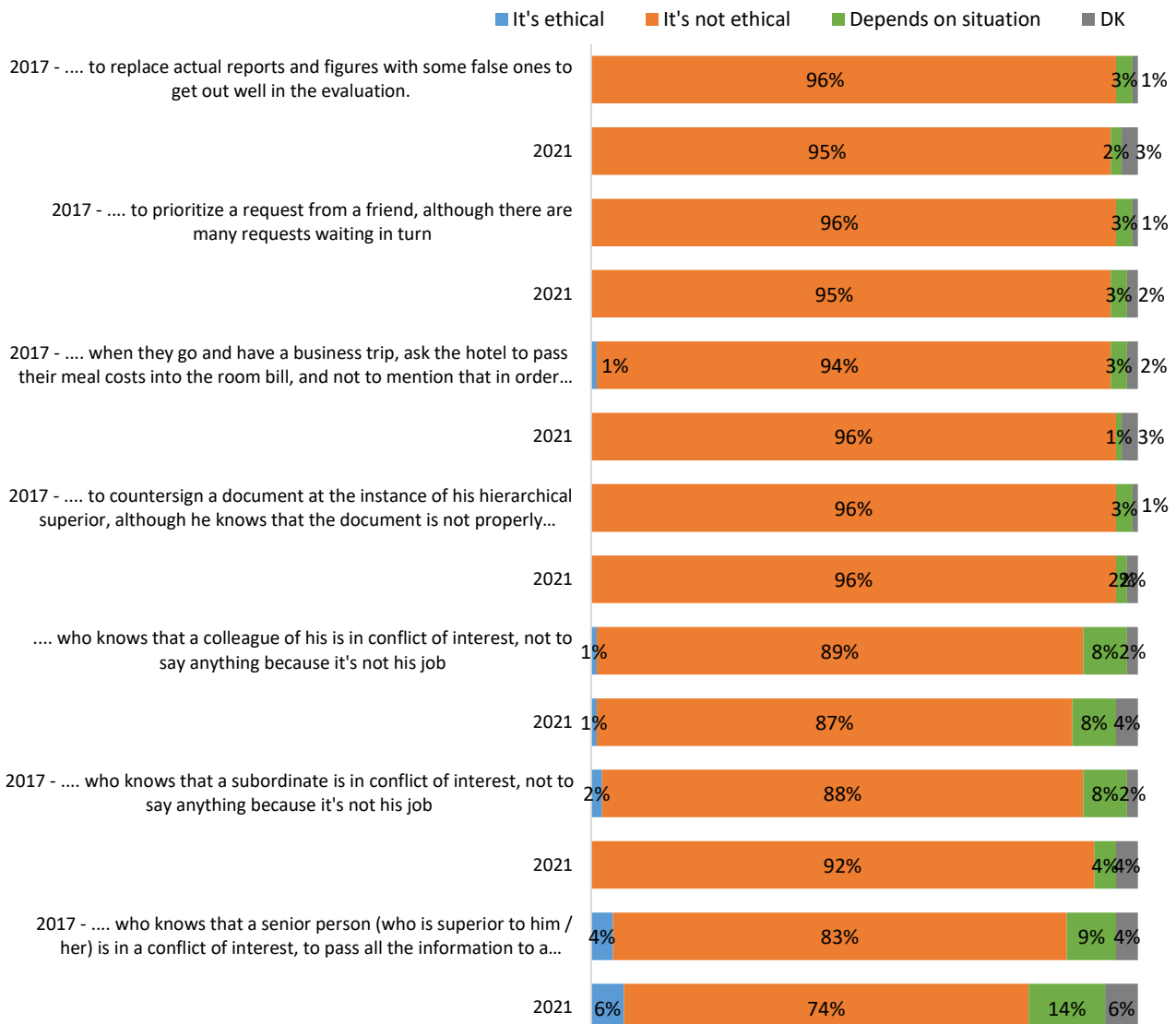
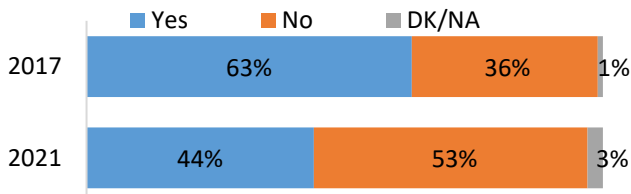


Fig. 139. Have you been involved in any training in ethics and integrity during the last 2 years of your activity? (M8)



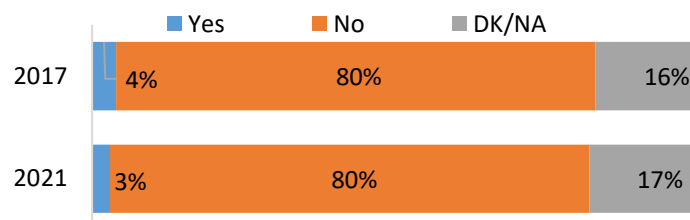
44% of the public servants (a significant drop vs. 63% in 2017) participated in some training on ethics and integrity standards over the last 2 years of their activity (Fig. 139). The public officials who benefited from such training were mostly men (51% vs. 39% in case of women), persons aged 20-50, respondents with a high level of education, residents of the North and Central part of Moldova, representatives of CPA

and other central-level institutions.

3.14. Respecting the rules for restrictions and limitations in respect to ending the mandate, labor or duty relationship and migration of public officials to the private sector (revolving door practices)

According to 80% of the public servants, there exist no post-employment restrictions (for employment at the next job) for the employees of the institutions where they work. 3% of the respondents said such restrictions exist in their organizations, while 17% do not know if there are any post-employment restrictions for the employees of their institutions (Fig. 140).

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



In terms of the socio-demographic characteristics of the respondents, most of those who do not know/refused to respond if there are any post-employment restrictions for the employees of the public institution, they represent are women (20% vs. 14% in case of men), younger employees (aged 20-35), persons with a medium level of education, respondents from Chisinau, representatives of CPA, holders of senior executive positions.

58% of the survey participants (an increase by 14% vs. 2017) stated it is illegal/incorrect for a public official to be employed in a ministry by way of their transfer from a public agency (**which response is correct**), 17% think such situations are legal/correct, while 25% do not know an answer to this question (Fig. 141). Almost all of those who said such transfers are illegal/incorrect said there have been no such situations in their institutions (77%) (Fig. 142).

Fig. 141. Is this situation below legal or illegal, correct or incorrect? A public official is employed in a ministry by way of their transfer from a public agency (P1.1)

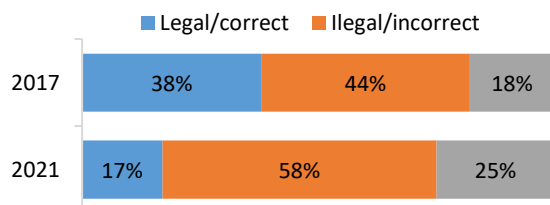
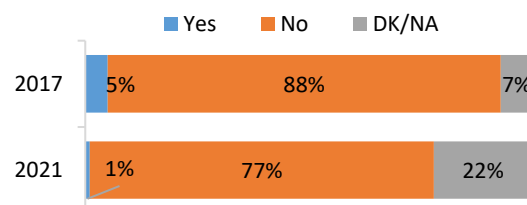


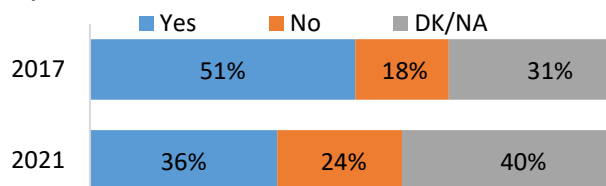
Fig. 142. Do such situations happen in the institution where you work? (P1.2)



* Sub-sample: The respondents who responded Illegal to P1

3.15. Implementing corruption risk management

Fig. 143. Is there an integrity plan within your institution? (O1)

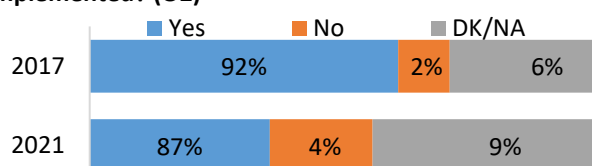


36% of the survey participants (a significant drop by 15% vs. the benchmark survey) stated that the institutions where they work have an integrity plan (Fig. 143). These are mainly persons aged 36-50, respondents with a high level of education, urban residents, officials from the North of Moldova, representatives of CPA and Level 2 LPA.

Almost all those respondents (87%) said this document has been implemented (Fig. 144).

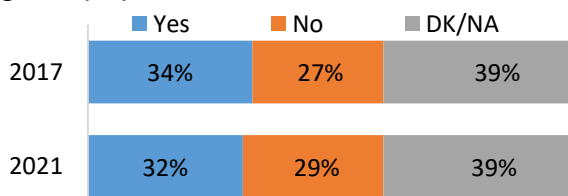
24% of the public servants stated there is no integrity plan in their institutions. The portion of those who do not know if their institution has an integrity plan is 40% (Fig. 143). Those who do not know are most often women (43% vs. 35% in case of men), younger employees (aged 20-35), persons with a medium level of education, urban respondents, residents of the Central part of Moldova and Chisinau, representatives of CPA and other central-level institutions, holders of executive positions, employees with a working history of up to 5 years.

Fig. 144. Has the integrity plan of your institution been implemented? (O2)



* Sub-sample: 314/221 respondents

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

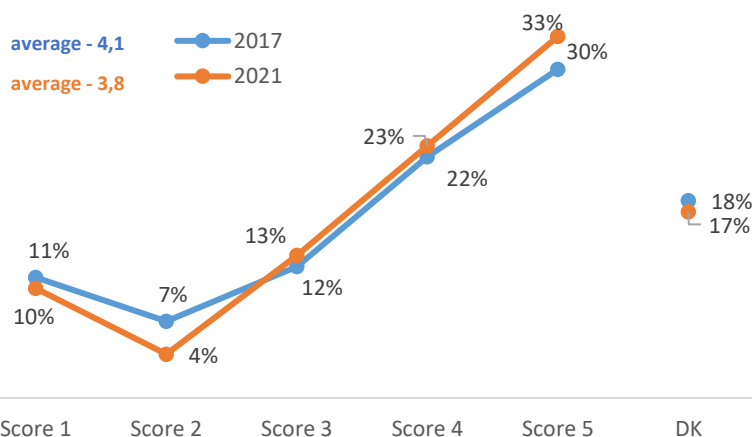


Each third public servant claims the institution they represent has a register of corruption risks. 29% of the respondents said their institution does not have such a document, while 39% do not know if such a document is in existence (Fig. 145). The level of institutions having a register of corruption risks has remained at the 2017 level.

Those who do not know about the corruption risk register are mainly women (42% vs. 35% in case of men), younger employees (aged 20-35), urban respondents, persons with a medium level of education, residents of Chisinau and the Central part of Moldova, representatives of other central-level and local-level institutions and Level 1 LPA, holders of executive positions, employees with a working history of up to 5 years.

Fig. 146. How effective is this register? (O4)

On a scale of 1 to 5, where 1 = The register is not maintained at all, 5 = Risks are recorded, updated and actions are taken to minimise them



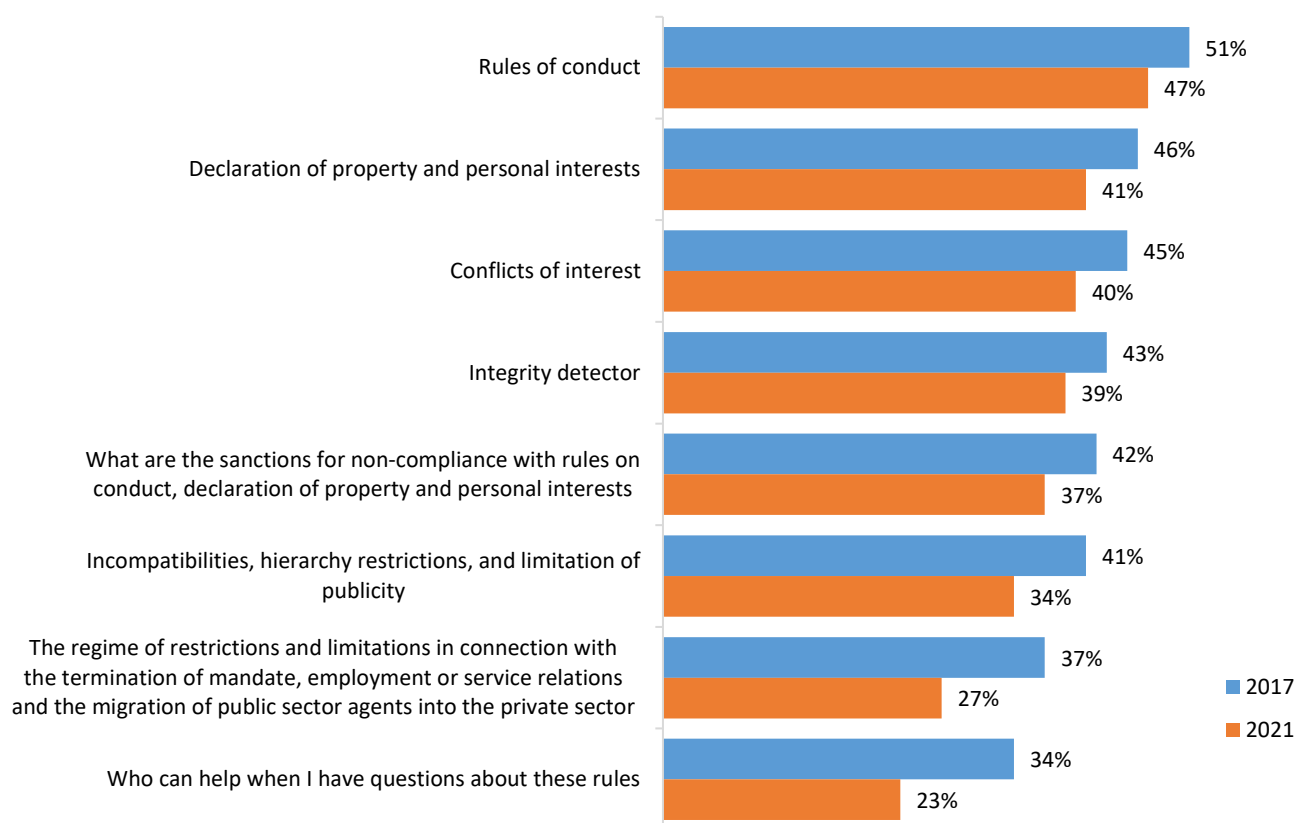
The survey participants were asked to assess the effectiveness of the corruption risk register on a scale from 1 to 5, where 1 = The register is not maintained at all, 5 = Risks are recorded, updated and actions are taken to minimize them; and 8 = I do not know (DK) / I do not want to respond (NR). Thus, about a half of the respondents who confirmed the

existence of such a register in their institution assessed the effectiveness of this document by awarding it scores of 4 and 5 points (Fig. 146).

The average score reflecting the effectiveness of the corruption risk registers is 3.8. Higher average scores according to this measurement scale were awarded by men, persons aged 20-35, public servants with a high level of education, urban respondents, representatives of CPA and other central-level institutions.

67% of the survey participants think they need additional information regarding various areas of ethics and integrity standards. The main areas where public servants would like to improve their knowledge are (Fig. 147): sources of information about rules of ethics and integrity (47%), integrity detectors (41%), sanctions for non-compliance with rules of conduct, declaration of property and personal interests (40%).

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



The socio-demographic profile of the public servants who more often said they need additional information regarding various areas of ethics and integrity standards is as follows: women (69% vs. 63% in case of men), rural public servants, residents of the North and Central part of Moldova, representatives of all public institutions (except CPA).

GENERAL FINDINGS

General population and businesses

General perceptions

The overall average score for the level of respect of human rights has grown by 0.5 points (from 4.2 points to 4.7 points) since the benchmark survey. However, the perceived level of respect of human rights still remains fairly low in the Republic of Moldova. The average score awarded for this indicator is 4.0 points (3.6 points in 2017) in case of the population and 5.4 points (4.8 points in 2017) in case of the businesses on a scale of 10 points where 1 = *Not at all*, and 10 = *Always respected*. In case of population, higher average scores were recorded in the answers of men (4.1 points compared to 3.9 points for women).

The overall average percentage of the participants who are aware that any act of corruption automatically leads to violation of human rights has grown by 3% (from 76% to 79%) since the benchmark survey. This growth was driven by a higher level of this awareness among businesses.

Awareness is higher for women (73%) compared to men (68%).

Confidence in public authorities

The level of confidence of the population and the businesses in public authorities in the Republic of Moldova continues to be low. One in each ten respondents (12% in case of the general population, no change since 2017) and 8% in case of the businesses do not confide a single Moldovan public authority. Local public authorities of Level 1 (Level 1 LPA) enjoy the highest level of credibility with general population and businesses. On the other hand, the authorities with the lowest level of credibility are the Public Prosecutor's Office, courts of law and political parties.

The survey found a decrease in the confidence of the respondents in all legal system authorities since the benchmark survey. The general trend is that credibility loss is more pronounced in case of businesses.

Thus, the 2021 overall indicator reflecting the quality of laws and regulations has decreased since 2017 in both sub-samples (general population and businesses), and the 2021 general average was 3.8 vs. 4.0 in 2017. So, the general perception about effectiveness of laws still remains negative and laws are still not effective in the same way for all citizens in the Republic of Moldova.

In assessing the degree of laws' functionality, as well as their application equally to all citizens, the women and men participating in the study gave similar assessments (the distributions of answers are very similar).

The extent to which the Parliament of the Republic of Moldova monitors effectiveness of the laws they have adopted is very low/totally lacking in the perception of the respondents (82% in case of the population and 78% in case of businesses). This situation has hardly changed since 2017.

Moldovan courts of law still do not enjoy credibility in the perception of the citizens, who believe they are affected by political interests, personal gain pursuits of judges, influence from the Government (at least 3 in each 4 respondents representing general population and businesses). Only 3% of the population and businesses (no change since 2017) believe in full independence of courts of law in Moldova.

There is a lack of significant differences between men and women in the perception of the influence of justice.

Audits of public institutions by the Chamber of Accounts are not independent because they are affected by political interests or by the Government. The overall indicator reflecting the perceived level of independence of audits conducted by the Chamber of Accounts has remained practically at the level of 2017 in both sub-samples, the general average being 12% vs. 13% in 2017. This indicator has grown by 3% since the 2019 survey.

The effectiveness of the current efforts of the various anti-corruption authorities is assessed negatively. The highest portion of the received responses was accounted for by *Very ineffective/Ineffective* (just over 1/3 of the respondents for each institution). The overall indicator reflecting the effectiveness of current efforts of anticorruption authorities has declined since 2017 in both sub-samples and for all four authorities: CNA (from 19% in 2017 to 12% in 2021), ANI (from 11% to 10%), the Anticorruption prosecutor's office (from 17% to 11%), and courts of law (from 14% to 10%).

At the same time, the perception of anticorruption authorities as independent institutions has deteriorated since 2017.

The 2021 overall election fairness indicator is significantly higher than that of 2017, in both sub-samples, and the overall average has grown two-fold to 45% in 2021 as compared to 19% in 2017 (largely on account of businesses).

The level of confidence in Moldovan elections is higher among men (38% compared to 27% women).

General perceptions and attitudes regarding corruption

A major part of the general population and businesses (approx. 3/4 of the respondents) believes corruption is a very grave problem in the Republic of Moldova. Both the general population and the businesses assessed its graveness as 1.9 points (on a scale of 10 points, where 1 = *Corruption is a major problem in Moldova* and 10 = *Corruption is not a problem in Moldova*). Women are more likely to perceive corruption as a very serious problem (78% compared to 73% of men).

The overall indicator reflecting perception of corruption as a problem has deteriorated since 2017 (although it was at a very low level even then): 2.2 points in 2021 vs. 2.4 points in 2017.

The overall indicator reflecting the principal reasons for corruption highlights certain changes in their perception: where the principal reasons were perceived as low salaries and a wrong mentality during the benchmark survey, the 2021 findings have demonstrated that lacking punishment, lenient penalties and non-confiscating of obtained wealth are now perceived as the principal reasons.

Perception of the level of corruption in public authorities/institutions remains negative. The calculated value of the overall indicator shows that approx. each second respondent representing the general population and each fourth surveyed business does not believe there is any public authority in Moldova that is not corrupt (a finding similar to that made during the benchmark survey). However, as compared to the 2017 situation, the portion of the responses *Fairly/Very corrupt* received from general population and businesses has decreased significantly for most public authorities/institutions.

The public authorities/institutions perceived as the most corrupt by the general population are the Parliament, police, health care centers, the Government, courts of law and customs. The public authorities/institutions perceived as the most corrupt by businesses are courts of law, customs, police, and the Public Prosecutor's central office and territorial offices.

Women tend to refer more often to medical institutions (29% vs. 16% for men) and education (11% vs. 7%) as the most corrupt, while men are more likely to refer to political parties (18% vs. 13%).

The perceptions regarding the evolution of the situation with corruption have slightly improved in case of the general population and significantly improved in case of businesses: 50% of the surveyed general population (52% in 2017) and only 21% of the surveyed businesses (39% in 2017) believe that corruption has slightly/ considerably grown during the last year. Among the population, this perception was mentioned more often by women (56% compared to 46% men).

Stability of anticorruption values

The overall indicator of intolerance to corruption grew from 53% in 2017 to 57% in 2021. This growth is however totally due to businesses, whose level of intolerance was 61% in 2017 and grew to 72% in 2021, whereas the intolerance level of the population decreased from 45% to 42%. Every second respondent agrees to pay a doctor to get better care (especially women - 48% compared to 42% men).

Survey participants have a negative attitude towards unofficial payments: The overall indicator of attitude to unofficial payments grew from 8.1 points in 2017 to 8.6 points in 2021. This growth is however totally due to businesses, whose level of intolerance grew by 1.2 points, whereas the intolerance level of the population decreased by 0.3 points in case of general population.

The overall indicator reflecting preferable methods of solving problems in dealings with authorities is practically at the same level as in 2017 (75% vs. 73% in 2021), although growth up to 80% was registered in 2019.

Most of the general population as well as businesses (75%) have an erroneous perception about who will be penalized in case of whistle-blowing indicating that the whistle-blower has given a bribe to a public official: they believe that a bribe will result in penalization of both parties involved. The level of this perception has not changed since 2017 till currently and shows ignorance of the legal rules, according to which only the involved official is penalized in case of such whistle-blowing and the whistle-blower gets the status of an injured party. Correct knowledge in this regard has a higher proportion of men (15% compared to 9% women).

Corruption experiences

The survey registered very high levels of interaction (the same levels as in 2017) of general population and businesses with public authorities/institutions: 80% of the surveyed general population and 94% of the surveyed businesses have interacted with at least one public authority/institution during the last 12 months before the day of the survey. In case of population, women (83% compared to 76% men) interacted more often with public institutions. More women went to medical and educational institutions, and men to the police and border police, tax inspectorates, prosecutors.

The average level of satisfaction with this interaction is 3.3 points in case of general population and 3.4 points in case of businesses (similar to the levels registered in 2017) on a scale of 5 points, where 1 = *Very dissatisfied* and 5 = *Very satisfied*. No significant variations were observed regarding the general level of satisfaction with the interaction with public agents among women and men.

The overall bribe incidence indicator and the estimated bribe value are in a relative decrease, but the authors of the survey assume the measured values are underestimated because many respondents either totally refused to respond to the questions in this section or gave evasive responses because they were afraid, they would be subsequently identified and penalized.

After their interactions with authorities, 9.9% of general population (11.3% in 2017) and 2% of businesses (3.6% in 2017) made unofficial payments during last the year before the survey. The bribe was offered to a greater extent by women (12% compared to 8% men).

The average incidence of bribes given in public institutions with which the respondents interacted grew from 3.7 to 4.8 incidents in case of the general population and decreased from 6.1 to 2.5 incidents in case of businesses. The general population offered bribes mainly to female public agents (5.4% of reported cases), and economic agents - to male public agents (0.8%). 4% of the general population and 0.5% of economic agents offered bribes to both men and women.

The estimated total value of bribes (in cash and as gifts in kind) given during the last 12 months before the survey grew from MDL 405 million in 2017 to MDL 566 million in 2021.

Discouraging involvement in corrupt practices

The general perception of the survey participants is that Moldovan public officials are still generally not sanctioned by their superiors for lack of ethics and professional integrity: 74% of the population and 71% of businesses are of the opinion that public officials are *seldom/very seldom/never* sanctioned by their superiors.

In this context, of the population and 74% of businesses stated that the current measures to combat corruption are *absolutely ineffective/not very effective*, which is similar to the percentages registered in 2017.

Recovery of personal wealth gained through corrupt practices

The general perception of the survey participants is that no efforts are yet made currently in Moldova to recover personal wealth gained previously/currently through corrupt practices involving public officials. The overall indicator reflecting return of personal wealth gained through corruption decreased almost by half in 2021 vs. 2017: from 5% to 2.6% (general population and business on an average) of the respondents who believe that public officials are (Often/Very often/Always) made to return the money and other personal wealth gained through corrupt practices. This percentage decreased in case of both general population and businesses.

The overall indicator reflecting incidence of noted corrupt practices decreased from 31% in 2017 to 24% in 2021 (population and business on an average) regarding respondents who stated they had noted corrupt practices during the last 12 months. This percentage fell from 31% to 27% in case of general population and from 30% to 20% in case of businesses.

Moldovan citizens who have been exposed to corrupt practices and suffered damages preferred not to seek recovery of the damage. The main reason given by most survey participants is that do not believe anything will be reimbursed to them.

Protection of integrity whistle-blowers and victims of corruption

General population and businesses still prefer not to notify the corrupt practices they have experienced while interacting with public officials. Still, the overall indicator reflecting the incidence of notifying corrupt practices grew in 2021 vs. 2017 from 9% to 13% (general population and businesses on an average) of the respondents mentioned they had notified corrupt practices experienced by them during the last 12 months. This incidence grew from 10% to 16% in case of general population and from 7% to 10% in case of businesses. In case of population, the notification was made more often by men (19% compared to 13% women).

The overall indicator reflecting notification of corrupt practices and sanctioning without any adverse consequences for the complaining party decreased more than by half (by factor of 2,5) vs. 2017: from 32% of the respondents in 2017 to 13% in 2021 (population and business on an average). In general, more women consider it unnecessary to report acts of corruption because no action is taken and because they are afraid of suffering personally and professionally.

As a consequence, most respondents (70% in case of the population and 69% in case of businesses) still feel they will not be protected at all/be very unprotected in case they notify the corrupt practices whose victim they were. The overall indicator reflecting the extent of certainty in full protection of those who have notified corrupt practices grew insignificantly from 4% of the respondents in 2017 to 6% in 2021 (population and businesses on an average).

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

Employees in the public, private and non-governmental sectors often do not respect rules of ethical and integral behavior. Generally, they were very rarely awarded scores higher than 5 points (on a scale of 10 points) for that indicator.

The overall indicator of perceived ethics and integrity in the four sectors covered by the survey (population and businesses on an average) grew in case of the private sector (from 5.1 points in 2017 to 6.1 points in 2021) and in case of the public sector (from 4.6 points in 2017 to 4.9 points in 2021), but decreased in case of mass media (from 5.2 points in 2017 to 5 points in 2021) and NGOs (from 5.9 points in 2017 to 5.5 points in 2021).

Local authorities (as compared to central authorities) and private enterprises (as compared to state-owned and municipal ones) are considered to demonstrate a higher level of ethics and integrity.

Transparency of public institutions, party financing and media

Most survey participants still do not believe that the President's executive office, the Parliament and the Government are transparent in their daily activities, although the percentage of those who do not believe

has decreased since the benchmark survey. The overall perceived transparency indicator of executive and legislative authorities has improved significantly from 19% in 2017 to 28% in 2021 of the respondents who assess the processes of these three authorities as *fairly transparent/very transparent*. This improvement is mostly due to a significantly better attitude towards the President's executive office.

Most respondents continue to assess the processes of both central and local authorities in decision-making, public procurements, allocation of public funds, informing broad public, delivery of public interest work and services as *absolutely not transparent/slightly transparent*. Another general finding was that the most untransparent of all processes are the ones associated with financial management.

Local public institutions are perceived as more transparent than central authorities.

The overall indicator reflecting funding transparency of political parties, election campaigns, mass media and NGOs has practically not changed since 2017, except in case of NGOs: election campaigns (8% in 2017 and 9% in 2021), political parties (7% vs. 8%), mass media (14% vs. 13%), NGOs (20% vs. 16%). Although the percentage of negative assessments has declined since 2017, this decline has happened on account of an increase in the percentage of the responses "Don't know".

The overall indicator reflecting the percentage of those who applied for information to public authorities grew from 10% in 2017 to 18% in 2021 in case of central level authorities (in particular on account of businesses) and fell from 28% to 23% in case of local level authorities.

The overall indicator reflecting the percentage of responses to requests for information submitted to public authorities grew from 85% in 2017 to 87% in 2021 in case of central level authorities and fell from 91% to 89% in case of local level authorities.

The overall indicator of the level of satisfaction with responses received to the requests for information submitted with public institutions and authorities remained practically at the 2017 level (7.5 points).

The overall indicator reflecting the popularity of public electronic services grew from 44% in 2017 to 54% in 2021, especially on account of businesses.

Education of the society and public officials

For most citizens, independence of courts of law and ensured protection to whistle-blowers who notify a corrupt official are still the main considerations determining their decision to become involved in combating corrupt practices.

The overall indicator of exposure to information on combating corruption decreased from 39% in 2017 to 30% in 2021 in case of all respondents, especially on account of businesses (from 48% down to 32%). News releases are a more effective information dissemination channel than campaigns in the media.

Freedom of transactions from corrupt practices

The percentage of individuals who prefer to pay for their purchases by bank transfer or card increased from 24% to 39%, i.e. by almost 2/3 over the level registered by the benchmark survey, while 42% of businesses stated that all financial transactions of their company are made by bank transfer (an increase by 17% vs. 2017).

Although considered to be a very grave problem, corruption is secondary (below 25%) in its importance, as compared to the main problems currently faced by Moldovan businesses: heavy/excessive tax burden (56%), frequent changes in laws and regulations (48%), red tape (57%), and incompetence of public officials (40%). The importance of these five problems grew significantly as compared to the 2017 findings.

At the same time, business operations are little affected by political interests.

In the opinion of businessmen, the eradication of corruption is based on four corner-stones: ethics and integrity; reduction of red tape (including through promotion of electronic services); adequate remuneration of public officials; and sanctioning of corrupt public officials.

Public servants

General perceptions

Public servants perceive corruption as a major and very serious problem in the Republic of Moldova; this perception has only aggravated since 2017. The average score given by public servants to assess the graveness of corruption decreased from 3.1 to 2.8 points 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*.

On the other hand, public service activity in general and the service activity in the institutions where the surveyed public servants worked as of the day of the survey were awarded moderately positive scores in terms of their ethics and integrity. Most respondents awarded scores between 6–10 points on a 10-point scale where 1 = *Corruption, lack of ethics and integrity* and 10 = *Total ethics and integrity, lack of corruption*. However, ethics and integrity in the respondents' own institutions were awarded higher scores as compared to the system of public services in general. The average score was 5.6 points in case of the public service activity in general, whereas the average score given by the respondents to their institutions was as high as 8.7 points (an increase by 0.4 points since 2017). In the evaluation of the activity of the general public system, scores with a value of 6 points and more were assigned more frequently by men (55% compared to 43% women).

According to most public servants, women and men are exposed to a similar extent to corruption in public service activities.

The main causes of corruption in Moldova are low salaries in the public sector (approx. 3/4 of the respondents) and the mentality of soliciting and giving bribes (money and/or goods) (approx. a half of the respondents). As compared to the 2017 situation, the importance of low salaries and the corrupt mentality decreased against the background of growing importance of other factors such as lacking punishment of corrupt persons or application of mild sanctions not commensurate with the graveness of corrupt practices, lack of protection for whistle-blowers, and not confiscating of personal wealth gained through corruption.

As regards the evolution of corruption in Moldova during the last year, most respondents (44%) thought it has remained at the same level. Depending on gender, 31% of men compared to 19% of women believe that the level of corruption has decreased (slightly / considerably).

Employment and promotion of public servants based on their merits

Employment and promotion of public servants is usually based on their merits (according to 83% of the surveyed public servants) and on the results of the employee performance assessment (65%). At the same time, one in each ten public servants stated that promotions are often based on favorable treatment (relationships with the right people) and affiliation to a particular political party. The gender approach is generally respected in the promotion of staff in public organizations in Moldova.

Almost all institutions (95%) apply some performance assessment procedures. The average score awarded by the surveyed public servants for the extent to which assessment results affect one's promotion in the institution is 4.3 on a 5-point scale, where 1 = *Do not influence at all; staff are promoted based on other criteria*; and 5 = *Influence to a very high extent; staff are promoted solely based on assessment results*.

The level of awareness of the legal/illegal situations concerning *employment and promotion of public servants based on their merits* is still on a fairly low level. Thus, only 31% of the surveyed public servants (which is higher than 23% in 2017) gave correct responses regarding all described situations of corruption in the process of employment and promotion of public servants based on their merit and professional integrity.

Incompatibility rules and restrictions in hierarchy

Restrictions in the hierarchy are generally respected in the public sector of the Republic of Moldova: 83% of the surveyed officials stated they did not know any cases of public servants having been/being directly subordinated to a relative or kinsman during the last 12 months in the institution where they work.

Nevertheless, the survey found a low (albeit somewhat improved) level of awareness of legal/illegal situations regarding *observing the incompatibility regime, restrictions in hierarchy, and limitation of publicity*: 27% of the public servants (an improvement from 18% in 2017) gave correct responses regarding all possible situations of corruption in observing the incompatibility regime, restrictions in hierarchy, and limitation of publicity.

Declaring property and personal interests

75% of the survey participants (a decrease by 10% vs. 2017) stated that declaring your property and personal interests is obligatory for all those who are employed in the public sector, which response is incorrect because not all those who are employed in the public sector have this obligation (for example, this is not obligatory for technical staff).

The portion of those who declared their property and personal interests for the previous tax year is 79%, which is similar to the level registered in 2017, these are primarily men (91% vs. 71% women).

Public servants demonstrated a moderately good level of awareness of legal/illegal situations regarding *compliance with the rules for declaration of property and personal interests*: 53% of the respondents gave correct responses regarding all possible situations of corruption in the process of observing the rules for declaration of property and personal interests. The level of knowledge of the regime of declaration of wealth and personal interests is higher in male public agencies (57% compared to 50% women).

Conflicts of interest and favoritism

One in each ten surveyed public servants did not know that a conflict of interest must be declared in all situations without any exceptions.

Moreover, one in each four surveyed public servants did not know that the public servant may not make any decisions, while in a conflict-of-interest situation.

Conflict of interest situations were noted rarely in the public institutions of the respondents over the past 12 months (or they were not mentioned by the respondents who had noted them). Thus, approx. 9 in each 10 persons said they do not know of any conflict of interest in their institutions over the past 12 months.

The main causes of non-declaration of conflicts of interest by public servants are not knowing the procedure, obtaining personal benefits (financial, tangible, or other), and fear of being sanctioned.

The surveyed public servants demonstrated a high level of awareness of legal/illegal situations regarding *compliance with conflict-of-interest rules and avoiding favoritism*: 76% of the surveyed public servants (no change vs. 2017) gave correct responses regarding all possible corruption situations in the process of respecting the conflict-of-interest rules and avoiding favoritism.

Rules regarding gifts

Each fifth public servant does not know in what situations a public servant would be justified in accepting a gift, while 79% of the respondents correctly responded to this question regarding acceptance of gifts, saying that a public servant may accept a gift in a situation where this is dictated by politeness or by the event protocol requirements.

58% of the respondents stated that citizens do not provide any gifts, services, invitations, etc. to public servants in exchange or as thanks for a provided service.

55% of the respondents (62% men versus 50% women) said there is a gift register in the institution where they work. It is perceived as an effective tool in view of the average score of 4.4 points on a scale of 5 points, where 1 = *Gifts are not declared at all*, and 5 = *All gifts are declared and evaluated correctly*.

The surveyed public servants demonstrated a high level of awareness of legal/illegal situations regarding *observance of rules for gifts*: 73% of the respondents (no change vs. 2017) gave correct responses regarding all possible situations of corruption in the process of observance of the rules regarding gifts (76% male versus 71% female).

Inadequate influences

The activity of public institutions in Moldova is not influenced at all/little influenced by political interests, according to 89% of the respondents (an increase from 81% in 2017) who awarded scores between 1 and 5 points for this indicator on a scale of 10 points where 1 = *Not at all influenced by the interests of political parties*, and 10 = *Totally influenced by the interests of political parties*.

Most often these influences are manifested in public service activity through employment and appointment to positions on the basis of one's political affiliation.

The respondents noted hardly any cases of inappropriate influence in the institutions where they work during the last 12 months. None of the respondents was requested or imposed during this period to vote for/against a certain political candidate at the elections, to solicit or to give bribes, to withdraw or to steal public money or public goods, to traffic in influence, to abuse their powers, to support or favor someone in the institution where they work.

Only 1% of the respondents confirmed that inappropriate influence was exercised on them over the last 12 months in the institutions where they work.

Protection of whistle-blowers

The survey demonstrated a low level of knowledge by public officials regarding integrity alerts: 25% of the respondents do not know the meaning of the term *integrity alert* (the same level as in 2017). At the same time, the fact that over 60% of the surveyed public officials incorrectly pointed out some other situations as *integrity alert* leads us to conclude that most public servants cannot clearly identify integrity alert situations.

Moreover, only 10% of the respondents know correctly who is called an *integrity whistle-blower* (the same level as in 2017).

Only 1% of the surveyed public servants admitted they had witnessed an act of corruption in their institution over the last 12 months. 36% of the respondents (a decrease from 53% in 2017) are absolutely convinced/fairly certain they will be protected if they decide to denounce an act of corruption. The average score awarded to the perceived extent of protection of public officials denouncing acts of corruption grew from 2.4 points to 2.7 points on a 5-point scale (where 1 = *I will not be protected at all* and 5 = *Absolutely convinced that I will be protected*). Higher average values were assigned by men (2.9 points compared to 2.6 points for women).

Intolerance to integrity-related incidents

71% of the surveyed public servants think that most of their colleagues are honest. On the other hand, 52% confirmed that employees of the public institutions where they work have been involved in integrity-related incidents (most often those holding executive positions, with institution heads and deputy heads ranking second).

Officials subject to disciplinary misconduct within public institution are usually sanctioned (according to 75%).

Transparency in decision-making, in access to information and in management of public property and funds

Most public officials assessed central-level and local-level public institutions as *fairly transparent/very transparent* in the processes of adopting decisions (judgments, orders), spending of public money, public procurements, informing citizens about the activity of the institution, and performing work and providing services of public interest. The perceptions of public servants regarding these aspects have not changed since the benchmark survey. The only difference is an increase in the percentage of those who found it hard to respond.

A comparative analysis of the percentages of different responses received regarding perceived transparency at central and local level shows that the perceived level of transparency is higher in case of the local-level public institutions, which is a positive trend vs. the benchmark survey.

The institutions perceived as the least transparent are political parties, Public Prosecutor's office, courts of law and Information and Security Service (SIS), Anticorruption Prosecutor's office and Police. The institutions believed to be the most transparent are the Central Electoral Committee, town halls, the President's executive office, LPA at rayon level.

The methods most frequently applied by public institutions to ensure decisional transparency are responses to requests to provide access to information of public interest (93%) and publication of information of public interest on the institution's website (84%).

Two kinds of responses generally prevailed in the respondents' assessments of how public property and public funds are managed in public institutions in Moldova: assessment of these processes as transparent and responsible (approx. each fifth public servant), and those who do not know how these processes are managed (approx. 45%). At the same time, practically one in each three public officials (an increase vs. 2017) acknowledges that their institutions make use of abusive practices in management of public property.

The assessments *Lack of transparency/Fairly non-transparent* were most frequent in respect to the following areas: justice (30%), environment (32%), agricultural and food sector (28%), public property (26%), customs (28%).

Observance of ethical and professional deontology norms

71% of the respondents stated that their institutions had a code of ethics and that new employees of their institutions are typically made aware of this document and its contents. However, at least 2/3 of the survey participants (69% women versus 63% men) feel they could benefit from additional information regarding diverse aspects of ethical and professional deontology norms.

The public agents that received training on ethics and integrity were mostly men (51% vs. 39% women).

71% of the public servants stated there is a structure/an official responsible for ethics in their institution and are satisfied with its/their activity (awarding it an average satisfaction score of 4.4 points on a scale of 5 points, where 1 = *Not at all satisfied*, 5 = *Totally satisfied*).

However, an in-depth analysis highlights a relatively low level of knowledge of ethical norms, given that only 67% of the surveyed public servants (vs. 71% in 2017) correctly assessed as unethical all the situations described in the questionnaire. They were mostly women (69% versus 65% men).

20% of the surveyed public servants know of some situations where ethical and deontological rules have been violated in the institutions where they work and say these violations have been sanctioned.

Managing corruption risks

Almost all surveyed public officials say that institutional integrity requirements are met in the institutions where they work. According to them, cases of not declaring personal property and interests, allowing favoritism and conflict-of-interest situations, accepting gifts from citizens other than in situations where this is permitted by applicable law are (very) rare.

If integrity-related incidents, cases of improper influence, conflicts of interest, lack of transparency in decision-making, irresponsible management of public property and funds do occur, they are sanctioned in most cases, according to the opinion of respondents.

Registers of corruption risks, gifts, improper influences are in place in public institutions and they are assessed as effective management tools.