



THE IMPACT OF COVID-19 ON THE RELATIONSHIP BETWEEN GOVERNANCE AND SOCIETY: EVIDENCE FROM AN ONLINE SURVEY

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Abstract: *In order to understand the impact of the COVID-19 pandemic on the relationship between governance and society, we surveyed approximately 500 Moldovans using an online instrument designed to recover the causal impact of the pandemic on the relationship between Moldovan citizens, the current governance and expected outcomes. Results show large negative effects across many dimensions. The article highlights how the relationship between government and citizens developed during the pandemic and underlines some vulnerabilities of Moldovan society which were also present before COVID-19, but intensified during the crisis. Due to COVID-19, 41,5% of Moldovans have changed their lifestyle and 88,4% argue that their situation is worst due to the fact that the pandemic crisis deepened the previous social, political and economic crises of the country. Finally, 35,4% of respondents point out to quite high levels of inefficient communication as well as contradictory information of governmental institutions and 75,5% consider there is a persisting lack of transparency in governmental communication during the pandemic crisis. Thus, we show that the economic and health-related shocks induced by COVID-19 expanded systematically on the society as a whole, with large negative effects on the relationship between governance and society.*

Keywords: *COVID-19; governance; citizens; crises; social order*

1. Introduction

The pandemic crisis has had a major impact on societies and people around the world, revealing many gaps and the inability of societies to cope with them becoming more and more frequent. Studies show that the COVID-19 pandemic has transformed the

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social dynamics, led to a state of chaos and increased information heterogeneity, and outlined the gaps in the social-state organization in the Republic of Moldova.

The question of social organization and order throughout the pandemic has been of concern to both authorities and citizens. This scientific research takes place in the context of a state of chaos, which has manifested itself through contradictory decisions, through individual and collective actions, through multiple problems that emerged in societies marked by pandemics. Given this situation, the theoretical-methodological potential of synergetic paradigm in dealing with social systems on the borderline between order and chaos would be adequate, in our opinion. Thus, mainly we will imply concepts like order and disorder (chaos), change, crisis, information (communication), social order.

In this context, we set out the impact analysis on the relationship between governance and society, arguing on how the negative impact of the pandemic can be minimized by the rational and responsible contribution of all social actors (individuals and authorities, as well as society as a whole). This research is based on theoretical and methodological benchmarks to assess the current crisis situation and to target the main tools used in order to identify the means of maintaining social order during the pandemic crisis.

The question that many people probably try to answer is whether the disruption caused by the pandemic crisis in societies could lead to the establishment of a new social order, or at least a re-establishment of the pre-pandemic one.

The answer to this question requires some background explanation of the concepts we are operating with. Thus, concepts such as order and disorder (or chaos) are the ones that define the theoretical and methodological framework of synergy. In order to explain their meaning, we will refer to the interpretations made by S. Marcus (Nine Faces of Order and Chaos, 1999), who, drawing a parallel between order and chaos, suggests the way in which the following major meanings can be understood:

1. Order as structure and chaos as an amorphous state; 2. Order as presence of rule and chaos as absence of any rule; 3. Order as information and chaos as entropy; 4. Order as foreseeability and chaos as aleatory phenomenon; 5. Order as simplicity (low complexity) and high complexity as chaos; 6. Order as harmony (symmetry) and chaos as misleading, anti-symmetric; 7. Order as stability and chaos as instability, the so-called determinative chaos; 8. Order as absence and chaos as void; 9. Order-chaotic vs clear-confused.

These meanings suggest that in a pandemic we live in an unbalanced and chaotic world and we need solutions. This is because a society has order and social phenomena and human actions act in accordance with the established laws and principles, while when each subsystem, each element acts according to its own will, we can consider that we have a situation of chaos. Hayek (2013) argues that social order, like laws, language, markets, are results of human action and not a human project. In this light, we can claim that all social phenomena are driven by a combination of individual and/or collective actions. Based on the idea of fluctuations – representing events, unexpected and unforeseeable processes that could potentially trigger the system's transformation – then we could claim major changes in post-pandemic society.

As a result, order can be determined by the way in which commonly accepted and respected principles, values, norms and practices are observed and promoted in the society (Vasilicova, 2002). When norms and values are questioned, when those enforced are considered inappropriate and not respected, social order is replaced by instability and society is divided and segmented. Under such circumstances, social order can only be maintained through raising awareness and implementing synergy in social actions, based on a major societal objective: to overcome the pandemic crisis with the least possible losses. In this line, Nebunu (2020: 16) argues that *“today there is an urgent need to link, to interact, to identify the similarities and differences, to reintegrate and synthesize, to bring together things that, after centuries of fragmented thinking, seem to have been broken”*.

Synergy theory proposes the principles of analyzing complex and chaotic systems (Cneazeva and Curdiumov, 2004), which cannot be simplified, such as social systems in times of pandemics, providing a unique theoretical-methodological framework for analysis that generates solutions, principles and organizational concepts based on the complexity of the situations they face.

Thus, in order to understand the possibilities of transition from the current state of crisis to normality, it is necessary to review the structural, institutional and functional social order in Moldova, which according to several representatives (political scientists, sociologists, lawyers, philosophers etc.) is considered divided, marked by social, political, economic and other problems and which have deepened during the pandemic. Therefore, we argue that the Moldovan society needs consolidation and solidarity, as well as increased cooperation and trust of citizens in state institutions and authorities.

The issue of the citizens' lack of trust in public authorities and institutions is shaped by how functional, efficient and responsive these latter are to citizens' problems and how they respond to everyday needs and provide relevant solutions. Consequently, in over 30 years of independence, the relationship between citizens, institutions and authorities, as a result of the many problems faced, and the frequent political crises in the country, could explain why under pandemic conditions, some processes and events accelerated, and why the human ability to understand the magnitude of the situation and involve more social security measures did not increase. In this way, we identify two main dimensions in the relationship between the citizen and society: the feeling of social-state belonging and the forms of the relationship between citizens and public authorities during the COVID-19.

Along this dimension, the general hypothesis that we formulated in this research project (based on the events, the decisions taken by international bodies and national authorities) is that, due to the lack of clear principles of organization, cooperation and collaboration between public institutions and citizens, accepted by all members of society, and based on relationships of trust, responsibility and solidarity, the crisis situation cannot be solved (as with the current pandemic crisis).

This hypothesis outlines the foundations to identify the milestones for social and individual resilience mechanisms in situations such as the pandemic crisis. With a three-dimensional perspective (before; during; after the pandemic), and taking into account the results of the survey, the identification of social organization milestones is initiated and it aims at increasing social and individual resilience to the current challenges.

2. Research Context

Covid-19 became a global challenge, asking humanity to identify measures to minimize the devastating impact of the pandemic. Most countries, including Moldova, have imposed restrictions. The Moldovan Government, on March 16th, 2020, declared a state of emergency for 60 days. Following this state, the Commission for Exceptional Situations was appointed by the Prime Minister and was empowered to adopt measures to combat the threat to the public health, including “*coordinating the activity of the mass media to inform the population about the causes and proportions of the exceptional situation*”, as well as further restrictions (State Chancellery of RM, 2020). Under the Law no. 212, the political, economic and social measures were intended to ensure public order in exceptional situations (Law no. 212 from 24/06/2004). In spite of the Law, the Republic of Moldova continued to be one of the most affected countries in Europe by the COVID-19 pandemic (Worldometere, 2020). Thus, the issue of social order emerges in the forefront. Social order needs to be maintained even in conditions of social disequilibrium, when the normality of social life has changed radically, and society has split into two factions: those receptive and realistic about COVID-19 and others who are nonconformist and skeptical.

Some emergency measures have also “*jeopardized the main components of the rule of law. Among them are unnecessarily weakening of the principle of separation of powers, increasing the risk of corruption, restricting access to justice and introducing arbitrary punishments for citizens, and limiting public access to crucial information*” (Mirza, 2021: 1).

Bearing this in mind, let us reiterate that, in all times, the central problem of social organization has been and remains to be the relationship between order and disorder (chaos), assessed from the perspective of periodic fluctuations that can cause radical and rapid changes of transition from order to chaos, and vice versa (Prisac, 2009: 140-148). At the same time, however, attention should be drawn to the fact that the possible fluctuations may have a major and long-lasting impact on the social situation, even if at first glance some of them may seem insignificant. Also, the small changes (deliberate individual actions) within the social system are counteracted by the system in times of stability. In this case one can speak of the determined character of the system, imposing individual social actions in accordance with established moral and legal norms. However, in crisis situations these fluctuations become significant and can change the formula of social organization or development.

In crisis situations, individual action manifests itself as an accidental change, but with an impact on the social system, when the decisions made by authorities, the measures adopted and the efforts to reduce the number of infected people have not been successful, so they become crucial to the social order and stability, changing from one day to the other. Yet, the WHO, since the very beginning of the pandemic, warned that the Covid-19 crisis will be of long duration, and reiterated the need for collective and immediate actions, for major coordinated efforts. Nevertheless, these calls were not heard by many and it made the situation at global and local level worse, and finally, after a long period in which many problems were ignored, the pandemic situation became more serious.

Against the background of the Republic of Moldova, evidence shows that there is practically no cooperation and collaboration between members of Moldovan society, that we have a fragmented society in which, due to lack of trust in the authorities, as well as poor communication between the authorities and citizens, the crisis has deepened, and the society has become increasingly divided, due to the lack of a unique and decisive position of the government in relation to the pandemic, or politicized, as, in addition to the crisis caused by the pandemic, there is also a prolonged political crisis in the Republic of Moldova, which, due to the power struggle, has jeopardized personal safety, social order and public health due to false or biased information about Covid-19. Thus, the efficiency of social governance and organization depends on awareness and the understanding of how information flows in society. In this sense, Lapierre (1968) values the overall decision-making and behavioral processes in social organization and assigns an important role to communication

Along this dimension, Damian and Șubernițchi (2020) highlight that the first in Moldova to talk about the COVID-19 pandemic were the politicians and only afterwards the specialists. Furthermore, the study argues that the Republic of Moldova did not have a coherent communication strategy on the COVID-19 pandemic, and the example set by many senior officials in Chisinau remains that of ignoring the basic rules, while for the Moldovan authorities, fighting propaganda has not been a priority, particularly because the government used the media and confusing messages to manipulate the electorate and impose its own agenda. However, UN Human Rights Commissioner Bachelet (2020) considers the politicization of the pandemic as irresponsible and wrong.

The lack of synergy between decisions, actions, people and institutions is confirmed by several experts, civil society representatives, journalists. Due to the confusing and contradictory information disseminated publicly, Moldovan society has proven to be totally irresponsible (Călugăreanu, 2020). Even before the pandemic, the Moldovan society was divided and segregated by political, economic, social-cultural and other factors: *“the Moldovan society remains divided along ethnic and linguistic lines; the elites exploit and deepen the divide and often portray other ethnic groups as a threat. There is a large mismatch between policy documents and the real state of affairs in the field of inter-ethnic relations?”* (Groza et. al., 2017: 49). However, much more problems of Moldovan society have been highlighted during the pandemic.

Thus, in the Moldovan society there is a deep social crisis, a lack of cooperation, collaboration, between authorities and citizens, lack of critical spirit, which are the result of accumulated social habits until the pandemic. In the context of the pandemic, the society became more polarized around certain beliefs, which are no longer questioned, but taken for granted, a phenomenon that is confirmed not only in the Republic of Moldova, but also in other countries of the world. In this context, the key issues that emerge concern the relationship between government and citizens, among citizens, between authorities and institutions, the effectiveness of communication between them and their ability to be rational and responsible, to work together to achieve common objectives, as a priority for maintaining social balance.

3. Research Results

3.1. *The perception about the pandemic in Moldova*

The pandemic is seen as a real problem that has worsened due to the way the authorities have taken decisions. First and foremost, a negative view emerges among the respondents; referring to the measures taken to prevent the spread of the infection they considered them insufficient (49.7%) and inadequate (29.3%). Only 8.8 % of the respondents think the measures were appropriate for the current situation.

A major problem reported is the lack of response to the citizens' requests from the authorities (84.4% state this). Linked to this situation is the need to share and respect the decisions and measures taken by the authorities and citizens. The assessment shows the objective nature of the opinions exposed on individual and collective responsibility in the present situation, since all social actors (authorities and citizens) are considered equally responsible for the high number of infections (76.9%), the responsibility is attributed to citizens alone by 9.5% of the respondents and to the authorities alone by 8.8%.

To every second Moldovan, the pandemic crisis led to lifestyle changes. Contrary to the first half of the pandemic year, when many were skeptical about the existence of the virus, in the period under review we see a substantial increase of those who believe that the pandemic and Covid-19 are a reality (71.3% according to data provided by BOP from February 2021).

Table 1: Impact of the pandemic crisis

How much has your way of life changed during this period?	
A lot	10,9%
Much	41,5%
Somehow	40,1%
Not at all	6,8%
I do not know	0,7%

Source: Elaborated by the authors

3.2. *Communication during the pandemic crisis*

The Republic of Moldova, like many other countries in the world, has responded to the pandemic with restrictive measures. From the very first days of the state of emergency, the government adopted a series of controversial decisions affecting citizens' access to information. From one hand, due to the extension of the deadlines, for the examination of information requests from 15 to 45 days (CSE, 18.03.2020) worsened "*the old problems related to the Government's obligation to provide information to the public and independent media*" (Gotișan and Ionel, 2020). The communication gap between authorities and society was thus increased. On the other hand, "*the authorities have not fulfilled their ligation to effectively inform citizens about the actions taken. For example, at the beginning of the state of emergency the Commission for Exceptional Situations (CSE) almost every day introduced new measures without*

explaining the overall crisis management strategy or what the purpose of those measures were. Moreover, even though a section was introduced on the Government's website providing updated information on the actions to combat the pandemic, nothing was done to interpret the complicated language of those regulations into simple citizen-friendly language?" (Mirza, 2021: 4).

Several problems have been highlighted in relation to communication between authorities and citizens during the pandemic. These include the lack of efficiency (Table 2); lack of transparency (Table 3) and contradictory information, which have led to an increased lack of trust in the authorities. Furthermore, nearly every second citizen has a critical attitude towards the activity of the Moldovan government in combating the pandemic. 37.7% of those surveyed indicate that the activity of the country's government was bad, and 19.4% rate it as very bad (BOP, 2021). From the data obtained through our assessment we see that 71% consider the communication between the authorities and citizens during the pandemic to be ineffective.

Table 2: Communication efficiency

Was communication between state authorities and citizens during the Covid-19 pandemic effective?	
To a huge extent	0.7%
To a fair extent	23.1%
To a small extent	35.7%
To a minor extent	35.4%
don't know/don't answer	4,1%

Source: Elaborated by the authors

A similar picture emerges in regards to the degree of transparency of communication between authorities and citizens. In this case, 75.5% of respondents indicate a low degree of transparency in public communication during the pandemic period.

Table 3: Degree of transparency

How transparent do you think the communication between authorities and citizens was during the pandemic period?	
To a huge extent	0%
To a fair extent	17%
To a small extent	30.6%
To a minor extent	44.9%
don't know/don't answer	47.5%

Source: Elaborated by the authors

3.3. Contradictory public communication

Since the declaration of the state of emergency in the public sphere of the Republic of Moldova, there have been several inconsistencies that have led to a lack of coordination of information, actions and decisions, thus polarizing opinions, dividing society and

worsening the situation because of the lack of respect of protection measures and the lack of clarity and confidence in the authorities' position. If we look at the decisions adopted by the Commission for Exceptional Situations (CSE) we can easily see the lack of coherence. For instance, Order No. 3 of 23 March 2020 banned the presence of individuals in public areas: parks, forests, playgrounds, sports grounds and recreational areas, and the Order of 26 March 2020 does not cancel the previous one, and bans the presence of individuals in all public places in groups of more than 3 people (except family members). Again, on April 17, 2020, the President of the Republic of Moldova declares that going out in the park is not forbidden for groups less than 3 people. Consequently, people who followed this advice and went out to the parks were fined.

The same situation occurs a year later, once the state of emergency has been repeatedly introduced in the Republic of Moldova through the decision of the Moldovan Parliament from 31 of March 2021. Consequently, according to Order No. 1 of 1st of April, 2021 of the Commission for Exceptional Situations of the Republic of Moldova, the following measures are established, among others, banning the movement and stay of persons in public spaces: parks, forests, playgrounds, sports grounds, recreational areas. A few days later, the Mayor of Chisinau announced that going out in parks is allowed. Later, the permission to go out in parks was confirmed by the acting Prime Minister.

Another contradictory situation was in relation to the Decision of the National Extraordinary Public Health Commission No 7 of 13th of March, 2020, which stated that “*religious meetings/services held by all religious denominations in the entire territory of the Republic of Moldova are suspended*”. In relation to this decision, the Prime Minister announced that priests who violated this decision would be fined, and the President subsequently assured priests that no one would be fined for holding religious services on Easter night. As in the previous case, both citizens and clergy were fined.

The chain of such situations can be extended. Undeniably, a characteristic of Moldovan society has been the lack of consistency as regards to public communication, the lack of cooperation between the authorities, and contradictory communication between the authorities and citizens. In reference to the impact of ineffective communication in Moldova during the pandemic, the Centre for Policy and Reform stated that “*it is extremely difficult to manage a pandemic, while also trying to solve a social and economic crisis, but by changing the rules and the way you communicate about them often, you run the risk of failing in both*” (CPR, 2020).

3.4. The crisis of the Moldovan society and the pandemic

The pandemic crisis shed light on several problems that Moldovan society faces: “*For the Republic of Moldova, the coronavirus pandemic triggered the onset or deepening of crises that have affected practically all areas of life*” (Rusandu, 2020: 56). Over the last few years, the country experienced a political crisis which, in the context of the pandemic, has only continued to deepen and show the lack of preparation of the political elite to ignore their party interests and rapidly focus on the urgent priorities, leading the whole country into a crisis, not only in terms of health, but also economically and socially. Concern and

consensus on whether the pandemic has triggered a crisis in society is shown by quite a large number of respondents (88.4%).

The crisis required concrete measures to manage the challenging situation across different dimensions of social life. According to Enachi, an economist at IDIS “Viitorul”, the government from Chisinau did not have an anti-crisis plan that could have diminished the negative effects of the COVID-19 pandemic over the economy and practically did not do anything to save the business environment (Ciochină, 2020). Our data shows that the institutional potential of Moldova was not used to this end. Based on the data obtained, this opinion is shared by 84.4% of the respondents. There are also citizens who are satisfied with the way the crisis has been managed 8.2%.

In trying to identify who is responsible for the increasing number of infections, respondents assume their responsibility for the serious situation in the country in relation to the pandemic, emphasizing the major role and contribution of all (citizens and authorities) in deepening the health crisis, by the continuous increase of infected people and other manifestations of the crisis (social and economic). 76.9% of respondents consider everyone (citizens and authorities) to be responsible, while 8.8% attribute responsibility to the authorities and 9.5% to citizens. This confirms that the Moldovan society is lacking commitment, responsibility and solidarity in the fight against the pandemic. This finding is corroborated by the feedback on the entities responsible for mitigating the crisis. The crisis management is considered the most relevant to the citizens (57.8%), to everyone (authorities and citizens) – 50.3%, and then to the authorities, such as the Government of the Republic of Moldova (44.2%) and relevant ministries (39.5%). As a result, both the crisis management as well as the post-pandemic phase require coordinated actions and efforts to ensure that the effects of the pandemic crisis are overcome, but also to increase individual and social resilience to challenges such as the current one.

Table 4: Responsibility

How do you think who is primarily responsible for the number of people infected?	
Authorities	8,8%
Citizens	9,5%
All (citizens and authorities)	76,9%
Nobody	2%
Don't know/no answer	2,7%

Source: Elaborated by the authors

Table 5: Crisis management

In your opinion, which entities (authorities, institutions, individuals) are the most important to mitigate the impact of the Covid-19 pandemic crisis?	
by Citizens	57,8%
by all	50,3%
by Government	44,2%
by Ministries	39,5%

Source: Elaborated by the authors

Concerning the factors that were decisive during the pandemic, some respondents consider that measures such as the establishment of a state of emergency and restrictive measures were effective, while wearing masks, prohibitions on the organization of events, self-isolation etc. adequate. Furthermore, factors considered to have had a negative impact include:

- a) The lack of political will of the authorities to take decisive and severe decisions, pointing to the existence of measures but not to their fulfilment;
- b) Lack of adequate measures;
- c) Politicization of the pandemic;
- d) Lack of public accountability and lack of effective communication.

Along these lines, a belief exists among the citizens that the pandemic has generated not only a socio-economic and cultural crisis, but also a new political-economic and socio-cultural one in the Republic of Moldova (76.9%), with an impact and consequences at the individual and societal level.

The impact and consequences of the COVID-19 crisis for the near future on an individual level are the following:

- Economic impact: 'poverty'; decline in living standards; unemployment, unstable income etc.;
- Lack of trust in a better living in the near future: *“I can't say exactly what the implications will be, but I have come to the conclusion that we are not assured of anything in this life”*; *“Poor financial situation”*; *“If in the past you were sure that once you went to the doctor you would get better, now only God knows what will happen”*;
- Personality crises, some even indicating depression and death: *“Serious. It impedes me to see my parents, to develop, to carry out my activities”*; *“Depression”*; *“Insecurity/uncertainty in the future and fear about the health and safety of loved ones”*; *“Dramatic. People are panicking. The stressed and anxious people break down. Those with chronic health problems can't resist to medical experiments”*;
- Concerns in relation to the quality of studies and professional growth: *“Impossibility to grow and develop personally”*; *“Less qualitative studies”*; *“Not enough knowledge”*; *“Considering that I am a student I think one of the consequences is that it was and is quite difficult to study during this period”*.

In relation to the impact and consequences of the COVID-19 crisis on the immediate future:

- Social instability: *“I see quite a potential here for riots and discontent in our deeply religious and conspiracy theory-ridden society”*; *“The psycho-emotional condition of people. The vast majority of people I know suffer from apathy, insecurity, inactivity. It's still unclear when we will have the vaccine available to everyone and how it will be administered, how many people will want to be vaccinated and what the consequences will be. What is certain is that nothing is OK”*;
- Review of the foundations of the Moldovan society: *“An economic crisis, but even more serious is a moral crisis”*; *“Declining the standard of living, dramatic changes in the structure of society and the social norms and values system”*.

The pandemic has revealed social and human vulnerabilities, which undeniably requires a review of the concepts and principles of social organization, re-evaluation of general-human and spiritual-moral values providing the premises to appreciate the value of life and the moment lived (59.2%), to review the relationships between family members and communication (53.7 %), which during the pandemic have led to increased trust in those close by; to reassess the functionality of governance; to determine how to be resilient in difficult situations or challenges (53.1%); to review the spiritual landmarks of human life (19.7%).

4. Conclusions

Unquestionably, the COVID-19 pandemic has and will have a considerable socio-cultural and economic impact in the Republic of Moldova in the coming years, and what has emerged during the period we are going through must be reassessed primarily from the perspective of a post-pandemic society, where the relationship between government and citizens must be revised from the perspective of enhancing the value of human life, thus becoming a decisive factor in the organization of Moldovan society. The results of the survey allow us to conclude the following:

1. The state of the Moldovan social system during the pandemic is fundamentally influenced by the dominant norms and values prior to the pandemic;
2. In a society where actions, decisions of authorities are against human nature and values, it is not possible to build a cooperative and collaborative relationship able to respond properly to the challenges;
3. Due to the manner in which the government has built its relationship with citizens until the pandemic, this has marked the society drastically during the pandemic. However, people in society cannot be receptive to the demands of the government, they cannot have a firm opinion, an appropriate, conscious and responsible behavior, and consolidated in a society without trust towards authorities and without coherence and consistency in decision-making, in a fragmented public space, and in a politically unstable society;
4. The pandemic crisis has become a tool for testing and assessing the functionality and efficiency of the government, its ability to social mobilization and effective communication with the members of the Moldovan society;
5. In order to increase social resilience in the future, it is necessary to build, from now on, a public communication focused on the society's development and consolidation, as well as the reinforcement and establishment of a system of priority values for a post-pandemic society.

To achieve systems stability, the innate tendency of any society is to maintain its stability; therefore, it is necessary to be transformed through priorities and mutual benefit, to ensure a transition from pandemic to post-pandemic as smooth as possible. Since the beginning of the pandemic, the need for a maturing Moldovan society was clear as well as the need to reassess the foundations of the relationship between government and citizens in the post-pandemic period.

Throughout the pandemic, many things happened: contradictions, disinformation, lack of trust, skepticism, human casualties etc., but the fact that there were tendencies and actions of solidarity, examples of mobilization of society to achieve common goals, shows that there are prerequisites for change and for increasing the resilience in society, and that Moldovan society desires change. In this sense, the role of the government is decisive in ensuring the change, the transition to a different level of organization, to a different model of interaction and relations between authorities and citizens based on values, rules and principles.

This review of the relationship between government and society (citizens) must take into account the fact that the main factors that have shaped society in the pandemic must be eradicated. In this respect, it is necessary:

- to raise awareness of a social construction based on common interest (social and individual), on consistent decisions and cooperative actions;
- to review the system of values of Moldovan society in order to cultivate the human attitude, develop critical thinking, civic involvement, responsibility and human solidarity;
- to increase citizens' confidence in the government through actions focused on meeting human needs and social development.

Authorship

The authors conceptualized and designed the study. The authors were responsible for the overall project supervision, for data curation and analyses. The authors led the manuscript preparation and manuscript drafting.

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