



THE RELATIONSHIP BETWEEN LAWYER AND CLIENT

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Abstract: *In the exercise of the profession, the lawyer is independent and obeys only the law, the statute of the profession and the code of ethics, promoting and defending the rights, freedoms and legitimate interests of the client, who is under the continuous pressure of the laws, time and the client. Thus, it must respect the fundamental principles and rules provided in the Statute of the lawyer profession (the principle of legality, the principle of freedom, the principle of independence, the principle of autonomy and decentralization), but it also has the obligation to promote and defend the rights, freedoms and legitimate interests of individuals.*

Thus, the lawyer has the obligation to execute the mandate given by the client but within the limits of compliance with the law and professional ethics, having an important role in a legal society. The lawyer has not only the obligation to represent the client before the court and other competent institutions or third parties, but also to advise the client in order to comply with the law. Through this paper, it is proposed to identify the relevant aspects for the client in order to choose the lawyer and maintain this relationship. The paper proposes to analyze the manner of respecting the ethical principles in correlation with the promotion of the client's interests, as well as the measurement of these aspects in relation to the gender and income of the respondents.

This paper brings value to legal services employees by discussing the characteristics they must meet to both attract new clients and maintain existing relationships. Also, in accordance with the research conclusions, it was established to what extent a lawyer can fulfill his specific mission in accordance with the respect and promotion of the rule of law and compliance with deontological principles.

JEL classification: K000, O310, D410

Key words: lawyer, recommendation, notoriety



1. INTRODUCTION

The lawyer has the social duty to protect the fundamental values of the rule of law, fundamental human rights and freedoms, the right of individuals to legal and judicial security, justice based on the law. The fundamental principles of exercising the profession of lawyer recognized by both domestic and international provisions are: independence, dignity, integrity, loyalty, professional secrecy and freedom of defence. According to the principle of the lawyer's independence, he must not be subjected to pressure, having full freedom to know all the elements of the case and to decide with knowledge of the case what is the most appropriate solution for his client, without any external coercion. Dignity, integrity and loyalty are virtues that must be indispensable to the lawyer's activity, they have the role of substantiating the lawyer-client relationship of trust and constitute the basis of all professional dignity. The lawyer must always act honestly and responsibly, with competence, with loyalty to the client, with respect for the opposing party, keeping the secrecy of those in professional activities or in connection with them. Professional secrecy and confidentiality are fundamental professional duties of the lawyer, failure to respect them may attract disciplinary sanctions.

In the following, essential elements were analyzed from the perspective of the respondents, characteristics that emerged from the qualitative research in which lawyers participated. It follows that in the conclusions we draw a parallel between these characteristics and their importance for consumers, in relation to the fundamental principles of practicing the profession of lawyer.

The essential characteristics derived from the qualitative research are personal experience, recommendation, fee, impression after the first meeting with him and notoriety, characteristics that are subject to the deontological principles mentioned above. Thus, in order for the personal experience to lead the consumer to choose the lawyer, he must show integrity and loyalty in solving previous cases, as well as respect professional secrecy and the confidentiality of the informants. Recommendation and notoriety are essential elements subject to the same deontological principles mentioned above. Also, in order for the respondents to accept the conclusion of a collaboration contract with the lawyer, he must show dignity and integrity at the first meeting and the fee must be established based on these elements.

2. LITERATURE REVIEW

In a study (Jolanta Bieliauskaitė) the need for values-based education for future lawyers was analyzed, examining the problems and opportunities of these values through the lens of education for justice. The results of the research supported the fact that in order to ensure the rule of law and social sustainability, law cannot be learned separately from education and in the training of future lawyers they must be trained on the attitudes and daily habits that can lead to the implementation of justice. For the training of lawyers, educating justice as a virtue (deontological dimension) and as a value (teleological dimension) is equally important to develop a high level of legal culture of future lawyers, and their education should go together with moral education.

Professional secrecy is a mandatory condition for exercising this profession, a lawyer does not benefit from trust if he does not guarantee the confidentiality of professional relationships (Floander & Ion, 2007). The obligation to preserve professional secrecy is public, absolute and permanent and refers to all activities carried out by the lawyer, his associates, collaborating lawyers or employees, including other persons with whom the lawyer collaborates; he/she is obliged to make them aware of this condition.



The independence of the lawyer derives from the independence of the lawyer profession, but it should not be confused with the latter (Naubauer, Efan, 2013) the principle of freedom can also be considered from another perspective, namely the ability that each person has the right to choose a lawyer, who performs all necessary actions in the interest of his client. In a democratic society, the role of lawyers always depends on the harmony between national regulations regarding their status and international principles regarding the exercise and organization of the legal profession.

According to the deontological code of the lawyer in the European Union "independence is also necessary both for trust in justice and for trust in the impartiality of the judge", "the lawyer must avoid any prejudice to his independence and be careful not to neglect his ethics professional to please his clients, the judge or third parties". The advice given by the lawyer to his client has no value if this was done out of complacency, personal interest or under the effect of outside pressure. Relationships based on trust can only exist when there is no trace of doubt about the personal honor, probity and integrity of the lawyer. The lawyer's obligation regarding professional secrecy serves both the interests of the administration of justice and the interests of the client. Consequently, it must benefit from a special protection from the state.

3. Research Methodology

The quantitative research aims to identify and measure the importance of the relevant aspects for the client in order to choose and maintain the relationship with the lawyer and the objectives are the following:

1. Identifying and analyzing the relevant aspects for the client in order to choose the lawyer
2. Identifying and analyzing relevant aspects for the client in order to maintain the relationship with the chosen lawyer
3. Measuring the importance of the aspects identified in order to choose/maintain the relationship with the chosen lawyer.

The research methodology involves the formulation of hypotheses to be tested and validated or invalidated through the processing and analysis of the information obtained from the research, establishing the following hypothesis:

- More than 50% of respondents agree that notoriety is important to use a lawyer.

In order to obtain the most relevant results in our research, a survey-based research method was used and the instrument used was the questionnaire.

In general, survey-based research aims to describe consumer behavior, to know opinions and attitudes, to identify the reasons behind certain marketing actions, to identify the values shared by consumers. In this sense, during an investigation, necessary information can be identified that was the basis of the decision-making process, namely the analysis of the consumer's behavior regarding the lawyer-client relationship, the identification of the reasons that are the basis of the choice of the lawyer; identifying the way of perceiving the service offered by the lawyer in relation to its attributes, in relation to the attributes of the brand or other elements considered useful in the research and identifying the preferences shown towards the brand and to measure the satisfactions or dissatisfactions related to the use of the legal service.

From the point of view of the distribution of respondents according to socio-psychodemographic criteria, it was considered that this should be consistent with the distribution that is manifested among the investigated population. In this sense, the results of periodic research published by the National Institute of Statistics were used, among others.



To achieve the desired probability of guaranteeing the results of 95% and the maximum error of +/- 5%, the sample size was determined at a minimum number of 304 respondents. According to the report of the National Institute of Statistics, in the most recent census of 2022, there were 19,038,098 people in Romania, of which 14,428,192 were aged between 18 and 85 (or over 85). The research was carried out during September 2022 and the questionnaire was active for one month, obtaining 353 valid answers during this period. Given the particularly large audience as well as its characteristics, the sampling method chosen was consequently non-probabilistic, combining the "snowball method" with the purposive sampling method. For reasons related to the response rate, we chose to reduce the sample and as a result of the reduction, 353 responses resulted.

The first question in the questionnaire sought to segment the respondents into those who used the services of a lawyer and those who had no contact with a lawyer until the date of answering the questionnaire, being later redirected to specific questions.

Out of the total number of respondents, 241 stated that they had used the services of a lawyer and 112 respondents specified that they had not called until this date, but they answered questions related to the way to form and develop such a relationship.

Regarding the profile of the targeted respondents, diversity was sought in terms of gender, age, education, occupation and income. Thus, of the total of 353 respondents, 33.9 are women and 67.1% are men, and 89% of them are over 31 years old. Regarding the monthly income of the respondents, most of them have an income above the average income in Romania, respectively 21% have an income of more than 4,000 lei, 20.1% have more than 5,000 lei and 15.6% more than 8,000 lei. In relation to the labor market status of the respondents, 49.9% are employed and 26.9% are retired, and regarding the level of education, most respondents, respectively 36.8%, have postgraduate studies.

4. RESULTS AND DISCUSSIONS

1. Analyzing and measuring the essential characteristics to induce consumers to choose a lawyer's legal services

In order to identify the essential characteristics to make consumers choose the legal services of a lawyer, consumers were asked to specify the level of importance, on a scale from 1 to 5, where 1 represents totally unimportant and 5 represents very important the following characteristics: experience personal, the recommendation, the fee, the impression after the first meeting with him and the notoriety. The answers were divided into two categories, highlighting on the one hand consumers who have used a lawyer and on the other hand those who have not yet benefited from the services of a lawyer but who were still asked to appreciate the characteristics that they would consider important in the situation where they intend to contact a lawyer.

A. Consumers who have consulted a lawyer

Regarding consumers who used a lawyer, the most important characteristic was the impression after the first meeting with 61.8% of the responses, followed by notoriety with 57.3% of the responses and personal experience with 55.2% of the responses.

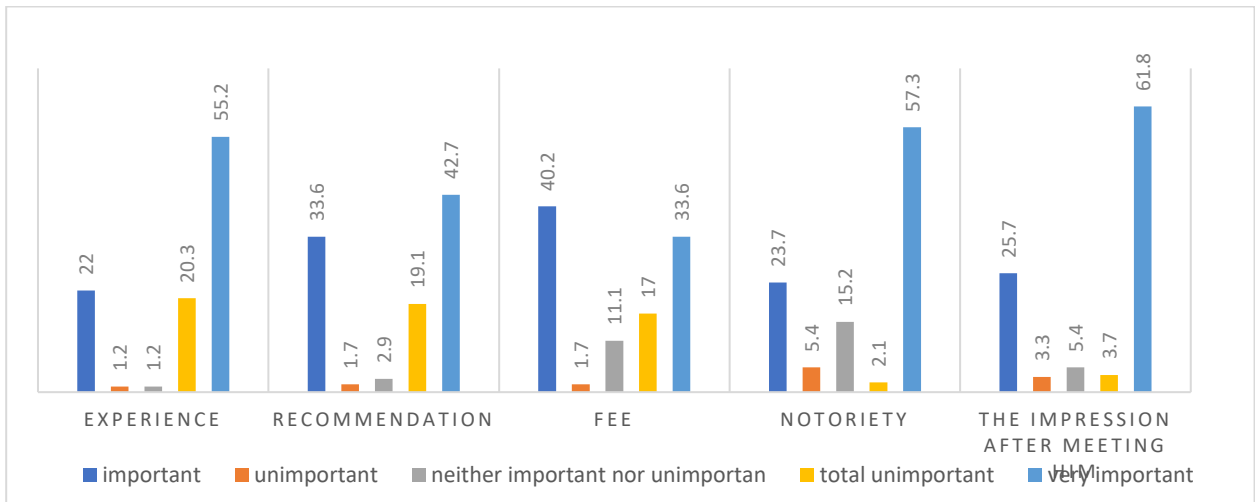


Figure 1. Distribution of answers regarding the essential characteristics in order to form the collaborative relationship

Source: research data

➤ Personal experience

Analyzing the relevant aspects in order to call a lawyer in relation to the gender of the respondents, we can see that for male persons, personal experience is very important, 106 respondents affirming this, representing 60.9% of all respondents of this gender. Likewise, personal experience is also important for female respondents with a number of 48 answers, respectively 71.6% of their total answers. Likewise, 38 male respondents (respectively 21.8% of all male respondents) stated that personal experience is important and 8 female respondents (respectively 11.9%). We note that 4 male respondents and no feminist respondents considered that personal experience is unimportant as well as the fact that 26 men (respectively 14.9% of the total of these respondents) and 8 women (respectively 11.9% of the total respondents) stated that personal experience is totally unimportant.

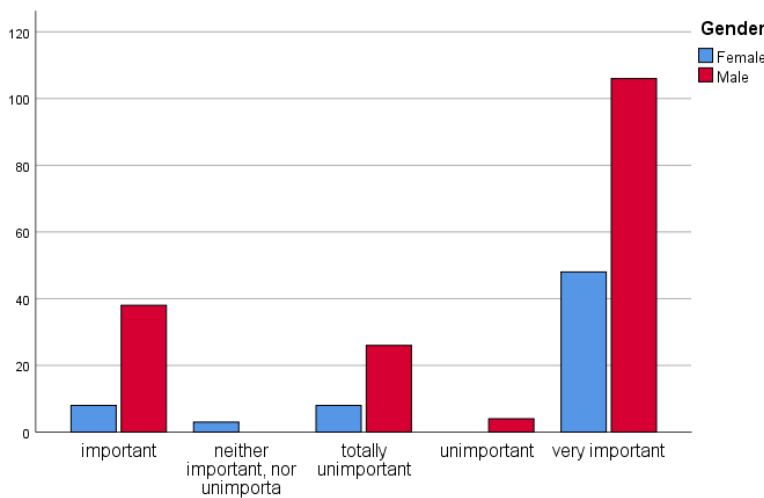


Figure 2. Distribution of answers regarding the evaluation of the personal experience element and the gender of the respondents

Source: research data

➤ **The recommendation**

Regarding the recommendation, we can see that 80 male respondents (respectively 46% of the total male respondents) and 35 female respondents (respectively 52.2% of the total female respondents) rated the recommendation as very important. Also, 72 men (respectively 41.4% of all male respondents) and 23 women (respectively 34.3% of all female respondents) rated the recommendation as important. We also note that 3 men and no women rated the recommendation as not important and 10 men and 9 women rated the recommendation as totally unimportant

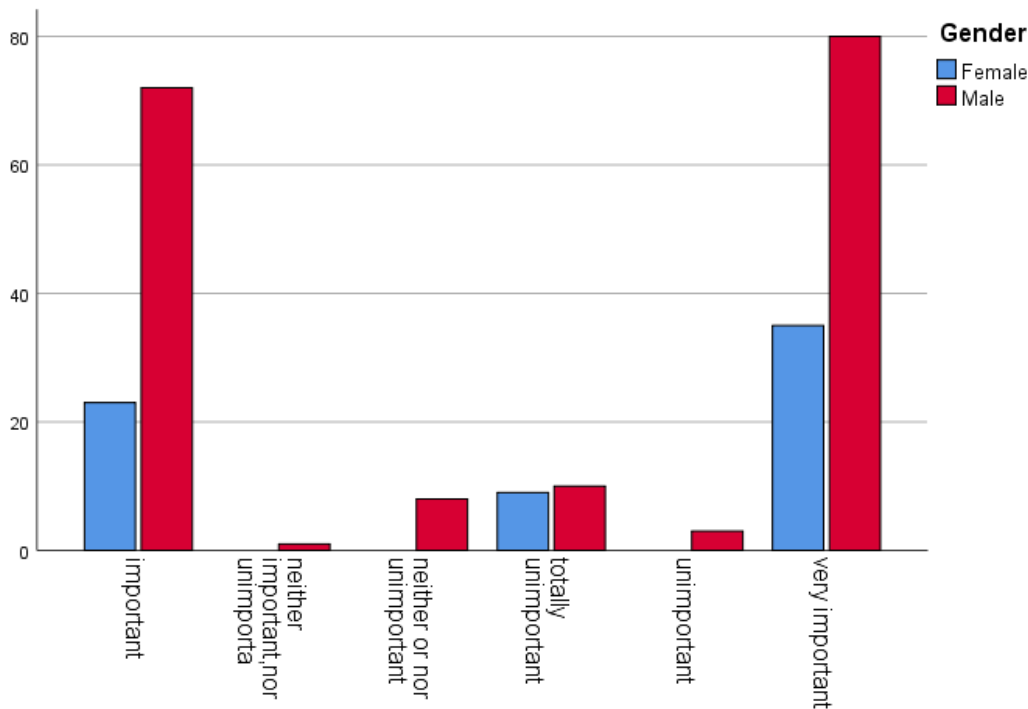


Figure 3. Distribution of responses regarding the evaluation of the recommendation element and gender of the respondents

Source: research data

➤ **Notoriety**

Regarding notoriety, 62 male respondents (respectively 35.6 % and 15 female respondents (respectively 22.4 %) rated it as important. At the same time, 55 men (respectively 31.6 % of total respondents) and 34 women (respectively 50.7% of all female respondents) rated notoriety as very important. Only 5.7% of men and 3% of women rated notoriety as totally unimportant.

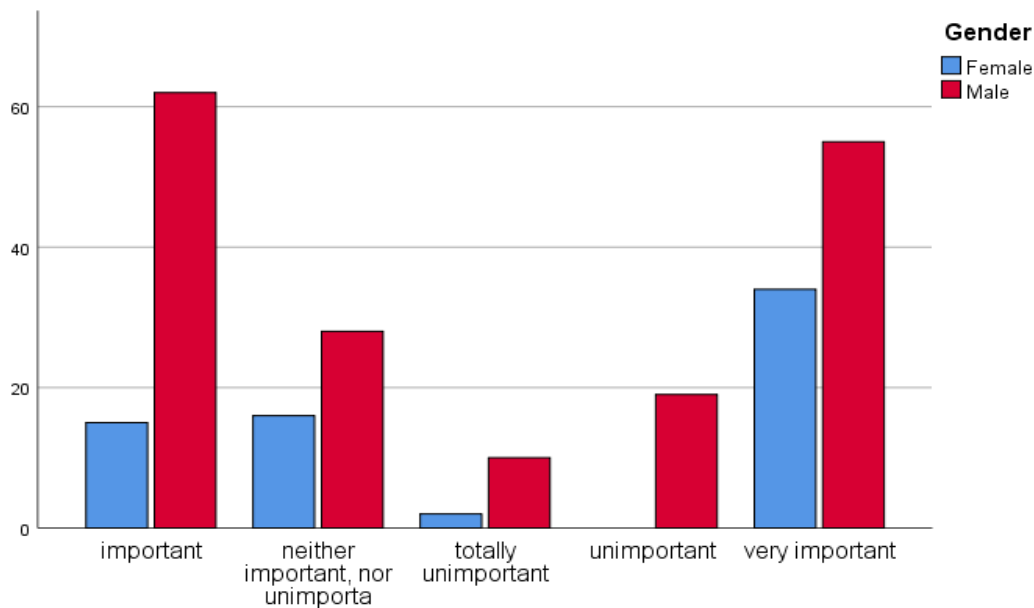


Figure 4. Distribution of answers regarding the evaluation of the notoriety element and the gender of the respondents

Source: research data

➤ **The impression after the first meeting**

Regarding the impression after the first meeting, 101 men (respectively 58% of all male respondents) and 31 women (respectively 46.3% of all female respondents) rated it as very important, 3.4% of all men and no women said it was totally unimportant.

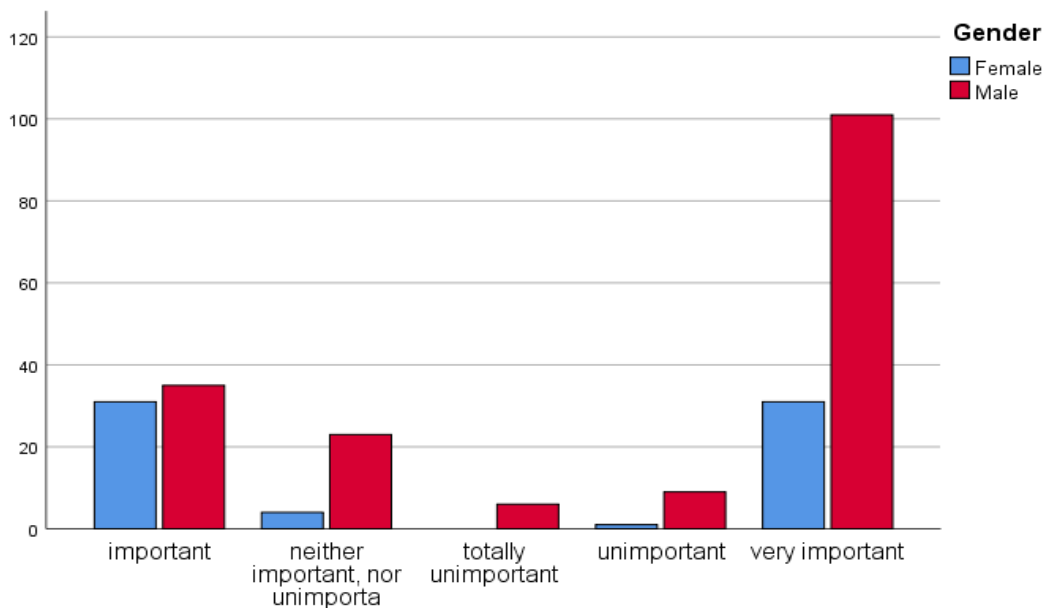


Figure 5. Distribution of answers regarding the evaluation of the impression element after the first meeting with it and the gender of the respondents

Source: research data



➤ The fee

Regarding the fee, 100 men (respectively 57.5% of all female respondents) and 24 women (35.8% of all female respondents) rated it as important. It should be noted that 3.4% of men and 6% of women rated the fee as unimportant, 4% of men and 3% of women rated it as totally unimportant.

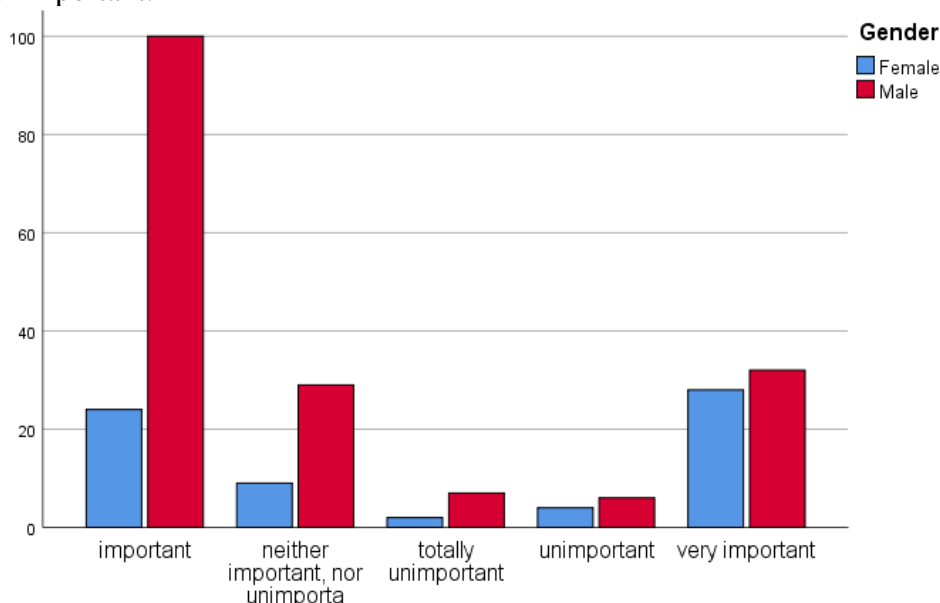


Figure 6. Distribution of responses regarding the evaluation of the honorarium element and the gender of the respondents

Source: research data

Source: research data

Concluzions for respondents who used a lawyer

Thus, with regard to female respondents, the most important element is "personal experience" with a number of 48 responses, respectively 71.6% of the total responses in this category, followed by "recommendation" with 35 responses, respectively 52.2% and "notoriety" is in third place with 34 answers, respectively 50.7%.

For male respondents, the most important element is still "personal experience" with 106 answers, respectively 60.9%, followed by "impression after the first meeting" answered by 101 men, respectively 58% and in third place is " the fee" to which 100 people answered "very important", respectively 57.5%.

**Table 1 Conclusions of the evaluation of the characteristics of the people who used a lawyer according to the gender of the respondents.**

CHARACTERISTIC	Gender	very important	important	unimportant	neither important nor unimportant	totally unimportant
Advice	Male	80 46,0%	72 41,4%	3 1,7%	9 5,2%	10 5,7%
	Female	35 52,2%	23 34,3%	0 0,0%	0 0,0%	9 13,4%
Personal experience	Male	106 60,9%	38 21,8%	4 2,3%	0 0,0%	26 14,9%
	Female	48 71,6%	8 11,9%	0 0,0%	3 4,5%	8 11,9%
Notoriety	Male	55 31,6%	62 35,6%	19 10,9%	28 16,1%	10 5,7%
	Female	34 50,7%	15 22,4%	0 0,0%	16 23,9%	2 3,0%
The impression after the first meeting with him	Male	101 58%	35 20,1%	9 5,2%	23 13,2%	6 3,4%
	Female	31 46,9%	31 46,3%	1 1,5%	4 6,0%	0 0,0%
Fee	Male	32 18,4%	100 57,5%	6 3,4%	29 16,7%	7 4,0%
	Female	28 41,8%	24 35,8%	4 6,0%	9 13,4%	2 3,0%

Source: research data

B. Consumers who have not consulted a lawyer

Regarding the parties who have not yet turned to a lawyer, we can state that a very important element is notoriety, respectively 64.3% of the total responses, followed by personal experience with 52.7% and the recommendation that received 51.8 % of responses.

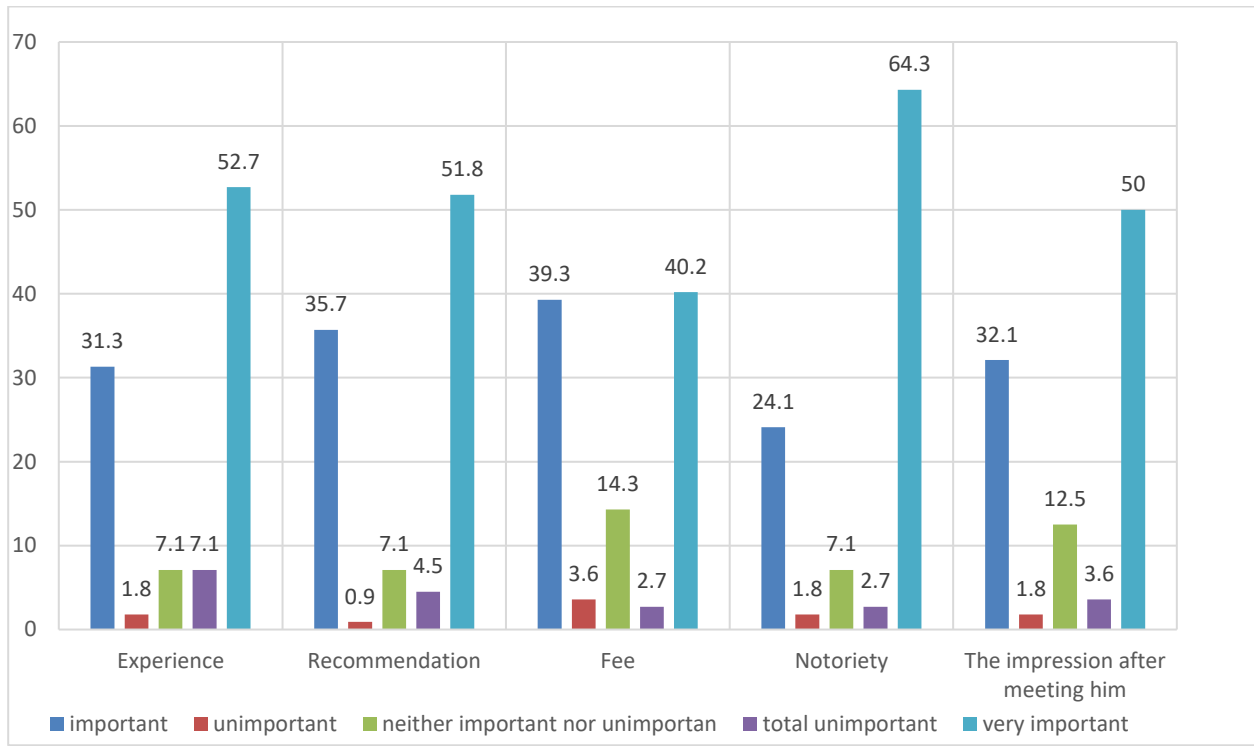


Figure 7. Evaluation of lawyer characteristics by consumers who did not use legal services

Source: research data

➤ **Personal experience**

Regarding the "personal experience" characteristic, 33 men (respectively 52.4% of all respondents in this category) considered it to be an important element, 26 male respondents considered it to be a very important element and 0 respondents rated this feature as an unimportant element.

Regarding the female gender, 24 (respectively 49% of these respondents) considered that this characteristic is a very important element, 14 women (respectively 28.6% of them) considered it to be an important element and 2 people (respectively 4.1% of this category of respondents) appreciated that it represents an unimportant or totally unimportant element.

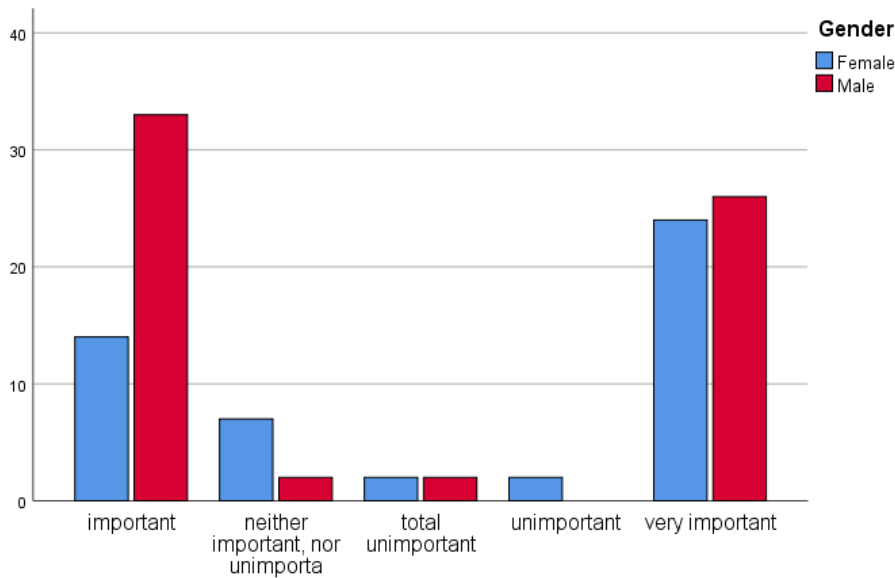


Figure 8. Distribution of answers regarding the evaluation of the communication element and the gender of the respondents

Source: research data

➤ **The recommendation**

Regarding the recommendation, 37 male respondents (respectively 58.7% of this category of respondents) considered it to be an important element, 17 respondents considered it to be a very important element and 0 respondents considered it to be an unimportant element.

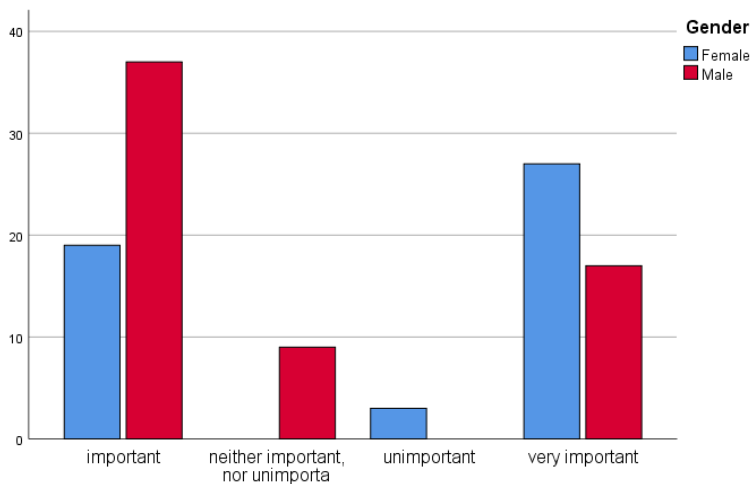


Figure 9 Distribution of answers regarding the evaluation of the seriousness element and the gender of the respondents

Source: research data

Female respondents rated seriousness as a very important element in a percentage of 55.1% (respectively 27 answers), an important element in a percentage of 38.8% (respectively 19) answers and 0.0 % rated it as an element neither important nor unimportant.

➤ **The Fee**

Regarding the fee, 27 male persons (42.9% of all responses in this category) considered it to be a very important element, 18 respondents (respectively 28.6%) considered it to be an important element and 0 persons they considered it to be an unimportant element.

Females rated seriousness as an important element in a proportion of 49% (respectively 24 answers) and a very important element in a proportion of 38.8% (respectively 19 answers). Also, no female person rated it as either an important or unimportant element.

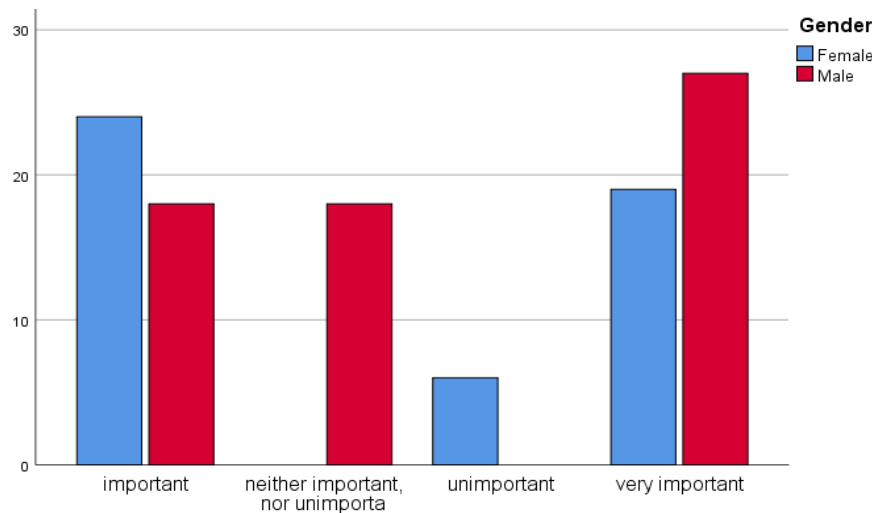


Figure 10. Distribution of responses regarding the evaluation of the honorarium element and the gender of the respondents

Source: research data

➤ **Professionalism**

Regarding the "professionalism" characteristic, 20 men (respectively 31.7% of the total respondents of this type) appreciated that it is very important in order to form a relationship with the lawyer and 19 men (respectively 30.2% of them) appreciated that this feature is important. We note that no person rated this characteristic as unimportant and 14 men (respectively 22.2% of them) rated professionalism as neither important nor unimportant and 10 male respondents (respectively 15.9% of men) they rated it as a totally unimportant feature. Regarding the female gender, 24 respondents (respectively 49%) considered it to be a very important characteristic and 15 people (respectively 30.6%) considered professionalism to be an important characteristic. Only two people (respectively 4.1%) of the female gender rated this characteristic as unimportant, 5 people (respectively 20.2%) rated it as a feature neither important nor unimportant and 3 people (respectively 6.1%) of female gender considered it a totally unimportant characteristic.

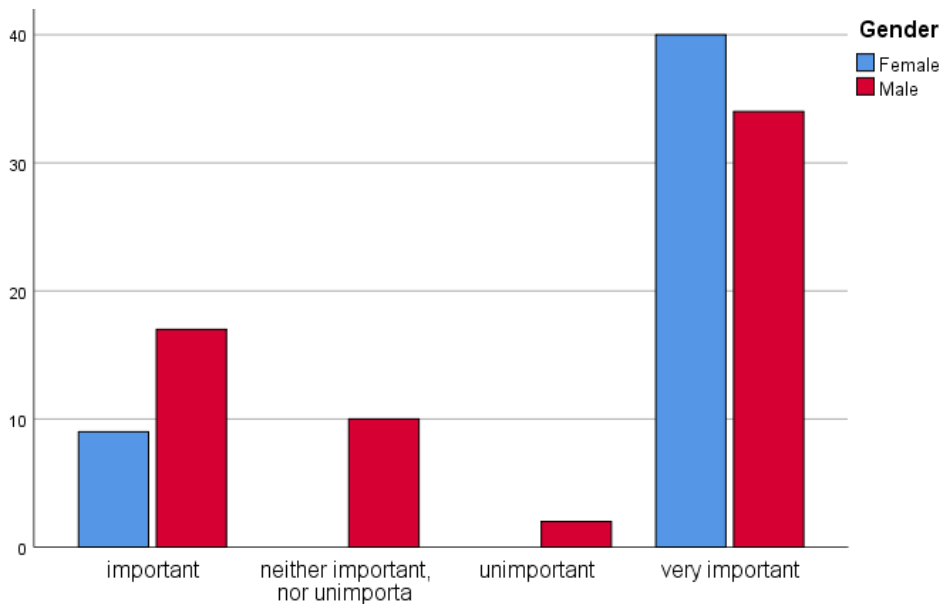


Figure 11. Distribution of responses regarding the evaluation of the element of professionalism and gender of the respondents

Source: research data

➤ **Notoriety**

Notoriety was considered a very important characteristic by 34 males (respectively 54.0% of them) and important by 17 males (respectively 27% of respondents). At the same time, 2 male persons (respectively 3.2% of them) considered that notoriety is an unimportant characteristic and 10 persons (respectively 15.2%) considered it to be a neither important nor unimportant characteristic.

Forty female persons (respectively 81.6% of them) appreciated that notoriety is a very important characteristic and 9 respondents (respectively 18.4%) considered this element to be important. We note that no female rated this characteristic as neither important nor unimportant.

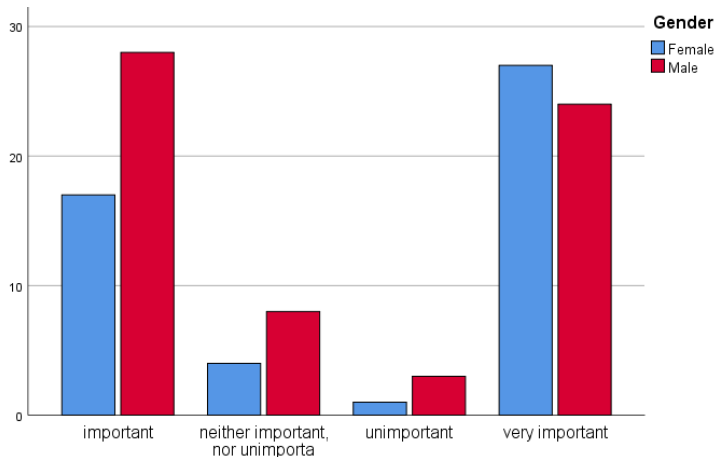


Figure 12. Distribution of responses regarding the evaluation of the personal experience element and gender



Source: research data

Conclusions regarding respondents who did not retain a lawyer

Regarding the parties who have not yet used a lawyer, the male respondents answered as follows: 54% rated notoriety as very important, 42.9% rated the fee as very important and 41.3% rated the experience personal is very important. Females appreciated that notoriety is a very important element, respectively 81.6% of them, followed by recommendation with a percentage of 55.1%.

Table 2 Conclusions of the evaluation of the characteristics of people who did not use a lawyer according to the gender of the respondents..

Characteristic	Gender	very important	important	unimportant	neither important nor unimportant	totally unimportant
Personal experience	Male	26 41,3%	33 52,4%	0	2 3,2%	2 3,2%
	Female	24 49,0%	14 28,6%	2 4,1%	7 14,3%	2 4,1%
Advice	Male	17 27,0%	37 58,7%	0	9 14,3%	0
	Female	27 55,1%	19 38,8%	3 6,1%	0	0
Fee	Male	27 42,9%	18 28,6%	0	18 28,6%	0
	Female	19 38,8%	24 49,0%	6 12,2%	0	0
Professionalism	Male	20 31,7%	19 30,2%	0	14 22,2%	10 15,9%
	Female	24 49,0%	15 30,6%	2 4,1%	5 10,2%	3 6,1%
Awareness	Male	34 54,0%	17 27,0%	2 3,2%	10 15,9%	0 0,0%
	Female	40 81,6%	9 18,4%	0	0	0

Source: research data

2. Analyzing and measuring the essential characteristics of maintaining the relationship with the lawyer.

The study also identified the perceptions of consumers (respondents who used a lawyer) regarding the importance of certain characteristics in order to influence the decision to maintain the collaborative relationship with him, taking into account, communication, seriousness, fee, professional experience and professionalism in handling the file.

We note that the highest level of importance was given to seriousness with a number of 101 positive responses, followed by professionalism with 97 positive responses and communication with 93 positive responses.

Indeed, this consumer perception is understandable because a lawyer, regardless of how professional he is, if he does not show seriousness, the collaborative relationship cannot be carried out in good conditions. Seriousness is regarded as a very important characteristic because the lawyer must fulfill his obligations arising from the contract, namely to formulate

the necessary requests, to appear at the court dates, to formulate useful defenses in the interest of the client and any legal activity that leads to the fulfillment of the obligation of diligence.

A high level of importance can be observed in terms of the lawyer's professionalism, meaning by this both the fact that the lawyer must demonstrate a thorough legal training and the fact that he must keep up with the new regulations and practices in the field (thorough preparation).

Communication is another element that stands out with a high level of importance, as it is necessary for the lawyer to be available to answer all the client's questions and keep him up to date with how the process is going. Communication does not refer to the oratorical talent of the lawyer, being seen as part of the relationship between the lawyer and the client, the way in which information is transmitted between them.

It can be noted that the fee is not seen as a very important element in the relationship between the lawyer and the client, only 57 respondents appreciated that it represents an important element.

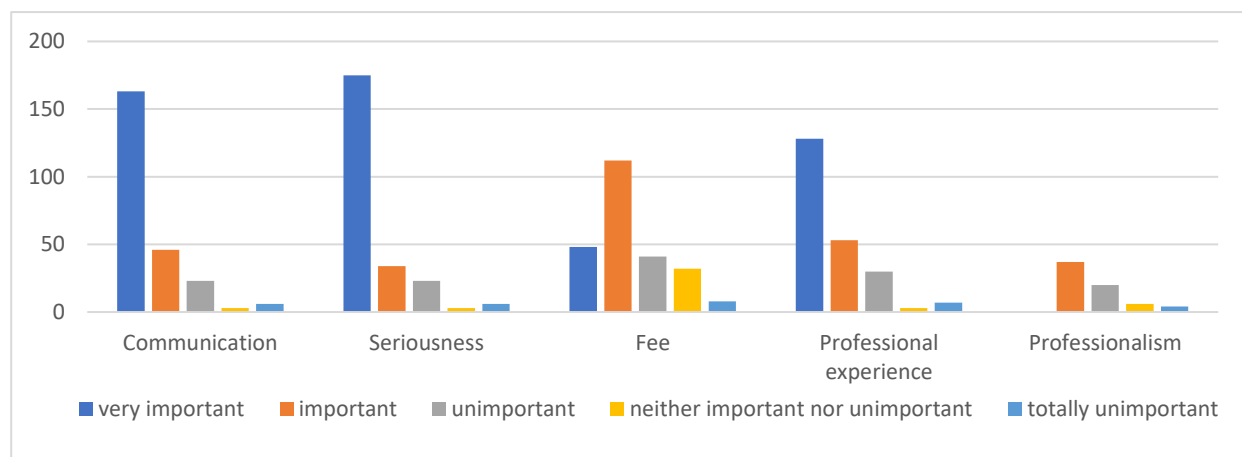


Figure 13. Consumer perception in relation to lawyer

Source: research data

In the questionnaire, a series of statements were formulated with the aim of highlighting the important elements in the consumer's perception in order to choose a lawyer to represent his interests in a case, asking them to specify the degree of agreement or disagreement. The results obtained are highlighted in figure no. 14.

We note that the highest level of approval resulted in the statement about using the services of a lawyer in the situation where I read an article about a lawyer who has a reputation for winning a case in an area in which I have litigation. (84 responses).

The next statement that contains a high level of approval is the following: "I would consider contacting a lawyer in order to set up a meeting if I identified a post of his on social media in which he would provide information of a legal nature" (76 answers).

A high level of approval also identifies it in the statement by which consumers declare that they appreciate that it is enough to make a single meeting with a lawyer in order to conclude a collaboration with him.

At the opposite pole we identify the statement "I am not interested in the professional activity of a lawyer prior to his employment", 102 respondents stating that they totally disagree. Interpreting per a contrario, it follows from here that professional experience is an important element for the consumer in order to choose a lawyer. Indeed, such a consumer perception is



understandable because extensive professional experience can increase the client's chances of success.

Statement 1: "I would consider contacting a lawyer in order to set up a meeting in the situation where I would identify a post of his on social media in which he would provide information of a legal nature"

Statement 2: "I would consider contacting a lawyer in order to set up a meeting in the situation where I would identify a post of his on social media in which he would provide information of a legal nature"

Statement 3: " I am not interested in the professional activity of a lawyer prior to his employment"

Statement 4: "I appreciate that it is enough to set up a single meeting with a lawyer in order to conclude a collaboration with him "

Statement 5: " I would consider contacting a lawyer in order to set up a meeting in the situation where I would identify a post of his on social media in which he would provide information of a legal nature "

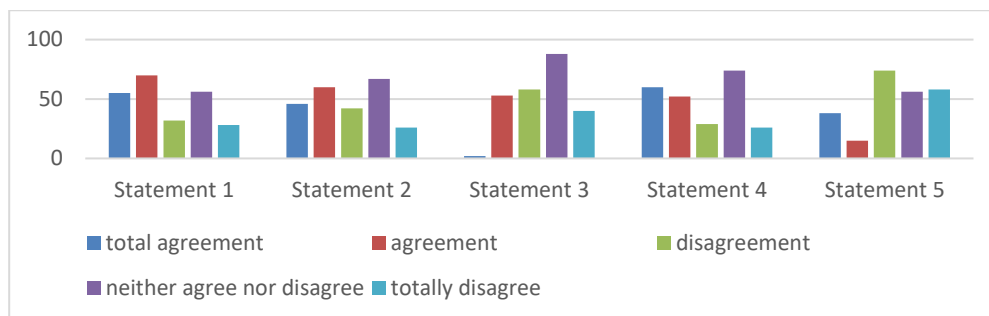


Figure 14. Evaluation of the degree of agreement with regard to statements regarding contacting/maintaining the relationship with the lawyer

Source: research data

We appreciate that it is important to specify the fact that 86 respondents disagree with the statement "I am rather tempted to use the services of a commercial company that states that it offers legal services than to directly use the services of a lawyer". Thus, consumers do not turn to organizations of lawyers in which each one is specialized, preferring individually organized lawyers giving value to the intuit personae character of the legal assistance contract.

3. Hypothesis testing

H0: More than 50% of the respondents agree that notoriety is important to use a lawyer.

H1: A different percentage of 50% of the respondents agree that notoriety is important to use a lawyer.

Assuming that the elements considered by the respondents to call on a lawyer are personal experience, recommendation, fee, impression after the first meeting with him and notoriety, the respondents were asked to specify the level of importance, on a scale from 1 to 5, where 1 represents totally unimportant and 5 represents very important regarding these characteristics.



The answers were divided into two categories, highlighting on the one hand the consumers who used a lawyer and on the other hand those who have not yet benefited from the services of a lawyer.

A. Respondents who retained a lawyer

Table 3: Descriptive statistics indicators at the sample level regarding the notoriety characteristic in choosing a lawyer for respondents who used a lawyer

	N	Mean	Std. Deviation	Std. Error Mean
Notoriety	241	2.12	1.143	.074

Source: research data

Notoriety was considered a very important characteristic by 89 respondents who used a lawyer, respectively 36.9%, and important by 77 of them, respectively 32%. By applying the t-Student test in the case of univariate analysis (Table , for a confidence level of 95%, and $t_{\alpha/2} = 1.96$, with a significance level of $\alpha=0.05$, a value of $t_{calc} = 28,800$ was obtained, which does not belongs to the interval $[-1.96; +1.96]$, which led to the rejection of the null hypothesis and the acceptance of the alternative hypothesis, H1. The same decision can be made based on the Two Sided p value (<0.001), which is less than the theoretical significance level , 0.05. Thus, with a probability of 95% it can be stated that the respondents agree that notoriety is important to call a lawyer are represented by a different percentage than 50% of the subjects.

Table 4: Student's t-test for testing hypothesis 2

	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Upper	Upper
Notoriety	28.800	240	.000	2.120	1.98	2.27

Source: research data

Observing the Two-Sided p value less than 0.05, the decision is supported. With a probability of 95%, the alternative hypothesis that less than 50% of respondents agree that notoriety is not important for hiring a lawyer was accepted.

A. Respondents who did not retain a lawyer

Table 5: Descriptive statistics indicators at the sample level regarding the notoriety characteristic in choosing a lawyer for respondents who used a lawyer



	N	Mean	Std. Deviation	Std. Error Mean
Notoriety	112	1.79	.843	.080

Source: research data

Notoriety was considered a very important characteristic by 74 respondents who used a lawyer, respectively 66.1% and important by 23.2% of them, respectively 32%. By applying the t-Student test in the case of univariate analysis (Table , for a confidence level of 95%, and $t_{\alpha/2} = 1.96$, with a significance level of $\alpha=0.05$, a value of $t_{calc} = 22.421$ was obtained, which does not belongs to the interval $[-1.96; +1.96]$, which led to the rejection of the null hypothesis and the acceptance of the alternative hypothesis, H1. The same decision can be made based on the Two Sided p value (<0.001), which is less than the theoretical significance level , 0.05. Thus, with a probability of 95% it can be stated that the respondents agree that notoriety is important to call a lawyer are represented by a different percentage than 50% of the subjects.

Table 6: Student's t-test for testing hypothesis

	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Notorietatea	22.421	111	.000	1.786	1.63	1.94

Source: research data

Observing the Two-Sided p value less than 0.05, the decision is supported. With a probability of 95%, the alternative hypothesis that less than 50% of respondents agree that notoriety is not important for hiring a lawyer was accepted.

5. FINAL CONCLUSIONS

Corroborating the answers received from the people who have already turned to a lawyer, we can draw the following conclusion: for both male and female people, who have already turned to a lawyer, a very important element is "personal experience" in exchange for those who have not yet called a very important element is notoriety.

Experience represents a series of attitudes and experiences that the respondent accumulates during the contractual relationship with the lawyer, being the best way to verify compliance with ethical and professional deontology. At the same time, personal experience is the best way to teach respondents to choose a lawyer because they are aware of the essential values according to each specific situation and to verify the fulfillment of the essential aspects for them. Man being a being endowed with the instinct of conservation and protection, going through several situations manages to learn from an unpleasant experience and avoid it in the future, preferring to choose his lawyer according to his own perceptions.

On the other hand, as can be seen, the respondents who have not yet used a lawyer, in the situation in which they would need one, an important element is his notoriety. Thus, because these respondents have not yet had an experience with a lawyer, they prefer to choose one who is known. Notoriety is not always a defining element to define the relationship with a lawyer, it



can be misleading because it is also closely related to the character of the person. Thus, although for one person the collaborative relationship with the lawyer was a favorable relationship, for other people it may be totally unfavorable, it depends on each individual. The collaborative relationship with a lawyer being an interpersonal relationship, is formed a lot depending on the character of each individual. For example, a person who insists on questions, being able to hire a lawyer and thus the collaboration will be lacking, and a person who is not interested in his case can be considered careless and thus the collaboration will be almost non-existent.

We can see that there is a connection between personal experience and notoriety because a client who had a favorable, pleasant experience will further recommend the lawyer with whom he has already collaborated.

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