



**USAID**  
FROM THE AMERICAN PEOPLE

**Rule of Law Institutional  
Strengthening Program (ROLISP)**

# **PUBLIC AWARENESS AND PERCEPTION OF THE JUSTICE SYSTEM IN THE REPUBLIC OF MOLDOVA**

**Rule of Law Institutional Strengthening Program (ROLISP)**

**USAID Contract No. AID-117-C-12-00002**

**Prepared by: USAID ROLISP  
Activity Office: USAID/Moldova  
COR: Ina Pislaru  
January 2013**

*This Report was developed by Magenta Consulting and was made possible by the generous support of the American people through the United States Agency for International Development (USAID) within the Rule of Law Institutional Strengthening Program (ROLISP). The contents of the Report are the responsibility of Magenta Consulting and do not necessarily reflect the views of ROLISP, USAID or the United States Government.*

## CONTENTS

|   |           |
|---|-----------|
| <b>INTRODUCTION .....</b>   | <b>4</b>  |
| 1 Objectives .....  | 4         |
| 2 Methodology .....   | 4         |
| <b>SUMMARY .....</b>  | <b>7</b>  |
| <b>PART I: CITIZENS' KNOWLEDGE OF AND ATTITUDES TOWARD THE LEGAL SYSTEM.....</b>              | <b>10</b> |
| 1.1 Knowledge of judicial reforms .....   | 10        |
| 1.2 People's perception of the impact of judicial reforms.....                                | 12        |
| 1.3 Integrated Case Management System and audio recordings .....                              | 12        |
| 1.4 Competence of employees in the legal system .....   | 13        |
| 1.5 Transparency and objectivity in court.....  | 15        |
| 1.6 Efforts to eliminate corruption .....   | 15        |
| <b>PART II: CITIZENS' AWARENESS OF AND ACCESS TO LEGAL INFORMATION.....</b>                   | <b>17</b> |
| 2.1 Citizens' level of legal awareness.....   | 17        |
| 2.2 Awareness of rights to legal representation and access to fair and impartial trials ..... | 18        |
| 2.3 Interaction with legal entities .....   | 19        |
| 2.4 Informing the public.....   | 26        |
| <b>PART III: GENDER ISSUES IN THE LEGAL SYSTEM.....</b>                                       | <b>32</b> |
| <b>PART IV: SOURCES OF LEGAL INFORMATION.....</b>   | <b>33</b> |
| <b>APPENDICES: (RESULTS OF THE MULTIVARIATE ANALYSES).....</b>                                | <b>35</b> |

## INTRODUCTION

This is a report on the study conducted by Magenta Consulting LTD for the Rule of Law Institutional Strengthening Program (ROLISP).

### 1 Objectives

The main objectives were:

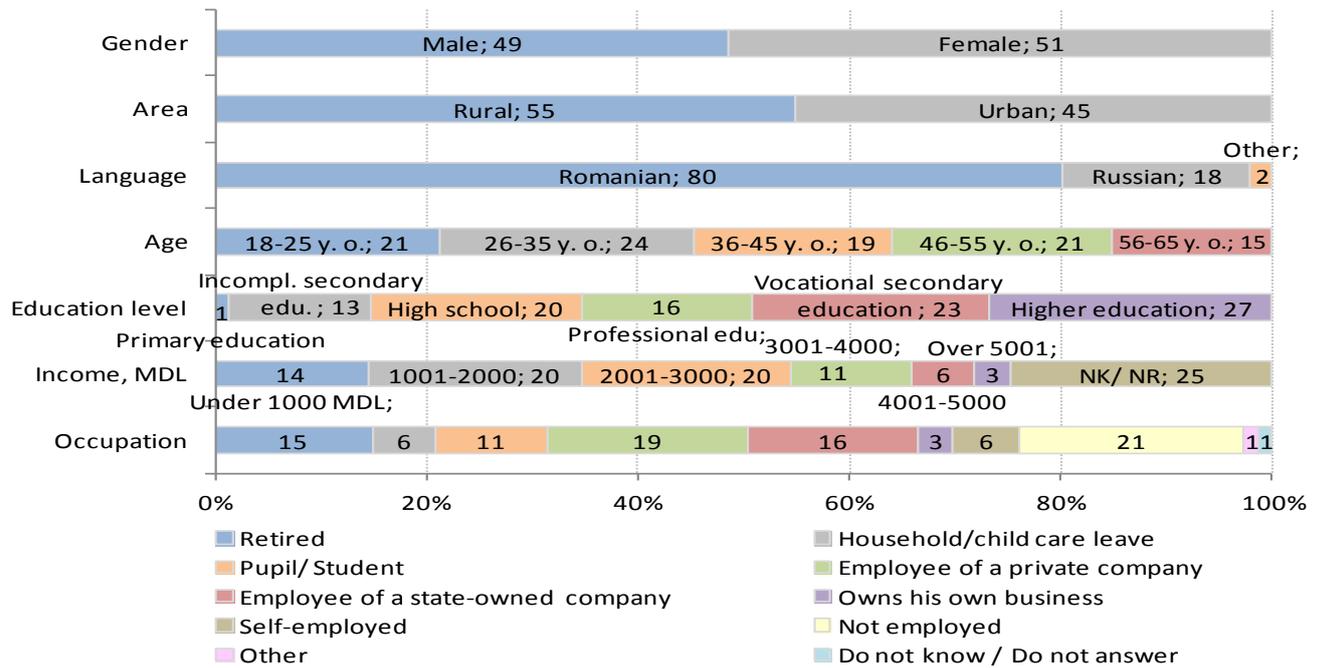
- To determine the knowledge and public perception about the legal system in Moldova, in particular regarding the recently implemented reforms and those to be implemented. Are the citizens aware of these reforms? Do legal personnel consider that the reforms will achieve the expected results?
- To identify specific issues related to accessing legal information and other services provided in courts and to offer concrete recommendations for efficiently communicating initiatives to increase the public's awareness of the legal system.

### 2 Methodology

The sample size was 832 randomly selected respondents with national representation. A respondent's age, gender, socio-economic status and urban/rural residence were taken into consideration in determining the sample. Face-to-face interviews were conducted in 44 urban and rural locations using a pre-tested questionnaire in Romanian and Russian that had both open-ended and closed questions. The data were collected from December 22, 2012 to January 2, 2013. The questionnaires were scanned using recognition software to exclude possible human error in creating the database and were analyzed using SPSS. Each area of interest was analyzed according to age, gender, geographic region, education, occupation and income level of the respondent. The margin of error was  $\pm 3.4\%$ , and the confidence interval was 95%.

Considering the need to assess the public's knowledge of and attitude toward several aspects of the study, from January 11 to 17, 2013, data were collected from an additional sample of 272 respondents who had interacted with courts of justice.

Table 1 provides a breakdown of the data on the general sample.

**Table 1: Breakdown of the sample (N=832)**

Focus groups were used to collect data from the employees of chanceries in the following courthouses:

- Balti
- Chisinau, Buiucani
- Chisinau, Rascani
- Chisinau, Botanica
- Chisinau, Centru
- Chisinau, Ciocana
- Ialoveni
- Hancesti
- Ungheni
- Anenii-Noi
- Orhei
- Soroca
- Straseni

**Employees of chancery**

Employees of institutions with the most court cases were selected to participate in the focus groups.

Three focus groups were also conducted with citizens who had interacted with a court of justice as follows:

- one in Chisinau with people aged 31–55 years;
- one in a rural area with people aged 31–55 years;
- one in an urban area with people aged 20–30 years;



In addition, five in-depth telephone interviews were conducted with citizens who had interacted with the legal system and four in-depth telephone interviews were conducted with experts in the field:

- A representative from the Ministry of Justice and the communication consultant from the minister's office;
- A lawyer;
- Two public notaries.



The interviews were conducted by a team of trained, experienced interviewers who received preliminary training and used a guide. The interviews were carried out in the preferred language of the respondent and lasted 20–30 minutes.

## SUMMARY

**Citizens' awareness of legal information.** In general, people who have worked with legal professionals were more knowledgeable; however, participants in cases could not cite any legal details about them as they preferred to leave that to their lawyers even though establishing fees for lawyers' services was not done transparently and they considered those fees to be unreasonably high.

**Citizens' legal knowledge.** On a scale of 1 (lowest level) to 5, the average score was 2.63. According to the experts, the level was especially low in rural areas.

**Knowledge of fundamental human rights.** In all, 34% of respondents knew about their right to legal assistance, 32% knew about their right to access justice, 28% were aware of their rights to equality before the law and authorities and 24% knew about their right to a fair trial.

**Interaction with law enforcement officials in the last two years.** In 2011 and 2012, 38% of respondents had interacted with notaries, 12% with lawyers, 9% with courts and 6% with prosecutors and/or the police.

**Legal assistance provided over the last two years.** In 2011 and 2012, citizens received the following legal services:

- authentication of documents (notary) (34%)
- preparation/drafting of legal documents (14%)
- legal consultations (10%)
- participation in a trial (10%)

The problems that they addressed to legal authorities were the following:

- authenticity of contracts and mandates
- divorce proceedings
- issues of violence;
- robbery
- dismissal procedures
- inheritance issues

In discussion groups, people said they initially asked relatives or friends to recommend a good lawyer or they contacted a lawyer they already knew. Public defenders handled more criminal cases and fewer civil cases and provided two hours for consultations daily. Citizens file complaints directly with the heads of departments in the Ministry of Justice.

**Court interaction.** In all, 89% of participants indicated that they had interacted with a court: 18% with a court of appeals and 5% with the Supreme Court of Justice.

**Involvement in trials.** Of those who had been in court, 42% were plaintiffs/injured parties, 38% were witnesses and 20% were defendants/suspects.

**How respondents sought legal assistance.** The share of people who went to court (in the first instance) as individuals was 28%. They interacted mostly with chancery representatives (36%) and public relations specialists and court clerks (25% each). The share who addressed a lawyer was 48%.

**Barriers to obtaining legal services.** In the focus groups, the following barriers were mentioned:

- length of the process
- corruption
- differing interpretations of laws
- non-execution of court decisions
- bureaucracy
- lack of an information office
- judges checking the rulings of their colleagues

**Awareness of reforms to the legal system.** Only 8% of respondents said that they knew about judicial reforms, 18% said they had heard about reforms and 73% had not heard anything about them. People who had interacted with court employees in the last two years had a higher level of knowledge.

**Spontaneous awareness of reforms to the legal system.** The answers to the open-ended question in the survey about reforms to the legal system indicated that 20% knew about increases in judges' salaries and 18% knew about the audio recordings of hearings. In the discussion groups, more people also knew about the increase in judges' salaries.

**Assisted recall on reforms.** The participants were asked to indicate whether they knew or had heard about the reforms mentioned in the questionnaire and read to them; 11% said that they knew about the guaranteed legal assistance provided by the state, 10% knew about audio recordings of hearings, 6% were aware that there was Initial training for candidates for judge, prosecutor, clerk, and bailiff as well as ongoing training for them, and 6% knew that decisions were published on the courts' web pages.

**Sources of information about reforms.** Of respondents who knew of at least one reform, 87% had heard about it on TV, 39% learned of it on the Internet, 34% heard about it from relatives, friends, acquaintances and 23% read about it in a periodical (newspaper/magazine).

**Public perception of the impact of reforms.** Respondents who had heard about at least one reform indicated that those implemented so far hadn't changed the legal system.

**Knowledge of Integrated Case Management System (ICMS).** Only 4% of interviewed people knew about ICMS.

**Public perception of the contribution of ICMS to the efficiency of the legal system.** Very few of the citizens who had interacted with courts knew that trial data and decisions could be accessed online. The public defender was aware of this option, but in his opinion citizens were not. According to the chancery employees, currently very few are aware about the possibility to request a CD of a hearing. The chancery employees also mentioned that in some courthouses it is not technically possible to use ICMS.

**Public perception of the adequacy of training of court employees.** On a scale of 1 (the least adequate) to 5, the competence of court employees generally received a 3 or a 5 though these assessments were made only on the basis of personal impressions. According to some experts, the competence of judges cannot be assessed in general because the situation varies from case to case.

**Satisfaction with the conduct of the trial.** Overall, 40% of the people who had interacted with courts were satisfied.

**Judges' behavior and knowledge.** In the in-depth interviews the following violations were noted:

- seizing property before the official summons to court had been registered
- statute of limitations exceeded by respondent (e.g., due to illness, lack of lawyer)
- judge spoke too quickly so participant was unable to understand him/her

**Unnecessary delays during trials.** Of the respondents who had been in court, 25% said that there were no delays and everything went on time, 23% said that there were acceptable delays and 39% said that there were unnecessary delays.

**Efforts to eliminate corruption.** As for the extent to which state efforts to eliminate corruption were recognized, 5% of the sample believed that they definitely were,, 20% said that they were and 35% said that they did not recognize the efforts at all. In the interviews, corruption in the legal system received a maximum score, and the most corrupt institutions were the courts and the prosecutors' offices.

**Communicating with the public.** According to chancery employees, the state makes little effort to communicate with citizens. In their view, the state should inform the public about how the legal system is organized, the functions of various employees and procedures for applying for services depending on what is needed. The chancery employees said there were three methods for communicating with the public: appointing one person to be responsible, rotating the responsibility among employees on a daily basis and all employees communicating with all citizens as part of their jobs.

**Availability of legal information to the public.** The accessibility of legal information received a score of 3.44 on a scale of 5. During discussions, citizens mentioned the availability of information on the Internet (in general), but that older people and those in rural areas had limited access. The experts said that the accessibility of legal information differs from one institution to another and that people generally do not know how to access it. The courts and prosecutors' offices were considered to be institutions in which access to legal information is almost impossible. Chancery employees thought that citizens received enough information through the chancery, but they mentioned that citizens' lack of knowledge regarding certain processes doubled their workloads.

**Reasons legal information is inaccessible.** The most frequently mentioned reasons were the following:

- insufficient information (22%)
- the need to pay for it (21%)
- not knowing where to look (10%)

It should be noted that in the in-depth interviews, participants included incomprehensible legal language as a reason that legal information was inaccessible.

**Institutions' willingness to provide information.** Notaries were the most willing at 39%, groups that provide legal consultations were next at 22% followed by courts at 7% and the prosecutor's office and police at 5%.

**Necessary information available in court proceedings.** Of people who been in court, 68% believed they had all necessary information in proceeding, 10% said they had some information and 12% said they did not have all the information they needed. Organizations that provide free legal consultations mentioned in the In-depth interviews were Amnesty International, International Center for Protection and Promotion of Women's Rights (La Strada) and the United Nations Children's Fund (UNICEF).

**Legal information of interest to citizens.** When asked what kind of legal information they would like to have, respondents noted the following:

- procedures for issuing documents (31%)
- their rights and obligations (29%)
- fees and costs for legal services (13%)

According to participants in the discussion groups, they mostly lack basic legal knowledge. They noted that they do not know court addresses, phone numbers, etc. Chancery employees mentioned that people most often do not know the operating procedures in court and come with a variety of questions or requests.

Respondents ranked the options for information in the questionnaire as follows:

How can I benefit of legal assistance guaranteed by state? (41%)

How much do legal services cost? (40 %)

What are my rights as a participant in a trial? (39%)

How are court decisions executed? (34%)

What are the purviews and responsibilities of different law enforcement agencies? (33%)

**Sources of information for legal questions.** Friends, relatives, knowledge gained from similar experiences and legal consultations with lawyers, notaries etc. were the main sources for citizens looking for legal information. It should be noted that participants in the discussion groups felt that lawyers are not always trained in their fields so they would need the help of another person when there is a problem solving a case. International human rights organizations and the ombudsman were mentioned in this regard. Chancery employees said that most of the time, they communicate verbally with people seeking information which can be very time consuming. According to the chancery employees, citizens prefer to ask questions even if the information required is written on the information boards of the institution. According to the notary, sources of information for people in rural areas are usually city halls, then lawyers or notaries from district centers.

**The most appropriate ways of transmitting legal messages.** The best ways were informative shows on TV and radio (47%), a hotline (44%), reports at the end of newscasts (42%), Internet (40%), advertising on TV (38%), newspapers, magazines etc. (35%), commercials on radio (34%) and information boards in public institutions (34%).

**Recommended sources of legal information.** The most recommended sources were television (26%), competent people (lawyers, notaries, etc.) (21%) and the Internet (19%). Focus groups recommended teaching a course on legal information in school; organizing seminars at city halls with an expert; creating and promoting hotlines; publishing a book with basic legal information; information boards and appointing a legal consultant in the Joint Information and Services Bureau to create social-judicial centers. Another suggestion was to use language that can be understood by lay people.

**Gender issues.** Overall, 7% of respondents believed that women have less access to information in courts and 2% thought that men did. In terms of behavior in court, 5% of people who had interacted with court employees believed that during court proceedings, the employees behaved worse towards women while 76% thought that there was no difference in behavior by gender.

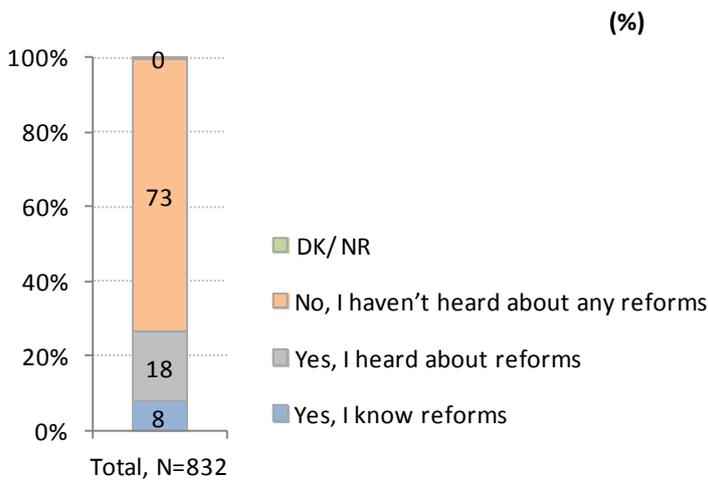
## PART I: CITIZENS' KNOWLEDGE OF AND ATTITUDES TOWARD THE LEGAL SYSTEM

This chapter contains information about the level of knowledge about judicial reforms, sources of information about them, their impact, perceptions about ICMS, the time it takes to examine cases, how trials were conducted and efforts to eliminate corruption.

### 1.1 Knowledge of judicial reforms

In all, 8% of respondents indicated that they knew about reforms to the legal system and 18% said that they had heard about them (Figure 1.1). People who had interacted with the courts in the last two years knew more about the reforms as did male respondents (10%), those from urban areas (9%), respondents aged 36-65 years, employees of state-owned companies (17%) and people with an income over 5001 MDL (16%). [\[Appendix 1\]](#)

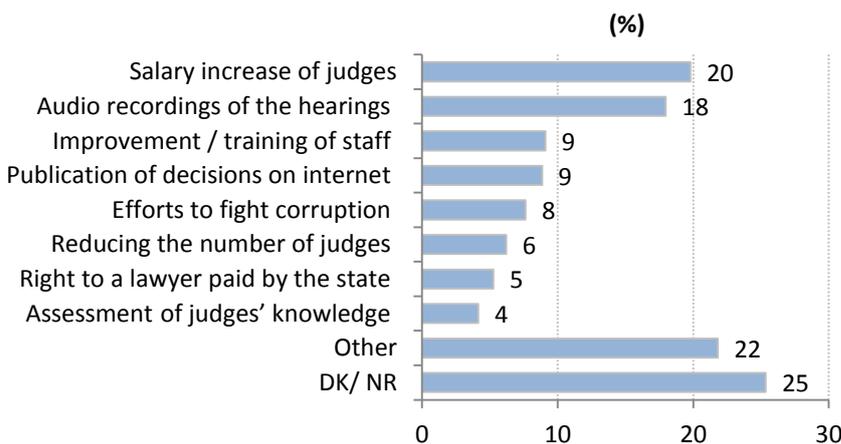
**Figure 1.1: Knowledge of judicial reforms (N=832)**



Note: DK=don't know; NR=no response

To the question about known judicial reforms, without prompting 20% of the respondents mentioned salary increases for judges and 18% mentioned audio recordings of hearings (Figure 1.2). [\[Appendix 2\]](#)

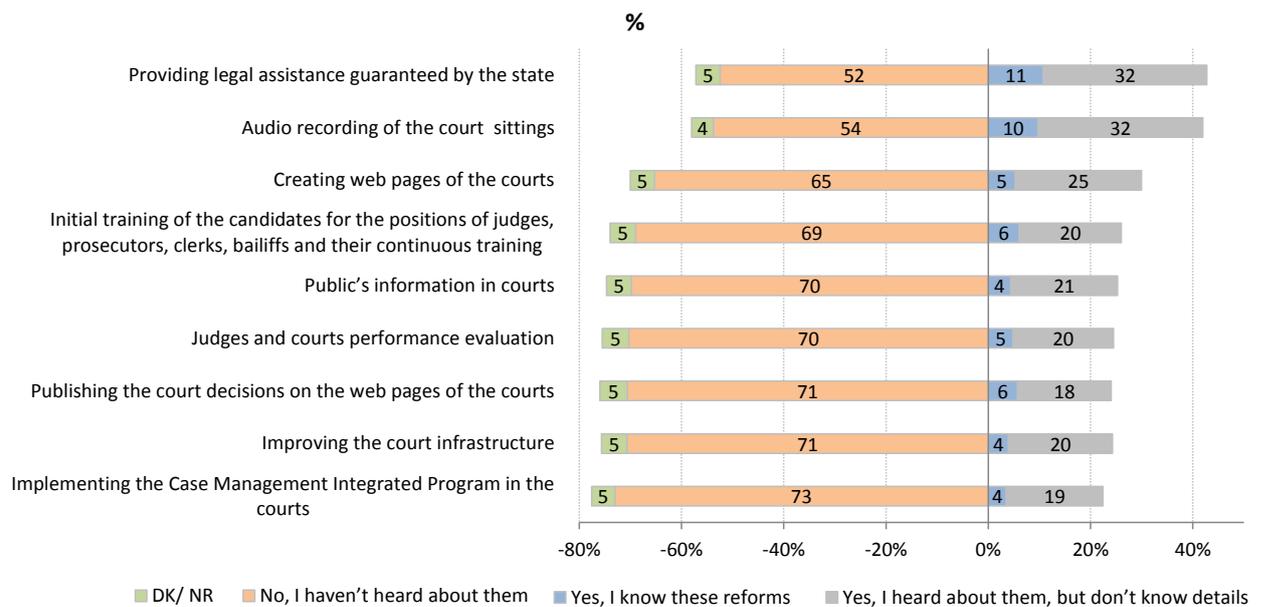
**Figure 1.2: Spontaneous awareness of reforms in the legal system (N=222)**



**Public opinion:** Most participants in discussion groups noted that the only reforms they knew about were increases in salaries. Most said they would like to know more about judicial reforms.

Regarding the level of knowledge about reforms or reform efforts listed in the questionnaire and read to the respondents, 11% indicated that they knew about state-guaranteed legal assistance, 10% knew about audio recordings of court sessions, 6% knew about initial training for candidates for judge, prosecutor, clerk, and bailiff positions and then ongoing training for them, and 6% were aware that decisions are published on court web pages (Figure 1.3).

**Figure 1.3: Knowledge of reforms/reform efforts indicated in the questionnaire (N=832)**



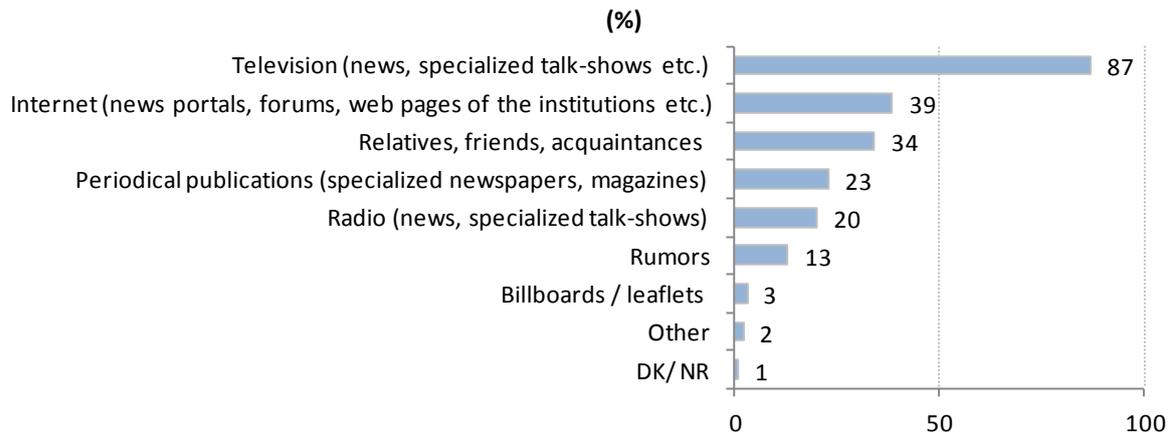
**Public opinion:** According to participants, the reforms needed most are the following:

- more extensive public information to increase the transparency of legal processes and decisions
- eliminating corruption
- replacing current employees with younger, more knowledgeable people who aren't corrupt
- removing judicial immunity and requiring judges to assume responsibility, including financial responsibility, for their decisions (taking into account the Regulation on the economic liability of judges due to professional losses), including in cases lost at the European Court of Human Rights so the state is not liable for compensation
- training for people in the field
- creating a public relations office where people can obtain information and advice
- communicating better with other judicial bodies so fines are not duplicated

Of those who spontaneously identified at least one reform, 87% had heard about it on TV, 39% learned of it on the Internet, 34% from relatives, friends or acquaintances and 23% read about it in a periodical (newspaper, magazine) (Figure 1.4).

The respondents who mentioned TV as a source were mostly people aged 35-65 years while those who indicated the Internet had incomes of more than 4001 MDL. Those who got information from relatives, friends or acquaintances were mostly from rural areas (41%), those aged 56-65 years and those who had an income of 1001-4000 MDL. [\[Appendix 3\]](#)

**Figure 1.4: Source about judicial reforms (N=222)**

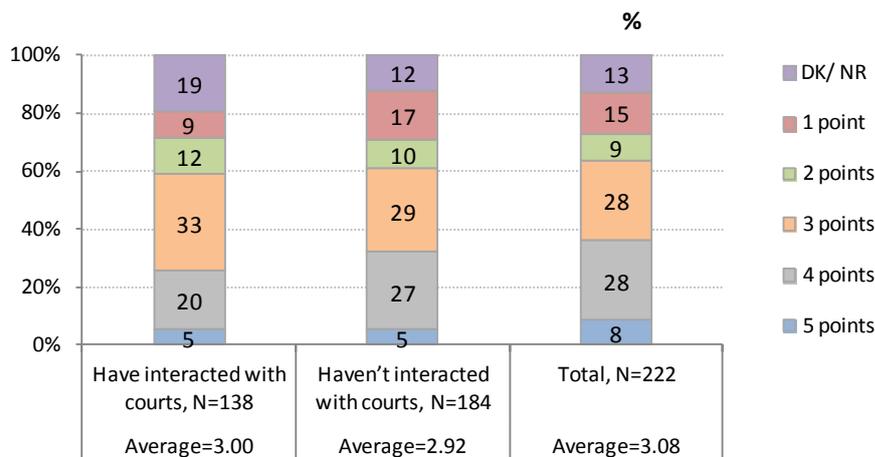


**1.2 People’s perception of the impact of judicial reforms**

To assess the impact of the reforms implemented so far, a scale from 1 to 5 was used where 1 was absolutely no impact, 2 was limited impact, 3 no change, 4 some impact and 5 high impact.

The average score was 3.08 which means that the reforms implemented so far hadn’t changed the legal system in the opinion of the respondents (Figure 1.5). Respondents from urban areas assessed them more favorably (3.2 points) as did those with incomes of 2001-3000 MDL (3.6 points). [\[Appendix 4\]](#)

**Figure 1.5: Impact of legal reforms implemented to date (on a scale of 1 to 5)**



**1.3 Automation of the legal system using the Integrated Case Management System (ICMS) and audio recordings**

Only 4% of the interviewed people knew about ICMS

**Contribution of ICMS to a more efficient legal system**

**Chancery employees’ opinions:** Currently, few citizens know that they may ask for a CD of a court hearing. It was also noted that if a person does not request a recording at the beginning of the hearing that it is possible that the recording may not be done. The chancery employees had two suggestions for improving their interaction with ICMS: continuous and systematic training and maintaining the equipment in working order and hiring a technical person to assist them with it. Several chancery employees noted that it was impossible to record the hearings if there were more judges than courtrooms.

**Experts’ opinions:** The public defender knew about publishing information on court sessions and the case numbers on court websites but said that citizens do not.

**Citizens’ opinions:** Some people mentioned that they had heard that court decisions and data on trials could be accessed online; however, none of them had been informed at the beginning of the hearing that it was being recorded.

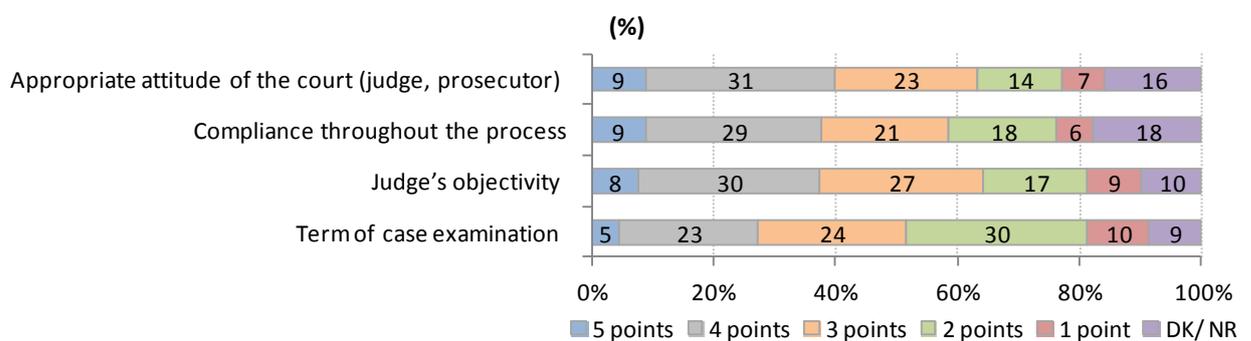
### 1.4 Competence of employees in the legal system

**Citizens’ opinions:** In the in-depth interviews, the competence of employees in was assessed at 5 (very competent) or 3 on a scale of 1 to 5.

**Experts’ opinions:** One of the experts believed that some clerks were more competent in terms of compliance with duties than some judges. They also noted that it is difficult to assess the competence of judges because the situation varies from case to case.

A scale of 1 to 5 was used to assess the level of satisfaction with the way the trial was conducted and with how information was provided throughout the proceedings: 1=very dissatisfied, 2= dissatisfied, 3=neither satisfied nor dissatisfied, 4=satisfied and 5=very satisfied. Of participants who had interacted with courts, 40% thought the attitude of the court (judge, prosecutor) was appropriate and 38% thought that the legislation was respected throughout the process. In addition, 38% were satisfied with the judge’s objectivity and 27% were satisfied with the term of examination (Figure 1.6). [\[Appendix 5\]](#)

**Figure 1.6: Satisfaction with how the trial was conducted (N=348)**

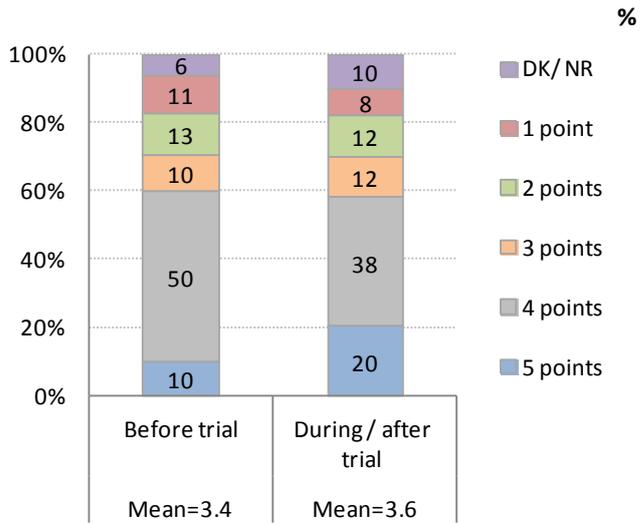


**Citizens’ opinions:** When asked to assess the justice system in Moldova on a scale of 1 to 5 (1=very dissatisfied), most people both in the focus groups and in-depth interviews ranked it a 1 or a 2. A 3 was rare. Their reasons were legislation not respected, biased decisions, corruption, the failure to hear cases, procedural delays and incompetent employees.

Their confidence in the justice system was also rated on a scale of 1 to 5 (1=no faith in the system and 5=complete trust in it) and again ranked a 1 or a 2. There were a few 3s but no higher grades. Their reasons were also similar. In some cases, the lack of trust was motivated by the uncertainty that the person who was right would prevail in court. The greatest trust was in the Supreme Court of Justice and the least was in courts of instance. According to the participants in the discussion groups, the people working in local courts are from the same locality as the people who address those courts; therefore, relations can be very close between the employees and the appealing party which can impede impartial justice.

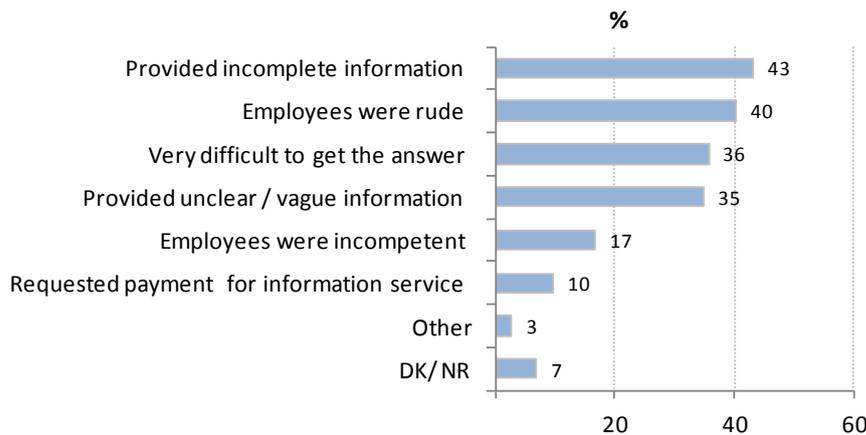
Among those who had interacted with courts, the share that fully approved of the information provided before the trial was 10% compared to 20% who were satisfied with that provided during and after the trial (Figure 1.7). [\[Appendix 6\]](#)

**Figure 1.7: Satisfaction with information provided before, during and after the trial (N=348)**



The main reasons for dissatisfaction with the information provided in court were that it was incomplete (43%), that court employees were rude (40%), that it was difficult to get an answer (36%) and that the information was unclear or vague (35%) (Figure 1.8).

**Figure 1.8: Reasons for dissatisfaction with the information provided in court (N=127)**



**1.5 Transparency and objectivity in court**

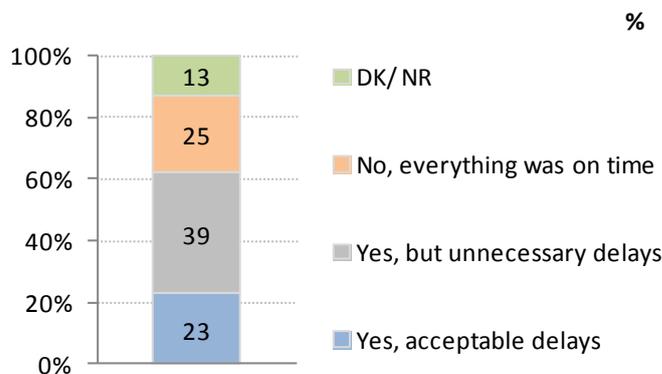
**Citizens’ opinions:** Participant mentioned the following in the in-depth interviews:

- seizing property before the official summons to court was registered
- statute of limitations exceeded by respondent (e.g., due to illness, lack of lawyer)
- judge spoke too quickly so participant was unable to understand him/her until the decision

One respondent believed that in a trial, everything depends on the lawyer’s competence and another thought that all depended on the jurisdiction.

Among those who had interacted with courts, 25% believed that there were no delays and everything was on time, 23% thought there were acceptable delays and 39% said that there were unnecessary delays in their procedures (Figure 1.9). [\[Appendix 7\]](#)

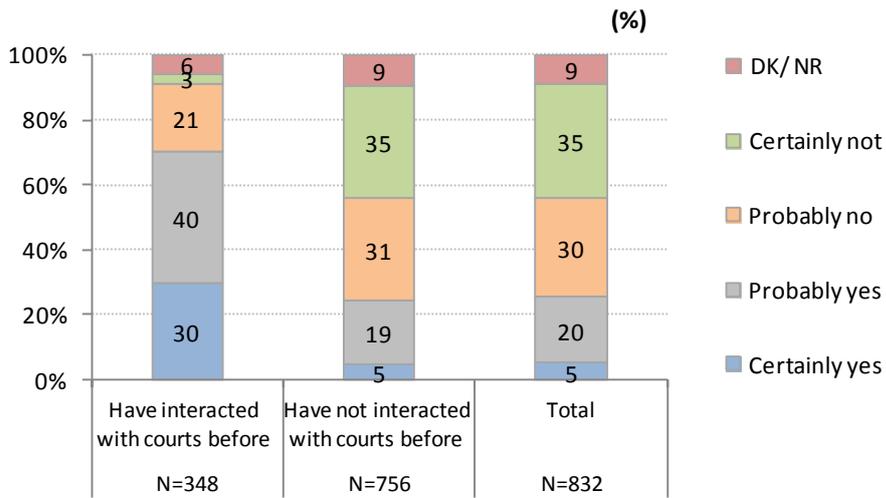
**Figure 1.9: Delays in examining cases in court (N=348)**



**1.6 Efforts to eliminate corruption**

Regarding the country’s efforts to eliminate corruption, 5% of the participants considered that they were definitely evident, 20% said that they were somewhat evident while 35% said they were definitely not evident. Of the respondents who had interacted with courts in the last two years, 30% believed that the efforts to eliminate corruption were definitely evident while only 5% of those who had not interacted with courts thought so (Figure 1.10). The multivariate analysis is in Appendix 8.

**Figure 1.10: Efforts to eliminate corruption are evident (N=832)**



**Citizens' opinions:** On a scale of 1 to 5 with 1 representing no obvious corruption, in the interviews with individuals, the corruption in the legal system almost always scored a 5. The most corrupt institutions were the courts and prosecutors' offices. One participant believed that bribery initiated with people involved in cases and not with employees in the legal system.

## PART II: CITIZENS' AWARENESS OF AND ACCESS TO LEGAL INFORMATION

### 2.1 Citizens' legal awareness

**Citizens' opinions:** Regardless of age, participants' legal knowledge consisted of their perceptions rather than actual expertise. In discussions they indicated that justice in Moldova was corrupt and was different for different people especially for influential officials and the wealthy.

When asked about the institutions that are part of the legal system, most mentioned the courts, the Supreme Court of Justice and the prosecutor's office and some also named the police, the Ministry of Justice, soldiers, prisons and bailiffs. Lawyers and notaries were rarely mentioned.

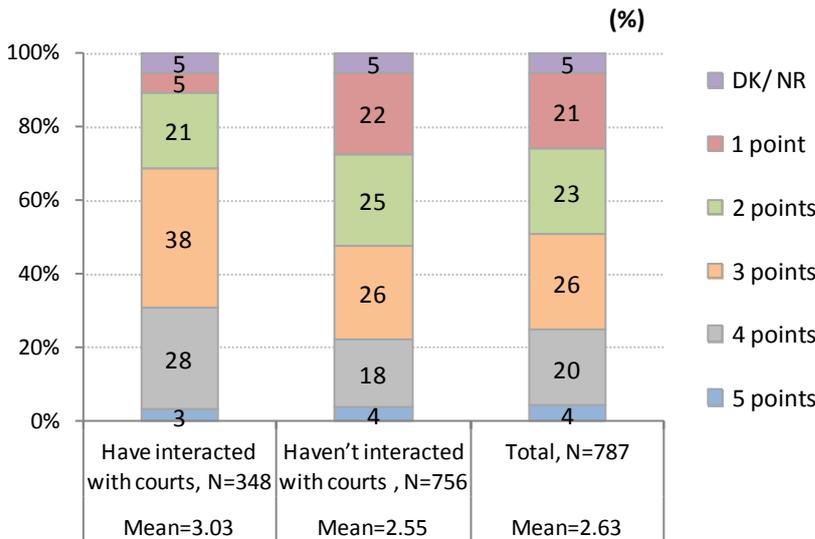
As for deeper knowledge of the legal system, in most cases, special services, fees, procedures or legislation were known only by people who had experienced problems and therefore had interacted with representatives of the legal system. Even in these cases, however, the participants were unable to indicate the fees for various services and often did not know the law even in the most superficial way.

Citizens generally show an interest in legal information when they have problems, but some prefer to hire a lawyer instead of investigating the problem themselves. The participants in the group discussions stated that the costs of legal services vary depending on the service, the institution, the legal entity and the problem itself. A person needing a particular service must therefore make a brief market analysis to determine where the most accessible services are, especially when seeking the services of a lawyer or a notary. The lack of transparency in establishing the fees for lawyers' services and how they determine the final charge reduce their desire to use those services and also their trust in lawyers. In the participants' opinion, the costs for various legal services are too high, especially considering their incomes. This constitutes an impediment to accessing these services.

**Experts' opinions:** According to the experts, people's level of legal knowledge has in general increased in recent years thanks to better access to information, but the level of legal knowledge is poor in the rural areas as people living there do not always manage to defend their rights even when they are right.

Figure 2.1 shows respondents' assessments of their legal knowledge. A score of 1 means that they do not know anything and 5 means they know a lot. In all, 24% had a positive score; the average was 2.6. Respondents with the highest scores were self-employed (3.34), owned their own businesses (3.07) or had a higher education (3.12). [\[Appendix 9\]](#)

**Figure 2.1: The level of legal knowledge (on a scale from 1 to 5) (N=832)**



**Citizens' opinions:** In most cases, participants in the discussion groups assessed their legal knowledge as a 1, 2 or 3 and very rarely as a 4 or 5. Their knowledge depended on their experience with the law, the number of interactions they had had and the extent of the problems they faced. People from rural areas had less access to legal services and information than people from urban areas.

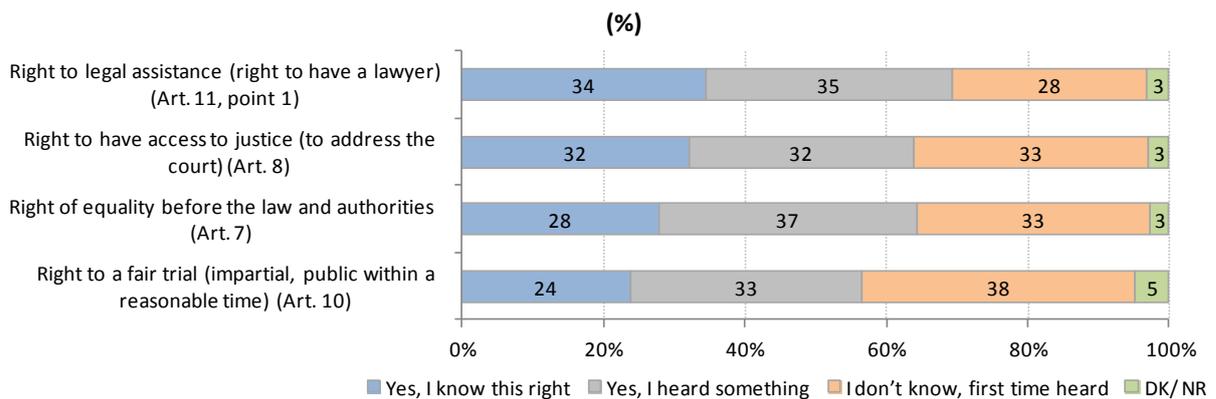
**Chancery employees' opinions:** They rated the current level of information of the public as a 3 because there is information on the Internet even though there is not much available in the media and from other sources.

**2.2 Awareness of rights to legal representation and access to a fair and impartial trial**

A total of 34% of respondents knew of their right to legal assistance (Art. 11, paragraph 1 of the Universal declaration of Human Rights), 32% knew about the right to have access to justice (to address the court) (Art. 8 of the Universal declaration of Human Rights), 28% knew about equality before the law and authorities (Art. 7 of the Universal declaration of Human Rights) and 24% were aware of their right to a fair trial (impartial, public within a reasonable time) (Art. 10 of the Universal declaration of Human Rights) (Figure 2.2).

Respondents who knew their rights were mostly males those with higher educations, those living in urban areas and those with incomes over 3001 MDL. [\[Appendix 10.1\]](#) and [\[Appendix 10.2\]](#)

**Figure 2.2: Awareness of the specified rights, (N=832)**

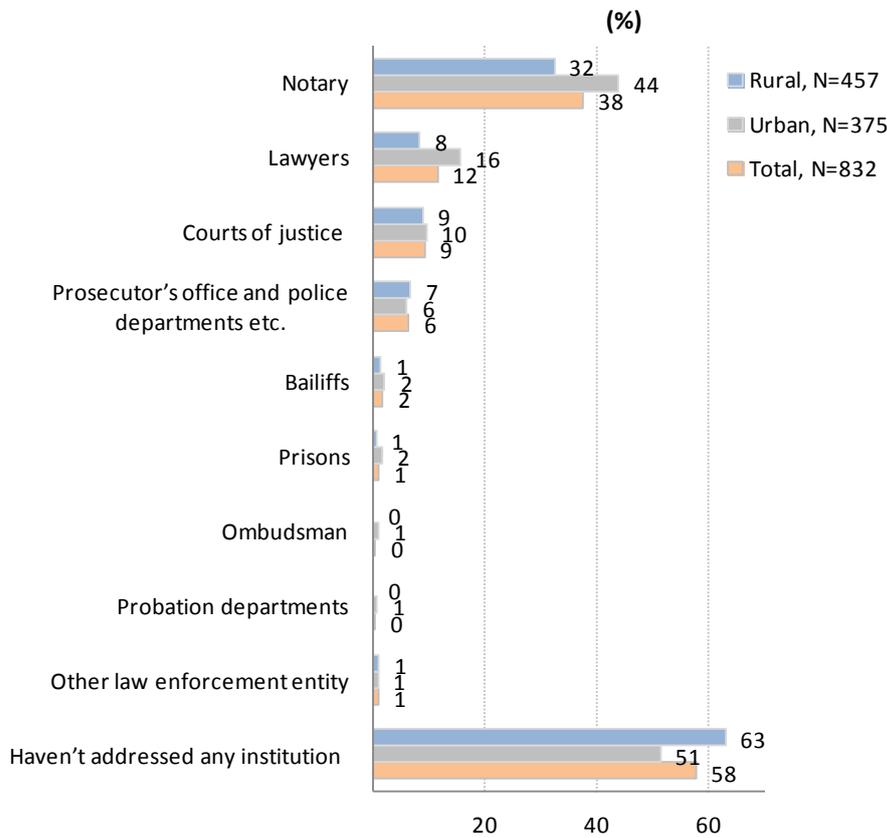


**Citizens' opinions:** The participants in the focus groups indicated that they knew about the right to life, security, freedom of expression, a decent life, education, healthcare, employment, recreation, defense and a lawyer who provides legal assistance guaranteed by the state (if they cannot afford a lawyer), but in their opinion, these rights are not respected. During the in-depth interviews, the participants mentioned that they are not really aware of their rights, and some preferred to call a lawyer for advice. The rights they mentioned were the right to defense, the right to an opinion and the right to an education.

### 2.3 Interaction with legal entities

In the last two years, 38% of respondents had interacted with a notary, 12% with lawyer, 9% with a court and 6% with the prosecutor’s office and/or the police (Figure 2.3). People living in urban areas, those with higher educations, business owners and those with incomes over 4001 MDL interacted with law enforcement agencies to a greater extent. Persons aged 26-45 interacted mostly with lawyers and notaries, and those aged 36-55 and those with incomes of 2001-5000 MDL interacted mostly with the courts. [\[Appendix 11\]](#)

**Figure 2.3: Interaction with legal entities in 2011 and 2012 (N=832)**



According to the multivariate analysis, people who have interacted with courts in the last two years were mostly male, those 36-55 years old, those with higher educations and those with an income greater than 2001MDL (Table 2).

**Table 2: Interaction with courts by demographic characteristics of respondents**

|                 |                                   | (%)        |  |  |            |
|-----------------|-----------------------------------|------------|--|--|------------|
|                 |                                   | N          | Have interacted with courts of justice | Have not interacted with courts of justice | Total      |
| <b>Total</b>    |                                   | <b>832</b> | <b>9</b>                               | <b>91</b>                                  | <b>100</b> |
| Sex             | Male                              | 404        | 11                                     | 89   | 100        |
|                 | Female                            | 428        | 8                                      | 92   | 100        |
| Area            | Rural                             | 457        | 9                                      | 91   | 100        |
|                 | Urban                             | 375        | 10                                     | 90   | 100        |
| Spoken language | Romanian                          | 666        | 9                                      | 91   | 100        |
|                 | Russian                           | 149        | 10                                     | 90   | 100        |
|                 | Other                             | 17         | 19                                     | 81   | 100        |
| Age             | 18-25 years old                   | 176        | 7                                      | 93   | 100        |
|                 | 26-35 years old                   | 201        | 8                                      | 92   | 100        |
|                 | 36-45 years old                   | 155        | 13                                     | 87   | 100        |
|                 | 46-55 years old                   | 173        | 13                                     | 87   | 100        |
|                 | 56-65 years old                   | 127        | 4                                      | 96   | 100        |
| Education level | Primary education                 | 10         | 0                                      | 100  | 100        |
|                 | Incomplete secondary education    | 110        | 5                                      | 95   | 100        |
|                 | High school                       | 165        | 6                                      | 94   | 100        |
|                 | Professional studies              | 131        | 5                                      | 95   | 100        |
|                 | Vocational secondary education    | 186        | 12                                     | 88   | 100        |
|                 | Higher education                  | 220        | 15                                     | 85   | 100        |
| Occupation      | Pupil / Student                   | 88         | 5                                      | 95   | 100        |
|                 | Household                         | 50         | 13                                     | 87   | 100        |
|                 | Employee of a private company     | 157        | 12                                     | 88   | 100        |
|                 | Employee of a state-owned company | 135        | 16                                     | 84   | 100        |
|                 | Owns his own business             | 26         | 16                                     | 84   | 100        |
|                 | Self-employed                     | 52         | 16                                     | 84   | 100        |
|                 | Retired                           | 124        | 4                                      | 96   | 100        |
|                 | Not employed                      | 177        | 4                                      | 96   | 100        |
| Monthly income  | Under 1000 MDL                    | 120        | 2                                      | 98   | 100        |
|                 | 1001-2000 MDL                     | 169        | 3                                      | 97   | 100        |
|                 | 2001-3000 MDL                     | 164        | 15                                     | 85   | 100        |
|                 | 3001-4000 MDL                     | 95         | 16                                     | 84   | 100        |
|                 | 4001-5000 MDL                     | 49         | 21                                     | 79   | 100        |
|                 | Over 5001 MDL                     | 28         | 11                                     | 89   | 100        |

Figure 2.4 illustrates the socio-demographic characteristics of people who have interacted with courts.

**Figure 2.4: Profile of people who have interacted with courts (N = 76)**

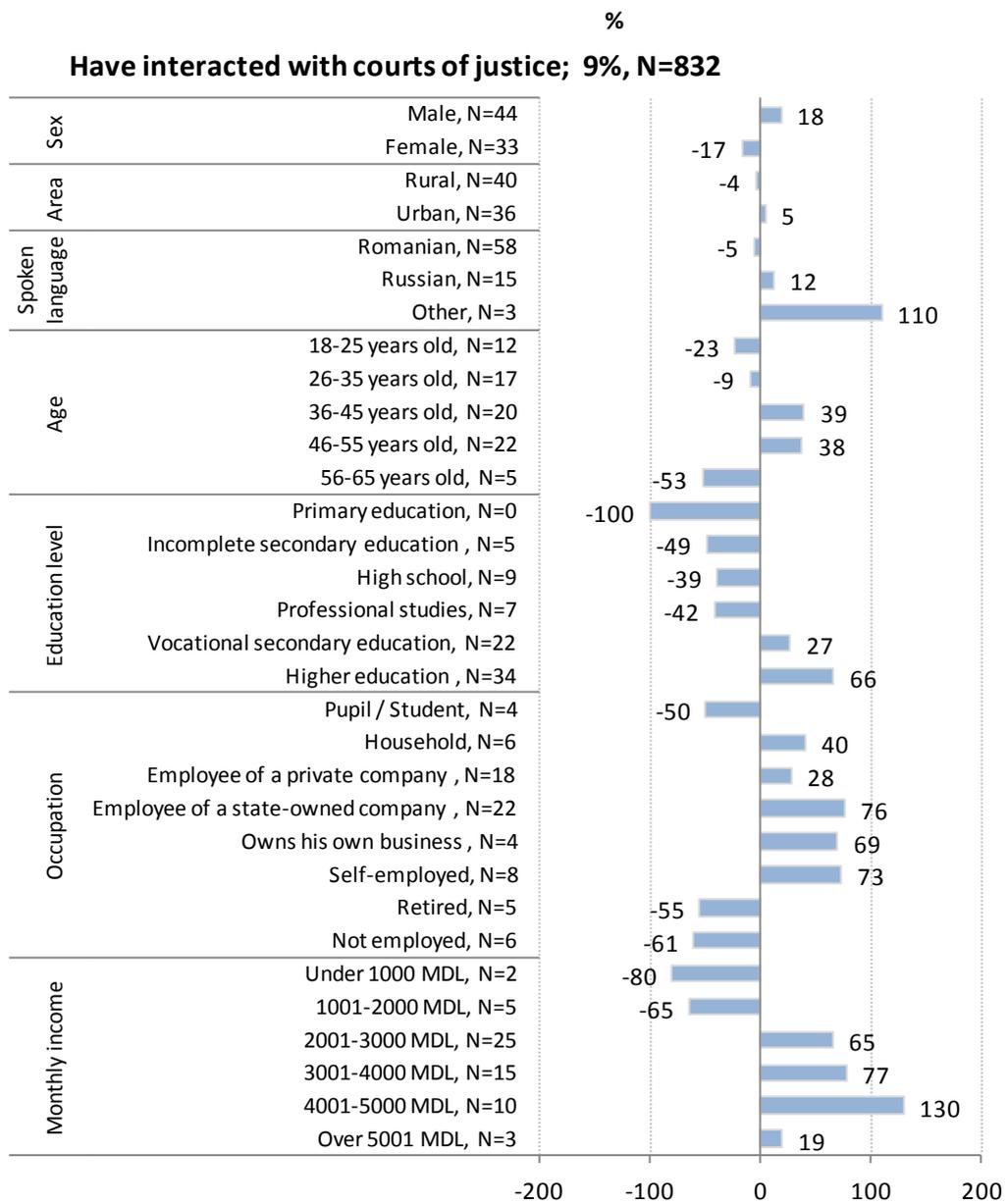
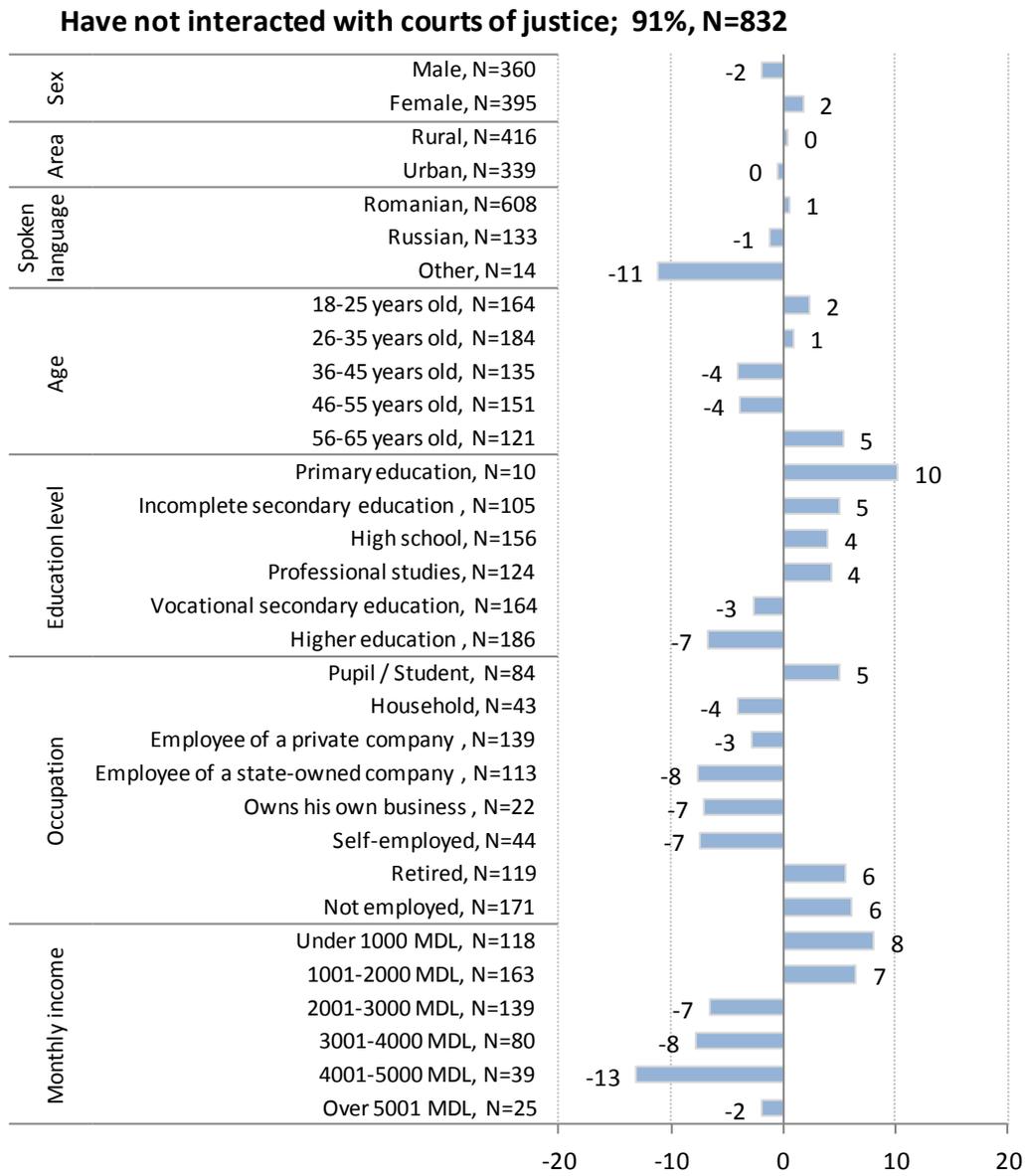


Figure 2.5 illustrates the socio-demographic characteristics of people who have not interacted with courts.

**Figure 2.5: Profile of people who have not interacted with courts (N = 756)**

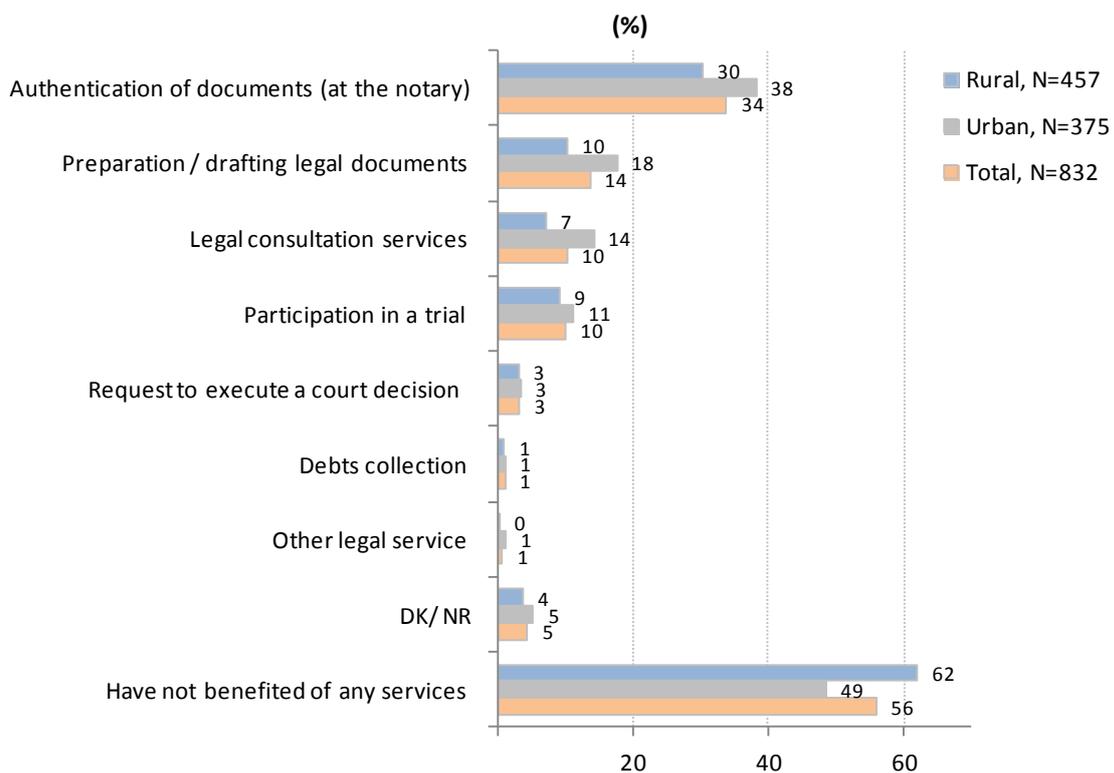
(%)



In the last two years the respondents had mostly used the following legal services: authentication of documents by a notary (34%), preparation of legal documents (14%), legal consultations and participation in a trial (10% each) (Figure 2.6).

Respondents who indicated that they had used legal services were mostly those with higher incomes, those who were 26-45 years old and those who had higher educations. Respondents who owned their own businesses used notaries the most (59%), and mostly employees of state-owned companies had documents prepared and made legal consultations (23% and 19% respectively). Respondents who did not use any services were mostly aged 56-65 (81%), those with incomplete secondary educations (80%), retired (80%) or unemployed (67%) or people with incomes up to 2000 MDL. [\[Appendix 12\]](#)

**Figure 2.6: Use of legal services in 2011 and 2012 (N=832)**



**Citizens' opinions:** In order to get legal help, some people indicated that they initially went to relatives or friends to get a recommendation for a good lawyer, or they went to an already known lawyer. Others, however, said they went directly to the courthouse.

The participants in the discussion had interacted with various legal entities to authenticate contracts and mandates and about divorce proceedings, about violence, robberies, dismissals, dividing estates and inheritance issues. Initially they needed information on court procedures then they sought consultations about filing a case in court, information on the stage of the legal process and information on certain provisions in the legislation.

Two participants in the in-depth interviews had unpleasant experiences with chancery employees who behaved rudely and gave them vague information.

**Experts' opinions:** The notaries said people most often wanted contracts (sale and purchase of real estate) authenticated, wills registered and documents prepared to apply for Romanian citizenship.

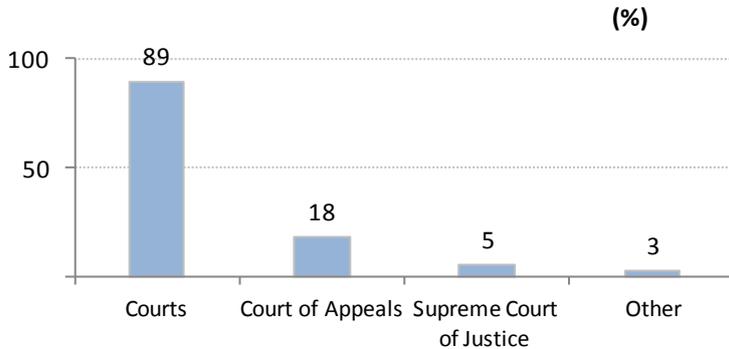
The public defender said that he mostly dealt with criminal cases and less with the civil cases. In order for people to use a public defender in a non-criminal case, they must meet certain criteria (unusual case, income less than 1500 MDL per capita). The public defender provides two hours daily for consultations with the public.

Citizens go to the Ministry of Justice to register petitions either as individuals or as legal entities or to directly consult with department heads. Most petitions filed by individuals are from the prisoners who are dissatisfied with the healthcare and conditions in prison. Second are the petitions about executing court decisions regarding collecting debts and child support. Third are petitions about court rulings mostly about annulling a court decision, delaying a case and employees' behavior (rude response, delayed release of a court decision etc.). Responses to requests are provided within 30 days but depending on the type of request the period can vary from 15 to 30 days if information is needed from another entity. Most petitions are directed to the General Prosecutor's Office.

**Chancery employees' opinions:** People generally want to know the stage of their case or what time the court hearing is scheduled. Most cases are divorce proceedings.

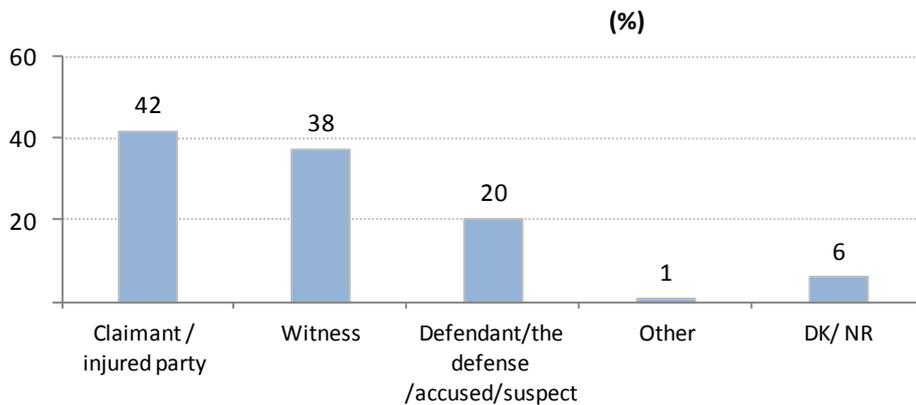
Of the respondents who had been in court in the last two years, 89% had been in a court of first instance, 18% in a court of appeals and 5% had been at the Supreme Court of Justice (Figure 2.7). [\[Appendix 13\]](#)

**Figure 2.7: Level of court people interacted with in 2011 and 2012 (N=348)**

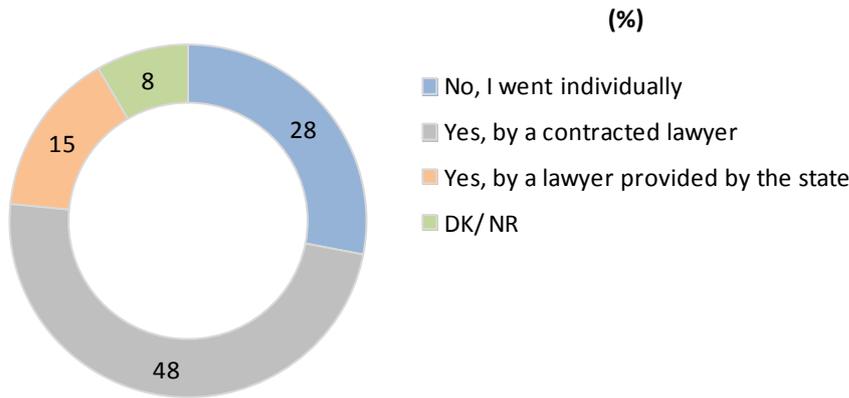


Of the 348 respondents who had been in court, 42% were plaintiffs/injured parties, 38% were witness and 20% were defendants/suspects (Figure 2.8). [\[Appendix 14\]](#)

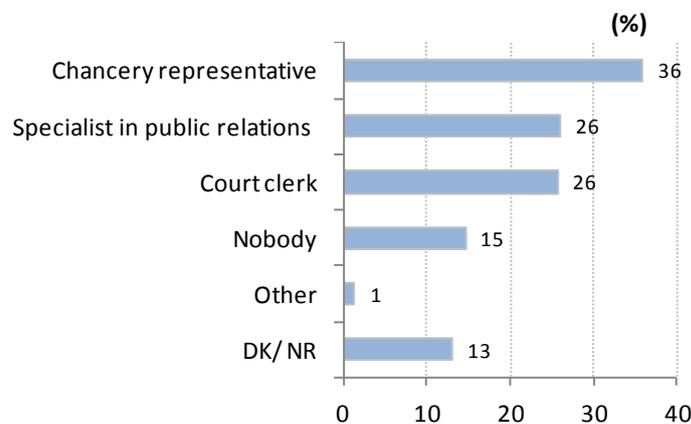
**Figure 2.8: Involvement in trials in 2011 and 2012, (N=348)**



Of those who participated in trials in the first instance as the injured party or as the defendant, 28% went to the court hearing by themselves and 48% hired a lawyer (Figure 2.9). [\[Appendix 15\]](#)

**Figure 2.9: The way plaintiffs and defendants were represented in the first instance (N=226)**

People who were not represented by a lawyer in the first instance mostly interacted with the following: chancery employees (36%), public relations specialists and court clerks (26% each) (Figure 2.10).

**Figure 2.10: Interactions with court employees by people who went to court without a lawyer (N=64)**

The respondents noted that there were impediments to obtaining legal services.

**Citizens' opinions:** There were impediments not only at the execution stage of a court decision but also at the stage of receiving legal services. In many cases, the process is long lasting 2 years, 5 years or more. Another problem is transferring cases from one court to other which contributes to delays in making decisions. Family relationships and corruption were also mentioned by several people. One participant was directly told by the lawyer that, "Even your money will not help you overcome the influential relationships the person you are suing has." Another point made at the in-depth interviews was interpreting laws in different ways.

According to the participants, there are incompetent lawyers, judges, prosecutors and notaries who consciously or unconsciously violate laws, improperly release documents and make decisions or act against the law.

One person remarked that although he won a court case twice, the decision had not been executed even after two years. Another person said that his complaint against the police who caused him injuries was twice not allowed to be registered, and the same thing had happened with his request to file a case in court. In another case, the lawyer did not allow his client to speak in court (during a divorce proceeding) and therefore even though she was the one who stayed with the children, she got less living space than her former husband. In a case of theft when the guilty party was determined to be the brother of a police employee, all evidence at the scene of the crime disappeared, including the suspect's fingerprints. One participant described a case in which due to incompetence, a notary registered a legacy in the name of the second-degree relatives of the deceased although the first-degree relatives were alive and had not agreed to do that.

In the in-depth interviews, someone mentioned a case in which the judge made a mistake on purpose, so the president of the court told the judge on duty to examine the case. The respondent considered that improper because the judge on duty would want to defend his colleague.

**Problems obtaining legal services:**

Most of the problems mentioned by the participants in discussions were related to not knowing the legislation and court procedures. There is no form to fill out to initiate a court case. To do so, people have to go to a lawyer who requires 200 MDL or more for this service. A person engaged in social work said that as part of her work she is often forced to sue people in court, and each time she has to go to a lawyer to initiate the proceedings. Due to the lack of financial resources in her department, she cannot always afford this, so the issues are not resolved. In some cases, employees pay from their own resources.

A lack of information about court procedures was noted as well when the people involved in the case did not know the stages of a court session or even what court to address. An information bureau where people could learn about the procedures would be helpful.

One of the participants said that one impediment was the lack of transparency when the judge denied his presence at his own trial. Another participant noted gaps in the laws and how to clearly interpret them.

**2.4 Informing the public**

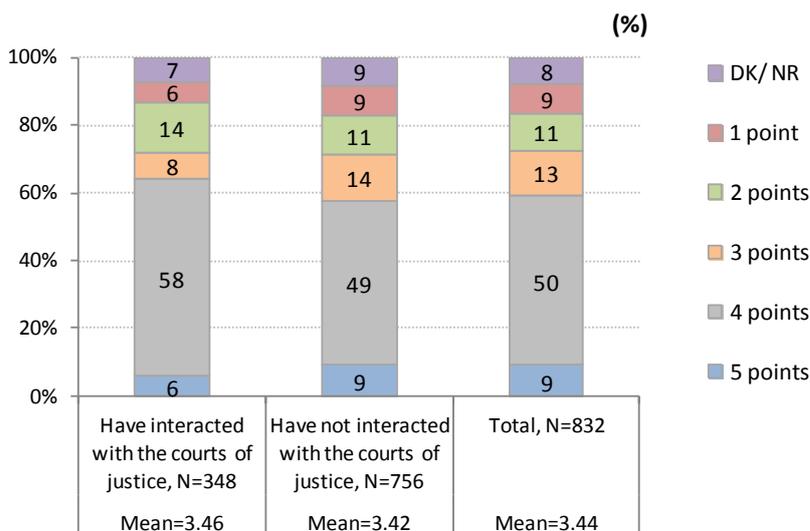
**Chancery employees' opinions:** They believe that the state makes little effort to inform people about the legal system and that it should take steps to disseminate the following information: how the system is organized; the functions of various employees and procedures for applying for services according to the problem. The information should be communicated through media, brochures distributed to various institutions (not just judges), the creation of a public hotline that is heavily promoted, the creation of information centers at courthouses and city halls and appointing a person to provide basic consultations. Adding a course on the legal system to the school curriculum could help improve the situation in the long term.

**Responsibilities for informing citizens:** All chancery representatives indicated that they interact with citizens and inform them about different topics in one of three ways.

- The best way is to have a person specifically responsible for communicating with people whose office is separate from the Chancery.
- Another approach is to rotate the position among chancery employees on a daily basis. The person does not have a separate office and the other activities he/she is responsible for are not canceled on that day. The two major drawbacks are that everyone is interrupted directing citizens to the responsible person as that person changes daily and the responsible person fails to get his/her work done and has to work overtime.
- A third approach is that all employees in the chancery communicate with anyone who needs help. In some cases, there is a special timetable for receiving citizens while in other cases, this is done during normal working hours.

The availability of legal information was assessed on a scale of 1 to 5 where 1=not accessible at all, 2=difficult to access, 3=neither accessible nor inaccessible, 4=accessible and 5=very accessible. More than 50% of respondents said information was accessible or very accessible (Figure 2.11). People with higher educations scored accessibility at 3.60 and business owners at 3.9 and younger people (18-45 years) tended to be more satisfied with the availability of legal information [\[Appendix 16\]](#).

Figure 2.11: Accessibility of legal information (N=832)



**Citizens' opinions:** Participants in the focus group discussions scored the accessibility of legal information at a 3, 4 or 5 mostly because of the Internet though they noted that not all people have access to Internet, especially older people and those living in rural areas. Therefore, they thought it would be appropriate to present legal information on TV. One person also added that respecting the law is the problem, not the availability of information.

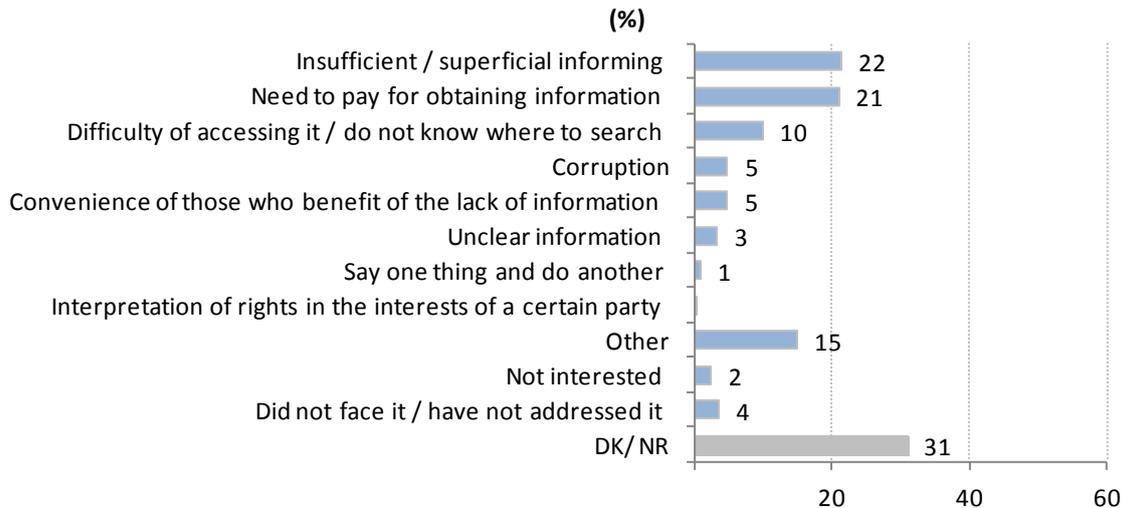
**Experts' opinions:** One of notaries thought legal information was not currently accessible because people no longer learn about the laws on the radio or other advertising sources and instead learn by word of mouth. Some experts, however, believed that information has become more accessible in recent years thanks to media sources but that the citizens do not know how to access it. One expert noted that accessibility differs from one institution to another and that information is accessible in the ministries but almost inaccessible in the legal system and prosecutors' offices.

**Chancery employees' opinions:** They think that people receive sufficient information from them both before and during or after a trial, but due to a lack of awareness about filing a case, the chancery's work is doubled requiring frequent explanations on certain topics. Previously citizens used different types of request forms; it is difficult to understand and accept the fact that they need a lawyer to initiate a proceeding.

One suggestion was to add a course on the legal system to the school curriculum. Informing people through media and brochures would also facilitate their work. Another idea was creating a position in city halls or courthouses for someone to communicate with the public and to provide consultations on the problems people are trying to solve in court and how to act in different situations.

According to the respondents who did not consider that legal information was accessible, the reasons were Insufficient/superficial information (22%), need to pay (21%) and difficulty in accessing it/do not know where to search (10%) (Figure 2.12). [\[Appendix 17\]](#)

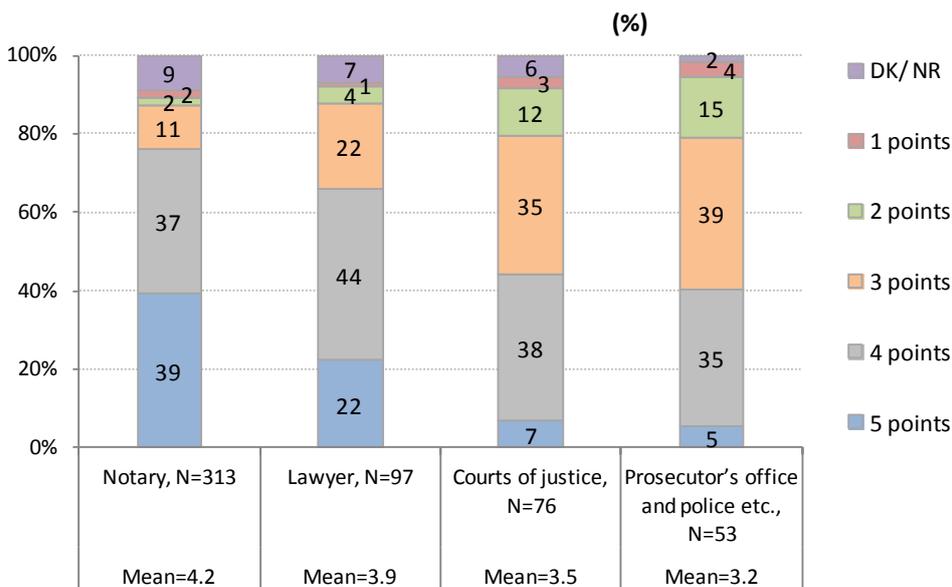
**Figure 2.12: Reasons legal information is inaccessible (N=273)**



**Citizens' opinions:** Some participants in the in-depth interviews mentioned that legal information was inaccessible because of the complex legal language used.

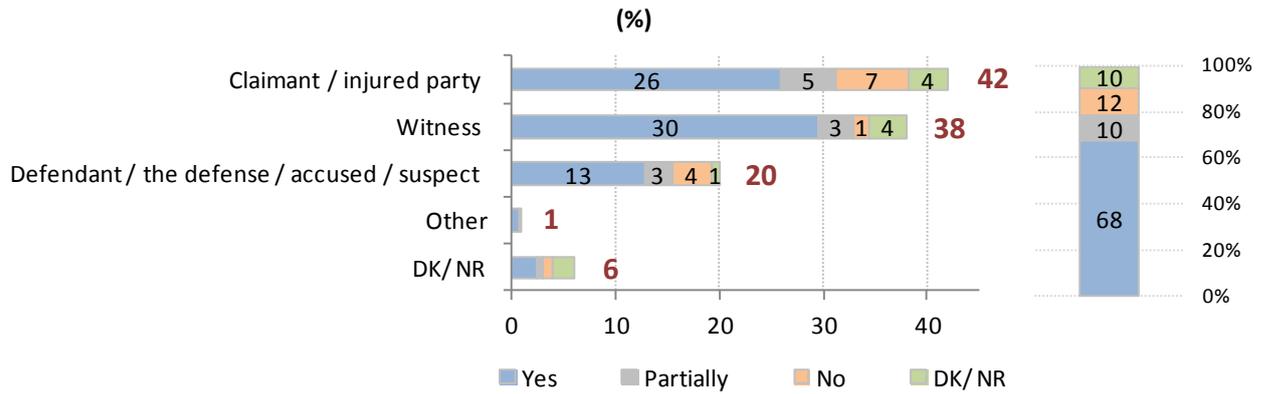
Regarding willingness to provide information, on a scale of 1 to 5 with 1 not willing at all and 5 very willing, notaries ranked first at 39% and lawyers second at 22%. The average scores were notaries 4.2, lawyers 3.9, courts 3.5 and prosecutors' offices and police departments 3.2 (Figure 2.13). [\[Appendix 18\]](#)

**Figure 2.13: Willingness to provide information in 2011 and 2012**



Of respondents who had been in court, 68% said that they had all necessary information for the hearing, 10% said they had some information and 12% said they did not have the necessary information (Figure 2.14). [\[Appendix 19\]](#)

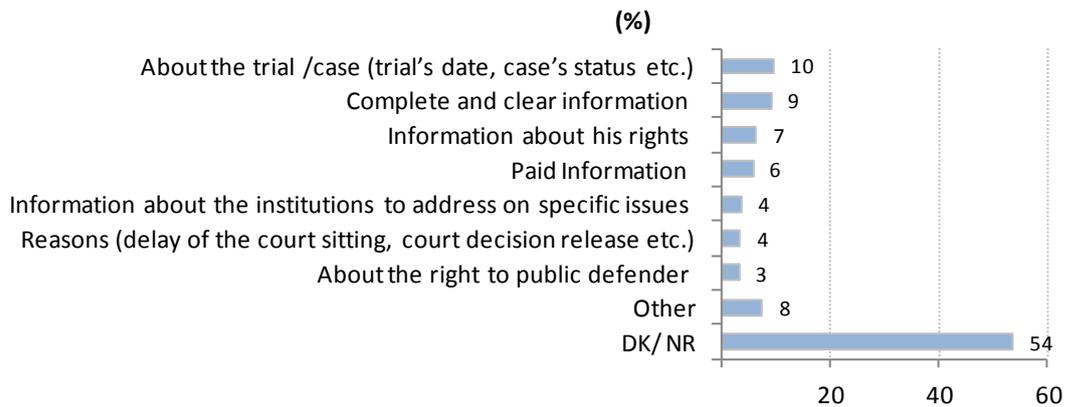
**Figure 2.14: Did parties in a case have all information necessary for the court hearing (N=348)**



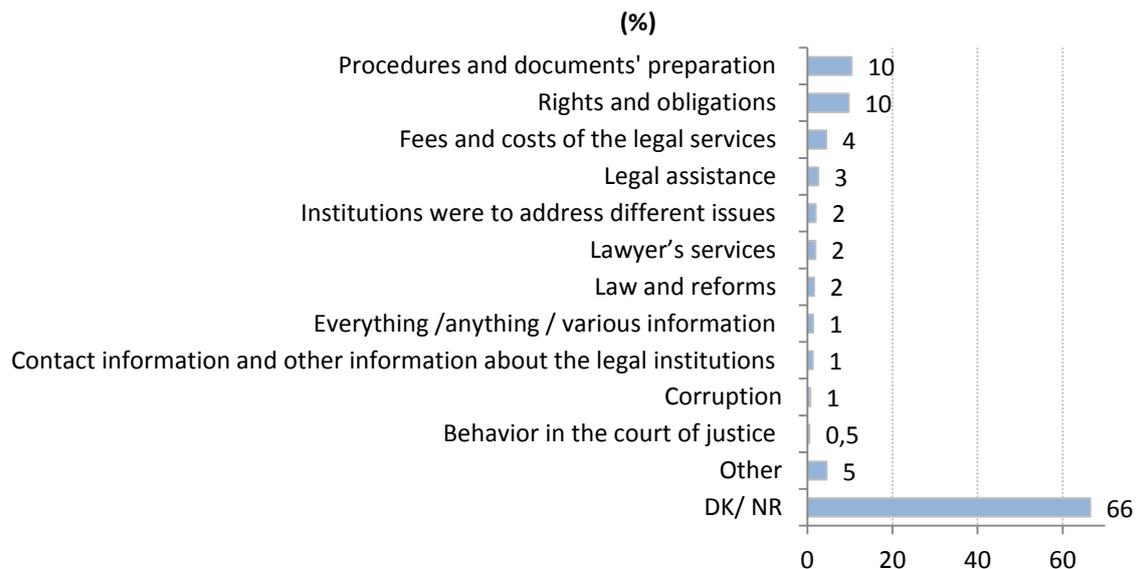
**Citizens’ opinions:** People participating in the focus group discussions indicated that they knew that lawyers provided consultations for socially vulnerable people and that civic education was taught in school. Also, one mentioned that he knew three organizations that offer free legal consultations: Amnesty International, International Center for Women Rights’ Protection and Promotion (La Strada) and the United Nations Children’s Fund (UNICEF).

Only a few respondents mentioned that they did not have the information they needed during trials. In general they were missing details on the process (trial date, case status) their rights, paying for information, information on the institutions they can address, reasons for delaying a hearing or releasing a decision and their right to a lawyer paid by the state (Figure 2.15).

**Figure 2.15: Information missing during trials (N=113)**



When asked what legal information they would like to know, respondents mentioned procedures and preparing documents (10%), their rights and obligations (10%) and legal fees and costs (4%) (Figure 2.16). Residents in rural areas were more interested in procedures and documents (11%) while residents of urban areas wanted to know more about their rights and obligations (14%). [\[Appendix 20\]](#)

**Figure 2.16: Legal information respondents desired (spontaneous responses) (N=832)**

**Citizens' opinions:** The participants indicated that currently people mostly lack basic legal knowledge. They do not know the basic procedures in a standard legal action and more than half of them did not know relevant addresses, telephone numbers, etc. Only more persistent people, particularly urban residents, were aware of the public defender's services or of non-government organization assistance.

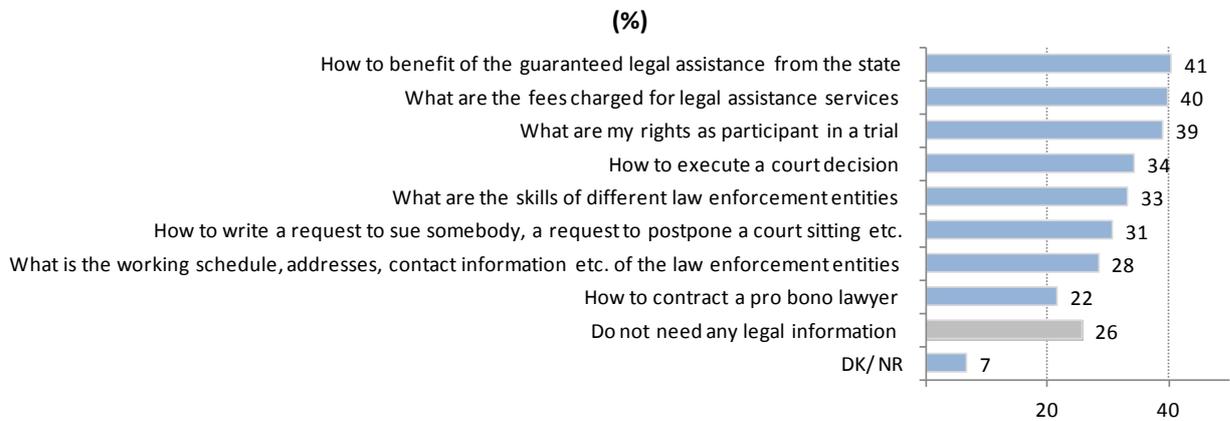
Respondents at the in-depth interviews said every citizen should know about the consumer protection law; about the relevant regulations of the labor law, civil code, criminal code; about their rights and contact information for legal institutions (hotline).

**Experts' opinions:** Some said that the laws frequently change and that even a lawyer may not be aware of all the changes. The information they specified as necessary was on citizens' rights, relevant provisions of the constitution, how to authenticate wills, the law on consumer protection and drafting documents on child support. A Ministry of Justice employee thought that people knew their rights, especially when their rights were violated. A significant problem is that legal information is not always understood by the layman.

**Chancery employees' opinions:** Logging cases and providing information about hearings is their responsibility, but most people do not know court procedures or how to fill out requests and applications. Since it is not their responsibility to offer consultations, they have to send back many cases because they are incomplete especially if people do not hire a lawyer. They do sometimes point out that a request was submitted incorrectly or that a case is incomplete, but people still insist that their cases be accepted.

Regarding the information listed on the questionnaire, the participants wanted to know how they could benefit from legal assistance guaranteed by the state (41%), the fees charged for legal services (40%), their rights as participants in a trial (39%), how court decision are executed (34%) and the purviews of different law enforcement entities (33%) (Figure 2.17). Respondents aged 26-45 years, those with incomes over 4001 MDL and those with higher educations were more interested in acquiring legal information. [\[Appendix 21\]](#)

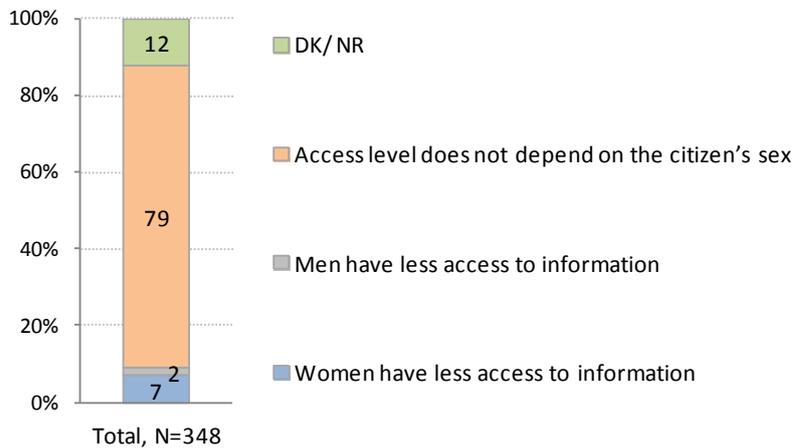
**Figure 2.17: Legal information that the respondents would like to know (assisted responses) (N=832)**



## PART III: GENDER ISSUES IN THE LEGAL SYSTEM

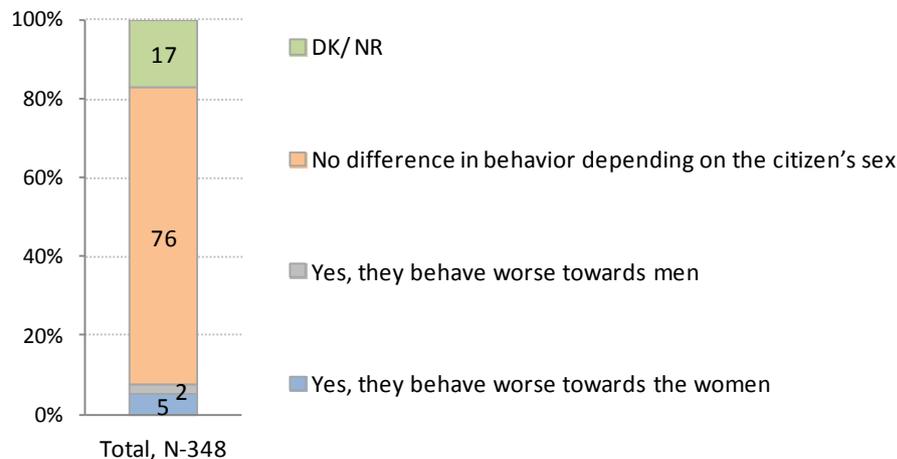
With regard to access to information in courts of justice in terms of the participant’s gender, 7% of respondents who had been in court believed that women had less access and 2% believed men did (Figure 3.1). There was no significant difference in responses by respondent’s sex. [\[Appendix 22\]](#)

**Figure 3.1: Access to information in courts of justice by gender**  
(%)



Of people who had been in court, 5% believed that during trials court employees behaved worse towards women while 82% said there was no difference in behavior by gender (Figure 3.2). [\[Appendix 23\]](#)

**Figure 3.2: Behavior of court employees during trials**  
(%)



**Citizens’ opinions:** Participants in the focus group discussions said that they hadn’t noticed that women and men were treated differently by representatives of the legal system and that judges’ decisions did not depend on the sex of the court user. They noted that women and men take different problems to court. Frequently women report violence or request child support. One respondent in the in-depth interviews believed that in divorce cases, women do not have equal access to justice in financial terms, especially if they are dependent on the spouse they are divorcing.

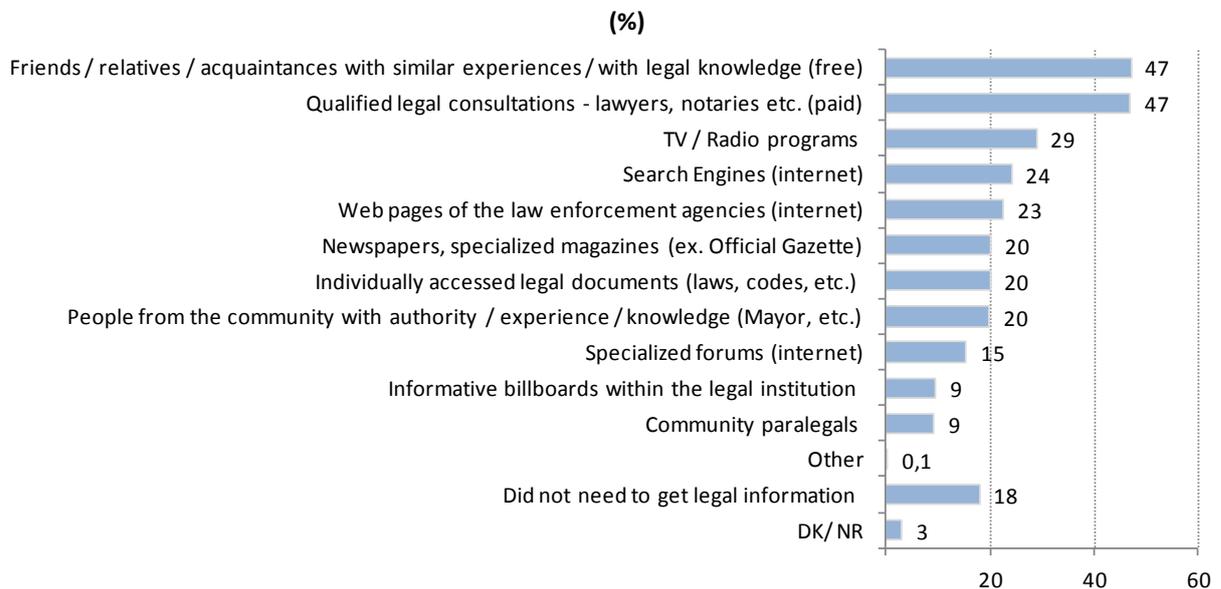
**Chancery employees’ opinions:** There are no differences between the treatment of men and women in the courts and no differences in attitudes of judges in terms of the sex of the court user.

**Experts’ opinions:** According to the public defender, victims of domestic violence (women) face legal discrimination because they often do not have financial means but still have to go to a private lawyer for assistance. They also face additional problems like divorce, dividing property, child support etc.

## PART IV: SOURCES OF LEGAL INFORMATION

Of the sources listed on the questionnaire, the main ones used by respondents were friends/relatives/acquaintances with similar experiences/with legal knowledge (free) and qualified legal consultations with lawyers, notaries etc. (paid) at 47% each while 29% cited television programs, 24% used search engines (Internet) and 23% consulted law enforcement web pages (Internet) (Figure 4.1). [\[Appendix 24\]](#)

**Figure 4.1: Sources of legal information (assisted responses) (N=832)**



**Citizens' opinions:** In the discussion groups, participants indicated that they use the Internet and institutions' websites or that they analyzed the laws on their own when they needed information on legal issues. For complex situations, they consulted lawyers, but they did not think that the lawyers were very well trained and often cases were not resolved or went against them. Relatives and friends were another source of information. One participant thought that law enforcement officials were indifferent to the problems of citizens and that international human rights organizations and/or an ombudsman was the best source of assistance. Their involvement could further serve as a catalyst for solving cases.

**Chancery employees' opinions:** They get mostly verbal requests for information that are very time consuming. Even if there are billboards with the information needed, they are not very effective because people prefer to ask instead of read. Court websites do offer some information.

ICMS has been installed in every courthouse, but it does not work in all of them. They noted that it would greatly facilitate and improve their work if it really was functional. Currently, many of them do not have the technical background necessary to work with ICMS, and therefore they often do not use it correctly or do not use it at all. So, in addition to the technical improvements that the system requires, ongoing training for the employees working with it is also needed. The training should be systematic and continuous because periodically people need refresher courses and new people are hired.

Care must be taken not to violate the law on the protection of personal data. By publishing cases online, personal information is made public, and the courts have been sued for this.

Although every courthouse has a position for a public relations specialist, not all of them are filled. In many cases this function is performed by chancery employees.

**Experts' opinions:** According to the notary, rural people first go to city hall to get needed information and then to the district center and later to lawyers or notaries. Some are also informed by word of mouth or in the best scenario, by notaries.

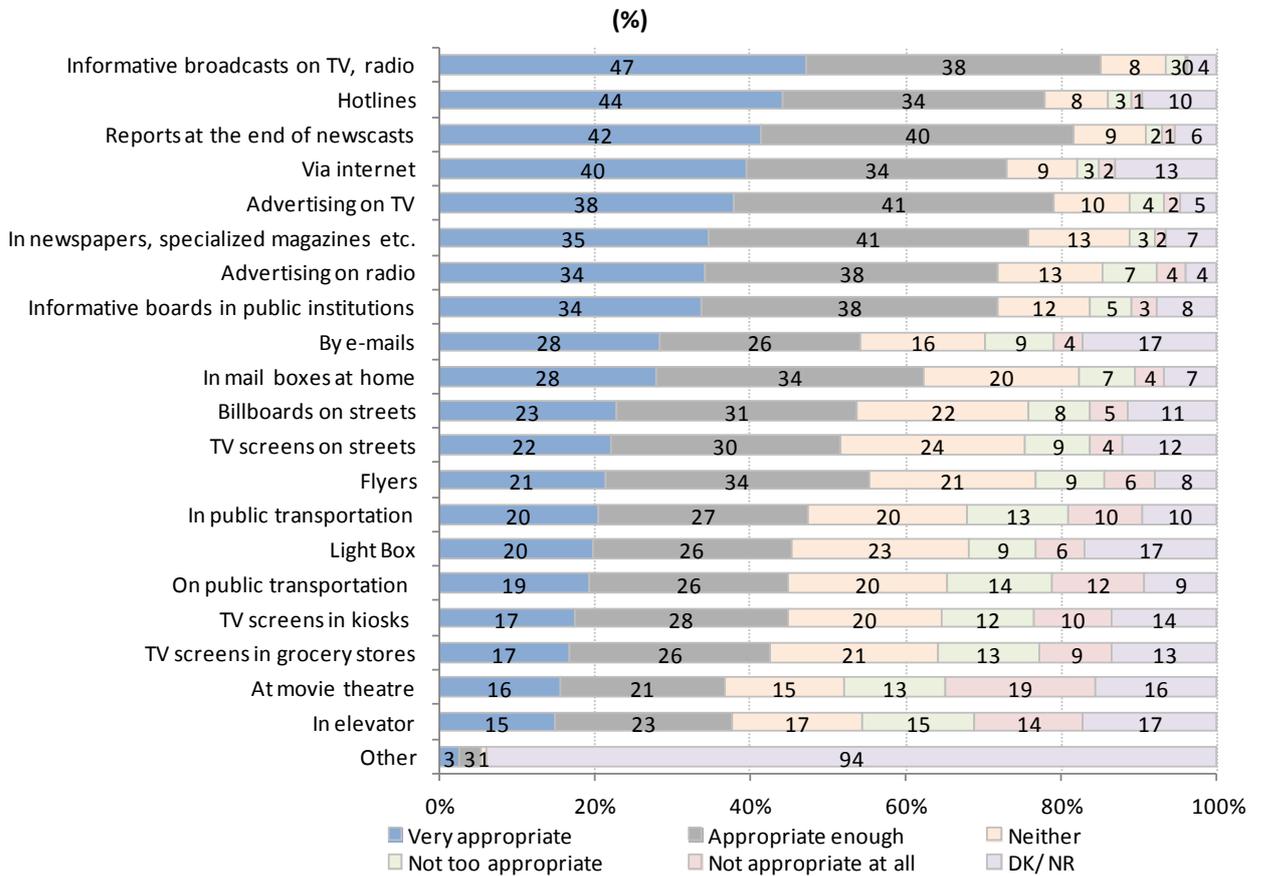
The public defender said that the most people who have applied for his services learned about his office through other institutions (prosecutor's office, police, lawyers, parliamentarians, judges, chancery employees etc.) though in some cases they are directed to him incorrectly. In the public defender's view, other institutions should intervene in some cases and should not send them on to somebody else. It is very important that professionals (social worker, family doctor, etc.) in rural areas know more about the law because they are the first ones to identify many problems.

Ministry of Justice representatives always keep in touch with the press and have a set of resources for this purpose (public relations services, their web portals, social networks, roundtables, meetings, press conferences

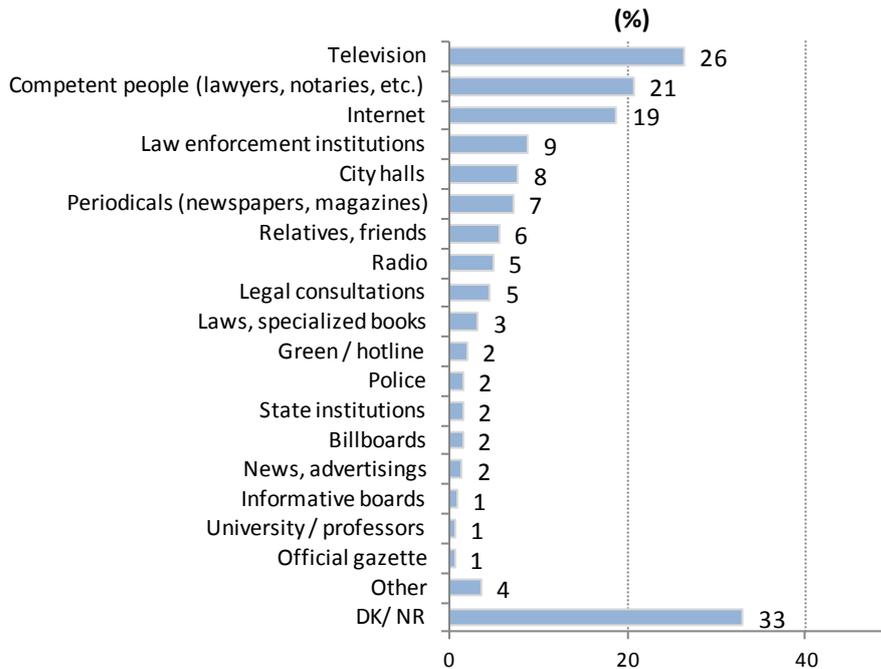
etc.).

Ways to transmit legal information that respondents considered very appropriate were informative programs on TV and radio (47%), a hotline (44%), reports at the end of newscasts (42%), the Internet (40%), advertising on TV (38%), newspapers/magazines (35%), advertising on radio (34%) and information boards in public institutions (34%) (Figure 4.2).

**Figure 4.2: The most appropriate ways to transmit legal information (N=832)**



In all, 26% of respondents believed that legal information should be received via television, 21% from competent persons (lawyers, notaries, etc.) and 19% thought it should come over the Internet (Figure 4.3). Television was mostly recommended by respondents with incomes of 2001-5000 MDL, competent persons were recommended by respondents of 36-45 years (27%) and Internet was endorsed by people of 18-45 years, those with higher education (31%) and those with incomes over 5001 MDL (43%). [\[Appendix 25\]](#)

**Figure 4.3: Recommendations regarding sources of legal information (spontaneous responses) (N=832)**

**Citizens' opinions:** According to the participants, legal information should be distributed through specialized consultants in the field at an information helpdesk. One solution would be to include a legal specialist in the Joint Information and Services Bureau or to create socio-legal centers. People in rural areas have shown more interest in obtaining legal information and would be willing to participate in seminars held in city halls or in another public place. They mentioned that they would like the information in clear language for lay people. Other recommendations were for flyers, brochures, information boards, mock trials on websites and hotlines. People should be able to act for themselves when it comes to minor legal problems. Some mentioned that legal consultants could be lawyers or students in the last year of college. They further noted that in the past, the subject "Basic State Law" was taught in schools. They believed that this subject was very appropriate and should be included in the curriculum.

The Internet and mass-media, especially stations Publika TV and Moldova 1, were considered as primary sources for reliable information, and in some cases, relatives and friends were mentioned. Internet sources included [www.justice.md](http://www.justice.md), Criminal Code, Administrative Code and the Constitution. Focus group discussion participants thought that lawyers were not the most reliable source of legal information as they charge by the hour or per consultation so provide limited information in order to make the people contact them repeatedly. Several people said their lawyers had offered them limited or erroneous information, so they had to find things out by themselves or appeal to another court later.

Recommendations from the in-depth interviews were to publish a book on legal information at a basic level and to activate a hotline.

**Experts' opinions:** One recommendation for disseminating information was for legal professionals to conduct special seminars in the regions. These meetings could be organized with the help of city halls. Another method was information boards at city halls.

## APPENDICES: RESULTS OF THE MULTIVARIATE ANALYSES

## Appendix 1: Knowledge of legal reforms in the questionnaire

(%)

|                 |                                | N          | Yes, I know reforms | Yes, I heard about reforms | No, I haven't heard about any reforms | DK/ NR   | Total, %   |
|-----------------|--------------------------------|------------|---------------------|----------------------------|---------------------------------------|----------|------------|
| <b>Total</b>    |                                | <b>832</b> | <b>8</b>            | <b>18</b>                  | <b>73</b>                             | <b>0</b> | <b>100</b> |
| Case            | Yes*                           | 348        | 15                  | 33                         | 52                                    | 1        | 100        |
|                 | No                             | 756        | 7                   | 17                         | 76                                    | 0        | 100        |
| Sex             | Male                           | 404        | 10                  | 18                         | 72                                    | 0        | 100        |
|                 | Female                         | 428        | 6                   | 19                         | 75                                    | 0        | 100        |
| Area            | Rural                          | 454        | 7                   | 14                         | 78                                    | 1        | 100        |
|                 | Urban                          | 378        | 9                   | 23                         | 68                                    | 0        | 100        |
| Spoken language | Romanian                       | 666        | 7                   | 18                         | 75                                    | 0        | 100        |
|                 | Russian                        | 149        | 9                   | 21                         | 70                                    | 0        | 100        |
|                 | Other                          | 17         | 33                  | 11                         | 57                                    | 0        | 100        |
| Age             | 18-25 years old                | 176        | 7                   | 16                         | 76                                    | 0        | 100        |
|                 | 26-35 years old                | 201        | 5                   | 20                         | 74                                    | 1        | 100        |
|                 | 36-45 years old                | 155        | 9                   | 23                         | 68                                    | 0        | 100        |
|                 | 46-55 years old                | 173        | 11                  | 18                         | 71                                    | 0        | 100        |
|                 | 56-65 years old                | 127        | 8                   | 13                         | 78                                    | 1        | 100        |
| Education level | Primary education              | 10         | 0                   | 18                         | 82                                    | 0        | 100        |
|                 | Incomplete secondary education | 110        | 8                   | 4                          | 89                                    | 0        | 100        |
|                 | High school                    | 165        | 10                  | 10                         | 79                                    | 1        | 100        |
|                 | Professional studies           | 131        | 2                   | 17                         | 81                                    | 0        | 100        |
|                 | Vocational secondary education | 186        | 6                   | 23                         | 70                                    | 1        | 100        |
|                 | Higher education               | 220        | 12                  | 29                         | 59                                    | 0        | 100        |
| Occupation      | Pupil / Student                | 88         | 5                   | 15                         | 79                                    | 0        | 100        |
|                 | Household                      | 50         | 4                   | 17                         | 79                                    | 0        | 100        |
|                 | Empl. of a private comp        | 157        | 7                   | 24                         | 70                                    | 0        | 100        |
|                 | Empl. of a state-owned comp.   | 135        | 17                  | 23                         | 59                                    | 1        | 100        |
|                 | Owns his own business          | 26         | 3                   | 23                         | 74                                    | 0        | 100        |
|                 | Self-employed                  | 52         | 10                  | 29                         | 60                                    | 0        | 100        |
|                 | Retired                        | 124        | 6                   | 10                         | 84                                    | 1        | 100        |
|                 | Not employed                   | 177        | 7                   | 13                         | 80                                    | 0        | 100        |
| Monthly income  | Under 1000 MDL                 | 120        | 2                   | 10                         | 88                                    | 0        | 100        |
|                 | 1001-2000 MDL                  | 169        | 8                   | 14                         | 78                                    | 1        | 100        |
|                 | 2001-3000 MDL                  | 164        | 12                  | 18                         | 70                                    | 0        | 100        |
|                 | 3001-4000 MDL                  | 95         | 13                  | 20                         | 66                                    | 0        | 100        |
|                 | 4001-5000 MDL                  | 49         | 5                   | 25                         | 69                                    | 0        | 100        |
|                 | Over 5001 MDL                  | 28         | 16                  | 35                         | 49                                    | 0        | 100        |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 2: Spontaneous awareness of reforms in the legal system  
(%)**

|                 |                                | N          | Salary increase of judges | The audio recordings of the hearings | Improvement / training of staff | Publication of decisions on internet | Efforts to fight corruption | Reducing the number of judges | Right to a lawyer paid by the state | Assessment of judges' knowledge | Other     | DK/ NR    |
|-----------------|--------------------------------|------------|---------------------------|--------------------------------------|---------------------------------|--------------------------------------|-----------------------------|-------------------------------|-------------------------------------|---------------------------------|-----------|-----------|
| <b>Total</b>    |                                | <b>222</b> | <b>20</b>                 | <b>18</b>                            | <b>9</b>                        | <b>9</b>                             | <b>8</b>                    | <b>6</b>                      | <b>5</b>                            | <b>4</b>                        | <b>22</b> | <b>25</b> |
| Case            | Yes*                           | 168        | 12                        | 37                                   | 3                               | 20                                   | 3                           | 3                             | 32                                  | 3                               | 27        | 24        |
|                 | No                             | 184        | 22                        | 15                                   | 9                               | 7                                    | 6                           | 7                             | 5                                   | 4                               | 23        | 27        |
| Sex             | Male                           | 115        | 19                        | 21                                   | 12                              | 11                                   | 9                           | 4                             | 2                                   | 2                               | 29        | 22        |
|                 | Female                         | 107        | 20                        | 15                                   | 6                               | 7                                    | 6                           | 8                             | 9                                   | 6                               | 14        | 29        |
| Area            | Rural                          | 100        | 22                        | 23                                   | 11                              | 10                                   | 7                           | 4                             | 9                                   | 1                               | 9         | 28        |
|                 | Urban                          | 122        | 18                        | 14                                   | 8                               | 8                                    | 8                           | 8                             | 3                                   | 7                               | 32        | 23        |
| Spoken language | Romanian                       | 169        | 20                        | 16                                   | 5                               | 8                                    | 6                           | 5                             | 6                                   | 4                               | 21        | 29        |
|                 | Russian                        | 45         | 22                        | 20                                   | 21                              | 8                                    | 12                          | 11                            | 4                                   | 6                               | 28        | 14        |
|                 | Other                          | 7          | 0                         | 49                                   | 40                              | 38                                   | 25                          | 0                             | 0                                   | 0                               | 0         | 0         |
| Age             | 18-25 years old                | 42         | 15                        | 17                                   | 8                               | 20                                   | 10                          | 4                             | 6                                   | 11                              | 14        | 27        |
|                 | 26-35 years old                | 52         | 14                        | 18                                   | 14                              | 2                                    | 10                          | 8                             | 6                                   | 2                               | 27        | 25        |
|                 | 36-45 years old                | 50         | 24                        | 25                                   | 8                               | 12                                   | 5                           | 8                             | 5                                   | 2                               | 13        | 24        |
|                 | 46-55 years old                | 50         | 15                        | 17                                   | 10                              | 5                                    | 10                          | 0                             | 3                                   | 5                               | 27        | 27        |
|                 | 56-65 years old                | 27         | 40                        | 7                                    | 3                               | 7                                    | 0                           | 13                            | 7                                   | 0                               | 33        | 23        |
| Education level | Primary education              | 2          | 100                       | 0                                    | 0                               | 0                                    | 0                           | 0                             | 0                                   | 0                               | 0         | 0         |
|                 | Incomplete secondary education | 12         | 28                        | 10                                   | 27                              | 14                                   | 0                           | 7                             | 8                                   | 0                               | 7         | 23        |
|                 | High school                    | 35         | 31                        | 15                                   | 12                              | 8                                    | 13                          | 12                            | 8                                   | 0                               | 22        | 19        |
|                 | Professional studies           | 25         | 5                         | 7                                    | 10                              | 4                                    | 8                           | 0                             | 3                                   | 6                               | 3         | 58        |
|                 | Vocational secondary education | 55         | 23                        | 18                                   | 4                               | 9                                    | 7                           | 3                             | 6                                   | 4                               | 27        | 27        |
|                 | Higher education               | 91         | 15                        | 24                                   | 9                               | 10                                   | 8                           | 7                             | 4                                   | 6                               | 26        | 18        |
| Occupation      | Pupil / Student                | 18         | 22                        | 0                                    | 4                               | 4                                    | 13                          | 4                             | 8                                   | 13                              | 18        | 30        |
|                 | Household                      | 10         | 24                        | 25                                   | 23                              | 9                                    | 14                          | 17                            | 0                                   | 8                               | 17        | 0         |
|                 | Empl. of a private comp        | 47         | 26                        | 14                                   | 10                              | 11                                   | 11                          | 11                            | 7                                   | 7                               | 25        | 11        |
|                 | Empl. of a state-owned comp.   | 55         | 13                        | 25                                   | 9                               | 11                                   | 10                          | 2                             | 2                                   | 1                               | 30        | 27        |
|                 | Owns his own business          | 7          | 47                        | 15                                   | 0                               | 11                                   | 0                           | 0                             | 0                                   | 0                               | 21        | 21        |
|                 | Self-employed                  | 21         | 15                        | 30                                   | 0                               | 0                                    | 4                           | 7                             | 0                                   | 4                               | 15        | 39        |
|                 | Retired                        | 20         | 23                        | 9                                    | 4                               | 9                                    | 0                           | 13                            | 9                                   | 0                               | 27        | 32        |
|                 | Not employed                   | 36         | 20                        | 15                                   | 13                              | 6                                    | 3                           | 2                             | 12                                  | 3                               | 13        | 34        |
| Monthly income  | Under 1000 MDL                 | 15         | 25                        | 7                                    | 11                              | 5                                    | 11                          | 6                             | 17                                  | 0                               | 0         | 46        |
|                 | 1001-2000 MDL                  | 38         | 22                        | 21                                   | 9                               | 10                                   | 5                           | 2                             | 8                                   | 6                               | 23        | 20        |
|                 | 2001-3000 MDL                  | 49         | 14                        | 33                                   | 15                              | 9                                    | 8                           | 4                             | 7                                   | 3                               | 18        | 22        |
|                 | 3001-4000 MDL                  | 32         | 27                        | 8                                    | 7                               | 22                                   | 7                           | 19                            | 0                                   | 3                               | 21        | 27        |
|                 | 4001-5000 MDL                  | 15         | 15                        | 16                                   | 16                              | 9                                    | 9                           | 6                             | 0                                   | 5                               | 53        | 5         |
|                 | Over 5001 MDL                  | 14         | 16                        | 7                                    | 13                              | 7                                    | 8                           | 0                             | 0                                   | 8                               | 63        | 0         |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 3: Sources of information about judicial reforms**  
(%)

|                    |                                | N          | Television<br>(news,<br>specialized talk-<br>shows etc.) | Relatives,<br>friends,<br>acquaintances | Internet (news<br>portals, forums,<br>web pages of the<br>institutions etc.) | Radio (news,<br>specialized talk-<br>shows) | Periodical publications<br>(specialized<br>newspapers,<br>magazines) | Rumors    | Billboards /<br>leaflets | Other    | DK/ NR   |
|--------------------|--------------------------------|------------|--|---|--|---|--|-----------|--------------------------|----------|----------|
| <b>Total</b>       |                                | <b>222</b> | <b>87</b>  | <b>39</b>                               | <b>34</b>  | <b>23</b>                                   | <b>20</b>  | <b>13</b> | <b>3</b>                 | <b>2</b> | <b>1</b> |
| Case               | Yes*                           | 168        | 85   | 41                                      | 29   | 21  | 19   | 26        | 3                        | 4        | 4        |
|                    | No                             | 184        | 87   | 33                                      | 40   | 22  | 23   | 11        | 4                        | 2        | 1        |
| Sex                | Male                           | 115        | 86   | 33                                      | 42   | 21  | 27   | 10        | 1                        | 2        | 1        |
|                    | Female                         | 107        | 87   | 36                                      | 35   | 19  | 19   | 16        | 5                        | 3        | 1        |
| Area               | Rural                          | 100        | 85   | 41                                      | 30   | 24  | 18   | 19        | 1                        | 4        | 2        |
|                    | Urban                          | 122        | 88   | 29                                      | 46   | 17  | 27   | 8         | 5                        | 1        | 0        |
| Spoken<br>language | Romanian                       | 169        | 86   | 35                                      | 40   | 22  | 19   | 13        | 4                        | 2        | 1        |
|                    | Russian                        | 45         | 91   | 31                                      | 39   | 14  | 37   | 14        | 0                        | 0        | 0        |
|                    | Other                          | 7          | 87   | 43                                      | 14   | 14  | 25   | 13        | 0                        | 13       | 0        |
| Age                | 18-25 years old                | 42         | 80   | 35                                      | 46   | 10  | 18   | 9         | 13                       | 2        | 0        |
|                    | 26-35 years old                | 52         | 80   | 36                                      | 49   | 17  | 21   | 13        | 0                        | 6        | 3        |
|                    | 36-45 years old                | 50         | 93   | 32                                      | 45   | 31  | 25   | 17        | 0                        | 0        | 0        |
|                    | 46-55 years old                | 50         | 90   | 27                                      | 23   | 15  | 23   | 13        | 3                        | 0        | 0        |
|                    | 56-65 years old                | 27         | 93   | 47                                      | 26   | 33  | 30   | 13        | 0                        | 3        | 3        |
| Education level    | Primary education              | 2          | 100  | 50                                      | 0  | 50  | 50   | 0         | 0                        | 0        | 0        |
|                    | Incomplete secondary education | 12         | 100  | 24                                      | 35   | 30  | 10   | 23        | 0                        | 0        | 0        |
|                    | High school                    | 35         | 78   | 46                                      | 41   | 17  | 21   | 12        | 0                        | 5        | 3        |
|                    | Professional studies           | 25         | 89   | 27                                      | 13   | 13  | 6  | 16        | 0                        | 6        | 0        |
|                    | Vocational secondary education | 55         | 82   | 36                                      | 26   | 23  | 28   | 18        | 0                        | 0        | 3        |
|                    | Higher education               | 91         | 91   | 32                                      | 54   | 19  | 27   | 8         | 8                        | 2        | 0        |
| Occupation         | Pupil / Student                | 18         | 87   | 40                                      | 48   | 5   | 18   | 17        | 8                        | 4        | 0        |
|                    | Household                      | 10         | 82   | 64                                      | 52   | 24  | 24   | 23        | 0                        | 9        | 0        |
|                    | Empl. of a private comp        | 47         | 90   | 35                                      | 40   | 20  | 18   | 9         | 2                        | 0        | 0        |
|                    | Empl. of a state-owned comp.   | 55         | 85   | 29                                      | 37   | 21  | 34   | 12        | 7                        | 3        | 3        |
|                    | Owens his own business         | 7          | 100  | 21                                      | 64   | 15  | 15   | 0         | 0                        | 0        | 0        |
|                    | Self-employed                  | 21         | 88   | 37                                      | 55   | 26  | 18   | 16        | 0                        | 0        | 0        |
|                    | Retired                        | 20         | 91   | 46                                      | 22   | 31  | 22   | 18        | 0                        | 0        | 5        |
|                    | Not employed                   | 36         | 83   | 28                                      | 27   | 15  | 12   | 14        | 2                        | 4        | 0        |
| Monthly income     | Under 1000 MDL                 | 15         | 90   | 24                                      | 30   | 48  | 6  | 23        | 5                        | 0        | 0        |
|                    | 1001-2000 MDL                  | 38         | 92   | 34                                      | 29   | 22  | 20   | 7         | 0                        | 0        | 2        |
|                    | 2001-3000 MDL                  | 49         | 88   | 37                                      | 28   | 11  | 15   | 18        | 6                        | 5        | 0        |
|                    | 3001-4000 MDL                  | 32         | 92   | 32                                      | 48   | 23  | 38   | 20        | 3                        | 0        | 0        |
|                    | 4001-5000 MDL                  | 15         | 94   | 24                                      | 47   | 15  | 15   | 6         | 5                        | 0        | 0        |
|                    | Over 5001 MDL                  | 14         | 94   | 18                                      | 70   | 31  | 41   | 0         | 0                        | 0        | 0        |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 4: Effectiveness of legal reforms implemented  
( 1 to 5)**

|                 |                                | <b>N</b>   | <b>Mean</b> |
|-----------------|--------------------------------|------------|-------------|
| <b>Total</b>    |                                | <b>222</b> | <b>3.1</b>  |
| Case            | Yes*                           | <b>136</b> | <b>3,0</b>  |
|                 | No                             | <b>162</b> | <b>2,9</b>  |
| Sex             | Male                           | <b>105</b> | <b>3,0</b>  |
|                 | Female                         | <b>89</b>  | <b>3,2</b>  |
| Area            | Rural                          | <b>84</b>  | <b>2,9</b>  |
|                 | Urban                          | <b>110</b> | <b>3,2</b>  |
| Spoken language | Romanian                       | <b>147</b> | <b>2,9</b>  |
|                 | Russian                        | <b>40</b>  | <b>3,5</b>  |
|                 | Other                          | <b>7</b>   | <b>4,4</b>  |
| Age             | 18-25 years old                | <b>37</b>  | <b>3,2</b>  |
|                 | 26-35 years old                | <b>45</b>  | <b>3,1</b>  |
|                 | 36-45 years old                | <b>46</b>  | <b>3,1</b>  |
|                 | 46-55 years old                | <b>41</b>  | <b>3,1</b>  |
|                 | 56-65 years old                | <b>24</b>  | <b>2,8</b>  |
| Education level | Primary education              | <b>2</b>   | <b>2,5</b>  |
|                 | Incomplete secondary education | <b>9</b>   | <b>2,2</b>  |
|                 | High school                    | <b>29</b>  | <b>3,0</b>  |
|                 | Professional studies           | <b>21</b>  | <b>2,8</b>  |
|                 | Vocational secondary education | <b>50</b>  | <b>3,2</b>  |
|                 | Higher education               | <b>83</b>  | <b>3,2</b>  |
| Occupation      | Pupil / Student                | <b>16</b>  | <b>3,0</b>  |
|                 | Household                      | <b>7</b>   | <b>3,1</b>  |
|                 | Empl. of a private comp        | <b>45</b>  | <b>3,0</b>  |
|                 | Empl. of a state-owned comp.   | <b>47</b>  | <b>3,3</b>  |
|                 | Owns his own business          | <b>7</b>   | <b>2,1</b>  |
|                 | Self-employed                  | <b>18</b>  | <b>3,2</b>  |
|                 | Retired                        | <b>18</b>  | <b>3,0</b>  |
|                 | Not employed                   | <b>30</b>  | <b>2,9</b>  |
| Monthly income  | Under 1000 MDL                 | <b>15</b>  | <b>2,3</b>  |
|                 | 1001-2000 MDL                  | <b>33</b>  | <b>3,2</b>  |
|                 | 2001-3000 MDL                  | <b>44</b>  | <b>3,6</b>  |
|                 | 3001-4000 MDL                  | <b>26</b>  | <b>3,0</b>  |
|                 | 4001-5000 MDL                  | <b>14</b>  | <b>3,2</b>  |
|                 | Over 5001 MDL                  | <b>13</b>  | <b>3,1</b>  |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 5: Satisfaction with how the trial was conducted  
(1 to 5)**

|                 |                                | Appropriate attitude of the court (judge, prosecutor) |            | Compliance throughout the process |            | Judge's objectivity |            | Term of case examination |            |
|-----------------|--------------------------------|---|------------|-----------------------------------|------------|---------------------|------------|--------------------------|------------|
|                 |                                | N   | Mean       | N                                 | Mean       | N                   | Mean       | N                        | Mean       |
| <b>Total</b>    |                                | <b>293</b>  | <b>3,2</b> | <b>286</b>                        | <b>3,2</b> | <b>313</b>          | <b>3,1</b> | <b>318</b>               | <b>2,8</b> |
| Sex             | Male                           | 162   | 3,2        | 154                               | 3,1        | 165                 | 3,0        | 163                      | 2,8        |
|                 | Female                         | 130   | 3,3        | 132                               | 3,3        | 148                 | 3,2        | 155                      | 2,8        |
| Area            | Rural                          | 78  | 3,4        | 77                                | 3,4        | 90                  | 3,1        | 92                       | 2,8        |
|                 | Urban                          | 215   | 3,2        | 209                               | 3,1        | 223                 | 3,1        | 226                      | 2,8        |
| Spoken language | Romanian                       | 213   | 3,4        | 203                               | 3,4        | 216                 | 3,3        | 211                      | 3,0        |
|                 | Russian                        | 76  | 2,9        | 79                                | 2,7        | 93                  | 2,8        | 102                      | 2,4        |
|                 | Other                          | 3   | 4,3        | 3                                 | 4,0        | 3                   | 2,7        | 3                        | 3,4        |
| Age             | 18-25 years old                | 50  | 3,3        | 49                                | 3,2        | 54                  | 3,1        | 54                       | 2,9        |
|                 | 26-35 years old                | 90  | 3,3        | 93                                | 3,3        | 94                  | 3,2        | 98                       | 2,9        |
|                 | 36-45 years old                | 74  | 3,0        | 65                                | 3,0        | 75                  | 2,9        | 76                       | 2,5        |
|                 | 46-55 years old                | 61  | 3,3        | 63                                | 3,1        | 73                  | 3,0        | 72                       | 2,8        |
|                 | 56-65 years old                | 18  | 3,6        | 17                                | 3,6        | 19                  | 3,8        | 19                       | 3,1        |
| Education level | Incomplete secondary education | 21  | 3,0        | 21                                | 3,1        | 22                  | 2,9        | 19                       | 2,5        |
|                 | High school                    | 34  | 3,6        | 32                                | 3,4        | 33                  | 3,5        | 35                       | 3,1        |
|                 | Professional studies           | 23  | 3,1        | 23                                | 2,9        | 26                  | 3,0        | 25                       | 2,6        |
|                 | Vocational secondary education | 78  | 2,9        | 78                                | 2,8        | 87                  | 2,8        | 95                       | 2,5        |
|                 | Higher education               | 137   | 3,4        | 132                               | 3,5        | 145                 | 3,3        | 144                      | 3,0        |
| Occupatia       | Pupil / Student                | 12  | 3,9        | 12                                | 3,7        | 13                  | 3,6        | 13                       | 3,5        |
|                 | Household                      | 13  | 3,7        | 11                                | 3,6        | 12                  | 3,7        | 12                       | 3,0        |
|                 | Empl. of a private comp        | 77  | 3,3        | 76                                | 3,4        | 83                  | 3,1        | 79                       | 2,8        |
|                 | Empl. of a state-owned comp.   | 62  | 3,4        | 64                                | 3,3        | 66                  | 3,1        | 70                       | 3,0        |
|                 | Owns his own business          | 26  | 3,0        | 25                                | 2,9        | 25                  | 3,1        | 27                       | 2,7        |
|                 | Self-employed                  | 38  | 3,0        | 38                                | 2,9        | 47                  | 2,9        | 52                       | 2,5        |
|                 | Retired                        | 9   | 3,8        | 8                                 | 3,8        | 9                   | 4,0        | 9                        | 3,6        |
|                 | Not employed                   | 54  | 3,0        | 51                                | 2,9        | 55                  | 2,9        | 55                       | 2,6        |
| Monthly income  | Under 1000 MDL                 | 10  | 3,1        | 10                                | 3,1        | 10                  | 2,9        | 10                       | 2,5        |
|                 | 1001-2000 MDL                  | 37  | 3,2        | 36                                | 3,0        | 38                  | 3,0        | 40                       | 2,6        |
|                 | 2001-3000 MDL                  | 77  | 3,1        | 75                                | 3,0        | 91                  | 3,0        | 98                       | 2,6        |
|                 | 3001-4000 MDL                  | 40  | 3,7        | 40                                | 3,7        | 46                  | 3,3        | 42                       | 2,9        |
|                 | 4001-5000 MDL                  | 25  | 3,2        | 26                                | 3,1        | 26                  | 3,1        | 26                       | 2,8        |
|                 | Over 5001 MDL                  | 28  | 3,4        | 27                                | 3,7        | 28                  | 3,4        | 27                       | 3,1        |

**Appendix 6: Satisfaction with information provided before, during and after the trial  
(1 to 5)**

|                 |                                | Before trial |            | During/ after trial |            |
|-----------------|--------------------------------|--------------|------------|---------------------|------------|
|                 |                                | N            | Mean       | N                   | Mean       |
| <b>Total</b>    |                                | <b>348</b>   | <b>3,4</b> | <b>348</b>          | <b>3,6</b> |
| Sex             | Male                           | 165          | 3,4        | 159                 | 3,6        |
|                 | Female                         | 161          | 3,4        | 153                 | 3,6        |
| Area            | Rural                          | 95           | 3,5        | 88                  | 3,7        |
|                 | Urban                          | 231          | 3,3        | 224                 | 3,5        |
| Spoken language | Romanian                       | 220          | 3,5        | 213                 | 3,6        |
|                 | Russian                        | 101          | 3,1        | 95                  | 3,4        |
|                 | Other                          | 3            | 4,7        | 2                   | 5,0        |
| Age             | 18-25 years old                | 54           | 3,8        | 51                  | 4,0        |
|                 | 26-35 years old                | 97           | 3,5        | 94                  | 3,7        |
|                 | 36-45 years old                | 80           | 3,1        | 77                  | 3,4        |
|                 | 46-55 years old                | 77           | 3,1        | 71                  | 3,2        |
|                 | 56-65 years old                | 19           | 3,6        | 19                  | 3,8        |
| Education level | Incomplete secondary education | 22           | 3,4        | 21                  | 3,8        |
|                 | High school                    | 34           | 3,6        | 33                  | 3,8        |
|                 | Professional studies           | 28           | 3,6        | 28                  | 3,8        |
|                 | Vocational secondary education | 96           | 2,9        | 87                  | 3,1        |
|                 | Higher education               | 147          | 3,6        | 143                 | 3,7        |
| Ocupația        | Pupil / Student                | 13           | 4,0        | 13                  | 4,0        |
|                 | Household                      | 13           | 3,5        | 13                  | 3,6        |
|                 | Empl. of a private comp        | 82           | 3,4        | 77                  | 3,5        |
|                 | Empl. of a state-owned comp.   | 69           | 3,5        | 67                  | 3,9        |
|                 | Owns his own business          | 27           | 3,3        | 27                  | 3,6        |
|                 | Self-employed                  | 54           | 3,1        | 52                  | 3,4        |
|                 | Retired                        | 9            | 3,6        | 8                   | 3,6        |
|                 | Not employed                   | 57           | 3,2        | 53                  | 3,3        |
| Monthly income  | Under 1000 MDL                 | 10           | 3,3        | 9                   | 3,1        |
|                 | 1001-2000 MDL                  | 43           | 3,4        | 39                  | 3,8        |
|                 | 2001-3000 MDL                  | 100          | 3,1        | 96                  | 3,4        |
|                 | 3001-4000 MDL                  | 44           | 3,6        | 43                  | 3,7        |
|                 | 4001-5000 MDL                  | 26           | 3,3        | 24                  | 3,6        |
|                 | Over 5001 MDL                  | 28           | 3,7        | 28                  | 3,8        |

**Appendix 7: Delays in examining cases**  
(%)

|                 |                                | N          | Yes,<br>acceptable<br>delays | Yes, but<br>unnecessary<br>delays | No,<br>everything<br>was on time | DK/ NR | Total, %   |
|-----------------|--------------------------------|------------|------------------------------|-----------------------------------|----------------------------------|--------|------------|
| <b>Total</b>    |                                | <b>348</b> | 23                           | 39                                | 25                               | 13     | <b>100</b> |
| Sex             | Male                           | 177        | 23                           | 37                                | 24                               | 17     | 100        |
|                 | Female                         | 171        | 23                           | 41                                | 27                               | 9      | 100        |
| Area            | Rural                          | 105        | 32                           | 34                                | 17                               | 17     | 100        |
|                 | Urban                          | 243        | 19                           | 40                                | 29                               | 12     | 100        |
| Spoken language | Romanian                       | 234        | 18                           | 37                                | 32                               | 14     | 100        |
|                 | Russian                        | 109        | 34                           | 42                                | 12                               | 13     | 100        |
|                 | Other                          | 3          | 0                            | 57                                | 43                               | 0      | 100        |
| Age             | 18-25 years old                | 56         | 21                           | 32                                | 32                               | 16     | 100        |
|                 | 26-35 years old                | 104        | 19                           | 39                                | 30                               | 12     | 100        |
|                 | 36-45 years old                | 87         | 29                           | 37                                | 18                               | 17     | 100        |
|                 | 46-55 years old                | 79         | 25                           | 44                                | 22                               | 8      | 100        |
|                 | 56-65 years old                | 22         | 14                           | 39                                | 29                               | 18     | 100        |
| Education level | Primary education              | 0          | 0                            | 0                                 | 0                                | 0      | 0          |
|                 | Incomplete secondary education | 23         | 33                           | 29                                | 21                               | 17     | 100        |
|                 | High school                    | 39         | 22                           | 22                                | 28                               | 28     | 100        |
|                 | Professional studies           | 32         | 6                            | 42                                | 33                               | 19     | 100        |
|                 | Vocational secondary education | 100        | 26                           | 46                                | 16                               | 11     | 100        |
|                 | Higher education               | 154        | 23                           | 38                                | 30                               | 9      | 100        |
| Occupation      | Pupil / Student                | 13         | 20                           | 24                                | 51                               | 6      | 100        |
|                 | Household                      | 14         | 19                           | 27                                | 34                               | 21     | 100        |
|                 | Empl. of a private comp        | 87         | 16                           | 47                                | 21                               | 15     | 100        |
|                 | Empl. of a state-owned comp.   | 78         | 23                           | 33                                | 28                               | 15     | 100        |
|                 | Owns his own business          | 27         | 37                           | 36                                | 22                               | 5      | 100        |
|                 | Self-employed                  | 54         | 20                           | 46                                | 26                               | 8      | 100        |
|                 | Retired                        | 11         | 0                            | 31                                | 41                               | 28     | 100        |
|                 | Not employed                   | 61         | 31                           | 35                                | 20                               | 14     | 100        |
| Monthly income  | Under 1000 MDL                 | 13         | 7                            | 47                                | 12                               | 34     | 100        |
|                 | 1001-2000 MDL                  | 45         | 29                           | 31                                | 23                               | 17     | 100        |
|                 | 2001-3000 MDL                  | 106        | 33                           | 42                                | 16                               | 9      | 100        |
|                 | 3001-4000 MDL                  | 46         | 16                           | 46                                | 23                               | 15     | 100        |
|                 | 4001-5000 MDL                  | 27         | 17                           | 36                                | 38                               | 9      | 100        |
|                 | Over 5001 MDL                  | 29         | 16                           | 34                                | 47                               | 3      | 100        |

**Appendix 8: Evidence of efforts to eliminate corruption**  
(%)

|                 |                                | N          | Certainly yes | Probably yes | Probably no | Certainly not | DK/ NR   | Total, %   |
|-----------------|--------------------------------|------------|---------------|--------------|-------------|---------------|----------|------------|
| <b>Total</b>    |                                | <b>832</b> | <b>5</b>      | <b>20</b>    | <b>30</b>   | <b>35</b>     | <b>9</b> | <b>100</b> |
| Case            | Yes*                           | <b>348</b> | 30            | 40           | 21          | 3             | 6        | <b>100</b> |
|                 | No                             | <b>756</b> | 5             | 19           | 31          | 35            | 9        | <b>100</b> |
| Sex             | Male                           | <b>404</b> | 7             | 17           | 30          | 39            | 7        | <b>100</b> |
|                 | Female                         | <b>428</b> | 4             | 23           | 31          | 31            | 11       | <b>100</b> |
| Area            | Rural                          | <b>457</b> | 6             | 19           | 26          | 38            | 11       | <b>100</b> |
|                 | Urban                          | <b>375</b> | 4             | 21           | 36          | 32            | 7        | <b>100</b> |
| Spoken language | Romanian                       | <b>666</b> | 3             | 21           | 32          | 36            | 9        | <b>100</b> |
|                 | Russian                        | <b>149</b> | 13            | 17           | 27          | 33            | 10       | <b>100</b> |
|                 | Other                          | <b>17</b>  | 27            | 24           | 22          | 16            | 11       | <b>100</b> |
| Age             | 18-25 years old                | <b>176</b> | 3             | 22           | 27          | 41            | 6        | <b>100</b> |
|                 | 26-35 years old                | <b>201</b> | 3             | 21           | 39          | 30            | 7        | <b>100</b> |
|                 | 36-45 years old                | <b>155</b> | 9             | 24           | 26          | 34            | 8        | <b>100</b> |
|                 | 46-55 years old                | <b>173</b> | 6             | 19           | 31          | 35            | 9        | <b>100</b> |
|                 | 56-65 years old                | <b>127</b> | 6             | 15           | 27          | 36            | 16       | <b>100</b> |
| Education level | Primary education              | <b>10</b>  | 0             | 9            | 31          | 51            | 9        | <b>100</b> |
|                 | Incomplete secondary education | <b>110</b> | 8             | 19           | 21          | 44            | 8        | <b>100</b> |
|                 | High school                    | <b>165</b> | 7             | 12           | 26          | 45            | 9        | <b>100</b> |
|                 | Professional studies           | <b>131</b> | 3             | 15           | 27          | 41            | 14       | <b>100</b> |
|                 | Vocational secondary education | <b>186</b> | 7             | 23           | 36          | 25            | 9        | <b>100</b> |
|                 | Higher education               | <b>220</b> | 3             | 29           | 36          | 27            | 5        | <b>100</b> |
| Occupation      | Pupil / Student                | <b>88</b>  | 4             | 22           | 31          | 35            | 8        | <b>100</b> |
|                 | Household                      | <b>50</b>  | 7             | 31           | 26          | 29            | 7        | <b>100</b> |
|                 | Empl. of a private comp        | <b>157</b> | 5             | 14           | 36          | 38            | 7        | <b>100</b> |
|                 | Empl. of a state-owned comp.   | <b>135</b> | 2             | 26           | 31          | 35            | 5        | <b>100</b> |
|                 | Owns his own business          | <b>26</b>  | 0             | 13           | 27          | 56            | 4        | <b>100</b> |
|                 | Self-employed                  | <b>52</b>  | 9             | 31           | 29          | 30            | 2        | <b>100</b> |
|                 | Retired                        | <b>124</b> | 5             | 13           | 28          | 37            | 16       | <b>100</b> |
|                 | Not employed                   | <b>177</b> | 8             | 23           | 28          | 32            | 9        | <b>100</b> |
| Monthly income  | Under 1000 MDL                 | <b>120</b> | 4             | 23           | 28          | 34            | 12       | <b>100</b> |
|                 | 1001-2000 MDL                  | <b>169</b> | 7             | 20           | 29          | 32            | 12       | <b>100</b> |
|                 | 2001-3000 MDL                  | <b>164</b> | 8             | 23           | 35          | 31            | 4        | <b>100</b> |
|                 | 3001-4000 MDL                  | <b>95</b>  | 5             | 19           | 37          | 35            | 3        | <b>100</b> |
|                 | 4001-5000 MDL                  | <b>49</b>  | 5             | 18           | 36          | 30            | 11       | <b>100</b> |
|                 | Over 5001 MDL                  | <b>28</b>  | 4             | 13           | 43          | 27            | 13       | <b>100</b> |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 9: Level of legal knowledge  
(1 to 5)**

|                 |                                | <b>N</b>   | <b>Mean</b> |
|-----------------|--------------------------------|------------|-------------|
| <b>Total</b>    |                                | <b>787</b> | <b>2,63</b> |
| Case            | Yes*                           | <b>330</b> | <b>3,03</b> |
|                 | No                             | <b>716</b> | <b>2,55</b> |
| Sex             | Male                           | <b>391</b> | <b>2,67</b> |
|                 | Female                         | <b>395</b> | <b>2,58</b> |
| Area            | Rural                          | <b>429</b> | <b>2,49</b> |
|                 | Urban                          | <b>357</b> | <b>2,80</b> |
| Spoken language | Romanian                       | <b>639</b> | <b>2,57</b> |
|                 | Russian                        | <b>135</b> | <b>2,82</b> |
|                 | Other                          | <b>13</b>  | <b>3,48</b> |
| Age             | 18-25 years old                | <b>167</b> | <b>2,92</b> |
|                 | 26-35 years old                | <b>195</b> | <b>2,80</b> |
|                 | 36-45 years old                | <b>147</b> | <b>2,70</b> |
|                 | 46-55 years old                | <b>163</b> | <b>2,39</b> |
|                 | 56-65 years old                | <b>116</b> | <b>2,15</b> |
| Education level | Primary education              | <b>10</b>  | <b>1,27</b> |
|                 | Incomplete secondary education | <b>101</b> | <b>1,95</b> |
|                 | High school                    | <b>155</b> | <b>2,36</b> |
|                 | Professional studies           | <b>124</b> | <b>2,46</b> |
|                 | Vocational secondary education | <b>171</b> | <b>2,86</b> |
|                 | Higher education               | <b>216</b> | <b>3,12</b> |
| Occupation      | Pupil / Student                | <b>82</b>  | <b>2,80</b> |
|                 | Household                      | <b>49</b>  | <b>2,66</b> |
|                 | Empl. of a private comp        | <b>156</b> | <b>2,63</b> |
|                 | Empl. of a state-owned comp.   | <b>124</b> | <b>3,00</b> |
|                 | Owns his own business          | <b>26</b>  | <b>3,07</b> |
|                 | Self-employed                  | <b>48</b>  | <b>3,34</b> |
|                 | Retired                        | <b>113</b> | <b>2,12</b> |
|                 | Not employed                   | <b>169</b> | <b>2,31</b> |
| Monthly income  | Under 1000 MDL                 | <b>116</b> | <b>2,16</b> |
|                 | 1001-2000 MDL                  | <b>156</b> | <b>2,45</b> |
|                 | 2001-3000 MDL                  | <b>150</b> | <b>2,89</b> |
|                 | 3001-4000 MDL                  | <b>93</b>  | <b>2,79</b> |
|                 | 4001-5000 MDL                  | <b>49</b>  | <b>2,73</b> |
|                 | Over 5001 MDL                  | <b>28</b>  | <b>2,77</b> |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 10.1: Awareness of the specific rights  
(%)**

| Partea I        |                                | Right of equality before the law and authorities (Art. 7) |                        |                        |                                |            | Right to have access to justice (to address the court) (Art. 8) |            |                        |                        |                                |            |            |
|-----------------|--------------------------------|---|------------------------|------------------------|--------------------------------|------------|---|------------|------------------------|------------------------|--------------------------------|------------|------------|
|                 |                                | N   | Yes, I know this right | Yes, I heard something | I don't know, first time heard | DK/ NR     | Total, %  | N          | Yes, I know this right | Yes, I heard something | I don't know, first time heard | DK/ NR     | Total, %   |
| <b>Total</b>    |                                | <b>832</b>  | <b>28</b>              | <b>37</b>              | <b>33</b>                      | <b>3</b>   | <b>100</b>  | <b>832</b> | <b>32</b>              | <b>32</b>              | <b>33</b>                      | <b>3</b>   | <b>100</b> |
| Case            | Yes*                           | <b>348</b>  | 43                     | 38                     | 15                             | 3          | <b>100</b>  | <b>348</b> | 48                     | 37                     | 14                             | 1          | <b>100</b> |
|                 | No                             | <b>756</b>  | 25                     | 37                     | 35                             | 3          | <b>100</b>  | <b>756</b> | 30                     | 32                     | 35                             | 3          | <b>100</b> |
| Sex             | Male                           | <b>404</b>  | 30                     | 39                     | 28                             | 2          | <b>100</b>  | <b>404</b> | 34                     | 33                     | 31                             | 2          | <b>100</b> |
|                 | Female                         | <b>428</b>  | 26                     | 34                     | 37                             | 3          | <b>100</b>  | <b>428</b> | 30                     | 30                     | 36                             | 4          | <b>100</b> |
| Area            | Rural                          | <b>457</b>  | 23                     | 35                     | 38                             | 3          | <b>100</b>  | <b>457</b> | 26                     | 32                     | 38                             | 4          | <b>100</b> |
|                 | Urban                          | <b>375</b>  | 33                     | 38                     | 26                             | 2          | <b>100</b>  | <b>375</b> | 39                     | 31                     | 28                             | 2          | <b>100</b> |
| Spoken language | Romanian                       | <b>666</b>  | 28                     | 37                     | 32                             | 3          | <b>100</b>  | <b>666</b> | 32                     | 33                     | 32                             | 3          | <b>100</b> |
|                 | Russian                        | <b>149</b>  | 28                     | 35                     | 35                             | 3          | <b>100</b>  | <b>149</b> | 34                     | 25                     | 37                             | 4          | <b>100</b> |
|                 | Other                          | <b>17</b>   | 18                     | 16                     | 61                             | 5          | <b>100</b>  | <b>17</b>  | 27                     | 31                     | 42                             | 0          | <b>100</b> |
| Age             | 18-25 years old                | <b>176</b>  | 34                     | 44                     | 20                             | 2          | <b>100</b>  | <b>176</b> | 32                     | 39                     | 27                             | 2          | <b>100</b> |
|                 | 26-35 years old                | <b>201</b>  | 29                     | 40                     | 29                             | 2          | <b>100</b>  | <b>201</b> | 39                     | 31                     | 26                             | 3          | <b>100</b> |
|                 | 36-45 years old                | <b>155</b>  | 29                     | 35                     | 33                             | 2          | <b>100</b>  | <b>155</b> | 31                     | 33                     | 34                             | 2          | <b>100</b> |
|                 | 46-55 years old                | <b>173</b>  | 22                     | 31                     | 43                             | 4          | <b>100</b>  | <b>173</b> | 31                     | 28                     | 37                             | 4          | <b>100</b> |
|                 | 56-65 years old                | <b>127</b>  | 22                     | 30                     | 43                             | 4          | <b>100</b>  | <b>127</b> | 24                     | 26                     | 47                             | 4          | <b>100</b> |
| Education level | Primary education              | <b>10</b>   | 14                     | 29                     | 49                             | 9          | <b>100</b>  | <b>10</b>  | 14                     | 9                      | 69                             | 9          | <b>100</b> |
|                 | Incomplete secondary education | <b>110</b>  | 13                     | 40                     | 45                             | 2          | <b>100</b>  | <b>110</b> | 13                     | 32                     | 52                             | 3          | <b>100</b> |
|                 | High school                    | <b>165</b>  | 23                     | 37                     | 38                             | 2          | <b>100</b>  | <b>165</b> | 26                     | 38                     | 34                             | 3          | <b>100</b> |
|                 | Professional studies           | <b>131</b>  | 18                     | 36                     | 41                             | 5          | <b>100</b>  | <b>131</b> | 22                     | 32                     | 42                             | 4          | <b>100</b> |
|                 | Vocational secondary education | <b>186</b>  | 29                     | 39                     | 27                             | 5          | <b>100</b>  | <b>186</b> | 37                     | 32                     | 27                             | 5          | <b>100</b> |
|                 | Higher education               | <b>220</b>  | 45                     | 33                     | 21                             | 1          | <b>100</b>  | <b>220</b> | 51                     | 28                     | 21                             | 1          | <b>100</b> |
| Occupation      | Pupil / Student                | <b>88</b>   | 32                     | 46                     | 20                             | 2          | <b>100</b>  | <b>88</b>  | 30                     | 39                     | 28                             | 3          | <b>100</b> |
|                 | Household                      | <b>50</b>   | 16                     | 51                     | 29                             | 4          | <b>100</b>  | <b>50</b>  | 29                     | 41                     | 24                             | 6          | <b>100</b> |
|                 | Empl. of a private comp        | <b>157</b>  | 32                     | 39                     | 28                             | 1          | <b>100</b>  | <b>157</b> | 34                     | 34                     | 31                             | 1          | <b>100</b> |
|                 | Empl. of a state-owned comp.   | <b>135</b>  | 37                     | 34                     | 26                             | 3          | <b>100</b>  | <b>135</b> | 48                     | 25                     | 24                             | 3          | <b>100</b> |
|                 | Owns his own business          | <b>26</b>   | 44                     | 47                     | 9                              | 0          | <b>100</b>  | <b>26</b>  | 46                     | 40                     | 14                             | 0          | <b>100</b> |
|                 | Self-employed                  | <b>52</b>   | 40                     | 29                     | 30                             | 2          | <b>100</b>  | <b>52</b>  | 47                     | 29                     | 22                             | 2          | <b>100</b> |
|                 | Retired                        | <b>124</b>  | 20                     | 25                     | 50                             | 5          | <b>100</b>  | <b>124</b> | 24                     | 28                     | 44                             | 4          | <b>100</b> |
| Not employed    | <b>177</b>                     | 19  | 35                     | 42                     | 4                              | <b>100</b> | <b>177</b>  | 22         | 28                     | 46                     | 4                              | <b>100</b> |            |
| Monthly income  | Under 1000 MDL                 | <b>120</b>  | 24                     | 21                     | 50                             | 5          | <b>100</b>  | <b>120</b> | 25                     | 23                     | 47                             | 5          | <b>100</b> |
|                 | 1001-2000 MDL                  | <b>169</b>  | 21                     | 40                     | 38                             | 1          | <b>100</b>  | <b>169</b> | 26                     | 35                     | 39                             | 1          | <b>100</b> |
|                 | 2001-3000 MDL                  | <b>164</b>  | 29                     | 35                     | 34                             | 2          | <b>100</b>  | <b>164</b> | 31                     | 33                     | 31                             | 5          | <b>100</b> |
|                 | 3001-4000 MDL                  | <b>95</b>   | 36                     | 37                     | 26                             | 0          | <b>100</b>  | <b>95</b>  | 46                     | 32                     | 19                             | 2          | <b>100</b> |
|                 | 4001-5000 MDL                  | <b>49</b>   | 27                     | 52                     | 21                             | 0          | <b>100</b>  | <b>49</b>  | 36                     | 40                     | 24                             | 0          | <b>100</b> |
|                 | Over 5001 MDL                  | <b>28</b>   | 33                     | 52                     | 6                              | 9          | <b>100</b>  | <b>28</b>  | 53                     | 16                     | 32                             | 0          | <b>100</b> |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 10.2: Awareness of the specific rights  
(%)**

| Partea II       |                                | Right to a fair trial (impartial, public within a reasonable time) (Art. 10) |                        |                        |                                |          | Right to legal assistance (right to have a lawyer) (Art. 11, point 1) |            |                        |                        |                                |          |            |
|-----------------|--------------------------------|--|------------------------|------------------------|--------------------------------|----------|---|------------|------------------------|------------------------|--------------------------------|----------|------------|
|                 |                                | N  | Yes, I know this right | Yes, I heard something | I don't know, first time heard | DK/ NR   | Total, %  | N          | Yes, I know this right | Yes, I heard something | I don't know, first time heard | DK/ NR   | Total, %   |
| <b>Total</b>    |                                | <b>832</b>   | <b>24</b>              | <b>33</b>              | <b>38</b>                      | <b>5</b> | <b>100</b>  | <b>832</b> | <b>34</b>              | <b>35</b>              | <b>28</b>                      | <b>3</b> | <b>100</b> |
| Case            | Yes*                           | 348  | 39                     | 40                     | 19                             | 1        | 100   | 348        | 42                     | 43                     | 11                             | 4        | 100        |
|                 | No                             | 756  | 21                     | 33                     | 41                             | 5        | 100   | 756        | 32                     | 36                     | 29                             | 3        | 100        |
| Sex             | Male                           | 404  | 25                     | 35                     | 37                             | 3        | 100   | 404        | 36                     | 36                     | 26                             | 3        | 100        |
|                 | Female                         | 428  | 22                     | 31                     | 40                             | 6        | 100   | 428        | 33                     | 34                     | 29                             | 4        | 100        |
| Area            | Rural                          | 457  | 19                     | 29                     | 48                             | 5        | 100   | 457        | 28                     | 32                     | 37                             | 4        | 100        |
|                 | Urban                          | 375  | 30                     | 38                     | 27                             | 5        | 100   | 375        | 43                     | 39                     | 16                             | 3        | 100        |
| Spoken language | Romanian                       | 666  | 24                     | 33                     | 39                             | 4        | 100   | 666        | 34                     | 34                     | 28                             | 3        | 100        |
|                 | Russian                        | 149  | 26                     | 28                     | 37                             | 9        | 100   | 149        | 37                     | 35                     | 23                             | 4        | 100        |
|                 | Other                          | 17   | 16                     | 72                     | 12                             | 0        | 100   | 17         | 11                     | 52                     | 37                             | 0        | 100        |
| Age             | 18-25 years old                | 176  | 29                     | 36                     | 33                             | 2        | 100   | 176        | 39                     | 46                     | 13                             | 2        | 100        |
|                 | 26-35 years old                | 201  | 26                     | 37                     | 32                             | 5        | 100   | 201        | 43                     | 31                     | 24                             | 3        | 100        |
|                 | 36-45 years old                | 155  | 22                     | 38                     | 37                             | 3        | 100   | 155        | 32                     | 37                     | 27                             | 4        | 100        |
|                 | 46-55 years old                | 173  | 24                     | 23                     | 44                             | 9        | 100   | 173        | 29                     | 29                     | 37                             | 5        | 100        |
|                 | 56-65 years old                | 127  | 16                     | 30                     | 50                             | 4        | 100   | 127        | 25                     | 31                     | 41                             | 3        | 100        |
| Education level | Primary education              | 10   | 14                     | 0                      | 78                             | 9        | 100   | 10         | 14                     | 29                     | 49                             | 9        | 100        |
|                 | Incomplete secondary education | 110  | 8                      | 30                     | 59                             | 3        | 100   | 110        | 16                     | 34                     | 48                             | 2        | 100        |
|                 | High school                    | 165  | 17                     | 37                     | 41                             | 5        | 100   | 165        | 29                     | 38                     | 32                             | 1        | 100        |
|                 | Professional studies           | 131  | 16                     | 33                     | 45                             | 6        | 100   | 131        | 21                     | 34                     | 39                             | 6        | 100        |
|                 | Vocational secondary education | 186  | 25                     | 31                     | 34                             | 9        | 100   | 186        | 36                     | 41                     | 17                             | 6        | 100        |
|                 | Higher education               | 220  | 41                     | 35                     | 23                             | 2        | 100   | 220        | 57                     | 29                     | 13                             | 1        | 100        |
| Occupation      | Pupil / Student                | 88   | 26                     | 36                     | 36                             | 3        | 100   | 88         | 38                     | 47                     | 14                             | 2        | 100        |
|                 | Household                      | 50   | 12                     | 39                     | 39                             | 10       | 100   | 50         | 28                     | 43                     | 25                             | 4        | 100        |
|                 | Empl. of a private comp        | 157  | 26                     | 41                     | 31                             | 2        | 100   | 157        | 39                     | 35                     | 23                             | 2        | 100        |
|                 | Empl. of a state-owned comp.   | 135  | 38                     | 30                     | 26                             | 6        | 100   | 135        | 48                     | 31                     | 16                             | 4        | 100        |
|                 | Owns his own business          | 26   | 38                     | 38                     | 24                             | 0        | 100   | 26         | 40                     | 44                     | 16                             | 0        | 100        |
|                 | Self-employed                  | 52   | 34                     | 36                     | 29                             | 2        | 100   | 52         | 43                     | 26                     | 30                             | 2        | 100        |
|                 | Retired                        | 124  | 16                     | 27                     | 50                             | 7        | 100   | 124        | 25                     | 33                     | 39                             | 3        | 100        |
| Not employed    | 177                            | 13   | 26                     | 53                     | 8                              | 100      | 177   | 24         | 30                     | 41                     | 5                              | 100      |            |
| Monthly income  | Under 1000 MDL                 | 120  | 16                     | 20                     | 57                             | 6        | 100   | 120        | 27                     | 26                     | 43                             | 5        | 100        |
|                 | 1001-2000 MDL                  | 169  | 20                     | 34                     | 42                             | 3        | 100   | 169        | 28                     | 40                     | 31                             | 1        | 100        |
|                 | 2001-3000 MDL                  | 164  | 24                     | 40                     | 29                             | 7        | 100   | 164        | 34                     | 36                     | 25                             | 4        | 100        |
|                 | 3001-4000 MDL                  | 95   | 33                     | 35                     | 29                             | 3        | 100   | 95         | 46                     | 24                     | 26                             | 4        | 100        |
|                 | 4001-5000 MDL                  | 49   | 26                     | 49                     | 23                             | 2        | 100   | 49         | 32                     | 48                     | 18                             | 2        | 100        |
|                 | Over 5001 MDL                  | 28   | 34                     | 20                     | 33                             | 13       | 100   | 28         | 49                     | 30                     | 21                             | 0        | 100        |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 11: Interaction with law enforcement entities in 2011 and 2012**  
(%)

|                 |                                | N          | Notary    | Lawyers   | Courts of justice | Prosecutor's office and police departments etc. | Bailiffs | Prisons  | Ombudsman | Probation departments | Other law enforcement entity | Haven't addressed any institution |
|-----------------|--------------------------------|------------|-----------|-----------|-------------------|---|----------|----------|-----------|-----------------------|------------------------------|-----------------------------------|
| <b>Total</b>    |                                | <b>832</b> | <b>38</b> | <b>12</b> | <b>9</b>          | <b>6</b>  | <b>2</b> | <b>1</b> | <b>0</b>  | <b>0</b>              | <b>1</b>                     | <b>58</b>                         |
| Case            | Yes*                           | 348        | 53        | 30        | 100               | 23  | 9        | 2        | 4         | 1                     | 0                            | 0                                 |
|                 | No                             | 756        | 34        | 7         | 0                 | 4   | 0        | 1        | 0         | 0                     | 1                            | 64                                |
| Sex             | Male                           | 404        | 39        | 13        | 11                | 8   | 2        | 1        | 0         | 0                     | 1                            | 57                                |
|                 | Female                         | 428        | 37        | 10        | 8                 | 5   | 2        | 1        | 1         | 0                     | 1                            | 59                                |
| Area            | Rural                          | 457        | 32        | 8         | 9                 | 7   | 1        | 1        | 0         | 0                     | 1                            | 63                                |
|                 | Urban                          | 375        | 44        | 16        | 10                | 6   | 2        | 2        | 1         | 1                     | 1                            | 51                                |
| Spoken language | Romanian                       | 666        | 36        | 11        | 9                 | 5   | 2        | 0        | 0         | 0                     | 1                            | 60                                |
|                 | Russian                        | 149        | 46        | 13        | 10                | 11  | 1        | 3        | 2         | 1                     | 1                            | 51                                |
|                 | Other                          | 17         | 42        | 30        | 19                | 32  | 0        | 0        | 0         | 0                     | 0                            | 47                                |
| Age             | 18-25 years old                | 176        | 36        | 7         | 7                 | 3   | 1        | 0        | 0         | 0                     | 1                            | 60                                |
|                 | 26-35 years old                | 201        | 49        | 17        | 8                 | 10  | 1        | 2        | 1         | 1                     | 1                            | 46                                |
|                 | 36-45 years old                | 155        | 48        | 15        | 13                | 7   | 2        | 1        | 0         | 0                     | 1                            | 46                                |
|                 | 46-55 years old                | 173        | 32        | 10        | 13                | 8   | 4        | 1        | 1         | 1                     | 2                            | 62                                |
|                 | 56-65 years old                | 127        | 17        | 6         | 4                 | 3   | 1        | 1        | 0         | 0                     | 0                            | 82                                |
| Education level | Primary education              | 10         | 9         | 0         | 0                 | 0   | 0        | 0        | 0         | 0                     | 0                            | 91                                |
|                 | Incomplete secondary education | 110        | 21        | 3         | 5                 | 6   | 0        | 3        | 0         | 0                     | 0                            | 77                                |
|                 | High school                    | 165        | 29        | 7         | 6                 | 4   | 1        | 1        | 0         | 0                     | 0                            | 66                                |
|                 | Professional studies           | 131        | 23        | 7         | 5                 | 5   | 1        | 0        | 0         | 0                     | 1                            | 73                                |
|                 | Vocational secondary education | 186        | 45        | 13        | 12                | 6   | 2        | 1        | 0         | 0                     | 2                            | 51                                |
|                 | Higher education               | 220        | 58        | 22        | 15                | 10  | 4        | 1        | 2         | 1                     | 1                            | 36                                |
| Occupation      | Pupil / Student                | 88         | 34        | 6         | 5                 | 2   | 0        | 1        | 0         | 0                     | 0                            | 65                                |
|                 | Household                      | 50         | 48        | 13        | 13                | 5   | 2        | 4        | 0         | 0                     | 2                            | 42                                |
|                 | Empl. of a private comp        | 157        | 49        | 15        | 12                | 6   | 2        | 1        | 2         | 1                     | 1                            | 47                                |
|                 | Empl. of a state-owned comp.   | 135        | 53        | 21        | 16                | 12  | 3        | 1        | 0         | 0                     | 2                            | 43                                |
|                 | Owns his own business          | 26         | 63        | 31        | 16                | 5   | 0        | 0        | 0         | 0                     | 0                            | 26                                |
|                 | Self-employed                  | 52         | 44        | 14        | 16                | 15  | 7        | 0        | 0         | 0                     | 0                            | 47                                |
|                 | Retired                        | 124        | 16        | 5         | 4                 | 3   | 2        | 2        | 1         | 1                     | 0                            | 82                                |
| Not employed    | 177                            | 23         | 5         | 4         | 3                 | 0   | 1        | 0        | 0         | 1                     | 72                           |                                   |
| Monthly income  | Under 1000 MDL                 | 120        | 12        | 1         | 2                 | 1   | 0        | 0        | 0         | 0                     | 2                            | 85                                |
|                 | 1001-2000 MDL                  | 169        | 30        | 10        | 3                 | 4   | 2        | 1        | 0         | 0                     | 1                            | 67                                |
|                 | 2001-3000 MDL                  | 164        | 46        | 17        | 15                | 16  | 1        | 2        | 1         | 0                     | 0                            | 48                                |
|                 | 3001-4000 MDL                  | 95         | 51        | 19        | 16                | 6   | 4        | 0        | 0         | 0                     | 0                            | 43                                |
|                 | 4001-5000 MDL                  | 49         | 56        | 23        | 21                | 5   | 0        | 2        | 3         | 3                     | 7                            | 34                                |
|                 | Over 5001 MDL                  | 28         | 70        | 14        | 11                | 16  | 8        | 0        | 0         | 0                     | 0                            | 27                                |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 12: Legal services used in 2011 and 2012**  
(%)

|                 |                                | N          | Authentication of documents (at the notary) | Preparation / drafting legal documents | Legal consultation services | Participation in a trial | Request to execute a court decision | Debts collection | Other legal service | DK/ NR | Have not benefited of any services |
|-----------------|--------------------------------|------------|---|--|-----------------------------|--------------------------|-------------------------------------|------------------|---------------------|--------|------------------------------------|
| <b>Total</b>    |                                | <b>832</b> | 34  | 14                                     | 10                          | 10                       | 3                                   | 1                | 1                   | 5      | 56                                 |
| Case            | Yes*                           | 348        | 46  | 34                                     | 26                          | 93                       | 17                                  | 5                | 1                   | 1      | 0                                  |
|                 | No                             | 756        | 30  | 11                                     | 8                           | 2                        | 1                                   | 1                | 1                   | 5      | 61                                 |
| Sex             | Male                           | 404        | 35  | 14                                     | 10                          | 13                       | 3                                   | 1                | 0                   | 3      | 56                                 |
|                 | Female                         | 428        | 33  | 13                                     | 10                          | 8                        | 4                                   | 1                | 1                   | 6      | 55                                 |
| Area            | Rural                          | 457        | 30  | 10                                     | 7                           | 9                        | 3                                   | 1                | 0                   | 4      | 62                                 |
|                 | Urban                          | 375        | 38  | 18                                     | 14                          | 11                       | 3                                   | 1                | 1                   | 5      | 49                                 |
| Spoken language | Romanian                       | 666        | 34  | 13                                     | 10                          | 10                       | 3                                   | 1                | 1                   | 4      | 58                                 |
|                 | Russian                        | 149        | 35  | 16                                     | 12                          | 10                       | 5                                   | 1                | 2                   | 8      | 46                                 |
|                 | Other                          | 17         | 37  | 30                                     | 20                          | 19                       | 0                                   | 0                | 0                   | 11     | 53                                 |
| Age             | 18-25 years old                | 176        | 33  | 12                                     | 5                           | 7                        | 1                                   | 2                | 0                   | 5      | 57                                 |
|                 | 26-35 years old                | 201        | 43  | 20                                     | 15                          | 12                       | 3                                   | 1                | 0                   | 4      | 45                                 |
|                 | 36-45 years old                | 155        | 44  | 15                                     | 14                          | 13                       | 4                                   | 1                | 2                   | 5      | 43                                 |
|                 | 46-55 years old                | 173        | 29  | 12                                     | 10                          | 13                       | 7                                   | 1                | 1                   | 6      | 59                                 |
|                 | 56-65 years old                | 127        | 15  | 6                                      | 7                           | 5                        | 1                                   | 1                | 0                   | 2      | 81                                 |
| Education level | Primary education              | 10         | 9   | 0                                      | 0                           | 0                        | 0                                   | 0                | 0                   | 0      | 91                                 |
|                 | Incomplete secondary education | 110        | 18  | 6                                      | 2                           | 5                        | 0                                   | 0                | 0                   | 1      | 80                                 |
|                 | High school                    | 165        | 28  | 8                                      | 9                           | 5                        | 2                                   | 1                | 0                   | 6      | 62                                 |
|                 | Professional studies           | 131        | 20  | 9                                      | 3                           | 5                        | 2                                   | 0                | 1                   | 7      | 67                                 |
|                 | Vocational secondary education | 186        | 40  | 16                                     | 12                          | 12                       | 5                                   | 0                | 1                   | 3      | 51                                 |
|                 | Higher education               | 220        | 52  | 24                                     | 20                          | 19                       | 6                                   | 4                | 2                   | 4      | 34                                 |
| Occupation      | Pupil / Student                | 88         | 31  | 12                                     | 4                           | 5                        | 1                                   | 1                | 1                   | 8      | 58                                 |
|                 | Household                      | 50         | 42  | 15                                     | 9                           | 11                       | 4                                   | 0                | 0                   | 2      | 46                                 |
|                 | Empl. of a private comp        | 157        | 42  | 18                                     | 15                          | 14                       | 4                                   | 2                | 1                   | 3      | 47                                 |
|                 | Empl. of a state-owned comp.   | 135        | 45  | 23                                     | 19                          | 18                       | 8                                   | 1                | 2                   | 2      | 43                                 |
|                 | Owns his own business          | 26         | 59  | 19                                     | 16                          | 22                       | 0                                   | 0                | 0                   | 0      | 29                                 |
|                 | Self-employed                  | 52         | 44  | 18                                     | 14                          | 18                       | 4                                   | 0                | 0                   | 5      | 49                                 |
|                 | Retired                        | 124        | 15  | 4                                      | 5                           | 4                        | 2                                   | 1                | 0                   | 3      | 80                                 |
|                 | Not employed                   | 177        | 22  | 7                                      | 6                           | 4                        | 2                                   | 1                | 0                   | 8      | 67                                 |
| Monthly income  | Under 1000 MDL                 | 120        | 13  | 6                                      | 3                           | 2                        | 1                                   | 1                | 0                   | 7      | 81                                 |
|                 | 1001-2000 MDL                  | 169        | 29  | 8                                      | 10                          | 4                        | 1                                   | 2                | 1                   | 5      | 63                                 |
|                 | 2001-3000 MDL                  | 164        | 40  | 19                                     | 14                          | 17                       | 5                                   | 1                | 1                   | 3      | 50                                 |
|                 | 3001-4000 MDL                  | 95         | 42  | 17                                     | 17                          | 15                       | 8                                   | 2                | 1                   | 4      | 41                                 |
|                 | 4001-5000 MDL                  | 49         | 49  | 26                                     | 15                          | 25                       | 5                                   | 0                | 0                   | 2      | 41                                 |
|                 | Over 5001 MDL                  | 28         | 52  | 24                                     | 31                          | 15                       | 8                                   | 4                | 3                   | 0      | 34                                 |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

## Appendix 13: Courts that people interacted with in 2011 and 2012

(%)

|                 |                                | N          | Courts    | Court of Appeals | Supreme Court of Justice | DK/ NR   |
|-----------------|--------------------------------|------------|-----------|------------------|--------------------------|----------|
| <b>Total</b>    |                                | <b>348</b> | <b>89</b> | <b>18</b>        | <b>5</b>                 | <b>3</b> |
| Sex             | Male                           | 177        | 87        | 19               | 3                        | 3        |
|                 | Female                         | 171        | 91        | 17               | 8                        | 2        |
| Area            | Rural                          | 105        | 90        | 13               | 5                        | 6        |
|                 | Urban                          | 243        | 89        | 20               | 6                        | 1        |
| Spoken language | Romanian                       | 234        | 87        | 22               | 7                        | 3        |
|                 | Russian                        | 109        | 93        | 9                | 1                        | 2        |
|                 | Other                          | 3          | 100       | 26               | 0                        | 0        |
| Age             | 18-25 years old                | 56         | 90        | 22               | 4                        | 0        |
|                 | 26-35 years old                | 104        | 87        | 13               | 3                        | 5        |
|                 | 36-45 years old                | 87         | 93        | 18               | 6                        | 2        |
|                 | 46-55 years old                | 79         | 88        | 22               | 9                        | 1        |
|                 | 56-65 years old                | 22         | 87        | 19               | 4                        | 4        |
| Education level | Primary education              | 0          | 0         | 0                | 0                        | 0        |
|                 | Incomplete secondary education | 23         | 91        | 31               | 13                       | 0        |
|                 | High school                    | 39         | 91        | 6                | 0                        | 5        |
|                 | Professional studies           | 32         | 89        | 5                | 2                        | 8        |
|                 | Vocational secondary education | 100        | 89        | 14               | 5                        | 2        |
|                 | Higher education               | 154        | 89        | 25               | 7                        | 2        |
| Occupation      | Pupil / Student                | 13         | 82        | 31               | 0                        | 0        |
|                 | Household                      | 14         | 86        | 7                | 0                        | 14       |
|                 | Empl. of a private comp        | 87         | 87        | 20               | 12                       | 3        |
|                 | Empl. of a state-owned comp.   | 78         | 90        | 16               | 7                        | 1        |
|                 | Owns his own business          | 27         | 81        | 31               | 0                        | 6        |
|                 | Self-employed                  | 54         | 92        | 14               | 2                        | 2        |
|                 | Retired                        | 11         | 91        | 22               | 13                       | 0        |
|                 | Not employed                   | 61         | 94        | 14               | 1                        | 2        |
| Monthly income  | Under 1000 MDL                 | 13         | 93        | 7                | 0                        | 0        |
|                 | 1001-2000 MDL                  | 45         | 92        | 5                | 0                        | 5        |
|                 | 2001-3000 MDL                  | 106        | 95        | 12               | 2                        | 1        |
|                 | 3001-4000 MDL                  | 46         | 96        | 15               | 11                       | 0        |
|                 | 4001-5000 MDL                  | 27         | 96        | 24               | 6                        | 4        |
|                 | Over 5001 MDL                  | 29         | 85        | 50               | 3                        | 3        |

**Appendix 14: Involvement in trials in 2011 and 2012**  
(%)

|                    |                                | N          | Claimant/<br>injured party | Witness | Defendant/ the<br>defense/<br>accused/<br>suspect | Other | NK/ NR |
|--------------------|--------------------------------|------------|----------------------------|---------|---|-------|--------|
| <b>Total</b>       |                                | <b>348</b> | 42                         | 38      | 20  | 1     | 6      |
| Sex                | Male                           | 177        | 38                         | 33      | 26  | 1     | 4      |
|                    | Female                         | 171        | 45                         | 43      | 15  | 1     | 4      |
| Area               | Rural                          | 105        | 37                         | 37      | 23  | 0     | 5      |
|                    | Urban                          | 243        | 44                         | 38      | 19  | 1     | 3      |
| Spoken<br>language | Romanian                       | 234        | 44                         | 30      | 25  | 1     | 5      |
|                    | Russian                        | 109        | 38                         | 52      | 11  | 1     | 1      |
|                    | Other                          | 3          | 0                          | 100     | 0   | 0     | 0      |
| Age                | 18-25 years old                | 56         | 36                         | 50      | 19  | 2     | 0      |
|                    | 26-35 years old                | 104        | 43                         | 31      | 22  | 0     | 6      |
|                    | 36-45 years old                | 87         | 39                         | 37      | 22  | 0     | 5      |
|                    | 46-55 years old                | 79         | 49                         | 40      | 17  | 2     | 1      |
|                    | 56-65 years old                | 22         | 34                         | 31      | 24  | 5     | 8      |
| Education level    | Primary education              | 0          | 0                          | 0       | 0   | 0     | 0      |
|                    | Incomplete secondary education | 23         | 18                         | 41      | 42  | 0     | 3      |
|                    | High school                    | 39         | 32                         | 52      | 14  | 0     | 7      |
|                    | Professional studies           | 32         | 46                         | 34      | 20  | 0     | 3      |
|                    | Vocational secondary education | 100        | 42                         | 43      | 15  | 0     | 2      |
|                    | Higher education               | 154        | 47                         | 31      | 23  | 2     | 4      |
| Occupation         | Pupil / Student                | 13         | 13                         | 79      | 15  | 0     | 0      |
|                    | Household                      | 14         | 53                         | 32      | 6   | 0     | 15     |
|                    | Empl. of a private comp        | 87         | 48                         | 29      | 22  | 0     | 5      |
|                    | Empl. of a state-owned comp.   | 78         | 33                         | 44      | 17  | 1     | 6      |
|                    | Owns his own business          | 27         | 58                         | 24      | 19  | 0     | 0      |
|                    | Self-employed                  | 54         | 52                         | 44      | 8   | 0     | 0      |
|                    | Retired                        | 11         | 38                         | 34      | 38  | 22    | 7      |
|                    | Not employed                   | 61         | 34                         | 31      | 36  | 0     | 2      |
| Monthly income     | Under 1000 MDL                 | 13         | 44                         | 27      | 23  | 0     | 6      |
|                    | 1001-2000 MDL                  | 45         | 43                         | 43      | 17  | 0     | 2      |
|                    | 2001-3000 MDL                  | 106        | 38                         | 51      | 11  | 1     | 2      |
|                    | 3001-4000 MDL                  | 46         | 41                         | 33      | 26  | 2     | 2      |
|                    | 4001-5000 MDL                  | 27         | 37                         | 25      | 35  | 0     | 4      |
|                    | Over 5001 MDL                  | 29         | 44                         | 16      | 31  | 0     | 12     |

**Appendix 15: Representation in the first instance  
(%)**

|                        |                                | <b>N</b>   | <b>No, I went individually</b> | <b>Yes, by contracted lawyer</b> | <b>Yes, by lawyer provided by the state</b> | <b>DK/ NR</b> | <b>Total, %</b> |
|------------------------|--------------------------------|------------|--------------------------------|----------------------------------|---|---------------|-----------------|
| <b>Total</b>           |                                | <b>226</b> | <b>28</b>                      | <b>48</b>                        | <b>15</b>                                   | <b>8</b>      | <b>100</b>      |
| <b>Sex</b>             | Male                           | <b>120</b> | 27                             | 53                               | 11  | 9             | <b>100</b>      |
|                        | Female                         | <b>106</b> | 30                             | 43                               | 20  | 7             | <b>100</b>      |
| <b>Area</b>            | Rural                          | <b>68</b>  | 28                             | 51                               | 15  | 5             | <b>100</b>      |
|                        | Urban                          | <b>158</b> | 28                             | 47                               | 15  | 10            | <b>100</b>      |
| <b>Spoken language</b> | Romanian                       | <b>171</b> | 30                             | 53                               | 7   | 9             | <b>100</b>      |
|                        | Russian                        | <b>55</b>  | 21                             | 35                               | 38  | 6             | <b>100</b>      |
|                        | Other                          | <b>0</b>   | 0                              | 0                                | 0   | 0             | <b>0</b>        |
| <b>Age</b>             | 18-25 years old                | <b>31</b>  | 31                             | 44                               | 10  | 15            | <b>100</b>      |
|                        | 26-35 years old                | <b>72</b>  | 32                             | 47                               | 14  | 8             | <b>100</b>      |
|                        | 36-45 years old                | <b>57</b>  | 30                             | 50                               | 12  | 9             | <b>100</b>      |
|                        | 46-55 years old                | <b>52</b>  | 18                             | 50                               | 26  | 5             | <b>100</b>      |
|                        | 56-65 years old                | <b>15</b>  | 30                             | 55                               | 9   | 6             | <b>100</b>      |
| <b>Education level</b> | Primary education              | <b>0</b>   | 0                              | 0                                | 0   | 0             | <b>0</b>        |
|                        | Incomplete secondary education | <b>14</b>  | 20                             | 62                               | 18  | 0             | <b>100</b>      |
|                        | High school                    | <b>21</b>  | 23                             | 41                               | 18  | 18            | <b>100</b>      |
|                        | Professional studies           | <b>22</b>  | 35                             | 38                               | 22  | 5             | <b>100</b>      |
|                        | Vocational secondary education | <b>58</b>  | 24                             | 41                               | 25  | 10            | <b>100</b>      |
|                        | Higher education               | <b>111</b> | 31                             | 54                               | 7   | 8             | <b>100</b>      |
| <b>Occupation</b>      | Pupil / Student                | <b>3</b>   | 0                              | 100                              | 0   | 0             | <b>100</b>      |
|                        | Household                      | <b>10</b>  | 37                             | 52                               | 0   | 11            | <b>100</b>      |
|                        | Empl. of a private comp        | <b>64</b>  | 29                             | 50                               | 10  | 10            | <b>100</b>      |
|                        | Empl. of a state-owned comp.   | <b>45</b>  | 27                             | 47                               | 15  | 12            | <b>100</b>      |
|                        | Owns his own business          | <b>21</b>  | 16                             | 70                               | 8   | 6             | <b>100</b>      |
|                        | Self-employed                  | <b>33</b>  | 10                             | 47                               | 31  | 12            | <b>100</b>      |
|                        | Retired                        | <b>9</b>   | 41                             | 59                               | 0   | 0             | <b>100</b>      |
|                        | Not employed                   | <b>42</b>  | 44                             | 32                               | 22  | 2             | <b>100</b>      |
| <b>Monthly income</b>  | Under 1000 MDL                 | <b>10</b>  | 26                             | 48                               | 25  | 0             | <b>100</b>      |
|                        | 1001-2000 MDL                  | <b>26</b>  | 29                             | 37                               | 24  | 9             | <b>100</b>      |
|                        | 2001-3000 MDL                  | <b>56</b>  | 23                             | 43                               | 29  | 4             | <b>100</b>      |
|                        | 3001-4000 MDL                  | <b>32</b>  | 32                             | 48                               | 15  | 6             | <b>100</b>      |
|                        | 4001-5000 MDL                  | <b>20</b>  | 23                             | 72                               | 0   | 5             | <b>100</b>      |
|                        | Over 5001 MDL                  | <b>25</b>  | 35                             | 62                               | 0   | 4             | <b>100</b>      |

**Appendix 16: Accessibility of legal information  
(1 to 5)**

|                 |                                | <b>N</b>   | <b>Mean</b> |
|-----------------|--------------------------------|------------|-------------|
| <b>Total</b>    |                                | <b>765</b> | <b>3,44</b> |
| Case            | Yes*                           | <b>323</b> | 3,46        |
|                 | No                             | <b>691</b> | 3,42        |
| Sex             | Male                           | <b>382</b> | 3,41        |
|                 | Female                         | <b>383</b> | 3,46        |
| Area            | Rural                          | <b>421</b> | 3,36        |
|                 | Urban                          | <b>345</b> | 3,53        |
| Spoken language | Romanian                       | <b>611</b> | 3,42        |
|                 | Russian                        | <b>137</b> | 3,50        |
|                 | Other                          | <b>17</b>  | 3,42        |
| Age             | 18-25 years old                | <b>161</b> | 3,68        |
|                 | 26-35 years old                | <b>192</b> | 3,48        |
|                 | 36-45 years old                | <b>146</b> | 3,62        |
|                 | 46-55 years old                | <b>163</b> | 3,13        |
|                 | 56-65 years old                | <b>104</b> | 3,21        |
| Education level | Primary education              | <b>8</b>   | 2,51        |
|                 | Incomplete secondary education | <b>100</b> | 3,08        |
|                 | High school                    | <b>156</b> | 3,43        |
|                 | Professional studies           | <b>110</b> | 3,39        |
|                 | Vocational secondary education | <b>170</b> | 3,54        |
|                 | Higher education               | <b>215</b> | 3,60        |
| Occupation      | Pupil / Student                | <b>82</b>  | 3,64        |
|                 | Household                      | <b>44</b>  | 3,71        |
|                 | Empl. of a private comp        | <b>151</b> | 3,53        |
|                 | Empl. of a state-owned comp.   | <b>127</b> | 3,50        |
|                 | Owns his own business          | <b>26</b>  | 3,93        |
|                 | Self-employed                  | <b>51</b>  | 3,58        |
|                 | Retired                        | <b>104</b> | 3,10        |
|                 | Not employed                   | <b>163</b> | 3,20        |
| Monthly income  | Under 1000 MDL                 | <b>102</b> | 2,99        |
|                 | 1001-2000 MDL                  | <b>156</b> | 3,37        |
|                 | 2001-3000 MDL                  | <b>154</b> | 3,60        |
|                 | 3001-4000 MDL                  | <b>94</b>  | 3,49        |
|                 | 4001-5000 MDL                  | <b>46</b>  | 3,58        |
|                 | Over 5001 MDL                  | <b>28</b>  | 3,89        |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 17: Reasons legal information is not accessible according to respondents who scored accessibility at 3, 4 or 5 (%)**

|                 |                                | N          | Insufficient / superficial informing | Need to pay for obtaining information | Difficulty of accessing it / do not know where to search | Corruption | Convenience of those who lack of information | Unclear information | Not interested | Say one thing and do another | Interpretation of rights in the interests of a certain party | Other | Did not face it / have not addressed it | DK/ NR |
|-----------------|--------------------------------|------------|--------------------------------------|---------------------------------------|--|------------|--|---------------------|----------------|------------------------------|--|-------|---|--------|
| <b>Total</b>    |                                | <b>273</b> | 22                                   | 21                                    | 10   | 5          | 5  | 3                   | 2              | 1                            | 0  | 15    | 4                                       | 31     |
| Case            | Yes*                           | 93         | 20                                   | 29                                    | 16   | 11         | 8  | 21                  | 5              | 1                            | 2  | 20    | 0                                       | 4      |
|                 | No                             | 255        | 22                                   | 20                                    | 11   | 5          | 4  | 3                   | 2              | 1                            | 0  | 14    | 4                                       | 32     |
| Sex             | Male                           | 142        | 19                                   | 23                                    | 12   | 4          | 2  | 4                   | 2              | 2                            | 0  | 12    | 3                                       | 33     |
|                 | Female                         | 131        | 24                                   | 19                                    | 8  | 6          | 7  | 2                   | 3              | 0                            | 1  | 18    | 4                                       | 28     |
| Area            | Rural                          | 151        | 14                                   | 19                                    | 9  | 4          | 4  | 3                   | 3              | 0                            | 0  | 15    | 3                                       | 38     |
|                 | Urban                          | 122        | 30                                   | 23                                    | 12   | 6          | 6  | 4                   | 2              | 2                            | 1  | 15    | 4                                       | 22     |
| Spoken language | Romanian                       | 219        | 22                                   | 18                                    | 10   | 4          | 5  | 4                   | 3              | 1                            | 0  | 13    | 3                                       | 34     |
|                 | Russian                        | 48         | 24                                   | 36                                    | 10   | 11         | 5  | 2                   | 0              | 2                            | 0  | 20    | 4                                       | 19     |
|                 | Other                          | 6          | 0                                    | 34                                    | 16   | 0          | 0  | 0                   | 0              | 0                            | 0  | 34    | 16                                      | 17     |
| Age             | 18-25 years old                | 45         | 16                                   | 14                                    | 9  | 4          | 11   | 4                   | 4              | 0                            | 2  | 18    | 2                                       | 41     |
|                 | 26-35 years old                | 69         | 22                                   | 28                                    | 4  | 6          | 1  | 1                   | 0              | 2                            | 0  | 17    | 7                                       | 28     |
|                 | 36-45 years old                | 41         | 17                                   | 22                                    | 9  | 9          | 0  | 5                   | 0              | 0                            | 0  | 18    | 0                                       | 27     |
|                 | 46-55 years old                | 74         | 28                                   | 19                                    | 13   | 4          | 4  | 4                   | 5              | 0                            | 0  | 11    | 2                                       | 32     |
|                 | 56-65 years old                | 43         | 19                                   | 21                                    | 17   | 2          | 11   | 4                   | 2              | 2                            | 0  | 15    | 6                                       | 28     |
| Education level | Primary education              | 4          | 21                                   | 0                                     | 26   | 0          | 0  | 0                   | 0              | 0                            | 0  | 0     | 0                                       | 53     |
|                 | Incomplete secondary education | 48         | 13                                   | 18                                    | 17   | 4          | 4  | 4                   | 0              | 0                            | 0  | 10    | 4                                       | 44     |
|                 | High school                    | 54         | 20                                   | 24                                    | 7  | 6          | 8  | 1                   | 3              | 0                            | 0  | 13    | 5                                       | 40     |
|                 | Professional studies           | 42         | 19                                   | 13                                    | 2  | 6          | 0  | 0                   | 8              | 0                            | 0  | 15    | 7                                       | 40     |
|                 | Vocational secondary education | 54         | 26                                   | 21                                    | 15   | 5          | 1  | 6                   | 2              | 0                            | 0  | 16    | 2                                       | 22     |
|                 | Higher education               | 66         | 27                                   | 27                                    | 8  | 4          | 9  | 4                   | 1              | 4                            | 1  | 22    | 2                                       | 13     |
| Occupation      | Pupil / Student                | 27         | 12                                   | 12                                    | 6  | 3          | 12   | 3                   | 6              | 0                            | 3  | 12    | 3                                       | 40     |
|                 | Household                      | 12         | 23                                   | 31                                    | 7  | 0          | 0  | 0                   | 0              | 0                            | 0  | 8     | 8                                       | 22     |
|                 | Empl. of a private comp        | 47         | 34                                   | 33                                    | 6  | 7          | 3  | 5                   | 0              | 3                            | 0  | 17    | 0                                       | 22     |
|                 | Empl. of a state-owned comp.   | 46         | 27                                   | 21                                    | 11   | 6          | 0  | 7                   | 3              | 0                            | 0  | 18    | 5                                       | 23     |
|                 | Owns his own business          | 6          | 45                                   | 62                                    | 0  | 0          | 0  | 0                   | 0              | 0                            | 0  | 0     | 0                                       | 18     |
|                 | Self-employed                  | 15         | 30                                   | 25                                    | 18   | 0          | 9  | 0                   | 0              | 6                            | 0  | 21    | 0                                       | 23     |
|                 | Retired                        | 47         | 22                                   | 19                                    | 14   | 2          | 10   | 2                   | 2              | 0                            | 0  | 14    | 6                                       | 30     |
| Not employed    | 69                             | 6          | 14                                   | 10                                    | 8  | 3          | 3  | 4                   | 0              | 0                            | 14   | 4     | 45                                      |        |
| Monthly income  | Under 1000 MDL                 | 47         | 10                                   | 14                                    | 5  | 4          | 5  | 0                   | 5              | 0                            | 0  | 17    | 0                                       | 52     |
|                 | 1001-2000 MDL                  | 57         | 23                                   | 29                                    | 9  | 6          | 6  | 3                   | 2              | 2                            | 0  | 17    | 4                                       | 26     |
|                 | 2001-3000 MDL                  | 43         | 24                                   | 29                                    | 14   | 11         | 4  | 6                   | 0              | 0                            | 0  | 23    | 8                                       | 13     |
|                 | 3001-4000 MDL                  | 31         | 30                                   | 41                                    | 12   | 0          | 8  | 5                   | 0              | 0                            | 0  | 20    | 3                                       | 3      |
|                 | 4001-5000 MDL                  | 13         | 42                                   | 11                                    | 6  | 0          | 6  | 0                   | 0              | 11                           | 6  | 27    | 0                                       | 13     |
|                 | Over 5001 MDL                  | 7          | 38                                   | 17                                    | 17   | 14         | 0  | 31                  | 0              | 0                            | 0  | 17    | 0                                       | 0      |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 18: Willingness of institutions to provide information in 2011 and 2012**  
(%)

|                  |                                | Notary     |            | Lawyer     |            | Courts of justice |            | Prosecutor's office and police etc. |            |
|------------------|--------------------------------|------------|------------|------------|------------|-------------------|------------|-------------------------------------|------------|
|                  |                                | N          | Mean       | N          | Mean       | N                 | Mean       | N                                   | Mean       |
| <b>Total</b>     |                                | <b>285</b> | <b>4,2</b> | <b>90</b>  | <b>3,9</b> | <b>76</b>         | <b>3,5</b> | <b>52</b>                           | <b>3,2</b> |
| Case             | Yes*                           | <b>182</b> | <b>3,8</b> | <b>97</b>  | <b>4,0</b> | <b>335</b>        | <b>3,2</b> | <b>81</b>                           | <b>3,3</b> |
|                  | No                             | <b>230</b> | <b>4,2</b> | <b>53</b>  | <b>3,9</b> | <b>0</b>          | <b>.</b>   | <b>26</b>                           | <b>3,1</b> |
| Sex              | Male                           | <b>139</b> | <b>4,1</b> | <b>51</b>  | <b>3,8</b> | <b>43</b>         | <b>3,6</b> | <b>34</b>                           | <b>3,3</b> |
|                  | Female                         | <b>146</b> | <b>4,3</b> | <b>39</b>  | <b>4,0</b> | <b>29</b>         | <b>3,0</b> | <b>18</b>                           | <b>3,1</b> |
| Area             | Rural                          | <b>128</b> | <b>4,1</b> | <b>31</b>  | <b>3,6</b> | <b>37</b>         | <b>3,4</b> | <b>30</b>                           | <b>3,2</b> |
|                  | Urban                          | <b>157</b> | <b>4,3</b> | <b>59</b>  | <b>4,0</b> | <b>35</b>         | <b>3,3</b> | <b>23</b>                           | <b>3,3</b> |
| Spoken language  | Romanian                       | <b>212</b> | <b>4,1</b> | <b>65</b>  | <b>3,8</b> | <b>54</b>         | <b>3,3</b> | <b>30</b>                           | <b>3,0</b> |
|                  | Russian                        | <b>66</b>  | <b>4,4</b> | <b>19</b>  | <b>4,3</b> | <b>15</b>         | <b>3,5</b> | <b>16</b>                           | <b>3,6</b> |
|                  | Other                          | <b>7</b>   | <b>4,6</b> | <b>5</b>   | <b>3,7</b> | <b>3</b>          | <b>4,1</b> | <b>5</b>                            | <b>3,6</b> |
| Age              | 18-25 years old                | <b>56</b>  | <b>4,3</b> | <b>13</b>  | <b>4,1</b> | <b>12</b>         | <b>3,5</b> | <b>5</b>                            | <b>3,2</b> |
|                  | 26-35 years old                | <b>91</b>  | <b>4,2</b> | <b>32</b>  | <b>3,9</b> | <b>16</b>         | <b>3,4</b> | <b>20</b>                           | <b>3,1</b> |
|                  | 36-45 years old                | <b>68</b>  | <b>4,2</b> | <b>24</b>  | <b>3,7</b> | <b>18</b>         | <b>3,4</b> | <b>11</b>                           | <b>3,3</b> |
|                  | 46-55 years old                | <b>51</b>  | <b>4,1</b> | <b>16</b>  | <b>3,9</b> | <b>20</b>         | <b>3,2</b> | <b>14</b>                           | <b>3,3</b> |
|                  | 56-65 years old                | <b>19</b>  | <b>4,5</b> | <b>5</b>   | <b>4,0</b> | <b>5</b>          | <b>3,7</b> | <b>3</b>                            | <b>3,6</b> |
| Education level  | Primary education              | <b>1</b>   | <b>5,0</b> | <b>0</b>   | <b>.</b>   | <b>0</b>          | <b>.</b>   | <b>0</b>                            | <b>.</b>   |
|                  | Incomplete secondary education | <b>20</b>  | <b>4,0</b> | <b>4</b>   | <b>4,0</b> | <b>5</b>          | <b>2,7</b> | <b>7</b>                            | <b>2,8</b> |
|                  | High school                    | <b>42</b>  | <b>4,0</b> | <b>11</b>  | <b>3,6</b> | <b>9</b>          | <b>3,6</b> | <b>6</b>                            | <b>3,0</b> |
|                  | Professional studies           | <b>25</b>  | <b>4,1</b> | <b>8</b>   | <b>4,1</b> | <b>7</b>          | <b>3,4</b> | <b>6</b>                            | <b>3,0</b> |
|                  | Vocational secondary education | <b>75</b>  | <b>4,4</b> | <b>21</b>  | <b>4,0</b> | <b>19</b>         | <b>3,2</b> | <b>11</b>                           | <b>3,7</b> |
| Higher education | <b>121</b>                     | <b>4,2</b> | <b>47</b>  | <b>3,9</b> | <b>32</b>  | <b>3,5</b>        | <b>22</b>  | <b>3,2</b>                          |            |
| Occupation       | Pupil / Student                | <b>27</b>  | <b>4,1</b> | <b>5</b>   | <b>4,4</b> | <b>4</b>          | <b>3,4</b> | <b>2</b>                            | <b>3,5</b> |
|                  | Household                      | <b>21</b>  | <b>4,4</b> | <b>7</b>   | <b>3,8</b> | <b>6</b>          | <b>3,5</b> | <b>3</b>                            | <b>4,0</b> |
|                  | Empl. of a private comp        | <b>70</b>  | <b>4,2</b> | <b>21</b>  | <b>4,0</b> | <b>16</b>         | <b>3,1</b> | <b>10</b>                           | <b>3,0</b> |
|                  | Empl. of a state-owned comp.   | <b>65</b>  | <b>4,2</b> | <b>26</b>  | <b>3,8</b> | <b>22</b>         | <b>3,4</b> | <b>16</b>                           | <b>3,4</b> |
|                  | Owns his own business          | <b>14</b>  | <b>4,0</b> | <b>8</b>   | <b>3,5</b> | <b>4</b>          | <b>3,5</b> | <b>1</b>                            | <b>3,0</b> |
|                  | Self-employed                  | <b>21</b>  | <b>4,5</b> | <b>8</b>   | <b>3,8</b> | <b>7</b>          | <b>3,5</b> | <b>8</b>                            | <b>3,0</b> |
|                  | Retired                        | <b>19</b>  | <b>4,3</b> | <b>5</b>   | <b>3,5</b> | <b>5</b>          | <b>3,2</b> | <b>3</b>                            | <b>2,6</b> |
| Not employed     | <b>38</b>                      | <b>4,1</b> | <b>10</b>  | <b>4,0</b> | <b>6</b>   | <b>3,2</b>        | <b>6</b>   | <b>3,6</b>                          |            |
| Monthly income   | Under 1000 MDL                 | <b>14</b>  | <b>4,5</b> | <b>1</b>   | <b>3,0</b> | <b>2</b>          | <b>4,0</b> | <b>1</b>                            | <b>1,0</b> |
|                  | 1001-2000 MDL                  | <b>45</b>  | <b>3,8</b> | <b>14</b>  | <b>3,5</b> | <b>5</b>          | <b>3,0</b> | <b>6</b>                            | <b>3,4</b> |
|                  | 2001-3000 MDL                  | <b>71</b>  | <b>4,4</b> | <b>26</b>  | <b>3,9</b> | <b>24</b>         | <b>3,5</b> | <b>27</b>                           | <b>3,5</b> |
|                  | 3001-4000 MDL                  | <b>43</b>  | <b>4,3</b> | <b>16</b>  | <b>4,0</b> | <b>14</b>         | <b>3,1</b> | <b>6</b>                            | <b>3,0</b> |
|                  | 4001-5000 MDL                  | <b>26</b>  | <b>3,9</b> | <b>11</b>  | <b>3,4</b> | <b>10</b>         | <b>3,5</b> | <b>2</b>                            | <b>3,0</b> |
|                  | Over 5001 MDL                  | <b>20</b>  | <b>4,6</b> | <b>4</b>   | <b>4,3</b> | <b>3</b>          | <b>3,6</b> | <b>5</b>                            | <b>3,0</b> |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 19: Availability of necessary information at court hearings**  
(%)

|                  |                                | <b>N</b>   | <b>Yes</b> | <b>Partially</b> | <b>No</b> | <b>DK/ NR</b> | <b>Total, %</b> |
|------------------|--------------------------------|------------|------------|------------------|-----------|---------------|-----------------|
| <b>Total</b>     |                                | <b>348</b> | <b>68</b>  | <b>10</b>        | <b>12</b> | <b>10</b>     | <b>100</b>      |
| Sex              | Male                           | 44         | 59         | 7                | 17        | 17            | 100             |
|                  | Female                         | 33         | 75         | 13               | 7         | 5             | 100             |
| Area             | Rural                          | 40         | 61         | 8                | 14        | 18            | 100             |
|                  | Urban                          | 36         | 72         | 11               | 11        | 6             | 100             |
| Spoken language  | Romanian                       | 58         | 62         | 10               | 13        | 15            | 100             |
|                  | Russian                        | 15         | 71         | 9                | 14        | 6             | 100             |
|                  | Other                          | 3          | 100        | 0                | 0         | 0             | 100             |
| Age              | 18-25 years old                | 12         | 73         | 13               | 14        | 0             | 100             |
|                  | 26-35 years old                | 17         | 49         | 11               | 14        | 26            | 100             |
|                  | 36-45 years old                | 20         | 75         | 0                | 15        | 9             | 100             |
|                  | 46-55 years old                | 22         | 66         | 12               | 12        | 11            | 100             |
|                  | 56-65 years old                | 5          | 67         | 16               | 0         | 17            | 100             |
| Education level  | Primary education              | 0          | 0          | 0                | 0         | 0             | 0               |
|                  | Incomplete secondary education | 5          | 49         | 51               | 0         | 0             | 100             |
|                  | High school                    | 9          | 64         | 10               | 0         | 25            | 100             |
|                  | Professional studies           | 7          | 71         | 0                | 29        | 0             | 100             |
|                  | Vocational secondary education | 22         | 69         | 4                | 11        | 15            | 100             |
| Higher education | 34                             | 65         | 8          | 16               | 11        | 100           |                 |
| Occupation       | Pupil / Student                | 4          | 59         | 21               | 21        | 0             | 100             |
|                  | Household                      | 6          | 67         | 15               | 0         | 18            | 100             |
|                  | Empl. of a private comp        | 18         | 48         | 12               | 26        | 14            | 100             |
|                  | Empl. of a state-owned comp.   | 22         | 74         | 8                | 5         | 13            | 100             |
|                  | Owns his own business          | 4          | 46         | 0                | 29        | 25            | 100             |
|                  | Self-employed                  | 8          | 78         | 0                | 22        | 0             | 100             |
|                  | Retired                        | 5          | 82         | 0                | 0         | 18            | 100             |
|                  | Not employed                   | 6          | 65         | 22               | 0         | 13            | 100             |
| Monthly income   | Under 1000 MDL                 | 2          | 100        | 0                | 0         | 0             | 100             |
|                  | 1001-2000 MDL                  | 5          | 68         | 0                | 0         | 32            | 100             |
|                  | 2001-3000 MDL                  | 25         | 52         | 16               | 16        | 16            | 100             |
|                  | 3001-4000 MDL                  | 15         | 78         | 8                | 7         | 8             | 100             |
|                  | 4001-5000 MDL                  | 10         | 92         | 8                | 0         | 0             | 100             |
|                  | Over 5001 MDL                  | 3          | 100        | 0                | 0         | 0             | 100             |

**Appendix 20: Legal information respondents desired (spontaneous responses)**  
(%)

|                  |                                | N          | Procedures and document's preparation | His / hers rights and obligations | Fees and costs of the legal services | Legal assistance | Lawyer's services | Law and reforms | Everything /anything / various information | Institutions were to address different issues | Contact information and other information about the legal institutions | Corruption | Behavior in the court of justice | Other | DK/ NR |
|------------------|--------------------------------|------------|---------------------------------------|-----------------------------------|--------------------------------------|------------------|-------------------|-----------------|--|---|--|------------|----------------------------------|-------|--------|
| <b>Total</b>     |                                | <b>832</b> | 10                                    | 10                                | 4                                    | 3                | 2                 | 2               | 1  | 2   | 1  | 1          | 1                                | 5     | 66     |
| Case             | Yes*                           | 348        | 15                                    | 13                                | 8                                    | 2                | 2                 | 2               | 2  | 2   | 2  | 0          | 0                                | 5     | 61     |
|                  | No                             | 756        | 11                                    | 8                                 | 4                                    | 2                | 2                 | 1               | 1  | 2   | 1  | 1          | 0                                | 4     | 69     |
| Sex              | Male                           | 404        | 10                                    | 10                                | 3                                    | 4                | 2                 | 2               | 1  | 2   | 1  | 1          | 1                                | 5     | 66     |
|                  | Female                         | 428        | 11                                    | 9                                 | 5                                    | 2                | 2                 | 1               | 1  | 2   | 1  | 0          | 0                                | 4     | 67     |
| Area             | Rural                          | 457        | 11                                    | 6                                 | 5                                    | 1                | 1                 | 0               | 1  | 2   | 1  | 1          | 1                                | 3     | 72     |
|                  | Urban                          | 375        | 9                                     | 14                                | 4                                    | 5                | 3                 | 3               | 1  | 3   | 2  | 0          | 0                                | 6     | 59     |
| Spoken language  | Romanian                       | 666        | 10                                    | 9                                 | 4                                    | 3                | 2                 | 2               | 2  | 2   | 2  | 1          | 1                                | 4     | 67     |
|                  | Russian                        | 149        | 11                                    | 14                                | 6                                    | 3                | 3                 | 1               | 0  | 2   | 0  | 0          | 0                                | 9     | 62     |
|                  | Other                          | 17         | 6                                     | 0                                 | 16                                   | 0                | 0                 | 0               | 0  | 5   | 0  | 0          | 0                                | 5     | 73     |
| Age              | 18-25 years old                | 176        | 12                                    | 8                                 | 5                                    | 2                | 4                 | 1               | 0  | 3   | 1  | 1          | 0                                | 4     | 69     |
|                  | 26-35 years old                | 201        | 10                                    | 15                                | 4                                    | 4                | 2                 | 2               | 3  | 0   | 2  | 0          | 0                                | 4     | 62     |
|                  | 36-45 years old                | 155        | 14                                    | 5                                 | 8                                    | 1                | 1                 | 1               | 1  | 5   | 1  | 0          | 1                                | 4     | 64     |
|                  | 46-55 years old                | 173        | 12                                    | 13                                | 1                                    | 1                | 2                 | 2               | 2  | 2   | 1  | 1          | 1                                | 7     | 62     |
|                  | 56-65 years old                | 127        | 3                                     | 4                                 | 4                                    | 5                | 0                 | 1               | 0  | 0   | 1  | 0          | 1                                | 4     | 79     |
| Education level  | Primary education              | 10         | 0                                     | 9                                 | 0                                    | 0                | 0                 | 0               | 0  | 11  | 0  | 0          | 0                                | 0     | 80     |
|                  | Incomplete secondary education | 110        | 11                                    | 5                                 | 3                                    | 2                | 2                 | 1               | 1  | 2   | 0  | 1          | 1                                | 1     | 75     |
|                  | High school                    | 165        | 10                                    | 12                                | 2                                    | 2                | 1                 | 1               | 1  | 2   | 1  | 1          | 0                                | 4     | 68     |
|                  | Professional studies           | 131        | 10                                    | 5                                 | 5                                    | 2                | 2                 | 2               | 1  | 1   | 0  | 2          | 1                                | 7     | 69     |
|                  | Vocational secondary education | 186        | 11                                    | 11                                | 8                                    | 3                | 3                 | 0               | 1  | 3   | 2  | 0          | 1                                | 5     | 65     |
| Higher education | 220                            | 11         | 12                                    | 4                                 | 4                                    | 1                | 3                 | 2               | 1  | 3   | 0  | 0          | 5                                | 60    |        |
| Occupation       | Pupil / Student                | 88         | 10                                    | 7                                 | 5                                    | 4                | 4                 | 1               | 0  | 4   | 1  | 2          | 1                                | 3     | 69     |
|                  | Household                      | 50         | 9                                     | 15                                | 0                                    | 0                | 2                 | 2               | 2  | 2   | 6  | 0          | 0                                | 0     | 64     |
|                  | Empl. of a private comp        | 157        | 10                                    | 11                                | 7                                    | 4                | 2                 | 2               | 2  | 2   | 1  | 1          | 0                                | 4     | 64     |
|                  | Empl. of a state-owned comp.   | 135        | 15                                    | 11                                | 3                                    | 4                | 2                 | 2               | 2  | 0   | 1  | 1          | 0                                | 8     | 58     |
|                  | Owns his own business          | 26         | 12                                    | 23                                | 4                                    | 5                | 0                 | 4               | 4  | 0   | 0  | 0          | 0                                | 0     | 51     |
|                  | Self-employed                  | 52         | 13                                    | 15                                | 13                                   | 0                | 2                 | 4               | 2  | 8   | 2  | 0          | 2                                | 4     | 55     |
|                  | Retired                        | 124        | 4                                     | 4                                 | 4                                    | 4                | 0                 | 1               | 0  | 0   | 1  | 0          | 1                                | 3     | 80     |
| Not employed     | 177                            | 11         | 7                                     | 2                                 | 1                                    | 3                | 1                 | 0               | 3  | 1   | 1  | 1          | 7                                | 72    |        |
| Monthly income   | Under 1000 MDL                 | 120        | 14                                    | 6                                 | 3                                    | 1                | 3                 | 0               | 0  | 1   | 1  | 1          | 1                                | 2     | 77     |
|                  | 1001-2000 MDL                  | 169        | 13                                    | 6                                 | 6                                    | 2                | 2                 | 2               | 1  | 1   | 1  | 0          | 1                                | 5     | 68     |
|                  | 2001-3000 MDL                  | 164        | 9                                     | 10                                | 9                                    | 4                | 3                 | 2               | 1  | 4   | 1  | 0          | 0                                | 6     | 63     |
|                  | 3001-4000 MDL                  | 95         | 12                                    | 13                                | 2                                    | 8                | 2                 | 2               | 2  | 2   | 0  | 0          | 0                                | 6     | 59     |
|                  | 4001-5000 MDL                  | 49         | 5                                     | 20                                | 6                                    | 0                | 2                 | 3               | 2  | 2   | 9  | 0          | 0                                | 4     | 56     |
|                  | Over 5001 MDL                  | 28         | 7                                     | 4                                 | 4                                    | 7                | 3                 | 5               | 0  | 0   | 4  | 4          | 0                                | 12    | 53     |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

**Appendix 21: Legal information that respondents desired (assisted responses)**  
(%)

|                  |                                | N          | How to benefit of the guaranteed legal assistance from the state | What are the fees charged for legal assistance services | What are my rights as participant in a trial | How to execute a court decision | What are the skills of different law enforcement entities | How to write a request to sue somebody, a request to postpone a court sitting etc. | What is the working schedule, addresses, contact information etc. of the law enforcement entities | How to contract a pro bono lawyer | Do not need any legal information | DK/ NR |
|------------------|--------------------------------|------------|--|---|--|---------------------------------|---|--|---|-----------------------------------|-----------------------------------|--------|
| <b>Total</b>     |                                | <b>832</b> | 41   | 40  | 39   | 34                              | 33  | 31   | 28  | 22                                | 26                                | 7      |
| Case             | Yes*                           | 348        | 44   | 46  | 50   | 44                              | 40  | 32   | 28  | 25                                | 18                                | 9      |
|                  | No                             | 756        | 40   | 38  | 38   | 32                              | 32  | 29   | 27  | 20                                | 27                                | 7      |
| Sex              | Male                           | 404        | 44   | 43  | 41   | 38                              | 39  | 35   | 30  | 22                                | 23                                | 6      |
|                  | Female                         | 428        | 37   | 37  | 38   | 31                              | 28  | 27   | 27  | 22                                | 28                                | 7      |
| Area             | Rural                          | 457        | 34   | 36  | 35   | 31                              | 29  | 29   | 21  | 18                                | 30                                | 7      |
|                  | Urban                          | 375        | 49   | 44  | 44   | 39                              | 38  | 33   | 37  | 26                                | 20                                | 6      |
| Spoken language  | Romanian                       | 666        | 41   | 39  | 42   | 34                              | 35  | 33   | 29  | 21                                | 25                                | 7      |
|                  | Russian                        | 149        | 42   | 43  | 27   | 35                              | 29  | 23   | 29  | 26                                | 26                                | 6      |
|                  | Other                          | 17         | 5  | 33  | 17   | 24                              | 6   | 11   | 11  | 16                                | 48                                | 0      |
| Age              | 18-25 years old                | 176        | 40   | 42  | 44   | 36                              | 35  | 29   | 25  | 22                                | 19                                | 5      |
|                  | 26-35 years old                | 201        | 47   | 50  | 42   | 43                              | 41  | 40   | 34  | 30                                | 21                                | 7      |
|                  | 36-45 years old                | 155        | 41   | 41  | 43   | 40                              | 36  | 33   | 35  | 21                                | 21                                | 6      |
|                  | 46-55 years old                | 173        | 38   | 35  | 38   | 28                              | 28  | 27   | 24  | 16                                | 28                                | 7      |
|                  | 56-65 years old                | 127        | 32   | 26  | 25   | 21                              | 24  | 22   | 24  | 17                                | 47                                | 9      |
| Education level  | Primary education              | 10         | 29   | 36  | 31   | 22                              | 42  | 9  | 0   | 9                                 | 26                                | 9      |
|                  | Incomplete secondary education | 110        | 32   | 29  | 33   | 29                              | 29  | 35   | 32  | 18                                | 40                                | 4      |
|                  | High school                    | 165        | 42   | 43  | 38   | 37                              | 31  | 35   | 29  | 25                                | 27                                | 6      |
|                  | Professional studies           | 131        | 41   | 36  | 36   | 31                              | 25  | 31   | 22  | 21                                | 30                                | 8      |
|                  | Vocational secondary education | 186        | 41   | 42  | 42   | 32                              | 33  | 25   | 30  | 19                                | 22                                | 8      |
| Higher education | 220                            | 44         | 44   | 44  | 41   | 41                              | 31  | 30   | 24  | 19                                | 6                                 |        |
| Occupation       | Pupil / Student                | 88         | 48   | 40  | 47   | 38                              | 33  | 28   | 24  | 22                                | 19                                | 4      |
|                  | Household                      | 50         | 35   | 42  | 29   | 29                              | 26  | 21   | 28  | 27                                | 22                                | 6      |
|                  | Empl. of a private comp        | 157        | 48   | 40  | 45   | 40                              | 41  | 38   | 32  | 27                                | 22                                | 5      |
|                  | Empl. of a state-owned comp.   | 135        | 40   | 47  | 48   | 38                              | 33  | 35   | 36  | 24                                | 17                                | 6      |
|                  | Owns his own business          | 26         | 69   | 74  | 61   | 65                              | 59  | 53   | 48  | 48                                | 15                                | 8      |
|                  | Self-employed                  | 52         | 41   | 51  | 38   | 49                              | 44  | 42   | 36  | 21                                | 23                                | 4      |
|                  | Retired                        | 124        | 30   | 26  | 28   | 19                              | 20  | 20   | 22  | 16                                | 42                                | 11     |
| Not employed     | 177                            | 35         | 35   | 30  | 29   | 31                              | 25  | 22   | 14  | 31                                | 7                                 |        |
| Monthly income   | Under 1000 MDL                 | 120        | 30   | 34  | 36   | 26                              | 27  | 23   | 16  | 17                                | 33                                | 9      |
|                  | 1001-2000 MDL                  | 169        | 38   | 37  | 35   | 31                              | 32  | 29   | 32  | 19                                | 33                                | 4      |
|                  | 2001-3000 MDL                  | 164        | 40   | 39  | 40   | 42                              | 33  | 32   | 37  | 26                                | 26                                | 4      |
|                  | 3001-4000 MDL                  | 95         | 46   | 47  | 37   | 37                              | 39  | 32   | 34  | 23                                | 23                                | 5      |
|                  | 4001-5000 MDL                  | 49         | 38   | 57  | 53   | 42                              | 44  | 42   | 39  | 25                                | 25                                | 3      |
|                  | Over 5001 MDL                  | 28         | 55   | 48  | 43   | 44                              | 49  | 25   | 35  | 27                                | 15                                | 8      |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

## Appendix 22: Access to information in court by gender

(%)

|                 |                                | N          | Women have less access to information | Men have less access to information | Access level does not depend on the citizen's sex | DK/ NR    | Total, %   |
|-----------------|--------------------------------|------------|---------------------------------------|-------------------------------------|---|-----------|------------|
| <b>Total</b>    |                                | <b>348</b> | <b>7</b>                              | <b>2</b>                            | <b>79</b>   | <b>12</b> | <b>100</b> |
| Sex             | Male                           | 177        | 7                                     | 3                                   | 75  | 15        | 100        |
|                 | Female                         | 171        | 7                                     | 1                                   | 83  | 9         | 100        |
| Area            | Rural                          | 105        | 5                                     | 3                                   | 76  | 16        | 100        |
|                 | Urban                          | 243        | 8                                     | 1                                   | 80  | 11        | 100        |
| Spoken language | Romanian                       | 234        | 9                                     | 2                                   | 72  | 16        | 100        |
|                 | Russian                        | 109        | 3                                     | 0                                   | 93  | 4         | 100        |
|                 | Other                          | 3          | 26                                    | 31                                  | 43  | 0         | 100        |
| Age             | 18-25 years old                | 56         | 12                                    | 3                                   | 82  | 4         | 100        |
|                 | 26-35 years old                | 104        | 6                                     | 4                                   | 80  | 9         | 100        |
|                 | 36-45 years old                | 87         | 9                                     | 1                                   | 74  | 16        | 100        |
|                 | 46-55 years old                | 79         | 4                                     | 0                                   | 82  | 14        | 100        |
|                 | 56-65 years old                | 22         | 4                                     | 0                                   | 74  | 22        | 100        |
| Education level | Primary education              | 0          | 0                                     | 0                                   | 0   | 0         | 0          |
|                 | Incomplete secondary education | 23         | 9                                     | 0                                   | 91  | 0         | 100        |
|                 | High school                    | 39         | 4                                     | 4                                   | 76  | 16        | 100        |
|                 | Professional studies           | 32         | 9                                     | 2                                   | 74  | 16        | 100        |
|                 | Vocational secondary education | 100        | 7                                     | 1                                   | 77  | 15        | 100        |
|                 | Higher education               | 154        | 7                                     | 2                                   | 80  | 11        | 100        |
| Occupation      | Pupil / Student                | 13         | 7                                     | 6                                   | 73  | 13        | 100        |
|                 | Household                      | 14         | 0                                     | 0                                   | 70  | 30        | 100        |
|                 | Empl. of a private comp        | 87         | 11                                    | 2                                   | 73  | 14        | 100        |
|                 | Empl. of a state-owned comp.   | 78         | 6                                     | 1                                   | 85  | 8         | 100        |
|                 | Owns his own business          | 27         | 6                                     | 0                                   | 86  | 8         | 100        |
|                 | Self-employed                  | 54         | 3                                     | 2                                   | 86  | 9         | 100        |
|                 | Retired                        | 11         | 17                                    | 0                                   | 83  | 0         | 100        |
|                 | Not employed                   | 61         | 6                                     | 4                                   | 73  | 17        | 100        |
| Monthly income  | Under 1000 MDL                 | 13         | 4                                     | 0                                   | 76  | 21        | 100        |
|                 | 1001-2000 MDL                  | 45         | 4                                     | 1                                   | 84  | 11        | 100        |
|                 | 2001-3000 MDL                  | 106        | 6                                     | 3                                   | 81  | 10        | 100        |
|                 | 3001-4000 MDL                  | 46         | 13                                    | 4                                   | 75  | 8         | 100        |
|                 | 4001-5000 MDL                  | 27         | 7                                     | 0                                   | 81  | 12        | 100        |
|                 | Over 5001 MDL                  | 29         | 6                                     | 0                                   | 91  | 3         | 100        |

**Appendix 23: Gender discrimination during trials by court employees**  
(%)

|                    |                                | N          | Yes, they<br>behave worse<br>towards the<br>women | Yes, they<br>behave worse<br>towards men | No difference in<br>behavior<br>depending on<br>the citizen's sex | DK/<br>NR | Total,<br>% |
|--------------------|--------------------------------|------------|---|--|---|-----------|-------------|
| <b>Total</b>       |                                | <b>348</b> | <b>5</b>  | <b>2</b>                                 | <b>76</b>   | <b>17</b> | <b>100</b>  |
| Sex                | Male                           | 177        | 5   | 3  | 69  | 23        | 100         |
|                    | Female                         | 171        | 5   | 2  | 82  | 11        | 100         |
| Area               | Rural                          | 105        | 2   | 3  | 74  | 21        | 100         |
|                    | Urban                          | 243        | 7   | 2  | 76  | 15        | 100         |
| Spoken<br>language | Romanian                       | 234        | 5   | 3  | 70  | 22        | 100         |
|                    | Russian                        | 109        | 5   | 0  | 87  | 7         | 100         |
|                    | Other                          | 3          | 0   | 0  | 100   | 0         | 100         |
| Age                | 18-25 years old                | 56         | 8   | 4  | 78  | 10        | 100         |
|                    | 26-35 years old                | 104        | 3   | 3  | 78  | 16        | 100         |
|                    | 36-45 years old                | 87         | 7   | 2  | 69  | 22        | 100         |
|                    | 46-55 years old                | 79         | 5   | 0  | 79  | 15        | 100         |
|                    | 56-65 years old                | 22         | 0   | 3  | 71  | 27        | 100         |
| Education level    | Primary education              | 0          | 0   | 0  | 0   | 0         | 0           |
|                    | Incomplete secondary education | 23         | 0   | 9  | 67  | 24        | 100         |
|                    | High school                    | 39         | 0   | 6  | 75  | 19        | 100         |
|                    | Professional studies           | 32         | 10  | 2  | 67  | 22        | 100         |
|                    | Vocational secondary education | 100        | 7   | 0  | 74  | 19        | 100         |
|                    | Higher education               | 154        | 5   | 2  | 80  | 13        | 100         |
| Occupation         | Pupil / Student                | 13         | 7   | 6  | 81  | 6         | 100         |
|                    | Household                      | 14         | 0   | 0  | 58  | 42        | 100         |
|                    | Empl. of a private comp        | 87         | 5   | 4  | 71  | 20        | 100         |
|                    | Empl. of a state-owned comp.   | 78         | 5   | 0  | 85  | 10        | 100         |
|                    | Owns his own business          | 27         | 10  | 0  | 75  | 15        | 100         |
|                    | Self-employed                  | 54         | 3   | 0  | 82  | 15        | 100         |
|                    | Retired                        | 11         | 9   | 0  | 82  | 9         | 100         |
|                    | Not employed                   | 61         | 5   | 6  | 67  | 22        | 100         |
| Monthly income     | Under 1000 MDL                 | 13         | 4   | 4  | 61  | 31        | 100         |
|                    | 1001-2000 MDL                  | 45         | 2   | 1  | 85  | 12        | 100         |
|                    | 2001-3000 MDL                  | 106        | 4   | 1  | 79  | 16        | 100         |
|                    | 3001-4000 MDL                  | 46         | 9   | 4  | 80  | 7         | 100         |
|                    | 4001-5000 MDL                  | 27         | 10  | 0  | 64  | 26        | 100         |
|                    | Over 5001 MDL                  | 29         | 0   | 0  | 90  | 10        | 100         |

Appendix 24: Sources used to search for legal information (assisted responses)

(%)

|                  | N                              | Friends / relatives / acquaintances with similar experiences / with legal knowledge (free) | Qualified legal consultations - lawyers, notaries etc. (paid) | TV / Radio programs | Search Engines (internet) | Web pages of the law enforcement agencies (internet) | Newspapers, specialized magazines (ex. Official Gazette) | Individually accessed legal documents (laws, codes, etc.) | People from the community with authority / experience / knowledge (Mayor, etc.) | Specialized forums (internet) | Informative billboards within the legal institution | Community paralegals | Other    | Did not need to get legal information | DK/ NR   |   |
|------------------|--------------------------------|--|---|---------------------|---------------------------|--|--|---|---|-------------------------------|---|----------------------|----------|---------------------------------------|----------|---|
| <b>Total</b>     | <b>832</b>                     | <b>47</b>  | <b>47</b>   | <b>29</b>           | <b>24</b>                 | <b>23</b>  | <b>20</b>  | <b>20</b>   | <b>20</b>   | <b>15</b>                     | <b>9</b>  | <b>9</b>             | <b>0</b> | <b>18</b>                             | <b>3</b> |   |
| Case             | Yes*                           | 348  | 44  | 51                  | 25                        | 29   | 23   | 19  | 29  | 17                            | 15  | 15                   | 12       | 1                                     | 8        | 5 |
|                  | No                             | 756  | 46  | 44                  | 28                        | 23   | 21   | 19  | 18  | 19                            | 15  | 9                    | 9        | 0                                     | 20       | 3 |
| Sex              | Male                           | 404  | 49  | 52                  | 27                        | 24   | 22   | 20  | 23  | 22                            | 16  | 10                   | 11       | 0                                     | 16       | 3 |
|                  | Female                         | 428  | 46  | 42                  | 31                        | 24   | 23   | 21  | 17  | 18                            | 15  | 9                    | 7        | 0                                     | 20       | 3 |
| Area             | Rural                          | 457  | 46  | 45                  | 27                        | 19   | 20   | 15  | 22  | 12                            | 10  | 10                   | 0        | 19                                    | 4        |   |
|                  | Urban                          | 375  | 49  | 50                  | 31                        | 30   | 27   | 21  | 26  | 19                            | 8   | 7                    | 0        | 16                                    | 2        |   |
| Spoken language  | Romanian                       | 666  | 46  | 46                  | 27                        | 22   | 23   | 18  | 17  | 15                            | 10  | 10                   | 0        | 19                                    | 3        |   |
|                  | Russian                        | 149  | 53  | 51                  | 37                        | 32   | 24   | 27  | 30  | 20                            | 9   | 6                    | 1        | 17                                    | 1        |   |
|                  | Other                          | 17   | 33  | 68                  | 34                        | 39   | 5  | 33  | 52  | 12                            | 5   | 10                   | 0        | 5                                     | 0        |   |
| Age              | 18-25 years old                | 176  | 48  | 54                  | 26                        | 35   | 36   | 18  | 24  | 14                            | 26  | 10                   | 22       | 0                                     | 10       | 1 |
|                  | 26-35 years old                | 201  | 52  | 52                  | 31                        | 33   | 28   | 24  | 21  | 20                            | 19  | 12                   | 7        | 0                                     | 13       | 3 |
|                  | 36-45 years old                | 155  | 48  | 57                  | 27                        | 25   | 24   | 26  | 24  | 27                            | 17  | 14                   | 6        | 1                                     | 12       | 3 |
|                  | 46-55 years old                | 173  | 46  | 38                  | 31                        | 14   | 13   | 16  | 19  | 7                             | 7   | 5                    | 0        | 24                                    | 6        |   |
|                  | 56-65 years old                | 127  | 37  | 30                  | 30                        | 8  | 6  | 19  | 13  | 20                            | 5   | 4                    | 4        | 0                                     | 36       | 2 |
| Education level  | Primary education              | 10   | 54  | 31                  | 9                         | 0  | 9  | 18  | 0   | 40                            | 0   | 0                    | 0        | 26                                    | 11       |   |
|                  | Incomplete secondary education | 110  | 34  | 40                  | 25                        | 13   | 12   | 16  | 13  | 28                            | 5   | 5                    | 7        | 0                                     | 29       | 4 |
|                  | High school                    | 165  | 50  | 52                  | 29                        | 27   | 21   | 20  | 21  | 21                            | 16  | 10                   | 12       | 0                                     | 16       | 4 |
|                  | Professional studies           | 131  | 42  | 41                  | 25                        | 15   | 16   | 15  | 10  | 18                            | 11  | 11                   | 12       | 0                                     | 27       | 4 |
|                  | Vocational secondary education | 186  | 44  | 47                  | 33                        | 23   | 18   | 20  | 18  | 18                            | 15  | 10                   | 6        | 1                                     | 16       | 2 |
| Higher education | 220                            | 56   | 51  | 30                  | 36                        | 38   | 26   | 32  | 17  | 25                            | 11  | 9                    | 0        | 9                                     | 1        |   |
| Occupation       | Pupil / Student                | 88   | 51  | 53                  | 24                        | 38   | 28   | 13  | 27  | 15                            | 20  | 8                    | 17       | 0                                     | 8        | 1 |
|                  | Household                      | 50   | 41  | 41                  | 34                        | 36   | 30   | 32  | 13  | 15                            | 26  | 9                    | 6        | 0                                     | 19       | 7 |
|                  | Empl. of a private comp        | 157  | 55  | 61                  | 36                        | 34   | 38   | 23  | 29  | 25                            | 23  | 12                   | 12       | 0                                     | 7        | 3 |
|                  | Empl. of a state-owned comp.   | 135  | 53  | 55                  | 34                        | 21   | 26   | 24  | 24  | 24                            | 17  | 12                   | 9        | 0                                     | 15       | 1 |
|                  | Owens his own business         | 26   | 64  | 75                  | 43                        | 41   | 30   | 17  | 30  | 21                            | 19  | 15                   | 7        | 0                                     | 0        | 0 |
|                  | Self-employed                  | 52   | 46  | 43                  | 19                        | 36   | 27   | 22  | 24  | 23                            | 26  | 3                    | 10       | 0                                     | 14       | 0 |
|                  | Retired                        | 124  | 32  | 24                  | 28                        | 6  | 5  | 16  | 11  | 19                            | 2   | 1                    | 1        | 0                                     | 39       | 4 |
| Not employed     | 177                            | 44   | 41  | 24                  | 13                        | 11   | 19   | 12  | 17  | 10                            | 12  | 8                    | 1        | 24                                    | 4        |   |
| Monthly income   | Under 1000 MDL                 | 120  | 39  | 24                  | 16                        | 10   | 11   | 15  | 8   | 19                            | 11  | 8                    | 2        | 0                                     | 40       | 5 |
|                  | 1001-2000 MDL                  | 169  | 47  | 39                  | 33                        | 16   | 14   | 18  | 16  | 24                            | 10  | 6                    | 7        | 0                                     | 23       | 2 |
|                  | 2001-3000 MDL                  | 164  | 46  | 54                  | 35                        | 28   | 26   | 28  | 25  | 24                            | 23  | 15                   | 8        | 1                                     | 11       | 3 |
|                  | 3001-4000 MDL                  | 95   | 53  | 59                  | 36                        | 42   | 34   | 27  | 31  | 19                            | 22  | 15                   | 10       | 0                                     | 9        | 1 |
|                  | 4001-5000 MDL                  | 49   | 64  | 54                  | 29                        | 39   | 33   | 19  | 30  | 25                            | 23  | 4                    | 2        | 0                                     | 8        | 2 |
|                  | Over 5001 MDL                  | 28   | 61  | 56                  | 25                        | 48   | 49   | 30  | 38  | 32                            | 35  | 13                   | 11       | 0                                     | 16       | 4 |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.

## Appendix 25: Recommended sources for legal information (spontaneous responses)

(%)

|                    |                                | N          | Televiziune | Persoane competente<br>(juriști, avocați,<br>notari etc.) | Internet | Law<br>enforcement<br>institutions | City halls | Periodicals<br>(newspapers,<br>magazines) | Relatives,<br>friends | Radio | Legal<br>consultations |
|--------------------|--------------------------------|------------|-------------|---|----------|------------------------------------|------------|---|-----------------------|-------|------------------------|
| <b>Total</b>       |                                | <b>832</b> | 26          | 21  | 19       | 9                                  | 8          | 7   | 6                     | 5     | 5                      |
| Case               | Yes*                           | 348        | 21          | 26  | 14       | 9                                  | 3          | 8   | 2                     | 1     | 7                      |
|                    | No                             | 818        | 26          | 21  | 19       | 9                                  | 8          | 7   | 5                     | 5     | 5                      |
| Sex                | Male                           | 457        | 24          | 21  | 13       | 7                                  | 11         | 7   | 7                     | 6     | 1                      |
|                    | Female                         | 375        | 29          | 20  | 26       | 11                                 | 4          | 8   | 4                     | 4     | 9                      |
| Area               | Rural                          | 404        | 27          | 23  | 20       | 10                                 | 9          | 6   | 6                     | 4     | 4                      |
|                    | Urban                          | 428        | 25          | 18  | 18       | 8                                  | 6          | 8   | 5                     | 6     | 5                      |
| Spoken<br>language | Romanian                       | 666        | 25          | 18  | 17       | 10                                 | 8          | 7   | 6                     | 6     | 3                      |
|                    | Russian                        | 149        | 34          | 33  | 28       | 6                                  | 6          | 8   | 5                     | 3     | 12                     |
|                    | Other                          | 17         | 29          | 30  | 6        | 0                                  | 5          | 5   | 0                     | 0     | 0                      |
| Age                | 18-25 years old                | 176        | 23          | 19  | 29       | 9                                  | 5          | 4   | 6                     | 4     | 3                      |
|                    | 26-35 years old                | 201        | 29          | 22  | 25       | 13                                 | 7          | 5   | 4                     | 2     | 5                      |
|                    | 36-45 years old                | 155        | 23          | 27  | 18       | 10                                 | 11         | 9   | 8                     | 6     | 4                      |
|                    | 46-55 years old                | 173        | 29          | 20  | 11       | 7                                  | 8          | 9   | 2                     | 5     | 5                      |
|                    | 56-65 years old                | 127        | 27          | 14  | 6        | 4                                  | 9          | 11  | 9                     | 9     | 7                      |
| Education level    | Primary education              | 10         | 34          | 11  | 0        | 9                                  | 0          | 0   | 0                     | 18    | 0                      |
|                    | Incomplete secondary education | 110        | 18          | 22  | 6        | 8                                  | 18         | 4   | 2                     | 3     | 1                      |
|                    | High school                    | 165        | 24          | 23  | 17       | 7                                  | 7          | 6   | 7                     | 3     | 7                      |
|                    | Professional studies           | 131        | 26          | 19  | 12       | 9                                  | 12         | 8   | 5                     | 3     | 1                      |
|                    | Vocational secondary education | 186        | 29          | 25  | 21       | 7                                  | 6          | 13  | 4                     | 11    | 8                      |
|                    | Higher education               | 220        | 31          | 17  | 31       | 13                                 | 3          | 6   | 8                     | 3     | 5                      |
| Occupation         | Pupil / Student                | 88         | 26          | 16  | 28       | 9                                  | 4          | 3   | 7                     | 5     | 3                      |
|                    | Household                      | 50         | 29          | 14  | 31       | 6                                  | 4          | 3   | 4                     | 3     | 11                     |
|                    | Empl. of a private comp        | 157        | 35          | 23  | 28       | 13                                 | 11         | 7   | 4                     | 7     | 7                      |
|                    | Empl. of a state-owned comp.   | 135        | 29          | 30  | 21       | 10                                 | 5          | 11  | 7                     | 7     | 7                      |
|                    | Owns his own business          | 26         | 21          | 32  | 30       | 13                                 | 0          | 8   | 12                    | 7     | 0                      |
|                    | Self-employed                  | 52         | 27          | 19  | 29       | 15                                 | 0          | 10  | 6                     | 4     | 4                      |
|                    | Retired                        | 124        | 24          | 13  | 3        | 6                                  | 13         | 12  | 5                     | 6     | 4                      |
|                    | Not employed                   | 177        | 19          | 21  | 8        | 6                                  | 10         | 5   | 5                     | 3     | 2                      |
| Monthly income     | Under 1000 MDL                 | 120        | 21          | 17  | 12       | 7                                  | 18         | 8   | 9                     | 4     | 1                      |
|                    | 1001-2000 MDL                  | 169        | 24          | 17  | 14       | 10                                 | 10         | 7   | 8                     | 7     | 4                      |
|                    | 2001-3000 MDL                  | 164        | 30          | 34  | 25       | 12                                 | 4          | 9   | 4                     | 6     | 6                      |
|                    | 3001-4000 MDL                  | 95         | 34          | 24  | 28       | 9                                  | 5          | 10  | 3                     | 7     | 9                      |
|                    | 4001-5000 MDL                  | 49         | 36          | 17  | 34       | 4                                  | 3          | 6   | 7                     | 0     | 10                     |
|                    | Over 5001 MDL                  | 28         | 18          | 32  | 43       | 10                                 | 6          | 8   | 6                     | 4     | 19                     |

\* For a better representation of people who had interacted with the courts of justice, 272 additional questionnaires were analyzed.