

Corruption and the Business Environment:  
Perceptions of Small and Medium Enterprises  
from the Republic of Moldova

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To our friends and collaborators, we are truly grateful for your support and productive cooperation. We are confident that our collective efforts will lead to meaningful change, drive economic development, and improve the quality of life for the citizens of the Republic of Moldova.

## About Date Inteligente

Company Date Inteligente has extensive experience in conducting surveys and research on a wide range of socio-political and economic topics. These include project evaluations, market analysis, consumer satisfaction assessments, public opinion analysis regarding government programs and non-governmental organization projects, as well as the examination of legal frameworks.

Date Inteligente SRL was founded by two professionals with expertise in data analysis, statistics, and sociology. Together, the founders bring over 20 years of combined experience in research, including the organization of research projects, surveys, and focus groups, as well as conducting economic, statistical, and econometric analyses, along with other qualitative and quantitative studies.

Since its establishment, iData has successfully completed more than 130 projects for national and international organizations, industry associations, and local companies.

Vision – We provide tailored solutions, delivered on time, with a focus on effective communication and meticulous attention to detail.

Mission – Our goal is to be a reliable and dynamically evolving partner, offering professional and efficient services.

Innovation – We create value by developing and implementing innovative ideas and efficient solutions.

Integrity – We uphold honesty and responsibility towards society, our partners, and customers.

Dedication – At Date Inteligente SRL, we are more than just a team; we are passionate about realizing our shared vision.

Teamwork – We recognize the value of every team member and encourage full involvement in our collective efforts.

All data used in our processes meet the highest standards of quality, sufficiency, variability, and accuracy. Data collection follows a strict and methodical approach.

We ensure transparency by providing our partners with clear information on how data is collected and analysed. Additionally, we are fully committed to safeguarding data privacy

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## About CAPC

The Centre for the Analysis and Prevention of Corruption (CAPC) is a non-commercial organization, registered with the Ministry of Justice on 19 April 2000, which started its activity in 2004.

The CAPC's primary objectives are to:

- contribute to reducing corruption levels in the country to a point where they no longer undermine citizens' rights and freedoms;
- raise awareness about the serious threat that corruption poses to the state's stability and integrity;
- conduct in-depth studies to assess the extent of corruption within society and governmental institutions;
- identify the sectors most impacted by corruption;
- promote transparency within state and political institutions, recognizing that a lack of transparency often fosters corruption;
- advocate for the establishment of public oversight over state activities, emphasizing that democratic institutions exist to serve and be accountable to society.

The CAPC has successfully implemented over 40 projects focused on preventing corruption through research, analysis, evaluation, and monitoring of public policies and institutions. These initiatives support key stakeholders, develop innovative tools, engage in strategic litigation, and conduct awareness-raising campaigns on the impact of corruption. Notable projects include:

- expertise on corruptibility and the vulnerability (corruption proofing) of draft legal acts from a human rights perspective;
- development of studies and empirical research on anticorruption and justice;
- conducting opinion polls;
- providing free legal advice through a dedicated helpline;
- designing and implementing methodological tools for monitoring and evaluating anticorruption policies and public authorities;
- developing web platforms to collect public interest data and enhance communication on emerging anticorruption issues.

## Acronyms

FG – Focus Group (a structured group interview conducted on a specific theme, targeting a particular category);

I – interviewed (participant in an In-Depth Interview);

NAFS – National Agency for Food Safety (ANSA, in Romanian);

NAC – National Anticorruption Centre (CNA, in Romanian);

CCPPH – Centre for Centralized Public Procurement in Health (CAPCS, in Romanian);

MMDA – Medicines and Medical Devices Agency (AMDM, in Romanian);

LPA – Local Public Administration (APL, in Romanian);

AIPA – Agency for Intervention and Payments in Agriculture (AIPA, in Romanian);

MIA – Ministry of Internal Affairs (MAI, in Romanian);

ANSP – National Agency for Public Health (ANSP, in Romanian);

NIA – National Integrity Agency (ANI, in Romanian);

APO – Anticorruption Prosecutor's Office (AP, in Romanian);

ODE – Organization for the Development of Entrepreneurship (ODA, in Romanian);

NGO – Non-Governmental Organization (ONG, in Romanian).

# Introduction

Corruption remains one of the most significant barriers to a thriving business environment in the Republic of Moldova. It undermines competitiveness, raises operational costs, and discourages investment. Small and medium-sized enterprises (SMEs), which make up approximately 98% of all businesses in the country, are particularly vulnerable to corruption. These SMEs face higher exposure to corruption risks and encounter greater challenges in implementing effective internal anticorruption measures.

In 2017, a survey was conducted to assess the business community's perception of corruption. The findings revealed serious deficiencies and widespread corruption risks that continue to affect businesses in Moldova. Over the years, national authorities have introduced various initiatives aimed at improving the situation, while donors and international partners have supported numerous reforms to enhance integrity within both the public and private sectors. With its attainment of candidate status for European Union membership, the Republic of Moldova has made a firm commitment to preventing and combating corruption.

The Centre for the Analysis and Prevention of Corruption has set out to evaluate the perceptions and experiences of business owners in 2024 regarding corruption, aiming to identify changes compared to 2017 and analyse the dynamics over time. In collaboration with the sociological company iData and with the support of Sweden, a national survey was conducted among SMEs in the Republic of Moldova to provide an in-depth understanding of the current situation and emerging trends related to corruption.

This report presents the findings of the survey, addressing key questions about the business community's perception of corruption, the extent of interaction with corruption, and the implementation of ethics and anticorruption policies within companies. Additionally, this survey includes a comparative analysis with the 2017 survey results, highlighting changes, improvements, or regressions observed over the years.

The findings of this report serve as a valuable resource for national authorities, political decision-makers, civil servants, the media, donors, international organizations, and development partners of the Republic of Moldova. It offers a comprehensive understanding of the current situation, enabling informed discussions about existing challenges and the identification of appropriate solutions. The report can also guide the prioritization of anticorruption measures, policies, and tools, helping to address deficiencies across various sectors and public institutions.

A key objective of this report is to support the private sector in its efforts to uphold integrity and actively participate in identifying and implementing anticorruption

solutions. The involvement of private companies is crucial for fostering a fair and competitive business environment, attracting investment, and promoting sustainable economic development. By adopting effective anticorruption measures, the private sector can play a pivotal role in combating corruption and promoting integrity.

In this context, SMEs can benefit from tools such as anticorruption compliance policies and the international standard ISO 37001. This standard outlines the requirements and guidelines for establishing a management system designed to prevent, detect, and address bribery within organizations. ISO 37001 helps companies implement robust anti-bribery policies and develop the necessary procedures to ensure compliance, strengthening their commitment to integrity and transparency.

# Methodology

The study methodology involved conducting a complex study consisting of an opinion poll among 530 businesses from various economic fields, as well as the conduct of 4 focus group discussions and 5 in-depth interviews.

Details can be found below.

## Qualitative study

As part of the qualitative study, 5 in-depth interviews and 4 focus-group discussions were conducted, two of which were held with businesses from the Chişinău municipality, the Northern region of the country, as well as the Central and Southern regions.

Table 1. Information on the conducted interviews

No.	Target group	Number of participants	Field of activity / Position held	City / region
FG1	Chişinău area companies	10	Miscellaneous	Chişinău
FG2	North zone companies	9	Miscellaneous	North
FG3	Companies in the South and Centre area	10	Miscellaneous	Centre and South
FG4	Chişinău area companies	8	Miscellaneous	Chişinău
I1	Big company	1	Services/Chief Accountant	Chişinău
I2	Small company	1	Industry/Administrator	Străşeni/Sireţi
I3	Big company	1	Services/Administrator	Chişinău
I4	Small company	1	Agriculture/Administrator	Peresecina/Orhei
I5	Medium company	1	Services/Administrator	Chişinău

The interviews took place face to face and online, between 8 and 17 July 2024.

The group discussions were conducted in an open and relaxed atmosphere, allowing participants to freely share their ideas and opinions. At the outset, participants were briefed on the ground rules for the discussion and reassured about the confidentiality of their personal data.

Each group discussion, lasting approximately 2.5 hours, was recorded and transcribed for further analysis.

In addition, as part of the qualitative study, five in-depth interviews were conducted, each lasting between 40 to 60 minutes. These interviews involved companies from various sectors and of different sizes.

The transcriptions of the interviews served as the foundational material for the preparation of this report. To support key findings, relevant quotes from the focus group discussions have been included throughout the report.

#### Quantitative study

Collection period: 27 June – 2 August 2024; Sample size: 530 respondents, B2B;

Collection methods: CATI (Computer Assisted Telephone Interviewing); CAWI

Duration of the interview: 35-40 minutes; Language: Romanian and/or Russian;

Number of operators involved in data collection: 22;

Sampling error:  $\pm 4.2\%$

Table 2. Sample structure

Company type	No. of respondents	Percentage
Trade	141	26.6%
Services	118	22.3%
Transportation and Communications	74	14.0%
Industry / Construction	103	19.4%
Agriculture	72	13.6%
Other	22	4.2%







Region	No. of respondents	Percentage
North	86	16.0%
Centre	117	22.0%
Chişinău municipality	273	52.0%
South	38	7.0%
Găgăuzia	16	3.0%

Size of the enterprise	No. of respondents	Percentage
Micro	263	50.0%
Small	151	28.0%
Medium	70	13.0%








Large	46	9.0%
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# Grid of assessment indicators

## General perceptions of the business environment














#	Measurement indicator	Value	2017	2024	Evolution
Figure 1	The impact of corruption on business development, % of those believing it “doesn't hinder at all” or “sometimes hinders”	%	16.6	42.8	
Figure 2	The percentage of those believing that corruption practices are widespread in businesses in the Republic of Moldova (“to a very large extent” or “to a large extent”)	%	69.2	44.5	
Figure 3	The perception of the integrity of companies in the Moldovan business environment (Very High or High)	%	24.5	16.8	
Figure 4	Perception of the integrity of the public sector when it interacts with the Moldovan business environment (Very High or High)	%	32.1	15.2	
Figure 25	The percentage of those believing that it is easier to solve problems through informal channels than through official ones (“Always” or “Very often”)	%	24.0	6.6	
Figure 25	The percentage of those believing that it is easier to solve problems through unofficial channels than official ones (“Never” or “Very rarely”)	%	31.7	60.2	

## Trust in state institutions

#	Measurement indicator	Value	2017	2024	Evolution
Figure 6	Confidence in the State Tax Service (Much or Very Much)	%	49.2	68.7	
Figure 7	Confidence in the Customs Service (Much or Very Much)	%	29.3	47.5	
Figure 8	Trust in NAFS (Much or Very much)	%	23.4	38.2	
Figure 9	Confidence in the Mayor's Office (Much or Very Much)	%	35.1	55.2	
Figure 10	Confidence in the President's Office (Much or Very Much)	%	22.0	45.3	
Figure 11	Confidence in Parliament (Much or Very Much)	%	15.0	38.4	
Figure 12	Trust in Government (Much or Very Much)	%	20.3	40.4	
Figure 13	Confidence in the Public Health Centre (Much or Very Much)	%	-	41.9	-
Figure 14	Trust in the State Labour Inspectorate (Much or Very Much)	%	-	56.4	-
Figure 15	Confidence in the National Inspectorate for Technical Supervision (Much or Very Much)	%	-	41.2	-
Figure 16	Confidence in the Environmental Protection Inspectorate (Much or Very Much)	%	-	39.2	-

#	Measurement indicator	Value	2017	2024	Evolution
Figure 17	Trust in the Agency for Intervention and Payments in Agriculture (Much or Very Much)	%	-	24.3	-
Figure 18	Trust in Banks/Credit Institutions (Much or Very Much)	%	-	68.7	-
Figure 19	Confidence in Firefighters (Much or Very Much)	%	-	71.3	-
Figure 20	Confidence in the Police (Much or Very Much)	%	-	53.2	-
Figure 21	Confidence in the National Anticorruption Centre (Much or Very Much)	%	-	32.7	-
Figure 22	Confidence in the Anticorruption Prosecutor's Office (Much or Very Much)	%	-	29.6	-
Figure 23	Confidence in the National Integrity Authority (Much or Very Much)	%	-	25.6	-
Figure 24	Confidence in courts of law (Much or Very Much)	%	-	27.0	-
Figure 25	Confidence in the National Agency for the Resolution of Complaints (Much or Very Much)	%	-	24.0	-

### Ethics and anticorruption policies within companies. The company

#	Measurement indicator	Value	2017	2024	Evolution
Figure 45	has an internal Business Ethics Code/Guide	%	41.5	39.8	
Figure 46	has procedures to prevent and sanction bribery	%	17.2	22.8	
Figure 47	has procedures to prevent conflicts of interest	%	27.4	29.8	
Figure 48	establishes anticorruption clauses in employment contracts	%	26.8	34.2	
Figure 49	applies auditing standards to prevent and detect corruption	%	31.5	36.0	
Figure 50	includes anticorruption clauses in contracts with partners	%	17.4	27.2	
Figure 51	is a member of an association which prioritizes the fight against corruption	%	7.6	8.3	
Figure 52	makes anticorruption policies known to partners	%	17.0	23.6	
Figure 53	has internal mechanisms for reporting illegal acts	%	-	39.2	
Figure 55	believes in the usefulness of anticorruption rules for the private sector	%	64.2	80.0	
Figure 56	team members are interested in anticorruption courses	%	63.0	35.1	
Figure 57	anticorruption courses were held for employees or managers	%	13.1	11.5	
Figure 58	participates in collective or sectoral anticorruption initiatives	%	9.6	9.4	

# 1. General perceptions on corruption in Moldova

## 1.1 Associations with the term “Corruption”

The study revealed that among company representatives, the term "corruption" is most commonly associated with the word "bribe" and other terms related to financial transactions.

*I primarily associate it with bribery... [I1]*

*It is a way to make money, to use people, to achieve the goals you set out for yourself. [FG3-B7]*

*Corruption is achieved in monetary form only... [FG4-B5]*

*I only have one word – power. Power is the first thing that breeds corruption; (if) you have power, you are corrupt. [FG2-F5]*

Based on the responses provided by economic agents, it can be concluded that they perceive the phenomenon of “corruption” through various perspectives, as outlined in the table below. Some of these perspectives reflect the perceived advantages of corruption, while others highlight its disadvantages. Additionally, some responses focus on aspects related to the functioning of the business environment, the state, or the type of power that corruption engenders.

Disadvantages	Advantages	Entrepreneurship	The problem of the state	Power/influence
Illegal transaction; Degradation of the enterprise, the society and the person; Slowing things down and fiscal, financial consequences; Financial losses; Personal humiliation; Decreasing the quality of business organizations; Stagnation in the field of business, politics, the development of	Way to earn money; Increasing cash flow; Solving problems; Reducing the time to solve problems; Way to achieve planned goals.	Ways of evading payment of taxes and fees; Methods of entrepreneurship; Way to use people.	Policy consequence .	Influence; Gratitude; Power.

society, and the entire state.				
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From discussions with entrepreneurs, it can be concluded that economic agents describe the corruption process as follows: a critical problem arises within the company, one that is essential for the company's future. This issue demands a swift resolution, ideally with minimal financial loss and few consequences for the enterprise, leading to the use of corrupt practices.

Regarding corruption, two parties are typically involved: the bribe giver and the bribe taker. In some situations, corruption may be viewed as mutually beneficial. However, when bribery becomes a coercive measure, it takes on a negative connotation and is seen as a result of poor management. In this context, economic agents point out that situations may arise where the professional qualifications of specialists are overlooked, and "success" is achieved by those with financial resources and ambitions. This distorts the business environment by limiting fair competition and enabling individuals who lack the necessary knowledge and skills to succeed.

In summary, according to the respondents, corruption is seen as positive when both parties benefit, but negative when only one party gains.

*There are obstacles to be overcome when dealing with certain civil servants and applying business methods. This may sometimes involve thanking someone for their assistance. [FG3-F8]*

*First, acts of corruption occur between two parties, both of whom have a vested interest. These acts are covert, lacking transparency, and involve parties who hold decision-making power. Both parties are in a position to influence outcomes. [FG2-F5]*

*... even if you lack professional qualifications or are not well-regarded in society, paying can help you advance. In this way, individuals with true talent often remain in the background, unable to break into the business market. [FG3-B7]*

## 1.2 The situation at country level regarding corruption

The respondents' views on the evolution of corruption levels in the Republic of Moldova were equally divided into three categories: some believe that corruption has increased, others feel it has remained unchanged, and a third group believes the phenomenon has decreased.

According to economic agents, the decrease in corruption is attributed to the efforts of the current government, which has focused on combating corruption through various initiatives.

*Since the arrival of Mrs. Maia Sandu, corruption has decreased over the past two years. Concrete steps have been taken to address these issues, although the process is still ongoing, and we are in the midst of reducing corruption. [I2]*

*Recently, corruption has not decreased dramatically, as fighting it is undoubtedly challenging. However, there has been a noticeable reduction because efforts to combat corruption have intensified significantly. [FG2-F1]*

*I believe the stakes have risen, and taxes have increased. Corruption has stagnated, not completely disappearing, but it is being actively fought. The authorities are aggressively tackling this system, yet as the fight intensifies, the stakes also increase, along with the rewards and amounts being demanded. [FG3-B10]*

According to the opinions expressed in the focus groups, the perceived decrease in the level of corruption is attributed to the fact that a new generation is taking leadership positions, bringing different perspectives compared to previous generations, which were influenced by the habits of the Soviet era. Young people no longer see bribery as a normal practice and are more open to interaction and communication, thereby facilitating the access to necessary services.

*The younger generation has a different attitude towards bribery. When dealing with younger officials, it is easier to communicate with them and obtain the necessary documents. [FG2-F3]*

*One factor influencing the reduction of corruption is education. Younger people are less likely to be influenced to give bribes; they view the situation differently and approach their activities with a fresh perspective. [FG2-F4]*

There is currently heightened attention on the issue of corruption and the efforts to combat it, including extensive media coverage of the phenomenon. This increased focus has led to a rise in the fear of being caught in the act of giving or accepting a bribe and facing legal consequences.

*The factors that continue to influence the situation include the widespread publication of corruption cases, through media outlets such as television and the internet. This helps to inform potential bribe givers about the risks involved, instilling a sense of fear that may deter them from proceeding. As a result, it adds a level of caution and discourages such actions. I fully agree with my colleagues on this point. [FG2-F2]*

*In my experience, and particularly in sectors like education and healthcare, corruption has stagnated in recent years. People who used to engage in bribery more casually are now much more cautious, as the risks are no longer as easily ignored. [FG3-F6]*

*At the current level, things have started to improve because individuals have become more cautious and thoughtful about the decisions they make. [I5]*

*I believe corruption has decreased in our country. The Republic of Moldova is progressing, and society has matured. Furthermore, there is significant public attention on corruption cases, which are now widely reported and have led to numerous prosecutions. [FG3-B9]*

Economic agents from the Centre and South regions, as well as those from Chisinau, observe that the digitalization of services has facilitated numerous online transactions. This shift has reduced the need for personal contact, thereby diminishing the opportunities for offering bribes.

*As we operate in the accounting field, what we've observed is a noticeable decrease in the phenomenon of corruption, at least at the regional level. We frequently communicate with tax inspectors, and I can honestly say that, on occasion, we may have wanted to offer them something extra, but our colleagues do not accept anything, even in a collegial context. I see this as a positive sign. [FG3-F4]*

*For several years now, no one has approached us asking for anything. I simply submit an application, schedule an appointment online with the Public Services Agency (ASP), go in, and get the document. The process is entirely online, with no interaction needed. All reports are now submitted digitally. [FG4-B1]*

*I would also argue that the decline in corruption can be attributed to digitization and the reform of the public budget system and services. Now, any certificate or authorization can be submitted online, and in this sector the practice of giving and accepting bribes has significantly decreased. [FG3-F4]*

Increasing wages, particularly in sectors vulnerable to corruption, along with raising fines for bribery, are seen as effective measures in the fight against corruption.

*... but I also want to point out that citizens' incomes have increased. As a result, a civil servant with a decent salary is less likely to accept bribes. I am in frequent contact with civil servants as an entrepreneur, and I've noticed that the tendency to solicit bribes has disappeared. [FG3-B9]*

Among the economic agents, both those who participated in the focus-group discussions and in-depth interviews, some believe that the level of corruption in the Republic of Moldova has not changed significantly. They argue that people continue to view bribery as the norm, maintaining the habit of giving and receiving bribes. However, it is also noted that, due to anticorruption efforts, the methods of corruption have become more complex. Corruption schemes have evolved, with bribery now being channelled through more sophisticated means, making it harder for anticorruption organizations to detect and address.

*The situation has remained the same; I haven't seen much change. We've already become accustomed to the practice of taking money. [14]*

*I think the situation has remained the same, but the phenomenon has become more complex. Previously, issues could be resolved at a certain level, but now the problem has escalated to higher levels. The issue is still being addressed for the same reasons, but what once was handled at one level is now being dealt with across two or three levels. [15]*

The majority of economic agents in Chisinau believe that corruption has increased in the Republic of Moldova. Business representatives in the capital observe that corruption continues in the form of “gratitude” for services rendered. Without such “gratitude”, solving problems becomes difficult, if not impossible. This practice is seen as an integral part of business interactions, thus perpetuating a high level of corruption.

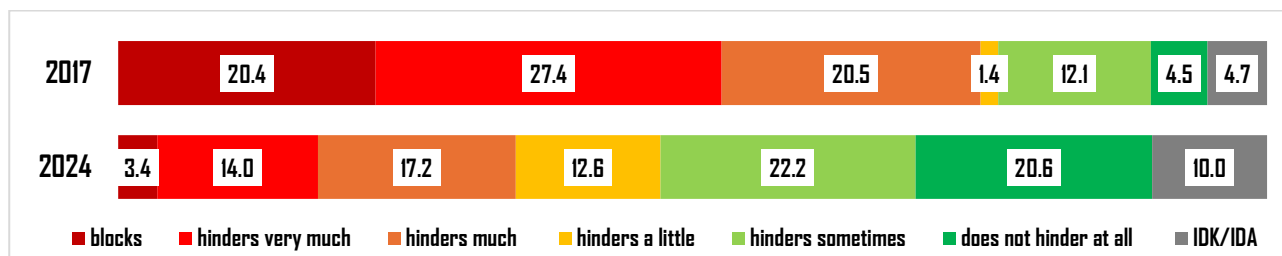
On the other hand, those needing to resolve critical issues often go to great lengths, which in many cases involves offering bribes. This reflects the reality that when the stakes are high, corruption becomes a recurring practice to achieve the desired outcomes.

*There are people who immediately want to resolve their issues with money, knowing that unless you pay, you won't be helped. Even if you are assisted, you're not given proper guidance, despite the fact that the person works in a state structure and their duty is to do their job properly. [FG4-F8]*

*Corruption is increasing day by day. [FG4-F4]*

### The impact of corruption on business development:

Figure 1. To what extent does corruption **hinder** business development in the Republic of Moldova? (%)

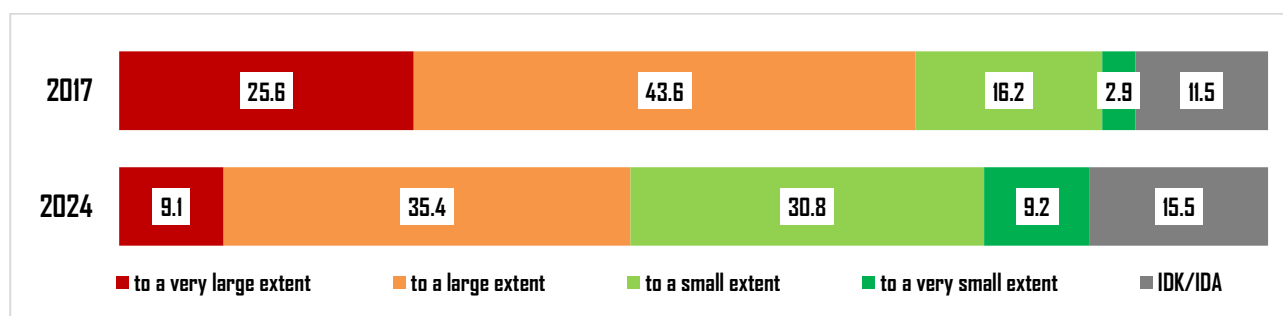


In 2024, the data reveals a significant improvement in the negative perception of corruption. Only 3.4% of respondents now believe that corruption “blocks” business development, a sharp decline from 20.4% in 2017. This drastic decrease suggests either a successful reduction in the impact of corruption or an adaptation of the business environment to the existing conditions, which has lessened the perception of obstruction. Additionally, 14% of respondents indicated that corruption “hinders business very much”, down from 27.4% in 2017. Similarly, the proportion of those who believe corruption “hinders much” has decreased to 17.2% in 2024, compared to 20.5% in 2017. Interestingly, in 2024, a higher percentage of respondents (22.2%) believe that corruption “sometimes hinders” business, up from only 1.4% in 2017. This shift may reflect a change in how corruption is perceived: while it still exists, its impact is seen as less frequent and not necessarily constant or overwhelming. Moreover, 20.6% of respondents in 2024 believe that corruption “does not hinder” business at all, a significant increase from 4.5% in 2017. This suggests a growing sense of optimism or potentially a real improvement in the business environment in the Republic of Moldova.

When comparing data from 2024 to 2017, it is clear that the business environment’s perception of corruption has significantly improved. In 2017, nearly half of respondents (47.8%) felt that corruption blocks or hinders business very much, whereas in 2024, this perception has dropped to just 17.4%.

### Corruption practices in business in the Republic of Moldova:

Figure 2. Are corrupt practices **widespread** in businesses in the Republic of Moldova? (%)



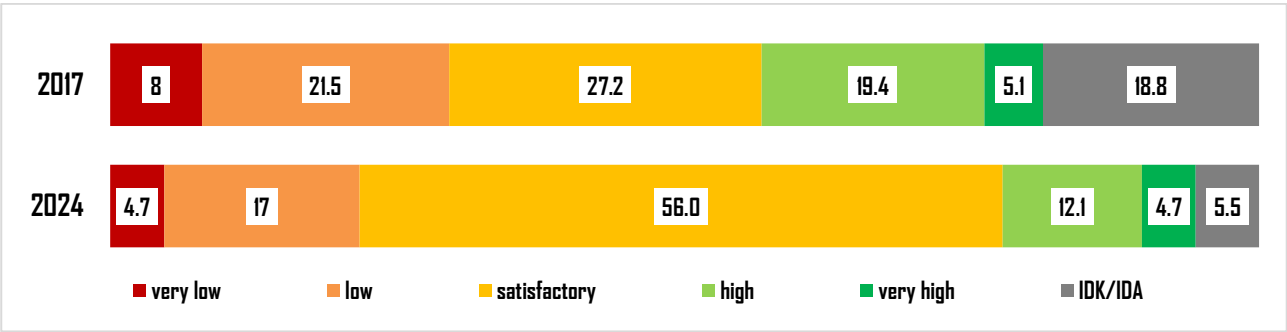
In 2024, the percentage of respondents who believe that corrupt practices are widespread “to a very large extent” in business has dropped significantly to 9.1%, compared to 25.6% in 2017. This decrease suggests either a perceived reduction in corrupt practices within businesses or a diminishing view of the severity of these practices. At the same time, 35.4% of respondents in 2024 believe that these

practices are widespread “to a large extent,” a percentage that is relatively close to the 43.6% in 2017 but still indicates a slightly more optimistic outlook in 2024. Conversely, the proportion of those who believe that corrupt practices are widespread “to a small extent” increased to 30.8% in 2024, compared to 16.2% in 2017. This shift signals a positive change in the perception of corruption, suggesting that many respondents now see it as less prevalent or less significant than in the past. Similarly, those who believe that corruption is present “to a very small extent” increased slightly from 2.9% in 2017 to 9.2% in 2024, reinforcing the trend of an improving business environment from the perspective of corruption. However, the percentage of respondents who did not know or chose not to answer (IDK/IDA) this question rose to 15.5% in 2024, up from 11.5% in 2017. This may indicate either greater uncertainty about the issue or a perceived lack of transparency in the business environment.

When comparing the perceptions of 2024 to those of 2017, we see a clear reduction in negative extremes (“to a very large extent”) and an increase in responses suggesting less widespread corruption (“to a small extent” and “to a very small extent”). This shift may be attributed to ongoing reforms, efforts for greater transparency, or the adaptation of the business environment to new economic and legislative realities. However, the fact that a significant proportion of respondents still perceive corruption as being present “to a large extent” or “to a small extent” shows that, despite some improvements, corruption remains a significant challenge for the business environment in the Republic of Moldova.

The integrity of economic agents in the Moldovan business environment

Figure 3. How do you rate the integrity (honesty, fairness) of economic agents in the Moldovan business environment? (%)



In 2024, the percentage of respondents who believe that the integrity of economic agents is “very low” has decreased to 4.7%, down from 8.0% in 2017. This decline indicates a perceived improvement in ethical behaviour within the business environment. Similarly, the proportion of respondents who consider integrity to be “low” has decreased to 17.0% in 2024, compared to 21.5% in 2017. On the other hand, the perception of “satisfactory” integrity has seen a significant increase, rising to 56.0% in 2024, up from 27.2% in 2017. This suggests that the majority of respondents now believe that the honesty and fairness of economic agents in the Republic of

Moldova have improved considerably, though still not reaching very high standards. Regarding “high” integrity, there has been a decline, with 12.1% of respondents holding this view in 2024, compared to 19.4% in 2017. This decrease could indicate that, while there is a general perception of improvement, there are still concerns about achieving truly high levels of integrity. Additionally, the perception of “very high” integrity decreased slightly, from 5.1% in 2017 to 4.7% in 2024. The percentage of respondents who did not know or did not answer (IDK/IDA) has decreased significantly, dropping to 5.5% in 2024 from 18.8% in 2017, suggesting greater clarity or confidence in evaluating the integrity of economic agents.

In 2017, perceptions were more varied, with a relatively significant percentage of respondents considering the integrity of economic agents to be either “low” or “satisfactory”. The dramatic rise in those who view integrity as “satisfactory” in 2024 indicates overall progress in the business environment, even if “high” or “very high” standards have not yet been fully realized. This positive change can likely be attributed to ongoing efforts to enhance the business climate, promote ethics, and implement anticorruption policies. However, the slight decrease in the perception of “high” and “very high” integrity suggests that challenges remain in achieving a fully transparent and ethical business environment.

### The integrity of the public sector in the interaction with the Moldovan business environment

Figure 4. How do you rate the integrity (honesty, fairness) of the public sector when it interacts with the Moldovan business environment? (%)



In 2024, the perception of public sector integrity showed mixed trends. The percentage of respondents who consider public sector integrity to be “very low” slightly increased to 8.5%, up from 7.2% in 2017. Similarly, the proportion of those who view integrity as “low” rose from 19.6% in 2017 to 21.3% in 2024. These increases may reflect the continued negative perception of the public sector, possibly driven by ongoing systemic issues related to corruption and unethical behaviour. On a more positive note, the perception of “satisfactory” integrity saw a significant improvement, rising to 48.6% in 2024, compared to 21.3% in 2017. This shift indicates that, despite some concerns, most respondents now believe that the situation is generally acceptable or has improved notably. However, perceptions of “high” integrity decreased to 12.6% in 2024, down from 21.7% in 2017, and those who consider integrity to be “very high” dropped significantly to 2.6%, compared to 10.4%

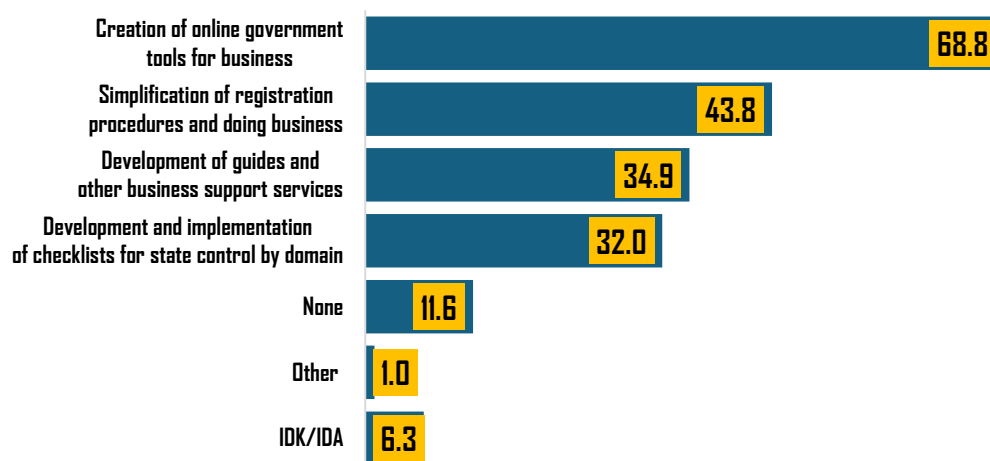
in 2017. This decline in the higher categories suggests a sense of disappointment or lack of confidence in the public sector's ability to uphold high ethical standards consistently. The percentage of respondents who did not know or did not answer (IDK/IDA) decreased significantly, from 19.8% in 2017 to 6.4% in 2024. This reduction could imply greater clarity or confidence in evaluating the behaviour of the public sector, whether for better or worse.

Overall, comparing 2024 data to 2017 reveals a polarization of perceptions. While the proportion of those who view public sector integrity as "very low" or "low" has increased, the overall perception of "satisfactory" integrity has also seen a significant rise. However, trust in "high" and "very high" integrity has declined, suggesting that while improvements are recognized, they have not been sufficient to restore trust to higher levels.

## Actions implemented by public authorities to improve integrity

This section examines the perceived impact of various actions undertaken by the public authorities of the Republic of Moldova, with support from donors, in enhancing integrity within the business environment.

Figure 5. Which of **the actions implemented** in recent years by public authorities, with the support of donors, have contributed to improving integrity? (%)



According to 2024 data, the most significant perceived impact on improving integrity came from the “creation of online government tools for business,” cited by 68.8% of respondents. This suggests that digitization and easy access to government services through online platforms were seen as effective measures in reducing corruption opportunities and promoting transparency. Additionally, 43.8% of respondents acknowledged the importance of the “simplification of registration procedures and doing business” in improving integrity, reflecting an appreciation for efforts to reduce bureaucracy, which is often linked to corruption. “Development of guides and other business support services” was cited by 34.9% of respondents. These resources help entrepreneurs navigate the legal system more effectively and ensure better compliance with regulations, thereby reducing corruption risks. Similarly, 32.0% of respondents recognized the “development and implementation of checklists for state control by domain” as an important action, as these standardized tools promote transparent and uniform state oversight, limiting inspectors’ discretion and reducing opportunities for corruption. However, 11.6% of respondents indicated that “none” of these actions contributed to improving integrity, suggesting ongoing scepticism or distrust in the effectiveness of these measures.

While actions implemented by public authorities, with donor support, have been perceived to positively impact integrity—particularly through digitization and simplification of bureaucratic processes—a notable level of scepticism remains. This highlights the need for continued efforts to strengthen trust in anticorruption reforms.

### 1.3 Trust in institutions

Returning to the topic of the associations that participants in focus groups and interviews expressed regarding the phenomenon of corruption, several institutions were frequently mentioned as being among the most corrupt. These include:

- Prosecutors' Offices
- Courts of law
- Customs
- Police
- PSA (Public Services Agency)
- LPA (Local Public Administration)
- Public Health Centres
- NAFS (National Agency for Food Safety)

From these observations, it can be concluded that economic agents generally agree on the areas they perceive as the most corrupt in the Republic of Moldova. These include: justice, law enforcement, healthcare, customs, taxation, education, construction, transportation, and commerce. Respondents who have interacted with government agencies highlight that corruption is most prevalent within these institutions. It is also noted that while government agencies can be strict with economic agents, in many cases, the issuance of essential authorizations – on which a company's operations depend – remains within the control of these institutions.

*So, judiciary, starting with judges, prosecutors, investigators, bailiffs, and lawyers, is often seen as a complex and entrenched network, making it difficult to eradicate corruption at its core. Removing a general prosecutor may not be enough to address the systemic issue, as the roots of corruption remain deeply embedded. What I want to tell you is that the judiciary, despite being part of the broader range of state institutions, is singled out as an area of particular concern. In general, the state bodies. The civil servant must be checked from all points of view, including his/her behaviour, when an economic agent appears before him/her... [FG2-F1]*

*Justice, politics that there are large sums. [FG3-B7]*

*Every system where you interact with the state can involve corruption. So, for me as an entrepreneur or a natural person – it doesn't matter – corruption is not limited to one specific sector, but rather, it permeates every area where individuals interact with state institutions. [FG1-B2]*

*It still exists today in the police. The systems have not diminished. They have remained the same, they have taken them over. Customs, and respectively hospitals and medicine... [FG3-B9]*

The highest levels of corruption are prevalent in sectors where there is significant turnover and where the human element plays a crucial role in service delivery. In these areas, the circulation of large sums of money creates strong incentives for individuals to seek additional earnings, which is often viewed as an unavoidable reality.

*This phenomenon is prevalent in any area where money is involved. In every sector, including inspection agencies, where personal interests are at play, corruption tends to thrive. It's a widespread issue. [I2]*

*In service sectors that involve materials and where the chain of human interaction is more complex, corruption becomes more entrenched. The longer the chain between services, the greater the opportunity for this vicious cycle to expand. [I3]*

In the study involving economic agents, respondents shared their views on corruption, highlighting the specific challenges faced by the companies they represent. A representative from a small agricultural business pointed out the difficulty in monitoring agricultural products, which creates opportunities for theft to go undetected and fosters an environment conducive to corruption. A similar issue arises in the construction sector, where tracking the exact destination of materials is challenging. This often leads to discrepancies between official documentation and actual quantities, enabling corrupt practices to thrive.

*Agriculture also faces significant challenges in this regard, as there is a lot of work involved, and farmers often struggle to accurately account for everything they sell and invest. Not everything they sell can be properly documented, and some things are concealed, leading to a lack of transparency. This makes it difficult for farmers to navigate this aspect of their business. [I4]*

*In the construction sector, similar issues arise. For example, an extra kilometre of road or construction material can easily be "overlooked" or justified with paper work. Additional documents may appear as needed, allowing for various discrepancies to go unnoticed. A whole list of such practices can occur without much difficulty. [FG2-B5]*

When discussing the healthcare sector, economic agents from Chisinau emphasize that, at some point, most individuals have encountered corruption in this field. Even without explicit requests from doctors, patients often offer money to medical personnel, a practice that has become somewhat automatic.

*The first sector I see is healthcare, particularly in the public system. You often hear people, from family members to hospital staff, sharing stories about it. Even when no one asks for it, patients may feel compelled to give money – like handing over 100 lei to a doctor or cleaning staff as a thank-you, for instance, when the nurse comes to make necessary changes. This is a common practice. [I3]*

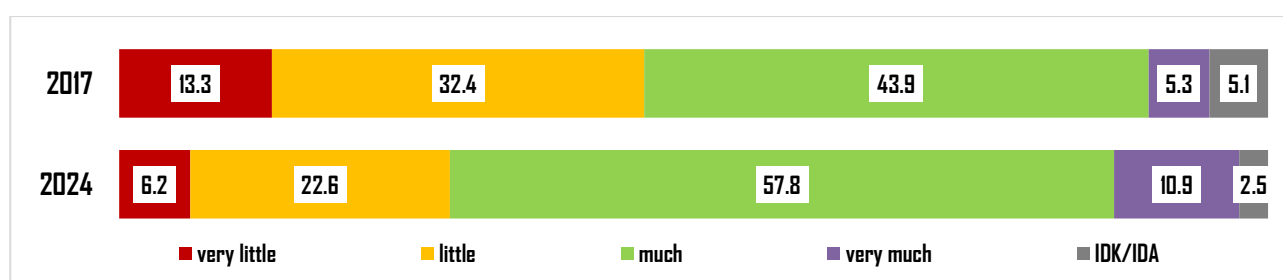
In this context, economic agents believe that patients themselves contribute to the perpetuation of corruption in medical institutions. They attribute this behaviour to an outdated mentality and mind-set. Patients often face negative attitudes from medical staff when, despite being legally entitled to certain services, they refuse to give bribes.

*Sometimes, we, the patients, are also to blame. It becomes a habit when we have done it once or twice, and then it is expected every time. When money is not given, some patients react negatively, using inappropriate language or pretending not to hear. I have experienced such situations too, but I told the staff, “You are at work and obligated to do your duties, whether or not I give you anything. If not, I will file a complaint with your supervisor”. Immediately, the attitude changed, though they still looked at me with resentment. [FG3-F6]*

*... This behaviour is tied to an outdated mentality. Many people still believe that in order to get something done, you need to offer something in return. [FG4-B1]*

## State Tax Service

Figure 6. How much do you trust the State Tax Service? (%)



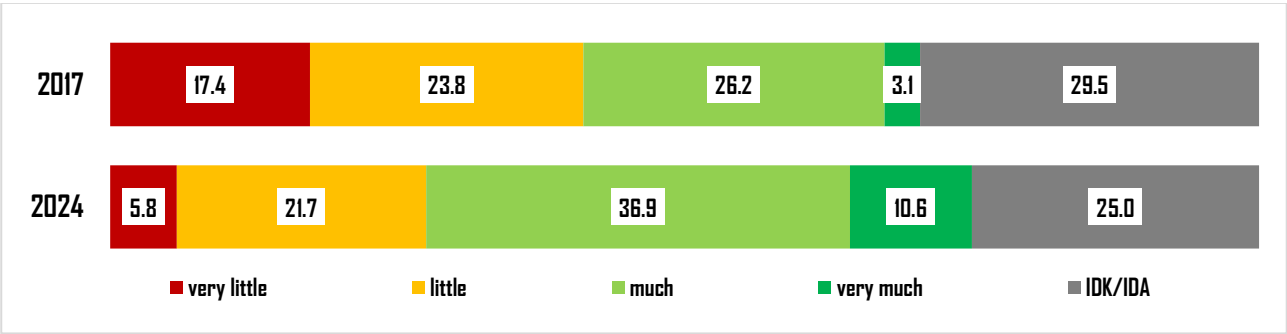
In 2017, trust in the State Tax Service was relatively divided, with 45.7% of respondents expressing “very little” or “little” confidence, while 49.2% reported “much” or “very much” confidence.

By 2024, trust in this institution saw a significant increase. The percentage of respondents with “much” or “very much” confidence rose to 68.7%, marking a substantial improvement from 2017. Additionally, the proportion of those with “very little” confidence dropped from 13.3% to 6.2%, reflecting progress in public

perception, likely due to enhanced transparency and greater efficiency in the Fiscal Service’s operations.

Customs Service

Figure 7. How much do you trust the Customs Service? (%)

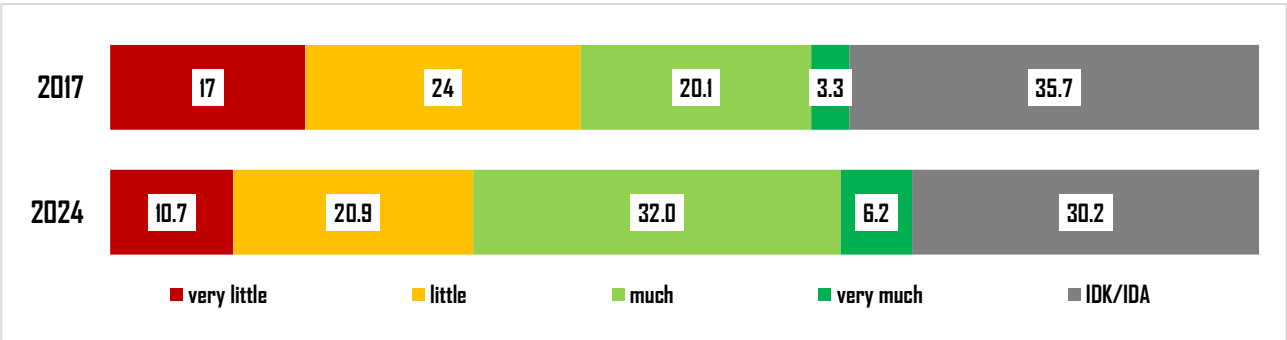


Trust in the Customs Service was lower in 2017 compared to the State Tax Service, with 41.2% of respondents having “very little” or “little” trust. Only 29.3% had “much” or “very much” confidence, and a significant percentage of 29.5% opted for “IDK/IDA”, indicating uncertainty or lack of confidence.

By 2024, the Customs Service has seen an average improvement. The percentage of those with “much” or “very much” confidence increased to 47.5%. However, the significant reduction in scepticism (“very little” trust falling from 17.4% to 5.8%) suggests that the reform measures have had a positive impact on the perception of the business environment.

NAFS (National Agency for Food Safety)

Figure 8. How much trust do you have in NAFS? (%)

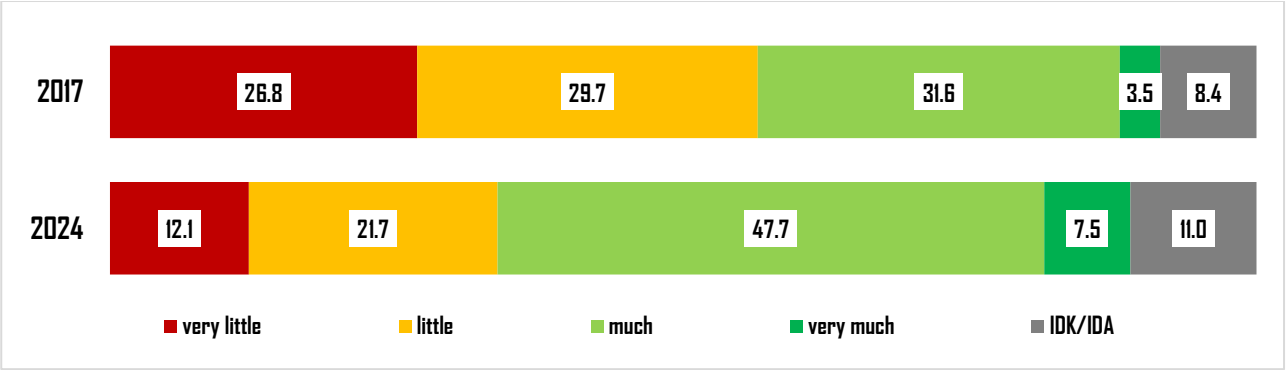


In 2017, trust in NAFS was relatively low, with 17% of respondents expressing “very little” trust and 24% indicating “little” trust. Only 23.4% of respondents reported having “much” or “very much” confidence, while a significant 35.7% chose “IDK/IDA,” suggesting widespread uncertainty about the institution.

By 2024, confidence in NAFS improved notably. The percentage of those with “very little” trust decreased to 10.7%, and those with “little” trust dropped to 20.9%. Meanwhile, those expressing “much” or “very much” trust increased to 38.2%, reflecting a more positive perception of NAFS's performance and integrity.

Mayor’s Office

Figure 9. How much trust do you have in the Mayor’s Office? (%)

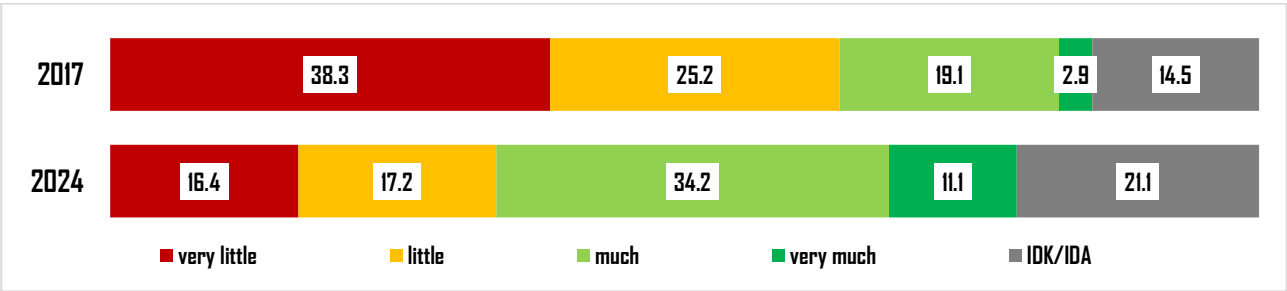


In 2017, trust in **Mayors’ Offices** was particularly low. Over half of the respondents (56.5%) reported having “very little” or “little” trust, with only 31.6% expressing “much” trust and just 3.5% indicating “very much” trust. These figures highlighted a strong negative public perception of local authorities.

By 2024, perceptions of Mayors’ Offices had improved significantly. The percentage of those with “very little” confidence dropped to 12.1%, and those with “a little” confidence fell to 21.7%. Meanwhile, the proportion of respondents with “much” and “very much” trust rose to 55.2%, indicating a positive shift in how this institution is viewed, likely due to improvements in transparency, efficiency, and public service delivery.

President’s Office

Figure 10. How much trust do you have in the President’s Office? (%)



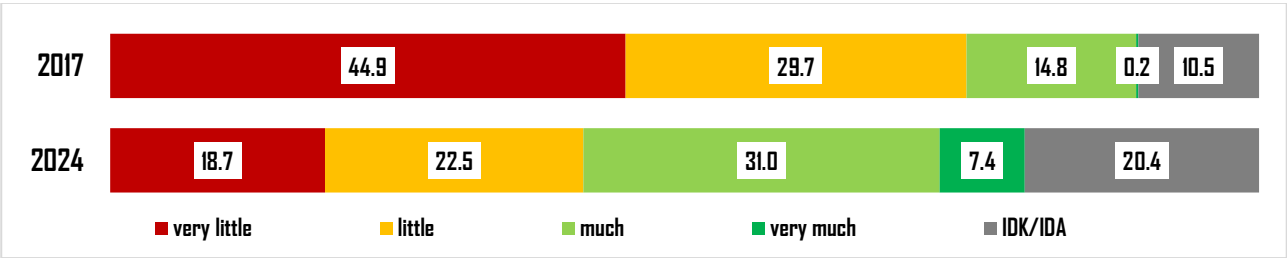
In 2017, the **President’s Office** faced a low level of trust, with 38.3% of respondents expressing “very little” trust and 25.2% having “little” trust. Only 22% placed “much” or “very much” trust in the office, highlighting a considerable negative perception among the Moldovan business community.

By 2024, the situation had improved significantly. The percentage of respondents with “very little” confidence dropped to 16.4%, and those with “little” confidence fell to 17.2%. In contrast, 45.3% of respondents expressed “much” or “very much” confidence, indicating a major shift in the public’s perception of the President’s Office. This positive change may be attributed to improvements in leadership or public communication. However, 21.1% of respondents chose not to answer, suggesting

reluctance among businesspeople to evaluate institutions with a more pronounced political tone.

Parliament

Figure 11. How much do you trust the Parliament? (%)

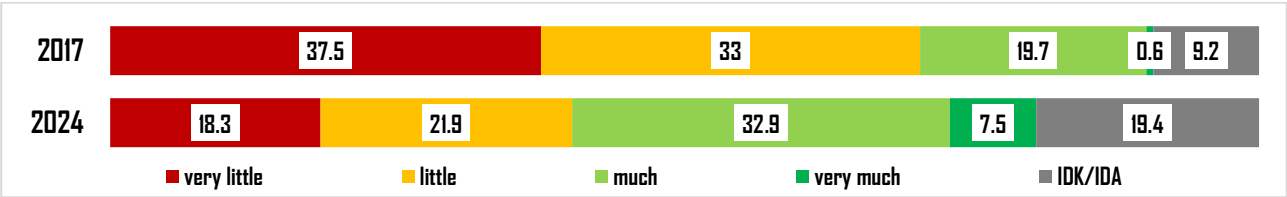


In 2017, trust in Parliament was extremely low, with 44.9% of respondents expressing “very little” confidence and 29.7% having “little” confidence. Only 15% placed “much” or “very much” trust in Parliament, reflecting widespread perceptions of inefficiency and lack of transparency.

By 2024, Parliament saw a notable improvement, though it still lags behind other institutions. The percentage of respondents with “very little” confidence decreased to 18.7%, while those with “little” trust dropped to 22.5%. The proportion of those with “much” or “very much” confidence rose to 38.4%, signalling progress. However, a significant level of scepticism remains within the business community. Additionally, 20.4% of respondents chose not to provide an answer, similar to the President’s Office, suggesting reluctance to evaluate politically charged institutions.

Government

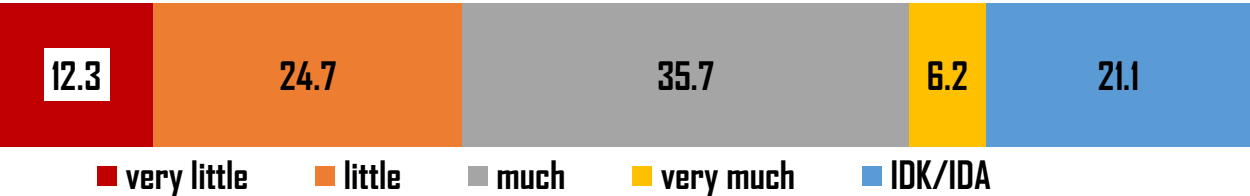
Figure 12. How much trust do you have in the Government? (%)



In 2017, trust in the Government was considerably low. A significant 37.5% of respondents expressed “very little” confidence, while 33% had “little” trust. Only 19.7% had “much” trust, and a very small 0.6% had “very much” trust in the Government, highlighting a predominantly negative public perception.

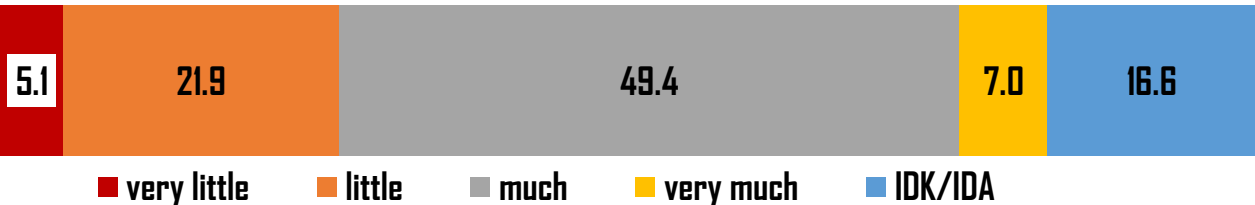
By 2024, perceptions of the Government had improved notably. The percentage of respondents with “very little” confidence dropped to 18.3%, and those with “a little” trust fell to 21.9%. In contrast, the percentage of respondents with “much” confidence increased to 32.9%, while those with “very much” confidence rose to 7.5%. However, the percentage of respondents selecting the “IDK/IDA” (I don’t know/I don’t answer) option increased to 19.4%, indicating uncertainty, lack of information, or a reluctance to evaluate institutions with stronger political implications.

Figure 13. How much trust do you have in **the Public Health Centre?** (%)



In 2024, trust in **Public Health Centres** remains divided between scepticism and moderate confidence. A total of 12.3% of respondents expressed “very little” trust, while 24.7% indicated they have “little” trust. On the other hand, 35.7% of respondents reported having “much” confidence, and only 6.2% stated they have “very much” confidence in these institutions. Additionally, a notable 21.1% of respondents selected the “IDK/IDA” (I don't know/I don't answer) option, highlighting considerable uncertainty or lack of clarity regarding Public Health Centres.

Figure 14. How much trust do you have in **the State Labour Inspectorate?** (%)



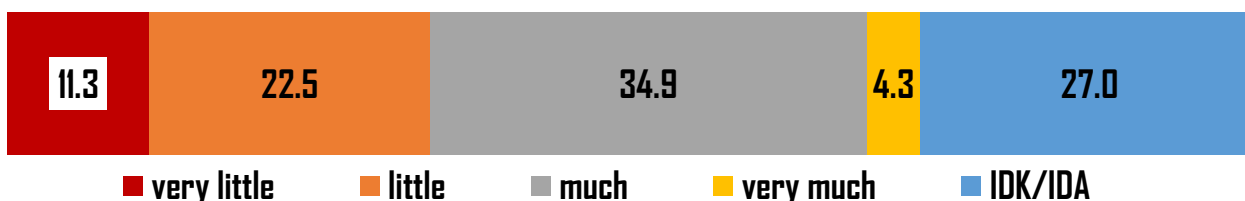
Trust in the **State Labour Inspectorate** is relatively high. Only 5.1% of respondents reported having “very little” confidence and 21.9% expressed “little” confidence. The majority, 49.4%, indicated they have “much” trust in the Inspectorate, while 7% have “very much” confidence. However, 16.6% of respondents chose not to answer or were uncertain, suggesting some level of reserve or lack of knowledge regarding the performance of this institution.

Figure 15. How much trust do you have in **the National Inspectorate for Technical Supervision?** (%)



The **National Inspectorate for Technical Supervision** enjoys a positive perception, with 35.9% of respondents expressing “much” confidence and 5.3% stating they have “very much” confidence. In contrast, 5.6% of respondents reported having “very little” confidence, and 14.2% had “little” confidence. However, a relatively high percentage of 39% chose the “IDK/IDA” option, suggesting a lack of involvement or insufficient information regarding the activities of this institution.

Figure 16. How much trust do you have in **the Environmental Protection Inspectorate?** (%)



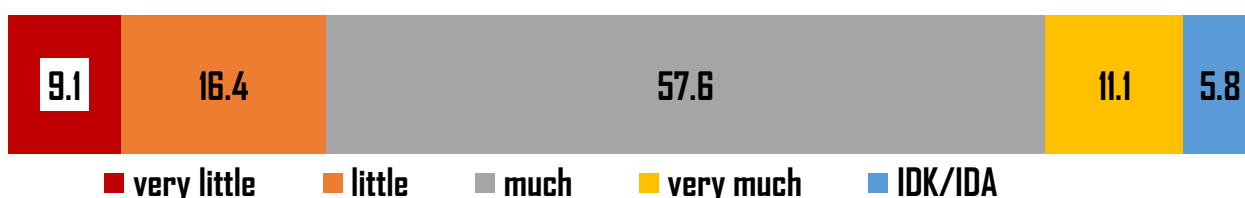
The **Inspectorate for Environmental Protection** presents a similar situation, with 34.9% of respondents expressing “much” confidence and only 4.3% reporting “very much” confidence. However, 11.3% of respondents have “very little” trust, and 22.5% have “little” trust in this institution. A notable 27% of respondents selected the “IDK/IDA” option, indicating a level of uncertainty or a lack of clarity regarding the public’s perception of the Inspectorate's activities.

Figure 17. How much trust do you have in **the Agency for Intervention and Payments in Agriculture?** (%)



The **Agency for Intervention and Payments in Agriculture** shows a high level of uncertainty, with 57.2% of respondents selecting “IDK/IDA”. In terms of direct trust, 17.7% of respondents expressed “much” confidence, and 6.6% stated they have “very much” confidence. Meanwhile, 5.5% reported “very little” trust, and 13% had “little” confidence. This distribution indicates a generally positive perception, though it is accompanied by significant uncertainty or a lack of information regarding the Agency’s activities.

Figure 18. How much trust do you have in **Banks and Credit Institutions?** (%)



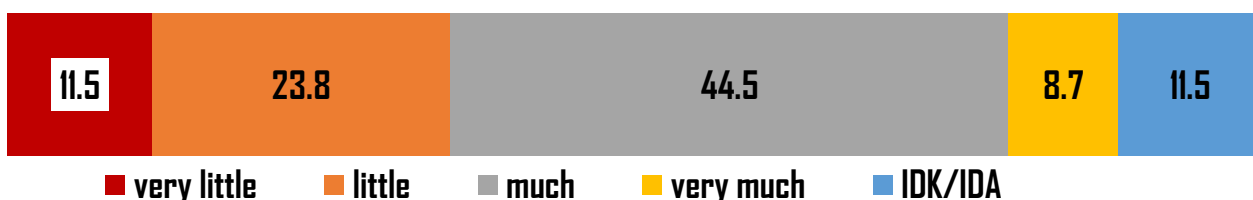
Trust in **Banks and Credit Institutions** is moderately positive, with 57.6% of respondents expressing “much” trust and 11.1% stating they have “very much” trust. However, there is also a notable degree of scepticism, with 9.1% having “very little” confidence and 16.4% reporting “little” confidence. Additionally, 5.8% of respondents selected “IDK/IDA,” reflecting a relatively low level of uncertainty compared to other institutions.

Figure 19. How much do you trust **the Firefighters?** (%)



Confidence in the **Firefighters** is predominantly positive, with 57.7% of respondents expressing “much” confidence and 13.6% stating they have “very much” confidence. However, 8.7% of respondents reported “very little” confidence and 2.8% had “little” confidence. Additionally, 17.2% of respondents chose “IDK/IDA,” indicating that while overall confidence is strong, there remains a degree of uncertainty within the Moldovan business environment.

Figure 20. How much do you trust **the Police?** (%)



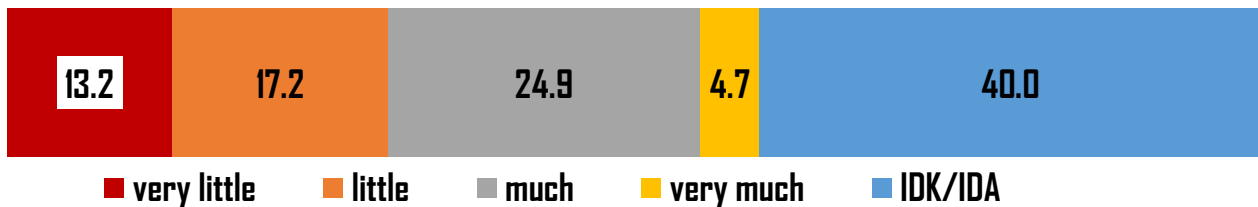
Trust in the **Police** is more varied. While 44.5% of respondents express “much” trust and 8.7% have “very much” trust, a significant portion of the population remains sceptical. Specifically, 11.5% have “very little” confidence, and 23.8% have “little” confidence. Additionally, 11.5% of respondents chose “IDK/IDA”, reflecting some uncertainty or reluctance to express an opinion on the matter.

Figure 21. How much trust do you have in **the National Anticorruption Centre?** (%)



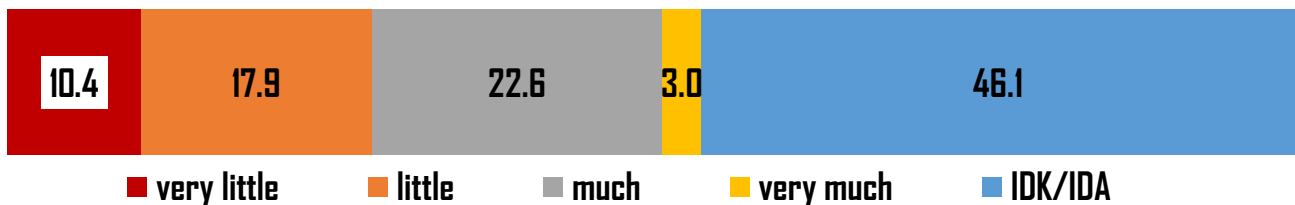
The **National Anticorruption Centre** enjoys a moderate level of trust, with 27% of respondents expressing “much” trust and 5.7% having “very much” trust. However, a significant portion of respondents remains sceptical, with 11.9% reporting “very little” trust and 18.1% having “little” trust in the institution. Notably, 37.3% of respondents selected “IDK/IDA”, highlighting considerable uncertainty regarding the Centre's activities and effectiveness.

Figure 22. How much trust do you have in **the Anticorruption Prosecutor’s Office?** (%)



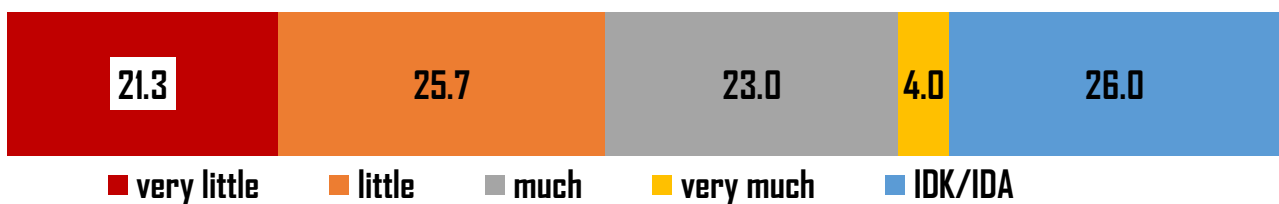
The perception of the [Anticorruption Prosecutor's Office](#) is more polarized. While 13.2% of respondents report “very little” confidence and 17.2% have “little” confidence, 24.9% express “much” confidence and 4.7% have “very much” confidence. However, the high percentage of respondents (40%) who selected “IDK/IDA” indicates significant uncertainty and a lack of clarity regarding public perception of this institution.

Figure 23. How much trust do you have in [the National Integrity Authority](#)? (%)



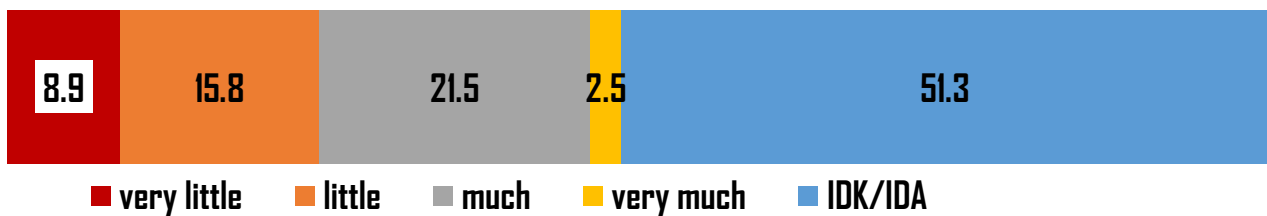
The [National Integrity Authority](#) enjoys relatively low trust, with only 22.6% of respondents expressing “much” confidence and 3% having “very much” confidence. A significant portion, 10.4%, reports “very little” confidence, while 17.9% have “little” confidence. Notably, 46.1% of respondents selected “IDK/IDA”, highlighting a considerable level of uncertainty and lack of awareness regarding this institution.

Figure 24. How much trust do you have in [the Courts of law](#)? (%)



The [Courts of law](#) face a high level of scepticism, with 21.3% of respondents expressing “very little” confidence and 25.7% having “little” confidence. In contrast, 23% of respondents have “much” confidence, and 4% have “very much” confidence. Additionally, 26% of respondents selected “IDK/IDA”, indicating ongoing uncertainty and a lack of clarity about the effectiveness of the judicial system.

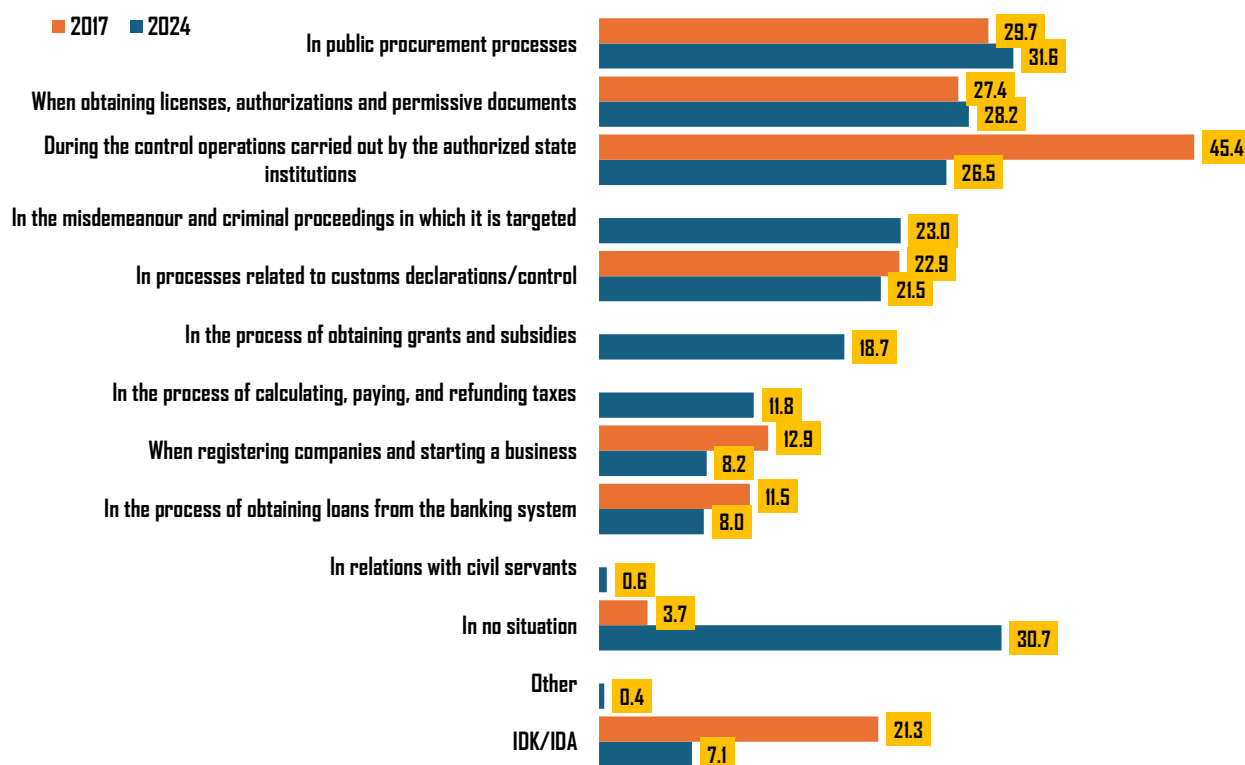
Figure 25. How much trust do you have in [the National Agency for the Resolution of Appeals](#)? (%)



The [National Agency for the Resolution of Appeals](#) is perceived with a moderate degree of trust, with 21.5% of respondents expressing “much” trust and 2.5% having “very much” trust. However, there is notable scepticism, as 8.9% of respondents have “very little” confidence and 15.8% have “a little” confidence. A significant 51.3% of respondents chose “IDK/IDA”, indicating a clear lack of opinion or awareness about the agency’s activities and effectiveness.

## 2. Interaction of the business environment with corruption

Figure 26. In general, in which of the following situations does the economic agent directly face issues related to corruption? (%)



Corruption remains a significant issue in public procurement processes, with 31.6% of respondents reporting corruption-related challenges, a slight increase from 29.7% in 2017. This indicates that, while the problem persists, there has been limited progress in improving transparency in procurement procedures.

Corruption continues to be a problem in obtaining licenses, permits, and other authorizations, with 28.2% of respondents indicating corruption in this area, compared to 27.4% in 2017. The minimal change reflects the ongoing challenges in this domain.

However, corruption in control operations conducted by state institutions has decreased notably, with only 26.5% of respondents reporting corruption in 2024, compared to 45.4% in 2017. This significant improvement suggests that reforms aimed at enhancing oversight have had a positive impact.

Corruption also affects both misdemeanour and criminal trials, with 23% of respondents reporting issues in these areas in 2024.

In processes related to declarations and customs control, the perception of corruption remains stable, with 21.5% of respondents indicating corruption, compared

to 22.9% in 2017. This suggests that little progress has been made in addressing corruption in this sector.

Corruption is also reported in the process of obtaining grants and subsidies, with 18.7% of respondents noting issues in 2024.

In the area of tax calculations, payments, and refunds, the perception of corruption has decreased, with only 11.8% of respondents reporting issues in 2024, indicating some positive change in this area.

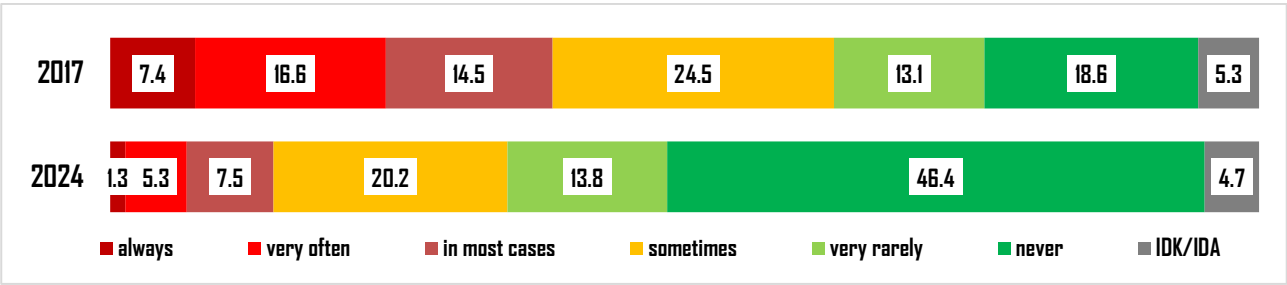
The perception of corruption in company registration and business start-up processes has improved, with only 8.2% of respondents reporting corruption in 2024, down from 12.9% in 2017, suggesting greater transparency and efficiency in these procedures.

Similarly, the perception of corruption in obtaining credit from the banking system has decreased to 8% in 2024, down from 11.5% in 2017, indicating growing trust in the sector.

On a positive note, 30.7% of respondents stated that they do not encounter corruption in any of these processes, a significant increase from just 3.7% in 2017, highlighting an overall improvement in the business climate.

The perception of economic agents regarding the solution of problems through unofficial means

Figure 27. Do you think it is easier to solve problems through **unofficial channels** than the official ones? (%)



In 2017, a significant portion of respondents believed that solving problems through informal channels was easier. Approximately 7.4% of respondents said they “always” used unofficial channels, and 16.6% did so “very often”. Additionally, 14.5% relied on unofficial solutions “in most cases”. In contrast, 18.6% stated they “never” used such channels, and 13.1% did so “very rarely”.

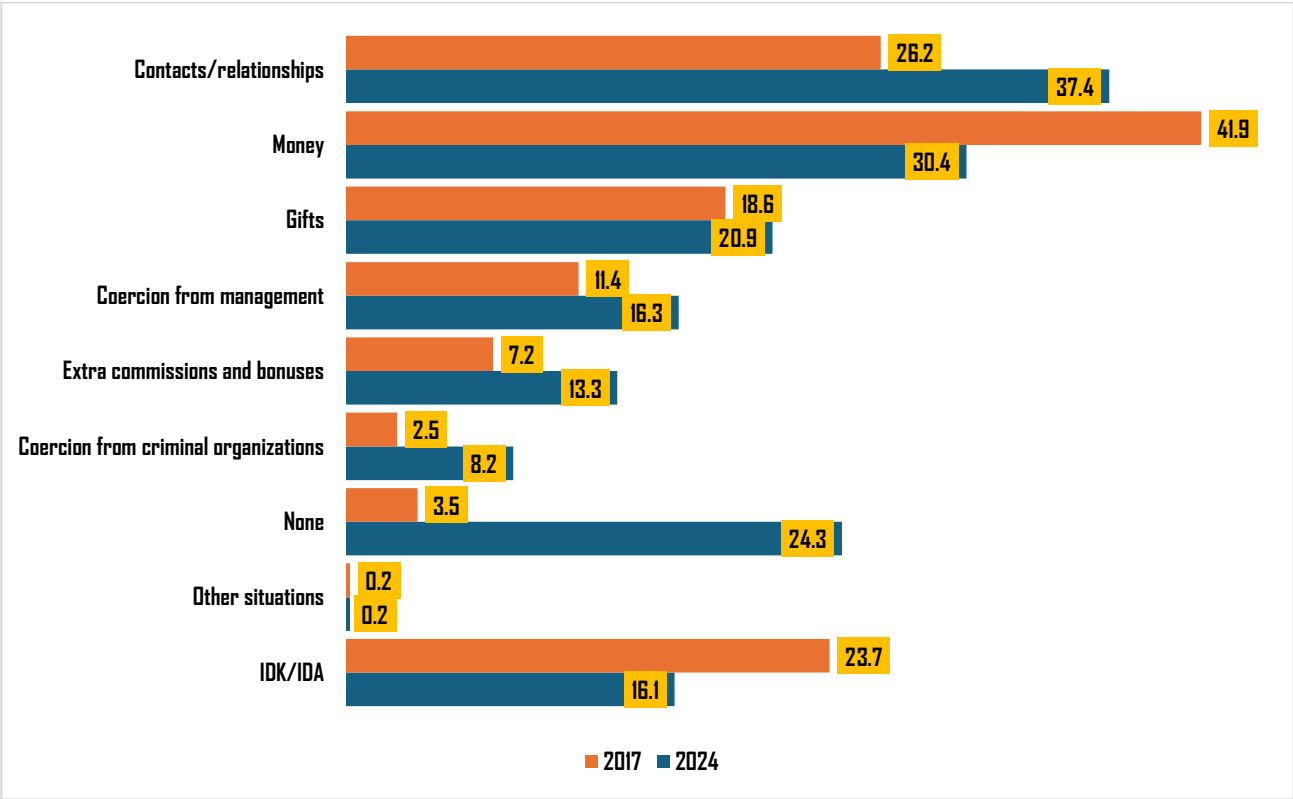
In 2024, however, there was a marked decrease in those relying on informal methods. Only 1.3% of respondents said they “always” used such solutions, and 5.3% did so “very often”. Additionally, 7.5% resorted to unofficial channels “in most cases”.

Meanwhile, 46.4% of respondents reported that they “never” used unofficial means, a significant increase from 2017, while 13.8% said they did so “very rarely”.

This shift indicates an improved perception of official procedures, which are now considered more accessible and effective. It also suggests a decrease in the need to rely on informal practices to navigate the administrative and bureaucratic systems in the Republic of Moldova.

Informal ways of solving problems in the public sector

Figure 28. Informal ways of solving problems in the public sector usually take the form of...? (%)



In 2024, the landscape of unofficial methods for solving problems in the public sector of the Republic of Moldova shows notable changes compared to 2017.

Personal contacts and relationships remain the most common informal method, with 37.4% of respondents indicating its use, up from 26.2% in 2017. This suggests that informal networks and personal influence have grown even more central in interactions with the public sector.

While money still plays a key role in informal practices, 30.4% of respondents reported using informal payments to resolve issues, showing a moderate decrease from 41.9% in 2017. This decline may indicate some progress in reducing reliance on financial incentives.

Gifts as a means of influence saw a slight increase, rising from 18.6% in 2017 to 20.9% in 2024. This continuity suggests that gifting remains a common practice for facilitating interactions with authorities.

Coercion from management has become more prevalent, with 16.3% of respondents reporting it in 2024, up from 11.4% in 2017. This increase may reflect a growing use of hierarchical influence to address issues informally.

Extra commissions and bonuses have also risen, with 13.3% of respondents mentioning them in 2024, compared to 7.2% in 2017. This suggests a trend toward formalizing informal payments in the form of bonuses or additional commissions.

Concerns about the coercion from criminal organizations have also increased, with 8.2% of respondents reporting such pressures in 2024, up from 2.5% in 2017. This signals a heightened awareness of criminal involvement in the public sector.

On a positive note, 24.3% of respondents indicated they do not encounter any of these informal practices, a significant increase from just 3.5% in 2017. This suggests an improvement in the overall perception of integrity in interactions with the public sector.

In conclusion, while some informal practices, especially involving money and personal connections, remain prevalent and even intensify, there are signs of progress. Notably, a significant increase in the number of respondents reporting no exposure to such practices indicates a positive shift in the public sector's integrity.

## 2.1 Corrupt practices in the interaction with state institutions

The integrity of public institutions in their interaction with the business environment (State Tax Service, NAFS, NATA (National Auto Transport Agency), Labour Inspection, etc.)

A representative of a large enterprise believes that a deep understanding of the legislative framework is crucial for maintaining integrity and transparency in interactions between government agencies and the business environment. He emphasizes that an individual who is well-informed about their rights understands what services they are entitled to and how those services should be provided. This knowledge allows them to make informed demands. Furthermore, a person who understands the law is aware of the potential consequences of engaging in corrupt practices, thus reducing the likelihood of taking unnecessary risks.

*“As long as I am aware of my rights and the services I can access, and I follow all the necessary stages, processes, and documentation, I don’t see much of an issue. The only challenge is when I am unsure of the terms or*

*specific expectations, but as long as we comply, we try to navigate within those boundaries. But otherwise, there are no problems". [I1]*

Another representative from a small company highlights that certain sectors, particularly ecology and labour protection, are especially prone to corruption. He points out that institutions interacting with the business environment – including tax inspectorates, environmental agencies, the National Agency for Food Safety (NAFS), the police, the judiciary, the Prosecutors' Offices, and the courts – are all susceptible to corrupt practices. As a result, businesses are often forced to navigate and conform to a corrupt system, acting according to its imposed rules. This viewpoint is echoed by focus group participants from the Centre and South regions, who observe that corruption schemes often manifest through delays in resolving business-related issues. Specifically, decisions or resolutions are postponed until a bribe is offered, which, as discussed earlier, can be detrimental for entrepreneurs facing time constraints or incurring significant losses due to these delays.

*"Regarding the integrity of state institutions, I would say that corruption manifests through procrastination. Many institutions take too long to process things. Perhaps not intentionally, but this indicates a lack of good specialists and a negative perception of the system". [FG3-B9]*

*"In areas such as ecology and labour protection, corruption is indeed present, and there's a lot of negativity surrounding these sectors. However, I want to point out that many institutions interacting with businesses are also corrupt. This includes tax inspectorates, environmental agencies, NAFS, and even the police. The judiciary, including the Prosecutor's Office and judges, is no different. Everyone who is still doing business in Moldova is aware of this situation, and unfortunately, we are forced to work within this corrupt system. If we don't conform, we either have to shut down our businesses or leave the country" [I2]*

However, some economic agents note improvements in transparency and integrity within the interaction between government agencies and the private sector. They point to instances of collaboration that have occurred without any involvement of corruption, suggesting progress in the fight against this issue.

*"At NAFS, I simply went and asked them what documents I needed. They gave me a piece of paper. I returned with everything, and when I asked for the certificate, they gave it to me". [FG4-B1]*

*"In the last two years, there have been improvements. Things have been better than they were before. There's been less delay, and the system has become more efficient". [I4]*

Focus group participants from the Northern region, however, provide a contrasting perspective. They describe the relationship between government agencies and the business environment as tense. Some participants highlight the importance of the legal and honest contributions that businesses make to the state budget, which funds the salaries of government employees, emphasizing the expectation of reciprocity and fairness.

*"I have also noticed what was mentioned earlier, that some state representatives act with a sense of superiority". [FG2-F5]*

*"In my opinion, public servants should be aware that their salaries and everything they receive come from the contributions of honest and fair businesses, which pay taxes to the state and local budgets. These businesses, in a way, fund their work". [FG2-F1]*

A representative of a medium-sized company shares a mixed experience, noting both instances where corruption was prevalent and bribery appeared essential for building relationships, as well as situations where government institutions exhibited flexibility and fairness, free from corrupt practices. This variability in the behaviour of state institution employees reflects the diverse and complex environments in which businesses operate.

*"I have had mixed experiences with state institutions. Some that I thought were very corrupt in the past have become much more flexible, open, and fair in supporting the private sector without using corrupt practices. On the other hand, I've also faced blockages, even when requesting simple meetings for open discussions. Initially, I was denied, and only when alternative approaches were found did their stance change". [I5]*

A representative from a large company offers a similar perspective, stating that while he has encountered positive attitudes from some government agencies, his negative experience with the State Labour Inspectorate has affected his overall perception of these institutions. Specifically, delays in resolving a work accident case severely impacted his confidence in the integrity and efficiency of government agencies.

*"We collaborate with certain state institutions and generally experience a respectful attitude. They work within their capacity to provide services quickly. However, I recently had an issue with the State Labour Inspectorate. We had a work accident two months ago, and we still haven't received the report of the investigation. According to the law, the investigation should have been completed within five days by our organization. Even though the State Labour Inspectorate was supposed to investigate it, the report should have been ready within a month, but we're still waiting". [I3]*

Based on the feedback from various economic agents, we have compiled a summary in the table below that identifies the areas and institutions most likely to be influenced by corruption.

Area	Institutions
Health	Public Health Centre Nurses CCPPH (Centre for Centralized Public Procurement in Health) MMDA (Medicines and Medical Devices Agency)
Public order	Police Traffic police MIA (Ministry of Internal Affairs)
Justice	The courts of law Prosecutors' Offices
Taxes	Tax Inspectorate
Customs	Customs Service
Food	NAFS (National Agency for Food Safety)
Anticorruption	NAC (National Anticorruption Centre)
Agriculture	AIPA (Agency for Intervention and Payments in Agriculture)
Product compliance	National Accreditation Centre
Local administration	LPA (Local Public Administration)

One economic agent shared the view that the judiciary is the most corrupt sector due to its significant potential for influencing decisions. According to the company representative, when seeking advice from experts in this field, it becomes evident that the information provided is often incomplete and interpreted in various ways, depending on individual interests.

*As I mentioned earlier, the justice sector remains a significant concern. In my view, it is highly susceptible to external influence, and many aspects of the system raise questions. Even when you consult with experts, consultants, or top professionals in the field, once the case reaches court, the decisions are often inadequately justified, not explained clearly, and interpreted in ways that benefit certain individuals. The National Anticorruption Centre (CNA), the General Prosecutor's Office, the Integrity Authority, and even the courts – especially in matters involving large*

*financial sums – are where corruption is most prevalent. This is where the biggest issues arise. [I5]*

Economic agents from the Centre and South of the country also identify the judiciary as the most corrupt, highlighting that it is in this sector where corruption is often hidden most effectively. Ironically, the judiciary, which is supposed to combat corruption, is seen as enabling it. This contributes to the low level of trust the business community has in the judicial system.

*I firmly believe that the judiciary is the most corrupt sector. This is where the problem starts, as those in the system know how to conceal certain income sources. Those who should be combating corruption are, in fact, the ones promoting it. I have lost trust in the Moldovan justice system as it currently stands. [FG3-F4]*

*In my opinion, the institutions managed by local public authorities (LPA) are also problematic. I have seen very few people or structures within local government that have a proper, transparent approach to handling their responsibilities. [I5]*

There is also an opinion that the level of corruption is directly linked to salary levels. From this perspective, medical personnel are considered to be the most vulnerable to corrupt practices.

*In the medical sector, nurses are particularly vulnerable due to low salaries, which contributes to corruption within healthcare institutions. [FG3-F8]*

Another economic agent from Chisinau believes that the highest levels of corruption occur where large financial flows are involved, specifically pointing to the customs system.

*From my company's perspective, the institutions we interact with most frequently are customs and the tax service. The level of corruption is directly related to the volume of transactions, as those who bring in the most revenue are the ones most prone to corrupt practices. Customs, for example, contribute around 40% of the country's GDP, making them a high-stakes area for corruption. [FG1-B2]*

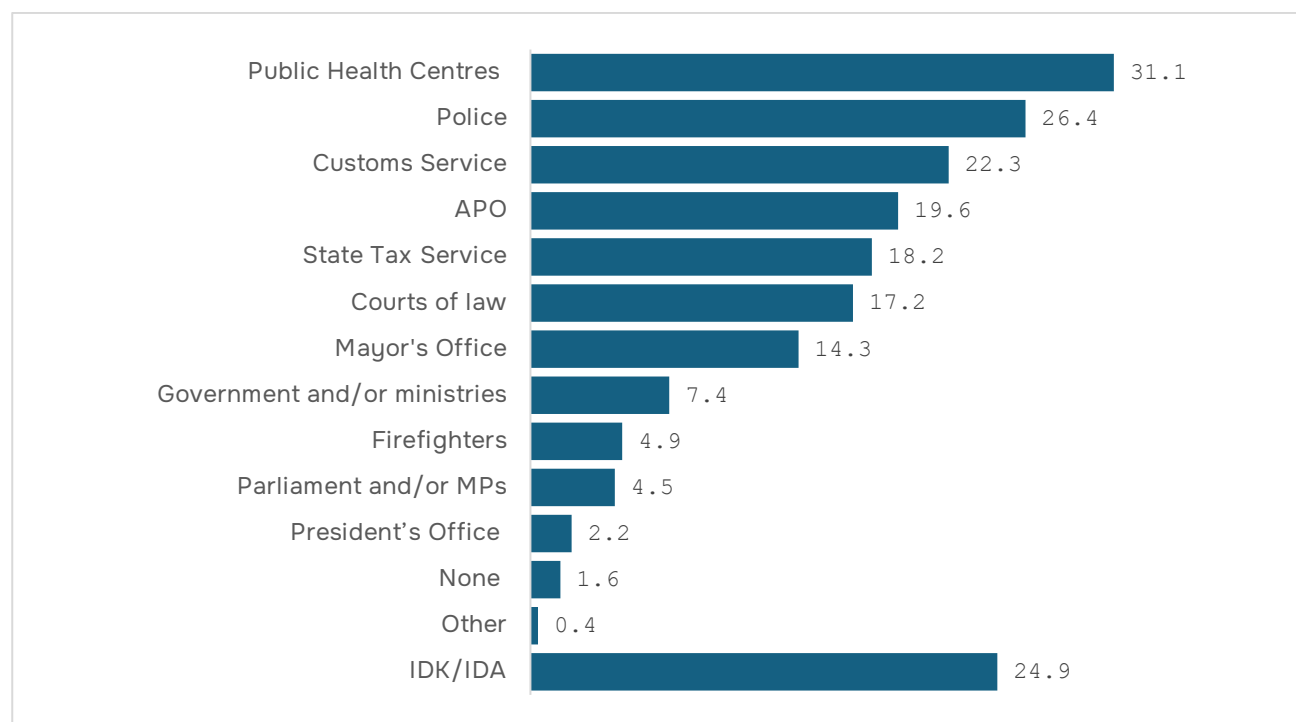
The tax service, as a regulatory body, is also seen as highly susceptible to corruption. When a company seeks to conceal its income through inaccurate financial records, corrupt activities are likely to occur.

*I would say customs and the tax service are the two most corrupt sectors. The tax service, in particular, causes harm when companies fail to maintain accurate financial records. This allows businesses to conceal income, and*

*although they may face minor fines, they can often avoid significant consequences by remaining dishonest. [FG1-F5]*

In comparison to 2017, the landscape of informal payments has evolved by 2024, reflecting changes both in public perception and the operational realities of these institutions.

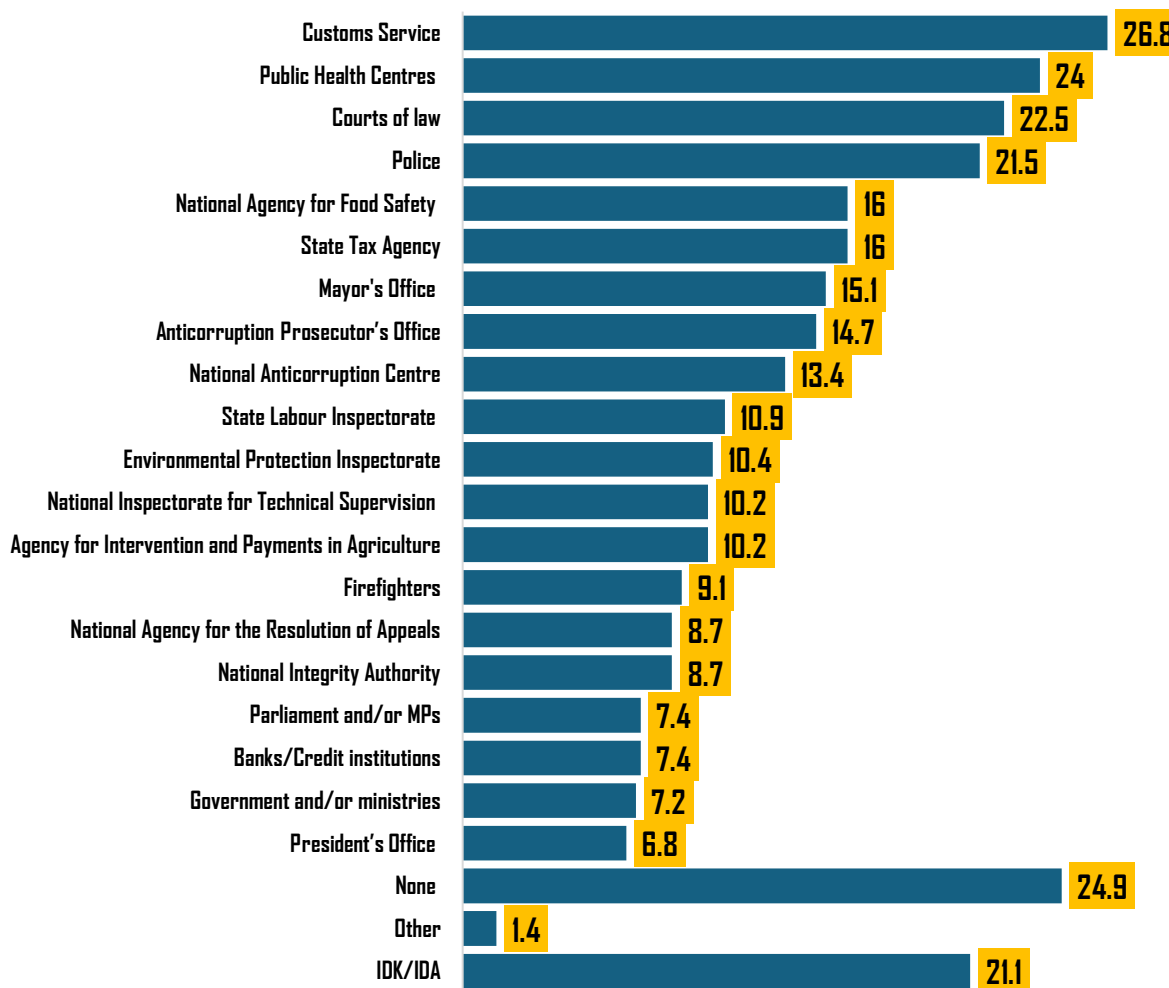
Figure 29. Which are the institutions where unofficial payments are made more frequently? (2017, %)



In 2017, Public Health Centres were identified as the institutions where unofficial payments were most common, with 31.1% of respondents reporting such practices. The Police (26.4%) and the Customs Service (22.3%) also ranked highly in terms of perceived corruption, followed by the Anticorruption Prosecutor's Office (19.6%) and the State Tax Service (18.2%).

In contrast, the courts of law and the Mayors' Offices were mentioned less frequently, with 17.2% and 14.3% of respondents, respectively. Institutions perceived as less corrupt included the Government and/or ministries (7.4%) and the Fire Service (4.9%). The President's Office and Parliament were mentioned rarely, with only 2.2% and 4.5% of respondents, respectively, citing them.

Figure 30. Which are the institutions where unofficial payments are made more frequently? (2024, %)



In 2024, the Customs Service emerged as the institution most closely associated with unofficial payments, with 26.8% of respondents citing such practices. Public Health Centres followed closely with 24%, while the Courts (22.5%) and Police (21.5%) were also prominently mentioned.

The National Agency for Food Safety has also gained notable attention in perceptions of corruption, with 16% of respondents associating it with such practices, a figure on par with the State Tax Service (16%). Other institutions, such as the Anticorruption Prosecutor's Office and the National Anticorruption Centre, although viewed as key players in combating corruption, were mentioned less frequently, with 14.7% and 13.4% of respondents, respectively.

The proportion of respondents who did not identify any specific institution involved in unofficial payments rose to 24.9%, signalling a potential improvement in public perception. However, the percentage of uncertain respondents – those answering “I don’t know/I don’t answer” – remained relatively high at 21.1% in 2024, only slightly lower than the 24.9% recorded in 2017.

In conclusion, while corruption remains a concern across various institutions, the data suggest a shift in perceptions and a possible intensification of unofficial practices in certain sectors. The Customs Service and Public Health Centres continue to be seen as the primary culprits, but the emergence of new institutions like the National Agency for Food Safety highlights that integrity challenges are no longer confined to traditionally problematic sectors.

## 2.2 Proximity to state institutions. Hypothetical situation.

(Imagine planning to spend your weekend relaxing in a sauna with two friends. You can invite friends from the state institutions you interact with in your work. For example: the Customs Service, the Fiscal Service, the National Agency for Food Safety (NAFS), and others. Who would you choose?)

When considering which “friends” from various state institutions economic agents (company representatives) would choose to socialize with in a less formal setting, it becomes clear that the options are quite varied. The institutions that economic agents would prefer to avoid are few in number and generally include those they do not trust. The preferences of economic agents are displayed in the table below.

Favourite friends	Rejected friends
<ul style="list-style-type: none"> <li>• Tax service</li> <li>• Bureau of Statistics</li> <li>• Social Fund</li> <li>• Environmental Inspection</li> <li>• LPA (Local Public Administration)</li> <li>• Prosecutor’s Office</li> <li>• Customs Service</li> <li>• Courts of law</li> <li>• Ministry of Economy</li> <li>• Medical field</li> <li>• Police</li> <li>• NAFS (National Agency for Food Safety)</li> <li>• ODE (Organization for the Development of Entrepreneurship)</li> </ul>	<ul style="list-style-type: none"> <li>• Fiscal Inspectorate</li> <li>• Customs</li> <li>• Prosecutor’s Office</li> <li>• Police</li> <li>• Courts of law</li> </ul>

The interactions that economic agents seek – or prefer to avoid – are largely influenced by the specific nature of their company and its objectives. Whether it involves an area of interest or patronage that could be beneficial, or a familiar field where common topics and shared interests exist, these factors play a key role in their choices. For instance, a representative of a large company interviewed during the study suggested that it would make the most sense to socialize with individuals from institutions the company regularly cooperates with, or those directly relevant to its operations. These include the tax service, the statistical office, the social fund, and the environmental inspection.

*When discussing interactions with state institutions, economic agents typically mention those they engage with most frequently. For example, one participant highlighted regular interactions with the tax service, statistical agencies, and the social fund, noting that such exchanges are often professional consultations: "If I have a question, I can consult them, and they can consult me if they have a professional inquiry." [I1]*

*Another participant mentioned curiosity about the environmental inspection, as they had no prior contact with this body, and expressed interest in learning more about its work: "I'd probably go with the mayor's office to find out what's new at the local level, what changes are taking place." [I4]*

*However, some expressed reluctance to engage with certain institutions. One interviewee noted that they would not want to socialize with a prosecutor but would be open to engaging with representatives from the National Agency for Food Safety (NAFS) or the Agency for Development of Entrepreneurship (ODE). They also expressed willingness to interact with a judge [FG3-F4].*

However, some economic agents expressed curiosity about engaging informally with state institutions they don't work with directly, such as local administration (town halls) or the environmental inspection.

On the other hand, economic agents would avoid inviting representatives from certain organizations, including the tax inspectorate, customs, prosecutors, police, and judges. Law enforcement representatives, in particular, are seen as the least desirable companions in informal settings. Economic agents were especially firm in stating that they would not attend informal meetings with police officers or tax field representatives, as these institutions are primarily focused on identifying irregularities.

*"Yes, I wouldn't go with the tax inspectorate, because they always seem to find something, no matter what. If they want to find an issue, they will." [I4]*

*“A lower-ranking policeman might be more approachable because they have less responsibility, but it's the lower-ranked ones who are more easily corrupted. High-ranking officials, on the other hand, are less likely to engage in corruption because they have more to lose.” [FG3-B1].*

*“I would definitely not go with any prosecutor or judge. I've lost faith in them ...” [FG3-F4]*

## 2.3 The “benefits” of corruption and the reasons behind acts of corruption

The main reasons for corrupt activities listed by economic agents and company representatives are presented in the table below.

The ones offering a bribe	Common reasons	The ones accepting a bribe
Guarantees to solve the problem	Financial enrichment	Authority to make the main decision
Reducing the time needed to solve a problem	Mentality	Power and influence
Conceal the fact of illegal accounting	Low wages	Pursuing corruption schemes
Tax shelter		A chain in the corruption web
The bribe is much smaller than the fine		There is never enough money.
Leading to bribes (there is no other way out)		
Busy (you don't have time to solve the problem yourself)		
Sharing of responsibility (it is easier to be bribed)		
Gratitude		
Obtaining location		
Bureaucracy		
Cover the bad mistake		
Lack of competence		
Reducing the risk for the company		

A key point emphasized by respondents regarding corruption cases is that addressing the issue at hand is the top priority. Consequently, all the options and

actions mentioned are directly relevant to the companies included in the study, illustrating how they handle situations involving acts of corruption.

In exploring the challenges faced by these companies, the following reasons outline why the issue will be resolved:

<p>1. Time</p> <p>An economic agent may lack the time to resolve the problem due to a heavy workload, making it easier to bribe someone who can address the issue and ensure a favourable outcome;</p>	<p><i>First of all, there are situations where people want something done quickly—while it's not illegal, it's a time-saving measure. These situations do occur... [I1]</i></p> <p><i>While not all, a significant portion of them are incompetent, and in some cases, we need to act quickly to resolve the issue. [FG1-B4]</i></p>
<p>2. Competencies</p> <p>The economic agent may lack the necessary knowledge or expertise to solve the problem independently.;</p>	<p><i>... many people are poorly prepared to do business, with only a few possessing even basic, fundamental knowledge. Entrepreneurs, in particular, often struggle with decision-making. They are very curious but unsure about how to make the right choices. As a result, when dealing with a state entity, they often turn to the person in charge and end up negotiating. This negotiation element becomes evident: "What do I need to give you?" [FG1-B2]</i></p>
<p>3. Pressures and handling</p> <p>The problem may be unsolvable due to artificially created conditions, such as corruption schemes, the threat of punishment, or excessive bureaucracy, etc.</p>	<p><i>Even when everything is ideal, the situation can still be problematic. For example, an inspector – regardless of their role – might tell you, "I can't leave until I write something, do you understand?" [FG2-F1]</i></p> <p><i>And if you want to collaborate with someone, but they set certain conditions, you may not want to comply, yet you feel forced to do so. [I1]</i></p>

If the problem remains unresolved, the consequences could severely impact the company's well-being, a risk no entrepreneur is willing to take. In this context, a pragmatic logic arises: offer a smaller amount to secure a greater benefit. The same reasoning applies to legislative imperfections – if an error is identified, the fine imposed will likely far exceed the value of a potential bribe.

Moreover, there is a prevalent belief that bribery is a common practice, and this mind-set contributes to the perpetuation of corruption. Observations indicate that corrupt officials are often motivated by materialism, seeking to increase their earnings by any means. The views of economic agents from the Centre and South regions on this issue are divided. Some argue that poverty and low wages are the primary causes of corruption, suggesting that increasing wages could resolve the issue. In contrast,

others contend that even those in high positions continue to seek more money, citing the behaviour of Moldovan politicians as an example. This latter view is also shared by economic agents in Chisinau.

*Low employee incomes, or those who engage in corrupt acts, are one aspect. Another factor is our culture, which has its roots in the Soviet Union. It's reminiscent of the practice where you had to take something from the collective farm, and this mind-set carries over, growing from small acts to larger ones. [FG3-B9]*

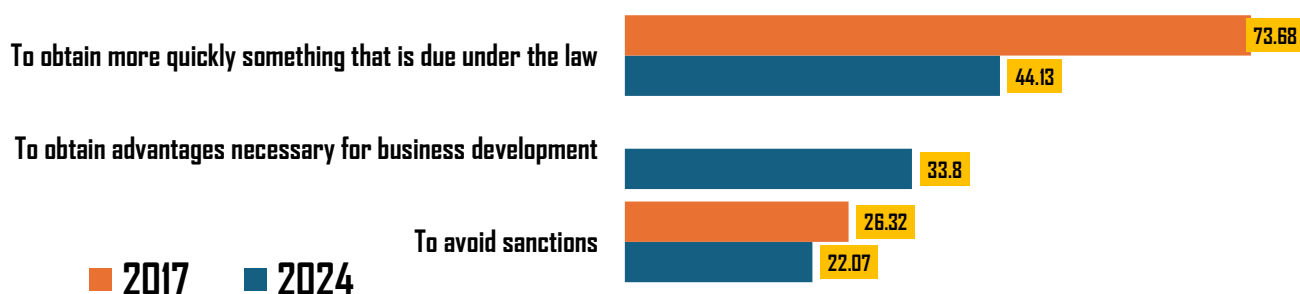
*In the Republic of Moldova, the main cause of corruption is low incomes – salaries that are not motivating and never seem to be enough. However, recently, politicians and deputies have significantly raised their salaries, providing a decent income that allows one to live comfortably in Moldova. Despite this, the effects and underlying causes of corruption remain persistent. [FG3-F8]*

*We are all materialistic and desire a better life. Even if we were to have decent salaries – or even high ones – we wouldn't refuse an additional salary supplement. [FG3-B7]*

*Indeed, as Moldovans, we have a tendency to seek easy money, and if it's possible, why not take advantage of it? [FG3-F4]*

*Solving problems is part of human nature – once a person has something, they always want more. [FG1-B1]*

Figure 31. In the sector/field of business in which you operate, what is the purpose of informal payments? % of those who faced corruption cases (15.8% in 2024 and 24.7% in 2017)



In 2017, the vast majority of unofficial payments (73.7%) were made to obtain more quickly something that is due to an economic agent under the law. This reflects the widespread delays and bureaucratic obstacles in legal processes, making informal payments a common way to speed things up. By 2024, this reason had significantly decreased to 44.1%, suggesting improvements in the efficiency and transparency of

administrative processes, thereby reducing the need for unofficial payments to secure legal rights. However, in 2024, 33.8% of respondents cited obtaining advantages necessary for business development as a reason for such payments. This indicates that, despite progress in certain areas, corruption remains perceived as a necessary tool for gaining competitive advantages or securing critical resources for business growth.

In 2024, 22.1% of respondents reported using unofficial payments to avoid sanctions, a decrease from 26.3% in 2017. This decline suggests a reduction in the reliance on corruption to evade legal consequences, likely due to improved compliance and enforcement mechanisms.

Overall, the 2024 data reflects a shift in the purposes of informal payments. While their use to expedite legal processes and avoid sanctions has decreased, the use of corruption to secure business advantages persists.

## 2.4 Actions and consequences

The consequences of corruption for individuals, businesses and the private sector/society

Economic agents overwhelmingly view corruption as negative, highlighting its deep impact on society. They discuss its broader effects, such as undermining the entire country, as well as the direct consequences it has on individuals. This perception reflects a strong awareness of how corruption harms both community welfare and personal well-being.

Company representatives see the following consequences for businesses/private sector:

- Unfair competition;
- A promising and interesting business has no opportunities for development;
- Immediate liquidation of the enterprise;
- Lack of qualified employees.

From the perspective of economic agents, corruption undermines healthy competition across various sectors, making it nearly impossible to thrive in such an environment. In this context, individuals and entities with significant financial resources, connections, and influence are given preferential treatment. As a result, corrupt actions allow “rogue” enterprises – those not following long-term strategies – to gain unfair advantages at the expense of more promising companies that introduce innovative ideas and contribute to the country’s progress, but operate within the legal framework. These law-abiding enterprises are disadvantaged in the competition, lacking the same opportunities for growth as those engaging in corrupt practices.

A representative of a medium-sized company highlights the negative impact of corruption on the business environment, noting that it hinders the development of competitiveness among companies in the Republic of Moldova. This, in turn, limits their ability to effectively compete in international markets.

*For business, corruption directly influences unfair competition. [I3]*

*The first problem I see for businesses is that companies lacking a medium- and long-term vision are promoted, creating significant obstacles for those that could truly contribute to the development of sectors with great potential in Moldova. This, in turn, prevents the emergence of companies capable of reaching the level of world-renowned ones in various industries. Instead, companies that do not know how to compete fairly end up being supported. [I5]*

*Unfair competition creates a situation where certain economic agents are disadvantaged. When someone offers a bribe, they are guaranteed to win a lucrative tender or obtain a permit that others, who do not engage in bribery, are unable to receive. [FG2-F1]*

Based on the insights from economic agents in the Centre and South regions, we can observe the consequences of corruption on the state, particularly its impact on the economy: the money that should be allocated to the state budget instead ends up in the pockets of the corrupt.

*The state does not receive the money. Instead of being directed to the state budget through official channels, the money is diverted to the investigating agent. As a result, the state loses this income, and the funds never reach the budget. This leaves the government unable to pay even the patrol agents' salaries. [FG3-B7]*

*There are many negative aspects to this situation. Citizens suffer, and the state's authority erodes when corruption remains prevalent. [FG3-B9]*

*The economy of the state is suffering. The current state of affairs reflects years of corruption, leading to significant long-term effects. We are witnessing depopulation, the closure of public institutions, staff shortages, abandoned buildings, and local public administrations (LPAs) that no longer have the personnel to operate. Schools are closing, and many public services are shrinking. The country has been so optimized through corruption that it feels as though it has been drained of its resources. [FG2-F4]*

The consequences of corruption for the individual:

Negative	Positive
Demoralizing people working in a business environment	Possibility of additional income
Change of residence for studies and work in another country	Ability to solve problems quickly and easily
Lack of scope for self-realization	Saving money (the amount of the bribe is less than the amount of the fine)

Among the positive consequences, some economic agents mentioned additional income and improved welfare for those involved in corrupt acts. However, these benefits are outweighed by a range of negative effects, as described earlier.

*The effects of corruption on the individual are twofold. On the positive side, it provides additional income that helps the individual survive and maintain a decent life in the Republic of Moldova, allowing them to remain in the local market rather than seeking opportunities abroad. On the negative side, corruption leads to the absence of honest individuals who could guide society toward a proper path in the global hierarchy. Despite the small size of our country, we are still part of this larger global system. [15]*

An economic agent representing a small company highlights how corrupt schemes can deeply demoralize a businessman, leaving him in a state of despair when he is unable to resolve an issue without resorting to bribery. The agent shares an example from a colleague in the agricultural sector, who needed to purchase an irrigation system but was forced to engage with corrupt officials to complete the transaction, as it would not have been possible otherwise.

*The world seems to operate this way, as I know that without such practices, issues often remain unresolved. Just recently, I was speaking with someone who mentioned wanting to buy an irrigation system but facing obstacles. One official is categorically opposed to it, and there are additional issues at the local level that require more payments to resolve. You can't draw water, plant crops, or move forward with your business, as everything is interconnected in this way. [14]*

In discussing the negative consequences of corruption at the individual level, economic agents from Chisinau and the Centre, South, and North regions, who participated in focus group discussions, identify the education sector as a significant area affected by corruption. The consequences of corruption in this sector can be viewed from two perspectives.

First, the possibility of offering bribes harms highly skilled students who could make valuable contributions to their respective fields. These students, who have the potential to positively impact the country's development, are often denied the grades they rightfully deserve. This undermines their academic progress and professional development, with economic agents noting that students are increasingly viewed as a source of income within the educational system.

Second, the opposite situation also occurs, where students with sufficient financial resources can pay for their studies and even their grades through bribery. These students may graduate with high marks despite lacking the necessary knowledge and skills. As a result, they enter the workforce without the qualifications needed for effective professional performance, ultimately lowering the overall quality of the workforce.

*Our children, instead of staying here to contribute to our society, go abroad to study... And the universities in the Republic of Moldova see them primarily as a source of income. [FG3-B1]*

*Corruption in education, for example, affects higher education. A student graduates with good grades but very few actual capabilities, despite the studies they've completed. [FG4-F3]*

The consequences of corrupt practices for society are evident in the phenomenon of migration, which has intensified in recent years and has multiple negative effects:

- Emigration of young people seeking education abroad.
- Emigration of skilled professionals in search of a future free from corruption, looking for work and development opportunities in other countries.
- Stagnation of society as a result of the loss of talent and innovation.
- The departure of professionals from the country, weakening the workforce.
- A significant decline in the number of qualified individuals within the country.
- Regression in all sectors of activity, as the country loses its most capable contributors.

Young people who disagree with the current situation in the country often view emigration as their only solution. These individuals are typically those who cannot tolerate corruption and find it difficult to thrive in a corrupt system. It is noticeable that those who choose to emigrate are often the most intelligent, educated, competent, and ambitious individuals—people who could have made significant contributions to the country's progress.

*I believe this leads to our stagnation as a people, affecting all fields of activity and the country as a whole. [FG3-F5]*

*When people leave the country, there's simply no one left to work with. We remain here, a small group of people, struggling because it's not just about legislation—it's corruption and weak statehood. [I2]*

*Especially among young people, who see these issues and try to denounce them in various ways, but in the end, they give up and emigrate in large numbers because they see no future for themselves here. [I4]*

*For business, I said that talented people or those who do their work well won't have a place to pursue their careers. They are honest and won't be able to win contracts. Meanwhile, businesspeople with more money, connections, and the ability to corrupt, who have access to influential people in high positions, will find ways to divide the opportunities among themselves. [FG3-B7]*

Some representatives of companies in the Central and Southern regions acknowledged certain positive aspects that corrupt actions can offer to an individual. These include the ability to resolve issues quickly and with less effort. However, it is emphasized that doubts may arise at the company level regarding the income generated through such means, as the positive effects are only temporary and last only until the corrupt actions are uncovered.

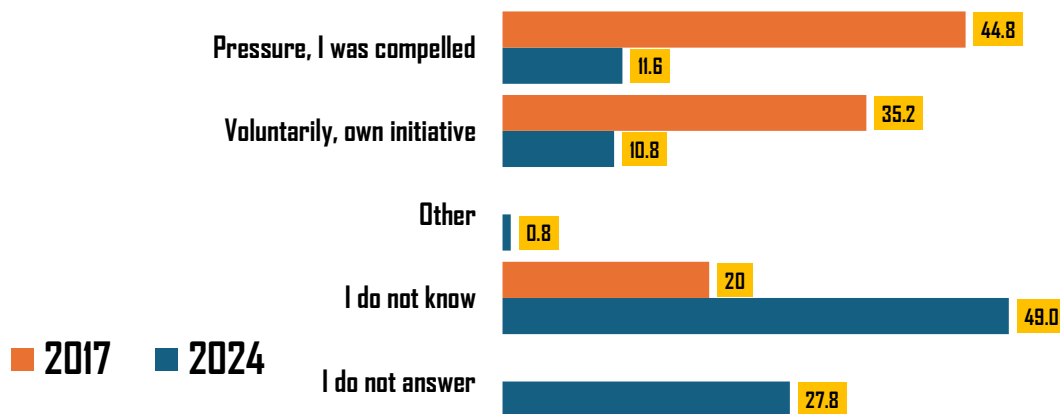
*For the individual, I believe that when faced with an urgent problem that cannot be solved through proper channels, resorting to corruption may seem like an easy solution. The issue is resolved quickly, but from the perspective of the enterprise, this creates a more negative effect and ultimately harms the business. [FG3-F6]*

The main positive aspect of corruption, as mentioned, is the quick and effortless resolution of problems, both in the private and business spheres.

*The positive aspect of corruption, as noted, is that a person can resolve a particular issue in record time – legally incorrect and illegal, but effective in solving the problem. [I3]*

### Initiator of unofficial payments:

Figure 32. Who was the initiator of unofficial payments? (%)



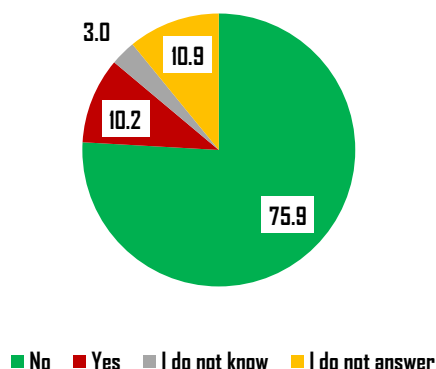
In 2017, the majority of respondents (44.8%) reported feeling pressured or compelled to make unofficial payments. However, by 2024, this perception had dropped significantly to just 11.6%, indicating a decrease in direct coercion from other parties to engage in corrupt transactions.

At the same time, the percentage of those who initiated unofficial payments voluntarily also saw a significant decline: 10.8% in 2024, compared to 35.2% in 2017.

A notable change is the sharp rise in the number of respondents who were unsure about the initiator of the payment. In 2024, 49% stated that they “didn’t know”, compared to only 20% in 2017. Additionally, a considerable portion of respondents (27.8%) chose not to answer the question, which may reflect an increasing reluctance to discuss these sensitive issues.

### Material damages caused by acts of corruption

Figure 33. Have you suffered **material damages** as a result of corruption cases? (%)

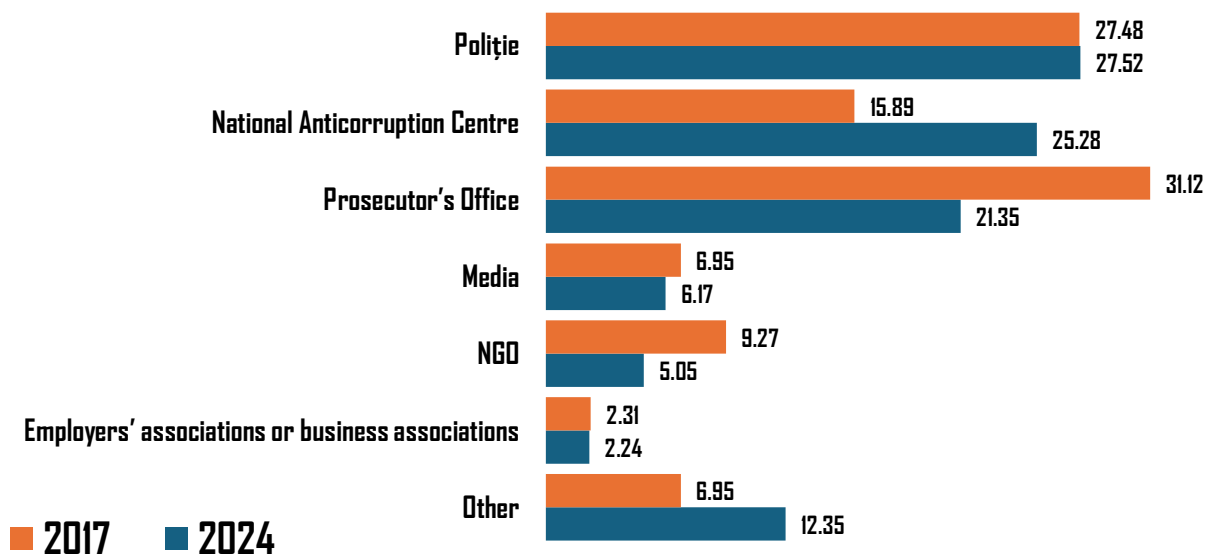


In terms of material damages caused by corruption, data from 2024 reveal that the vast majority of respondents (75.9%) reported not experiencing material damage as a result of corruption cases. This suggests either a reduction in the direct impact of corruption or an improved perception of the associated costs.

On the other hand, 10.2% of respondents indicated that they had suffered material damage, while 3% were unsure whether they had been affected. Additionally, 10.9% chose not to answer the question, which may reflect some uncertainty or sensitivity regarding the issue.

## Institutions and organizations where people have complained about cases of corruption

Figure 34. Where did you complain about the corruption cases you faced? % of those who complained (9.8% in 2024 and 20.7% in 2017)



The Police have remained a common institution for reporting corruption cases, with 27.5% of those who filed complaints reporting them to the Police, a figure consistent with 2017.

The Prosecutor's Office, however, saw a notable decline, from 31.1% in 2017 to 21.4% in 2024. This decrease could suggest a reduction in public confidence regarding the Prosecutor's Office's effectiveness in handling corruption cases, or a shift toward other institutions or methods of reporting.

The National Anticorruption Centre has become a more frequently chosen institution for filing complaints, with its percentage rising from 15.9% in 2017 to 25.3% in 2024. This growth likely reflects an increase in trust in the Centre's ability to combat corruption effectively.

The media has maintained a relatively stable role, with a slight decrease from 7% in 2017 to 6.2% in 2024. This suggests that while media exposure of corruption cases remains a useful tool, it is not the primary avenue for reporting corruption.

NGOs, on the other hand, experienced a significant decline, from 9.3% in 2017 to 5.1% in 2024, indicating a reduced role for non-governmental organizations in assisting victims of corruption and exposing corrupt practices.

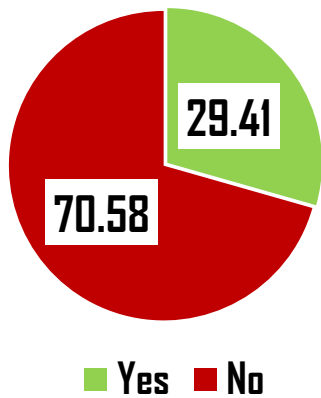
Other forms of reporting, such as employers' associations or business associations, remained largely unchanged, with minimal fluctuation in the percentage of respondents using them.

In summary, the 2024 data indicate an increased trust in institutions specialized in fighting corruption, such as the National Anticorruption Centre, while there is a slight

decline in confidence in the Prosecutor’s Office. NGOs have become less of a viable alternative for reporting corruption, and business associations have not gained significant trust as a reporting avenue in this context.

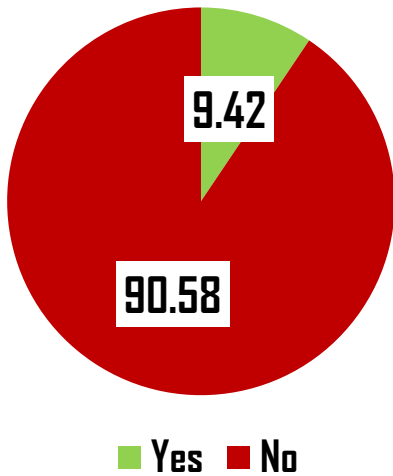
Consequences of denunciations of acts of corruption

Figure 35. Has your issue been resolved? (%)



Only 29.4% of individuals who reported acts of corruption believe that their issue was resolved, while 70.6% reported that their problem remained unsolved. These figures indicate that while a portion of whistleblowers have experienced a resolution, the majority have not seen positive outcomes. This disparity could discourage future whistleblowing, as individuals may perceive the process as ineffective or fear that their efforts will not lead to meaningful change.

Figure 36. Have you been compensated for material damages incurred? (%)



The overwhelming majority of respondents, 90.6%, reported not receiving compensation for material damages suffered due to corruption, while only 9.4% were compensated. This suggests a significant inefficiency or lack of effective mechanisms for compensating victims of corruption. As a result, there is likely a growing sense of distrust in the justice system and in the mechanisms designed to protect citizens, further undermining public confidence in the fight against corruption.

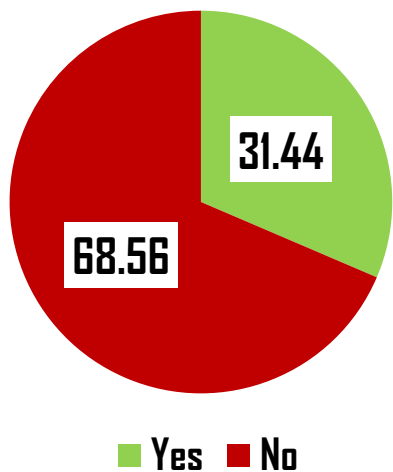


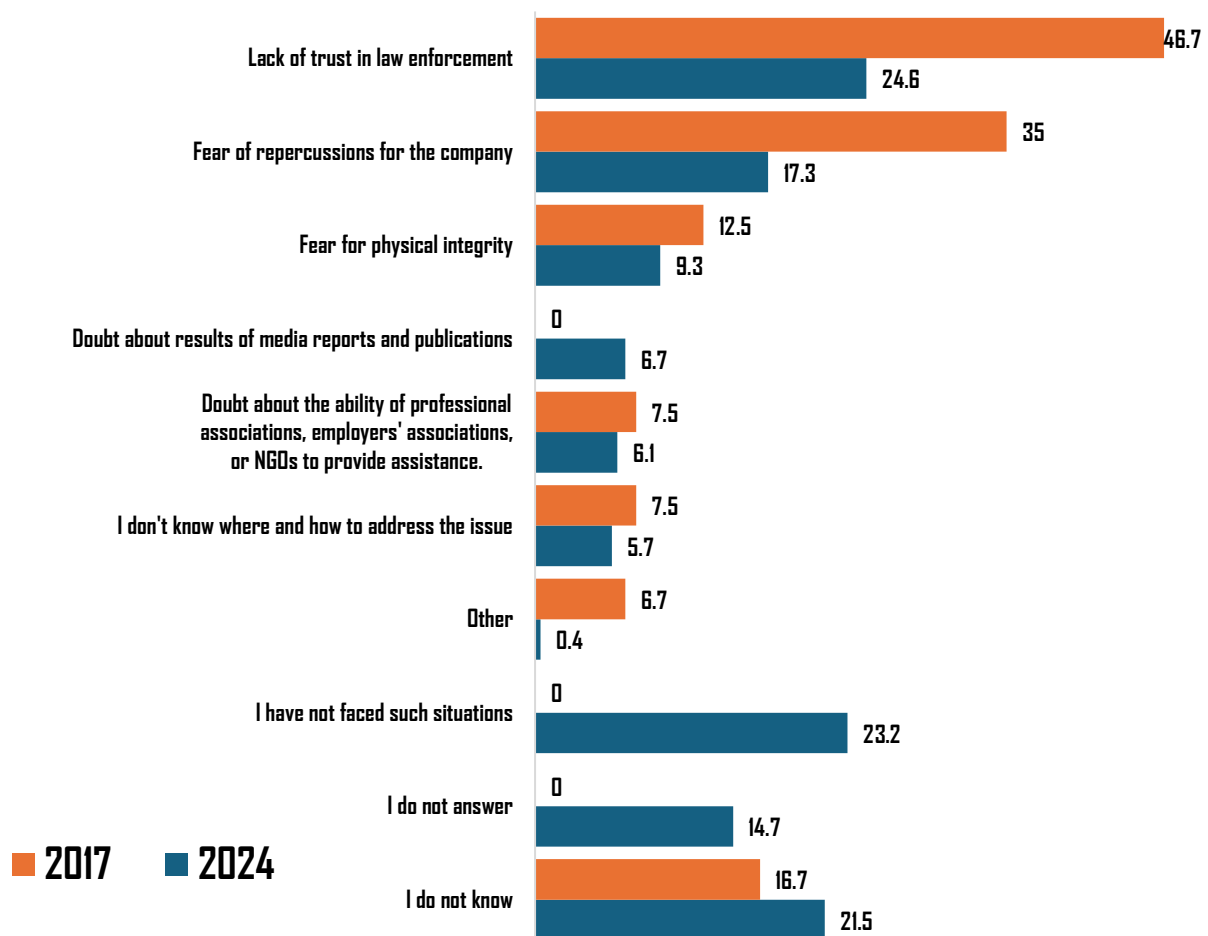
Figure 37. Did you (have to) suffer after this? (%)

A positive aspect is that 68.6% of those who reported acts of corruption did not experience negative consequences

afterward. However, 31.4% of respondents reported facing repercussions after reporting corruption, highlighting the considerable risks involved for those who choose to blow the whistle. This significant percentage likely contributes to the fear of retaliation and a reluctance to report corrupt activities, further hindering efforts to combat corruption.

The main reasons why corruption cases are not reported:

Figure 38. What are the reasons for not addressing/reporting corruption cases? (%)



Lack of trust in law enforcement, the primary reason for not reporting corruption cases, dropped significantly from 46.7% in 2017 to 24.6% in 2024. This indicates a potential improvement in the perception of these institutions, though trust remains insufficient for many people.

Fear of repercussions for the company dropped from 35% in 2017 to 17.3% in 2024, possibly reflecting progress in creating a business environment with more protection

against retaliation, though it remains a concern for a significant number of respondents.

Fear for physical integrity also saw a slight decrease, from 12.5% in 2017 to 9.3% in 2024.

The reasons for a lack of faith in the effectiveness of the media and NGOs to deliver results have slightly decreased, indicating a potential rise in trust toward these organizations, though significant challenges still exist. Additionally, the percentage of individuals unaware of how or where to contact them has fallen from 7.5% to 5.7%, reflecting improved awareness and access to information.

Another important factor is the 23.2% of respondents in 2024 who indicated they had not encountered corruption, which may point to either an improved situation or an increased effort to avoid corrupt individuals or institutions.

The decision not to report corruption cases is influenced by a mix of personal factors, such as fear and lack of trust in institutions, along with better access to information and a potentially improved perception of certain organizations and reporting channels. However, substantial barriers to whistleblowing persist, highlighting the ongoing need for efforts to build trust and alleviate the fears associated with reporting corruption.

## 2.5 Perception of key anticorruption institutions

The opinions of economic agents regarding the activities of key anticorruption institutions (NAC, APO, NIA) are mixed.

Some company representatives who participated in the in-depth interviews expressed a more favourable view of the work of these organizations.

There is a belief among some that the anticorruption institutions are performing their duties to the fullest extent permitted by law.

*"I believe these institutions are competent and skilled in their work, but their actions are not solely under their control. While they might be capable of doing more, they are often restricted by the current legislation, which dictates their rights and responsibilities. Even if they want to take further action, they face obstacles from other sources that prevent them from doing so."*

A representative from a small company acknowledges that while there have been some improvements in efforts to combat corruption, these changes have not been substantial enough. He emphasizes the need for legislative reforms at both the parliamentary and constitutional levels, aligning with European standards, to strengthen anticorruption efforts. Furthermore, he believes that the President of the

Republic of Moldova requires significant political will and a competent team to effectively implement the necessary measures, with the support of the European community, in order to combat and prevent corruption.

*I have seen that changes have been made regarding anticorruption, but with regard to justice, reforms must also occur at the legislative level. The key lies in our parliament. At this moment, we need to form the nucleus that Mrs. Maia Sandu envisions, in order to bring us closer to Europe. In other words, we need political will and a dedicated group capable of making legal changes specifically aimed at aligning with European standards. We now have a great opportunity, as the European community is supporting our integration and helping to reduce the phenomenon of corruption. [I2]*

In addition to positive or neutral opinions, the majority of economic agents in this study express dissatisfaction with the main anticorruption organizations in the Republic of Moldova, based on their personal experiences in interacting with these institutions. The grievances commonly relate to the handling of minor cases and the defiant attitude displayed by some employees, which undermines trust in these organizations and their effectiveness.

*They don't work; even if they work on some small cases, it is just on those with no impact at the community level. (NAC) [FG4-B1]*

*People at the NAC treat you like you are a nobody on earth. [FG4-F7]*

Focus group participants from the Northern region report a widespread fear among people regarding interactions with anticorruption organizations. This fear stems from the belief that these institutions, despite their mandate to combat corruption, are themselves corrupt.

*In any state, one should feel safe, but in our country, that safety is lacking. For example, I fear a policeman or an anticorruption prosecutor because they have the power to do whatever they want to an economic agent, and they can do it without any justification. This creates a deep sense of insecurity and mistrust in the institutions that are supposed to protect us. [FG2-F1]*

*I'm not sure what the Anticorruption Centre is doing today, but in the past, they were even more corrupt than the others. They were extremely corrupt, which severely damaged trust in their ability to fight corruption. [FG3-B9]*

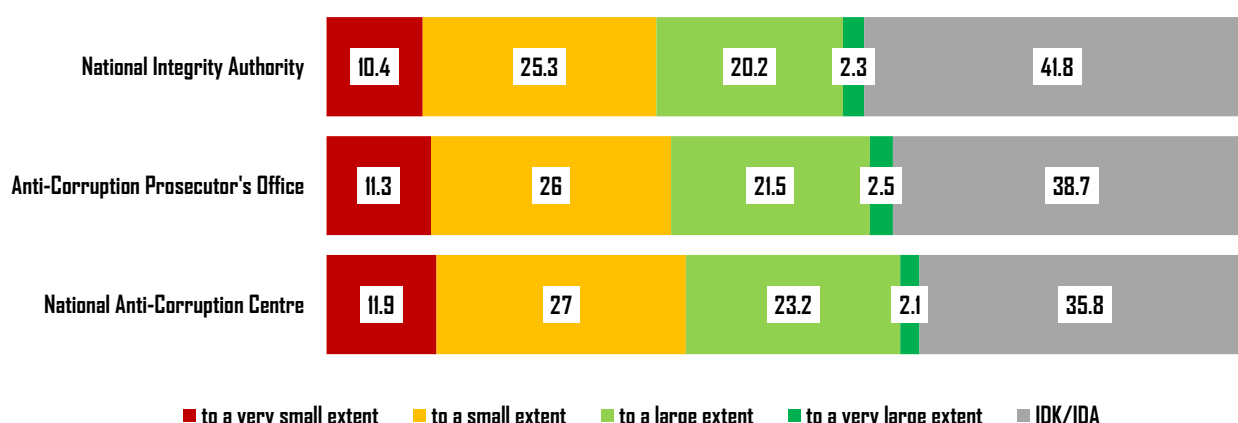
A representative of a medium-sized company, along with economic agents from the Centre and South regions, expressed concerns about the professional incompetence of specialists working in the anticorruption field. They believe these specialists require additional training to effectively address corruption issues. Furthermore, there is a notable lack of communication and coordination between anticorruption institutions.

*The problem lies in the fact that reforms have been introduced suddenly, without having properly trained specialists in place to implement them effectively. To address this issue, there is a need for more experience, a solid regulatory framework, and established structures that can support these reforms. Additionally, it is important to draw on past examples, allowing those involved to use them as key reference points in their decision-making process moving forward. [I5]*

*There seems to be a gap in professionalism... The problem, in my view, is that they often fail to fully fulfil their responsibilities. [FG3-B9]*

*The (anticorruption) institutions responsible for tackling corruption have created a deep sense of distrust. As a result, I find it difficult to believe in the current government's ability to address these issues. The constant changes in leadership, including at the NAC, and the conflict between the NAC and the APO only add to the confusion. With no clear communication between these institutions, it's hard to know what to expect. At this point, I have lost all trust. [FG4-B5]*

Figure 39. How satisfied are you with the activity of key anticorruption institutions? (%)



The National Integrity Authority (NIA) is viewed with significant scepticism by the public. Only 2.3% of respondents reported being “very satisfied” with the institution's performance. Meanwhile, 10.4% expressed being “very little” satisfied, and 25.3% were “somewhat” satisfied. A notable 41.8% of respondents chose not to offer an opinion, which could indicate either a lack of awareness or indifference toward the NIA’s activities. This suggests that while some acknowledge the work of the NIA, many remain either dissatisfied or uninformed about its impact.

The Anticorruption Prosecutor’s Office faces a similar perception, with 11.3% of respondents expressing their dissatisfaction to a “very small extent”. Approximately 26% of respondents indicated they were “somewhat” satisfied with its activities, while 21.5% stated they were satisfied “to a great extent”. However, only 2.5% of

respondents were very satisfied. A significant 38.7% of respondents did not provide a clear opinion, which suggests either uncertainty or a lack of engagement with the institution's work. This reflects a general ambivalence or dissatisfaction with the effectiveness of the Anticorruption Prosecutor's Office.

The National Anticorruption Centre is viewed somewhat more favourably than the other institutions analysed, but the perception remains mixed. While 11.9% of respondents expressed very low satisfaction with the Centre's activities and 27% were only "somewhat" satisfied, 23.2% of respondents reported being "to a great extent" satisfied, indicating a more positive view of the Centre's efforts. However, only 2.1% were very satisfied, and a notable 35.8% of respondents chose not to answer, suggesting either a lack of awareness or indifference towards the Centre's performance.

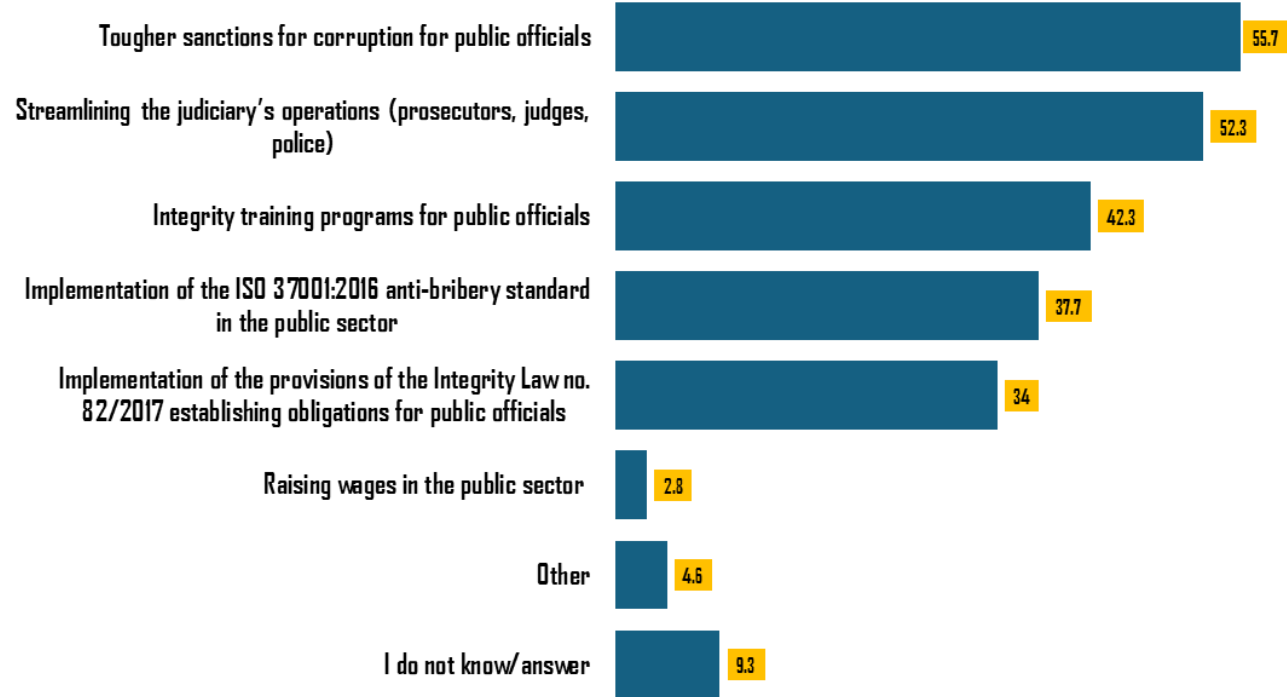
Although there is a considerable level of dissatisfaction with the work of key anticorruption institutions, a part of the population still recognizes their efforts, especially in the case of the National Anticorruption Centre. The large number of respondents who did not express their opinion also indicates a possible problem of communication or transparency in the work of these institutions.

Despite the considerable dissatisfaction with the work of key anticorruption institutions, some segments of the population still acknowledge their efforts, particularly in the case of the National Anticorruption Centre. However, the significant number of respondents who did not express an opinion highlights a potential issue with communication or transparency regarding the work of these institutions.

### 3. Solutions and benefits of eradicating corruption

In 2024, the business community in the Republic of Moldova expresses a clear preference for stronger and more effective measures to promote integrity in the public sector. There is a strong emphasis on enforcing stricter sanctions, streamlining the judicial system, and enhancing education on integrity to combat corruption more effectively.

Figure 40. Which of the proposals below do you think can **effectively contribute to promoting integrity** in the public sector? (%)



A significant majority of respondents, 55.7%, believe that tougher sanctions for corruption committed by public officials could effectively promote integrity, a notable increase from 44.8% in 2017. This trend signals a growing demand for more severe punitive measures against corruption.

Streamlining the judiciary's operations, including the work of prosecutors, judges, and police, is also considered a key solution. In 2024, 52.3% of respondents support this measure, up from 43.8% in 2017, reflecting an increasing recognition of the need to improve the justice system's effectiveness in combating corruption.

Integrity education is seen as an essential tool, with 42.3% of respondents advocating for integrity training programs for public sector employees. This marks a significant increase from 31.3% in 2017, highlighting a growing acknowledgment of education's role in preventing corruption.

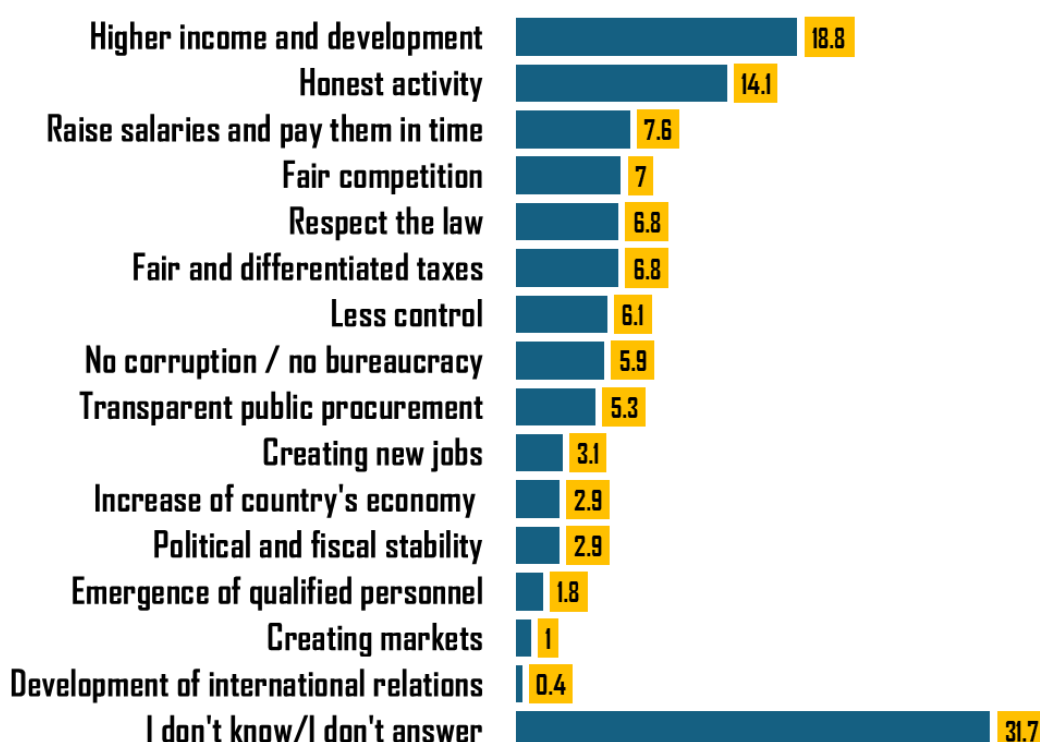
The implementation of the anti-bribery standard ISO 37001:2016 in the public sector is supported by 37.7% of respondents in 2024. Additionally, 34% of respondents believe that enforcing the provisions of the Integrity Law no. 82/2017, which establishes obligations for public officials, would effectively foster integrity.

Surprisingly, raising wages in the public sector was seen as a solution by only 2.8% of respondents in 2024, indicating a persistent belief that salary increases alone are insufficient to tackle corruption.

In conclusion, the data reveals a significant shift toward supporting more stringent and effective anticorruption measures, with growing public demand for enhanced integrity in the public sector. Strengthening sanctions for corruption and reforming the judicial system are seen as crucial steps, while integrity education and the implementation of the ISO 37001:2016 standard are increasingly recognized as effective solutions. In contrast, raising wages in the public sector is not considered a sufficient measure to address corruption.

### The benefits of a clean and healthy business environment for companies

Figure 41. What would be the benefits of a clean and healthy business environment for your company? (2017, %)



In 2017, the most frequently cited benefits of a business environment promoting integrity included generating more revenue and growing the company, mentioned by 18.8% of respondents. Additionally, 14.1% emphasized the importance of honest work, while 7.6% highlighted the timely payment for work and wage increases.

Other factors, such as compliance with the law, fair competition, and fair and differentiated taxation, were also seen as significant benefits, with each being noted by around 7% of respondents. However, a substantial percentage, 31.7%, could not specify the benefits of such a business environment, suggesting a lack of awareness or uncertainty regarding the advantages of promoting business integrity.

Figure 42. What would be **the benefits of a clean and healthy business environment** for your company? (2024, %)

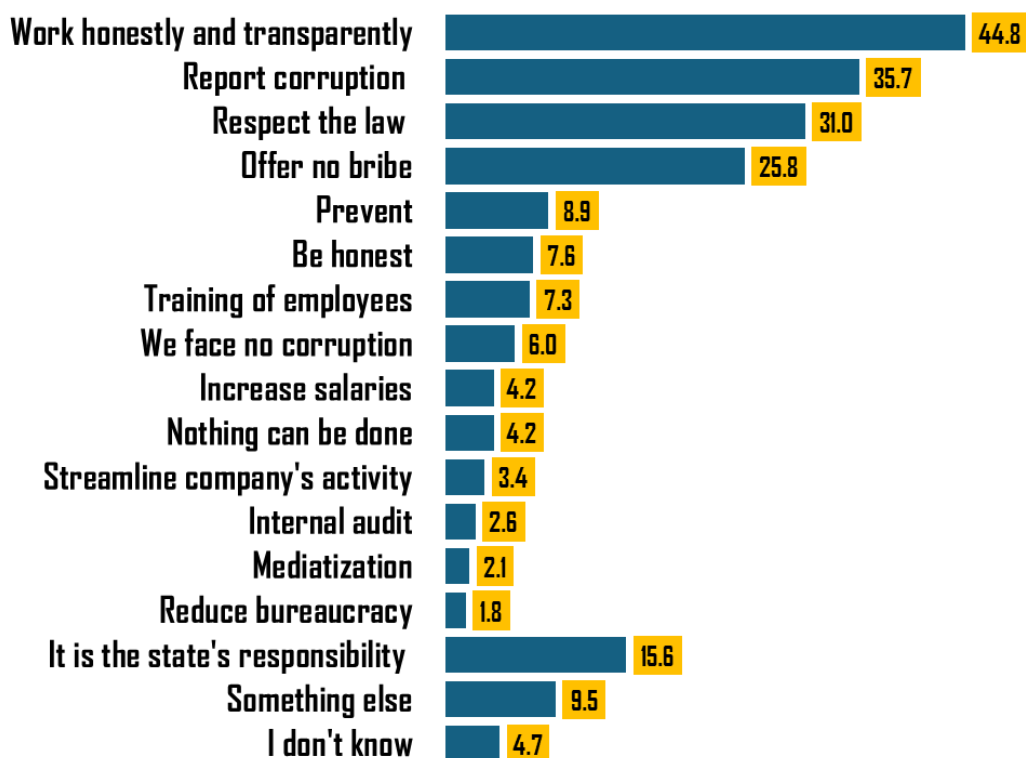


In contrast, by 2024, perceptions have shifted significantly, with a much broader recognition of the benefits of a clean business environment. The most notable change is in the recognition of the importance of legal compliance, with 71.3% of respondents citing it as a major benefit. Additionally, 66.6% believe that an inclusive business environment would allow them to operate honestly, while 65.5% identify job creation as another significant advantage. Other benefits, such as the growth of the country's economy and infrastructure development (61.7%), and fair and differentiated taxation (61.3%), have gained increased value. Furthermore, political and fiscal stability, reduced corruption and bureaucracy, and the creation of new outlet markets are now seen as key benefits, each cited by more than 50% of respondents.

These changes suggest a growing awareness among entrepreneurs about the importance of maintaining a clean business environment and the positive impact it can have, not only on individual companies but also on the broader economy and society. Additionally, the decrease in the percentage of those who do not know or choose not to respond, down to 4.4% in 2024, indicates a significant improvement in both awareness and expectations regarding the benefits of business integrity. This shift is likely a result of the information and education efforts in recent years, which have successfully emphasized the importance of a healthy business environment for sustainable development.

## Actions that can be taken by the business environment in the fight against corruption

Figure 43. What could your company do in the fight against corruption? (%)



The most frequently mentioned action that companies can take is to operate honestly and transparently, highlighted by 44.8% of respondents. This reflects a strong commitment to transparency in business, which is viewed as a crucial tool in combating corruption.

The second most commonly cited action is the denunciation of corruption, supported by 35.7% of respondents. This underscores the increasing recognition of the active

role companies can play in reporting and addressing corrupt practices, indicating a shift towards greater corporate responsibility for integrity.

Compliance with the law and the refusal to offer bribes are also significant measures, mentioned by 31% and 25.8% of respondents, respectively. These results highlight the awareness of the importance of adhering to legal norms and maintaining ethical business practices as essential ways to prevent corruption.

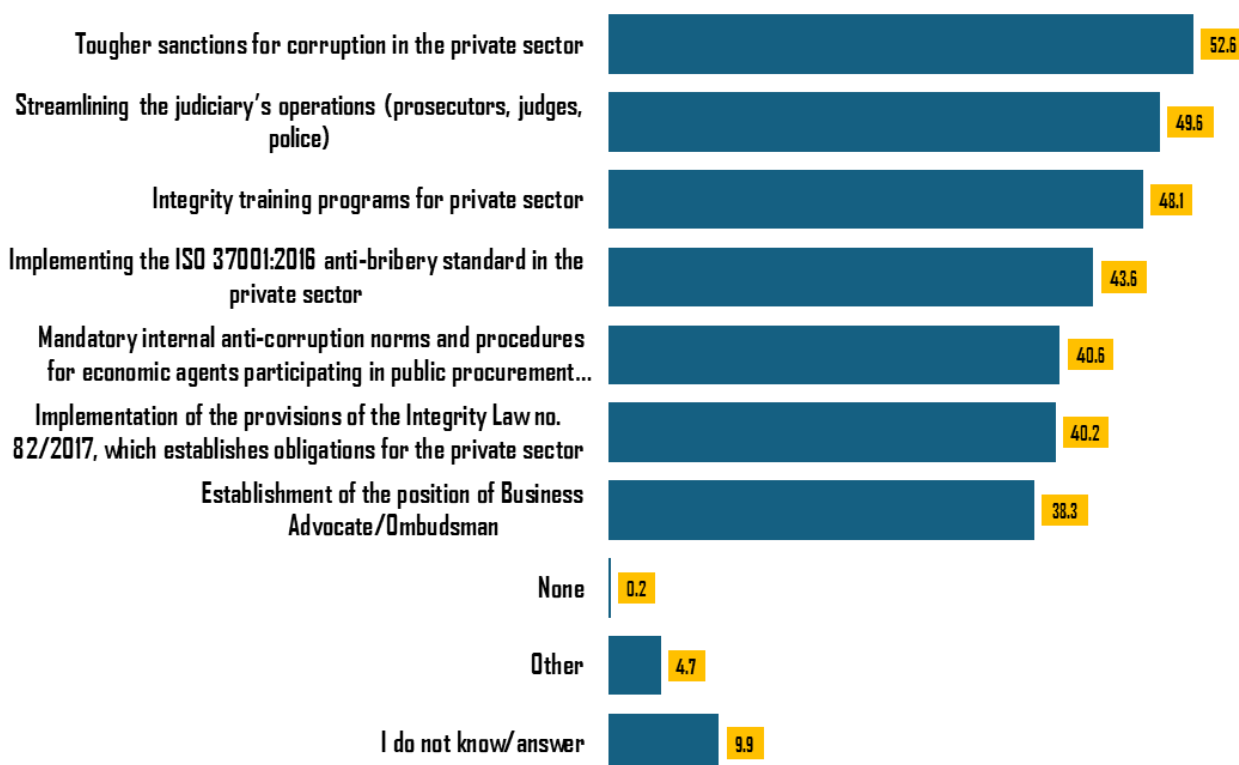
Regarding corruption prevention, 8.9% of respondents emphasized the need for implementing preventive measures, while 7.6% pointed to the importance of integrity itself. Additionally, 7.3% of participants stressed the importance of organizing employee training, reflecting a recognition of the value of continuous education and development to uphold high standards of integrity within the company.

On the other hand, a notable 15.6% of respondents believe that the primary responsibility for fighting corruption lies with the state, indicating a certain level of distrust in the private sector's ability to combat corruption on its own. This suggests that while companies are willing to contribute to the fight against corruption, they see the state as playing a critical role in implementing effective measures.

Other options, such as raising wages, improving work efficiency, and reducing bureaucracy, were mentioned by smaller percentages of respondents, indicating that these actions are perceived as less immediate or direct in their impact on corruption.

### Measures to promote integrity in the private sector from the perspective of entrepreneurs

Figure 44. Which of the proposals below do you think can effectively contribute to promoting integrity in the private sector? (%)



In 2024, the perception of effective measures to promote integrity in the private sector in the Republic of Moldova reveals several clear priorities. The most widely supported proposal is the tightening of sanctions for corruption in the private sector, with 52.6% of respondents viewing this as a crucial measure. This highlights a strong desire for a more stringent legal framework capable of deterring corrupt behaviour through harsher penalties. The next priority, supported by 49.6% of respondents, is enhancing the efficiency of the judicial system. This indicates that entrepreneurs still see the need for an effective and impartial justice system that can address corruption cases quickly and fairly. There is also significant support for integrity training programs for private sector employees, with 48.1% of respondents favouring this option. This emphasizes the growing importance of education and awareness in preventing corruption within organizations. Additionally, 43.6% of respondents view the implementation of the anti-bribery standard ISO 37001:2016 as an effective measure, reflecting a trend toward aligning with international best practices in corruption prevention. Furthermore, 40.6% of respondents support the obligation for economic agents involved in public procurement to adopt internal anticorruption rules and procedures. This reflects the need for stronger internal controls to maintain integrity within procurement processes. The provisions of the Integrity Law No. 82/2017 are considered important by 40.2% of respondents, highlighting the need for clear and rigorous enforcement of integrity standards. Finally, the establishment of a Business Lawyer/Ombudsman position, mentioned by 38.3%, reflects the demand for protection and mediation within the private sector, offering a safe and accessible channel for reporting and resolving integrity issues. In

conclusion, these findings indicate broad support for stronger legal measures, improved training, and alignment with international standards to enhance integrity within Moldova's private sector.

## 4. Ethics and anticorruption policies within companies

### 4.1 Corruption within businesses/private sector

When discussing the presence of corruption in the private sector, a representative from a small company, along with focus group participants from the Northern region, expressed the view that corruption is not a significant issue at the company level. They attribute this belief to the severe financial challenges faced by businesses in recent years, particularly due to the COVID-19 pandemic and the ongoing conflict in Ukraine. These crises have had a profound impact on the economy of the Republic of Moldova, which in turn has affected entrepreneurs. Moreover, they emphasize that in the private sector, business founders are their own bosses, bearing full responsibility for the success or failure of their companies. This direct accountability, they argue, serves as a deterrent to corruption, as entrepreneurs are primarily focused on overcoming financial difficulties and safeguarding their businesses, leaving little room for unethical practices.

*There is no corruption in the private sector. In the private sector, people simply work and try to pay fewer taxes because we were severely affected by COVID. And then, after COVID, came the war, which led to the devaluation of the Moldovan leu. Now, companies do not have enough money to pay their workers officially... [I4]*

*I haven't encountered corruption in the private sector. In the private sector, you, as the founder, risk your own money, build your enterprise, and manage it with your own funds. But civil servants handle public money, which is allocated once a year and simply distributed. They don't know how to manage it effectively or make the most of it. This is the core issue we face in this country. [FG2-F2]*

*There is no corruption in the private sector. In other words, are you stealing from yourself!? [FG4-F7]*

Most economic agents believe that acts of corruption in the private sector occur in relation to state institutions. The reasons why an economic agent might engage in corrupt practices with a public official are as follows:

- The desire to resolve their issue as quickly as possible, given the well-known problem of procrastination within state institutions.

*Yes, corruption exists in any case. When decisions need to be made quickly and there isn't much time to deliberate, the issue of procrastination becomes a problem. Unfortunately, we often waste a lot of time before reaching a final decision. [I4]*

*Yes, certainly. In order to obtain certain certificates, avoid taxes, or bypass fines, this is the common practice in the private sector and how it often operates. [I3]*

- The desire to gain preferential treatment and access the best services, often by benefiting from the patronage of an influential individual – the influence factor – which can contribute to achieving greater success.

*In the private-public sector, I believe corruption exists, and it often stems from the desire for privilege. For example, someone may want to purchase better land or obtain a permit more quickly without meeting all the necessary sanitary requirements, or they may seek an unfair advantage in a lawsuit. [FG2-F3]*

*Corruption in the private sector often manifests through influence peddling, where transactions are favoured based on relationships or personal connections. This form of corruption is particularly widespread among private companies, as many business ventures begin through informal discussions or ideas exchanged within a close-knit circle of friends. The subsequent advantages that a company gains are often the result of knowing the right people who can offer support or assistance. [I5]*

- Larger companies are more susceptible to corruption due to their complex hierarchies, extensive range of services, and numerous transactions. In such environments, employees often seek ways to simplify processes and increase efficiency, sometimes resorting to “easy solutions” or shortcuts to achieve desired outcomes.

*I believe corruption also exists in the private sector, particularly in larger enterprises where there is a hierarchy of employees. In these organizations, corruption can manifest in various forms, such as offering different services or facilitating processes to expedite outcomes. [FG3-B10]*

*It certainly exists, especially in large enterprises, particularly when it comes to procurement and facilitating the purchase of products... [FG3-B1]*

*A person may be trying to secure a better rental space in the “Unic” Shopping Centre, even though there are currently no vacancies. When the decision to favour someone is influenced, various corruption schemes may emerge to ensure that a contract is awarded to them rather than to someone else who may be more competent or better suited for the space. These schemes often involve making deals with employees at different levels, attempting to manipulate the process in their favour. [I5]*

- There is more corruption in sectors where workers have low income levels, as this often influences their desire for success and the pursuit of personal benefits.

*The issue is that corruption tends to emerge primarily in sectors with lower-level employees, those earning low wages, who seek to gain benefits or favours in order to secure certain contracts and appear more successful than others in the same sector. [I5]*

- Once a business starts generating revenue, government agencies can create situations where bribery becomes an inevitable option. An economic agent from the Northern region shares an example of an unannounced inspection at their company, during which several state institutions, such as the tax office, the labour department, and the water utility, all show up simultaneously. This coordinated approach sends a clear message to the business owner: “It’s time to pay.”

*It seems that corruption becomes more evident when state bodies notice that a business is profitable. Once money starts flowing in, that's when the fireman, tax officer, labour department, water utility, and other officials appear. In my experience, while there are obstacles at both the beginning and the end, the real pressure starts when the money starts coming in. That's when the system becomes active. [FG4-B5]*

*A conflict arises when artificial or fabricated situations are created to position a private individual in a disadvantaged position. These situations, often designed to exploit the individual's lack of knowledge about legislation and procedures, force them into a corner where paying a bribe seems like the only option. The private individual is then manipulated into violating regulations or laws, which leads to corruption as a means to resolve the artificially created issues. [FG4-F5]*

- A higher level of corruption is often found in the private sector, particularly in areas such as real estate, land sales, and property rentals. This is primarily driven by the desire to purchase at lower costs and avoid paying higher taxes.

*Private-to-private corruption is prevalent in sectors such as real estate and land sales, as well as other types of goods transactions. This is primarily driven by the desire to reduce the tax burden. To achieve this, parties often agree to lower the sale price, which results in underreporting of the transaction value. Consequently, the state loses out on taxes, and in the long run, the entire system suffers. Corruption is particularly high in the sale of agricultural land, houses, apartments, and similar assets, where both parties involved seek to bypass taxes and regulatory requirements. [FG2-B1]*

- Corruption often manifests in the private sector through the use of influential people when a problematic situation arises. In such cases, the first instinct is to identify someone who could help or be useful in resolving the issue. This dynamic extends to the development of companies, where individuals may call upon connections to expedite and facilitate processes. As a result, corruption takes the form of “gratitude” – when someone provides assistance, solves a problem, or offers a service, and so on it is often reciprocated through informal or illicit means.

*For example, a violation of a legal norm might occur, either intentionally or unintentionally. When a violation is identified, penalties are typically applied. However, this is often when the "fantasy" of Moldovans begins. Many people start to think, "Who do I know?" or "I have a friend in that area, maybe I can work something out." They might consider manipulating documents, changing dates, or finding other ways to avoid the consequences. This is when the ideas of corruption start to take shape, as individuals seek shortcuts to resolve problems or mitigate penalties. [FG3-F4]*

- The economic agents interviewed argue that small firms do not require formal anticorruption policies due to their limited number of employees and the direct control exercised by the founder. This tight oversight, they suggest, results in a low level of corruption, or in some cases, no corruption at all within these businesses.

*My company is small and there is no need (no recourse to acts of corruption). [I2]*

*In my company, purchases are under my personal control and in this situation I don't know if something related to corruption could arise. My company is small; I have no way to talk about any corruption there. [FG3-B1]*

## 4.2 Internal anticorruption procedures/regulations applied within companies

(Example: ethics guides; anti-bribery procedures; conflict of interest prevention procedures; illegality/corruption reporting procedures and channels; corporate integrity officer procedures; gift management procedures; sponsorship policies; etc.)

When discussing specific anticorruption procedures, most economic agents struggled to provide concrete examples, as the companies they represent are generally small in size. In their view, the limited number of employees makes such rules and procedures unnecessary. Additionally, some respondents were unaware of the existence of

anticorruption measures, highlighting a lack of information or the absence of these practices within small companies.

*This is the first time I've heard that it's a company standard. [I2]*

*In private companies we do not have such guidelines, such situations are carried out in public institutions. They are required to have such regulations. Personally, I do not have such thing. Maybe they should, but again I think it depends on the number of employees. [FG3-B9]*

*We don't have such procedures either; we're a small team, and there's no real need for us. [FG3-F5]*

On the other hand, some economic agents disagree with the notion that a low number of employees results in the absence of effective anticorruption regulations. They argue that even though the business administrator holds ultimate responsibility, there are instances where all employees are held accountable. For example, one economic agent mentioned that in their company, during meetings, employees are explicitly informed that acts of corruption are strictly prohibited.

*It's more of an informal procedure; it's not written or formally approved. It's primarily communicated verbally, with the understanding that these practices are not acceptable. Additionally, during any meeting we have, I often emphasize that such behaviours are not tolerated. I make it clear that I do not accept, nor do I want to hear of any such situations in the future. [I5]*

*As the administrator, I am fully aware of my responsibility towards each institution and the consequences I will face if any issues arise. [FG1-B3]*

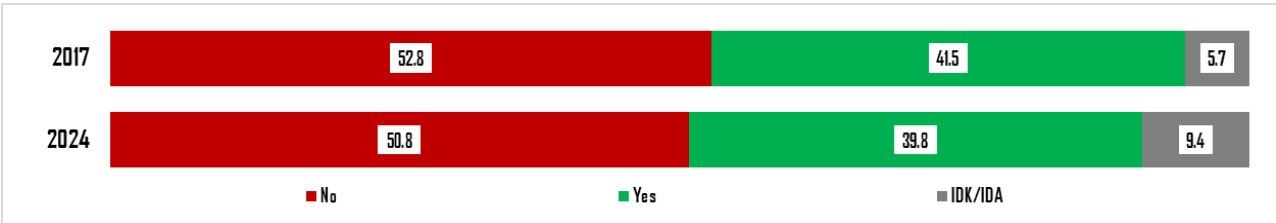
Economic agents emphasize that a firm personal decision to refuse both giving and receiving bribes is crucial in controlling corruption within companies. This commitment is viewed as a fundamental factor in preventing corrupt practices. Additionally, they highlight the importance of employee motivation in promoting honest behaviour. To encourage employees to maintain an honest work environment and reduce instances of corruption, private companies often provide various incentives, such as summer camp trips for employees' children, gym memberships, bookstore vouchers, or small birthday gifts. These benefits are seen as effective tools to foster a culture of integrity, etc.).

*The decision to avoid bribery is not just a personal one; it's a fundamental principle in our company. We don't engage in bribery. If I'm unable to reach a decision with a person or institution in a legitimate way, I simply seek alternative solutions or, in many cases, abandon the matter altogether rather than resort to paying a bribe. [FG2-F4]*

*Yes, to motivate our employees, we have established a rewards system that doesn't involve monetary prizes. For instance, during the summer, we send their children to camp, provide gym memberships, or offer bookstore vouchers. As you rightly said, it's essential that employees feel motivated in their workplace. When they feel valued and appreciated, they are less likely to engage in fraudulent behaviour. [FG1-F1]*

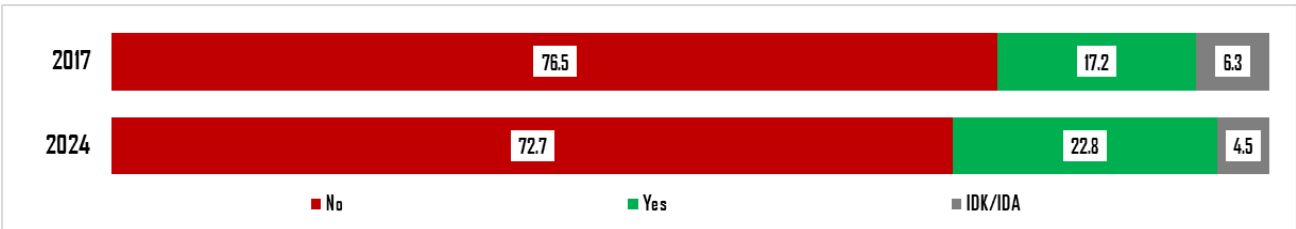
*For example, we also send employees to courses that involve some costs, especially if I see that they are becoming more competent. Regarding birthdays, we make sure to keep track and give them a small gift, like a box of chocolates. It's not about giving large gifts, but rather showing a little attention to each employee. [FG4-F6]*

Figure 45. Does the company you represent have an internal Business Ethics Code/Guide? (%)



In 2017, over half of the companies (52.8%) did not have an internal business ethics code or guide, while 41.5% reported having such documents. This highlighted a significant need for internal promotion of business ethics. By 2024, the situation has changed marginally, with a slight 2% reduction in the number of companies without a code of ethics (50.8%). However, the percentage of companies with an implemented code has also decreased to 39.8%, while the number of those who did not answer or were unsure rose to 9.4%. This trend suggests a stagnation or even a slight decline in interest regarding the formalization of business ethics, raising concerns about the level of commitment companies have to these practices.

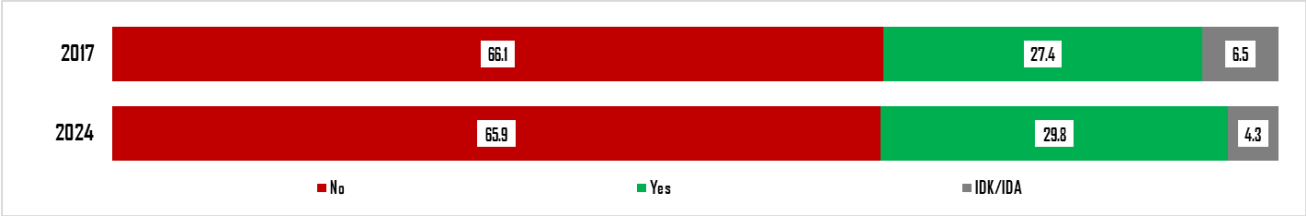
Figure 46. Does the company you represent have procedures to prevent and sanction bribery? (bribery = the situation in which company employees give or receive bribes from outside or inside the company in order to obtain commercial contracts or do something that is part of their job duties or something illegal) (%)



In 2017, 76.5% of companies lacked specific procedures for preventing and sanctioning bribery, indicating a significant gap in anticorruption policies within the corporate sector. Only 17.2% had such procedures in place, underscoring the urgent need for stronger anticorruption measures. By 2024, the situation has shown some

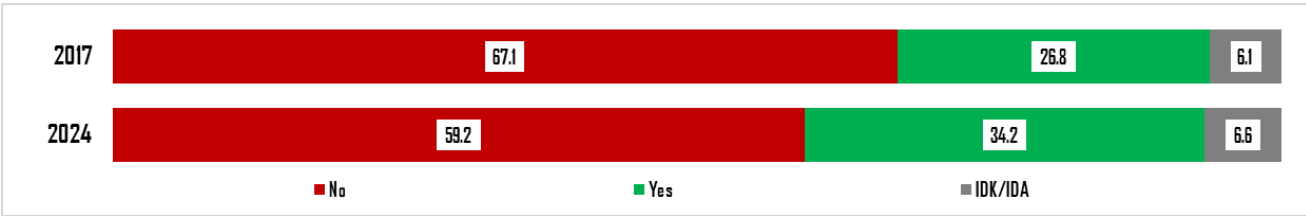
improvement: the percentage of companies without these procedures decreased to 72.7%, while the proportion of companies with established procedures increased to 22.8%. Although this marks progress, there remains a notable gap in the widespread implementation of anti-bribery measures across the private sector.

Figure 47. Does the company you represent **have procedures to prevent conflicts of interest?** (conflict of interest = situation where employees have a personal interest in a work issue) (%)



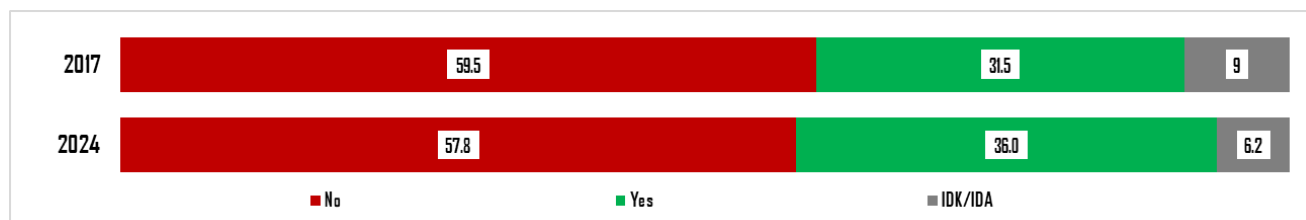
In 2017, a significant majority of companies (66.1%) lacked procedures for preventing conflicts of interest, while only 27.4% had such measures in place. In 2024, the situation showed slight improvement: the percentage of companies without procedures decreased slightly to 65.9%, and the proportion of companies with procedures in place increased to 29.8%. While this reflects a small positive trend in addressing conflicts of interest, a large percentage of companies remain vulnerable to these risks, indicating the need for further efforts to implement and enforce preventive measures.

Figure 48. Does the company you represent **establish anticorruption clauses in the employment contracts with employees, disciplinary procedures and other sanctions for violations of these clauses, as well as employee benefits for complying with them?** (%)



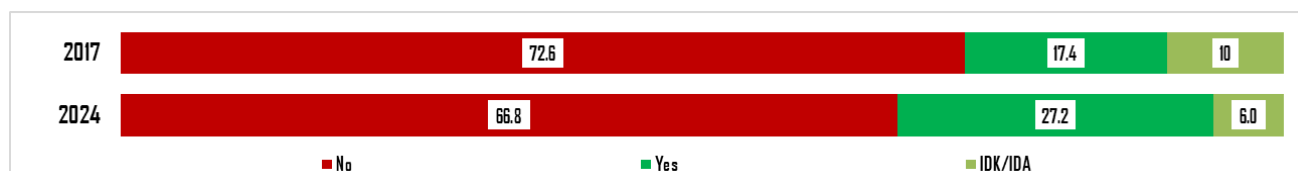
On the other hand, regarding the inclusion of anticorruption clauses in employment contracts, there has been notable progress. The percentage of companies without such clauses decreased significantly from 67.1% in 2017 to 59.2% in 2024. Concurrently, the number of companies that introduced these clauses increased from 26.8% in 2017 to 34.2% in 2024. This shift indicates a growing awareness and commitment to combating corruption within labour relations. However, a considerable number of companies still have not integrated these anticorruption practices, suggesting room for further improvement.

Figure 49. Does the company you represent **apply sufficient auditing standards to facilitate the prevention and detection of acts of corruption?** (%)



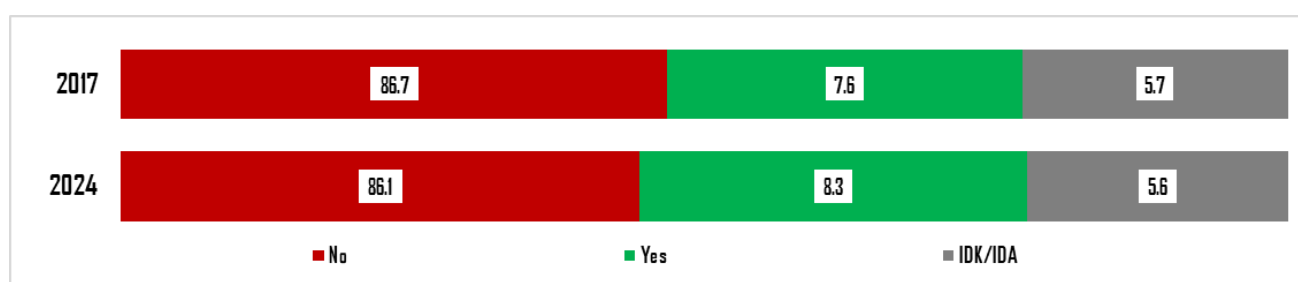
In 2017, the majority of companies (59.5%) did not implement sufficient auditing rules to effectively prevent and detect acts of corruption, while only 31.5% had such measures in place. By 2024, there was a slight improvement: the percentage of companies not applying audit rules decreased to 57.8%, while those implementing them rose to 36%. This indicates slow but steady progress in integrating effective auditing practices as part of anticorruption efforts within companies.

Figure 50. Does the company you represent **include in the contracts concluded with business partners express provisions regarding the fight against corruption and the possible consequences for violations of these provisions?** (%)



In 2017, 72.6% of companies did not include explicit anticorruption clauses in their contracts with business partners, while only 17.4% did. By 2024, the percentage of companies without such clauses decreased to 66.8%, while those incorporating them increased to 27.2%. This trend reflects a growing awareness of the importance of safeguarding business relationships through contracts that clearly outline anticorruption measures, although there is still significant room for improvement.

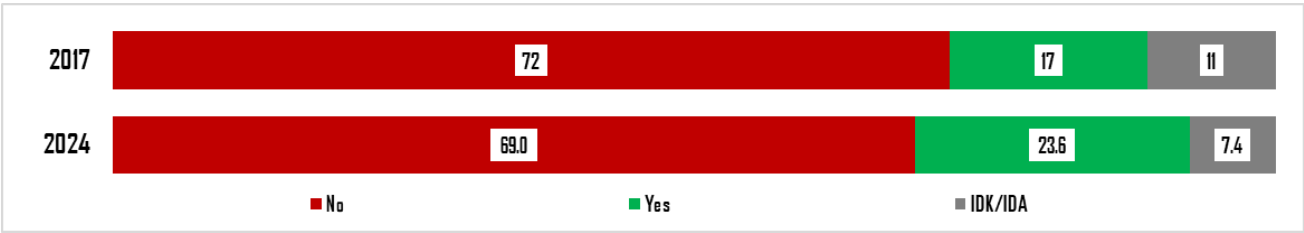
Figure 51. Is the company you represent **a member of an association that has the fight against corruption as a priority in its program?** (%)



*Note: The length of the bars is truncated because one of the values is significantly larger than the others.*

In 2017, a significant majority of companies (86.7%) were not members of associations focused on combating corruption, with only 7.6% reporting membership in such organizations. By 2024, there was minimal change, as 86.1% of companies still were not part of anticorruption associations, and the percentage of those who were members increased slightly to 8.3%. This stagnation indicates that the business community has not actively engaged with organizations prioritizing anticorruption efforts, or that the existing associations have not made anticorruption a key focus.

Figure 52. Does the company you represent communicate its anticorruption policies to potential business partners and assess whether they have effective anticorruption programs? (%)



In 2017, 72% of companies did not communicate their anticorruption policies to potential business partners, with only 17% sharing these policies. By 2024, there was a slight improvement, as the percentage of companies not communicating these policies decreased to 69%, while those who communicated them increased to 23.6%. While this represents progress, the majority of companies still do not prioritize aligning their anticorruption policies with their business partners.

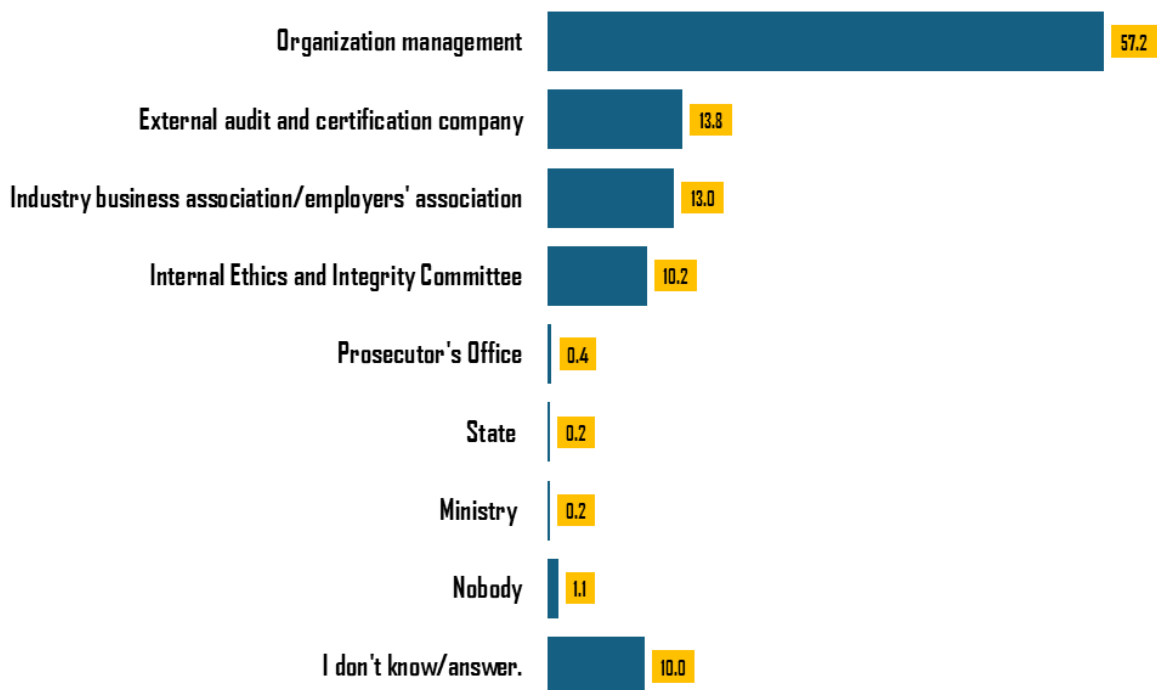
Figure 53. Does the company you represent have internal mechanisms through which employees can report illegal acts while respecting confidentiality? (%)



In 2024, a new question was introduced regarding whether companies have internal mechanisms for employees to report illegal acts while maintaining confidentiality. The results revealed that 56.1% of companies do not have such mechanisms, while 39.2% have implemented them. This indicates that, although less than half of companies have these reporting systems in place, there is growing interest in fostering an environment where employees can safely and confidentially report misconduct.

Monitoring the implementation of the rules and anticorruption procedures

Figure 54. Who should monitor the implementation of anticorruption rules and procedures in your organization? (%)

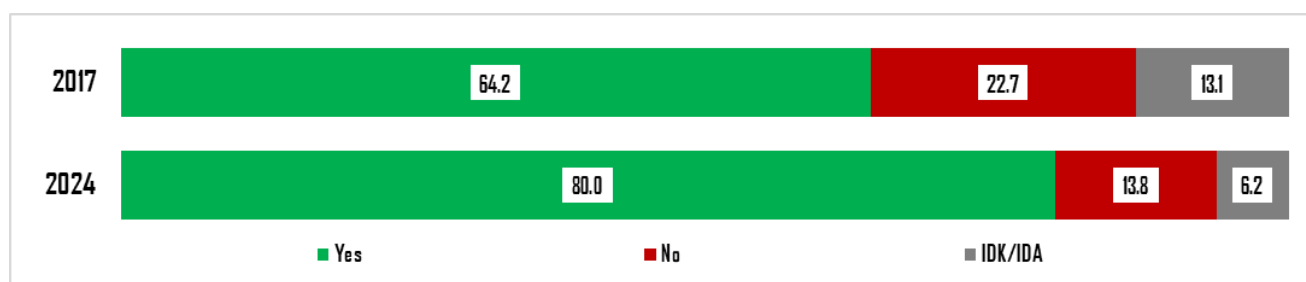


Regarding the monitoring of anticorruption rules and procedures, the majority of respondents (57.2%) believe that the responsibility for this task should lie with the organization's management. This highlights the critical role of executive leadership in fostering and upholding a culture of integrity and ethics within the company.

An additional 13.8% of respondents suggest that an external audit and certification company should oversee these processes, reflecting a preference for leveraging external expertise to ensure compliance. Meanwhile, 13% of respondents believe that business associations or employers' associations are well-suited for this role, indicating a trust in industry-driven self-regulation.

Internal ethics and integrity committees are mentioned by 10.2% of companies, representing another internal approach to overseeing compliance. Very small percentages of respondents believe that institutions such as the Prosecutor's Office, the State, or Ministries should be involved in monitoring, indicating a preference for internal or independent oversight mechanisms over direct state intervention. Finally, 10% of respondents did not know or did not answer this question, suggesting some lack of clarity or awareness regarding the responsibilities for monitoring compliance within organizations.

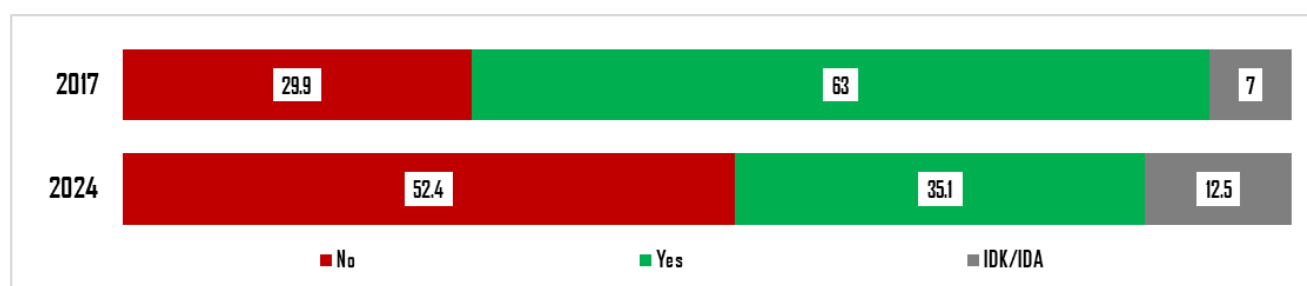
Figure 55. Do you think the existence of anticorruption rules and procedures would be useful for the private sector? (%)



The perception of the usefulness of anticorruption rules and procedures in the private sector has changed significantly from 2017 to 2024. In 2017, the majority of respondents (64.2%) believed such rules would be useful, while 22.7% disagreed and 13.1% were unsure or did not answer. By 2024, support for implementing anticorruption rules had risen considerably, with 80% of respondents now considering them useful, 13.8% opposed, and 6.2% remaining undecided or without an answer. This shift reflects a growing awareness and acceptance of the importance of anticorruption measures in the private sector.

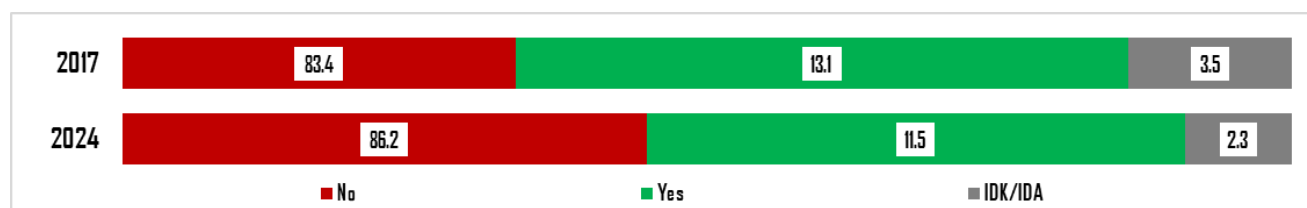
### Anticorruption training within companies

Figure 56. Are your team members interested in participating in courses, seminars and conferences on the fight against corruption? (%)



In 2017, the majority of respondents (63%) indicated that their team members were interested in attending anticorruption courses, seminars, and conferences, while 29.9% were not interested, and 7% did not know or did not answer. However, by 2024, interest had decreased significantly, with only 35.1% expressing a desire to participate in such events. Meanwhile, 52.4% stated they had no interest, and 12.5% either did not respond or did not know.

Figure 57. Was there at least one course for employees or managers regarding the anticorruption fight in the last year? (%)

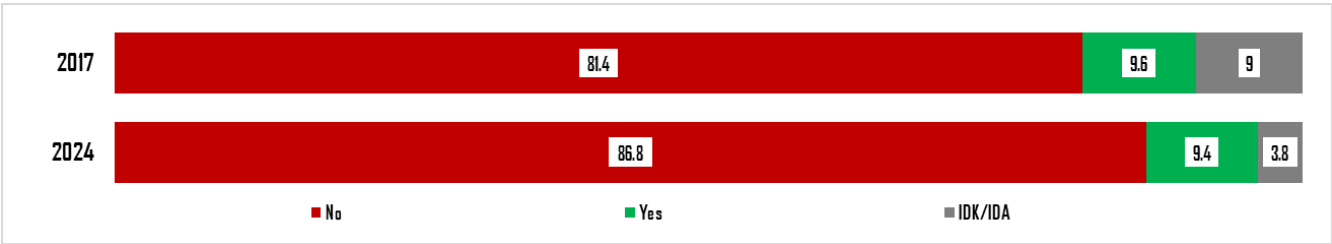


Note: The length of the bars is truncated because one of the values is significantly larger than the others.

On the other hand, actual participation in anticorruption courses in the year preceding the survey remained very low. In 2017, only 13.1% of companies reported having organized at least one course for employees or managers on this topic, and the percentage dropped to 11.5% in 2024. This reflects a continuing trend of neglecting formal training in the field of anticorruption, despite the general awareness of its importance.

Anticorruption initiatives at sector level:

Figure 58. Has the company joined and participates in collective or sectoral anticorruption initiatives? (%)

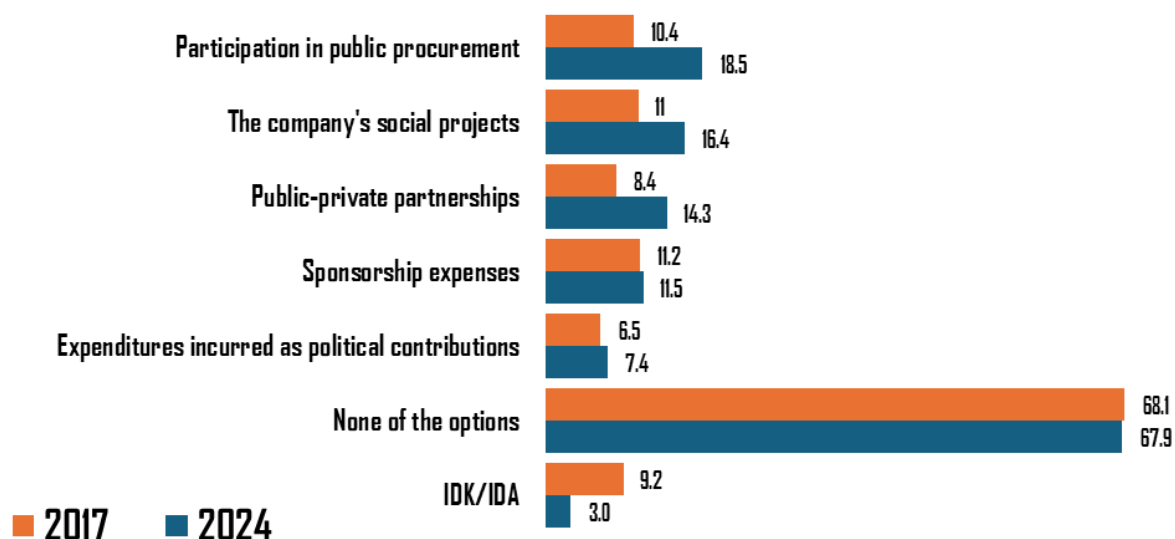


In 2017, only 9.6% of companies reported joining and participating in collective or sector-wide anticorruption initiatives, indicating relatively low interest in collaborating on anticorruption efforts. A significant 81.4% of companies did not engage in such initiatives, while 9% either did not know or did not answer this question.

In 2024, the situation remained almost unchanged, with 9.4% of companies reporting participation in collective or sectoral anticorruption initiatives. However, the percentage of companies not participating increased slightly to 86.8%, indicating continued resistance or a lack of interest in such joint efforts. Only 3.8% did not know or did not answer, reflecting a slight improvement in the clarity of perception of this aspect compared to 2017. This overall trend demonstrates that engaging in anticorruption initiatives at a collective or sectoral level remains a significant challenge for companies.

Transparency of the business environment in relations with public authorities

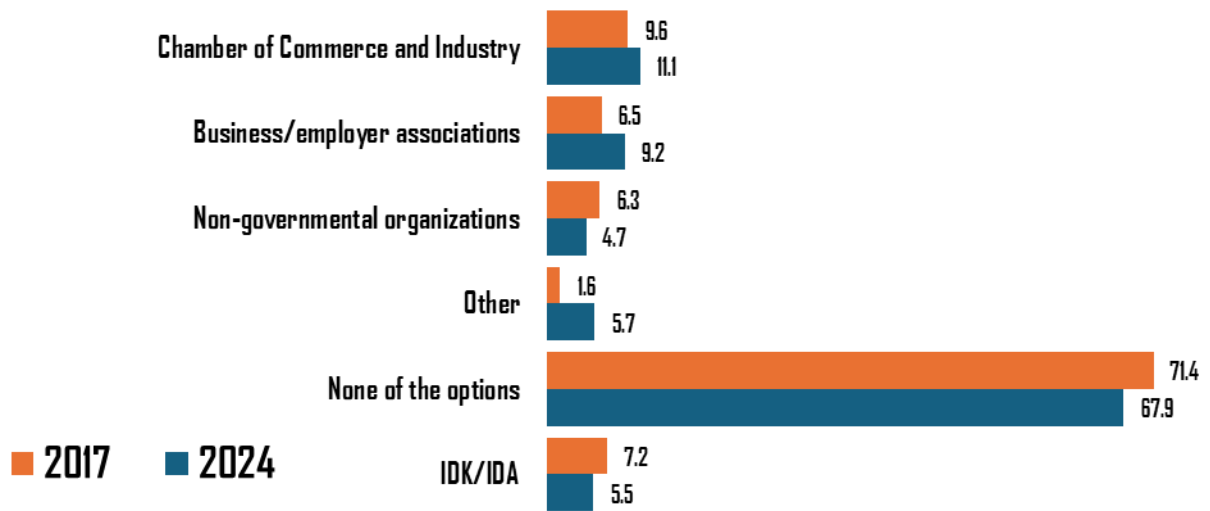
Figure 59. Are information and reports on the following company activities made public? (%)



In 2017, only 10.4% of companies made public information and reports on participation in public procurement, and by 2024, this percentage increased to 18.5%. This reflects a rise in transparency, although a large proportion of companies still do not disclose such data. Regarding their social projects, 11% of companies published information in 2017, and this number grew to 16.4% in 2024, indicating a positive trend in transparency. Public-private partnerships were reported by 8.4% of companies in 2017 and 14.3% in 2024, showing a similar increase in openness. Sponsorship spending remained relatively stable, with 11.2% of companies reporting it in 2017, compared to 11.5% in 2024. Political contributions were disclosed by 6.5% of companies in 2017 and 7.4% in 2024, indicating a slight increase. However, the majority of companies in both years did not make this information public, with 68.1% in 2017 and 67.9% in 2024, suggesting a continued lack of transparency in reporting these activities.

### Information sources of the private environment in preventing, combating and denouncing corruption practices

Figure 60. In which of the following organizations does your company call for information and assistance on preventing, combating and reporting corrupt practices in business? (%)



In 2017, 9.6% of companies sought information and assistance from the Chamber of Commerce and Industry on preventing and combating corruption, and this percentage increased slightly to 11.1% in 2024. Business and employers' associations were consulted by 6.5% of companies in 2017, rising to 9.2% in 2024, indicating a growing reliance on these entities for anticorruption support. In contrast, the use of non-governmental organizations decreased slightly, from 6.3% in 2017 to 4.7% in 2024. Other sources of information and assistance were utilized by 1.6% of companies in 2017 and 5.7% in 2024. Notably, a consistent majority of companies – 71.4% in 2017 and 67.9% in 2024 – did not turn to any of these organizations, reflecting a potential lack of involvement or resources for implementing anticorruption measures.

## 5. Experiences

### 5.1 Business people's circumstances for offering bribes

In the context of economic agents offering bribes, gifts, or favours, it is emphasized that this usually occurs when dealing with individuals who have the ability to resolve issues quickly. These individuals are often representatives of government institutions from which direct benefits can be obtained. These include:

- police
- notaries
- lawyers
- (medical) physicians

Bribes are also offered to individuals who have the authority to make final decisions regarding the issues and challenges faced by the company, such as:

- Central institutions
- Justice sector
- Local public administration (LPA)

*Decision-makers who can solve their question. [I5]*

*Economic agents pay bribes to representatives of state institutions in order to obtain certain gains. [FG3-B7]*

*We begin with the simplest cases, where bribes are offered in the private sector to secure a certain contract or benefits, often involving local public administration (LPA) and institutions directly under its authority. As we move to central institutions, the situation becomes more delicate and complex, as it often involves turning a blind eye to irregularities during the control process. The same applies to the justice sector, in its interactions with companies... [I5]*

If we consider the trend that “gratitude” can also be seen as a form of bribery, then economic agents may use it as part of the activities within the companies they represent.

*Paying attention to a person, regardless of their status, is a natural gesture when you appreciate the service received – offering something like a chocolate, for example, is a normal, human act of gratitude. However, when it comes to bribery, it's important to distinguish that it typically involves*

*larger sums or more significant gestures aimed at influencing decisions or actions. [FG2-F2]*

*I believe it's acceptable to give a small gift to the economic agents we work with as a gesture of appreciation, not otherwise. [FG3-F6]*

## 5.2 Involvement in acts of corruption

When discussing the situations in which economic agents have been involved in acts of corruption, either voluntarily or involuntarily, there are several instances that come to mind – cases that are likely familiar not only to the economic agents themselves but also to the general public. These situations include:

- Interactions with traffic police or general police.
- Situations in the field of medicine.
- Expressing gratitude in the form of gifts.

*The last time I was involved in a situation where a bribe was offered was when the police stopped me. It wasn't something I willingly did (I didn't pay a bribe), but in many cases, I feel forced to pay bribes everywhere, because otherwise nothing moves forward. [I2]*

An economic agent from the Northern region shared an experience regarding corruption in the medical field. In this case, a patient wanted to express gratitude to the doctor for a successful operation. However, the doctor made it clear that the patient's gesture of thanks was not sufficient. The doctor explicitly requested a specific amount of money as a form of “thank you” and insisted that the patient bring more money to meet the required threshold.

*When my child was 4 years old, he needed to undergo surgery. I prepared a sum of money along with a small symbolic gift. I went to the doctor and said, “This is just a thank you for your work”. He looked at the amount and asked, “How much is there?” I told him, and he replied, “This is a little, we need more.” I said I had the total amount, but I still needed to gather more. So, I gave him everything I had in my pocket, just to please the doctor. [FG2-F5]*

In addition to the previously discussed aspects, an economic agent from the Centre and South regions offers another perspective, particularly regarding corruption in the medical field. He believes that the responsibility for corruption lies largely with the patients. According to him, doctors demand bribes because patients have, over time, encouraged this behaviour. In the context of the active fight against corruption in the country, he argues that it is no longer acceptable to tolerate the negative attitudes of

medical professionals, especially when the law supports the rights of patients. Just as people have learned to offer bribes to gain favours, this behaviour can be unlearned, with the help of patient efforts and solidarity.

*Sometimes, we as patients are also guilty because, when we offer bribes, we create a habit. When this is done once, twice, or three times, it becomes an expectation. Then, when we don't offer something, the reaction is often negative – they might use unpleasant words or pretend not to hear us. I've personally encountered such situations, but I made it clear to the person, "Dear lady, you're at work, and you're obligated to do your duties. If not, I will file a complaint with your supervisor." Immediately, her attitude changed, though she still looked at me with disapproval... [FG3-F6]*

In the professional sphere, one of the participants in the focus group in Chisinau shared a situation in which the Evaluation and Accreditation Commission delayed the granting of accreditation for unfounded reasons.

*The Evaluation and Accreditation Commission came and initially granted us conditional accreditation, stating that it had to go through the parliamentary committee and the ministry. However, once the process was completed, the conditionality was removed, and we received all the requirements we had asked for. Yet, they still mentioned minor issues – like the angle of the window, the lighting not being ideal, or the armchair not being suitable – as reasons for the delay. [FG1-F3]*

Another example was shared by an economic agent from Chisinau, involving the customs sector. Due to an error, the goods were not transported on the specified route, leading to discrepancies in the documents and preventing the delivery of the goods. To resolve the issue, the carrier would need to reroute the shipment, which would incur additional expenses. In response, the management decided to find someone who could help resolve the problem with less financial loss.

*I can share a real case. A cargo truck was coming from Turkey, and due to the driver's mistake, it entered the Republic of Moldova directly instead of first reaching Iași. Instead, it entered Giurgiulești and arrived in Chisinau. However, according to the documents, the goods were supposed to be delivered elsewhere. To comply with the law, we would have had to send the truck back, but that would incur additional costs. So, we had to find the right person, speak with them, and through connections, we were able to resolve the situation. [FG1-B4]*

Continuing the discussion of corruption in the form of bribes, economic agents in the food sector highlighted the common practice of offering “thanks” in the form of their products. This is done both as a gesture of appreciation for assistance received and to maintain a relationship that could be beneficial in the future, should problems arise.

Respondents view this practice not only as a necessity or a widely accepted gesture of gratitude but also as a strategic way to promote their products. As a result, offering products becomes a form of advertising and strengthening professional relationships, even if it occurs in a context where corruption is involved.

*A customer didn't pay for the cake, so I called an acquaintance from the police for help. In the end, I thanked her with a large cake... [FG4-F8]*

*I remembered a case from last year where I didn't offer a bribe, but I brought local products. I won a grant for a project involving the procurement of beehives, and I brought honey from home to thank the girls who participated in the project. At the same time, it served as an advertisement for our natural products. [FG3-F8]*

*I have a special respect for this person because, whenever I have a problem, I can call him, and he always answers and comes to assess the situation in the plantation. This mutual respect is important to me, and it's that respect that drives me to approach him in this way. [FG3-F6]*

When it comes to situations where a bribe is “forced”, economic agents often feel uncomfortable and under pressure. The urgency of solving a problem quickly creates stress, prompting them to seek out individuals who can facilitate a solution. This marks a clear distinction between the moment when an economic agent faces uncertainty and a lack of guarantees regarding the assistance offered, and the later situation where they wish to express gratitude to the person who helped, confident that no negative consequences will follow. The first scenario involves coercion, while the second is a voluntary act of appreciation, free from fear of repercussions.

*Well, you see, once again we come to the point where I feel like I have to pay a bribe. How does it feel when you pay a bribe? Let's just say – it's a very foolish feeling. [I2]*

*Yes, it's a stressful situation for anyone when you have to deal with such matters because you never know how things will turn out. There are times when you may reach an agreement with the person, but they still may not follow through with what you asked. On the other hand, it could go the other way as well. When you begin working with someone, you need to trust them enough to move forward, but that trust can sometimes be uncertain... [I5]*

*It really depends on the person and the situation. There are times when I give something as a gesture of appreciation, and I'm sure it's just that. But there are other situations where I feel like I have to give something, and in those cases, I can't be as certain about the intentions or the outcome... [I4]*

*Yes, it's a very unpleasant feeling, almost like being a partisan. You're constantly under pressure, always paying attention to who approaches you, who talks to you, and how they talk. It's exhausting and creates a sense of constant vigilance... [FG1-F2]*

### 5.3 Acceptability and unacceptability of forms of offering bribes

For economic agents, gifts given on holidays or as acts of gratitude are not viewed as corrupt behaviour. They perceive these gestures as acceptable and do not associate them with corruption. This distinction highlights the common belief that certain expressions of gratitude, particularly when not intended to influence professional decisions, are not seen as acts of corruption.

*... I know that some people perceive giving gifts during holidays, like New Year, 8 March, or other occasions, as a form of corruption. However, I don't consider this to be corruption, especially when the gift is meant as a symbolic gesture of congratulations. [I1]*

Acceptability	Unacceptability
<ul style="list-style-type: none"> <li>• As a holiday gift for colleagues or business partners</li> <li>• For obtaining better comfort and attitude (from medical workers) by providing attention</li> <li>• For saving a human life</li> <li>• For avoiding additional checks and the wish to reduce the time needed to solve problems</li> </ul>	<ul style="list-style-type: none"> <li>• Everything that can endanger road traffic, such as obtaining a driving license without proper training and exams or avoiding liability due to driving under influence</li> <li>• Bribery in court</li> </ul>

Economic agents have often described situations where addressing a problem becomes urgent for various reasons, as outlined in the previous chapters. In these exceptional cases, offering bribes becomes "normalized" and viewed as a necessary solution. While this practice is acknowledged as problematic, it is nonetheless tolerated in contexts where time pressure and the need for quick resolution dominate. In such instances, bribery not only occurs but is also justified by the perceived urgency of the circumstances.

*So that they are not thoroughly vetted, and as mentioned earlier, get that service in record time. [I3]*

*It became a habit because it was always done that way; otherwise, I couldn't see how things could be done or decisions could be made without giving a gift. I don't know of any other way. ... [I4]*

To enhance their own safety and comfort, as well as to secure better treatment from medical staff, respondents view offering bribes in medical institutions as acceptable. Influenced by the experiences of others or the negative stories shared by friends, individuals often feel compelled to prevent potential mistreatment and ensure they won't face similar difficulties. The fear of receiving inadequate care or experiencing something detrimental without offering a bribe drives people to engage in this practice. This highlights a deep anxiety stemming from vulnerability within a system perceived as unreliable and insecure.

*There are situations in healthcare where, if you don't offer something, the staff members aren't friendly. Yes, they may make a decision, but it's done with a harsh tone or a grimace.... [I4]*

When respondents are asked about situations where solving a problem through corruption is justified, the unanimous response is that saving a person's life would make corruption acceptable. In such extreme cases, respondents believe that preserving life takes precedence, even if it means resorting to corrupt practices.

*When it comes to a human life... [FG4-B1]*

*I agree that when it comes to health, you're willing to give a bribe. In such a situation, you'd approach anyone and tell them you'll pay whatever it takes to save your mom, dad, or whoever is in need. There's no room for discussion. [FG4-B1]*

However, respondents from the North, Centre, and South regions express the view that if all laws and regulations were properly followed, the need for bribes would vanish. They believe that saving lives should be a standard responsibility of the medical profession, without the need for additional incentives. In their view, in a system where laws are strictly enforced and professional ethics are upheld, bribery would become unnecessary, as doctors would be fulfilling their fundamental duties.

*In my opinion, such cases don't exist. Perhaps I was overthinking it, which is why I had doubts about the role of bribery in medicine. For example, when a surgery is successfully performed and a person's life is saved, I still believe it's not right to offer a bribe. We all need to understand that there should be no need for bribery in these situations. [FG2-F1]*

This principle applies not only to the medical field but to all industries. Workers in every sector have specific responsibilities, the fulfilment of which is mandatory. In the view of several economic agents, it is unfair to pay money unofficially for tasks that individuals are already expected to perform as part of their official duties and for which they receive a salary.

*I believe that such an approach should never be acceptable. Every person should have both rights and obligations. The obligations set by the state*

*should be followed, and if the law is adhered to, there should be no issues. If not, individuals must face the consequences and serve their punishment. [FG3-B2]*

*When the state guarantees your rights to something for free, and you receive that service without any charge, it is unacceptable to pay for it. [FG4-B1]*

As representatives of companies, economic agents apply the same principle in the business environment. They believe that if a business operates honestly and conscientiously, with transparent activities, corruption schemes become irrelevant. Economic agents are confident that regulatory authorities have the right to inspect company operations, and while it is normal for mistakes to be identified, it is equally important to correct them. Many believe that authorities should guide entrepreneurs on how to conduct their business properly to avoid future errors, pointing out shortcomings and helping to adjust their practices for the benefit of both the company and government agencies.

*It is unacceptable when you run a transparent and conscientious business, when you are competent and understand the purpose of the inspection, and yet you are given just ten days to correct any gaps. We all make mistakes in our field, and that's normal. If you are the state and you care about what I do for you, then do something for me as well. However, when you are not competent, there is no need to pay a bribe. You don't need to offer one because you already pay so many taxes to the state. If you come to inspect, that's fine – I'm happy to see you because you are a structure that can teach me how to work. I am open to learning from you. [FG4-F8]*

In the interviews, economic agents, including representatives from both large and small companies, emphasized that the first and most crucial step in stopping corruption is to halt the offering of bribes. They believe that refusing to engage in such practices is a fundamental step in the fight against corruption, fostering a shift in mind-set both at the individual and company level.

*I would generally punish active corruption, starting with the person who offers the bribe. If you don't offer one, you won't receive one. No one is forcing you to give anything; everything should be done properly. If you fulfil your obligations, no one will stand in your way. [I1]*

*Exactly, it's only natural that any reasonable person understands that bribery is a form of fraud. This is something everyone should recognize as wrong. [I2]*

Continuing the discussion on the importance of human life, economic agents stress that offering bribes in the field of road traffic is unacceptable. They find particularly

problematic any form of corruption related to obtaining a driver's license or paying a bribe when a driver is caught driving under the influence of alcohol. They argue that these practices not only endanger lives but also compromise road safety, making them entirely unacceptable.

*Even in the field of PSA related to drivers' instruction, it is important to consider that those individuals will later become participants in traffic and could potentially be involved in serious accidents. [I3]*

*I believe that if you make a mistake behind the wheel and are penalized, or if you are driving under the influence, you must acknowledge that you should never drive drunk. If you break the law, you should accept the consequences and take responsibility. [FG3-F8]*

Building on the idea that offering bribes in the case of road accidents is unacceptable, it is important to emphasize that one should take responsibility for their actions and admit guilt for any violations committed. Representatives of companies in Chisinau highlight that corrupt practices are equally inadmissible within the judicial system, as the decisions made by legal authorities directly impact people's lives and their future.

*When it comes to the judicial system, I believe it is crucial to consider the fate of individuals who must be held accountable for their actions, including those who deserve to be put behind bars. [FG3-B7]*

One of the economic agents interviewed stated that bribery is unacceptable in the food sector. A decision made under the influence of a bribe can jeopardize the health of many people, for instance, if low-quality food products are allowed to be sold.

*In the food sector, there is no doubt that bribery is unacceptable, as human health directly depends on the quality of food. Unfortunately, I believe there is still significant work to be done to address corruption in this field. [I4]*

Economic agents from Chisinau also assert that bribery in the field of service provision is unacceptable.

## 6. Associations, patronages

### 6.1 Association/patronage membership in the fight against corruption

When asked about membership in associations or patronages focused on combating corruption, economic agents were unable to name specific institutions. However, company representatives mentioned organizations that address anticorruption issues within their activities, even if informally. These include the Federation of Trade Unions, the “European Dream” association, and NGOs operating at the governmental level. Economic agents involved in these organizations believe that effective cooperation helps solve problems through discussions, expert opinions, and the exchange of experience. These organizations serve as intermediaries between the business community and state authorities, influencing decisions related to the activities of economic agents.

One of the economic agents stated that, over the past two years, cooperation with the Federation of Trade Unions has been instrumental in addressing legal issues, ensuring compliance with the labour code, and facilitating salary increases.

*We have been working with the Federation of Trade Unions, and over the past two years, I have noticed a more active effort. We address certain legal issues, implement the collective labour agreement, and the convention. I collaborate directly with the President of the Federation, and together, we have found solutions regarding salaries and salary increases. [13]*

Another economic agent shared their experience of collaborating with the “European Dream” association, explaining that the association's activities focus on supporting businesses by providing opportunities for open and confidential discussions, exchanging experiences among participants, and offering assistance from more experienced colleagues. Additionally, the association helps solve problems by facilitating interaction with decision-makers at both the central and local levels. The economic agent also highlighted the benefit of realizing business ideas, noting that with the association's support, many doors are opened for companies that would otherwise not have such opportunities.

*Yes, we are members of the “European Dream” association. First and foremost, there are many companies at different levels in terms of turnover and number of employees, all sharing their experiences. The dialogue is much more open compared to any state or local structures where you go to discuss business; here, you feel more at ease, and the results follow. Additionally, there is strong interaction with decision-makers at both the central and local levels. The associations are mostly pro-business, and they provide a platform where you can initiate transactions. Associations often*

*open doors in ways that might not be possible if you were to approach things personally without knowing the right channels. [I5]*

An economic agent from Chisinau mentioned an NGO that organizes meetings at the state level, where anticorruption topics are actively discussed.

*It is an NGO, and we participate in various meetings at the government level where corruption is also discussed. They focus on issues like not giving bribes and how to make everyone's activities more transparent. [FG4-F8]*

It is also important to note that most economic agents did not mention any specific organizations involved in anticorruption activities or other organizations with which they were connected.

## 6.2 Knowing and implementing anticorruption standards within companies, including international standards such as ISO 37001

Some economic agents and company representatives are familiar with the international anti-bribery standard ISO 37001 and consider its implementation beneficial for businesses. However, the other half of economic agents have not heard of this standard; for enterprises with a small number of employees, its application is seen as irrelevant. Nevertheless, some representatives of small companies believe that adhering to such a standard could offer image benefits and would like to showcase, for example on their company website, that they have implemented the anti-bribery standard. On the other hand, some economic agents who were unaware of ISO 37001 now acknowledge that introducing it into their company's activities would be useful, as they view any innovation as beneficial.

*I've only heard of it, but I haven't looked into it in detail. I don't have such a wide scope of operations that would require it. Perhaps if I had more employees or a larger workforce, then it might become necessary. [I4]*

*Yes, I haven't heard of it until now. We are a small enterprise, and I don't see the point in implementing it right now because if you introduce something, you also need to monitor it. But with so few people, who would check it? However, we might mention on our company website that we have the standard, more for advertising purposes, so to speak. [FG3-B1]*

*Yes, I've heard of it. Some of my clients now require that companies implement this standard when they audit our company. [FG2-F1]*

*No, I haven't heard of it. However, based on our experience with certifications and standardization, any company's adherence to a standard is beneficial. I'm sure this standard includes certificates that the company can present, along with additional checks and information that will provide*

*greater transparency, helping to explain why one company was prioritized over another. [I5]*

Economic agents believe that it would be beneficial to offer courses for employees on anticorruption standards and their application in the business environment. Company representatives would like employees to be more informed about the complexities of anticorruption efforts, to understand what actions are legal and which are not, as many prohibited actions can occur out of negligence. Overall, economic agents seek information on corruption and how to combat it, and they would prefer to receive this information in the form of a practical guide.

Some company representatives in Chisinau suggest that it would be beneficial to offer courses on what actions to take when questions or problems arise, who to contact, and which actions are legal or not. In their view, if there were an organization available for consultation at any time, it would foster strong cooperation between economic agents and state institutions in the fight against corruption.

*Someone should explain how to proceed and how to be protected. I haven't really heard of it being done in such a way that I, for example, could work with them or attend seminars. They are interested in us, many of us, because we don't know all the processes or what's correct or legal, or we aren't up to date. Each authority knows its job and the processes, and everything should be done accordingly. Sometimes the competent bodies know what they need to do, but for economic agents, it should be done step by step, so to speak, to ensure that we don't make mistakes. [I1]*

*Considering all the programs focused on entrepreneurship development and training, unfortunately, none of them teach how entrepreneurs can effectively face state control. I believe training specifically for the business environment would be useful, as employees may be fearful and, in some cases, could unintentionally cause problems for the company. That would be my main proposal, to offer such training. [FG1-B5]*

Some economic agents who participated in anticorruption meetings, courses, and/or trainings expressed dissatisfaction with the content of these activities. They also noted that not all employees require such training, as not all hold decision-making roles in the company (e.g., workers, drivers, etc.). They emphasized that corruption tends to be more prevalent at higher levels within the organization.

*Be aware that, in some cases, the training is inadequate. For example, at the Chamber of Commerce and Industry, I attended about two courses, and at one point, I got up and left. I told them, 'Guys, I already know more than you do. I came here to learn from you, but unfortunately, I gained nothing. [FG1-B4]*

*Last year, there was a meeting about integrity and corruption, following an operation by the National Anticorruption Centre (CNA). Some people in the industry were subjected to a controlled inspection, but it wasn't open. In a way, they were tested, and the loopholes were identified as a result of the tests. The employees' actions, based on the report, were discussed, and we were warned about certain practices and how we should act. As for training in this area, I don't think it's necessary because simple workers, like drivers in the economic chain, have no way of being involved in corrupt acts. Corruption occurs at a higher level. The reality is, the fish rots from the head. [1]*

In the context of training on the implementation of anticorruption standards within companies, including international standards like ISO 37001, the discussion also revealed that some economic agents had not participated in such trainings at all and had never even heard of them.

### 6.3 Assessment of the importance of the state in the fight against corruption (partnership between the state and companies and between the state and donors) and awareness about projects (USAID, Swedish Embassy, etc.)

Addressing the topic of cooperation between the state and the private sector, a representative of a small company suggests that for the support offered to the business environment to have a positive impact, legislative changes are needed within institutions such as the Moldsilva Agency, the Labour Inspectorate, NAFS, and other relevant inspectorates. He emphasizes the importance of business development for the national economy and proposes that entrepreneurs who are starting their businesses should receive more support and motivation until their businesses become profitable.

A concrete example would be for the tax inspectorate to significantly reduce or eliminate certain taxes during the first three years of a company's activity. This measure could serve as a crucial incentive for new entrepreneurs, helping them stabilize their businesses and, in turn, contribute to the country's economy.

*There should be specific changes in the economic legislation, particularly within institutions like the Moldsilva Agency and other relevant inspectorates, such as the Labour Inspectorate, NAFS, and food inspectorates. For example, the tax inspectorate could exempt or reduce taxes for new businesses during their first three years, providing facilities that would help Moldovan businesses start new activities. In our country, certain laws need to be created to encourage entrepreneurship. We, as entrepreneurs, need to be supported, understood, and assisted to stimulate*

*the development of production and services, which can generate income for the country. [12]*

Regarding partnerships with donors, a representative of a large company highlights the work of NGOs, describing it as more honest and transparent. He points out that for NGO founders, their reputation is crucial, which drives them to be very careful in managing the allocated funds, ensuring maximum transparency in their use.

An economic agent from the agricultural sector provides an example where the Japanese Embassy donated tractors to his business. Following the donation, rigorous checks were conducted to ensure that the equipment was used properly and not misappropriated. This example highlights the importance of transparency and monitoring in donor partnerships to ensure that resources are used for their intended purpose.

*I have heard of projects from NGOs that are carried out with a much more honest approach than in the private or public sectors. NGOs are somewhat of a separate entity because, for the founders of these international organizations, reputation is key. If you fail once, you can no longer participate in obtaining funding. [13]*

*I even heard of a case where the Japanese Embassy donated tractors. Donor organizations always check the status of the company; they don't give money blindly. There are certain rules the company must meet to receive the funds. For example, if equipment is purchased, in the third year, representatives from the donor organization and AIPA come with lists to check if the equipment is still being used as intended, if it is truly owned by the company, and whether it has been sold or misused. [14]*

A representative of a company from the Northern region mentioned a project implemented by USAID that helped reduce the number of documents required to start entrepreneurial activities, known as the "Regulatory Reform".

*USAID implemented a project called the "Record of Local Acts", which, at the time, we didn't fully realize, but it was a step toward greater transparency in decision-making at the local public administration level (Level I and Level II). These were the initial steps. The regulatory reform has certainly brought significant changes. It became clear that many permissive acts were removed from the list of required documents, and I have personally seen the positive impact of these changes. [FG2-F1]*

We can conclude that economic agents generally lack significant information about projects implemented by external partners, such as USAID, the Swedish Embassy, and others. Participation in such projects is rare and typically represents isolated cases rather than a common practice for most companies. This highlights the need to

improve access to information and increase the level of involvement of companies in these initiatives.

## 7. EU integration

### 7.1 Adjustment of legislation and processes to EU standards in reducing corruption in the Republic of Moldova

Economic agents generally have a positive attitude towards the implementation and application of EU standards in reducing corruption in the Republic of Moldova. They emphasize the positive results that this initiative will inevitably bring once its provisions are strictly adhered to. Company representatives believe that progress is being made in the country on the path to European integration and that this path must be followed. They point out that the laws being implemented in Moldova have already yielded positive results in EU countries, meaning they will also be beneficial for the Republic of Moldova.

*They will be required (not economic agents) to have such procedures in place. I believe that once we reach the European market and the European Union in general, the actions to be taken and all the procedures to be followed and applied will be much more stringent. [I1]*

*I'm confident that corruption will decrease, especially since we've already gone through many stages. But we are on the right path. [FG3-B9]*

*Laws bring standards, and laws imported from abroad come with experience and positive results behind them. If we adapt them to a new environment and implement them properly, they will undoubtedly bring benefits... [FG4-B5]*

Continuing the discussion about changing people's mentality regarding corruption, economic agents from the North, South, and Central regions of the country agree that real changes will emerge with the implementation of European Union standards, but over the long term. They believe that a profound transformation requires a generational change and emphasize that it is crucial for these laws to be genuinely implemented and not just remain on paper.

Company representatives note that the younger generation is less corrupt compared to the older generation, which suggests a positive potential for change. Economic agents also emphasize the importance of involving everyone in this process, stressing that the first essential step is for individuals to stop offering bribes. In this context, individual contributions are seen as a crucial factor in combating corruption and fostering a culture of integrity.

*I believe this will take time – it won't happen quickly or easily. However, I think it will lead to improvements over time. The key lies in the next generation growing up, one that is younger and more resistant to corruption, and who are more educated than us. Ultimately, everything*

*depends on how the laws are implemented at the local level – not just on paper, but in practice, with proper control mechanisms in place. [FG2-B2]*

Economic agents from the Northern region also point out that there are “loopholes” in Moldovan legislation, which are well known to government officials and are actively exploited. As a result, they argue that the Republic of Moldova needs not only the implementation of European standards but also the involvement of international specialists who can guide the process of effectively putting laws into practice.

*In our case, the current legislation has gaps, meaning one law can conflict with another, and this is known only to the civil servants in the field, including those in the judiciary and local public authorities who have the power to manage these laws. Today, one law might be applied, but if someone is more knowledgeable, they can use another law. I remain optimistic, hoping for a good result. Indeed, the Republic of Moldova needs support because the state itself lacks the financial and human resources to implement these laws effectively. However, if this process is guided and controlled by international specialists, I believe there are better chances for success. [FG2-F2]*

*I believe that a lot depends on us when it comes to reducing corruption. The reforms themselves will help, but it is also crucial to change the mentality. We must take responsibility for this change; it's not about someone from the ministry coming to fix it for us... [FG4-B2]*

Although legislative changes would be beneficial, some company representatives believe that the implementation of EU standards for reducing corruption is easier in large companies. On the other hand, small companies should receive more support, as they often struggle with financial shortages and the inability to pay all taxes.

A representative of a large company suggests that the success of implementing EU standards depends on the digitalization process, which should be legally introduced everywhere. This, he believes, would help reduce corrupt practices by ensuring greater transparency and efficiency.

*In our country, it seems that people are not accustomed to working transparently, but this transition is normal and should be welcomed. Large companies, in particular, can more easily adapt and develop. However, for smaller companies, it's more complicated. They often show less turnover because they don't have the income they expect and struggle to pay the high taxes. [I4]*

*The phenomenon of corruption should be reduced because certain restrictions have been imposed, and more payments are being made*

*through transfers. As a result, cash is gradually disappearing from the money market, making it harder to engage in corrupt practices. [13]*

In the context of the success of the fight against corruption by European standards, a representative of a medium-sized company notes that corruption in the Republic of Moldova is still at a high level. While changes will be noticeable, they will particularly be observed in the field of justice, as the government is now concentrating all efforts in this area.

*I believe corruption will decrease at both the central and local decision-making levels. Justice will undergo changes, but corruption is a global issue, and I think it will continue to exist at the highest levels. Currently, all resources are being directed to the justice sector, and I anticipate changes there. However, for other levels, I don't expect significant changes. [15]*

## 8. Vision

### 8.1 Expectations regarding the fight against corruption in the Republic of Moldova (in the next 5 years)

Based on the data presented in the last chapter, which discusses the implementation of European standards in the Republic of Moldova for the effective fight against corruption, the views of some economic agents – representatives of large, small, and medium companies – differed from those of the overwhelming majority of respondents. It is important to note that there are additional variables in the process of combating corruption, such as the introduction of digitalization, a specific focus on the justice sector, and the adaptation of laws to target high-level corruption. Given these variables, some economic agents believe that significant changes in the fight against corruption in Moldova are unlikely within the next five years.

*Unfortunately, I don't see this phenomenon changing in the next five years. [I3]*

*If we look at the last five years, we haven't seen significant changes. The system has been functioning the same way, and it continues to operate in the same manner. [I4]*

Among the economic agents, there are also some who are convinced that the Republic of Moldova will experience positive changes in the fight against corruption within the next five years.

*I think it will be better. [FG1-B5]*

*I think there will be improvements as it was with the predecessors, five years ago. [FG1-F3]*

The majority of economic agents expressed the belief that the Republic of Moldova is currently in a state of anticipation due to the upcoming presidential elections and the electoral campaign. This has created a sense of uncertainty regarding the country's future. As a result, it is difficult to predict the situation regarding corruption, as the potential changes in government remain unknown.

Economic agents also note that the positive dynamics in the fight against corruption will only continue if Moldova maintains a pro-European orientation. If the country shifts away from this path, they believe the progress in combating corruption could be jeopardized.

*However, it also depends on the political choice our citizens will make; it depends a lot. [FG2-F2]*

*If everything goes well in the autumn and we maintain our European course, everything will be fine. [FG3-B1]*

*Everything depends on the path we choose. If we return to the left-wing approach, aligned with Russia, we will not progress and will likely regress. However, if we continue on the pro-European path, positive changes are certain. [FG4-B5]*

*Yes, corruption must be reduced, and we hope that this will happen when we join the EU, as our legislation aligns with EU standards. If we make the right choice and continue on our historical, European path, corruption will indeed decrease. [FG2-F1]*

## 8.2 Reducing corruption: ways to fight and those responsible for this process

Economic agents proposed several methods to fight corruption, emphasizing both preventative and corrective measures. These include:

- Education of the young generation;
- Influence on the mentality of both young people and society in general;
- Work on encouraging not to engage in bribery;
- Tougher sanctions for bribery;
- Increase in fines;
- Establishing information resources to provide advice and answers on corruption.

Economic agents and company representatives emphasize the importance of educating citizens about the fight against corruption, beginning in primary school. This early education can foster a generational shift, empowering future generations to confront corruption and promote a change in mind-set. It is also crucial for individuals to recognize the detrimental effects of corruption and develop a strong desire to change their attitudes and mentality. In this context, economic agents view the individual as key to driving this transformative process.

*The generations to come will develop a mind-set and way of thinking that differs from ours, leading to a reduction in corruption. [I1]*

*To reduce corruption, I believe the first step is the development of an educational system focused on integrity, dignity, and discipline. Investing in the younger generation by offering elective subjects centered around these values could help shape a mind-set distinct from that of my generation, my parents' generation, and even the current one. Such a curriculum could raise a generation that approaches issues with a new perspective, ultimately contributing to a more corruption-free society. [I3]*

*Everything begins with a child's education, starting from primary school. I believe that future generations will no longer prioritize things like bribery during exams. It is through this shift in mind-set that we, as a society, will gradually begin the journey toward meaningful change. [FG3-F6]*

*We must also discipline ourselves to reject practices like accepting envelope salaries... [FG1-F2]*

To effectively combat corruption, economic agents in the Northern region advocate for stronger oversight by competent authorities, higher fines for detected acts of corruption, and harsher punishments for offenders. Additionally, a representative from a small company proposes an alternative form of punishment: the confiscation of assets in addition to imprisonment. This approach would directly target the material gains from illegal activities, potentially serving as a more effective deterrent. The tightening of penalties is widely supported by several economic agents.

*A more rigorous approach is needed from the competent authorities, including increased fines, penalties, and even harsher measures. Only then will it become clear who stands to benefit from bribery and other corrupt practices. [I1]*

*Laws need to be established that impose severe consequences for corruption. For instance, if someone is caught engaging in corrupt practices, they should face long prison sentences, such as 30 or 50 years. This would normalize the idea that corruption carries irreversible penalties. Additionally, all assets acquired through illegal means should be confiscated and sold by the state. [I2]*

*The legal framework should be structured to impose stricter measures, particularly for those who have misappropriated state assets or violated public property. By enforcing more severe penalties, we can foster greater respect for our country and its institutions... [I3]*

As previously mentioned, the issue of inadequately trained specialists in state institutions remains persistent. It is particularly noted that management professionals in the Republic of Moldova lack the necessary training to effectively perform their duties, hindering their ability to support the business environment.

*As I mentioned earlier, it is crucial to have highly trained individuals leading both local and central institutions, with an approach that prioritizes the well-being of society and avoids any negative impact... [I5]*

Economic agents and company representatives in Chisinau emphasize the importance of instilling a sense of fear regarding corrupt actions. Both parties involved in corruption—those who offer and those who accept bribes—should fear the

consequences of their actions. This fear can serve as a deterrent, making individuals more aware of the potential repercussions and helping to curb corrupt practices.

*I mean, no matter what, no matter the fear – whether it's the worry that someone might have seen me or the high fines for non-compliance – it's just an idea. [FG1-F1]*

*But you can contact some commissions, and you know that the sanction is inevitable, whether it's large or small, because the penalty is unavoidable. [FG1-B5]*

Economic agents in the Northern region emphasize that the feeling of fear should be approached from a different perspective. They argue that those fighting corruption are doing an excellent job, as the most important thing is to convey to people that not paying bribes is not an act of courage, but a fundamental societal norm. They also stress that refusing to offer bribes should not induce fear, as it will not impact the quality of services received. This shift in perception is crucial to strengthening integrity and normalizing honest behaviour in society.

*In principle, every citizen of the Republic of Moldova should feel empowered to denounce corruption without fear. They must be confident that they are protected and assured that, in the event of any retaliation, they will be supported. Ultimately, the citizen should feel free, safe, and well-informed when speaking out against corruption. [FG1-B2]*

### 8.3 Personal contribution to solving the problem of corruption

The first aspect that economic agents focus on when addressing a problem is setting an example of integrity within their own practices. They stress the importance of refraining from offering or accepting bribes and maintaining honesty and transparency in their operations. This approach is grounded in the belief that combating corruption effectively requires strict adherence to the law, ensuring its consistent application regardless of one's position, knowledge, or privileges. Upholding the law by all members of society is seen as a fundamental pillar in the fight against corruption, fostering a culture of legality and integrity.

*However, as an entrepreneur, I am deeply interested in contributing to solving the problem of corruption, because the future development of our businesses and society depends on it. [I4]*

*My principle has always been to address problems without resorting to favouritism, bribery, or offering any other unethical benefits. [I5]*

*If someone is tempted to offer a bribe, they must first reject that option and correct themselves. By doing so, we can set a positive example for others. [FG1-F5]*

*As an entrepreneur, I would be deeply outraged if corruption were present within my company. I believe in holding everyone accountable, with clear requirements and consistent consequences for all. If someone breaks the law, they should face the same punishment, regardless of their position. The law must apply equally to everyone – there should be no exceptions. [FG3-F6]*

Economic agents and company representatives emphasize the importance of their personal contribution in the fight against corruption by actively reporting corruption cases. They stress that staying silent only perpetuates the problem and indirectly encourages bribery. Instead, they believe it is crucial to speak out, raise the issue, and report any corrupt activities.

*Personally, to help reduce corruption, I can report incidents to the Anticorruption Centre, for example, by using the designated hotlines to inform them about corruption that exists in Moldova. [I2]*

*When a problem arises, I would call the hotline and report the individual requesting a bribe or engaging in corrupt behaviour, so that we can ensure they are removed from the structure. [I5]*

Representatives of economic agents in Chisinau highlight the crucial role of digitization in a company's operations as a key strategy for reducing the risks associated with corruption. Another important idea they express is the value of public-private partnerships. When these partnerships function effectively, they ultimately lead to a reduction in corruption.

*As I mentioned earlier, public-private partnerships could be key in transforming favours into legal contracts. I would focus on developing a regulatory framework that promotes these partnerships, making them a more widespread and effective tool. [I5]*

*From the outset, we have committed to conducting business strictly through bank transfers and invoices. [FG3-F4]*

*There are Moldovans with businesses abroad who have shared that everything is fully digitized in their operations. One of them mentioned that, even if he wanted to, he couldn't pay a bribe, as doing so would jeopardize his entire business. This highlights the importance of transparency, and the need for a digital system to be implemented. [FG4-B1]*

It is important to highlight that economic agents have demonstrated a strong interest in actively participating in the fight against corruption, emphasizing its significance not only for the well-being of society but also for the growth and development of the businesses they represent.

*There is no future or possibility for development when we lack a clear understanding of the reality of corruption. Without knowing the true state of affairs, it becomes impossible to make accurate budget plans or take meaningful actions. The absence of transparency has many negative effects on those who wish to work honestly, as they are often pressured into situations or schemes that go against their will. [11]*

*I am certainly interested in this issue because I work within a state-owned company, and I am convinced that a transparent and fair process, with the law at the forefront, will lead to improved well-being for employees, including myself. This will also foster greater trust in the future and contribute to a more robust economic environment throughout the country. [12]*

Reflecting on a hypothetical scenario where economic agents and company representatives are asked to imagine themselves as advisers to the prime minister, they emphasize the importance of focusing on the legislative framework and ensuring strict monitoring to guarantee that laws are followed. They believe that to understand what changes the legislation requires, the advisor or prime minister must be well-informed about all sectors of activity and actively listen to the views and needs of the people. This approach would help identify the key areas requiring legislative reform and ensure that the laws are effectively addressing the realities of the business environment and society at large.

*A useful approach would be to study the situation not just through statistics, but by understanding the real situation directly from people on the ground. Gathering insights from those working in the field would be an effective solution. [FG3-B10]*

*First and foremost, it's essential to engage all agencies, starting from the grassroots level where everything begins. Unfortunately, many advisers tend to work only in offices, but you can't truly understand the situation from an office. [FG3-F4]*

*It is clear that the laws in our country need to be reformed and better enforced. Efforts should be made to bring about changes, though not everything is currently being followed as the law dictates. [14]*

*If I were in charge, I would immediately organize a legislative group dedicated to promoting necessary laws within the country. I would*

*assemble a team of agents who would push for strong, effective laws to radically change the situation in the Republic of Moldova. [I2]*

Economic agents in the Northern region argue that key positions, such as the prime minister and advisers, must be filled by individuals who bring new perspectives and innovative ideas. To ensure effective leadership, they believe it is crucial to replace specialists when it becomes evident that they are unable to meet their responsibilities.

*Key positions, including ministers, heads of territorial divisions, and leaders of decentralized institutions, should have a clear time limit – either six months or one year, at most. If they are not meeting expectations, they should be replaced. It's important to bring in skilled professionals from the business sector – individuals who demonstrate success, strong performance, and a proven track record in enterprises in the Republic of Moldova. In fact, it may even be beneficial for entrepreneurs themselves to serve as advisers to public officials, leveraging their experience and expertise to drive positive change. [FG2-F1]*

The idea of improving media coverage of corruption cases is proposed as a way to raise awareness among society and entrepreneurs. Economic agents highlight that, although corruption cases are known, discussions around them are often limited, and there is insufficient focus on the consequences, particularly the punishments applied. Greater transparency and more detailed information about the sanctions imposed could serve as a deterrent to corrupt behaviour, showing that such actions have real, serious consequences and reinforcing the commitment to accountability and justice.

*There should be greater visibility regarding ongoing corruption cases. When an anticorruption file is opened, it often disappears from public view, leaving the outcome unclear. This lack of transparency creates the impression that those who accepted bribes or engaged in corrupt practices escape accountability and emerge unpunished, which undermines trust in the justice system. [FG2-F4]*

## 9. Conclusions

A detailed analysis of corruption perceptions and practices in both the public and private sectors from 2017 to 2024 highlights several significant trends, underscoring ongoing challenges and limited progress in the fight against corruption.

### Perception of and trust in institutions

Overall, trust in public institutions remains low, although there are variations across different agencies. In 2024, the National Anticorruption Centre and the Anticorruption Prosecutor's Office continue to face scepticism from the general public, though there has been a slight increase in trust compared to 2017. Institutions like the Police and the Customs Service are particularly affected by negative perceptions, highlighting an urgent need for reform and greater transparency.

### Interaction with corruption

The interaction between economic agents and corruption remains frequent, particularly in public procurement processes and the acquisition of licenses and authorizations. In 2024, these interactions continue at an alarmingly high level, indicating that the measures implemented so far have not significantly reduced corruption. Additionally, while the perception that it is easier to solve problems through informal channels rather than official ones has decreased slightly in 2024, this still points to a modest improvement in the handling of official processes. However, the problem remains deeply ingrained and continues to require urgent attention.

### The benefits of corruption and the originators of informal payments

The majority of informal payments are made to expedite the acquisition of legal rights, a practice that, although it has declined since 2017, remains critical in 2024. Additionally, the pressure to make these payments is often externally imposed, with only a small number of economic agents voluntarily initiating such transactions.

### Consequences of corruption and actions taken

Most economic agents did not report the cases of corruption they encountered, and those who did found that their issues were rarely resolved. This reflects a judicial and law enforcement system that struggles to provide effective solutions and fails to adequately protect whistleblowers, undermining efforts to combat corruption and foster accountability.

### Solutions and benefits in the process of eradicating corruption

Businesses believe that strengthening sanctions and streamlining the judicial system are among the most effective measures to promote integrity in both the public and private sectors. There is also a growing demand for the adoption of international

standards and the implementation of training programs that foster integrity across these sectors. The benefits of a corruption-free business environment are seen as substantial, with a strong emphasis on legal compliance and the creation of a fair, transparent business climate that encourages sustainable growth and trust.

#### Ethics and anticorruption policies within companies

Although many companies have implemented codes of ethics and anticorruption measures, these efforts are often insufficient. In 2024, a larger majority than in 2017 believes that anticorruption rules and procedures would be beneficial for the private sector, reflecting a growing awareness of their importance. However, participation in anticorruption training courses has declined, indicating a lack of interest or limited resources for such initiatives.

## Annexes

Q5 – In your opinion, to what extent does corruption hinder business development in the Republic of Moldova? (%)

		It blocks	It hinders very much	It hinders a lot	It sometimes hinders	It hinders a little	It doesn't hinder at all	I don't know	I don't answer
Field of activity	Trade	4.3	12.8	19.1	20.6	15.6	17.7	9.2	0.7
	Services	2.5	16.1	21.2	25.6	11.0	18.6	4.2	0.8
	Transport and Communications	2.7	5.4	13.5	20.3	12.2	36.4	9.5	0.0
	Industry/Construction	2.9	18.4	15.5	23.3	11.7	16.5	11.7	0.0
	Agriculture	4.2	13.9	11.1	20.8	12.5	18.1	19.4	0.0
	Other	4.5	18.2	22.7	22.8	9.1	22.7	0.0	0.0
Company size	Micro	4.2	13.7	16.3	20.5	13.3	22.5	9.5	0.0
	Small	2.6	12.6	17.9	20.6	11.9	19.9	13.2	1.3
	Medium	1.4	15.7	20.0	34.3	12.9	14.3	1.4	0.0
	Large	4.3	17.4	15.2	19.6	10.9	21.7	10.9	0.0
Region	North	3.5	19.8	15.1	19.7	12.8	14.0	15.1	0.0
	Centre	2.6	13.7	17.9	22.2	15.4	21.4	6.8	0.0
	Chişinău Municipality	3.7	13.9	19.0	23.5	12.5	20.1	6.6	0.7
	South	2.6	7.9	10.5	23.7	7.9	31.6	15.8	0.0
	Gagauzia	6.2	0.0	6.2	12.5	6.2	31.2	37.7	0.0
Total		3.4	14.0	17.2	22.2	12.6	20.6	9.6	0.4

Q6 – In your opinion, are corrupt practices widespread in businesses in the Republic of Moldova? (%)

		To a very large extent	To a large extent	To a small extent	To a very small extent	I don't know	I don't answer
Field of activity	Trade	9.2	36.2	30.5	9.9	13.5	0.7
	Services	10.2	38.0	33.1	6.8	10.2	1.7
	Transport and Communications	4.1	32.4	35.1	13.5	14.9	0.0
	Industry/Construction	8.7	33.1	32.0	10.7	12.6	2.9
	Agriculture	9.7	34.8	20.8	6.9	25.0	2.8
	Other	18.2	41.0	31.8	4.5	4.5	0.0
Company size	Micro	8.4	35.8	28.9	10.6	14.8	1.5
	Small	8.6	35.8	30.5	8.6	13.9	2.6
	Medium	15.7	31.4	37.2	5.7	10.0	0.0
	Large	4.3	39.2	32.6	8.7	15.2	0.0
Region	North	11.6	41.9	24.4	5.8	16.3	0.0
	Centre	6.0	36.7	29.9	9.4	15.4	2.6

	Chişinău Municipality	9.5	37.3	34.1	9.2	8.8	1.1
	South	13.2	13.2	34.1	15.8	21.1	2.6
	Gagauzia	0.0	12.5	6.2	12.5	62.6	6.2
Total		9.1	35.4	30.8	9.2	14.0	1.5

Q7 – Overall, how do you rate the integrity (honesty, fairness) of economic agents in the Moldovan business environment? (%)

		Very low	Low	Satisfactory	High	Very high	I don't know	I don't answer
Field of activity	Trade	4.3	17.7	58.9	11.3	3.5	4.3	0.0
	Services	0.8	16.9	61.1	11.9	6.8	1.7	0.8
	Transport and Communications	8.1	17.6	49.9	14.9	4.1	5.4	0.0
	Industry/Construction	7.8	14.6	54.3	12.6	4.9	5.8	0.0
	Agriculture	4.2	18.1	52.6	5.6	5.6	11.1	2.8
	Other	4.5	18.2	50.0	27.3	0.0	0.0	0.0
Company size	Micro	4.2	14.4	55.9	12.5	6.5	5.7	0.8
	Small	7.3	19.2	54.2	9.3	4.0	5.3	0.7
	Medium	1.4	25.7	52.8	14.3	2.9	2.9	0.0
	Large	4.3	10.9	67.4	15.2	0.0	2.2	0.0
Region	North	4.7	18.6	54.6	8.1	7.0	5.8	1.2
	Centre	4.3	16.2	55.6	16.2	5.1	2.6	0.0
	Chişinău Municipality	4.8	16.8	58.5	12.5	3.7	3.3	0.4
	South	7.9	15.8	42.1	10.5	7.9	13.2	2.6
	Gagauzia	0.0	18.8	56.2	0.0	0.0	25.0	0.0
Total		4.7	17.0	56.0	12.1	4.7	4.9	0.6

Q8 – Overall, how do you assess the integrity (honesty, fairness) of the public sector, when it interacts with the Moldovan business environment? (%)

		Very low	Low	Satisfactory	High	Very high	I don't know	I don't answer
Field of activity	Trade	12.1	20.6	52.5	10.6	0.0	3.5	0.7
	Services	9.3	17.8	50.0	10.2	6.8	4.2	1.7
	Transport and Communications	8.1	14.9	51.2	17.6	4.1	4.1	0.0
	Industry/Construction	5.8	30.1	41.7	11.7	2.9	6.8	1.0
	Agriculture	4.2	23.6	44.4	13.9	0.0	12.5	1.4
	Other	9.1	18.2	50.0	22.7	0.0	0.0	0.0
Company size	Micro	9.5	18.3	48.2	12.2	4.2	6.5	1.1
	Small	7.3	19.9	50.3	12.6	2.0	6.6	1.3
	Medium	5.7	35.7	45.8	11.4	0.0	1.4	0.0

	Large	10.9	21.7	47.8	17.4	0.0	2.2	0.0
Region	North	8.1	29.1	40.8	11.6	2.3	5.8	2.3
	Centre	6.0	20.5	50.4	14.5	4.3	2.6	1.7
	Chişinău Municipality	8.1	19.0	54.1	11.0	2.6	4.8	0.4
	South	13.2	21.1	34.1	23.7	0.0	7.9	0.0
	Gagauzia	25.0	25.0	12.5	6.2	0.0	31.3	0.0
Total		8.5	21.3	48.6	12.6	2.6	5.5	0.9

Q9 – How much do you trust the following institutions? (%)

State Tax Service

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	3.5	2.1	27.7	53.3	10.6	2.1	0.7
	Services	5.1	5.1	24.6	53.4	11.0	0.8	0.0
	Transport and Communications	1.4	5.4	20.3	64.8	5.4	0.0	2.7
	Industry/Construction	0.0	2.9	16.5	64.0	14.6	1.0	1.0
	Agriculture	2.8	2.8	19.4	58.3	12.5	4.2	0.0
	Other	4.5	0.0	27.3	54.6	9.1	4.5	0.0
Company size	Micro	3.8	3.4	25.1	52.5	11.8	3.0	0.4
	Small	2.0	4.0	20.5	60.2	11.9	0.7	0.7
	Medium	1.4	2.9	21.4	64.3	7.1	0.0	2.9
	Large	2.2	2.2	17.4	69.5	8.7	0.0	0.0
Region	North	0.0	4.7	23.3	48.7	19.8	3.5	0.0
	Centre	0.9	1.7	26.5	58.0	12.0	0.0	0.9
	Chişinău Municipality	3.3	3.3	22.3	60.8	8.1	1.1	1.1
	South	13.2	2.6	15.8	63.2	2.6	2.6	0.0
	Gagauzia	0.0	12.5	12.5	37.5	25.0	12.5	0.0
Total		2.8	3.4	22.6	57.8	10.9	1.7	0.8

Q9 – How much do you trust the following institutions? (%)

Customs Service

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	9.2	7.8	19.9	32.5	4.3	19.9	6.4
	Services	3.4	8.5	22.0	29.7	4.2	22.9	9.3
	Transport and Communications	5.4	2.7	20.3	44.5	9.5	13.5	4.1
	Industry/Construction	1.9	3.9	19.4	47.6	6.8	14.6	5.8
	Agriculture	5.6	2.8	25.0	30.4	4.2	29.2	2.8
	Other	0.0	9.1	36.4	45.5	4.5	4.5	0.0
Company size	Micro	7.2	6.5	20.9	28.9	6.1	23.6	6.8
	Small	3.3	4.6	21.2	39.8	4.6	19.9	6.6
	Medium	1.4	7.1	25.7	48.6	5.7	8.6	2.9
	Large	4.3	4.3	21.7	54.5	4.3	8.7	2.2
Region	North	5.8	5.8	24.4	31.4	4.7	26.7	1.2
	Centre	6.0	5.1	9.4	35.1	6.8	24.8	12.8
	Chişinău Municipality	4.8	5.9	24.9	41.2	4.8	13.6	4.8
	South	2.6	7.9	31.6	31.6	2.6	21.1	2.6
	Gagauzia	6.2	6.2	18.8	12.5	18.8	31.3	6.2
Total		5.1	5.8	21.7	36.9	5.5	19.2	5.8

Q9 – How much do you trust the following institutions? (%)

National Agency for Food Safety

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	7.8	2.8	22.7	37.7	2.8	23.4	2.8
	Services	7.6	5.1	20.3	23.8	7.6	23.7	11.9
	Transport and Communications	4.1	6.8	12.2	32.3	5.4	28.4	10.8
	Industry/Construction	8.7	4.9	18.4	24.3	5.8	31.1	6.8
	Agriculture	1.4	2.8	25.0	44.4	12.5	12.5	1.4
	Other	0.0	9.1	41.0	31.8	4.5	9.1	4.5
Company size	Micro	8.4	3.0	19.8	32.7	7.2	21.7	7.2
	Small	4.6	6.6	17.9	29.8	6.0	25.8	9.3
	Medium	4.3	4.3	28.6	35.6	4.3	20.0	2.9
	Large	2.2	6.5	26.1	28.3	4.3	32.6	0.0
Region	North	3.5	4.7	24.4	33.6	14.0	19.8	0.0
	Centre	6.8	4.3	12.0	41.8	6.0	19.7	9.4
	Chişinău Municipality	8.1	5.5	21.6	26.0	3.3	27.4	8.1
	South	0.0	0.0	34.2	39.4	5.3	15.8	5.3
	Gagauzia	0.0	0.0	25.0	31.2	18.8	25.0	0.0
Total		6.2	4.5	20.9	32.0	6.2	23.6	6.6

Q9 – How much do you trust the following institutions? (%)

Public Health Centre

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	5.7	6.4	28.4	36.0	4.3	14.9	4.3
	Services	6.8	7.6	23.7	37.3	5.1	11.9	7.6
	Transport and Communications	1.4	9.5	18.9	32.3	4.1	20.3	13.5
	Industry/Construction	9.7	2.9	25.2	33.0	9.7	14.6	4.9
	Agriculture	8.3	1.4	23.6	38.9	9.7	16.7	1.4
	Other	9.1	4.5	27.3	36.5	4.5	13.6	4.5
Company size	Micro	8.4	4.9	24.3	37.3	6.1	12.9	6.1
	Small	4.0	7.3	21.9	32.4	7.3	17.2	9.9
	Medium	5.7	5.7	34.3	34.4	7.1	11.4	1.4
	Large	6.5	4.3	21.7	39.2	2.2	26.1	0.0
Region	North	8.1	2.3	22.1	41.9	10.5	15.1	0.0
	Centre	6.0	3.4	20.5	43.6	6.0	11.1	9.4
	Chişinău Municipality	5.9	8.1	27.8	30.4	4.0	17.2	6.6
	South	10.5	2.6	26.3	39.5	7.9	7.9	5.3

	Gagauzia	6.2	6.2	12.5	25.1	18.8	25.0	6.2
Total		6.6	5.7	24.7	35.7	6.2	15.1	6.0

Q9 – How much do you trust the following institutions? (%)

State Labour Inspectorate

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	1.4	29.1	3.5	44.0	5.7	13.5	2.8
	Services	1.7	23.7	1.7	46.6	6.8	11.0	8.5
	Transport and Communications	4.1	17.6	4.1	43.1	8.1	13.5	9.5
	Industry/Construction	4.9	16.5	1.9	56.3	7.8	10.7	1.9
	Agriculture	0.0	16.7	1.4	59.7	8.3	13.9	0.0
	Other	0.0	22.7	9.1	54.7	4.5	4.5	4.5
Company size	Micro	3.0	22.1	4.2	45.3	6.8	12.9	5.7
	Small	1.3	25.8	1.3	45.1	6.6	14.6	5.3
	Medium	1.4	22.9	1.4	58.7	7.1	7.1	1.4
	Large	2.2	6.5	2.2	73.9	8.7	6.5	0.0
Region	North	0.0	18.6	2.3	57.0	11.6	10.5	0.0
	Centre	3.4	14.5	2.6	56.4	7.7	10.3	5.1
	Chişinău Municipality	2.9	25.6	2.6	44.7	4.4	13.2	6.6
	South	0.0	26.3	5.3	57.8	5.3	5.3	0.0
	Gagauzia	0.0	18.8	6.2	18.8	25.0	31.2	0.0
Total		2.3	21.9	2.8	49.4	7.0	12.1	4.5

Q9 – How much do you trust the following institutions? (%)

National Inspectorate for Technical Supervision

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	1.4	19.9	2.1	25.5	3.5	38.4	9.2
	Services	5.9	11.9	4.2	28.0	5.1	30.5	14.4
	Transport and Communications	1.4	9.5	4.1	31.1	6.8	33.6	13.5
	Industry/Construction	3.9	15.5	1.0	47.6	7.8	18.4	5.8
	Agriculture	2.8	8.3	1.4	52.7	4.2	26.4	4.2
	Other	0.0	18.2	4.5	50.1	4.5	13.6	9.1
Company size	Micro	4.2	16.7	1.9	30.5	6.8	30.0	9.9
	Small	2.6	11.9	2.6	34.0	2.6	31.1	15.2
	Medium	0.0	14.3	4.3	51.3	4.3	22.9	2.9
	Large	2.2	6.5	4.3	50.1	6.5	30.4	0.0
Region	North	1.2	14.0	1.2	48.7	7.0	26.7	1.2
	Centre	3.4	10.3	0.0	39.3	5.1	26.5	15.4
	Chişinău Municipality	4.0	15.4	4.0	29.7	4.8	31.8	10.3
	South	0.0	15.8	2.6	44.8	0.0	26.3	10.5
	Gagauzia	0.0	18.8	6.2	25.0	18.8	31.2	0.0
Total		3.0	14.2	2.6	35.9	5.3	29.4	9.6

Q9 – How much do you trust the following institutions? (%)

Inspectorate for Environmental Protection

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	2.8	7.8	29.9	26.2	3.5	24.8	5.0
	Services	9.3	4.2	23.7	24.7	4.2	24.6	9.3
	Transport and Communications	2.7	8.1	12.2	29.7	8.1	32.4	6.8
	Industry/Construction	4.9	5.8	21.4	42.6	4.9	16.5	3.9
	Agriculture	6.9	2.8	16.7	59.7	1.4	11.1	1.4
	Other	0.0	13.6	27.3	45.5	4.5	9.1	0.0
Company size	Micro	5.7	4.9	23.2	30.5	4.9	24.7	6.1
	Small	2.0	7.9	21.2	38.5	2.6	21.2	6.6
	Medium	11.4	8.6	20.0	39.9	4.3	12.9	2.9
	Large	2.2	4.3	26.1	41.3	6.5	19.6	0.0
Region	North	7.0	3.5	23.3	38.3	5.8	20.9	1.2
	Centre	6.8	4.3	14.5	38.6	3.4	23.9	8.5
	Chişinău Municipality	4.4	8.1	25.3	29.6	4.0	22.7	5.9
	South	2.6	2.6	26.3	60.6	0.0	7.9	0.0
	Gagauzia	0.0	12.5	18.8	18.8	18.8	24.9	6.2
Total		5.1	6.2	22.5	34.9	4.3	21.7	5.3

Q9 – How much do you trust the following institutions? (%)

Agency for Intervention and Payments in Agriculture

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	7.1	1.4	12.1	11.3	3.5	54.0	10.6
	Services	4.2	0.8	13.6	11.9	1.7	49.2	18.6
	Transport and Communications	1.4	4.1	5.4	16.2	10.8	41.8	20.3
	Industry/Construction	1.0	1.0	16.5	11.7	2.9	55.2	11.7
	Agriculture	4.2	1.4	8.3	54.2	22.2	9.7	0.0
	Other	0.0	4.5	41.1	4.5	4.5	31.8	13.6
Company size	Micro	6.5	1.1	10.6	17.9	6.5	44.5	12.9
	Small	2.0	2.6	9.3	18.5	6.6	43.8	17.2
	Medium	0.0	1.4	21.4	21.4	5.7	41.5	8.6
	Large	0.0	2.2	26.1	8.7	8.7	52.1	2.2
Region	North	2.3	0.0	16.3	14.0	17.4	48.8	1.2
	Centre	3.4	2.6	6.8	21.4	6.0	38.4	21.4
	Chişinău Municipality	4.4	1.8	13.9	13.9	2.9	48.4	14.7
	South	0.0	2.6	13.2	44.7	5.3	31.6	2.6

	Gagauzia	12.5	0.0	25.0	12.5	18.8	31.2	0.0
Total		3.8	1.7	13.0	17.7	6.6	44.6	12.6

Q9 – How much do you trust the following institutions? (%)

### Banks/Credit Institutions

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	7.8	2.1	20.6	55.4	10.6	2.8	0.7
	Services	6.8	5.1	15.3	55.8	10.2	3.4	3.4
	Transport and Communications	1.4	5.4	8.1	60.8	13.5	5.4	5.4
	Industry/Construction	6.8	3.9	16.5	57.3	9.7	1.9	3.9
	Agriculture	4.2	0.0	16.7	62.4	12.5	2.8	1.4
	Other	0.0	4.5	22.7	54.7	13.6	4.5	0.0
Company size	Micro	8.0	3.4	18.6	51.4	11.0	4.2	3.4
	Small	4.6	2.6	15.2	61.7	9.3	3.3	3.3
	Medium	0.0	7.1	11.4	65.8	15.7	0.0	0.0
	Large	4.3	0.0	15.2	67.4	10.9	2.2	0.0
Region	North	1.2	2.3	18.6	51.1	18.6	7.0	1.2
	Centre	6.8	1.7	12.0	64.1	8.5	2.6	4.3
	Chişinău Municipality	7.0	5.1	16.5	58.2	9.5	1.5	2.2
	South	5.3	0.0	21.1	55.1	7.9	5.3	5.3
	Gagauzia	0.0	0.0	25.0	37.5	25.0	12.5	0.0
Total		5.7	3.4	16.4	57.6	11.1	3.2	2.6

Q9 – How much do you trust the following institutions? (%)

### Fire-fighters

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	1.4	0.7	13.5	58.9	10.6	12.8	2.1
	Services	3.4	2.5	9.3	52.5	13.6	10.2	8.5
	Transport and Communications	4.1	0.0	1.4	53.9	16.2	12.2	12.2
	Industry/Construction	1.0	1.0	6.8	58.2	15.5	13.6	3.9
	Agriculture	0.0	0.0	8.3	63.9	15.3	11.1	1.4
	Other	0.0	0.0	9.1	68.2	9.1	4.5	9.1
Company size	Micro	1.9	1.5	10.3	56.7	16.7	9.5	3.4
	Small	3.3	0.0	6.6	53.0	9.3	14.6	13.2
	Medium	0.0	1.4	5.7	71.4	8.6	12.9	0.0
	Large	0.0	0.0	10.9	58.7	17.4	13.0	0.0
Region	North	0.0	2.3	10.5	61.6	17.4	7.0	1.2
	Centre	1.7	0.0	7.7	56.4	13.7	12.0	8.5

	Chişinău Municipality	2.9	1.1	8.8	56.8	11.4	12.8	6.2
	South	0.0	0.0	5.3	73.6	13.2	5.3	2.6
	Gagauzia	0.0	0.0	12.5	25.0	31.3	31.2	0.0
Total		1.9	0.9	8.7	57.7	13.6	11.7	5.5

Q9 – How much do you trust the following institutions? (%)

Mayor's Office

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	6.4	5.0	22.7	51.0	7.1	7.1	0.7
	Services	9.3	8.5	22.9	39.0	5.9	4.2	10.2
	Transport and Communications	8.1	2.7	13.5	45.9	12.2	9.5	8.1
	Industry/Construction	7.8	4.9	23.3	46.6	5.8	8.7	2.9
	Agriculture	2.8	1.4	25.0	55.5	9.7	5.6	0.0
	Other	9.1	4.5	18.2	59.2	4.5	4.5	0.0
Company size	Micro	6.5	4.9	24.7	45.7	6.8	6.8	4.6
	Small	8.6	4.0	15.9	50.9	9.3	6.0	5.3
	Medium	5.7	5.7	22.9	51.3	2.9	8.6	2.9
	Large	8.7	6.5	21.7	43.6	13.0	6.5	0.0
Region	North	5.8	5.8	18.6	50.0	12.8	5.8	1.2
	Centre	5.1	3.4	18.8	51.4	9.4	6.8	5.1
	Chişinău Municipality	9.2	6.2	24.2	44.9	3.7	7.0	4.8
	South	5.3	0.0	21.1	60.5	7.9	2.6	2.6
	Gagauzia	0.0	0.0	18.8	25.0	31.2	18.8	6.2
Total		7.2	4.9	21.7	47.7	7.5	6.8	4.2

Q9 – How much do you trust the following institutions? (%)

Police

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	5.0	7.1	26.2	44.7	7.1	9.2	0.7
	Services	11.9	5.1	24.6	34.6	10.2	5.1	8.5
	Transport and Communications	4.1	4.1	18.9	47.2	10.8	8.1	6.8
	Industry/Construction	5.8	2.9	21.4	55.4	5.8	6.8	1.9
	Agriculture	0.0	5.6	29.2	40.2	12.5	9.7	2.8
	Other	13.6	9.1	13.6	50.2	4.5	4.5	4.5
Company size	Micro	6.8	6.1	24.0	42.6	9.1	7.6	3.8
	Small	4.6	6.6	21.9	45.8	7.9	6.6	6.6
	Medium	7.1	2.9	27.1	48.6	4.3	8.6	1.4
	Large	6.5	0.0	23.9	45.7	15.2	8.7	0.0
Region	North	8.1	4.7	23.3	45.2	10.5	7.0	1.2
	Centre	6.0	3.4	20.5	47.9	11.1	6.0	5.1
	Chişinău Municipality	6.2	6.2	24.5	45.2	6.2	7.3	4.4
	South	5.3	7.9	23.7	39.4	7.9	10.5	5.3
	Gagauzia	0.0	0.0	37.4	18.8	25.0	18.8	0.0
Total		6.2	5.3	23.8	44.5	8.7	7.5	4.0



Q9 – How much do you trust the following institutions? (%)

National Anticorruption Centre

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	10.6	5.0	22.0	27.7	3.5	26.2	5.0
	Services	7.6	3.4	17.8	21.2	7.6	26.3	16.1
	Transport and Communications	2.7	5.4	10.8	20.3	6.8	33.7	20.3
	Industry/Construction	6.8	6.8	20.4	28.2	6.8	22.3	8.7
	Agriculture	5.6	2.8	18.1	31.9	4.2	33.2	4.2
	Other	0.0	9.1	9.1	54.6	4.5	18.2	4.5
Company size	Micro	10.6	5.3	16.3	21.7	6.5	27.8	11.8
	Small	2.6	4.6	17.9	28.5	4.0	29.2	13.2
	Medium	4.3	4.3	27.1	32.9	5.7	21.4	4.3
	Large	4.3	4.3	15.2	43.6	6.5	26.1	0.0
Region	North	4.7	4.7	10.5	26.7	10.5	41.7	1.2
	Centre	9.4	2.6	13.7	23.1	0.9	30.6	19.7
	Chişinău Municipality	6.6	6.6	21.2	29.0	5.5	21.2	9.9
	South	10.5	2.6	23.7	31.6	2.6	21.1	7.9
	Gagauzia	0.0	0.0	25.0	12.5	25.0	37.5	0.0
Total		7.0	4.9	18.1	27.0	5.7	27.1	10.2

Q9 – How much do you trust the following institutions? (%)

Anticorruption Prosecutor's Office

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	12.1	4.3	21.3	25.5	3.5	27.6	5.7
	Services	10.2	2.5	15.3	20.3	5.1	28.8	17.8
	Transport and Communications	4.1	5.4	9.5	21.6	5.4	33.7	20.3
	Industry/Construction	9.7	5.8	19.4	27.2	4.9	23.3	9.7
	Agriculture	5.6	2.8	18.1	25.0	5.6	38.7	4.2
	Other	0.0	13.6	13.6	45.6	4.5	18.2	4.5
Company size	Micro	12.9	4.9	13.7	19.8	5.3	30.1	13.3
	Small	4.6	3.3	18.5	27.2	4.0	29.2	13.2
	Medium	4.3	4.3	24.3	31.4	4.3	27.1	4.3
	Large	4.3	6.5	21.7	37.1	4.3	26.1	0.0
Region	North	7.0	5.8	7.0	25.6	11.6	41.8	1.2
	Centre	11.1	1.7	12.8	22.2	0.9	30.8	20.5
	Chişinău Municipality	8.4	5.9	20.9	27.1	3.7	23.4	10.6
	South	10.5	2.6	26.3	21.1	0.0	29.0	10.5
	Gagauzia	0.0	0.0	18.8	12.5	25.0	43.7	0.0
Total		8.7	4.5	17.2	24.9	4.7	29.1	10.9



Q9 – How much do you trust the following institutions? (%)

National Integrity Authority

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	9.9	2.1	25.5	22.0	2.1	30.6	7.8
	Services	4.2	2.5	22.0	16.1	2.5	35.8	16.9
	Transport and Communications	2.7	1.4	10.8	20.3	5.4	41.8	17.6
	Industry/Construction	10.7	5.8	11.7	24.3	1.9	37.8	7.8
	Agriculture	6.9	1.4	13.9	29.2	2.8	40.2	5.6
	Other	4.5	13.6	13.6	41.1	9.1	13.6	4.5
Company size	Micro	9.9	3.0	17.1	18.6	4.2	34.3	12.9
	Small	2.6	2.6	16.6	25.8	2.0	36.5	13.9
	Medium	5.7	5.7	24.3	32.8	0.0	28.6	2.9
	Large	8.7	2.2	17.4	19.6	4.3	47.8	0.0
Region	North	5.8	5.8	9.3	25.6	7.0	44.2	2.3
	Centre	6.8	1.7	14.5	20.5	1.7	32.6	22.2
	Chişinău Municipality	8.8	3.7	21.2	23.1	1.8	32.6	8.8
	South	2.6	0.0	23.7	26.3	0.0	36.9	10.5
	Gagauzia	0.0	0.0	18.8	6.2	18.8	50.0	6.2
Total		7.2	3.2	17.9	22.6	3.0	35.3	10.8

Q9 – How much do you trust the following institutions? (%)

Courts of law

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	17.0	14.2	24.2	17.0	3.5	18.4	5.7
	Services	10.2	4.2	32.3	18.6	5.1	16.9	12.7
	Transport and Communications	8.1	5.4	20.3	27.0	5.4	23.0	10.8
	Industry/Construction	14.6	8.7	21.4	25.2	4.9	18.4	6.8
	Agriculture	5.6	12.5	27.8	31.9	1.4	19.4	1.4
	Other	13.6	9.1	31.9	31.8	0.0	9.1	4.5
Company size	Micro	13.7	8.7	23.2	19.4	5.3	19.8	9.9
	Small	9.3	7.9	29.2	21.9	2.6	20.5	8.6
	Medium	11.4	14.3	24.3	32.9	1.4	14.3	1.4
	Large	13.0	8.7	30.4	32.7	4.3	10.9	0.0
Region	North	8.1	9.3	26.8	20.9	7.0	25.6	2.3
	Centre	11.1	4.3	17.1	28.2	1.7	21.4	16.2
	Chişinău Municipality	14.7	11.7	30.0	19.8	3.7	13.9	6.2
	South	10.5	10.5	21.1	36.8	0.0	15.8	5.3

	Gagauzia	0.0	0.0	18.8	18.8	18.8	43.6	0.0
Total		12.1	9.2	25.7	23.0	4.0	18.5	7.5

Q9 – How much do you trust the following institutions? (%)

National Agency for the Resolution of Appeals

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	9.2	5.0	18.4	19.1	1.4	39.1	7.8
	Services	3.4	0.8	12.7	22.0	2.5	37.4	21.2
	Transport and Communications	1.4	6.8	13.5	18.9	5.4	32.4	21.6
	Industry/Construction	6.8	2.9	17.5	25.2	2.9	35.0	9.7
	Agriculture	4.2	1.4	12.5	23.6	1.4	50.0	6.9
	Other	4.5	4.5	27.3	18.2	0.0	36.4	9.1
Company size	Micro	7.6	2.7	13.3	19.0	3.4	39.6	14.4
	Small	3.3	3.3	16.6	19.9	2.6	36.4	17.9
	Medium	5.7	8.6	18.6	31.4	0.0	30.0	5.7
	Large	0.0	0.0	23.9	26.1	0.0	50.0	0.0
Region	North	7.0	4.7	10.5	19.8	5.8	51.0	1.2
	Centre	7.7	0.0	12.0	22.2	1.7	34.2	22.2
	Chişinău Municipality	4.4	4.8	18.7	22.0	1.1	35.4	13.6
	South	5.3	2.6	18.4	26.3	0.0	34.2	13.2
	Gagauzia	0.0	0.0	18.8	6.2	18.8	56.2	0.0
Total		5.5	3.4	15.8	21.5	2.5	38.3	13.0

Q9 – How much do you trust the following institutions? (%)

President's Office

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	16.3	5.7	19.1	29.2	9.2	17.0	3.5
	Services	11.9	3.4	16.9	33.9	9.3	11.9	12.7
	Transport and Communications	13.5	2.7	17.6	28.3	13.5	14.9	9.5
	Industry/Construction	7.8	4.9	9.7	45.5	16.5	11.7	3.9
	Agriculture	12.5	5.6	22.2	30.5	8.3	18.1	2.8
	Other	0.0	0.0	22.7	45.5	9.1	9.1	13.6
Company size	Micro	17.5	4.2	20.2	28.8	10.3	12.5	6.5
	Small	9.3	4.0	13.2	32.4	13.2	16.6	11.3
	Medium	4.3	8.6	17.1	48.5	4.3	14.3	2.9
	Large	2.2	0.0	13.0	47.8	19.6	17.4	0.0

Region	North	15.1	5.8	18.6	26.8	12.8	20.9	0.0
	Centre	12.0	2.6	12.0	40.9	11.1	11.1	10.3
	Chişinău Municipality	12.5	4.4	18.7	33.6	11.0	11.7	8.1
	South	5.3	7.9	15.8	42.0	5.3	18.4	5.3
	Gagauzia	6.2	0.0	25.0	12.5	18.8	37.5	0.0
Total		12.1	4.3	17.2	34.2	11.1	14.3	6.8

Q9 – How much do you trust the following institutions? (%)

Parliament and/or Members of Parliament

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	18.4	5.0	25.6	24.1	6.4	17.0	3.5
	Services	12.7	5.9	21.2	31.4	5.9	10.2	12.7
	Transport and Communications	13.5	2.7	20.3	31.1	8.1	16.2	8.1
	Industry/Construction	9.7	5.8	15.5	43.7	9.7	11.7	3.9
	Agriculture	15.3	6.9	25.0	27.8	6.9	15.3	2.8
	Other	0.0	0.0	40.9	27.3	9.1	9.1	13.6
Company size	Micro	19.0	4.9	24.0	26.9	6.5	12.2	6.5
	Small	10.6	4.0	19.2	29.0	9.3	16.6	11.3
	Medium	7.1	10.0	25.7	40.0	2.9	12.9	1.4
	Large	2.2	2.2	19.6	47.8	13.0	15.2	0.0
Region	North	15.1	7.0	24.4	27.9	5.8	19.8	0.0
	Centre	12.8	3.4	15.4	36.7	10.3	11.1	10.3
	Chişinău Municipality	14.3	4.8	23.4	31.5	6.6	11.7	7.7
	South	5.3	7.9	31.6	28.9	2.6	18.4	5.3
	Gagauzia	18.8	6.2	25.0	6.2	18.8	25.0	0.0
Total		13.6	5.1	22.5	31.0	7.4	13.8	6.6

Q9 – How much do you trust the following institutions? (%)

Government and/or ministries

		Not at all	Very little	A little	Much	Very much	I don't know	I don't answer
Field of activity	Trade	18.4	5.0	25.6	24.1	6.4	17.0	3.5
	Services	12.7	5.1	22.0	34.0	5.9	9.3	11.0
	Transport and Communications	13.5	2.7	17.6	32.3	12.2	14.9	6.8
	Industry/Construction	9.7	5.8	13.6	48.5	7.8	11.7	2.9

	Agriculture	13.9	6.9	26.4	27.8	6.9	15.3	2.8
	Other	0.0	0.0	36.4	27.3	9.1	13.6	13.6
Company size	Micro	19.4	5.3	23.2	27.8	6.8	11.0	6.5
	Small	9.3	4.0	17.9	33.7	9.9	16.6	8.6
	Medium	8.6	7.1	24.3	40.0	2.9	15.7	1.4
	Large	0.0	2.2	23.9	47.8	10.9	15.2	0.0
Region	North	15.1	5.8	24.4	29.1	5.8	19.8	0.0
	Centre	11.1	2.6	14.5	38.5	11.1	12.8	9.4
	Chişinău Municipality	14.7	5.1	22.7	33.3	6.6	11.0	6.6
	South	5.3	7.9	31.6	28.9	2.6	18.4	5.3
	Gagauzia	18.8	6.2	24.9	12.5	18.8	18.8	0.0
Total		13.4	4.9	21.9	32.9	7.5	13.6	5.8

Q10 – Which actions taken by public authorities in recent years, with the support of donors, have contributed to strengthening integrity? (%)

		Creation of government online tools for business	Simplifying procedures for registration and doing business	Elaboration of guides and other services in business support	Development and implementation of checklists for corresponding state control	None	Other	I don't know	I don't answer
Field of activity	Trade	68.3	41.7	36.7	32.4	11.5	0.0	7.2	0.0
	Services	73.5	43.6	34.2	30.8	12.8	0.9	3.4	0.9
	Transport and Communications	73.6	37.5	27.8	34.7	12.5	2.8	5.6	0.0
	Industry/Construction	67.0	51.5	35.9	29.1	8.7	1.9	6.8	0.0
	Agriculture	54.2	38.9	34.7	36.1	15.3	0.0	8.3	0.0
	Other	86.4	59.1	45.5	27.3	4.5	0.0	4.5	0.0
Company size	Micro	67.6	40.1	29.4	26.7	13.0	1.9	7.3	0.0
	Small	72.5	53.7	45.6	42.3	9.4	0.0	6.0	0.7
	Medium	60.9	29.0	26.1	24.6	13.0	0.0	4.3	0.0
	Large	75.6	55.6	44.4	40.0	8.9	0.0	2.2	0.0
Region	North	66.3	38.4	24.4	17.4	5.8	0.0	9.3	0.0
	Centre	65.8	43.6	36.8	29.1	17.1	1.7	4.3	0.0
	Chişinău Municipality	74.3	45.9	38.1	37.3	10.8	0.7	4.1	0.4
	South	65.8	50.0	39.5	44.7	10.5	0.0	5.3	0.0
	Gagauzia	18.8	25.0	12.5	12.5	18.8	6.2	37.5	0.0

Total		68.8	43.8	34.9	32.0	11.6	1.0	6.1	0.2
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Q11 – In general, in which of the following situations does the economic agent directly encounter issues related to corruption? (%)

		In public procurement processes	When obtaining licenses, authorizations and permissive documents	During the control operations carried out by the authorized state institutions	In the misdemeanour and criminal processes in which it is targeted	In processes related to declarations/customs control	In the process of obtaining grants and subsidies	In the process of calculating, paying, returning taxes	When registering commercial companies and launching in business	In the process of obtaining credits from the banking system	In relation to civil servants	Not in any situation	Other, specify	I don't know	I don't answer
Field of activity	Trade	31.7	28.1	23.7	18.7	22.3	17.3	10.8	10.1	7.9	0.7	31.7	0.0	8.6	0.0
	Services	32.5	36.8	31.6	23.9	24.8	23.9	12.8	7.7	7.7	0.9	24.8	0.0	2.6	0.0
	Transport and Communications	23.6	25.0	23.6	18.1	13.9	15.3	9.7	6.9	6.9	0.0	41.7	0.0	2.8	0.0
	Industry/Construction	42.7	24.3	31.1	29.1	24.3	21.4	17.5	5.8	9.7	1.0	26.2	1.9	6.8	0.0
	Agriculture	16.7	22.2	19.4	20.8	15.3	11.1	6.9	5.6	5.6	0.0	37.5	0.0	15.3	1.4
Company size	Other	50.0	31.8	27.3	36.4	31.8	22.7	9.1	22.7	13.6	0.0	18.2	0.0	4.5	0.0
	Micro	29.4	29.0	24.8	20.2	20.2	19.5	9.5	7.3	8.0	0.0	30.2	0.4	6.5	0.4
	Small	30.2	28.2	32.2	26.2	25.5	18.1	13.4	8.7	7.4	0.7	36.9	0.0	7.4	0.0
	Medium	37.7	20.3	20.3	17.4	17.4	18.8	13.0	10.1	8.7	1.4	27.5	1.4	7.2	0.0
Region	Large	40.0	35.6	26.7	35.6	22.2	15.6	17.8	8.9	8.9	2.2	17.8	0.0	6.7	0.0
	North	26.7	26.7	19.8	22.1	19.8	17.4	8.1	8.1	4.7	0.0	33.7	0.0	5.8	0.0
	Centre	29.9	29.1	30.8	17.9	14.5	15.4	8.5	8.5	8.5	0.9	30.8	0.9	7.7	0.9
	Chişinău Municipality	35.1	29.9	28.0	25.0	26.5	20.9	13.8	6.3	7.8	0.7	29.9	0.4	3.4	0.0
	South	28.9	23.7	23.7	28.9	18.4	15.8	15.8	21.1	13.2	0.0	36.8	0.0	10.5	0.0
Total	Gagauzia	18.8	12.5	12.5	12.5	6.2	18.8	12.5	6.2	12.5	0.0	12.5	0.0	56.2	0.0
		31.6	28.2	26.5	23.0	21.5	18.7	11.8	8.2	8.0	0.6	30.7	0.4	6.9	0.2

Q12 – Do you think it is easier to solve problems through unofficial channels than official ones? (%)

		Never	Sometimes	Very rarely	In most cases	Very often	Always	I don't know	I don't answer
Field of activity	Trade	43.3	16.3	17.7	9.9	4.3	1.4	5.0	2.1
	Services	45.9	20.3	14.4	5.9	7.6	1.7	4.2	0.0
	Transport and Communications	47.3	21.6	13.5	8.1	5.4	1.4	2.7	0.0
	Industry/Construction	50.4	23.3	10.7	4.9	5.8	1.0	2.9	1.0
	Agriculture	50.0	16.7	12.5	8.3	1.4	1.4	9.7	0.0
	Other	36.4	36.4	4.5	9.1	9.1	0.0	4.5	0.0
Company size	Micro	48.7	17.1	14.1	8.0	4.9	1.1	5.3	0.8
	Small	47.0	23.2	10.6	6.6	5.3	2.0	5.3	0.0
	Medium	41.5	22.9	14.3	10.0	7.1	1.4	1.4	1.4
	Large	39.3	23.9	21.7	4.3	4.3	0.0	4.3	2.2
Region	North	41.8	24.4	14.0	5.8	5.8	1.2	5.8	1.2
	Centre	53.8	17.1	9.4	7.7	4.3	1.7	5.1	0.9
	Chişinău Municipality	43.5	20.9	15.4	9.2	5.9	1.1	3.3	0.7
	South	55.2	15.8	15.8	2.6	5.3	0.0	5.3	0.0
	Gagauzia	43.7	18.8	12.5	0.0	0.0	6.2	18.8	0.0
Total		46.4	20.2	13.8	7.5	5.3	1.3	4.7	0.8

Q13 – In your opinion, Informal ways of solving problems in the public sector usually take the form of...? (%)

		Contacts/ relationships	Money	Gifts	Duress from management	Extra commissions and extra bonuses	Duress from criminal organizations	None	Other situations, please specify	I don't know / I don't answer
Field of activity	Trade	34.8	31.9	22.0	11.3	11.3	7.1	27.7	0.0	14.9
	Services	48.7	35.0	29.1	25.6	20.5	11.1	17.1	0.0	12.0
	Transport and Communications	24.7	24.7	12.3	12.3	11.0	6.8	24.7	1.4	26.0
	Industry/Construction	35.9	35.0	21.4	16.5	12.6	8.7	27.2	0.0	12.6
	Agriculture	36.6	16.9	7.0	8.5	5.6	2.8	23.9	0.0	25.4
	Other	45.5	36.4	40.9	36.4	22.7	18.2	27.3	0.0	0.0
Company size	Micro	37.2	31.0	22.2	15.3	12.6	8.0	23.0	0.0	17.2
	Small	37.3	26.7	18.0	18.7	14.0	7.3	27.3	0.7	18.0
	Medium	40.0	34.3	20.0	14.3	11.4	7.1	18.6	0.0	10.0
	Large	34.8	32.6	23.9	17.4	17.4	13.0	30.4	0.0	13.0
Region	North	36.0	25.6	18.6	11.6	10.5	8.1	16.3	0.0	25.6
	Centre	43.6	34.2	18.8	15.4	11.1	8.5	23.9	0.0	13.7
	Chişinău Municipality	36.2	32.5	25.1	18.1	16.2	8.5	25.8	0.4	12.5
	South	37.8	24.3	8.1	21.6	8.1	5.4	18.9	0.0	24.3
	Gagauzia	18.8	6.2	6.2	6.2	6.2	6.2	56.2	0.0	25.0
Total		37.4	30.4	20.9	16.3	13.3	8.2	24.3	0.2	16.1

Q14 – In your opinion, which institutions are most likely to see unofficial payments being made frequently? (%)

		Customs Service	Public Health Centre	Courts of law	Police	State Tax Service	National Agency for Food Safety	Mayor's Office	Anticorruption Prosecutor's Office	National Anticorruption Centre	State Labour Inspectorate	Inspectorate for Environmental Protection	Agency for Intervention and Payments in Agriculture	National Inspectorate for Technical Supervision	Fire-fighters	National Integrity Authority	National Agency for the Resolution of Appeals	Banks/Credit Institutions	Parliament and/or Members of Parliament	Government and/or ministries	President's Office	Private institutions	Public Services Agency	All institutions	Other	None	I don't know / I don't answer
Field of activity	Trade	27.0	25.5	23.4	23.4	18.4	15.6	14.2	17.7	16.3	12.1	12.1	9.2	12.1	9.2	8.5	9.2	9.9	9.2	7.8	8.5	0.0	0.7	0.7	0.0	19.9	19.1
	Services	31.4	23.7	28.8	28.8	18.6	17.8	22.9	14.4	12.7	13.6	11.9	9.3	11.0	12.7	9.3	11.0	8.5	6.8	7.6	7.6	0.0	0.0	0.0	0.8	20.3	22.9
	Transport and Communications	23.0	17.6	9.5	6.8	10.8	5.4	6.8	6.8	6.8	5.4	4.1	6.8	4.1	5.4	4.1	5.4	1.4	2.7	5.4	2.7	1.4	0.0	0.0	0.0	32.4	20.3
	Industry/Construction	26.2	28.2	27.2	20.4	16.5	20.4	13.6	18.4	17.5	12.6	10.7	14.6	10.7	9.7	11.7	9.7	6.8	9.7	7.8	8.7	1.0	0.0	0.0	0.0	21.4	23.3
	Agriculture	23.6	23.6	16.7	20.8	9.7	19.4	12.5	9.7	8.3	5.6	8.3	8.3	9.7	5.6	6.9	4.2	4.2	4.2	5.6	2.8	1.4	0.0	0.0	1.4	36.1	22.2
	Other	27.3	18.2	22.7	27.3	22.7	13.6	22.7	22.7	18.2	18.2	18.2	18.2	13.6	9.1	13.6	13.6	18.2	13.6	9.1	9.1	0.0	0.0	0.0	0.0	36.4	13.6
Company size	Micro	28.5	26.2	24.0	24.3	17.5	17.5	20.2	16.7	15.6	15.6	12.2	12.2	13.3	12.2	11.0	11.8	11.0	9.9	10.3	9.9	0.8	0.0	0.4	0.8	23.2	21.3
	Small	25.8	20.5	19.2	14.6	14.6	11.9	9.3	11.3	9.9	6.0	5.3	6.0	6.6	4.6	3.3	4.6	2.6	3.3	3.3	3.3	0.7	0.0	0.0	0.0	27.8	22.5
	Medium	25.7	24.3	20.0	24.3	14.3	17.1	11.4	14.3	14.3	7.1	12.9	12.9	8.6	11.4	12.9	8.6	5.7	8.6	8.6	7.1	0.0	0.0	0.0	0.0	21.4	21.4
	Large	21.7	21.7	28.3	23.9	15.2	19.6	10.9	15.2	10.9	6.5	13.0	8.7	6.5	2.2	6.5	4.3	4.3	4.3	0.0	0.0	0.0	2.2	0.0	0.0	30.4	15.2
Region	North	24.4	26.7	18.6	22.1	11.6	15.1	10.5	12.8	11.6	10.5	7.0	8.1	5.8	7.0	5.8	4.7	3.5	4.7	4.7	3.5	1.2	0.0	0.0	0.0	25.6	16.3
	Centre	22.2	23.9	15.4	17.9	14.5	13.7	10.3	12.0	10.3	6.8	5.1	8.5	6.8	5.1	6.0	8.5	4.3	3.4	4.3	3.4	0.9	0.0	0.0	0.0	18.8	31.6
	Chişinău Municipality	29.7	22.7	26.7	23.1	16.8	16.5	18.3	15.4	14.3	12.1	12.1	10.6	11.7	10.6	9.2	8.4	8.8	8.8	8.4	8.1	0.4	0.4	0.4	0.4	23.8	19.0
	South	34.2	28.9	28.9	26.3	26.3	23.7	21.1	26.3	23.7	18.4	21.1	18.4	21.1	15.8	21.1	21.1	15.8	15.8	13.2	15.8	0.0	0.0	0.0	2.6	34.2	15.8

	Gagauzia	6.2	18.8	6.2	6.2	12.5	12.5	6.2	6.2	6.2	6.2	12.5	6.2	6.2	6.2	6.2	6.2	6.2	6.2	6.2	6.2	0.0	0.0	0.0	0.0	62.5	18.8
Total		26.8	24.0	22.5	21.5	16.0	16.0	15.1	14.7	13.4	10.9	10.4	10.2	10.2	9.1	8.7	8.7	7.4	7.4	7.2	6.8	0.6	0.2	0.2	0.4	24.9	21.1

Q15 – In the sector/field of business in which you operate, what is the purpose of unofficial payments? (%)

		I have not faced any cases of corruption	To obtain faster something according to the law	To obtain advantages necessary for the business development	To avoid a sanction	I don't know / I don't answer
Field of activity	Trade	78.0	9.2	8.5	5.7	5.0
	Services	82.2	6.8	5.1	2.5	4.2
	Transport and Communications	83.8	10.8	5.4	1.4	4.1
	Industry/Construction	76.7	11.7	10.7	9.7	2.9
	Agriculture	72.2	6.9	5.6	4.2	13.9
	Other	81.8	18.2	4.5	0.0	0.0
Company size	Micro	80.6	6.8	7.2	3.0	6.1
	Small	79.5	12.6	6.0	3.3	4.6
	Medium	80.0	8.6	5.7	4.3	5.7
	Large	65.2	15.2	13.0	19.6	2.2
Region	North	79.1	9.3	5.8	4.7	5.8
	Centre	82.9	8.5	8.5	1.7	3.4
	Chişinău Municipality	77.7	10.6	7.7	6.2	4.0
	South	81.6	5.3	2.6	0.0	10.5
	Gagauzia	62.5	6.2	6.2	12.5	25.0
Total		78.9	9.4	7.2	4.7	5.3

Q16 – Who initiated unofficial payments? (%)

		I was coerced to do so	On my own initiative, voluntarily	Other	I don't know	I don't answer
Field of activity	Trade	12.0	10.0	1.0	47.0	30.0
	Services	10.8	12.0	1.2	38.7	37.3
	Transport and Communications	7.7	9.6	0.0	40.4	42.3
	Industry/Construction	16.9	12.7	1.4	53.5	15.5
	Agriculture	11.1	6.7	0.0	68.9	13.3

	Other	0.0	16.7	0.0	75.0	8.3
Company size	Micro	8.4	8.4	0.6	45.7	36.9
	Small	14.1	12.1	1.0	50.6	22.2
	Medium	11.1	14.9	1.9	53.6	18.5
	Large	22.6	12.9	0.0	54.8	9.7
Region	North	7.5	11.3	0.0	64.2	17.0
	Centre	11.1	8.4	0.0	37.5	43.0
	Chişinău Municipality	13.0	11.5	1.0	47.1	27.4
	South	14.3	14.3	7.1	57.2	7.1
	Gagauzia	6.2	6.2	0.0	68.8	18.8
Total		11.6	10.8	0.8	49.0	27.8

Q17 – Have you suffered material damage as a result of corruption cases? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	77.4	10.6	2.1	9.9
	Services	76.3	6.8	0.0	16.9
	Transport and Communications	62.1	9.5	6.8	21.6
	Industry/Construction	72.9	15.5	5.8	5.8
	Agriculture	86.1	8.3	2.8	2.8
	Other	90.9	9.1	0.0	0.0
Company size	Micro	74.2	9.1	0.4	16.3
	Small	78.8	9.3	6.6	5.3
	Medium	77.1	10.0	4.3	8.6
	Large	73.9	19.6	4.3	2.2
Region	North	82.5	16.3	0.0	1.2
	Centre	64.9	10.3	5.1	19.7
	Chişinău Municipality	75.8	9.5	2.2	12.5
	South	89.4	5.3	5.3	0.0
	Gagauzia	87.5	0.0	12.5	0.0
Total		75.9	10.2	3.0	10.9

Q18 - Where did you complain about the corruption cases you faced? (%)

		I didn't complain	Police	National Anticorruption Centre	Prosecutor's Office	Media	NGO	Employers' association/business association in that field	Ministry	President's Office	National Institute of Metrology	Intelligence and Security Service	National Auto Transport Agency	Mayor's Office	Competition Council	Other
Field of	Trade	92.9	2.8	1.4	2.8	0.0	0.0	0.0	0.0	0.0	0.7	0.7	0.0	0.0	0.0	1.4

activity	Services	91.5	3.4	4.3	1.7	1.7	1.7	0.0	0.0	0.9	0.0	0.0	0.0	0.9	0.0	0.0
	Transport and Communications	97.3	0.0	0.0	0.0	1.4	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Industry/Construction	81.6	11.7	12.6	8.7	2.9	2.9	1.0	1.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0
	Agriculture	87.5	5.6	4.2	4.2	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	Other	90.9	9.1	4.5	9.1	0.0	0.0	0.0	0.0	4.5	0.0	0.0	0.0	0.0	0.0	0.0
Company size	Micro	91.6	3.8	3.1	3.1	1.5	1.9	0.4	0.0	0.4	0.4	0.4	0.0	0.0	0.0	0.8
	Small	90.7	4.6	3.3	2.6	0.7	0.0	0.7	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0
	Medium	87.1	7.1	5.7	4.3	0.0	0.0	0.0	1.4	0.0	0.0	0.0	0.0	1.4	1.4	0.0
	Large	84.8	8.7	15.2	10.9	2.2	0.0	0.0	2.2	2.2	0.0	0.0	0.0	0.0	0.0	0.0
Region	North	87.2	7.0	8.1	5.8	0.0	1.2	1.2	0.0	1.2	0.0	0.0	0.0	0.0	0.0	0.0
	Centre	89.7	6.0	1.7	5.1	2.6	0.9	0.0	0.9	0.0	0.0	0.0	0.0	0.9	0.9	0.9
	Chişinău Municipality	91.2	4.4	4.8	3.3	1.1	0.7	0.4	0.4	0.4	0.0	0.4	0.4	0.0	0.0	0.4
	South	89.2	0.0	5.4	0.0	0.0	2.7	0.0	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0
	Gagauzia	93.8	6.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		90.2	4.9	4.5	3.8	1.1	0.9	0.4	0.4	0.4	0.2	0.2	0.2	0.2	0.2	0.4

Q19 – If you reported acts of corruption, was your issue resolved? (%)

		I did not report	No	Yes	I don't know	I don't answer
Field of activity	Trade	88.7	5.0	2.8	1.4	2.1
	Services	86.6	7.6	2.5	0.8	2.5
	Transport and Communications	87.7	4.1	1.4	2.7	4.1
	Industry/Construction	82.5	10.7	3.9	0.0	2.9
	Agriculture	80.5	8.3	5.6	4.2	1.4
	Other	90.9	9.1	0.0	0.0	0.0
Company size	Micro	88.2	6.5	1.9	1.1	2.3
	Small	86.7	6.0	3.3	2.0	2.0
	Medium	80.0	8.6	5.7	1.4	4.3
	Large	78.3	13.0	4.3	2.2	2.2
Region	North	80.3	8.1	7.0	2.3	2.3
	Centre	91.4	6.0	2.6	0.0	0.0
	Chişinău Municipality	86.8	6.2	2.2	1.1	3.7
	South	89.5	7.9	0.0	0.0	2.6
	Gagauzia	50.0	25.0	6.2	18.8	0.0
Total		85.8	7.2	3.0	1.5	2.5

Q19 – If you reported acts of corruption, did you receive compensation for the material damages incurred? (%)

		I did not report	No	Yes	I don't know	I don't answer
Field of activity	Trade	78.8	15.6	2.8	1.4	1.4
	Services	75.6	18.6	2.5	0.8	2.5
	Transport and Communications	79.7	13.5	0.0	2.7	4.1
	Industry/Construction	65.0	31.1	1.0	0.0	2.9
	Agriculture	69.4	19.4	4.2	5.6	1.4
	Other	68.2	31.8	0.0	0.0	0.0
Company size	Micro	75.0	20.5	1.5	1.1	1.9
	Small	82.2	11.9	1.3	2.6	2.0
	Medium	54.3	34.3	5.7	1.4	4.3
	Large	69.5	23.9	2.2	2.2	2.2
Region	North	62.8	30.2	2.3	3.5	1.2
	Centre	83.8	14.5	1.7	0.0	0.0
	Chişinău Municipality	72.9	20.1	2.2	1.1	3.7
	South	84.2	13.2	0.0	0.0	2.6
	Gagauzia	50.0	25.0	6.2	18.8	0.0
Total		73.7	20.2	2.1	1.7	2.3

Q19 – If you reported acts of corruption, did you (have to) suffer after this? (%)

		I did not report	No	Yes	I don't know	I don't answer
Field of activity	Trade	78.1	15.6	3.5	1.4	1.4
	Services	75.5	15.3	5.9	0.8	2.5
	Transport and Communications	79.7	10.8	2.7	2.7	4.1
	Industry/Construction	64.1	20.4	13.6	0.0	1.9
	Agriculture	69.4	12.5	11.1	5.6	1.4
	Other	68.2	22.7	9.1	0.0	0.0
Company size	Micro	74.2	17.5	5.3	1.1	1.9
	Small	82.2	7.9	5.3	2.6	2.0
	Medium	54.3	24.3	15.7	1.4	4.3
	Large	69.5	17.4	10.9	2.2	0.0
Region	North	60.4	25.6	10.5	3.5	0.0
	Centre	83.8	7.7	8.5	0.0	0.0
	Chişinău Municipality	72.8	16.5	5.9	1.1	3.7
	South	84.2	7.9	5.3	0.0	2.6
	Gagauzia	50.0	25.0	6.2	18.8	0.0
Total		73.3	15.7	7.2	1.7	2.1

Q20 – What are the reasons for not addressing / reporting corruption cases? (%)

		I don't trust law enforcement	I have not faced such situations	I'm afraid that the company will suffer	I fear for my physical integrity	I don't believe media reports and publications will yield significant results	I don't think that professional associations, employers' associations or NGOs can help me	I don't know where and how to address/report	Other	I don't know	I don't answer
Field of activity	Trade	27.1	21.4	18.6	9.3	5.0	5.0	6.4	0.0	22.9	13.6
	Services	25.6	19.7	14.5	6.0	8.5	5.1	5.1	0.0	17.9	21.4
	Transport and Communications	23.9	14.1	18.3	9.9	5.6	8.5	7.0	1.4	21.1	26.8
	Industry/Construction	26.2	21.4	21.4	12.6	6.8	8.7	6.8	1.0	21.4	8.7
	Agriculture	19.4	40.3	13.9	9.7	9.7	4.2	4.2	0.0	22.2	5.6
	Other	9.1	36.4	13.6	9.1	0.0	4.5	0.0	0.0	31.8	4.5
Company size	Micro	25.2	21.8	16.8	9.2	6.9	5.0	6.9	0.0	19.8	18.3
	Small	22.3	27.7	18.2	8.1	7.4	9.5	6.1	0.0	22.3	10.8
	Medium	25.7	21.4	18.6	11.4	5.7	5.7	4.3	1.4	17.1	15.7
	Large	24.4	20.0	15.6	11.1	4.4	2.2	0.0	2.2	35.6	4.4
Region	North	14.3	39.3	9.5	3.6	7.1	8.3	8.3	0.0	17.9	6.0
	Centre	22.4	12.9	33.6	15.5	8.6	6.9	6.9	0.0	17.2	21.6
	Chişinău Municipality	28.0	19.6	15.1	8.9	7.0	5.9	5.5	0.7	23.6	16.6
	South	28.9	52.6	7.9	10.5	0.0	0.0	0.0	0.0	13.2	0.0
	Gagauzia	18.8	6.2	0.0	0.0	0.0	6.2	0.0	0.0	56.2	12.5
Total		24.6	23.2	17.3	9.3	6.7	6.1	5.7	0.4	21.5	14.7

Q21 – To what extent are you satisfied with the activity of key anticorruption institutions? (%)

National Anticorruption Centre

		To a very small extent	To a small extent	To a large extent	To a very large extent	I don't know	I don't answer
Field of activity	Trade	12.8	31.9	18.4	2.1	28.4	6.4
	Services	11.9	24.6	23.7	2.5	22.9	14.4
	Transport and Communications	8.1	24.3	25.7	0.0	25.7	16.2
	Industry/Construction	12.6	30.1	21.4	2.9	25.2	7.8
	Agriculture	13.9	22.2	26.4	1.4	34.7	1.4
	Other	9.1	18.2	40.9	4.5	27.3	0.0
Company size	Micro	13.3	19.8	23.2	2.3	27.0	14.4
	Small	8.6	33.8	21.2	2.0	31.1	3.3
	Medium	14.3	32.8	22.9	1.4	22.9	5.7
	Large	10.9	36.9	30.4	2.2	19.6	0.0
Region	North	12.8	22.1	23.3	3.5	36.0	2.3
	Centre	10.3	20.5	23.1	0.9	29.8	15.4
	Chişinău Municipality	11.7	31.1	24.2	1.8	22.0	9.2
	South	15.8	28.9	26.3	5.3	18.4	5.3
	Gagauzia	12.5	25.0	0.0	0.0	62.5	0.0
Total		11.9	27.0	23.2	2.1	26.9	8.9

Q21 – To what extent are you satisfied with the activity of key anticorruption institutions? (%)

Anticorruption Prosecutor's Office

		To a very small extent	To a small extent	To a large extent	To a very large extent	I don't know	I don't answer
Field of activity	Trade	12.1	29.1	18.4	2.1	31.9	6.4
	Services	11.9	24.6	20.3	4.2	24.6	14.4
	Transport and Communications	8.1	21.6	21.6	0.0	31.1	17.6
	Industry/Construction	12.6	31.1	19.4	2.9	26.2	7.8
	Agriculture	11.1	22.2	26.4	1.4	37.5	1.4
	Other	9.1	18.2	40.9	4.5	27.3	0.0
Company size	Micro	12.9	19.0	21.7	3.0	29.0	14.4
	Small	7.3	31.8	19.2	2.0	35.7	4.0
	Medium	12.9	32.8	22.9	1.4	24.3	5.7
	Large	13.0	37.0	26.1	2.2	21.7	0.0
Region	North	12.8	20.9	22.1	3.5	38.4	2.3
	Centre	9.4	19.7	23.1	0.9	31.5	15.4
	Chişinău Municipality	11.7	30.0	20.9	2.6	25.3	9.5
	South	13.2	28.9	28.9	5.3	18.4	5.3
	Gagauzia	6.2	25.0	0.0	0.0	68.8	0.0
Total		11.3	26.0	21.5	2.5	29.6	9.1

## Q21 – To what extent are you satisfied with the activity of key anticorruption institutions? (%)

National Integrity Authority

		To a very small extent	To a small extent	To a large extent	To a very large extent	I don't know	I don't answer
Field of activity	Trade	10.6	28.4	17.0	2.1	34.8	7.1
	Services	8.5	22.0	20.3	3.4	32.2	13.6
	Transport and Communications	8.1	21.6	18.9	0.0	33.8	17.6
	Industry/Construction	14.6	28.2	18.4	2.9	28.1	7.8
	Agriculture	9.7	26.4	23.6	1.4	37.5	1.4
	Other	9.1	18.2	40.9	4.5	27.3	0.0
Company size	Micro	11.0	17.9	20.2	3.0	33.8	14.1
	Small	7.3	31.1	17.2	2.0	37.8	4.6
	Medium	12.9	34.2	22.9	0.0	24.3	5.7
	Large	13.0	34.8	26.1	2.2	23.9	0.0
Region	North	11.6	20.9	18.6	3.5	43.1	2.3
	Centre	7.7	21.4	23.1	0.9	31.5	15.4
	Chişinău Municipality	11.0	28.6	19.0	1.8	30.1	9.5
	South	13.2	26.3	28.8	5.3	21.1	5.3
	Gagauzia	6.2	18.8	6.2	6.2	62.6	0.0
Total		10.4	25.3	20.2	2.3	32.7	9.1

Q22 – Which of the below proposals do you think can effectively contribute to promoting integrity in the public sector? (%)

		Strengthening sanctions for acts of corruption committed by public officials	Streamlining the operations of the judicial system (prosecutors, judges, police)	Integrity training programs for public sector personnel	Implementation of the anti-bribery standard ISO 37001:2016 in the public sector	Implementation of the provisions of the Integrity Law no. 82/2017, which establishes obligations for public officials	Raising wages in the public sector	Maximum transparency	Implementation of European practices	Excluding people from certain processes/decisions	Minimizing bureaucracy	Other	I don't know	I don't answer
Field of activity	Trade	51.1	51.8	42.6	39.7	36.9	3.5	0.7	0.0	0.0	0.0	0.0	7.8	0.0
	Services	61.0	53.4	42.4	39.0	36.4	1.7	0.0	0.0	0.8	0.8	0.8	7.6	0.8
	Transport and Communications	52.7	55.4	35.1	33.8	24.3	1.4	0.0	0.0	0.0	0.0	0.0	6.8	1.4
	Industry/Construction	56.3	51.5	43.7	40.8	38.8	2.9	1.9	1.0	0.0	0.0	1.0	9.7	1.0
	Agriculture	51.4	41.7	40.3	26.4	22.2	4.2	0.0	0.0	0.0	0.0	0.0	13.9	1.4
	Other	77.3	77.3	63.6	54.5	50.0	4.5	4.5	0.0	0.0	0.0	0.0	0.0	0.0
Company size	Micro	54.8	46.4	40.3	33.5	30.4	2.3	1.1	0.4	0.0	0.0	0.8	8.7	0.8
	Small	60.3	62.9	52.3	49.0	43.0	2.6	0.7	0.0	0.7	0.7	0.0	9.9	0.0
	Medium	45.7	45.7	25.7	22.9	21.4	5.7	0.0	0.0	0.0	0.0	0.0	8.6	1.4
	Large	60.9	60.9	45.7	47.8	43.5	2.2	0.0	0.0	0.0	0.0	0.0	2.2	2.2
Region	North	52.3	38.4	26.7	29.1	24.4	5.8	1.2	0.0	0.0	0.0	0.0	8.1	2.3
	Centre	49.6	46.2	46.2	35.9	35.9	2.6	0.0	0.9	0.0	0.0	0.0	11.1	0.9
	Chişinău Municipality	58.2	58.6	45.1	43.2	36.6	2.6	1.1	0.0	0.4	0.4	0.4	6.6	0.4
	South	73.7	65.8	52.6	36.8	34.2	0.0	0.0	0.0	0.0	0.0	2.6	5.3	0.0
	Gagauzia	31.2	31.2	25.0	6.2	25.0	0.0	0.0	0.0	0.0	0.0	0.0	31.2	0.0
Total		55.7	52.3	42.3	37.7	34.0	2.8	0.8	0.2	0.2	0.2	0.4	8.5	0.8

Q23 – What benefits would a clean and healthy business environment bring to your company? (%)

		The law will be respected	I would work honestly	We would create jobs	It will be a fair competition	It would increase the country's economy/ infrastructure development	Fair and differentiated taxes	We would reward work on time and raise wages	Political and tax stability	No corruption / no bureaucracy	Creating markets	There will be less control	Development of international relations	We would generate more income / we will develop	Emergence of qualified personnel	Transparent public procurement	All the benefits	Other	I don't know	I don't answer
Field of activity	Trade	65.2	61.7	64.5	58.9	60.3	53.2	53.9	55.3	53.2	53.2	56.0	50.4	51.1	49.6	50.4	0.0	1.4	5.0	0.7
	Services	69.5	61.0	60.2	61.9	56.8	59.3	58.5	56.8	54.2	55.1	54.2	53.4	51.7	49.2	50.0	0.8	3.4	5.1	0.0
	Transport and Communications	68.9	67.6	59.5	62.2	52.7	54.1	60.8	56.8	56.8	51.4	55.4	55.4	52.7	52.7	52.7	1.4	2.7	5.4	0.0
	Industry/Construction	74.8	69.9	69.9	67.0	68.9	70.9	67.0	70.9	66.0	68.0	66.0	66.0	65.0	68.0	66.0	0.0	1.9	0.0	0.0
	Agriculture	80.6	76.4	73.6	69.4	66.7	69.4	69.4	66.7	68.1	70.8	63.9	65.3	70.8	66.7	68.1	0.0	0.0	6.9	0.0
	Other	81.8	77.3	72.7	86.4	77.3	77.3	68.2	68.2	77.3	72.7	68.2	77.3	63.6	68.2	59.1	0.0	0.0	0.0	0.0
Company size	Micro	65.4	59.3	57.4	58.6	56.3	57.0	52.9	57.8	54.4	56.3	54.8	52.9	48.7	47.5	49.8	0.0	3.0	7.2	0.4
	Small	78.8	80.1	76.8	70.9	68.9	71.5	74.2	66.2	68.9	65.6	64.2	64.2	68.2	67.5	66.2	1.3	1.3	1.3	0.0
	Medium	68.6	60.0	62.9	68.6	58.6	54.3	55.7	54.3	51.4	52.9	58.6	55.7	55.7	57.1	57.1	0.0	0.0	1.4	0.0
	Large	84.8	73.9	78.3	67.4	73.9	63.0	73.9	71.7	69.6	67.4	67.4	69.6	73.9	71.7	60.9	0.0	0.0	0.0	0.0
Region	North	68.6	62.8	61.6	62.8	66.3	61.6	58.1	58.1	57.0	60.5	46.5	57.0	58.1	57.0	54.7	0.0	2.3	8.1	1.2
	Centre	65.8	58.1	59.8	59.0	55.6	59.0	59.0	58.1	57.3	54.7	61.5	51.3	53.0	51.3	49.6	0.0	4.3	3.4	0.0
	Chişinău Municipality	71.4	68.9	66.7	64.5	60.8	59.3	59.0	60.1	58.2	59.0	59.0	58.2	54.6	54.9	56.0	0.7	1.1	3.3	0.0
	South	86.8	78.9	78.9	76.3	71.1	76.3	81.6	76.3	76.3	68.4	78.9	71.1	78.9	76.3	76.3	0.0	0.0	2.6	0.0
	Gagauzia	87.5	81.2	75.0	75.0	75.0	75.0	81.2	75.0	68.8	75.0	62.5	75.0	81.2	75.0	75.0	0.0	0.0	6.2	0.0
Total		71.3	66.6	65.5	64.2	61.7	61.3	61.1	60.9	59.4	59.4	59.2	57.9	57.4	56.6	56.4	0.4	1.9	4.2	0.2

Q24 – Which of the below proposals do you think can effectively contribute to promoting integrity in the private sector? (%)

		Strengthening sanctions regarding acts of corruption for the private sector	Streamlining the activity of the judicial system (prosecutors, judges, police)	Integrity training programs for private sector personnel	Implementing the anti-bribery standard ISO 37001:2016 in the private sector	Obligation of internal anticorruption rules and procedures for economic agents participating in public procurement procedures	Implementation of the provisions of the Integrity Law no. 82/2017, which establishes obligations for the private sector	Establishment of the position of Business Ombudsman/Advocate	Reducing the tax burden	Maximum transparency	Raising the standard of living	Implementation of European norms	Minimizing bureaucracy	Compliance with the law	Information campaigns	Minimizing human interaction	The existence of a mediation board	Other	None	I don't know	I don't answer
Field of activity	Trade	47.5	47.5	48.9	43.3	39.0	41.8	32.6	0.0	0.7	0.7	0.7	0.7	0.7	0.0	0.0	0.0	0.7	0.7	8.5	2.1
	Services	55.1	46.6	50.0	42.4	37.3	43.2	41.5	0.8	0.8	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	7.6	0.8
	Transport and Communications	50.0	50.0	40.5	41.9	39.2	29.7	31.1	0.0	0.0	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.1	0.0
	Industry/Construction	56.3	54.4	50.5	51.5	45.6	45.6	46.6	1.0	0.0	1.0	1.0	0.0	0.0	1.0	0.0	1.0	2.9	0.0	9.7	0.0
	Agriculture	47.2	44.4	45.8	33.3	36.1	29.2	31.9	1.4	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.0	2.8	0.0	15.3	0.0
	Other	77.3	72.7	54.5	54.5	63.6	59.1	63.6	0.0	4.5	0.0	0.0	0.0	4.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Company size	Micro	48.7	43.7	46.8	38.4	35.4	36.1	38.0	0.8	0.4	0.0	0.4	0.4	0.4	0.0	0.4	0.0	1.1	0.0	10.3	1.1
	Small	58.3	59.6	56.3	57.0	57.6	49.7	39.7	0.7	1.3	1.3	0.0	0.7	0.0	0.7	0.0	0.7	1.3	0.7	8.6	0.0
	Medium	50.0	47.1	37.1	32.9	25.7	28.6	28.6	0.0	0.0	1.4	0.0	0.0	1.4	0.0	0.0	0.0	1.4	0.0	10.0	1.4
	Large	58.7	54.3	45.7	45.7	37.0	50.0	50.0	0.0	0.0	0.0	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	0.0
Region	North	46.5	37.2	33.7	29.1	32.6	22.1	29.1	0.0	0.0	0.0	0.0	1.2	1.2	0.0	0.0	0.0	1.2	0.0	12.8	1.2
	Centre	53.0	42.7	52.1	47.9	43.6	44.4	41.9	0.0	0.0	0.9	0.9	0.0	0.9	0.9	0.9	0.9	2.6	0.9	6.8	0.9
	Chişinău Municipality	55.7	57.1	49.8	46.9	41.4	43.2	39.6	0.7	1.1	0.7	0.4	0.4	0.0	0.0	0.0	0.0	0.4	0.0	8.1	0.7
	South	44.7	52.6	60.5	47.4	52.6	47.4	47.4	2.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	0.0	7.9	0.0
	Gagauzia	43.8	31.2	37.5	25.0	18.8	37.0	18.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	0.0

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Total		52.6	49.6	48.1	43.6	40.6	40. 2	38.3	0.6	0.6	0.6	0.4	0.4	0.4	0.2	0.2	0.2	1.1	0.2	9.1	0.8

Q25 – What could your company do in the fight against corruption? (%)

		Work honestly and transparently	Report corruption	Respect the law	offer no bribes	It is the state's responsibility	Prevent	Be honest	Organize employee training	Nothing can be done	Raise wages	Digitize relations with the state	Make work more efficient within the company	Internal audit	Mediate	Cut bureaucracy	Organize employee training	Let each employee answer	Prevent it	We are not dealing with cases of corruption	Something else	I don't know
Field of activity	Trade	35.4	27.1	26.0	27.1	10.4	9.4	5.2	7.3	3.1	0.0	0.0	1.0	4.2	2.1	1.0	0.0	1.0	1.0	8.3	7.3	6.2
	Services	32.6	34.8	34.8	25.8	7.9	9.0	6.7	7.9	4.5	4.5	0.0	5.6	0.0	3.4	2.2	1.1	1.1	0.0	6.7	6.7	1.1
	Transport and Communications	33.9	17.9	14.3	23.2	16.1	1.8	1.8	10.7	1.8	3.6	1.8	1.8	1.8	1.8	3.6	0.0	0.0	0.0	3.6	8.9	7.1
	Industry/Construction	37.8	32.4	36.5	23.0	17.6	2.7	9.5	2.7	4.1	10.8	1.4	2.7	4.1	1.4	0.0	0.0	0.0	0.0	4.1	6.8	1.4
	Agriculture	26.9	28.8	23.1	21.2	11.5	9.6	11.5	5.8	7.7	3.8	0.0	0.0	3.8	1.9	1.9	0.0	0.0	0.0	5.8	7.7	7.7
	Other	29.4	52.9	41.2	17.6	11.8	23.5	17.7	11.8	0.0	0.0	0.0	11.8	0.0	0.0	0.0	5.9	0.0	0.0	0.0	0.0	0.0
Company size	Micro	33.2	33.2	29.1	25.6	11.1	5.5	8.5	6.0	4.5	3.0	1.0	4.5	2.0	2.5	1.5	0.5	0.5	0.0	6.0	8.5	6.5
	Small	29.2	28.1	29.2	20.8	12.5	9.4	9.4	7.3	3.1	3.1	0.0	0.0	2.1	1.0	1.0	0.0	0.0	0.0	5.2	7.3	2.1
	Medium	50.9	22.6	30.2	30.2	15.1	11.3	0.0	11.3	0.0	9.4	0.0	1.9	3.8	0.0	1.9	0.0	0.0	0.0	3.8	3.8	0.0
	Large	22.2	27.8	22.2	16.7	13.9	8.3	5.6	5.6	8.3	5.6	0.0	2.8	5.6	5.6	2.8	2.8	2.8	2.8	8.3	2.8	2.8
Region	North	37.0	17.8	31.5	24.7	13.7	12.3	8.2	5.5	5.5	4.1	0.0	2.7	2.7	1.4	1.4	0.0	0.0	0.0	8.2	4.1	9.6
	Centre	28.6	40.5	20.2	22.6	10.7	3.6	7.1	8.3	4.8	6.0	0.0	3.6	2.4	2.4	0.0	0.0	1.2	0.0	9.5	10.7	1.2
	Chişinău Municipality	36.9	26.2	30.8	27.2	13.3	5.1	6.7	7.7	2.6	3.6	1.0	3.1	2.6	1.5	2.1	0.5	0.5	0.5	3.6	6.2	3.1
	South	11.5	61.5	34.6	11.5	7.7	26.9	3.8	3.8	3.8	3.8	0.0	0.0	0.0	3.8	3.8	3.8	0.0	0.0	3.8	11.5	7.7
	Gagauzia	50.0	16.7	16.7	0.0	0.0	0.0	33.3	0.0	16.7	0.0	0.0	0.0	16.7	16.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		44.8	35.7	31.0	25.8	15.6	8.9	7.6	7.3	4.2	4.2	0.3	3.4	2.6	2.1	1.8	0.5	0.5	0.3	6.0	7.3	4.7

Q26 - The company you represent:  
Does it have an internal Business Ethics Code/Guide? (%)

		Not	Yes	I don't know	I don't answer
Field of activity	Trade	51.1	36.2	11.3	1.4
	Services	52.6	42.4	4.2	0.8
	Transport and Communications	52.6	41.9	4.1	1.4
	Industry/Construction	46.6	41.7	11.7	0.0
	Agriculture	51.4	36.1	11.1	1.4
	Other	50.0	45.5	4.5	0.0
Company size	Micro	57.8	34.2	8.0	0.0
	Small	55.0	37.1	6.6	1.3
	Medium	32.9	48.5	14.3	4.3
	Large	23.9	67.4	8.7	0.0
Region	North	48.9	39.5	11.6	0.0
	Centre	57.3	33.3	6.8	2.6
	Chişinău Municipality	50.6	42.1	6.6	0.7
	South	50.0	42.1	7.9	0.0
	Gagauzia	18.8	43.7	37.5	0.0
Total		50.8	39.8	8.5	0.9

Q26 - Does company you represent have procedures to prevent and sanction bribery? (bribery = the situation in which company employees give or receive bribes from outside or inside the company in order to obtain commercial contracts or do something that is part of their job duties or something illegal) (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	70.2	22.0	6.4	1.4
	Services	72.1	24.6	2.5	0.8
	Transport and Communications	81.0	16.2	1.4	1.4
	Industry/Construction	69.9	27.2	2.9	0.0
	Agriculture	77.7	16.7	4.2	1.4
	Other	59.1	40.9	0.0	0.0
Company size	Micro	78.3	19.0	2.7	0.0
	Small	74.2	21.2	3.3	1.3
	Medium	58.5	32.9	4.3	4.3
	Large	56.5	34.8	8.7	0.0
Region	North	72.1	22.1	5.8	0.0
	Centre	77.7	19.7	0.0	2.6
	Chişinău Municipality	70.0	24.9	4.4	0.7
	South	78.9	21.1	0.0	0.0

	Gagauzia	68.7	18.8	12.5	0.0
Total		72.7	22.8	3.6	0.9

Q26 – Does company you represent have procedures to prevent conflicts of interest? (conflict of interest = situation where employees have a personal interest in a work issue) (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	65.2	28.4	5.0	1.4
	Services	66.2	32.2	0.8	0.8
	Transport and Communications	67.5	25.7	4.1	2.7
	Industry/Construction	62.2	35.9	1.9	0.0
	Agriculture	73.6	20.8	4.2	1.4
	Other	54.6	40.9	4.5	0.0
Company size	Micro	75.3	23.2	1.1	0.4
	Small	64.3	29.8	4.6	1.3
	Medium	47.1	45.7	2.9	4.3
	Large	45.6	43.5	10.9	0.0
Region	North	69.8	26.7	3.5	0.0
	Centre	71.7	24.8	0.9	2.6
	Chişinău Municipality	62.3	32.2	4.4	1.1
	South	63.2	36.8	0.0	0.0
	Gagauzia	68.8	25.0	6.2	0.0
Total		65.9	29.8	3.2	1.1

Q26 – Does company you represent have internal mechanisms through which employees can report illegal acts while respecting confidentiality? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	56.8	37.6	3.5	2.1
	Services	61.9	33.9	3.4	0.8
	Transport and Communications	54.0	41.9	2.7	1.4
	Industry/Construction	50.4	44.7	4.9	0.0
	Agriculture	59.7	36.1	2.8	1.4
	Other	40.9	54.6	4.5	0.0
Company size	Micro	64.2	33.5	2.3	0.0
	Small	58.3	35.1	4.6	2.0
	Medium	31.4	58.6	5.7	4.3
	Large	39.1	56.6	4.3	0.0
Region	North	61.6	34.9	2.3	1.2
	Centre	61.5	32.5	3.4	2.6
	Chişinău Municipality	54.6	41.0	3.7	0.7
	South	42.1	57.9	0.0	0.0

	Gagauzia	43.7	37.5	18.8	0.0
Total		56.1	39.2	3.6	1.1

Q26 – Does the company you represent include anticorruption clauses, disciplinary procedures, and sanctions for violations of these clauses in its employment contracts, as well as employee benefits for complying with them? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	63.1	29.8	5.0	2.1
	Services	56.0	39.8	3.4	0.8
	Transport and Communications	64.9	32.4	0.0	2.7
	Industry/Construction	59.2	31.1	9.7	0.0
	Agriculture	54.2	36.1	8.3	1.4
	Other	50.0	45.5	4.5	0.0
Company size	Micro	65.0	30.8	3.8	0.4
	Small	58.9	33.8	5.3	2.0
	Medium	50.0	35.7	10.0	4.3
	Large	41.3	52.2	6.5	0.0
Region	North	57.0	33.7	8.1	1.2
	Centre	63.3	31.6	1.7	3.4
	Chişinău Municipality	59.0	35.5	4.8	0.7
	South	60.6	36.8	2.6	0.0
	Gagauzia	43.8	25.0	31.2	0.0
Total		59.2	34.2	5.3	1.3

Q26 – Does the company you represent apply sufficient auditing standards to facilitate the prevention and detection of acts of corruption? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	56.7	34.8	7.1	1.4
	Services	64.4	33.1	1.7	0.8
	Transport and Communications	62.1	32.4	4.1	1.4
	Industry/Construction	58.2	35.0	5.8	1.0
	Agriculture	51.4	38.9	6.9	2.8
	Other	31.8	68.2	0.0	0.0
Company size	Micro	68.4	28.9	2.7	0.0
	Small	56.3	32.5	8.6	2.6
	Medium	38.6	51.4	5.7	4.3
	Large	30.4	65.3	4.3	0.0
Region	North	52.2	41.9	4.7	1.2
	Centre	60.6	34.2	2.6	2.6
	Chişinău Municipality	58.2	36.3	4.8	0.7
	South	65.8	31.6	0.0	2.6
	Gagauzia	37.5	25.0	37.5	0.0
Total		57.8	36.0	4.9	1.3

Q26 – Does the company you represent include express provisions regarding the fight against corruption in its contracts concluded with business partners, as well as possible consequences for violations of these provisions? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	68.1	24.1	7.1	0.7
	Services	68.7	27.1	3.4	0.8
	Transport and Communications	68.9	27.0	2.7	1.4
	Industry/Construction	67.0	27.2	5.8	0.0
	Agriculture	63.8	27.8	4.2	4.2
	Other	50.0	45.5	4.5	0.0
Company size	Micro	72.2	24.0	3.4	0.4
	Small	67.5	23.2	7.3	2.0
	Medium	55.7	37.1	4.3	2.9
	Large	50.0	43.5	6.5	0.0
Region	North	64.0	30.2	5.8	0.0
	Centre	67.5	26.5	3.4	2.6
	Chişinău Municipality	67.4	27.1	5.1	0.4
	South	71.1	26.3	0.0	2.6
	Gagauzia	56.2	18.8	18.8	6.2
Total		66.8	27.2	4.9	1.1

Q26 – Does the company you represent make its anticorruption policies known to potential business partners and assess whether they have effective anticorruption programs? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	68.8	19.9	8.5	2.8
	Services	76.3	21.2	1.7	0.8
	Transport and Communications	71.6	24.3	2.7	1.4
	Industry/Construction	67.9	27.2	4.9	0.0
	Agriculture	56.9	29.2	9.7	4.2
	Other	68.2	22.7	9.1	0.0
Company size	Micro	72.2	22.1	4.9	0.8
	Small	68.2	23.8	6.0	2.0
	Medium	61.5	27.1	5.7	5.7
	Large	65.2	26.1	8.7	0.0
Region	North	65.1	27.9	7.0	0.0
	Centre	71.7	21.4	2.6	4.3
	Chişinău Municipality	70.8	23.4	5.1	0.7
	South	73.7	23.7	0.0	2.6
	Gagauzia	31.2	18.8	43.8	6.2

Total		69.0	23.6	5.7	1.7
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Q26 – Is the company you represent a member of an association that prioritizes the fight against corruption in its program? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	86.5	7.1	4.3	2.1
	Services	90.7	6.8	1.7	0.8
	Transport and Communications	79.6	14.9	4.1	1.4
	Industry/Construction	89.3	6.8	3.9	0.0
	Agriculture	81.9	5.6	9.7	2.8
	Other	77.3	18.2	4.5	0.0
Company size	Micro	89.7	6.5	3.8	0.0
	Small	84.8	7.9	5.3	2.0
	Medium	82.9	10.0	1.4	5.7
	Large	73.9	17.4	8.7	0.0
Region	North	83.7	9.3	7.0	0.0
	Centre	88.9	6.0	1.7	3.4
	Chişinău Municipality	86.4	9.2	3.7	0.7
	South	89.5	7.9	0.0	2.6
	Gagauzia	62.6	6.2	31.2	0.0
Total		86.1	8.3	4.3	1.3

Q27 – Who should monitor the implementation of anticorruption rules and procedures in your organization? (%)

		Management of the organization	An external audit and certification company	Branch business association / Employers' association	Internal Ethics and Integrity Commission	Prosecution	Ministry	State	No one	I don't know	I don't answer
Field of activity	Trade	58.2	14.2	11.3	9.2	0.7	0.0	0.0	0.0	10.6	4.3
	Services	51.7	14.4	14.4	10.2	0.8	0.0	0.0	1.7	11.9	2.5
	Transport and Communications	56.8	13.5	14.9	6.8	0.0	0.0	1.4	2.7	8.1	4.1
	Industry/Construction	59.2	11.7	15.5	14.6	0.0	1.0	0.0	1.9	7.8	1.9
	Agriculture	58.3	16.7	9.7	8.3	0.0	0.0	0.0	0.0	13.9	5.6
	Other	68.2	9.1	9.1	13.6	0.0	0.0	0.0	0.0	0.0	0.0
Company size	Micro	54.8	14.8	11.8	9.9	0.8	0.4	0.0	0.8	11.4	5.7
	Small	56.3	11.9	14.6	8.6	0.0	0.0	0.7	2.6	11.9	0.7
	Medium	67.1	7.1	11.4	11.4	0.0	0.0	0.0	0.0	4.3	1.4

	Large	58.7	23.9	17.4	15.2	0.0	0.0	0.0	0.0	4.3	2.2
Region	North	59.3	7.0	14.0	5.8	0.0	0.0	0.0	1.2	12.8	3.5
	Centre	47.0	16.2	16.2	13.7	0.9	0.9	0.0	0.0	12.8	5.1
	Chişinău Municipality	59.7	14.7	12.8	10.6	0.4	0.0	0.4	1.8	7.3	2.2
	South	71.1	15.8	2.6	5.3	0.0	0.0	0.0	0.0	7.9	2.6
	Gagauzia	43.8	12.5	12.5	12.5	0.0	0.0	0.0	0.0	25.0	12.5
Total		57.2	13.8	13.0	10.2	0.4	0.2	0.2	1.1	10.0	3.4

Q28 – Do you think the existence of anticorruption rules and procedures would be useful for the private sector? (%)

		Yes	No	I don't know	I don't answer
Field of activity	Trade	78.7	12.8	8.5	0.0
	Services	81.3	13.6	5.1	0.0
	Transport and Communications	79.7	17.6	2.7	0.0
	Industry/Construction	80.5	13.6	4.9	1.0
	Agriculture	79.1	13.9	5.6	1.4
	Other	81.8	9.1	9.1	0.0
Company size	Micro	76.0	15.6	8.4	0.0
	Small	81.5	14.6	2.6	1.3
	Medium	87.2	7.1	5.7	0.0
	Large	86.9	10.9	2.2	0.0
Region	North	76.7	12.8	10.5	0.0
	Centre	88.0	9.4	2.6	0.0
	Chişinău Municipality	76.5	17.2	5.9	0.4
	South	84.2	5.3	7.9	2.6
	Gagauzia	87.5	12.5	0.0	0.0
Total		80.0	13.8	5.8	0.4

Q29 – In the company you represent, was there at least one training course for employees or managers on the fight against corruption in the past year (2023)? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	92.2	6.4	0.7	0.7
	Services	85.6	13.6	0.8	0.0
	Transport and Communications	85.0	12.2	1.4	1.4
	Industry/Construction	83.5	14.6	1.9	0.0
	Agriculture	86.1	6.9	4.2	2.8
	Other	68.2	31.8	0.0	0.0
Company size	Micro	89.3	9.9	0.8	0.0
	Small	88.8	7.9	2.6	0.7

	Medium	78.6	17.1	1.4	2.9
	Large	71.7	23.9	2.2	2.2
Region	North	83.7	16.3	0.0	0.0
	Centre	86.3	11.1	0.9	1.7
	Chişinău Municipality	87.6	9.9	1.8	0.7
	South	84.2	13.2	2.6	0.0
	Gagauzia	81.3	12.5	6.2	0.0
Total		86.2	11.5	1.5	0.8

Q29 – Are your team members in the company you represent interested in participating in courses, seminars, and conferences on the fight against corruption? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	61.0	27.7	10.6	0.7
	Services	50.0	43.2	6.8	0.0
	Transport and Communications	52.6	25.7	20.3	1.4
	Industry/Construction	53.4	35.9	10.7	0.0
	Agriculture	41.6	40.3	15.3	2.8
	Other	40.9	50.0	9.1	0.0
Company size	Micro	57.8	31.9	10.3	0.0
	Small	49.0	34.4	15.9	0.7
	Medium	44.3	45.7	7.1	2.9
	Large	45.7	39.1	13.0	2.2
Region	North	40.7	39.5	19.8	0.0
	Centre	55.5	36.8	6.0	1.7
	Chişinău Municipality	55.3	32.6	11.4	0.7
	South	52.6	42.1	5.3	0.0
	Gagauzia	43.8	25.0	31.2	0.0
Total		52.4	35.1	11.7	0.8

Q30 – Information and reports on the following company activities are made public: (%)

		Participation in public procurement	Company's social projects	Public-private partnerships	Expenses for sponsorships	Expenditures made as political contributions	None of the options	I don't know	I don't answer
Field of activity	Trade	12.1	14.2	11.3	10.6	6.4	74.5	0.7	1.4

	Services	15.3	16.1	14.4	7.6	6.8	71.2	2.5	0.8
	Transport and Communications	23.0	18.9	14.9	10.8	9.5	66.2	0.0	1.4
	Industry/Construction	27.2	14.6	16.5	17.5	6.8	60.2	1.0	1.9
	Agriculture	15.3	18.1	13.9	8.3	5.6	66.7	4.2	2.8
	Other	31.8	27.3	22.7	22.7	18.2	54.5	0.0	0.0
Company size	Micro	12.2	9.5	9.1	5.3	4.9	79.5	1.1	0.4
	Small	18.5	21.2	16.6	9.9	7.3	64.9	2.0	2.6
	Medium	27.1	25.7	20.0	24.3	10.0	50.0	1.4	4.3
	Large	41.3	26.1	28.3	32.6	17.4	39.1	2.2	0.0
Region	North	23.3	15.1	12.8	9.3	1.2	66.3	1.2	0.0
	Centre	17.9	15.4	16.2	13.7	9.4	69.2	0.9	3.4
	Chişinău Municipality	18.7	16.8	14.7	11.7	8.4	68.5	1.5	0.4
	South	13.2	18.4	13.2	7.9	7.9	68.4	2.6	2.6
	Gagauzia	6.2	18.8	6.2	12.5	6.2	56.2	6.2	12.5
Total		18.5	16.4	14.3	11.5	7.4	67.9	1.5	1.5

Q31 - Has the company joined and participates in collective or sectorial anticorruption initiatives? (%)

		No	Yes	I don't know	I don't answer
Field of activity	Trade	90.8	6.4	2.8	0.0
	Services	85.6	13.6	0.8	0.0
	Transport and Communications	86.4	6.8	6.8	0.0
	Industry/Construction	84.5	12.6	1.9	1.0
	Agriculture	88.8	2.8	4.2	4.2
	Other	72.8	22.7	4.5	0.0
Company size	Micro	90.5	8.4	1.1	0.0
	Small	87.4	6.6	5.3	0.7
	Medium	81.3	12.9	2.9	2.9
	Large	71.7	19.6	6.5	2.2
Region	North	84.9	12.8	2.3	0.0
	Centre	82.9	12.0	3.4	1.7
	Chişinău Municipality	89.0	7.7	2.9	0.4
	South	89.5	7.9	0.0	2.6
	Gagauzia	81.3	6.2	12.5	0.0
Total		86.8	9.4	3.0	0.8

Q32 – In which of the following organizations does your company seek information and assistance on preventing, combating, and reporting corrupt practices in business? (%)

		Chamber of Commerce and Industry	Business/employer associations	Non-governmental organizations	National Anticorruption Centre	Police	Lawyers	Tax Inspectorate	We inform ourselves	Private companies	Press	Administration of the Free Economic Zone	Other	None of the options	I don't know	I don't answer
Field of activity	Trade	11.3	7.8	2.8	0.7	1.4	0.7	0.0	0.7	0.7	0.0	0.0	0.0	71.6	5.7	1.4
	Services	11.9	10.2	10.2	4.2	0.0	0.0	0.8	0.8	0.8	0.0	0.0	1.7	62.7	1.7	0.0
	Transport and Communications	2.7	13.5	2.7	0.0	0.0	1.4	1.4	0.0	1.4	1.4	0.0	0.0	74.3	0.0	4.1
	Industry/Construction	16.5	7.8	1.9	0.0	1.0	1.9	1.0	0.0	0.0	0.0	1.0	1.0	66.0	4.9	0.0
	Agriculture	9.7	8.3	4.2	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	70.8	6.9	2.8
	Other	13.6	9.1	9.1	0.0	4.5	0.0	0.0	4.5	0.0	0.0	0.0	0.0	50.0	9.1	0.0
Company size	Micro	9.5	7.2	5.3	2.3	0.8	0.0	1.1	0.8	0.4	0.0	0.0	0.8	72.6	2.7	0.0
	Small	10.6	11.3	4.6	0.7	0.0	1.3	0.0	0.0	0.7	0.7	0.7	0.0	66.2	5.3	2.6
	Medium	12.9	10.0	4.3	0.0	0.0	0.0	0.0	0.0	1.4	0.0	0.0	1.4	62.9	4.3	4.3
	Large	19.6	13.0	2.2	0.0	4.3	4.3	0.0	2.2	0.0	0.0	0.0	0.0	54.3	8.7	0.0
Region	North	22.1	7.0	4.7	1.2	1.2	0.0	2.3	1.2	1.2	0.0	0.0	0.0	55.8	7.0	0.0
	Centre	6.8	6.0	3.4	4.3	0.9	0.9	0.0	0.9	0.0	0.0	0.9	0.0	70.9	3.4	2.6
	Chişinău Municipality	9.5	11.7	5.9	0.0	0.7	1.1	0.4	0.4	0.7	0.4	0.0	0.7	70.0	2.9	0.7
	South	7.9	5.3	2.6	2.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.6	73.7	2.6	5.3
	Gagauzia	18.8	12.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	62.5	18.8	0.0
Total		11.1	9.2	4.7	1.3	0.8	0.8	0.6	0.6	0.6	0.2	0.2	0.6	67.9	4.2	1.3