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# MAPPING STUDY OF SERVICES PROVIDED IN PILOT RAYONS: SINGEREI, TELENESTI, NISPORENI AND CANTEMIR IN THE AREA OF EMPLOYMENT, SOCIAL PROTECTION AND ENTREPRENEURSHIP

Since 2010 in the Republic of Moldova it is implemented the Program “Women’s economic empowerment through increased employability in the Republic of Moldova”. The program is an initiative of the Government of the Republic of Moldova with the financial support of Swedish Agency for International Development and Cooperation (SIDA) and UN WOMEN. The mission of the Program is to support the population in rural and sub-urban areas, especially women, to exercise their social and economic rights through enhancing the access to the quality information and services on the employment market and in the field of social protection. These are proposed to be achieved developing the quality of local services and increasing the capacities of service providers in rendering better and more accessible services. The major objective of the Program is that women in rural areas to become more informed and empowered in order to benefit from their social and economic rights.

During the period of December 2<sup>nd</sup> – May 13<sup>th</sup> were carried out the Mapping Study of services provided in pilot rayons: Singerei, Telenesti, Nisporeni and Cantemir in the area of employment, social protection and entrepreneurship, carried out at the request of the Program “Women’s economic empowerment through increased employability in the Republic of Moldova”.

## The need to elaborate the study:

The need to develop the study was determined by the obvious weaknesses of the actual system of service providing:

- I. lack of awareness among people about existing services, in this manner restricting the access to provided services;
- II. insufficient services at the local level;
- III. segmentation of services provision at different levels of administration;
- IV. lack of coordination and cooperation necessary between different institutions necessary for integrated and coherent services.



**The Study was elaborated within the UN WOMEN Program “Women’s economic empowerment through increased employability in the Republic of Moldova”**

**with the financial support of**

United Nations Entity for Gender Equality and the Empowerment of Women UN WOMEN



and the Swedish Agency for International Development and Cooperation (SIDA)



## The goal:

Mapping of services provided in four pilot rayons of the Republic of Moldova: Singerei, Telenesti, Nisporeni and Cantemir in the area of employment, social protection and entrepreneurship.

## Objectives:

1. Mapping public services rendered by each service provider (state, public and private) in the pilot rayons with focus on social vulnerable groups and women needs;
2. Identifying the dissemination channels of information on provided services (from national to local level and local level);
3. Mapping the service providers NGOs/networks/ active groups in these rayons, educational institutions, financial institutions, media, etc .

## Tasks:

1. Conduct a desk review of all documents regarding the provisions of services by the various providers, including types, cost, outreach, category of population, access, etc.;
2. Organize visits to all 4 target rayons and meet with all appropriate stakeholders, including LPAs, state/public and private service providers, as well as civil society organizations;
3. Elaborate the Draft Report and a database of services providers per each rayon based on the issues reflected in the ToR;
4. Elaborate the Final Report comprising analysis from all four rayons.

## Structure of the study:

The study includes the analysis of the following areas of services provided locally by public and private providers, especially for women, youth and categories of vulnerable population:

1. Employment;
2. Social protection;
3. Agriculture;
4. Land/Cadastre;
5. Entrepreneurship and Business Development
6. Access to finance
7. Legal assistance.

## Conclusions:

- a. Employment services are possible to access to NAE through its territorial structures, with few exceptions, the only institutions in the pilot rayons that provide such services.
- b. The services provision is process-oriented service and is less oriented to the recipient, because the number of personnel is limited, computing is worn out and lead to inefficient use of time in the registration of applications for the employment.
- c. Lack of instructions, schemes and descriptions of the steps on providing services and lack of public information on costs of services rendered impose the beneficiaries of the employment services for the absolute dependence of the EA or other similar officers, at the same time it complicates the EA employees' work because the unemployed people address any small issue to the territorial offices having no any clear alternative.
- d. Study results indicate that in the pilot rayons, there are over 100 structures, institutions that provide social protection and assistance, but the large numbers of vulnerable people attest that these services do not cover enough their needs. Analysing the questionnaires and interviewing service providers, it is certified that the services provided by them cover a small portion of the beneficiaries' needs, only partially meet expectations and quality standards.
- e. The biggest problems, according to the results of interviews with service providers, are insufficient of financial and human resources. In the villages of these rayons there are almost no specialized social services, but those existing perform few activities related to a specific and limited number of beneficiaries.
- f. Due to women discrimination particularly in rural area, the need of services for this group of people is highlighted, on the grounds that the woman is forced to stay home to care for children, people with disabilities, older persons taking into account the lack of social services.
- g. At community level, as a result of accessing public services, feels a lack of information in terms of existing services and population's benefits. The study highlighted a weak promotion of services in potential beneficiaries' area.
- h. In the agriculture area and assistance in carrying out agricultural activity are provided a wide range of activities, but activities that are related to the main sector of national economy are currently facing a problem of insufficient of specialists both at the rayon level and at local level, as well as lack of regular training of existing professionals, which determines the quality of services provided in agriculture.
- i. The large set of documents and confirmation papers that shall be presented in order to access agricultural services, also indirect costs of obtaining various certificates are the key impediments in service provision in agriculture, making difficult to develop performance agriculture.
- j. Lack of proscribing the assessment of services delivery process, invokes an extremely low quality of service delivery process to the recipients.
- k. Only slightly over 16% of recipients are women, the main reasons are the mentality / persistent stereotype of population that only the men are in power to work in this field, caring for children and household, lack of women information, especially those in rural areas.

## Conclusions:

- i. Service providers in the field of land who are working at the rayon and village level, face problems related to lack of means of transport that hinder movement in the territory to carry out measurement work, establishing boundaries, etc.
- m. Lengthy procedures and direct and indirect costs of accessing services are key impediments in the provision of services in land area.
- n. Although in the pilot rayons exist several specialized institutions of capacity building in business and consulting services area, their capacity is still limited.
- o. The absolute majority of services are available only at rayon centers and in bigger rural areas. Rural area, especially small localities, is more disadvantaged in this respect. The level of vulnerable population's knowledge regarding the requirements for services on business development and entrepreneurship such as preparing business plans, marketing, information on collateral, etc., are still quite poor.
- p. Although in Moldova, generally, and in pilot rayons, in particular, there are several specialized institutions in providing financial support for business development, their ability to grant the requested support is not used in full measure. The main reasons are: high cost of services, lack of confidence in the banking system, limited financial resources of local structures and their location, because the most major banks operate in the rayon centers and, with few exceptions in bigger rural areas.
- q. Rural areas, especially small localities, are the most disadvantaged in this respect. The level of vulnerable population's knowledge related the requirements for lending services (preparation of business plans, information on the collateral. etc.) is still quite brief. It requires the development and diversification of economic support and consultancy in economic area as being the one way of involving vulnerable persons and women in economic life of private business.
- r. Most specialized legal services (notaries, lawyers) are located in rayon centers, which make them accessible to a small number of populations. Related to this factor is the fact that most of these services are paid, which is very expensive, making them difficult to access for vulnerable population.
- s. According to interviews results with service providers, in the pilot rayons there is a vacuum of information regarding the career guidance of young people. Most of them choose their profession or occupation without taking into account the evolution of it on labor market and employment perspectives after school graduation.
- i. The challenges and the difficulties encountered by the media institutions affect largely the activity and the quality of its services. The cumbersome registration procedures, the necessary conditions to respect in order to obtain the functioning authorization, the complexity of the procedures that has to be done in order to obtain emission frequencies, makes in that way that there exist a few number of media institutions. This fact creates obvious barriers of limiting the population to the mass media services because these are unable to cover the requests of the beneficiaries.

## Recommendations:

1. Improve the legislation related to services provision.
2. Increase the number of people employed in institutions that provide services to enhance quality of services for a very large and growing number of applicants.
3. Increase funding for qualitative and quantitative increase of services.
4. Upgrade the worn out technical equipment that leads to inefficient use of time in the process of providing services.
5. Preparation and approval of mechanisms for monitoring, evaluation and accreditation of the public services, including performance criteria.
6. Drafting and approving quality standards of public service delivery.
7. Develop cooperation and collaboration among LPA structures of I and II level, with CSOs and private sector that will bring the widening of range of services provided locally by: LPA's delegation of duties and responsibilities, development of OSC structures.
8. Increased the wage fund for the proper motivation of civil servants involved in service delivery.
9. Development of a unique information system in social protection by applying information technologies and improve the endowment social welfare institutions with equipment and methodology;
10. Strengthening the national network of social workers by creating a mechanism for basic training and parallel with the works of social assistant;
11. Develop strategies for the development of integrated social services at rayon level to cover all requirements of the beneficiaries;
12. Organizing and carrying out visits of exchange of experiences with other localities / countries in the area of services provision.
13. Continuous training of service specialists;
14. Development and diversification of dissemination methods of information materials in rural areas;
15. Attracting volunteers to disseminate information about service providers;
16. Join into the Joint Information and Services Bureau of lawyers, public notaries in order to answer to the beneficiaries' questions.
17. Promoting the importance and role of CSOs in the process of community development;
18. Approval of law 2% that would enable the private sector to support financially the CSOs;
19. Granting financial and technical supports necessary for diversification of educational institutions' services and increases their quality.
20. Simplifying procedures for registration and authorization for media that provide services.

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