



United Nations
MOLDOVA

Brief interim report on the National Consultations on the post-2015 Development Agenda “The Future Moldova Wants”

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■ Communication and consultation strategy: Innovation and Outreach to Make People Heard!

Conceptually the consultations strategy was based on two key pillars: (a) ensure that as many people as possible take part in the consultation, with specific focus on those vulnerable and marginalized who are often not part of the “consultation process”; (b) provide the venues for the people themselves to articulate and say what future they want for themselves;

Furthermore, the whole strategy was designed in close cooperation between all members of the UNCT and was considerably built on on-going UNCT activities in the country and required close cooperation between the members of the UNCT post-2015 Task Force.

The national consultation process was officially launched on 13 December with the UN Country Team and the UN Resident Coordinator Ms. Nicola Harrington-Buhay’s speech in the Plenary Meeting of the Moldovan Parliament (http://www.un.md/news_room/pr/2012/RC_Parliament_13December/index.shtml).

The on-line and on-ground consultation and communication started in November 2012 and involved the following activities:

- An **online survey** on www.un.md/2015 and www.worldwewant2015.org/Moldova2015 web-pages;
- An **SMS-alerting** campaign via all mobile telephony operators of Moldova (Orange, Moldcell/TeliaSonera, Moldtelecom) implemented in two waves: end of December 2012 and the second half of January 2013 promoting the Post-2015 webpage at www.un.md/2015;
- A **video-spot** (http://www.youtube.com/watch?feature=player_embedded&v=Jg_rCYUHPTE) aired on the key national TV stations between December 2012 and February 2013. It is based on 8 persons presenting 8 tentative themes: equality, decent work, education+children+diversity, migration and family, infrastructure, aging and elderly);
- **Facebook** (www.facebook.com/Moldova2015) and **twitter** accounts (<https://twitter.com/Moldova2015>);
- **Banners** on some partners’ sites;
- **Consultations on the ground** with the following key features:
 - Process focused not as much on pre-defined themes but more on **stakeholders and social groups**;
 - **Building on on-going activities** by UN Country Team;
 - **Targeted consultations** with the most vulnerable populations groups and communities (identified based on the national **Small Area Deprivation Index**);
 - **Consulting not only Moldovans physically present in Moldova, but also those working abroad**: dedicated outreach consultation with Moldovan Diaspora (Russia, Italy, Portugal) nested in the joint UNDP - IOM – UN Women Mainstreaming Migration into Development Project;
 - **Nation-wide representative opinion poll** (end of January).

By 28 January, 2013 the web-page www.worldwewant2015.org/Moldova2015 registered about 23,000 pageviews, including about 6,500 unique pageviews. At the same time, www.un.md/2015 which is mirrored on the global website, registered 18,334 unique pageviews by end January.

In the period of November 2012 – January 2013 over 6,000 people expressed their opinion on “The Future Moldova Wants” through the above-mentioned surveys and consultations on the ground:

- Over 5,200 respondents participated in the online survey on www.un.md/2015 web-page by 31 January, with the following distribution:
 - 41.4% women and 58.6% men respondents;

- the most active is the young population (under 25 years old), which represents 36.3% of the total respondents, the respondents between 25-50 years old represent 54.5% and only 9.2% are respondents above 50 years;
- also, the most active are residents from the capital-city of Chisinau (44%), while the rest 56% of respondents are from other regions of the country.
- The national representative survey conducted in late January by sociological company CBS-AXA covered 1,100 respondents and the results are expected in early February.
- A total number of 13 consultations were organized by the Facilitators' Team of the think tank "Expert-Grup" with stakeholders groups, including vulnerable groups (with other two focus groups scheduled to take place in early February):
 - **December 12, 2012** – regional focus group with disadvantaged children and youth, organized in Cahul town (Southern Moldova);
 - **December 13, 2012** – regional focus group with women with small income or without jobs and with many children from the rural area, organized in Negresti village, Straseni rayon (Central Moldova);
 - **December 14, 2012** – focus group with people with disabilities from the rural and urban areas, organized in Chisinau;
 - **December 19, 2012** - focus group on small business and economic development with farmers and entrepreneurs from the rural area, organized in Leova town (Southern Moldova);
 - **December 20, 2012** – focus group with community social assistants, organized in Soroca town (Northern Moldova);
 - **December 21, 2012** – focus group with family doctors, organized in Singerei town (Northern Moldova);
 - **January 3, 2013** - focus group with teachers and other representatives of the education sector, organized in Hincesti town (Central Moldova);
 - **January 4, 2013** - focus group with representatives of local public authorities (mayors and local councilors), organized in Ungheni town (Central Moldova);
 - **January 16, 2013** - focus group with representatives of CSOs active in water, energy and environment protection areas, organized in Chisinau;
 - **January 17, 2013** - focus group with representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field, organized in Chisinau;
 - **January 17, Chisinau** - focus group with representatives of CSOs representing the LGBT group, organized in Chisinau;
 - **January 18, 2013** - focus group with representatives of CSOs representing and protecting people with disabilities, organized in Chisinau;
 - **January 26, 2013** - focus group with representatives of urban SMEs organized in Chisinau.

In the above-mentioned focus groups a total number of 178 people were consulted, including:

- 62% women and 38% men;
- most of them - 42% - are from rural areas, 34.8% - from capital city and 23.2% - from other towns;
- 11.2% are below 20 years old, 12.9% are 20-24 years old, 22.4% are 25-34 years old, 48.9% are 35-60 years old and 3.9% are above 60 years old;
- 74.7% of the participants to focus groups are employed, 13.5% are students and 11.8% are neither employed nor students.
- Additionally, 179 people were involved in consultations process facilitated by the Team of Facilitators and organized as part of previously planned UN events:

- **November 20, 2012** – consultations at the Youth Forum organized by UNICEF, with 50 children between 12-18 years old, boys and girls from rural and urban area, including children with disabilities, children of Roma ethnicity, graduates of residential institutions and beneficiaries of alternative services;
- **November 30, 2012** – consultations at the Retreat of representatives of Joint Information and Services Bureaux of five rayons of Moldova organized by the UN Women (40 representatives of local public administration and public services providers from 5 districts (Ungheni, Telenesti, Singerei, Nisporeni, Cantemir). The participants are members of the Joint Information and Services Bureaus);
- **December 3, 2012** – consultations following the initiation meeting with the Civil Society Advisory Board organized by the UN Women (11 gender equality advocates, women's organizations, representatives of CSOs. The participants are members of the constituted Civil Society Advisory Board);
- **December 6, 2012** – consultations within the framework of the Public Debate on 'Preventing and fighting violence against women' organized by the UN Women in Comrat town (32 students, ethnic minorities, teachers and representatives of CSOs, public authorities);
- **December 18, 2012** – consultations on the sideline of the Tripartite National Consultations on the Development Agenda Post-2015 organized by the ILO in Moldova (40 representatives of line-ministries, public services, trade unions, employers' associations);
- **December 10-12, 2012** - a survey conducted as part of mapping of the communities densely populated by Roma exercise nested in the Roma Poverty Thematic Trust Fund project implemented by UNDP Moldova (6 questionnaires submitted by Roma respondents).

■ Topics covered during the national consultations

Focus groups

The consultation process is organized according to the Guidelines for the Country Dialogues, with the following structure:

- General presentations of the initiated national consultations on the Post-2015 development agenda;
- Presentation of main reasons and expected outcomes from the consultations;
- An interactive process of answering the proposed list of questions developed in compliance with the 'Post-2015 Guidelines for Country Consultations' (July 2012);
- Presentation of results and validation of conclusions with the group.

From the start the decision was made not to go with a half-cooked menu of themes to ask. On the contrary, the people were given full freedom in identifying and putting forward the issues of the highest importance for their future in the post-2015 world. First, this allows avoiding a sector-based approach towards identification of themes and taking a perspective different to MDGs. Secondly, it offers more legitimacy as people's thinking is not confined to predetermined set of themes; on the contrary, people are invited to make their own choices.

The list of questions is also elaborated according to the guiding questions, with a total number of 15 questions addressed during the focus groups and a shorter version of the questionnaire used for the consultations that were incorporated into previously-planned UN events:

- **WHAT?** (35 min)
 1. What are the biggest problems faced by the Moldovan population that you think will not be solved by 2015?
 2. Which are the groups of population affected the most? Why exactly the named categories are the most affected?
 3. What should be done for the population, and especially, the next generations, to live better?
 4. What should be the priorities for Moldova after 2015?
- **WHY?** (25 min)
 1. Why do you think the identified problems have not been solved yet?
 2. Do you think there are inequalities between the wellbeing of the different groups of population in Moldova? Why?
 3. Are there any rural/urban inequalities in wellbeing? Why?
 4. Are there any inequalities in the wellbeing of men and women? Why?
- **WHO?** (10 min)
 1. Who should be involved in solving the identified problems faced by the population of Moldova?
 2. Which actors and institutions outside the country should be involved in solving the identified problems faced by the population of Moldova?
- **HOW?** (10 min)
 1. How do you think each of us can influence the change for the better in Moldova?
 2. How can we assess progress achieved by Moldova in ensuring the welfare of the population?
 3. How can we ensure that the entire population of our country knows that we have or have not achieved the desired goals?
- **WHEN?** (10 min)

1. How long do you think that it will take for the population of Moldova to attain the desired level of welfare?
2. Do you consider necessary the implication of the population in the evaluation of progress? When do you believe that it would be best to conduct these consultations? How should be the consultations on the progress assessment conducted?

On-line survey

The www.un.md/2015 web-page includes a survey module containing 4 questions:

1. What will future generations / your children need to live well in your community?
2. Are these things currently missing in your community?
3. What are the main reasons some people do not leave well in your community? What is necessary to achieve the future you want?
4. Whose situation in particular you wish to improve in the future?

Social poll

The questionnaire for the representative opinion poll conducted at the end of January 2013 included six questions with pre-defined answers, capturing and aggregating the main topics covered and discussed during the consultations:

1. Overall, do you consider you live well?
2. What do you lack to live better?
3. Which do you think are the groups of the population in the Republic of Moldova that live worse than the others?
4. What is necessary for people from Moldova to live better in long-term?
5. Who has the primary role in ensuring a better life in long-term?
6. Which do you think are the biggest challenges Moldova will face in the long-term?

Social media and forums

On the Facebook, Twitter and www.un.md/2015 discussions forum page specific questions and interesting information from the consultation process is placed for further discussion and comments.

■ Preliminary results from consultations

The answers to the questions in the surveys and the discussions generated during focus groups fully reflect the current development level of Moldova. Most of the people participating in consultations referred mainly to physiological needs (incomes, access to water), safety needs (security, order, law) and social needs (family, well-educated society), fewer people referred to self-esteem needs (achievements, responsibility) and self-actualisation needs (personal growth).

The most often quoted problems mentioned in the consultations refer to:

- **Low revenues and poverty.** This refers to salaries, pensions and social payments. In many consultations concerns were expressed for the pensioners who do not have the possibility to work and to earn money to supplement the meagre pension that does not cover the cost of living. As some of the consultations revealed (with CSOs members, representatives of ministries, public services, trade unions and employers' associations) there is a real concern about the increasing dependency ratio and a clear understanding about the incapacity to increase pensions and social payments in this context.
- **Lack of jobs.** This aspect was mentioned in each consultation. The problem is more acute for young graduates who cannot find a job. This is a severe problem posing a real risk of generating tensions in the society. *"Unfortunately the existent jobs are already occupied. Persons at the retirement age continue to work, to receive both pension and salary, but young people are unemployed"* one participant from the disadvantaged youth group mentioned. Also, the rural population is particularly affected as there are fewer employment opportunities in rural areas, either in public sector or in agriculture. Another strongly affected group are persons with disabilities, for whom the labour market is more rigid, and who face serious discrimination.
- **Migration.** During the focus groups this problem was more often quoted by children, social assistants, teachers, local public authorities. The most affected are the children and youth left behind by their parents. Some of children and youth make desperate statements: *"we are left with our grandparents, but you know...it's wacky to be with grandparents"* was mentioned by one representative of the vulnerable youth group. Sometimes parents regret their decision to leave: *"In our family my husband was abroad for five years and we regret it very much. First our boys missed their father, later they got used and now their father is not an authority for them. This is very difficult"*, mentioned a women from a rural area. Representatives of business, civil society, ministries, trade unions and employers' associations also mentioned the problem of brain-drain with its negative consequences on economic development.
- **Poor access and quality of education.** While most of the rural adult inhabitants refer to the physical access to schools that are not present in every village, children, quite interestingly, refer more often to the quality of education and to the quality of their schools that are not modernized compared to what they have seen on the TV in other countries or what they have heard from migrants. The problems of poor quality of professional education and of the mismatch between the labour market demand and the supply of the educational institutions were not missing from the discussion.
- **Poor access to early childhood education and care services.** This issue bothers most of the population, especially children and women. One reason for this is the high migration level, leaving their children with insufficient attention: *"Education starts in the family and continues in kindergarten, school, society. Many parents are abroad, others do not know how to educate their children, there are not kindergartens in each and every village, and schools are closing: therefore, we have an uneducated society"*.
- **Poor access to health services.** While more people mentioned the quality of health care institutions, the most disadvantaged seem to be the rural inhabitants who do not have permanently doctors in their villages: *"In emergency cases, you cannot wait for the day the family doctor will be in the village ... you risk complications"*

or even to die if you don't take the necessary pills" a woman from a rural area mentioned. Also, the population with low income is more affected as the mandatory social insurance scheme does not provide for the universal coverage and most participants in the consultations are not satisfied by the scheme. This worsens the general health status of the population: *"People do not go to doctor because they do not have money and there is corruption. Therefore the health of the population is deteriorating"*.

- **Intolerance and discrimination.** While some disadvantaged groups (such as persons with disabilities, LGBT community, and people living with HIV/AIDS) encounter more specific problems, most of the respondents were aware of the existence of this problem, including children. The children with disabilities that have to study in special institutions or do not go to school at all are particularly vulnerable. Women are the most numerous group of discriminated population: they face discrimination on the labour market in terms of employment opportunity, promotion at work and salary. While most of the respondents agreed that discrimination of women exists in Moldova, not everybody was ready to give a solution or to insist on its elimination, mentioning the 'traditional society' and the 'long way to a change'.
- **Poor infrastructure.** The issue related to the infrastructure most often raised in the consultations is the poor access to water, which is seen both as a problem of daily life and as a negative factor affecting the population's health. This is a serious issue in the rural areas, which is not given enough attention; as one of the representatives of civil society in environmental area said: *"It is well known that water is a basic good, but paradoxically no attention is given to the quality and rational utilization of water in Moldova"*. Poor quality and lack of access to safe water and sewage infrastructure, as well as poor roads infrastructure were mentioned by local public authorities and business representatives as major constraints to attract investment in the regions.
- **Polluted environment.** While less discussed than other issues, the environment was quoted often due to its impact on health and its deteriorating status. Unauthorised garbage disposals, poor waste management, low diversification of energy resources were primarily mentioned by the representatives of the civil society and certain representatives of the business environment. An important issue mentioned by the majority of the respondents was the weak information of people on the environmental issues and poor ecological education.
- **Corruption** This is one of the main culprits of the governance in Moldova. People say that corruption is everywhere: *"It is present everywhere, but simple people meet corruption every day in schools and hospitals"*. Another opinion of an employee in the education sector says: *"Corruption is present everywhere and is encountered when one goes to a doctor, with or without health insurance, when one wants to start a business or when one needs a certificate or a public service"*. There was a general agreement among the participants in consultations that all people are equally affected by corruption, as it 'glides over the whole society' and demotivates all people.
- **Human rights violation.** This issue was also raised in most of the consultations, including by children. People see their rights violated in most of the state institutions and do not see the law and the justice protecting their rights. *"Currently in Moldova the one who has the money has the rights too. The fairness is at the bottom of the ocean. Money rules the country"*, a woman from a rural area said. In a more subtle way, children say they are often not taken seriously by grown-ups, ignored and are shut out of discussions in the schools: *"Some of us want to contribute to the development of the school and community, but now it is not always possible"*. The most affected seem to be persons with disabilities, persons infected with HIV/AIDS and tuberculosis, some ethnic minorities (Roma population), and LGBT community.
- **Unfair and inefficient social protection system.** Most of the people refer to the low pensions and social benefits that do not cover the cost of living for the people unable to earn additional income, especially pensioners and persons with disabilities. However, other participants consider that some forms of social assistance are not necessary at all: *"Social aid encourages laziness in villages. The beneficiaries of social aid*

are those who do not want to work, while we ... the budgetary employees pay taxes to support them. This money should be used for education instead" a teacher mentioned.

A number of other problems were discussed less often, but still people give them importance, such as: domestic violence and abuse against women, indifference in the society, the Transnistrian conflict, unpatriotic orientation of politicians and population, energy security, population decline, too high involvement of the church in political life, and others.