The World Justice Project

General Population Poll
Full Fieldwork Methodological Report 2014

The General Population Poll in Moldova was conducted for the World Justice Project Rule of Law Index with sampling, fieldwork and data processing by MRP-EURASIA based in Moldova.

I.   General Description:

1. What were the exact dates of fieldwork?
10 October – 10 November 2014

2. What was the mode of interviewing? (e.g. face-to-face interviews, by telephone, online)
Face-to-Face interviews

3. What was the achieved sample size?
1000 interviews

4. In what languages were the interviews conducted? If more than one language was used, how many interviews were conducted in each language?
Russian - 42%, Moldavian – 58%

5. What was the average length of each interview? What was the length of the longest interview? What was the length of the shortest interview?
36 minutes

II.   Customization of Questionnaire:

6. Please list all final adaptations to the terminology of the questionnaire (e.g. **q9a**: Changed "President" to "Prime Minister" or **q3**: Changed "Environmental Protection Authority" to "Department of Conservation").
No adaptations to the terminology.

7. Please list the ethnic groups, religious preferences, and income brackets applied in the customization of the questionnaire's demographic section.

1.   **relig.** religious preference

Orthodox Church
The Roman Catholic Church
Judaism
Other

2.   **etni.** racial-ethnic background

Moldavian
Russian

| Ukrainian |
| Bulgarian |
| Gagauz |
| Jews |
| Romanian |
| Roma |
| Other |

3. **income.**

J	Low household income 0 – 200 USD
R	below the average household income 201 - 300UDS
C	Average household income 301 - 500 USD
M	above the average household income 501 - 900 USD
F	Highest household income 901 - … USD

| 8. Please list any other changes to the demographic section of the questionnaire. |
| NO changes |

III. Survey Design:

| 9. What was the target population/sample universe for the survey? |
| National representative sample
• The sample was stratified by income level or socioeconomic status, divided proportionally based on each level's share of the country's population.
A gender quota of 50:50 (Male: Female) was applied. |

| 10. After city, what was the primary sampling unit for the survey? |
| Zone (urban sector). |

| 11. What sub-populations or stratum were used? |
| - Target age population for the Poll: 18 – 65+ y.o
Socio-demographic categories are specified also by urban regions (three largest cities by population) gender (50% -m, 50% - economic status (5 intervals), education level, ethnicity, and religion |

| 12. Please describe, in detail, the stratifications or quotas that were applied during fieldwork. What variables were involved? (e.g. city, gender, age, socio-economic status, etc.) What questions/criteria were used to classify a respondent for each relevant stratum? What information source was used to set quotas or targets? (e.g. census data, population statistics, etc.) Please provide a link or attachment if possible. |
| |

The level of household income per annum (in each box below the specified level of income in USD based on each income level's respective share of the country's population)	Age (years old intervals)						SUMM
	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	65+	
Highest household income 901 - ... USD							
mun. Chisinau (Central Region)	3	5	6	6	3	2	25
mun. Balti (Northen Region)	0	1	2	2	0	0	5
mun. Cahul (Southern Region)	0	0	1	1	0	0	2
Sub-total	3	6	9	9	3	2	32
above the average household income 501 - 900 USD							
mun. Chisinau (Central Region)	10	26	32	23	12	8	111
mun. Balti (Northen Region)	3	12	13	11	4	2	45
mun. Cahul (Southern Region)	1	3	4	2	1	0	11
Sub-total	14	41	49	36	17	10	167
Average household income 301 - 500 USD							
mun. Chisinau (Central Region)	23	58	63	58	44	18	264
mun. Balti (Northen Region)	9	18	24	22	12	5	90
mun. Cahul (Southern Region)	3	9	12	13	7	2	46
Sub-total	35	85	99	93	63	25	400
below the average household income 201 - 300UDS							
mun. Chisinau (Central Region)	13	29	38	28	23	16	147
mun. Balti (Northen Region)	3	9	12	13	7	2	46
mun. Cahul (Southern Region)	1	5	6	7	3	1	23
Sub-total	17	43	56	48	33	19	216
Low household income 0 – 200 USD							
mun. Chisinau (Central Region)	15	28	30	25	15	7	120
mun. Balti (Northen Region)	3	8	11	10	8	3	43
mun. Cahul (Southern Region)	1	4	6	6	3	2	22
Sub-total	19	40	47	41	26	12	185
Total	88	215	260	227	142	68	1000

AGE	18 - 25	88
	26 - 35	215
	36 - 45	260
	46 - 55	227
	56 - 65	142
	65 +	68
RELIG	Orthodox Church	727
	The Roman Catholic Church	47
	Judaism	208
	Other	3
	Prefer not to answer	15
ETHNI	Moldavian	568
	Russian	92
	Ukrainian	220
	Bulgarian	30
	Gagauz	34
	Jews	12
	Romanian	7
	Roma	21
	Other	14
	Prefer not to answer	2

income	J	185
	R	216
	C	400
	M	167
	F	32
	Prefer not to answer	

edu	None	9
	Elementary school diploma	44
	Middle school diploma	402
	High school diploma or equivalent	256
	Bachelor's degree	184
	Graduate degree (Masters, Ph.D.)	103
occup	Independent professional (doctor, lawyer, architect, etc.)	71
	Business owner	55
	Salaried employee	332
	Self-employed informal	34
	Temporarily out of work	91
	Retired / pensioner	194
	Doesn't work / responsible for shopping and housework	98
	Student	97

We combined information from two sources in order to set the sample quotas. The first source taken into account The National Bureau of Statistics of Moldova (http://www.statistica.md/index.php?l=en), which provided us with the information about the average income in Moldova at the individual level, and the number of people living in e city. Next, we used internal statistical data from our previous projects where we had nationwide representative samples. We combined the age and income distribution for three biggest cities in Moldova and created the sample distribution quotas.

13. Please describe, in detail, how the sample was drawn. Were any external population statistics, census data, or other sources of information used to draw the sample? If yes, please provide a link to the source or an attachment if possible.

The sample was drawn based on the above described approach, along with other data we have collected from othe surveys conducted for our clients at local level. Thus, the sample was drawn based on standard population distributions that we know to have an impact on data accuracy.

14. What were the three cities included in the fieldwork? In what region, province, and district is each of the three cities located?

1st city: Chisinau	667
2nd city: Balti	229
3rd city: Cahul	104

1st city: Chișinău is the capital and largest city of the Republic of Moldova. It is Moldova's main industrial and

commercial center, and is located in the middle of the country. According to January 2014 official estimates, Chişinău proper has a population of 674,500 and the municipality of Chişinău is home to 804,500 residents.[3] Chişinău is the most economically prosperous locality in Moldova and its largest transportation hub. As the most economically and socially important municipality in Moldova, the city has a broad range of educational facilities.

2nd city: Bălți is the second largest in terms of area and economic importance after Chişinău, and the second largest in terms of population after Chişinău The city is one of the five Moldovan municipalities. Sometimes also called "the northern capital", it is a major industrial, cultural and commercial centre and transportation hub in the north of the country. It is situated 127 kilometres north of the capital Chişinău/ According to the 2012 Moldovan Census, data submitted by the Department of Statistics and Sociology of the Republic of Moldova, the population of municipality of Bălți was 127,561, of which the population of the city itself was 122,669.

3rd city: Cahul is the third lagest city in southern Moldova. The city is the administrative center of Cahul District. As of 1 January 2009, it has an estimated population of 39,400. Sometimes also called "the sorthern capital", it is a major industrial, cultural and commercial centre and transportation hub in the Sorth of the country.

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15. Please describe, in detail, how neighborhoods/settlements were selected in each city.

Respondents were selected randomly from all the 8 zones (districts) in Chisinau, so that each zone to be represente in the final distribution. Regarding the other 2 cities, Balti and Cahul, we used 3 and 1 zones (districts). The numb of population of each sector is almost the same in Chisinau. In Balti and Cahul we have used more larger administrative autonomic districts (divided each city in 3 and 1 almost equal zones by number of population).

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16. Please list the neighborhoods/settlements selected for the survey.

zone.
Chisinau - 1

Center 11
Riscani 12
Ciocana 13
Petricani 14
Botanica 15
Buiucani 16
Telecentru 17
Malaya Malina 18

Balti – 2

Central District 21
District "BAM" 22
District "North Station" 24

Cahul – 3

Cahul 31

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17. Were any neighborhoods/settlements substituted due to interviewer safety, inaccessibility, or other

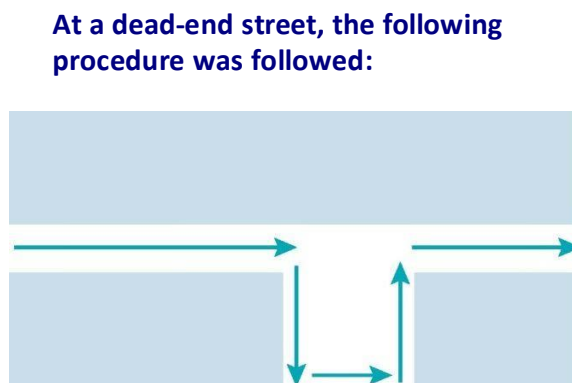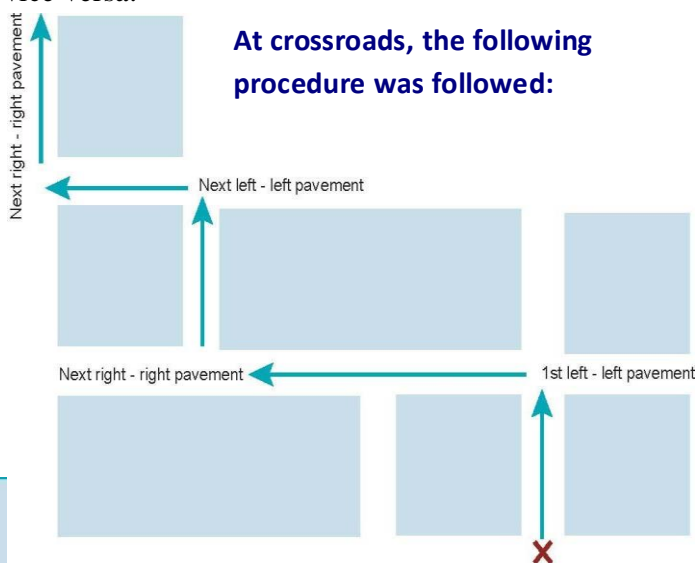| logistical reasons? If yes, please list these neighborhoods/settlements and the reason, in detail, for the substitution. |
|---|
| Were did not observe such kind of problems |

18. Describe, in detail, how households were selected in each neighborhood/settlement.
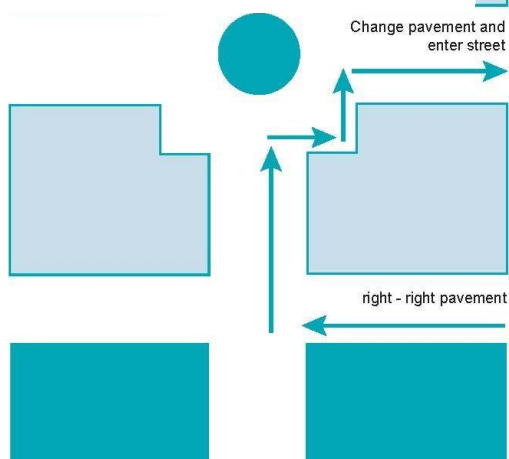
Random Walk (route) Procedure for this study

Interviewers had to follow strict instructions for identifying potential respondent-households:

Office buildings, uninhabited/abandoned housing units, schools, hospitals, public buildings, factories, workshops, supermarkets and shops were excluded from the count. He/She rang the doorbell of every fifth housing unit (i.e. houses or apartments).

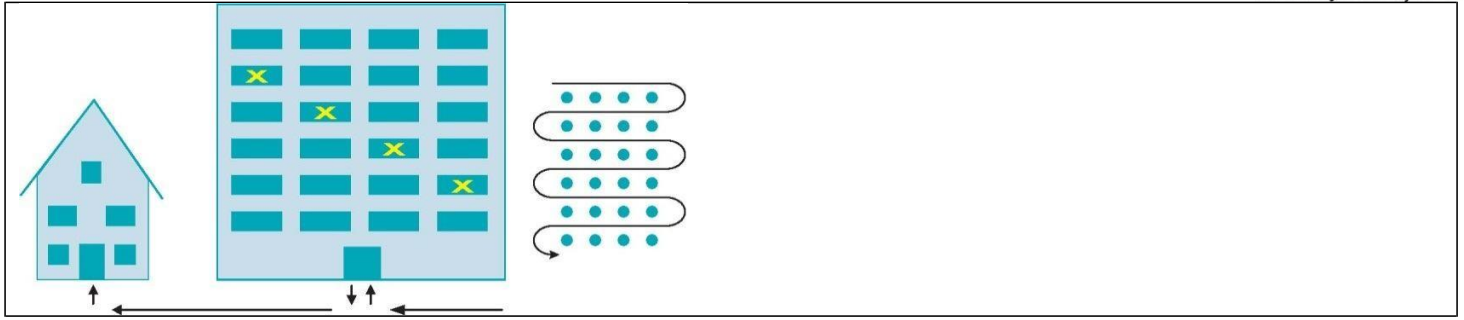| 1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.
Start															
1st contact					2nd contact					3rd contact					4th contact

Facing the street, the interviewer went to the left. When turned at the end of the street, the interviewer did not stop counting housing units. If there was no other street (e.g. a park) at the end of the street, then the interviewer returned to the corner of the street where he/she changed direction and turns left if he/she previously turned right or vice versa.

At crossroads, the following procedure was followed:

Next right - right pavement

Next left - left pavement

Next right - right pavement

1st left - left pavement

At a dead-end street, the following procedure was followed:

At a square or roundabout, the following procedure was followed:

Change pavement and enter street

right - right pavement

In the case of multiple housing units (e.g. apartments), the following procedure had to follow: the interviewer considered every apartment as a separate housing unit and started at the top of the building, working his/her way down. If there was no easy access to the building, the interviewer counted the doorbells starting at the top left end and ending at the bottom right. When leaving the apartment building, the interviewer continued with the first housing unit encountered next to the building.

IV.   Respondent Selection

19. How were individual respondents selected within each household?

Random respondent selection

Respondents were selected based on the 'last birthday' method. With the help of the contact person, the interview e selected the household member whose birthday comes next. According to the methodology only one interview per household had to be hold.

20. Describe the procedure for respondent substitution. How many substitutions took place during the survey?

The substitution of the selected respondent was allowed only after three failed attempts (calls) to reach him/her. O interviewers made 110 substitutions.

21. Describe the procedure for callbacks. How many attempts were made to reach a selected respondent?
    In aggregate, what were the contact rates for each attempt?

Total attempts to reach respondent - 1110 . Unsuccessful / interrupted interviews – 110. Successfully implemented interviews - 1000

Nr	City	No appropriate respondent in a household	Refusal to be interviewed	Interrupted interview	Successfully completed interview	Total	IR %
1	Chisinau	56	12	10	667	745	89,53%
2	Balti	11	7	3	229	250	91,60%
3	Cahul	7	3	1	104	115	90,43%
	TOTAL	74	22	14	1000	1110	90,09%

22. Were any groups of individuals deliberately excluded from the survey?
    (e.g. Government employees, police officers, market research professionals, etc.)

NO individuals were excluded

23. Please explain how respondents were randomly divided between the
    Treatment and Control questionnaires.

Since, according to the conditions experiment the sample was randomly divided into two groups, we used a simple principl "one-by-one" - each interviewers conducted its own count with alternating respondents from "Control" and "Treatment"

V.   Supervision and Quality Control

24. How many interviewers worked on the project? Divided into how many teams? How many male and
    how many female interviewers?

The MRP-EURASIA interviewers are 25-35 years old, who graduated from university. 85% of them are specialists in sociology, economics, marketing and management and 60% of them are women.

Nr	City	Supervisors	Interviewers	Women	Men	Total	% Women	% Men
1	Chisinau	1	6	4	2	7	66,67%	33,33%
2	Balti	1	4	2	2	5	50,00%	50,00%
3	Cahul	1	3	2	1	4	66,67%	33,33%
	TOTAL	3	13	8	5	16	61,54%	38,46%

25. Please describe how interviewers were trained for the project.

Supervisors and interviewers were trained on the questionnaire, the execution of field procedures, and the interviewing script and vocabulary. Interviewers were able to properly convey the meaning of each question.
MRP EURASIA always is oriented to offer qualitative products and services. One of the component, which ensures this is professional development of the field staff. We did applied 2 various methods, including (1) distance learning elements (webinars with local field coordinators), because our branches are located in many countries and second stage – training in local offices for interviewers and supervisors, organized by local field coordinator. These trainings were focused on F2F PAPI polling methodology, quality control, effective communication techniques and the structure and content of the questionnaire, as well as the meaning of each question. Other training components were ensuring qualitative data entry, quota distribution and sampling
The central office prepares all necessary materials regarding methodology, manual and the schedule of the trainin sessions, taking into consideration the project specifics and requirements.

26. What was the process for back-checking interviews? How many interviews were conducted under direct supervision? How many interviews were checked through in-person or telephone back-checks by the supervisory team? How many back-checks were performed by the central office?

The main purpose of control was to identify non-genuine (deceptive), and low quality completed questionnaires, failure interviewers requirements on selection appropriate respondent.
Supervision work of interviewers was conducted in accordance with international standards of marketing and sociological research ICC / ESOMAR Code and the AMA ("Notes on how to apple the ICC / ESOMAR International Code of Marketing and Social Research Practice" (June, 2001).

Control of interviewers included the following components:
• Logical / visual
• Telephone
• Address

Verification work was implemented immediately upon receipt of the first completed questionnaires (concurrently with baseline survey). The questionnaires for checking were selected randomly.. The head and local offices involved respectively five and three employees for the local field team controlling. Below we are presenting controlling components:
¬ Visual control questionnaires for completeness and logic filling - 100%
¬ Visual control of route sheets to comply with the route, steps and logic filling - 100%
¬ Control field by supervisors (personal presence at interview) - 16%
¬ Control conducted interviews by back telephone calls respondents - 14%
¬ Control conducted interviews by a return visit to the household - 8%
¬ Control data entry by local office (database) - 100%
¬ Control data entry by Head office (database) - 30%

27. Were any questionnaires rejected for quality-control reasons? If so, how many?
9 questionnaires were rejected due to: incomplete answers (3), error in logic of filling inter-connected questions (3), spoiled due bad weather conditions (3). All rejected questionnaires were replaced by other questionnaires (for this purpose have bee conducted 9 substituted additional interviews).

28. Please describe the data entry process. How was the process supervised? How many questionnaires were selected for double-entry?
Data entry has been implemented immediately upon receipt the first completed questionnaires (during the baseline survey). 3 people were engaged in the data entry process. 2 people (including one IT specialist) visually checked the correctness of data entering (after entering each 5 questionnaires) ¬ Control data entry by local office (database) - 100% ¬ Control data entry by Head office (database) - 30%

29. What was the contact rate for the survey? What was the cooperation rate? What was the net response rate?

Nr	City	No appropriate respondent in a household	Refusal to be interviewed	Interrupted interview	Successfully completed interview	Total	IR %	
1	Chisinau	56	12	10	667	745	89,53%	
2	Balti	11	7	3	229	250	91,60%	
3	Cahul	7	3	1	104	115	90,43%	
	TOTAL	74	22	14	1000	1110	90,09%	

30. What was the number of unsuccessful interviews? What was the reason for each unsuccessful interview? (e.g. There was no answer at the selected household, the respondent refused, the respondent could not speak the necessary language, etc.)

City	Refusal to be interviewed	Interrupted interview	Total number of unsuccessful interviews	
Chisinau	12	10	22	
Balti	7	3	10	
Cahul	3	1	4	
TOTAL	22	14	36	

VI.   Other

31. Please include any other comments you have on the design, implementation, and data processing for the survey.
No other comments