

## VIOLENCE IN THE HEALTH SECTOR AND SOCIAL ORGANIZATIONS IN ROMANIA

### **Abstract**

In Romania violence in the health sector is a matter of great interest among researchers and a constant concern of authorities. In 2012, Law no. 212/13 November 2012 was released, in order to supplement Law no. 95/2006 on health reform. Thus, in this paper we propose a typology of violence occurring in health organizations in Romania and the focus on a certain number of considerations concerning the meaning of violence, conflict management, management methods to eliminate conflicts, recognition of merit etc.

**Keywords:** violence, health sector, conflict management

**JEL CODES:** I18, I12, I13

## VIOLENȚA ÎN SECTORUL DE SĂNĂTATE ȘI ORGANIZAȚIILE SOCIALE DIN ROMÂNIA

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### **Rezumat**

În România violența din domeniul sanitar reprezintă o temă de un real interes atât în rândul cercetătorilor dar mai ales în rândul autorităților. În noiembrie 2012, a fost publicată Legea nr. 212 din 13 noiembrie 2012 pentru completarea Legii nr. 95/2006 privind reforma în domeniul sănătății. Studiul care stă la baza articolului îmbină metodele de cercetare clasice precum studiul bibliografic al literaturii de specialitate românești și internaționale, statisticile puse la dispoziție de instituțiile specialitate românești (de exemplu Institutul National de Statistica din Romania) observația sociologica, documentarea la fața locului și interviul cu personalul din organizații sociale din România cu metode moderne precum chestionarul electronic și analize de corpusuri documentare utilizând software-uri specializate. În prezenta lucrare propunem o tipologie a violenței întâlnită în organizațiile sanitare din România și aducem în atenție o serie de considerații personale privind sentimentul de violență, gestiunea conflictelor, metode manageriale de eliminare a conflictelor, recunoașterea meritelor.

**Cuvinte cheie:** sectorul sanitar, violență, managementul conflictelor



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## 1. INTRODUCTION

### 1.1. National social welfare system Romania

According to Art. 1 Law no. 292/2011 - Act social assistance, National Social Assistance System Romania is the set of Institutions, measures and actions by means of which the State, represented by the Central authorities and local and civil society, intervenes to prevent, mitigate or eliminating temporary effects or permanent situations lead to poverty and social exclusion a person, a family, groups or communities.

The National System Social assistance is subsidiary or, where appropriate, supplementary social security systems and consists of:

- System aid benefits social and
- System services social.

Social assistance, by measures and specific actions aimed at build capacity individual, group or Collective to accommodate social, improve the quality of life and promote Cohesion principles and social inclusion.

- The welfare benefits and social services are governed by special laws such as: Law no. 515/2003, which was approved by with amendments the OUG no 68/2003.
- The OUG no. 86/2004, approved with amendments by Law no. 488/2004.

The National Social Assistance System Romania is based on values and general principles following (PR, 2011):

- *social solidarity* - that the whole community participate in support people requiring vulnerable assistance and protection measures social for overcome situations difficult to ensure social inclusion this population.
- *subsidiarity* - if the person or family cannot ensuring their social needs while the community involved Local and his associative structures and, additionally, the State;
- *universality* - all the world have the right social assistance, as provided by law;
- *respect human dignity* - for each person is guaranteed the free and full development personality, are respected individual status and Social and the right Privacy in and protection against all physical abuse, mental, intellectual, political or economic;

- *individual approach* - according to which measures welfare must be adapted the particular situation of life of each individual; this principle takes into account nature and cause of Emergencies which may affect individual skills, physical fitness and mental and the level of integration social of the individual; support to the individual situation difficulty also includes support measures addressed to Member from the family of the beneficiary;
- *partnership* - under which the authorities central and local government, public and private institutions, NGOs (nongovernmental organizations) recognized religious institutions by law, and community members establish common goals, work together to mobilize all resources to verify the conditions decent living and worthy for people Vulnerable;
- *the participation of beneficiaries* - beneficiaries participate in the formulation and the implementation of policies with an impact Direct them to the realization of individualized programs of social support and are actively involved in community life through forms Association directly or by activities volunteers performed to benefit people Vulnerable;
- *the transparency guaranteeing* - increasing responsibility for administration local and central public to citizens and promotes the participation active beneficiaries in the process of decision making;
- *non-discrimination* - the vulnerable receive measures and actions from social protection without restriction or preference race, nationality, ethnic origin, language, religion, social status, opinion, sex or orientation sex, age, political affiliation, disability, non-contagious chronic illness, HIV infection or belonging to a disadvantaged category;
- *effectiveness* - the use of public resources which takes into account the completion of art goals for each activity and obtaining the best result compared to the projected effect;
- *efficiency* - using Resource Public is based on respect for the -benefice best cost;
- concerning the right to self-determination, everyone has the right to make their own choices, regardless of social values, ensuring that not threatening the legitimate rights or interests other;
- *activation* - measures welfare intended as a final goal to encourage employment with the goal of integration / social reintegration and increasing the quality of human life, and to strengthen family unity;
- *the uniqueness of entitled to benefits social assistance* - that for same social risk situations or needs may be granted one benefit the same type;

- *proximity* - services are organized as close to the recipient, to facilitate access and maintenance of the person as much as possible in their own living environment;
- *complementarity and an approach integrated* - according to which, to ensure the full potential of social functioning of somebody as full member of the family, community and society, social services must relate to all the needs of beneficiaries and provided that integrated with a wide range of measures and services in economic, educational, health, cultural, etc.
- *competition and competitiveness* - service providers' public social and private, must preoccupy constantly to increase quality of services provided and receive equal treatment in the market social services;
- *equal opportunities* - the beneficiaries, without any discrimination, have equal access the possibilities of personal fulfilment and development, but also at steps and actions social protection;
- *privacy* - for privacy, beneficiaries are entitled confidentiality of personal data and relative information Privacy in and the difficulty in which they found;
- *fairness* - everyone that have Resource socioeconomic Similar, for the same types of needs, enjoy rights social equal;
- *focus* - benefits welfare and social services are for people the most vulnerable and are granted depending on their income and their assets;
- *The right to free choice of supplier* - that the beneficiary or his legal representative have the right free choice between providers accredited.

In the sense of laws social Romania, Words and expressions below have the following meanings (PR, 2011):

- *Social Inquiry* is a method of investigation based on various techniques collection and data processing in order to analyses the economic and social status individuals, families, groups or communities;
- *The social assistance* benefits are measures of financial redistribution / Hardware for persons or family who meet the conditions eligibility prescribed by law;
- *The standard cost* is annual expenditure minimum needed for provision of social services, calculated for a beneficiary / types of social services in accordance with standards minimum

quality and / Or other established criteria by the law. The equivalent term used in legislation current is the minimum standard Cost;

- *The vulnerable group* - means the individuals or families at risk losing their ability to meet needs every day because of illness, disability, poverty, drugs or alcohol or other situations that lead to economic and social vulnerability;
- *Professional career* - is a qualified person, certified professional which provides care Personal or help to perform activities basic and instrumental everyday by the person who lost operational autonomy;
- *Caregiver (informal)* - is an unqualified person, family member, relative or any other person provides personal care or help to perform activities basic and instrumental everyday by the person who lost operational autonomy;
- *Customized help and the care plan* - is a detailed document by a multidisciplinary team with the participation Recipient / his legal representative, setting out the services the beneficiary;
- *Livelihoods tests* - potential beneficiaries of social services is the assessment procedure income and movable and immovable property belonging to the person or family to cover consumption requirements thereof;
- *Domestic violence* - refers to any physical or verbal action, committed intentionally by a Member of the family against another Member of the same family causing damage physical, psychological, sexual or equipment.

### 1.2. Social Service System in Romania

In Romania, social service system is coordinated by the Ministry of Labor, Family and Equal Opportunities. According Romanian legislation (OUG no. 68/2003 on social services) on social services system covering "the complex of measures and actions required to meet social needs the individual, family or group to prevent and overcome difficult situations, vulnerability and dependence, to preserve the autonomy and protection, to avoid marginalization and social exclusion, to promote inclusion social and to improve the quality of life".

In Romania, the national system rethink social services began in 2003 with the OUG no. 68/2003 on social services approved by Law no. 515/2004 and modified by the OUG no. 86/2004 and by Law no. 448/2004. The law aimed at regulating organization national system Social Services a unitary manner.

In developing the legal framework we had probably in mind the search for solutions the problems identified in the analysis of the existing situation at that time, namely:

1. Define the role of the State service development social. The general opinion at the time considered the role of State would encourage and organize Implementation and social services promote participation civil society in the creation and maintaining services social.
2. The need to create social services accessible all citizens through diversification Social Services to cover most categories identified beneficiaries, facilitating access to existing services and the development of effective social services and quality.

In addition, new regulations, social service providers became responsible for:

- promoting partnerships with NGOs, recognized religious institutions Romania and others representatives of the company civil;
- Development and management of social services, according to local needs and the organization and financial support support services social;
- Development, according to legal framework, agreements to provide services social (MMFPS, 2012).

Probably due of regulations made in 2003, five years later, in 2008, all suppliers social services only 8% were local authorities. This could be explained fragmentation responsibilities in this area, the lack of financial and human resources capacity implementation insufficient or lack of planning.

Over the past 10 years Romania has risen sharply number of private service providers social that have been implicated in local communities. Currently, 86% of all NGOs provide social services, either alone or in public-private partnership with local authorities, who hold the majority buildings (NWRDA, 2008).

In 2014, again regulations were published in the field of social services so that, as OG no. 18/2014 and pursuant to Article 35 of the Act no. 197/2012, all suppliers social services must submit applications Accreditation for the issuance of accreditation certificate as supplier social services and License operating from service granted until 31 December 2015, although accreditation decisions Prisoners apply until 2016.

### **1.3. How are defined the social services in the vision of the Romanian state?**

According to Art. 27 Law no. 292/2011, Social services are defined as the activity or group of activities to meet social needs, and the special needs of the individual, family or group to overcome the situations

are difficult to prevent and fight against the risk Exclusion social to promote social inclusion and improve quality of life.

Social services are of general interest and are organized in the form / structures different, depending on the specific the activity / corporate activities and particular needs of each category of beneficiaries. (NAPSI, 2015).

The classification of services social is done on the basis of following criteria (Romanian Parliament, 2011):

- a) The purpose of the service;
- b) The Categories recipients to whom they are addressed;
- c) The assistance system, respectively, the system residential or non-residential;
- d) The place the issuance;
- e) The statute Legal Provider social services;
- f) Allocation system.

a. Depending on their end, the social services can be classified as: assistance services and support to ensure the needs fundamentals of the individual, personal care services, recovery / rehabilitation, insertion / Reintegration social, etc.

b. According to categories of beneficiaries, social services can be classified into social services Children and / or families, for the disabled, the elderly, victims of domestic violence, homeless people, people with different addictions, such as alcohol, drugs, other toxic substances, internet, games, etc., persons victims of human trafficking, prisoners, persons sanctioned by an educational measure or non-custodial sentence under supervision from probation service, people with mental illness, people in isolated communities, long-term unemployed and social services Support for caregivers of beneficiaries.

c. According to the support system, social services are:

c1. Hosting services, or fixed period indeterminate: centers residential, social housing, homeless shelters etc.

c2. Services without accommodation: nursing home day centers and / or units home care, soup kitchens, mobile services providing food, social ambulance etc.



d. Depending on the place of supply, social services are insured:

d1. Residence the beneficiary;

d2. In centers care day;

d3. In the centers residential;

d4. Residence of the person providing the service;

d5. The community.

e. According to the legal plan provider, social services can be organized as public or private structures.

e1 public providers of social services.

- Specialized structures within / subordinated to local public authorities and executive authorities of the administrative-territorial units organized at town level city of Bucharest municipality and municipality sectors;
- The authorities of the central public administration and other institutions subordinated or coordinated by them that the law establishes responsibilities on providing social services for certain categories of beneficiaries;
- Health facilities, schools and other public institutions that develop, at Community level, integrated social services.

e2 private providers of social services.

- Non-governmental organizations (associations and foundations in the field of social assistance);
- Religious cults recognized by law;
- Persons authorized by law;
- Subsidiaries and branch associations and foundations recognized in accordance with international law;
- Economic operators, under specific conditions prescribed by law.

All the social services Romania are recorded in an electronic register. The register single electronic service providers' social is managed by the National Agency for Payments and Inspection social. Are suppliers Certified for a period of 3 years or, where applicable, the period of provision of social services, if less than 3 years.



## 1.4. Distribution Social Services Romania

In terms of regional distribution social services Romania distribution is not uniform, and the southern regions South West are clearly trolling, with the fewer services.

TABLE 1. REGIONAL BREAKDOWN OF TYPES OF SOCIAL SERVICES

| Area                      | NE  | SE  | S  | SV | V   | NV  | C   | BI |
|---------------------------|-----|-----|----|----|-----|-----|-----|----|
| Number of social services | 152 | 126 | 56 | 52 | 127 | 128 | 153 | 92 |

Source: MMFES, 2015

There is also large differences social services in rural areas and urban areas: 482 local authorities in urban areas, against 167 in rural areas and 2224 in urban NGOs against 107 in rural areas.

TABLE 2 - DISTRIBUTION OF SOCIAL SERVICES IN COUNTIES DEVELOPMENT OF THE REGION

| Type of provider / county | BH         | BN        | CJ        | MM        | SJ        | SM        |
|---------------------------|------------|-----------|-----------|-----------|-----------|-----------|
| Associations              | 18         | 7         | 29        | 10        | 15        | 13        |
| Foundations               | 31         | 2         | 24        | 7         | 10        | 5         |
| Public services           | 3          | 4         | 7         | 3         | 44        | 5         |
| Religious worship         | -          | -         | -         | -         | 13        | -         |
| Healthcare Services       | 5          | -         | -         | -         | 1         | -         |
| Other                     | -          | -         | 3         | -         | -         | -         |
| <b>TOTAL County</b>       | <b>57</b>  | <b>13</b> | <b>63</b> | <b>20</b> | <b>83</b> | <b>23</b> |
| <b>TOTAL Region</b>       | <b>259</b> |           |           |           |           |           |

Source: MMFES, 2015

Table 3 - INSTITUTIONS FOR THE DISABLED DEVELOPMENT BY REGION

| Area                               | NE   | SE   | S    | SV   | V    | NV   | C    | B    |
|------------------------------------|------|------|------|------|------|------|------|------|
| Number of institutions             | 24   | 14   | 24   | 18   | 18   | 18   | 21   | 10   |
| Number of people institutionalized | 3362 | 1837 | 3262 | 1544 | 1730 | 2175 | 2720 | 1240 |

Source: NAPSİ, 2015

## 2. THE KNOWLEDGE ON STAGE THE PHENOMENON VIOLENCE AND DEFINED STUDIED IN LITERATURE SPECIALTY

### 2.1. Defining violence

For the purpose Organization World Health, violence is the threat or the intentional use of force Physical or power against oneself, against another or against a group or community, involving or threatening to involve injury, death, psychological effects, hardship or illness. The inclusion of the term "power" and the phrase "use of physical force", broadens the nature of the violent act and the conventional definition of the violence as acts violence resulting from power relationship, including threats and bullying (OMS, 2002 p. 5).

Use also of "use of power" allows the inclusion of neglect and acts of omission between acts violent. So, "use physical strength and power "can be understood as including aggression physical, sexual and psychological and suicide or other assaults self-inflicted (MJ-NIC, 2003 p. 2).

In Resolution 1996, the Assembly World Health declared that violence is a problem Major public health, asking the Organization World Health There definition of a typology of violence which will take into account the different types of phenomenon and at the same time, to establish connections between them.

In Romania, the concerns about violence were the horizon Search violence essentially home. A researcher believes that today we can say that violence can be an intentional use physical strength in order to achieve a certain thing, an event strength, power of a person over another individual and a legal perspective, violence involves "Physical integrity of somebody" (Bonea, 2012).

In the narrow sense, violence is the use of force and coercion by an individual, group, social class to impose its will on others (Wikipedia, 2015).

Some researchers approaches the phenomenon of violence in three main directions; perception that all those involved have on the level of violence and its forms, their declared victimization and self-reported violence (Carra et al, 2006)

However, none of above definitions do not seem to fully grasp the shapes and nuances in which can manifest violence now and then I made a presentation of differences between violence, aggression and abuse.

## **2.2. Differences between violence, aggression, abuse**

We review defining Romanian researchers who consider violence means use intentional force physics get a certain thing, an event strength, power of a person over another individual and, in a legal perspective, violence involves "Physical integrity a person" (Bonea, 2012; Rădulescu, 2010).

But aggression is seen as a predominant instinctive action. The recommended rules of behavior in society often require self-control and moderation on the part of the individual. We believe that aggression is characterized by impulsivity and sometimes is hitting with fists or feet, throwing objects, destruction, conflicts, etc. (Brillon, 2010). Some researchers noted in their works that aggression can be felt and manifested in humans as well as animals. As for the people we can speak of an offensive behavior intended to produce different types of suffering (Bonea, 2012; Chelcea and Iluț, 2003). There are also scholars such as Konrad Lorenz, Nobel Laureate in Physiology or Medicine in 1973, which considers that aggression can also have a positive component. The Austrian scholar, considered the founder of modern

ethology, believes that this component has influenced longest time people have to survive and motivated to change, emphasizing the will of development and progress.

Violence is breach of law, an offense, a crime committed someone exceeding its powers, trickery consisting for embezzlement, alienation or rejection to repay an object assigned Care or for use. Abuse may be, however, an offense which consists in the exercise of a right by ignoring its social purpose and economic. The formation of a boundless thing excess (Academy of the Romanian People's Republic, 1966). Some researchers believe that abuse implies a clear intention to harm someone (Bonea, 2012), to cause him suffering physical, mental, economic, social or sexual.

Another form of abuse, essentially specific to the business environment, is abuse of power and abuse of service. This guy abuse is characterized by the intentional use of a situation service by a public person, for his material interest or other personal interests, if it caused considerable damage to the public interest or rights and interests' legitimate individuals or legal persons (NAC, 2013).

In regards to abuse in the professional environment in legislation romaine we can identify three Types abuse:

- a) Abuse of rights - can be defined as the exercise of a law against its economic purpose and social. According Romanian legislation the citizens are held to exercise their civil rights in strict accordance with their order socio-economic and taking into account rules of coexistence.
- b) Breach of trust - can to be considered as an offense committed by one who has unjustly or refuses to hand a movable thing entrusted to him (as warehouse, office, pledge, lease, etc.) with the obligation to make.
- c) Abuse service - may be considered an offense which consists of breach by an employee its service tasks if the violation produced damages serious public interest or interests legal citizens.

### 2.3. Typology violence

The typology of violence proposed by Organization World Health 2002 divides violence into three categories, corresponding to the characteristics of those who commit violent acts:

1. The *Self-Inflicted Violence*, which is divided into suicidal behavior and violence self-inflicted (The first category suicidal thoughts, suicide attempts also called Parasuicidal, Completed Suicides; the second category includes acts such as Self-mutilation);
2. *Violence Interpersonal* - which, in most case is in the form of domestic violence or child abuse and violence against her husband or abuse of it.

3. *Collective Violence* is subdivided into:

- 3.1. Has the *Economic Violence* - attacks by certain groups that have motivation Gain economic, disruption of economic activity, denying access to essential services;
- 3.2. *Violence Social* - crimes committed by organized groups, terrorist acts, violence crowds;
- 3.3. *Political Violence* - is usually found during wars or some violent conflicts related, but also in antisocial acts such as rape committed during the conflict and war physical and psychological;
- 3.4. *Community Violence* - may include physical aggression between young people, sexual violence in the Workplace and neglect the elderly in care facilities.

#### 2.4. The intra-group violence

Literature not defines explicitly Forms in which violence can be manifested because in under an Action produced violent us can find various forms of protest. Although, OMS divided violence according to its authors into three broad categories, there are views who consider that violence produced between persons do not belong to the same family, called generically violence intra-group, where n can identify a variety of events such as: violence aggression, punishment of violence, physical violence, psychological violence, emotional abuse, economic abuse, sexual abuse (Ropotică, 2007 apud Bonea 2012 p. 23).

- *Violence Aggression* - occurs between two people are in a relationship equal force, and involves the exchange of blows. Such violence is bidirectional, and each has a moose in public. He can take place between people on the the same hierarchical level or different hierarchical levels. In the second situation, people on a lower hierarchical level act as the equals of others.
- *Violence Punishment* - is present when there is a relationship of inequality between people. Its name comes from the fact that by its very nature, appears as a punishment, penalty, abuse, torture. A variant of this type of punishment with violence symmetry latent which has the characteristic that one of the people involved, one that supports the act of violence, acts of resistance. Although the balance of power is different, the victim is opposed by attacking in a chaotic manner and inconsistent.
- *Physical Abuse* - is one of the most common forms of violence, focusing on physical strength.
- *Psychological Violence* - the use of a language which harms the development of the personality of a person.

- *Emotional Abuse* - is the emergence of the state of fear in a way that the attacker can dominate the victim.
- *Violence Emotional* - that can occur when a person seeks to undermine the personality of another person. It is materialized by systematically bring insults to the person that generate feelings of inferiority and handling.
- *Verbal Abuse* - is a form of abusive behavior, using the language. The demarcation between violence verbal and emotional abuse is made quite difficult, usually, depending on the context.
- *Violence Economic* - is considered by some authors as a form of violence psychological characterized by the creation of a state of financial dependency of the victim. The aggressor is the one who decides how to spend money in the family. Such violence is also in situations not allowing the victim to have a job, a job or carry out other activities. Thus, the victim may be completely financially dependent on the abuser, because it has no access to money.
- *Incest or Sexual Abuse* - the victim is required to maintain a "sexual intercourse against her will."
- *Institutional Violence* - can occur when an institution denies the fundamental rights of some of its members; when violence is institutionalized, it becomes part of the culture and accepted by society.

### 3. METHODOLOGY INSTEAD OF CONCLUSION

For a comprehensive analysis of manifestation of violence in the health sector and organizations providing social services in Romania we combine the art quantitative research methods with qualitative research; we will use mainly survey sociological by research methods specific such as questionnaires, interview, discussion group, secondary data analysis. A proposed model questionnaire is available on [www.chestionare.ase.ro](http://www.chestionare.ase.ro). There electronic platform is installed, configured and managed by me as a CMS dedicated.

Secondly, we propose that following research can confirm or refute some of the factors which theoretically can promote violence, such as:

- Different interests and different activities of the members of the organization;
- Strong emotional involvement in the completion of tasks;
- Individual interests contradictory to the interests of the group;
- The differences between the members of the organization regarding the age and sex;
- Discrepancy between the role from each holder and opportunities and personal interests;
- Increasing the degree of privacy in the workplace;

- Sense of belonging involuntarily to organizational members;
- The inherent occurrence of stress due to cycles socioeconomic which permeates the organization;
- Tolerance towards violence and its realization by the punishment of the young generations of the organization;
- Emergence of conflict situations.

We also try to validate or invalidate the theory of the wheel of power and control, developed by Dutton Donald G. and Andrew Starzomski (Bonea, 2012). According to this theory violence occurs through the "eight rays":

1. emotional abuse;
2. bullying;
3. the blackmail ;
4. isolation;
5. the blame;
6. denial ;
7. economic abuse;
8. Threat and coercion.

We also offer further develop research to identify mechanisms and effective ways to fight against violence. We can check whether the means theoretical following used to combat violence re found in practice or if they can be successfully tackled:

1. Meetings formal and informal.
2. Events organized by organizations.
3. Internal publications of the institution.
4. Publications outside the institution.
5. Online Media: Web page of the institution.
6. Press conference.

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