

Report

REPUBLIC OF MOLDOVA
PUBLIC AWARENESS AND PERCEPTIONS
OF THE LEGAL SYSTEM
January, 2013

magenta
CONSULTING



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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.

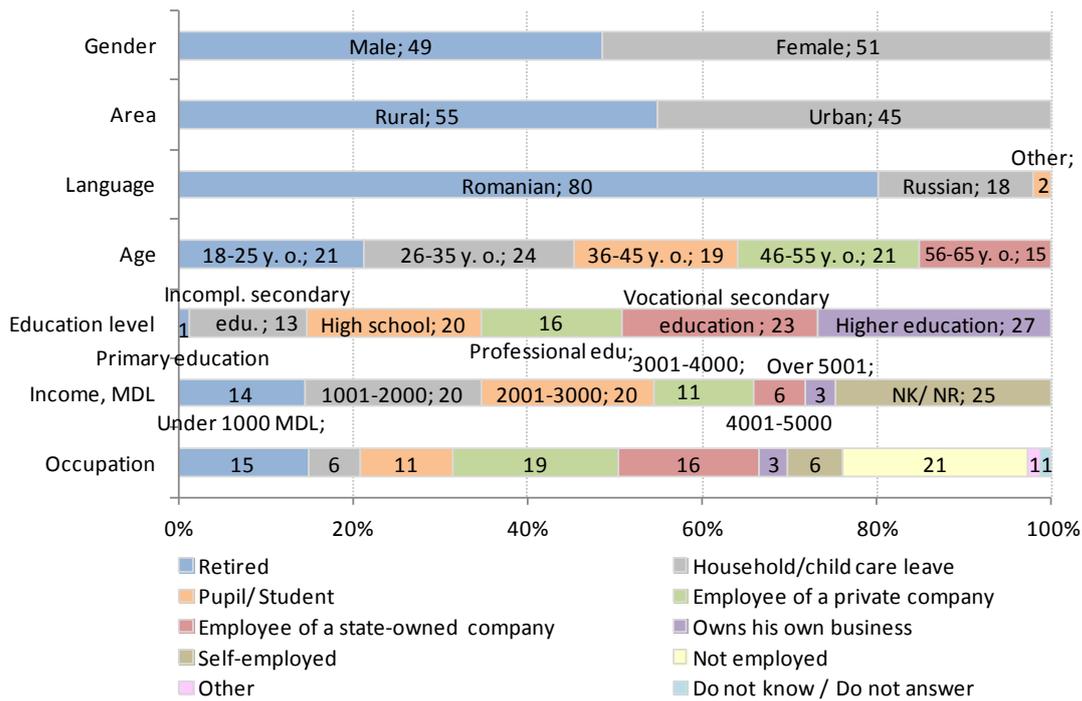
2 Methodology

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;



Citizens

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.



Experts

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.

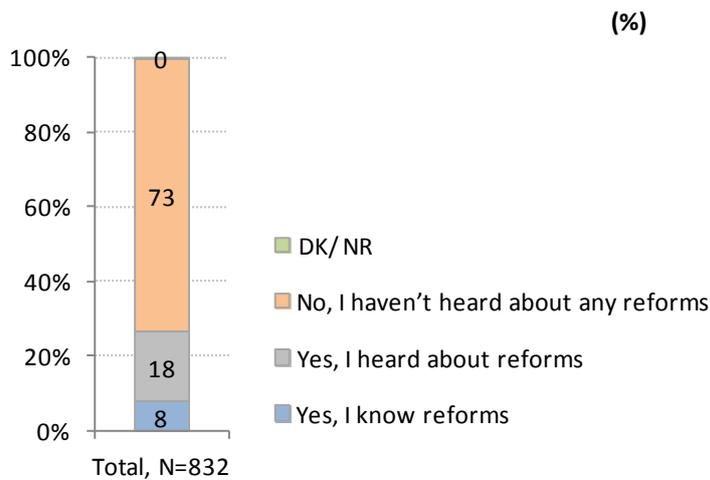
PART I: CITIZENS’ KNOWLEDGE OF AND ATTITUDES TOWARD THE LEGAL SYSTEM

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%). [\[Appendix 1\]](#)

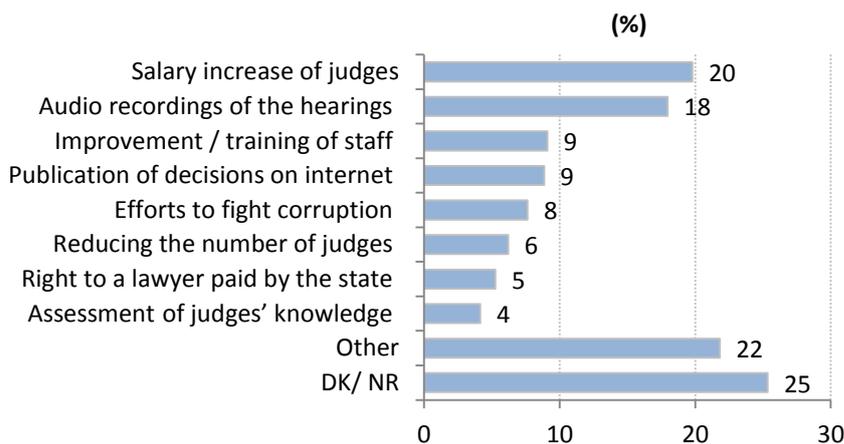
Figure 1.1: Knowledge of judicial reforms (N=832)



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). [\[Appendix 2\]](#)

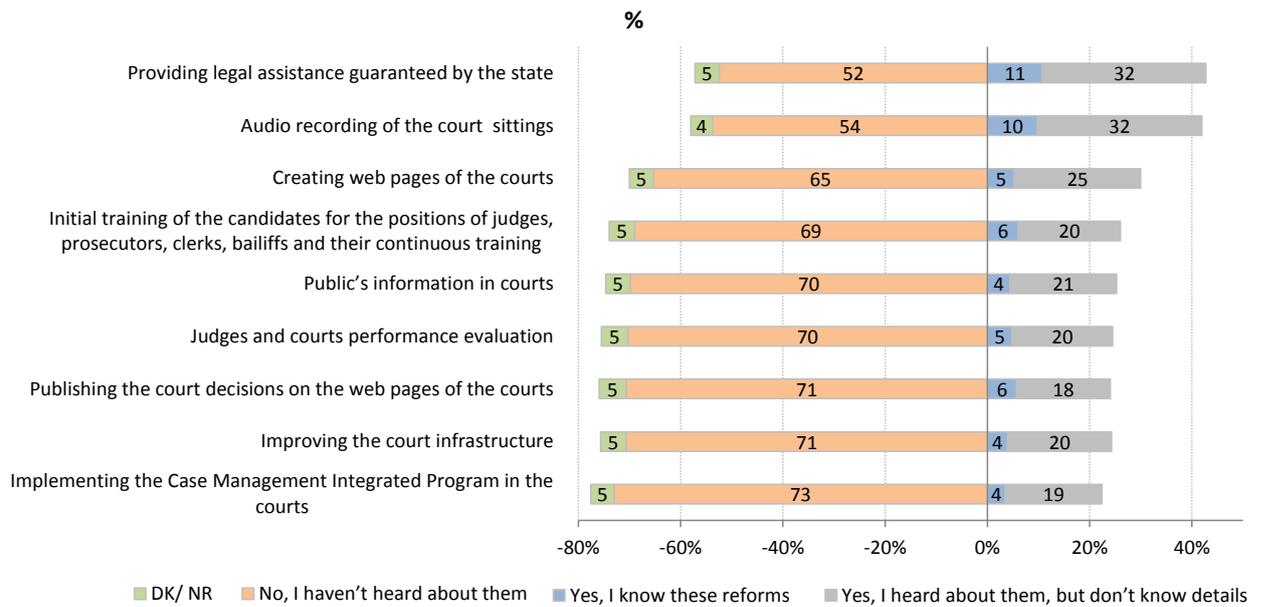
Figure 1.2: Spontaneous awareness of reforms in the legal system (N=222)



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)



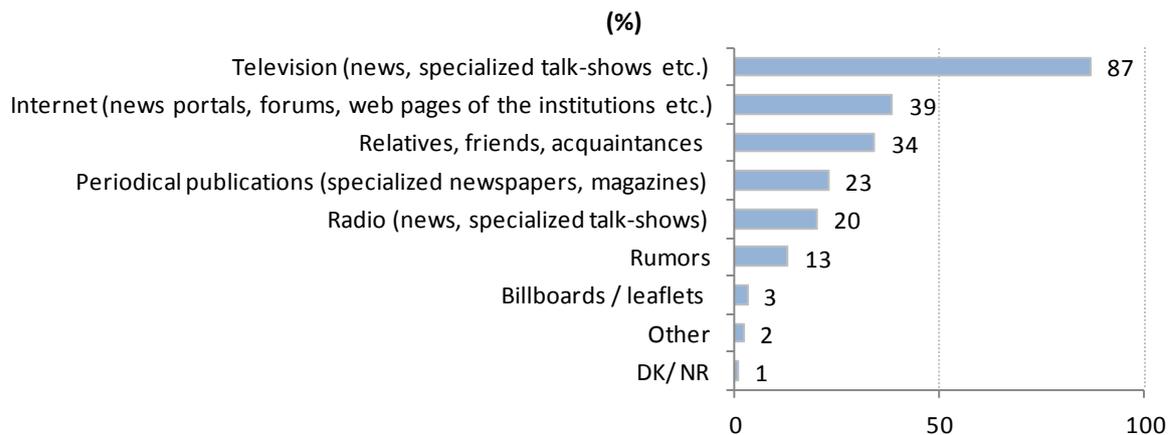
Public opinion: According to participants, the reforms needed most are the following:

- 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)

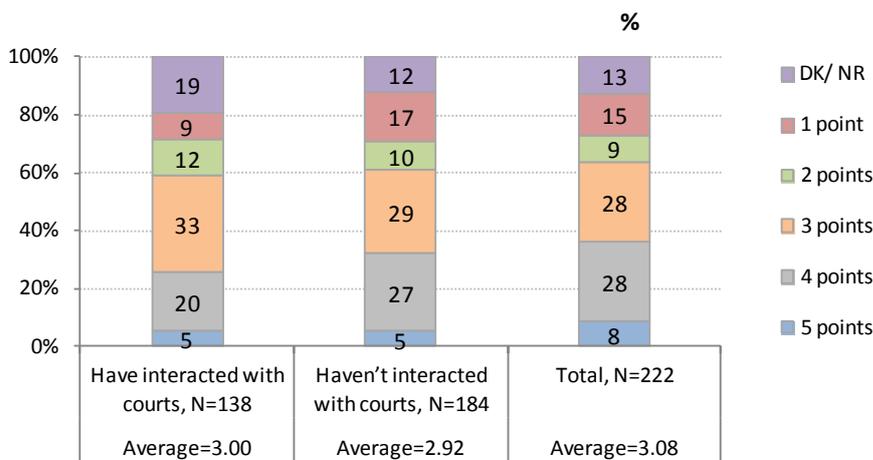


1.2 People’s perception of the impact of judicial reforms

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.

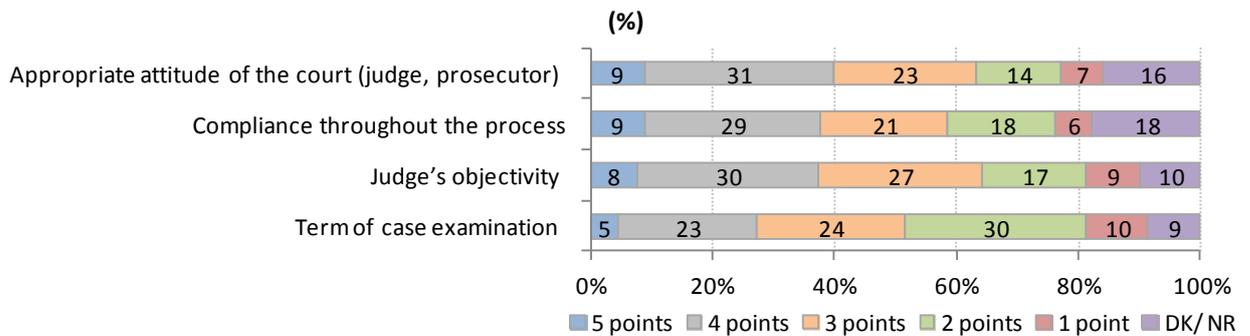
1.4 Competence of employees in the legal system

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.

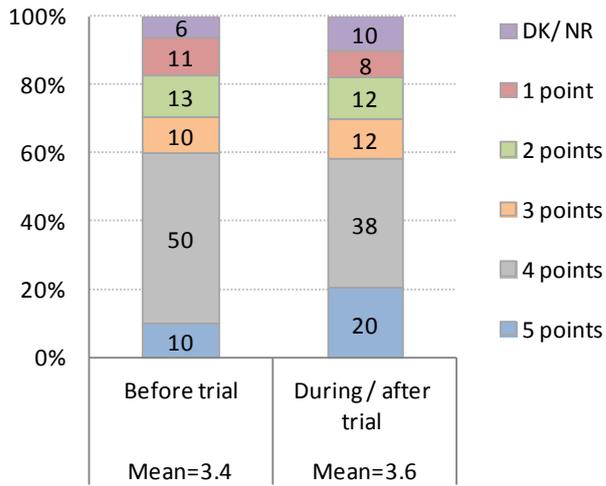
Their confidence in the justice system was also rated on a scale of 1 to 5 (1=no faith in the system and 5=complete trust in it) and again ranked a 1 or a 2. There were a few 3s but no higher grades. Their reasons were also similar. In some cases, the lack of trust was motivated by the uncertainty that 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)

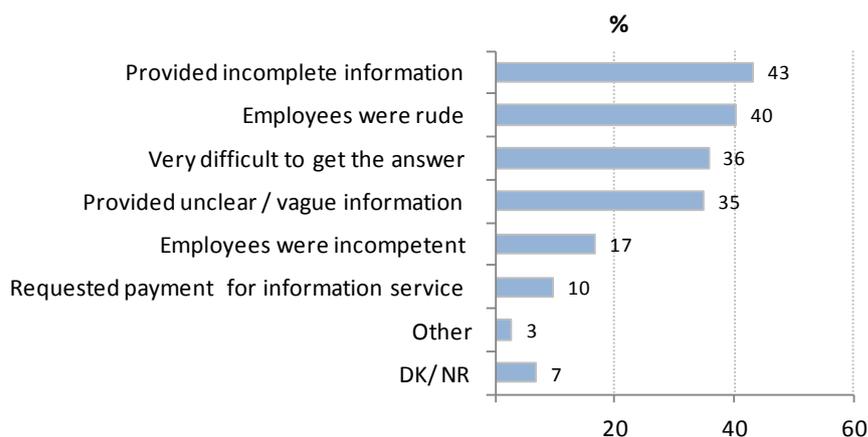
%

Part 1



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

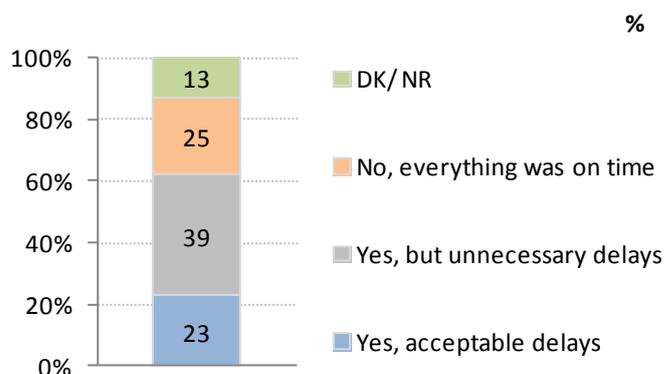
Citizens' opinions: Participant mentioned the following in the in-depth interviews:

- 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)



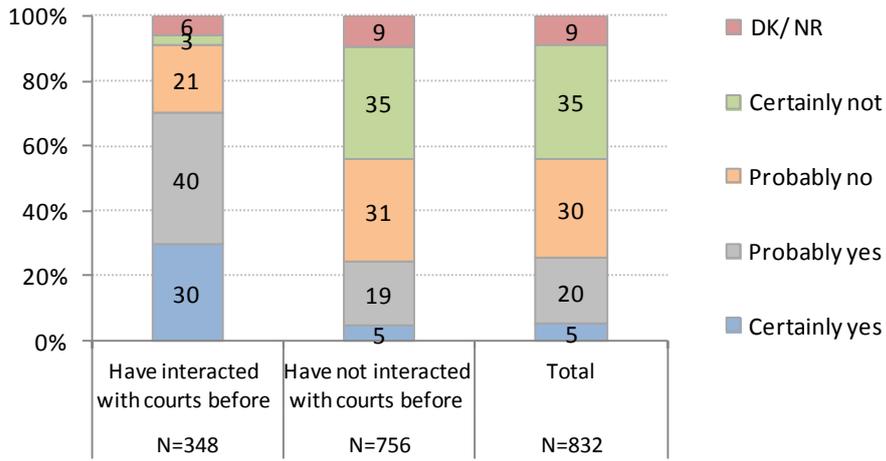
1.6 Efforts to eliminate corruption

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)

(%)

Part 1



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.

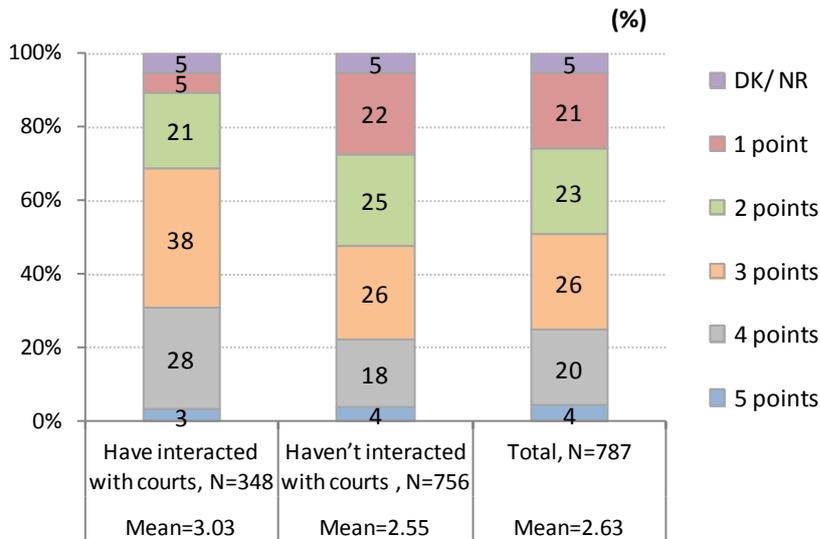
As for deeper knowledge of the legal system, in most cases, special services, fees, procedures or legislation were known only by people who had experienced problems and therefore had interacted with representatives of the legal system. Even in these cases, however, the participants were unable to indicate 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.

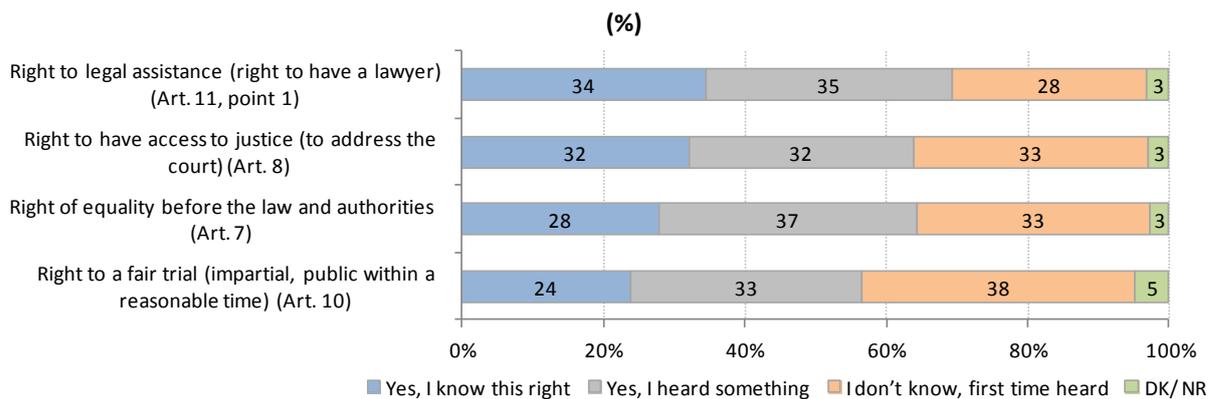
Chancery employees' opinions: They rated the current level of information of the public as a 3 because there is information on the Internet even though there is not much available in the media and from other sources.

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)

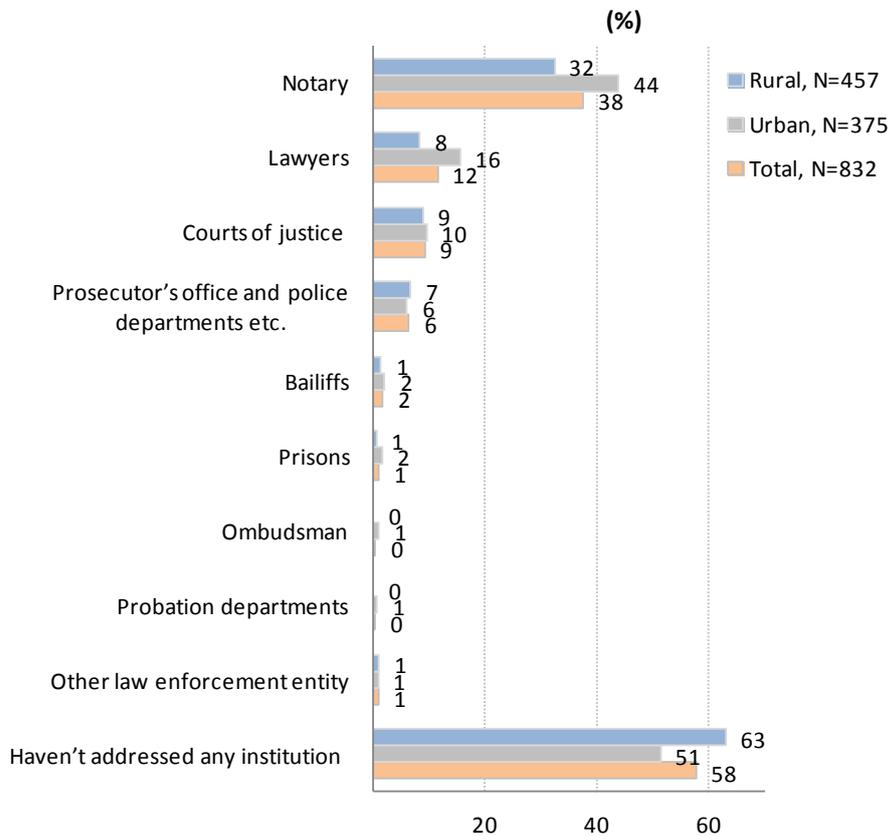


Citizens' opinions: The participants in the focus groups indicated that they knew about the right to life, security, freedom of expression, a decent life, education, healthcare, employment, recreation, defense and a lawyer who provides legal assistance guaranteed by the state (if they cannot afford a 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
Total		832	9	91	100
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)

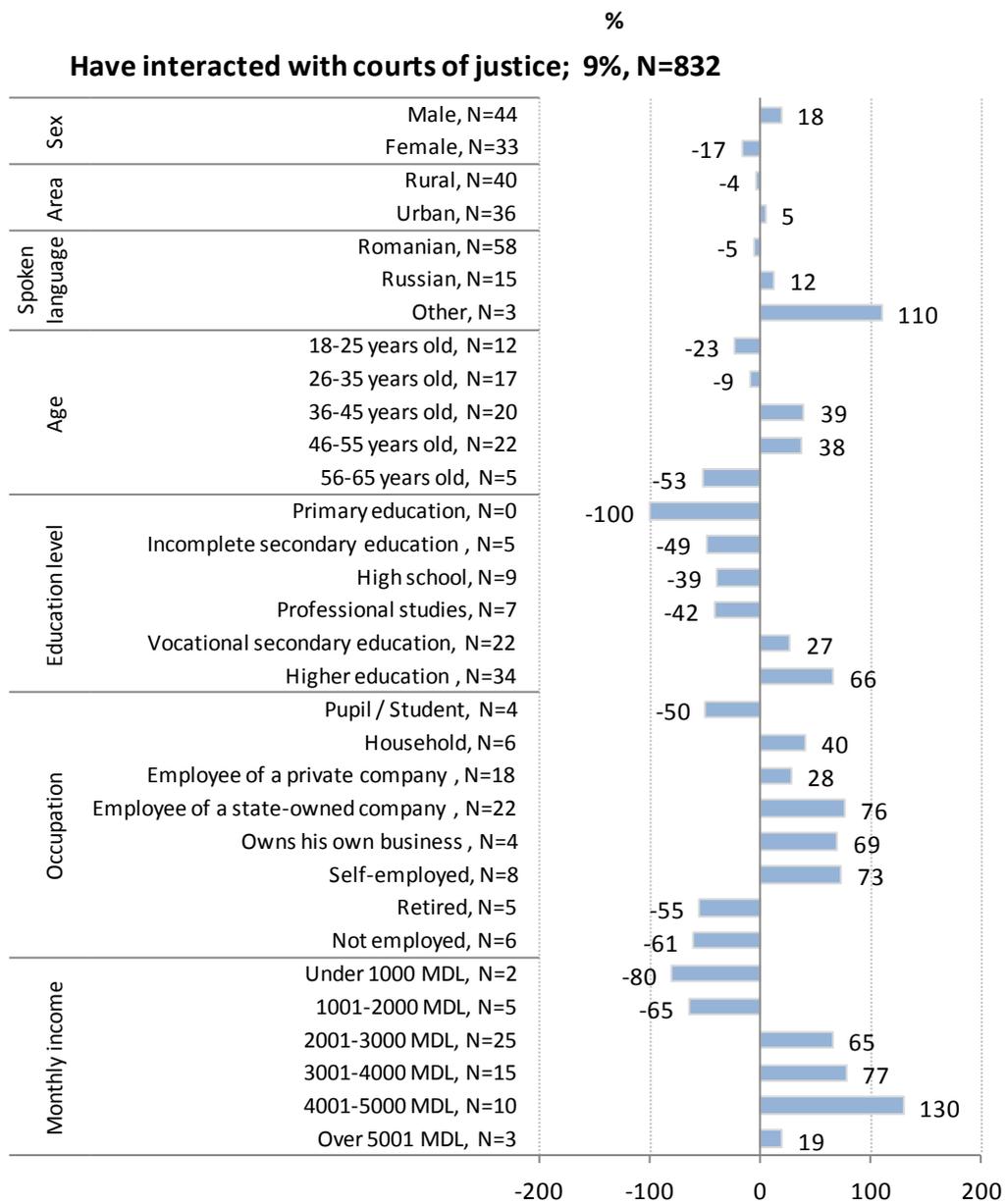
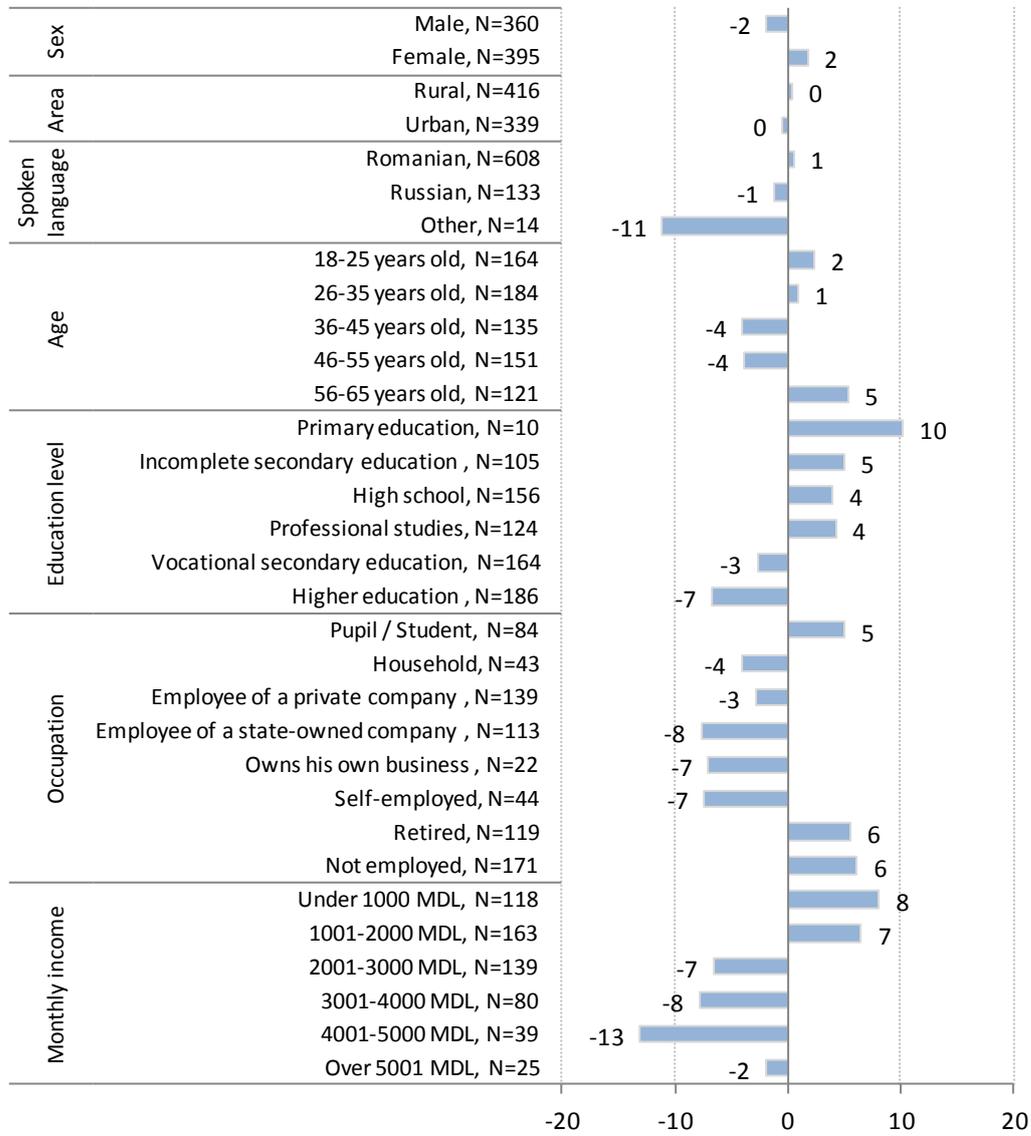


Figure 2.5 illustrates the socio-demographic characteristics of people who have not interacted with courts.

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

(%)

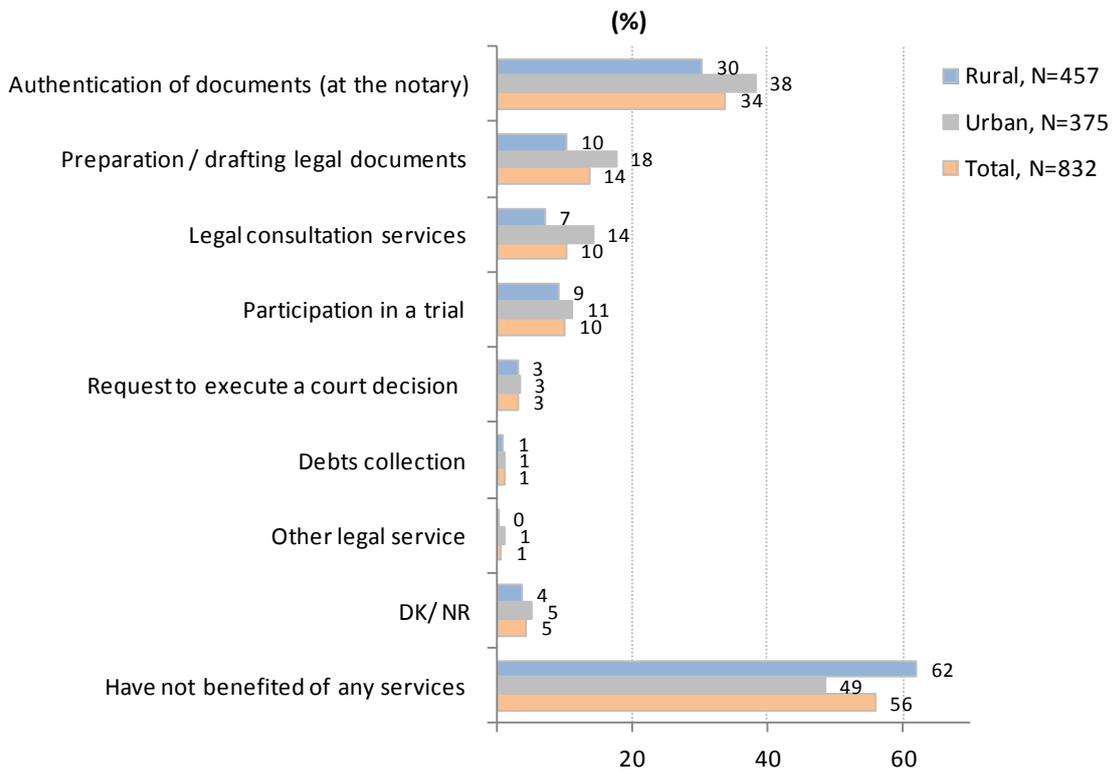
Have not interacted with courts of justice; 91%, N=832



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.

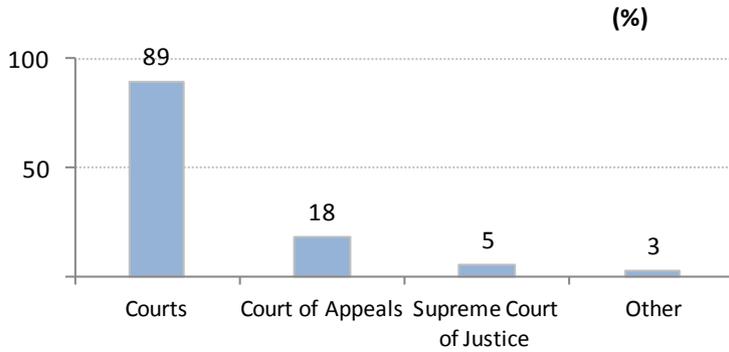
The public defender said that he mostly dealt with criminal cases and less with the civil cases. In order for people to use a public defender in a non-criminal case, they must meet certain criteria (unusual case, income less than 1500 MDL per capita). The public defender provides two hours daily for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

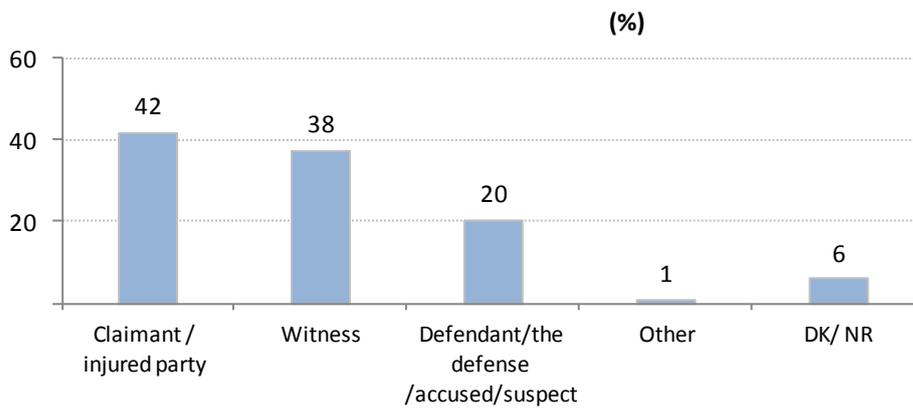
Of the respondents who had been in court in the last two years, 89% had been in a court of first instance, 18% in a court of appeals and 5% had been at the Supreme Court of Justice (Figure 2.7). [\[Appendix 13\]](#)

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

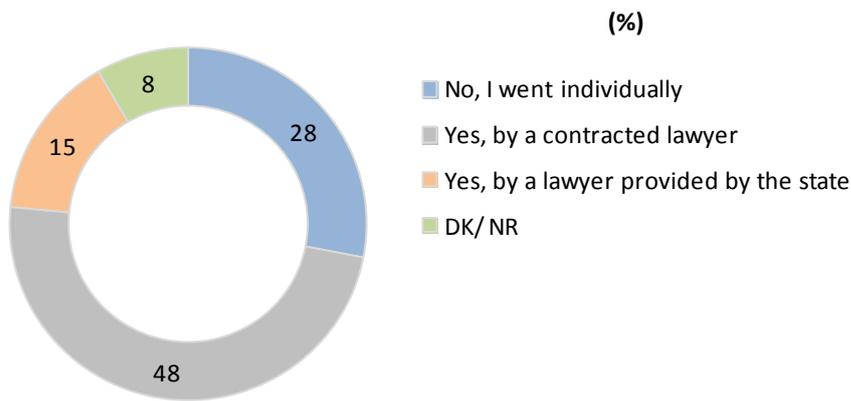


Of the 348 respondents who had been in court, 42% were plaintiffs/injured parties, 38% were witness and 20% were defendants/suspects (Figure 2.8). [\[Appendix 14\]](#)

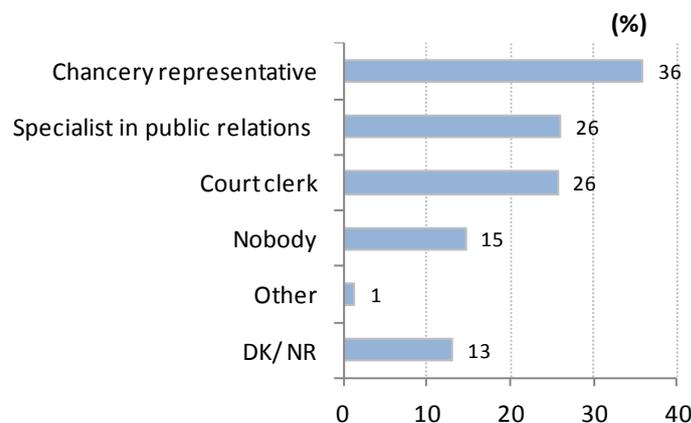
Figure 2.8: Involvement in trials in 2011 and 2012, (N=348)



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

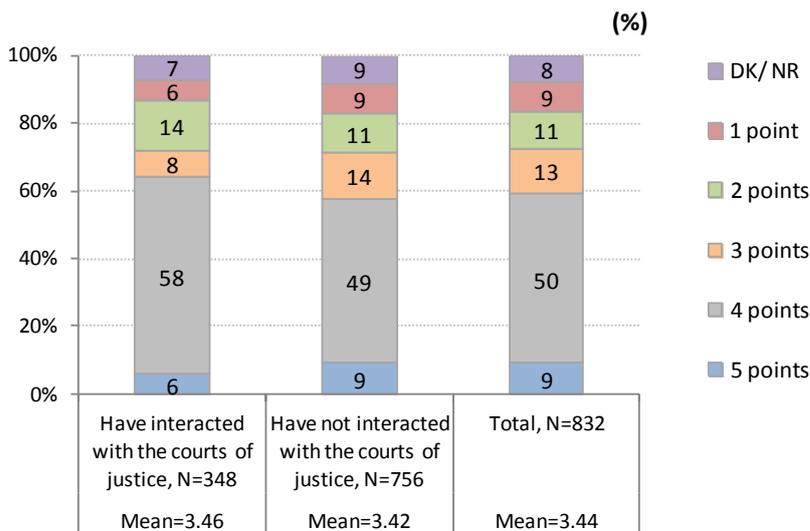
Chancery employees' opinions: They believe that the state makes little effort to inform people about the legal system and that it should take steps to disseminate the following information: how the system is organized; the functions of various employees and procedures for applying for services according 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.

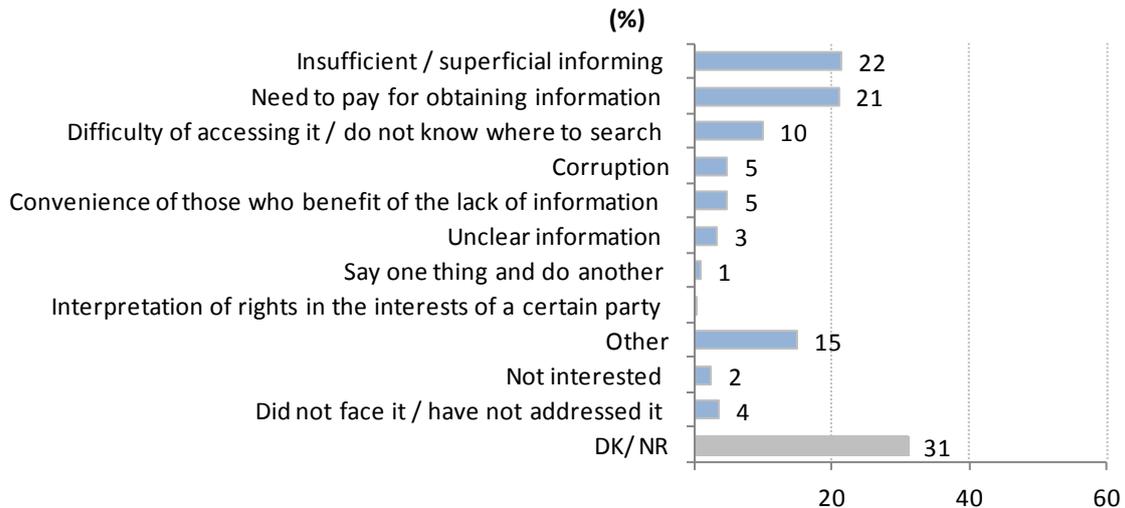
Experts' opinions: One of notaries thought legal information was not currently accessible because people no longer learn about the laws on the radio or other advertising sources and instead learn by word of mouth. Some experts, however, believed that information has become more accessible in recent years 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). [\[Appendix 17\]](#)

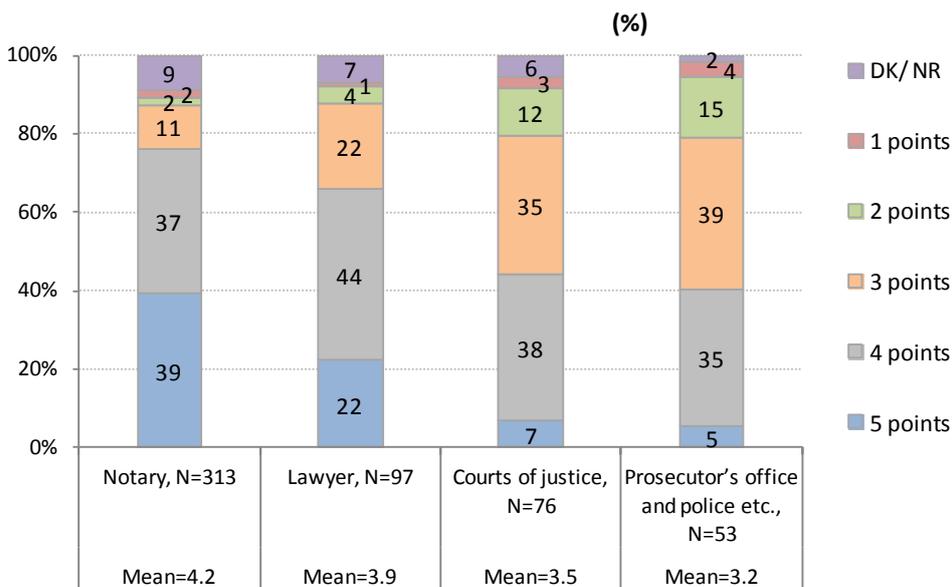
Figure 2.12: Reasons legal information is inaccessible (N=273)



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

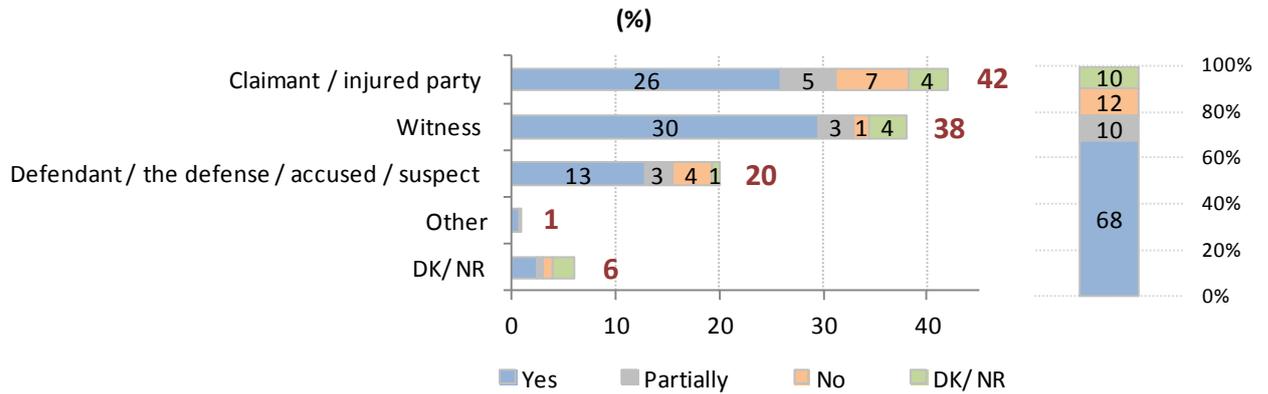
Regarding willingness to provide information, on a scale of 1 to 5 with 1 not willing at all and 5 very willing, notaries ranked first at 39% and lawyers second at 22%. The average scores were notaries 4.2, lawyers 3.9, courts 3.5 and prosecutors' offices and police departments 3.2 (Figure 2.13). [\[Appendix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

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). [\[Appendix 19\]](#)

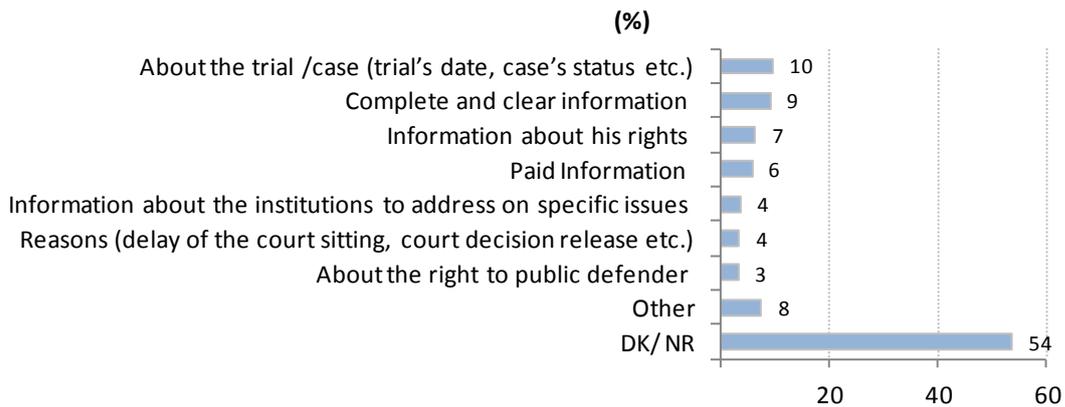
Figure 2.14: Did parties in a case have all information necessary for the court hearing (N=348)



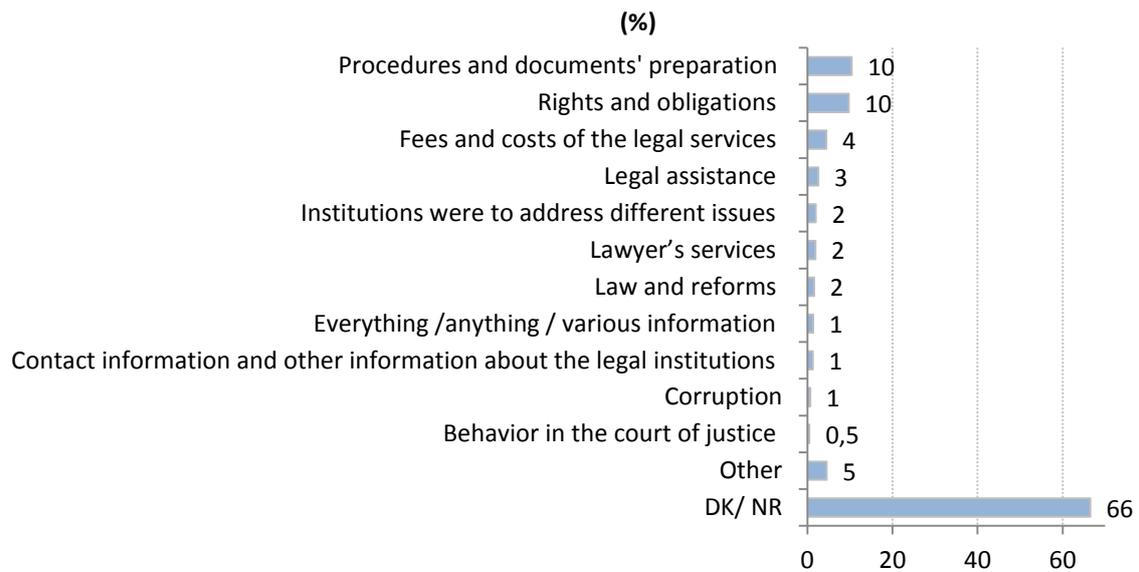
Citizens’ opinions: People participating in the focus group discussions indicated that they knew that lawyers provided consultations for socially vulnerable people and that civic education was taught in school. Also, one mentioned that he knew three organizations that offer free legal consultations: 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.

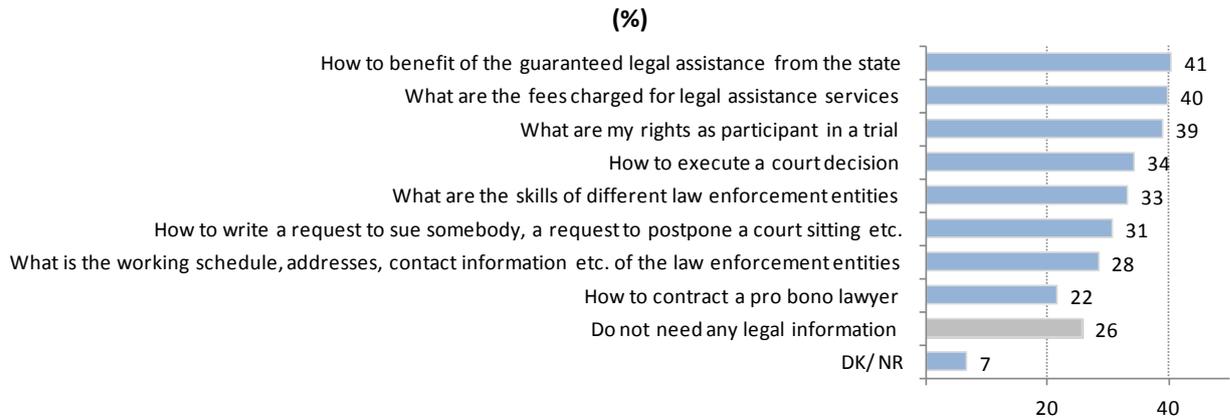
Respondents at the in-depth interviews said every citizen should know about the consumer protection law; about the relevant regulations of the labor law, civil code, criminal code; about their rights and contact information for legal institutions (hotline).

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)

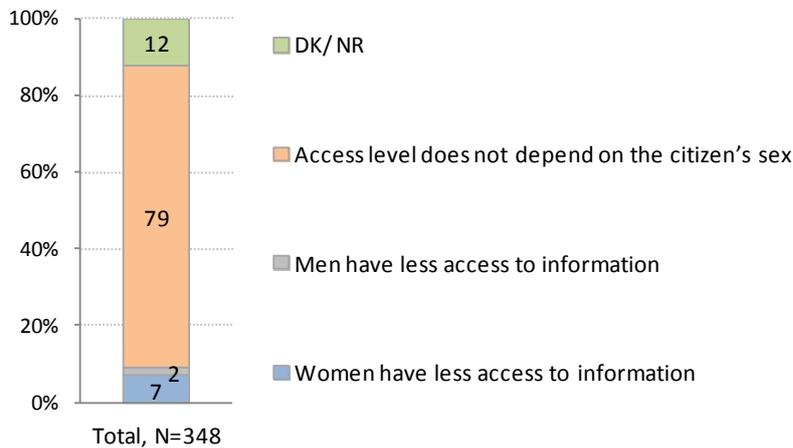


PART III: GENDER ISSUES IN THE LEGAL SYSTEM

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

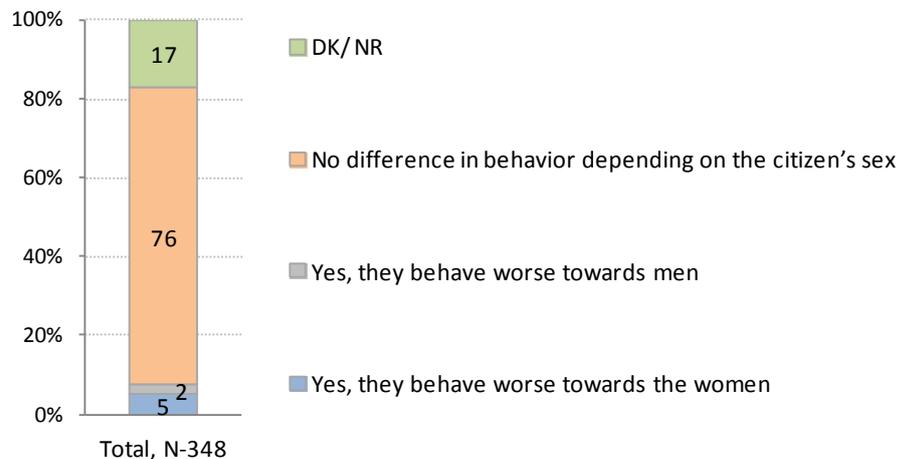
(%)



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.

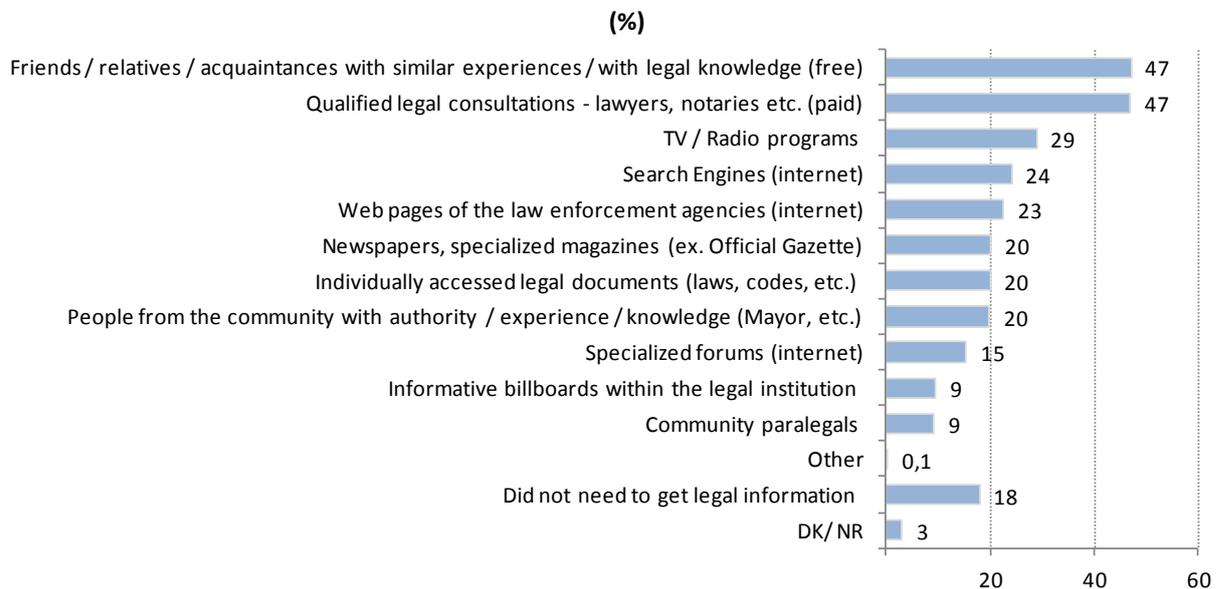
Chancery employees’ opinions: There are no differences between the treatment of men and women in the courts and no differences in attitudes of judges in terms of the sex of the court user.

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.

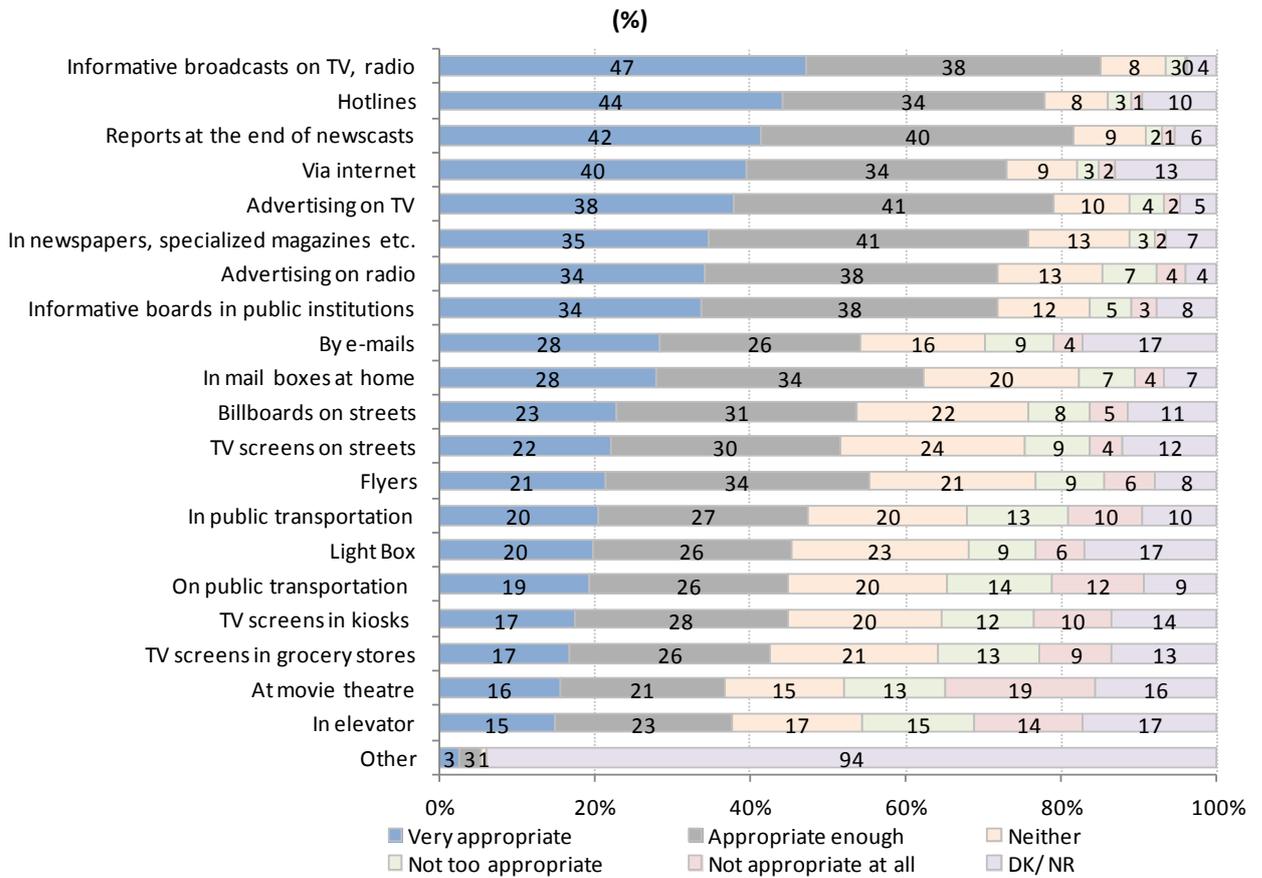
Experts' opinions: According to the notary, rural people first go to city hall to get needed information and then to the district center and later to lawyers or notaries. Some are also informed by word of mouth or in the best scenario, by notaries.

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.

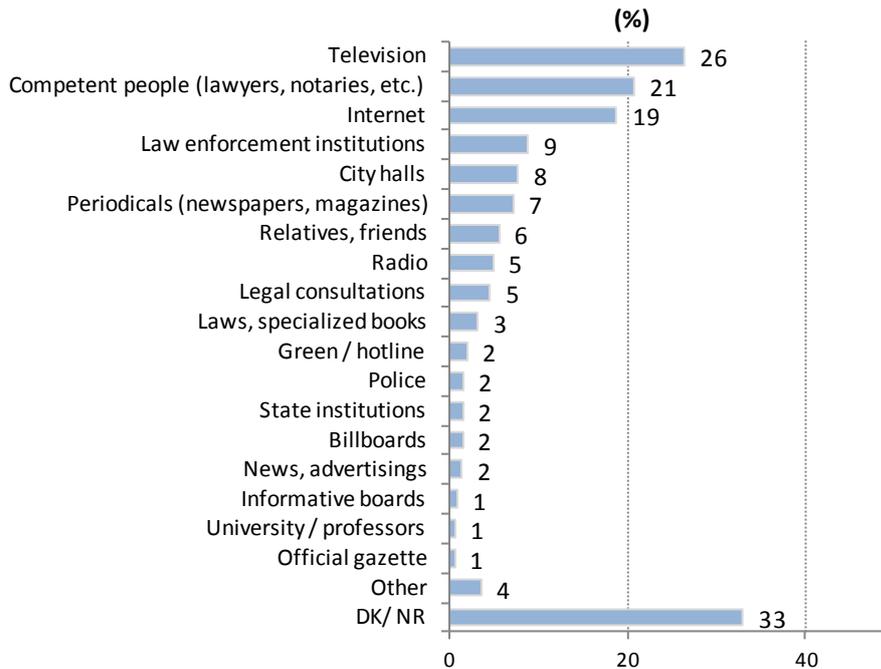
Ministry of Justice representatives always keep in touch with the press and have a set of resources for this purpose (public relations services, their web portals, social networks, roundtables, meetings, press conferences etc.).

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, 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, %
Total		832	8	18	73	0	100
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
Total		222	20	18	9	9	8	6	5	4	22	25
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
Monthly income	Not employed	36	20	15	13	6	3	2	12	3	13	34
	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 (news, specialized talk- shows etc.)	Relatives, friends, acquaintances	Internet (news portals, forums, web pages of the institutions etc.)	Radio (news, specialized talk- shows)	Periodical publications (specialized newspapers, magazines)	Rumors	Billboards / leaflets	Other	DK/ NR
Total		222	87	39	34	23	20	13	3	2	1
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 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
	Owns 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)**

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

* 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
Total		293	3,2	286	3,2	313	3,1	318	2,8
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
Total		348	3,4	348	3,6
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, acceptable delays	Yes, but unnecessary delays	No, everything was on time	DK/ NR	Total, %
Total		348	23	39	25	13	100
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, %
Total		832	5	20	30	35	9	100
Case	Yes*	348	30	40	21	3	6	100
	No	756	5	19	31	35	9	100
Sex	Male	404	7	17	30	39	7	100
	Female	428	4	23	31	31	11	100
Area	Rural	457	6	19	26	38	11	100
	Urban	375	4	21	36	32	7	100
Spoken language	Romanian	666	3	21	32	36	9	100
	Russian	149	13	17	27	33	10	100
	Other	17	27	24	22	16	11	100
Age	18-25 years old	176	3	22	27	41	6	100
	26-35 years old	201	3	21	39	30	7	100
	36-45 years old	155	9	24	26	34	8	100
	46-55 years old	173	6	19	31	35	9	100
	56-65 years old	127	6	15	27	36	16	100
Education level	Primary education	10	0	9	31	51	9	100
	Incomplete secondary education	110	8	19	21	44	8	100
	High school	165	7	12	26	45	9	100
	Professional studies	131	3	15	27	41	14	100
	Vocational secondary education	186	7	23	36	25	9	100
	Higher education	220	3	29	36	27	5	100
Occupation	Pupil / Student	88	4	22	31	35	8	100
	Household	50	7	31	26	29	7	100
	Empl. of a private comp	157	5	14	36	38	7	100
	Empl. of a state-owned comp.	135	2	26	31	35	5	100
	Owns his own business	26	0	13	27	56	4	100
	Self-employed	52	9	31	29	30	2	100
	Retired	124	5	13	28	37	16	100
	Not employed	177	8	23	28	32	9	100
Monthly income	Under 1000 MDL	120	4	23	28	34	12	100
	1001-2000 MDL	169	7	20	29	32	12	100
	2001-3000 MDL	164	8	23	35	31	4	100
	3001-4000 MDL	95	5	19	37	35	3	100
	4001-5000 MDL	49	5	18	36	30	11	100
	Over 5001 MDL	28	4	13	43	27	13	100

* 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)**

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

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

* 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, %
Total		832	24	33	38	5	100	832	34	35	28	3	100
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
	Owens 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
Total		832	38	12	9	6	2	1	0	0	1	58
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
	Owens 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
Total		832	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
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* 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
Total		348	89	18	5	3
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/ injured party	Witness	Defendant/ the defense/ accused/ suspect	Other	NK/ NR
Total		348	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 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
	Owens 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
(%)**

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

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

		N	Mean
Total		765	3,44
Case	Yes*	323	3,46
	No	691	3,42
Sex	Male	382	3,41
	Female	383	3,46
Area	Rural	421	3,36
	Urban	345	3,53
Spoken language	Romanian	611	3,42
	Russian	137	3,50
	Other	17	3,42
Age	18-25 years old	161	3,68
	26-35 years old	192	3,48
	36-45 years old	146	3,62
	46-55 years old	163	3,13
	56-65 years old	104	3,21
Education level	Primary education	8	2,51
	Incomplete secondary education	100	3,08
	High school	156	3,43
	Professional studies	110	3,39
	Vocational secondary education	170	3,54
Occupation	Higher education	215	3,60
	Pupil / Student	82	3,64
	Household	44	3,71
	Empl. of a private comp	151	3,53
	Empl. of a state-owned comp.	127	3,50
	Owns his own business	26	3,93
	Self-employed	51	3,58
	Retired	104	3,10
Monthly income	Not employed	163	3,20
	Under 1000 MDL	102	2,99
	1001-2000 MDL	156	3,37
	2001-3000 MDL	154	3,60
	3001-4000 MDL	94	3,49
	4001-5000 MDL	46	3,58
Over 5001 MDL	28	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 benefit of the 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
Total		273	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	2	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
Total		285	4,2	90	3,9	76	3,5	52	3,2
Case	Yes*	182	3,8	97	4,0	335	3,2	81	3,3
	No	230	4,2	53	3,9	0	.	26	3,1
Sex	Male	139	4,1	51	3,8	43	3,6	34	3,3
	Female	146	4,3	39	4,0	29	3,0	18	3,1
Area	Rural	128	4,1	31	3,6	37	3,4	30	3,2
	Urban	157	4,3	59	4,0	35	3,3	23	3,3
Spoken language	Romanian	212	4,1	65	3,8	54	3,3	30	3,0
	Russian	66	4,4	19	4,3	15	3,5	16	3,6
	Other	7	4,6	5	3,7	3	4,1	5	3,6
Age	18-25 years old	56	4,3	13	4,1	12	3,5	5	3,2
	26-35 years old	91	4,2	32	3,9	16	3,4	20	3,1
	36-45 years old	68	4,2	24	3,7	18	3,4	11	3,3
	46-55 years old	51	4,1	16	3,9	20	3,2	14	3,3
	56-65 years old	19	4,5	5	4,0	5	3,7	3	3,6
Education level	Primary education	1	5,0	0	.	0	.	0	.
	Incomplete secondary education	20	4,0	4	4,0	5	2,7	7	2,8
	High school	42	4,0	11	3,6	9	3,6	6	3,0
	Professional studies	25	4,1	8	4,1	7	3,4	6	3,0
	Vocational secondary education	75	4,4	21	4,0	19	3,2	11	3,7
Higher education	121	4,2	47	3,9	32	3,5	22	3,2	
Occupation	Pupil / Student	27	4,1	5	4,4	4	3,4	2	3,5
	Household	21	4,4	7	3,8	6	3,5	3	4,0
	Empl. of a private comp	70	4,2	21	4,0	16	3,1	10	3,0
	Empl. of a state-owned comp.	65	4,2	26	3,8	22	3,4	16	3,4
	Owns his own business	14	4,0	8	3,5	4	3,5	1	3,0
	Self-employed	21	4,5	8	3,8	7	3,5	8	3,0
	Retired	19	4,3	5	3,5	5	3,2	3	2,6
Not employed	38	4,1	10	4,0	6	3,2	6	3,6	
Monthly income	Under 1000 MDL	14	4,5	1	3,0	2	4,0	1	1,0
	1001-2000 MDL	45	3,8	14	3,5	5	3,0	6	3,4
	2001-3000 MDL	71	4,4	26	3,9	24	3,5	27	3,5
	3001-4000 MDL	43	4,3	16	4,0	14	3,1	6	3,0
	4001-5000 MDL	26	3,9	11	3,4	10	3,5	2	3,0
Over 5001 MDL	20	4,6	4	4,3	3	3,6	5	3,0	

* 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
(%)

		N	Yes	Partially	No	DK/ NR	Total, %
Total		348	68	10	12	10	100
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	Institution s were to address different issues	Contact information and other information about the legal institutions	Corruption	Behavior in the court of justice	Other	DK/ NR
Total		832	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	4	1	3	2	1	3	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
	Owens 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
Total		832	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, %
Total		348	7	2	79	12	100
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 behave worse towards the women	Yes, they behave worse towards men	No difference in behavior depending on the citizen's sex	DK/ NR	Total, %
Total		348	5	2	76	17	100
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 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
	Owens 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
Total		832	47	47	29	24	23	20	20	20	15	9	9	0	18	3
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	19	20	15	22	12	10	10	0	19	4
	Urban	375	49	50	31	30	27	21	26	17	19	8	7	0	16	2
Spoken language	Romanian	666	46	46	27	22	23	18	17	21	15	10	10	0	19	3
	Russian	149	53	51	37	32	24	27	30	16	20	9	6	1	17	1
	Other	17	33	68	34	39	5	33	52	12	5	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	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	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 (juriști, avocați, notari etc.)	Internet	Law enforcement institutions	City halls	Periodicals (newspapers, magazines)	Relatives, friends	Radio	Legal consultations
Total		832	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 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.