



ANALYSIS OF THE RESULTS OF COURT USERS' SATISFACTION SURVEY OF ALL COURTS OF ALL INSTANCES OF ARMENIA

**Joint Project between the European Union and the Council of Europe
Strengthening the Independence, Professionalism
and Accountability of the Justice System in Armenia**

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**ANALYSIS OF THE RESULTS OF COURT USERS’
SATISFACTION SURVEY OF ALL COURTS OF ALL
INSTANCES OF THE REPUBLIC OF ARMENIA**

Yerevan, Republic of Armenia

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Joint Project between the European Union and the Council of Europe Strengthening the Independence, Professionalism and Accountability of the Justice System in Armenia

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EXECUTIVE SUMMARY

Within Europe, traditional “constitutional theory of the judiciary has been engineered so that judiciaries operate within the rule of law, independently from other state powers with a view to protecting the human rights of the citizens”.¹ This theory took “for granted that if judicial independence were guaranteed, then access to justice would also be guaranteed”.² Furthermore, procedural forms such as right to appeal were deemed sufficient to protect the human right of fair trial and fair dispute resolution within the rule of law, be it in civil, criminal or public area.

The growing attention to judicial activities and administration raised by the increasingly relevant role of judiciaries in the life of society and by the complexity faced by attempts to implement judicial reforms, has shown limits of this traditional approach. Justice systems are more and more required to provide not only “sound judicial judgments but also [...] adequate services”.³ In order to reply to these demands – coming both from national and international level – it is becoming increasingly important for the judiciaries to collect information on the functioning of the courts and on the quality of the service provided. As stressed in The European Commission for the Efficiency of Justice of the Council of Europe (CEPEJ) reports, this information facilitate the improvement of the efficiency of justice and the quality of the work delivered by the courts.⁴ Part of the quality of the service depends on the expectations and perceptions of the users of the justice service. From this perspective, surveys to collect “information about the level of court users’ [...] satisfaction with (and trust in) the courts are relevant tools for the policies of quality of judicial systems”.⁵ They allow the investigation of demands and perceptions of the direct users of courts services, to assess the functioning of the court from that perspective, and to help plan possible changes. They provide one of the key tools to collect such information. While, standing alone, court users’ satisfaction surveys do not provide solutions to existing problems, they are a powerful tool to detect critical aspects of the justice service provision and of the courts functioning.

Within the framework of the European Union and the Council of Europe Joint Project “Strengthening the Independence, Professionalism and Accountability of the Justice System in Armenia” (Project), the Council of Europe has carried out a Court Users’ Satisfaction Survey (Survey) to investigate the perceptions of court users, lawyers and advocates in the Republic of Armenia (RA).

The Survey was conducted in the RA using the CEPEJ methodology. This methodology is based on CEPEJ Working Group on Quality of Justice (CEPEJ-GT-QUAL) “Handbook for Conducting

¹ CEPEJ Comparative Study on Monitoring and Evaluation of Court System, p. 4, available at https://www.coe.int/t/dghl/cooperation/cepej/series/Etudes6Suivi_en.pdf

² Ibid.

³ Marco Fabri and Philip M. Langbroek (eds.), *The challenge of change for judicial systems, developing a public administration perspective*, IOS Press OHMSHA, Amsterdam, Washington 2000, p.8-9

⁴ European judicial systems - Edition 2006 (2004 data) - CEPEJ, available at [https://wcd.coe.int/ViewDoc.jsp?p=&Ref=CEPEJ\(2006\)Evaluation&Language=lanEnglish&Ver=original&BackColorInternet=eff2fa&BackColorIntranet=eff2fa&BackColorLogged=c1cbe6&direct=true1](https://wcd.coe.int/ViewDoc.jsp?p=&Ref=CEPEJ(2006)Evaluation&Language=lanEnglish&Ver=original&BackColorInternet=eff2fa&BackColorIntranet=eff2fa&BackColorLogged=c1cbe6&direct=true1)

⁵ CEPEJ Report evaluating European judicial systems - 2014 edition (2012 data) - CEPEJ Studies No. 20, p.107, available at http://www.coe.int/t/dghl/cooperation/cepej/evaluation/2014/Rapport_2014_en.pdf

Satisfaction Surveys Aimed at Court Users in the Council of Europe Member States” (CEPEJ Handbook) and on CEPEJ and Council of Europe experiences in developing, supporting and implementing similar initiatives in various Council of Europe Member States.⁶ The Survey was the first experience of its kind carried out in the RA.

The Survey aimed at measuring the satisfaction of court users with the courts services, to collect inputs on how to improve the quality and the effectiveness of RA’s courts, building on court users’ perceptions on the matter. The Survey was carried out through a multi-step approach including: a preliminary fact-finding mission (FFM), a Pilot phase, a National implementation phase and an analysis phase. These activities were carried out between January 2015 and December 2016.

As a first step, the FFM collected information, suggestions and recommendations from key stakeholders in the RA justice system to define the exact scope of the Survey to be implemented in the country. This was followed by the Pilot phase, which was carried out in 13 courts of the RA. During this phase a provisional version of the Survey questionnaires aimed at court users (for general users and advocates/lawyers) created on the basis of CEPEJ examples and adapted on the basis of the inputs of the FFM was tested. The Pilot phase also tested administration methodologies including self-administered and interviewer-administered surveys. As a result, the questionnaires were accordingly revised and the in-court face-to-face interview method was chosen.

Furthermore, during the Pilot phase, an electronic system for entering and supporting the analysis of the Survey data was developed and tested. Data from all valid questionnaires collected during the field works were then entered and used for the analysis.

The National phase of the Survey was preceded by public outreach activities including radio announcements and the diffusion of fliers in courts on the scope and timeframes of the Survey. The National phase of the Survey was conducted in all instance courts of Yerevan and all courts of Marzes (administrative divisions) of the RA. Four different paper-based Armenian language questionnaires were filled in during in-court face-to-face interviews by ten interviewers hired and trained by the Project. The questionnaires aimed at: court users of first instance courts, court users of courts of appeals, court users of Court of Cassation, and advocates/lawyers. The questionnaire aimed at court users included between 53 and 55 questions (depending on the instance) divided in sections related to: demographic data of the respondents; general perceptions of the functioning of justice; physical accessibility and premises of the court; the functioning of the court; judges, hearings, and court’s judicial acts; prosecutors; advocates; public defenders; access to information. The questionnaires aimed at advocates/lawyers included 48 questions divided between demographic data, general

⁶ CEPEJ Handbook for conducting satisfaction surveys aimed at Court users in the Council of Europe’s Member States - CEPEJ Studies No. 14 [updated by CEPEJ studies No. 25]. Available at [https://wcd.coe.int/wcd/ViewDoc.jsp?Ref=CEPEJ\(2010\)1&Language=lanEnglish&Ver=original&BackColorInternet=DBDCF2&BackColorIntranet=FDC864&BackColorLogged=FDC864](https://wcd.coe.int/wcd/ViewDoc.jsp?Ref=CEPEJ(2010)1&Language=lanEnglish&Ver=original&BackColorInternet=DBDCF2&BackColorIntranet=FDC864&BackColorLogged=FDC864)

evaluation of court's functioning, court-lawyer relation, preparation and conduct of hearings, and judges' judicial acts. In total, 2,456 validly filled questionnaires were recorded by the Project.

The data analysis phase was carried out by an external team of experts including: an international expert in justice administration, a lawyer-analyst, two economist-statisticians, one public administration specialist, and led by the Project manager in Yerevan. Whenever applicable, the team adopted a descriptive statistics approach methodology, complemented with univariate and bivariate analysis with tables and Figures, as well as the utilization of simple regression models in the forms of scatterplots. For comparability reasons, the analysis of overall satisfaction levels of respondents was carried out considering three provisional groups of courts: 1) first instance courts of Yerevan; 2) first instance courts of Marzes; and 3) three courts of appeals and the Court of Cassation. The observations of the interviewers, which were recorded both in the interview process and in relation to the court context, played an important role in helping to correctly assess the qualitative scores provided by the replies of court user. External data provided by the Judicial Department (JD) were used to contextualize and support the interpretation of the results of the data analysis.

It must be stressed that the two main general observations below were registered during the data analysis:

1. There are consistent differences in expectations of court users on the services (and service quality) that should be provided by the courts depending on the geographical location of court users, in particular between Yerevan and the Marzes, with respondents in Marzes having significantly lower expectations.

2. The data analysis and the observations of the interviewers show that there is a widespread lack of, or poor understanding of key general principles upon which the proper administration of justice by the courts should be based (again more pronounced in Marzes).

These two main general observations must be considered when reading the Report, but should also be considered as points to be addressed at a national level through strategic programmes to raise the population's awareness about their rights and about what their expectations from the judiciary should be. As an example, it is very important to ensure that

court users, and the population in general, are informed that the independence of the judges is a means to ensure fair treatment of the parties and an impartial judicial decision, not the right for a judge to exercise widespread 'powers'. Judges should not be considered as entitled to exercise extensive arbitrary 'powers' but to act within the 'authority' clearly prescribed by laws for the administration of justice.

Also, the fact that in a number of instances in the courts of Yerevan and Marzes the court personnel directly or indirectly interfered with the questionnaire administration process (for example, by eavesdropping) and that a number of respondents appeared to be particularly worried about addressing Survey questions in the courthouse as well as by the possible consequences of their participation in the Survey on the outcome of their cases, raise serious questions. These questions relate, not only to

alleged violation of the free and unconstrained access of the general public to the courts, but also to the alleged overstepping of the authorities of bailiffs and the hesitant atmosphere in the court houses. Hence, further work is needed (both with the population and court personnel) to ensure free and unconstrained access to courts and to raise the knowledge of the population on the overall process of administration of justice and in particular on the roles and functions of judges and non-judge court personnel. This will also ensure that these evaluation tools work smoothly in the courts of the RA.

The current Report discusses the results of the Survey data analysis. Given the diversity of information available, the Report focuses on the most meaningful and informative data and analysis, highlighting significant patterns or discrepancies. It is structured in two Chapters, which follow an introduction providing a description of the research and methodological details needed to correctly interpret the information provided. Chapter one is divided into seven sections and focuses on the findings the Survey conducted with court users while Chapter two, organized into four sections, discusses the findings of the Survey conducted with advocates/lawyers.

Chapter One - Findings of the Survey conducted with court users - is organized as follows:

Section one introduces the demographic data collected from court users which has been used to cross-tabulate and to compare Survey questions to see how responses vary in relation to the characteristics of the respondents. This section also presents the general perceptions of the functioning of justice. In general, court users are satisfied with the overall functioning of courts and with the costs for accessing justice. Topics worth particular attention are: the *trust in the justice system* (with a particularly low score for courts of appeals and Court of Cassation grading on average 2.8 on a scale from 0 to 6) and the *speed of dealing with cases* (with a particularly low average score of 2.5 for Yerevan first instance courts). The comparison of perceptions data on *speed of dealing with cases* with the hard data provided by the JD confirms the findings of the Survey and suggests that a number of concrete initiatives should be taken to ensure timely examination of cases.

Section two analyses court users' perceptions of physical accessibility and premises of the courts showing an overall positive assessment. However there are several courthouses in Marzes of the RA, which lack minimum physical conditions for the administration of justice. As an example, court hearings in one of the Marz courts were conducted in the corridors of the courthouse. Another area of serious concern is the access to the courts for persons with disabilities, where all RA courts fare generally poorly. A recommendation is made to consider the priority given to accessibility of courts for persons with disabilities in budgeting and the exploration of alternative solutions. Court infrastructure improvements are particularly important for ensuring free and equal access to justice for persons with disabilities.

Section three explores the functioning of the courts including some organizational elements (for example, management of court summons and time laps between court's summon and hearing) and

some elements of the courts experience such as the punctuality of the hearing and the politeness of the non-judge court personnel. In general court users seem to be quite satisfied by these elements of the functioning of courts. In few cases, specific court results may suggest the need of further investigation to address some potential issues.

Section four investigates court users' perceptions of a number of elements pertaining to judges in the justice service provision including their: attitude and politeness, language, independence, professionalism, their impartiality during the hearings, and clarity and timeliness of judicial acts. As timeliness emerges once more as a critical element, the subjective data provided by the questionnaire is confronted with relevant court statistics on case management and length of procedures. As the current system of allocation of human resources and redistribution of cases seems to be ill-suited to address rapid changes in caseload and other factors influencing case management, it is suggested that the issue is further investigated and solutions devised. Also, compared to other elements of the questionnaire specifically addressing the judges, independence emerged with a comparatively low satisfaction level. A critical aspect, especially when looking at the comparatively higher evaluation in the Marzes, is that in many instances independence of a judge was understood by the respondents as something that is for the benefit of judges. A specific note should be made to the findings of the Survey related to the respondents who were victims in the cases examined by the first instance courts of general jurisdiction (FICGJ) of Yerevan. In many cases they were not satisfied with the independence and impartiality of judges conducting oral proceedings (average score 2.4). Linked to other evaluations of the functioning of the justice system coming from the same capacity of court users, this points out to the need of further examination of the role and rights of victims in the RA justice system. This should aim to ensure clear communication to victims about their rights and roles, which in turn should include a special consideration within the court procedure and the right to have specific explanations by the court as to why an offender may be threatened or sentenced differently from what a victim expects.

Section five investigates court users' perceptions of attitude, politeness, language and professionalism of prosecutors. Prosecutors score rather low, compared to all other categories involved in the court service provision. Limited knowledge on – and understanding of – the role and behaviour that should be expected from prosecutors emerged from the confrontation of the data and interviewers observations, especially in the Marzes. Another element of reflection is the low satisfaction scores that victims (compared to other categories) give to public prosecutors (for example in Yerevan first instance courts prosecutors' professionalism is scored 2.4 and attitude and politeness scored 2.8).

Section six looks at court users' satisfaction scores for advocates and public defenders that represented them during the court proceedings. As a general rule, court users seem to be satisfied even if the question regarding the fees seems to be the least satisfying question of this section. As some

respondents declared to have paid for public defence service, especially in the Marzes, a suggestion is made to monitor for potential malpractices.

Section seven looks at court users' satisfaction scores with the accessibility and costs of information provided by the courts as well as means of communication with them. In general, court users are satisfied by the service provided even if areas for improvement are present, especially in the case of lower scoring courts. Special attention should be paid to the modernization in justice service delivery by more active usage of electronic communication means and equal usage of electronic means of communication as only the courts of appeals seem to be actively using electronic means of communication when contacting the parties of the cases. This may have a potential to speed the overall time required for the examination of cases and ease constraints for and save the time of the non-judge court personnel.

Table ES1 provides court users' average satisfaction scores for all assessed dimensions for the first instance courts of Yerevan, first instance courts of Marzes, courts of appeals and Court of Cassation.

Table ES1. Court users' average satisfaction scores for all assessed dimensions for all courts of the RA

	Average satisfaction scores for first instance courts of Yerevan	Average satisfaction scores for first instance courts of Marzes	Average satisfaction scores for courts of appeals and the Court of Cassation
General perception of the functioning of justice			
Court's functioning	3,8	4,6	3,7
Speed of dealing with a case	2,6	3,6	3
Costs for accessing to justice (excluding lawyer's fees)	3,5	4	3,4
Trust in justice system	3,1	4,2	2,8
Physical accessibility and premises of the court			
Coming to court	4,7	4,6	4,1
Access for persons with disabilities	2,6	3,7	2,3
Orientation inside the court	4,1	4,5	4,1
Waiting conditions	4,7	4,7	4,3
Courtroom furnishing	5	5	4,8
Functioning of the court			
Court summons	5,1	5,6	5,2
Time lapse between the summons and hearings	4,5	5,3	4,6
Timeliness of the hearing(s)	4,3	5,2	4,5
Attitude and politeness of the court registry personnel	5,1	5,7	5,1
Attitude and politeness of the bailiffs	5,3	5,7	5,2
Attitude and politeness of the judge's assistant	5,3	5,8	5
Attitude and politeness of the court sessions' secretary	5,3	5,8	5,2
Judges, hearings and court's judicial acts			
Attitude and politeness	4,9	5,6	4,8
Language	4,8	5,4	4,6
Independence	4,1	5,2	3,4
Professionalism	4,7	5,4	4,1
Impartiality	4,4	5,2	3,8
Time granted to you (or to your advocate)	4,9	5,5	4,6
Judicial acts	4,5	5,2	4,4
Timeframe for delivery of the final substantive judicial act	3,2	4	3,5
Prosecutors			
Attitude and politeness	3,8	4,8	2,5
Language	3,9	4,8	3
Professionalism	3,4	4,6	2,3
Advocates			
Professionalism	5,2	5,3	5,2
Fees for paying the advocate	3,4	3,5	3,3
Advocate's actions being agreed with you	5,1	5,4	5,5
Clarity of actions	5,1	5,3	5,4
Public defenders			
Professionalism	4,6	5,3	5,1
Public defender's actions being agreed with you	4,5	5,2	5
Clarity of actions	4,7	5,3	5
Access to information			
Clarity of information provided by the court	4,6	5,2	4,3

Chapter Two - Findings of the Survey conducted with advocates/lawyers- is organized as follows:

Section one of this chapter analyses advocates/lawyers perceptions of: professionalism, impartiality in conducting hearing and independence of judges. While all considered very important elements, the independence of judges (average 3.6 on a scale from 0 to 6) seems to be the critical point of this set of variables scoring the lowest as an average for all courts.

Section two analyses advocates/lawyers perceptions of: attitude and politeness, availability and accessibility of judges. In general, advocates/lawyers seem to be satisfied by the personal and professional characteristics of the judges, however the data analysis suggests that in some courts evaluation of personal and professional characteristics by advocates/lawyers require some attention.

Section three analyses advocates/lawyers perceptions of organizational dimension of the court service provision, including: scheduling the hearings in coordination with parties, clearness in organization and administrative responsibilities, timeliness of the hearings, and rapid handling of civil, criminal and administrative cases. While in general advocates/lawyers have positive perceptions on the organizational dimension of the court service provision, the data analysis related to the rapid handling of cases suggests that specific efforts should be made to study the reasons of delays in the examination of cases by the courts and to devise concrete solutions. Given the backlog of cases in certain courts of the RA, serious consideration should be given to the demand for each court – including the quantity, complexity and nature of cases, workloads, and changes – in these factors over time. The analysis of the information available on the speed of handling of cases combined with the quantitative data on court caseload and available human resources suggests that reform initiatives are needed for a better allocation and/or reallocation of human and/or material resources (or cases) in order to address the uneven distribution of recourses and caseloads in certain courts of the RA.

Section four analyses advocates/lawyers' perceptions of: clarity, comprehensiveness, clarity of reasoning and conclusions of judicial acts. While advocates/lawyers reportedly are, in general, satisfied by these components of courts' services, quite consistent variation is registered between better and worst performing courts, suggesting that there may be some space for further improvement. Also, the information on the caseload of courts suggests that high caseload may have a negative impact on the quality of judicial acts. Another element is the difference between the understanding of the characteristics of courts' services and perceptions of court users and advocates/lawyers, especially in the Marzes. This suggests that, apart from court users' low expectations on the subject matter, there are differences of perceptions between the two groups of respondents about what is a clear and well-reasoned judicial act. It is possible for example that a judicial act which appears clear and well-reasoned from a non-legal perspective, may appear more criticisable from a legal one. It should be noted that the differences of perceptions that clearly emerge when confronting the Survey data on judicial acts are not limited to this area but extends to the whole perceptions of the process of administration of justice.

Table ES2 provides advocates/lawyers' average satisfaction and importance scores for all assessed dimensions for all courts of the RA.

Table ES2. Advocates/lawyers' average satisfaction and importance scores for all assessed dimensions for all courts of the RA

	Average satisfaction scores	Average importance scores
General evaluation of the court's functioning		
Scheduling the hearings in coordination with parties	5	5,7
Access to the case-law	5,1	5,9
Communication with the court	4,4	5,4
Clearness in the organization and admin. responsibilities	4,4	5,6
Quality of the DataLex.am website	3,9	5,8
Quality of the Court.am website	4,2	5
Placement of guiding signs within the courthouse	4,3	5
Orientation within the courthouse	5,1	5,3
Court-lawyer relations		
Judge's(') politeness and attitude	5,2	5,8
Judge's(') professionalism	4,7	5,9
Judge's(') availability	5,3	5,9
Judge's(') accessibility	4,7	5,7
Court officers' politeness and attitude	5,1	5,8
Court officers' availability	5,1	5,6
Court officers' accessibility	4,9	5,7
Prosecutor's('s) politeness and attitude	4,3	5,7
Prosecutor's('s) professionalism	3,8	5,9
Judge assistants(') level of professionalism	4,6	5,7
Court bailiff's(') level of professionalism	4,8	5,4
Court session secretary's(') professionalism	5,1	5,6
Celerity of responses to your questions	4,5	5,8
Quality and reliability of registry's responses	4,7	5,8
Computerized management of proceedings	4,8	5,8
Costs/fees of access to justice	3,9	5,7
Preparation and conduct of hearings		
Conditions of meeting with clients	2,6	4,8
Existence of rooms for meeting with clients	1,4	4,6
Furnishing, equipment of the courtroom	4,9	5,8
Timeliness of the hearing(s)	4,2	5,9
Organization and progression of hearing(s)	4,8	5,8
Impartiality of the judge in conducting hearing(s)	4,4	6
Judges' judicial acts		
Judge's(') independence	3,6	6
Clarity, comprehensiveness of judicial act(s)	4,4	6
Clarity of decision reasoning and conclusions	4	6
Rapid handling of civil cases	2,9	5,9
Rapid handling of criminal cases	3,6	5,9
Rapid handling of administrative cases	2,9	5,9
Feasibility of enforcement of judicial acts	4,4	5,9
Enforcement of judicial acts	2,9	5,9

General recommendations based on the findings of the Survey and priority areas requiring further improvements

Court users' satisfaction surveys allow court users and advocates/lawyers to rate the court's accessibility and its treatment of the public in terms of fairness, equality, and respect. Court users perceive the courts based on how they are treated in courts, and whether the decision-making process is perceived as being fair, transparent and equal. It is important for the courts to give their users opportunities to provide feedback. By analysing the findings of that feedback, courts can improve the quality of their services, where necessary, and can also measure progress or regress. Below we have summarized suggestions for areas requiring immediate attention and improvements. The recommendations include:

1. Court users' satisfaction surveys should be carried out periodically in order to collect data in different years and then allowing a diachronic analysis of the information to monitor changes in the users' perceptions of the court functioning, as well as to assess the changes carried out.
2. Awareness of court users about such surveys and their objectives should be increased.
3. The lack of, or very poor, understanding of the components of the right to fair trial and standards of administration of justice create a situation where the answers of court users, especially in the Marzes may not necessarily reflect the actual experiences of court users. This particularly is demonstrated when evaluating courts, judges and non-judge court personnel as well as – to a lesser extent – prosecutors. Initiatives should be carried out to raise the knowledge and awareness level of the population at large and in particular of court users about the minimum standards for the administration of justice at court and individual judge level.
4. In parallel to raising court users' awareness and understanding of the minimum standards of the administration of justice at court and individual judge level, initiatives should be taken to ensure that such standards are upheld. This includes actions aimed at supporting independence and impartiality of individual judges and the judiciary as a whole, so that those who appear before them, as well as the wider public, can have confidence that their cases will be decided fairly and in accordance with the laws.
5. Close consideration should be given to the role and rights of victims in criminal procedures, including but not limited to raising awareness of all actors involved in the justice service provision of the need to respect such role and rights. According to CEPEJ Report on "European judicial systems – Edition 2014 (2012 data): efficiency and quality of justice", RA lacks an institutionalised system to inform and help victims of crime.⁷ Such a system should be known to the public, easily accessible and free of charge. Victims of crimes are a category of court users that require special attention. The data analysis confirmed that victims, compared with

⁷ CEPEJ Report evaluating European judicial systems - 2014 edition (2012 data) - CEPEJ Studies No. 20, p. 91, available at http://www.coe.int/t/dghl/cooperation/cepej/evaluation/2014/Rapport_2014_en.pdf

other court users, expressed rather low level of satisfaction with respect of nearly all Survey questions. Therefore it is recommended to conduct further studies related to this matter and consider the establishment of relevant mechanisms necessary for the protection of the rights of victims of crimes in accordance with Council of Europe standards.

6. Improving environment/infrastructure and facilities of all courts of the RA to ensure that court users with disabilities have unrestricted access to courts in the country. The Report confirms that physical inaccessibility of court facilities is a primary barrier to access to justice for persons with disabilities. This includes accessibility of the main entrance of the courthouses, movement throughout the court facilities, and adaptability of information for those with visual, auditory or learning disabilities. This question requires immediate attention by policy makers in the field of justice administration of the RA.
7. The length of judicial proceedings has emerged as a common source of dissatisfaction amongst court users of the RA. Article 6 of the European Convention on Human Rights highlights the importance of everyone being entitled to a fair and public hearing within a reasonable time. The reasonableness of the length of proceedings must be assessed in the light of the following criteria established by the case-law of the European Court of Human Rights: the complexity of the case, the conduct of the applicant and of the relevant authorities, and what was at stake for the applicant in the dispute.⁸ An implementation guide “Towards European Timeframes for Judicial Proceedings“, has been recently adopted by CEPEJ (on 7 December 2016) and may support reform initiatives in this direction.⁹ This guide offers Council of Europe Member States a common framework for a methodology to measure judicial time, by category of cases. The guide can be adapted to specificities of each Member State and will enrich the implementation of policies to guarantee that justice is rendered in a reasonable time (also from the perspective of court users).
8. It is also recommended to actively operationalize the newly established institution of court annexed mediation and revised law on Commercial Arbitration. One of the starting points could be encouraging judges to actively direct cases for mediation whenever relevant, as well as to create incentives for court users and practitioners to opt for mediation. Creation of an effective mediation case referral and management system has a potential of promoting court annexed mediation in RA. This initiative should be carefully monitored in order to ensure its proper implementation.
9. According to the findings of the Report, the increasing number of cases (especially civil cases) filed at FICGJs, particularly in Yerevan, faced by a stable number of judge and non-

⁸ *Comingersoll S.A. v. Portugal* [GC]; *Frydlender v. France* [GC], § 43; *Sürmeli v. Germany* [GC], para. 128.

⁹ CEPEJ implementation guide “Towards European Timeframes for Judicial Proceedings”, available at [https://wcd.coe.int/ViewDoc.jsp?p=&Ref=CEPEJ\(2016\)5&Language=lanEnglish&Ver=original&BackColorInternet=DBC2F2&BackColorIntranet=FDC864&BackColorLogged=FDC864&direct=true](https://wcd.coe.int/ViewDoc.jsp?p=&Ref=CEPEJ(2016)5&Language=lanEnglish&Ver=original&BackColorInternet=DBC2F2&BackColorIntranet=FDC864&BackColorLogged=FDC864&direct=true)

judge court personnel employed by the justice system, and an uneven distribution of human resources between the courts (the specific situation of several courts is discussed further in the Report), prompts to an urgent need to reconsider staffing policies within the system. The system is in need of a more balanced human-resource management policy. The judiciary may benefit from a flexible, built-in mechanism matching the supply and demand of the human resource at a particular court, and thus adjusting the judiciary from within to best respond to the needs of court users.

10. The justice system in RA has made significant progress in digitalizing many of its operations. However, the share of court users and courts using information technology tools (such as email) to communicate with each other remains rather low, the only exception being the courts of appeals. Thus, it is recommended that a greater use of modern technologies be promoted, whether through broad public campaigns or more individual-targeted efforts. There is a high need to further promote the use of DataLex public information portal and find ways to encourage court users to visit the platform and learn about its advantages.¹⁰ Informational campaigns in this regard may be one starting point.
11. According to the findings of the Report the extent of the clarity of the reasoning and conclusions of the final substantive judicial acts issued by the judges of the RA courts vary substantially from the perspective of advocates/lawyers and court users. Advocates/lawyers reported to be less satisfied with the clarity of the reasoning and conclusions of final substantive judicial acts than court users. There is demonstrated variation between Yerevan and Marz based courts and depending on the types of cases and the capacity of the respondents. The victims reported to be less satisfied with the extent of the clarity of the reasoning and conclusions of the final substantive judicial acts. It should also be mentioned that the satisfaction scores are almost uniformly higher in Marzes. The latter is a general trend observed in the Report related to other evaluation dimensions. This suggests that the topic of legal writing, reasoning and drafting style should be addressed. There is an increasing attention and debate on this topic within the Council of Europe Member States. The best practices of other Council of Europe Member States related to this topic may provide useful ideas about how to proceed with the reform in this area.
12. A number of topics are highlighted within the entire Report as requiring further exploration through more in depth research tools. It is strongly suggested that such explorations are carried out. In some cases local court initiatives may suffice, while other cases requires the adoption of a broader, national-level policies which may also benefit from the support by and expertise of international and/or regional institutions.

¹⁰ DataLex is a web-based portal providing citizens with the opportunity to use the following online services: searching the schedule of court hearings, searching judicial cases, searching similar cases, making online payments, and submitting online applications. Available at <http://www.datalex.am/>

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INTRODUCTION

Within the framework of the European Union and Council of Europe Joint Project “Strengthening the Independence, Professionalism and Accountability of the Justice System in Armenia”, a Court Users’ Satisfaction Survey has been conducted in the Republic of Armenia. The Survey was conducted in the RA for the first time by using the methodology of the European Commission for the Efficiency of Justice. The field works of the Survey were conducted from July 2015 to May 2016.

The Survey aimed to measure the (dis)satisfaction of court users with the services of the courts, as well as to collect inputs on how to improve the quality and effectiveness of the courts in RA building on court users’ perspectives on this matter.

The Court Users’ Satisfaction Survey was carried out through a multi-step approach. As a first step, the Project conducted a FFM, between the 26th and 30th of January, 2015. The aim of the FFM was to collect information, suggestions and recommendations from a range of stakeholders offering a variety of perspectives on the justice system in the RA, and to put forward subsequent recommendations on the scope of the Survey to be implemented. The FFM team – comprising of international and local experts specialized in justice administration and in project management aspects – conducted a series of interviews and meetings.¹¹ As a result, the FFM approved the following indications for the Survey to be conducted in RA:

- The Survey will be implemented in the RA in two phases: a Pilot phase and a National phase.
- The Survey will target two main respondent groups: court users and advocates/lawyers, who have direct experience in working with courts.
- There will be two types of questionnaires prepared aimed at the above-mentioned groups of respondents. The questionnaires will be drafted on the basis of examples provided by the “CEPEJ Handbook for Conducting Satisfaction Surveys Aimed at Court Users in the Council of Europe Member States”, adapted to the Armenian context and legal framework.
- All the methodologies listed in the CEPEJ Handbook will be tested during the Pilot phase of the Survey.¹²
- The Pilot phase of the Survey will be conducted in a limited number of courts of the RA taking into account the geographic distribution and the territorial/administrative (Marz or Marzes) divisions of the country.

¹¹ The list of stakeholders includes: NGOs, judges, advocates, human rights advocates, the MOJ, and other interested parties.

¹² European Commission for the Efficiency of Justice (CEPEJ), Handbook for conducting satisfaction Surveys aimed at court users in Council of Europe’s Member States, Strasbourg, 10 September 2010, page 5. Available at (<https://wcd.coe.int/com.instranet.InstraServlet?command=com.instranet.CmdBlobGet&InstranetImage=2868655&SecMode=1&DocId=1664612&Usage=2>).

- The Project Steering Committee will oversee the Survey work and ensure that the arrangements and results inspire confidence among both the stakeholders within the judicial system as well as with the external observers.¹³

PILOT PHASE OF THE SURVEY

The Pilot phase of the Survey was conducted from July to September 2015. Its main objective was to test the questionnaires aimed at advocates/lawyers as well as the ones aimed at court users subsequently adjusted for three judicial instances of the RA: First Instance Courts of General Jurisdiction, Administrative Court of the RA, courts of appeals, and Court of Cassation. The Pilot phase also tested the methodologies for conducting self-administered and interviewer-administered surveys. The interviews were conducted with two respondent groups: court users¹⁴ and advocates/lawyers¹⁵ in 13 courts¹⁶ of the RA taking into consideration the geographic distribution and the territorial divisions of the country.

Furthermore, a testing of the questionnaires of the Survey was carried out based on the direct application of the questionnaires, as well as comments and suggestions made by court users and advocates/lawyers while filling in the questionnaires. Consequently, some structural and linguistic changes and additions were made in the adjustable parts of the questionnaires to reflect specific features of the RA legal frameworks and practices, as well as to ensure that the questions – posed in Armenian – were adequately understood by the respondents. The proposed adjustments were approved by the Steering Committee.

As for the methodology of conducting interviews, the approved scope of the Pilot phase of the Survey suggested combination of a preliminary qualitative and quantitative surveys; the rationale behind this was to test all methods suggested by the CEPEJ Handbook in the Armenian context and to devise the best possible approach to carry out the most detailed and comprehensive study of RA court user satisfaction and/or expectations. Consequently, during the Pilot phase of the Survey, the following methods were applied and utilized: self-administered postal questionnaires, self-administered e-mail questionnaires, home interviews, in-court face-to-face interviews, and telephone questionnaires. Based on the testing results, considering the response and effectiveness rates, and after the careful

¹³ The membership of the Steering Committee includes: the Council of Europe, the Ministry of Justice, Judicial Self Governing Bodies, the Justice Academy, the School of Advocates, and two NGOs that appear well-suited to the general purpose.

¹⁴ Court users, including natural persons and legal entities, and in addition to parties to proceedings, family members, visitors and any other respondents, who have interacted with a given court.

¹⁵ Members/advocates of the Chamber of Advocates of the RA, including advocates working for the Public Defender's office who have direct experience of work with courts of Yerevan and other Marzes of RA, as well as lawyers representing parties to proceedings.

¹⁶ City of Yerevan-FICGJ of Kentron and Nork-Marash Administrative Districts, FICGJ of Erebuni and Nubarashen Administrative Districts, Administrative court of the RA (Yerevan residence), Civil, Administrative and Criminal courts of appeals, Court of Cassation (Civil and Administrative and Criminal Chambers), FICGJ of Lori Marz (Vanadzor and Tashir residences), FICGJ of Ararat and Vayots dzor Marzes (Vedi residence), Administrative Court of the RA (Vedi residence), FICGJ of Syunik Marz (Goris and Sisian residences).

consideration of all listed methods, the Project decided to conduct the National phase of the Survey by using the in-court face-to-face interview method.

During the Pilot phase of the Survey, the Project developed, launched and tested an electronic system aimed at gathering all the data collected during the interviews through the means of entering the answers provided in the questionnaire into an electronic system.¹⁷ For analysis, pivot-table and pivot-chart user controls were used in the electronic system which allowed the preparation and generation of various types of reports. The electronic system also allowed exporting data in MS Excel format for further analysis. In addition, the Microsoft SQL analysis system was used for reporting and analysing purposes.

NATIONAL PHASE OF THE SURVEY

In line with the suggestions of the CEPEJ Handbook, the Project planned and implemented the National phase of the Survey following the adoption of recommendations of the Pilot phase by the Steering Committee of the Project.

The principal goal of the Survey

The Survey aimed at measuring the (dis)satisfaction of court users with the courts' services, as well as identifying the public's view on how to improve the quality of the courts of the RA.

The objective of the Survey

The objective of the Survey was to monitor users' satisfaction with the following aspects of administration of justice in the RA: the *general perceptions of the functioning of justice*, such as the *clarity of courts' functioning*; the *speed of dealing with cases*; the *costs for accessing to justice*; *trust in the justice system of the RA*; *accessibility and the facilities of the courts*; the *clarity of court summons and the time laps between them*; the *politeness and attitude of the court staff*; the *professional qualities of the judge examining the case and the prosecutor involved in the case*; the *clarity and quality of judicial decisions and timeframes for their delivery*; and *access to information and the adequacy of material resources available to the courts*.

Target groups

The survey targeted two main groups:

1. Court users, including parties to proceedings, other groups, such as family members, relatives, journalists, etc. across the full range of proceedings in all levels of courts in the RA.

¹⁷ The data entry was executed by the interviewers and the senior Project consultant.

2. Advocates/lawyers, including members of the Chamber of Advocates of the RA, including advocates working for the Public Defender's office, as well as lawyers representing parties and state authorities to proceedings with experience of work with courts.

Public outreach activities

Following the recommendations of the Pilot phase of the Survey, the Project also initiated public outreach activities. These included circulating an announcement on radio throughout the whole territory of the RA from December 2015 to February 2016, as well as disseminating informative fliers on the scope and timeframes of the National phase of the Survey among court users when conducting visits to courts.¹⁸

Scope

The National phase of the Survey was conducted in all instance courts of Yerevan and all courts of Marzes of the RA as listed in Table 1 below.

Table 1. Courts or court residences included in the National phase of the survey

	Name of Court	Location
1.	Court of Cassation of the RA	Yerevan city
2.	Civil Court of Appeals of the RA	
3.	Criminal Court of Appeals of the RA	
4.	Administrative Court of Appeals of the RA	
5.	FICGJ of Kentron and Nork-Marash Administrative Districts	
6.	FICGJ of Ajapnyak and Davtashen Administrative Districts	
7.	FICGJ of Avan and Nor Nork Administrative Districts	
8.	FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts	
9.	FICGJ of Shengavit Administrative District	
10.	FICGJ of Malatia-Sebastia Administrative District	
11.	FICGJ of Erebuni and Nubarashen Administrative Districts	
12.	Administrative Court of the RA, Yerevan residence	
		Residences
13.	FICGJ of Kotayk Marz	Hrazdan city
		Charentsavan city
		Yeghvard city
		Abovyan city

¹⁸ The announcement was circulated via radio channels (Yerevan FM 101.9 and Public Radio of Armenia FM 107.7) with a frequency of six times a day.

14.	FICGJ of Ararat and Vayots dzor Marzes	Artashat city
		Masis city
		Vedi city
		Yeghegnadzor city
		Vayk city
15.	Administrative Court of the RA	Vedi city
16.	FICGJ of Armavir Marz	Armavir city
		Echmiadzin city
17.	FICGJ of Aragatsotn Marz	Ashtarak city
		Aparan city
		Talin city
		Ijevan city
18.	FICGJ of Tavush Marz	Dilijan city
		Noyemberyan city
		Berd city
		Gavar city
19.	FICGJ of Gegharquniq Marz	Sevan city
		Martuni city
		Vardenis city
		Chambarak city
		Sevan city
20.	Administrative Court of the RA	Sevan city
21.	FICGJ of Lori Marz	Vanadzor city
		Alaverdi city
		Tashir city
		Spitak city
		Stepanavan city
22.	Administrative Court of the RA	Vanadzor city
23.	FICGJ of Syuniq Marz	Kapan city
		Goris city
		Sisian city
		Meghri city
24.	Administrative Court of the RA	Kapan city
25.	FICGJ of Shirak Marz	Gyumri city
		Artik city
		Maralik city
		Ashotsq village
26.	Administrative Court of the RA	Gyumri city

Composition of questionnaires and the interviewers

Paper-based Armenian language questionnaires were used for the National phase of the Survey. The questionnaires were completed during in-court face-to-face interviews. These were conducted by ten interviewers hired and trained by the Project. The Project obtained information about the appointed court hearings in the city of Yerevan and various Marzes through the DataLex public information portal, as well as by directly contacting each court of the Marzes of the RA to check the veracity of the information available on the DataLex public information portal.

Types of questionnaires

The Survey was conducted by using four different types of questionnaires. Following the recommendations of the Pilot phase of the Survey and after making the recommended adaptations, the following questionnaires have been used during the National phase of the Survey:

- *Three questionnaires aimed at users of first instance courts, courts of appeals and Court of Cassation*¹⁹

These questionnaires – aimed at court users – were drafted on the basis of the examples provided by the CEPEJ Handbook for Court Users' Satisfaction Survey, adapted to the specificities of each RA instance court. The questionnaires are composed of 55, 54 and 53 questions respectively. Most of the questions relied on a 0-6 satisfaction scaling system, 0 standing for the lowest level of satisfaction and 6 for the highest. The questionnaires also contained two open-ended questions which were aimed at revealing priority considerations, suggestions and other observations of the respondents.

- *Questionnaire aimed at advocates/lawyers*²⁰

This questionnaire designed for the second group of respondents, *advocates/lawyers*, is composed of 48 questions. As in the case of the other questionnaires, most of the questions relied on the 0-6 system with 0 standing for the lowest and 6 for the highest satisfaction rate. Based on the findings of the Pilot phase, the structure of the questionnaire aimed at advocate/lawyers was not changed and was composed of two evaluation sections: the level of satisfaction, and the importance that the respondent attached to the question. The questionnaire was finalized with a single open-ended question asking to suggest possible changes improving the functioning of the courts.

For cases when the respondents could not evaluate or did not want to provide an answer to a question, three-digit codes were used to identify the reasons for those responses.²¹

¹⁹ Appendixes III, IV and V

²⁰ Appendix VI

²¹ The textual values of the codes are the following: 999-not applicable; 888-refuses to answer; 777-does not know the answer; 555-no answer available; 444-does not recognize.

Response rates

The National phase of the Survey was conducted in all courts of the RA and included:

- FICGJs of Yerevan: seven courts;
- FICGJs of nine Marzes: 36 residences;
- Administrative Court of the RA: one central residence based in the city of Yerevan and five other residences based in other Marzes;
- Courts of appeals of the RA: three courts (Criminal, Civil and Administrative courts of appeals);
- Court of Cassation of the RA: a single court (comprised of the Civil and Administrative Chambers and the Criminal Chamber).

In total, 2,456 validly filled questionnaires were recorded by the Project. Table 2 below reflects the number of in-court face-to-face interviews conducted in each court of Yerevan and the Marzes of the RA separately.

Table 2. The number of validly filled questionnaires for each court or court residence

	Name of Court	Location	Number of validly filled questionnaires
1.	Civil and Administrative Chamber of the Court of Cassation of the RA	Yerevan city	8
2.	Criminal Chamber of the Court of Cassation of the RA		17
3.	Civil Court of Appeals of the RA		113
4.	Criminal Court of Appeals of the RA		97
5.	Administrative Court of Appeals of the RA		101
6.	FICGJ of Kentron and Nork-Marash Administrative Districts		122
7.	FICGJ of Ajapnyak and Davtashen Administrative Districts		131
8.	FICGJ of Avan and Nor Nork Administrative Districts		107
9.	RA FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts		120
10.	FICGJ of Shengavit Administrative District		114
11.	FICGJ of Malatia-Sebastia Administrative District		121
12.	FICGJ of Erebuni and Nubarashen Administrative Districts		109
13.	Administrative Court of the RA, Yerevan residence		109
		Residences	
14.	FICGJ of Kotayk Marz	Hrazdan city	35
		Charentsavan city	30
		Yeghvard city	45
		Abovyan city	40
15.	FICGJ of Ararat and Vayots dzor Marzes	Artashat city	41
		Masis city	29
		Vedi city	31
		Yeghegnadzor city	33
		Vayk city	39
16.	Administrative Court of the RA	Vedi city	10
17.	FICGJ of Armavir Marz	Armavir city	34
		Echmiadzin city	34
18.	FICGJ of Aragatsotn Marz	Ashtarak city	29
		Aparan city	31
		Talin city	36
19.	FICGJ of Tavush Marz	Ijevan city	31
		Dilijan city	35
		Noyemberyan city	23
		Berd city	29

20.	FICGJ of Gegharquniq Marz	Gavar city	42
		Sevan city	47
		Martuni city	33
		Vardenis city	28
		Chambarak city	30
21.	Administrative Court of the RA	Sevan city	0
22.	FICGJ of Lori Marz	Vanadzor city	37
		Alaverdi city	22
		Tashir city	44
		Spitak city	47
		Stepanavan city	32
23.	Administrative Court of the RA	Vanadzor city	0
24.	FICGJ of Syuniq Marz	Kapan city	33
		Goris city	37
		Sisian city	36
		Meghri city	29
25.	Administrative Court of the RA	Kapan city	1
26.	FICGJ of Shirak Marz	Gyumri city	34
		Artik city	0
		Maralik city	36
		Ashotsq village	3
27.	Administrative Court of the RA	Gyumri city	1

The response rates varied significantly on five main levels:

- Between three instance courts of Yerevan: FICGJs, courts of appeals, Court of Cassation;
- Between Yerevan and Marz residences of the Administrative Court of the RA;
- Between FICGJs of Yerevan and FICGJ residences of Marzes;
- Between FICGJ residences of the same Marz;
- Between FICGJ residences of different Marzes.

The main factor that led to these variations was the frequency of court hearings. For instance, in FICGJs of Yerevan, court hearings were held quite frequently and the attendance of court users to FICGJs was higher compared to that of the courts of appeals, while both the frequency of oral hearings and attendance rate of court users were very low in the Court of Cassation. Between December 2015 and May 2016, the JD notified the Project that there were four court hearings scheduled in the Court of Cassation (two in the Criminal Chamber and two in the Civil and Administrative Chamber). The

Project interviewers were able to conduct in court-face-to-face interviews during two oral hearings of the Court of Cassation during the period of the field works of the National phase of the Survey.²² The interviewers filled in a few questionnaires on the Court of Cassation when conducting interviews in other courts of RA, where the respondents – having had dealings with the Court of Cassation – wanted to evaluate that court as well.

The frequency of oral hearings scheduled in courts of Yerevan and courts of Marzes varied significantly. There were very few hearings scheduled in certain court residences of the same Marz, as well as in different Marzes.²³

The attendance rate of court users was also directly linked to the type of case being examined in the court. The response rate for civil cases was relatively high compared to criminal and administrative cases. More precisely, during the field works of the National phase of the Survey, the Project recorded 1,043 validly filled-in questionnaires on civil cases, 505 on criminal cases and only 129 on administrative cases. Moreover, the high response rate tendency in civil cases fluctuated depending on the type of the civil case. More precisely, for cases brought by banks or other entities against individuals related to issuing payment orders, the response rate was very low, as the parties were mostly not attending the oral hearings. The scarcity of validly filled-in questionnaires in administrative cases was driven by the very low number of respondents attending the oral court hearings, especially in the Marzes.

Recording the Survey data into electronic system

The electronic system tested during the Pilot phase of the Survey was adjusted to the structure of the four types of questionnaires used during the National phase of the Survey. Each questionnaire submitted by the interviewers passed a validity check by the Project in order to ensure that the questionnaires are duly filled in. The actual data entry was carried out by experienced professionals during, and after the finalization of, the field works. For the purposes of data entry and filing, the questionnaires were initially numbered to avoid any confusion and to be able to track down a particular questionnaire if necessary. After the data entry was finalized at the beginning of June 2016, all the valid questionnaires were accordingly filed into specifically designed filing cabinets with necessary security locks.

²² One of the scheduled hearings in the Civil and Administrative Chamber took place on 28 January 2016, which was a non-working day for the Council of Europe Office in Yerevan, and the other one was held on 22 April 2016, the notification about which was posted on the website of the Court on the same day of the hearing.

²³ Administrative Court of the RA (Vedi, Sevan and Kapan residences); FICGJ of Kotayk Marz (Vedi, Yeghegnadzor and Vayk residences); FICGJ of Aragatsotn Marz (Aparan and Talin residences); FICGJ of Tavush Marz (Ijevan, Dilijan, Noyemberyan and Berd residences); FICGJ of Gegharquniq Marz (Martuni, Vardenis and Chambarak residences); FICGJ of Lori Marz (Alaverdi and Stepanavan residences); FICGJ of Syuniq Marz (Sisian and Meghri residences); FICGJ of Shirak Marz (Artik, Maralik and Ashotsq residences).

Survey data analysis

In June 2016, the Survey data analysis was launched. For that purpose, the Project hired external experts with the required qualifications and expertise, including:

- An international expert in justice administration;
- A lawyer-analyst;
- Two economist-statisticians;
- A public administration specialist.

The team was led by the Project manager in Yerevan. The coordination of the analytical team was carried out by the Project Manager and field coordinator. For the purposes of comprehensive data analysis, the analytical team requested additional information regarding the general functioning of the justice system which was duly provided by the JD of the RA.

Method of data analysis

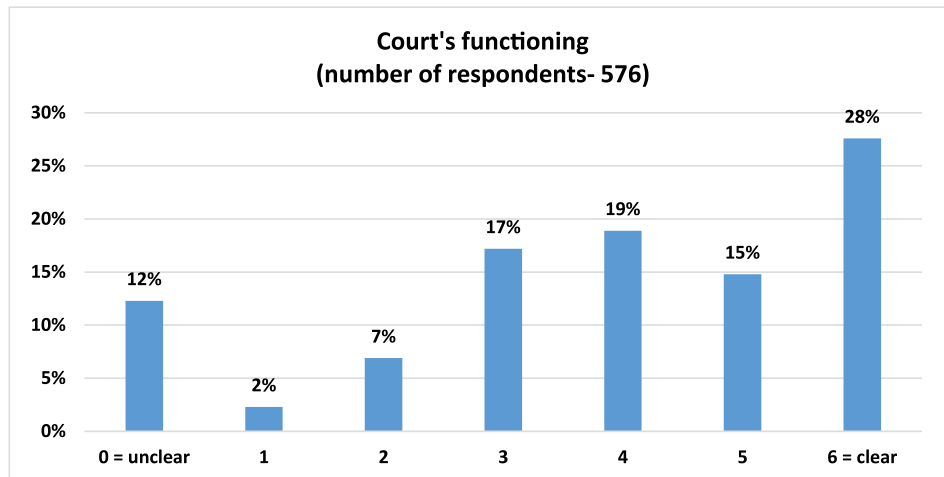
To analyse the data, a descriptive statistics approach methodology has been adopted, complemented with univariate and bivariate analysis with tables and Figures (whenever applicable), as well as with simple regression models in the forms of scatterplots.

The data of the Survey has been mainly collected through Likert scale with level of satisfaction on issues pertaining to courts' functioning in general (scale from 0 to 6), but also through *yes* and *no*, multiple-choice questions, and some open-ended questions. For some questions, the general satisfaction score has specific nomination, like *unclear* and *clear* or *slow* and *fast*.

The results of the analysis are reported in several ways in order to better clarify the information provided by the data:

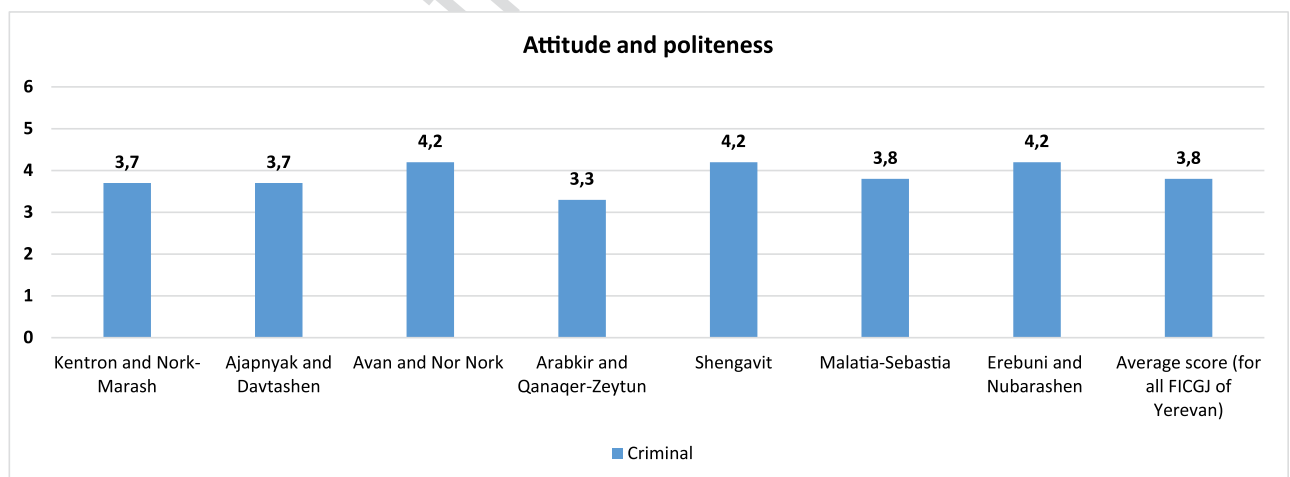
- **Complete distributions of satisfaction rates.** In some circumstances, complete distribution of answers from 0 (low satisfaction) to 6 (high satisfaction) is presented. This approach helps understand the overall distribution of respondents by possible levels of satisfaction.

Example: Percentage distribution of respondents by their answers on clarity of functioning of FICGJs in Yerevan.



- **Average satisfaction score.** This score is obtained by summing the evaluations scores and dividing it by the number of respondents who have answered to that particular question. For descriptive purposes, the answers are grouped in the following way according to their score (0 being minimum while 6 being maximum satisfaction): between 0 and 1: very unsatisfied; between 1.1 and 2: unsatisfied; between 2.1 and 2.6: somewhat unsatisfied; between 2.7 and 3.3: neither unsatisfied nor satisfied; between 3.4 and 3.9: somewhat satisfied; between 4 and 4.9: satisfied; between 5 and 6: very satisfied.

Example: In this Figure, for the FICGJ of Kentron and Nork-Marash Administrative Districts in Yerevan, average satisfaction score for the attitude and politeness of prosecutors is 3.7.



- **Average importance score:** This score was obtained by summing the evaluations scores and dividing it by the number of respondents who have answered to that particular question. For descriptive purpose, the answers are grouped in the following way according to their score (0

being minimum while 6 being maximum importance): 0: not important; between 0.1 and 1: very low importance; between 1.1 and 2: low importance; between 2.1 and 2.6: slightly important; between 2.7 and 3.3: of average importance; between 3.4 and 3.9: fairly important; between 4 and 4.9: important; between 5 and 6: very important.

- **Percentage (or absolute number of respondents) distribution of positive, neutral and negative perceptions.** In this case satisfaction scores are grouped according to three categories: positive, representing scores from 4 to 6 (satisfactory or higher), neutral, representing a score of 3 (neither unsatisfactory nor satisfactory), and negative, representing scores from 0 to 2 (unsatisfactory or lower).

Additional notes

- The Report focuses on the most meaningful and informative data and analysis, highlighting significant patterns or discrepancies.
- For some of the courts or their specific residences, the number of respondents was low. This can be either due to low number of respondents (for instance in Ashotsq residence of FICGJ Shirak Marz there were only two respondents) or due to some of the Survey questions being irrelevant to the survey participants (in majority of surveyed courts only few respondents have dealt with public defenders, hence questions on them have low number of responses). When the number of respondents was small, the Report highlights these instances, whereas courts with small number of respondents are presented only in aggregated analysis (like Marz-based courts).
- Depth of the analysis conducted is not homogenous across the dimensions of satisfaction, Marzes or court instances. Salient issues are emphasized and analysed deeper, including by involvement of secondary data obtained from the JD of the RA.

CHAPTER 1: FINDINGS OF THE SURVEY CONDUCTED WITH COURT USERS

SECTION 1: DEMOGRAPHIC QUESTIONS AND GENERAL PERCEPTIONS ON THE FUNCTIONING OF JUSITCE

Demographic questions

The first three questions of the Survey questionnaire aimed at courts users investigate some general characteristics of the courts users, which provide important elements, and are considered as important aspects of the Survey. These questions are designed to help the Survey analytical team to determine what factors may influence a respondent's answers, interests, and opinions. This demographic information has been used to cross-tabulate and to compare Survey questions to see how responses vary in relation to the characteristics of the respondents. The first three questions are:

1. Your gender: male ☐ female
2. Your age: ☐ between 18 and 30 ☐ between 31 and 50 ☐ between 51 and 65 ☐ over 65
3. In which capacity did you act in the court of _____ ?
 - ☐ plaintiff ☐ applicant ☐ defendant
 - ☐ third party ☐ accused ☐ defendant for criminal case
 - ☐ victim / injured ☐ witness ☐ expert
 - ☐ translator ☐ acquitted ☐ convicted
 - ☐ civil plaintiff ☐ civil defendant
 - ☐ other (e.g. family of one of the parties, requesting information, visitor,...)Specify: _____

Please specify, which part in proceedings brought the appeal? (if known)²⁴ _____

Questions 4 to 13 are structured to provide further information related to the types of cases that the respondents were engaged in. These questions also refer to: the stage of examination a case is at a given court, questions on representation of the respondents by advocate or a public defender, questions related to the final substantive judicial acts resolving the cases, and the extent of clearness of the acts. Finally this group also includes questions on the intentions of the respondents to appeal the judicial acts to courts of appeals or Court of Cassation.

The data accumulated as a result of analysing questions 4 to 13 has been combined and considered when examining this or that pattern related to the questions of other sections of the Survey questionnaire.

²⁴ This option was inserted in the questionnaire aimed at the users of courts of appeals.

Questions 4 to 13 read as follows:

1. If you have been a party in proceedings, in which kind of case?
☐ civil ☐ criminal ☐ administrative
 2. Did the court render a final substantive judicial act for your case?²⁵
☐ yes ☐ no (*continue from question 11*)
 3. If you were a party, and the final substantive judicial act was delivered, did the court find partially or fully in your favour?
☐ in your favour ☐ not in your favour ☐ partially in your favour
 4. Were you delivered with the final substantive judicial act of your case?
☐ yes ☐ no (*continue from question 11*)
 5. Did you read the final substantive judicial act of your case?
☐ yes ☐ no (*continue from question 11*)
 6. Was the reasoning and conclusions reflected in the final substantive judicial act on your case clear for you?
☐ yes ☐ no
 7. If the final substantive judicial act is not in your favour will you appeal to the next instances?
☐ yes ☐ no
- If not, specify:
- ☐ satisfied ☐ additional expenses ☐ no trust in the next level justice institutions
☐ no trust in the administration of justice in Armenia
8. Did you use the service of public defence? ☐ yes ☐ no
 9. Did you pay for the received service of public defence? ☐ yes ☐ no
 10. Were you represented by an advocate? ☐ yes ☐ no

²⁵ Final substantive judicial act: decision, judgment, verdict.

General perceptions of the functioning of justice

This section refers to questions 14-17 of the questionnaire used for surveying first instance court respondents.²⁶ The specific questions asked in the Survey are:

		LEVEL OF SATISFACTION						
14.	The court(s)' functioning is:	unclear			clear			
		0	1	2	3	4	5	6
15.	Do you think court(s) deal with examination of cases:	slowly			quickly			
		0	1	2	3	4	5	6
16.	Without taking into account lawyer's fees, the remaining cost for acceding to justice seems:	expensive			cheap			
		0	1	2	3	4	5	6
17.	Do you trust the justice system carried out by the courts of the RA?	a little			completely			
		0	1	2	3	4	5	6

For comparability reasons, the analysis of overall satisfaction levels of respondents has been carried out considering three provisional groups of courts: 1) the first instance courts of Yerevan; 2) first instance courts of Marzes; and 3) three courts of appeals and Court of Cassation of the RA. The data analysis on the first instance courts of Marzes, courts of appeals and Court of Cassation of the RA is conducted in a way, which allows evaluating data by using analytical and logical reasoning to examine and compare each component of the data applicable to the relevant question or group of questions. Hence the sub-heading of this Report on the first instance courts of Marzes also includes relevant comparisons and statistically significant differences with the data on the first instance courts of Yerevan. Similarly, the authors of the Report underline the relevant findings and patterns related to first instance courts of Yerevan and Marzes and compare those with the difference and/or significantly higher or lower results of the data on the courts of appeals and the Court of Cassation.

²⁶ Similar questions are found in questionnaires aimed at the users of the courts of appeals and Court of Cassation.

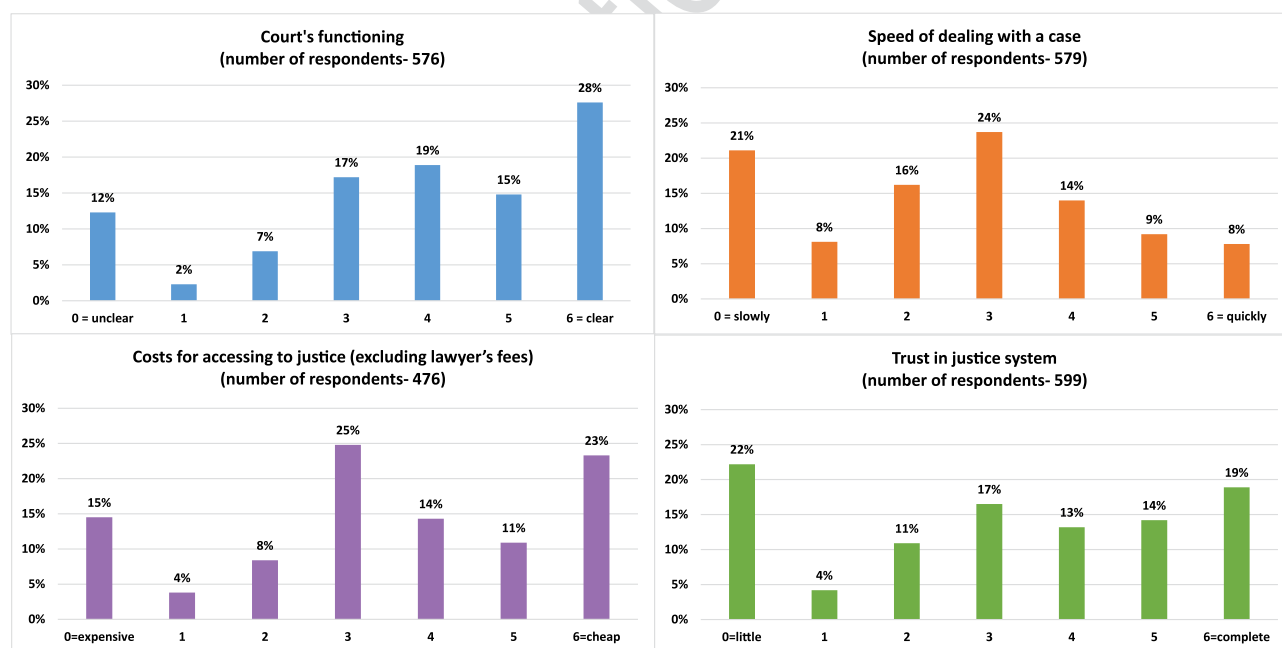
First instance courts of Yerevan.

The majority of respondents find that the functioning of first instance courts of Yerevan – which include all FICGJs and Yerevan central residence of Administrative Court of the RA – is clear to them (62% of the respondents has assigned a score of 4 or higher; see Figure 1). When it comes to the *speed of dealing with cases*, 22% out of 528 respondents find that it is very slow (0) and yet another 24% are inclined to consider it as somewhat slow. Only a small number of the respondents considers dealing with cases as fast.

If lawyers' fees are excluded, there seems to be little concern about costs associated with the *access to justice*. While, the *trust in justice carried out by courts*, has interestingly divided respondents into two large groups, one having little trust (22% graded it “0”) and the other having complete trust (20% graded it “6”); average scores show lower number of responses.

In the next paragraphs, the data is combined and analysed based on types of cases, capacity of respondents and outcome of the judicial acts (in favour/not in favour of the respondents). For each of these categories – in addition to the general results – individual courts are considered separately to check whether the perceptions are homogeneous or diverge consistently among courts.

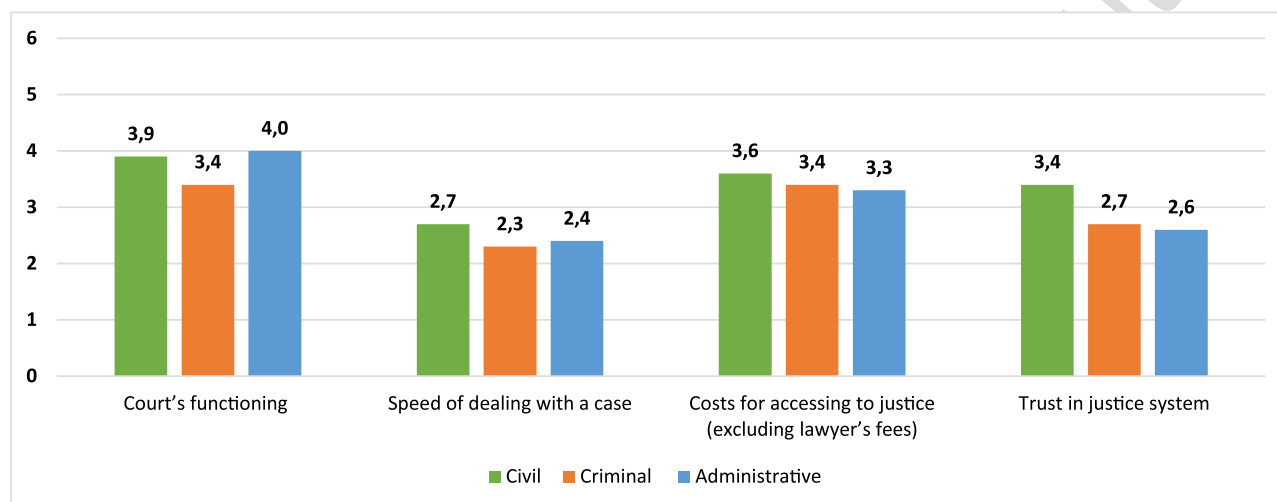
Figure 1. General perceptions of the functioning of justice in the first instance courts of Yerevan, overall results (complete distribution of satisfaction levels)



By types of cases

The analysis proceeds by taking a closer look at the average satisfaction scores by types of cases at the first instance courts of Yerevan. As it can be inferred from Figure 2 below, there are no particularly noticeable differences in the assessments of perceptions on the courts' functioning, when considered by types of cases, with the exclusion of *trust in justice system*. On average, the *trust in the justice system* is considerably lower for non-civil cases.

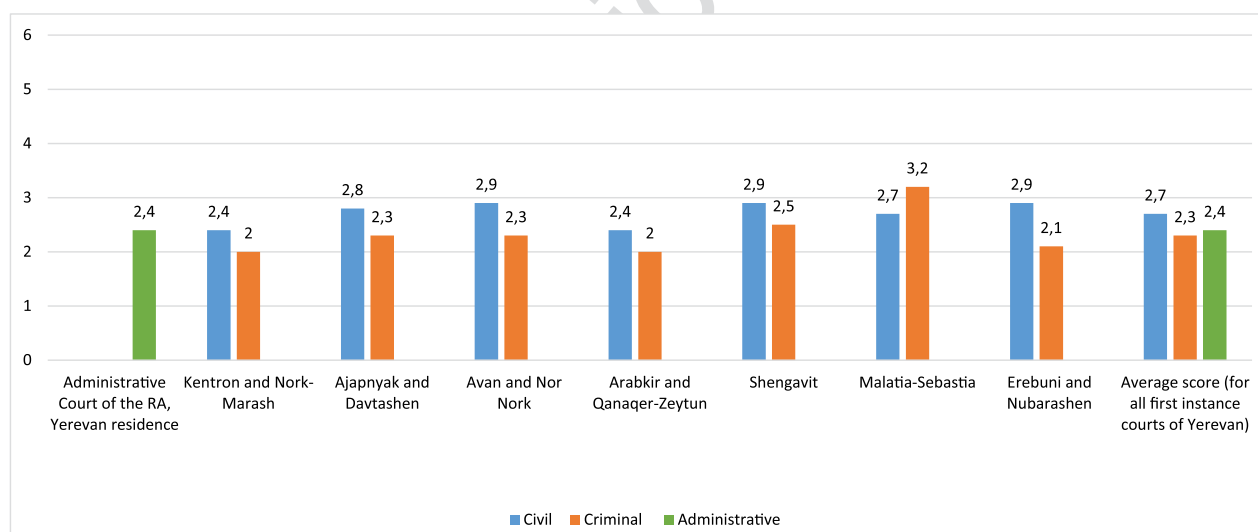
Figure 2. Average satisfaction scores for the functioning of justice in the first instance courts of Yerevan, by types of cases



Differences in satisfaction rates are further investigated by looking at the contrast between the Administrative Court and FICGJs of Yerevan. While for the *clearness of the court's functioning* and *cost for accessing to justice* no tangible variation among the different courts can be observed, the questions related to the *speed of dealing with cases* and *trust in justice* show some interesting scores worth further consideration. While the average satisfaction score for the *speed of dealing with cases* is below 3 for all three case types, it is interesting to see the variations among the courts. In the FICGJ of Kentron and Nork Marash Administrative Districts and Arabkir and Qanaqer-Zeytun Administrative Districts of Yerevan, average scores for the *speed of dealing with cases* are evaluated as a “2” for criminal cases, which indicates that, on average, respondents perceive the speed of dealing with criminal cases as unsatisfactory (Figure 3). Table 3 presents the distribution of respondents who have given satisfactory, neutral or unsatisfactory evaluations for criminal cases in these courts. This data shows that for the first four courts, the dissatisfaction level is high.

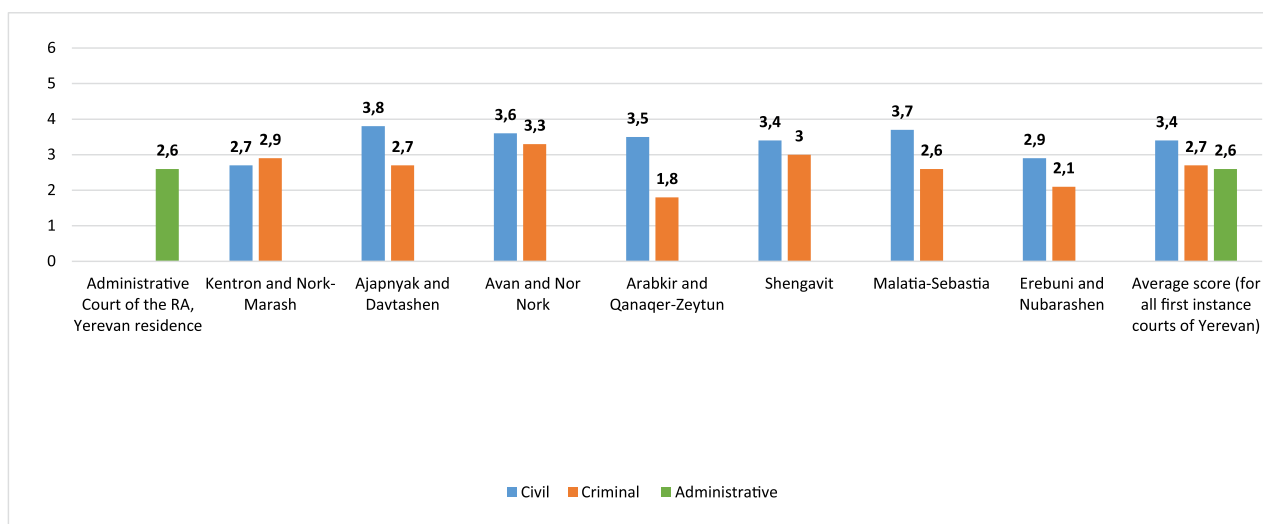
Table 3. Distribution of speed of dealing with criminal cases by FICGJs in Yerevan

Name of the FICGJs of Yerevan	Quick	Neutral = midpoint	Slow	No Answer	Number of responses
FICGJ of Kentron and Nork-Marash Administrative Districts	25%	14%	61%	0%	28
FICGJ of Ajapnyak and Davtashen Administrative Districts	19%	23%	46%	12%	26
FICGJ of Avan and Nor Nork Administrative Districts	24%	16%	56%	4%	25
FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts	25%	17%	50%	8%	24
FICGJ of Shengavit Administrative District	30%	22%	39%	9%	23
FICGJ of Malatia-Sebastia Administrative District	38%	43%	19%	0%	21
FICGJ of Erebuni and Nubarashen Administrative Districts	17%	28%	44%	11%	18
Total	25%	22%	46%	6%	165

Figure 3. Average satisfaction scores for the speed of dealing with cases by first instance courts of Yerevan

Another area of concern is the *trust in justice* carried out by first instance courts of Yerevan. Again, average scores and distribution of responses on satisfaction are analysed below for the first instance courts of Yerevan. The study of the analysis and data of Figure 4 and Table 4 below shows, that there are significant variations from one court to another.

Figure 4. Average satisfaction scores for the degree of trust in justice carried out by first instance courts of Yerevan



It should be noted, that respondents, who had to deal with the criminal cases in the FICGJs of Arabkir and Qanaqer-Zeytun Administrative Districts and Erebuni and Nubarashen Administrative Districts had the lowest degree of trust in these courts. Notably, in all FICGJs the satisfaction scores between civil and criminal cases vary. As for the distribution of the perceptions on the trust towards the justice system carried out by the courts, Table 4 suggests that the variation observed in Figure 4 is primarily due to the satisfaction scores specific to criminal and civil cases, rather than court-specific.

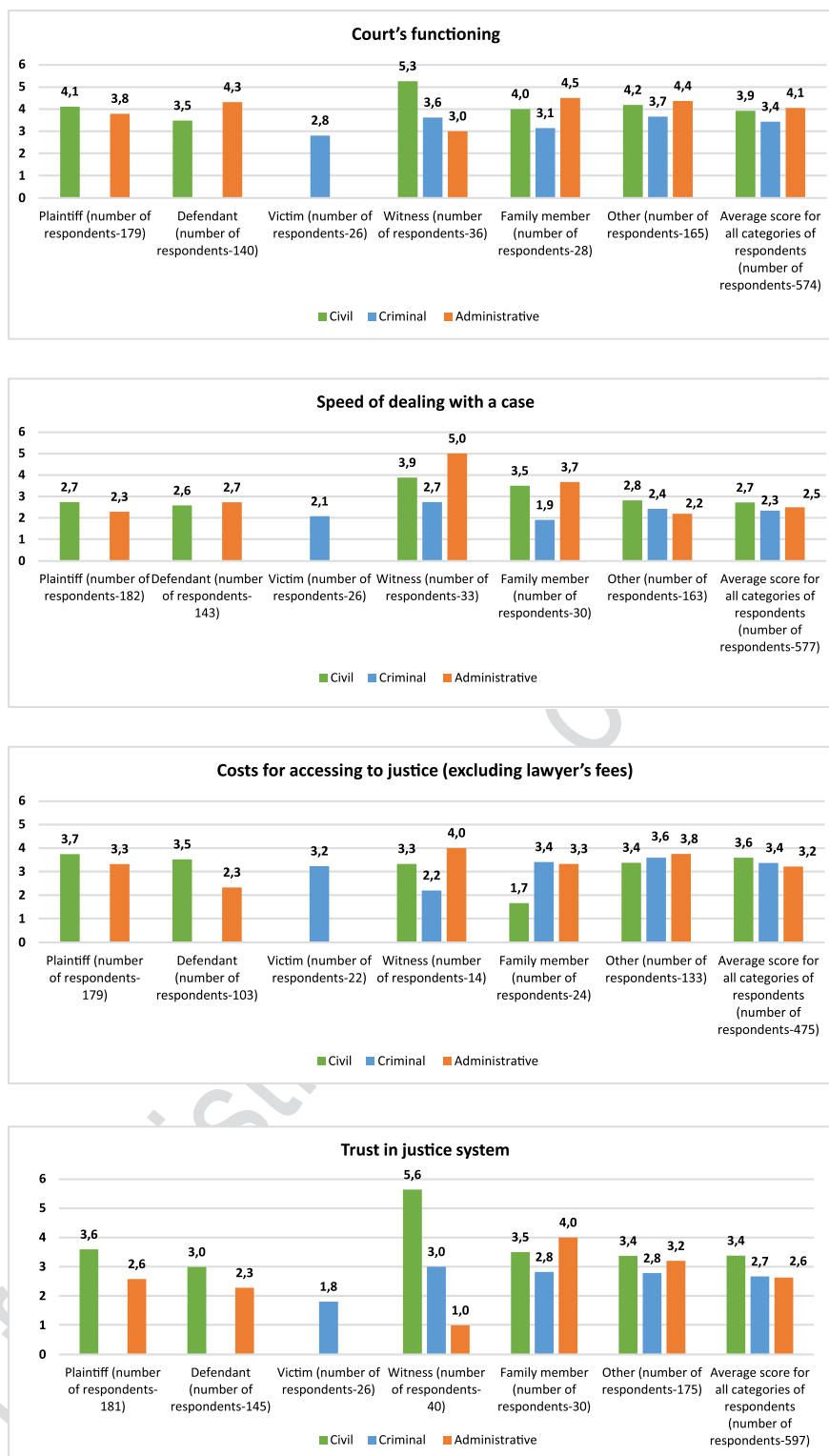
Table 4. Distribution of trust in the justice carried out by first instance courts of Yerevan

Criminal Cases	Complete Trust	Neutral = midpoint	Little Trust	No Answer	Number of responses
FICGJ of Kentron and Nork-Marash Administrative Districts	36%	25%	39%	0%	28
FICGJ of Ajapnyak and Davtashen Administrative Districts	35%	15%	50%	0%	26
FICGJ of Avan and Nor Nork Administrative Districts	56%	4%	40%	0%	25
FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts	17%	8%	67%	8%	24
FICGJ of Shengavit Administrative District	26%	30%	30%	13%	23
FICGJ of Malatia-Sebastia Administrative District	29%	19%	52%	0%	21
FICGJ of Erebuni and Nubarashen Administrative Districts	28%	11%	56%	6%	18
Total	33%	16%	47%	4%	165
Civil cases	Complete Trust	Neutral = midpoint	Little Trust	No Answer	Number of responses
FICGJ of Kentron and Nork-Marash Administrative Districts	38%	10%	48%	4%	50
FICGJ of Ajapnyak and Davtashen Administrative Districts	56%	9%	26%	9%	66
FICGJ of Avan and Nor Nork Administrative Districts	47%	30%	21%	2%	47
FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts	54%	17%	27%	2%	48
FICGJ of Shengavit Administrative District	54%	17%	29%	0%	48
FICGJ of Malatia-Sebastia Administrative District	61%	9%	24%	6%	54
FICGJ of Erebuni and Nubarashen Administrative Districts	45%	8%	45%	2%	51
Total	51%	14%	31%	4%	364

By capacity of the respondents

Depending on the different capacities that respondents had in the courts, the level of *trust in the justice system* varied. The results of this Survey confirm, for example, that respondents having a vested interest in the resolution of the case in the court (for example, the plaintiff, defendant, etc.) have generally lower levels of satisfaction than those who do not necessarily have such interest (for example the witness, expert, etc.). Figure 5, exposes the most notable patterns associated with this tendency.

Figure 5. Average scores for the general perceptions of the functioning of justice by capacity of respondents in the first instance courts of Yerevan

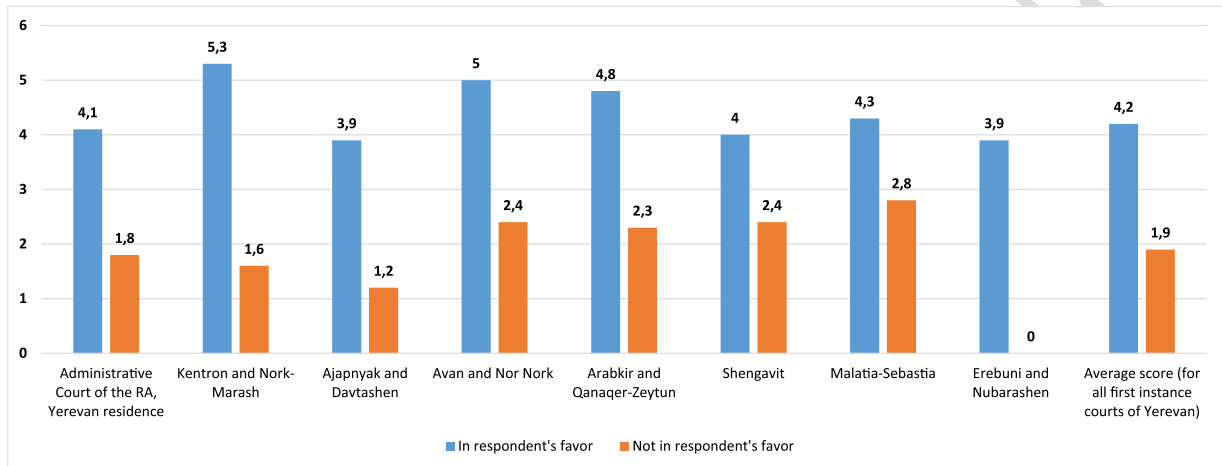


By winner/loser criteria

A similarly relevant aspect to consider is patterns of satisfaction with the services of the courts depending on the outcome of the case concerned. In general, respondents, in whose favour the courts have ruled, are expected to be more satisfied with the functioning of courts, especially in areas related with the substantive aspects of the implementation of justice. The Survey confirms these patterns. The

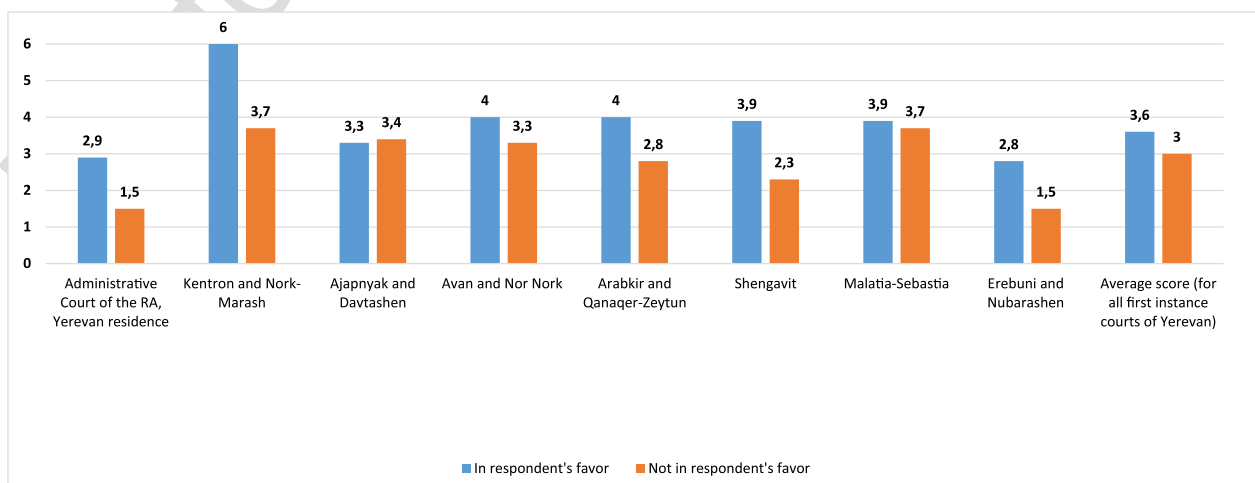
results of the analysis of this Survey data reaffirm (See Figures 6 and 8), that respondents, in whose favour the courts have ruled were usually more satisfied with the *clearness of the courts' functioning* and reported to have more *trust in justice system*; for the *cost of justice (excluding lawyer's fee)*, on the other hand, the difference were not so vivid. The only notable difference is reported in the FICGJ of Erebuni and Nubarashen Administrative Districts, where there was absolute dissatisfaction in the cases when the court ruled not in favour of the respondents.

Figure 6. Average satisfaction scores for the trust in justice carried out by courts as per winner/loser criteria in the first instance courts of Yerevan



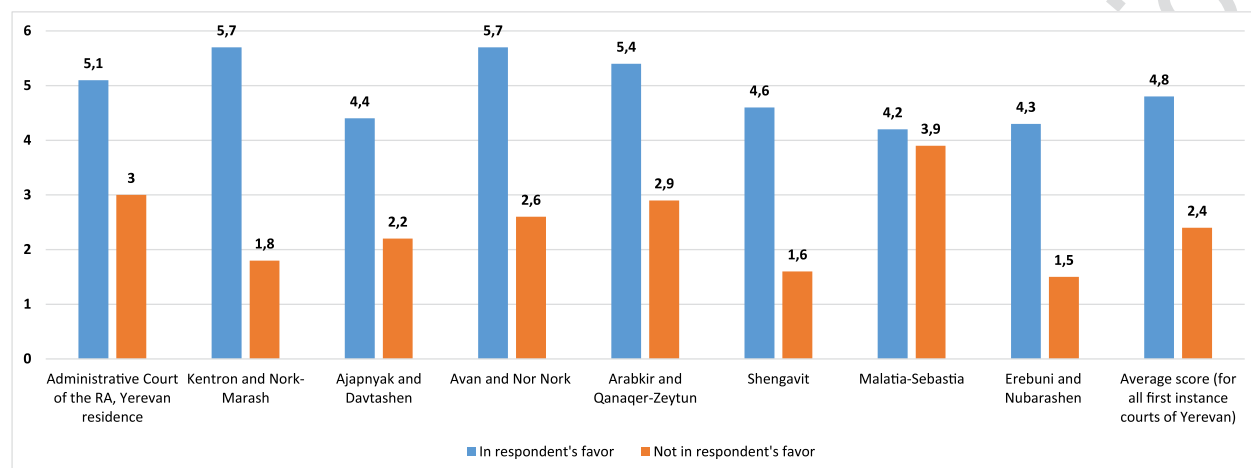
The Report also looks at the evaluations of the *cost for accessing to justice* as per winner/loser criteria. The data analysis shows that respondents, in whose favour the courts have ruled, are of the opinion that the costs for accessing to justice (without taking into account lawyer's fees) are cheaper than those, not in whose favour the courts have ruled.

Figure 7. Average satisfaction scores for costs for accessing to justice as per winner/loser criteria in the first instance courts of Yerevan



Similarly, the authors of the Report looked at the extent of clearness of functioning of courts as per winner/loser criteria in the first instance courts of Yerevan. Figure 8 shows that the level of satisfaction of the respondents, in whose favour the courts have ruled, is again higher than the satisfaction level of those, against whom the courts have ruled.

Figure 8. Average satisfaction scores for the extent of clearness of functioning of courts as per winner/loser criteria in the first instance courts of Yerevan



First instance courts of Marzes

The functioning indicators for the first instance courts of Marzes are provided in Figure M.1. Compared with Yerevan, absolute positive responses (= 6) for the four questions are more frequent in Marzes. For example, only eight per cent of respondents participating in the Survey in the first instance courts of Yerevan rated the *speed of dealing with cases* with the maximum score of “6”. While, the analysis of the Survey data shows that 23 per cent of respondents of the first instance courts of Marzes reported to have maximum level of satisfaction from the *speed of dealing with cases*, 14 per cent of respondents demonstrated absolute dissatisfaction (0). Overall, responses of court users of first instance courts of Yerevan are more uniform in terms of the answers to the four questions and are logically connected to one another compared to those in Marzes, in the latter positive answers being dominant. Still, what is common between Marzes and the capital, is that an evaluation with the score of “0” for each indicator is more frequent than the consequent 2-3 scores, which signals about having rather considerable share of respondents who are absolutely dissatisfied from the first instance courts’ functioning throughout the country.

In addition to these general observations, several specific patterns are unveiled at the first instance courts of Marzes.

Figure M.1. General perceptions of the functioning of justice in the courts of first instance of Marzes (complete distribution of satisfaction scores)



The analysis shows, that in Marzes, average satisfaction scores on courts' functioning are consistently higher than those in the capital. This may be explained with the pattern that absolute satisfaction scores (= 6) were given in relatively many cases in the Marzes. Figure M.1 presents the general perceptions of the functioning of justice in the first instance courts of Marzes. Given the fact that responses for administrative cases are very few, the study does not rely on average scores.

Figure M.2. Average satisfaction scores for the functioning of the first instance courts of Marzes, by types of cases

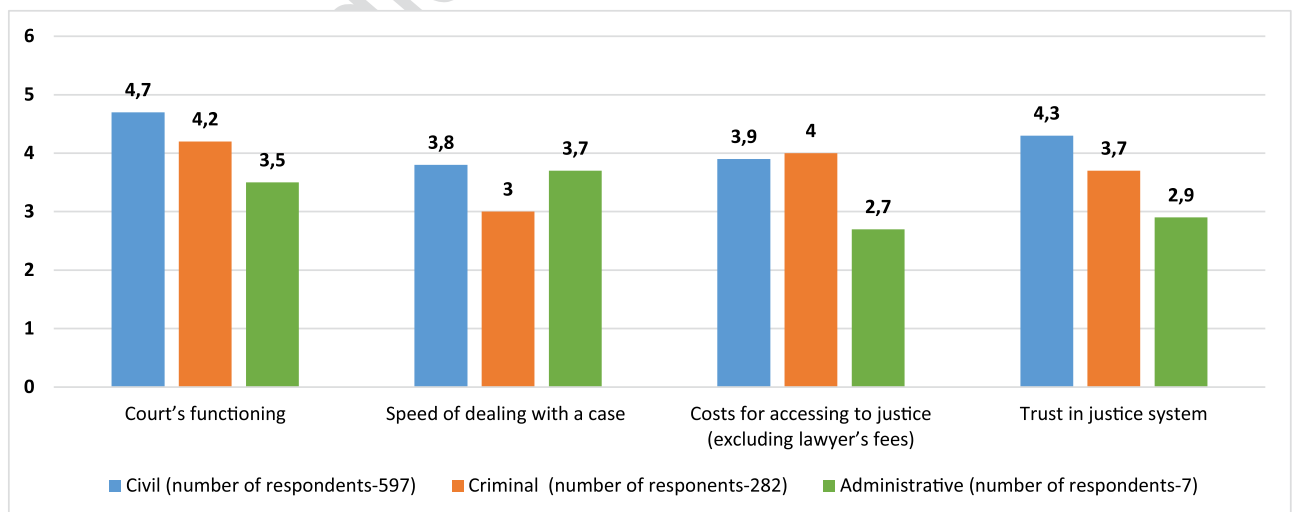
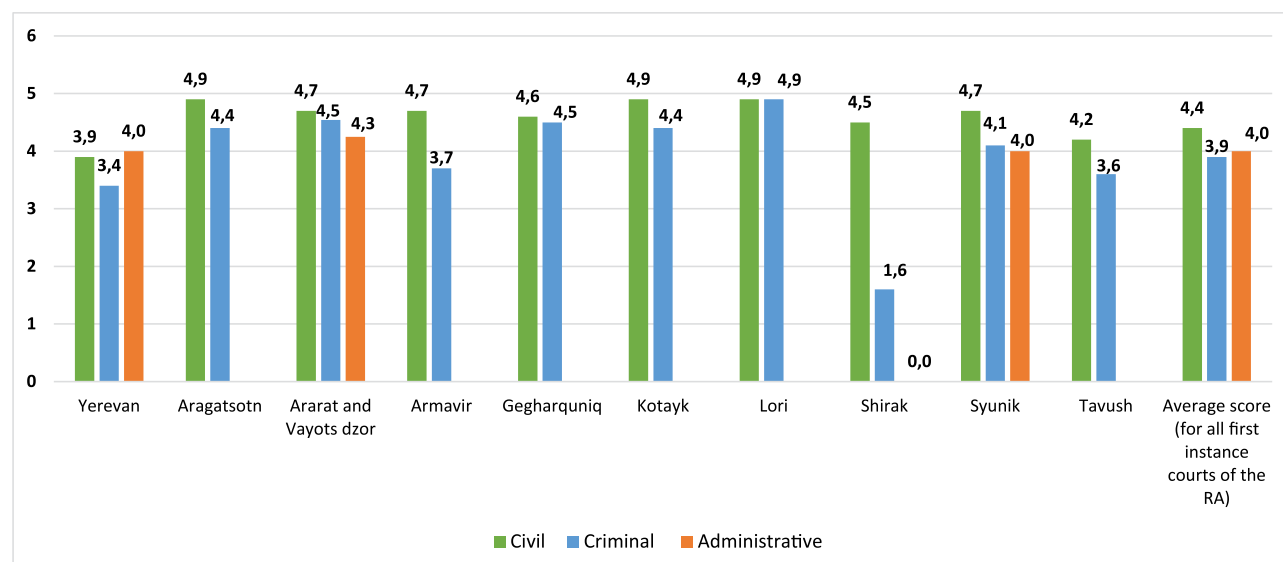


Figure M.3. Average satisfaction scores for the extent of clearness of functioning of first instance courts of Marzes and Yerevan

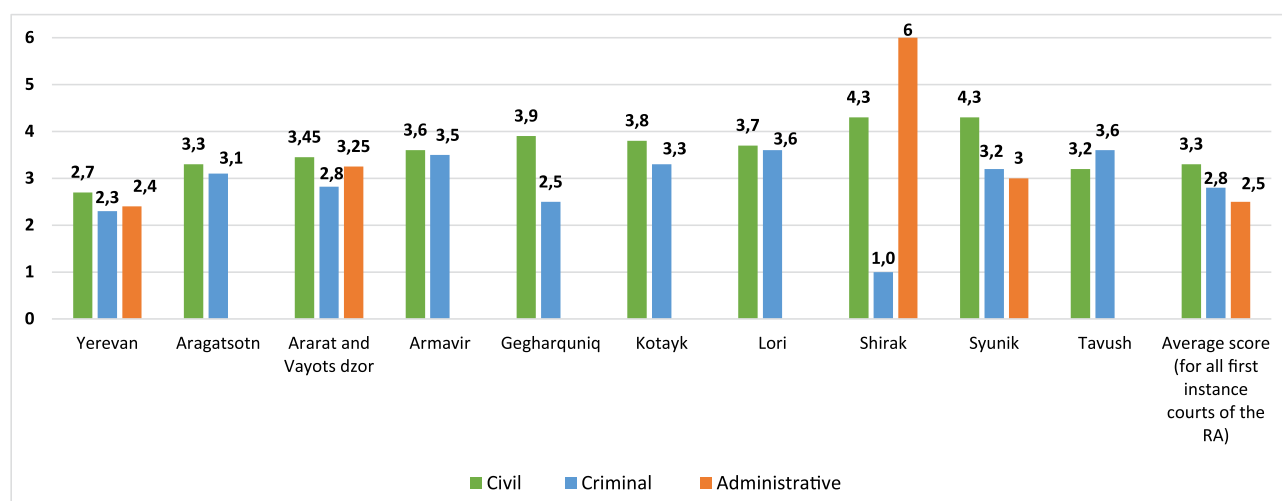


It is noticeable, that with the exception of first instance court of Shirak Marz, average scores in Yerevan for all three categories of cases are lower than the corresponding scores in Marzes. Still, scores in Yerevan are higher than the midpoint satisfaction level. The only court falling below the midpoint is first instance court of Shirak Marz with respect to criminal cases.

In Yerevan and most of Marzes, respondents assess the functioning of the courts to be more clear and efficient in civil than in criminal cases. Similarly, the difference is striking in the FICGJ of Shirak Marz. In Tavush Marz the functioning of the court is assessed as more clear in criminal cases, however this is the only significant exception. It should be also noted that the respondents of the FICGJ of Lori Marz assessed the efficiency of the courts' functioning in civil and criminal cases with the same average score. Similar analysis is conducted for perceptions of the speed of the examination of cases by courts.

As for the functioning of the courts, positive scores for Yerevan are consistently lower than those for Marzes. Similarly, the fraction of respondents expressing a positive opinion on the *speed of dealing with cases* in Shirak Marz is among the highest. A closer look at average scores for the *speed of dealing with cases* (Figure M.4) shows a large variation among Marzes both within the same case type and differences between types of cases within a Marz. Within the same type of case, the variation is significant for criminal cases (still not weighty for other cases). At Marz level, large differences among case types are reported in Shirak and Gegharquniq Marzes. In first instance courts of Yerevan, average scores for types of cases do not differ much, perhaps this is the smallest variation registered among Marzes and the capital.

Figure M.4. Average satisfaction scores for the speed of dealing with cases in first instance courts of Marzes and Yerevan

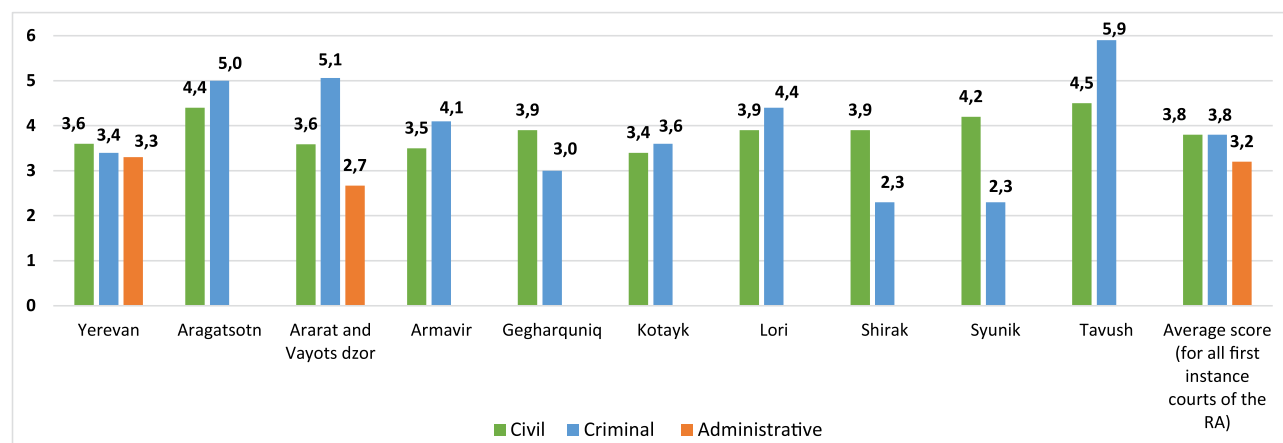


Distribution for satisfaction from *the costs for accessing to justice* (excluding the lawyers' fees) is described in Figure M.5. When it comes to costs, individual answers vary strongly, which may be related to the welfare status of respondents. While income is higher in Yerevan, poverty rate remains very high in both areas, still being lower in Yerevan.²⁷ This may explain the relatively similar evaluations of the respondents on the satisfaction from *the costs for accessing to justice* in Yerevan and in Marzes.

Figure M.5 shows that the satisfaction of users of the first instance courts of Yerevan from *the costs for accessing to justice* does not vary much among case types, while the variation is much larger particularly in Shirak, Syunik and Ararat and Vayots dzor Marzes. Within Marzes, there is a large variation in scales for criminal and administrative cases (0 = expensive and 6 = cheap). For example, the difference between *the costs for accessing to justice* for civil, criminal and administrative cases in the first instance courts of Ararat and Vayots dzor Marzes is big and in favour of criminal cases, while the same difference, still very big, is in favour of civil cases for the FICGJs of Shirak and Syunik Marzes (Figure M.5, corresponding bars for Ararat and Vayots dzor, Shirak and Syunik Marzes).

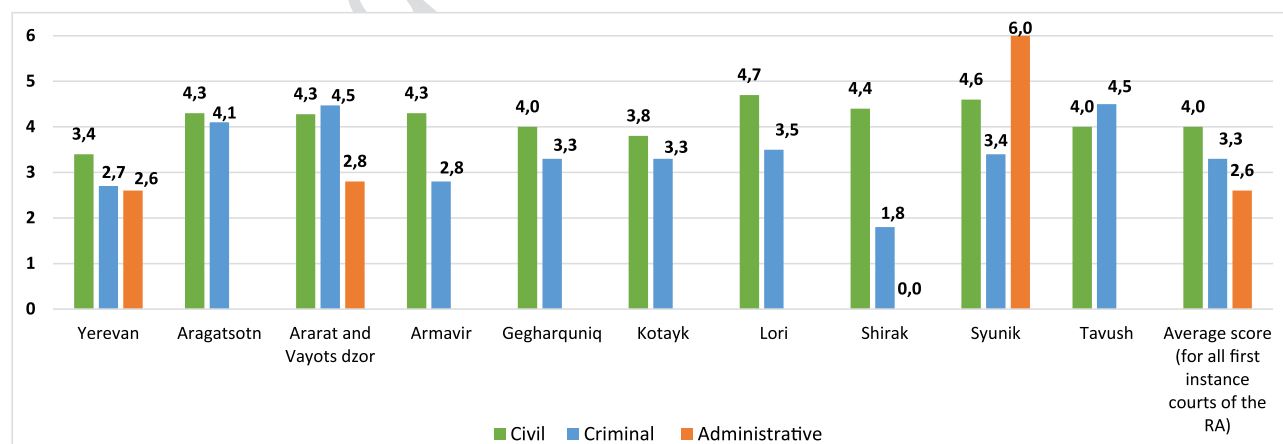
²⁷ "Social Snapshot and Poverty in Armenia - Main Outcomes of 2014 Household Integrated Living Conditions Survey"- released by the National Statistical Service of RA (NSS RA), which focuses on living standards and social conditions in the country between 2008 and 2014. According to this Report, in 2014, poverty rate did not significantly differ between urban (30.0%) and rural (29.9%) locations. Over the 2008-2014 period, poverty growth rate in urban and rural communities was the same (2.4 percentage points). The capital city Yerevan had the lowest poverty rate in the country (25.2%), which was 1.4 times lower if compared with other urban communities. In 2014, poverty in Yerevan as compared to 2008, grew by 5.1 percentage points, whereas poverty incidence in other urban communities, while still being the highest, dropped by 0.7 percentage points over 2008. In terms of urban/rural distinction of welfare, majority of the poor (63.6%) were urban residents: In 2014, the lowest rate of very poor was observed in Yerevan and the highest in other urban communities (9.0% and 13.6%, respectively). In terms of urban/rural locations, majority of the extremely poor (67.9%) were urban residents. Available at <http://www.worldbank.org/en/news/press-release/2015/11/23/social-snapshot-and-poverty-in-armenia-main-outcomes-of-2014-household-integrated-living-conditions-survey>

Figure M.5. Average satisfaction scores for the costs for accessing to justice (excluding lawyers' fees) in Marzes and Yerevan



The evaluation of the average satisfaction level of respondents from the first instance courts of Yerevan with the *trust in justice* did not reach the scale of “satisfactory” (average score 2.9), while in the first instance courts of Marzes the average satisfaction from the *trust in justice* was close to being satisfactory (average score 3.9). It is noteworthy, that in the first instance courts of Marzes respondents were mainly satisfied with the *trust in justice* in civil cases. In the meantime, the fraction for those who are neither unsatisfied nor satisfied in Yerevan is close to the country’s total score, which means that the small fraction of “midpoint” scores for Yerevan is compensated with a large fraction in “below midpoint” scores. These patterns are reflected in average scores for three case types, presented in Figure M.6.

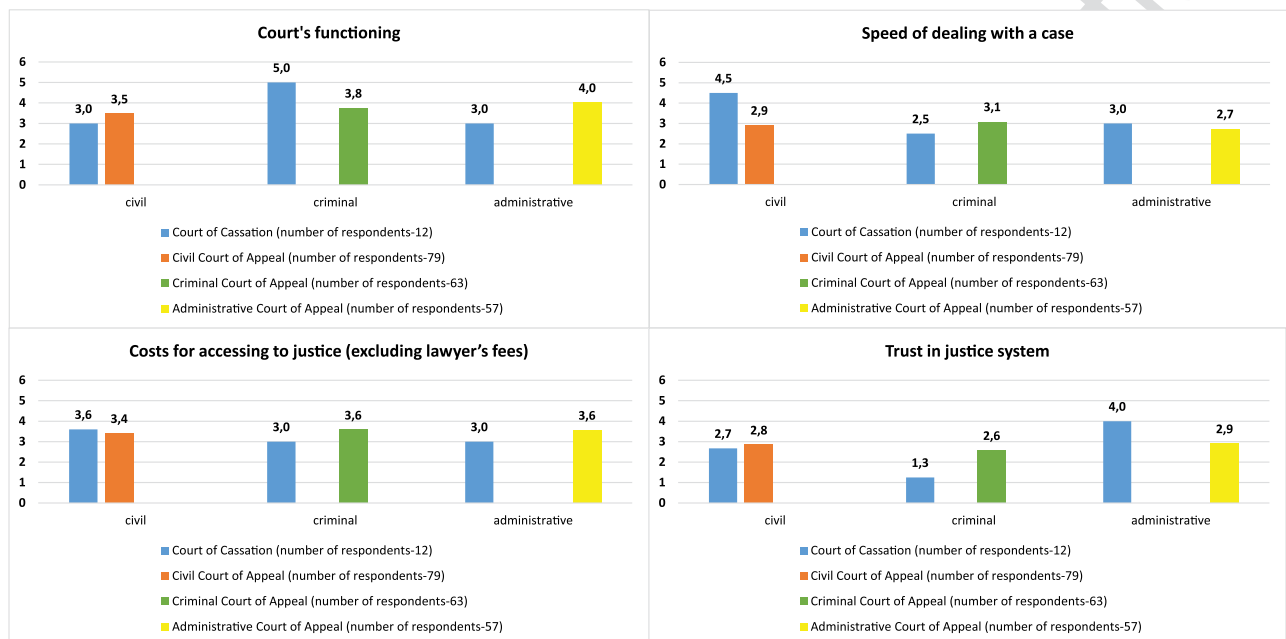
Figure M.6. Average satisfaction scores for the trust in justice carried out by the first instance courts of Marzes and Yerevan



Courts of appeals and Court of Cassation

This sub-heading presents the most visible comparative patterns on all four questions of *general perceptions of the functioning of justice*. Both the average satisfaction scores and distribution of high and low satisfaction rates across the four questions regarding the functioning of the courts of appeals and the Court of Cassation are presented in Figure 9 below.²⁸

Figure 9. General perceptions of the functioning of justice in courts of appeals and Court of Cassation, by types of cases (number of respondents in parenthesis)



The analysis further studies the reasons of not appealing the final substantive judicial acts resolving the case. Tables 5 and 6 below, summarize the reasons for not appealing to the next court instance by all first instance courts and courts of appeals and by case types and by winner/loser criteria.

The data of Tables 5 and 6 show that respondents who are significantly more likely not to appeal the final substantive judicial act resolving their case are those respondents who:

- Are satisfied with the final substantive judicial act resolving their case (66% of all other respondents answering this question).²⁹ It is noteworthy that 44% out of these 66% of respondents were those not in whose favour the court has ruled.
- Do not trust the administration of justice in the RA (22% of all other respondents answering this question) and all these respondents were those not in whose favour the court has ruled.

²⁸ The assessment should be sensitive to the fact that the number of responses on the Cassation Court is considerably lower compared to other courts.

²⁹ Only 32 out of 1,784 interviewed court users answered questions related to their intentions of appealing the final substantive judicial acts resolving their cases to the subsequent instances. This is explained with the fact that only in the case of 32 questioned court users the final substantive judicial acts were rendered at the time of conducting the Survey.

Questions related to the reasons associated with the additional expenses (6% of all other respondents) as well as not to trust the next level of justice institutions (6% of all other respondents) did not seem to contribute a lot to the decisions of respondents on not lodging a complaint to the subsequent instances.

Notably, as Table 5 below confirms, the level of trust in the courts of appeals and court of Cassation of the judiciary of the RA is considerably impacted by the winner/loser factor. The analysis shows, that all 6% of respondents, against whom the court ruled, do not trust the next level justice institution.

Table 5. Reasons for not appealing to the next court instance by all first instance and appeal courts and by case type

Court instance	Satisfied	Additional expenses	No trust in the next level justice	No trust in the administration of justice	Total number of respondents
Number of respondents					
First instance courts, Yerevan	5	1	1	4	11
First instance courts, Marzes	10	1	1	1	13
Appeal courts	6			2	8
Total	21	2	2	7	32
Percentage distribution of respondents					
First instance courts, Yerevan	45%	9%	9%	36%	100%
First instance courts, Marzes	77%	8%	8%	8%	100%
Appeal courts	75%	0%	0%	25%	100%
Total	66%	6%	6%	22%	100%

Table 6. Reasons for not appealing to the next court instance by all first instance and appeal courts and by winner/loser criteria

Court instance	Satisfied			Additional expenses		No trust in the next level justice institutions		No trust in the administration of justice		Total number of respondents
	In favour of the respondent	Not in favour of the respondent	Partially in favor of the respondent	In favour of the respondent	Not in favour of the respondent	In favour of the respondent	Not in favour of the respondent	In favour of the respondent	Not in favour of the respondent	
Number of respondents										
First instance courts, Yerevan	1	2	1	0	1	0	1	0	4	10
First instance courts, Marzes	0	9	1	0	1	0	1	0	1	13
Appeal courts	3	1	2	0	0	0	0	0	2	8
Total	4	12	4	0	2	0	2	0	7	31
Percentage distribution of respondents										
Firstinstance courts, Yerevan	10%	20%	10%	0%	10%	0%	10%	0%	40%	100%
First instance courts, Marzes	0%	69%	8%	0%	8%	0%	8%	0%	8%	100%
Appeal courts	38%	13%	25%	0%	0%	0%	0%	0%	25%	100%
Total	13%	39%	13%	0%	6%	0%	6%	0%	23%	100%

Conclusions

Among the four questions related to the *general perceptions of the functioning of justice* discussed herein, special consideration must be given to the Survey questions covering the courts' ability to examine the cases at adequate pace, as well as the more general question of *trust in the justice system* of the country.

12 per cent of all respondents who participated in the Survey in the Marzes, and 21 per cent of those in Yerevan, have assessed the clearness of the *functioning of justice* below the midpoint of the 0 to 6 scale (7% and 12% respectively find it completely unclear). While there is certainly room for improvement here, the issue needs to be further explored in order to identify the specific elements that contribute to this situation and at the level that it should be tackled in. The results of such an exploration may help formulate targeted policy responses. Moreover, looking at the overall perceptions of the functioning of the justice system, it becomes apparent that a key element is the lack of trust in the justice system (something which is examined later in this document). On this topic, CEPEJ assessments call for a greater emphasis on the internal use of performance and quality indicators, which may help make the system eventually more efficient, but also help courts improve the overall quality of the justice service provided (this issue relates to various inquiries discussed in the specific parts of the analysis).³⁰

Furthermore, *speed of dealing with cases* is a common issue across the board. This is one of the few aspects of the justice system that has sparked widespread discontent (scoring by and large below “midpoint” for all first-instance courts in Yerevan). From among the Yerevan-based first instance courts, the FICGJ of Kentron and Nork-Marash Administrative Districts and the FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts scored the lowest with a score of “2” for criminal cases considered (this corresponds to the response “unsatisfied” on the Likert scale applied for this Survey).

In other terms more than half of the respondents (ranging between 50 and 61 per cent) have evaluated the *speed of dealing with criminal cases* as “slow” in three of the seven FICGJs of Yerevan, namely the FICGJs of Kentron and Nork-Marash, Arabkir and Qanaqer-Zeytun, and Avan and Nor Nork Administrative Districts. For civil cases, the respective percentages are only slightly lower, staying within the range of 45-50 per cent (see Figure 3 above). For all types of cases, less than a third of the respondents have been satisfied with the capacity of the first instance courts to deal with the speed of examination of cases under their consideration.

Compared to Yerevan, this is an issue of much lesser concern in the Marzes (the number of court users “satisfied” or “very satisfied” exceeds that in Yerevan by 75 per cent). At the same time, some notable share of Marz-located court users (amounting to 14 per cent) returned a bottom score of “0” when asked about the level of their satisfaction with the *speed of dealing with cases*. This is, in fact, more than the share of those who thought the question merited a score of “5” on the Likert scale of 0-6.

³⁰ CEPEJ Report on “European judicial systems – Edition 2014 (2012 data): efficiency and quality of justice.” Available at http://www.coe.int/t/dghl/cooperation/cepej/evaluation/2014/Rapport_2014_en.pdf.

Thus, in its broadest sense, the issue of the speed of dealing with cases remains an area requiring attention and action. Crossing the data emerging from the Survey with data provided by the JD of the RA, leads to the hypothesis that the staffing of the courts may play a key role.³¹ Furthermore, contributing to this issue might be the alleged non-operational or purely operational policies in staffing and legal regulations, as well as potentially insufficient prioritization of the speed of dealing with a case during the entire process of consideration of the case in the court system. Case workflow and case management analysis seem to be advisable.

Staffing appears to be an issue that merits some further elaboration here. Data points to an almost a twofold increase in the total number of cases (including civil, criminal, and administrative cases) held under consideration within a given year by all first instance courts of the RA,³² including various residences of the Administrative Court, over the course of 2012-16.³³ At the same time, the staff working in courts during the same time period has virtually remained constant (both in terms of the total number of staff and in the distribution of the respective workforce). Furthermore, the human resource allocation within the system is not evenly distributed when considering the caseload and the variation in caseload. Here is one striking example: the total number of cases (including civil and criminal) under consideration by the FICGJ of Ajapnyak and Davtashen Administrative Districts of Yerevan (as of the end of 2015) was 4,878, exceeding that for the same reporting period at the Artashat residence of the FICGJ of Ararat and Vayots dzor Marze by a magnitude of three times. At the same time, the number of non-judge court personnel (excluding the court registry personnel) at the latter court is only slightly less than the former (see Table C1). While the complexity of cases is not considered in this comparison – and therefore these numbers should not be directly applied for making recommendations for the allocation of resources – numbers nevertheless point to a situation that needs to be addressed.

³¹ Data provided in 2016 by the JD of the RA on 5 and 30 September 2016 (letter No DD-1 E-5963 and letter No DD-1 E-6588 respectively, correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963).

³² Ibid.

³³ This statement is based on an indicative trend, rather than an accurate calculation due to the incomplete set of data provided by the JD of the RA on 5 September 2016 (letter No DD-1 E-5963).

Table C1. Comparative information about the number of cases under consideration, number of judges and non-judge court personnel in the FICGJ of Ajapnyak and Davtashen Administrative Districts and Artashat residence of the FICGJ of Ararat and Vayots dzor Marzes as of 31 December 2015

	Number of cases under consideration in the court as of 31 December 2015	Number of judges actually functioning at the court as of 31 December 2015	Number of non-judge court personnel (excluding the court registry personnel)
FICGJ of Ajapnyak and Davtashen Administrative Districts of Yerevan	4,878	6	18
Artashat residence of the FICGJ of Ararat and Vayots dzor Marzes ³⁴	1,734	5	15

In terms of the number of judges affiliated with the courts, the FICGJ of Ajapnyak and Davtashen Administrative Districts of Yerevan reportedly had six judges as of 31 December 2015, only one more than the number of judges considering cases at the Artashat residence of the FICGJ of Ararat and Vayots dzor Marzes.³⁵ Data provided by the JD for 2015 included the approved list of specializations for the FICGJ of Yerevan. This data confirmed that the approved specializations for a number of judges examining civil cases was more than those examining criminal cases, with the exception of the FICGJ of Erebuni and Nubarashen Administrative Districts, where the number of judges examining civil and administrative cases is equal. As for the picture in the FICGJs of Marzes (considered with all residences), again the number of judges examining civil cases is more than those examining criminal cases, with the exception of the FICGJs of Tavush and Gegharquniq Marzes, where the number of judges examining criminal cases prevails or is equal. It should be noted that in practice, as of 31 December 2015, in few courts there were less judges working than the number of approved specializations.³⁶

The Judicial Code of the RA defines the number of judges and the residences for the FICGJ throughout the country.³⁷ However the Judicial Code does not provide the exact specialization for judges required for each court and for each residence of the first instance courts of Marzes. The study of the decisions of the Council of Court Chairmen (CCC) shows that the list of specializations of judges necessary for each court was last defined on 26 August 2011 with the decision No. 16L. However the decision lacks any reference on the reasoning that became the basis for defining the different number of

³⁴ The data on the FICGJ of Ararat and Vayots dzor Marzes is provided by the JD of the RA on 30 September 2016 (letter No DD-1 E-6588).

³⁵ The data is provided by the JD of the RA on 5 September 2016 (letter No DD-1 E-5963).

³⁶ Ibid.

³⁷ Judicial Code of the RA Article 24, *adopted on 21 February 2007, last amended on 21 December 2015* [hereinafter Judicial Code].

criminal or civil law judges allocated for each court. A number of amendments were made in the list of specializations of judicial positions mainly related to the specialization of judges in residences of first instance courts of Marzes but not in Yerevan. The study of the chronology of the decisions of the CCC confirms that, no new complete list of specializations has been adopted after 2011, despite the repeating trend for the much higher pace in the increase of civil (vs. criminal) cases filed to and being examined by first instance courts during the past few years.³⁸

Finding the right balance for of the number of judges examining civil and criminal cases is necessary in each FICGJ as well as establishing flexible mechanisms for addressing the workload in various courts is a matter which requires further in-depth study and research.

On average (with the exception of only two Marzes), the *speed of dealing with civil cases* was evaluated by respondents with higher scores than the speed of dealing with criminal cases in the first instance courts throughout the whole country. At the same time, the rate of increase in the number of civil cases (filed by, particularly, Yerevan-based first-instance courts) has been considerably exceeding that of criminal cases. For instance, between 2014 and 2015, in the FICGJ of Ajapnyak and Davtashen Administrative Districts the number of civil cases filed increased by more than 18 per cent, while the same indicator for criminal cases was only three per cent in the same time period. This trend, visible over the past few years, has apparently been driving more and more cases to be transferred from the previous year (or reporting period) to the following year (or reporting period). Only in 2016, there has been noted a decreasing trend for the number of cases (total of criminal and civil) added to the existing backlog as of 1 January of the new reporting period. A notable exception though is the FICGJ of Ajapnyak and Davtashen Administrative Districts, where the backlog as of 1 January 2016 topped 4,878 cases (the highest among all FICGJs in the country).³⁹

Overall, the data provided by the JD confirms that among the Yerevan-based FICGJs the most overloaded remain to be the FICGJs of Kentron and Nork-Marash, Arabkir and Qanaqer-Zeytun, and Ajapnyak and Davtashen Administrative Districts. This is consistent with the findings of the Survey on the perceptions of the slow pace of dealing with cases in the above-mentioned courts.

At the same time, a positive trend is the increasing capacity of virtually all Yerevan-based first instance courts to register, examine and close cases (both civil and criminal). The dynamics becomes evident as we compare the respective statistics for the years of 2015 and 2014.⁴⁰ There were only a few exceptional incidents of very insignificant decrease for criminal cases from one year to another.

On the other hand, the Marz-based FICGJs, again, with only one or two minor exceptions, observe a generally negative tendency on the same continuum. Further exacerbating and worrisome seems the

³⁸ The data is provided by the JD of the RA on 5 September 2016 (letter No DD-1 E-5963)

³⁹ The statistical data was provided by the JD of the RA on 5 September 2016 (letter No DD-1 E-5963).

⁴⁰ Ibid.

indication of an “absent judge” in some of the courts,⁴¹ including, for instance, the Aparan residence of the FICGJ of Aragatsotn Marz or the Berd residence of the FICGJ of Tavush Marz.⁴²

Perhaps of a lesser magnitude, compared to the speed of dealing with cases, but still of major concern and possibly of larger detrimental effect on the entire system is the issue of trust in the justice system. While there is an apparent gap in scoring between the civil and criminal cases – criminal cases are perceived by court users to create more room for various shenanigans and, as a result, lesser and more questionable trust in the system – ever more striking are some of the low-end satisfaction scores, particularly for Yerevan-based first instance courts. The standing of the FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts of Yerevan has been graded as clearly “unsatisfactory” for criminal cases (score of only 1.8). The scoring of all other courts (for criminal cases), except for the FICGJ of Avan and Nor Nork Administrative Districts with an average score of 3.3, stays below or equal to the mid-point score of “3” and falls in the general “unsatisfactory zone” (to one or the other degree). When analysed for various Marzes, the distribution of scores shows some significant dispersion of results, ranging from 1.8 (for Shirak Marz) to 4.5 (for Ararat, Vayots dzor and Tavush Marzes) on criminal cases.

The level of distrust observed by the respondents towards the justice administered by higher instance courts – namely the Civil, Criminal and Administrative courts of appeals and Court of Cassation – is quite outstanding. With the exception of the evaluations made by the respondents engaged in administrative cases, none of the scores for either one of the higher-instance courts in Yerevan has reached the threshold of “3” (the midpoint score on the Likert scale applied). In terms of percentage shares of the respondent pool, those who hold only “little trust” in the higher-instance courts varied from 39 to 75 per cent (topping the latter percentage for the Court of Cassation in relation to criminal cases). As only 12 people were interviewed in the Court of Cassation, the statistical significance of the response should not be overemphasized. Nevertheless, these results clearly point out the need of further investigation and possible solutions to be contemplated.

Two additional observations on the first-instance courts with regard to the *trust in justice* system are:

- The closer proximity a court user finds himself/herself to the case (or the greater degree of involvement he/she has in the case), the lower the score of the perceived *trust in the justice system* is (and similarly, the speed of dealing with the case). The only exception seems to be in the case of plaintiffs in civil cases who have a high level of *trust in the justice system* observed in the first instance courts of Yerevan.
- When considered by capacity of respondents in cases examined by first instance courts of Yerevan, it appears that those, in whose favour the given court had ruled, tend to give scores up to more

⁴¹ “Absent judge” refers to the fact that in certain residences of first instance courts of Marzes a judge examining a particular type of case (civil or criminal) is not present.

⁴² Information was provided by the JD of the RA on 5 September 2016 (letter No DD-1 E-5963).

than three times higher than those, not in whose favour the court had ruled. This is a notable difference that has to be taken into consideration at any attempt to interpret the results and control for potential prejudice. An element which is worth further investigation is the perceptions of fairness of the procedure, which is linked to both winning and losing parties' understanding of the process which led to the judgment.

These results may establish some solid grounds for further studies to be carried out within the judiciary (possibly by the JD or any other relevant national stakeholder, but also at court level) aimed at revealing the genuine, evidence-based reasons for the strong discontent expressed by the respondents with respect to specific courts and associated residences. At this stage, the Project will refrain from speculating on the potential root causes of this issue.

SECTION 2: ACCESSIBILITY AND INTERIOR FACILITIES OF THE COURTS

This section investigates the ease of access to courts and quality of their facilities. Corresponding questions of the questionnaire aimed at court users are 18-22 and they read as follows:

	LEVEL OF SATISFACTION						
18. Coming to the court is:	hard						easy
	0	1	2	3	4	5	6
Please note what exactly constitutes a hardship of coming to the court?	<hr/>						
	<hr/>						
19. Access to the court for persons with disabilities (physical limitations) is:	hard						easy
	0	1	2	3	4	5	6
20. The guiding signs inside the courthouse are placed:	bad						good
	0	1	2	3	4	5	6
21. The waiting conditions in the courthouse are:	bad						good
	0	1	2	3	4	5	6
22. The courtroom furnishing is:	inadequate						adequate
	0	1	2	3	4	5	6

53. After this experience, you consider the material resources available to the courts:

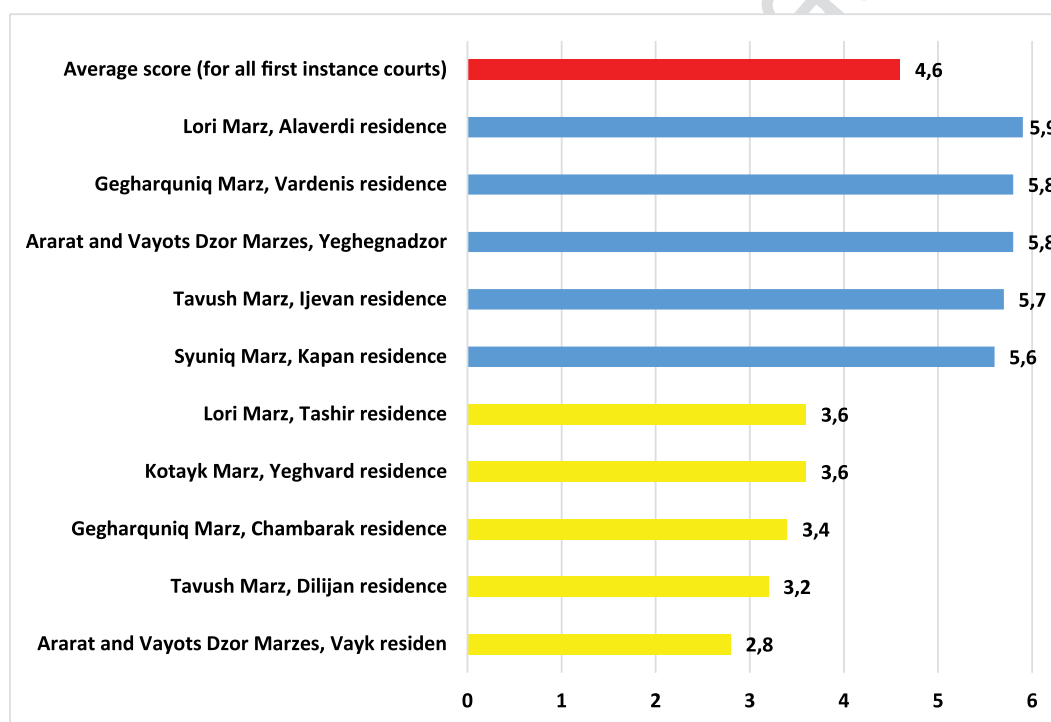
☐ most inadequate ☐ inadequate ☐ adequate ☐ more than adequate

The views, experiences and satisfaction levels of questioned court users of the first instance courts of Yerevan and Marzes, as well as the courts of appeals and the Court of Cassation are analysed below. The respondents were asked to express the level of their satisfaction for the courts' accessibility in general, as well as their satisfaction with individual court service elements (such as the *placement of the guiding signs*, the *waiting conditions*, the *courtroom furnishing* and the *adequacy of material resources* of the courts). Survey results for these questions are analysed and presented for the first instance and higher instance courts in two separate groups: 1) first instance courts of Yerevan and Marzes and 2) courts of appeals and Court of Cassation. Relevant comparisons of satisfaction levels are made between the first instance and higher instance courts wherever relevant, to illustrate the differences and to highlight specific patterns.

First instance courts of Yerevan and Marzes

As accessibility issues are not directly associated with types of cases or capacity of respondents in the courts, only a more general court level analysis is provided here. One of the components of *accessibility* is the spatial distribution of the courts. Figure 10 demonstrates top five and bottom five courts (or their residences) ranked according to the hardship/ease of *coming to court*. Two observations are worth focusing on. In Tavush, Ararat and Vayots dzor Marzes, there are court houses, which appear both among the easiest and the most difficult ones from the point of view of *access*. It is noteworthy, that none of Yerevan-based first instance courts appears in top and/or bottom lists (Figure 10). On average, for all 46 first instance courts throughout the country (including administrative courts), more than 70% of the respondents reported to be satisfied with the *ease of coming to the courts* (average satisfaction score “4” or above).

Figure 10. Top 5 and bottom 5 first instance courts by ease of coming to court⁴³

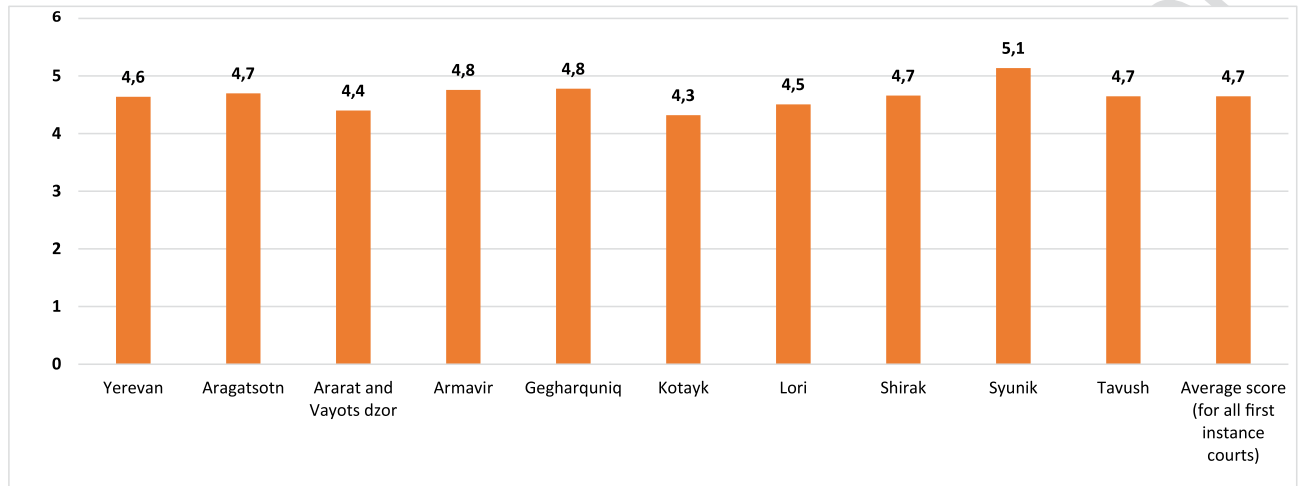


The open-ended question included in this set of questions – aimed at providing further information about the exact hardship of coming to court for respondents – has been analysed to understand the reasons for their responses. In particular, looking at responses by those who were unsatisfied or were neither unsatisfied nor satisfied with coming to court, some common issues can be observed. Far distance is the most common factor for dissatisfaction indicated by respondents, followed by costs of commuting (which is also associated with distance).

⁴³ FICGJ of Shirak Marz, Ashotsq residence was ranked high, but was excluded due to small numbers of respondents (only three).

In Figure 11, average satisfaction scores for Yerevan and Marzes on aggregate level are compared. The analysis shows, that there are no major variations across the Marzes, and in consistency with satisfaction distribution, average scores are quite high. Figure 11 confirms that the difficulties associated with coming to courts vary from one Marz to the other.

Figure 11. Average satisfaction scores for ease of coming to courts by Marzes and Yerevan



An important element of accessibility of courts is the ease of *access to the courts for persons with disabilities*. Here again, the general satisfaction level with respect to individual courts are considered and, on average, respondents of all first instance courts throughout the country were neither unsatisfied nor satisfied with the ease of access to the court for persons with disabilities (average satisfaction score 3.3). Figure 13 lists those courts and residences, where reportedly *access to the courts for persons with disabilities* is more difficult, namely the average satisfaction scores for these courthouses are less than the midpoint (average satisfaction score 3).

To obtain additional insight on this issue, the satisfaction rates for this particular question are compared with non-Survey data, specifically with the number of levels/floors of the courthouses and the years when the courthouses underwent capital renovation.

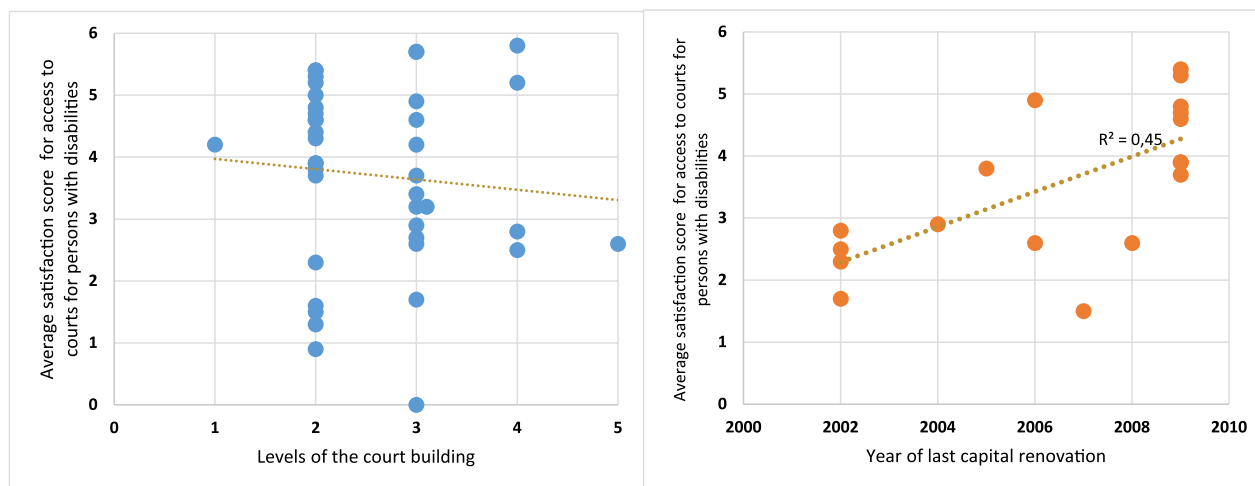
According to the information provided by the JD, none of the first instance courts of the RA⁴⁴ has an elevator.⁴⁵ Surprisingly, the information provided reveals that the satisfaction with the courthouses providing access to the persons with disabilities is not contingent upon whether the court rooms are situated in the upper levels/floors of the respective court houses.

⁴⁴ According to the data provided by the JD of the RA on 5 September 2016 (letter No DD-1 E-5963) there is an elevator in the Administrative Court of the RA, Yerevan residence. However the observations of the interviewers confirm, that the elevator is only for the usage of the court personnel and not the court users.

⁴⁵ The data is provided by the JD of the RA on 5 September 2016 (letter No DD-1 E-5963).

Figure 12 confirms that the more recently renovated courthouses are, expectedly, more accessible for persons with disabilities, mainly for those who have physical limitations.

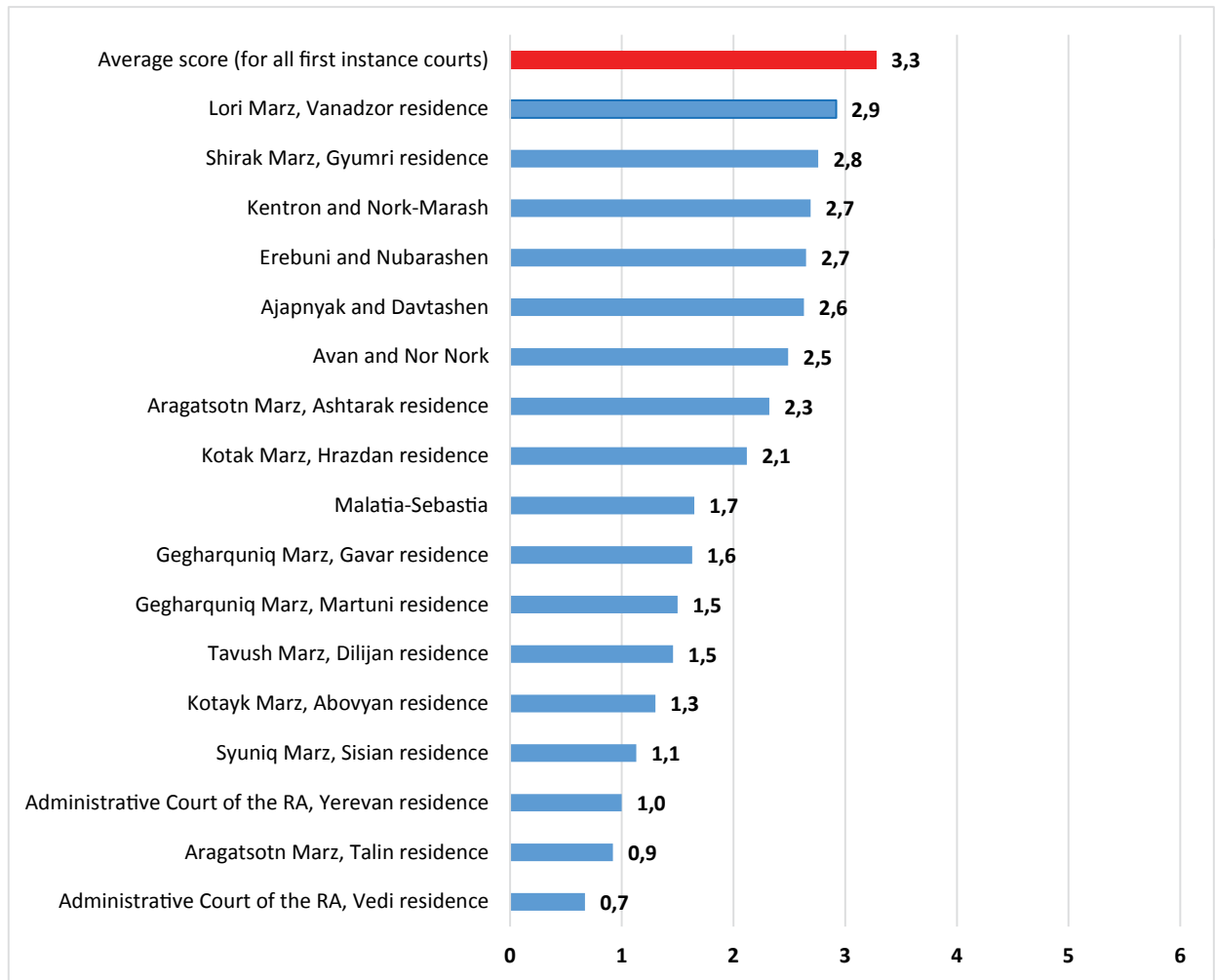
Figure 12. Average satisfaction scores for access to the courts for persons with disabilities versus characteristics of courthouses for all first instance courts of RA



The regression line in the left scatterplot of Figure 12 is almost horizontal, indicating that there is very slight correlation between average satisfaction scores for access to courts for persons with disabilities and the levels of the court building.

The regression line in the right scatterplot of Figure 12 is upward sloping, indicating positive correlation between the year of last capital renovation and average satisfaction scores for access to courts for persons with disabilities. The R^2 is quite large (0.45) indicating that the year of last capital renovation explains the large variation of 45% of the average satisfaction scores for access to courts for persons with disabilities.

Figure 13. Courthouses which were evaluated to be below midpoint (less than 3) in terms of access to the court for persons with disabilities



The observations of the interviewers confirm that first instance courts of the RA are not suited for the access for persons with disabilities. The relevant observations include:

- The premises of the court are not accessible for persons with disabilities.
- The entrance of the courthouse is not adjusted to the needs of persons with disabilities. One needs to go down a staircase to reach the entrance of the court. There are no elevators in the building, which would allow the persons with disabilities to get to the courtrooms.
- The entrance of the courthouse is not adjusted to the needs of persons with disabilities: there are no ramps. The court hearings are held on the third floor, but there are no elevators. According to the citizens, the bathroom is not accessible for them. Many people do not feel well in the court: according to them, the citizens should at least have the possibility to drink water.
- The courthouse is hardly accessible for persons with disabilities. The courtrooms are situated on the second floor and the building does not have any elevators. The hearings in the civil and administrative courts of appeal are being held in the same building, which makes it difficult to differentiate the visitors.
- The facilities of the court are not satisfactory. The building is not accessible for persons with disabilities: the ramps are missing.

The next set of questions of this section deals with the conditions of individual buildings, courts and their residences. In particular, respondents were asked to evaluate the *waiting conditions in the courthouse*, as well as the *placement of the guiding signs inside the court house* and the *adequacy of furnishings in the courtroom*.

Good placement of the guiding signs inside the courthouses is very important to ensure that court users are oriented in the courthouses and can easily find where they need to go upon their arrival at the courthouses. Figures 14 and 15 show, that in general court users are at least somewhat satisfied with the adequacy of the *placement of guiding signs* inside the first instance courts of Yerevan and Marzes. Respondents of the Survey conducted in Marzes were even very satisfied with the *placement of the guiding signs* in two courthouses: first instance courts of Tavush and Armavir Marzes.

Figure 14. Average satisfaction scores for the placement of the guiding signs inside the buildings of the first instance courts of Yerevan

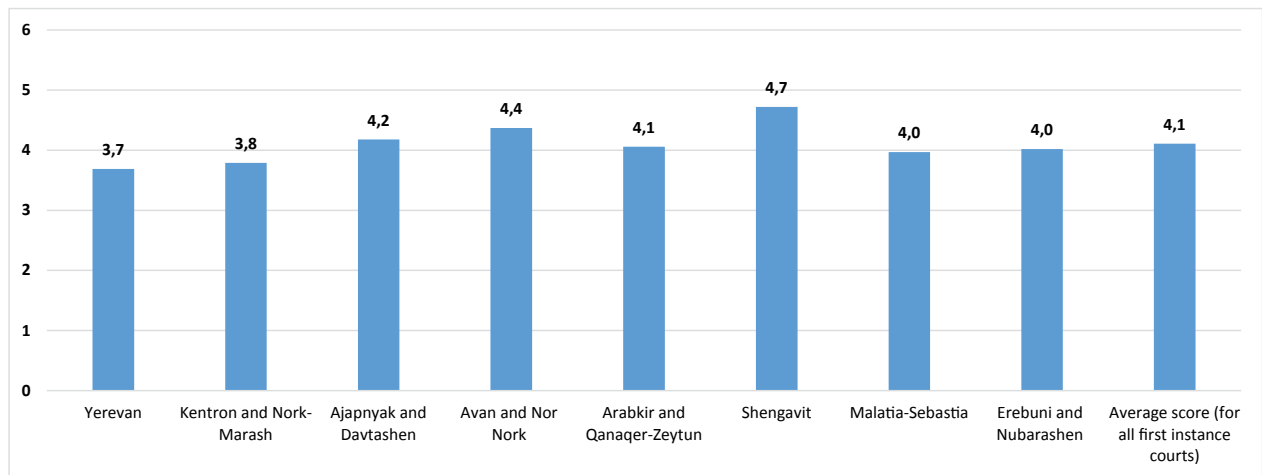
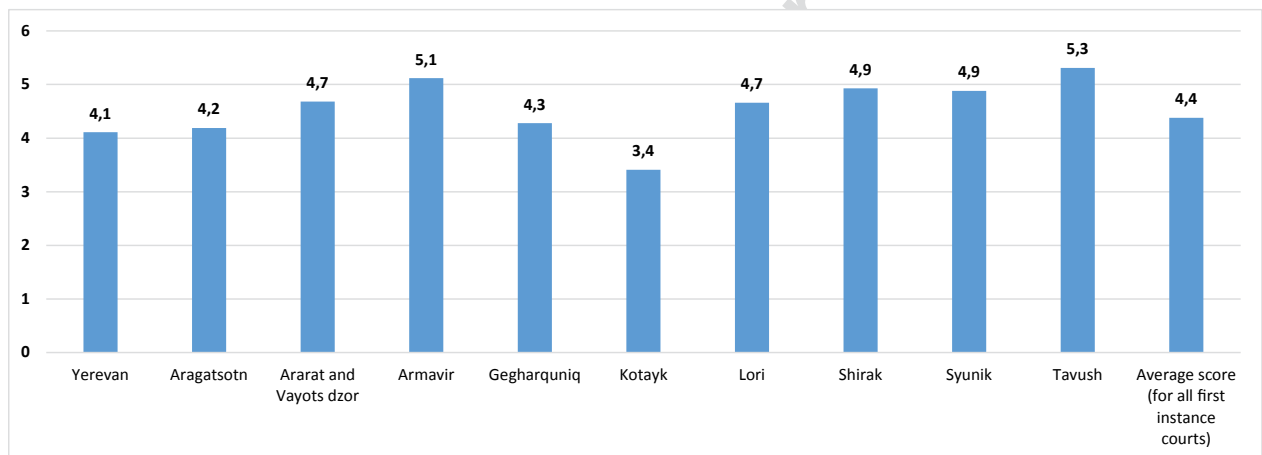


Figure 15. Average satisfaction scores for the placement of the guiding signs inside the buildings of the first instance courts of Yerevan and Marzes



Observations by interviewers confirm, that despite the high satisfaction of court users from the placement of guiding signs in the courthouses, in the buildings of many first instance courts of Marzes the situation with the placement of the guiding signs requires certain, and in many cases considerable, improvement. Some of the observations made by interviewers include:

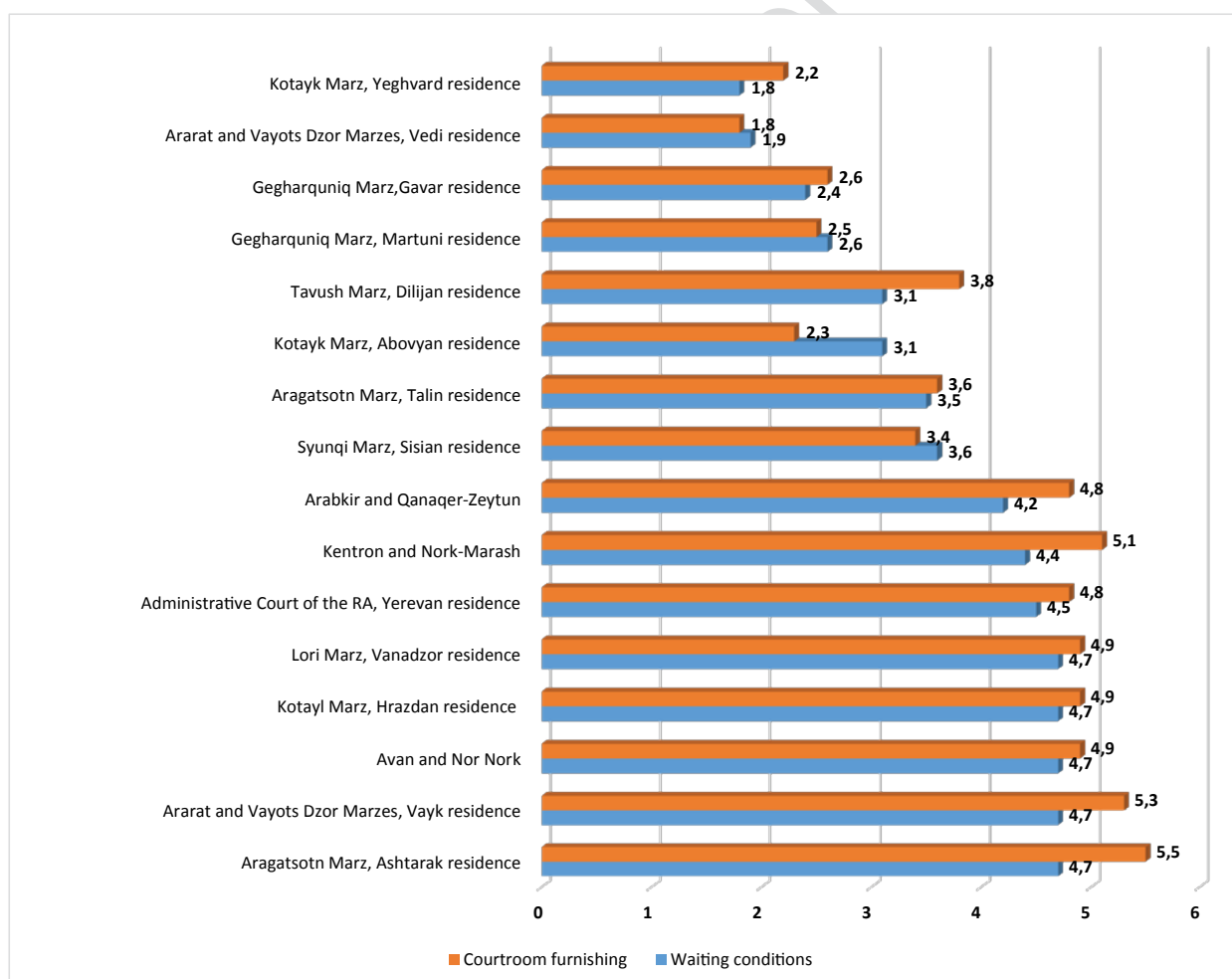
- The courthouse needs to be renovated. There are no guiding signs inside the courthouse.
- ... the courtroom is located on the top floor, the floor and ceiling need to be renovated. There are no guiding signs inside the courthouse. The bailiffs' room is located on the first floor, and they accompany the citizens.
- ... the court is situated in the same building with the Police Passport and Visa Department, on the top floor. The entrance of the court and the passport and visa department is the same and it is hard to differentiate which way to go, as there are no indicative signs.

Interviewers reported relatively less observations with respect to the placement of guiding signs in the courthouses of first instance courts of Yerevan, which still require attention. Those observations are:

- There are no guiding signs inside the courthouse.
- There are no guiding signs leading to the building to help guide the citizens where the courthouse is located.
- ...the court's registry is situated on the 2nd floor and there are no guiding signs.

Average satisfaction scores for the *waiting conditions* in the courthouses and *courtroom furnishing* are highly correlated. Figure 16 demonstrates average satisfaction scores for these two dimensions for those 16 courthouses which reportedly have relatively lower satisfaction scores.

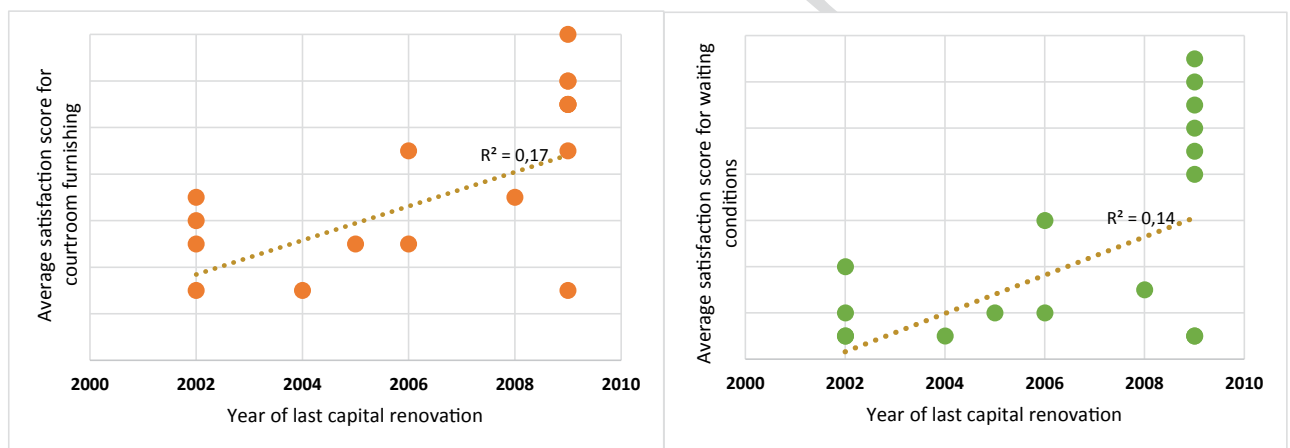
Figure 16. Average satisfaction scores for the waiting conditions in the courthouses and the courtroom furnishing in 16 first instance courts (with relatively lower satisfaction scores)



To give external validation to these satisfaction patterns, this study looked at the date of capital renovation of the courthouses. Relationships identified in Figure 17 show that lower satisfaction scores are associated with premises that had not been renovated for a long period of time.

The regression line in the left scatterplot of Figure 17 is upward sloping indicating that there is positive correlation between the year of last capital renovation and average satisfaction scores for courtroom furnishing. The R^2 is 0.17 indicating that the year of last capital renovation explains the variation of the average satisfaction scores for courtroom furnishing by 17%. As for the regression line in the right scatterplot of Figure 17, it is also upward sloping indicating positive correlation between the year of last capital renovation and average satisfaction scores for waiting conditions. The R^2 is 0.14 indicating that the year of last capital renovation explains the variation of 14% of the average satisfaction scores for waiting conditions.

Figure 17. Average satisfaction scores for the waiting conditions in the courthouses and the courtroom furnishing versus courts' buildings characteristics for all first instance courts of RA



The observations of the interviewers confirm that the waiting conditions in some courthouses of Marzes require close consideration and improvement. It seems that in some cases the courthouses do not even have the minimum waiting conditions. Relevant observations of interviewers include:

- The premises of the courthouse are poor. The waiting area is small, tight and extremely inconvenient. There is one waiting bench, an old armchair and a table in the waiting area. The territory is not renovated and it is cold inside. The toilets are in poor condition and not renovated as well. The courtrooms are not equipped. It's very cold in the courthouse during winter months. Moreover, the bad odor of the bathroom is spread in the whole waiting area.

- The courthouse needs to be renovated.
- The premises of the court are unsatisfactory. The court is situated in a two-story building and needs to be renovated. The filing of documents is impossible in such conditions. Piles of documents are lying on the floor. The courtroom is located in the corridor of the 2nd floor, as there are no facilities. Occasionally both criminal and civil cases are being heard simultaneously in the same “room”. ... The building is not heated; the waiting conditions are very unsatisfactory.
- The court is located in the same building as the Police department and some other small offices. The premises of the court are not adjusted to the needs of citizens. There are no [good] waiting conditions, the visitors were complaining that there is no bathroom in the building, the courtroom is located on the top floor, the floor and the ceiling need to be renovated. There are no guiding signs inside the courthouse. The bailiffs’ room is located on the first floor, and they accompany the citizens. Although the premises of the court are satisfactory, the bathroom is not working. If there are many visitors, the waiting conditions are also unsatisfactory. The waiting area is small. ...
- The premises of the courthouse are extremely unsatisfactory. It is located on the second floor of a half-destroyed three-story building. There is only a single room which is very small and is designed for court hearings, as well as serves as the judges’ room, the room for the bailiffs and the waiting area...
- ... the building conditions do not meet the basic needs of the court. The waiting area is very small, there is only one old bench and a table.
- The courthouse is located in the same building as a notary and a post office. The entrances to the court and the notary office are the same and the building does not have a front door. The premises of the court are very unsatisfactory. The court registry, courtroom and remaining rooms of the court personnel are located on the second floor. It’s very cold during the winter months [in the courthouse], the building is not heated at all. The waiting area is not heated and the windows are broken. The bailiffs’ room, together with the courtroom, is the only areas with heating. The entire personnel, including the judge, gather there. There is only one table and one bench in the waiting area, which is enough to fit not more than three persons. The Compulsory Enforcement Service is located on the first floor of the building. (Similar observations were made in 51 other instances either by court users or by interviewers.)

Interviewers reported fewer observations related to the waiting conditions in the first instance courts of Yerevan compared to those of the Marzes. However, this indicates that in Yerevan there are also first instance courts, which, reportedly, have poor waiting conditions. The observations of interviewers include:

- The waiting conditions are not good. (Similar observations were made in seven other instances either by court users or by interviewers.)
- According to the citizens, the bathroom is not accessible to them. Many people do not feel well in the court; according to them, the citizens should at least have the possibility to drink water.

Finally, Survey tool contains a question that asks respondents – based on their recent interactions at the court – to give an overall evaluation of adequacy of material resources available at the courts. Material resources are very important not only for ensuring proper conditions of the court facilities but also for ensuring independence and impartiality of the judiciary. It is also important that the adequacy of material resources is seen by court users. Figure 18 shows, that 70% of all surveyed court users of first instance courts of the RA find that the resources of courts of the RA are adequate and only 15% think that the resources are below the satisfactory level that is, mid-point. Figure 19 shows that 19% of court users find that the resources of the first instance courts of the RA are most inadequate. It is noteworthy, that court users of the FICGJ of Arabkir and Qanaqer-Zeytun reported that the recourse of this court are the most adequate (68%) while the surveyed court users of Martuni Residence of the first instance court of Gegharquniq Marz evaluated the resources of this residence as being the most inadequate (56%).

Figure 18. The share of surveyed court users evaluating the adequacy of material recourses of the first instance courts of Yerevan and Marzes

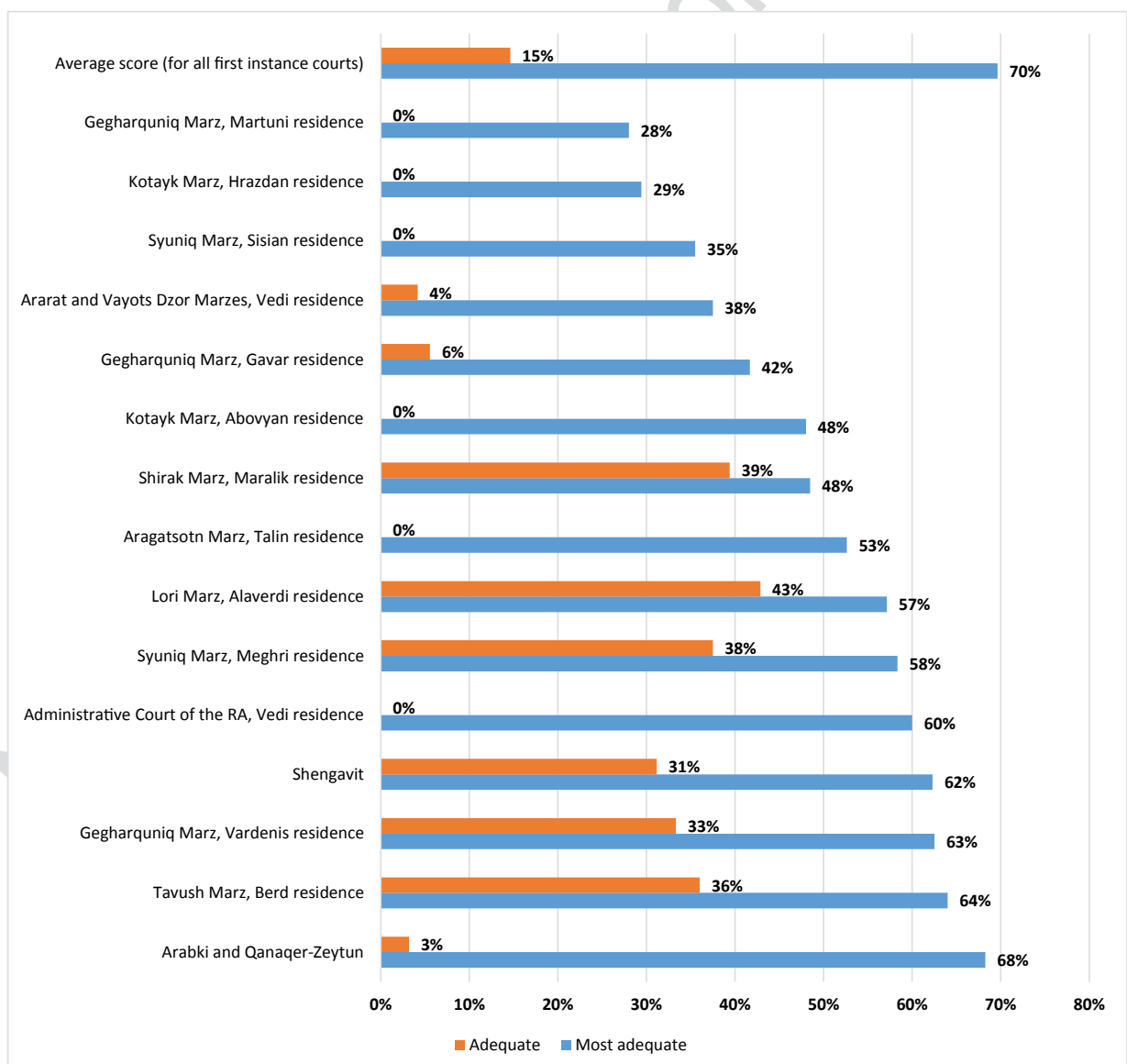
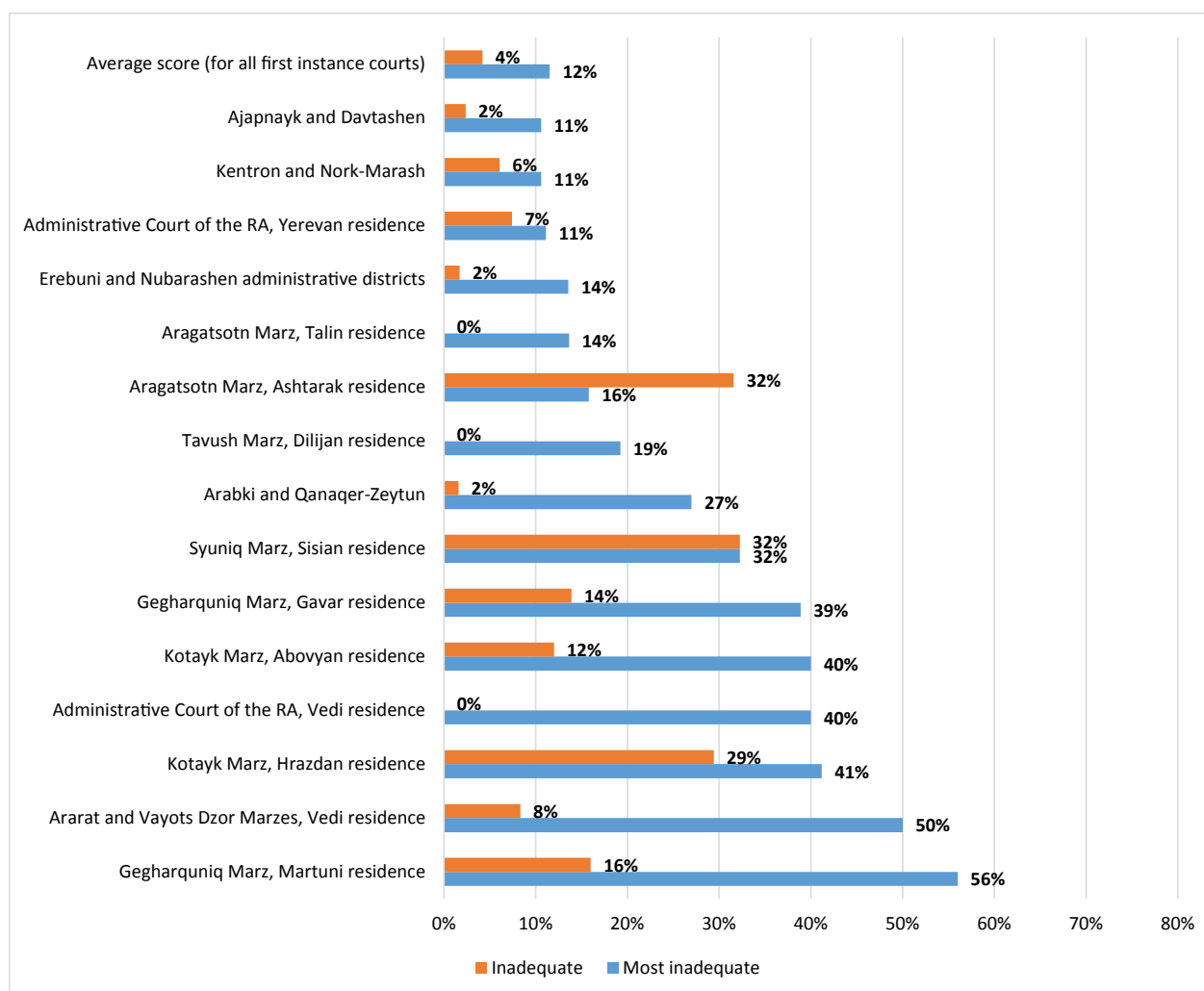


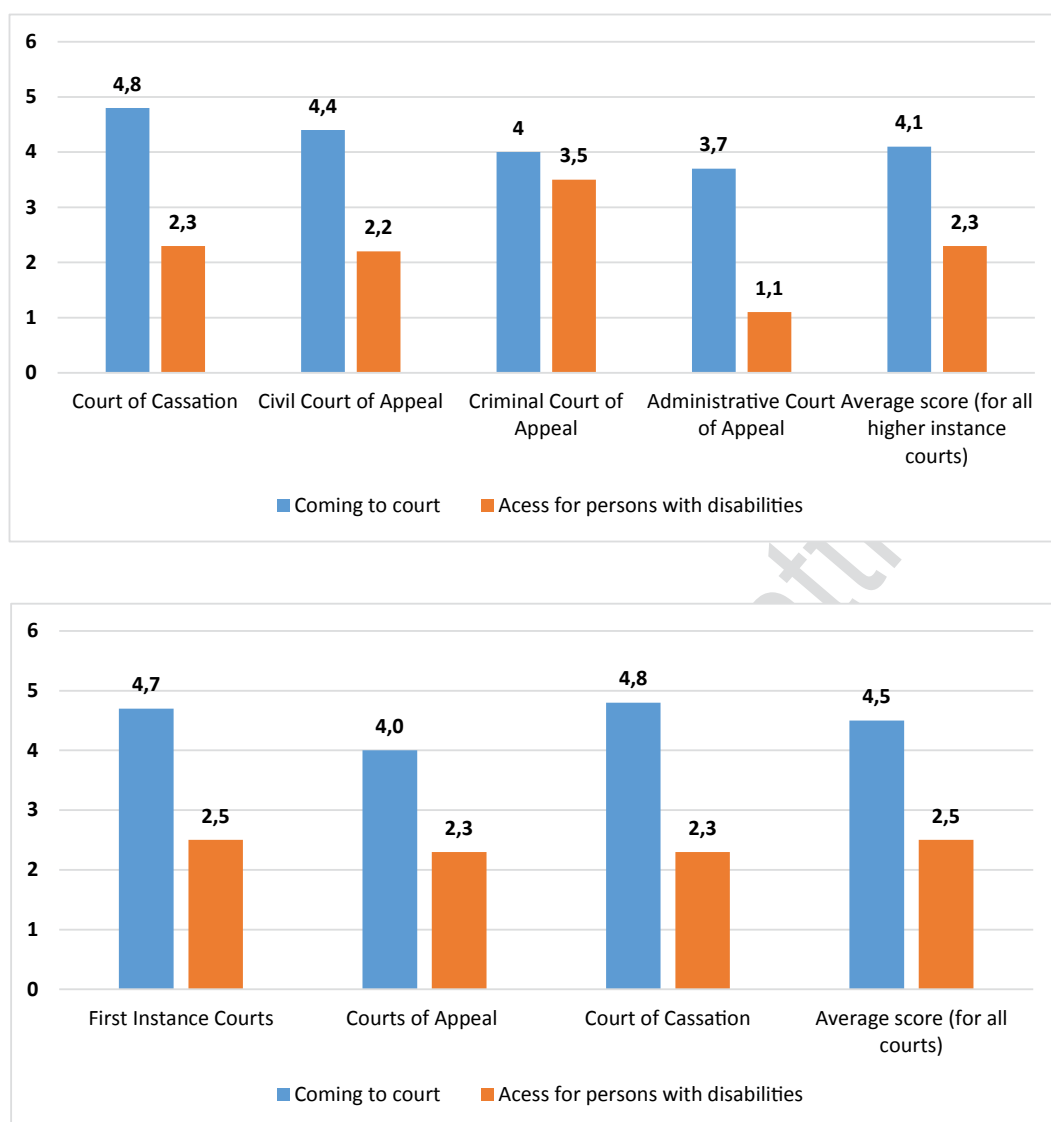
Figure 19. The share of surveyed court users evaluating the inadequacy of material recourses of the first instance courts of Yerevan and Marzes



Courts of appeals and Court of Cassation

Courts of appeals and Court of Cassation are based in the capital city of Yerevan. Accessibility issues of these courts are presented separately, as technically they should be more difficult to access by the respondents travelling from Marzes to Yerevan. It is also important to compare accessibility for the persons with disabilities to these courts in contrast with the first instance courts of Yerevan.

Figure 20. Average satisfaction scores for the ease of coming to the court and access to the court for persons with disabilities for courts of appeals and Court of Cassation



Note: The number of respondents who participated in the Survey in the Court of Cassation is low and this should be taken into account when drawing conclusions

The second panel of Figure 20 confirms the hypothesis that *coming to court* is slightly more difficult for the courts of appeals and Court of Cassation than for the first instance courts. At the same time, it is important to underline that average satisfaction scores are well above 3. In terms of *access to the court for persons with disabilities*, there are considerable variations among the three courts of appeals. However, there are no particular differences in terms of the *access to the court for persons with disabilities* between first instance courts on the one hand and courts of appeals and Court of Cassation on the other.

In case of the courts of appeals and Court of Cassation, further study of open-ended questions regarding the exact *hardship of coming to court* confirms that those travelling from outside of Yerevan, contributed the most to the lower scores. It is also important to highlight that a number of respondents

assessed *coming to court* as being hard in case of the Administrative Court of Appeals, indicating that the court is remote and is positioned in an unknown location of Yerevan.

By the same token as in Figure 20, the satisfaction level of court users regarding the *placement of the guiding signs inside the courthouses* is presented below. According to the data, guiding signs are, on average, well placed in all the courts of appeals and Court of Cassation. Relatively lower level of satisfaction is observed in the Administrative Court of Appeals (Figure 21). The same court is also lagging behind in terms of the perceived quality of *waiting conditions in the courthouse* and the *courtroom furnishing* (Figure 22).

Figure 21. Average satisfaction scores for the placement of guiding signs inside the courthouses of courts of appeals and Court of Cassation

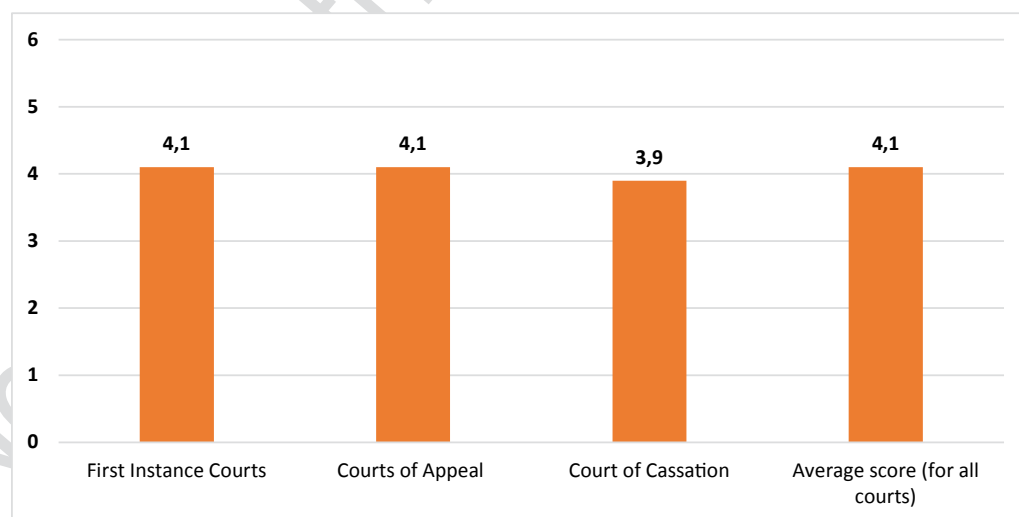
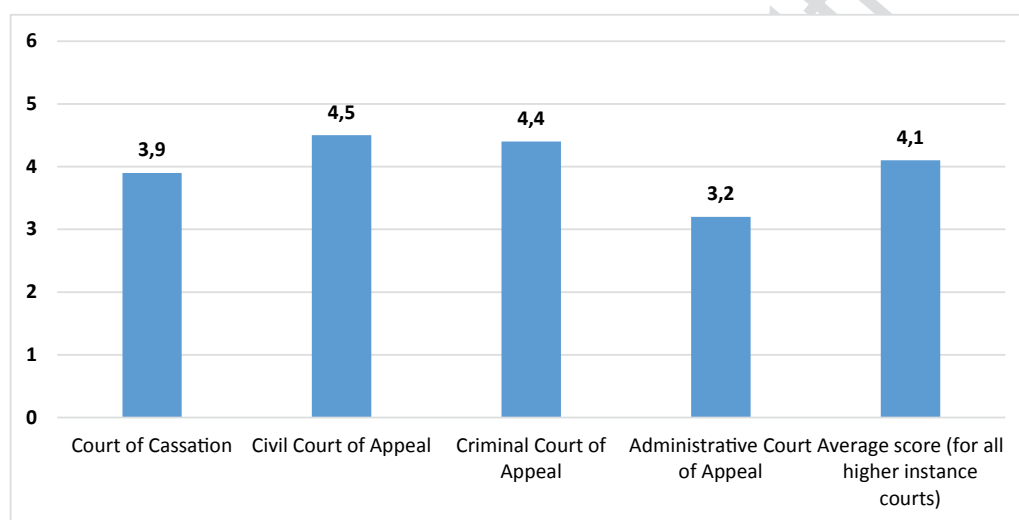
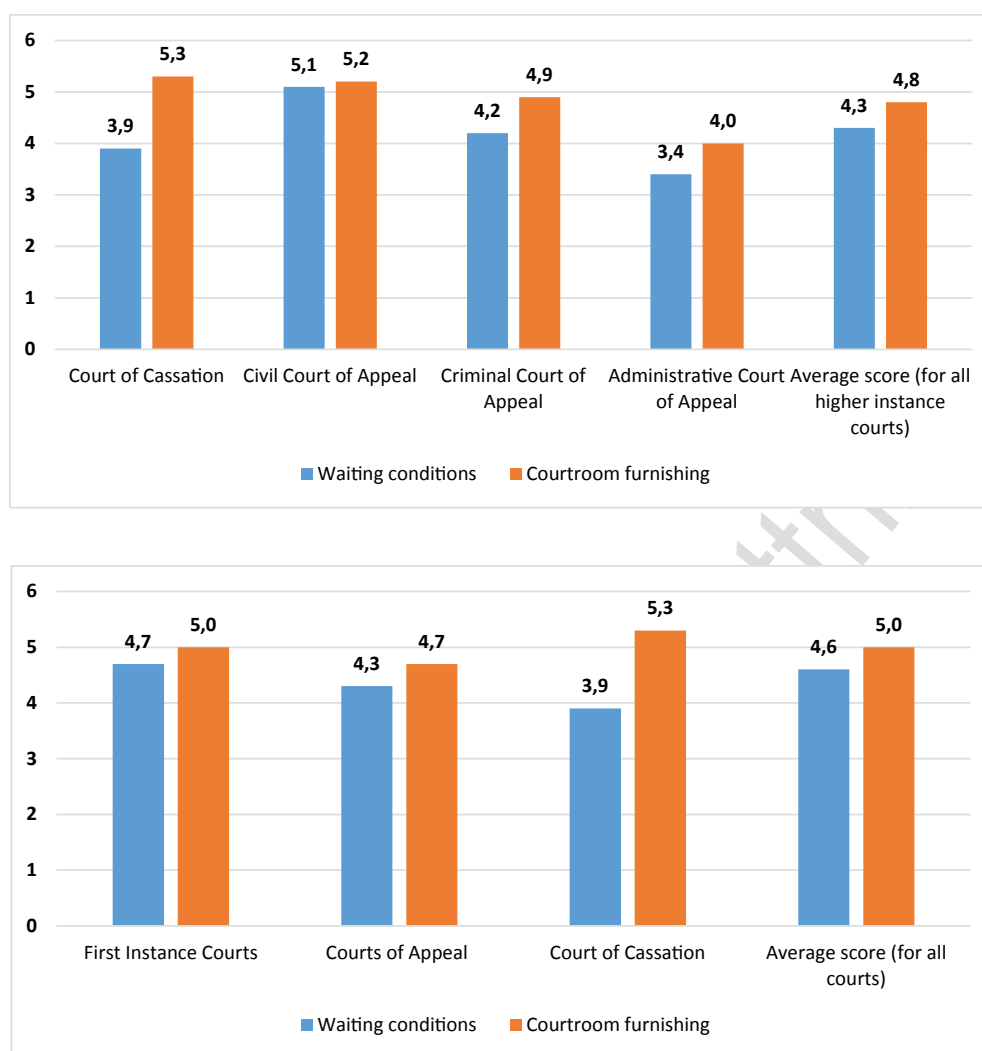


Figure 22. Average satisfaction scores for the waiting conditions in the courthouse and the courtroom furnishing of courts of appeals and Court of Cassation



Interviewers reported several observations registered in the courts of appeals and the Court of Cassation related to the ease of coming to the court and access to the court for persons with disabilities, waiting conditions in the courthouse and placement of guiding signs, which require attention. Those observations are:

- The courthouse is hardly accessible for persons with disabilities. The courtrooms are situated on the second floor and the building does not have any elevators. The hearings in the civil and administrative courts of appeal are being held in the same building, which makes it difficult for visitors to differentiate between the two.
- The facilities of the court are not satisfactory. The building is not accessible for persons with disabilities: the ramps are missing. The waiting area is very small. In the case there are many visitors, there are not enough places to sit or even to stand.
- The courthouse is located quite far from the city centre. There are no signs on the visible area of the street that would allow the visitors to find the courthouse easily. There are no guiding signs inside the courthouse. Most of the citizens are unsatisfied with the location of the court.

- The accessibility and premises of the court are in poor conditions. The court furnishing/courtroom furnishing and the court facilities are all in poor conditions.
- No video-recording, the recording of hearings is made in poor quality, no rooms for meeting with advocates/clients, need to equip the courtrooms with computers, telephones, copying machines, recording devices, etc.... Need to install an online system for document circulation. (Similar observations were made in 15 other cases.)

Conclusions

The analysis shows that – with the exception of the access to the courts for persons with disabilities – in terms of other criteria of the court facility friendliness, such as the placement of signs in the buildings, waiting conditions, and courtroom furnishing, and the overall “material adequacy”, the majority of responses was positive.

While the questions discussed herein may well become a topic for a spate research and analysis, several considerations may be important in the current context. In particular, the Survey data analysis shows, that RA first instance courts provide for rather limited convenience and friendliness to court users with disabilities. Ramps and other special arrangements around the court buildings and related facilities remain an exception, rather than a rule for the courthouses of RA. Nevertheless, when it comes to general accessibility of the courts, over 70% of the Survey respondents have rated the question “coming to the court” as “satisfactory” or “very satisfactory”.

At the same time, it is noteworthy the uneven standing on the accessing the court dimension of the particular court residencies within the same Marz. For instance, in Lori Marz, the Alaverdi residence has the maximum score of “6,” whereas for Tashir residence the score drops down to the modest, yet still positively scored “3.6” (corresponding to “somewhat satisfied”). A similar trend may be observed for Gegharquniq Marz (with Vardenis vs. Chambarak residences). In fact, Gegharquniq Marz has been reported to score at least twice (if not more) as “unsatisfactory” for its court residences in Gavar and Martuni (compared to the other residencies), when it comes to the ease of access to court for persons with disabilities.

It should be noted, however, according to the observations of the interviewers, that even some of those first instance courts – which were evaluated by court users with high scores – seem to be in contradiction with the required conditions for court houses defined by internationally recognised standards. This phenomenon may speak about the lack of information or inadequate knowledge of the population about the minimum standards for court facilities and conditions as defined by international standards. In addition this may be connected to the social welfare questions of the population, especially in the Marzes, where minimum living and/or service conditions could be considered as adequate or satisfactory.

The data analysis shows that all of the Yerevan-based first instance courts are in the top group of locations/residencies being rated by the predominant share of respondents (not less than 85 per cent) as adequately equipped with the necessary material resources. However, only a dozen of kilometres away from the northern suburbs of Yerevan is the Abovyan residence of the Kotayk Marz first instance court, which scores, with the exception for the “ease of coming to the court,” from “unsatisfactory” to “very unsatisfactory” virtually on all other dimensions of the questions related to accessibility, including especially the issue of the access to the court for persons with disabilities. At the same time, the Yeghvard residence of the first instance court of Kotayk Marz, being in one of the closest proximities to the capital city of Yerevan, features perhaps one of the lowest (bottom five) scores (a score of only “3.6”) for the “ease of coming to the court.” Some of the personal observations of the interviewers confirm the findings.

Changes to the physical standing of the specific courthouses – major renovations, refurbishments, or any other significant modifications to the existing infrastructure – can normally be initiated based on the assessment results, which then may serve as a basis for respective allocation of funds and disbursements. The Project believes that its findings may lead the national authorities to reconsider some of the existing assessment and budget allocation mechanisms.

The budgets allocated to individual courts assume a category of “Other Expenditure,” which in theory includes also potential expenditure on material resources (and apparently, renovation and modernization of the court facilities).⁴⁶ Here again, one may trace certain discrepancies. For instance, the FICGJ of Ajapnyak and Davtashen Administrative Districts and the FICGJ of Tavush Marz, Ijevan residence record about the same monetary amount under the “Other Expenditure” for 2015. At the same time, the total surface area of the respective court buildings differ at a magnitude of more than 2.2.x in favour of the FICGJ of Ajapnyak and Davtashen Administrative Districts. At the same time, the latter has the second bottom score for the ease of access to the courts in Yerevan, whereas the Ijevan courthouse may pride itself in scoring close to perfect on the access to the court for persons with disabilities on the Likert scale of 0-6.

Based on the information provided by the JD, it appears that the extent to which the building of FICGJ of Tavush Marz, Ijevan residence has been renovated, may be a defining factor for its high standing on court user friendliness. A distinctive factor by itself may then be the latest year when the capital renovation was performed. The more recent the renovations, the greater the likelihood the court would score highly on most of the dimensions. This seems to be a rule, as we observe the scores for court/residencies in Alaverdi, Vardenis, and Noyemberyan, to name some notable examples, all renovated as recently as 2009 (the last year any renovation was initiated to the RA first instance courts, according to the data provided by the JD). Some of the personal observations of the interviewers confirm the findings.

⁴⁶ The data is provided by the JD of the RA on 5 September 2016 (letter No DD-1 E-5963).

While providing an indication of the generally positive perceptions of physical access to courts, the Survey scores may also be signalling to a rather limited understanding of the general public on what actually constitutes user-friendly approach in physical accessibility. This may be particularly relevant when considering the impacts it has on the needs of the most disabled and otherwise vulnerable visitors. The societal and state concern for those most vulnerable remains low in the ranks of issues meriting an immediate response (there has been a plethora of various public declarations and publications on the topic).⁴⁷

At the same time, when confronted with a direct question on their assessment for the ease of access for the persons with disabilities, the respondents (at least half of them) admit the unacceptable *status quo*. At least 17 courthouses score below 3 (= midpoint), among which are the six Yerevan-based first instance courts. Also notable is the absence of an elevator in the four story building of the RA Administrative Court of Appeals.

In the light of the above mentioned issues, the question of alleged discrimination of court users with disabilities rises, as the Survey satisfaction scores for the “ease of access to the court for persons with disabilities” are compared across the board of all courts of RA. Hence, prioritising of the question of the accessibility of courts for persons with disabilities is of urgent need. Furthermore, it should be ensured that during the budget allocation process for court buildings of the RA adequate consideration to this topic is given. In this perspective, the budget allocated for court buildings as defined by the provided data seems to be inadequate. For instance, in 2012 the public expenditure on the court buildings made up only 0.1 per cent of the total annual approved public budget allocated to all courts of RA (vs. the average 15 per cent), the lowest indicator among the Council of Europe Member States in 2012.⁴⁸

Related to the issue of physical accessibility and special arrangements for persons with disabilities, a special approach should also be considered in relation to court proceedings. Although the latter has not been a subject of the Survey, it has been under the CEPEJ spotlight for other comparable assessments. A better understanding of this dimension could help improve the overall standing of the justice system on the special provisions for those in need. In RA, court users with disabilities are not granted any special support in terms of the information channels used in communication or special court hearing modalities. With this respect, in 2012 RA came at the bottom of the Council of Europe Member State list for its commitments and capacity to ensure special arrangements for the persons with disabilities⁴⁹.

⁴⁷ “Overlooked: Disabled people in Armenia remain mostly without proper public-facility access”, available at https://www.armenianow.com/society/41645/armenia_people_with_disabilities_facility_access.

⁴⁸ CEPEJ reports on “European judicial systems—edition 2014 (2012 data): efficiency and quality of justice”, pages 34 and 36. Available at http://www.coe.int/t/dghl/cooperation/cepej/evaluation/2014/Rapport_2014_en.pdf

⁴⁹ Ibid, pp. 92-93.

SECTION 3: THE FUNCTIONING OF THE COURTS

This section refers to satisfaction from functioning of the courts and deals with questions 23-29 of the Survey questionnaire aimed at court users. Questions 23-29 of the Survey read as follows:

LEVEL OF SATISFACTION

- | | | | | | | | |
|---|-----------------------|---|---------------------|---|---|---|---|
| 23. The court summons concerning the date(s) and time(s) of the court hearing(s) are: | unclear | | clear | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| | | | | | | | |
| 24. The time laps between the court's summons and a hearing(s) is: | unsatisfactory | | satisfactory | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| | | | | | | | |
| 25. The punctuality of the hearing(s) under which your case was called were: | bad | | good | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| | | | | | | | |
| 26. Did you find the attitude and politeness of the court registry personnel: | unsatisfactory | | satisfactory | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| | | | | | | | |
| 27. Did you find the attitude and politeness of the bailiffs: | unsatisfactory | | satisfactory | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| | | | | | | | |
| 28. Did you find the attitude and politeness of the judge's assistant: | unsatisfactory | | satisfactory | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| | | | | | | | |
| 29. Did you find the attitude and politeness of the court sessions secretary: | unsatisfactory | | satisfactory | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 |

Survey data for the first instance courts of Yerevan, first instance courts of Marzes, courts of appeals and Court of Cassation is analysed separately to take into account their specificities and to provide specific patterns on, and broader insights into, satisfaction levels of the users of the three provisional groups of courts. For each provisional group of courts, the analysis of the functioning is divided into two parts:

- Timing-related questions (Questions 23-25 of the questionnaire); and
- Attitude and politeness of non-judge court personnel of the courts (Questions 26-29 of the questionnaire).

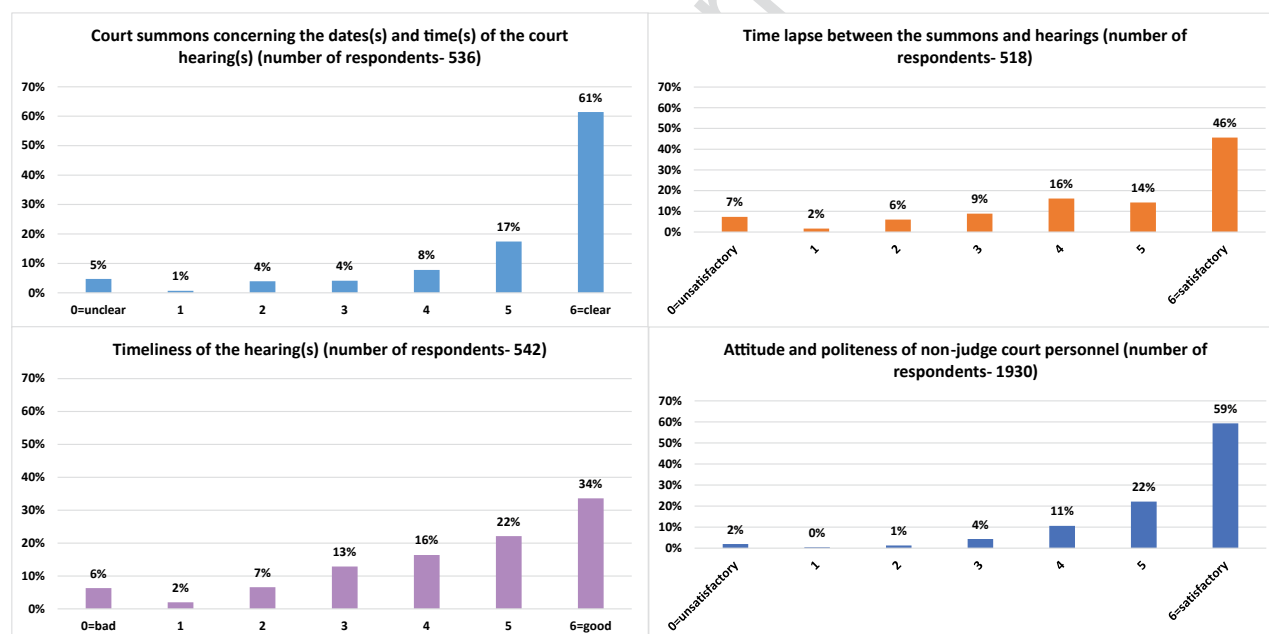
General satisfaction of court users is presented below for the 1) first instance courts of Yerevan; 2) first instance courts of Marzes and 3) courts of appeals and Court of Cassation. Wherever relevant,

attention-grabbing findings and noteworthy patterns are compared amongst the first instance, courts of appeals and Court of Cassation by types of cases and by capacity of respondents.

First instance courts of Yerevan

The analysis of data on the first instance courts of Yerevan shows that in general, there seems to be no, or very little, concern with respect of *attitude and politeness of the non-judge court personnel*, which include: court registry personnel, bailiffs, judge's assistants and court sessions' secretaries. As Figure 23 shows, 92% of respondents is satisfied (gave the score "4" or higher) with the politeness and attitude of non-judge court personnel. The share of unsatisfied respondents is at most 3% (evaluated with "2" or below on the satisfaction scale) for all these categories of the non-judge court personnel. When it comes to timing-related questions, larger unsatisfied group of respondents is observed, especially with respect to timeliness of the hearings and time laps between the hearings (see Figure 23).

Figure 23. Average satisfaction scores for the functioning of the first instance courts of Yerevan, overall results (complete distribution of satisfaction levels)



By types of cases

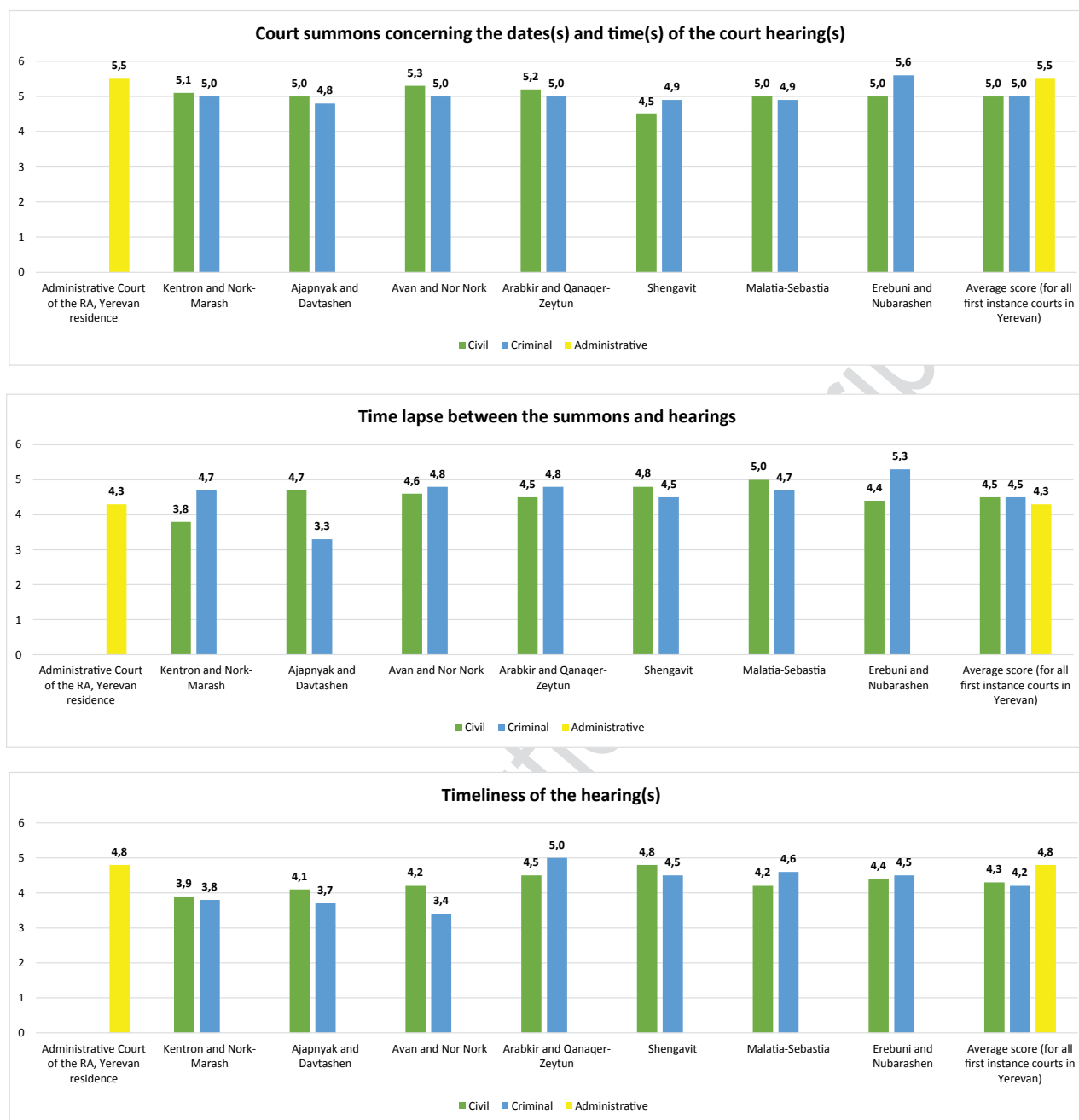
Satisfaction rates regarding courts' functioning in the first instance courts of Yerevan are presented below by types of cases. While the overall evaluation is quite high, situations with noticeable differences are discussed.

In general, court users reported to be satisfied with the *courts summons concerning the dates and times of the court hearings* (average satisfaction score 4.5 and above). However it is noteworthy that despite being satisfied with the *courts summons concerning the dates and times of the court hearings*, the satisfaction level of respondents is relatively lower on the *timeliness of the hearings* and the *time lapse between the courts' summons and the hearings*.

The time laps between hearings in the FICGJ of Ajapnyak and Davtashen Administrative Districts was evaluated differently for criminal and civil cases, with the former being evaluated as relatively less satisfactory. *The timeliness of the hearings under which the cases were called* is evaluated as being relatively less satisfactory in the FICGJ of Kentron and Nork-Marash, Avan and Nor Nork and Ajapnyak and Davtashen administrative Districts. In all three courts the extent of the timeliness of hearings of criminal cases was relatively unsatisfactory compared with civil cases (Figure 24).

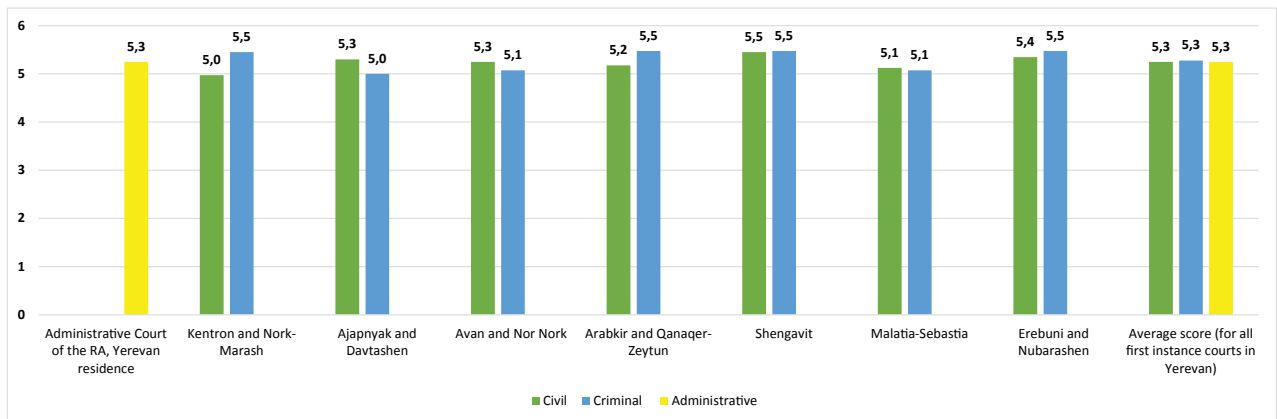
As for *the time lapse between the courts' summons and the hearings*, the users of the FICGJ of Ajapnyak and Davtashen Administrative Districts with respect to criminal cases were neither unsatisfied nor satisfied (average satisfaction score 3.3). In all other first instance courts of Yerevan court users were somewhat satisfied, satisfied or very satisfied with the time lapse between the courts' summons and the hearings (average satisfaction score 3.8 and above).

Figure 24. Average satisfaction scores for 1) the courts summons concerning the dates and times of the courts hearings; 2) the time laps between the courts summons and the hearings and 3) the timeliness of the hearings of the first instance courts of Yerevan



Satisfaction of the respondents with the politeness of non-judge court personnel is uniformly high in all first instance courts of Yerevan, with an average score of above 5.3 for all types of cases. This pattern is almost the same for all of the non-judge court personnel considered i.e. the court registry personnel, bailiffs, judges' assistants and the court sessions secretary. Figure 25 presents aggregated data for the attitude and politeness of all non-judge court personnel.

Figure 25. Average satisfaction scores for the attitude and politeness of the non-judge court personnel of the first instance courts of Yerevan



By capacity of respondents

There are no specific deviations in the satisfaction rates from the perspective of the respondents' capacity in the courts as well as their gender and age. Figure 26 presents the satisfaction level for the *timeliness of the hearings and the attitude and politeness of non-judge court personnel* as an example of distributions of satisfaction from the extent of timing and the court staff politeness respectively. Relatively lower satisfaction in terms of timeliness of hearings is recorded by the witnesses, family members and victims in criminal cases. Similarly, the victims and family members are the ones delivering the lowest relative (but still high absolute average) satisfaction scores assessing the *attitude and politeness of non-judge court personnel* in the first instance courts of Yerevan.

Figure 26. Average satisfaction scores for the timeliness of the hearings and the attitude and politeness of non-judge court personnel by capacity of respondents and by types of cases in the first instance courts of Yerevan

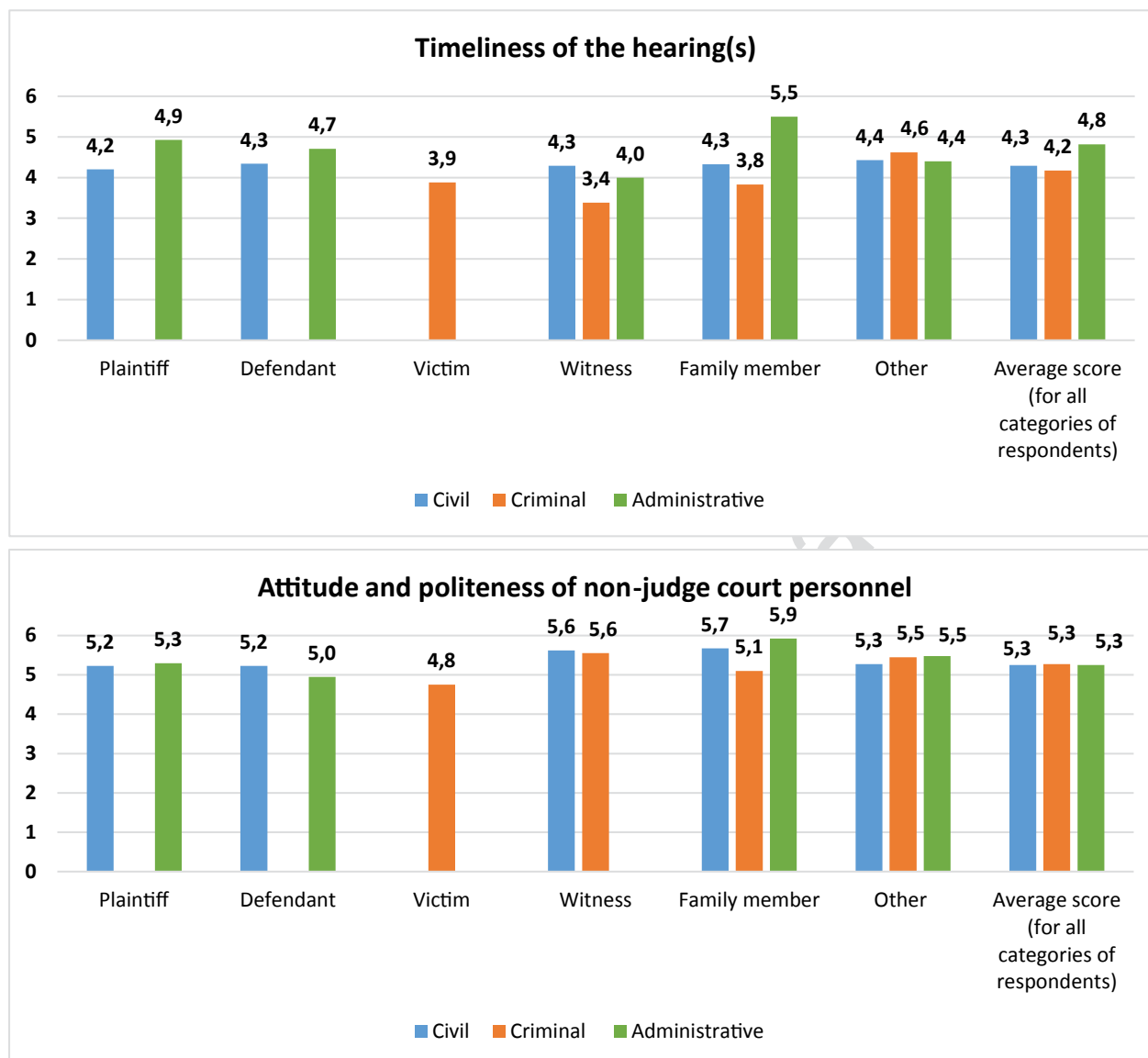
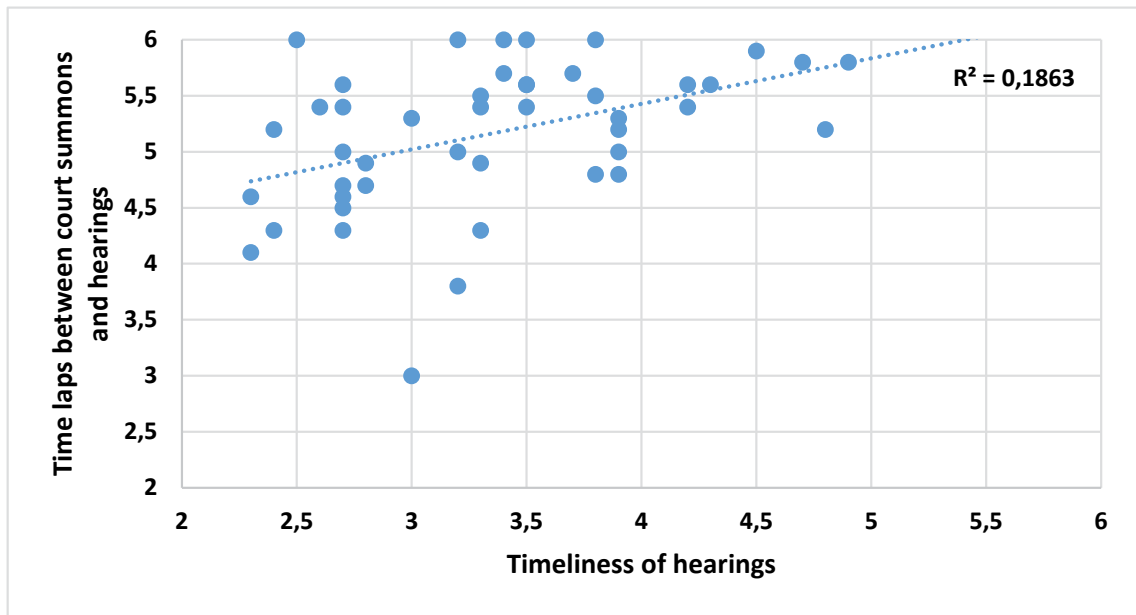


Figure 27 compares satisfaction rates from *timeliness of the hearings* and *time laps between the courts summons and the hearings*. Dots on Figure 27 represent first instance courts of RA which have been given average satisfaction score for both dimensions (as an example, lowest dot on the Figure has got 3 on both dimensions). Average satisfaction scores are higher for the question on time laps between the summons and the hearings rather than the question on the timeliness of the hearings.

Figure 27. Average satisfaction scores for the timeliness of the hearings under which the respondents' cases were called vs. time laps between the summons and the hearings for all first instance courts of RA

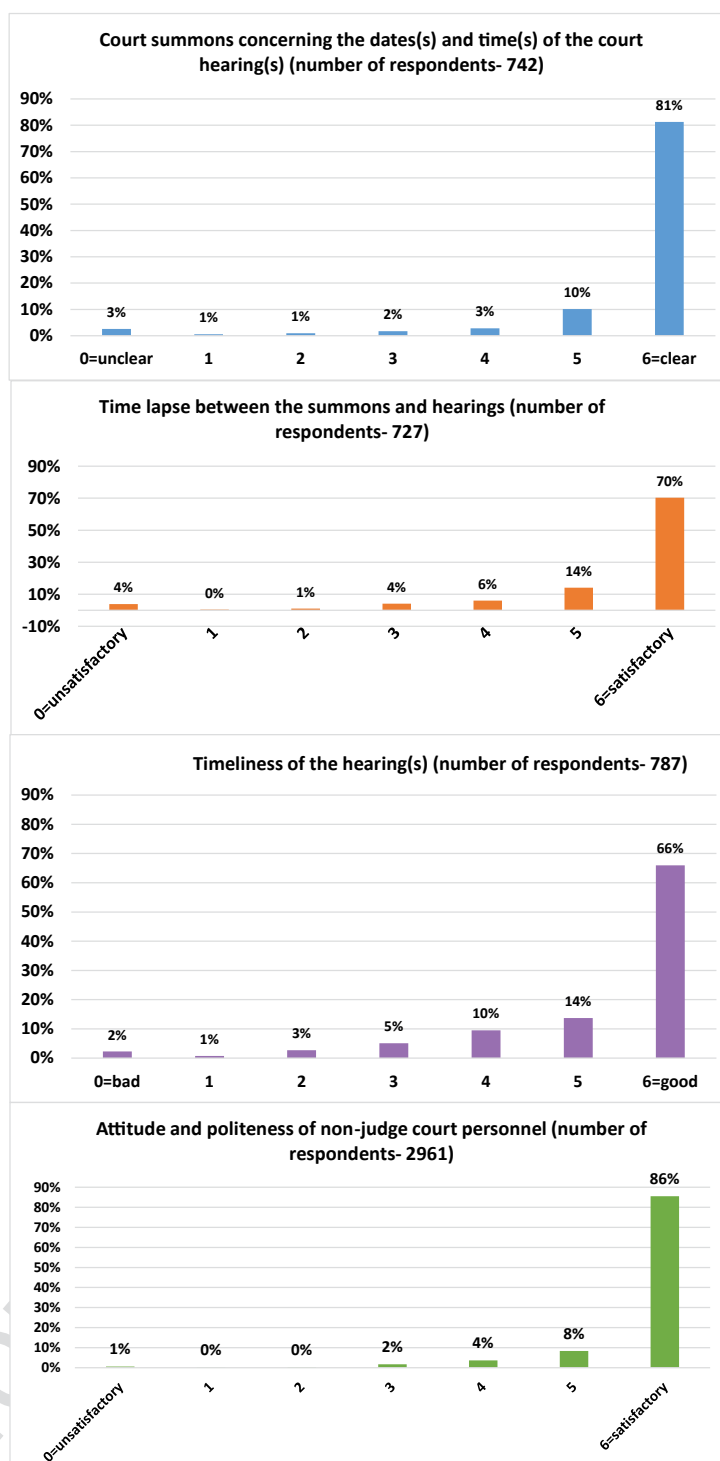


Note: Only courts with respondents of 10 or more for both of these questions were reported in this Figure.

First instance courts of Marzes

The analysis of data related to the questions of this section shows that the functioning of the first instance courts are perceived by court users as more efficient in Marzes than in Yerevan. For example, 81% of the respondents from Marzes report that the *courts summons concerning the dates and times of the hearings* are clear, while only 61% of the users of the first instance courts of Yerevan think so. For all other indicators, the pattern is consistently preserved.

Figure M.7. Average satisfaction scores for the functioning of the first instance courts of Marzes, overall results (complete distribution of satisfaction levels)

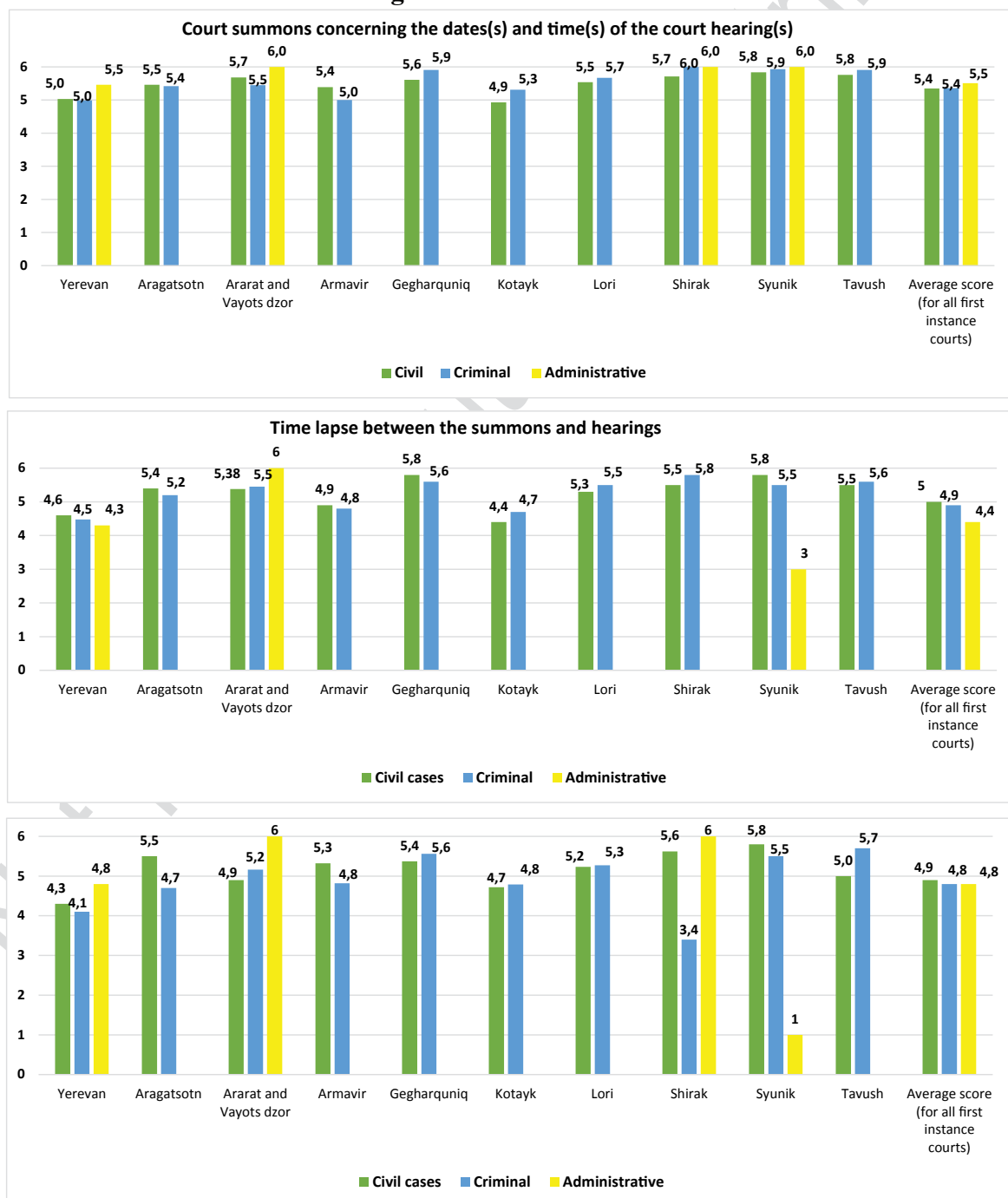


By types of cases

The average satisfaction scores in Marzes and Yerevan systematically differ (see Figure M.7). On average, the respondents in Yerevan value the functioning of courts less than the respondents in Marzes. The difference however, is not very significant. This can be seen by comparing Figures for Yerevan (first three bars) with Figures for average for all courts (the last three bars).

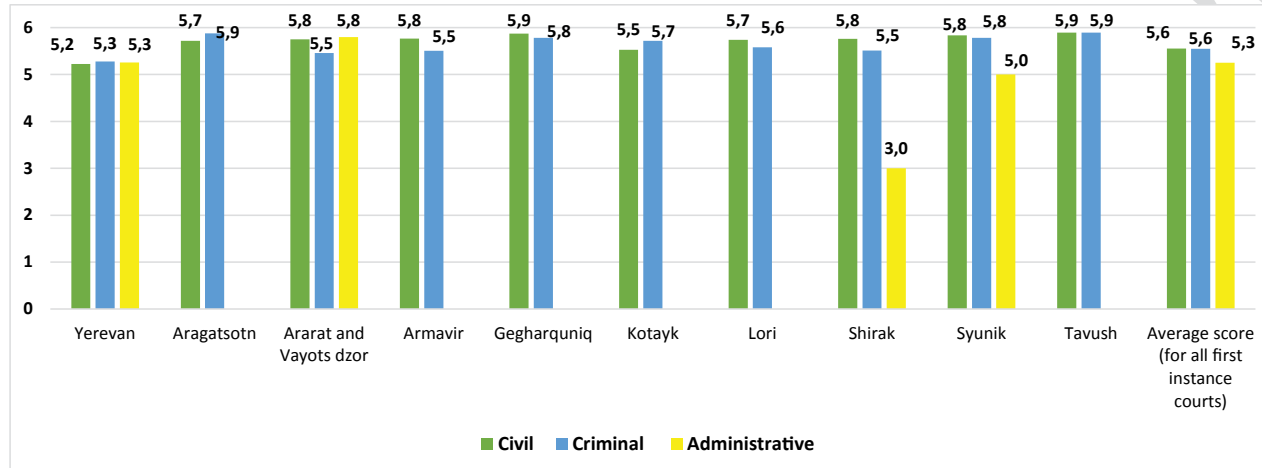
At the same time, there is some variation among Marzes. For instance, in the FICGJ of Kotayk Marz, the satisfaction for the *time laps between the summons and the hearings* is relatively lower both in civil and criminal cases. In this court, the scores remain somewhat low for the *timeliness of the hearings* too. In the residences of the FICGJ of Shirak Marz, respondents report very different scores for the two interconnected questions: the *time laps between the summons and the hearings* is scored with an average score of 5.8 while the *timeliness of the hearings* is scored with an average score of 3.4 for criminal cases. A similar observation is made for administrative cases heard in Kapan residence of the Administrative courts of the RA..

Figure M.8. Average satisfaction scores for the time lapse between the summons and the hearings as well as the timeliness of the hearings in the first instance courts of Yerevan and Marzes



As for the attitude and politeness of the non-judge court personnel of the first instance courts of Marzes, Yerevan stays behind in this indicator too. Differences among Marzes seem to be moderate, compared with the previous two indicators.

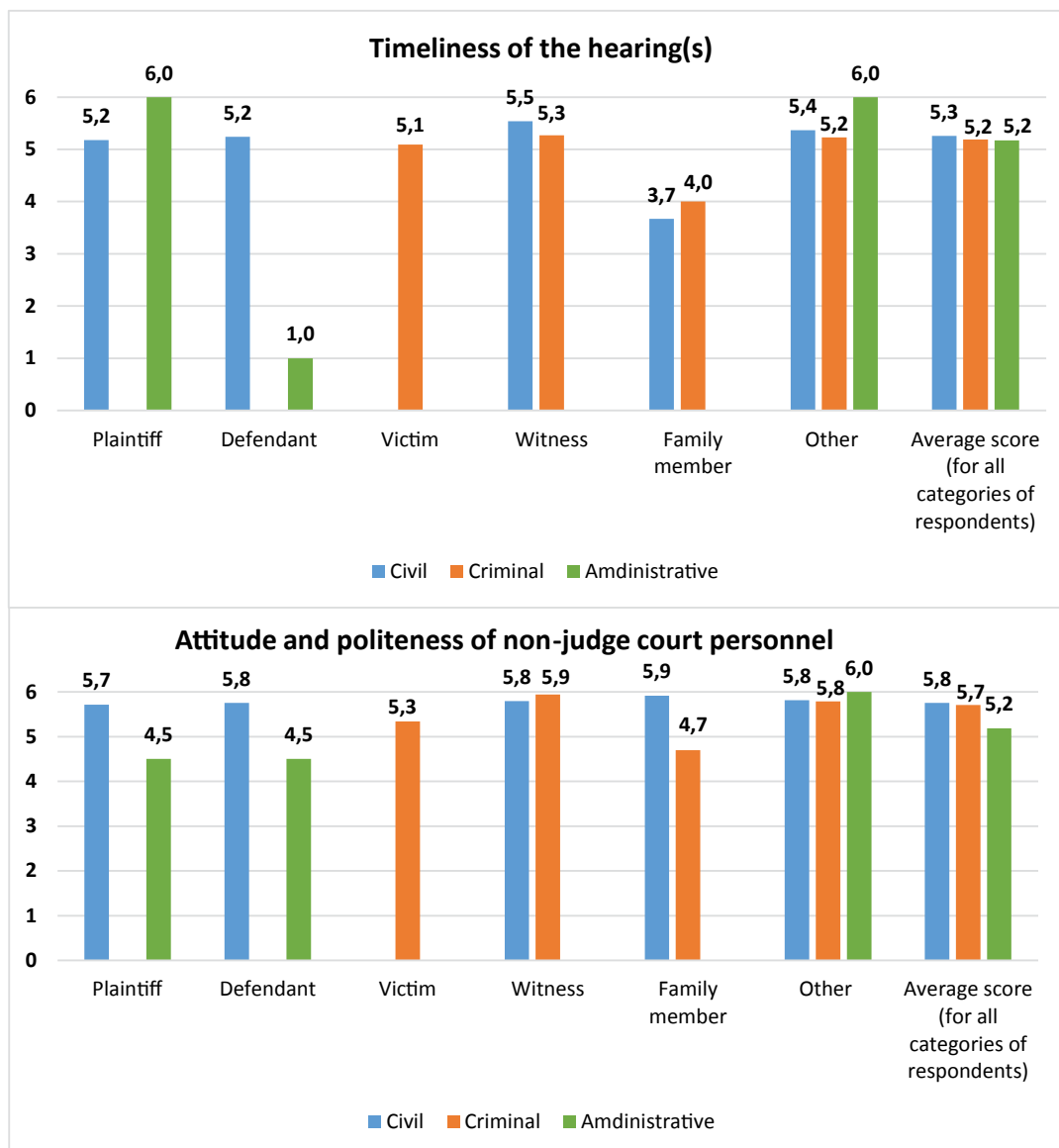
Figure M.9. Average satisfaction scores for the attitude and politeness of non-judge court personnel of the first instance courts of Yerevan and Marzes by types of cases



By capacity of respondents

When comparing Marz averages for satisfaction scores by capacity of respondents in the courts (Figure M.10) with corresponding average scores for Yerevan (Figure 26), the pattern of systematic difference (higher scores for Marzes) is confirmed for almost all groups of respondents. Moreover, variation of perceptions among capacities is smaller in Marzes than that in Yerevan. Though, it should be noted, that the exceptions are not significant.

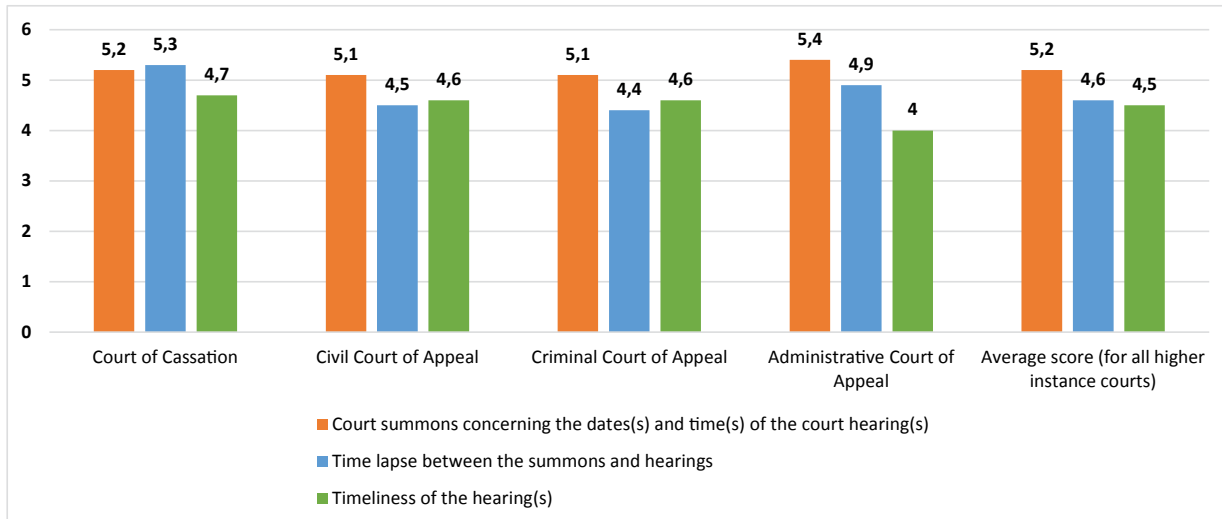
Figure M.10. Average satisfaction scores for the timeliness of the hearings and the attitude and politeness of the non-judge court personnel of the first instance courts of Marzes by capacity of respondents and by case types



Courts of appeals and Court of Cassation

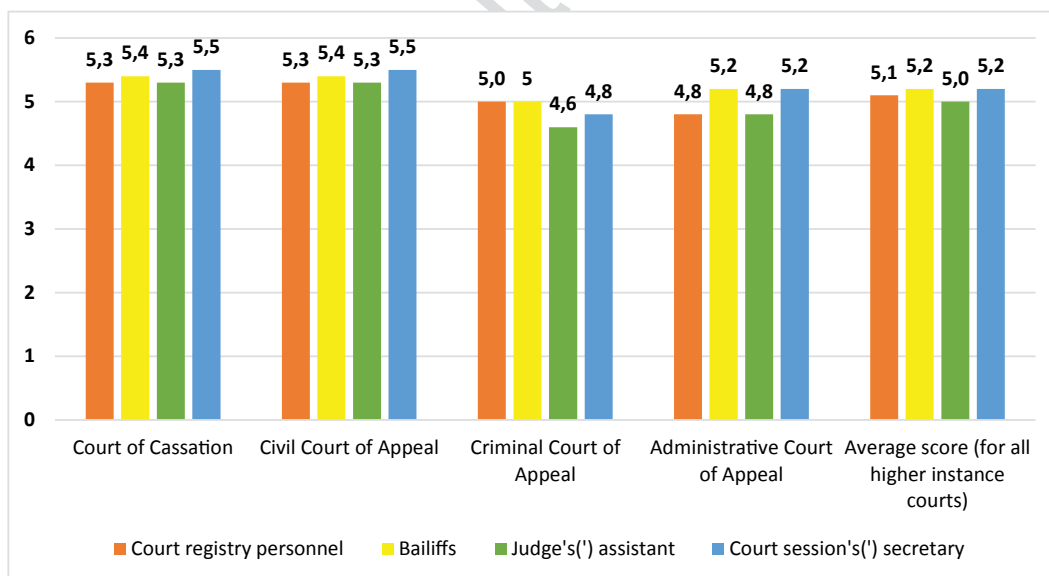
The analysed data shows, that the respondents of the courts of appeals and the Court of Cassation are satisfied, and in some cases even very satisfied, with the timing related questions i.e. *the court summons concerning the date and time of the court hearings; the time laps between the court summons and the hearings and the timeliness of the hearings* (Figure 28). It should be noted, however, that the lowest satisfaction is for the timeliness of hearings in the Administrative Court of Appeals (average satisfaction score is 4).

Figure 28. Average satisfaction scores for the timing-related questions in courts of appeals and Court of Cassation



Similarly, the attitude and politeness of the non-judge court personnel of courts of appeals and Court of Cassation also received high evaluations (average satisfaction scores of above 4.5).

Figure 29. Average satisfaction scores for the attitude and politeness of the non-judge court personnel of courts of appeals and Court of Cassation



Comparative analysis on the data and evaluation of the functioning of courts shows that there are almost no differences in this regard between the first instance courts of Yerevan and Marzes, courts of appeals and Court of Cassation (Figures 30 and 31).

Figure 30. Average satisfaction scores for 1) the court summons concerning the date and time of the court hearings; 2) the time laps between the court summons and the hearings; 3) the timeliness of the hearings in the first instance courts of Yerevan and Marzes, courts of appeals and Court of Cassation

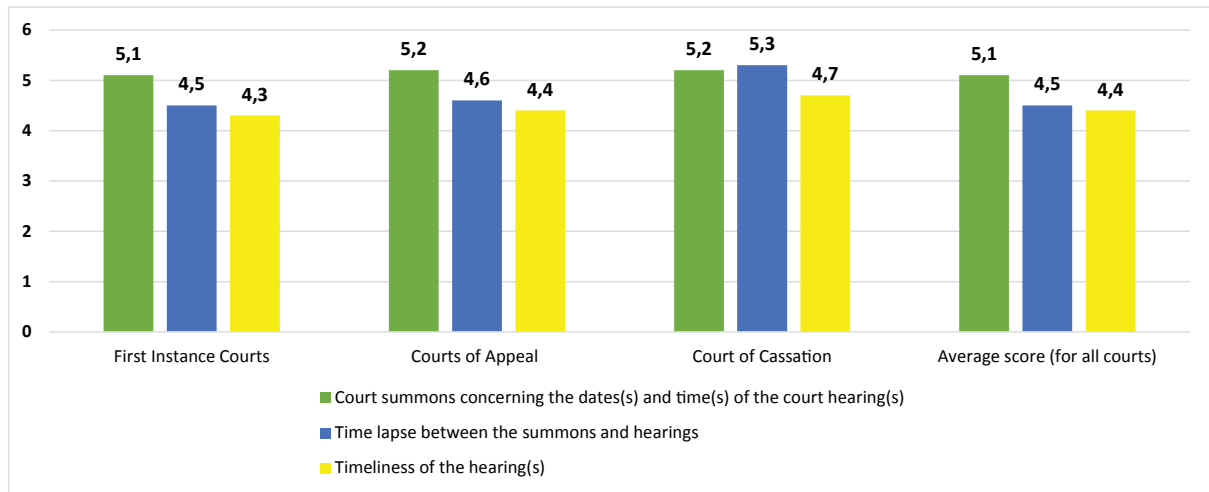
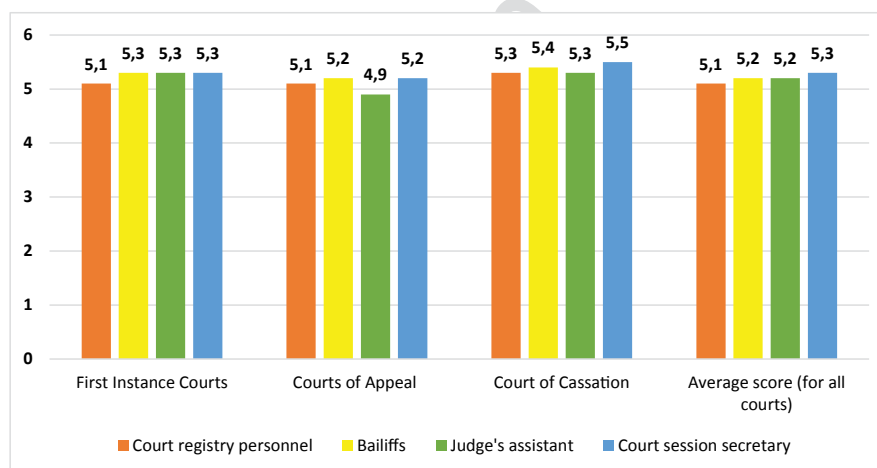


Figure 31. Average satisfaction scores for the attitude and politeness of non-judge court personnel of the first instance courts of Yerevan and Marzes, courts of appeals and Court of Cassation



Conclusions

As emerging from the questionnaires structure, the Survey chose to investigate the attitude and politeness of the non-judge court personnel with whom the courts users deal upon arrival to a court and throughout the procedure. Broadly speaking, attitude and politeness of the non-judge court personnel and timing-related matters constitute two key components of the foundations of the procedural standards and targets in relation to court performance. They are also important from the standpoint of the expectations of the public with regard to the court functioning and to the quality of the justice service provided. The analysis carried out in this section shows that the respondents are on average satisfied with the functioning of courts as far as timeliness and clearness of court summons, punctuality of the hearings, and attitude and politeness of the non-judge court personnel is concerned.

As mentioned earlier, RA belongs to the smaller group of Council of Europe Member States that lack any systemic efforts or framework aimed at assessing the court performance. It should be noted that there are legal and institutional frameworks in place for making complaints about the individual judges, bailiffs, judicial servants.⁵⁰ Several questions related to the court management, court administration and court proceedings are regulated by the Judicial Code and defined by the CCC.⁵¹ However there is no system in place for lodging complaints concerning the malfunctioning of the justice system or to support the use of such complaints as inputs to improve the overall functioning of the system. Remarkably, while the other two South Caucasus countries, while short of designating any court staff to addressing the issue, nevertheless feature systems that define the quality standards for the entire justice system.⁵²

Factors which may have contributed to the overall positive assessment on the functioning of the courts of RA with respect to attitude and politeness of the non-judge court personnel, to the timeliness and clearness of court summons, and to the punctuality of the hearings, may include:

- In the vast majority of the courts of RA there are digital audio recording systems for recording court proceeding. This may have indirectly contributed to the overall positive results of the Survey on the aspects of the court functioning. Because of the satisfaction barometers used throughout the court system, certain aspects of service delivery, such as politeness of staff, timeliness of hearings, and general attitude, receive heightened attention on behalf of the stakeholders and score uniformly highly. For instance, almost 90 per cent of all the respondents of the Survey indicate that they are, to some degree or another, happy with the attitude and politeness at the non-judge court personnel. As a matter of fact, no significant variation has been observed on the continuum of all indicators under this section between the Marzes and Yerevan, as well as within Yerevan-based courts.
- Under the Judicial Code, the professional conduct of a judge requires that he/she examines and resolves matters within his/her competence, without prejudice to the interests of justice efficiency, with minimum cost and within a reasonable time.⁵³ It should be noted, that the Ethics and Disciplinary Committee of the CCC may pass decisions on postponing the case examination and this information is included in the personal case files of the judge.⁵⁴ As a consequence, poor time management may have a negative impact for future promotions and other professional activities of a judge and hence contribute for examination of the case with punctuality and within a reasonable time.

⁵⁰ Judicial Code, Chapter 17 deals with judges; Chapter 30 deals with bailiffs; and Law on the Judicial Service of RA (hereafter Law on Judicial Service), Article 38 (adopted on 7 July 2006, last amended on 11 June 2014) deals with judicial servants.

⁵¹ Judicial Code, Chapter 2.1 “The case distribution in the Courts”; and Judicial Code, Article 72 (3(4)) defines that the Council of Court Chairmen is entitled to define court procedure rules.

⁵² CEPEJ Report on “European judicial systems – Edition 2014 (2012 data): efficiency and quality of justice”, Table 4.6, page 104. Available at http://www.coe.int/t/dghl/cooperation/cepej/evaluation/2014/Rapport_2014_en.pdf

⁵³ Judicial Code, Article 89 (1(5))

⁵⁴ Ibid, Articles 78 (1 (5)), 89 (1(5))

SECTION 4: JUDGES, HEARINGS, COURTS' JUDICIAL ACTS AND CLARITY OF JUDICIAL ACTS

Judges, hearings, courts' judicial acts

This sub-section refers to questions 30-36 and 38 of the Survey questionnaire aimed at court users.⁵⁵

The specific questions of this section are:

The age category of the judge examining your case:

☐ between 30 and 44

☐ between 45 and 59

☐ over 60

LEVEL OF SATISFACTION

31. The attitude and politeness of the judge are: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6

32. The judge's language was: **unclear** **clear**
0 1 2 3 4 5 6

33. The judge's independence was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6

34. The judge's professionalism was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6

35. The judges' impartiality in conducting the oral proceedings was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6

36. The time provided to you (or to your advocate) to make your submissions at the hearing was: **insufficient** **sufficient**
0 1 2 3 4 5 6

37. The court's judicial acts were: **unclear** **clear**
0 1 2 3 4 5 6

38. The timeframe for delivery of a final substantive judicial act was: **too long** **reasonable**
0 1 2 3 4 5 6

In addition to those listed above, four other questions related to the clarity of judicial acts are analysed in this section. *These* four questions will be analysed separately for each provisional group of courts i.e. first instance courts of Yerevan and Marzes as well as courts of appeals and Court of Cassation.

⁵⁵ Similar questions are also available in the questionnaires aimed at the users of courts of appeals and Court of Cassation.

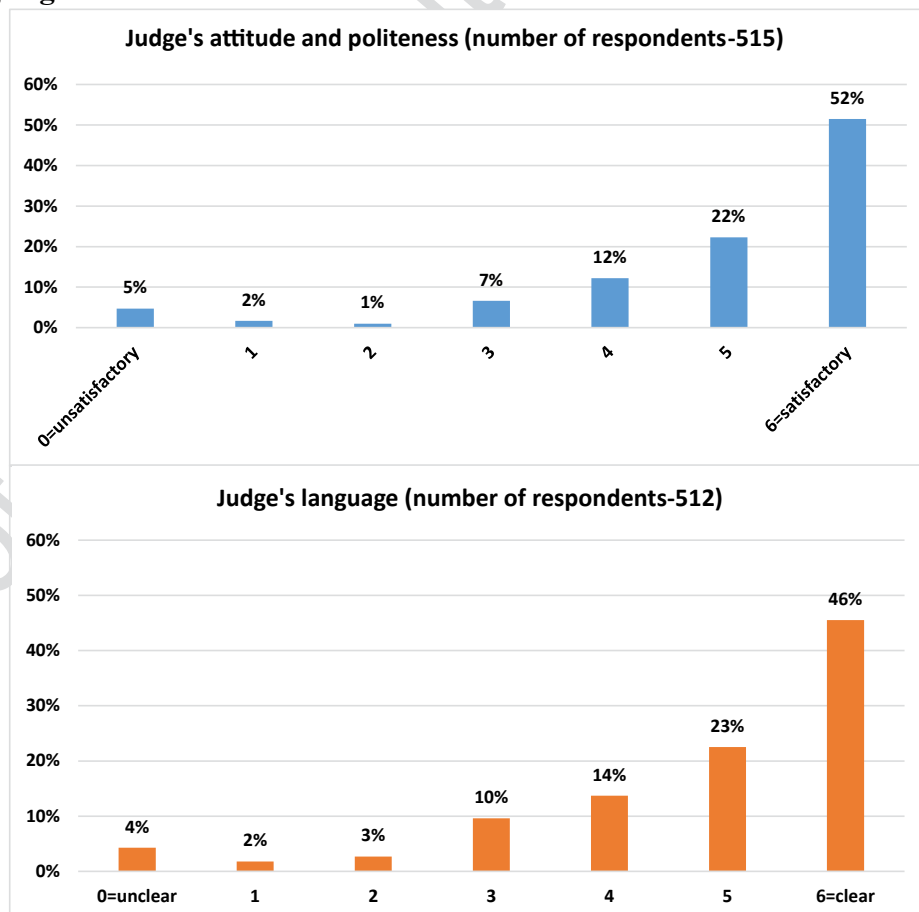
First instance courts of Yerevan

The analysis regarding judges and hearings is divided into three main parts and is presented for: the first instance courts of Yerevan, Marzes, courts of appeals and Court of Cassation:

- Personal characteristics of judges: attitude and politeness , as well as the language
- Professional characteristics of judges: independence, professionalism and impartiality
- Procedural features of court hearings: the time provided for making submissions by the parties at the hearings and the timeframe for delivery of the final substantive judicial act resolving the case.

The analysis of data shows, that the overwhelming majority of the respondents finds that attitude and politeness, as well as the language of judges in the first instance courts in Yerevan are satisfactory (satisfaction score of 4 or higher has been chosen by 86% in case of politeness and 85% clearness of language, see Figure 32). Figure 33 presents distribution of satisfaction scores for the second part, namely professional characteristics of judge. While positive evaluations are still in clear majority, two additional facts should be noted: on average 15% of respondents find that the attitude and politeness of judges of the first instance courts is below or equal to midpoint and 19% of respondents think likewise with respect of the language of the judges.

Figure 32. Average satisfaction scores for the attitude and politeness and the clarity of the language of judges of the first instance courts of Yerevan



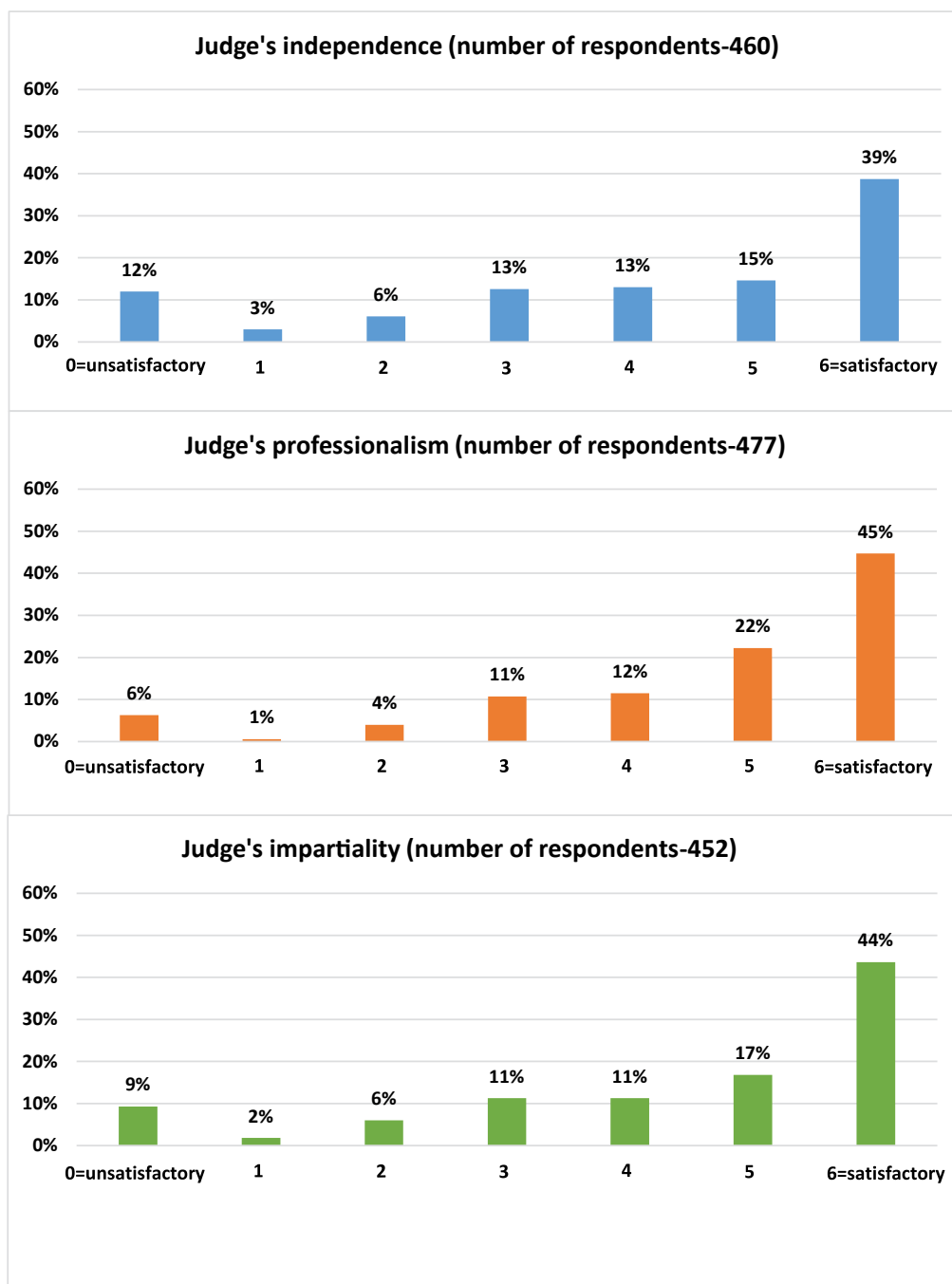
As for the professional characteristic of judges, Figure 33 combines three graphs on the satisfaction level of the respondents from the independence, impartiality and professionalism of the judges working in the first instance courts of Yerevan. As shown in Figure 33 below, respondents are in general more satisfied with the demonstrated professionalism of judges rather than their independent and impartiality. While the satisfaction of 34% of respondents from the independence of judges is below or equal to the midpoint, striking is the fact that 12% of the respondents reported to have absolute dissatisfaction from the independence of judges (average satisfaction score 0). Similarly, 9% of the respondents are completely dissatisfied by the impartiality of judges in conducting oral hearings.

This Report also refers to the comments of the interviewers, which provide qualitative feedback and some insight to the respondents experience during the actual Survey. The comments of the interviewers are part of the Survey data and hence are aimed to assist in better understanding of the Survey results.

Comments related to the Survey conducted in the first instance courts of Yerevan that are relevant to this, and to certain extent also to the above section, included:

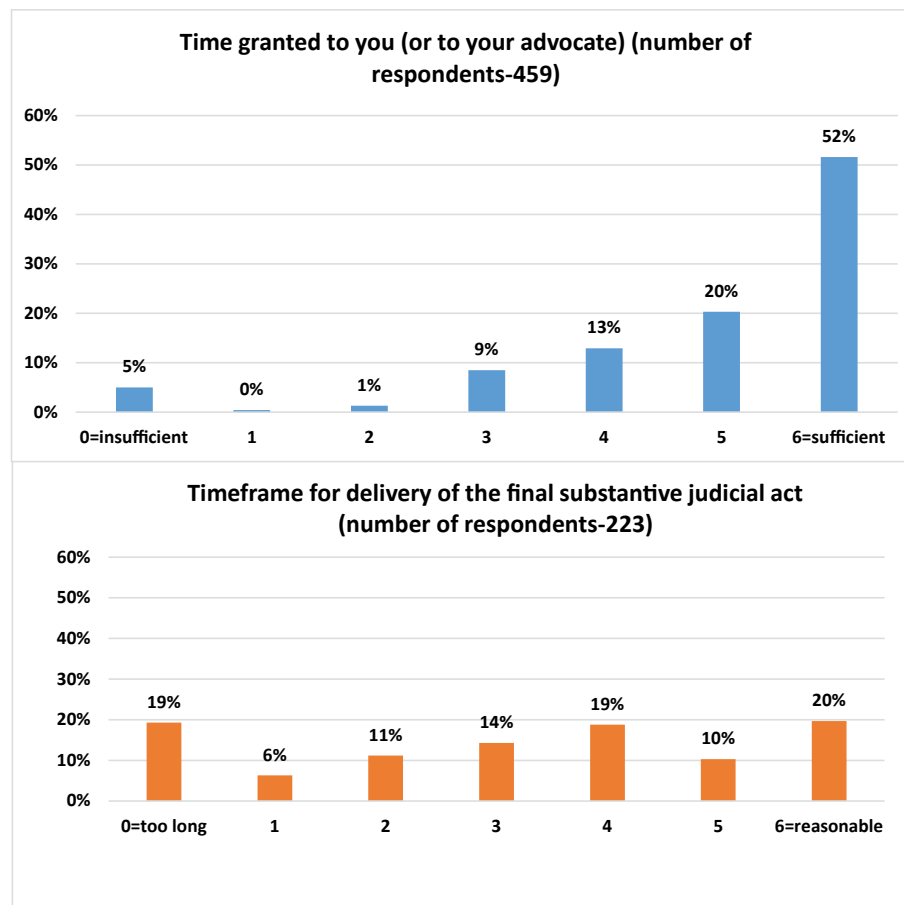
- The respondents did not feel comfortable assessing the staff members of the courts [judges and non-judge court personnel] in the courthouse.
- The bailiffs were interfering during the actual interview process. (Three other observations of the same content/character were recorded.)
- The interview was conducted outside of the courthouse, since the bailiff was interfering the process of the interview.
- The respondent was happy about the course of the examination of the case and hence was giving higher evaluations to everybody. (Two other observations of the same content/character were recorded.)
- [the respondent] was constrained. (Four other observations of the same content/character were recorded.)
- The bailiffs tried to intervene in the Survey process with their comments on how certain questions should be asked and how I should present myself.
- When entered the building, the bailiffs asked to present myself and told me that they would have to take the photocopy of my badge and inform the head of the court about my visit.

Figure 33. Average satisfaction scores for the judges' professional characteristics in the first instance courts of Yerevan



Finally, Figure 34 presents average satisfaction scores for procedural issues. While the average satisfaction for *the time provided to the parties (or to their advocates) to make submission at the hearings* are quite high, the opposite is observed for *the time-frame for delivery of the final substantive judicial act*.

Figure 34. Average satisfaction scores for the timing-related procedural features of the court hearings of the first instance courts of Yerevan



The analysis below takes a closer look at individual courts and types of cases and by capacity of respondents for further insights.

By types of cases

There are no major difference in satisfaction rates with regard to *attitude* and *politeness of judges* and their *language* among the first instance courts of Yerevan for civil, criminal and administrative cases. For civil and administrative cases, average satisfaction score is around 5, for criminal cases it is only slightly lower – around 4.7. Therefore, more emphasis is placed on the 2nd group of issues – professional characteristics of judges. The main aim is to see whether the dissatisfaction and low level of satisfaction that were identified above with respect to professional characteristics of judges are specific to any of the courts and/or types of cases.

Figure 35 presents relevant average satisfaction scores by courts and types of cases. A number of interesting observations can be made on this topic. Firstly, the *professionalism* of judges has got (slightly) higher evaluation compared to their *independence* and *impartiality in conducting oral hearings*. Second, in general, for *independence* and *impartiality in conducting oral hearings*, slightly

higher satisfaction scores are observed for civil cases. Third, FICGJ of Kentron and Nork-Marash Administrative District has lower evaluations compared to other first instance courts both for civil and criminal proceedings. Finally, in the FICGJ of Ajapnyak and Davtashen Administrative Districts, in contrast to all other first instance courts, there is a clear and consistent gap in scores between criminal and civil cases across all questions.

Figure 35. Average satisfaction scores for personal characteristics of judges in the first instance courts in Yerevan, by types of cases

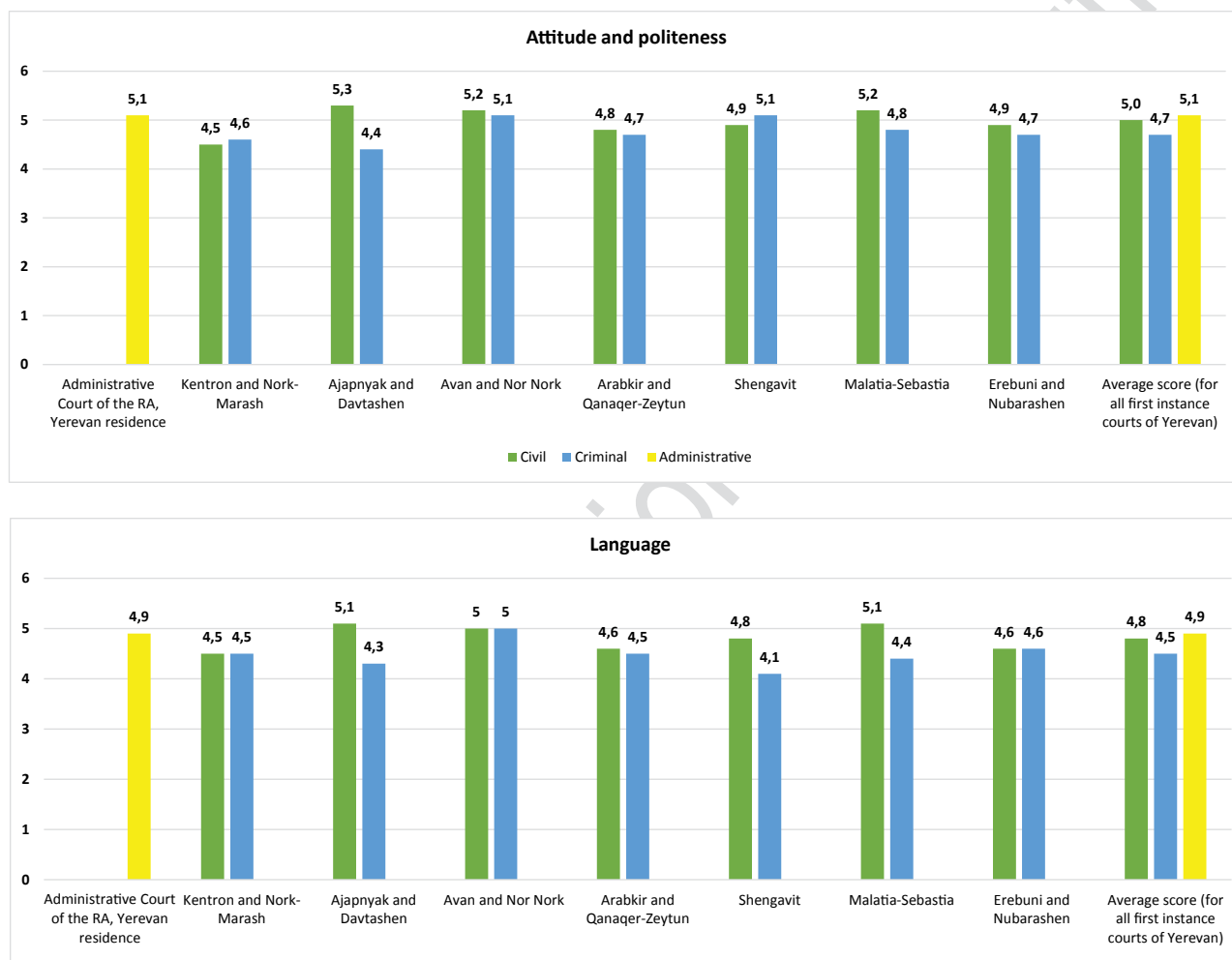


Figure 36. Average satisfaction scores for professional characteristics of judges of the first instance courts in Yerevan, by types of cases

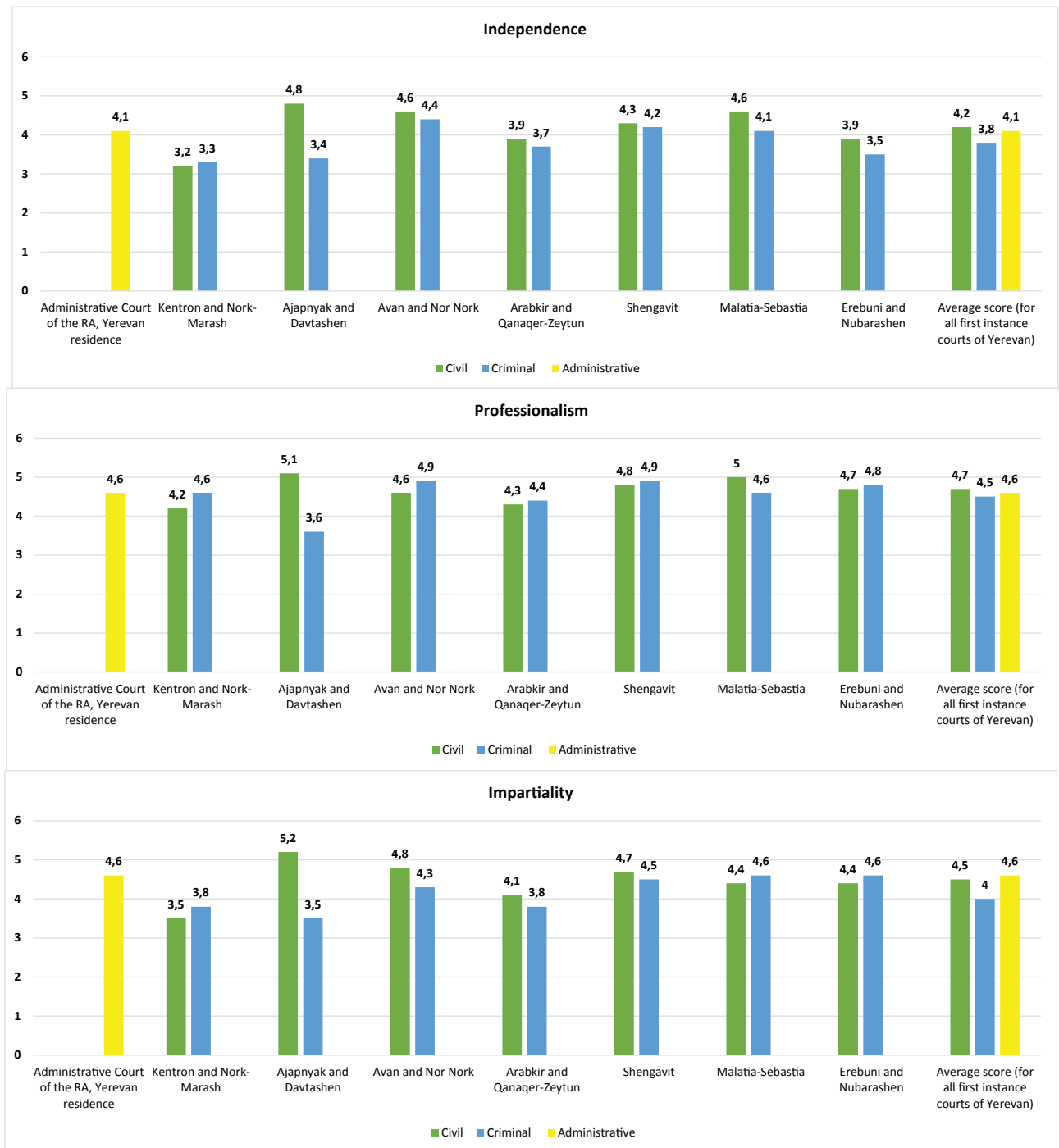
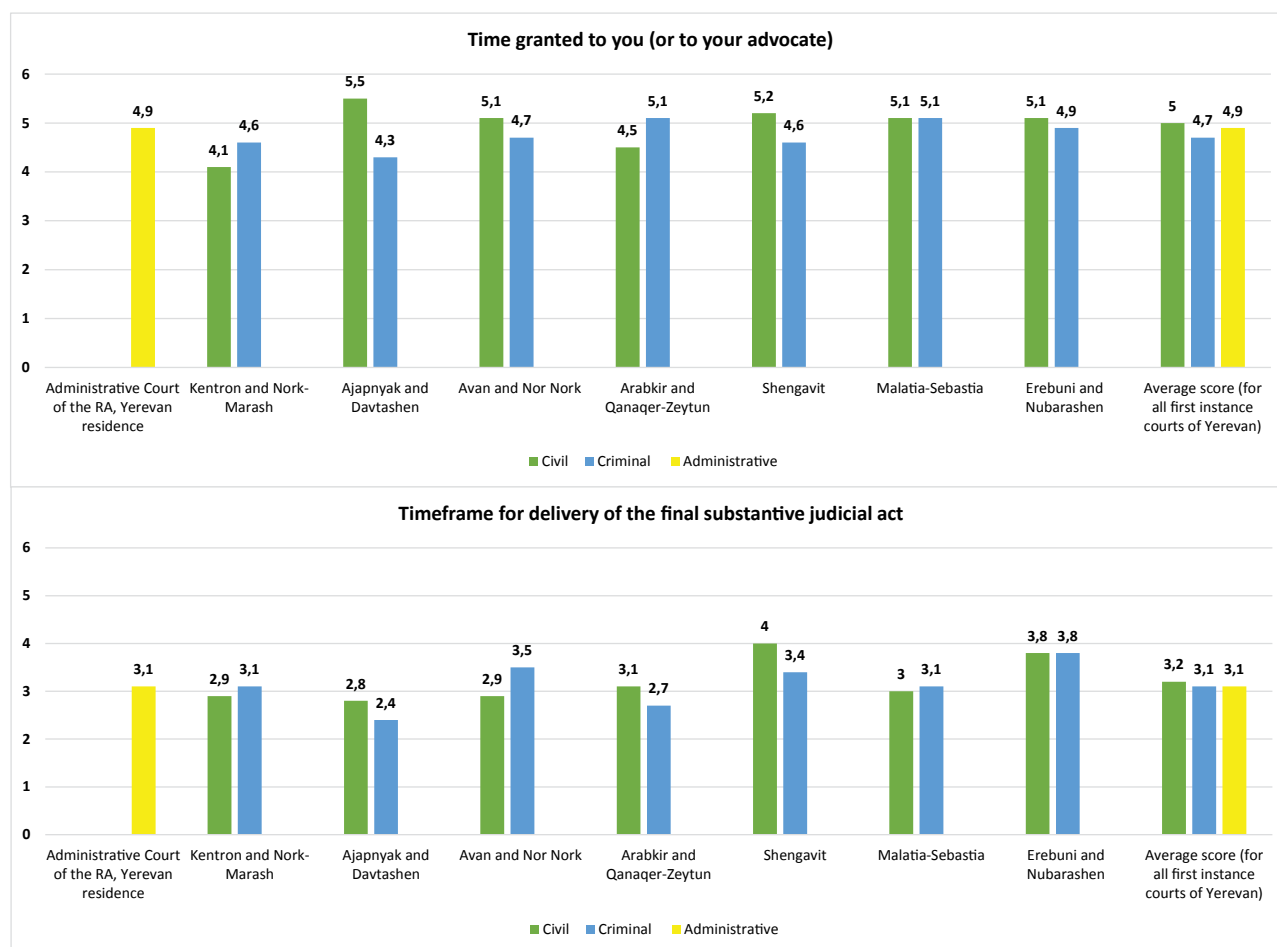


Figure 37 presents the average satisfaction scores for procedural characteristics of court hearings. Interestingly, there are only few major differences among courts and types of cases, including, for example the differences observed between criminal and civil cases is observed in the FICGJ of Ajapnyak and Davtashen Administrative Districts when it comes to the time provided to the parties (or their advocates) for making submission at the hearings. With few exceptions, the timeframe for the delivery of the final substantive judicial act is evaluated uniformly low, and scores the lowest across all Survey questions.

Figure 37. Average satisfaction scores for the procedural features of the hearings in the first instance courts of Yerevan, by types of cases



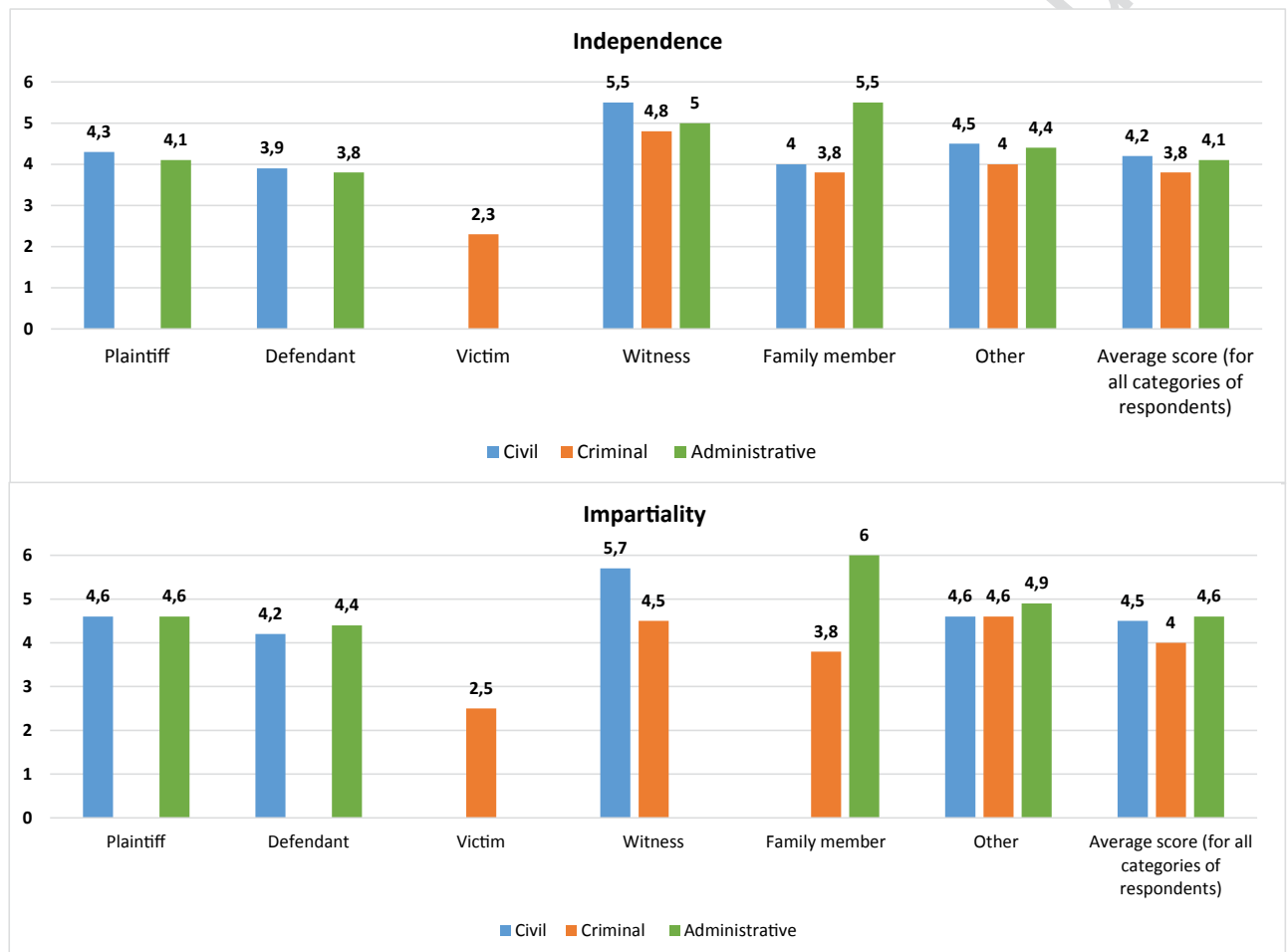
By capacity of respondents

In general, the analysis of satisfaction rates by capacity of the Survey respondents confirms the findings of section one of the Report – parties having a vested interest in the case (for example victims, plaintiffs, defendants, family members) are relatively less satisfied than those who participated in the Survey but were not necessarily very engaged in the case. In particular, this tendency can be more vividly observed when looking at the scores for the *independence of judges* and *impartiality of judges in conducting the oral proceedings* (Figure 38).

It should also be noted, that victims were somewhat unsatisfied with the independence and impartiality of judges in conducting the oral proceedings. It is very important to ensure that victims participating in the justice process, do not feel left out, unsatisfied or are not further victimized by the justice processes. Many legal issues have been discussed for years by the international community and the legal professionals of RA. Some of these issues include: questions related to ensuring better legal protection for victims; having greater say in the justice system; balancing competing interests between the state and individual victim; legal frameworks on victim restitution; restorative justice; local community involvement; and victim impact statements. These issues have been discussed especially when drafting

the new Criminal Procedural Code in RA.⁵⁶ The results of the data analysis show that the victims reported to have the lowest level of satisfaction from the independence and impartiality of judges in conducting oral proceedings when compared with others engaged in the cases with different capacities. Hence, these questions suggest that more attention should be given to the establishment of relevant policies and procedures to enhance the victims' satisfaction in the overall justice system and in particular in the independence and impartiality of judges in conducting the oral proceedings (Figure 38).

Figure 38. Average satisfaction scores for the independence and impartiality of judges in conducting the oral proceedings in the first instance courts of Yerevan, by capacity of respondents



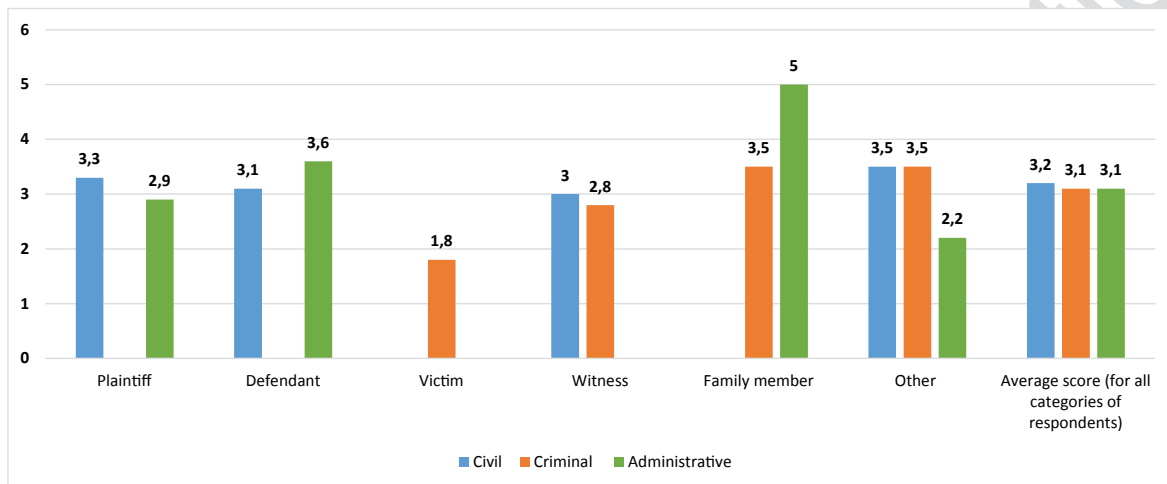
Interestingly – with the exception of family members in administrative cases – there is no particularly demonstrated difference in the satisfaction of respondents having different capacities in the courts related to the timeframe for the delivery of the final substantive judicial act. In all other cases respondents, despite their capacity in the courts, were on average neither unsatisfied nor satisfied with the timeframe for the delivery of the final substantive judicial act in the first instance courts of

⁵⁶ As of 19 October 2016, the revised draft of the Criminal Procedural Code was submitted to the Parliament of the RA.

Yerevan. It is noteworthy that, on average, victims are reported to be unsatisfied with the timeframe for the delivery of the final substantive judicial act.

The Report further looks at the average satisfaction scores for the procedural features of court hearings aggregated by capacity of respondents.

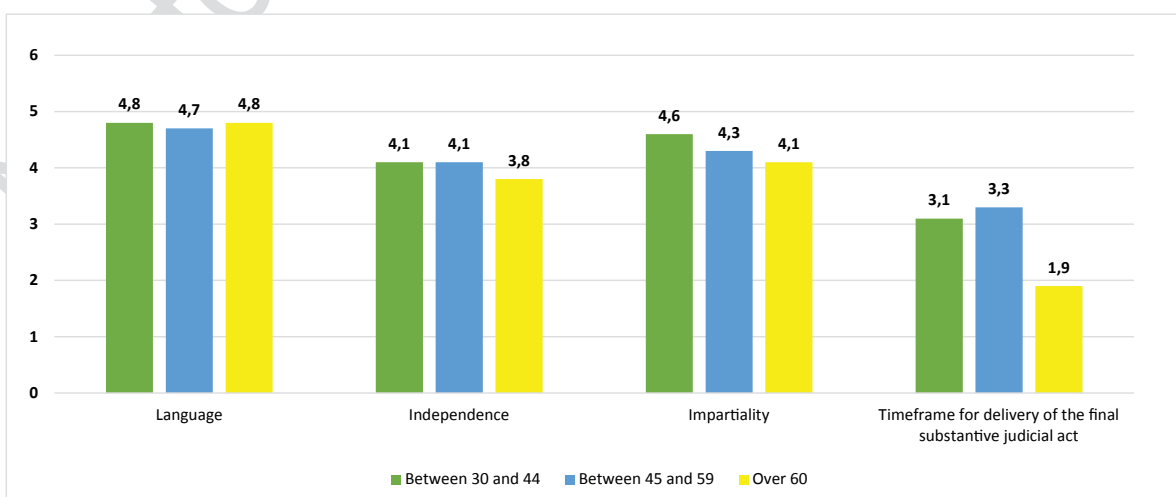
Figure 39. Average satisfaction scores for the timeframe for delivery of the final substantive judicial act by the first instance courts of Yerevan, by capacity of respondents



By the judges' age

The only material difference in satisfaction scores with respect to the age group of judges is observed for the *timeframe for delivery of the final substantive judicial act* where clearly the delivery of the final substantive judicial act by the judges who are over 60 has been considered to be slower (Figure 40).

Figure 40. Average satisfaction scores for the language, independence, impartiality of judges as well as the timeframe for delivery of the final substantive judicial act by the first instance courts of Yerevan, by the age of judges



First instance courts of Marzes

The distributions of average satisfaction scores for the following three main dimensions are analysed below for the first instance courts of Marzes:

- Personal characteristics of judges: the attitude; politeness as well as the language
- Professional characteristics of judges: independence; professionalism and impartiality
- Procedural features of court hearings: the time provided for making submissions by the parties at the hearings and the timeframe for delivery of the final substantive judicial act resolving the case.

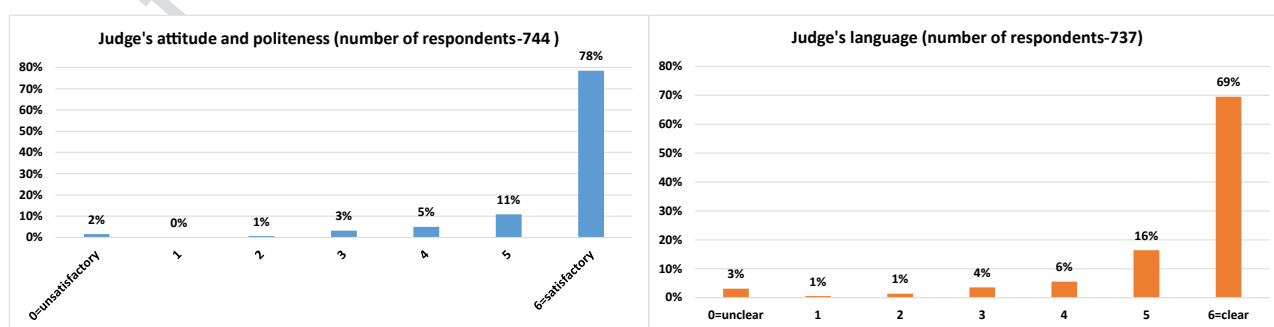
As shown in Figure M.11, 78 % of the respondents assess the attitude and politeness of judges as completely satisfactory (the highest score), while only 3% among the respondents rate the characteristics of judges below the scale midpoint (less than 3). The distribution remains almost the same for four other indicators in Figures M.11 and M.12, namely, for judge's language, independence, professionalism and impartiality.

When comparing these distributions with those from Yerevan responses (see Figures 32 and 33), there is a significant and consistent difference. In Yerevan, the percentages of respondents who are completely satisfied (highest grade) are substantially lower for all five indicators:

- 52 versus 78 per cent in case of the *attitude and politeness of judges*;
- 46 versus 69 per cent in case of *the extent of the clarity of the judges' language*;
- 39 versus 67 per cent in case of *independence of judges*;
- 45 versus 72 per cent in case of *professionalism of judges*; and
- 44 versus 65 per cent in case of *impartiality of judges in conducting the oral proceedings*.

The difference is the largest for the *independence of judges*, 28 per cent (though the differences for other questions are centred to 26-27, except for impartiality), suggesting that *independence* is among the key questions, in which responses of surveyed court users of Yerevan and Marzes differ.

Figure M.11. Average satisfaction scores for the personal characteristics of judges of the first instance courts of Marzes



Another difference is that the absolute dissatisfaction in Yerevan is larger, reaching 12% with respect to *independence of judges*, while for Marzes that fraction is at most 4% (for independence of judges). Scores between zero and midpoint (3) are very small both in Yerevan and the regions, suggesting that respondents are more inclined to assess judges in the scale of absolute dissatisfaction and more than average satisfaction.

Similarly relevant comments made by the interviewers are discussed below, which will help put into perspective the results of the Survey analysed in this section and to certain extent also in the previous section:

- Upon entering the building, the judge asked me why so much attention was cast towards his/her court. He/she was not informed about the Survey and was under the impression that only his/her court was undergoing rigorous monitoring.
- The judge invited me to his/her room and talked about some issues in order for the Survey team to take them into consideration when examining the particularities of their work. According to his/her interpretation, the work of judges in Marzes is much more difficult because there is small population in the town and everybody knows one another and the judges need to strive to work in favour of the people otherwise will receive their distrust and damnation. In many cases they also carry out psychological work with citizens against whom the final substantive judicial act has been rendered. In any case, when examining the case, if a judge knows the person and is aware of his/her socio-psychological conditions, a more fair outcome is given to the case, rather than in cases when the judge does not know the person and takes no responsibility for his/her fate.
- Upon entering the building, the bailiffs asked to present myself and told me that I should inform the head of personnel about my visit. After refusing to do so, the bailiff told me that he/she would come see me but he/she did not appear until the end of the visit. I handed the flier to the bailiffs to inform him/her about the Survey. Later during the day the judge approached me and told me that he/she was late for work for a few minutes and asked if the Survey aimed at reporting such details. He/she seemed rather stressed about the fact that the Survey was being conducted and was trying to make sure that the details of his/her performance were not being reported.
- The judge was very active, he/she approached me and tried to have conversations on various topics and talked about his/her experience as a judge.
- When asked about the performance of the judge hearing the case, one of the respondents said that the judge was excellent and that he treated the judge as his own son.
- [...] the court visitors know very well the court personnel (bailiffs and the head of court personnel) and were talking with each other while waiting for the hearing or after that; discussing the case or giving recommendations.
- When entering the building, the bailiffs asked to present myself and told me that they would have to take the photocopy of my badge and inform the head of the court about my visit [...] At the end of the day the head of the court personnel told me that he/she should have been informed about my visit in advance and they would have provided me better facilities, warning that such an attitude from our side would be unacceptable in the future (Three other observations of the same content/character were recorded).

- During my last visit one of the judges' assistant approached me to inform that there would be no hearing during the day [...] and the other judge had no court hearings during that day. However I spent a day in the court and there were several hearings during the day with quite a lot of visitors and case parties.
- The judge's assistant informed me that one court hearing [...] had to be postponed because a party to the case could not come. [At the same time,] he/she advised the other participants of the hearing over the phone not to come [to the Court].
- During my first visit the judge assistant's reaction of my visit was quite negative and he/she demanded for more official documents stating the purpose of my visit.
- The respondent was worried whether or not his/her participation will [negatively] impact the course of the case. (Seven other observations of the same content/character were recorded).
- The respondent was constrained and did not want to fill in the questionnaire so that he/she is not seen as a person who is complaining against somebody. The respondent did not even want that somebody sees them answering the questions even outside of the courthouse.
- The respondent refused to answer the questions of the Survey questionnaire; however I provided him/her the informative booklet about the Survey and my phone number. At a later stage he/she called me and asked to meet in another place for an interview. During the interview he/she informed that the bailiffs supervise them and then informed the judge about those who participated in the Survey. He therefore decided to meet me in another place.
- The respondent was answering the questions with some fear and was always asking to make sure that nothing is written about his/her dissatisfaction from the court.
- The respondent was an older person and was repeatedly indicating with fear: "write that we are very happy about everything. Write that everything is fine". He/she would say: "everything is just fine" even before reading the question for him/her.
- A staff member of the court had been regularly interfering with the interview process and not allowing the respondent to answer the questions. The respondent finally said that he/she had to leave and hence did not answer the final two questions of the Survey.
- The respondent was very happy with the final substantive judicial act solving his/her case and hence was evaluating the judge and the court staff with high scores.(Five other observations of the same content/character were recorded).
- From the first moment of [my entry into the courthouse] the bailiffs informed the judge about [the Survey and my visit].
- The bailiffs made attempts to [secretly] listen to the interview. Then I had to go outside of the courthouse and continue the interview there, as defined by the Rules of the Survey.

Figure M.12. Average satisfaction scores for the professional characteristics of judges of the first instance courts of Marzes

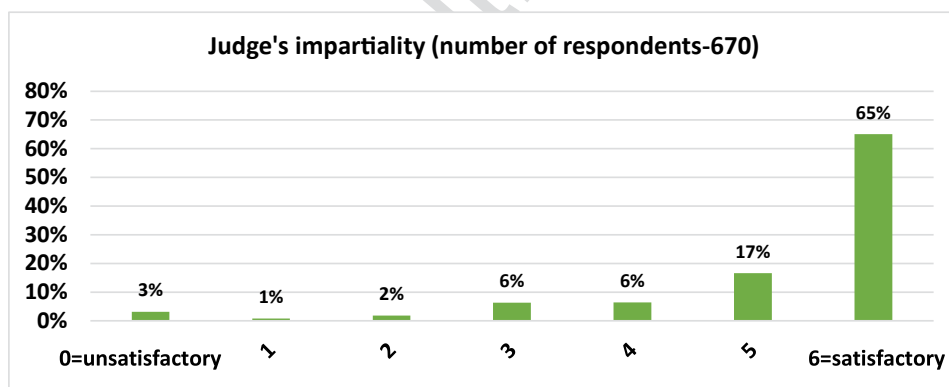
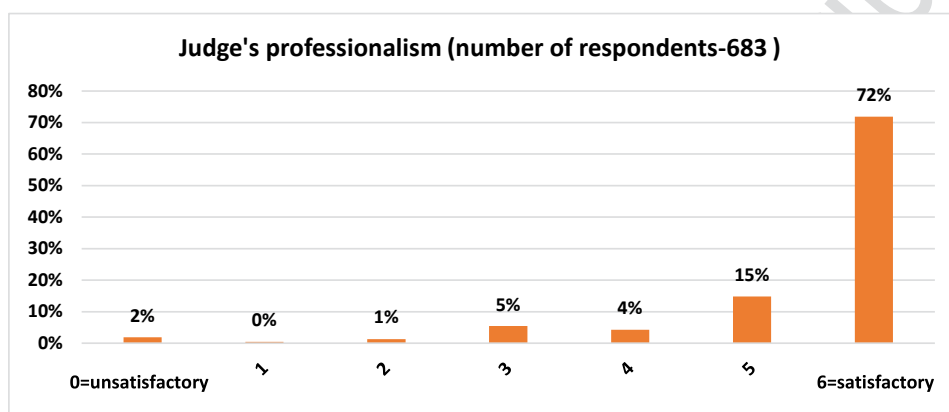
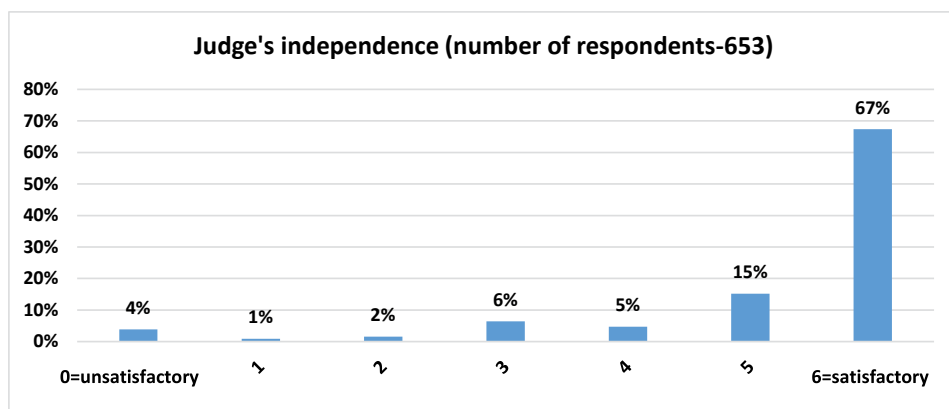
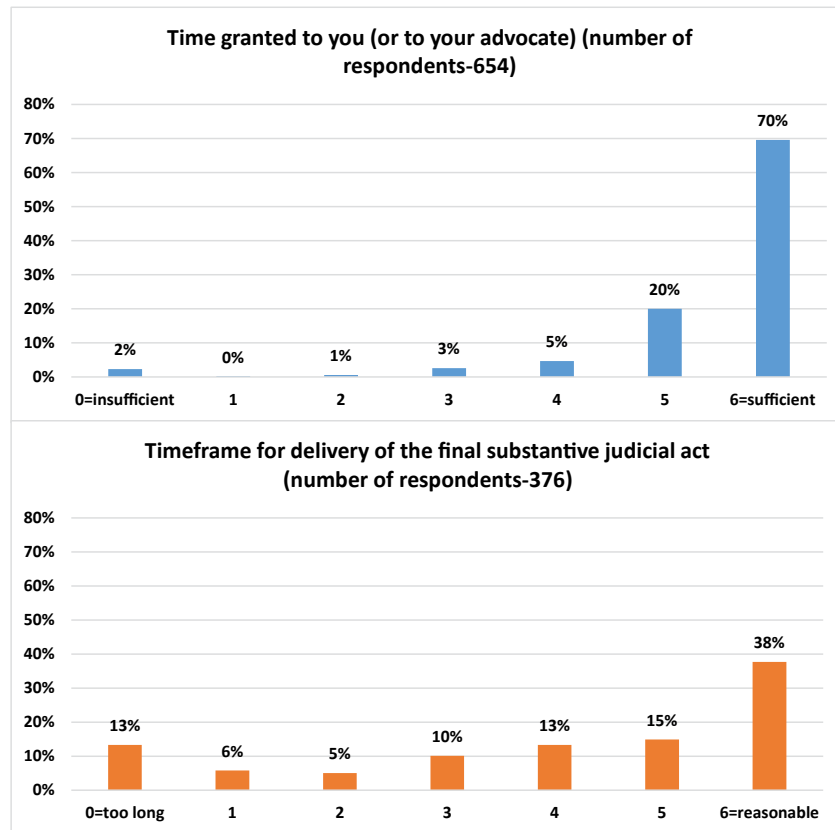


Figure M.13. Average satisfaction scores for the procedural features of court hearings of the first instance courts of Marzes



Compared to the personal and professional characteristics of judges in Marzes (discussed above), the *timeframe for the delivery of the final substantive judicial act* has a somewhat different distribution of satisfaction level. Even in the Marzes, there is a significant fraction of respondents (24%) who think that the delivery of the final substantive judicial act takes longer than it would be neither unsatisfactory nor satisfactory (midpoint score = 3). Still, 38% of the respondents reported to be very satisfied (= 6) with the time frame for the delivery of the final substantive judicial act. As demonstrated herein, and contrary to the situation in Yerevan, the distribution of satisfaction levels of the respondents of Marzes related to the personal and professional characteristics of judges, as well as the procedural features of court hearing, is more positively skewed. In Yerevan equal shares to all these questions are observed in most of the cases, suggesting that the differences for these questions in Yerevan and Marzes may have causes other than personal experiences of the surveyed court users and their perceptions about the administration of justice,

One would expect that high caseload might translate into slower speed of examination of cases, hence affect the average satisfaction of respondents. For these purposes below are analysed the caseload and performance of the first instance courts of RA for measuring the possible association with the satisfaction levels of the respondents form the timeframe of the delivery of the final substantive judicial acts.

Sub Section 1: Caseload and performance of first instance courts, and possible association with satisfaction levels of respondents for the timeframe for delivery of final substantive judicial acts

Definition of caseload and performance indicators

For the analysis of the caseload of the courts, the CEPEJ generally uses the following relevant indicators: Clearance Rate (CR), Disposition Time (DT), Case Turnover Ratio (CTR), and Case per judge (CPJ).⁵⁷ For the purposes of this Survey the first two methods were applied..

1. **Clearance Rate (CR):** Relationship between the new cases and completed cases within a period, in percentage.

$$CR = \frac{\text{Number of Resolved cases}}{\text{Number of new cases}} * 100$$

Example: In the FICGJ of Kentron and Nork Marash Administrative Districts of Yerevan, during the 2015 calendar year, 341 criminal cases were filed and only 309 criminal cases were closed during the same period.⁵⁸ The clearance rate is equal to 91%. A CR below 100 % indicates that the number of pending cases increases and vice versa.⁵⁹

2. **Disposition Time (DT):** it compares the number of resolved cases during the observed period and the number of unresolved cases at the end of the observed period. The ratio provides estimation on how quickly the court turns over received cases –how long it takes for a type of pending cases to be resolved. This indicator provides further insight into how a judicial system manages its flow of cases. At the same time “it should be noted that DT provide just an estimation which is based on the presupposition that the courts pending /resolved ratio of the period under consideration will be stable in the following period. It should also be noted that it is different from the average time needed to process each case of the procedure”.⁶⁰

⁵⁷ There are additional indicators which are not reported here.

⁵⁸ For the purposes of this Report “closed cases” means the total number of closed cases during the reporting period (including cases closed based on the final substantive judicial act resolving the case, quashing the case or closing the case for other reasons defined by the law).

⁵⁹ The data was provided on 5 and 30 September 2016 by the JD of the RA (letters No DD-1 E-5963 and No DD-1 E-6588 respectively, correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963)

⁶⁰ Velicogna (2015) Study on Council of Europe Member States Appeal and Supreme Courts Lengths of Proceedings Edition 2015 (2006-2012 data), CEPEJ(2015)7Rev

$$DT = \frac{\text{Number of Pending cases at the end of period (year)}}{\text{Number of cases resolved during the period (year)}} * 365$$

Example: During the calendar year of 2015 in the FICGJ of Ajapnyak and Davtashen Administrative Districts of Yerevan 3,023 civil cases resolved. At the end of the same calendar year (as of 31 of December), 4,818 cases were still pending examination.⁶¹ Disposition time in this court using the above formula is calculated to be 582, which means it notionally takes on average 582 days to resolve a civil case in this court.

Caseload and performance of RA courts during 2011-2015

The data provided by JD covers the period of 2011-2015.⁶² Indicators have been calculated based on the approach presented in the previous section. Data for the residences of FICGJ of Marzes was available only for 2015 and hence no individual assessment was made for each residence of FICGJ of a given Marz for the period of 2012-2014.

⁶¹ The data was provided on 5 and 30 September 2016 by the JD of the RA (letters No DD-1 E-5963 and No DD-1 E-6588 respectively, correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963).

⁶² The JD started keeping record on each court and each judges since 2015 only as required by Decision of the Government of the RA of 306-N of 19.03.2015. Hence no data was provided for the residences of first instance courts in Marzes.

Table 7. CR in the FICGJs of RA, civil cases⁶³

FICGJ of Yerevan and Marzes	2011	2012	2013	2014	2015
FICGJ of Yerevan					
Kentron and Nork-Marash	87,6%	98,9%	93,0%	67,8%	103,0%
Ajapnyak and Davtashen	89,0%	100,5%	87,3%	46,7%	65,2%
Avan and Nor Nork	107,6%	130,1%	109,9%	71,3%	93,9%
Arabkir and Qanaqer-Zeytun	94,5%	108,1%	84,3%	74,7%	102,0%
Shengavit	86,7%	101,9%	86,9%	66,0%	87,8%
Malatia-Sebastia	100,4%	94,4%	92,3%	79,2%	101,4%
Erebuni and Nubarashen	83,4%	107,2%	89,4%	83,4%	103,5%
FICGJ of Kotayk Marz	99,5%	105,9%	90,2%	85,0%	106,0%
Kotayk Marz , Hrazdan residence					156,8%
Kotayk Marz , Charentsavan residence					90,0%
Kotayk Marz, Yeghvard residence					98,0%
Kotayk Marz, Abovyan residence					94,2%
FICGJ of Ararat and Vayots Dzor Marzes	100,0%	98,9%	86,4%	58,3%	84,3%
Ararat and Vayots Dzor Marzes, Artashat residence					81,8%
Ararat and Vayots Dzor Marzes, Masis residence					30,2%
Ararat and Vayots Dzor Marzes, Vedi residence					105,0%
Ararat and Vayots Dzor Marzes, Yeghegnadzor					
Ararat and Vayots Dzor Marzes, Vayk residence					112,1%
FICGJ of Armavir Marz	93,8%	98,0%	97,9%	91,1%	97,7%
Armavir Marz, Armavir residence					102,3%
Armavir Marz, Echmiadzin residence					92,9%
FICGJ of Aragatsotn Marz	101,9%	105,4%	92,9%	83,1%	95,8%
Aragatsotn Marz, Ashtarak residence					94,4%
Aragatsotn Marz, Aparan					
Aragatsotn Marz, Talin residence					101,3%
FICGJ of Tavush Marz	100,1%	96,5%	84,0%	84,3%	98,8%
Tavush Marz, Ijevan residence					84,3%
Tavush Marz, Dilijan residence					105,0%
Tavush Marz, Noyemberyan residence					106,2%
Tavush Marz, Berd residence					
FICGJ of Gegharquniq Marz	98,8%	95,7%	94,7%	82,7%	99,6%
Gegharquniq Marz, Gavar residence					99,6%
Gegharquniq Marz, Sevan residence					88,0%
Gegharquniq Marz, Martuni residence					124,5%
Gegharquniq Marz, Vardenis residence					
Gegharquniq Marz, Chambarak residence					
FICGJ of Lori Marz	99,3%	99,7%	92,1%	76,4%	100,7%
Lori Marz, Vanadzor residence					105,7%
Lori Marz, Alaverdi residence					83,6%
Lori Marz, Tashir residence					98,6%
Lori Marz, Spitak residence					109,6%
Lori Marz, Stepanavan residence					102,6%
FICGJ of Syuniq Marz	102,1%	99,2%	93,9%	93,6%	87,8%
Syuniq Marz, Kapan residence					95,4%
Syuniq Marz, Goris residence					79,3%
Syuniq Marz, Sisian residence					97,8%
Syuniq Marz, Meghri residence					69,4%
FICGJ of Shirak Marz	102,9%	99,7%	86,1%	76,5%	78,3%
Shirak Marz, Gyumri residence					76,0%
Shirak Marz, Artik residence					
Shirak Marz, Maralik residence					78,7%
Shirak Marz, Ashotsq residence					89,4%

Note: The colours in the above table evoke the following meaning: above 110% - dark green label; between 100% and 110% - light green; between 90% and 100% - yellow label; between 80% and 90% - orange; below 80% - red.

⁶³ The analysis was carried out based on the data provided by the JD of the RA on 5 and 30 September 2016 (letters No DD-1 E-5963 and No DD-1 E-6588 respectively, correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963).

According to Table 7, indicators of CR for civil cases have been deteriorating in the FICGJs of Yerevan until 2014, but the situation has suddenly improved in 2015. Unfortunately for the residences of Marz-based FICGJs tendency cannot be tracked due to absence of data on Marz residences of FICGJs for the period of 2011-2014.⁶⁴

⁶⁴ Ibid.

Table 8. CR in the FICGJs of RA, criminal cases⁶⁵

FICGJ of Yerevan and Marzes	2011	2012	2013	2014	2015
FICGJ of Yerevan					
Kentron and Nork-Marash	107,2%	97,1%	98,2%	93,3%	90,6%
Ajapnyak and Davtashen	87,8%	95,1%	119,4%	84,0%	95,1%
Avan and Nor Nork	91,4%	101,6%	107,3%	94,9%	105,2%
Arabkir and Qanaqer-Zeytun	104,4%	98,4%	107,6%	71,6%	81,5%
Shengavit	80,5%	89,4%	115,2%	77,5%	90,3%
Malatia-Sebastia	90,8%	99,4%	105,1%	96,3%	92,6%
Erebuni and Nubarashen	92,2%	108,0%	104,6%	100,0%	86,2%
FICGJ of Kotayk Marz	87,4%	101,3%	105,4%	86,1%	90,6%
Kotayk Marz , Hrazdan residence					122,2%
Kotayk Marz , Charentsavan residence					58,1%
Kotayk Marz, Yeghvard residence					102,8%
Kotayk Marz, Abovyan residence					96,0%
FICGJ of Ararat and Vayots Dzor Marzes	98,8%	96,9%	100,7%	89,9%	95,0%
Ararat and Vayots Dzor Marzes, Artashat residence					109,3%
Ararat and Vayots Dzor Marzes, Masis residence					104,2%
Ararat and Vayots Dzor Marzes, Vedi residence					85,1%
Ararat and Vayots Dzor Marzes, Yeghegnadzor					
Ararat and Vayots Dzor Marzes, Vayk residence					
FICGJ of Armavir Marz	87,8%	116,9%	93,3%	95,6%	94,3%
Armavir Marz, Armavir residence					96,6%
Armavir Marz, Ecmiadzin residence					91,4%
FICGJ of Aragatsotn Marz	106,8%	97,4%	94,4%	110,0%	83,7%
Aragatsotn Marz, Ashtarak residence					112,1%
Aragatsotn Marz, Aparan					66,0%
Aragatsotn Marz, Talin residence					
FICGJ of Tavush Marz	96,7%	106,2%	110,3%	91,0%	109,3%
Tavush Marz, Ijevan residence					113,5%
Tavush Marz, Dilijan residence					105,5%
Tavush Marz, Noyemberyan residence					
Tavush Marz, Berd residence					111,0%
FICGJ of Gegharquniq Marz	97,6%	98,5%	104,9%	84,7%	98,6%
Gegharquniq Marz, Gavar residence					85,7%
Gegharquniq Marz, Sevan residence					97,5%
Gegharquniq Marz, Martuni residence					124,3%
Gegharquniq Marz, Vardenis residence					90,3%
Gegharquniq Marz, Chambarak residence					63,0%
FICGJ of Lori Marz	95,7%	106,3%	102,8%	103,1%	93,4%
Lori Marz, Vanadzor residence					112,0%
Lori Marz, Alaverdi residence					93,9%
Lori Marz, Tashir residence					
Lori Marz, Spitak residence					78,1%
Lori Marz, Stepanavan residence					100,0%
FICGJ of Syuniq Marz	99,2%	97,2%	101,6%	95,9%	94,1%
Syuniq Marz, Kapan residence					95,2%
Syuniq Marz, Goris residence					93,4%
Syuniq Marz, Sisian residence					
Syuniq Marz, Meghri residence					
FICGJ of Shirak Marz	103,0%	94,0%	109,3%	94,6%	72,4%
Shirak Marz, Gyumri residence					74,1%
Shirak Marz, Artik residence					66,7%
Shirak Marz, Maralik residence					
Shirak Marz, Ashotsq residence					

Note: The colours in the above table evoke the following meaning: above 110% - dark green label; between 100% and 110% - light green; between 90% and 100% - yellow label; between 80% and 90% - orange; below 80% - red.

⁶⁵ Ibid.

According to Table 8, less clear dynamics is observed for criminal cases. Indicator is quite volatile for majority of the FICGJs of Yerevan and Marzes.

Table 9. CR in the Administrative Court of the RA⁶⁶

Administrative courts of the RA	2011	2012	2013	2014	2015
Yerevan residence	63,6%	94,0%	100,7%	154,7%	96,1%
Gyumri residence					92,7%
Vanadzor residence					73,2%
Sevan residence					103,1%
Vedi residence					93,2%
Kapan residence					81,0%

Note: The colours in the above table evoke the following meaning: above 110% - dark green label; between 100% and 110% - light green; between 90% and 100% - yellow label; between 80% and 90% - orange; below 80% - red.

DT for civil cases is alarmingly long in the majority of FICGJs Yerevan, in particular FICGJ of Kentron and Nork-Marash Administrative Districts, as well FICGJ of Ajapnyak and Davtashen Administrative Districts.

In relative standing of 2015 residencies of Ararat and Vayots dzor Marzes, as well as Shirak Marz have longer DT. In particular for Gyumri residence, negative dynamics is observed over the 2012-2015 period.

⁶⁶ Ibid.

Table 10. DT in the FICGJs of RA., civil cases⁶⁷

FICGJ of Yerevan and Marzes	2011	2012	2013	2014	2015
FICGJ of Yerevan					
Kentron and Nork-Marash	320	310	304	422	264
Ajapnyak and Davtashen	232	210	247	642	582
Avan and Nor Nork	322	172	144	251	182
Arabkir and Qanaqer-Zeytun	230	178	252	283	185
Shengavit	181	134	175	285	234
Malatia-Sebastia	122	135	130	176	118
Erebuni and Nubarashen	183	145	180	180	111
FICGJ of Kotayk Marz	122	94	112	131	123
Kotayk Marz , Hrazdan residence					104
Kotayk Marz , Charentsavan residence					90
Kotayk Marz, Yeghvard residence					113
Kotayk Marz, Abovyan residence					165
FICGJ of Ararat and Vayots Dzor Marzes	135	157	197	374	292
Ararat and Vayots Dzor Marzes, Artashat residence					204
Ararat and Vayots Dzor Marzes, Masis residence					2170
Ararat and Vayots Dzor Marzes, Vedi residence					297
Ararat and Vayots Dzor Marzes, Yeghegnadzor					20
Ararat and Vayots Dzor Marzes, Vayk residence					86
FICGJ of Armavir Marz	133	142	117	96	64
Armavir Marz, Armavir residence					112
Armavir Marz, Echmiadzin residence					118
FICGJ of Aragatsotn Marz	91	98	111	144	131
Aragatsotn Marz, Ashtarak residence					70
Aragatsotn Marz, Aparan					
Aragatsotn Marz, Talin residence					
FICGJ of Tavush Marz	76	87	143	140	99
Tavush Marz, Ijevan residence					68
Tavush Marz, Dilijan residence					169
Tavush Marz, Noyemberyan residence					67
Tavush Marz, Berd residence					
FICGJ of Gegharquniq Marz	80	82	124	160	102
Gegharquniq Marz, Gavar residence					117
Gegharquniq Marz, Sevan residence					123
Gegharquniq Marz, Martuni residence					58
Gegharquniq Marz, Vardenis residence					
Gegharquniq Marz, Chambarak residence					
FICGJ of Lori Marz	127	119	141	198	123
Lori Marz, Vanadzor residence					165
Lori Marz, Alaverdi residence					107
Lori Marz, Tashir residence					27
Lori Marz, Spitak residence					109
Lori Marz, Stepanavan residence					61
FICGJ of Syuniq Marz	79	119	94	79	107
Syuniq Marz, Kapan residence					102
Syuniq Marz, Goris residence					143
Syuniq Marz, Sisian residence					50
Syuniq Marz, Meghri residence					161
FICGJ of Shirak Marz	54	84	131	184	213
Shirak Marz, Gyumri residence					236
Shirak Marz, Artik residence					
Shirak Marz, Maralik residence					243
Shirak Marz, Ashotsq residence					92

Note: The colours in the above table evoke the following meaning: Below 90 days - dark green; between 90 and 180 days - light green; between 180 and 365 days- yellow; and above 365 days– red

⁶⁷ Ibid.

It should be noted, that in 2015 Masis residence of the FICGJ of Ararat and Vayots dzor Marzes shows extraordinarily high DT value for 2015 (2,170), while the 2nd highest value is 582 for the FICGJ of Ajapnyak and Davtashen Administrative Districts.

When it comes to criminal cases, Yerevan-based first instance courts are once again the ones with highest DT both compared with majority of FICGJs of Marzes as well as having negative dynamics over time. As of 2015 there are no Marz specific differences – almost in all Marzes one can observe Marz residencies of FICGJs with relatively higher DT (highlighted in yellow).

It should be indicated that the JD started keeping the records about each court and each judges starting from 2015 only. Therefore for the years of 2011-2014 no data was provided for each residence of FICGJs of Marzes.

Table 11. DT in the FICGJs of RA, criminal cases⁶⁸

FICGJ of Yerevan and Marzes	2011	2012	2013	2014	2015
FICGJ of Yerevan					
Kentron and Nork-Marash	249	165	168	209	208
Ajapnyak and Davtashen	130	141	166	239	223
Avan and Nor Nork	161	168	184	224	239
Arabkir and Qanaqer-Zeytun	93	112	79	240	257
Shengavit	118	155	80	212	187
Malatia-Sebastia	133	113	124	163	152
Erebuni and Nubarashen	118	91	78	107	172
FICGJ of Kotayk Marz	123	110	90	125	165
Kotayk Marz , Hrazdan residence					33
Kotayk Marz , Charentsavan residence					263
Kotayk Marz, Yeghvard residence					185
Kotayk Marz, Abovyan residence					167
FICGJ of Ararat and Vayots Dzor Marzes	69	91	92	154	163
Ararat and Vayots Dzor Marzes, Artashat residence					109
Ararat and Vayots Dzor Marzes, Masis residence					146
Ararat and Vayots Dzor Marzes, Vedi residence					261
Ararat and Vayots Dzor Marzes, Yeghegnadzor					155
Ararat and Vayots Dzor Marzes, Vayk residence					
FICGJ of Armavir Marz	122	69	98	115	135
Armavir Marz, Armavir residence					101
Armavir Marz, Echmiadzin residence					180
FICGJ of Aragatsotn Marz	60	96	131	100	162
Aragatsotn Marz, Ashtarak residence					69
Aragatsotn Marz, Aparan					261
Aragatsotn Marz, Talin residence					
FICGJ of Tavush Marz	70	62	38	82	35
Tavush Marz, Ijevan residence					9
Tavush Marz, Dilijan residence					47
Tavush Marz, Noyemberyan residence					
Tavush Marz, Berd residence					36
FICGJ of Gegharquniq Marz	67	88	44	125	126
Gegharquniq Marz, Gavar residence					183
Gegharquniq Marz, Sevan residence					168
Gegharquniq Marz, Martuni residence					67
Gegharquniq Marz, Vardenis residence					143
Gegharquniq Marz, Chambarak residence					215
FICGJ of Lori Marz	103	88	98	67	95
Lori Marz, Vanadzor residence					65
Lori Marz, Alaverdi residence					104
Lori Marz, Tashir residence					
Lori Marz, Spitak residence					102
Lori Marz, Stepanavan residence					93
FICGJ of Syuniq Marz	49	70	60	54	79
Syuniq Marz, Kapan residence					64
Syuniq Marz, Goris residence					88
Syuniq Marz, Sisian residence					
Syuniq Marz, Meghri residence					
FICGJ of Shirak Marz	50	76	53	28	173
Shirak Marz, Gyumri residence					170
Shirak Marz, Artik residence					183
Shirak Marz, Maralik residence					
Shirak Marz, Ashotsq residence					

Note: The colours in the above table evoke the following meaning: below 90 days - dark green; between 90 and 180 days- light green; between 180 and 365 days – yellow; and above 365 days – red.

⁶⁸ Ibid.

Table 12. Disposition Time (DT) in the Administrative Court of the RA

Administrative courts of the RA	2011	2012	2013	2014	2015
Yerevan residence	414	294	200	113	186
Gyumri residence					188
Vanadzor residence					683
Sevan residence					132
Vedi residence					161
Kapan residence					159

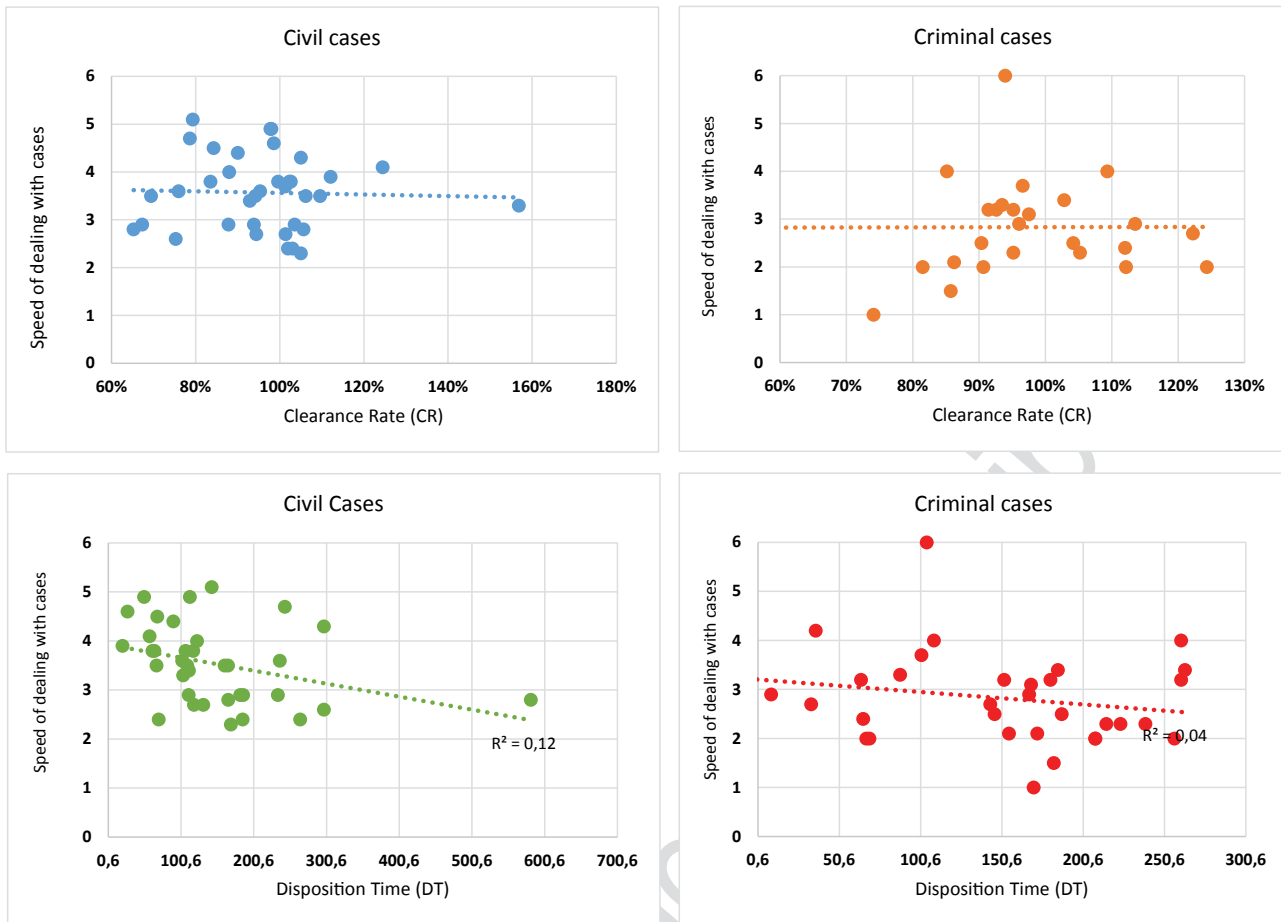
Note: The colours in the above table evoke the following meaning: below 90 days - dark green; between 90 and 180 - light green; between 180 and 365 – yellow; and above 365 – red.

Satisfaction versus courts' caseload and performance data

In Figure 41 below, average satisfaction scores for the FICGJs in RA with respect to *speed of dealing with cases* is plotted against CR and DT. Civil and criminal cases are considered separately.

As it can be inferred from the Figure below, there is only a slight relationship between the satisfaction rates and DT indicator of the courts. As expected, higher the DT, lower is the satisfaction, but it is important to emphasize that the association is not that strong and is observed mainly in civil cases.

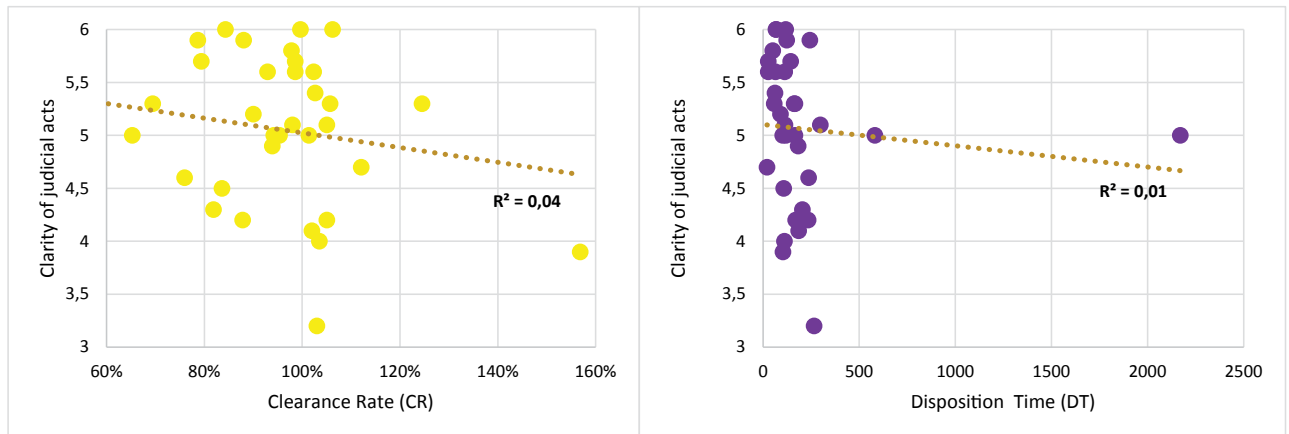
Figure 41. Association between satisfaction for the speed of dealing with cases and courts' caseload hard data⁶⁹



The data of 2015 was used to calculate the CR and DT. The regression lines on the upper left and right scatterplots of Figure 41 are horizontal, indicating that there is no correlation between CR and speed of dealing with civil and criminal cases. The regression line in the lower left scatterplot of the same Figure is decreasing indicating that there is negative correlation between the DT and the speed of dealing with civil cases, however the R^2 is small (0.12) indicating that DT explains only small fraction of the *speed of dealing with cases*. The regression line in the bottom right scatterplot of this Figure is slightly decreasing indicating that there is slight negative correlation between the DT and the speed of dealing with cases for criminal cases. However, the R^2 is very small (0.04) indicating that the disposition time explains the *speed of dealing with cases* by only 4%.

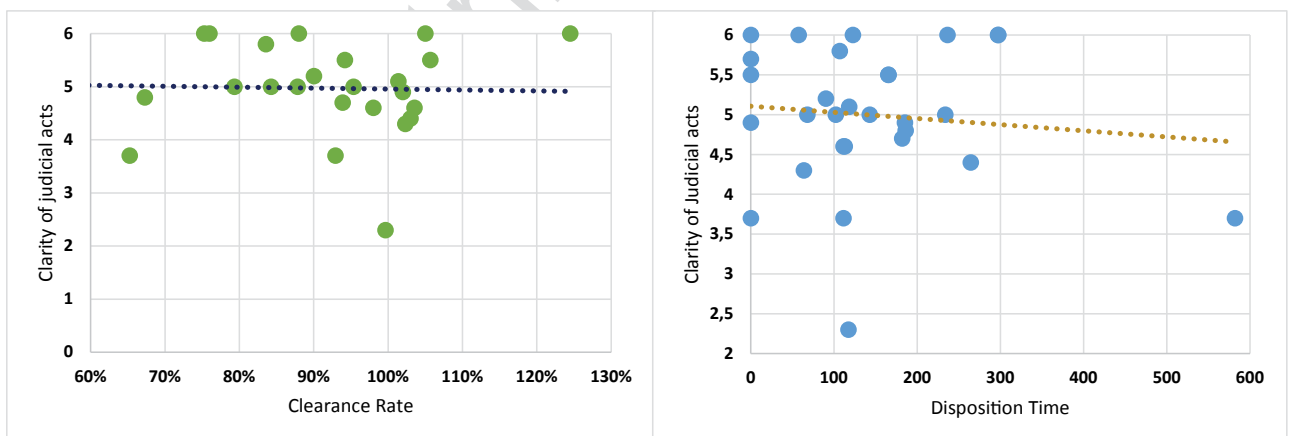
⁶⁹ Ibid.

Figure 42. Association between satisfaction for the clarity of judicial acts and caseload indicators, civil cases (2015)⁷⁰



The regression line on the left scatterplot of Figure 42 is slightly decreasing indicating that there is slight negative correlation between the CR and the clarity of judicial acts in civil cases, however, the R^2 is very small (0.04) indicating that the CR explains the clarity of judicial acts by 4% only. The regression line of the right scatterplot of the same Figure is slightly decreasing indicating that there is slight negative correlation between the DT and the clarity of judicial acts. However, R^2 is very small (0.01) indicating that the DT explains the clarity of judicial acts by 1% only.

Figure 43. Association between satisfaction for the clarity of judicial acts and caseload indicators, criminal cases (2015)⁷¹



The regression in the left scatterplot of Figure 43 is almost horizontal indicating that there is no correlation between the CR and the clarity of judicial acts in criminal cases, whereas on the right

⁷⁰ Ibid.

⁷¹ Ibid.

scatterplot the regression line is slightly decreasing, amounting to very slight correlation between the DT and clarity of judicial acts.

By types of cases

In Figures M.14 and M15, average satisfaction scores for personal and professional characteristics of judges are presented. The below analysis shows, that the average satisfaction scores for personal and professional characteristics of judges of the first instance courts or Yerevan are lower than the total country-wide average satisfaction scores by types of cases. The difference is specifically significant in criminal cases. Low scores in Yerevan for civil and criminal cases are also reported for the *time provided to the parties (or their advocates) for making submissions at the hearing* and the *time frame for the delivery of the final substantive judicial act* (see corresponding graphs in Figure M.16).

Figure M.14. Average satisfaction scores for the personal characteristics of judges of the first instance courts of Marzes, by types of cases

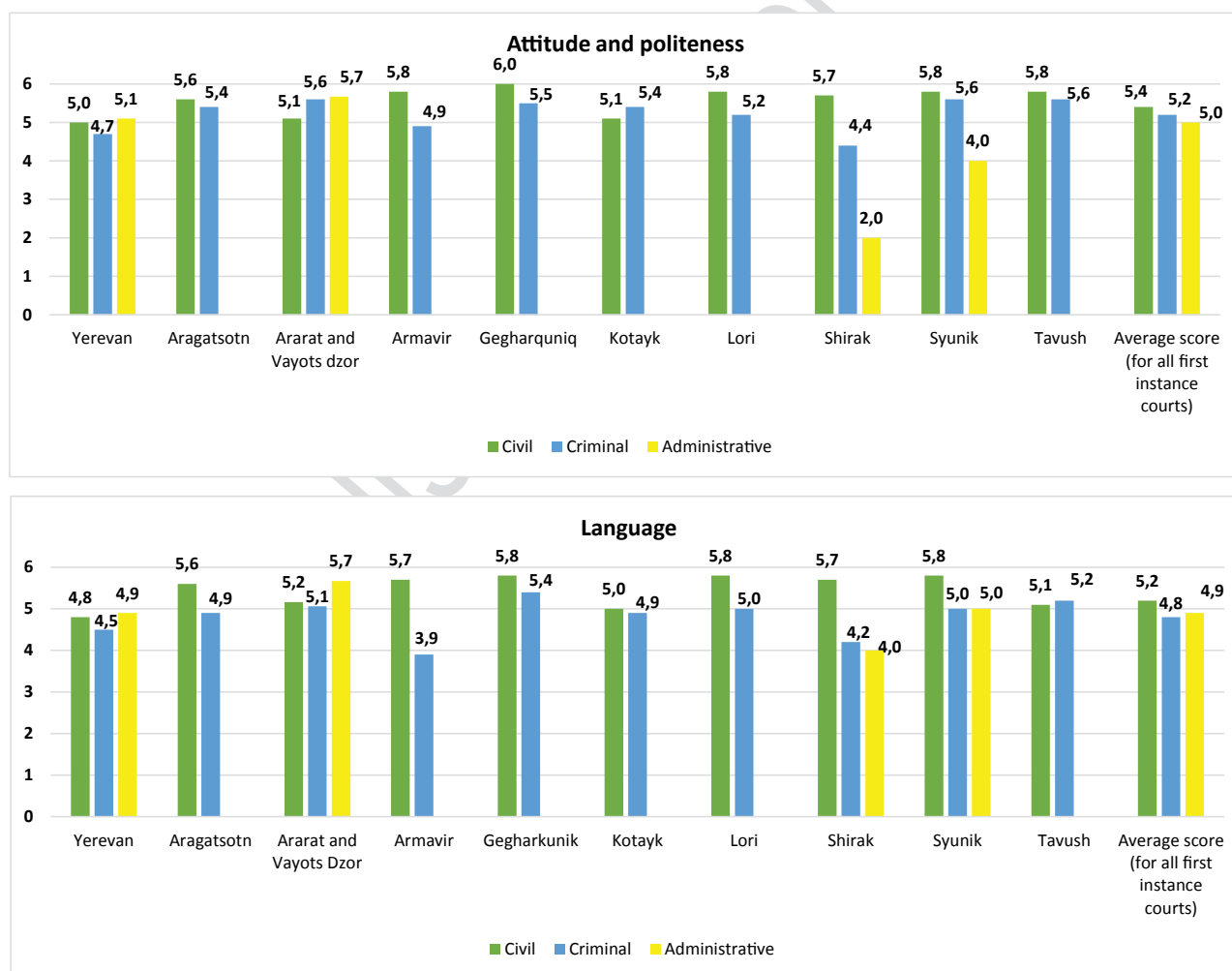
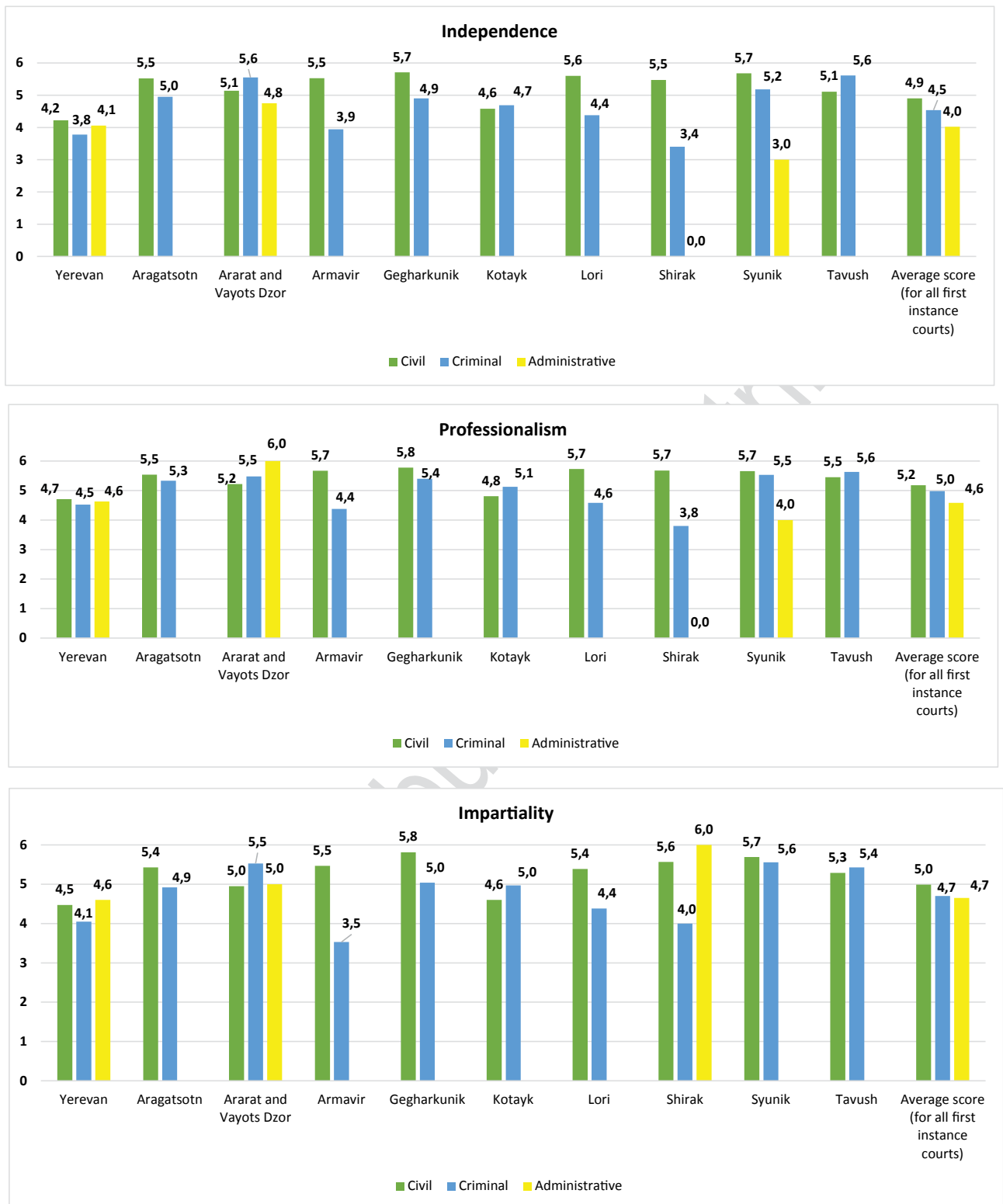
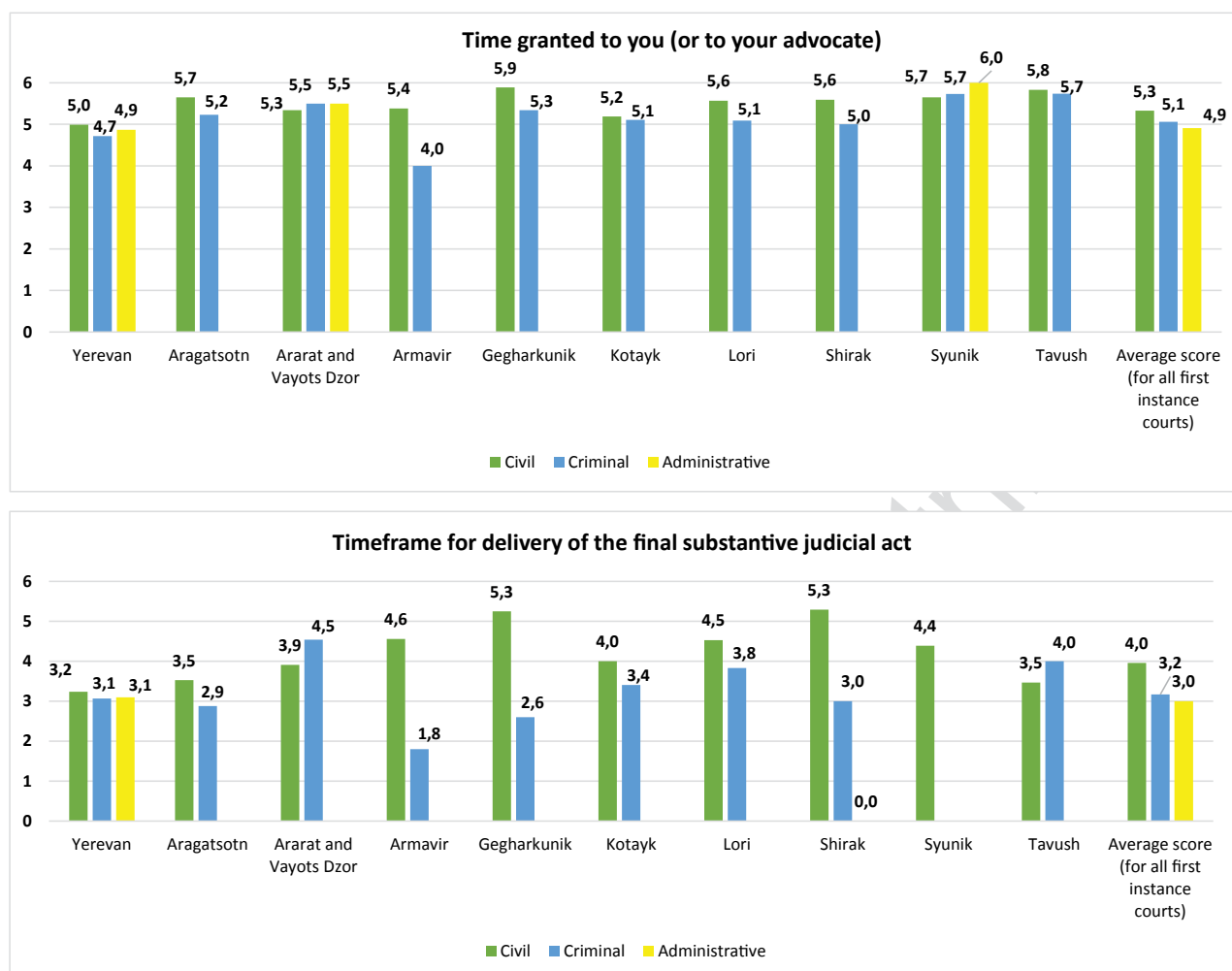


Figure M.15. Average satisfaction scores for professional characteristics of the judges of the first instance courts of Marzes, by types of cases⁷²



⁷² The 0 of Shirak Marz is a result of a single respondent's answers.

Figure M.16. Average satisfaction scores for the procedural features of hearings of the first instance courts of Marzes, by types of cases



Generally, average satisfaction levels reported in criminal cases are lower than those in civil and administrative cases. This may be explained with the fact, that criminal cases are more sensitive given the very nature of these cases, hence, in general, the respondents consider the personal and professional characteristics of judges as well as procedural features of court hearings more closely and assess these questions more with awareness.

By capacity of respondents

Finally, the satisfaction of the surveyed court users from the personal and professional characteristics of judges as well as the procedural features of court hearing are analysed below by capacity of respondents in Marzes (Figures M.17 – M.20). For the *attitude and politeness of judges*, the scores are almost uniformly high for civil and criminal cases in the Marzes.

Figure M.17. Average satisfaction scores for the attitude and politeness of judges of the first instance courts of Marzes, by capacity of respondents

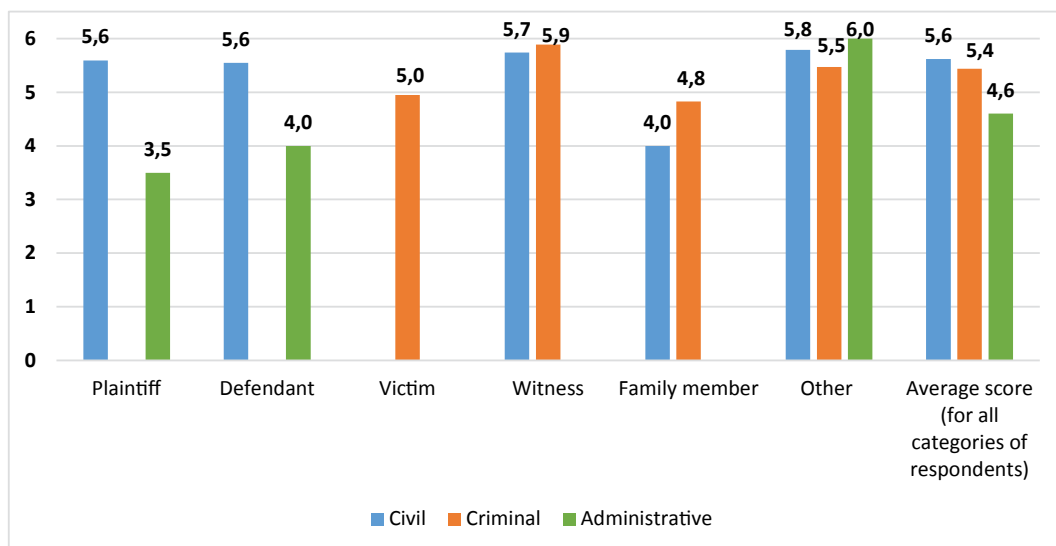


Figure M.18. Average satisfaction scores for the independence and impartiality of the judges of the first instance courts of Marzes, by capacity of respondents

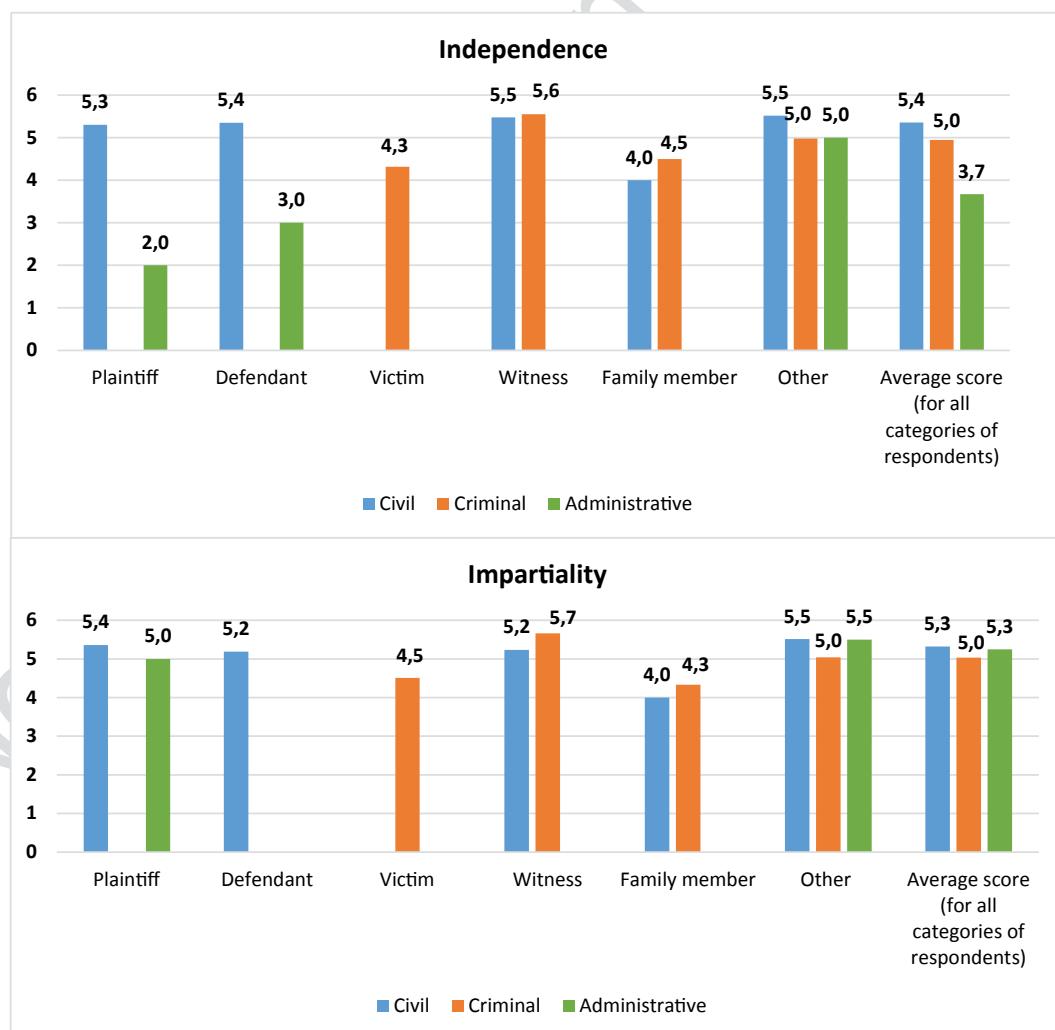
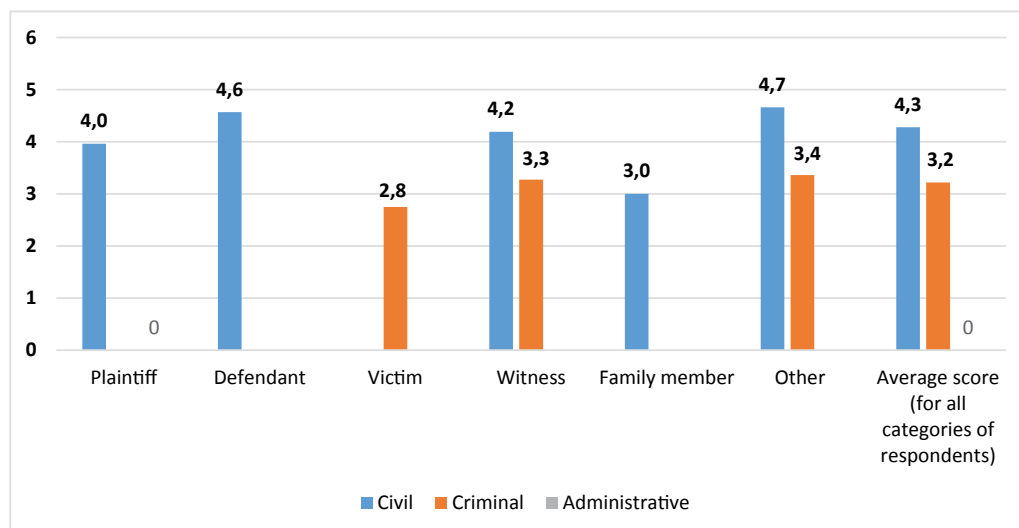
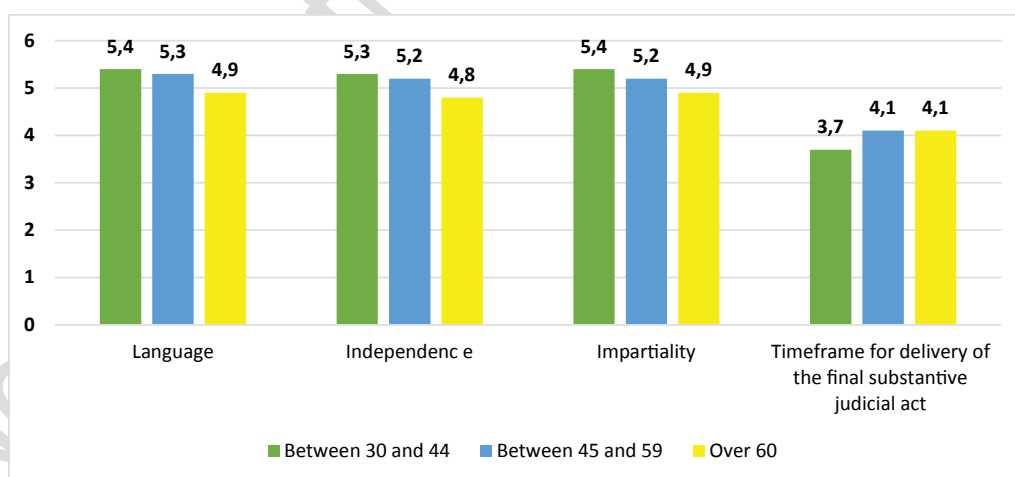


Figure M.19. Average satisfaction scores form the timeframe for delivery of the final substantive judicial act of the first instance courts of Marzes, by capacity of respondents⁷³



The Report further looks at the average satisfaction level of the respondents from the personal and professional characteristics of judges as well as procedural features of court hearings. The analysis shows, that judges over 60 years old are evaluated by the respondents at a lower score than younger judges with the exception of the timeframe for delivery of the final substantive judicial act.

Figure M.20. Average satisfaction scores for the judges' language, independence, impartiality in conducting the oral proceedings as well as the timeframe for delivery of the final substantive judicial act, by the age of judges of the first instance courts of Marzes



⁷³ The 0 of Shirak Marz is a result of a single respondent's answers.

Courts of appeals and Court of Cassation

The satisfaction patterns observed in courts of appeals and Court of Cassation with respect to personal and professional characteristics of judges and procedural features of court hearings closely resemble the satisfaction patterns observed in the first instance courts of Yerevan.

The data analysis shows, that for the attitude and politeness of judges, average satisfaction for the bench is considered (it is noticeable that the bench average calculated almost does not differ from the satisfaction from the chair of the bench), and professional characteristics (impartiality, professionalism and independence) refer to the bench as a whole as per questionnaire. As one can see from Figures 45 and 46, relatively lower evaluations are observed for independence and timeframe for delivery of the final substantive judicial act. For Court of Cassation, average satisfaction scores are lower than the midpoint (3) but the estimates should be taken with precaution due to the low number of respondents. Timeframe for final act delivery is relatively lower graded by the respondents of Criminal Court of Appeals.

Figure 44 summarizes the differences of average satisfaction scores related to personal and professional characteristic of judges as well as procedural features for court hearings between the first instance courts of Yerevan. The analysis shows that the respondents are least satisfied with the independence and impartiality of the judges of Court of Cassation. The impartiality of Court of Cassation judges was assessed as being somewhat unsatisfactory and the independence was assessed as neither unsatisfactory nor satisfactory. It should be mentioned that the timeframe for delivery of the final substantive judicial act remains to be a matter of concern for all courts of RA, while the lowest satisfaction is with the timeframe of delivery of final substantive judicial act is reported for the first instance courts of the country (average satisfaction score 3.2).

Figure 44. Average satisfaction scores for personal and professional characteristics of judges, as well as the procedural features of court hearings in all first instance courts, courts of appeals and Court of Cassation of the RA

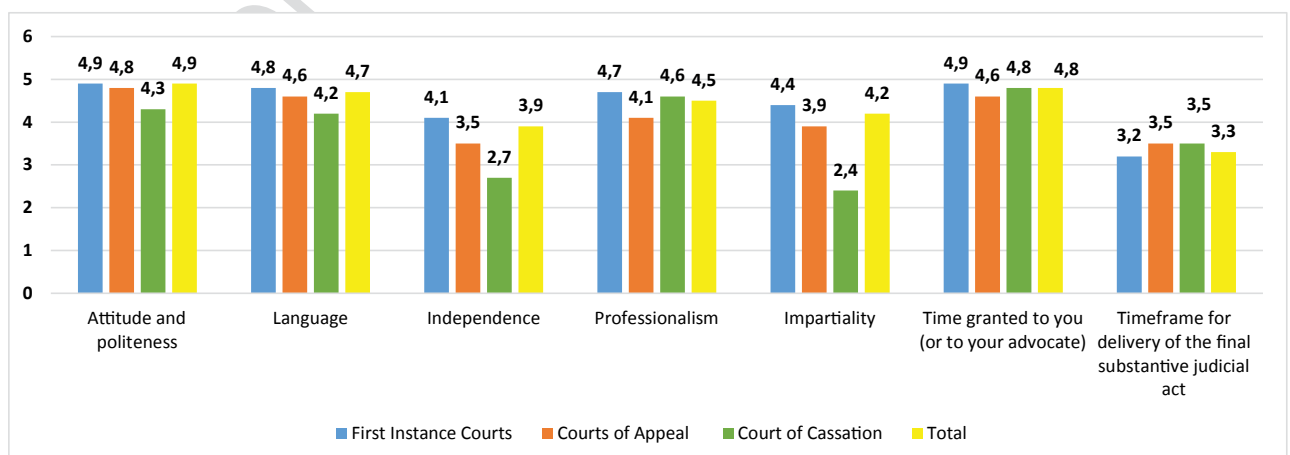


Figure 45. Average satisfaction scores for personal and professional characteristics of judges (bench average) in courts of appeals and Court of Cassation

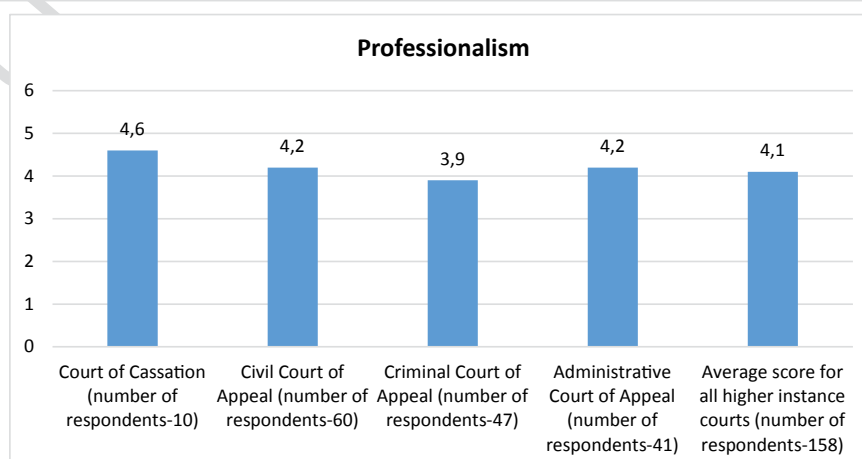
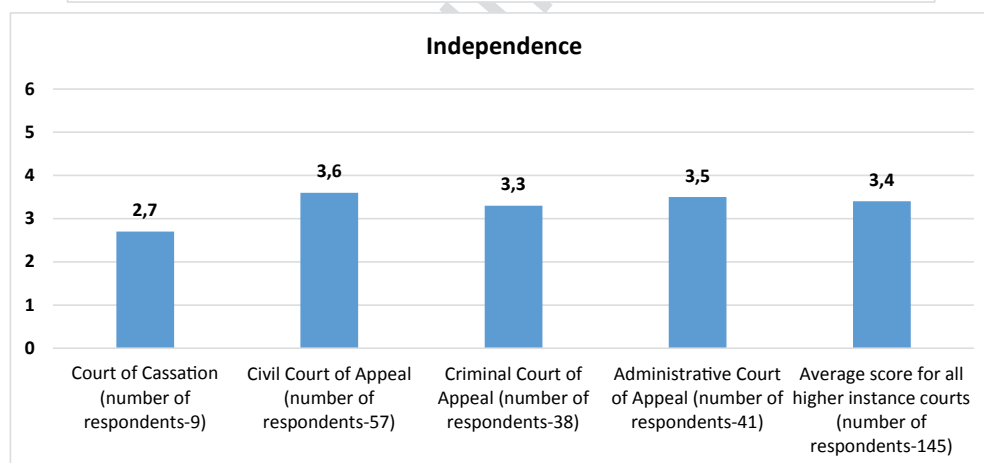
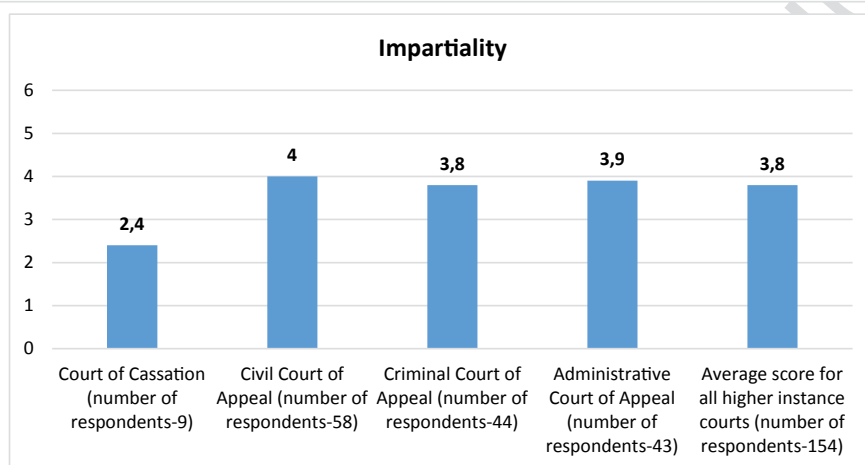
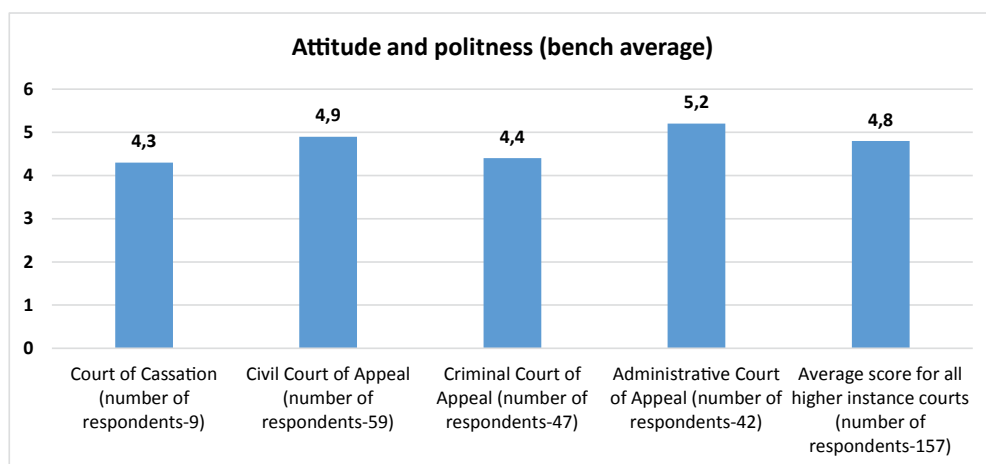
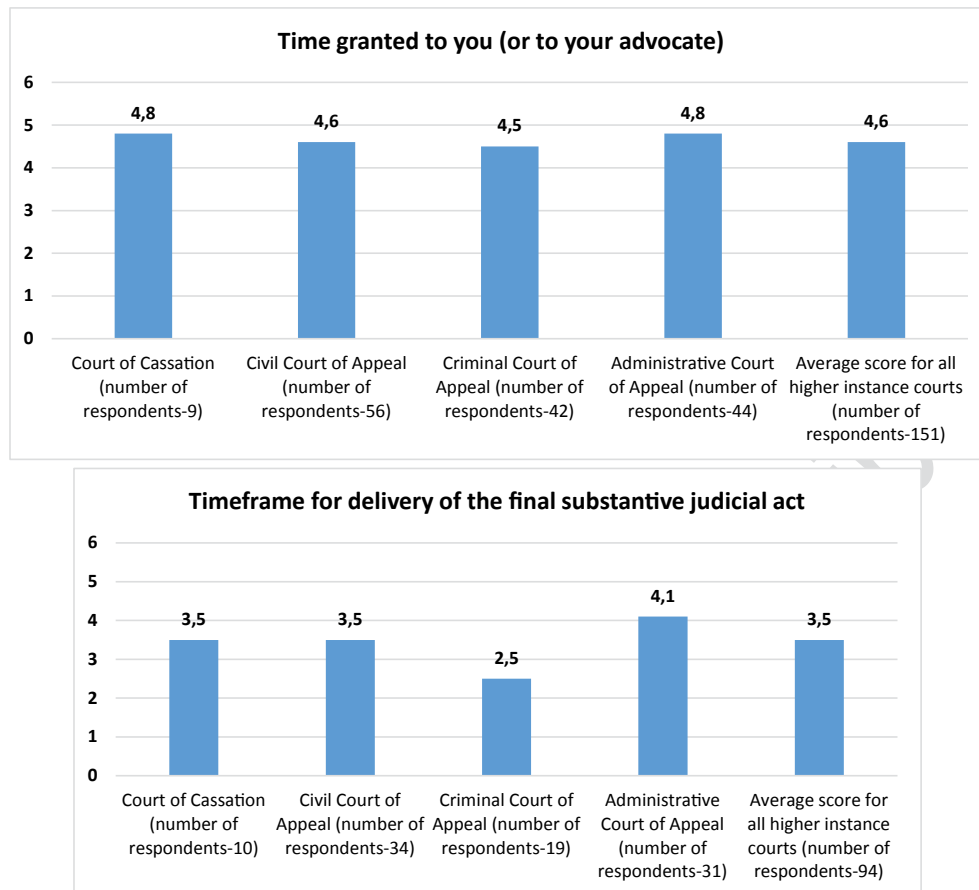


Figure 46. Average satisfaction scores for the procedural features of court hearings in courts of appeals and Court of Cassation



Similarly, hard data provided by the JD was analysed to check whether there are any associations with the satisfaction of the respondents for the timeframe for delivery of the final substantive judicial act and the CR and DT, namely the relationship between the new cases and completed cases within a period (in percentage) and the estimation on how quickly the courts of appeals turnover received cases. In other words, how long does it take for a type of pending cases to be resolved. Tables 13 and 14, below, demonstrate the following.

Table 13. CR in courts of appeals and Court of Cassation of the RA,⁷⁴

Courts of higher instances of the RA	2011	2012	2013	2014	2015
Civil Appeal Court of the Republic of Armenia	100,4%	94,1%	99,5%	102,5%	95,8%
Criminal Appeal Court of the Republic of Armenia	84,5%	99,8%	101,6%	96,2%	96,3%
Administrative Appeal Court of the Republic of Armenia		94,1%	92,5%	99,0%	98,4%
Civil and Administrative Chamber of the Cassation Court of the Republic of Armenia	92%	100,2%	100,7%	93,4%	100,3%
Criminal Chamber of the Cassation Court of the Republic of Armenia	94,5%	98,9%	101,7%	93,3%	98,2%

Note: The colours in the above table evoke the following meaning: above 110% - dark green label; between 100% and 110% - light green; between 90% and 100% - yellow label; between 80% and 90% - orange; below 80% - red;

Table 14. DT in the courts of appeals and Court of Cassation of the RA⁷⁵

Courts of higher instances of the RA	2011	2012	2013	2014	2015
Civil Appeal Court of the Republic of Armenia	45	65	61	57	72
Criminal Appeal Court of the Republic of Armenia	21	25	17	31	43
Administrative Appeal Court of the Republic of Armenia	67	79	93	100	107
Civil and Administrative Chamber of the Cassation Court of the Republic of Armenia	49	44	37	55	52
Criminal Chamber of the Cassation Court of the Republic of Armenia	37	40	33	63	61

Note: The colours in the above table evoke the following meaning: below 90 days - dark green; between 90 and 180 - light green; between 180 and 365 – yellow; and above 365 – red.

As indicated above, this Report also refers to the comments of the interviewers, which provide qualitative feedback and some insight to the respondents experience during the actual Survey. The comments of the interviewers are part of the Survey data and hence are aimed to assist in better understanding of the Survey results.

The most noteworthy comment related to the Survey conducted in the courts of appeals and Court of Cassation that is relevant to this section was the following:

A bailiff told me that I was required to go with him/her to see one of the representatives of the senior court personnel. The latter asked me who I was and why I was asking the court visitors about their status at court hearings [...] He/she further told me that considering high level of security of the court he/she did not trust to the badge that much (because it is just a piece of printed paper even without photo) and it would be better to inform him/her about the Survey (at least start-end period) and the days of visit.

⁷⁴ The data was provided on 5 September 2016 and 30 September 2016 by the JD of the RA (letter No DD-1 E-5963 and letter No DD-1 E-6588 correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963).

⁷⁵ Ibid.

Sub-Section 2: Clarity of judicial acts

In addition to the questions focusing on the judges and their actions, there are four other questions in the Survey questionnaire that are related to the judicial acts. The first question is of a general character and relates to the extent of the clarity of judicial acts. The other three questions are aimed at clarifying whether or not the final substantive judicial act on the case of the questioned respondents were delivered and if yes, whether or not the respondents read it and whether the reasoning and conclusions reflected in the final substantive judicial act were clear for the respondents. These additional questions are analysed in this section of the Report, since these are relevant and determinative of the respondents answers related to the personal and professional characteristics of judges as well as procedural features of court hearings. These questions read as follows:

37. The court's judicial acts were:
- | | unclear | | | | | clear | |
|--|---------|---|---|---|---|-------|---|
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
7. Were you delivered with the final substantive judicial act of your case?
- ☐ yes ☐ no
8. Did you read the final substantive judicial act of your case?
- ☐ yes ☐ no
9. Was the reasoning and conclusions reflected in the final substantive judicial act on your case clear for you?
- ☐ yes ☐ no

First instance courts of Yerevan

Figures 47, 48, 49 and 50 present the average satisfaction scores on the extent of the clarity of judicial acts issued by the judges of the first instance courts of Yerevan by: types of cases, winner/loser criteria, and by capacity of the respondents. The analysis shows, that the evaluation is in general satisfactory, namely, 4 and above, except for the FICGJ of Kentron and Nork-Marash Administrative Districts with respect to civil cases and FICGJ of Ajapnyak and Davtashen Administrative Districts with respect to criminal cases.

It should be noted, that the clarity of judicial acts is less satisfactory in civil cases and for victims, witnesses and family members of criminal cases.

Figure 47. Average satisfaction scores for the extent of clarity of judicial acts of the first instance courts in Yerevan

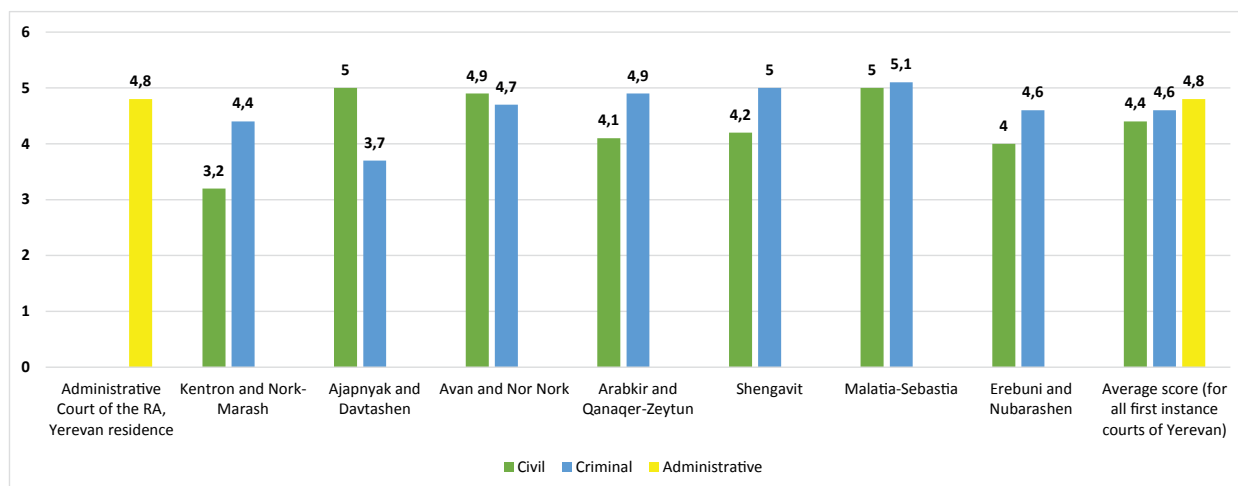


Figure 48. Average satisfaction scores for the extent of clarity of judicial acts of the first instance courts of Yerevan by winner/loser criteria

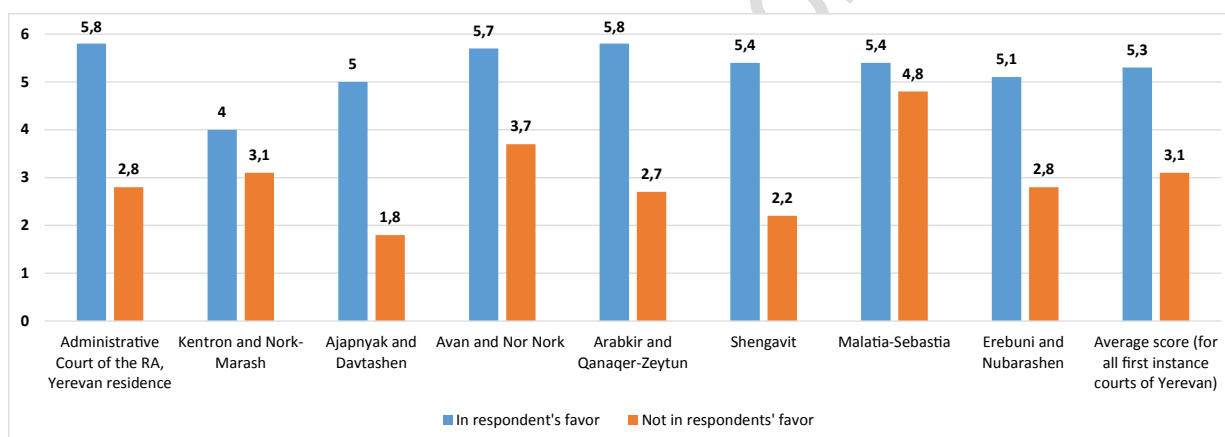
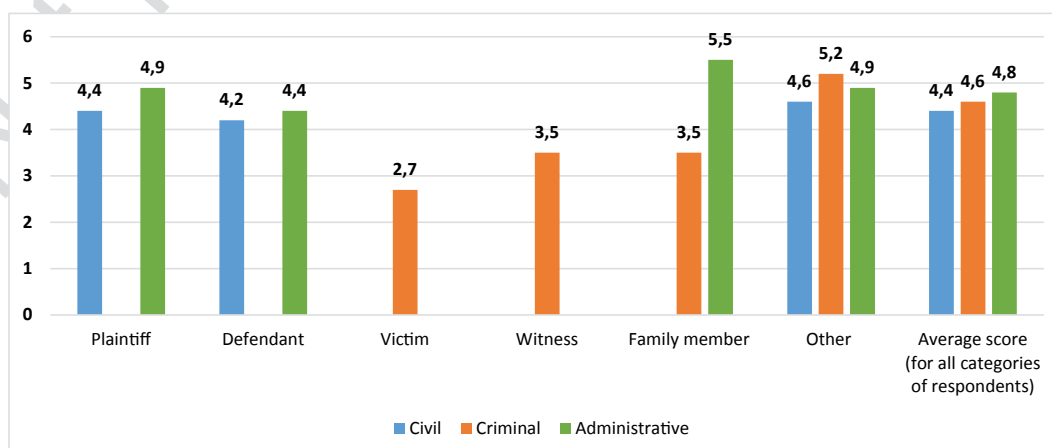
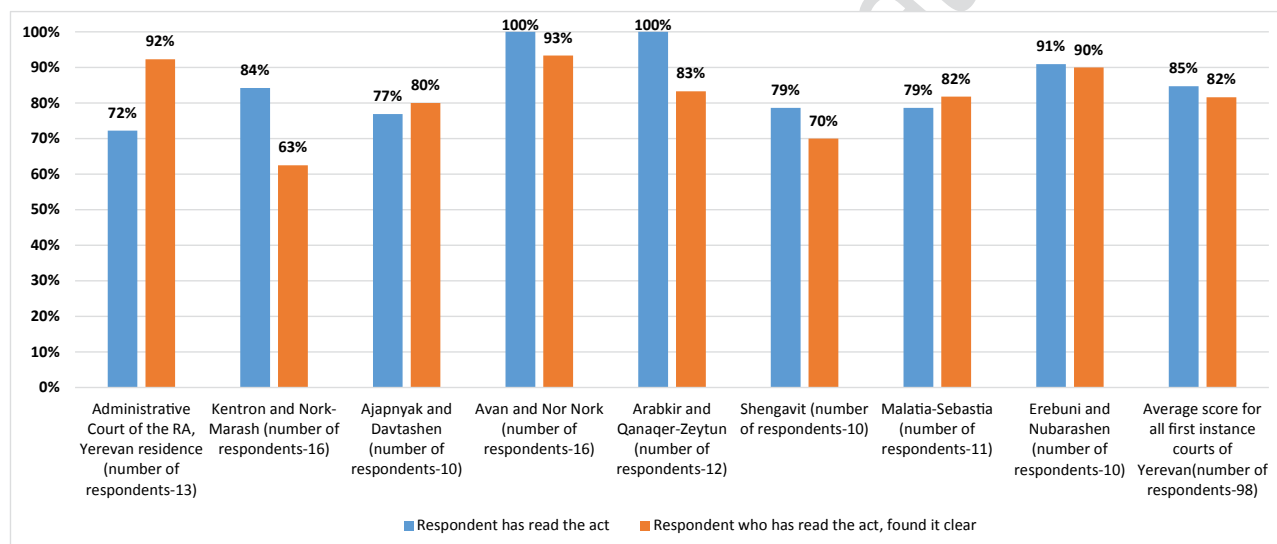


Figure 49. Average satisfaction scores for the extent of clarity of judicial acts of the first instance courts of Yerevan by capacity of the respondents



The majority of the respondents, who received the final substantive judicial acts on their cases and read them, reported that the reasoning and conclusions reflected in the judicial acts were clear for them. According to the Survey results, 100 respondents out of those 118 who received the final substantive judicial acts at the time of conducting the actual surveys in the first instance courts of Yerevan informed, that they have read the final substantive judicial acts related to their cases (around 85 per cent of those who received the final substantive judicial acts). 82 per cent of those respondents who reported that they read the final substantive judicial acts claimed that the reasoning and conclusions of the judicial acts were clear.⁷⁶ Figure 50 presents the share of those who have read the acts and those who found them clear by individual courts.

Figure 50. Share of respondents in the first instance courts of Yerevan who have read the final substantive judicial act and found clear the reasoning and conclusions reflected in the final substantive judicial act



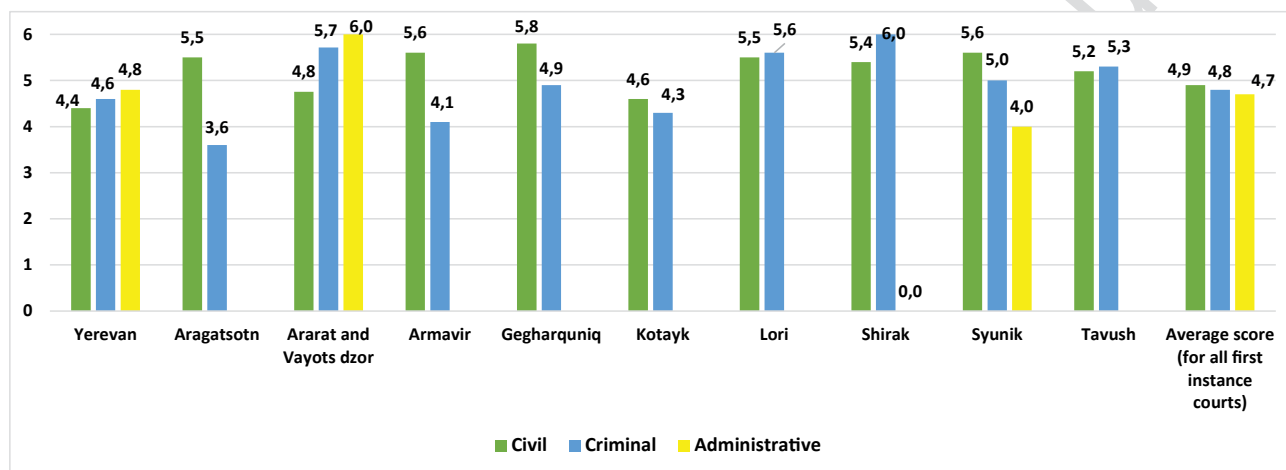
First instance courts of Marzes

The assessments of the extent of the clarity of judicial acts issued by the judges of the first instance courts of Marzes vary substantially. The variation is also strong between civil and criminal cases. Respondents of the first instance courts of Aragatsotn, Armavir, Gegharquniq, Kotayk and Syuniq Marzes reported to be less satisfied with the clarity of judicial acts in criminal than in civil cases, while in the case of the first instance courts of Ararat and Vayots dzor, Lori, Shirak and Tavush Marzes the picture is reversed. On average, clarity of judicial acts is reported as being less satisfactory in the first instance courts of Yerevan for criminal and civil cases. In the first instance courts of Ararat and Vayots dzor Marzes, as well as Kotayk Marz, the average satisfaction score is uniformly lower

⁷⁶ There were three cases in the courts of 1st instance of Yerevan, when the respondents have expressed opinion on clarity of final act without having read it (in two cases respondents claimed the act was not clear, while in a single case that it was clear).

for both criminal and civil cases, while in Tavush, Syunik, Shirak and Lori Marzes the scores are uniformly higher. The fact that the former two Marzes are neighbouring regions to Yerevan and the latter four Marzes are remote regions confirms that there seems to be a correlation between distance of Marzes from Yerevan and satisfaction level in Marzes. The spatial aspect of this correlation may be explained by alleged differences in efficiency of courts and/or respondents' expectations from the courts.

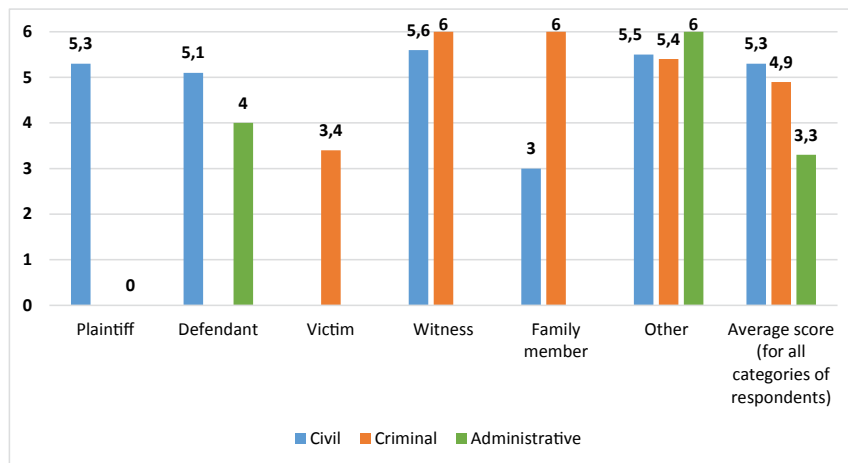
Figure M.21. Average satisfaction scores for the clarity of judicial acts of the first instance courts of Yerevan and Marzes⁷⁷



The assessments of the clarity of judicial acts differ among the categories of respondents too. Victims in criminal cases assess clarity as being neither unsatisfactory nor satisfactory (=3.4) while family members in criminal cases report to be very satisfied with the clarity of judicial acts (=6). Among family members, the score is very different for civil and criminal cases. The latter pattern is also observed in Yerevan. Compared to Yerevan, clarity of judicial acts is evaluated by family members in civil cases as being neither unsatisfactory nor satisfactory. The pattern is out of the general trend observed in the Report that satisfaction scores are almost uniformly higher in Marzes.

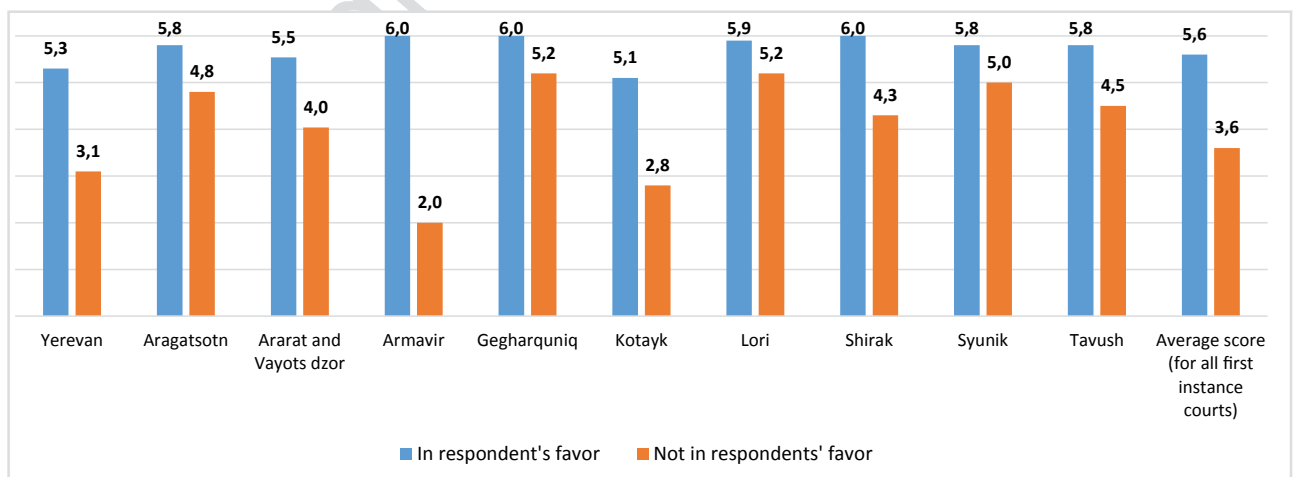
⁷⁷ The 0 of Shirak Marz is a result of a single respondent's answers.

Figure M.22. Average satisfaction scores for the clarity of judicial acts by capacity of respondents of the first instance courts of Marzes⁷⁸



The respondents not in whose favor the first instance courts of Marzes ruled, reported to be less satisfied with the clarity of judicial acts. This difference is more striking in the first instance court of Armavir Marz, while it is relatively small in the first instance courts of Gegharquniq, Lori and Syunik Marzes. While, the difference of satisfaction level by winner/loser criteria is fairly large in Yerevan as well, nevertheless it is close to the country-wide average. Overall, substantial variation in the difference of satisfaction scores for the clarity of judicial acts is observed amongst Marzes. The satisfied with the clarity of judicial acts by winner/losers should be further explored, with qualitative tools.

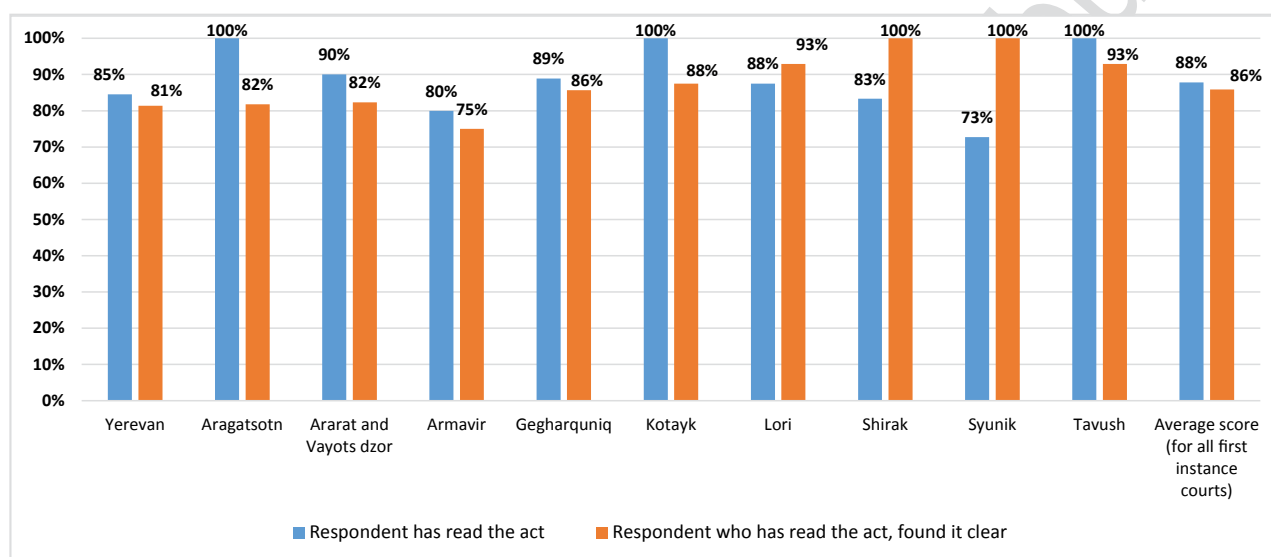
Figure M.23. Average satisfaction scores for the clarity of judicial acts of the first instance courts of Marzes by winner/loser criteria



⁷⁸ Ibid.

Figure M.24, presents the share of respondents in the first instance courts of Yerevan and Marzes who have read and found the reasoning and conclusions of the final substantive judicial act to be clear for them. Variation in Marzes does not seem to be large. In three Marzes, respondents reported that they all have read the final substantive judicial acts delivered on their cases. However the fractions of respondents in these Marzes, who found the reasoning and conclusions reflected in the final substantive judicial acts of their cases to be clear, are not high.

Figure M.24. Share of respondents in the first instance courts of Yerevan and Marzes who have read the final substantive judicial acts on their cases and found reasoning and conclusions reflected in those judicial acts to be clear to them



Courts of appeals and Court of Cassation

On average, the extent of clarity of judicial acts of courts of appeals and Court of Cassation were evaluated by the respondents as being satisfactory (Figure 51). Relatively lower average satisfaction score is observed in the Court of Cassation, however, it should be taken into consideration that there was a low number of respondents in the latter case.

As for the clarity of the reasoning and conclusions of final substantive judicial acts, 65% of the respondents of the Criminal Court of Appeals, who read the final substantive judicial acts on their cases, found the acts to be clear for them. This is the lowest reported share of respondents satisfied from the clarity of the reasoning and conclusions of the judicial acts passed by the courts of appeals and Court of Cassation.

Figure 51. Average satisfaction scores for the clarity of judicial acts in courts of appeals and Court of Cassation

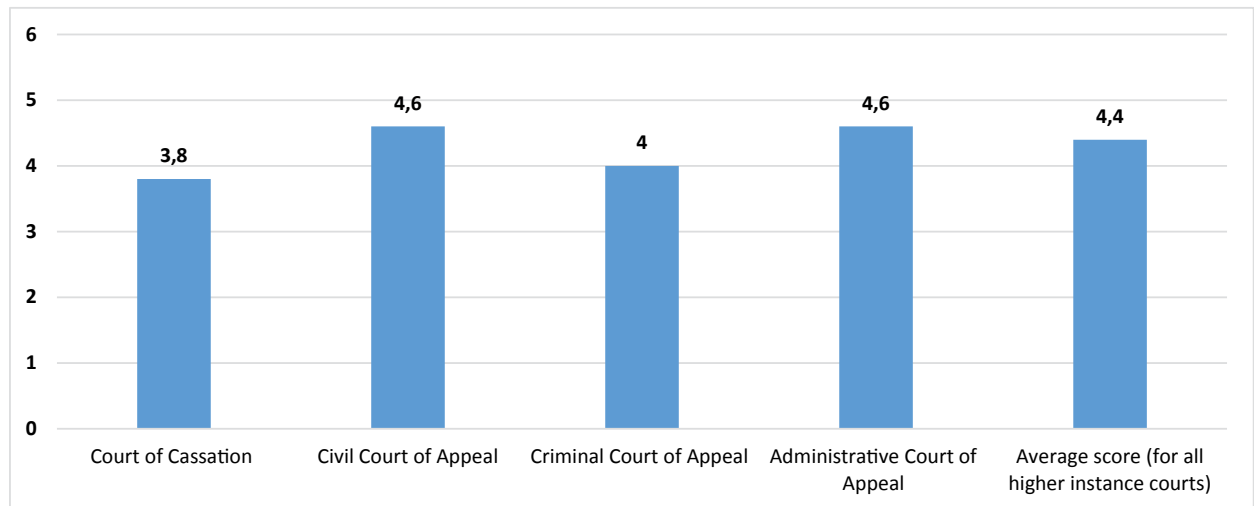
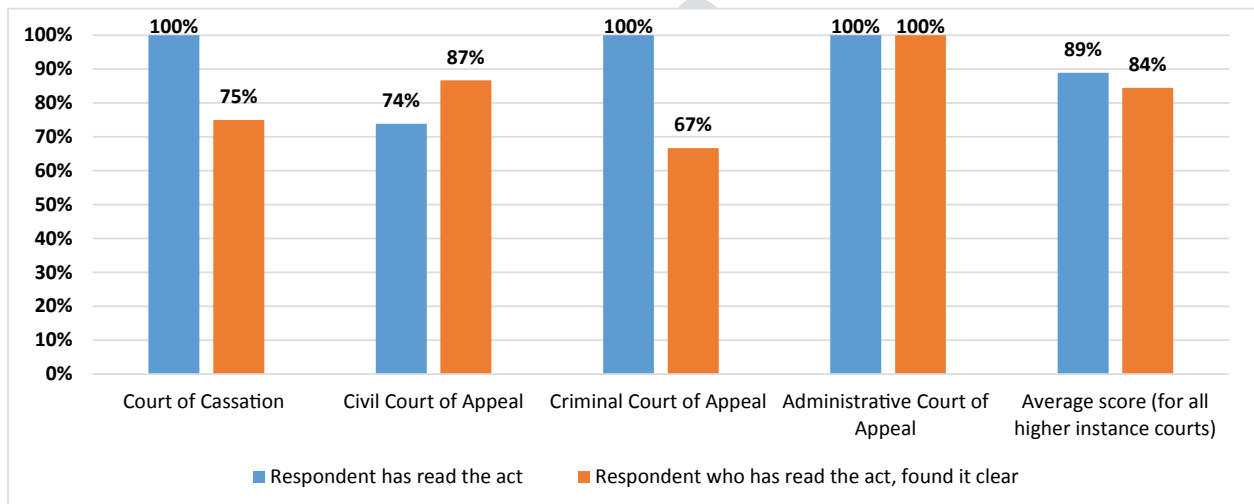


Figure 52. Share of respondents in courts of appeals and Court of Cassation who have read the final substantive judicial acts on their cases and found reasoning and conclusions reflected in those judicial acts to be clear to them



Conclusions

Judges, hearings, courts' judicial acts

As in other countries in continental Europe, RA's justice system relies solely on professional judges for the adjudication of judicial cases.⁷⁹ The rules of judicial conduct are specifically defined in Chapter 12 of the Judicial Code, which apply to all judges of RA. Article 87 (3) of the Judicial Code provides that, in addition to the rules of judicial conduct prescribed in the Code, the General Assembly of Judges may prescribe additional details to the rules of conduct.

The Judicial Code sets the rules and governs the way the judges present themselves in the official settings (Judicial Code, Article 89). Article 89 (1 (6)) of the Judicial Code states that judges shall:

demonstrate impartiality in carrying out his/her duties, to refrain from appearance of bias by words or conduct, discrimination of others, as well as creating such impression, and demand such behaviour from the staff members of a court.

In other words, this reads as a mandatory clause to be polite, very respectful vis-à-vis others, and adheres to at least the minimal requirements for the language.

In addition, the Code of Conduct for Judges of the RA: sets further details on the rules of judicial conduct; defines general rules of conduct for judges; rules of proper conduct of a judge acting in his/her official capacity; and rules of proper conduct of judges during non-judicial activities.⁸⁰

In the RA, the power to subject a judge to disciplinary liability is vested in the Council of Justice. The grounds for subjecting a judge to disciplinary liability, among other things, include a grave violation or regular violations of the Code of Conduct by a judge and the failure to notify the Ethics and Disciplinary Committee – in accordance with the procedure stipulated by the Judicial Code – of any interference with his activities of administering justice or exercising other powers stipulated by law, or of other influence not prescribed by law.⁸¹

The international community has raised several concerns over the discipline process in the RA, claiming that judicial discipline process is often applied unfairly in order to influence judicial proceedings or to retaliate against judges for their judicial acts.⁸² The judicial discipline system was reformed in 2014 and Ethics and Disciplinary Committee of the General Assembly of Judges was established. However it is too early to assess the effectiveness of the activities of the Ethics and Disciplinary Committee.

⁷⁹ There is no jury system in the country and there is no institute of “lay judges”. It is noticeable that the institute of lay judges has been already tested in countries like Estonia or Slovakia, sharing the former communist/socialist past with Armenia. The so-called “justice of the peace” judges may also be helpful to deal with increasing caseload in civil matters.

⁸⁰ Decision No.: 01N of 19 February 2016 of the General Assembly of Judges of the RA about approving the Code of Conduct of Judges of the RA, last amended on 21 December 2015 and enforced in 23 January 2016 [hereinafter Code of Conduct of Judges].

⁸¹ Judicial Code, Article 153 (2) (3,5).

⁸² American Bar Association “Judicial Reform Index for Armenia 2012”, Volume IV, Factor 17, page 50. Available at http://www.americanbar.org/content/dam/aba/directories/roli/armenia/armenia_jri_vol_iv_english_12_2012.authcheckdam.pdf

According to the replies collected through the Survey, the overwhelming majority of the respondents declare to be satisfied with the attitude, politeness and language of the judges. Only eight per cent of the surveyed respondents were critical of the attitude and politeness (average scores below 3), and just nine per cent appeared to be unsatisfied with the language used by the judges (average scores below 3).

The high level of satisfaction of the respondents in relation to the attitude, politeness and the language of judges seems to suggest that, judges in general, follow the provisions of the Judicial Code and of the Code of Conduct for Judges of the RA. A contributing factor to the satisfaction from the professionalism of judges may have been played by the judicial training and education. It should be mentioned that a considerable share of the budgets in the court systems is allocated to this end. In the RA, as of 2012, that share stood at a level of 2.6 per cent, which is almost three times higher than the average Council of Europe percentage.⁸³ The introduction of the digital audio-recordings of proceedings, replacing the old system of using handwritten minutes of proceedings may also play an important role in ensuring the regular observance by the judges of the rules related to the appearance in court and behaviour during the hearings.

Independence and impartiality of judges

The Survey respondents have pointed out that the most critical area of judges' assessment is the independence and impartiality of judges (with 34 and 28 per cent of the respondents respectively refraining from any clear-cut positive assessment (below midpoint) on these two characteristics of judges). Compared to the independence and impartiality, the judges' professionalism scored higher among the respondents. Almost 90 per cent of the respondents have been either very satisfied, satisfied or neither unsatisfied nor satisfied with the professionalism of judges (average scores 3 and above).

While the quantitative results are positive, the observations of the interviewers raise serious concerns on whether or not the respondents have a clear understanding of the meaning of independence and impartiality of judges and the appearance of judicial independence and impartiality. The observation seems to suggest that the judicial independence and impartiality was in many instances understood by the respondents as something that is for the benefit of judges. Furthermore, in some instances the respondents seemed to be more interested in providing high marks to please the judges than providing an objective assessment, while in other instances the respondents were worried by the possible consequences of their assessment and wanted to make sure that the judges were not informed about the results of their individual assessments. The primary and sworn duty of judges is, to apply the law in the adjudication of disputes and cases lodged with the courts. Judges are bound by the Constitution and the law, and the public expects the judge to be competent and knowledgeable in the laws, and be independent from any improper influence whatsoever.

⁸³ CEPEJ Report on "European judicial systems Edition 2014 (2012 data): efficiency and quality of justice", p. 36. Available at http://www.coe.int/t/dghl/cooperation/cepej/evaluation/2014/Rapport_2014_en.pdf.

The results of the data analysis and the observations of the interviewers show that the picture in the RA courts related to the appearance of judicial independence and impartiality and the understanding of the actual meaning of judicial independence and impartiality by court users varies widely. This variation has both '*individual*' and '*collective*' aspects. The individual aspect has two implications:

1. Individual court users do have different levels of understanding of the meaning and the implications of independence and impartiality of judges. This apparently has very close links with the extent of being informed about the right to fair trial and standards of the administration of justice in general and hence is illustrated in their answers.
2. The assessment of independence and impartiality of judges amongst court users has shown to be strongly influenced by the results of the case, in particular, those in whose favour the case was solved, tended to evaluate judges and non-judge court personnel with higher marks, in many cases even without due consideration of the Survey questions.

The collective aspect applies to the specific situations of small communities and the understanding of the position of "a judge" and the inherit reputation of judges in those communities. The observations made by the interviewers show that there many instances were registered, confirming the specific understanding of the Marz population of the expectations they had from a judge and the court personnel. Hence, depending on the social, occupational and education levels, Marz-based inhabitants in the country were observed to be taking a rather positive stance toward judges and non-judge court personnel independently from their actual performance, but more in relation to their role. Similar trends, but with somewhat softer implications, were registered in the courts of Yerevan as well.

Other attributes of judicial independence, such as tenure, security, social welfare, remuneration, as well as administrative and adjudicative independence, play an important role in ensuring independence and impartiality of judges. RA scores one of the lowest on the professional judges per 100,000 inhabitants' ratio in Europe. Despite the increase in the ratio between the 2006 and 2012, the latest available statistics indicates a score of just 7.2 (with the Council of Europe average being 21.0).⁸⁴ It seems this may have led to some restrained competition, and, as a result, inferior dynamics in improvements. The alleged shortage of judges may also be well linked to somewhat mediocre case absorption capacity in the system (discussed later in this section).

The level of remuneration for judges in RA is the lowest among the Council of Europe countries.⁸⁵ Normally, the less-than-adequate compensation rates for high-end professionals and decision-makers in the public sector may trigger pockets of corruption. The justice system is of no exception, and thus the independence of professional judges may well be threatened in the system. The subject is further complicated by the mere fact that there is very little, if any, monetary incentive for judges to grow professionally and have a progressive career path given the fact that there are three courts of appeals

⁸⁴ Ibid, 155-161.

⁸⁵ Ibid, 301.

only and one Court of Cassation. In 2012 the prospective increase in the annual net salary was about 60 per cent with the end-of-career annual net salary being less than EUR 1,500.⁸⁶

It is noteworthy, that the salaries of judicial servants did not change much between 2008 and 2012 that could be a potentially de-motivating factor, however, on the bright side of things is the fair degree of the digitalization of the workflow and routine office activities in the court system in RA since 2008, which, to a certain extent reduces the workload of non-judge court personnel.⁸⁷

Another area of concern relates to the many instances when court personnel, mainly non-judge court personnel, made attempts to intervene with the actual interview processes and to monitor the answers given by the respondents. Moreover, the fact that some respondents felt unsafe to have the interviews in the court houses raises concerns over the whole process of administration of justice in individual cases which does not emerge looking just at the quantitative results of the Survey. In some instances the respondents were frightened to give answers that would be seen as criticizing the judges or the system.

It is known that part of the assessment of the judicial acts may be dependent on the role a respondent has in the procedure and of the results of the procedure itself. In their replies, interviewers noted that in those instances, when the case was decided in the favour of the respondents, the answers towards the judges and the non-judge court personnel were very high and usually the answers were given automatically, without any deep consideration of the questions. At the same time, judges may pass decisions that frustrate the victims of crime, the police or ordinary persons or force the state authorities to revise or change their decisions. It is the role and the responsibility of a judge to administer justice and not to please either party of the case. Each case will have a winner and a loser and, despite the outcome of the case, judges have to treat all parties of the case equally, providing them equal opportunities to present their respective cases, ensure that parties receive fair and impartial hearing and are seen to treat the parties this way. At the same time, it is an important obligation for the judge and the court personnel to ensure that all the parties are aware of the reasons which lead to a specific decision and that they understand that the process was fair.

A specific note should be made to the findings of the Survey related to the respondents who were victims in the cases examined by the FICGJs of Yerevan. In many cases victims were not satisfied with the independence and impartiality of judges in conducting the oral proceedings (average score 2.3). Linked to other evaluations of the functioning of the justice system coming from the same capacity of court users, this points out to the need of further examination of the role and rights of victims in the RA justice system. This shall aim to ensure the clear communication with the victim about his/her rights and role, which should include a special consideration within the court procedure

⁸⁶ Ibid, 309.

⁸⁷ Judicial Reform Index for Armenia, 2012, American Bar Association, pp. 1-2

and the right to have specific explanations by the court as to why an offender may be treated or sentenced differently from what the victim expects.

Handling timing related questions by judges

There are two questions relevant to judicial procedures and court hearings raised in the Survey which relates to the managing the timing related questions by the judges. One is the “time provided to make submissions at hearings,” while the other is the “timeframe for delivery of the final substantive judicial act.” On the first one, there seems to be a universal agreement across the board clearly approving the present situation (with only a negligible 6 per cent disapproving the prevailing procedures giving average scores of 0 to 2). The second one though gives much more space for analysis. In particular, as the timeframe for delivery of the final substantive judicial act may be viewed as subjective perceptions of the length of the court procedure, this score has been confronted with the key indicators used by the CEPEJ for assessing it from a more objective stance: the clearance rate and disposition time. These are the indicators used in the CEPEJ Evaluation exercise and more recently adopted also by the EU Commission in the EU Justice Scoreboard to assess the efficiency of the justice systems.

Only less than half of the respondents in Yerevan think that the timeframe allocated to the delivery of the final substantive judicial act by the first-instance courts is rather satisfactory (average scores 4 and above). Remarkably, the pattern of responses from Marzes resembles that from Yerevan on this particular account. On the other accounts though, the Marz-based respondents were less critical to judges than their counterparts in Yerevan.

RA’s clearance rate shown by CEPEJ evaluation data for non-criminal cases describe an overall sustainable situation (namely, 99.4 per cent in 2012), but not quite as good disposition time indicator (namely 205 days in 2012). A disposition time of 205 days is much worse than the scores calculated for comparable judicial systems such as Georgia and Azerbaijan. There had been no major change in 2012 compared to 2010. For civil litigious cases, RA was able to reduce the number of pending cases in 2012, since the number of incoming cases was lower than the number of resolved cases.

In 2012, the RA first-instance courts had seen more incoming administrative cases per 100,000 inhabitants than they had been able to resolve (389 vs. 366). This resulted in an increase in the number of pending cases. Furthermore, the clearance rate for administrative cases was comparatively low (reaching a level of only 94 per cent). The disposition time was even worse than for civil cases, counting only 294 days (comparable, in fact, with Albania). Overall, in terms of the major indicators pertaining to the issue of timeframe for the final act delivery, the country’s performance by the first-instance courts on the administrative law cases was somewhat inferior to that of its neighbouring countries in the South Caucasus. In fact, in this dimension, RA is more similar to Albania.⁸⁸

⁸⁸ Ibid, 212-217.

Unlike the administrative cases, for the criminal cases at first-instance courts, the number of pending cases tended to remain stable, at least in 2012. The clearance rate for the total of criminal cases was 100 per cent and disposition time 103 days, which are pretty much average indicators in a pan-European context (but again slightly worse than the other two neighbouring states in the South Caucasus). At the same time, it should be noted that the change between 2012 and 2010 was positive. Based on the above, the criminal court system of RA was rated in 2012 as “relatively productive,” which could definitely be viewed as a positive sign.⁸⁹ At the same time, the absorption capacity of the criminal justice system in RA has slightly worsened over the course of 2015. In 2014, the completion rate for the criminal cases filed was more than 71 per cent. At the same time, in 2015, it dropped to less than 70 per cent.⁹⁰

When put together all types of cases, including civil (and commercial), administrative, and criminal cases, the RA judicial system had recorded a clearance rate of only decimal points higher than 100 per cent, which was slightly below the average of 102 per cent and yet right at the median point of the rankings calculated for all 29 member states of the Council of Europe.⁹¹

When placed in a pan-European perspective, as of 2012, RA ranked somewhere in the middle in terms of its court capacity to maintain relatively high clearance rates, thus escaping excessively high number of pending cases and contributing to the general productivity of the courts. In terms of disposition time, RA seems to perform adequately, falling in the range between 100 and 200 days.⁹²

Looking at the more recent and more detailed data provided by the JD,⁹³ some different and more problematic elements emerge. In particular, there is a discernible trend for an increase in the number of court cases filed by the first-instance courts in the country. In total, between the 2014 and 2015, the number of incoming cases increased by almost 27 per cent. For the criminal cases only, the increase was slightly more than 11 per cent. For civil cases, the respective increase has been even more dramatic. In 2015, over 37 per cent more cases were filed compared to the preceding year. When compared to 2013, the overall increase comes to more than 142 per cent, which is a remarkable indicator and one that would clearly signal the extra strain placed on the first-instance courts, including in the framework of the final substantive judicial act deliveries. As of 1 September 2016, the total number of cases filed by the first-instance courts makes up almost 87 per cent of totally registered cases in 2015.⁹⁴

⁸⁹ Ibid, 218, 223, 229.

⁹⁰ Comparative statistical analysis on the functioning of courts of the RA for 2014-2015. Available at http://www.court.am/files/news/3788_am.pdf

⁹¹ Ibid.

⁹² Ibid, 210-211.

⁹³ The data was provided on 5 and 30 September 2016 by the JD of the RA (letter No DD-1 E-5963 and letter No DD-1 E-6588 respectively, correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963).

⁹⁴ The data was provided by the JD of the RA on 5 September 2016 (letter No DD-1 E-5963).

This denotes a trend for sustained growth in the work scope for the RA court system, which places extra strain on its absorption capacity. While the overall number of cases has been increasing, the number of the judicial positions in the system has remained stable. This obviously could not contribute to the speeding up the process of case examination. While there are no readily available and easy-to-implement prescriptions on easing the strain, certain measures remain the arsenal of the system and the possibility for their implementation should be assessed. In particular, as one of the problems is the unequal increase of cases between the various courts, Article 14 (4) of the Judicial Code defines a possibility for individual judges to be seconded to a specific court to work on an outstanding case, otherwise idle due to a limited number of judges available at the given court.⁹⁵ Reportedly, this Article of the Judicial Code was never applied with respect of the first instance courts of Yerevan. Furthermore, an auxiliary (and potentially viable) mechanism is to promote and actively apply alternatively dispute resolution mechanisms, such as the mediation introduced in RA in 2015, and arbitration. National authorities should consider moving forward in this direction. However, it may require time to actively apply mediation, as well as counter some of the inherent resistance associated with the old mentality of trusting only the “judges in a gown”.

It should be noted that there is no in-depth and comprehensive study on the reasons of increase of the cases lodged with the courts of RA. There is an urgent need for such study for providing more focused and context specific recommendations for reforms, but also to assess the results of initiatives which are currently being implemented to address the issue. This would help the judiciary to respond adequately to the growing inflow of cases and keep up with acceptable absorption rates.

Clarity of judicial acts

To fully respect the rights of court users, it is critical to ensure that the judicial acts passed by the courts are sound and clear to all parties involved. This is particularly important for those for who the outcome of the case is critical in terms of life, health, security, property and other important matters which contribute to the greatest stakes in the case. The Survey results indicate that the majority of the respondents are satisfied with the clarity of the reasoning and conclusions of judicial acts. Even the lowest satisfaction scores for the first-instance courts in Yerevan range between 3.2 and 3.7, which essentially means that even at the lower end, the level of satisfaction remains above the midpoint. At the same time, it should be noted, that the victims report scores below the midpoint satisfaction level (average score 2.7). Also, it should be noted that the difference between perceptions in judges behaviour depending on the outcome of the cases, may suggest that more clarity in terms of the rules which govern the judicial decision making process may be needed. In other words the judge should ascertain that court users understand that the rules, which govern the due process and fair trial, have been respected.

⁹⁵ Judicial Code, Article 14 (4).

Furthermore, when looking at the whole country, it becomes evident that the overall picture is rather inconsistent. In particular, no clear inferences can be drawn from the findings revealed by the Marz level analysis of the Survey. This may be related to the issue previously mentioned concerning the respondents' understanding of some of the questions being asked and the low level of awareness of court users on the quality of service to be provided by the courts. This low level of understanding amounted to high satisfaction of the users from the services provided by the courts, which, when compared with the observations provided by the interviewers related to the situation on the ground, proved to be in sharp contrast with the evaluations of court users. At the same time, the range of the score dispersion throughout the response scale is pretty significant (from 3.6 at the lower end to 6.0 at the higher end). Such a wide variation can be hardly explained by a mere subjective difference in perceptions of various parties involved in court proceedings. Rather, this may be an indication of a lack of systemic approach in requiring from relevant parties to deliver judicial acts composed in strict adherence to a pre-defined set of criteria which take into close considerations the standing, needs and expectations of all parties engaged in a case, especially victims, witnesses, and family members.

One factor that may have contributed to the relatively high satisfaction for the clarity of judicial acts is the alleged transparency of the court proceedings exerting positive pressure on the courts, especially in terms of heightened responsibility for the final substantive judicial acts. The requirement to publish the judicial acts is definitely a factor which compels the courts to pay greater attention to the reasoning and clearly well formulated conclusions as part of their judicial acts. The RA is among those countries that make the judicial acts available online.

The online publishing of the judicial decisions is a mandatory requirement.⁹⁶ The public DataLex public information portal, is a judicial informative system, which allows public to track the progress and status of cases, hearing dates, has a database on laws of RA and also case law of the European Court of Human Rights and the Court of Cassation. DataLex is open source and may be accessed by the public at large. The system was reformed in 2014-2015 to allow thematic search by a Project implemented by the Council of Europe.⁹⁷

⁹⁶ Ibid, Article 68.

⁹⁷ The improved software, which has been online since 11 January 2016, is the perfect tool for all Armenian legal professionals to conduct research in the case law of the ECtHR and the Court of Cassation. The developed application has a new section where the users are able to search by category of precedential cases, including a special interface, which allows search by linking keywords to the verdict. Another special section that allows searching cases in HUDOC website was introduced. Both the search elements and the search results of HUDOC appeared in Datalex, automatically set on Armenian cases by default. A new storage was created to keep old precedential cases that were in paper format. Corresponding search interfaces were developed to allow searching Court of Cassation cases in indexes given to each category of cases. The user has an option to search for similar cases, the search elements do not disappear after the search and the user is able to redefine the search after the results are displayed via new query. The system is user-friendly and the JD reported no further difficulties on its use at the first months of exploitation.

SECTION 5: THE PROSECUTORS

There are three questions in the Survey tool that relate to personal and professional characteristics of prosecutors as litigators. These questions are:

LEVEL OF SATISFACTION

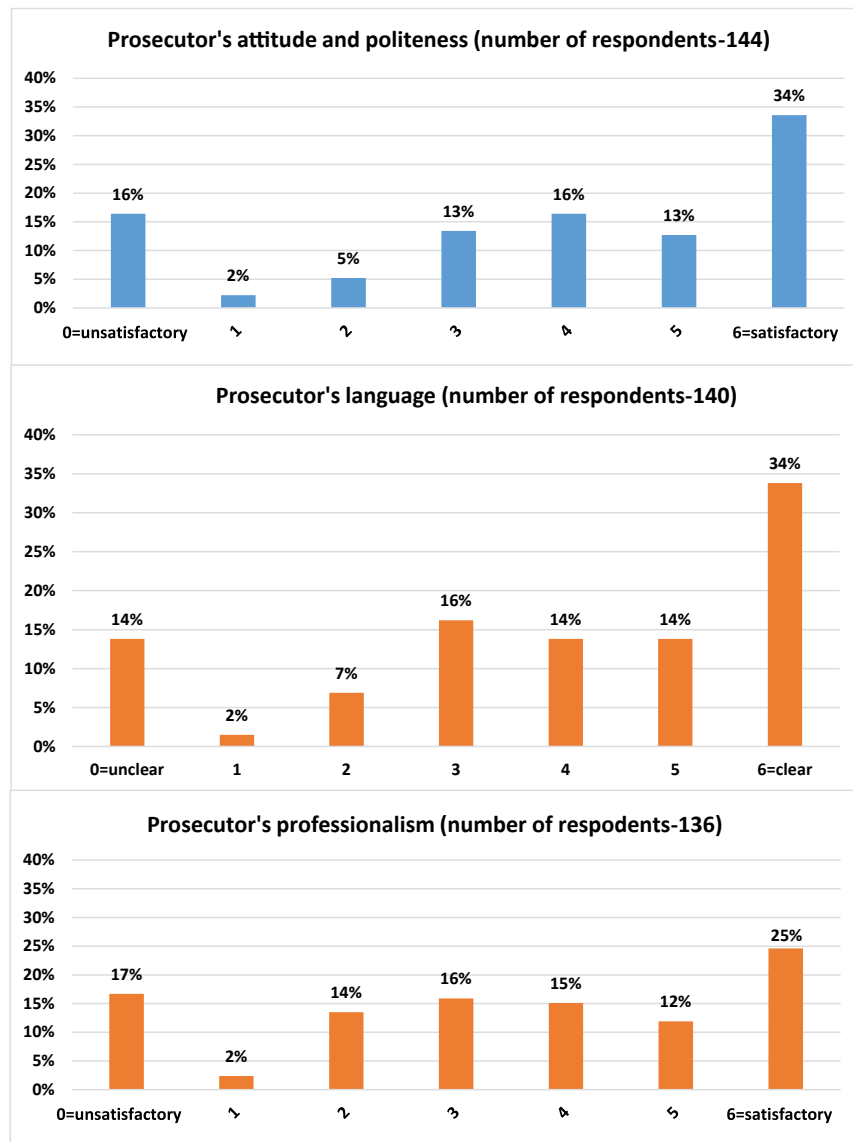
39. The attitude and politeness of the prosecutor were:	unsatisfactory	satisfactory
	0 1 2 3	4 5 6
40. The prosecutor's language was:	unclear	clear
	0 1 2 3	4 5 6
41. The prosecutor's professionalism was:	unsatisfactory	satisfactory
	0 1 2 3	4 5 6

The next paragraphs look, in detail at court users' perceptions about attitude and politeness of prosecutors, as well as the prosecutors' language and professionalism in the first instance courts of Yerevan, first instance courts of Marzes, courts of appeals and Court of Cassation.

First instance courts of Yerevan

Overall satisfaction distribution with respect to personal and professional characteristics of prosecutors shows that considerable number of respondents interviewed in Yerevan is not satisfied. Noteworthy is the fact that 33% of respondents are not satisfied with professionalism of the prosecutors (replies with a satisfaction score of 2 or less).

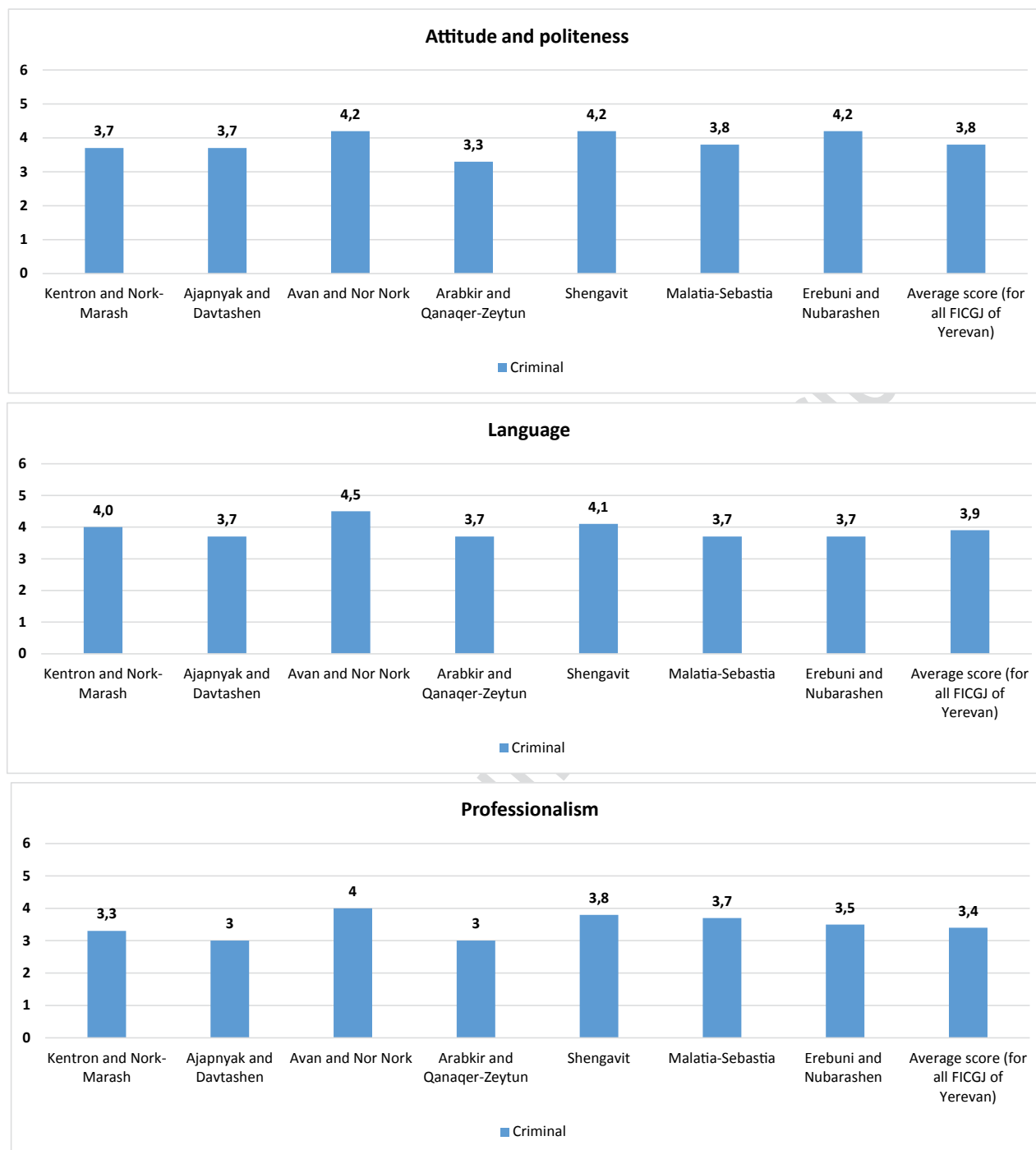
Figure 53. Average satisfaction scores for the attitude and politeness, language and the professionalism of prosecutors of the first instance courts of Yerevan



The analysis of the data on the first instance courts of Yerevan reveals slightly lower satisfaction level with the personal and professional characteristics of prosecutors in the FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts (Figure 54). Among all first instance courts in Yerevan, the FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts stands out for having the lowest average score (3.0) on the satisfaction scale related to prosecutor *professionalism* (criminal cases).

The FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts scores consistently lower than the average recorded for the other courts also on the other two dimensions of the *attitude and politeness and the extent of the clearness of the prosecutor's language*. Compared to the assessment of professionalism, these dimensions look better in terms of absolute scores; however, they should be considered carefully, as there is only one Yerevan-based FICGJ (the FICGJ of Avan and Nor Nork Administrative Districts) with relatively high scores (4 or above) on all three assessment dimensions.

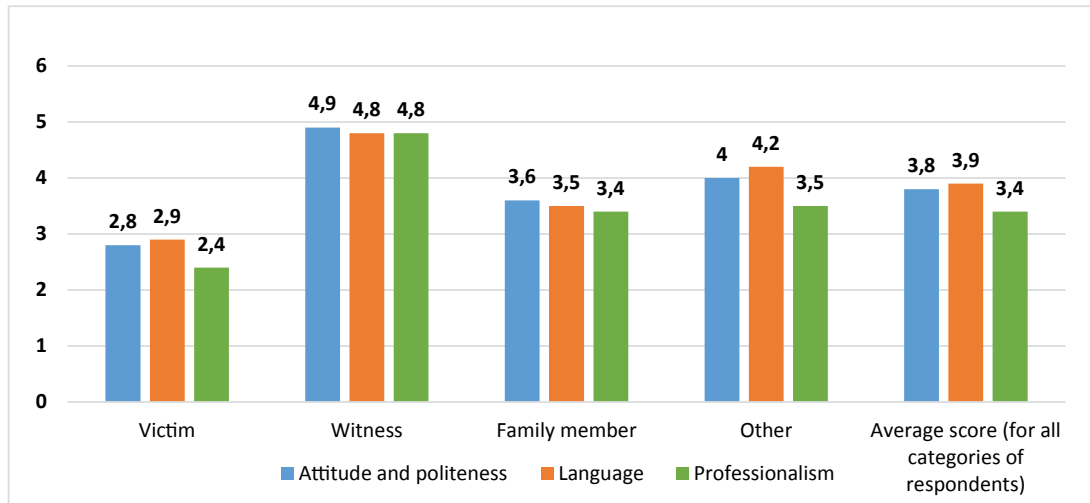
Figure 54. Average satisfaction scores for the attitude and politeness, language and the professionalism of prosecutors of the first instance courts of Yerevan by the courts



When considering by capacity of the respondents, the victims are the ones who are least satisfied with the personal and professional characteristics of prosecutors (satisfaction score is below midpoint for all three questions, namely, attitude and politeness of prosecutors, as well as the prosecutors' language and professionalism). According to Figure 55, there are 21 respondents (out of 124) who were completely unsatisfied with the prosecutor's *professionalism* (average score 0). Analysis of the data behind Figure 55 shows that nine of them were victims, which explains such low satisfaction

scores by that group (in total, 21 victims responded to question on the *personal and professional characteristics* of prosecutors).

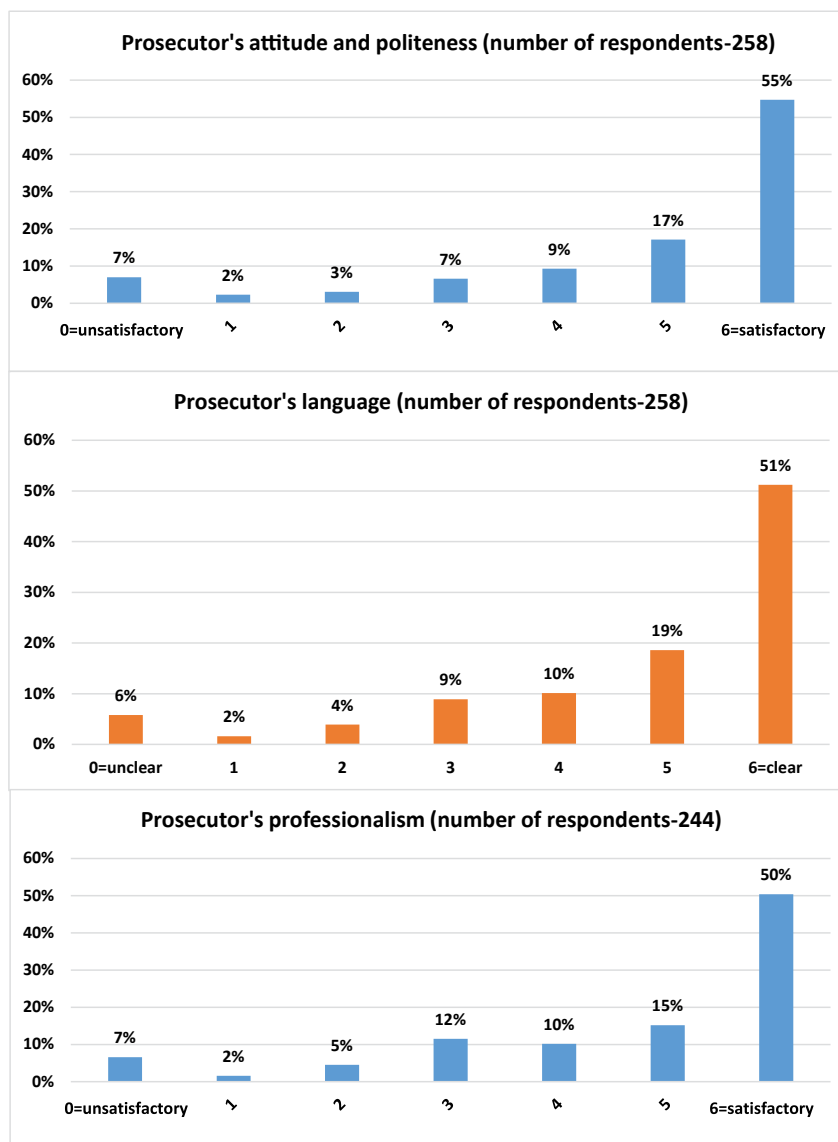
Figure 55. Average satisfaction scores for the attitude and politeness, language and the professionalism of prosecutors of the first instance courts of Yerevan by capacity of respondents



First instance courts of Marzes

The pattern observed in the Report, that in general respondents from Marzes tend to evaluate their courts with higher marks than respondents from Yerevan, is also visible in the case of evaluating personal and professional characteristics of prosecutors. While the fraction of absolute satisfaction or clearness for *attitude and politeness, language and professionalism of prosecutors* is in the range of 50-55 per cent for Marzes (Figure M.25), the corresponding scores of Yerevan are in the range of 25-34 per cent. Another distinctive feature is that there are much more respondents in Yerevan who expressed absolute dissatisfaction from the personal and professional characteristics of prosecutors than in Marzes. For example 17 per cent of respondents interviewed in Yerevan, perceive prosecutors' *attitude and politeness* very unsatisfactory, while the corresponding fraction from Marzes is only 7 per cent. The same pattern is preserved in assessments for prosecutors' *language and professionalism*.

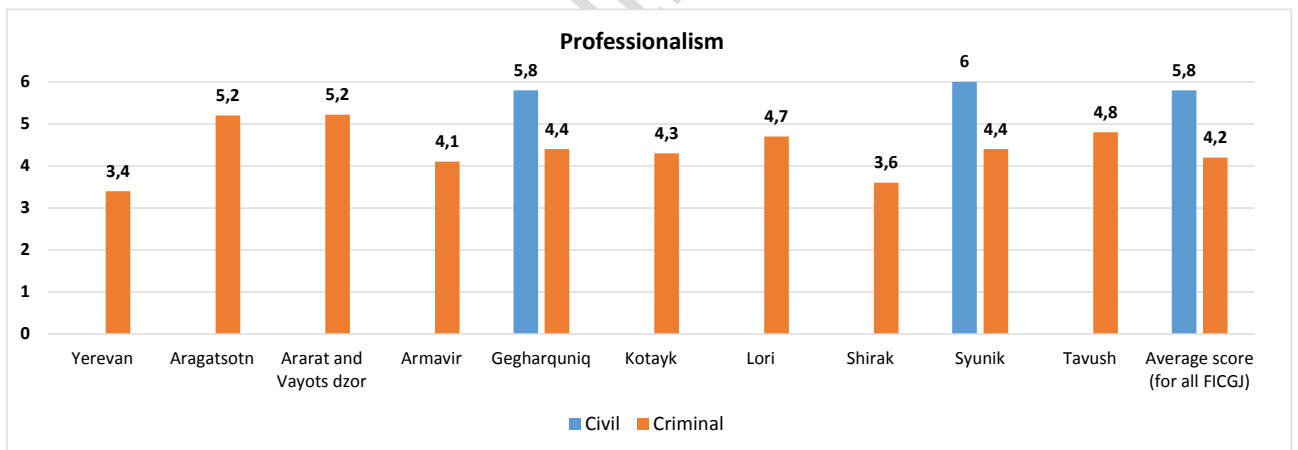
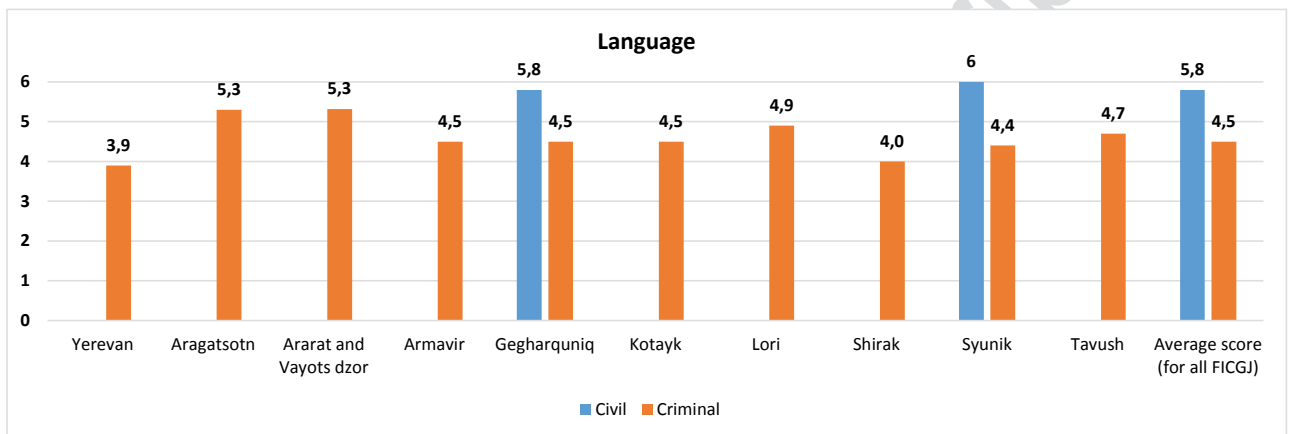
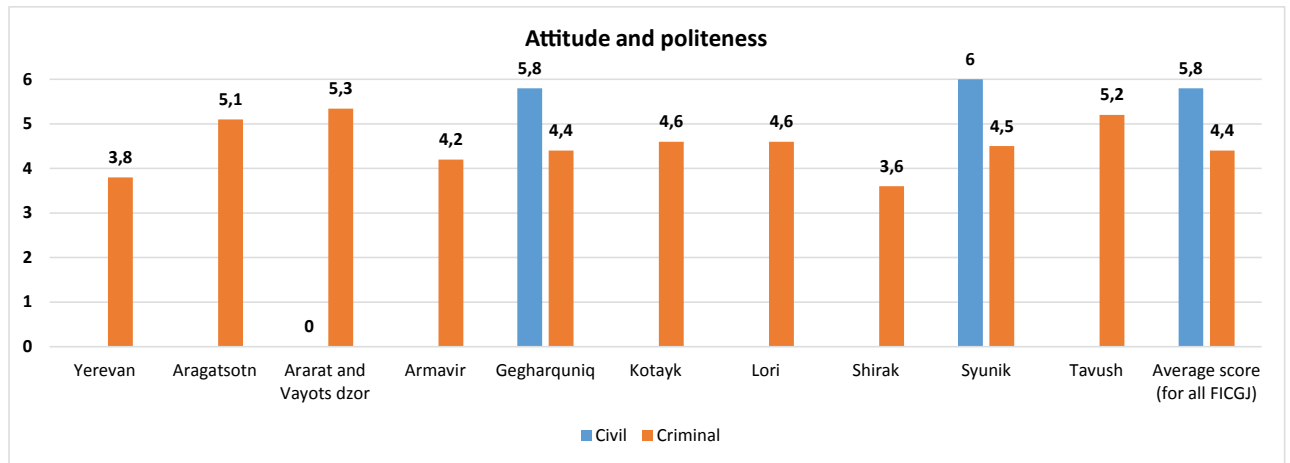
Figure M.25. Average satisfaction scores for the attitude and politeness, language and the professionalism of prosecutors of the first instance courts of Marzes



The study of Figure M.26, shows that the responses on the prosecutors' personal and professional characteristics are mostly from the respondents who participated in criminal cases. In the first instance courts of Gegharquniq and Syunik Marzes, respondents participated in civil cases evaluated prosecutors. In accordance with the Civil Procedure Code,⁹⁸ "the prosecutor shall lodge a claim for the protection of state interests in the cases provided by the Law of the RA on Prosecution". It is interesting to note that the average satisfaction of those respondents who participated in civil cases from the personal and professional characteristic of prosecutors is much higher compared with those from criminal cases.

⁹⁸ Civil Procedure Code of the RA, Article 37 (3) (adopted Jun. 17, 1998, as of 13 September 2016 was included in the agenda of four-day sittings of the Parliament of the RA

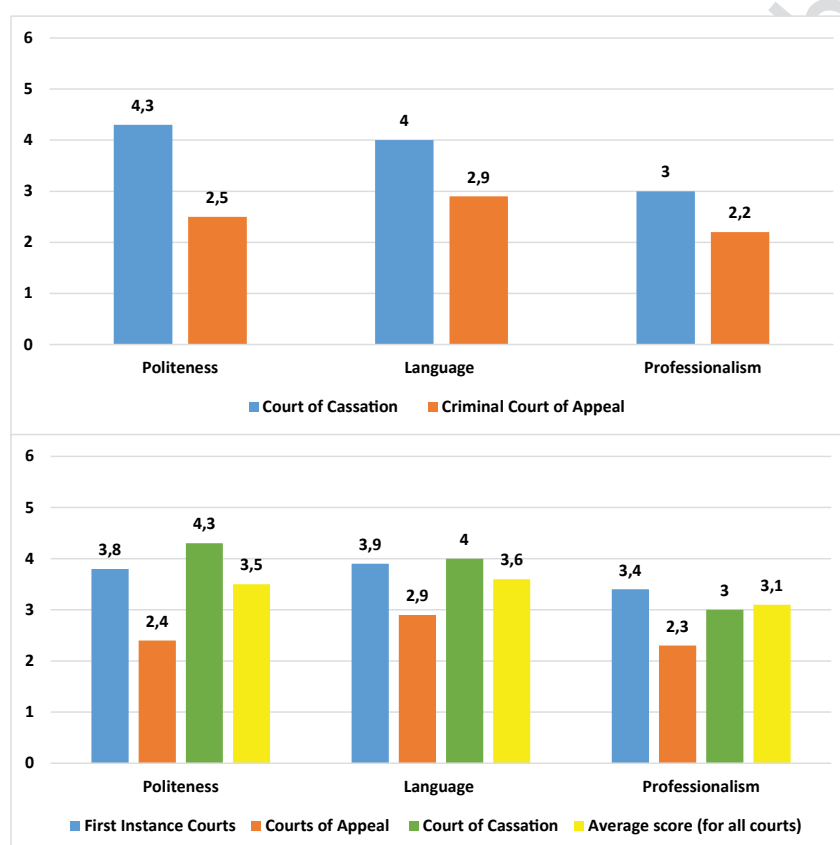
Figure M.26. Average satisfaction scores for the attitude and politeness, language and the professionalism of prosecutors of the first instance courts of Marzes by courts



Courts of appeals and Court of Cassation

Looking at data related to the Criminal Court of Appeals and the Criminal Chamber of the Court of Cassation, it is noteworthy that satisfaction rates from the personal and professional characteristics of prosecutors in the Criminal Court of Appeals are quite low for all personal and professional characteristics considered, both compared to the first instance courts, both compared to the Criminal Chamber of the Court of Cassation.

Figure 56. Average satisfaction scores for the attitude and politeness, language and the professionalism of prosecutors in the Criminal Court of Appeals and the Criminal Chamber of the Court of Cassation



The observations of the interviewers with respect of this particular set of questions show some interesting phenomenon, which may clarify the evaluations of court users. In some instances the interviewers observed that the relatives of victims and convicted tended to give higher scores to prosecutors. In one instance the interviewer noted that the respondent (relative of the convicted) had somewhat ‘close’ relations with the prosecutor and that they were discussing case related matters in the corridor of the courthouse. The interviewer further observed from the nature of the answers of the respondent that he/she seemed to have some ‘expectations’ from the prosecutor related to the outcome of the case.

Conclusions

The prosecutors' standing in the current context of assessment represents a special public concern, as it is in most cases associated with representing the public interest. No less important is the role of prosecutors in defending the interest of the most vulnerable, also for the protection of state property interests in civil cases (not all of the Council of Europe Member States have this role for prosecutors).

In 2007 reforms were made in the field of prosecution, which essentially assumed a wide-ranging transfer of the investigation functions from the Prosecutors office to other agencies, such as the Police, National Security Service, Tax or Customs Service, Special Investigation Service, and Ministry of Defence. Under the revised Criminal Procedure Code "primary investigations of criminal cases are carried out by the Investigation Committee, the Special Investigation Service, National Security tax investigators and customs officers".⁹⁹ This, among other things was aimed at ensuring the independence of the primary investigation processes. This should have reduced the workload of prosecutors, but no data on the impact of this aspect of the reform is available.

Looking at the Survey analysis, the satisfaction rate from the personal and professional characteristics of prosecutors can be considered low, especially if confronted with other court system institutional actors. Remarkably, the satisfaction scores on the prosecutor dimensions appear to be even lower with the Criminal Court of Appeals than first-instance courts. When observed considering capacity of a respondent, the lowest scoring, for both Criminal Court of Appeals and Court of Cassation, comes from the victims resulting in an average score of "2.7." for this category. Furthermore, court users seem to be least satisfied with the professionalism of prosecutors.

CEPEJ Report reveals that RA is among the Council of Europe Member States with a smaller (or limited) staff assisting the prosecutors.¹⁰⁰ This may result in the lack of an administrative buffer between the prosecutors and parties in their interactions. This may communicate the wrong messages in terms of perceived impartiality and professionalism. This may explain part of the respondent opinions and Survey results presented. At least, 33 per cent of respondents in Yerevan have indicated their various level of discontent (unsatisfied or fully unsatisfied) with what they perceive as a manifestation of the prosecutors' degree of professionalism. This stands in stark contrast with the perceptions of the professionalism of judges, which has sparked only 11 per cent of critical response. As this is clearly a relevant topic, further investigation would be advisable with a more qualitative approach including semi-structured interviews and direct observation.

In accordance with the data of 2012, there were 10.5 prosecutors per 100,000 inhabitants (an indicator just about the median point for the entire cluster of Council of Europe Member States).¹⁰¹ At the same time, for non-prosecutor staff attached to the public prosecution service, there are 5.3 units of

⁹⁹ Criminal Procedure Code of the RA, art. 189, (adopted Jul. 1, 1998. As of 19 October 2016, the revised draft of the Criminal Procedure Code was submitted to the Parliament of the RA)

¹⁰⁰ CEPEJ Report on "European judicial systems Edition 2014 (2012 data): efficiency and quality of justice", 270. Available at http://www.coe.int/t/dghl/cooperation/cepej/evaluation/2014/Rapport_2014_en.pdf

¹⁰¹ *Ibid*, page 265

personnel per-100,000-inhabitants. In other words as of 2012 for every two prosecutors there was just one unit of non-prosecutor staff. The latter was three times lower than the average of Council of Europe Member States in 2012.¹⁰² As previously mentioned, the limited staffing of the prosecution service, may be considered a contributing factor to the low level of satisfaction across the board of all the Survey questions asked about the prosecutor performance.

Noteworthy is also the consistent difference in the perceptions of the personal and professional characteristic of prosecutor in Yerevan vs. Marzes. Around twice as many respondents tended to assess prosecutors most highly (“fully satisfied,” namely at the score of “6” on the Likert scale of 0-6) in the Marzes rather than in the capital city of Yerevan. The ratio of those “very unsatisfied” (score of “0”) in Yerevan vs. Marzes was even higher than twofold. In its essence, this picture, among other things, may also speak of *some critically limited knowledge on -and understanding of-* the role and behaviour that should be expected from prosecutors, as perceived and demonstrated in the Marzes of RA (and expectations attached to that). In addition, the data analysis and observations of the interviewers reveal that the evaluations of prosecutors with high marks by the respondents seems to be also attributed to certain level of systematic bias reasoned with capacity of the respondents and alleged expectations that the respondents may have from the prosecutors. The same pattern is also observed in Yerevan but with somewhat softer implications. Again, while the quantitative approach of this research allows to point out critical areas, further investigation would be advisable with a more qualitative approach for a better understanding of the dynamics that leads to the observed perceptions (and expectations) of court users and in order to devise possible solutions.

The above discussion raises a number of issues and indicates areas of concern, in particular in relation to the observations of the interviewers concerning the lack of *knowledge on and understanding* of the role of prosecutors as well as the restrictions attached to it, as perceived and demonstrated amongst court users. Another area of concern is the perceptions of the professionalism of prosecutors, which, as previously mentioned, would require further study and evaluation to allow making targeted recommendations for improvements.

Attention should also be paid to the perceptions of the courts users of the “prosecutor’s special status” allegedly inherited from the Soviet system, which was more vividly demonstrated especially in the Marzes of RA.

A critical aspect to consider is the rather limited budget allocated to the public prosecution system, which is one of the lowest among the Council of Europe Member States as of 2012. The RA state budget allocates only EUR 1.8 per inhabitant to the public prosecution office (the third lowest indicator among the Council of Europe Member States).¹⁰³

¹⁰² Ibid.

¹⁰³ Ibid, 42.

SECTION 6: ADVOCATES AND PUBLIC DEFENDERS

This section looks at court users' satisfaction rates for advocates and public defenders that represented them during the court proceedings. The same questions were asked with respect of advocates and public defenders with one exception: only for the advocates, it is asked to evaluate whether or not the fees paid were high or low.

The specific questions of the Survey questionnaire relevant for this section were:

11. Did you use the service of public defence? ☐ yes ☐ no
12. Did you pay for the received service of public defence? ☐ yes ☐ no
13. Were you represented by an advocate? ☐ yes ☐ no
42. Your advocate's professionalism was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
43. If you paid the advocate, the fee was: **high** **low**
0 1 2 3 4 5 6
44. Your advocate's actions were agreed with you: **agreed** **not agreed**
0 1 2 3 4 5 6
45. Your advocate's actions for you were: **unclear** **clear**
0 1 2 3 4 5 6
46. Your public defender's professionalism was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
47. Your public defender's actions were agreed with you: **agreed** **not agreed**
0 1 2 3 4 5 6
48. Your public defender's actions for you were: **unclear** **clear**
0 1 2 3 4 5 6

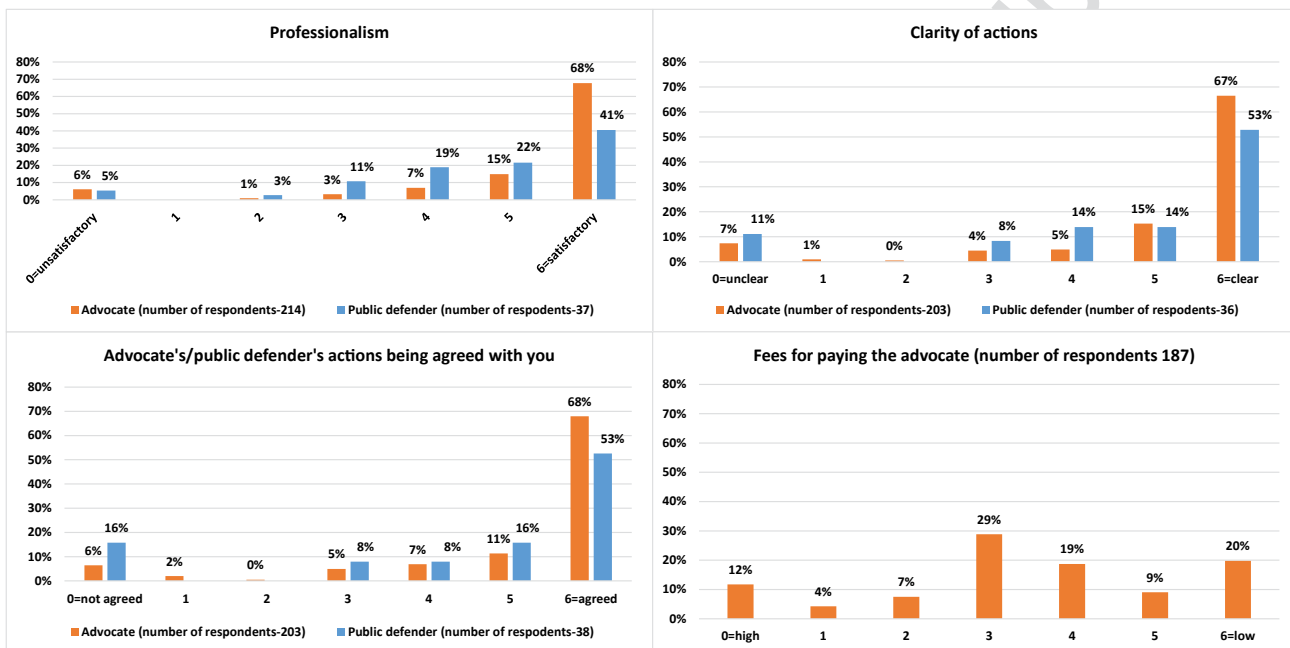
Since advocates and public defenders are not attached to any court or court residence, the analysis of this section does not focus on individual courts. However, the analysis of data is done in a way that allows investigating the satisfaction level of court users from the professional characteristics of advocates or public defenders distinguishing between civil or criminal cases and between first instance courts on the one hand and courts of appeals and Court of Cassation on the other.

First instance courts of Yerevan

Figure 57 presents the general perceptions of court users for advocates' and public defenders' professionalism, behaviour and for the services provided in RA first instance courts. It is interesting to note, that for the advocates the share of fully satisfied respondents is considerably higher.

Considering the fees, 29% of respondents are of the opinion, that the fees paid to advocates are *neither unsatisfactory nor satisfactory* (average score 3), while 23% of respondents think that the fees paid to advocates are *high* (average score below 3). More respondents however, believe the fees are *somewhat satisfactory*.

Figure 57. Average satisfaction scores for court users for advocates and public defenders representing them in first instance courts of Yerevan (complete distribution of satisfaction levels)



In Figure 58, satisfaction scores for the professional and personal characteristics of advocates and public defenders are presented by the first instance courts of Yerevan. In all first instance courts of Yerevan, the costs of court users for the advocates' fees were evaluated to be between 2.9 and 3.7, indicating that the respondents are *somewhat satisfied*, or are *neither unsatisfied nor satisfied* with the fees paid to advocates.

As for the professional characteristics of advocates and public defenders, there are no noticeable differences in average satisfaction scores for both the advocates and public defenders when the breakdown by the types of cases is considered in the first instance courts of Yerevan (Figure 59). The noticeable fact is that the lowest satisfaction rate from the professionalism is reported for public defenders doing court representation in the FICGJ of Malatia-Sebastia Administrative District.

Figure 58. Average satisfaction scores for court users for advocates and public defenders representing them in first instance court of Yerevan

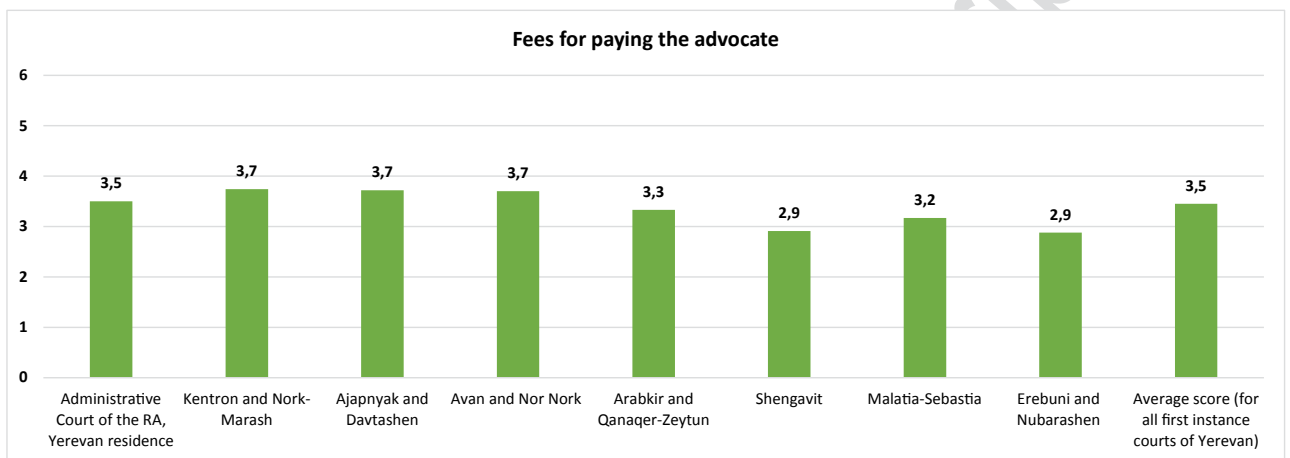
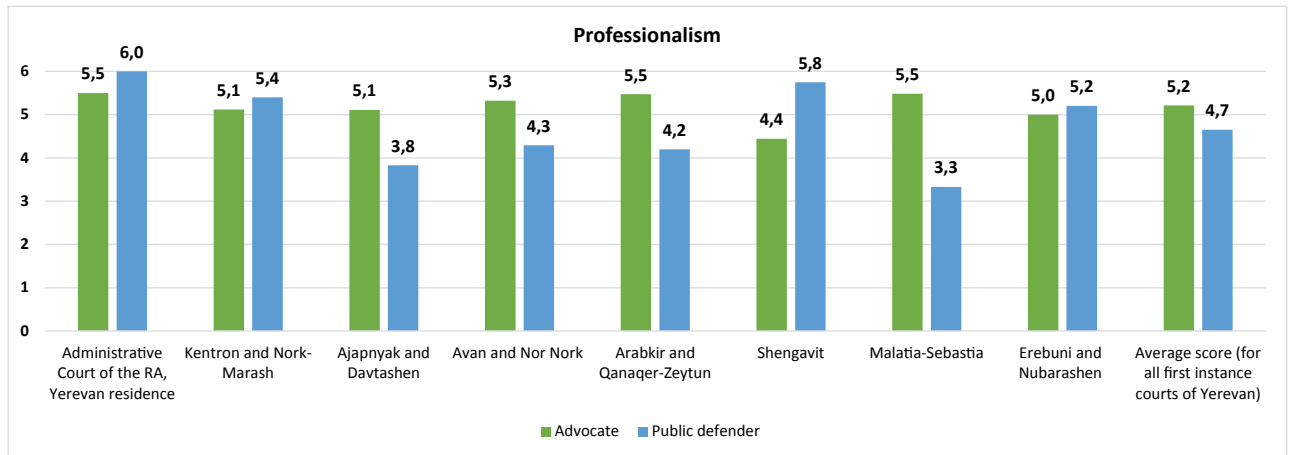


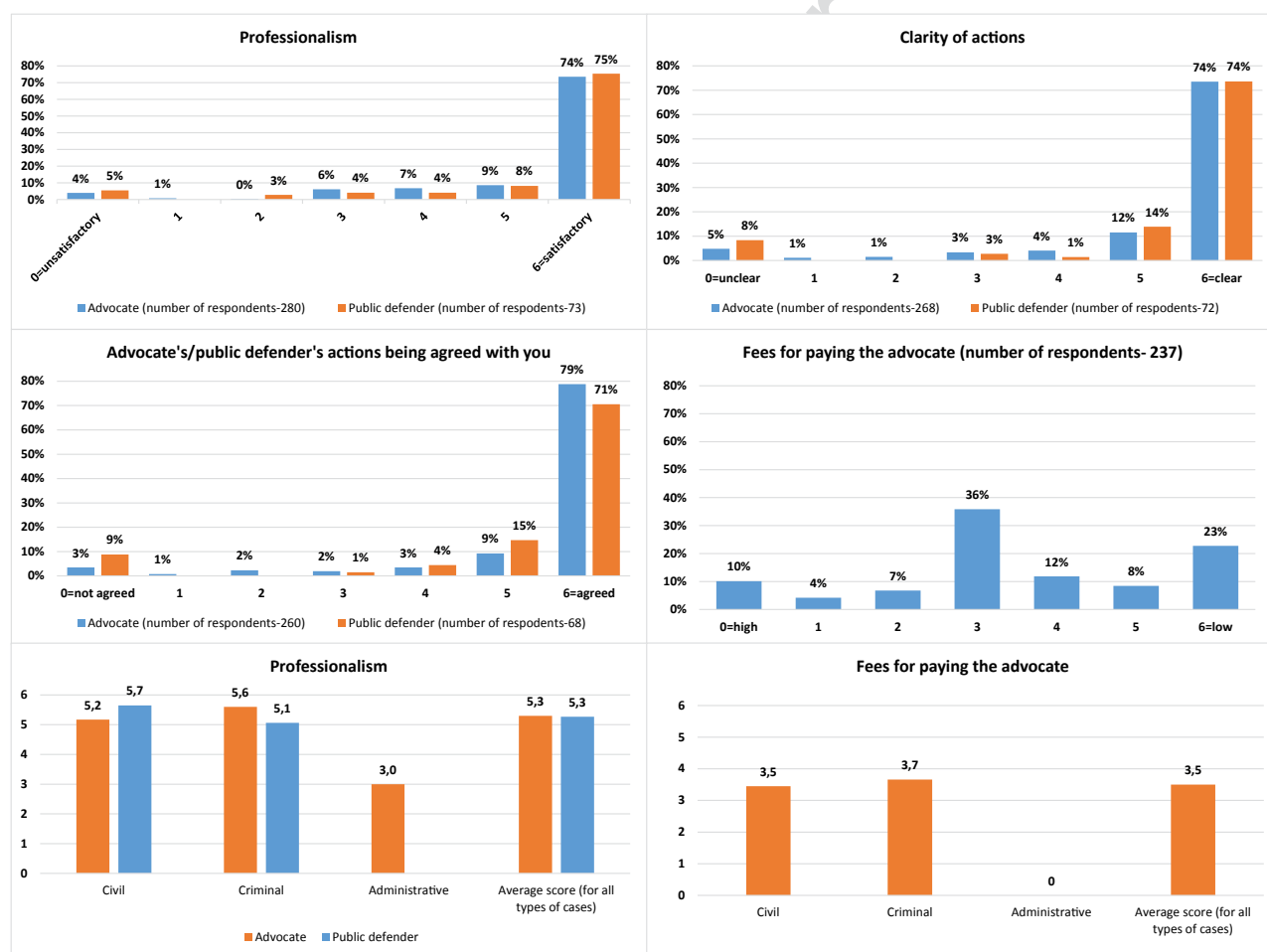
Figure 59. Average satisfaction scores for court users for of advocates and public defenders representing them in courts, by types of cases, in the first instance courts of Yerevan



First instance courts of Marzes

Contrary to those in Yerevan, the distribution of scores for the advocates' and public defenders' *professionalism*, *clarity of actions* and *advocate's actions being agreed with court users* are almost identical in Marzes (see the first 3 graphs in Figure M.27).¹⁰⁴ For example, 74% of the respondents from Marzes assess the *professionalism* of advocates satisfactory and 75% assess the *professionalism* of public defenders as satisfactory. In Yerevan, only 68% respondents value the *professionalism* of advocates as being satisfactory, while the corresponding fraction for public defenders is 41% only. The same differentiated pattern for evaluations of questions related to the *clarity of actions and advocate's actions being agreed with court users* is observed. In general, this difference between Yerevan and the Marzes is related to lower satisfaction levels for public defenders in Yerevan. As for the fees paid to advocates, there seem to be no substantial differences between responses from Yerevan and Marzes.

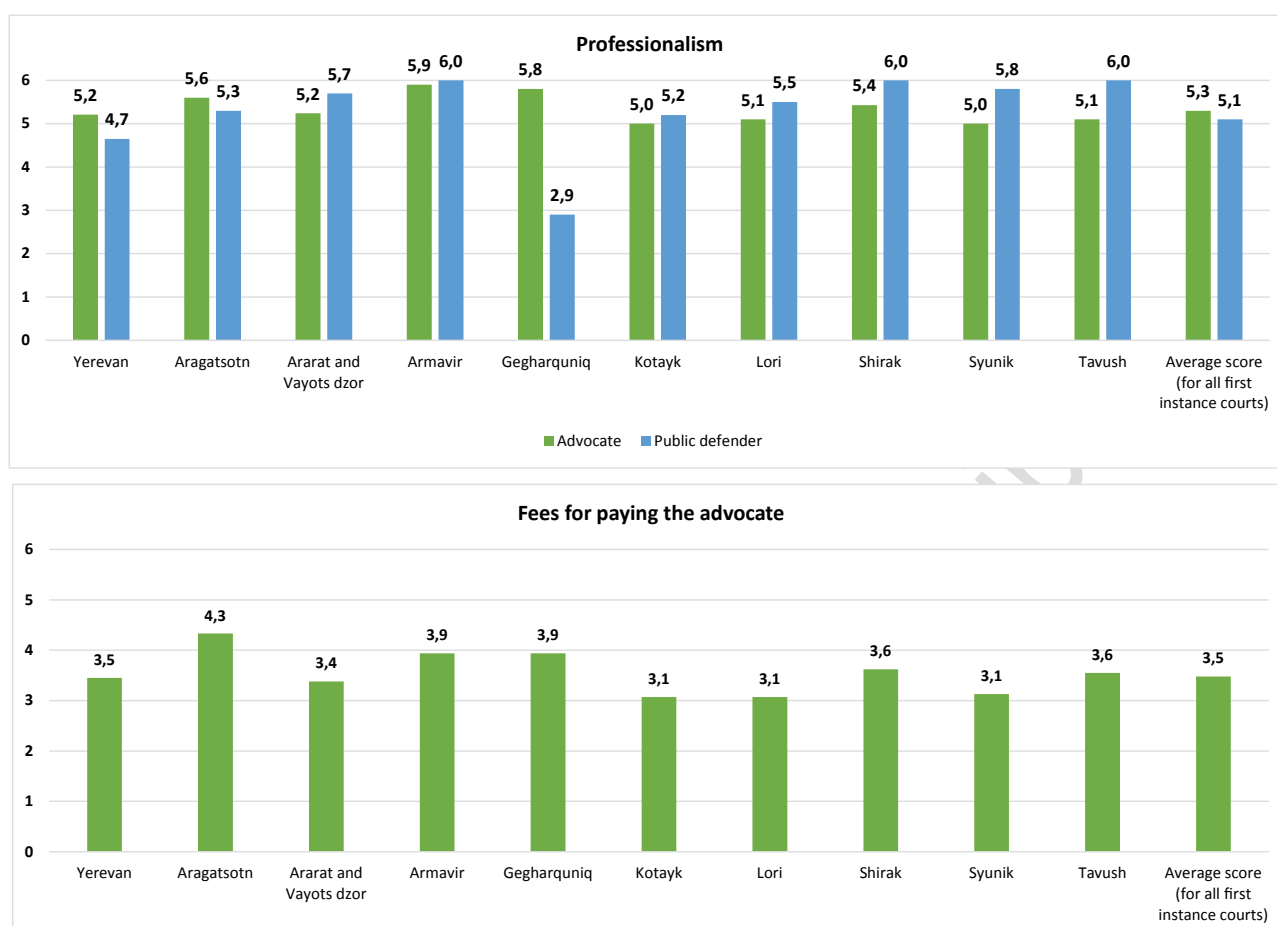
Figure M.27. Average satisfaction scores for court users for advocates and public defenders representing them in the first instance courts of Marzes (overall results, complete distribution of satisfaction levels)¹⁰⁵



¹⁰⁴ A more detailed study reveals that for public defenders, the FICGJ of Gegharquniq Marz, Gavar residence was evaluated by 3 respondents, with all of them giving a satisfaction score of '0'.

¹⁰⁵ The 0s are from a single observation only.

Figure M28. Average satisfaction scores for court users for advocates and public defenders representing them in first instance court of Yerevan and Marzes

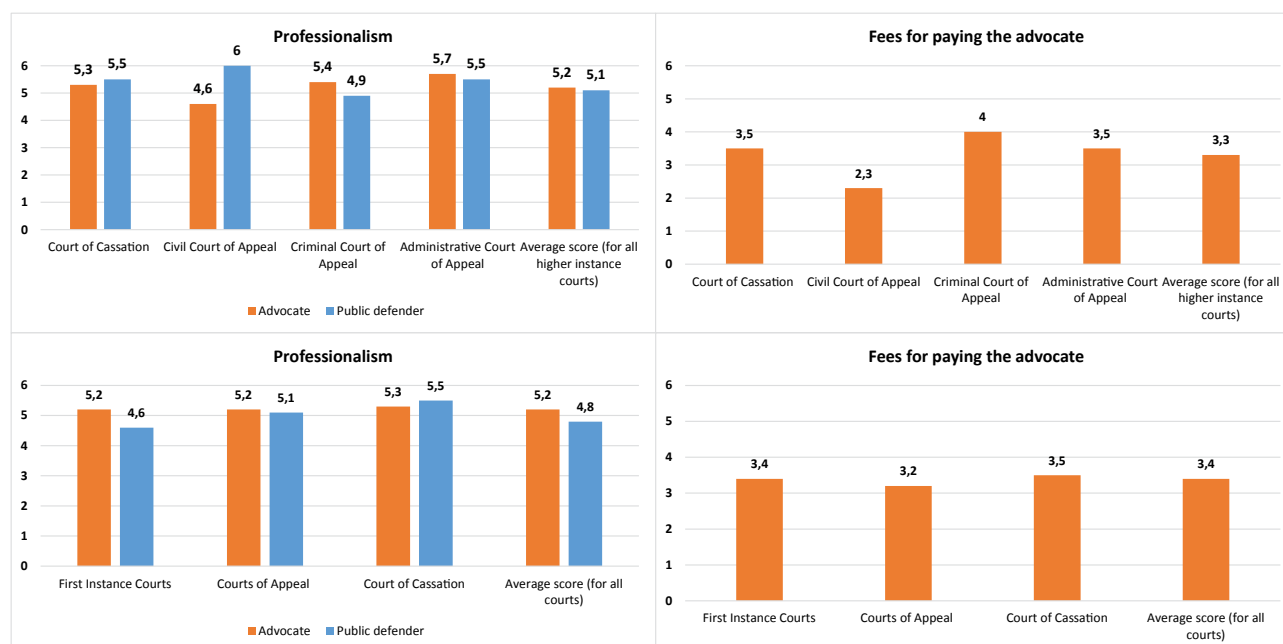


The Survey questionnaire also had a question on whether or not court users paid for the *received services of public defence*. Only five court users answered affirmatively to this question. Four court users were from the first instance courts of Lori Marz and one was from the first instance courts of Tavush Marz.

Courts of appeals and Court of Cassation

Average satisfaction scores for advocates and public defenders in the courts of appeals and Court of Cassation are well above 4. Figure 60 presents the average satisfaction from the *professional characteristics of advocates and public defenders* doing court representation in the courts of appeals and Court of Cassation. Almost all characteristics are evaluated with scores above the midpoint for the courts of appeals and Court of Cassation, with the exception of the fees for advocates at the Civil Court of Appeals. Court users think that the advocates doing representation in this court charge high fees for their services.

Figure 60. Average satisfaction scores for advocates and public defenders in the courts of appeals and Court of Cassation



It should be noted that out of all respondents who reported that they used the *services of public defence* in courts of appeals and Court of Cassation, two respondents claimed to have paid for the *received services of public defence* (both answers were reported by court users of the Criminal Court of Appeals).

While the Survey results indicated a high level of overall satisfaction with all aspects of the personal and professional characteristics of advocates and public defenders, some areas have been observed by the interviews that may need to be highlighted and considered further for follow up actions.

In some first instance courts advocates and public defenders offices are located in the court houses. This, according to the interviewers' observations created certain level of confusion amongst court users.

In some registered instances, advocates did not allow court users to participate in the Survey. In a few other cases, however, advocates suggested court users to participate in the Survey.

Conclusions

One general observation that can be made based on the analysis of the Survey results on the satisfaction from the *professional characteristics of advocates and public defenders* is that respondents seem to be satisfied. This is true also for the monetary expenditure incurred for having legal representation by an advocate in the courts. Respondents tend to think the level of compensation is by and large fair and adequate. As a matter of fact, almost twice as many respondents think that the advocate's fees are low, rather than high.

The Survey questionnaire also has a question on whether or not court users paid for the received services of public defence. This question was inserted into the Survey questionnaire per request of national stakeholders for assessing the extent of alleged practice in RA of paying for the services of public defence.¹⁰⁶ Seven respondents out of all interviewed court users claimed that they paid for the received services of public defence, four of who were from Marzes. This speaks about a lack of adequate awareness on the main distinctive legal frameworks of public defence service, especially in the Marzes of RA, and point out to potential malpractices which should be monitored.

RA is one of those Council of Europe Member States that provides legal aid to the suspect or accused in criminal cases and selected individuals in other cases, including that outside of the judicial field.¹⁰⁷ It is well known, the legal aid refers to the financial assistance provided by the State to those court users in need, who lack the required amount of financial resources needed to ensure adequate defence. This is a notable component of the justice system in the country, which may have contributed to a higher “purchasing parity” when it comes to securing lawyer/defender services, and thus also impacted the prevailing rates in the market for the respective services.

At the same time, based on the data of 2012, the number of practicing lawyers in RA (prorated per 100,000 inhabitants) was quite below (more than twice as low) the midpoint for the Council of Europe Member States (and in fact, this is despite the fact that between 2006 and 2012 the number of lawyers had increased by around 20 per cent).

Noteworthy is the fact that, while the advocates' fees may be freely negotiated in RA between the advocates and parties, they are still somewhat regulated. This regulation is based not on a law, but rather by a Decision of the Board of the Chamber of Advocates,¹⁰⁸ which defines the average price list that can be used by the courts of RA when defining the reimbursement for the services of advocates as court expenses. On the one hand this may play as a restraining factor for defining unrealistic fees for advocates' services, on the other hand it raises a risk of possible indirect interference with the court-user/advocate relations in terms of defining fees for services.

¹⁰⁶ National stakeholders met during the FFM held on the week of 26-30 January, 2015. The meeting aimed to collect information, suggestions and recommendations offering a variety of perspectives on the justice system in Armenia, and to put forward subsequent recommendations on the scope of the Survey to be implemented. The list of stakeholders includes NGOs, judges, advocates, human rights advocates, the MOJ and other interested parties.

¹⁰⁷ Law of the RA on Advocacy, Article 41.

¹⁰⁸ Decision No 33/3 L of 26 December 2013 of the Board of the Chamber of Advocates of the RA.

In this perspective, the Survey data analysis concerning the advocates' fees, in light of other indicators,¹⁰⁹ may suggest that court users, especially defendants, may have a somewhat distorted perceptions of a fairly priced lawyer service, especially in a country with a deteriorating economy and social welfare.

Aside from the remuneration issues for the advocates, of particular interest are the satisfaction results of job-related traits of advocates, such as *professionalism*, *clarity of actions*, and *advocate's actions being agreed with court users*. On all of these dimensions, the scale of the rate of approval based on the results is predominantly higher than that of disapproval. However, eye-catching is the difference between the percentages for public defender vs. advocate. In all court instances (though there are a few exceptions at court level), the advocates get significantly higher satisfaction rating (by up to 25 percentage-point difference), which may be a symptom of uneven distribution of the services of high qualified advocates in the country (with a potential result of discrimination for the most vulnerable who can have access only to a lower service quality).

At the same time, it should be noted that the general training framework for the lawyer profession in RA is all in line with the milestone educational/training requirements for the Council of Europe and the e-learning courses have been introduced to facilitate equal training opportunities in terms of time, expenses and quality. An analysis of the impact of such initiatives on the quality of the service provided should be considered.

According to the findings of the Report, the respective satisfaction scores seem to be significantly higher in the Marzes (by up to 20 percentage points). This, in light of data provided by external sources,¹¹⁰ may be interpreted as an indication of two possible trends in RA observed during the Survey analysis: one related to the concentration of the high qualified advocates in Yerevan and the other having to do with the lower expectations of the inhabitants of Marzes. Reportedly this could be related to a number of factors, including but not limited to being less informed, educated and living in a somewhat isolated lifestyle.

While these two possible trends have been proposed, it is the opinion of the team that further research should be carried out to clarify the situation identified through the Survey. This would provide a better understanding of the phenomenon, but also help to devise more context specific suggestions and recommendations.

¹⁰⁹ Decision No 33/3 L of 26 December 2013 of the Board of the Chamber of Advocates of RA.

¹¹⁰ The data is available at the website of the Chamber of Advocates (www.advocates.am) on the main work place of advocates of Armenia.

This section looks at court users' satisfaction rates with the accessibility and costs of information provided by the courts as well as means of communication with the courts. Relevant questions of the Survey questionnaire are:

49. Did you find the information provided to you by the court:

☐ in person ☐ post ☐ telephone ☐ fax ☐ e-mail ☐ online via the DataLex website

☐ yes ☐ no☐ yes ☐ no

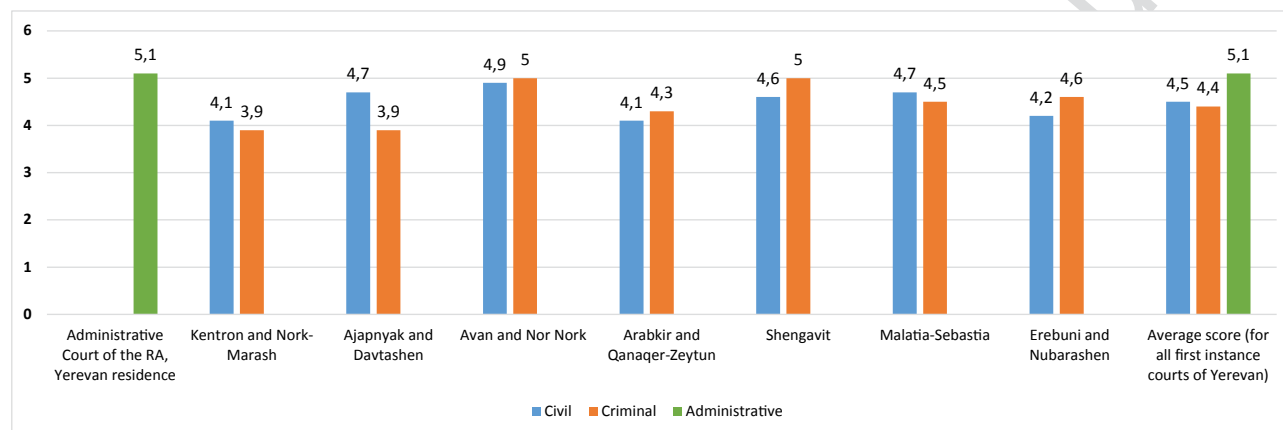
Almost 80% of the respondents in the first instance courts of Yerevan find that the information provided to them by the courts was clear (responses of 4 or higher, see Figure 61). Still somewhat more than 10% of the respondents are not satisfied with the extent of *clarity* of the information provided by the courts (responses of 2 or lower).

Figure 61. Average satisfaction scores for the extent of clarity of information provided by first instance courts of Yerevan



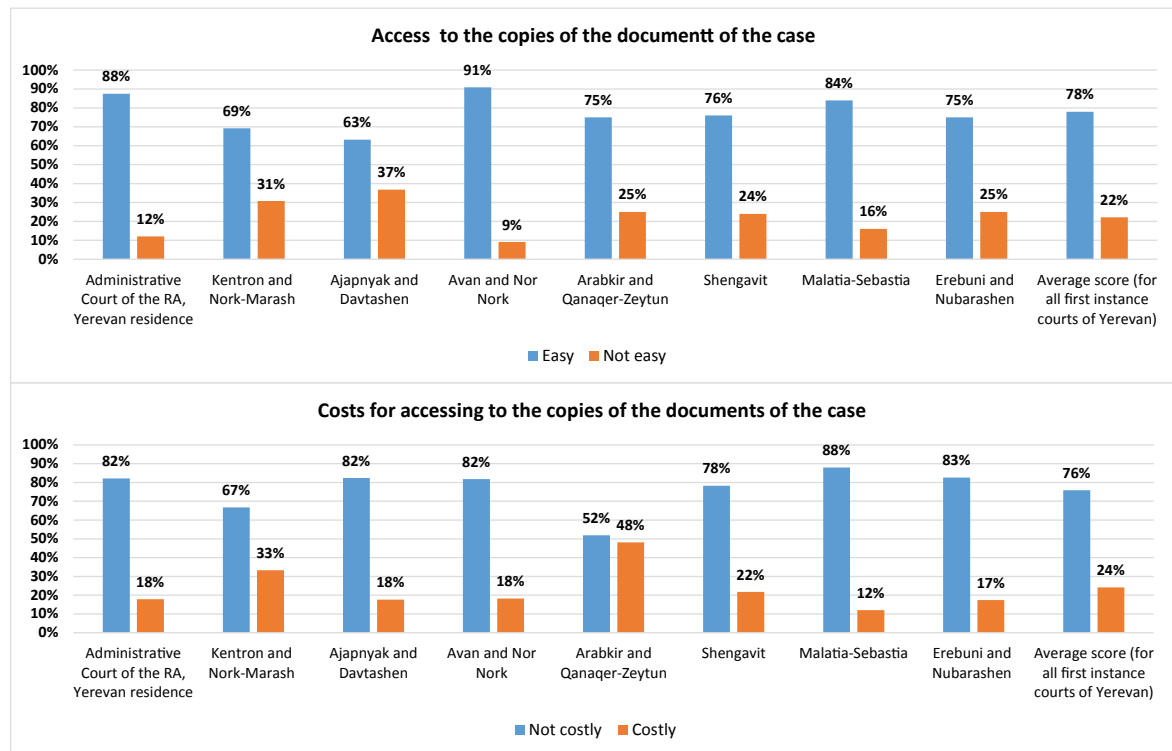
As Figure 62 suggests, the first instance courts in Yerevan have about the same average satisfaction scores. Almost for all first instance courts of Yerevan, average satisfaction scores for the clarity of information provided by the courts fluctuates between being satisfactory and very satisfactory (4 and 5 on the scale), FICGJ of Kentron and Nork-Marash and FICGJ of Ajapnyak and Davtashen Administrative Districts scored the lowest, with courts users being only somewhat satisfied with the information provided by the courts related to criminal cases (average score 3.9)

Figure 62. Average satisfaction scores for the extent of clarity of information provided by first instance courts of Yerevan, by the courts and by types of cases



The data analysis shows that the overwhelming majority of respondents do not find it problematic or costly to get the hard copy of their files from the courts. At the same time, in the FICGJ of Kentron and Nork-Marash as well as FICGJ of Ajapnyak and Davtashen Administrative Districts, over 30% of respondents stated that they had experienced difficulty in getting hard copies of their case files. Furthermore, in the FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts, about half of respondents claimed that getting copies was expensive. This last share of respondents is quite high, specifically compared with other 6 first instance courts of Yerevan, where about 75% of respondents on average indicated that the costs for getting their case files were not high (for 24% it was costly).

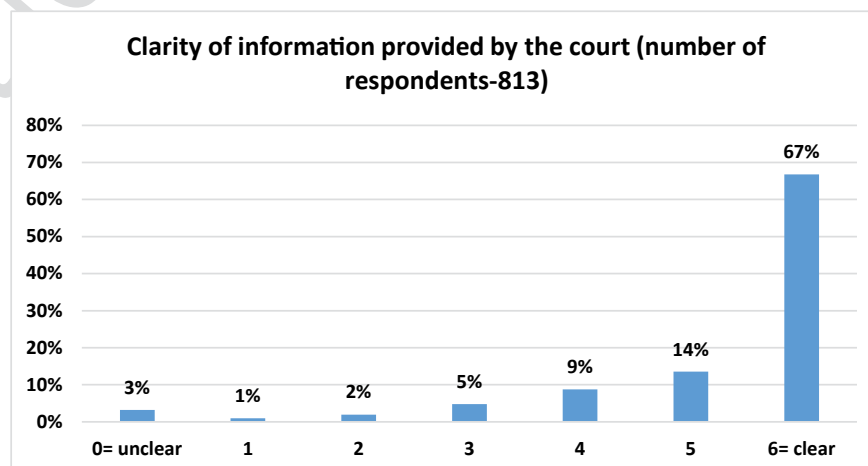
Figure 63. Average satisfaction scores for the easiness and costs of access to documents of the case from the first instance courts of Yerevan



First instance courts of Marzes

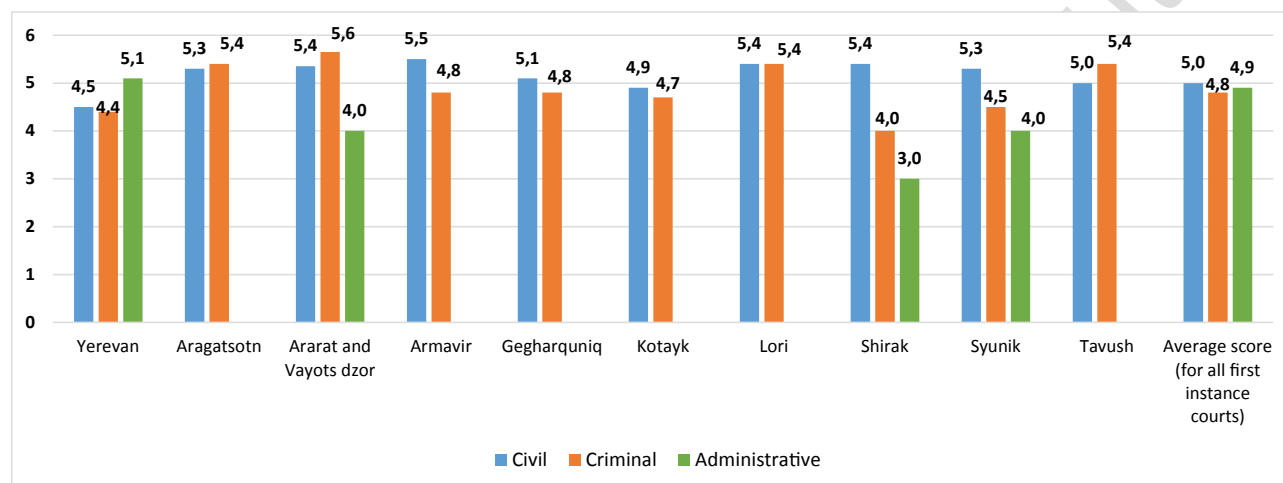
The distribution of general perceptions of *clarity of information* provided by first instance courts of Marzes (Figure M.29) is characterized by a very large fraction of responses for the highest score (6 = clear in this case). Furthermore, the satisfaction scores distribution for Marzes puts much less weights for middle and lower scores, than that in Yerevan (90% of the responses for Marzes scored 4 or higher).

Figure M.29. Average satisfaction scores for the extent of clarity of information provided by the first instance courts of Marzes



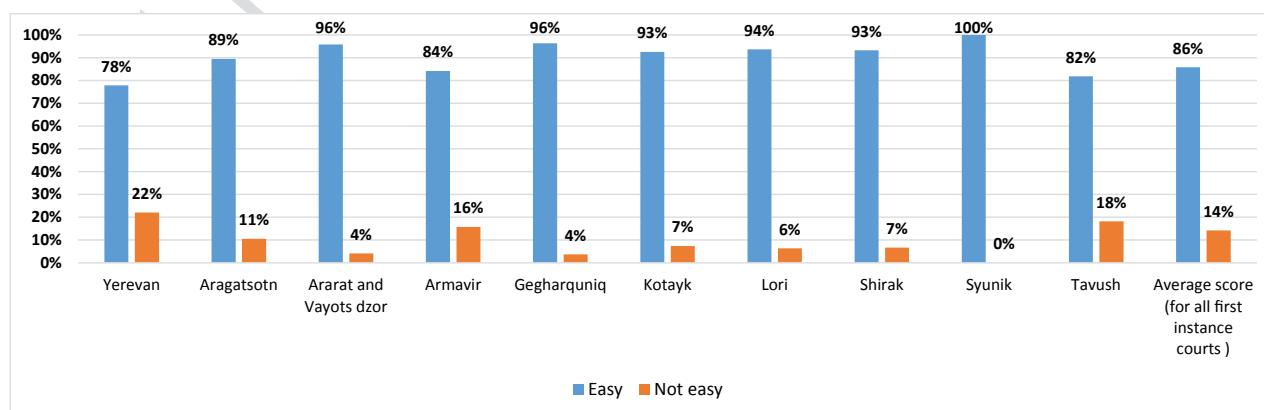
When looking at the average scores on the extent of clarity of information provided by the first instance courts in Marzes (Figure M.30), the uniform observed pattern when compared with the first instance courts of Yerevan is less vivid. Variation is especially strong in the first instance courts of Syunik, Shirak and Ararat and Vayots dzor Marzes, when comparing criminal versus civil cases and administrative cases. These are remote Marzes and the hypothesis on spatial relevance when explaining interregional differences may be relevant.

Figure M.30. Average satisfaction scores for the extent of clarity of information provided by the courts by the first instance courts of Yerevan and Marzes and by types of cases



When it comes to the easiness of getting hard copies of case files, 14% of court users of the first instance courts of Yerevan and Marzes reported that *access to the documents of the case* was hard. In particular, in the first instance court of Syunik Marz, 100% of surveyed court users found accessing to the documents of the case easy.

Figure M.31. Average satisfaction scores for the easiness and costs of getting hard copies of case files in the first instance courts Marzes and Yerevan



As for the costs for accessing to documents of the cases, the vast majority of court users think that it is not costly. Only 17% of the surveyed court users from the first instance courts of Yerevan and Marzes reported that accessing to documents of the cases is costly. In Tavush 100% of court users reported that it is not costly.

Figure M.32. Average satisfaction scores for the costs of getting hard copies of case files in the first instance courts Marzes and Yerevan

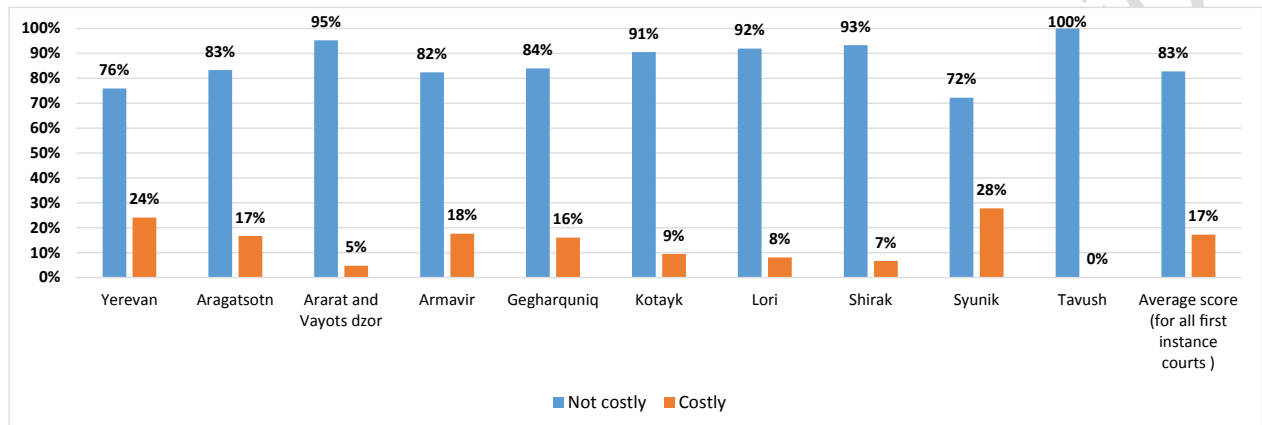


Table 15 presents distribution of respondents assessing the *means of communication to contact the courts*. While this assessment is mostly conditioned by the facilities of the courts and access to alternative means of communication by the population (Internet, e-mail), data is aggregated on Yerevan and Marz level. A few noticeable differences are observed amongst Marzes, and especially between Yerevan and other Marzes. The only exception is the use of online access tool – DataLex public information portal, which is a relatively more used in Yerevan. Still only, 7% of overall respondents answered that they used DataLex for communication purposes with the courts. In terms of difference in the *means of communication to contact the courts*, the FICGJ of Tavush Marz and Kapan residence of the RA administrative court stand alone with its uneven fraction of share of respondents visiting the courts in person (23%), via telephone (7%) and using the postal services (70% against an average of 27%). On average, only 5% of respondents have used internet or email for communication.

Table 15. Means of communication to contact the first instance courts of Yerevan and Marzes

Courts	Visited the court in person	Via post	Via telephone	Via e-mail	Online via DataLex web page	Total number of responses
Yerevan	39%	21%	32%	1%	7%	526
Aragatsotn Marz	56%	18%	26%	0%	0%	57
Ararat and Vayots Dzor Marzes	49%	21%	25%	2%	2%	99
Armavir Marz	35%	38%	25%	0%	3%	40
Gegharquniq Marz	73%	11%	14%	0%	1%	105
Kotayk Marz	44%	30%	21%	1%	3%	89
Lori Marz	35%	40%	22%	1%	3%	144
Shirak Marz	55%	23%	21%	0%	0%	42
Syunik Marz	51%	25%	23%	0%	1%	79
Tavush Marz	23%	70%	7%	0%	0%	83
Total share of responses	43%	27%	25%	1%	4%	1 264

Courts of appeals and Court of Cassation

The analysis of data related to the courts of appeals and Court of Cassation shows that clarity of information provided by these courts is, in line with first instance courts scores, again at the higher end of satisfaction scale (average satisfaction score of 4 or above). Satisfaction is a bit lower for the Court of Cassation, but still it is important to note that there was a small number of questionnaires filled at the Court of Cassation.

Figure 64. Average satisfaction scores for the extent of clarity of information provided by the first instance courts of RA, courts of appeals and Court of Cassation

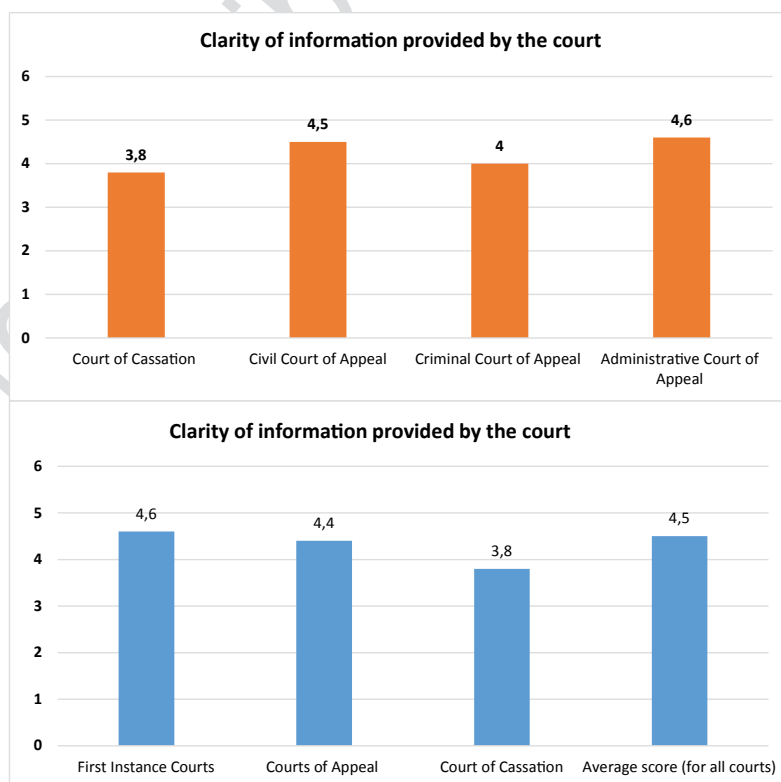
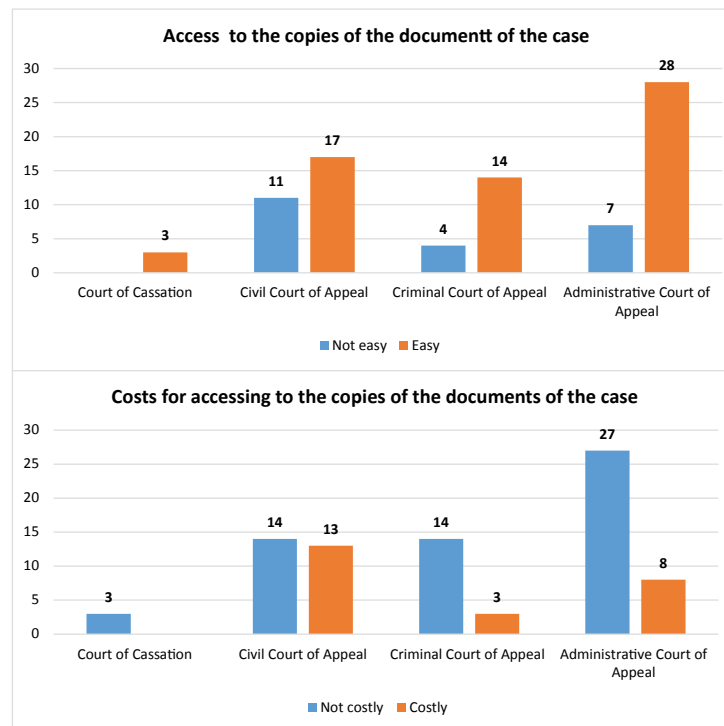


Figure 65 shows the absolute number of respondents that provided positive or negative answers to questions related to *easiness* and *costliness* of accessing the documents of the case. The Civil Court of Appeals differs from the other courts by relatively high number of respondents having negatively evaluated *easiness* of access to documents of the case. At the same time, for the same court, a relatively high number of respondents evaluated positively the *costliness* of accessing to documents of the case.

Figure 65. Average satisfaction scores for the easiness of access to documents of the case and costliness for accessing to documents of the case from courts of appeals and Court of Cassation



When it comes to the *means of communication to contact the court*, significant differences among the first instance courts and courts of appeals and Court of Cassation may be observed. The courts of appeals almost always contacted either by email or the DataLex public information portal.

Table 16. Distribution of different means of communication to contact the courts of appeals and Court of Cassation applied by court users

Courts of higher instances	Visited the court in person	Via post	Via telephone	Via e-mail	Online via DataLex web page	Total number of responses
Court of Cassation	80%	20%	0%	0%	0%	5
Civil Court of Appeal	0%	0%	0%	71%	29%	62
Criminal Court of Appeal	2%	0%	0%	67%	31%	52
Administrative Court of Appeal	0%	0%	0%	54%	46%	41
Total share of responses	3%	1%	0%	63%	33%	160

Conclusions

Provision of correct and timely information and ease of access to the case documents are one of the cornerstones of an effective justice system. From a public administration standpoint, this is also an aspect of the activities carried out by the judiciary that has a strong relevance. The overarching issue of the access to information is to provide information that meets the expectations of court users, upholds their essential rights, and helps them in the respective judicial processes.

Clarity of information provided by the courts to court users is one of the key aspects of the adequate access to information. The overwhelming majority of the Survey respondents (80 to 90 per cent) in Yerevan and even more so in Marzes have found the information provided by the courts to be clear for them. In fact, in the Marzes a negligible six per cent of the respondents reported that the information provided to them by the Courts is unclear (below midpoint). The statistical analysis shows that when considering the type of the court, some varying patterns may be observed. In particular, the scoring for the clarity of information provided by the residences of Administrative Courts in Shirak, Syunik, and Ararat and Vayots dzor Marzes significantly differs consistently when compared to the clarity of information provided on criminal and civil cases in the same Marzes. This may be due to the specifics of the court functioning in those localities; however, it may be appropriate to further explore the issue (at Marz or higher level) to find out the reasons for this assessment and possibly to collect good practices and share them.

From a normative perspective, in RA the clear obligation to provide information to the parties, first and foremost, concerning the foreseeable timeframes of the proceedings is good basis for upholding access to information, compared to many other European states where such access is not as clearly defined. In this respect, RA court users have a strong advantage, unlike their peers in Georgia, for instance.

At the same time, RA is one of just the few Council of Europe countries that still lack a free system to inform and help victims of crimes pending. This is a rather outstanding case, as most member states use either telephonic services or information leaflets aiming at awareness raising campaigns for specific categories of victims.¹¹¹ These systems are a critical component in upholding the rights of those most offended as a result of the crime. A study on the victims' information needs and of the potential means of communication with and support to victims should be considered.

More in general, a wide range of modern communications platforms can be used to help make the justice systems more ubiquitous and to provide easier access to information to court users. At the same time, the Survey data indicate that in RA only a relatively small share of court users make good use of email, and even phone, not to mention online platforms. A study on the actual use of

¹¹¹ CEPEJ Report on “European judicial systems Edition 2014 (2012 data): efficiency and quality of justice”, 91. Available at http://www.coe.int/t/dghl/cooperation/cepej/evaluation/2014/Rapport_2014_en.pdf

such systems to understand their potential and limits in the Armenian context and awareness raising campaign and demo sessions may help to improve the situation.

Overall, in 2012 CEPEJ assessments placed RA among countries having “a lower rate of computerization”. One other country qualified as such has been Albania. In this regard, RA lags behind both Georgia and Azerbaijan in the South Caucasus sub-region. Interestingly, the results of a similar Survey carried out in Albania indicate an overall picture similar to that in RA. While no question in the Armenian language Survey is dedicated to the general ease of identifying a full file of information on the citizens’ rights as it refers to using court services, it is fair to assume the trend again resembles that in Albania, namely, lesser level of satisfaction.

CEPEJ Reports have documented over the past 10 years that a proper use of Information Communication Technology (ICT) is playing a mounting role in the service provision in countries’ judicial systems. The most relevant in terms of the purpose and focus of the current study is the component that CEPEJ term as “electronic communication and information exchange between the courts and their environment.” On the respective CEPEJ scale, RA has scored 48, which places it somewhere in the middle among the entire spectrum of the member-states.

It is remarkable that in some of the categories, almost all RA courts have digital audio-recording system of court proceedings, digital system of search for pending cases, case law and other tools but at the same time lack such features as electronic processing of small claims, or video-conferencing. In fact, for video-conferencing, RA is only one of a handful of countries that completely exclude use of video-conferencing in consideration of criminal and other cases.¹¹² The issue of video-conferencing is also directly linked to the general issue of “efficiency and swiftness of justice”.

At the same time, as noted in the CEPEJ study on “Use of information and communication technologies (ICT) in European judicial systems”,¹¹³ scores such as the ones provided by CEPEJ evaluation exercise should be used just as a starting point, while the complex intertwining between technology, rules and organization providing access to information and supporting communication in the justice domain must be then carried out with a more qualitative and in depth approach.

Postal communication services as well as personal visits to the court may cost more money than other forms of communication, such as e-communication or telephone, to contact the courts. At the same time, the development of an e-justice infrastructure supporting legal communication between the parties involved in the justice procedure has shown to be quite complex.¹¹⁴

From a public service perspective, it is important that the respective service tariffs remain reasonable (and subject to regulation, if necessary), as well as transparent. On a general note though, it should be

¹¹² Ibid, 91.

¹¹³ “Use of information and communication technologies (ICT) in European judicial systems”, Available at http://www.coe.int/t/dghl/cooperation/cepej/series/Etudes7TIC_en.pdf.

¹¹⁴ Ibid.

emphasized that despite the deteriorating standards of living in RA, the cost of this particular service does not cause any significant amount of distress or discontent for court users. However the current Survey has not analysed the cost of the postal services for the judiciary, which reportedly is one of the problematic matters at the present. This issue not only relates to the cost of postal services, which reportedly, in some instances finishes before the end of the calendar year, but also the question of accepting the letter by a duly authorized person when delivered by the courts. In 2016 an amendment was made in the Civil Code of the RA to further clarify and regulate the postal notification services.¹¹⁵

When analysing the situation from an individual first instance court perspective, Yerevan located courts score higher (from over 60 to 90 per cent) on the easiness of accessing the documents of the case. However, when looked from a regional perspective, the Marzes reveal a very contrasting picture (from zero per cent in the first instance court of Tavush to close to 30 per cent in the first instance court of Syunik Marz). That being said, almost all Marzes lag significantly behind the capital city, which suggests that further analysis with this respect is need to find out what the reasons could be. One of the possible reasons could be that the level of responsiveness in the Marzes is relatively less satisfactory and most likely, the culture of the “service comes first” is lacking more in the regions than in Yerevan.

It is noteworthy that unlike the first instance courts, the use of web-based platforms, such as DataLex, is rather substantive at the courts of appeals (from civil to criminal to administrative). When confronting the court levels, the percentage points increases more than 8-fold (see Survey results and Table 16 in particular). This may well be a by-product of awareness-raising campaigns that court users receive as they move through various stages in the justice system, however the lower usage of electronic systems for communicating with the Court of Cassation does not strongly support this argument. Unfortunately, there is no study investigating this issue more in depth by national authorities or international organizations such as CEPEJ. A case study on this topic would be advisable also considering its potential relevance for future e-Justice initiatives.

¹¹⁵ Revision is made in the Civil Code with Law No HO-110-N of 7 July 2016.

CHAPTER 2: FINDINGS OF THE SURVEY CONDUCTED WITH ADVOCATES/LAWYERS

GENERAL INTRODUCTION

This chapter of the Report presents the first part of the quantitative analysis and conclusions conducted on the fraction of the Survey that was collected from advocates/lawyers. Analyses were conducted for four series of questions with each series revealing the advocates'/lawyers' level of satisfaction from, and the level of importance of, some specific characteristics of judges, judicial hearings and judicial acts. The four series of questions are:

- *The professionalism, impartiality and independence of judges;*
- *The attitude and politeness, availability and accessibility of judges;*
- *Organizational dimension of the court service provision, including: scheduling the hearings in coordination with parties, clearness in organization and administrative responsibilities, timeliness of the hearings, rapid handling of civil, criminal and administrative cases;*
- *Clarity, comprehensiveness of judicial acts and clarity of decision reasoning and conclusions.*

For clearness of description, each series of questions is discussed and analysed in a separate subsection. Furthermore, based on the court instance and locations of the courts in RA, the analysis is conducted separately for four provisional groups of courts:

- 1) FICGJs of Yerevan
- 2) FICGJs of Marzes of the RA
- 3) Administrative courts of the RA, Yerevan and Vedi residences.
- 4) Civil Court of Appeals of the RA, Criminal Court of Appeals of the RA, Administrative Court of Appeals of the RA, and the Court of Cassation of the RA.

THE ANALYSIS

The scaling of the questions varied from 0 (very unsatisfactory/not important) to 6 (very satisfactory/very important). Tables 1.A and 1.B (in the Appendix at the end of this chapter) present the numbers of informative answers (namely the number of answers from the interviewed advocates/lawyers) for each category from the first series of questions and each court according to the provisional group division by courts mentioned above.¹¹⁶ Except for the Administrative Court of the RA, Vedi residence where there were only four informative answers, the number of informative answers was enough to assure the robustness of the analysis. However, because of the importance of the administrative

¹¹⁶ Very similar numbers of informative answers appear for the other series of questions (also presented in the Appendix).

courts and proceedings and for the sake of completeness of the quantitative analysis, the results of comparison of the Administrative Court of the RA, Yerevan and Vedi residences are presented as well.

For each series of questions, the average satisfaction and/or importance scores of the surveyed advocates'/lawyers' answers are presented. The upper and lower bars in all the Figures in this Report represent the ranges of one standard deviation away from the calculated average satisfaction and/or importance scores.¹¹⁷

If this range (range of variation) is large, that means that the computed average satisfaction and/or importance score is more a consequence of very high and very low reported numbers, rather than a result of reported answers around the calculated average satisfaction and/or importance scores. In other words, a larger range means that there were many advocates/lawyers who reported very low and very high satisfaction and/or importance scores in their answers. The length of this range is important for the analysis, because the same level of average satisfaction and/or importance scores may arise from very different distribution of answers.¹¹⁸

PROFESSIONALISM, IMPARTIALITY AND INDEPENDENCE OF JUDGES

This section evaluates the *professionalism, impartiality and independence of judges* based on the answers of the surveyed advocates/lawyers. For each of the four provisional groups of courts mentioned in the general introduction, the professionalism, impartiality and independence of judges was assessed on the basis of the subjective evaluation given by the surveyed advocates/lawyers to the level of satisfaction from and the level of importance of the *professionalism, impartiality and independence of judges* (one question for each part of the analysis).

¹¹⁷ These bars should not be interpreted as the level of statistical significance of the mean values, but rather they present some measure of the range of the reported answers.

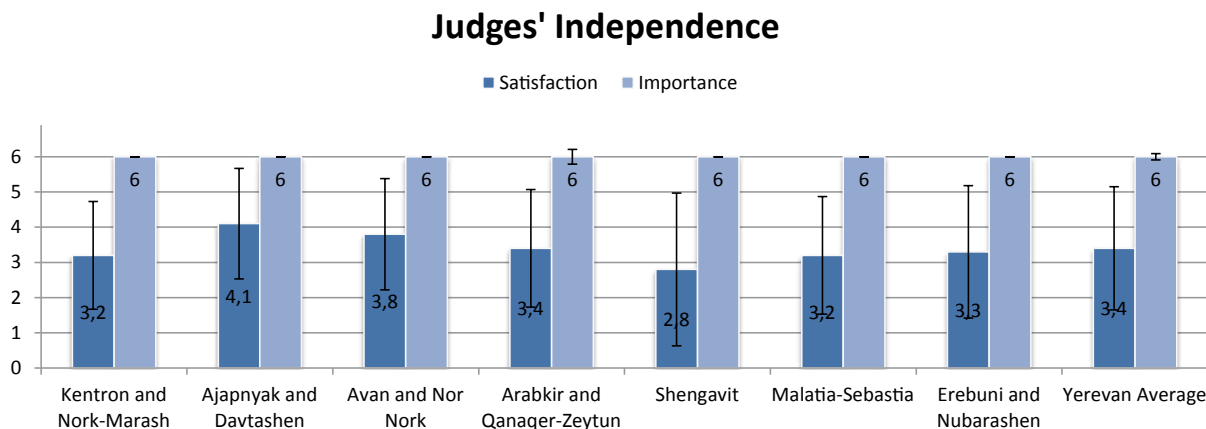
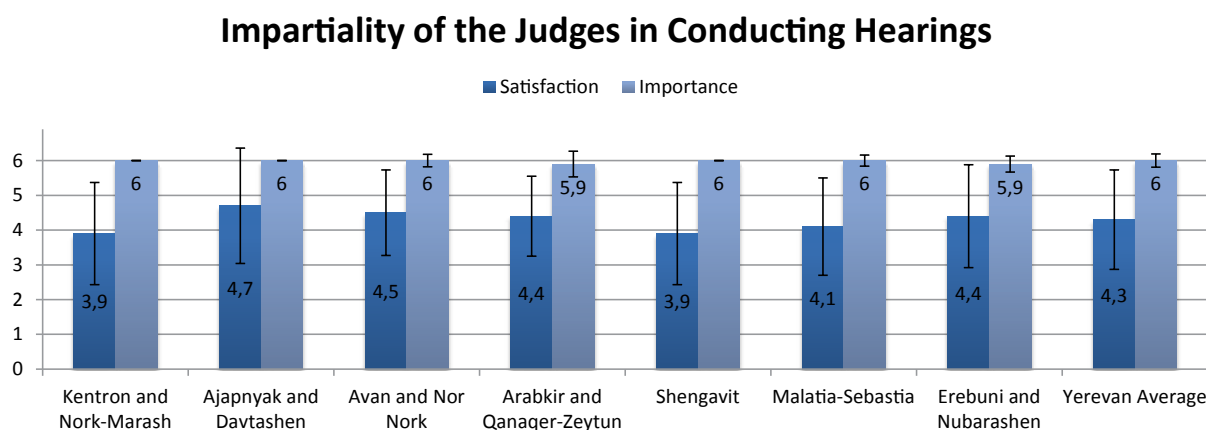
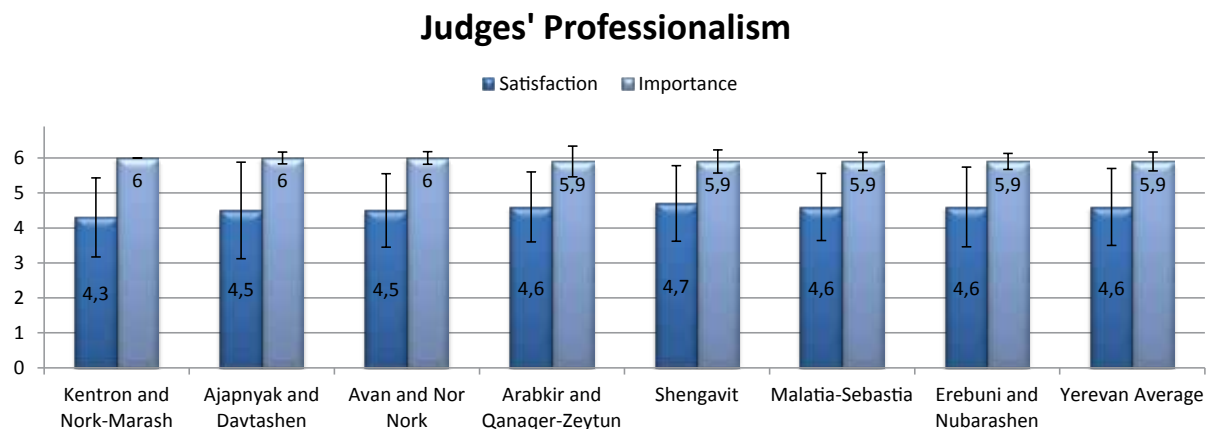
¹¹⁸ For instance, if the average satisfaction scores from judges' independence from only two advocates/lawyers were computed, and a score of 4.0 was obtained, that may be both the result of option 1: that both advocates/lawyers reported scores "4" in their answers, or the result of option 2: that one of them reported "2" whereas the other reported "6" which also resulted to an average score of 4.0. The ranges of standard deviation (upper and lower bars) in the Figures of average results are presented in order to control this. Smaller ranges mean that the actual distribution of answers was closer to the example in option 1, whereas larger ranges mean that it was closer to the example in option 2.

FICGJs of Yerevan

Figures 1.A and 1.B show the average satisfaction scores for the categories of interest in FICGJs of Yerevan, which are considerably lower than the Marz averages (5.0, 4.8 and 4.1 respectively for *professionalism, impartiality and independence of judges*) in all three categories. The lowest total average results here (Figure 1.B) are obtained in the FICGJ of Shengavit Administrative District and the FICGJ of Kentron and Nork-Marash Administrative Districts (11.4), which is mostly a result of the low average levels of satisfaction from the *judges' independence and the impartiality*. The FICGJ of Ajapnyak and Davtashen Administrative Districts presents the highest total satisfaction scores (13.3) which, however, are still lower than Marz average (13.9).

The ranges of variation of the answers of respondents are very large for the categories of *impartiality and independence*. The lowest average satisfaction levels in this case are again in the FICGJ of Shengavit Administrative District especially for the category of *judges' independence* (2.8), the average importance scores of which are at their top possible levels (6.0) in all administrative districts.

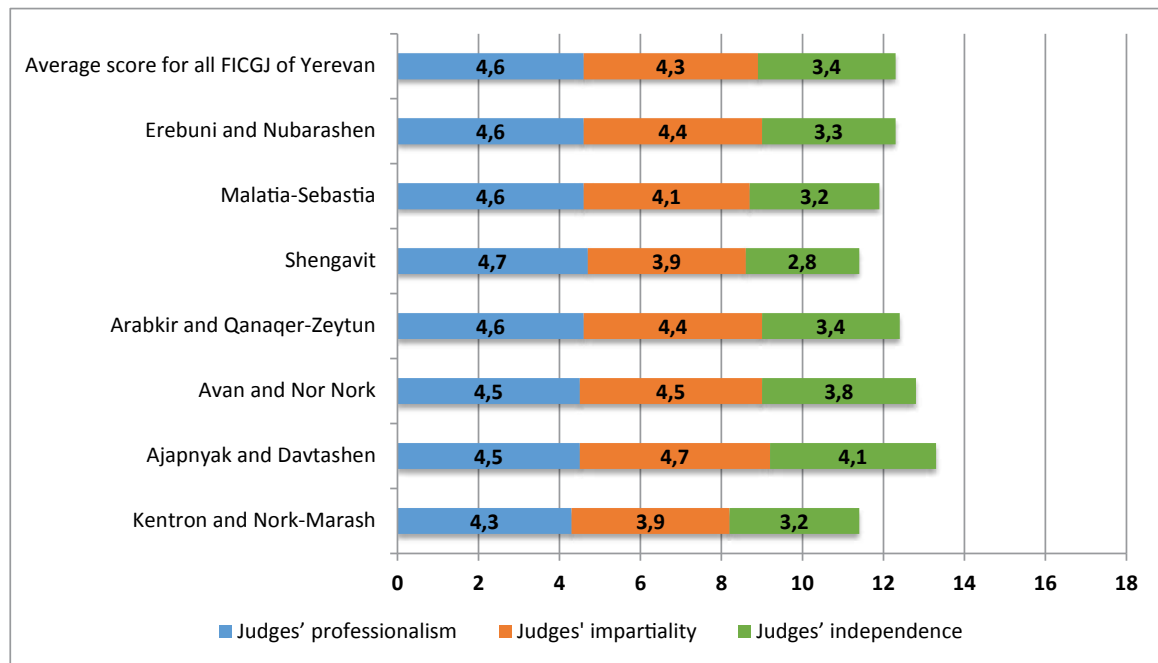
Figure 1.A. Average satisfaction and importance scores for judges' professionalism, impartiality in conducting hearings, and independence for FICGJs of Yerevan



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 1.B. Average satisfaction scores for judges' professionalism, impartiality in conducting hearings, and independence for FICGJs of Yerevan

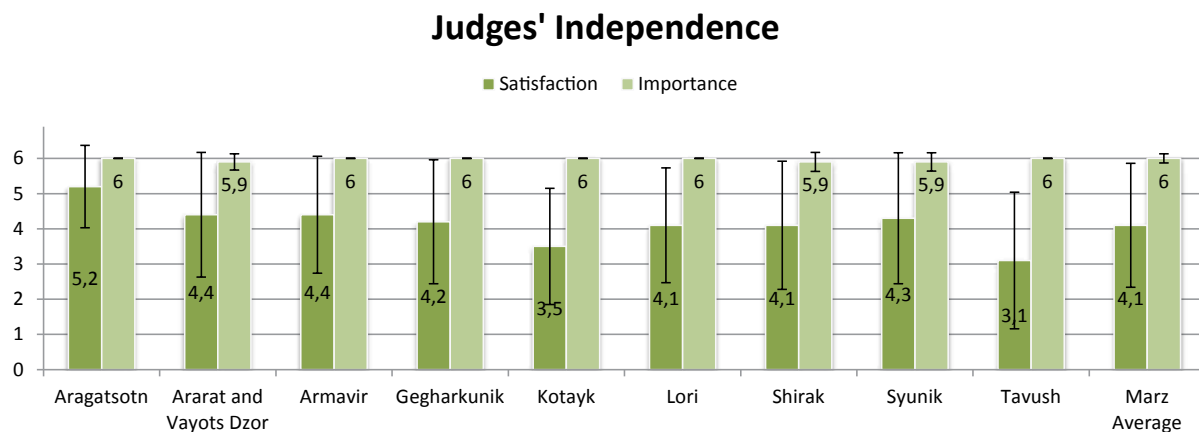
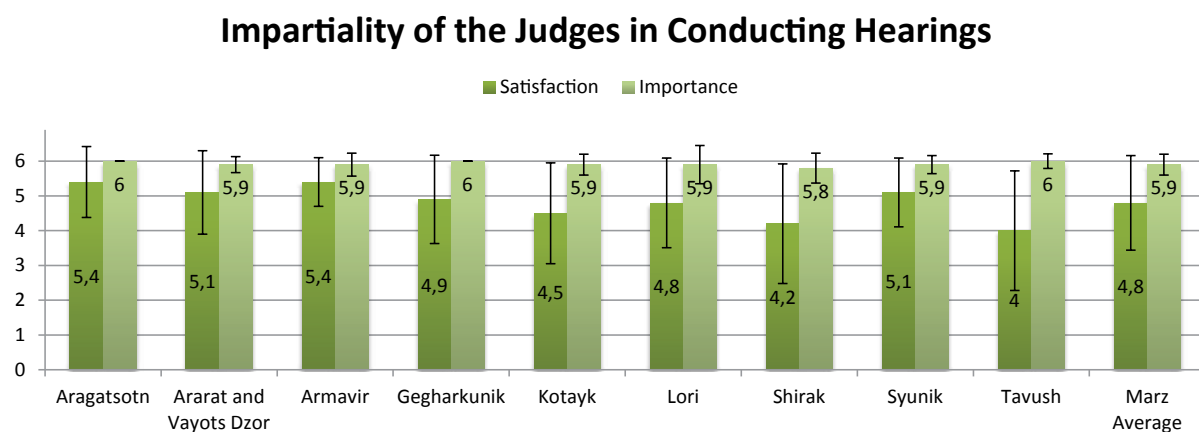
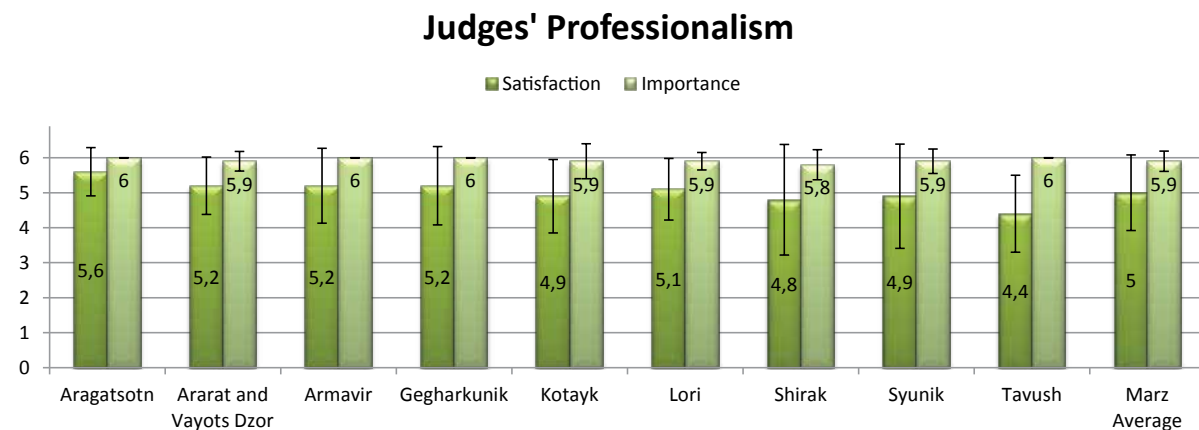


FICGJs of Marzes

The average satisfaction and/or importance scores of the surveyed advocates'/lawyers' answers to the three questions of interest (*professionalism, impartiality and independence of judges*) are presented in Figure 2.A. Based on the results from Figure 2.A, it can be observed that the lowest levels of satisfaction in all three categories were obtained in Tavush Marz (4.4, 4.0 and 3.1 respectively), whereas the highest levels were obtained in Aragatsotn Marz (5.6, 5.4 and 5.2). These results are confirmed in Figure 2.B, which presents the level of satisfaction from all three categories together. The reported levels of satisfaction from the *judges' professionalism* had the largest ranges of variation of the answers of respondents in Shirak and Syunik Marzes, whereas the lowest ranges of variation of the answers of respondents for *judges' professionalism* and *judges' impartiality* are obtained in Aragatsotn Marz, which stands above the Marz average in all three categories.

However, the ranges of variation of the answers of respondents for the *levels of satisfaction from judges' independence* and the *impartiality of the judges in conducting hearings* are very large in average. This issue raises some concerns given the importance of these factors.

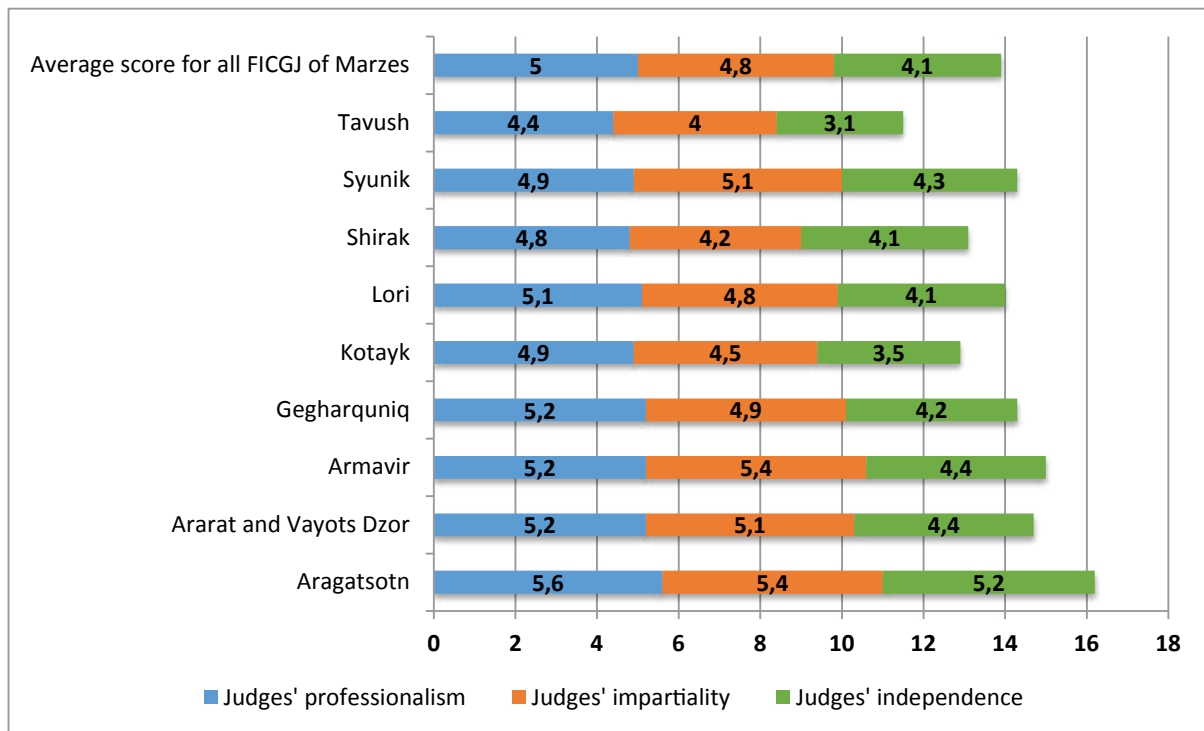
Figure 2.A. Average satisfaction and importance scores for judges' professionalism, impartiality in conducting hearings, and independence for FICGJs of Marzes of the RA



I - Range of Variation

Note: The upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 2.B. Average satisfaction scores for judges' professionalism, impartiality in conducting hearings, and independence for FICGJs of Marzes of the RA



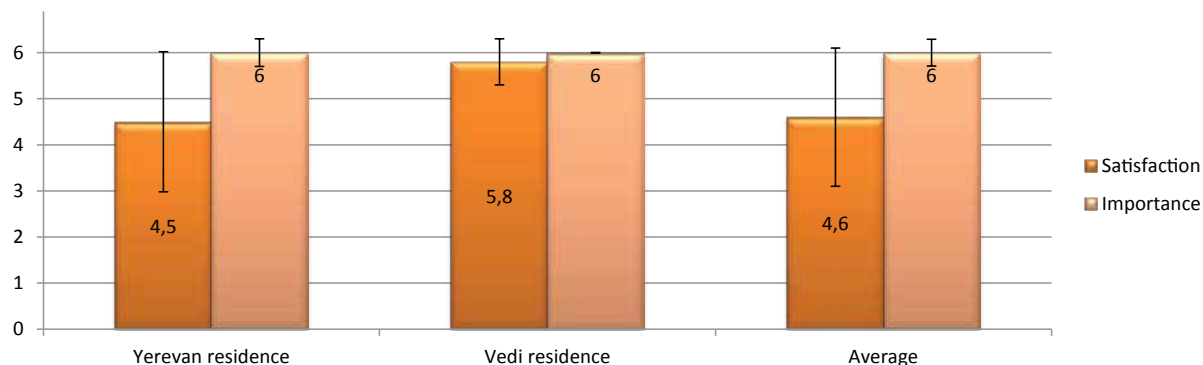
Administrative Court of the RA, Yerevan and Vedi Residences

The evaluation of the results for the similar analysis conducted for the Administrative Court of the RA (Figures 3.A and 3.B) shows higher average satisfaction scores for the residence in Vedi in comparison to the central residence in Yerevan in all three assessment dimensions (5.8, 4.8 and 4.3 in Vedi compared to 4.5, 4.4 and 3.0 in Yerevan). Moreover, despite the much larger sample of surveyed advocates/lawyers in Yerevan, the answers of respondents have lower variation range for Vedi, even though, the ranges of variation are still very large in both cities for judges' independence.

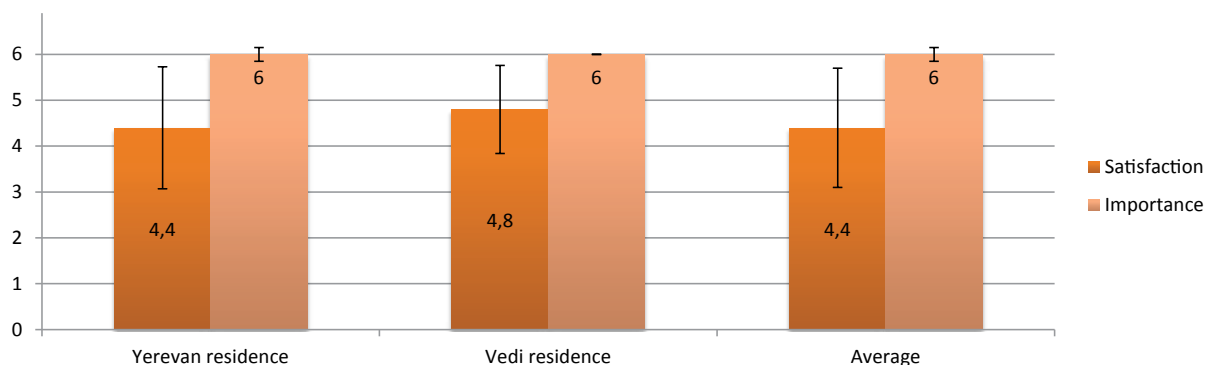
However, it is worth mentioning that because of the low number of informative answers collected in the Administrative Court of the RA in Vedi residence, the robustness of results in Vedi may be somehow arguable.

Figure 3.A. Average satisfaction and importance scores for judges' professionalism, impartiality in conducting hearings, and independence for Administrative Court of the RA, Yerevan and Vedi residences

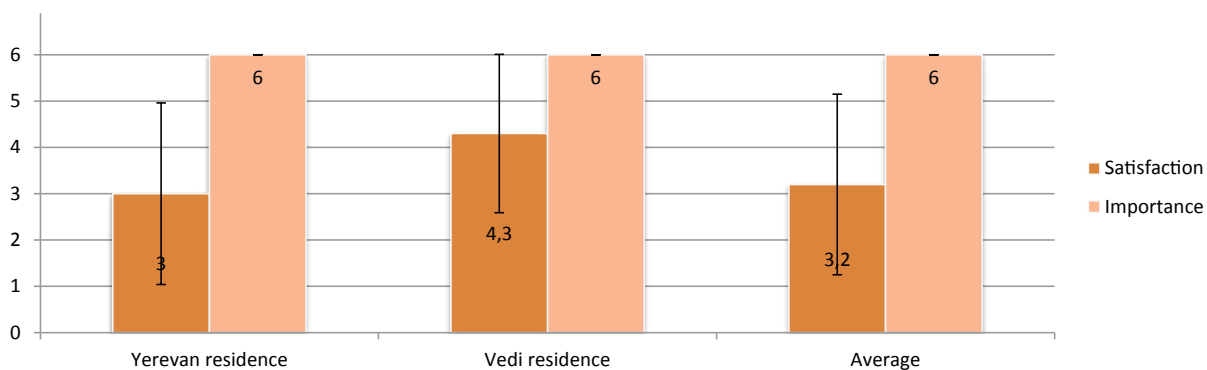
Judges' Professionalism



Impartiality of the Judges in Conducting Hearings



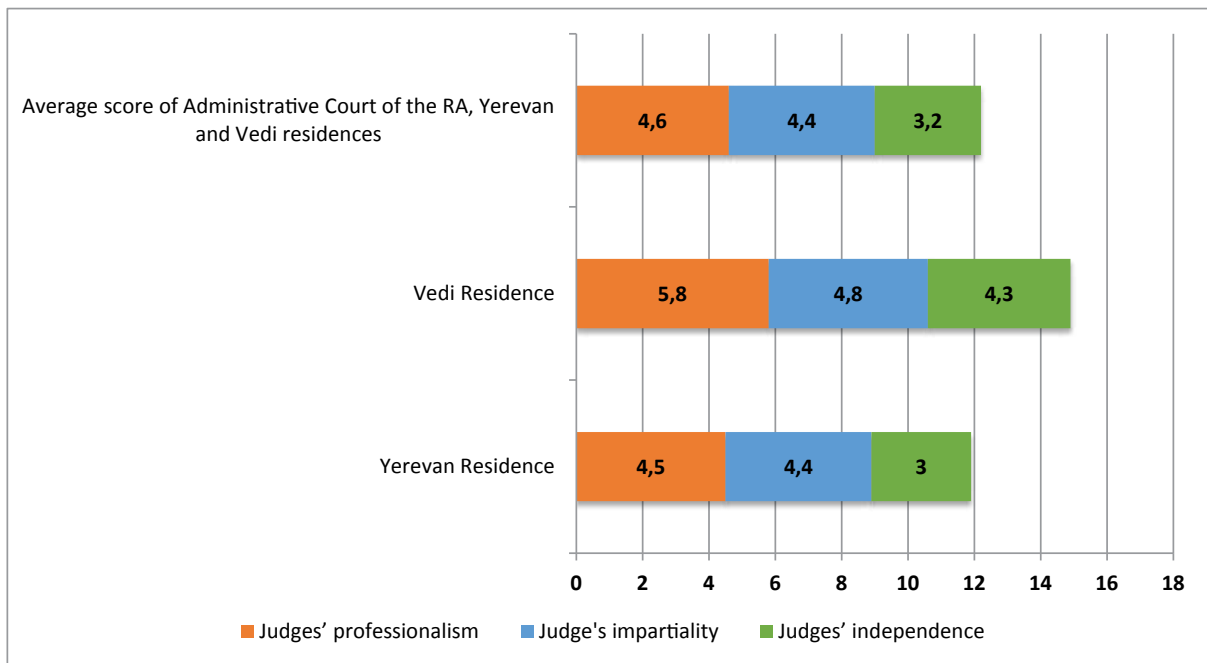
Judges' Independence



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 3.B. Average satisfaction scores for judges' professionalism, impartiality in conducting hearings, and independence for Administrative Court of the RA, Yerevan and Vedi residences

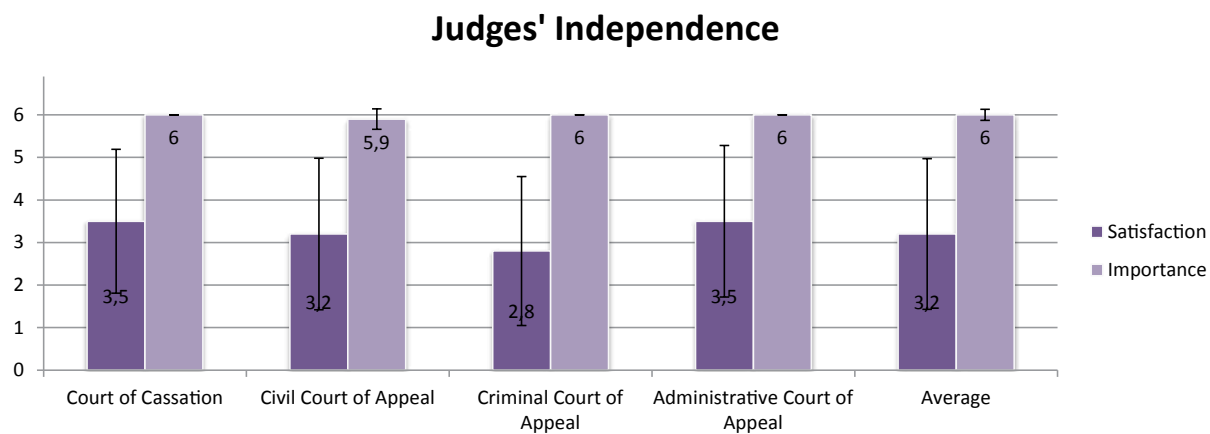
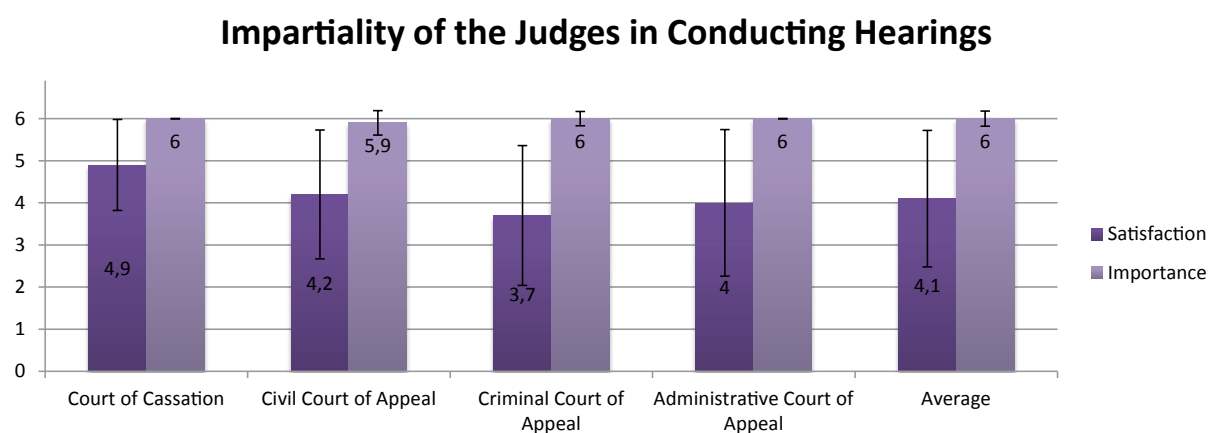
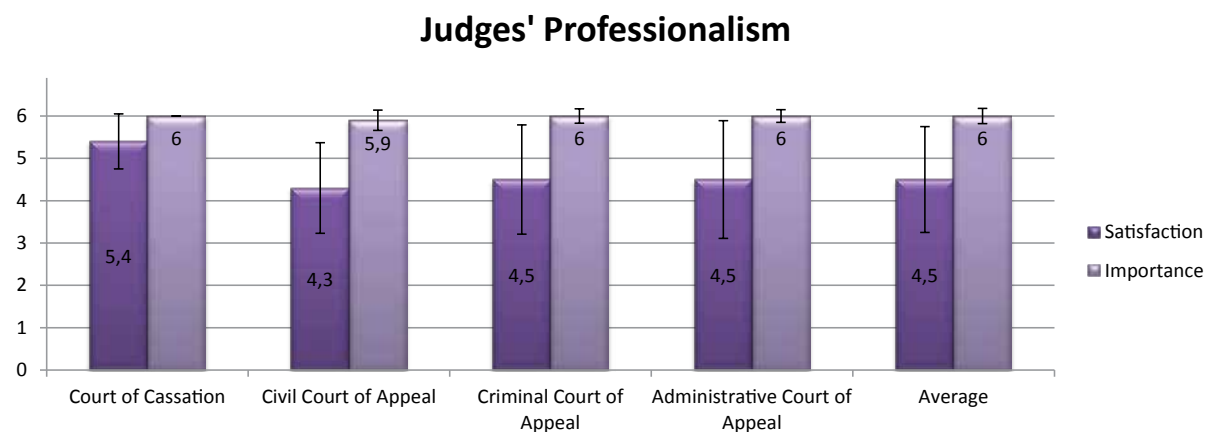


Courts of appeals and Court of Cassation

Figures 4.A and 4.B present the analysis for the courts of appeals and Court of Cassation of the RA which show that advocates/lawyers gave the highest satisfaction scores to the Court of Cassation of the RA if compared with the courts of appeals in terms of the advocates'/lawyers' satisfaction from all three assessment dimensions (5.4, 4.9 and 3.5 respectively for *judges' professionalism, impartiality and independence*). The lowest satisfaction scores for all assessment dimensions are demonstrated in the Criminal Court of Appeals of the RA (11.0), which is again a result of the low average levels of satisfaction from the *judges' impartiality and independence* (3.7 and 2.8 respectively). Again, similar to the evaluations cases for groups 2 and 3, the ranges of variation of the answers of respondents are very large, especially for the categories of *impartiality and independence*.

It is important to note that the total average satisfaction scores for the courts of appeals and Court of Cassation (11.8) are lower compared to the respectful total average scores of FICGJs of both Marzes and Yerevan (13.9 and 13.3 respectively).

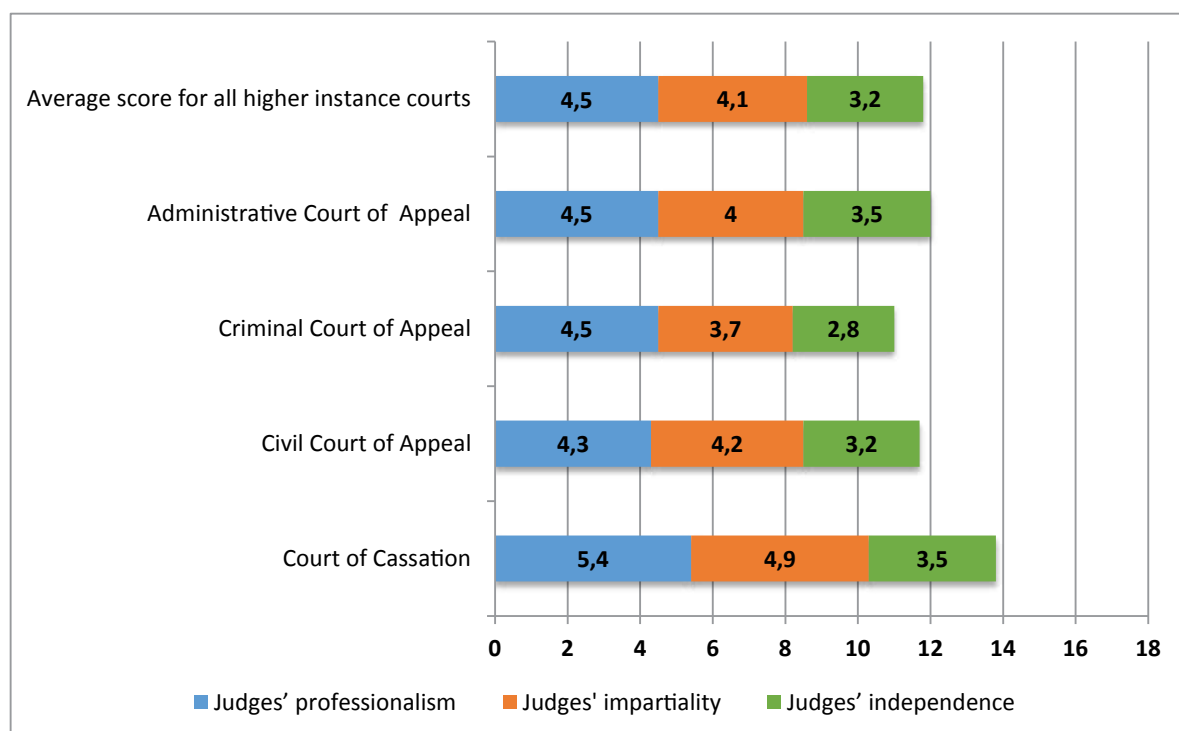
Figure 4.A. Average satisfaction and importance scores for judges' professionalism, impartiality in conducting hearings, and independence for courts of appeals and Court of Cassation of the RA



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 4.B. Average satisfaction scores for judges' professionalism, impartiality in conducting hearings, and independence for courts of appeals and Court of Cassation of the RA



Conclusions

Based on the findings of the Survey conducted with advocates/lawyers (Figures 2.A and 2.B), the lowest average satisfaction scores for the professional characteristics of judges (namely, *professionalism*, *impartiality*, and *independence of judges*) have been reported for the FICGJ of Tavush Marz. Interestingly, these findings hardly correlate with those from the findings of the Survey conducted with court users. Court users evaluated the FICGJ of Tavush Marz placing in the frontrunner subgroup of Marzes, with the respective satisfaction scores ranging from 5.1 to 5.6 (respectively for civil and criminal cases). On the opposite end, Aragatsotn is the highest scoring Marz for the above-mentioned categories in the Survey conducted with advocates/lawyers. This court has also been among the favourably rated by court users compared to other Marzes' courts.

Looking at the broader picture, the relative distribution of the satisfaction scores for all three assessment dimensions has been repeating itself from one category to another. What emerges is that FICGJs of Marzes were rated lower than average for *independence* are likely to be viewed by the professional advocates in the same manner for the remaining two categories.

The large dispersion of scores given by advocates/lawyers to some of the FICGJs of Marzes (namely, FICGJ of Shirak and Syunik Marzes on *professionalism*, FICGJ of Shirak and Tavush Marzes on *impartiality*, and FICGJs of Shirak, Syunik, Gegharquniq and several other Marzes on *independence of judges*) advises to exercise caution in interpreting the average scores, especially with regard to the *independence of judges*. This essentially means that, there has been no common consent amongst the advocates/lawyers in their assessment of judges, although this may also relate to the perceptions and weight given to individual judges being assessed as more or less independent in the same court. As the picture does not emerge as one that is unequivocal, more in-depth studies are needed to better understand this key topic and make specific and far-reaching conclusions.

The lower scores for the FICGJ of Shirak Marz, in particular, speak about a potentially more critical approach demonstrated by advocates/lawyers in that Marz. At the same time, it is noteworthy that the FICGJ of Shirak Marz has the lowest importance score attached to the *professional characteristics of judges* among all the Marzes (in absolute terms high though, standing at a score of 5.8 that is the lowest among all the averages).

Cross-comparing the average satisfaction scores for all FICGJs of Marzes for each of the professional characteristic of judges evaluated by advocates/lawyers vs. court users (see Figures 2.A, 2.B and Figure M.14) provides some interesting results. For the *professionalism of judges* these average (albeit with slight deviations for civil vs. criminal cases) is around the score of "5." The same trend is visible for the *impartiality of the judge in conducting hearings* with the average fluctuating around the score of "4.8." As to *independence of judges* the trend somewhat shifts to a more critical approach taken by the advocates/lawyers, whose ratings result in a grand average (score of "4.1") lower than that of the collective, average satisfaction scores for court user by several decimal points. There may

be a good reason backing such incongruence of the results from one Survey to the other. The general presumption is that advocates/lawyers are more informed than average court users about the internal dynamics and challenges faced by the judiciary. Furthermore advocates/lawyers can be considered having a better understanding of concepts such as “independence” and “impartiality” and of the minimum internationally recognized requirements applicable to these concepts. This may be a critical point, especially considering the questions about court users expectations and understanding of what they should expect from a properly functioning justice system which were raised by the interviewers observations (in particular in the Marzes).

As a general finding, it should be noted that similar to the Marzes, the results for Yerevan FICGJs reveal that the *independence of judges* and *professionalism of judges* respectively have been viewed by the Survey respondents as the least and most satisfactory among the three discussed professional characteristics (see Figures 1.A and 1.B). The highest satisfaction scores on the *independence of judges* (for the FICGJ of Ajapnyak and Davtashen Administrative Districts) is still two decimal points lower than the lowest score on the *professionalism* (for the FICGJ of Kentron and Nork-Marash Administrative Districts).

In fact, this score of 4.3 in the FICGJ of Kentron and Nork-Marash Administrative Districts suggests the need of further analysis as this is one of the busiest first instance courts in the country, from which one would not expect the lowest satisfaction score on the *professionalism of judges* (as viewed by advocates/lawyers). The advocates/lawyers’ satisfaction rate by and large correlates with the satisfaction scores of general court users with respect of the FICGJ of Kentron and Nork-Marash Administrative Districts by turning in for that particular court some of their lowest scoring on the *professionalism of judges* (see Figure 36). For the sake of clarity, it should be stated that some of the highest satisfaction scores of Advocates’ Survey from the *professionalism of judges* of the FICGJ of Ajapnyak and Davtashen Administrative Districts echo the respective evaluations of court users, albeit also revealing a significant gap between the respective scores for criminal vs. civil cases (with the latter coming at the higher end). This may be related to the varied perceptions on professional qualifications of judges working in that particular court. For this, several important factors may be considered: the distinction of professional qualifications and experience of judges of the same court, number of years serving as a judge, prior judicial or other legal experience of a judge. In fact, in the Advocates’ Survey, the FICGJ of Ajapnyak and Davtashen Administrative Districts reports some of the bigger dispersion of the results (measured in a range of one standard deviation from the calculated average) compared to the other FICGJs. All judges of RA are obliged to undergo 80 (but not more than 120) hours of mandatory continuing legal education per year.¹¹⁹ The Justice Academy is responsible for organizing and conducting the continuing legal education of judges.¹²⁰ Despite the fact that the Justice Academy organizes and conducts the mandatory trainings of judges based on the study of

¹¹⁹ Law of the RA on Justice Academy [adopted on 02 may 2013, last amended on 10June 2014], Article 22 (2).

¹²⁰ Ibid, Article 3.

concrete areas/spheres,¹²¹ and the CCC, the Minister of Justice and the Prosecutor General suggest topics for the training of or courses for judges,¹²² independent professional assessments have not been conducted on regular basis to evaluate how the knowledge and skills gained by judges are applied in their day to day work. The Judicial Evaluation Committee of the General Assembly of Judges is authorized, under the Judicial Code to conduct qualitative evaluation of the performance of judges. The qualitative evaluation includes, among other things evaluation of professional capabilities of judges.¹²³ The Judicial Code further defines that poor professional performances of a given judge must be discussed by the Judicial Evaluation Committee.¹²⁴ The Judicial Evaluation Committee has not yet conducted the first qualitative evaluation of judges. It will be interesting to observe how these evaluations will correlate with the perceived quality of the service provided and to the key indicators of *independence*, *impartiality* and *professionalism of judges* measured in this Survey. It will also be important to assess how these new measures will support the enhancement of professional characteristics of judges.

As in other areas, the analysis of the Survey data on *professionalism*, *impartiality* and *independence of judges* reveals some interesting areas, which require further in-depth study. On the one hand it is important to find out some of the key elements behind better and worst perceived performances in professional characteristics of judges (*professionalism*, *impartiality* and *independence*). On the other hand, further analysis is required investigate the gap between the expectations of court users and the judicial services they actually receive.

Overall, *independence of judges* continues to persist as the greatest challenge as universally assessed by both advocates/lawyers and general court users. This is a priority area which requires a more in-depth study of the root causes and potentially remedial measures. In this perspective, field research, direct observation and comparison of court practices between RA courts and comparison with similar experience of other countries may help address the problem.

From among the three courts of appeals and Court of Cassation, the Criminal Court of Appeals reported to have the poorest performance, according to the surveyed advocates/lawyers (see Figures 4.A and 4.B). Its scores are either below the average for all courts of appeals and Court of Cassation or equal to the average (as in the case for the *judges' professionalism*). As a matter of fact, the average satisfaction scores for the *professionalism of judges* somewhat correlates with that of the court users which has returned to the Criminal Court of Appeals the lowest score among two other courts of appeals and Court of Cassation (see Figure 45). Interestingly though, with regard to the Court of Cassation, the scores from the Survey conducted with court users and advocates/lawyers considerably diverge. Advocates/lawyers tend to rate the Cassation Court relatively highly, with all of the scores

¹²¹ Ibid, Article 18 (1 (2)).

¹²² Ibid, Article 19 (4).

¹²³ Judicial Code, Article 96.2 (10).

¹²⁴ Ibid, Article 96.3 (5).

topping the average (to one or the other extent). At the same time, court users have been rating the Court of Cassation the lowest on all professional characteristics for judges, except for professionalism.

This discrepancy cannot be explained in detail within the scope of the current assessment and merits a stand-alone analysis. In any case, the status quo points out to certain gaps in the judicial performance at Court of Cassation, which needs to be examined more in detail. In particular, it could be relevant to clarify the different ideas and expectations that court users, lawyers and judges have of the role of Court of Cassation and of the justice services it should provide.

ATTITUDE AND POLITENESS, AVAILABILITY AND ACCESSIBILITY OF JUDGES

This section evaluates the *politeness and attitude, availability, and accessibility of judges* based on the reported answers of the surveyed advocates/lawyers. Similarly to what was done in the previous section, for each of the four provisional groups of courts mentioned in the general introduction, *the politeness and attitude, availability, and accessibility of judges* was assessed on the basis of the subjective evaluation of the level of satisfaction and importance (one question for each part of the analysis).

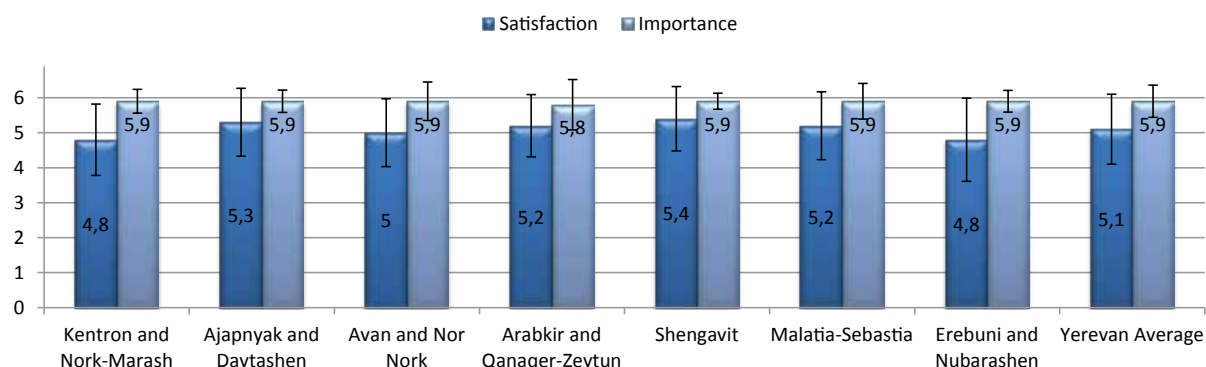
FICGJs of Yerevan

Figures 5.A and 5.B show the average scores for the levels of satisfaction for *politeness and attitude, availability, and accessibility of judges* in FICGJs of Yerevan. The average satisfaction scores in FICGJs of Yerevan are lower than those in Marzes in all three assessment dimensions. There is very little variation in the total average results, with the lowest results being computed in the FICGJ of Ajapnyak and Davtashen Administrative Districts as well as the FICGJ of Kentron and Nork-Marash Administrative Districts (14.4 and 14.3 respectively). These two FICGJs also show the two lowest average satisfaction scores for *judges' accessibility* and *judges' availability* (respectively 4.8 and 5.0 for *judges' availability* and 4.3 and 4.5 for *judges' accessibility*), with the FICGJ of Ajapnyak and Davtashen Administrative Districts showing the highest ranges of variation of the answers of respondents in both these categories. In terms of *judges' politeness and attitude*, the FICGJs of Erebuni and Nubarashen Administrative Districts, as well as Kentron and Nork-Marash Administrative Districts show the lowest average satisfaction scores (4.8) and the largest range of variation of the answers of respondents.

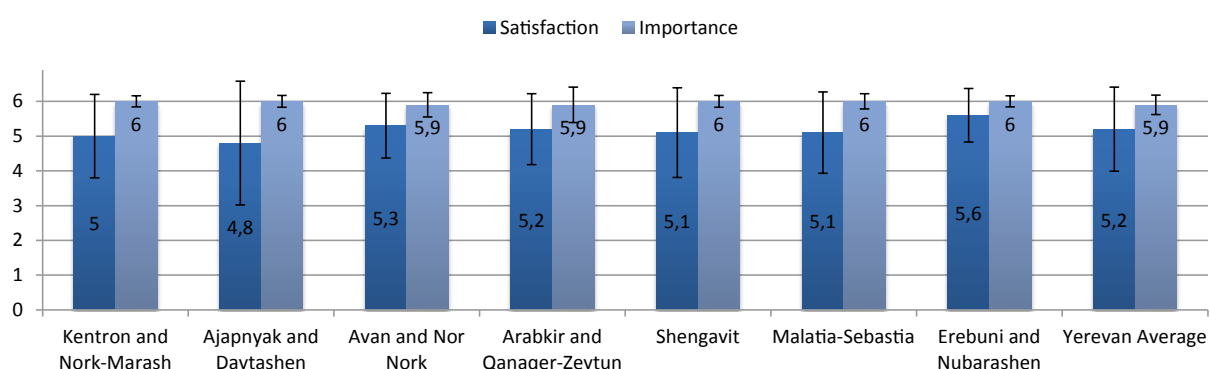
The FICGJ of Erebuni and Nubarashen Administrative Districts shows the highest average satisfaction scores for *judges' availability* (5.6). It is noteworthy, that the FICGJ of Arabkir and Qanaker-Zeytun Administrative Districts demonstrates the highest satisfaction scores for *judge's accessibility* (4.8) as well as the highest total satisfaction scores (15.2) which, however, is still lower than Marz average (15.8). Meanwhile, the FICGJ of Shengavit Administrative District shows the highest average satisfaction scores for *judges' politeness and attitude* (5.4).

Figure 5.A. Average satisfaction and importance scores for judges' politeness and attitude, judges' availability, and judges' accessibility for FICGJs of Yerevan

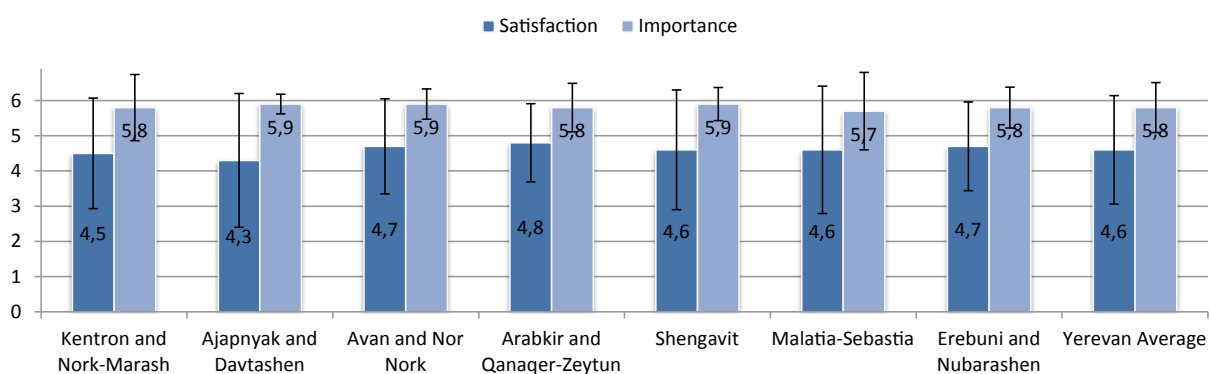
Judges' Politeness and Attitude



Judges' Availability



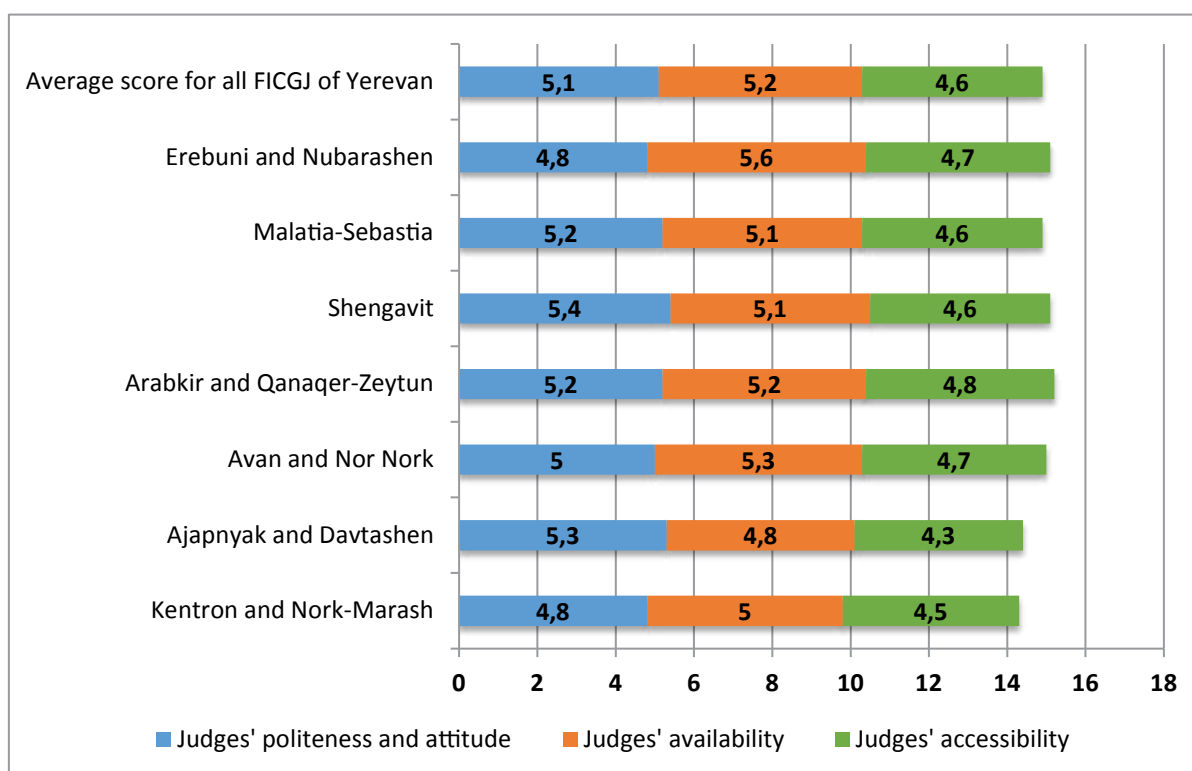
Judges' Accessibility



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 5.B. Average satisfaction scores for judges' politeness and attitude, judges' availability, and judges' accessibility for FICGJs of Yerevan

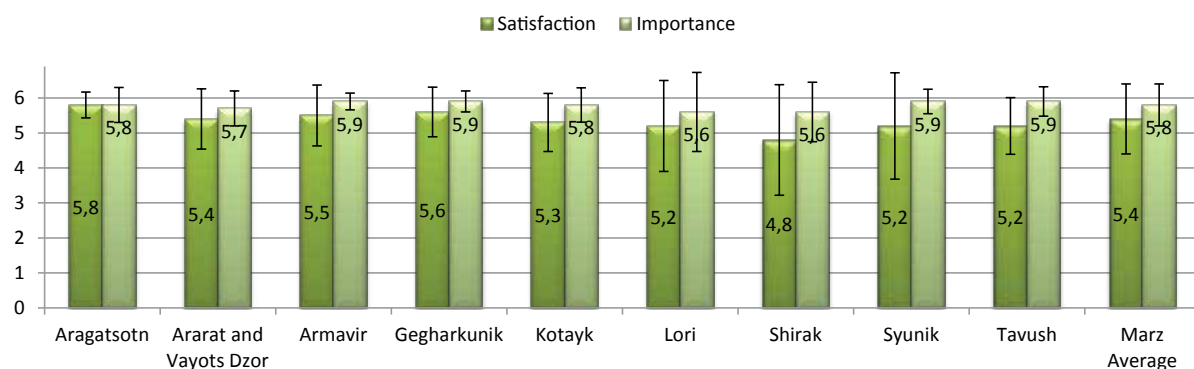


FICGJs of Marzes

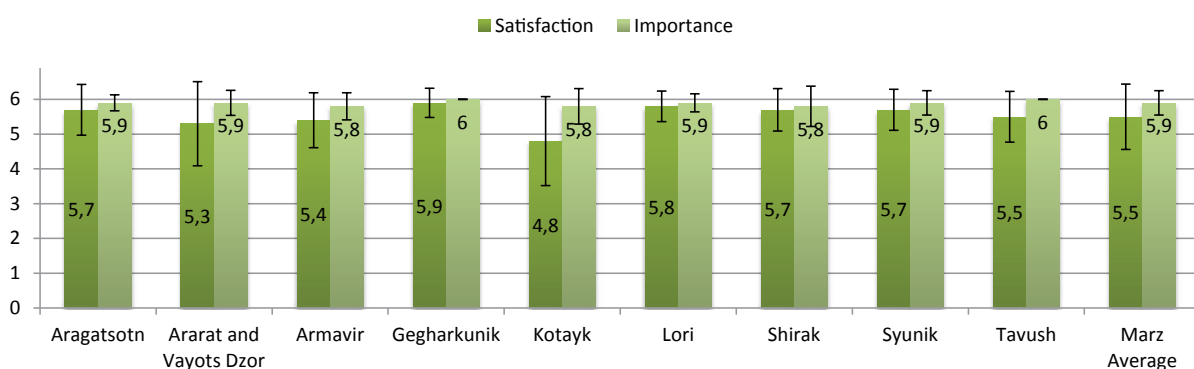
Figures 6.A and 6.B show the average satisfaction scores of the surveyed advocates'/lawyers' from the politeness and attitude, availability and accessibility of judges in the FICGJs of Marzes. Based on the Figures, Aragatsotn Marz again shows the highest results of the average satisfaction scores in two out of three assessment dimensions (5.8 and 5.7 respectively for *judges' politeness and attitude* and *judges' accessibility*). The only exception is in *judges' availability*, for which a slightly higher score (5.9) and smaller range of variation between the individual answers are reported in Gegharquniq Marz. The lowest average levels of satisfaction and the largest ranges of answer variation are obtained in Shirak Marz for *judges' politeness and attitude* (4.8), Kotayk Marz for *judges' availability* (4.8) and Lori Marz for *judges' accessibility* (4.1). It should nevertheless be considered that for all three categories even the lowest average satisfaction scores are above 4.0.

Figure 6.A. The average satisfaction and importance scores for judges' politeness and attitude, judges' availability, and judges' accessibility for FICGJs of Marzes of the RA

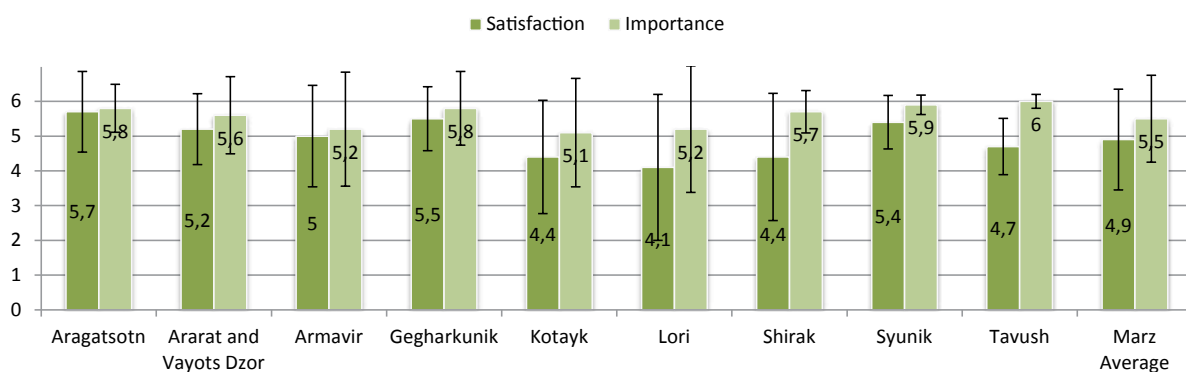
Judges' Politeness and Attitude



Judges' Availability



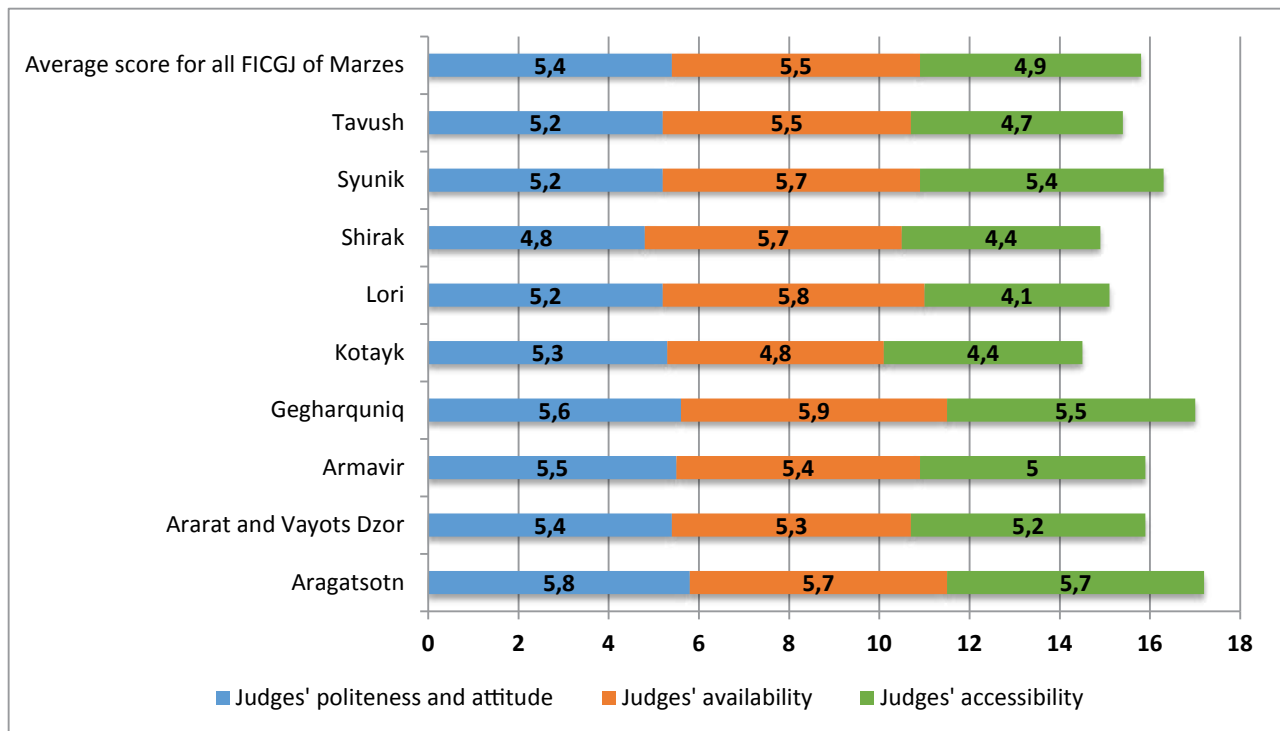
Judges' Accessibility



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 6.B. The average satisfaction scores for judges’ politeness and attitude, judges’ availability, and judges’ accessibility for FICGJs of Marzes of the RA



Administrative Court of the RA, Yerevan and Vedi Residences

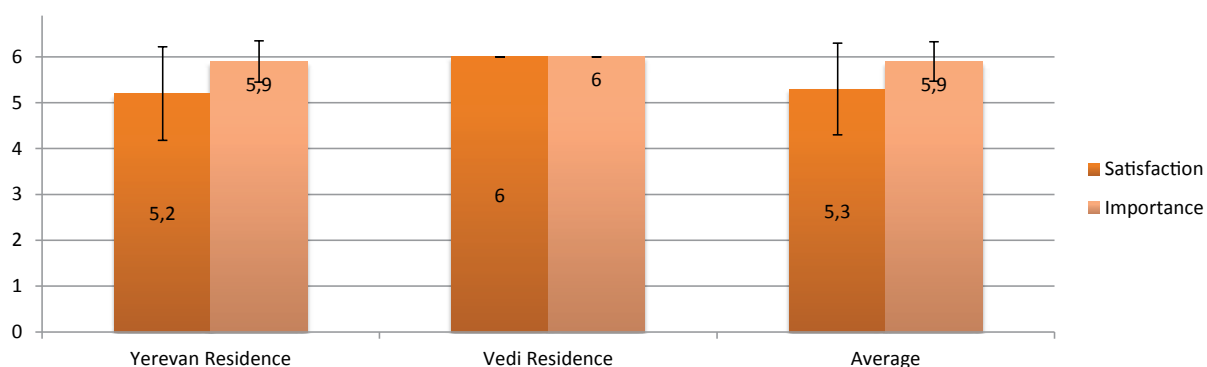
The evaluation of the results for the similar analysis conducted for the Administrative Court of the RA shows higher average satisfaction scores for the residence in Vedi in comparison to the residence in Yerevan in all three categories (Figures 7.A and 7.B). Moreover, the satisfaction scores in all three categories in the Vedi residence are at the highest possible level (6.0). The reliability of these scores, however, should be considered in light of the low number of replies collected for this court (only 4 informative answers).

Figure 7.A. Average satisfaction scores for and importance of judges' politeness and attitude, judges' availability, and judges' accessibility for administrative courts of Yerevan and Vedi

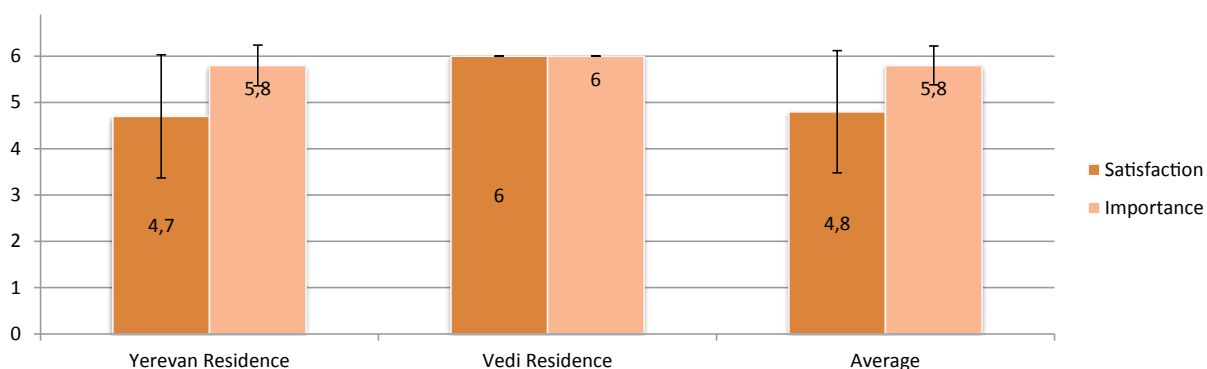
Judges' Politeness and Attitude



Judges' Availability



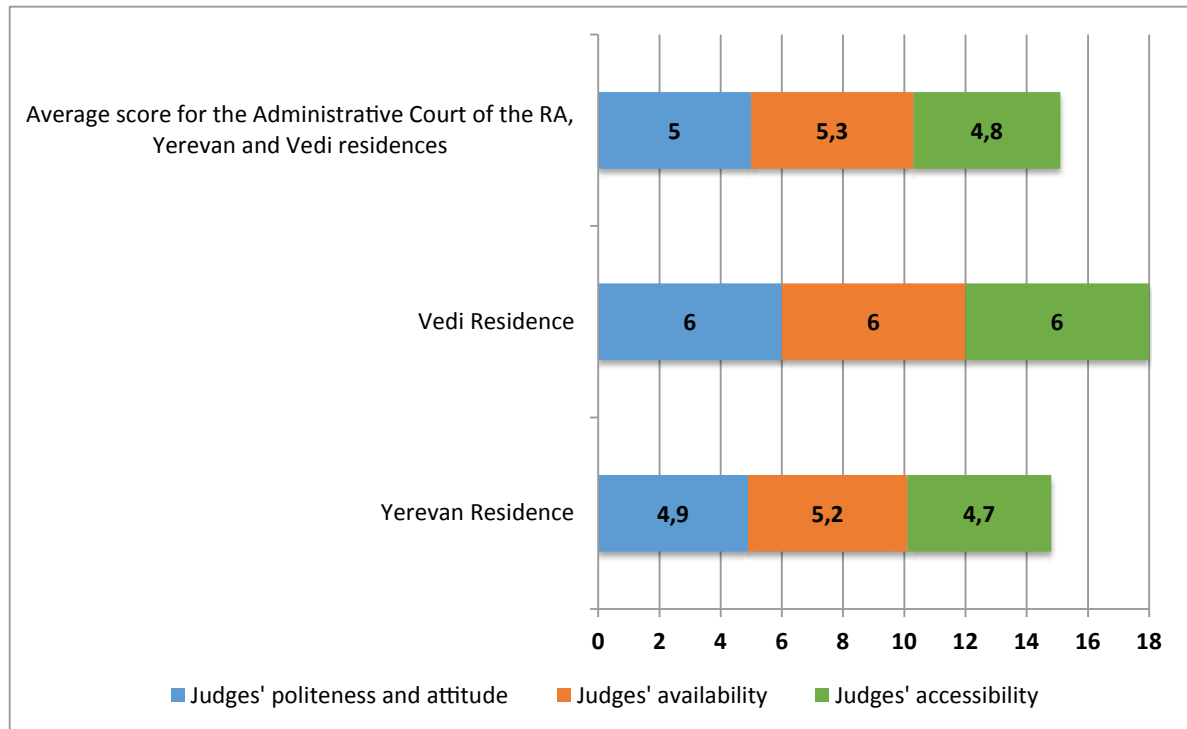
Judges' Accessibility



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 7.B. Average satisfaction scores for judges' politeness and attitude, judges' availability, and judges' accessibility for Administrative Court of the RA, Yerevan and Vedi residneces

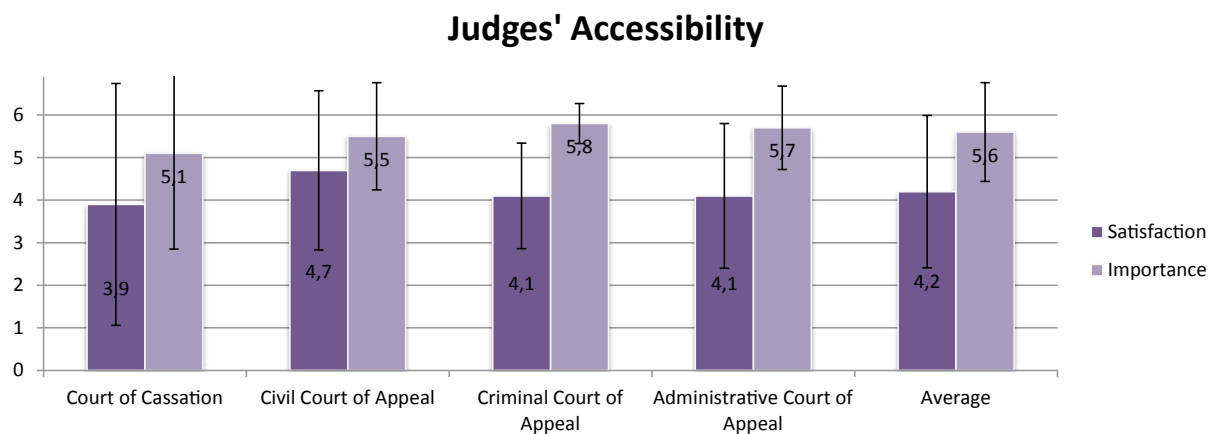
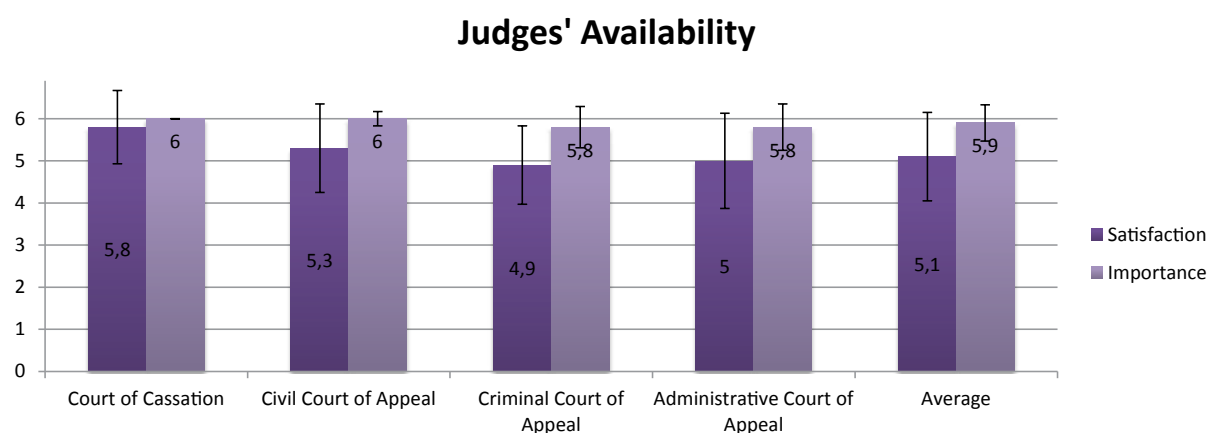
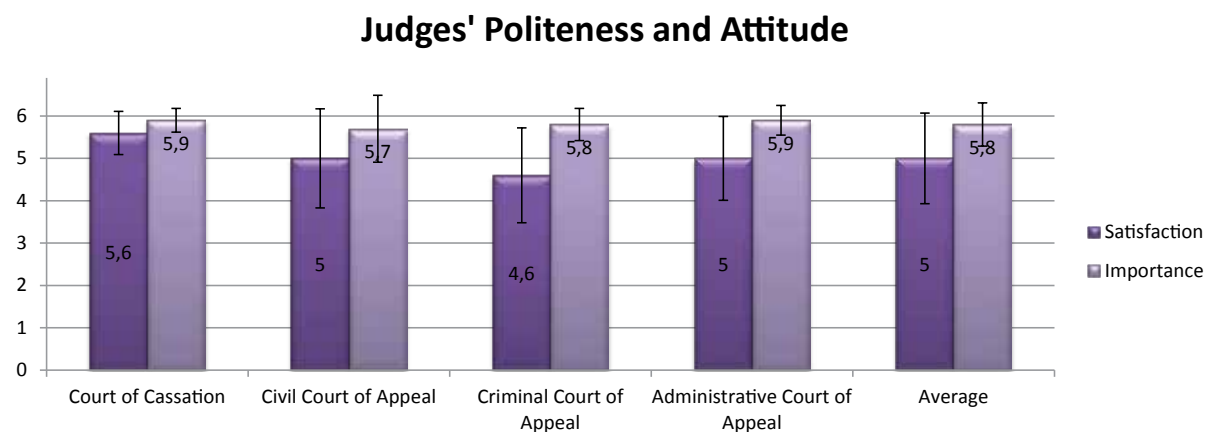


Courts of appeals and Court of Cassation

Figures 8.A and 8.B show the average satisfaction scores for politeness and attitude, availability and accessibility of judges of the courts of appeals and Court of Cassation of the RA. According to the advocates'/lawyers' replies, the Court of Cassation of the RA has the highest average scores and the smallest ranges of variation of the answers of respondents in the group in terms of the advocates'/lawyers' satisfaction from *judges' politeness and attitude* (5.6) as well as *judges' availability* (5.8), which results also in the highest total average satisfaction level of 15.3 (Figure 8.B). However, the Court of Cassation of the RA surprisingly has the lowest computed average level of satisfaction and the largest range of variation of the answers of respondents in the group for *judges' accessibility* (3.9). The highest average satisfaction score for this category is obtained in the Civil Court of Appeals of the RA (4.7).

The lowest results in terms of the advocates'/lawyers' satisfaction from judges' *politeness and attitude* and judges' *availability* are demonstrated in the Criminal Court of Appeals of the RA (4.6 and 4.9 respectively), which also result in the lowest total average level of satisfaction of 13.6.

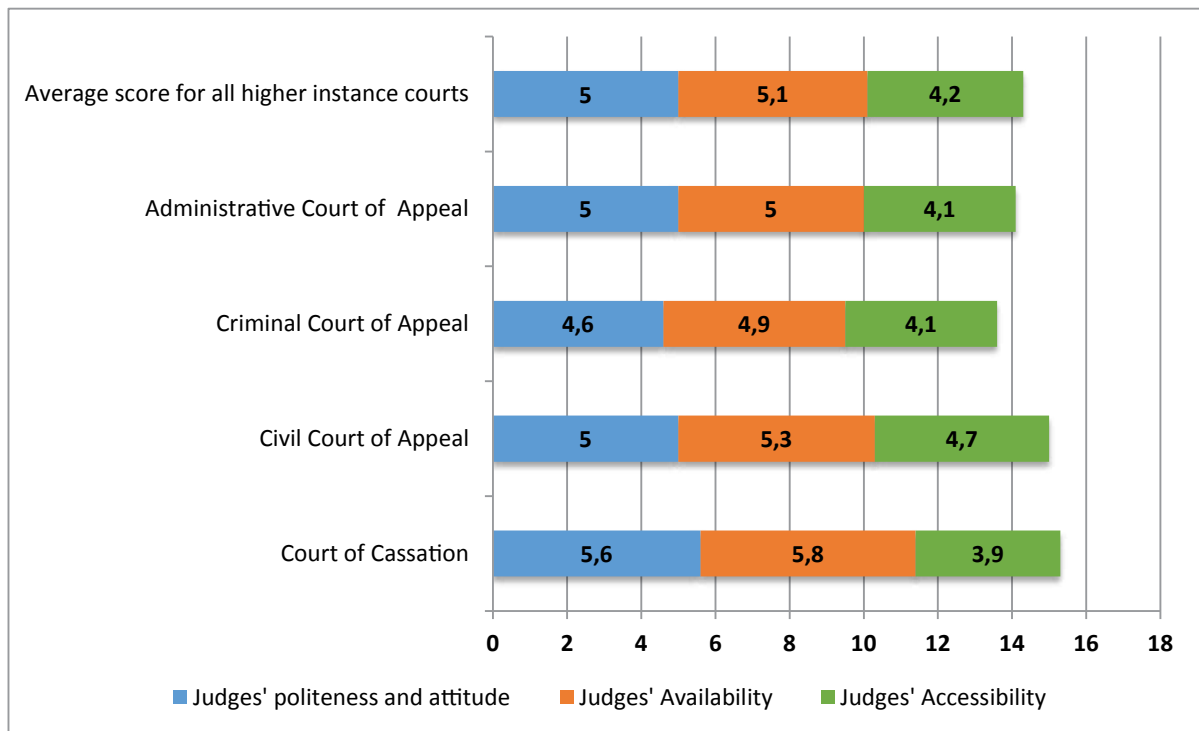
Figure 8.A. Average satisfaction and importance scores for judges' politeness and attitude, judges' availability, and judges' accessibility for courts of appeals and Court of Cassation of the RA



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 8.B. Average satisfaction scores for judges' politeness and attitude, judges' availability, and judges' accessibility for courts of appeals and Court of Cassation of the RA



Conclusions

Politeness and attitude, availability, as well as accessibility of judges constitute an important group of professional characteristics, which characterize the judges' openness and responsiveness to all participants in judicial processes, including, among others, the general court users and advocates/lawyers. As a whole, advocates have rated the average performance of judges of FICGJs of Marzes quite highly (with the satisfaction scores ranging from 4.9 on accessibility to 5.4 on politeness and attitude) (see Figure 6.A). At the same time, the FICGJs of individual Marzes standings vary, sometimes quite significantly (such is the case with the accessibility). Accessibility describes the individual judge's willingness to provide case related clarifications in the courtroom, for example by providing answers to the questions by listening to the observations of court users. As for other areas of analysis, also here the data collected through the Survey and available for the analysis is not by itself sufficient to clarify the why of specific scores, such as, for instance, the *accessibility* scores for the FICGJ of Kotayk and Shirak Marzes are by 1.3 points lower than that for the FICGJ of Aragatsotn Marz (see Figure 6.A). This is in line with the main purpose of the Survey, which is to build on the perceptions of advocates/lawerys and court users to highlight potential grey areas upon which further investigation and initiatives must be taken.

At the same time, even a cursory analysis of the data provided by the JD reveals a fascinating fact about the residencies of the FICGJ of Aragatsotn Marz, namely one of the lowest, if not the lowest number of criminal cases (vs. civil cases) pending examination under the respective court/

residence as of the year-end 2015.¹²⁵ At the same time, the FICGJs of Kotayk and Shirak Marzes had a considerably higher number of criminal cases pending examination as of 2015.¹²⁶ This may lead to the assumption that judges make themselves more accessible when examining civil rather than criminal cases (this assumption is based on the Survey data analysis only and therefore needs some further substantiation). This is supported by the fact that FICGJs of Kotayk and Shirak Marzes stand out as they have some of the biggest variation in responses, which may speak to a possible lack of uniformity in evaluation, as well as possibly different standings of the particular residencies as seen by the advocates. As a consequence of this trend, the balance between criminal and civil cases should be kept in mind when looking at the assessments of courts, and as part of the explanation on why the FICGJ of Aragatsotn Marz is among the most favourably rated.

At the same time, the FICGJs of Kotayk and Shirak Marzes appear to be outliers along the category lines examined. With a rather consistent satisfaction scoring across the Marzes, FICGJ of Kotayk Marz is the only Marz level court to score below 5.0 for the *availability of judges*. The FICGJ of Shirak Marz is then the only Marz level court to score below 5.0 on the average satisfaction scored from the *politeness and attitude of judges* (see Figure 6.A). These “drop-outs” demands some further study to understand the reasons behind such scores and, if needed, corrective actions.

Similarly the Survey data analysis, taken alone, does not provide enough hard-based evidence necessary for explaining the lower satisfaction scores for the *politeness and attitude of judges* in the FICGJ of Shirak Marz. The observations of the interviewers suggest that there seems to be the somewhat stronger illustration of “leftovers” of the previously prevailing, Soviet-style traditions. However, evidently the satisfaction scores for the *politeness and attitude of judges*, for instance, for the FICGJ of Shirak Marz, computed based on the results of the Survey conducted with advocates/lawyers correlate with those derived from the Survey conducted with court users. More precisely, court users had returned an average satisfaction score of only 4.4 for the *politeness and attitude of judges* in criminal cases in the FICGJ of Shirak, which is an apparent outlier, against the backdrop of much higher scores, some as high as 5.6 for criminal cases and 5.8 for civil cases in the FICGJ of Syunik Marz (see Figure M.14). Overall, the higher satisfaction scores of advocates/lawyers from the *politeness and attitude of judges* are in general in agreement with the results of the data analysis Survey conducted with court users, when indicating that only three per cent of the respondents were either very unsatisfied, or unsatisfied with the *politeness and attitude of judges* (see Figure M.25).

As with many other categories of questions examined, here too, the Survey results reveal somewhat lower satisfaction scores, and thus, a less satisfactory (and more critical) stance of the Yerevan-based FICGJs (vs. Marz-based FICGJs). The FICGJ of Ajapnyak and Davtashen Administrative Districts stands out due to its record low scoring on the *judges’ availability and accessibility*. A subject for a

¹²⁵ Data provided by the JD on 5 and 30 September 2016 (letters No DD-1 E-5963 and No DD-1 E-6588 respectively, correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963)

¹²⁶ Ibid.

separate study, this phenomenon may be explained at least in part by the unprecedented increase in the number of cases filed and still pending examination since 2014 in this court.¹²⁷

The degree of the *judges' accessibility*, and even more so *judges' availability*, may be contingent, among other factors, upon the total number of cases contributing to the workload of the given court. As evident from the data provided by the JD, the FICGJs of Ajapnyak and Davtashen and Kentron and Nork-Marash Administrative Districts (as of the start-year 2016) were facing the two biggest (among all first-instance courts) numbers of cases (criminal and civil) pending examination. Not surprisingly, the FICGJ of Kentron and Nork-Marash Administrative Districts comes second from the bottom in the scoring of the Yerevan-based FICGJs on *judges' availability and accessibility*. At the same time, one of the least loaded Yerevan-based courts, namely, the FICGJ of Erebuni and Nubarashen Administrative Districts, tops the list with the *judges' availability* score of 5.6 (see Figure 5.A). At the same time, advocates/lawyers scored the FICGJ of Erebuni and Nubarashen Administrative Districts with a bottom 4.8 on *judges' politeness and attitude*, which is a rather modest result, compared to the other Yerevan-based FICGJs (Figure 5.A). Not a straightforward poor performer, in the eyes of court users too, on the same dimension of *attitude and politeness of judges*, the FICGJ of Erebuni and Nubarashen Administrative Districts finds itself in the group of the courts with scores which suggest the need to work for further improvement (see Figure 35). At the same time, court users evaluated with the highest satisfaction score this assessment dimension for the FICGJ of Ajapnyak and Davtashen Administrative Districts in as much as it relates to civil cases.

As for the *judges' accessibility*, the FICGJs of Yerevan demonstrate a rather consistent picture of satisfaction scores densely scattered for most cases around the score of 4.6. The dispersion of results around the average scores for both the *judges' accessibility and availability* is considerable, which needs to be taken into consideration at any attempts to interpret them in-depth. For the *judges' politeness and attitude*, the variation is significantly less, thus adding further confidence to the average satisfaction scores observed (see Figure 5.A). These averages, predominantly going over the score of 5, are in agreement with the findings of the Court Users' Survey. Only 8 per cent of court users found the *politeness and attitude of judges* as unsatisfactory or very unsatisfactory (Figure 32).

The poorest performer along these categories examined among the Courts of Appeals and the Court of Cassation is the Criminal Court of Appeals, scoring the lowest on not just the *judges' availability* and *judges' accessibility*, but also *judges' politeness and attitude*. With regard to the latter, the scoring gap with the other courts, and especially the top performer Court of Cassation is rather significant (up to 1.0 points - Figure 8.A). This may be signalling about a serious deficiency requiring a further indebt study of the situation and, if needed, the application of corrective actions.

¹²⁷ Data provided by the JD on 5 September 2016 and 30 September 2016 (letter No DD-1 E-5963 and letter No DD-1 E-6588, respectively correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963).

At the same time, the Court of Cassation reveals a somewhat inconsistent standing of its own, dropping from a top performer to a bottom performer (as perceived by the respondent advocates/lawyers) on the continuum of *judges' accessibility*. With no hard evidence at hand, this Report will refrain from commenting on this phenomenon. However, this may be interpreted with the unique role of the Court of Cassation in ensuring the unified application of the law in RA and most importantly with the differences of oral hearings conducted by this court.¹²⁸ In practice, also confirmed by the observations of the interviewers, many cases are presented by judge reporters during the oral hearings of Court of Cassation and the parties of the cases are not very actively engaged in the court proceedings during these hearings. According to the laws of RA, the Court of Cassation may request the presence of the person who brought the complaint and the parties of the case to be present at the oral hearings of Court of Cassation if there is a need for the provision of necessary explanations, however their absence should not be considered as an obstacle for examination of the case.¹²⁹

ORGANIZATIONAL DIMENSION OF THE COURT SERVICE PROVISION

This section observes some characteristics of judicial hearings that refers more to the organizational dimension of the court service provision and that include: *scheduling of the hearings in coordination with parties, clearness in the organization and administrative responsibilities, timeliness of the hearings*, as well as *rapid handling of civil, criminal and administrative cases* based on the reported answers of the surveyed advocates/lawyers. Similarly to the previous sections, also here the characteristics of judicial hearings are assessed on the basis of the subjective evaluation given by the surveyed advocates/lawyers to the level of satisfaction from and the level of importance of these assessment dimensions (one question for each part of the analysis) for each of the four provisional groups of courts mentioned in the general introduction.

Since the evaluation of the *rapid handling of cases* was done for civil, criminal and administrative cases and not all of the provisional groups of courts considered in the analysis examine all three types of cases, the analysis for the *rapid handling of cases* are presented in separate Figures. This was done in order to ensure the comparability of the results between different groups of courts. For the purposes of this Report, the average importance scores of *rapid handling of cases* are not presented in the main part of the analysis since there was not much variation in the reported scores with the average scores ranging from 5.5 to 6.0 (Figure A.1 in the Appendix at the end of this chapter).

¹²⁸ Judicial Code, Article 3.

¹²⁹ Article 238 (3) of the Civil Procedure Code and Article 418 (5) of the Criminal Procedure Code.

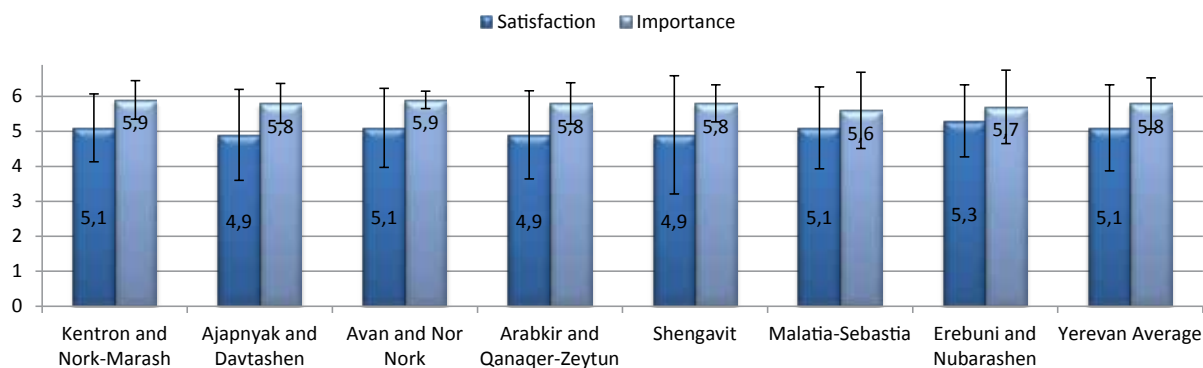
FICGJs of Yerevan

Figures 9.A, 9.B and 9.C show the scores for the levels of satisfaction for the various elements of judicial hearings in FICGJs of Yerevan. The average satisfaction scores are lower than the Marz averages in all three categories. Similar to the results in the previous sections, there is very little variation in the total average results (Figure 9.B), with the lowest results obtained in the FICGJ of Ajapnyak and Davtashen Administrative Districts (12.3). The highest average satisfaction scores for these three assessment dimensions are obtained in the FICGJ of Erebuni and Nubarashen Administrative Districts, which reasonably also shows the highest total average satisfaction scores (14.1). However, the average satisfaction scores for the analysed assessment dimensions are in general very close between the FICGJs of Administrative Districts.

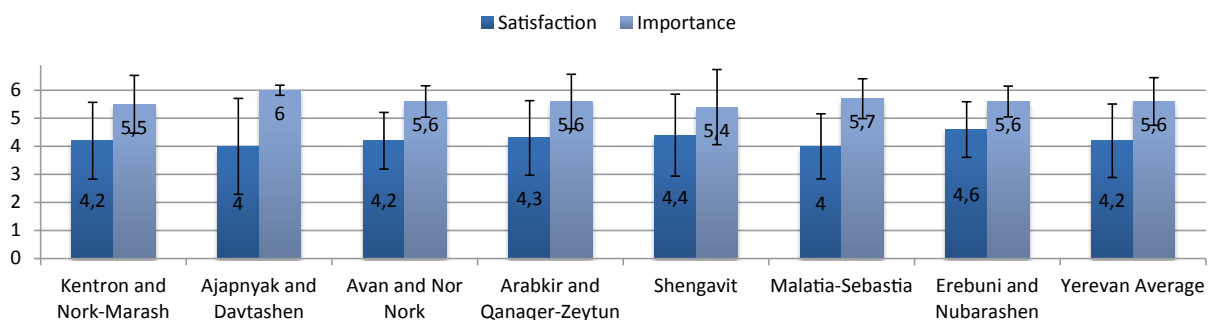
In terms of *rapid handling of cases*, the lowest average satisfaction scores for both civil and criminal cases are obtained for the FICGJ of Kentron and Nork-Marash Administrative Districts (2.0 and 3.2 respectively), with the FICGJ of Ajapnyak and Davtashen Administrative Districts being a close second (2.2 and 3.2 respectively). Furthermore, the highest average satisfaction scores for *rapid handling of civil cases* are obtained in the FICGJ of Malatia-Sebastia Administrative District (2.9), which, however, still shows lower levels of satisfaction than the Marz average (3.5). It is noteworthy that the highest average satisfaction score for *rapid handling of criminal cases* are obtained in Erebuni and Nubarashen Administrative Districts (4.0).

Figure 9.A. Average satisfaction and importance scores for scheduling the hearings in coordination with parties, clearness in the organization and administrative responsibilities, and timeliness of the hearings for FICGJs of Yerevan

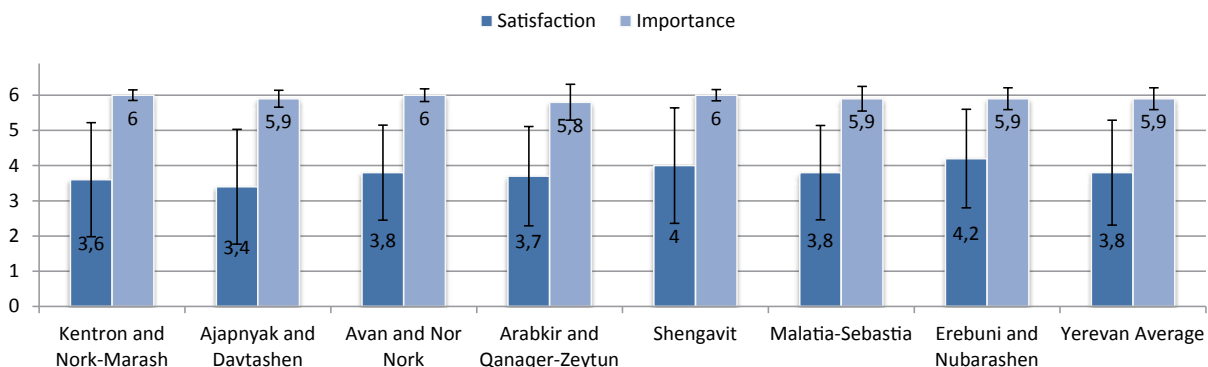
Scheduling the Hearings in Coordination with Parties



Clearness in the Organization and Administrative Responsibilities



Timeliness of the Hearings



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 9.B. Average satisfaction scores for scheduling the hearings in coordination with parties, clearness in the organization and administrative responsibilities, and timeliness of the hearings for FICGJs of Yerevan

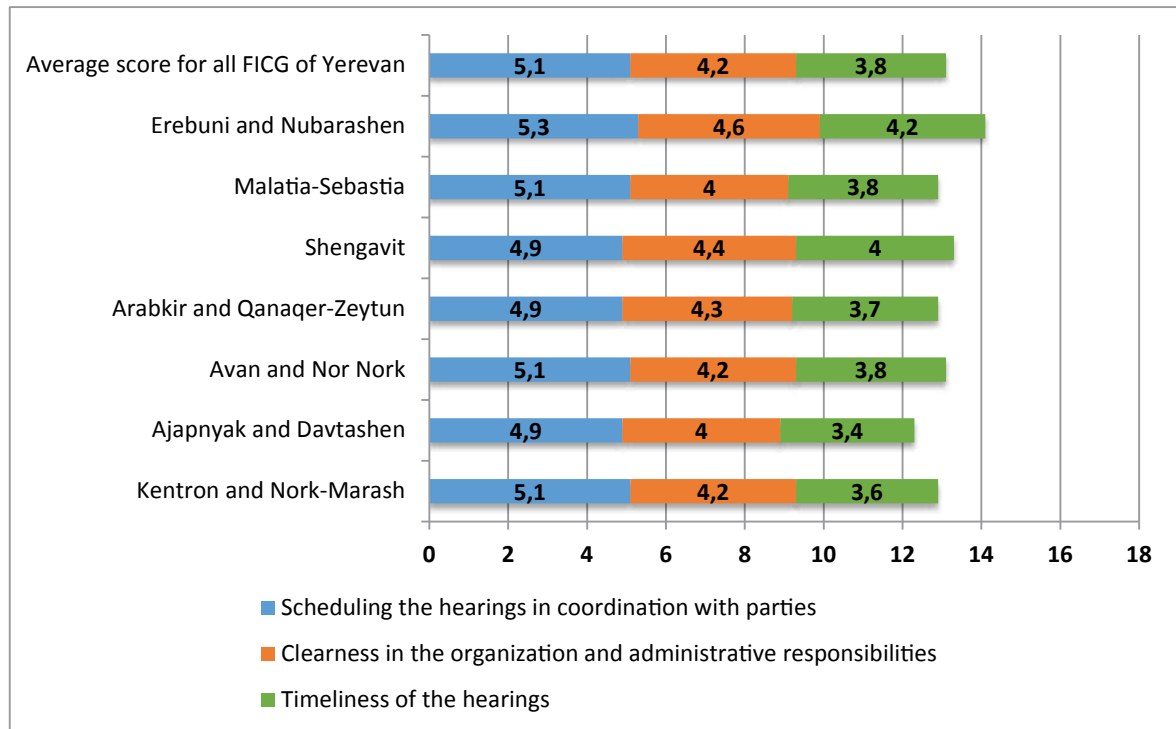
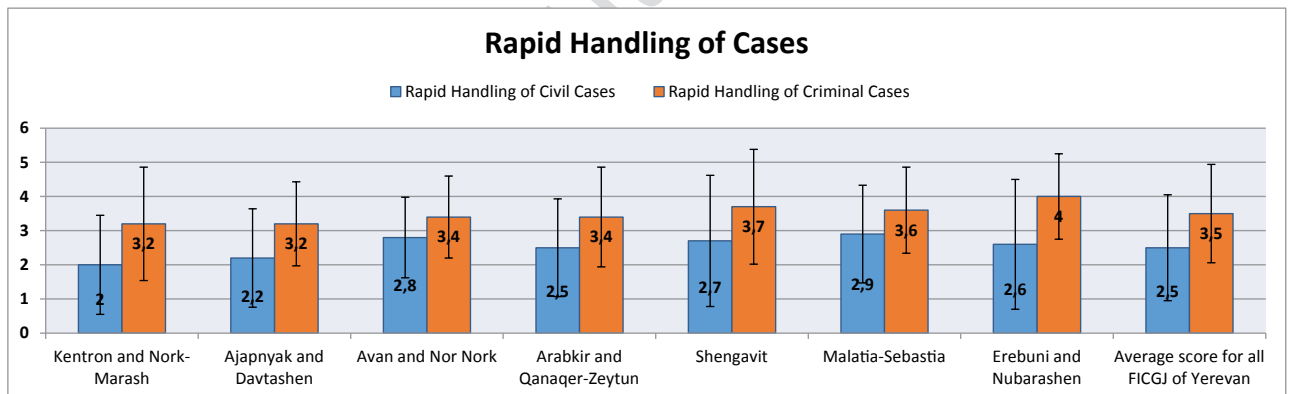


Figure 9.C. Average satisfaction scores for rapid handling of civil and criminal cases for FICGJs of Yerevan



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

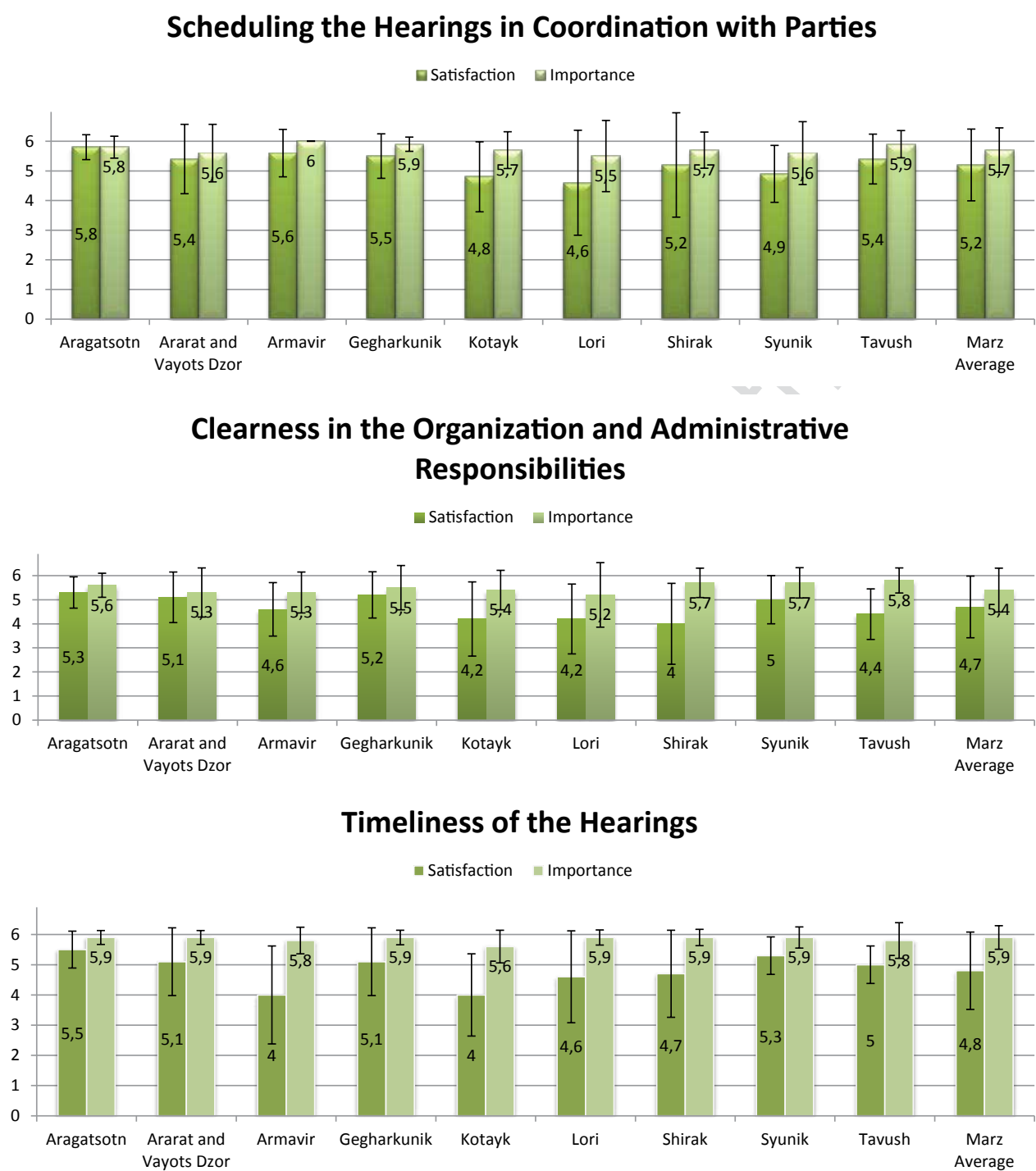
FICGJs of Marzes

The average satisfaction scores of the surveyed advocates'/lawyers' for all assessment dimensions the FICGJs of Marzes are presented in Figures 10.A, 10.B and 10.C. Based on the Figures, Aragatsotn Marz again shows the highest results of the average satisfaction scores with the smallest ranges of variation of the answers of respondents in almost all categories. The only exception is in *rapid handling of criminal cases* (Figure 10.C), for which the highest average satisfaction score (5.1) and the smallest ranges of variation of the answers of respondents are obtained in Armavir Marz.

The lowest average levels of satisfaction and the largest ranges of answer variation are obtained in Lori Marz for *scheduling the hearings in coordination with parties* (4.6), Shirak Marz for *clearness in the organization and administrative responsibilities* (4.0), and Kotayk and Armavir Marzes for *timeliness of the hearings* (4.0). In general, Kotayk Marz shows the lowest joint average satisfaction scores for on these three assessment dimensions (13.0), whereas Aragatsotn Marz shows the highest satisfaction scores (16.6).

In terms of *rapid handling of cases* (Figure 10.C), the lowest average results with relatively small ranges of answer variation are obtained in Tavush Marz for both civil and criminal cases (2.6 and 2.9 respectively). It is worthy to mention that the average satisfaction scores for *rapid handling of cases* are rather low in general.

Figure 10.A. Average satisfaction and importance scores for scheduling the hearings in coordination with parties, clearness in the organization and administrative responsibilities, and timeliness of the hearings for FICGJs of Marzes of the RA



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 10.B. Average satisfaction scores for scheduling the hearings in coordination with parties, clearness in the organization and administrative responsibilities, and timeliness of the hearings for FICGJs of Marzes of the RA

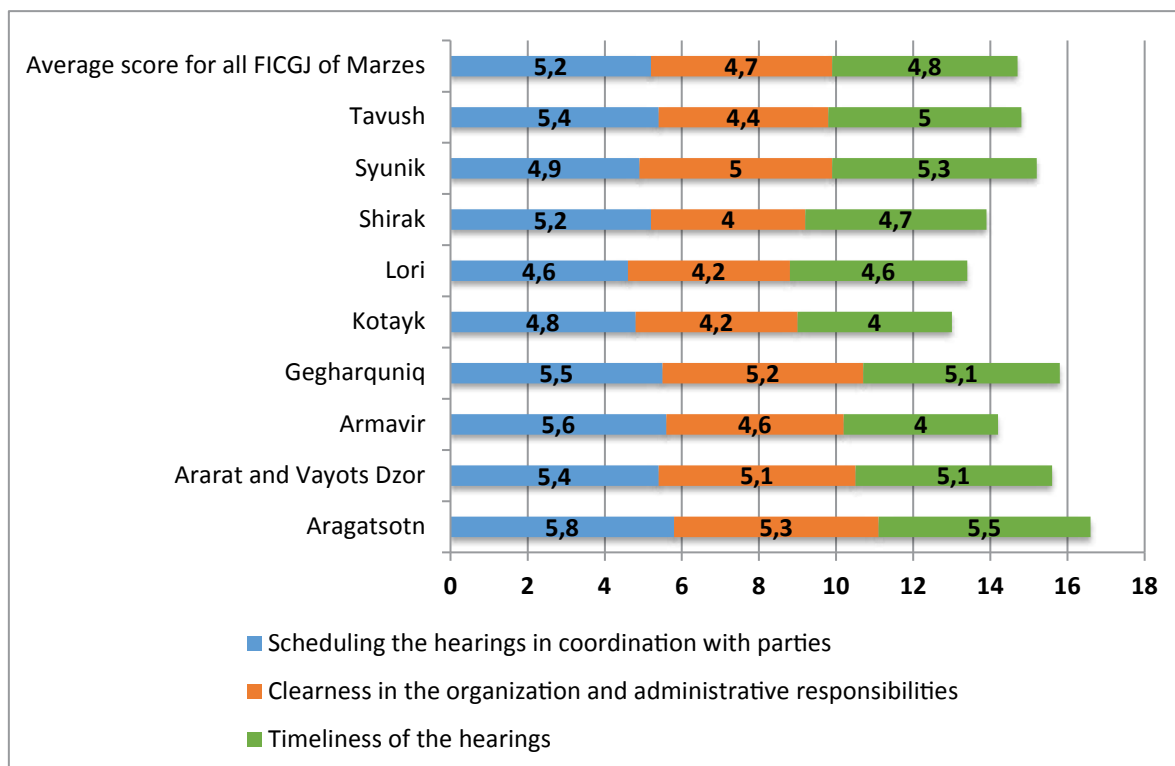
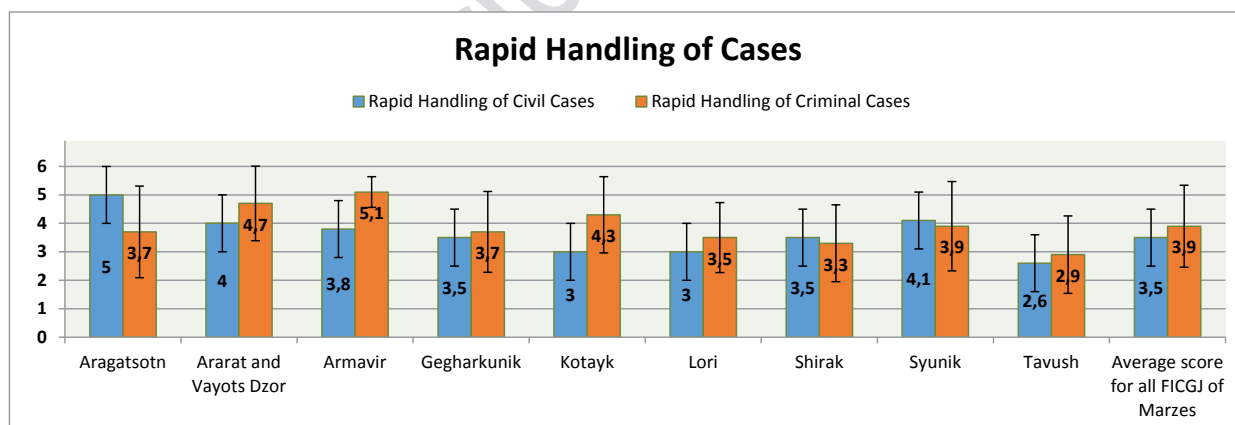


Figure 10.C. Average satisfaction scores for rapid handling of civil and criminal cases for FICGJs of Marzes of the RA



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

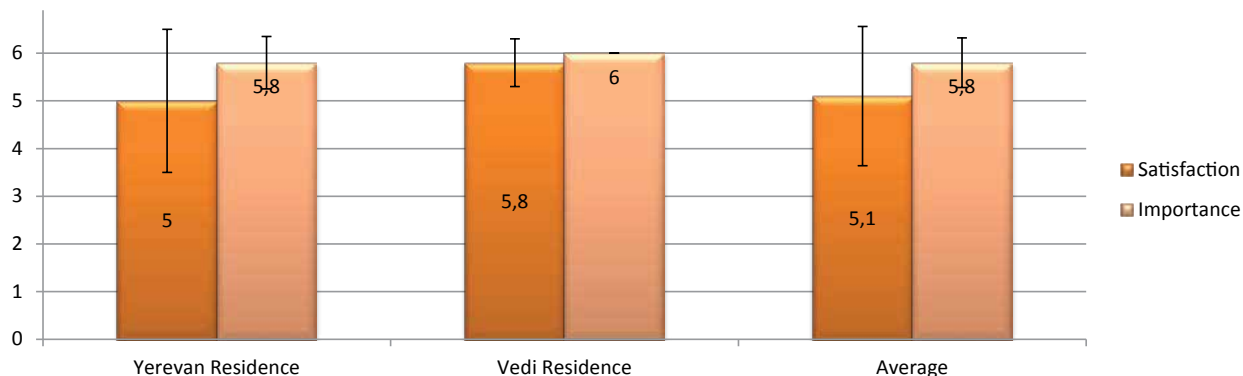
Administrative Court of the RA, Yerevan and Vedi Residences

The evaluations of the results for the similar analysis conducted for the Administrative Court of the RA (Figures 11.A, 11.B and 11.C) shows relatively higher average satisfaction scores with lower ranges of variation of the answers of respondents for the residence in Vedi for *scheduling the hearings in coordination with parties* (5.8) and *timeliness of the hearings* (5.3), but lower average satisfaction scores for *clearness in the organization and administrative responsibilities* (4.4). However, the difference in the average satisfaction scores for *clearness in the organization and administrative responsibilities* is negligible with very large ranges of answer variation.

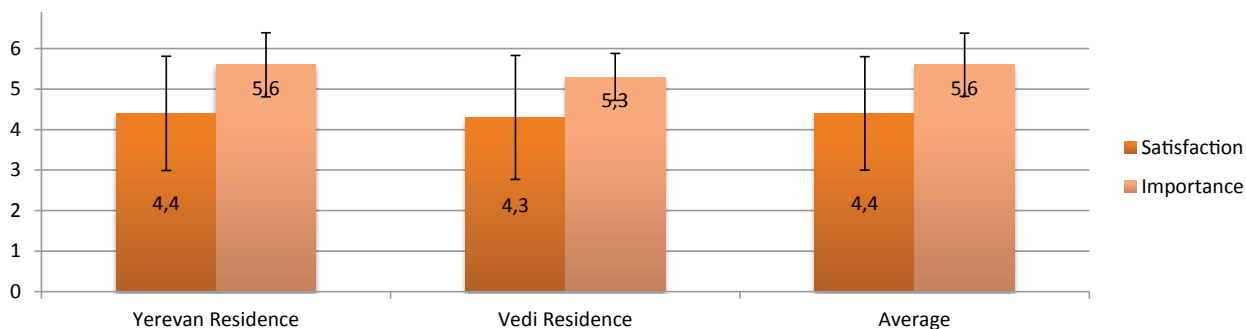
The Administrative Court of the RA in Vedi residence also shows higher satisfaction scores in terms of *rapid handling* of administrative cases (4.5) with slightly smaller range of answer variation compared to the results for the Yerevan residence of the Administrative Court of the RA (3.0).

Figure 11.A. Average satisfaction and importance scores for scheduling the hearings in coordination with parties, clearness in the organization and administrative responsibilities, and timeliness of the hearings for administrative courts of Yerevan and Vedi

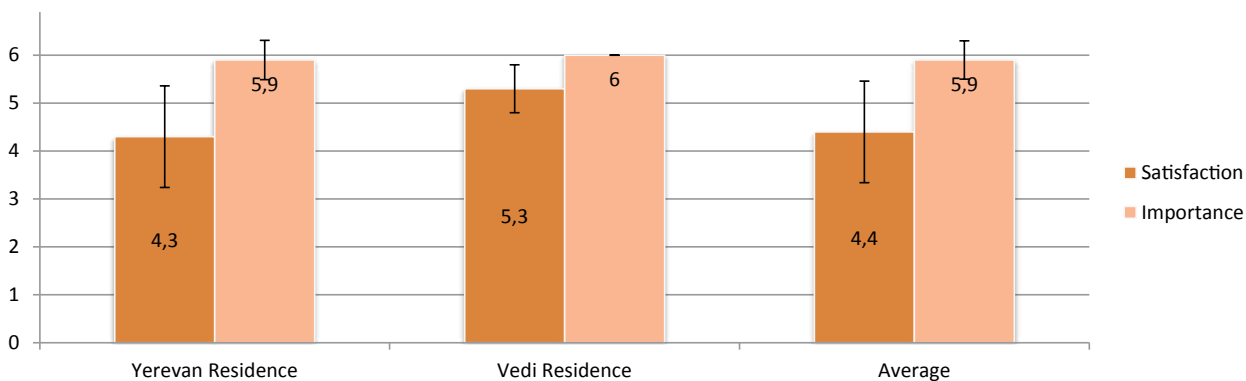
Scheduling the Hearings in Coordination with Parties



Clearness in the Organization and Administrative Responsibilities



Timeliness of the Hearings



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 11.B. Average satisfaction scores for scheduling the hearings in coordination with parties, clearness in the organization and administrative responsibilities, and timeliness of the hearings for administrative courts of Yerevan and Vedi

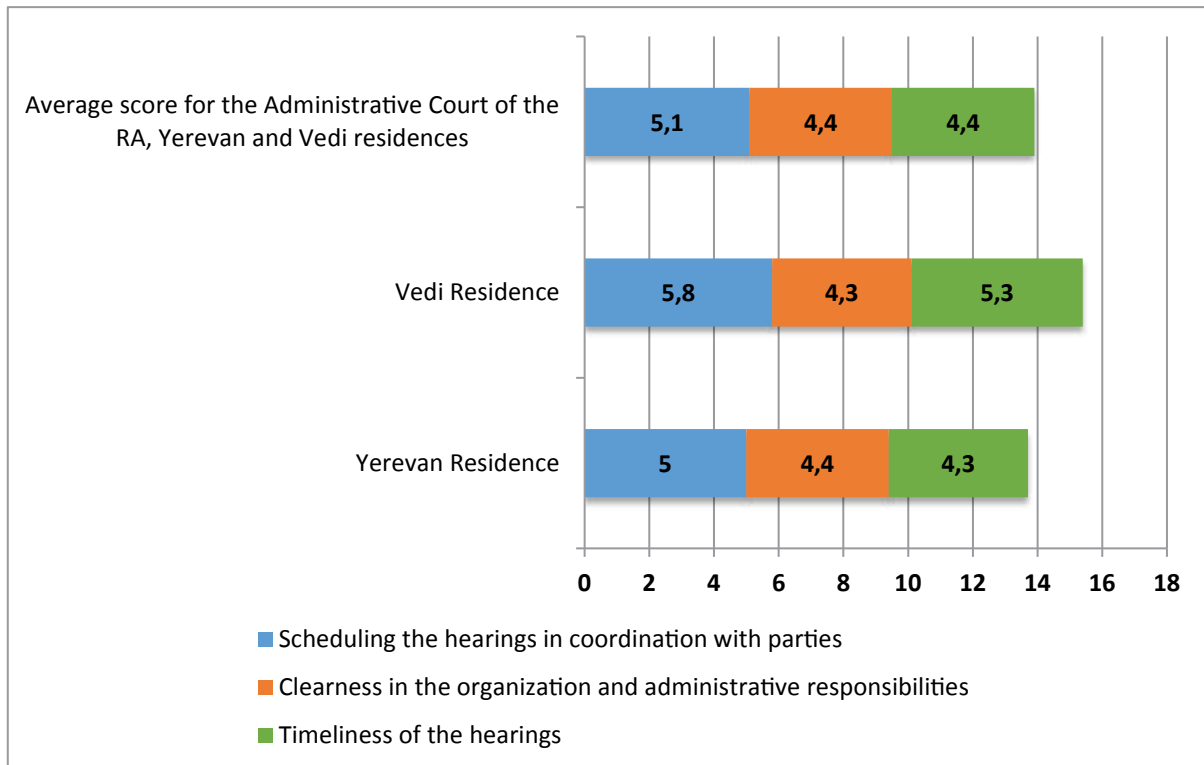
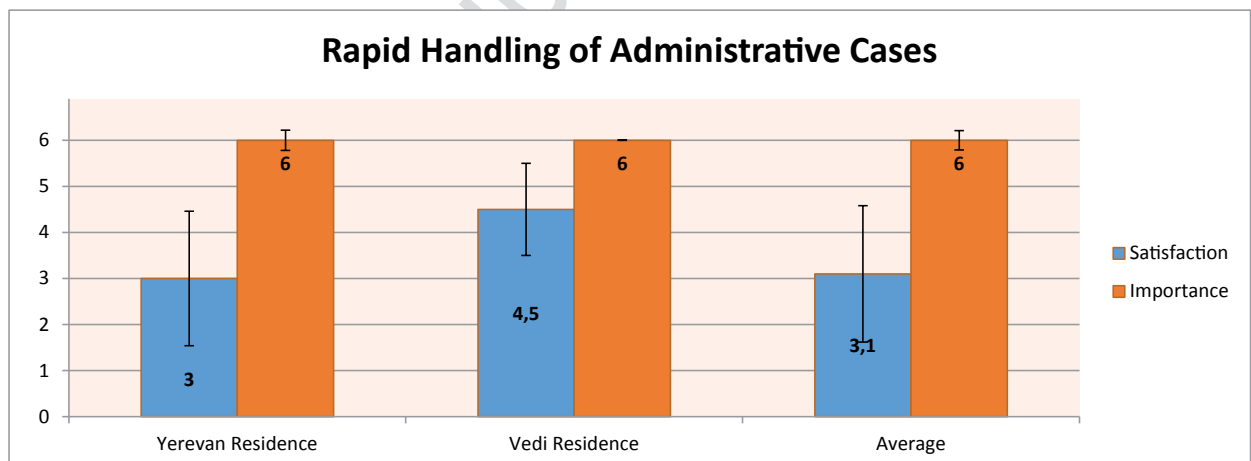


Figure 11.C. Average satisfaction and importance scores for and the level of importance of rapid handling of administrative cases for administrative courts of Yerevan and Vedi



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

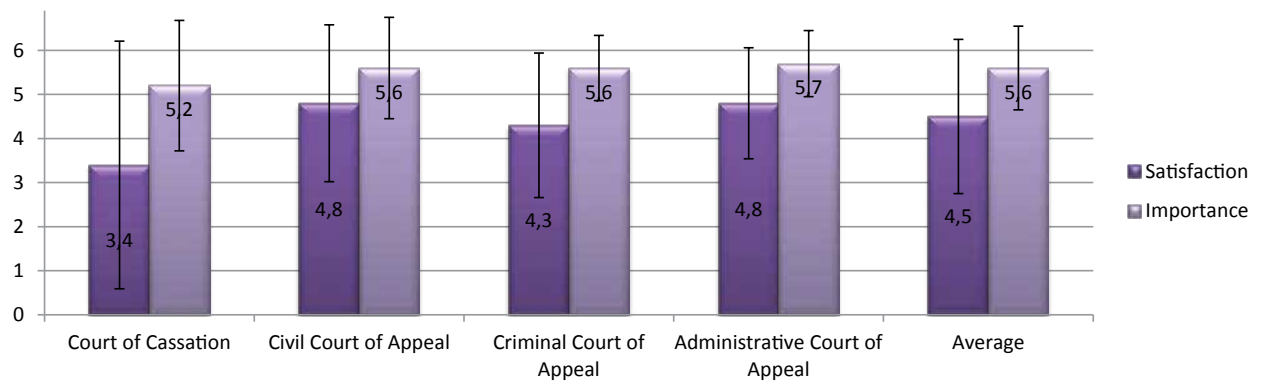
Courts of appeals and Court of Cassation

The analysis of the courts of appeals and Court of Cassation of the RA (Figures 12.A, 12.B and 12.C) shows that advocates/lawyers gave the highest average satisfaction scores for *scheduling the hearings in coordination with parties* and *clearness in the organization and administrative responsibilities* to the Civil Court of Appeals of the RA as well as to the Administrative Court of Appeals of the RA (4.8 and 4.2 respectively), whereas, the highest average satisfaction scores for the *timeliness of the hearings* was given to the Court of Cassation of the RA (5.2). However, it is worth to mention that the Court of Cassation of the RA also has the lowest computed average satisfaction scores for the category of *scheduling the hearings* in coordination with parties (3.4). The highest total average satisfaction scores (Figure 12.B) were obtained for the Civil Court of Appeals of the RA (12.9), while the lowest scores were obtained for the Criminal Court of Appeals of the RA (12.2).

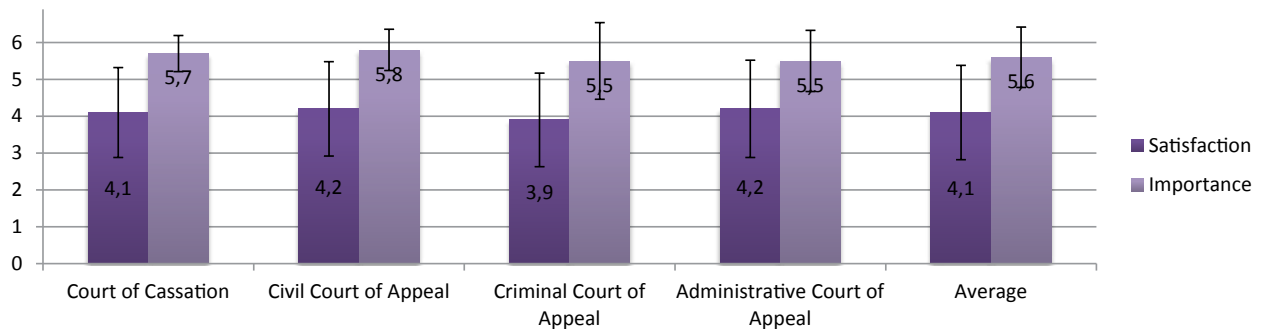
In terms of *rapid handling of cases* (Figure 12.C), relatively lower results in advocates'/lawyers' satisfaction levels are obtained for the Court of Cassation of the RA for all three types of cases (2.5, 3.4 and 2.4 respectively for civil, criminal and administrative cases).

Figure 12.A. Average satisfaction and importance scores for scheduling the hearings in coordination with parties, clearness in the organization and administrative responsibilities, and timeliness of the hearings for the courts of appeals and Court of Cassation of the RA

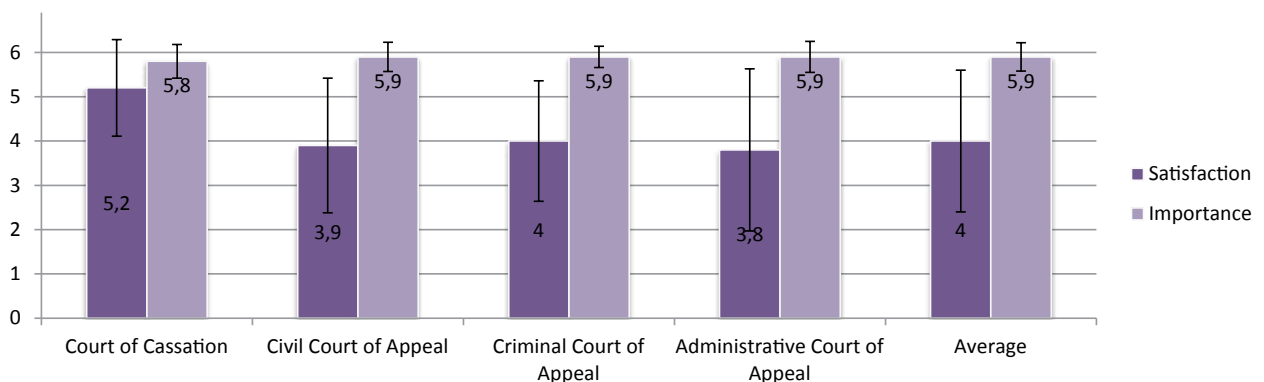
Scheduling the Hearings in Coordination with Parties



Clearness in the Organization and Administrative Responsibilities



Timeliness of the Hearings



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 12.B. Average satisfaction scores for scheduling the hearings in coordination with parties, clearness in the organization and administrative responsibilities, and timeliness of the hearings for the courts of appeals and Court of Cassation of the RA

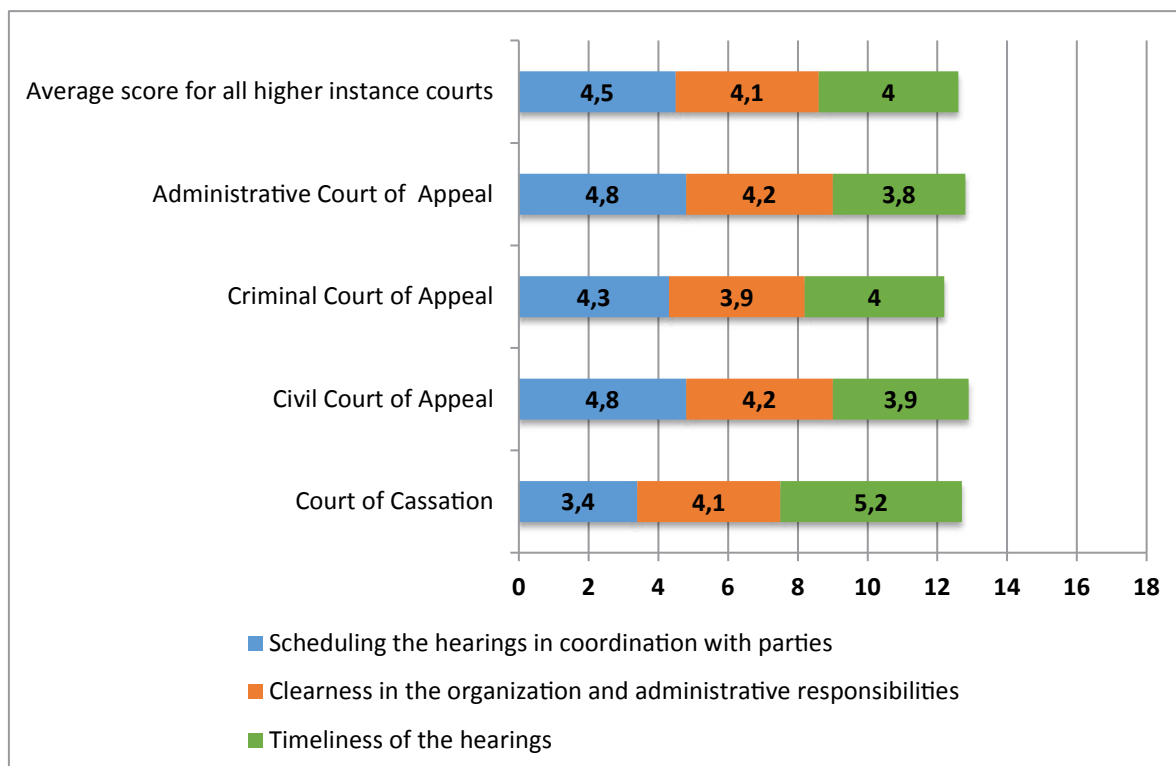
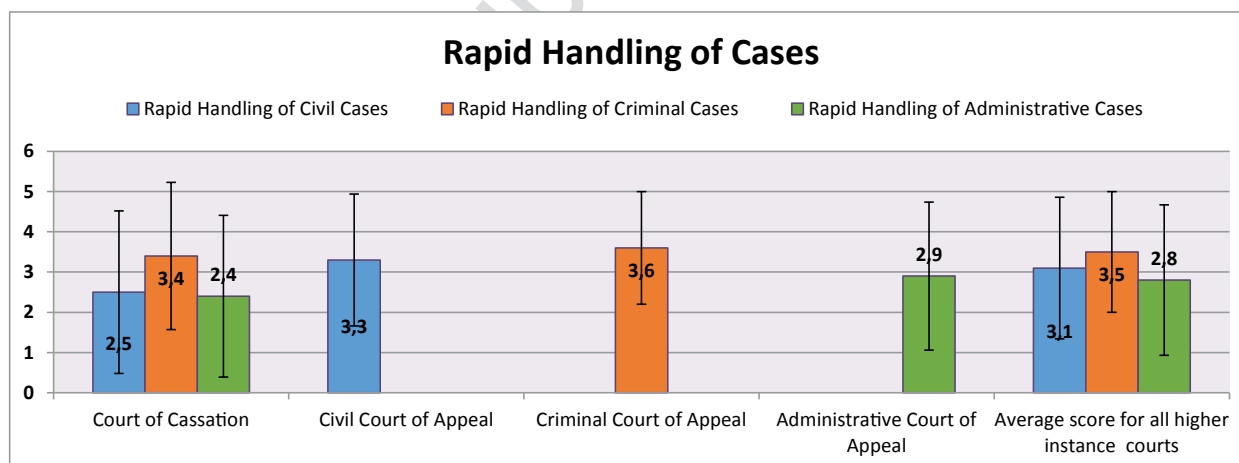


Figure 12.C. Average satisfaction scores for rapid handling of civil, criminal and administrative cases for the courts of appeals and Court of Cassation of the RA



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Conclusions

The respondents in the Survey conducted with advocates/lawyers seem to have been overall satisfied from the *setting the time of hearings in agreement with proceeding parties* involved in cases examined by the FICGJs of Marzes. Even some of the lower scores in the range of 4.6-4.9 (see Figure 10.A) come closer to the rating of very satisfied. At the same time, the degree of dispersion of the responses, especially for the near-to-bottom scores, may be somewhat overshadowing the generally positive reading of the results. The advocate/lawyer respondents have assessed the *clarity in the organization and administrative responsibilities* much more critically. Still in the higher-end range, yet the bottom score on this account drops to 4.0 for the FICGJ of Lori Marz. Interesting is also the fact that on both the above dimensions, the lower satisfaction scores correlate with relatively lower importance scores, specific to the respective Marzes. For instance, the FICGJ of Lori Marz coming at the very bottom of the list for the satisfaction scores for *setting the time of hearings in agreement with proceeding parties* and the second to the bottom on the *clarity in the organization and administrative responsibilities* in both cases has the lowest importance score associated with these two questions.

The issue remains open why particularly FICGJs of Lori and Shirak Marzes are the two Marz-based courts scoring the lowest. Yet, it seems to be very loosely, if at all, linked to the number of non-judge court personnel working particularly in Vanadzor and Gyumri residences of FICGJs of Lori and Shirak Marzes. The total number of court staff seems adequate within the general context of staffing of the first instance courts of RA. It may be fair to assume the issue lies more in the domain of the quality of job performed by the specific staff members or the organization of the working activities. Overall, the general findings of the data analysis may be further supported and substantiated with some of the more specific inquiries into the status of the specific court functioning and in order to evidence potential problems and bottlenecks. It could also be useful to compare working practices in better and less well performing courts in order to identify good practices that can be shared.

Punctuality, organization and progression of hearings are an important component of the court functioning. On this continuum, there is even a greater dispersion of Marz-specific scores. The FICGJs of Kotayk and Armavir Marzes are the two lowest-scoring Marz-based courts. In fact, the FICGJ of Kotayk Marz is a clear bottom performer based on a cumulative satisfaction score for entire group of assessment dimensions under consideration in this section. The findings of the Survey conducted with advocates/lawyers somewhat correlate with those of the Survey conducted with court users on the *punctuality of hearings*. There too, the FICGJ of Kotayk Marz scored among the lowest both for civil and criminal cases (see Figure M.8). It may be reasonable to suggest a study to explore the root causes of the allegedly faulty court functioning in Kotayk Marz.

Related to the questions of *punctuality, organization and progression of hearings* is the capacity of the courts to handle the cases in an effective, and particularly, rapid manner. With this respect further attention requires the FICGJ of Tavush Marz, since the satisfaction scores for the *punctuality*,

organization and progression of hearings are alarmingly approaching the unfavourable zone of *unsatisfied*. The satisfaction scores are not too different for the FICGJ of Kotayk Marz, especially with respect of civil cases. The data supplied by the JD do not help in deciphering the precise reasons for an alleged under-performance by FICGJ residences in these two Marzes. However, it appears the major cause cannot be found in the number of court personnel, as the judge ratios of the courts seem to be in line with those prevailing in most of the jurisdictions of the Council of Europe Member States. If the prime reason is not quantitative, then a question rises about the organization and quality of work performed, and other questions associated with the case and time management, correct prioritization of duties as well as efficiency of the work.

All Yerevan-based FICGJs taken together score lower than the Marz-based FICGJs. It should be noted, that the FICGJ of Ajapnyak and Davtashen and Kentron and Nork-Marash Administrative Districts are among the bottom performers (for the respective satisfaction scores on virtually all categories examined in this section, see Figure 9.A). The assessment seems to suggest some of the reasons behind this. As elaborated in the conclusions related to the data analysis of court users' evaluations, the inflow of the newly filed, especially civil cases, into the first instance courts of RA over the past few years has grown exponentially,¹³⁰ placing a particularly heavy burden on the above-mentioned two FICGJs. Secondly, the number of judge personnel does not seem adequate, especially at the FICGJ of Ajapnyak and Davtashen Administrative Districts (and perhaps less so, at the FICGJ of Kentron and Nork-Marash Administrative Districts), when considering the number of cases per judge ratio of first instance court. Thirdly, the non-judge court personnel employed at various FICGJs in Yerevan seems not to be well matched against the incoming caseload (such as the newly filed cases and cases under examination). As already mentioned in the conclusions related to the data analysis based on court users' questionnaire, while outstanding as the FICGJs with the highest number of cases under examination (as of year-end 2015), the FICGJ of Ajapnyak and Davtashen administrative districts has the lowest number of non-judge court personnel on its payroll (as of 2015). Remarkably, the two high-scoring FICGJs on *rapid handling of cases*, namely the FICGJs of Erebuni and Nubarashen, as well as Malatia-Sebastia Administrative Districts had the two lowest totals of cases under examination as of 2015.¹³¹

The overall picture for the courts of appeals and Court of Cassation is rather mixed. On a cumulative basis for the first three categories of questions analysed, the highest satisfaction score of advocates/lawyers emerges for the Civil Court of Appeals, while the lowest goes to the Criminal Court of Appeals (see Figures 12.A and 12.B).

¹³⁰ Data provided by the JD on 5 and 30 September 2016 (letters No DD-1 E-5963 and No DD-1 E-6588 respectively, correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963).

¹³¹ Ibid.

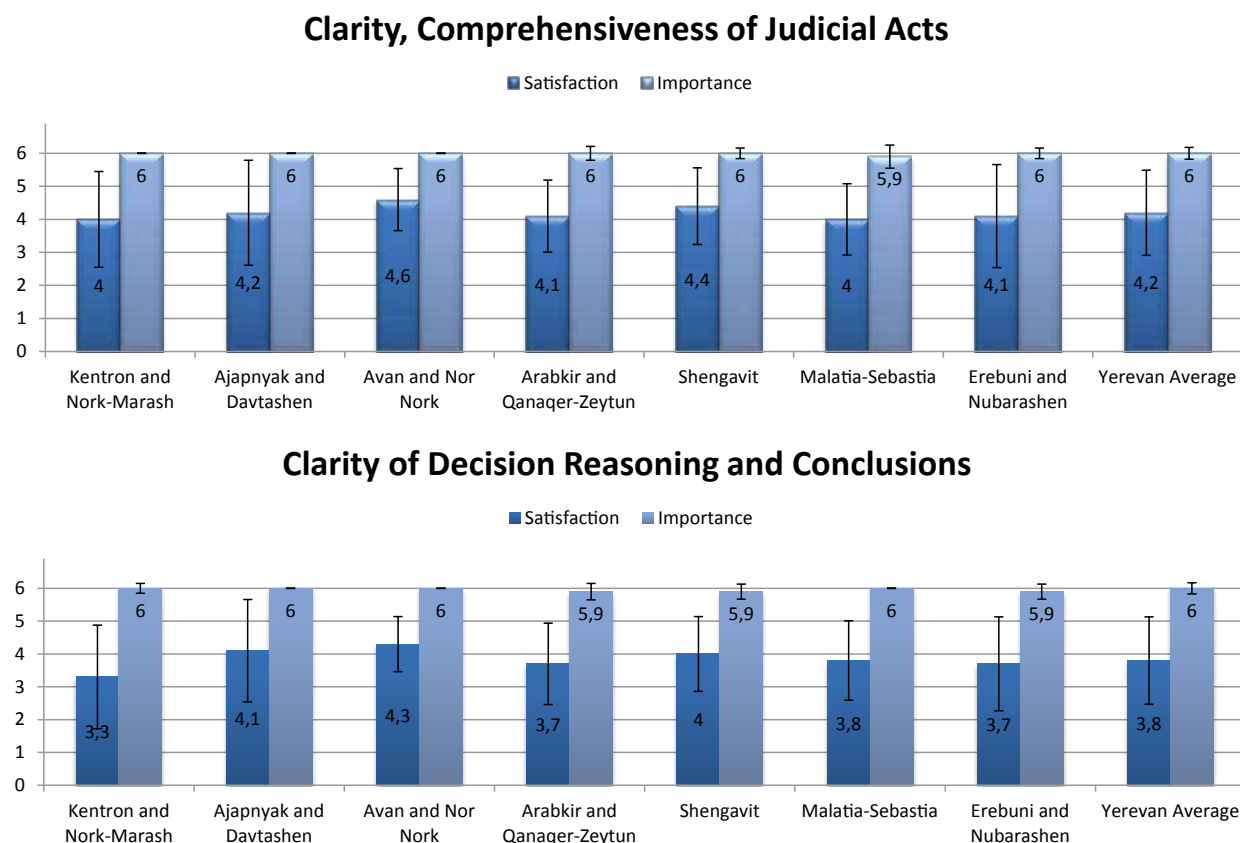
CLARITY, COMPREHENSIVENESS OF JUDICIAL ACTS AND CLARITY OF DECISION REASONING AND CONCLUSIONS

Finally, the last section of this analysis explores the *clarity, comprehensiveness of judicial acts* and the *clarity of decision reasoning and conclusions*, based on the reported answers of the surveyed advocates/lawyers. Similar to the other sections of the analysis, *the clarity, comprehensiveness of judicial acts* and *clarity of decision reasoning and conclusions* were assessed on the basis of the subjective evaluation given by the surveyed advocates/lawyers on the satisfaction from and importance of these characteristics of judicial acts (one question for each part of the analysis) for each of the four provisional groups of courts mentioned in the general introduction.

FICGJs of Yerevan

The average satisfaction scores for these two assessment dimensions in FICGJs of Yerevan (Figures 13.A and 13.B) are lower than the Marz averages. This tendency is true for the results obtained in all previous sections. The lowest total average satisfaction scores (Figure 13.B) are obtained in the FICGJ of Kentron and Nork Marash Administrative Districts (7.3), which is mostly a result of the low average satisfaction from *clarity of decision reasoning and conclusions* (3.3). The FICGJ of Avan and Nor Nork Administrative Districts presents the highest average satisfaction scores for both assessment dimensions (4.6 and 4.3 respectively) and thus also the highest total satisfaction score (8.9) which, however, is still lower than Marz average (9.2).

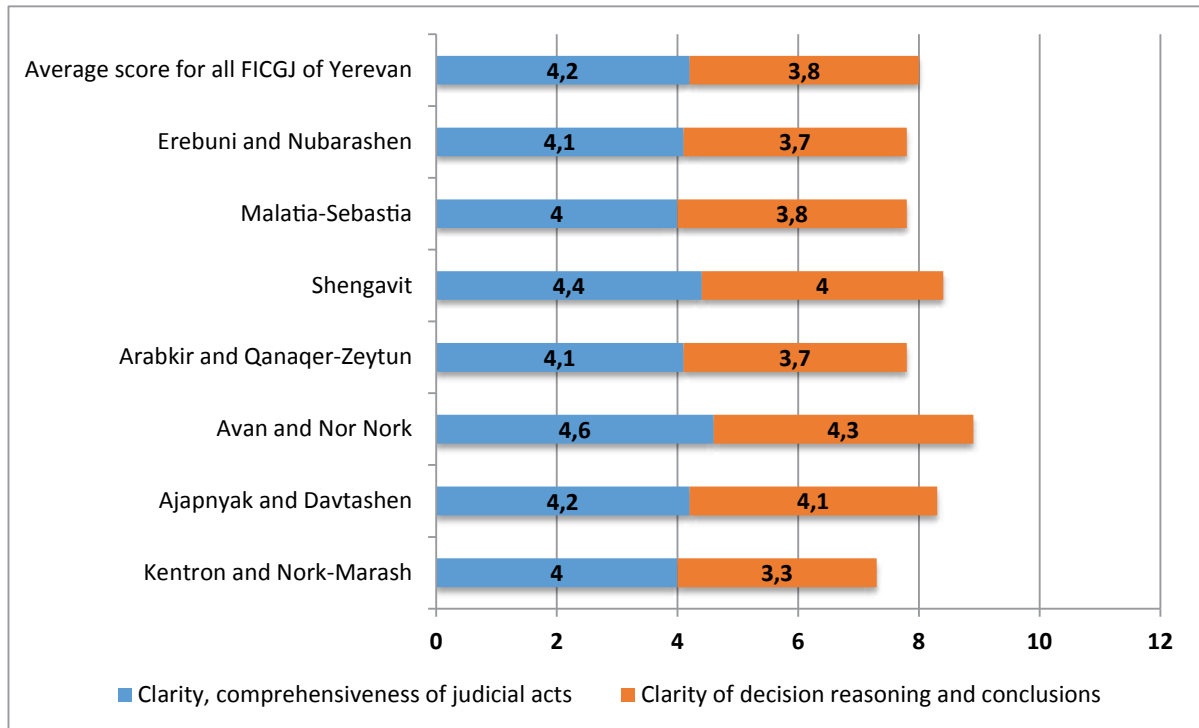
Figure 13.A. Average satisfaction and importance scores for clarity, comprehensiveness of judicial acts and clarity of decision reasoning and conclusions for FICGJs of Yerevan



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 13.B. Average satisfaction scores for clarity, comprehensiveness of judicial acts and clarity of decision reasoning and conclusions for FICGJs of Yerevan

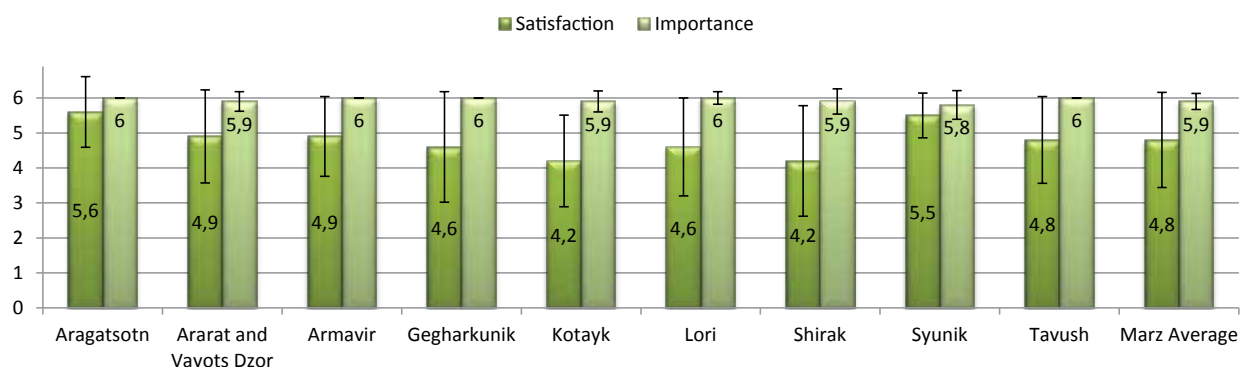


FICGJs of Marzes

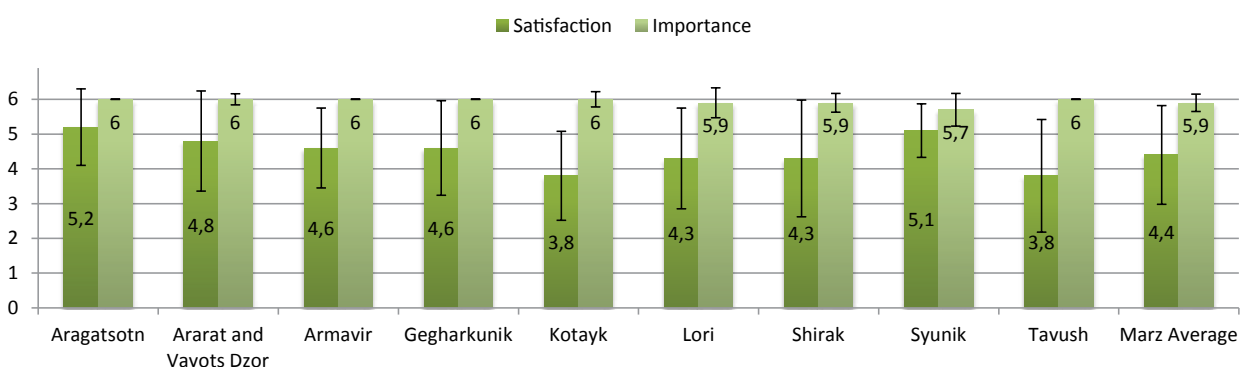
Based on the average scores of the surveyed advocates'/lawyers' satisfaction from *clarity, comprehensiveness of judicial acts* as well as *clarity of decision reasoning and conclusions* (Figure 14.A), it can be observed that the highest results in both categories were obtained in Aragatsotn Marz (5.6 and 5.2 respectively), with Syunik Marz being a close second (5.5 and 5.1 respectively). Lowest levels were obtained in Kotayk and Shirak Marzes for *clarity, comprehensiveness of judicial acts* (4.2), and Kotayk and Tavush Marzes for *clarity of decision reasoning and conclusions* (3.8). Based on the joint results (Figure 14.B), Aragatsotn Marz shows the highest satisfaction level (10.8), while Kotayk Marz shows the lowest (8.0).

Figure 14.A. Average satisfaction and importance scores for clarity, comprehensiveness of judicial acts and clarity of decision reasoning and conclusions for FICGJs of Marzes of the RA

Clarity, Comprehensiveness of Judicial Acts



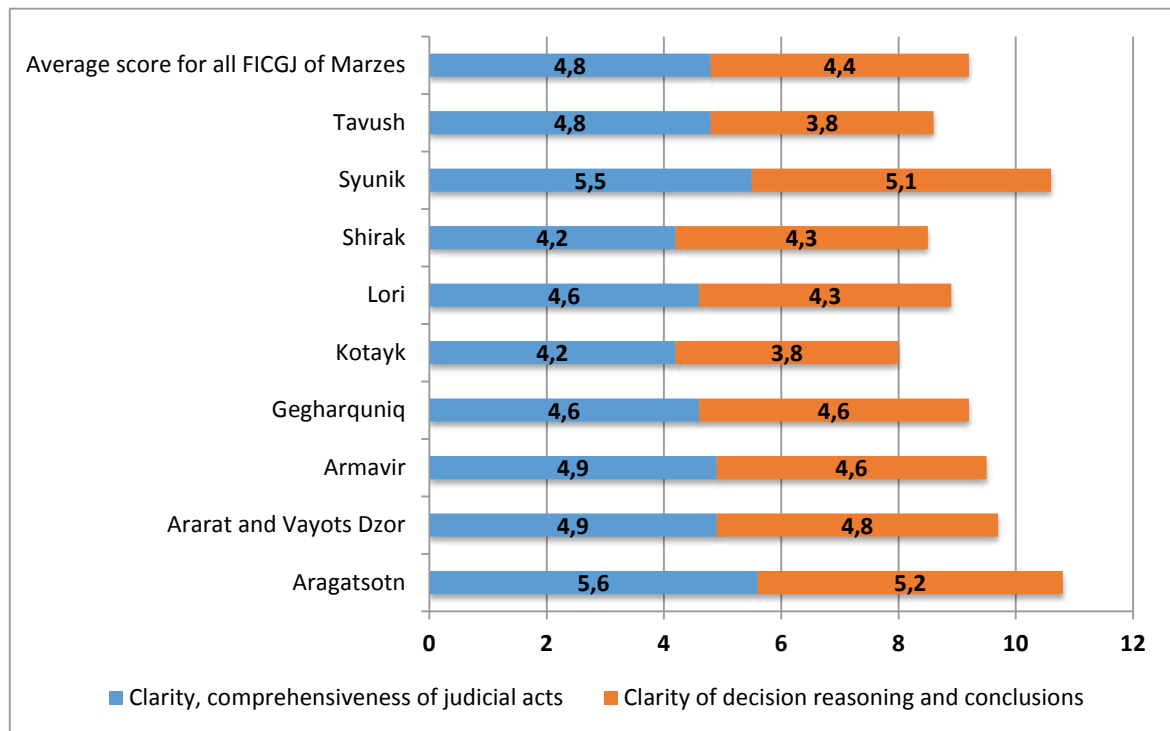
Clarity of Decision Reasoning and Conclusions



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 14.B. Average satisfaction scores for clarity, comprehensiveness of judicial acts and clarity of decision reasoning and conclusions for FICGJs of Marzes of the RA



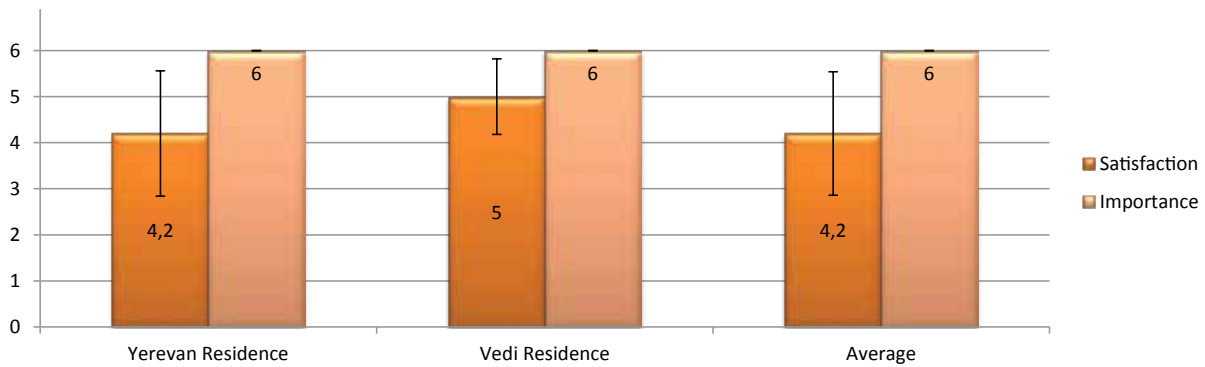
Administrative Court of the RA, Yerevan and Vedi Residences

The evaluation of the results for the analysis of the *satisfaction from clarity, comprehensiveness of judicial acts* as well as *clarity of decision reasoning and conclusions* conducted for the Administrative Court of the RA (Figures 15.A and 15.B) shows higher average satisfaction scores for the residence in Vedi in comparison to the residence in Yerevan in both assessment dimensions (respectively 5.0 and 5.0 compared to 4.2 and 3.9). Moreover, despite the much larger sample of surveyed advocates/lawyers in Yerevan, the scores have lower variation range for Vedi residence of the Administrative Court of the RA.

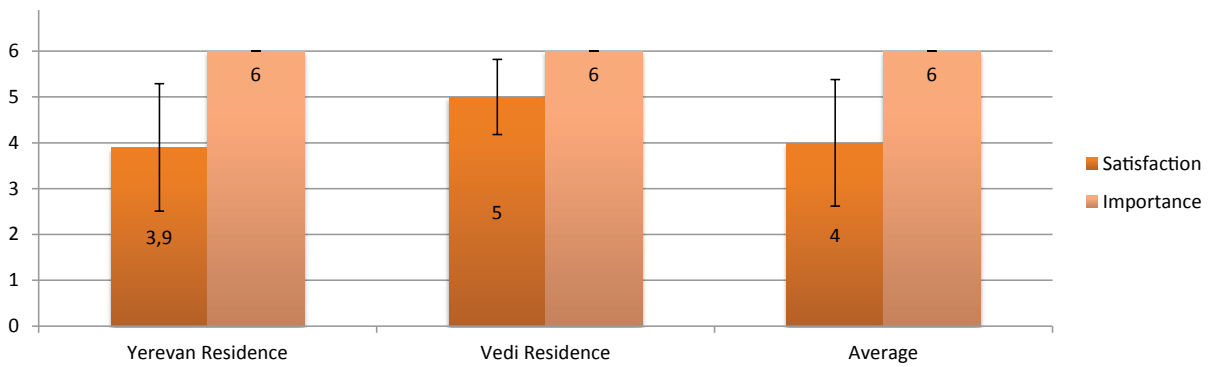
However, it is worth mentioning again at this point that, because of the low number of informative answers collected in the Administrative Court of the RA in Vedi residence, the robustness of results in Vedi may still be arguable.

Figure 15.A. Average satisfaction and importance scores for clarity, comprehensiveness of judicial acts and clarity of decision reasoning and conclusions for the Administrative Court of the RA, Yerevan and Vedi residences

Clarity, Comprehensiveness of Judicial Acts



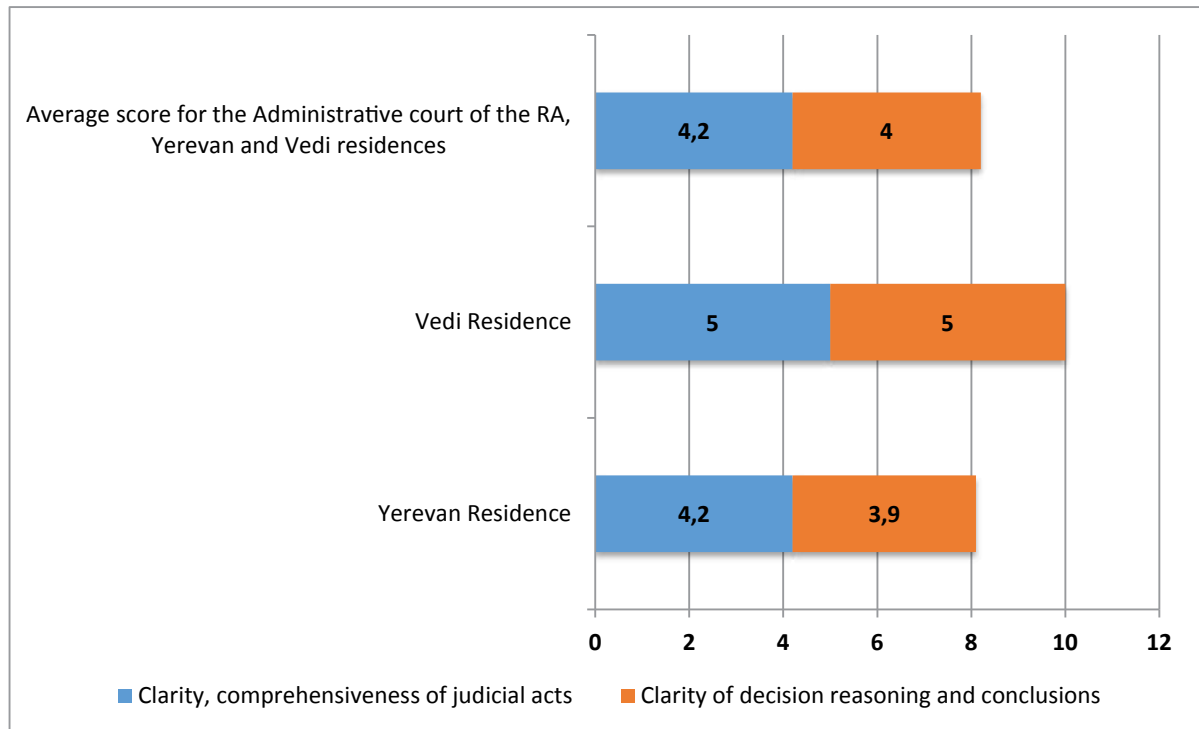
Clarity of Decision Reasoning and Conclusions



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

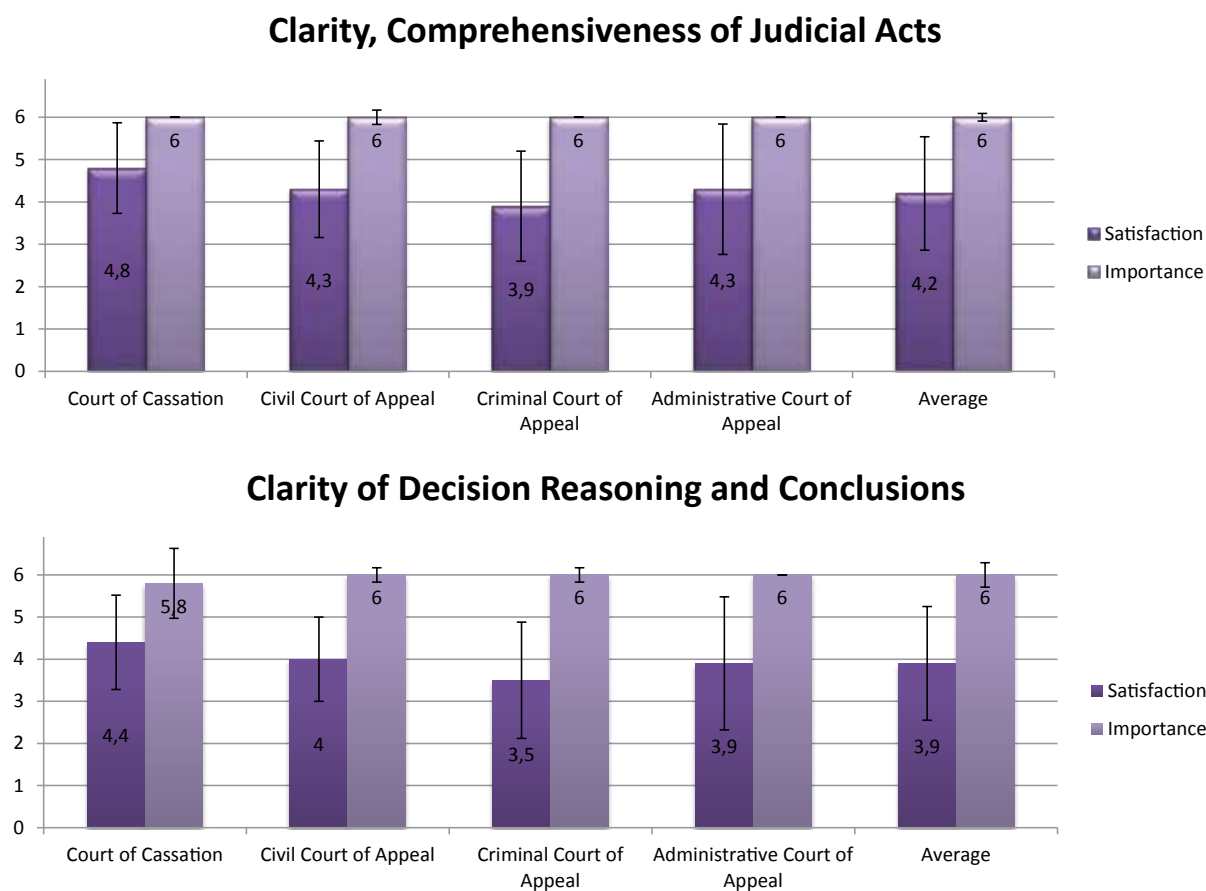
Figure 15.B. Average satisfaction scores for clarity, comprehensiveness of judicial acts and clarity of decision reasoning and conclusions for the Administrative Court of the RA, Yerevan and Vedi residences



Courts of appeals and Court of Cassation

Figures 16.A and 16.B present the analysis for courts of appeals and Court of Cassation of the RA, which show that the Court of Cassation of the RA has the highest average results in the group in terms of the advocates'/lawyers' satisfaction from both *clarity, comprehensiveness of judicial acts* and *clarity of decision reasoning and conclusions* (4.8 and 4.4 respectively). The lowest results are obtained in the Criminal Court of Appeals of the RA, which has the lowest average satisfaction scores from both assessment dimensions (3.9 and 3.5 respectively).

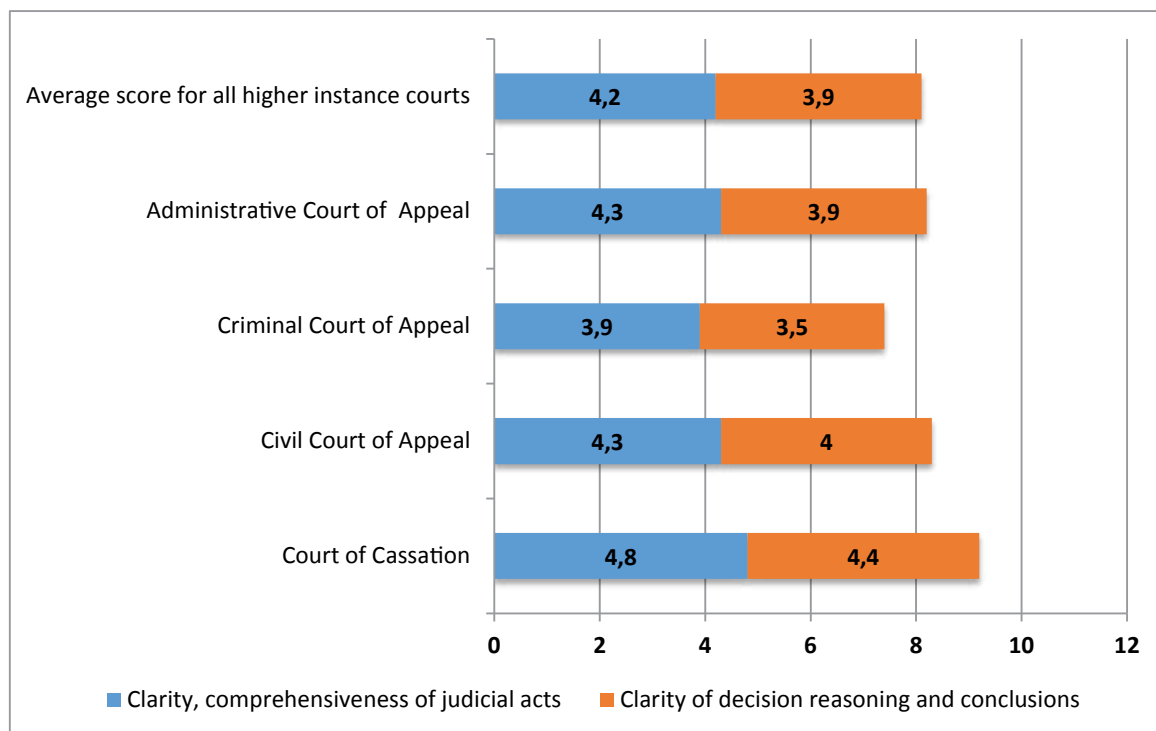
Figure 16.A. Average satisfaction and importance scores for clarity, comprehensiveness of judicial acts and clarity of decision reasoning and conclusions for the courts of appeals and Court of Cassation of the RA



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Figure 16.B. Average satisfaction scores for clarity, comprehensiveness of judicial acts and clarity of decision reasoning and conclusions for the courts of appeals and Court of Cassation of the RA



Conclusions

The fourth group of questions on the Survey conducted with advocates/lawyers refer to the *clarity and comprehensiveness of the judicial acts* as well as the *clarity of decision reasoning and conclusions* as perceived by the surveyed advocates/lawyers. These two questions are conceptually related with the questions on clarity of the decisions, conclusions, and the respective judicial acts posed to the general court users.

Looking at the analysis of the Marz-based FICGJs, the lowest rated on the *clarity and comprehensiveness of judicial acts* continuum appear to be the FICGJs of Kotayk and Shirak Marzes. The score difference between these two and the top rated Aragatsotn Marz is 1.4, which stands for a rather significant gap (see Figure 14.A). The score variations for the FICGJs of the two lowest rated Marzes are also considerable, especially for the FICGJ of Shirak Marz. Of interest is to compare these results with those of the Survey conducted with court users, which yet again places the FICGJ of Kotayk Marz somewhere at the bottom of the list (the FICGJ of Shirak Marz reportedly has around-the-average scores, see Figure M.35). Viewed in conjunction, these results seem to point out to some serious deficiencies at the residences of the FICGJ of Kotayk Marz. The current Report is not in a position to speculate on the implications of these low scoring registered in the FICGJs of Kotayk and Shirak Marzes. This may be symptomatic of alleged more systemic under-performance, especially in the FICGJ of Kotayk Marz, given the low ratings as elaborated elsewhere in this Report with respect of data analysis made based on court users' answers.

Even further lower is the satisfaction score of the FICGJ of Kotayk Marz for *clarity of decision reasoning and conclusions* (only 3.8). Surprisingly, the same score has been earned by the FICGJ of Tavush Marz. It is remarkable, since for the *clarity and comprehensiveness of judicial acts* FICGJ of Tavush Marz has seen a mid-range score of 4.8 (see Figure 14.A). A drop by a score of 1.0 may be signalling about the respective court residencies' skewed attention on the judicial acts (perhaps, primarily the final substantive judicial act) at certain expense of clarity of reasoning associate with it. The FICGJs of Aragatsotn and Syunik Marzes are the highest-scoring Marz-based courts, and as such they, especially, the FICGJ of Aragatsotn Marz and other high scoring courts may serve as a subject for in-depth research, in order to verify the existence of different practices which may lead to practical suggestions to improve lower scoring courts.

The Survey questionnaire aimed at court users included a question inquiring with the respondents on their comprehension of the *reasoning and conclusions of final substantive judicial acts*. Interestingly the share of the negative responses in FICGJ of Kotayk Marz with respect of the above question was towards the lower end (only 13 per cent compared to 25 per cent in the FICGJ of Armavir Marz), while in the FICGJ of Shirak Marz there was literally none who deemed the *reasoning and conclusions of the final judicial act* as being unclear (see Figure M.24). The FICGJ of Tavush Marz has also rendered a smaller seven per cent of those being unsatisfied with this dimension. These results

significantly diverge from the findings derived from the Survey conducted with advocates/lawyers, and as such may lead to speculate a low threshold of court users' expectations on the subject matter or a different perceptions of the assessment dimension. It is possible for example that something which appears clear and well-reasoned from a non-legal perspective, may appear more criticisable from a legal one point of view. This suggests that the public at large may highly benefit from awareness-raising campaigns aimed at enhancing the knowledge of court users on the minimum legal and formal requirements applicable to the clarity of reasoning and conclusions of final substantive judicial acts. This, among other benefits, will encourage court users to exercise a more critical approach, in its broadest interpretation, when being a party of a court case.

The satisfaction scores of Yerevan-based FICGJs on *clarity and comprehensiveness of judicial acts* and *clarity of decision reasoning and conclusions* are uniformly lower than those for Marz-based first instance courts, with only little variation amongst each other. Nevertheless, the FICGJ of Kentron and Nork-Marash Administrative Districts stands out as it has the lowest cumulative score on the above mentioned two categories of questions jointly (only 7.3. vs. 8.0 for Yerevan average, see Figure 13.A). Remarkably, these lower satisfaction scores appear to be in line with the assessments by court users. As elaborated in other relevant parts of this Report, the FICGJ of Kentron and Nork-Marash Administrative Districts appears to be experiencing particular shortages in resources (especially, staffing) while facing an increasing caseload. The FICGJ Kentron and Nork-Marash Administrative Districts was evaluated by court users as low as 3.2 for civil cases (see Figure 50). According to the JD data, lodging of civil cases at the FICGJ of Kentron and Nork-Marash Administrative Districts has grown dramatically. Independently from the increasing caseloads issue affecting the FICGJs, it may be worth to explore if the application of standardized and well-elaborated criteria for the clarity of language and reasoning, meeting the expectations of both advocates/lawyers and court users, may positively impact the status quo. As there is an increasing attention and debate on this topic within the Council of Europe Member States, the experience of other countries and of research projects investigating the topic may provide useful ideas about how to proceed in this area.¹³²

The highest-scoring FICGJ in Yerevan, along the two categories of questions examined, is the FICGJ of Avan and Nor Nork Administrative Districts. Even without an in-depth study of the case, it may be noticed that this FICGJ has one of the lower caseloads among the Yerevan-based FICGJs (only 2,754 for cumulative of civil and criminal cases vs. 4,704 at the FICGJ of Kentron and Nork-Marash Administrative Districts as of year-end 2015). At the same time, the number of judge court personnel at the FICGJ of Avan and Nor Nork Administrative Districts is 10 (the second highest number in Yerevan after the FICGJ of Kentron and Nork-Marash Administrative Districts with 14 judges on the payroll as of December 2015), and the total of non-judge court personnel (36, as of December 2015)

¹³²“Handle with Care - Assessing and designing methods for evaluation and development of the quality of justice” research project, an EU Co-financed research project (JUST/2015/JACC/AG/QUAL/8547) investigating, between other topics, innovating practices to improve legal writing, reasoning and drafting style.

is the second only to the FICGJ of Kentron and Nork-Marash Administrative Districts (with 51 on the payroll, again as of 2015).¹³³ Once again, the topic of judicial geography, caseload and personnel allocation to courts is at the centre of much discussion and reform in the Council of Europe Member States, so useful inputs may be found from other countries experiences.

According to the findings of this Report, among the courts of courts of appeals and Court of Cassation, the Court of Cassation has the highest satisfaction scores on both categories of questions discussed above. It is ahead the second best-perceived court of higher instance by 0.4-0.5 score points, which is in this case a pretty significant difference. The range of variation for the Court of Cassation compared to the other courts is not too wide either (see Figure 16.A).

At the same time, it is a very interesting fact, that the Court of Cassation has been rated the lowest by court users on a similar question of the *clarity for judicial acts*. Despite the fact that only a few court users responded to this question, these differences in the perceptions of advocates/lawyers and average court users may merit a separate research. Ideally, a judicial act should be clear and comprehensive for a legal professional but also clear and readable by a layman. As previously mentioned, legal writing, reasoning and drafting style is a growingly relevant topic for Council of Europe Member States, as justice systems are more and more required to provide in addition to good legal decisions also a better quality of service to the final users. This requires laymen to be able to understand the legal reasoning of the decisions that concerns them. Furthermore, clear and readable sentences help supporting the general public understanding of the interpretation of the law, supporting its enforcement also outside the limits of the court room or of the single decision.

¹³³ Data provided by the JD on 5 and 30 September 2016 (letters No DD-1 E-5963 and No DD-1 E-6588 respectively, correcting the data related to Ararat and Vayots dzor Marzes provided in letter No DD-1 E-5963)

Appendix

Table 1.A. The number of informative answers per court and questions of the questionnaire for analysis section 1 of chapter 2 (FIGGJs of Marzes and FICGJs of Yerevan).¹³⁴

* = Level of Satisfaction

~ = Level of Importance

FICGJs of Marzes	Aragatsotn	Ararat and Vayots dzor	Armavir	Gegharquniq	Kotayk	Lori	Shirak	Syunik	Tavush	Total
Judges' professionalism*	19	37	17	32	39	29	14	15	22	224
Judges' professionalism~	19	37	17	32	39	30	14	15	23	226
Impartiality of the judge in conducting hearings*	19	37	17	31	40	30	14	15	23	226
Impartiality of the judge in conducting hearings~	19	37	17	32	40	30	14	15	23	227
Judges' Independence*	16	35	17	29	39	28	14	14	24	216
Judges' Independence~	18	37	17	31	39	30	14	15	24	225
Total	19	38	17	33	40	30	14	15	24	230

FICGJs of Yerevan	Kentron and Nork-Marash	Ajapnyak and Davtashen	Avan and Nor Nork	Arabkir and Qanaqer-Zeytun	Shengavit	Malatia-Sebastia	Erebuni and Nubarashen	Total
Judges' professionalism*	43	35	32	43	37	39	37	266
Judges' professionalism~	42	34	31	44	37	41	37	266
Impartiality of the judge in conducting hearings*	43	35	31	42	37	40	36	264
Impartiality of the judge in conducting hearings~	42	35	32	43	37	41	37	267
Judges' Independence*	42	32	31	44	35	40	36	260
Judges' Independence~	42	34	32	44	37	41	37	267
Total	43	35	32	44	37	41	37	269

¹³⁴ The respondents also provided non-informative answers recorded in form of one of the codes developed by the Project. The non-informative answers are not included in the above calculations.

Table 1.B. The number of informative answers per court and questions of the questionnaire for analysis section 1 (Courts of appeals, Court of Cassation and Administrative Court of the RA)¹³⁵

Sat. = Level of Satisfaction

Imp. = Level of Importance

	Court of Cassation of the RA	Civil Court of Appeals of the RA	Criminal Court of Appeals of the RA	Administrative Court of Appeals of the RA	Total
Judges' professionalism (Sat.)	13	33	35	44	125
Judges' professionalism (Imp.)	13	33	35	44	125
Impartiality of the judge in conducting hearings (Sat.)	12	34	34	44	124
Impartiality of the judge in conducting hearings (Imp.)	13	34	34	44	125
Judges' Independence (Sat.)	11	34	33	44	122
Judges' Independence (Imp.)	13	34	34	44	125
Total	13	34	35	44	126

	Administrative Court of the RA	Yerevan Residence	Vedi Residence	Total
Judges' professionalism (Sat.)	43	4		47
Judges' professionalism (Imp.)	43	4		47
Impartiality of the judge in conducting hearings (Sat.)	43	4		47
Impartiality of the judge in conducting hearings (Imp.)	43	4		47
Judges' Independence (Sat.)	40	4		44
Judges' Independence (Imp.)	43	4		47
Total	43	4		47

¹³⁵ The respondents also provided non-informative answers recorded in form of one of the codes developed by the Project. The non-informative answers are not included in the above calculations.

Table 2.A. The number of informative answers per court and questions of the questionnaire for analysis section 2 (FICGJs of Marzes and FICGJs of Yerevan) ¹³⁶

* = Level of Satisfaction

~ = Level of Importance

FICGJs of Marzes	Ararat									
	Aragatsotn	and Vayots dzor	Armarvir	Gegharquniq	Kotayk	Lori	Shirak	Syunik	Tavush	Total
Judges' Politeness and Attitude *	19	37	17	32	39	29	14	15	22	224
Judges' Politeness and Attitude ~	19	37	17	32	39	30	14	15	23	226
Judges' Availability *	19	36	17	32	37	29	14	15	23	222
Judges' Availability ~	19	37	17	32	38	29	14	15	24	225
Judges' Accessibility *	16	35	17	29	39	28	14	14	24	216
Judges' Accessibility ~	18	37	17	31	39	30	14	15	24	225
Total	19	38	17	33	40	30	14	15	24	230
FICGJs of Yerevan	Ararat									
	Kentron and Nork-Marash	Ajapnyak and Davtashen	Avan and Nork	Arabkir and Qanaqer-Zeytun	Shengavit	Malatia-Sebastia	Erebuni and Nubarashen	Total		
Judges' Politeness and Attitude *	43	35	32	44	37	40	37	268		
Judges' Politeness and Attitude ~	42	35	32	44	37	41	37	268		
Judges' Availability *	41	34	32	42	36	41	35	261		
Judges' Availability ~	40	35	32	44	36	41	37	265		
Judges' Accessibility *	42	35	31	43	35	40	36	262		
Judges' Accessibility ~	42	35	31	44	35	40	37	264		
Total	43	35	32	44	37	41	37	269		

¹³⁶ The respondents also provided non-informative answers recorded in form of one of the codes developed by the Project. The non-informative answers are not included in the above calculations.

Table 2.B. The number of informative answers per court and questions of the questionnaire for analysis section 2 (courts of appeals, Court of Cassation and Administrative Court of the RA)¹³⁷

Sat. = Level of Satisfaction

Imp. = Level of Importance

	Court of Cassation of the RA	Civil Court of Appeals of the RA	Criminal Court of Appeals of the RA	Administrative Court of Appeals of the RA	Total
Judges' Politeness and Attitude (Sat.)	13	34	35	44	126
Judges' Politeness and Attitude (Imp.)	13	34	35	44	126
Judges' Availability (Sat.)	12	34	35	43	124
Judges' Availability (Imp.)	12	34	35	43	124
Judges' Accessibility (Sat.)	13	34	35	44	126
Judges' Accessibility (Imp.)	13	34	35	44	126
Total	13	34	35	44	126

Administrative Court of the RA	Yerevan Residence	Vedi Residence	Total
Judges' Politeness and Attitude (Sat.)	43	4	47
Judges' Politeness and Attitude (Imp.)	43	4	47
Judges' Availability (Sat.)	42	4	46
Judges' Availability (Imp.)	42	4	46
Judges' Accessibility (Sat.)	42	4	46
Judges' Accessibility (Imp.)	42	4	46
Total	43	4	47

¹³⁷ The respondents also provided non-informative answers recorded in form of one of the codes developed by the Project. The non-informative answers are not included in the above calculations.

Table 3.A. The number of informative answers per court and questions of the questionnaire for analysis section 3 (FICGJs of Marzes and FICGJs of Yerevan)¹³⁸

* = Level of Satisfaction

~ = Level of Importance

FICGJs of Marzes	Aragatsotn	Ararat and Vayots dzor	Armavir	Gegharqunig	Kotayk	Lori	Shirak	Syunik	Tavush	Total
Scheduling the Hearings in Coordination with Parties*	19	38	17	33	40	30	14	15	23	229
Scheduling the Hearings in Coordination with Parties~	19	38	17	33	40	30	14	15	23	229
Clearness in Organization and Administrative Responsibilities*	19	37	17	28	37	30	13	13	22	216
Clearness in Organization and Administrative Responsibilities~	19	37	17	28	37	30	14	13	23	218
Timeliness of the Hearings*	19	38	17	33	40	30	14	15	24	230
Timeliness of the Hearings~	19	38	17	33	40	30	14	15	24	230
Total	19	38	17	33	40	30	14	15	24	230

FICGJs of Yerevan	Kentron and Nork-Marash	Ajapnyak and Davtashen	Avan and Nork Nork	Arabkir and Qanagerev Zeytun	Shengavit	Malatia-Sebastia	Erebuni and Nubarashen	Total
Scheduling the Hearings in Coordination with Parties*	43	35	32	44	37	41	37	269
Scheduling the Hearings in Coordination with Parties~	42	35	32	44	37	41	37	268
Clearness in Organization and Administrative Responsibilities*	42	31	30	43	32	38	34	250
Clearness in Organization and Administrative Responsibilities~	41	32	30	44	32	38	35	252
Timeliness of the Hearings*	43	35	32	44	37	41	37	269
Timeliness of the Hearings~	42	35	32	44	37	41	37	268
Total	43	35	32	44	37	41	37	269

¹³⁸ The respondents also provided non-informative answers recorded in form of one of the codes developed by the Project. The non-informative answers are not included in the above calculations.

Table 3.B. The number of informative answers per court and questions of the questionnaire for analysis section 3 (courts of appeals, Court of Cassation and Administrative court of the RA)¹³⁹

* = Level of Satisfaction

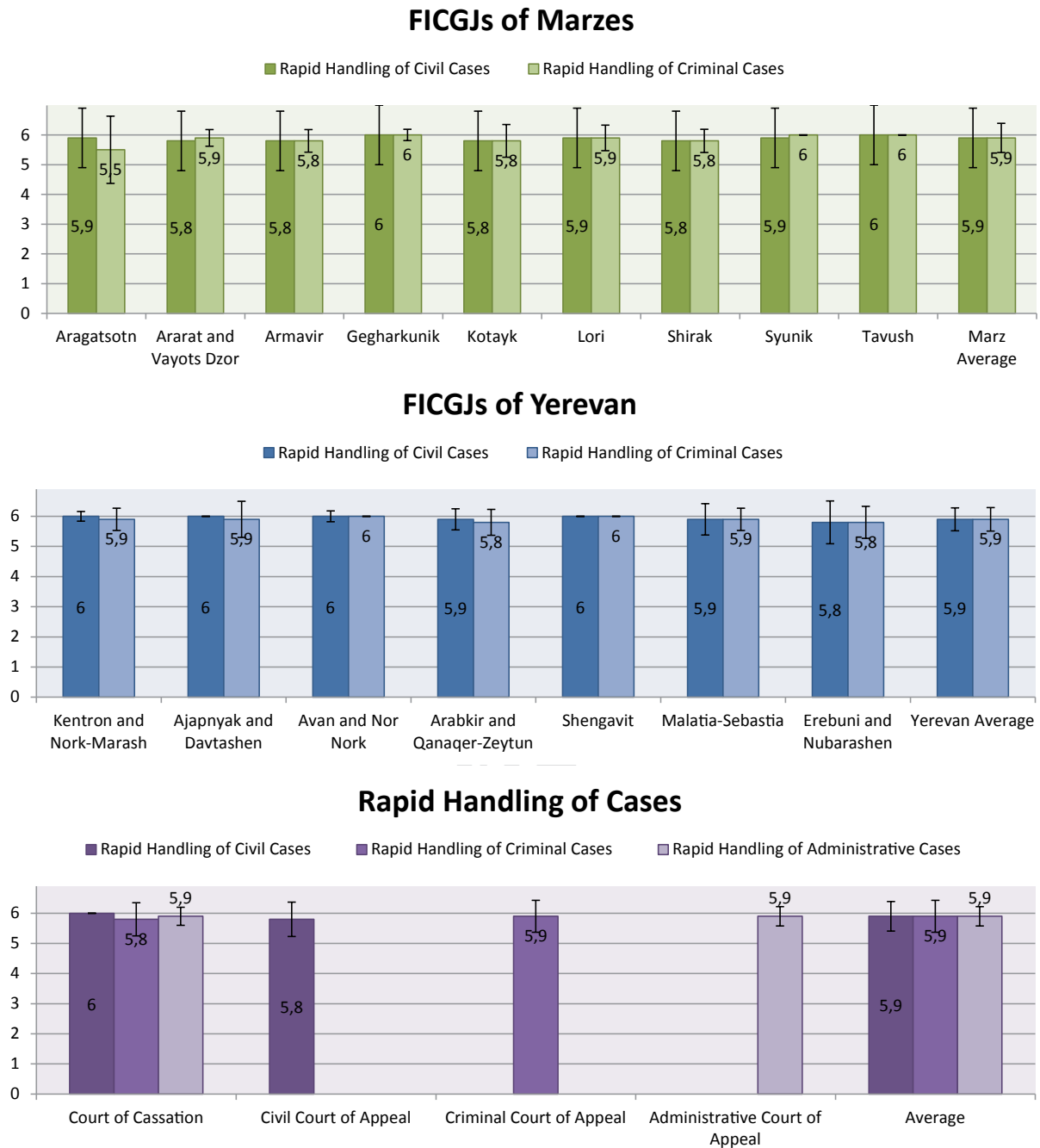
~ = Level of Importance

	Court of Cassation of the RA	Civil Court of Appeals of the RA	Criminal Court of Appeals of the RA	Administrative Court of Appeals of the RA	Total
Scheduling the Hearings in Coordination with Parties*	13	33	35	44	125
Scheduling the Hearings in Coordination with Parties~	13	33	35	44	125
Clearness in Organization and Administrative Responsibilities*	11	29	35	42	117
Clearness in Organization and Administrative Responsibilities~	12	31	35	42	120
Timeliness of the Hearings*	13	34	35	44	126
Timeliness of the Hearings~	13	34	35	44	126
Total	13	34	35	44	126

Administrative Court of the RA	Yerevan Residence	Vedi Residence	Total
Scheduling the Hearings in Coordination with Parties*	43	4	47
Scheduling the Hearings in Coordination with Parties~	43	4	47
Clearness in Organization and Administrative Responsibilities*	41	3	44
Clearness in Organization and Administrative Responsibilities~	42	3	45
Timeliness of the Hearings*	43	4	47
Timeliness of the Hearings~	43	4	47
Total	43	4	47

¹³⁹ The respondents also provided non-informative answers recorded in form of one of the codes developed by the Project. The non-informative answers are not included in the above calculations.

Figure A.1. The average scores for the level of importance of rapid handling of civil, criminal and administrative cases



I - Range of Variation

Note: the upper and lower bars represent the range of one standard deviation away from the calculated average scores.

Table 4.A. The number of informative answers per court and questions of the questionnaire for analysis section 4 (FIGGs of Marzes and FIGGs of Yerevan)¹⁴⁰

* = Level of Satisfaction

~ = Level of Importance

FIGGs of Marzes	Ararat				Kotayk	Lori	Shirak	Syunik	Tavush	Total
	Aragatsotn	and Vayots dzor	Armavir	Gegharkunik						
Clarity, Comprehensiveness of Judicial Acts*	19	37	17	26	40	30	14	15	23	221
Clarity, Comprehensiveness of Judicial Acts~	19	37	17	28	40	30	14	15	23	223
Clarity of Decision Reasoning and Conclusions*	18	36	16	26	40	29	14	14	23	216
Clarity of Decision Reasoning and Conclusions~	19	37	17	28	40	30	14	14	23	222
Total	19	38	17	33	40	30	14	15	24	230

FIGGs of Yerevan	Kentron and Nork-Marash				Shengavit	Malatia-Sebastia	Erebuni and Nubarashen	Total
	Ajapnyak and Davtashen	Avan and Nork	Arakir and Qanagere-Zeytun					
Clarity, Comprehensiveness of Judicial Acts*	43	35	32	44	37	41	37	269
Clarity, Comprehensiveness of Judicial Acts~	42	35	32	44	37	41	37	268
Clarity of Decision Reasoning and Conclusions*	43	35	32	44	37	41	37	269
Clarity of Decision Reasoning and Conclusions~	42	35	32	44	37	41	37	268
Total	43	35	32	44	37	41	37	269

¹⁴⁰ The respondents also provided non-informative answers recorded in form of one of the codes developed by the Project. The non-informative answers are not included in the above calculations.

Table 4.B. The number of informative answers per court and questions of the questionnaire for analysis section 4 (courts of appeals, Court of Cassation and Administrative Court of the RA)¹⁴¹

* = Level of Satisfaction

~ = Level of Importance

	Court of Cassation of the RA	Civil Court of Appeals of the RA	Criminal Court of Appeals of the RA	Administrative Court of Appeals of the RA	Total
Clarity, Comprehensiveness of Judicial Acts*	13	34	35	44	126
Clarity, Comprehensiveness of Judicial Acts~	13	34	35	44	126
Clarity of Decision Reasoning and Conclusions*	13	34	35	44	126
Clarity of Decision Reasoning and Conclusions~	13	34	35	44	126
Total	13	34	35	44	126

Administrative Court of the RA	Yerevan Residence	Vedi Residence	Total
Clarity, Comprehensiveness of Judicial Acts*	43	4	47
Clarity, Comprehensiveness of Judicial Acts~	43	4	47
Clarity of Decision Reasoning and Conclusions*	43	4	47
Clarity of Decision Reasoning and Conclusions~	42	4	46
Total	43	4	47

¹⁴¹ The respondents also provided non-informative answers recorded in form of one of the codes developed by the Project. The non-informative answers are not included in the above calculations.

APPENDIX I: KEY FINDINGS ON INDIVIDUAL COURTS AND RESIDENCES BASED ON THE EVALUATION OF COURT USERS

Civil and Administrative Chamber of the Court of Cassation the RA

Overall eight court users participated in the Survey conducted in the Criminal Chamber of the Court of Cassation of the RA. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	8	50%	50%	0	3	3	2

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Family member	Total
Number	4	3	1	8
In percentage	50%	37.5%	12.5%	100%

Summary of key findings

On average the respondents were somewhat satisfied with the functioning of justice in this court, though *trust in the justice system* was rated as being neither unsatisfactory nor satisfactory (average score 3). Respondents on average were satisfied with the *accessibility and premises* of this court, whereas they were neither unsatisfied nor satisfied with the *access for persons with disabilities* (average score 3).

Users of this court reported to be very satisfied with its *functioning*, particularly with *the attitude and politeness of court staff* (for all four relevant questions average satisfaction score was 5.3 and above). Despite the fact, that the respondents on average were somewhat satisfied with *performance of judges, impartiality* of judges was rated as being somewhat unsatisfactory (average score 2.5). Remarkably *independence of judges* was rated as being neither unsatisfactory nor satisfactory and was rated with the lowest level of this particular scale (average score 2.7). Users of this court were somewhat satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 3.6).¹⁴²

The respondents on average were satisfied with the performance of advocates, while they reported to be somewhat satisfied with the *fees for paying the advocate* (average score 3.6).

The respondents were somewhat satisfied with the *information provided by the court* (average score 3.9). Only a single court user addressed the questions on obtaining copies of the case files and he/she found it to be easy and not expensive. In this court, all three respondents visited the court in person for obtaining information from the court.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey conducted at the Civil and Administrative Chamber of the Court of Cassation of the RA.

¹⁴² For all eight respondents the final substantive judicial acts were rendered and actually delivered during the time of conducting the Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the Civil and Administrative Chamber of the Court of Cassation of the RA

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3	8						8
Speed of dealing with a case	4,1	8						8
Costs for accessing to justice (excluding lawyer's fees)	3,5	6					2	8
Trust in justice system	3	8						8
Physical accessibility and premises of the court								
Coming to court	5,3	8						8
Access for persons with disabilities	3	3			4		1	8
Orientation inside the court	3,9	7			1			8
Waiting conditions	3,2	6			1		1	8
Courtroom furnishing	5	4			1	1	2	8
Functioning of the court								
Court summons	5,3	8						8
Time lapse between the summons and hearings	5,4	8						8
Timeliness of the hearing(s)	5	6					2	8
Attitude and politeness of the court registry personnel	5,6	7			1			8
Attitude and politeness of the bailiffs	5,6	5	2		1			8
Attitude and politeness of the judge's assistant	5,3	4	2				2	8
Attitude and politeness of the court sessions' secretary	5,5	4	2				2	8
Judges, hearings and court's judicial acts								
Attitude and politeness	4,3	6					2	8
Language	4,2	6					2	8
Independence	2,7	6			1		1	8
Professionalism	4,4	7					1	8
Impartiality	2,5	6					2	8
Time granted to you (or to your advocate)	4,8	6					2	8
Judicial acts	4,2	6					2	8
Timeframe for delivery of the final substantive judicial act	3,6	7					1	8
Prosecutors								
Attitude and politeness							8	8
Language							8	8
Professionalism							8	8
Advocates								
Professionalism	5,4	5					3	8
Fees for paying the advocate	3,6	5					3	8
Advocate's actions being agreed with you	5,4	5					3	8
Clarity of actions	5,2	5					3	8
Public defenders								
Professionalism		0					8	8
Public defender's actions being agreed with you		0					8	8
Clarity of actions		0					8	8
Access to information								
Clarity of information provided by the court	3,9	7					1	8

Criminal Chamber of the Court of Cassation of the RA

Overall four court users participated in the Survey conducted in the Criminal Chamber of the Court of Cassation of the RA. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through one question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	4	50%	50%	0	2	2	0

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Defendant for criminal case	Third Party	Accused	Family member	Total
Number	1	1	1	1	4
In percentage	25%	25%	25%	25%	100%

Summary of key findings

On average the respondents were neither unsatisfied nor satisfied with the *functioning of justice* in this court, though *trust in the justice system* was rated as being unsatisfactory (average score 1.3). Respondents on average were satisfied with the *accessibility and premises* of this court, while they were unsatisfied with the *access for persons with disabilities* (average score 1.8).

The users of this court reported to be satisfied with its functioning, particularly with *the attitude and politeness of court staff* (for 3 relevant questions average satisfaction score was 4.7 and above). Despite the fact, that the respondents on average were somewhat satisfied with *performance of judges*, *impartiality* of judges was rated as being somewhat unsatisfactory (average score 2.5). Noticeably *independence of judges* was rated as being neither unsatisfactory nor satisfactory and was rated with the lowest level of this particular scale (average score 2.7). Meantime, users of this court were somewhat satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 3.6) and satisfied with the *speed of dealing with a case* (average score 4.1).¹⁴³

As for prosecutors, advocates and public defenders, the users of this court on average were somewhat satisfied with *the performance of prosecutors*, were satisfied with *the performance of advocates* and very satisfied with the *performance of public defenders*. It is noteworthy, that court users were neither unsatisfied nor satisfied with *the fees for paying the advocate* (average score 3).

The respondents were somewhat satisfied with *the information provided by the court* (average score 3.8). Only two courts users addressed the questions on obtaining copies of their case files and they found it to be easy and not expensive. One of the two respondents visited the court in person for obtaining information and the other used the postal services.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey conducted at the Criminal Chamber of the Cassation Court of the RA.

¹⁴³ For one out of four respondents, the final substantive judicial acts were rendered but not yet delivered during the time of conducting the Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the Criminal Chamber of the Court of Cassation of the RA

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5	3			1			4
Speed of dealing with a case	2,5	4						4
Costs for accessing to justice (excluding lawyer's fees)	3	2			2			4
Trust in justice system	1,3	4						4
Physical accessibility and premises of the court								
Coming to court	3,8	4						4
Access for persons with disabilities	1,8	4						4
Orientation inside the court	4	3			1			4
Waiting conditions	5	4						4
Courtroom furnishing	5,5	4						4
Functioning of the court								
Court summons	5	4						4
Time lapse between the summons and hearings	5	4						4
Timeliness of the hearing(s)	4,3	4						4
Attitude and politeness of the court registry personnel	4,7	3	1					4
Attitude and politeness of the bailiffs	5,3	4						4
Attitude and politeness of the judge's assistant		0	3		1			4
Attitude and politeness of the court sessions' secretary	5,5	2	1		1			4
Judges, hearings and court's judicial acts								
Attitude and politeness	4,3	3			1			4
Language	4,3	3			1			4
Independence	2,7	3			1			4
Professionalism	5	3			1			4
Impartiality	2,3	3			1			4
Time granted to you (or to your advocate)	4,7	3			1			4
Judicial acts	3	3					1	4
Timeframe for delivery of the final substantive judicial act	3,3	3					1	4
Prosecutors								
Attitude and politeness	4,3	3			1			4
Language	4	3			1			4
Professionalism	3	3			1			4
Advocates								
Professionalism	5	2					2	4
Fees for paying the advocate	3	1				1		2
Advocate's actions being agreed with you	5,5	2					2	4
Clarity of actions	5,5	2					2	4
Public defenders								
Professionalism	5,5	2				2		4
Public defender's actions being agreed with you	5	2				2		4
Clarity of actions	5,5	2				2		4
Access to information								
Clarity of information provided by the court	3,8	4						4

Civil Court of Appeals of the RA

Overall 79 court users participated in the Survey in the Civil Court of Appeals of the RA. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	79	51%	49%	8%	51%	27%	15%

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Witness	Family member	Other	Total
Number	40	26	1	3	9	79
In percentage	51%	33%	1%	4%	11%	100%

Summary of key findings

While on average general perceptions of the *functioning of justice* was rated by the respondents of this court as being neither unsatisfactory nor satisfactory, it is noteworthy that the *trust in the justice system* and the *speed of dealing with the case* were rated with the bottom line of this particular average score scale, being 2.8 and 2.9 respectively. Respondents were on average satisfied with the *accessibility and premises of the court*, however *access for persons with disabilities* was rated as being somewhat unsatisfactory (average score 2.2).

The *average satisfaction level with this court function* was very high (average score 5.1) in terms of the *attitude and politeness of the court staff*. As for the *judges performance, hearings and judicial acts*, the respondents were satisfied, while it should be noted that they were somewhat satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 3.5) and the *independence of judges* (average score 3.6).¹⁴⁴

The respondents were on average satisfied with the *performance of advocates*, although they reported to be somewhat unsatisfied with the *fees for paying the advocate* (average score 2.3), which may be interpreted that the fees are high rather than low. Only two respondents addressed the questions related to *public defenders* and all questions were evaluated with maximum average satisfaction score of 6.

The respondents were satisfied with *the information provided* by this court (average score 4.5). 61% found that *obtaining copies of documents related to their case* was easy and 48% believed that the cost associated with this process was high. As for the *means of communicating* with the court's registry, most widely used were the e-mail (71%) and online DataLex public information portal (29%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey conducted at the Civil Court of Appeals of the RA.

¹⁴⁴ For 26 out of 79 respondents the final judicial acts were rendered and for 22 they were actually delivered at the time of conducting this Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the Civil Court of Appeals of the RA

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3,5	76		1	2			79
Speed of dealing with a case	2,9	76			2		1	79
Costs for accessing to justice (excluding lawyer's fees)	3,4	68			5		6	79
Trust in justice system	2,8	77			2			79
Physical accessibility and premises of the court								
Coming to court	4,4	78					1	79
Access for persons with disabilities	2,2	66		1	11		1	79
Orientation inside the court	4,5	72			7			79
Waiting conditions	5,1	75			4			79
Courtroom furnishing	5,2	65			7		7	79
Functioning of the court								
Court summons	5,1	67			1		11	79
Time lapse between the summons and hearings	4,5	65		1	2		11	79
Timeliness of the hearing(s)	4,6	65			4		10	79
Attitude and politeness of the court registry personnel	5,3	61	3		7		8	79
Attitude and politeness of the bailiffs	5,4	65	6		4		4	79
Attitude and politeness of the judge's assistant	5,3	48	14		6		11	79
Attitude and politeness of the court sessions' secretary	5,5	56	11		3		9	79
Judges, hearings and court's judicial acts								
Attitude and politeness	4,9	59	4		6		10	79
Language	4,8	59	4		6		10	79
Independence	3,6	57	3	1	10		8	79
Professionalism	4,2	60	2		9		8	79
Impartiality	4	58	2		8		11	79
Time granted to you (or to your advocate)	4,6	56	1		9		13	79
Judicial acts	4,6	47	1		5		26	79
Timeframe for delivery of the final substantive judicial act	3,5	34	1		3		41	79
Prosecutors								
Attitude and politeness							79	79
Language							79	79
Professionalism							79	79
Advocates								
Professionalism	4,6	28					51	79
Fees for paying the advocate	2,3	24			2		53	79
Advocate's actions being agreed with you	5	28					51	79
Clarity of actions	4,7	28					51	79
Public defenders								
Professionalism	6	2					77	79
Public defender's actions being agreed with you	6	2					77	79
Clarity of actions	6	2					77	79
Access to information								
Clarity of information provided by the court	4,5	76			1		2	79

Criminal Court of Appeals of the RA

In total 62 court users participated in the Survey in the Criminal Court of Appeals of the RA. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through one question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	62	55%	45%	15%	40%	34%	11%

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Victim	Accused	Witness	Family member	Other	Total
Number	12	11	1	17	21	62
In percentage	19%	18%	2%	27%	34%	100%

Summary of key findings

While the general satisfaction level of the respondents with this court was neither unsatisfactory nor satisfactory, the *trust in justice system* was rated as being somewhat unsatisfactory (average score 2.5). Court users were on average satisfied with the *accessibility and premises* of this court and *functioning of the court*.

Judges' performance was rated by the users of this court as being somewhat satisfactory, while the respondents were neither unsatisfied nor satisfied with the *independence of judges* (average score 3.3) and *somewhat unsatisfied* with the *timeframe for delivery of the final substantive judicial act* (average score 2.5).¹⁴⁵

As for the *performance of advocates* and *public defenders*, the users of this court were on average very satisfied with the *performance of advocates* and satisfied with the *performance of public defenders*. It is noteworthy, that the respondents were less satisfied with the *performance of prosecutors*, and the *professionalism, attitude and politeness of prosecutors* were rated as being somewhat unsatisfactory (average score 2.3 and 2.4 respectively).

The respondents were somewhat satisfied with the *information provided by this court* (average score 3.9). 78% of court users found *obtaining copies of their case files* being easy while only 18% believed that *the costs associated with this process* were high. As for the *means of communication with this court registry*, the users mostly used e-mail (69%) and in 31% of cases they used online DataLex public information portal.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey conducted at the Criminal Court of Appeals of the RA.

¹⁴⁵ For 13 out of 62 respondents the final judicial acts were rendered and in 9 cases these acts were actually delivered.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the Criminal Court of Appeals of the RA

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
<u>General perception of the functioning of justice</u>								
Court's functioning	3,7	58			4			62
Speed of dealing with a case	3	59			3			62
Costs for accessing to justice (excluding lawyer's fees)	3,6	47			10		5	62
Trust in justice system	2,5	59			3			62
<u>Physical accessibility and premises of the court</u>								
Coming to court	4	62						62
Access for persons with disabilities	3,5	56			5		1	62
Orientation inside the court	4,4	53			8		1	62
Waiting conditions	4,3	62						62
Courtroom furnishing	4,8	54			3		5	62
<u>Functioning of the court</u>								
Court summons	5	50			6		6	62
Time lapse between the summons and hearings	4,4	53			3		6	62
Timeliness of the hearing(s)	4,6	54			2		6	62
Attitude and politeness of the court registry personnel	5	43	10		7		2	62
Attitude and politeness of the bailiffs	5	58	3				1	62
Attitude and politeness of the judge's assistant	4,6	37	17		5		3	62
Attitude and politeness of the court sessions' secretary	4,8	45	11		3		3	62
<u>Judges, hearings and court's judicial acts</u>								
Attitude and politeness	4,4	47	3		2		10	62
Language	4,1	48	2		2		10	62
Independence	3,3	38	1	1	12		10	62
Professionalism	3,9	47	1		4		10	62
Impartiality	3,8	44	1		6		11	62
Time granted to you (or to your advocate)	4,5	42	2		7		11	62
Judicial acts	4	32	2		3		25	62
Timeframe for delivery of the final substantive judicial act	2,5	19	2		4		37	62
<u>Prosecutors</u>								
Attitude and politeness	2,4	51	6		2		3	62
Language	2,9	52	6		1		3	62
Professionalism	2,3	48	6		5		3	62
<u>Advocates</u>								
Professionalism	5,4	28	1				33	62
Fees for paying the advocate	4	24	1		4		33	62
Advocate's actions being agreed with you	5,8	25	1		1		35	62
Clarity of actions	5,8	26	1				35	62
<u>Public defenders</u>								
Professionalism	4,9	17			1		44	62
Public defender's actions being agreed with you	4,9	16			1		45	62
Clarity of actions	4,8	16			1		45	62
<u>Access to information</u>								
Clarity of information provided by the court	3,9	53			5		4	62

Administrative Court of Appeals of the RA

Overall 57 court users participated in the Survey conducted in the Administrative Court of Appeals of the RA. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through one question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	57	61%	39%	18%	46%	26%	11%

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Witness	Family member	Other	Total
Number	29	13	2	5	8	57
In percentage	51%	23%	4%	9%	14%	100%

Summary of key findings

While the general satisfaction level with the *functioning of justice* in the court was neither unsatisfactory nor satisfactory, the *speed of dealing with a case* was rated as being only 0.1 point above the lowest level of this particular scale (average score 2.8). Despite this, the respondents reported to be satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 4.1), though this score was only 0.1 point above the lowest level of this particular scale.¹⁴⁶

The respondents were neither unsatisfied nor satisfied with the *accessibility and premises of this court*, while *access for persons with disabilities* was rated as being unsatisfactory (average score 1.1) and *orientation inside the court* was rated to be neither unsatisfactory nor satisfactory (average score 3.2). The users of this court were satisfied with *the functioning of this court*, which mainly included questions related to *attitude and politeness of court staff*.

The users of this court were on average satisfied with *the performance of judges*, while they reported to be somewhat satisfied with the *independence* (average score 3.5) and *impartiality* (average score 3.9) of judges. The highest satisfaction of the respondents was with the *attitude and politeness* (average score 5.2) and *the language* (average score 5) of the judges. Users of this court were on average very satisfied with *the performance of advocates and public defenders*, although they rated the *fees for paying the advocates* as being somewhat satisfactory (average score 3.5).

The users of this court were satisfied with *the information provided by the court* (average score 4.6). 80% of users reported that it was easy to obtain copies of their case files and only 23% believed that the costs associated with that process were high. In terms of *communication with this court's registry* e-mail (54%) and online DataLexpublic information portal (46%) were the most used means.

Table 3 below, provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey conducted at the Administrative Court of Appeals of the RA.

¹⁴⁶ For 16 out of 57 respondents the final substantive judicial acts were rendered and for 14 the acts were actually delivered during the time of conducting this Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the Administrative Court of Appeals of the RA

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,1	53			4			57
Speed of dealing with a case	2,8	56			1			57
Costs for accessing to justice (excluding lawyer's fees)	3,3	49			4		4	57
Trust in justice system	3	55			2			57
Physical accessibility and premises of the court								
Coming to court	3,7	57						57
Access for persons with disabilities	1,1	48			9			57
Orientation inside the court	3,2	52			5			57
Waiting conditions	3,4	56			1			57
Courtroom furnishing	4	48			5		4	57
Functioning of the court								
Court summons	5,4	49			5		3	57
Time lapse between the summons and hearings	4,9	50			4		3	57
Timeliness of the hearing(s)	4	46			3		8	57
Attitude and politeness of the court registry personnel	4,8	44	6		1		6	57
Attitude and politeness of the bailiffs	5,2	50	5				2	57
Attitude and politeness of the judge's assistant	4,8	32	15		2		8	57
Attitude and politeness of the court sessions' secretary	5,2	39	12				6	57
Judges, hearings and court's judicial acts								
Attitude and politeness	5,2	42	3		4		8	57
Language	5	40	3		4		10	57
Independence	3,5	41			9		7	57
Professionalism	4,2	41			9		7	57
Impartiality	3,9	43			6		8	57
Time granted to you (or to your advocate)	4,8	44			6		7	57
Judicial acts	4,6	35		1	1		20	57
Timeframe for delivery of the final substantive judicial act	4,1	31			2		24	57
Prosecutors								
Attitude and politeness							57	57
Language							57	57
Professionalism							57	57
Advocates								
Professionalism	5,7	23			3		31	57
Fees for paying the advocate	3,5	22			3		32	57
Advocate's actions being agreed with you	5,9	24			2		31	57
Clarity of actions	5,9	24			2		31	57
Public defenders								
Professionalism	5,5	2			2		53	57
Public defender's actions being agreed with you	6	1			3		53	57
Clarity of actions	6	1			3		53	57
Access to information								
Clarity of information provided by the court	4,6	53			2		2	57

FICGJ of Kentron and Nork-Marash Administrative Districts

Overall 79 court users participated in the Survey in the FICGJ of Kentron and Nork-Marash Administrative Districts. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age:18-30	Age:31-50	Age:51-65	Above 65
Court users/ respondents	79	53%	47%	19%	36.7%	31.6%	12.7%

In 63% of cases respondents were involved in civil cases, 35% - criminal cases (1 case not classified).

Table 2 shows the capacity of the respondents in this court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	23	16	2	7	4	27	79
In percentage	29%	20%	3%	9%	5%	34%	100%

Summary of key findings

The satisfaction level with this *court's functioning* was scored by the interviewed court users as being somewhat satisfactory (average score 3.4), while the *trust in the justice system* was rated as being neither unsatisfactory nor satisfactory (average score 2.8). The highest satisfaction related to the *courtroom furnishing* (average score 5.1), *attitude and politeness of the administrative staff* (average score 5.1), *bailiffs* (average score 5.3) and *the court secretary* (average score 5.2). The respondents were least satisfied with the *speed of dealing with cases* (average score of 2.3). It should be noted that the *delivery of the final substantive judicial act* was rated by respondents as neither unsatisfactory nor satisfactory (average score 3).¹⁴⁷ Similarly, the respondents were neither unsatisfied nor satisfied with the *access of persons with disabilities* (average score 2.7) while they were somewhat satisfied with *orientation within the court* (average score 3.8).

The users of this court were neither unsatisfied nor satisfied with the *independence of the judge(s)* (average score 3.3), though they rated the *impartiality of judges* as being somewhat satisfactory (average score 3.7). Court users scored the *professionalism of prosecutors* neither unsatisfactory nor satisfactory, and yet respondents were satisfied with the *professionalism of judges* and very satisfied with the *professionalism of advocates and public defenders*.

The respondents were satisfied with the *information* provided by this court: 69% found *obtaining copies of documents relating to their cases* to be easy and only 33% believe costs associated with the process to be high. In terms of *communicating with the court's registry*, 34% of the respondents visited the court in person, 34% used telephone and 23% contacted the court by the post. Only 10% used DataLex or e-mail.

Table 3 below, provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey.

¹⁴⁷ For 19 out of 79 respondents the final substantive judicial act was rendered and for 18 it was actually delivered at the time of conducting the Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Kentron and Nork-Marash Administrative Districts of Yerevan

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3,4	75			4			79
Speed of dealing with a case	2,3	76			2		1	79
Costs for accessing to justice (excluding lawyer's fees)	3,6	70			3		6	79
Trust in justice system	2,8	77			2			79
Physical accessibility and premises of the court								
Coming to court	4,8	78		1				79
Access for persons with disabilities	2,7	65			14			79
Orientation inside the court	3,8	72			7			79
Waiting conditions	4,4	77			2			79
Courtroom furnishing	5,1	68			6		5	79
Functioning of the court								
Court summons	5,1	73		1			5	79
Time lapse between the summons and hearings	4,1	70		1	2		6	79
Timeliness of the hearing(s)	3,8	73			1		5	79
Attitude and politeness of the court registry personnel	5,1	72	2		1		4	79
Attitude and politeness of the bailiffs	5,3	72	4		2		1	79
Attitude and politeness of the judge's assistant	5	56	15		3		5	79
Attitude and politeness of the court sessions' secretary	5,2	66	7		1		5	79
Judges, hearings and court's judicial acts								
Attitude and politeness	4,5	67	2		1	1	8	79
Language	4,6	67	2		2		8	79
Independence	3,3	62	2		7		8	79
Professionalism	4,4	66	2		3		8	79
Impartiality	3,7	63	2		4		10	79
Time granted to you (or to your advocate)	4,3	63	2		3		11	79
Judicial acts	3,7	51	2		2		24	79
Timeframe for delivery of the final substantive judicial act	3	33	2		1		43	79
Prosecutors								
Attitude and politeness	3,7	25	1		1		52	79
Language	4	24	1		2		52	79
Professionalism	3,3	24	1		2		52	79
Advocates								
Professionalism	5,1	34			1		44	79
Fees for paying the advocate	3,7	34			1		44	79
Advocate's actions being agreed with you	5	34			1		44	79
Clarity of actions	5,1	34			1		44	79
Public defenders								
Professionalism	5,4	5					74	79
Public defender's actions being agreed with you	4,4	5					74	79
Clarity of actions	5,3	4			1		74	79
Access to information								
Clarity of information provided by the court	4	69			2		8	79

FICGJ of Ajapnyak and Davtashen Administrative Districts

Overall 96 court users participated in the Survey in the FICGJ of Ajapnyak and Davtashen Administrative Districts. The respondents were requested to evaluate the following main nine areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	96	47%	53%	10%	43%	35%	12%

In 69% of cases respondents were involved in civil cases, 27% in criminal cases, while 4 cases were not classified.

Table 2 represents the capacity of the respondents in this court:

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	33	21	5	7	8	22	96
In percentage	34%	22%	5%	7%	8%	23%	100%

Summary of key findings

The *general satisfaction level with this court* was satisfactory in many cases, the respondents were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 2.7) and somewhat satisfied with the *timeframe for delivery of final substantive judicial act*¹⁴⁸ (average score 2.6). It should be noted, that the *costs for acceding to justice* (excluding lawyer's fees) were rated by court users as somewhat satisfactory (average score 3.9) while the respondents were somewhat satisfied with the *fees for paying the advocate* (average score 3.7). As for the *accessibility and premises of the court*, the respondents were somewhat unsatisfied with the *access for the persons with disabilities* (average score 2.6).

The respondents were very satisfied with the *timeframe granted to them and their advocate* (average score 5.2) and satisfied with the *language of the judge*.

This court scored high on the *attitude and politeness of judges and court staff*. The respondents of this court were very satisfied with *the performance of advocates* and somewhat satisfied with the *professionalism of public defenders and attitude and politeness of prosecutors*.

The users of this court were satisfied with the *information provided by the court* (average score 4.5). 63% of court users were satisfied with the way of *obtaining the documents related to their case(s)* while 18% believed that *costs associated with the process* were high. As for *the means of communicating with this court* most respondents visited the court in person (48%), 31% contacted the court by phone 19% by post and only 2% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey.

¹⁴⁸ For 15 out of 75 respondents the final substantive judicial acts were rendered and for 12 the acts were delivered at the time of conducting the interview.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Ajapnyak and Davtashen Administrative Districts of Yerevan

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3,9	90			6			96
Speed of dealing with a case	2,7	89			7			96
Costs for accessing to justice (excluding lawyer's fees)	3,9	79			9		8	96
Trust in justice system	3,5	90			6			96
Physical accessibility and premises of the court								
Coming to court	4,6	96						96
Access for persons with disabilities	2,6	81			13		2	96
Orientation inside the court	4,2	92			4			96
Waiting conditions	4,8	95			1			96
Courtroom furnishing	5,1	82			6		8	96
Functioning of the court								
Court summons	5	87		1	1		7	96
Time lapse between the summons and hearings	4,3	87			1		8	96
Timeliness of the hearing(s)	4	82			3		11	96
Attitude and politeness of the court registry personnel	5	80	6				10	96
Attitude and politeness of the bailiffs	5,2	87	4		4		1	96
Attitude and politeness of the judge's assistant	5,3	63	18		3		12	96
Attitude and politeness of the court sessions' secretary	5,4	73	8		1		14	96
Judges, hearings and court's judicial acts								
Attitude and politeness	5	74			6		16	96
Language	4,8	75			5		16	96
Independence	4,4	67			13		16	96
Professionalism	4,7	72			8		16	96
Impartiality	4,7	68			12		16	96
Time granted to you (or to your advocate)	5,2	72			6		18	96
Judicial acts	4,6	50			5		41	96
Timeframe for delivery of the final substantive judicial act	2,6	26			3		67	96
Prosecutors								
Attitude and politeness	3,7	21	1		1		73	96
Language	3,7	21	1		1		73	96
Professionalism	3	19	1		3		73	96
Advocates								
Professionalism	5,1	37					59	96
Fees for paying the advocate	3,7	36					60	96
Advocate's actions being agreed with you	5	37					59	96
Clarity of actions	5,3	36			1		59	96
Public defenders								
Professionalism	3,8	6					90	96
Public defender's actions being agreed with you	4,7	6					90	96
Clarity of actions	4,3	6					90	96
Access to information								
Clarity of information provided by the court	4,5	90			2		4	96

FICGJ of Avan and Nor-Nork Administrative Districts

Overall, 75 court users participated in the Survey in the FICGJ of Avan and Nor Nork Administrative Districts. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	75	47%	53%	23%	49%	20%	8%

In 63% of cases the respondents were involved in civil cases, 35% of the respondents had dealings in criminal cases, and one case was not classified by the respondent.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	24	16	2	5	4	24	75
In percentage	32%	21%	3%	7%	5%	32%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *timeframe for the delivery of the final substantive judicial act* (with an average score of 3.1), the *speed* in which the cases were dealt with (average score 2.7), and somewhat unsatisfied with the *access for persons with disabilities* (average score 2.5).¹⁴⁹ The average satisfaction level with the given court was very high (average score above 5) in terms of the *attitude and politeness of the court staff*, as well as the *attitude and politeness of the judges* (average score 5.2); the present court also scored high on *professionalism* (average score 4.7), *impartiality* (average score 4.6) and *independence* (average score 4.6) of judges.

The users of this court were on average satisfied with *the performance of the prosecutors*, as well as of *public defenders*, and very satisfied with *the performance of the advocates*. The *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.7).

The respondents were very satisfied with the *information* provided by the court (average score 5). 91% were satisfied with *the way in which the copies of the documents were obtained*; only 18% believed *costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 39% visited in person, 33% used telephone and conventional post (16%). Only 13% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey.

¹⁴⁹ It is noteworthy that among 75 respondents, the final substantive acts were delivered only to 14 at the time of conducting the Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Avan and Nor Nork Administrative Districts of Yerevan

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,1	73			2			75
Speed of dealing with a case	2,7	71		1	3			75
Costs for accessing to justice (excluding lawyer's fees)	3,9	59		1	4	1	10	75
Trust in justice system	3,6	74			1			75
Physical accessibility and premises of the court								
Coming to court	4,2	75						75
Access for persons with disabilities	2,5	71			4			75
Orientation inside the court	4,4	63			11	1		75
Waiting conditions	4,7	73		1	1			75
Courtroom furnishing	4,9	65			7		3	75
Functioning of the court								
Court summons	5,2	66					9	75
Time lapse between the summons and hearings	4,7	64			1		10	75
Timeliness of the hearing(s)	3,9	69			1		5	75
Attitude and politeness of the court registry personnel	5,2	59	5		3		8	75
Attitude and politeness of the bailiffs	5,3	68	4				3	75
Attitude and politeness of the judge's assistant	5,2	57	8		2		8	75
Attitude and politeness of the court sessions' secretary	5,2	62	5		2		6	75
Judges, hearings and court's judicial acts								
Attitude and politeness	5,2	66	1	1			7	75
Language	5	65	1	1	1		7	75
Independence	4,6	58	1	1	7		8	75
Professionalism	4,7	63	1	1	3		7	75
Impartiality	4,6	61	1	1	5		7	75
Time granted to you (or to your advocate)	5	56	1	1	4	1	12	75
Judicial acts	4,9	44	1	1	3	1	25	75
Timeframe for delivery of the final substantive judicial act	3,1	25	1	1	3	1	44	75
Prosecutors								
Attitude and politeness	4,2	20	1		1		53	75
Language	4,5	20	1		1		53	75
Professionalism	4	20	1		1		53	75
Advocates								
Professionalism	5,3	25			1	2	47	75
Fees for paying the advocate	3,7	20			6	2	47	75
Advocate's actions being agreed with you	5,5	22			4	2	47	75
Clarity of actions	5,4	22			4	2	47	75
Public defenders								
Professionalism	4,3	7				1	67	75
Public defender's actions being agreed with you	4,1	7				1	67	75
Clarity of actions	5	7				1	67	75
Access to information								
Clarity of information provided by the court	5	72				1	2	75

FICGJ of Arabkir and Qanaker-Zeytun Administrative Districts

Overall 76 court users participated in the Survey in the FICGJ of Arabkir and Qanaker-Zeytun Administrative Districts of Yerevan. The respondents were requested to evaluate the following main nine areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	76	55%	45%	18%	49%	32%	1%

In 63% of cases respondents were involved in civil cases, 32% in criminal cases and 4 cases were not classified.

Table 2 represents capacity of the respondents in the court:

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	19	20	7	5	7	18	76
In percentage	25%	26%	9%	7%	9%	24%	100%

Summary of key findings

Overall, the average perceptions of the respondents on the *functioning of justice in this court* was neither unsatisfactory nor satisfactory. The courts users were somewhat unsatisfied with the *speed of dealing with cases* (average score 2.3), while the level of *trust in justice system* rated by the respondents was neither unsatisfactory nor satisfactory (average score 3). This court scored high on all questions related to the *attitude and politeness of the administrative staff*. As for judges, the respondents were mainly satisfied with the performance of judges, though they were neither unsatisfied nor satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 3).¹⁵⁰ The *independence of judges* was also scored relatively lower (average score 3.8).

It should be noted, that the respondents were in general satisfied with the performance of judges, advocates and public defenders, however court users were less satisfied with the *professionalism of prosecutors* (average score 3). Also the *clarity of actions of advocates* was rated higher (average score 5) than the *clarity of actions of public defenders* (average score 3.5).

The respondents were satisfied with *the information provided by the court* (average score 4.2). 75% of court users found *obtaining copies of documents relating to their case* to be easy while 48% believed *costs associated with the process* to be high. 38% of court users contacted the court registry by visiting the court in person, 30% used telephone communication, 29% used post and only 3% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey.

¹⁵⁰ For 15 out of 76 respondents the final judicial acts were rendered and for 12 these acts were actually delivered at the time of conducting the Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Arabkir and Qanaker-Zeytun Administrative Districts of Yerevan

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3,7	69			7			76
Speed of dealing with a case	2,3	71			5			76
Costs for accessing to justice (excluding lawyer's fees)	3,6	60			12		4	76
Trust in justice system	3	73			3			76
Physical accessibility and premises of the court								
Coming to court	5	76						76
Access for persons with disabilities	3,7	65			10	1		76
Orientation inside the court	4,1	71			4	1		76
Waiting conditions	4,2	75				1		76
Courtroom furnishing	4,8	68			4	2	2	76
Functioning of the court								
Court summons	5,1	66			3		7	76
Time lapse between the summons and hearings	4,6	61			7		8	76
Timeliness of the hearing(s)	4,7	68			2		6	76
Attitude and politeness of the court registry personnel	5	61	8		1		6	76
Attitude and politeness of the bailiffs	5,3	68	5		2		1	76
Attitude and politeness of the judge's assistant	5,4	43	27		4		2	76
Attitude and politeness of the court sessions' secretary	5,3	59	12		3		2	76
Judges, hearings and court's judicial acts								
Attitude and politeness	4,7	65			6	1	4	76
Language	4,5	65			6	1	4	76
Independence	3,8	59		1	11	1	4	76
Professionalism	4,3	58			13	1	4	76
Impartiality	4	54			17	1	4	76
Time granted to you (or to your advocate)	4,7	57			12	1	6	76
Judicial acts	4,4	38			4		34	76
Timeframe for delivery of the final substantive judicial act	3	23			1		52	76
Prosecutors								
Attitude and politeness	3,3	21			1		54	76
Language	3,7	20			2		54	76
Professionalism	3	20			2		54	76
Advocates								
Professionalism	5,5	32			1		43	76
Fees for paying the advocate	3,3	30			2	1	43	76
Advocate's actions being agreed with you	5,3	31			2		43	76
Clarity of actions	5	32			1		43	76
Public defenders								
Professionalism	4,2	5			1		70	76
Public defender's actions being agreed with you	4,6	5			1		70	76
Clarity of actions	3,5	4			2		70	76
Access to information								
Clarity of information provided by the court	4,2	66		1	5	1	3	76

FICGJ of Shengavit Administrative District

In total 77 court users participated in the Survey in the FICGJ of Shengavit Administrative District of Yerevan. The respondents were requested to evaluate the following main nine areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	77	52%	48%	22%	46%	21%	12%

In 62% of cases respondents were involved in civil cases, 30% in criminal cases and 6 cases were not classified.

Table 2 represents the capacity of the respondents in the court:

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	19	18	6	6	0	28	77
In percentage	25%	23%	8%	8%	0%	36%	100%

Summary of key findings

The respondents were neither unsatisfied nor satisfied with the *functioning of justice in this court*. The respondents were least satisfied with the *speed of dealing with a case* (average score 2.8), while the *costs for acceding to justice (excluding lawyer's fees)* (average score 3.2) and the *trust in justice system* (average score 3.3) were rated a little higher by court users. It is noteworthy, that the respondents were likewise neither unsatisfied nor satisfied with the *fees for paying the advocate* (average score 2.9).

The respondents were satisfied with the *accessibility and premises of the court*, though they ranked the *access for persons with disabilities* as being somewhat satisfactory. Users of this court were in general satisfied with *the performance of judges and the administrative staff of the court*, while they were somewhat satisfied with the *timeframe of delivery of the final substantive judicial act* (average score 3.8).¹⁵¹

The users of this court were on average satisfied with the *performance of judges, prosecutors, advocates and public defenders*. The respondents were satisfied with the *information* provided by this court (average score 4.8). 76% of court users were satisfied with *the way in which the copies of the documents were obtained*, while only 22% believed that the *costs associated with the process* to be high. 38% of the respondents *obtained information from the court* by calling, 38% visited the court, 9% used the postal services and 18% of respondents used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey.

¹⁵¹ For 20 out of 77 respondents the final judicial acts were rendered and for 13 these acts were actually delivered at the time of conducting the Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Shengavit Administrative District of Yerevan

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3,7	70			7			77
Speed of dealing with a case	2,8	71			6			77
Costs for accessing to justice (excluding lawyer's fees)	3,2	53			17		7	77
Trust in justice system	3,3	74			3			77
Physical accessibility and premises of the court								
Coming to court	4,6	77						77
Access for persons with disabilities	3,4	65		1	11			77
Orientation inside the court	4,7	69			8			77
Waiting conditions	5	77						77
Courtroom furnishing	5,2	67			6		4	77
Functioning of the court								
Court summons	4,7	59			2		16	77
Time lapse between the summons and hearings	4,7	57			4		16	77
Timeliness of the hearing(s)	4,7	60			2		15	77
Attitude and politeness of the court registry personnel	5,4	53	12		3		9	77
Attitude and politeness of the bailiffs	5,6	65	6		2		4	77
Attitude and politeness of the judge's assistant	5,3	52	15		2		8	77
Attitude and politeness of the court sessions' secretary	5,5	59	8		3		7	77
Judges, hearings and court's judicial acts								
Attitude and politeness	5	61			5		11	77
Language	4,7	60			5		12	77
Independence	4,4	54			12		11	77
Professionalism	4,8	56			10		11	77
Impartiality	4,7	49			16		12	77
Time granted to you (or to your advocate)	5	51			11		15	77
Judicial acts	4,4	40			5		32	77
Timeframe for delivery of the final substantive judicial act	3,8	26			4		47	77
Prosecutors								
Attitude and politeness	4,3	14	1		1		61	77
Language	4,2	14	1		1		61	77
Professionalism	4	13	1		2		61	77
Advocates								
Professionalism	4,4	16			1	1	59	77
Fees for paying the advocate	2,9	11			3	3	60	77
Advocate's actions being agreed with you	4,3	14			2	2	59	77
Clarity of actions	4,4	14			2	2	59	77
Public defenders								
Professionalism	5,8	4			2		71	77
Public defender's actions being agreed with you	3,4	5			1		71	77
Clarity of actions	4	5			1		71	77
Access to information								
Clarity of information provided by the court	4,8	71		1	2		3	77

FICGJ of Malatia-Sebastia Administrative District

In total 80 court users participated in the Survey in the FICGJ of Malatia-Sebastia Administrative District of Yerevan. The respondents were requested to evaluate the following main nine areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	80	55%	45%	18%	53%	23%	6%

In 68% of cases respondents were involved in civil cases, 26% in criminal cases and five cases were not classified.

Table 2 represents capacity of the respondents in the court:

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	23	19	3	6	2	27	80
In percentage	29%	24%	4%	8%	3%	34%	100%

Summary of key findings

While the general perceptions of the *functioning of justice* for this court was rated by its users as neither unsatisfactory nor satisfactory, the *speed of dealing with a case* was scored the lowest amongst all other related categories assessed (average score 2.8).

Court users were satisfied with the *accessibility and premises of the court* although they ranked the *access for persons with disabilities* as unsatisfactory (average score 1.7).

This court scored high on the *attitude and politeness of the court staff* as well as the *professionalism of judges* (average score 4.9) and *advocates* (average score 5.5), while the respondents were somewhat satisfied with the *professionalism of prosecutors* (average score 3.7) and *public defenders* (average score 3.3).

Despite this, the respondents were neither unsatisfied nor satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 3.1).¹⁵²

The users of this court were satisfied with the *information* provided by the court (average score 4.6). 84% of respondents were satisfied with the way of *obtaining the copies of documents relating to their cases* and 12% believed that *the costs associated with the process* are high. Court users prefer telephone for communicating the court (38%), while 36% of respondents visited the court in person. Postal services and online DataLex public information portal or e-mail were used by 17% and 9% respondents respectively.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey.

¹⁵² For 20 out of 80 respondents the final substantive judicial acts were rendered and for 14 actually delivered at the time of conducting the Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Malatia-Sebastia Administrative District of Yerevan

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,1	78			2			80
Speed of dealing with a case	2,8	73			7			80
Costs for accessing to justice (excluding lawyer's fees)	3,1	58			16		6	80
Trust in justice system	3,5	76			3	1		80
Physical accessibility and premises of the court								
Coming to court	4,6	79			1			80
Access for persons with disabilities	1,7	69			11			80
Orientation inside the court	4	68			12			80
Waiting conditions	4,8	80						80
Courtroom furnishing	5,1	69			6		5	80
Functioning of the court								
Court summons	5	63			4		13	80
Time lapse between the summons and hearings	4,9	62			5		13	80
Timeliness of the hearing(s)	4,3	68			2		10	80
Attitude and politeness of the court registry personnel	4,9	58	13		2		7	80
Attitude and politeness of the bailiffs	5	63	11		2		4	80
Attitude and politeness of the judge's assistant	5,3	46	24				10	80
Attitude and politeness of the court sessions' secretary	5,1	56	13		1		10	80
Judges, hearings and court's judicial acts								
Attitude and politeness	5,1	65		1	2	1	11	80
Language	4,9	65		1	2	1	11	80
Independence	4,5	59		1	8	1	11	80
Professionalism	4,9	61		1	5	2	11	80
Impartiality	4,4	58		1	7	3	11	80
Time granted to you (or to your advocate)	5,1	58		1	10		11	80
Judicial acts	5	39			4	1	36	80
Timeframe for delivery of the final substantive judicial act	3,1	28			4		48	80
Prosecutors								
Attitude and politeness	3,8	19	1			1	59	80
Language	3,7	18	1		1	1	59	80
Professionalism	3,7	18	1		1	1	59	80
Advocates								
Professionalism	5,5	29			2		49	80
Fees for paying the advocate	3,2	23			8		49	80
Advocate's actions being agreed with you	5,3	27			4		49	80
Clarity of actions	5,2	27			4		49	80
Public defenders								
Professionalism	3,3	3			2		75	80
Public defender's actions being agreed with you	4	3			2		75	80
Clarity of actions	4	3			2		75	80
Access to information								
Clarity of information provided by the court	4,6	77			1		2	80

FICGJ of Erebuni and Nubarashen Administrative Districts

Overall 72 court users participated in the Survey in the FICGJ of Erebuni and Nubarashen Administrative Districts of Yerevan. The respondents were requested to evaluate the following main nine areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	72	58%	42%	14%	57%	22%	7%

In 71% of cases respondents were involved in civil cases, 25% - criminal cases (3 cases not classified).

Table 2 represents capacity of the respondents in the court:

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	15	23	2	4	4	24	72
In percentage	21%	32%	3%	6%	6%	33%	100%

Summary of key findings

The general perceptions of the *functioning of justice* was scored as neither unsatisfactory nor satisfactory, while the *speed of dealing with a case and trust in justice system* were scored below the middle level of this particular scale (average score for both was 2.7).

This court scored high on *courtroom furnishing, easiness of coming to court and waiting conditions*. However, the respondents were somewhat unsatisfied with the *access for persons with disabilities* (average score 2.6).

The respondents were very satisfied with *the attitude and politeness of court staff* and satisfied with *the judges' performance*. However, the *independence and impartiality* of judges was scored by court users as being somewhat satisfactory. Court users were similarly somewhat satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 3.8).¹⁵³

The users of this court were somewhat satisfied with *the performance of prosecutors*, very satisfied with *the performance of public defenders* and satisfied with *the performance of advocates*. It is noteworthy, that court users were neither unsatisfied nor satisfied with the *fees for paying the advocate* (average score 2.9).

The respondents were satisfied with the *information* provided by this court (average score 4.3). 75% of court users were satisfied with *the way in which the copies of the documents were obtained*, while 17% believed that *the costs associated with obtaining case files* were high. Users of this preferred visiting the court for obtaining information from the court registry (37% of respondents), in 33% of cases respondents contacted the court registry by post, 26% court users called the court and only 4% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey.

¹⁵³ For 12 out of 72 respondents the final substantive judicial acts were rendered and for 11 these acts were actually delivered at the time of conducting the Survey.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Erebuni and Nubarashen Administrative District of Yerevan

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3,9	61			11			72
Speed of dealing with a case	2,7	66			6			72
Costs for accessing to justice (excluding lawyer's fees)	3	47		1	20		4	72
Trust in justice system	2,7	70			2			72
Physical accessibility and premises of the court								
Coming to court	4,7	72						72
Access for persons with disabilities	2,6	57			15			72
Orientation inside the court	4	59			13			72
Waiting conditions	4,9	69			3			72
Courtroom furnishing	5,3	66			5		1	72
Functioning of the court								
Court summons	5,1	59			3		10	72
Time lapse between the summons and hearings	4,6	56			4		12	72
Timeliness of the hearing(s)	4,5	62			1		9	72
Attitude and politeness of the court registry personnel	5,2	55	6		2		9	72
Attitude and politeness of the bailiffs	5,2	60	6		1		5	72
Attitude and politeness of the judge's assistant	5,6	47	17		1		7	72
Attitude and politeness of the court sessions' secretary	5,5	53	9		3		7	72
Judges, hearings and court's judicial acts								
Attitude and politeness	4,9	61			5		6	72
Language	4,6	60			6		6	72
Independence	3,8	53			13		6	72
Professionalism	4,7	52			14		6	72
Impartiality	4,4	49			13		10	72
Time granted to you (or to your advocate)	5,1	50			10		12	72
Judicial acts	4,1	30			10		32	72
Timeframe for delivery of the final substantive judicial act	3,8	24			4		44	72
Prosecutors								
Attitude and politeness	4,2	13			1		58	72
Language	3,7	12			2		58	72
Professionalism	3,5	11			3		58	72
Advocates								
Professionalism	5	23					49	72
Fees for paying the advocate	2,9	17			5	1	49	72
Advocate's actions being agreed with you	4,8	20			3		49	72
Clarity of actions	4,8	20			3		49	72
Public defenders								
Professionalism	5,2	5	1				66	72
Public defender's actions being agreed with you	5,6	5	1				66	72
Clarity of actions	5,6	5	1				66	72
Access to information								
Clarity of information provided by the court	4,3	67			1		4	72

Administrative Court of the RA, Yerevan Residence

Overall 66 court users participated in the Survey in the Yerevan residence of the Administrative Court of the RA. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	66	64%	36%	12%	47%	30%	11%

Table 2 shows the capacity of the respondents in this court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Witness	Family member	Other	Total
Number	31	18	1	3	13	66
In percentage	48%	28%	2%	5%	17%	100%

Summary of key findings

While the general perceptions of the *functioning of justice* was neither unsatisfactory nor satisfactory, the respondents' *trust in the justice system* was evaluated as being somewhat unsatisfactory (average score 2.6). Likewise, the respondents were somewhat unsatisfied with the *speed of dealing with a case* (average score 2.4), while the *timeframe for delivery of the final substantive judicial act* was rated as being neither unsatisfactory nor satisfactory (average score 3.1). The *accessibility* and *premises* of this court were rated as being somewhat satisfactory, while the users of the court reported, that the *access for persons with disabilities* was very unsatisfactory (average score 1). Also the respondents were somewhat satisfied with the *orientation inside the court* (average score 3.7).

The respondents were on average very satisfied with *the functioning of this court*. For all four questions related to *the attitude and politeness of the court staff*, the average satisfaction scores were 5.2 and 5.3.

As for *judges' performance*, the users of this court were on average satisfied, while the highest satisfaction was with the *attitude and politeness of judges* (average score 5.1).

The users of this court were on average satisfied with *the performance of advocates* and very satisfied with the *performance of public defenders* (only two persons addressed the questions on public defenders and they gave maximum satisfaction score for all three questions on public defenders).

The respondents were very satisfied with the *access to information* in this court (average score 5.1). 88% of the users of this court reported that *obtaining copies of case files* was easy and only 18% believed that *costs associated with the process* were high. As for the *means of communicating with this court's registry*, most widely used means were visits made in person (38%), telephone communication (31%) and post (23%). Only 8% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question of the Survey conducted at the Yerevan residence of Administrative Court of the RA.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the Administrative Court of the RA, Yerevan Residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4	60			6			66
Speed of dealing with a case	2,4	62			4			66
Costs for accessing to justice (excluding lawyer's fees)	3,3	50			6		10	66
Trust in justice system	2,6	65					1	66
Physical accessibility and premises of the court								
Coming to court	4,8	63			1	2		66
Access for persons with disabilities	1	56			8	2		66
Orientation inside the court	3,7	58			6	2		66
Waiting conditions	4,5	64				2		66
Courtroom furnishing	4,8	60			1	2	3	66
Functioning of the court								
Court summons	5,5	63			1		2	66
Time lapse between the summons and hearings	4,3	61			3		2	66
Timeliness of the hearing(s)	4,8	60					6	66
Attitude and politeness of the court registry personnel	5,3	59			1		6	66
Attitude and politeness of the bailiffs	5,2	60			5		1	66
Attitude and politeness of the judge's assistant	5,2	47	8		4		7	66
Attitude and politeness of the court sessions' secretary	5,3	51	6		2		7	66
Judges, hearings and court's judicial acts								
Attitude and politeness	5,1	56			3	1	6	66
Language	4,9	55			4	1	6	66
Independence	4,1	48			10	1	7	66
Professionalism	4,6	49			10	1	6	66
Impartiality	4,6	50			7	1	8	66
Time granted to you (or to your advocate)	4,9	52			5	1	8	66
Judicial acts	4,8	48			4		14	66
Timeframe for delivery of the final substantive judicial act	3,1	38			3		25	66
Prosecutors								
Attitude and politeness							66	66
Language							66	66
Professionalism							66	66
Advocates								
Professionalism	5,5	18			1		47	66
Fees for paying the advocate	3,5	16			2		48	66
Advocate's actions being agreed with you	5,4	18			1		47	66
Clarity of actions	5,4	18			1		47	66
Public defenders								
Professionalism	6	2					64	66
Public defender's actions being agreed with you	6	2					64	66
Clarity of actions	6	2					64	66
Access to information								
Clarity of information provided by the court	5,1	62				1	3	66

FICGJ of Kotayk Marz, Hrazdan residence

Overall, 27 court users participated in the Survey in the FICGJ of Kotayk Marz, Hrazdan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	27	67%	33%	22%	33%	33%	12%

In 89% of cases the respondents were involved in civil cases, 11% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	13	7	2	2	0	3	27
In percentage	48%	26%	7%	7%	0%	11%	100%

Summary of key findings

While the *general evaluation level with this court* was satisfactory in most cases, the respondents were somewhat unsatisfied with the *accessibility and premises of the court* and more precisely with the *access for persons with disabilities* (average score 2.1), *orientation inside the court* (average score 2.1) and *courtroom furnishing* (average score 2.3). The users of this court were neither unsatisfied nor satisfied with the *waiting conditions* (average score 3.1) and the *speed of dealing with a case* (average score 3.2), and *trust in justice system* (average score 2.9). The *time lapse between the summons and hearings* (average score 3.8), the *judicial acts* (average score 3.5) and the *timeframe for delivery of the final substantive judicial act* (average score 3.5) were rated as somewhat satisfactory. This particular court scored somewhat low on *trust in the justice system* (average score 2.6).¹⁵⁴

The average evaluation with the given court was very satisfactory (average score above 5) in terms of the *attitude and politeness of the court staff*, and satisfactory in terms of the *attitude and politeness of the judges* (average score 4.6). Court users were neither unsatisfied nor satisfied with the *attitude and politeness, language and professionalism of prosecutors* (average score 3) and unsatisfied with the *public defender's actions being agreed with the respondents* and the *clarity of their actions* (average score 2).

While court users were on average satisfied with the *performance of the advocates* (average score above 4.5), the *fees for paying the advocate* were rated as neither unsatisfactory nor satisfactory (average score 3.3).

The respondents were satisfied with the *information provided by the court* (average score 4.2). 82% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; 19% believed *the costs for accessing to the copies of documents* were high. As for *the means of communication with the court's registry*, 42% visited in person, 38% used telephone and conventional post (17%). Only 4% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁵⁴ Among 27 respondents, the final substantive judicial acts were rendered for 14 and delivered to 13 respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Kotayk Marz, Hrazdan residence.

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,4	27						27
Speed of dealing with a case	3,2	27						27
Costs for accessing to justice (excluding lawyer's fees)	3,6	21			3	1	2	27
Trust in justice system	2,9	27						27
Physical accessibility and premises of the court								
Coming to court	4,3	27						27
Access for persons with disabilities	2,1	26			1			27
Orientation inside the court	2,1	27						27
Waiting conditions	3,1	27						27
Courtroom furnishing	2,3	23			4			27
Functioning of the court								
Court summons	4,8	25			1		1	27
Time lapse between the summons and hearings	3,8	25			2			27
Timeliness of the hearing(s)	4,3	26			1			27
Attitude and politeness of the court registry personnel	5,4	26			1			27
Attitude and politeness of the bailiffs	5,2	27						27
Attitude and politeness of the judge's assistant	5,3	18	6		2		1	27
Attitude and politeness of the court sessions' secretary	5,4	23	1		2		1	27
Judges, hearings and court's judicial acts								
Attitude and politeness	4,6	25	1				1	27
Language	4,3	25	1				1	27
Independence	4	26					1	27
Professionalism	4	26					1	27
Impartiality	4,1	24			2		1	27
Time granted to you (or to your advocate)	4,6	24			1		2	27
Judicial acts	3,5	21			3		3	27
Timeframe for delivery of the final substantive judicial act	3,5	20			5		2	27
Prosecutors								
Attitude and politeness	3	2					25	27
Language	3	2					25	27
Professionalism	3	2					25	27
Advocates								
Professionalism	4,5	11			1	1	14	27
Fees for paying the advocate	3,3	9			2	1	15	27
Advocate's actions being agreed with you	4,9	9			2	1	15	27
Clarity of actions	4,9	10			1	1	15	27
Public defenders								
Professionalism	3,7	3					24	27
Public defender's actions being agreed with you	2	3					24	27
Clarity of actions	2	3					24	27
Access to information								
Clarity of information provided by the court	4,2	23			3		1	27

FICGJ of Kotayk Marz, Charentsavan residence

Overall, 24 court users participated in the Survey in the FICGJ of Kotayk Marz, Charentsavan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	24	71%	29%	8%	38%	50%	4%

In 54% of cases the respondents were involved in civil cases, 46% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	7	3	1	3	0	10	24
In percentage	29%	13%	4%	13%	0%	42%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (with an average score of 3.9) and *the costs for accessing to justice* (average score 3.4). The users of this court further evaluated the *timeframe for delivery of the final substantive judicial act* (average score 3.9) as somewhat satisfactory.¹⁵⁵

The average satisfaction level with the given court was very high (average score above 5) in terms of the *attitude and politeness of the court staff*, as well as the *attitude and politeness of the judges* (average score 5.5). This particular court also scored very high on *professionalism* (average score 6) and *clarity of actions* (average score 5.5) of public defenders. The users of this court were on average satisfied with the *performance of the prosecutors* (average score above 4) and satisfied with *the performance of advocates* (average score above 4.5), however the *fees for paying the advocate* were evaluated as neither unsatisfactory not satisfactory (average score 3).

The respondents were very satisfied with the *information provided by the court* (average score 5.3). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; only 7% believed *costs for accessing to the copies of documents* were high. As for the *means of communication with the court's registry*, 37% visited in person, 16% used telephone and conventional post (42%). Only 5% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁵⁵ Among 24 respondents, the final substantive acts were rendered and delivered only to three respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Kotayk Marz, Charentsavan residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5,3	24						24
Speed of dealing with a case	3,9	24						24
Costs for accessing to justice (excluding lawyer's fees)	3,4	17			2		5	24
Trust in justice system	4,3	24						24
Physical accessibility and premises of the court								
Coming to court	4,7	24						24
Access for persons with disabilities	5	23			1			24
Orientation inside the court	5,7	24						24
Waiting conditions	5,5	24						24
Courtroom furnishing	5,6	24						24
Functioning of the court								
Court summons	5,5	22					2	24
Time lapse between the summons and hearings	5	24						24
Timeliness of the hearing(s)	5,3	24						24
Attitude and politeness of the court registry personnel	5,8	19	5					24
Attitude and politeness of the bailiffs	5,6	24						24
Attitude and politeness of the judge's assistant	5,7	13	11					24
Attitude and politeness of the court sessions' secretary	5,7	24						24
Judges, hearings and court's judicial acts								
Attitude and politeness	5,5	24						24
Language	5	24						24
Independence	4,4	22			2			24
Professionalism	5,2	23			1			24
Impartiality	4,6	23			1			24
Time granted to you (or to your advocate)	5,2	24						24
Judicial acts	5,2	14			4		6	24
Timeframe for delivery of the final substantive judicial act	3,9	16			2		6	24
Prosecutors								
Attitude and politeness	4,5	11					13	24
Language	4,4	11					13	24
Professionalism	4,3	11					13	24
Advocates								
Professionalism	5,3	8					16	24
Fees for paying the advocate	3	7			1		16	24
Advocate's actions being agreed with you	5,3	7			1		16	24
Clarity of actions	5,1	8					16	24
Public defenders								
Professionalism	6	2					22	24
Public defender's actions being agreed with you	5	2					22	24
Clarity of actions	5,5	2					22	24
Access to information								
Clarity of information provided by the court	5,3	19			5			24

FICGJ of Kotayk Marz, Yeghvard residence

Overall, 36 court users participated in the Survey in the FICGJ of Kotayk Marz, Yeghvard residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	36	69%	31%	22%	44%	28%	6%

In 28% of cases the respondents were involved in civil cases, 72% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	4	4	2	12	0	14	36
In percentage	11%	11%	6%	33%	0%	39%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (with an average score of 3.9), *coming to court* (average score 3.7) and the *trust in justice system* (average score 3.6). The users of this court were on average satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 4).¹⁵⁶

The *average satisfaction level with this court* was very high (average score above 5) in terms of the *attitude and politeness of the court staff*, as well as the *attitude and politeness of the judges* (average score 5.5). This particular court also scored very high on the *professionalism* (average score 5.6) and *clarity of actions* (average score 6) of *public defenders*. The users of this court were on average satisfied with *the performance of the prosecutors* (average score 4.9) and very satisfied with *the performance of the advocates* (average score 5.2), however the *fees for paying the advocate* were rated as neither unsatisfactory nor satisfactory (average score 3.2).

The respondents were very satisfied with the *information provided by the court* (average score 5). 92% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to the copies of documents* high. As for *the means of communication with the court's registry*, 43% visited in person, 10% used telephone and conventional post (43%). Only 3% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁵⁶ Among 36 respondents, the final substantive acts were rendered for and delivered only to four respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Kotayk Marz, Yeghvard residence.

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,5	35			1			36
Speed of dealing with a case	3,9	35					1	36
Costs for accessing to justice (excluding lawyer's fees)	4	27			6		3	36
Trust in justice system	3,6	36						36
Physical accessibility and premises of the court								
Coming to court	3,7	36						36
Access for persons with disabilities	4,7	34			2			36
Orientation inside the court	4,2	35			1			36
Waiting conditions	4,7	36						36
Courtroom furnishing	4,9	35			1			36
Functioning of the court								
Court summons	5,1	33			2		1	36
Time lapse between the summons and hearings	4,8	33			2		1	36
Timeliness of the hearing(s)	5	34					2	36
Attitude and politeness of the court registry personnel	5,9	27	6		3			36
Attitude and politeness of the bailiffs	5,8	35	1					36
Attitude and politeness of the judge's assistant	5,8	20	12		4			36
Attitude and politeness of the court sessions' secretary	5,8	31	4		1			36
Judges, hearings and court's judicial acts								
Attitude and politeness	5,5	31			1		4	36
Language	5,2	31					5	36
Independence	5	28			3		5	36
Professionalism	5,2	28			3		5	36
Impartiality	5,1	28			2	1	5	36
Time granted to you (or to your advocate)	5,4	28			2		6	36
Judicial acts	4,9	16			12		8	36
Timeframe for delivery of the final substantive judicial act	4	23			4		9	36
Prosecutors								
Attitude and politeness	5,1	18	4		1		13	36
Language	4,9	19	4				13	36
Professionalism	4,8	17	4		2		13	36
Advocates								
Professionalism	5,2	6					30	36
Fees for paying the advocate	3,2	6					30	36
Advocate's actions being agreed with you	5,5	6					30	36
Clarity of actions	4,8	6					30	36
Public defenders								
Professionalism	5,6	5					31	36
Public defender's actions being agreed with you	5,6	5					31	36
Clarity of actions	6	5					31	36
Access to information								
Clarity of information provided by the court	5	29		1	6			36

FICGJ of Kotayk Marz, Abovyan residence

Overall, 23 court users participated in the Survey in the FICGJ of Kotayk Marz, Abovyan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	23	52%	48%	13%	61%	17%	9%

In 65% of cases the respondents were involved in civil cases, 35% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	9	5	2	2	0	5	23
In percentage	39%	22%	9%	9%	0%	22%	100%

Summary of key findings

While the *general evaluation level with this court* was satisfactory in most cases, the respondents were unsatisfied with the *accessibility and premises of the court* and more precisely with the *access for persons with disabilities* (average score 1.3), *orientation inside the court* (average score 1.3), *waiting conditions* (average score 1.8) and somewhat unsatisfied with the *courtroom furnishing* (average score 2.2). The users of this court were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 3.3) and *costs for accessing to justice* (average score 2.7), as well as somewhat satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 3.6)¹⁵⁷. Moreover, the respondents evaluated the *trust in justice system* as somewhat satisfactory (average score 3.7).

The *average satisfaction level with this court* was very high (average score above 5) in terms of the *attitude and politeness of the court staff*, as well as the *attitude and politeness of the judges* (average score 5.5). The respondents further found the *attitude and politeness* (average score 3.7) and the *language* (average score 3.9) *of the prosecutors* as somewhat satisfactory, while the *professionalism* (average score 3.3) *of the prosecutors* was rated as neither unsatisfactory nor satisfactory. This court also scored very high on *professionalism* (average score 6) and *clarity of actions* (average score 6) *of public defenders*. The users of this court were on average satisfied with the *performance of the advocates* (average score above 5), however the *fees for paying the advocate* were rated as somewhat unsatisfactory (average score 2.6).

The respondents were satisfied with the information provided by the court (average score 4.9). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; 9% believed *the costs for accessing to the copies of documents* were high. As for *the means of communication with the court's registry*, 56% visited in person, 25% used telephone and conventional post (13%). Only 6% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁵⁷ Among 23 respondents, the final substantive judicial acts were rendered for six and delivered only to four respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Kotayk Marz, Abovyan residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,6	23						23
Speed of dealing with a case	3,3	23						23
Costs for accessing to justice (excluding lawyer's fees)	2,7	17			1		5	23
Trust in justice system	3,7	23						23
Physical accessibility and premises of the court								
Coming to court	5	23						23
Access for persons with disabilities	1,3	23						23
Orientation inside the court	1,3	23						23
Waiting conditions	1,8	23						23
Courtroom furnishing	2,2	23						23
Functioning of the court								
Court summons	5	23						23
Time lapse between the summons and hearings	4,3	23						23
Timeliness of the hearing(s)	4,3	23						23
Attitude and politeness of the court registry personnel	5,5	15	8					23
Attitude and politeness of the bailiffs	5	23						23
Attitude and politeness of the judge's assistant	5,5	10	13					23
Attitude and politeness of the court sessions' secretary	5,8	21	2					23
Judges, hearings and court's judicial acts								
Attitude and politeness	5,5	21					2	23
Language	5,4	21					2	23
Independence	5,2	20			1		2	23
Professionalism	5,4	21					2	23
Impartiality	5,2	20			1		2	23
Time granted to you (or to your advocate)	5,5	20					3	23
Judicial acts	5,1	12			3		8	23
Timeframe for delivery of the final substantive judicial act	3,6	14					9	23
Prosecutors								
Attitude and politeness	3,7	7					16	23
Language	3,9	7					16	23
Professionalism	3,3	6			1		16	23
Advocates								
Professionalism	5,4	5					18	23
Fees for paying the advocate	2,6	5					18	23
Advocate's actions being agreed with you	5,6	5					18	23
Clarity of actions	5	5					18	23
Public defenders								
Professionalism	6	1					22	23
Public defender's actions being agreed with you	6	1					22	23
Clarity of actions	6	1					22	23
Access to information								
Clarity of information provided by the court	4,9	16			4		3	23

FICGJ of Ararat and Vayots dzor Marzes, Artashat residence

Overall, 32 court users participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Artashat residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	32	47%	53%	13%	62%	22%	3%

In 66% of cases the respondents were involved in civil cases, 31% of the respondents had dealings in criminal cases, and 1 case was not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	12	5	4	1	1	9	32
In percentage	38%	16%	13%	3%	3%	28%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 3.3) and *costs for accessing to justice* (average score 2.8) and somewhat satisfied with the *access for persons with disabilities* to the premises of the court (average score 3.8). The users of this court were somewhat satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 3.6).¹⁵⁸

This particular court scored very high in terms of the *attitude and politeness of the court staff* (average score above 5), as well as the *attitude and politeness of the judges* (average score 5.2). The users of this court were also very satisfied with all the aspects of the *performance of public defenders* (average score 6). The users further evaluated the *performance of the advocates* as very satisfactory (average score above 5), however the *fees for paying the advocate* were rated as neither unsatisfactory nor satisfactory (average score 2.9). The respondents further found the *attitude and politeness, language and professionalism of the prosecutors* as very satisfactory (average score above 5.5).

The respondents were very satisfied with the *information provided by the court* (average score 5.4). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; 17% believed *the costs for accessing to the copies of documents* were high. As for *the means of communication with the court's registry*, 58% visited in person, 37% used telephone and conventional post (5%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁵⁸ Among 32 respondents, the final substantive judicial acts were rendered and delivered only to seven respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Ararat and Vayots dzor Marzes, Artashat residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,8	30			2			32
Speed of dealing with a case	3,3	32						32
Costs for accessing to justice (excluding lawyer's fees)	2,8	21			1		10	32
Trust in justice system	4,5	30			2			32
Physical accessibility and premises of the court								
Coming to court	4,4	32						32
Access for persons with disabilities	3,8	26			6			32
Orientation inside the court	4,7	31			1			32
Waiting conditions	4,8	32						32
Courtroom furnishing	5,1	27					5	32
Functioning of the court								
Court summons	5,7	30					2	32
Time lapse between the summons and hearings	5,5	30					2	32
Timeliness of the hearing(s)	4,6	28					4	32
Attitude and politeness of the court registry personnel	5,2	21	10				1	32
Attitude and politeness of the bailiffs	5,7	31					1	32
Attitude and politeness of the judge's assistant	5,8	14	12		2		4	32
Attitude and politeness of the court sessions' secretary	5,8	24	2		2		4	32
Judges, hearings and court's judicial acts								
Attitude and politeness	5,2	26					6	32
Language	5	26					6	32
Independence	5,2	21		1	4		6	32
Professionalism	5,2	24			2		6	32
Impartiality	5	24			2		6	32
Time granted to you (or to your advocate)	5,3	25					7	32
Judicial acts	4,5	11			10		11	32
Timeframe for delivery of the final substantive judicial act	3,6	19			1		12	32
Prosecutors								
Attitude and politeness	5,8	9					23	32
Language	5,7	9					23	32
Professionalism	5,6	8			1		23	32
Advocates								
Professionalism	4,9	11					21	32
Fees for paying the advocate	2,9	10					22	32
Advocate's actions being agreed with you	5,7	10					22	32
Clarity of actions	5,3	11					21	32
Public defenders								
Professionalism	6	3					29	32
Public defender's actions being agreed with you	6	3					29	32
Clarity of actions	6	3					29	32
Access to information								
Clarity of information provided by the court	5,4	18		1	11		2	32

FICGJ of Ararat and Vayots dzor Marzes, Masis residence

Overall, 19 court users participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Masis residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	19	58%	42%	15%	36%	32%	16%

In 79% of cases the respondents were involved in civil cases, 21% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	4	5	0	1	0	9	19
In percentage	21%	26%	0%	5%	0%	47%	100%

Summary of key findings

While *the general satisfaction level with this court* was high in most cases, the respondents were somewhat unsatisfied with the *speed of dealing with a case* (average score 2.6) and somewhat satisfied with the *trust in justice system* (average score 3.9) as well as with the *timeframe for delivery of the final substantive judicial act* (average score 3.4).¹⁵⁹

The average *satisfaction level with the given court* was very high (average score above 5.5) in terms of the *attitude and politeness of the court staff*, as well as the *attitude and politeness* of the judges (average score 5.6). This particular court also scored very high on *professionalism* (average score 5.5), *impartiality* (average score 5.1) and *independence* (average score 5.3) of judges.

The users of this court were on average very satisfied with *the performance of the prosecutors* (average score above 5), as well as with *the performance of the advocates* (average score above 5). The *fees for advocate's services* were evaluated as neither unsatisfactory nor satisfactory (average score 3).

The respondents were very satisfied with *the information provided by the court* (average score 5.6). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 39% visited in person, 39% used telephone and conventional post (23%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁵⁹ No final substantive judicial acts were rendered for the respondents in this court.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Ararat and Vayots dzor Marzes, Masis residence.

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5,2	18			1			19
Speed of dealing with a case	2,6	19						19
Costs for accessing to justice (excluding lawyer's fees)	4,3	8			2		9	19
Trust in justice system	3,9	19						19
Physical accessibility and premises of the court								
Coming to court	4,7	19						19
Access for persons with disabilities	4,6	18			1			19
Orientation inside the court	4,1	19						19
Waiting conditions	5,1	19						19
Courtroom furnishing	5,3	19						19
Functioning of the court								
Court summons	5,9	17					2	19
Time lapse between the summons and hearings	5,4	17					2	19
Timeliness of the hearing(s)	4,8	19						19
Attitude and politeness of the court registry personnel	5,7	14	5					19
Attitude and politeness of the bailiffs	5,6	19						19
Attitude and politeness of the judge's assistant	6	7	12					19
Attitude and politeness of the court sessions' secretary	5,7	12	2		5			19
Judges, hearings and court's judicial acts								
Attitude and politeness	5,6	18			1			19
Language	5,4	17			2			19
Independence	5,3	15			4			19
Professionalism	5,5	17			2			19
Impartiality	5,1	15			4			19
Time granted to you (or to your advocate)	5,4	19						19
Judicial acts	5,2	6			8		5	19
Timeframe for delivery of the final substantive judicial act	3,4	9			1		9	19
Prosecutors								
Attitude and politeness	5,8	4					15	19
Language	5	4					15	19
Professionalism	5,8	4					15	19
Advocates								
Professionalism	4,8	5			2		12	19
Fees for paying the advocate	3	5			1		13	19
Advocate's actions being agreed with you	5,8	4			2		13	19
Clarity of actions	5,2	5			2		12	19
Public defenders								
Professionalism							19	19
Public defender's actions being agreed with you							19	19
Clarity of actions							19	19
Access to information								
Clarity of information provided by the court	5,6	14			5			19

FICGJ of Ararat and Vayots dzor Marzes, Vedi residence

Overall, 20 court users participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Vedi residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	20	75%	25%	20%	60%	20%	0%

In 70% of cases the respondents were involved in civil cases, 20% of the respondents had dealings in criminal cases, and 2 cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	5	4	0	0	2	9	20
In percentage	25%	20%	0%	0%	10%	45%	100%

Summary of key findings

While *the general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *trust in justice system* (average score 3.8) and satisfied with the *speed of dealing with a case* (average score 4.2). Court users evaluated the *timeframe for delivery of the final substantive judicial act* as very satisfactory (average score 5.1).¹⁶⁰

The average *satisfaction score with the given court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5), as well as the *attitude and politeness of the judges* (average score 5.5); this particular court also scored satisfactory on *professionalism* (average score 4.9), *impartiality* (average score 4.9) and *independence* (average score 4.6) of judges.

The users of this court were on average satisfied with *the performance of the prosecutors* (average score above 4.5), as well as with *the performance of advocates* (average score 4.4) and very satisfied with *the performance of the public defenders* (average score 5). The *fees for advocate's services* were also evaluated as satisfactory (average score 4).

The respondents were very satisfied with *the information provided by the court* (average score 5.1). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 53% visited in person, 20% used telephone and conventional post (27%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶⁰ Among 20 respondents, the final substantive judicial acts were rendered for nine and delivered to six respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Ararat and Vayots dzor Marzes, Vedi residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,3	18			1		1	20
Speed of dealing with a case	4,2	18			1		1	20
Costs for accessing to justice (excluding lawyer's fees)	5,4	7			6		7	20
Trust in justice system	3,8	20						20
Physical accessibility and premises of the court								
Coming to court	4,9	20						20
Access for persons with disabilities	4,2	13			7			20
Orientation inside the court	4,1	19			1			20
Waiting conditions	3,5	18			2			20
Courtroom furnishing	3,6	13			1		6	20
Functioning of the court								
Court summons	4,9	15			1		4	20
Time lapse between the summons and hearings	5,6	14			1		5	20
Timeliness of the hearing(s)	5,2	13			2		5	20
Attitude and politeness of the court registry personnel	5,4	17			1		2	20
Attitude and politeness of the bailiffs	5,5	19			1			20
Attitude and politeness of the judge's assistant	5,9	14	1		3		2	20
Attitude and politeness of the court sessions' secretary	5,4	15			2		3	20
Judges, hearings and court's judicial acts								
Attitude and politeness	5,5	13			2		5	20
Language	5,3	14			1		5	20
Independence	4,6	11			4		5	20
Professionalism	4,9	13			2		5	20
Impartiality	4,9	12			2		6	20
Time granted to you (or to your advocate)	5,4	13			1		6	20
Judicial acts	5,2	11			3		6	20
Timeframe for delivery of the final substantive judicial act	5,1	11			2		7	20
Prosecutors								
Attitude and politeness	4,8	4					16	20
Language	4,8	4					16	20
Professionalism	4,5	4					16	20
Advocates								
Professionalism	4,7	7					13	20
Fees for paying the advocate	4	7					13	20
Advocate's actions being agreed with you	4,3	7					13	20
Clarity of actions	4,3	7					13	20
Public defenders								
Professionalism	5	3					17	20
Public defender's actions being agreed with you	5	3					17	20
Clarity of actions	5	3					17	20
Access to information								
Clarity of information provided by the court	5,1	17			1		2	20

FICGJ of Ararat and Vayots dzor Marzes, Yeghegnadzor residence

Overall, 29 court users participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Yeghegnadzor residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	29	72%	28%	24%	35%	28%	13%

No respondents were involved in civil cases, 76% of the respondents had dealings in criminal cases, and seven cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	0	0	5	2	0	22	29
In percentage	0%	0%	17%	7%	0%	76%	100%

Summary of key findings

While *the general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 2.7) and satisfied with the *trust in justice system* (average score 4.8). The users of this court evaluated the *timeframe for delivery of the final substantive judicial act* as very satisfactory (average score 6).¹⁶¹

The average *satisfaction level with the given court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.5), as well as the *attitude and politeness of the judges* (average score 5.9); this particular court also scored high on *professionalism* (average score 5.9), *impartiality* (average score 6) and *independence* (average score 5.9) of judges.

The users of this court were on average very satisfied with *the performance of the prosecutors* (average score above 5), as well as with *the performance of the public defenders* (average score 6) and *advocates* (average score 6), however the *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.8).

The respondents were very satisfied with the *information provided by the court* (average score 5.9). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 20% visited in person, 27% used telephone and conventional post (33%). 20% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶¹ Among 29 respondents, the final substantive judicial acts were rendered for only three and delivered to two respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Ararat and Vayots dzor Marzes, Yeghegnadzor residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,4	26			3			29
Speed of dealing with a case	2,7	27			2			29
Costs for accessing to justice (excluding lawyer's fees)	5,2	12			2		15	29
Trust in justice system	4,8	27			2			29
Physical accessibility and premises of the court								
Coming to court	5,8	29						29
Access for persons with disabilities	5,2	28			1			29
Orientation inside the court	5,5	29						29
Waiting conditions	5,2	29						29
Courtroom furnishing	5,7	26					3	29
Functioning of the court								
Court summons	5,6	15					14	29
Time lapse between the summons and hearings	5,4	15					14	29
Timeliness of the hearing(s)	5,6	23					6	29
Attitude and politeness of the court registry personnel	5,7	18					11	29
Attitude and politeness of the bailiffs	5,5	27	1				1	29
Attitude and politeness of the judge's assistant	5,6	16	1				12	29
Attitude and politeness of the court sessions' secretary	5,5	22	2				5	29
Judges, hearings and court's judicial acts								
Attitude and politeness	5,9	22			1		6	29
Language	5,4	23					6	29
Independence	5,9	21			2		6	29
Professionalism	5,9	21			2		6	29
Impartiality	6	22					7	29
Time granted to you (or to your advocate)	5,9	14			1		14	29
Judicial acts	5,9	14					15	29
Timeframe for delivery of the final substantive judicial act	6	5					24	29
Prosecutors								
Attitude and politeness	5,2	23					6	29
Language	5,4	23					6	29
Professionalism	5,2	23					6	29
Advocates								
Professionalism	5,9	7					22	29
Fees for paying the advocate	3,8	5			2		22	29
Advocate's actions being agreed with you	6	6			1		22	29
Clarity of actions	6	6			1		22	29
Public defenders								
Professionalism	6	3					26	29
Public defender's actions being agreed with you	6	3					26	29
Clarity of actions	6	3					26	29
Access to information								
Clarity of information provided by the court	5,9	19			1		9	29

FICGJ of Ararat and Vayots dzor Marzes, Vayk residence

Overall, 35 court users participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Vayk residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	35	49%	51%	20%	49%	31.6%	0%

All the respondents in the present court were involved in civil cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	21	7	0	0	1	6	35
In percentage	60%	20%	0%	0%	3%	17%	100%

Summary of key findings

While *the general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average score 3.9) and the *costs for accessing to justice* (average score 3.8). The users of this court further evaluated the *timeframe for delivery of the final substantive judicial act* as somewhat satisfactory (average score 3.6).¹⁶²

The average *satisfaction level with this given court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.5), and high in terms of the *attitude and politeness of the judges* (average score 4.8); this particular court also scored high on *professionalism* (average score 5.1), *impartiality* (average score 4.8) and *independence* (average score 5.3) of judges.

The users of this court were on average very satisfied with *the performance of the public defenders* (average score 6) and *advocates* (average score above 5), however the *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.4).

The respondents were very satisfied with *the information provided by the court* (average score 5.4). 80% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to the copies of documents* high. As for *the means of communication with the court's registry*, 56% visited in person, 16% used telephone and conventional post (25%). Only 3% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶² Among 35 respondents, the final substantive judicial acts were rendered for only six and delivered to five respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Ararat and Vayots dzor Marzes, Vayk residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,8	33			2			35
Speed of dealing with a case	3,9	32			3			35
Costs for accessing to justice (excluding lawyer's fees)	3,8	31					4	35
Trust in justice system	4,6	34			1			35
Physical accessibility and premises of the court								
Coming to court	2,8	35						35
Access for persons with disabilities	3,9	30			5			35
Orientation inside the court	4,6	34			1			35
Waiting conditions	4,7	35						35
Courtroom furnishing	5,5	30			4		1	35
Functioning of the court								
Court summons	5,8	32			1		2	35
Time lapse between the summons and hearings	5,2	31			2		2	35
Timeliness of the hearing(s)	5	27			3		5	35
Attitude and politeness of the court registry personnel	5,7	31					4	35
Attitude and politeness of the bailiffs	5,8	30	3		2			35
Attitude and politeness of the judge's assistant	5,9	24	6		1		4	35
Attitude and politeness of the court sessions' secretary	5,9	27	6		1		1	35
Judges, hearings and court's judicial acts								
Attitude and politeness	4,8	24	1				10	35
Language	4,7	24	1				10	35
Independence	5,3	19	1		5		10	35
Professionalism	5,1	22	1		2		10	35
Impartiality	4,8	20	1		3		11	35
Time granted to you (or to your advocate)	5,3	24	1				10	35
Judicial acts	4,7	14	1		2		18	35
Timeframe for delivery of the final substantive judicial act	3,6	16	1		2		16	35
Prosecutors								
Attitude and politeness							35	35
Language							35	35
Professionalism							35	35
Advocates								
Professionalism	5,7	12					23	35
Fees for paying the advocate	3,4	12					23	35
Advocate's actions being agreed with you	5,6	12					23	35
Clarity of actions	5,2	12					23	35
Public defenders								
Professionalism	6	1					34	35
Public defender's actions being agreed with you	6	1					34	35
Clarity of actions	6	1					34	35
Access to information								
Clarity of information provided by the court	5,4	31					4	35

FICGJ of Armavir Marz, Armavir residence

Overall, 27 court users participated in the Survey in the FICGJ of Armavir Marz, Armavir residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	27	56%	44%	11%	41%	33%	15%

In 59% of cases the respondents were involved in civil cases, 41% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	7	6	3	1	0	10	27
In percentage	26%	22%	11%	4%	0%	37%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were only somewhat satisfied with the *speed of dealing with a case* (average score 3.8), the *costs for accessing to justice* (average score 3.5), as well as with the *trust in justice system* (average score 3.8). The *access for persons with disabilities* was rated as neither unsatisfactory nor satisfactory (average score 3.2). The users of this court further evaluated the *timeframe for delivery of the final substantive judicial act* as somewhat satisfactory (average score 3.8).¹⁶³

The average *satisfaction level with this given court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.5), as well as the *attitude and politeness of the judges* (average score 5.4); this particular court scored high on *professionalism* (average score 5.2), *impartiality* (average score 4.6) and *independence* (average score 4.9) of judges.

The users of this court were on average somewhat satisfied with *the performance of the prosecutors*: the *attitude and politeness* (average score 3.4), *language* (average score 3.8) and *professionalism* (average score 3.4). The respondents rated *the performance of the public defenders* (average score above 5.5) and *advocates* (average score 6) as very satisfactory, however the *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.9).

The respondents were very satisfied with *the information provided by the court* (average score 5.2). 90% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 38% visited in person, 25% used telephone and conventional post (38%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶³ Among 27 respondents, the final substantive judicial acts were rendered for only three and delivered to two respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Armavir Marz, Armavir residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4	25			2			27
Speed of dealing with a case	3,8	26			1			27
Costs for accessing to justice (excluding lawyer's fees)	3,5	24			2		1	27
Trust in justice system	3,8	26			1			27
Physical accessibility and premises of the court								
Coming to court	4,4	27						27
Access for persons with disabilities	3,2	24			3			27
Orientation inside the court	5	25			2			27
Waiting conditions	5,5	27						27
Courtroom furnishing	5,6	27						27
Functioning of the court								
Court summons	5,4	26					1	27
Time lapse between the summons and hearings	4,8	26					1	27
Timeliness of the hearing(s)	5,1	27						27
Attitude and politeness of the court registry personnel	5,7	26			1			27
Attitude and politeness of the bailiffs	5,6	24	3					27
Attitude and politeness of the judge's assistant	5,6	24	1		1		1	27
Attitude and politeness of the court sessions' secretary	5,6	24	2		1			27
Judges, hearings and court's judicial acts								
Attitude and politeness	5,4	27						27
Language	4,9	27						27
Independence	4,9	24			3			27
Professionalism	5,2	25			2			27
Impartiality	4,6	23			3		1	27
Time granted to you (or to your advocate)	5	23			3		1	27
Judicial acts	5	20			1		6	27
Timeframe for delivery of the final substantive judicial act	3,8	5					22	27
Prosecutors								
Attitude and politeness	3,4	11					16	27
Language	3,8	11					16	27
Professionalism	3,4	11					16	27
Advocates								
Professionalism	6	8					19	27
Fees for paying the advocate	3,9	8					19	27
Advocate's actions being agreed with you	6	8					19	27
Clarity of actions	6	8					19	27
Public defenders								
Professionalism	6	3					24	27
Public defender's actions being agreed with you	5,7	3					24	27
Clarity of actions	6	3					24	27
Access to information								
Clarity of information provided by the court	5,2	26			1			27

FICGJ of Armavir Marz, Echmiadzin residence

Overall, 24 court users participated in the Survey in the FICGJ of Armavir Marz, Ejmiatsin residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	24	54%	46%	25%	58%	13%	4%

In 75% of cases the respondents were involved in civil cases, 25% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	7	8	1	2	0	6	24
In percentage	29%	33%	4%	8%	0%	25%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 3.3) and somewhat satisfied with the *trust in justice system* (average score 3.8). The users of this court further evaluated the *timeframe for delivery of the final substantive judicial act* as somewhat satisfactory (average score 3.9)¹⁶⁴.

The average *satisfaction level with this given court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.5), as well as the *attitude and politeness of the judges* (average score 5.6); the present court also scored very high on *professionalism* (average score 5.3), *impartiality* (average score 5.1) and *independence* (average score 5.1) of judges.

The users of this court were on average very satisfied with *the performance of the prosecutors* (average score above 5.5), as well as with *the performance of public defenders* (average score above 5). The respondents rated *the performance of advocates* as very satisfactory (average score above 5.5), however the *fees for advocate's services* were evaluated as satisfactory (average score 4).

The respondents were very satisfied with *the information provided by the court* (average score 5.3). 78% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; 38% believed *the costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 31% visited in person, 25% used telephone and conventional post (38%). Only 6% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶⁴ Among 24 respondents, the final substantive judicial acts were rendered for and delivered to three respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users FICGJ of Armavir Marz, Ejmiatsin residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,7	24						24
Speed of dealing with a case	3,3	23			1			24
Costs for accessing to justice (excluding lawyer's fees)	4,1	16			2		6	24
Trust in justice system	3,8	24						24
Physical accessibility and premises of the court								
Coming to court	5,2	24						24
Access for persons with disabilities	4,9	23			1			24
Orientation inside the court	5,3	24						24
Waiting conditions	5,2	24						24
Courtroom furnishing	5,5	24						24
Functioning of the court								
Court summons	5,1	22					2	24
Time lapse between the summons and hearings	4,9	22					2	24
Timeliness of the hearing(s)	5,2	24						24
Attitude and politeness of the court registry personnel	5,9	18	6					24
Attitude and politeness of the bailiffs	5,8	24						24
Attitude and politeness of the judge's assistant	5,9	11	9		4			24
Attitude and politeness of the court sessions' secretary	5,5	24						24
Judges, hearings and court's judicial acts								
Attitude and politeness	5,6	24						24
Language	5,4	24						24
Independence	5,1	24						24
Professionalism	5,3	24						24
Impartiality	5,1	24						24
Time granted to you (or to your advocate)	5	22					2	24
Judicial acts	5,2	15			6		3	24
Timeframe for delivery of the final substantive judicial act	3,9	16			1		7	24
Prosecutors								
Attitude and politeness	5,8	6					18	24
Language	5,8	6					18	24
Professionalism	5,5	6					18	24
Advocates								
Professionalism	5,8	10					14	24
Fees for paying the advocate	4	8					16	24
Advocate's actions being agreed with you	5,6	10					14	24
Clarity of actions	5,7	10					14	24
Public defenders								
Professionalism	6	1					23	24
Public defender's actions being agreed with you	5	1					23	24
Clarity of actions	6	1					23	24
Access to information								
Clarity of information provided by the court	5,3	17		1	6			24

FICGJ of Aragatsotn Marz, Ashtarak residence

Overall, 22 court users participated in the Survey in the FICGJ of Aragatsotn Marz, Ashtarak residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	22	68%	32%	27%	27%	46%	-

In 91% of cases the respondents were involved in civil cases, 9% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	5	7	1	3	0	6	22
In percentage	23%	32%	5%	14%	0%	27%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 2.7) as well as with the *timeframe for delivery of the final substantive judicial act* (average score 2.8) and somewhat unsatisfied with *the access for persons with disabilities* (average score 2.3).¹⁶⁵

The average *satisfaction level with this given court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5), as well as the *attitude and politeness of the judges* (average score 5.3); this particular court also scored high on *professionalism* (average score 4.9), *impartiality* (average score 5.1) and *independence* (average score 4.9) of judges.

The users of this court were neither unsatisfied nor satisfied with the *attitude and politeness* (average score 3) *of the prosecutors* and satisfied with their *professionalism* (average score 4.5) and *language* (average score 5). The respondents rated *the performance of the advocates* as very satisfactory (average score above 5), however the *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.5).

The respondents were very satisfied with the *information provided by the court* (average score 5.2). 89% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; 22% believed *the costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 46% visited in person, 41% used telephone and conventional post (14%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶⁵ Among 22 respondents, the final substantive judicial acts were rendered for and delivered to only three respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Aragatsotn Marz, Ashtarak residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,7	22						22
Speed of dealing with a case	2,7	21			1			22
Costs for accessing to justice (excluding lawyer's fees)	4,1	20			2			22
Trust in justice system	4,4	22						22
Physical accessibility and premises of the court								
Coming to court	4,2	22						22
Access for persons with disabilities	2,3	19			3			22
Orientation inside the court	4,5	22						22
Waiting conditions	4,7	22						22
Courtroom furnishing	5,3	20			2			22
Functioning of the court								
Court summons	5	22						22
Time lapse between the summons and hearings	5	22						22
Timeliness of the hearing(s)	5,2	21					1	22
Attitude and politeness of the court registry personnel	5,4	20			1		1	22
Attitude and politeness of the bailiffs	5,4	22						22
Attitude and politeness of the judge's assistant	5,6	18	4					22
Attitude and politeness of the court sessions' secretary	5,6	18	4					22
Judges, hearings and court's judicial acts								
Attitude and politeness	5,3	20					2	22
Language	5,2	20					2	22
Independence	4,9	17			3		2	22
Professionalism	4,9	19			1		2	22
Impartiality	5,1	20					2	22
Time granted to you (or to your advocate)	5,2	21					1	22
Judicial acts	5	17			3		2	22
Timeframe for delivery of the final substantive judicial act	2,8	10					12	22
Prosecutors								
Attitude and politeness	3	2					20	22
Language	5	2					20	22
Professionalism	4,5	2					20	22
Advocates								
Professionalism	5,4	11					11	22
Fees for paying the advocate	3,5	11					11	22
Advocate's actions being agreed with you	5,5	11					11	22
Clarity of actions	5,5	11					11	22
Public defenders								
Professionalism							22	22
Public defender's actions being agreed with you							22	22
Clarity of actions							22	22
Access to information								
Clarity of information provided by the court	5,2	22						22

FICGJ of Aragatsotn Marz, Aparan residence

Overall, 27 court users participated in the Survey in the FICGJ of Aragatsotn Marz, Aparan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	27	81%	19%	15%	48%	33%	4%

In 4% of cases the respondents were involved in civil cases, 96% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	0	0	3	6	0	18	27
In percentage	0%	0%	11%	22%	0%	67%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 3.3), and satisfied with the *trust in justice system* (average score 4.1). The users of this court further evaluated the *judicial acts* as somewhat satisfactory (average score 3.7) and the *timeframe for delivery of the final substantive judicial act* as neither unsatisfactory nor satisfactory (average score 3).¹⁶⁶

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.5), as well as the *attitude and politeness of the judges* (average score 5.7); this particular court also scored high on *professionalism* (average score 5.6), *impartiality* (average score 5) and *independence* (average score 5.2) of judges.

The users of this court were on average very satisfied with *the performance of the prosecutors and the public defenders* (average scores above 5.3).

The respondents were very satisfied with *the information provided by the court* (average score 5.5). 67% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 34% visited in person, 33% used telephone and conventional post (33%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶⁶ Among 27 respondents, the final substantive judicial acts were rendered for only three and delivered to two respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users FICGJ of Araratsoth Marz, Aparan residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,5	26			1			27
Speed of dealing with a case	3,3	26			1			27
Costs for accessing to justice (excluding lawyer's fees)	5	6					21	27
Trust in justice system	4,1	27						27
Physical accessibility and premises of the court								
Coming to court	4,6	27						27
Access for persons with disabilities	4,6	24			3			27
Orientation inside the court	5,1	27						27
Waiting conditions	5,2	27						27
Courtroom furnishing	5,5	25			2			27
Functioning of the court								
Court summons	5,8	17					10	27
Time lapse between the summons and hearings	5,4	18					9	27
Timeliness of the hearing(s)	4,9	26					1	27
Attitude and politeness of the court registry personnel	5,8	12	14		1			27
Attitude and politeness of the bailiffs	5,7	26			1			27
Attitude and politeness of the judge's assistant	6	5	22					27
Attitude and politeness of the court sessions' secretary	6	24	3					27
Judges, hearings and court's judicial acts								
Attitude and politeness	5,7	25			1		1	27
Language	5,1	25			1		1	27
Independence	5,2	18			8		1	27
Professionalism	5,6	19			7		1	27
Impartiality	5	24			2		1	27
Time granted to you (or to your advocate)	5,4	24			1		2	27
Judicial acts	3,7	3			20		4	27
Timeframe for delivery of the final substantive judicial act	3	14			8		5	27
Prosecutors								
Attitude and politeness	5,3	25			1		1	27
Language	5,3	25			1		1	27
Professionalism	5,3	18			8		1	27
Advocates								
Professionalism	6	1					26	27
Fees for paying the advocate							27	27
Advocate's actions being agreed with you							27	27
Clarity of actions							27	27
Public defenders								
Professionalism	5,3	10			1		16	27
Public defender's actions being agreed with you	5,8	8			1		18	27
Clarity of actions	5,5	10			1		16	27
Access to information								
Clarity of information provided by the court	5,5	13			14			27

FICGJ of Aragatsotn Marz, Talin residence

Overall, 28 court users participated in the Survey in the FICGJ of Aragatsotn Marz, Talin residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	28	64%	36%	21%	61%	14%	4%

In 82% of cases the respondents were involved in civil cases; no respondents had dealings in criminal cases and 5 cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	6	10	0	2	0	10	28
In percentage	21%	36%	0%	7%	0%	36%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average score 3.8) and the *timeframe for delivery of the final substantive judicial act* (average score 3.9).¹⁶⁷ The users of this court were very unsatisfied with the *access for persons with disabilities* (average score 0.9) and unsatisfied with the *waiting conditions* (average score 1.9) as well as with the *courtroom furnishing* (average score 1.8).

The *average satisfaction level with this court* was very high (average score above 5.5) in terms of the *attitude and politeness of the court staff*, as well as the *attitude and politeness of the judges* (average score 5.8); this particular court also scored very high on *professionalism* (average score 5.9), *impartiality* (average score 5.7) and *independence* (average score 5.8) of judges.

The users of this court were on average very satisfied with *the performance of the advocates* (average score 6), and the *fees for advocate's services* (average score 5.6).

The respondents were very satisfied with *the information provided by the court* (average score 5.6). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; 17% believed *the costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 78% visited in person, 9% used telephone and conventional post (13%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶⁷ Among 28 respondents, the final substantive judicial acts were rendered for and delivered to six respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Aragatsotn Marz, Talin residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5	26			2			28
Speed of dealing with a case	3,8	24			4			28
Costs for accessing to justice (excluding lawyer's fees)	4,6	19			7		2	28
Trust in justice system	4,4	27			1			28
Physical accessibility and premises of the court								
Coming to court	5,2	28						28
Access for persons with disabilities	0,9	25			3			28
Orientation inside the court	3	26			1	1		28
Waiting conditions	1,9	27			1			28
Courtroom furnishing	1,8	23			1		4	28
Functioning of the court								
Court summons	5,7	21			2		5	28
Time lapse between the summons and hearings	5,5	20			3		5	28
Timeliness of the hearing(s)	5,5	21					7	28
Attitude and politeness of the court registry personnel	5,9	27					1	28
Attitude and politeness of the bailiffs	5,9	28						28
Attitude and politeness of the judge's assistant	6	24	2				2	28
Attitude and politeness of the court sessions' secretary	6	23	1				4	28
Judges, hearings and court's judicial acts								
Attitude and politeness	5,8	20			1	1	6	28
Language	5,8	18			2	1	7	28
Independence	5,8	18			2	1	7	28
Professionalism	5,9	19			3	1	5	28
Impartiality	5,7	17			3	1	7	28
Time granted to you (or to your advocate)	5,9	15			5	1	7	28
Judicial acts	5,8	14			3		11	28
Timeframe for delivery of the final substantive judicial act	3,9	11			1		16	28
Prosecutors								
Attitude and politeness							28	28
Language							28	28
Professionalism							28	28
Advocates								
Professionalism	6	7					21	28
Fees for paying the advocate	5,6	7					21	28
Advocate's actions being agreed with you	6	7					21	28
Clarity of actions	6	7					21	28
Public defenders								
Professionalism							28	28
Public defender's actions being agreed with you							28	28
Clarity of actions							28	28
Access to information								
Clarity of information provided by the court	5,6	27			1			28

FICGJ of Tavush Marz, Ijevan residence

Overall, 23 court users participated in the Survey in the FICGJ of Tavush Marz, Ijevan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	23	57%	43%	13%	48%	26%	13%

In 35% of cases the respondents were involved in civil cases, 65% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	2	3	3	5	0	10	23
In percentage	9%	13%	13%	22%	0%	44%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *court's functioning* (average score 3.2) and somewhat satisfied with the *speed of dealing with a case* (average score 3.4). The users of this court evaluated the *trust in the justice system* (average score 4.2) and the *timeframe for delivery of the final substantive judicial act* (average score 4.5) as satisfactory.¹⁶⁸

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score 6), as well as the *attitude and politeness of the judges* (average score 5.6); this particular court also scored very high on *professionalism* (average score 5.5), *impartiality* (average score 5.5) and *independence* (average score 5.6) of judges.

The users of this court were on average very satisfied with *the performance of the prosecutors* (average score above 5). The respondents rated *the performance of the public defenders* as very satisfactory (average score 6) and *the performance of the advocates* as satisfactory (average score above 4.8), however the *fees for advocate's services* were evaluated as neither unsatisfactory nor satisfactory (average score 2.8).

The respondents were very satisfied with *the information provided by the court* (average score 5.7). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 10% visited in person, 5% used telephone and conventional post (85%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶⁸ Among 23 respondents, the final substantive judicial acts were rendered for and delivered to six respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Tavush Marz, Ijevan residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3,2	23						23
Speed of dealing with a case	3,4	23						23
Costs for accessing to justice (excluding lawyer's fees)	5,6	20					3	23
Trust in justice system	4,2	22			1			23
Physical accessibility and premises of the court								
Coming to court	5,7	23						23
Access for persons with disabilities	5,7	22			1			23
Orientation inside the court	5,7	22			1			23
Waiting conditions	6	23						23
Courtroom furnishing	6	23						23
Functioning of the court								
Court summons	6	20					3	23
Time lapse between the summons and hearings	6	20					3	23
Timeliness of the hearing(s)	5,8	23						23
Attitude and politeness of the court registry personnel	6	22	1					23
Attitude and politeness of the bailiffs	6	23						23
Attitude and politeness of the judge's assistant	6	22	1					23
Attitude and politeness of the court sessions' secretary	6	22	1					23
Judges, hearings and court's judicial acts								
Attitude and politeness	5,6	22			1			23
Language	5,2	22			1			23
Independence	5,6	20			3			23
Professionalism	5,5	22			1			23
Impartiality	5,5	22			1			23
Time granted to you (or to your advocate)	5,8	16			1		6	23
Judicial acts	5,6	8					15	23
Timeframe for delivery of the final substantive judicial act	4,5	6					17	23
Prosecutors								
Attitude and politeness	5,1	15					8	23
Language	4,9	14			1		8	23
Professionalism	5,1	14			1		8	23
Advocates								
Professionalism	4,7	9					14	23
Fees for paying the advocate	2,8	9					14	23
Advocate's actions being agreed with you	5,3	9					14	23
Clarity of actions	4,4	9					14	23
Public defenders								
Professionalism	6	2			1		20	23
Public defender's actions being agreed with you	6	2			1		20	23
Clarity of actions	6	2			1		20	23
Access to information								
Clarity of information provided by the court	5,7	22					1	23

FICGJ of Tavush Marz, Dilijan residence

Overall, 28 court users participated in the Survey in the FICGJ of Tavush Marz, Dilijan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	28	50%	50%	14%	36%	32%	18%

In 93% of cases the respondents were involved in civil cases; no respondents had dealings in criminal cases, and 2 cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	11	8	0	1	0	8	28
In percentage	39%	29%	0%	4%	0%	29%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat unsatisfied with the *speed of dealing with a case* (average score 2.4) and somewhat satisfied with the *trust in justice system* (average score 3.5). The *accessibility and premises of the court* were mainly rated as neither unsatisfactory nor satisfactory. Court users were particularly unsatisfied with the *access for persons with disabilities* (average score 1.5) and the *timeframe for delivery of the final substantive judicial act* (average score 2).¹⁶⁹

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5), as well as the *attitude and politeness of the judges* (average score 5.9); this particular court also scored very high on *professionalism* (average score 5.2), *impartiality* (average score 5.3) and *independence* (average score 5.3) of judges.

The users of this court were on average very satisfied with *the performance of the public defenders* (average score 6). The *performance of advocates* was mainly rated as satisfactory (average score above 4.5), however the respondents evaluates the *fees for advocate's services* as somewhat unsatisfactory (average score 2.5).

The respondents were satisfied with *the information provided by the court* (average score 4.2). 80% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 75% visited in person, 10% used telephone and conventional post (33%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁶⁹ Among 28 respondents, the final substantive judicial acts were rendered for only three and delivered to two respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Tavush Marz, Dilijan residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,1	25			3			28
Speed of dealing with a case	2,4	25			3			28
Costs for accessing to justice (excluding lawyer's fees)	4	23			3		2	28
Trust in justice system	3,5	26			2			28
Physical accessibility and premises of the court								
Coming to court	3,2	27			1			28
Access for persons with disabilities	1,5	28						28
Orientation inside the court	3,7	21			7			28
Waiting conditions	3,1	28						28
Courtroom furnishing	3,8	15			12		1	28
Functioning of the court								
Court summons	5,5	24					4	28
Time lapse between the summons and hearings	5,2	21			4		3	28
Timeliness of the hearing(s)	4,6	17			8		3	28
Attitude and politeness of the court registry personnel	5,7	22	4		2			28
Attitude and politeness of the bailiffs	5,8	26	1		1			28
Attitude and politeness of the judge's assistant	5,8	8	18		2			28
Attitude and politeness of the court sessions' secretary	5,6	13	13		2			28
Judges, hearings and court's judicial acts								
Attitude and politeness	5,9	16					12	28
Language	5,1	15			1		12	28
Independence	5,3	11			5		12	28
Professionalism	5,2	13			3		12	28
Impartiality	5,3	12			4		12	28
Time granted to you (or to your advocate)	5,5	12			4		12	28
Judicial acts	4,2	6			3		19	28
Timeframe for delivery of the final substantive judicial act	2	8			1		19	28
Prosecutors								
Attitude and politeness							28	28
Language							28	28
Professionalism							28	28
Advocates								
Professionalism	4,6	7					21	28
Fees for paying the advocate	2,5	6		1			21	28
Advocate's actions being agreed with you	4,6	7					21	28
Clarity of actions	4,7	7					21	28
Public defenders								
Professionalism	6	2			1		25	28
Public defender's actions being agreed with you	6	2			1		25	28
Clarity of actions	6	2			1		25	28
Access to information								
Clarity of information provided by the court	4,2	24			4			28

FICGJ of Tavush Marz, Noyemberyan residence

Overall, 18 court users participated in the Survey in the FICGJ of Tavush Marz, Noyemberyan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	18	61%	39%	33%	33%	28%	6%

All the respondents were involved in civil cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	8	8	0	0	0	2	18
In percentage	44%	44%	0%	0%	0%	11%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (with an average score of 3.5). The users of this court were on average satisfied with *the costs for accessing to justice* (average score 4.9) and with the *trust in justice system* (average score 4.7). The respondents rated the *timeframe for delivery of the final substantive judicial act* as very satisfactory (average score 5.2).¹⁷⁰

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score 6), as well as the *attitude and politeness of the judges* (average score 6); the present court also scored very high on *professionalism* (average score 5.7), *impartiality* (average score 5.5) and *independence* (average score 5.1) of judges.

While the users of this court were on average very satisfied with *the performance of the advocates* (average score 5.1), the *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.9).

The respondents were very satisfied with *the information provided by the court* (average score 5.6). As for *the means of communication with the court's registry*, 6% visited in person, 6% used telephone and conventional post (88%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷⁰ Among 18 respondents, the final substantive acts were rendered for 5 and delivered to 4 respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Tavush Marz, Noyemberyan residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5,1	17			1			18
Speed of dealing with a case	3,5	18						18
Costs for accessing to justice (excluding lawyer's fees)	4,9	16			2			18
Trust in justice system	4,7	18						18
Physical accessibility and premises of the court								
Coming to court	5,3	18						18
Access for persons with disabilities	4,6	14			4			18
Orientation inside the court	5,8	18						18
Waiting conditions	5,9	18						18
Courtroom furnishing	6	18						18
Functioning of the court								
Court summons	6	17					1	18
Time lapse between the summons and hearings	5,6	17					1	18
Timeliness of the hearing(s)	5	17					1	18
Attitude and politeness of the court registry personnel	6	16	1				1	18
Attitude and politeness of the bailiffs	6	16	1				1	18
Attitude and politeness of the judge's assistant	6	15	2				1	18
Attitude and politeness of the court sessions' secretary	6	16	1				1	18
Judges, hearings and court's judicial acts								
Attitude and politeness	6	18						18
Language	5,1	18						18
Independence	5,1	16			2			18
Professionalism	5,7	18						18
Impartiality	5,5	17			1			18
Time granted to you (or to your advocate)	6	16		1			1	18
Judicial acts	6	10					8	18
Timeframe for delivery of the final substantive judicial act	5,2	5					13	18
Prosecutors								
Attitude and politeness							18	18
Language							18	18
Professionalism							18	18
Advocates								
Professionalism	5,1	7					11	18
Fees for paying the advocate	3,9	7					11	18
Advocate's actions being agreed with you	5,1	7					11	18
Clarity of actions	5,1	7					11	18
Public defenders								
Professionalism							18	18
Public defender's actions being agreed with you							18	18
Clarity of actions							18	18
Access to information								
Clarity of information provided by the court	5,6	16			1		1	18

FICGJ of Tavush Marz, Berd residence

Overall, 25 court users participated in the Survey in the FICGJ of Tavush Marz, Berd residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	25	80%	20%	24%	44%	28%	4%

In 4% of cases the respondents were involved in civil cases, 88% of the respondents had dealings in criminal cases, and two cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	0	1	3	4	0	17	25
In percentage	0%	4%	12%	16%	0%	68%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *court's functioning* (average score 3.9) and neither unsatisfied nor satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 3).¹⁷¹

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.5), as well as the *attitude and politeness of the judges* (average score 5.5); this particular court also scored very high on *professionalism* (average score 5.6), *impartiality* (average score 5.2) and *independence* (average score 5.3) of judges.

The users of this court were on average satisfied with *the performance of the prosecutors* (average score 4.8), as well as very satisfied with *the performance of public defenders* (average score 6). The respondents evaluated *the performance of the advocates* (average score 6) and the *fees for advocate's services* (average score 5.1) as very satisfactory.

The respondents were very satisfied with *the information provided by the court* (average score 5.3). 75% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 17% visited in person, 8% used telephone and conventional post (75%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷¹ Among 25 respondents, the substantive judicial acts were rendered for and delivered to two respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Tavush Marz, Berd residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3,9	25						25
Speed of dealing with a case	4,2	22			3			25
Costs for accessing to justice (excluding lawyer's fees)	5,6	21		1	1		2	25
Trust in justice system	4,8	24		1				25
Physical accessibility and premises of the court								
Coming to court	4,8	25						25
Access for persons with disabilities	5,7	25						25
Orientation inside the court	5,9	25						25
Waiting conditions	5,9	25						25
Courtroom furnishing	6	24			1			25
Functioning of the court								
Court summons	5,9	23					2	25
Time lapse between the summons and hearings	5,4	23					2	25
Timeliness of the hearing(s)	5,6	23					2	25
Attitude and politeness of the court registry personnel	5,8	24					1	25
Attitude and politeness of the bailiffs	5,8	24					1	25
Attitude and politeness of the judge's assistant	5,9	23			1		1	25
Attitude and politeness of the court sessions' secretary	5,8	24					1	25
Judges, hearings and court's judicial acts								
Attitude and politeness	5,5	22					3	25
Language	5,2	22					3	25
Independence	5,3	20			2		3	25
Professionalism	5,6	19			3		3	25
Impartiality	5,2	22					3	25
Time granted to you (or to your advocate)	5,8	18					7	25
Judicial acts	4,7	7					18	25
Timeframe for delivery of the final substantive judicial act	3	3					22	25
Prosecutors								
Attitude and politeness	5,2	22					3	25
Language	4,6	22					3	25
Professionalism	4,5	20			2		3	25
Advocates								
Professionalism	6	7					18	25
Fees for paying the advocate	5,1	7					18	25
Advocate's actions being agreed with you	6	7					18	25
Clarity of actions	6	7					18	25
Public defenders								
Professionalism	6	1					24	25
Public defender's actions being agreed with you	6	1					24	25
Clarity of actions	6	1					24	25
Access to information								
Clarity of information provided by the court	5,3	24			1			25

FICGJ of Gegharquniq Marz, Gavar residence

Overall, 37 court users participated in the Survey in the FICGJ of Gegharquniq Marz, Gavar residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	37	76%	24%	24%	49%	27%	0%

In 68% of cases the respondents were involved in civil cases, 11% of the respondents had dealings in criminal cases, and eight cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	8	5	2	0	0	22	37
In percentage	22%	14%	5%	0%	0%	60%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average score 3.5) and somewhat unsatisfied with the *orientation inside the court* (average score 2.4), *waiting conditions* (average score 2.6) and *courtroom furnishing* (average score 2.5). This court scored particularly low on the *access for persons with disabilities* (average score 1.6). Court users further evaluated the *timeframe for delivery of the final substantive judicial act* (average score 3.8) as somewhat satisfactory.¹⁷²

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.5), as well as the *attitude and politeness of the judges* (average score 5.5); the present court also scored very high on *professionalism* (average score 5.4), *impartiality* (average score 5.1) and *independence* (average score 5) of judges.

The users of this court were on average very satisfied with *the performance of the prosecutors* (average score 5.8), as well as with *the performance of the advocates* (average score 5.9). The *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.5). It is noteworthy that all three respondents who used the services of *public defenders* were absolutely unsatisfied with all aspects of *the performance of public defenders* (average scores for all three questions was 0).

The respondents were very satisfied with *the information provided by the court* (average score 5.3). 88% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 76% visited in person, 16% used telephone and conventional post (8%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷² Among 37 respondents, the final substantive judicial acts were rendered for five and delivered to three respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Gegharquniq Marz, Gavar residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5	33			4			37
Speed of dealing with a case	3,5	25			10		2	37
Costs for accessing to justice (excluding lawyer's fees)	4,7	22			13		2	37
Trust in justice system	4,2	36			1			37
Physical accessibility and premises of the court								
Coming to court	5,2	36			1			37
Access for persons with disabilities	1,6	32			5			37
Orientation inside the court	2,4	26			11			37
Waiting conditions	2,6	36			1			37
Courtroom furnishing	2,5	22			12		3	37
Functioning of the court								
Court summons	5,9	18			3		16	37
Time lapse between the summons and hearings	5,4	18			3		16	37
Timeliness of the hearing(s)	5	22			3		12	37
Attitude and politeness of the court registry personnel	5,6	33	1				3	37
Attitude and politeness of the bailiffs	5,8	36			1			37
Attitude and politeness of the judge's assistant	5,7	21	11		2		3	37
Attitude and politeness of the court sessions' secretary	5,6	21	11		3		2	37
Judges, hearings and court's judicial acts								
Attitude and politeness	5,5	20			3		14	37
Language	5,1	18			5		14	37
Independence	5	16			7		14	37
Professionalism	5,4	17			6		14	37
Impartiality	5,1	17			5		15	37
Time granted to you (or to your advocate)	5,4	16			6		15	37
Judicial acts	4,8	12			2		23	37
Timeframe for delivery of the final substantive judicial act	3,8	9			1		27	37
Prosecutors								
Attitude and politeness	5,8	4					33	37
Language	5,8	4					33	37
Professionalism	5,8	4					33	37
Advocates								
Professionalism	5,6	5			1	1	30	37
Fees for paying the advocate	3,5	4			2	1	30	37
Advocate's actions being agreed with you	6	5			1	1	30	37
Clarity of actions	6	5			1	1	30	37
Public defenders								
Professionalism	0	3			1		33	37
Public defender's actions being agreed with you	0	3			1		33	37
Clarity of actions	0	3			1		33	37
Access to information								
Clarity of information provided by the court	5,3	32			4		1	37

FICGJ of Gegharquniq Marz, Sevan residence

Overall, 33 court users participated in the Survey in the FICGJ of Gegharquniq Marz, Sevan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	33	49%	51%	9%	55%	33%	3%

In 64% of cases the respondents were involved in civil cases, 27% of the respondents had dealings in criminal cases, and 3 cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	5	12	0	5	0	11	33
In percentage	15%	36%	0%	15%	0%	33%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average score 3.7) and the *trust in justice system* (average score 3.8) and neither unsatisfied nor satisfied with *the costs for accessing to justice* (average score 3.1). Court users evaluated the *timeframe for delivery of the final substantive judicial act* (average score 5) as very satisfactory.¹⁷³

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score 5.9), as well as the *attitude and politeness of the judges* (average score 5.8); this particular court also scored very high on *professionalism* (average score 5.8), *impartiality* (average score 5.8) and *independence* (average score 5.5) of judges.

The users of this court were on average satisfied with *the performance of the prosecutors* (average score 4.1), however they evaluated the *professionalism of the prosecutors* as somewhat satisfactory (average score 3.8). While the court scored high on *the performance of the advocates* (average score 5.9) the *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.5).

The respondents were satisfied with *the information provided by the court* (average score 4.6). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; 44% believed that *the costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 48% visited in person, 22% used telephone and conventional post (30%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷³ Among 33 respondents, the final substantive judicial acts were rendered for three and delivered to two respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Gegharquniq Marz, Sevan residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,3	31			1		1	33
Speed of dealing with a case	3,7	27			1		5	33
Costs for accessing to justice (excluding lawyer's fees)	3,1	27			4		2	33
Trust in justice system	3,8	31			1		1	33
Physical accessibility and premises of the court								
Coming to court	4,9	31			2			33
Access for persons with disabilities	4,2	26			7			33
Orientation inside the court	5,2	24			9			33
Waiting conditions	5,4	33						33
Courtroom furnishing	5,6	29			4			33
Functioning of the court								
Court summons	5,3	26			2		5	33
Time lapse between the summons and hearings	5,7	26			2		5	33
Timeliness of the hearing(s)	5,3	24					9	33
Attitude and politeness of the court registry personnel	6	20	13					33
Attitude and politeness of the bailiffs	5,9	28	5					33
Attitude and politeness of the judge's assistant	5,9	17	16					33
Attitude and politeness of the court sessions' secretary	5,9	17	15		1			33
Judges, hearings and court's judicial acts								
Attitude and politeness	5,8	21			1	2	9	33
Language	5,6	21			1	2	9	33
Independence	5,5	19			3	2	9	33
Professionalism	5,8	20			2	2	9	33
Impartiality	5,8	18			5	1	9	33
Time granted to you (or to your advocate)	5,8	18			4	1	10	33
Judicial acts	5,9	11				1	21	33
Timeframe for delivery of the final substantive judicial act	5	3				1	29	33
Prosecutors								
Attitude and politeness	4	13					20	33
Language	4,4	13					20	33
Professionalism	3,8	13					20	33
Advocates								
Professionalism	5,7	10					23	33
Fees for paying the advocate	3,5	6			3		24	33
Advocate's actions being agreed with you	6	7			3		23	33
Clarity of actions	5,9	8			2		23	33
Public defenders								
Professionalism							33	33
Public defender's actions being agreed with you							33	33
Clarity of actions							33	33
Access to information								
Clarity of information provided by the court	4,6	31					2	33

FICGJ of Gegharquniq Marz, Martuni residence

Overall, 28 court users participated in the Survey in the FICGJ of Gegharquniq Marz, Martuni residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	28	54%	46%	4%	67%	25%	4%

In 57% of cases the respondents were involved in civil cases, 18% of the respondents had dealings in criminal cases, and 7 cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	2	4	2	3	0	17	28
In percentage	7%	14%	7%	11%	0%	61%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average score 3.8). The *orientation inside the court* (average score 2.1), *waiting conditions* (average score 2.4) and *courtroom furnishing* (average score 2.6) were rated as somewhat unsatisfactory. The court scored particularly low on the *access for persons with disabilities* (average score 1.5). The *timeframe for delivery of the final substantive judicial act* was rated as satisfactory (average score 4.6).¹⁷⁴

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score 6), as well as the *attitude and politeness of the judges* (average score 6); this particular court also scored high on *professionalism* (average score 5.8), *impartiality* (average score 5.8) and *independence* (average score 5.8) of judges.

The users of this court were on average very satisfied with *the performance of the prosecutors* (average score 6), as well as with *the performance of the advocates* (average score 5.8). The *fees for advocate's services* were evaluated as satisfactory (average score 4).

The respondents were very satisfied with *the information provided by the court* (average score 5.4). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 88% visited in person, 6% used telephone. Only 6% used online DataLex public information portal and e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷⁴ Among 28 respondents, the final substantive judicial acts were rendered for six and delivered to only three respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Gegharquniq Marz, Martuni residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5	26			2			28
Speed of dealing with a case	3,8	20			7		1	28
Costs for accessing to justice (excluding lawyer's fees)	4,3	17			11			28
Trust in justice system	4,4	28						28
Physical accessibility and premises of the court								
Coming to court	4,6	28						28
Access for persons with disabilities	1,5	28						28
Orientation inside the court	2,1	20			8			28
Waiting conditions	2,4	28						28
Courtroom furnishing	2,6	14			12		2	28
Functioning of the court								
Court summons	5,9	15			2		11	28
Time lapse between the summons and hearings	6	14			2		12	28
Timeliness of the hearing(s)	5,8	16			1		11	28
Attitude and politeness of the court registry personnel	6	22	4		2			28
Attitude and politeness of the bailiffs	6	25	3					28
Attitude and politeness of the judge's assistant	6	17	10				1	28
Attitude and politeness of the court sessions' secretary	6	16	11				1	28
Judges, hearings and court's judicial acts								
Attitude and politeness	6	15	1		1		11	28
Language	5,9	15	1		1		11	28
Independence	5,8	13	1		3		11	28
Professionalism	5,8	14	1		2		11	28
Impartiality	5,8	12	1		4		11	28
Time granted to you (or to your advocate)	5,9	12	1		4		11	28
Judicial acts	5,4	5	1		2		20	28
Timeframe for delivery of the final substantive judicial act	4,6	7	1				20	28
Prosecutors								
Attitude and politeness	6	3	2				23	28
Language	6	3	2				23	28
Professionalism	6	3	2				23	28
Advocates								
Professionalism	5,9	7					21	28
Fees for paying the advocate	4	6			1		21	28
Advocate's actions being agreed with you	5,7	6			1		21	28
Clarity of actions	5,7	6			1		21	28
Public defenders								
Professionalism							28	28
Public defender's actions being agreed with you							28	28
Clarity of actions							28	28
Access to information								
Clarity of information provided by the court	5,4	27			1			28

FICGJ of Gegharquniq Marz, Vardenis residence

Overall, 24 court users participated in the Survey in the FICGJ of Gegharquniq Marz, Vardenis residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	24	67%	33%	17%	54%	29%	-

In 92% of cases the respondents were involved in criminal cases, and 2 cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	0	0	4	2	0	18	24
In percentage	0%	0%	17%	8%	0%	75%	100%

Summary of key findings

While the *general evaluation level with this court* was satisfactory in most cases, the respondents were neither unsatisfied not satisfied with the *speed of dealing with a case* (average score 2.7) and somewhat satisfied with the *trust in justice system* (average score 3.9). *The costs for accessing to justice* were rated as somewhat unsatisfactory (average score 2.2). The users of the present court were satisfied with the *judicial acts* (average score 4.9) and less satisfied with the *timeframe for delivery of the final substantive judicial act* (average score 4.3).¹⁷⁵

The *average evaluation level with this court* was very satisfactory in terms of the *attitude and politeness of the court staff* (average score 6), as well as the *attitude and politeness of the judges* (average score 5.6): this particular court also scored high on *professionalism* (average score 5.5), *impartiality* (average score 5.1) and *independence* (average score 5.2) of judges.

The users of this court were on average satisfied with *the performance of the prosecutors* (average score 4.3), and very satisfied with *the performance of the public defenders* (average score 5.2) and *advocates* (average score 5.9). *The fees for advocate's services* were evaluated as neither unsatisfactory nor satisfactory (average score 3.3).

The respondents were satisfied with *the information provided by the court* (average score 4.8). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 62% visited in person, 31% used telephone and conventional post (8%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷⁵ Among 24 respondents, the final substantive judicial act was rendered for and delivered to only a single respondent.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Gegharquniq Marz, Vardenis residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,6	23			1			24
Speed of dealing with a case	2,7	19			5			24
Costs for accessing to justice (excluding lawyer's fees)	2,2	13			11			24
Trust in justice system	3,9	24						24
Physical accessibility and premises of the court								
Coming to court	5,8	24						24
Access for persons with disabilities	5,4	24						24
Orientation inside the court	5,8	24						24
Waiting conditions	5,8	24						24
Courtroom furnishing	5,8	20			4			24
Functioning of the court								
Court summons	5,9	13			5		6	24
Time lapse between the summons and hearings	5,6	13			5		6	24
Timeliness of the hearing(s)	5,6	18			3		3	24
Attitude and politeness of the court registry personnel	5,9	18	6					24
Attitude and politeness of the bailiffs	6	22	2					24
Attitude and politeness of the judge's assistant	6	16	8					24
Attitude and politeness of the court sessions' secretary	6	16	7		1			24
Judges, hearings and court's judicial acts								
Attitude and politeness	5,6	19			2	1	2	24
Language	5,6	19			2	1	2	24
Independence	5,2	19			2	1	2	24
Professionalism	5,5	18			3	1	2	24
Impartiality	5,1	16			4	1	3	24
Time granted to you (or to your advocate)	5,5	11			9	1	3	24
Judicial acts	4,9	7				1	16	24
Timeframe for delivery of the final substantive judicial act	4,3	4				1	19	24
Prosecutors								
Attitude and politeness	4,4	20				2	2	24
Language	4,3	20				2	2	24
Professionalism	4,3	20				2	2	24
Advocates								
Professionalism	6	7			4	1	12	24
Fees for paying the advocate	3,3	3			8	1	12	24
Advocate's actions being agreed with you	5,8	5			6	1	12	24
Clarity of actions	5,8	5			6	1	12	24
Public defenders								
Professionalism	4,7	3			3		18	24
Public defender's actions being agreed with you	6	2			4		18	24
Clarity of actions	5	3			3		18	24
Access to information								
Clarity of information provided by the court	4,8	24						24

FICGJ of Gegharquniq Marz, Chambarak residence

Overall, 25 court users participated in the Survey in the FICGJ of Gegharquniq Marz, Chambarak residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	25	92%	8%	16%	44%	32%	8%

In 84% of cases the respondents were involved in criminal cases, and four cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	0	0	3	2	0	20	25
In percentage	0%	0%	12%	8%	0%	80%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat unsatisfied with the *speed of dealing with a case* (average score 2.5) and neither unsatisfied nor satisfied with *the costs for accessing to justice* (average score 2.9). The respondents evaluated the *trust in justice system* (average score 3.4) and *coming to court* (average score 3.4) as somewhat satisfactory. The given court scored somewhat low on the *timeframe for delivery of the final substantive judicial act* (average score 2.1).¹⁷⁶

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.8), as well as the *attitude and politeness of the judges* (average score 5.5); the present court also scored high on *professionalism* (average score 5.4), *impartiality* (average score 5.3) and *independence* (average score 4.9) of judges.

The users of this court were on average satisfied with *the performance of the prosecutors* (average score 4.5), as well as with *the performance of the advocates* (average score 5.8). The *fees for advocate's services* were evaluated as satisfactory (average score 4.4).

The respondents were very satisfied with *the information provided by the court* (average score 5.6). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 96% visited in person, 4% used conventional post.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷⁶ No final substantive judicial acts was rendered for and delivered to the respondents in this court.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Gegharuniq Marz, Chambarak residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,8	23			2			25
Speed of dealing with a case	2,5	20			3		2	25
Costs for accessing to justice (excluding lawyer's fees)	2,9	16			6		3	25
Trust in justice system	3,4	25						25
Physical accessibility and premises of the court								
Coming to court	3,4	25						25
Access for persons with disabilities	4,8	22			3			25
Orientation inside the court	5,6	24			1			25
Waiting conditions	5,5	24			1			25
Courtroom furnishing	5,8	21			4			25
Functioning of the court								
Court summons	6	9			6		10	25
Time lapse between the summons and hearings	6	8			7		10	25
Timeliness of the hearing(s)	5,9	21					4	25
Attitude and politeness of the court registry personnel	5,7	25						25
Attitude and politeness of the bailiffs	5,7	25						25
Attitude and politeness of the judge's assistant	5,9	12	6		4		3	25
Attitude and politeness of the court sessions' secretary	6	13	6		3		3	25
Judges, hearings and court's judicial acts								
Attitude and politeness	5,5	20					5	25
Language	5,7	21					4	25
Independence	4,9	16			5		4	25
Professionalism	5,4	18			3		4	25
Impartiality	5,3	19			2		4	25
Time granted to you (or to your advocate)	5,3	16			4		5	25
Judicial acts	5,7	9			8		8	25
Timeframe for delivery of the final substantive judicial act	2,1	14			2		9	25
Prosecutors								
Attitude and politeness	4,5	21					4	25
Language	4,5	20			1		4	25
Professionalism	4,5	19			2		4	25
Advocates								
Professionalism	5,9	14			3		8	25
Fees for paying the advocate	4,4	12			5		8	25
Advocate's actions being agreed with you	5,8	13			4		8	25
Clarity of actions	5,7	15			2		8	25
Public defenders								
Professionalism	6	1			2		22	25
Public defender's actions being agreed with you					3		22	25
Clarity of actions					3		22	25
Access to information								
Clarity of information provided by the court	5,6	17			6		2	25

FICGJ of Lori Marz, Vanadzor residence

Overall, 27 court users participated in the Survey in the FICGJ of Lori Marz, Vanadzor residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	27	52%	48%	30%	44%	19%	7%

In 67% of cases the respondents were involved in civil cases, 33% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	11	5	1	1	0	9	27
In percentage	41%	19%	4%	4%	0%	33%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 2.7) and somewhat satisfied with the *trust in justice system* (average score 3.7). The respondents rated the *access for persons with disabilities* (average score 2.9) and the *timeframe for delivery of the final substantive judicial act* (average score 3) as neither unsatisfactory nor satisfactory.¹⁷⁷

The *average satisfaction level with this court* was very high (average score above 5.6) in terms of the *attitude and politeness of the court staff*, as well as the *attitude and politeness of the judges* (average score 5.5); the present court also scored somewhat high on *professionalism* (average score 5), *impartiality* (average score 4.7) and *independence* (average score 4.9) of judges.

The users of this court were on average very satisfied with *the performance of the prosecutors* (average score above 5), as well as with *the performance of the public defenders* (average score 5.5). The *performance of advocates* was rated as very satisfactory in most cases (average score 5), however the *fees for advocate's services* were evaluated as somewhat unsatisfactory (average score 2.4).

The respondents were satisfied with *the information provided by the court* (average score 4.8). 89% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 46% visited in person, 31% used telephone and conventional post (23%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷⁷ Among 27 respondents, the final substantive judicial acts were rendered for eight and delivered to six respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Lori Marz, Vanadzor residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,2	26			1			27
Speed of dealing with a case	2,7	26			1			27
Costs for accessing to justice (excluding lawyer's fees)	4	21			3		3	27
Trust in justice system	3,7	26			1			27
Physical accessibility and premises of the court								
Coming to court	4,9	27						27
Access for persons with disabilities	2,9	24			3			27
Orientation inside the court	4,3	23			3	1		27
Waiting conditions	4,7	26				1		27
Courtroom furnishing	4,9	24			2	1		27
Functioning of the court								
Court summons	5,1	26					1	27
Time lapse between the summons and hearings	4,5	26					1	27
Timeliness of the hearing(s)	4,3	26			1			27
Attitude and politeness of the court registry personnel	5,4	27						27
Attitude and politeness of the bailiffs	5,5	26	1					27
Attitude and politeness of the judge's assistant	5,6	22	4		1			27
Attitude and politeness of the court sessions' secretary	5,7	22	4		1			27
Judges, hearings and court's judicial acts								
Attitude and politeness	5,5	25			2			27
Language	5,2	25			2			27
Independence	4,9	22			5			27
Professionalism	5	22			5			27
Impartiality	4,7	23			4			27
Time granted to you (or to your advocate)	5,2	22			2		3	27
Judicial acts	5,3	16			5		6	27
Timeframe for delivery of the final substantive judicial act	3	11			2		14	27
Prosecutors								
Attitude and politeness	5	7					20	27
Language	5	7					20	27
Professionalism	5,1	7					20	27
Advocates								
Professionalism	4,8	13				1	13	27
Fees for paying the advocate	2,4	13				1	13	27
Advocate's actions being agreed with you	5,2	13				1	13	27
Clarity of actions	4,9	13				1	13	27
Public defenders								
Professionalism	5,5	2					25	27
Public defender's actions being agreed with you	5,5	2					25	27
Clarity of actions	5,5	2					25	27
Access to information								
Clarity of information provided by the court	4,8	26			1			27

FICGJ of Lori Marz, Alaverdi residence

Overall, 14 court users participated in the Survey in the FICGJ of Lori Marz, Alaverdi residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	14	64%	36%	21%	50%	21%	8%

In 43% of cases the respondents were involved in civil cases, 29% of the respondents had dealings in criminal cases, and four cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	2	1	0	0	0	11	14
In percentage	14%	7%	0%	0%	0%	79%	100%

Summary of key findings

The respondents of the present court were on average satisfied with the general perceptions of the functioning of justice, and more precisely with the *court's functioning* (average score 4.8), the *speed of dealing with a case* (average score 4.8), *the costs for accessing to justice* (average score 4.3) and the *trust in justice system* (average score 4.6). The court also scored high on the *timeframe for delivery of the final substantive judicial act* (average score 4.5).¹⁷⁸

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score above 6), as well as the *attitude and politeness of the judges* (average score 5.5); this particular court also scored high on *professionalism* (average score 5.6), *impartiality* (average score 5) and *independence* (average score 5.6) of judges.

The users of this court were on average somewhat satisfied with the *attitude and politeness* (average score 3.5) and *professionalism* (average score 3.5) of the prosecutors and satisfied with their *language* (average score 4.5). The court scored very high on *the performance of the public defenders* (average score 5.8) and *advocates* (average score above 5) whereas the *fees for advocate's services* were evaluated as neither unsatisfactory nor satisfactory (average score 3).

The respondents were very satisfied with *the information provided by the court* (average score 5.2). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 55% visited in person, 36% used telephone and conventional post (9%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷⁸ Among 14 respondents, the final substantive judicial acts were rendered for and delivered to three respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Lori Marz, Alaverdi residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,8	14						14
Speed of dealing with a case	4,8	12			2			14
Costs for accessing to justice (excluding lawyer's fees)	4,3	10			2		2	14
Trust in justice system	4,6	14						14
Physical accessibility and premises of the court								
Coming to court	5,9	14						14
Access for persons with disabilities	5,3	12			2			14
Orientation inside the court	5,2	13			1			14
Waiting conditions	5,6	14						14
Courtroom furnishing	5,7	12			2			14
Functioning of the court								
Court summons	5,9	9			1		4	14
Time lapse between the summons and hearings	5,2	9			1		4	14
Timeliness of the hearing(s)	5,9	11					3	14
Attitude and politeness of the court registry personnel	6	14						14
Attitude and politeness of the bailiffs	6	14						14
Attitude and politeness of the judge's assistant	5,8	12	2					14
Attitude and politeness of the court sessions' secretary	6	13	1					14
Judges, hearings and court's judicial acts								
Attitude and politeness	5,5	10					4	14
Language	5,8	10					4	14
Independence	5,6	9			1		4	14
Professionalism	5,6	10					4	14
Impartiality	5	7			3		4	14
Time granted to you (or to your advocate)	5,8	9			1		4	14
Judicial acts	5,3	6			1		7	14
Timeframe for delivery of the final substantive judicial act	4,5	6					8	14
Prosecutors								
Attitude and politeness	3,5	4					10	14
Language	4,5	4					10	14
Professionalism	3,5	4					10	14
Advocates								
Professionalism	5,5	4					10	14
Fees for paying the advocate	3	4					10	14
Advocate's actions being agreed with you	4,8	4					10	14
Clarity of actions	4,8	4					10	14
Public defenders								
Professionalism	5,5	2					12	14
Public defender's actions being agreed with you	6	2					12	14
Clarity of actions	6	2					12	14
Access to information								
Clarity of information provided by the court	5,2	14						14

FICGJ of Lori Marz, Tashir residence

Overall, 43 court users participated in the Survey in the FICGJ of Lori Marz, Tashir residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	43	37%	63%	23%	40%	26%	11%

In 77% of cases the respondents were involved in civil cases, 5% of the respondents had dealings in criminal cases, and eight cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	13	6	1	2	0	21	43
In percentage	30%	14%	2%	5%	0%	49%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with *the costs for accessing to justice* (average score 3.9), as well as with the access for *persons with disabilities* (average score 3.7) and satisfied with the *speed of dealing with a case* (average score 4.5). This particular court scored very high on the *timeframe for delivery of the final substantive judicial act* (average score 5.2).¹⁷⁹

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score 5.8), as well as the *attitude and politeness of the judges* (average score 5.8); this particular court also scored very high on *professionalism* (average score 5.9), *impartiality* (average score 5.8) and *independence* (average score 5.6) of judges.

The users of this court were on average very satisfied with *the performance of the prosecutors* (average score 6), as well as with *the performance of the public defenders* (average score above 4.2) and the *advocates* (average score 5). The *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.8).

The respondents were very satisfied with *the information provided by the court* (average score 5.6). 96% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; 18% believed *the costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 43% visited in person, 21% used telephone and conventional post (33%). Only 2% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁷⁹ Among 43 respondents, the final substantive judicial acts were rendered and delivered to 16 respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Lori Marz, Tashir residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5,5	35			8			43
Speed of dealing with a case	4,5	40			3			43
Costs for accessing to justice (excluding lawyer's fees)	3,9	31			8		4	43
Trust in justice system	5,3	41			2			43
Physical accessibility and premises of the court								
Coming to court	5	43						43
Access for persons with disabilities	3,7	37			6			43
Orientation inside the court	4,8	41			2			43
Waiting conditions	5,7	43						43
Courtroom furnishing	5,7	29			12		2	43
Functioning of the court								
Court summons	5,8	26			6		11	43
Time lapse between the summons and hearings	5,9	24			8		11	43
Timeliness of the hearing(s)	5,8	25			8		10	43
Attitude and politeness of the court registry personnel	5,7	39	2		1		1	43
Attitude and politeness of the bailiffs	5,8	43						43
Attitude and politeness of the judge's assistant	5,8	29	9		3		2	43
Attitude and politeness of the court sessions' secretary	5,9	21	17		2		3	43
Judges, hearings and court's judicial acts								
Attitude and politeness	5,8	23			8		12	43
Language	6	22			9		12	43
Independence	5,6	18			12	1	12	43
Professionalism	5,9	21			9	1	12	43
Impartiality	5,8	20			9		14	43
Time granted to you (or to your advocate)	5,6	25			4		14	43
Judicial acts	5,7	22			7		14	43
Timeframe for delivery of the final substantive judicial act	5,2	23			6		14	43
Prosecutors								
Attitude and politeness	6	1					42	43
Language	6	1					42	43
Professionalism	6	1					42	43
Advocates								
Professionalism	4,8	12			1		30	43
Fees for paying the advocate	3,8	10			3		30	43
Advocate's actions being agreed with you	5,2	13					30	43
Clarity of actions	5	13					30	43
Public defenders								
Professionalism	4,9	8					35	43
Public defender's actions being agreed with you	5,6	8					35	43
Clarity of actions	5,1	8					35	43
Access to information								
Clarity of information provided by the court	5,6	40			2		1	43

FICGJ of Lori Marz, Spitak residence

Overall, 40 court users participated in the Survey in the FICGJ of Lori Marz, Spitak residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	40	65%	35%	5%	30%	43%	22%

All the respondents were involved in civil cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	8	6	0	14	0	12	40
In percentage	20%	15%	0%	35%	0%	30%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average score 3.5) and satisfied with the *trust in justice system* (average score 4.8). Court users rated *coming to court* (average score 3.6) and the *access for persons with disabilities* (average score 3.9) as somewhat satisfactory. The present court scored high on the *timeframe for delivery of the final substantive judicial act* (average score 4.5).¹⁸⁰

The *average satisfaction level with the court* was very high in terms of the *attitude and politeness of the court staff* (average score 5.8), as well as the *attitude and politeness of the judges* (average score 5.8); this particular court also scored very high on *professionalism* (average score 5.8), *impartiality* (average score 5.3) and *independence* (average score 5.6) of judges.

The users of this court were on average very satisfied with *the performance of the public defenders* (average score 5.7) and satisfied with the *performance of advocates* (average score above 4.9). The *fees for advocate's services* were evaluated as neither unsatisfactory nor satisfactory (average score 3.2).

The respondents were very satisfied with *the information provided by the court* (average score 5.6). 94% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 13% visited in person, 23% used telephone and conventional post (60%). Only 5% used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁸⁰ Among 40 respondents, the final substantive judicial acts were rendered for only four and delivered to only two respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Lori Marz, Spitak residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5	30			9		1	40
Speed of dealing with a case	3,5	36			4			40
Costs for accessing to justice (excluding lawyer's fees)	3,8	28			11		1	40
Trust in justice system	4,8	39			1			40
Physical accessibility and premises of the court								
Coming to court	3,6	40						40
Access for persons with disabilities	3,9	37			3			40
Orientation inside the court	4,5	36			4			40
Waiting conditions	5,4	40						40
Courtroom furnishing	5,7	35			5			40
Functioning of the court								
Court summons	5,7	38			2			40
Time lapse between the summons and hearings	5,6	38			2			40
Timeliness of the hearing(s)	5,1	38			1		1	40
Attitude and politeness of the court registry personnel	5,8	34	6					40
Attitude and politeness of the bailiffs	5,8	39	1					40
Attitude and politeness of the judge's assistant	5,9	28	11		1			40
Attitude and politeness of the court sessions' secretary	5,8	32	7		1			40
Judges, hearings and court's judicial acts								
Attitude and politeness	5,8	32			8			40
Language	5,8	30			10			40
Independence	5,6	28			12			40
Professionalism	5,8	29			11			40
Impartiality	5,3	27			13			40
Time granted to you (or to your advocate)	5,5	33			6		1	40
Judicial acts	5,6	27			10		3	40
Timeframe for delivery of the final substantive judicial act	4,5	27			9		4	40
Prosecutors								
Attitude and politeness							40	40
Language							40	40
Professionalism							40	40
Advocates								
Professionalism	5,4	16			1		23	40
Fees for paying the advocate	3,2	9			2		29	40
Advocate's actions being agreed with you	5,4	12			1		27	40
Clarity of actions	5,7	16			1		23	40
Public defenders								
Professionalism	6	7			1		32	40
Public defender's actions being agreed with you	5,1	7			1		32	40
Clarity of actions	6	7			1		32	40
Access to information								
Clarity of information provided by the court	5,6	37			2		1	40

FICGJ of Lori Marz, Stepanavan residence

Overall, 28 court users participated in the Survey in the FICGJ of Lori Marz, Stepanavan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	28	54%	46%	14%	43%	36%	7%

In 96% of cases the respondents were involved in civil cases, and a single case was not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	8	10	0	2	0	8	28
In percentage	29%	36%	0%	7%	0%	29%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average score 3.9) and satisfied with the *trust in justice system* (average score 4.3). This court also scored high on the *timeframe for delivery of the final substantive judicial act* (average score 4.4).¹⁸¹

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.5), as well as the *attitude and politeness of the judges* (average score 5.8); the court also scored very high on *professionalism* (average score 5.7), *impartiality* (average score 5.4) and *independence* (average score 5.6) of judges.

The users of this court were on average very satisfied with *the performance of the public defenders* (average score above 5.5), as well as with *the performance of the advocates* (average score 4.9). The *fees for advocate's services* were evaluated as neither unsatisfactory nor satisfactory (average score 3.2).

The respondents were very satisfied with *the information provided by the court* (average score 5.3). 89% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; 11% believed *the costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 36% visited in person, 8% used telephone and conventional post (48%). 8% have used online DataLex public information portal or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁸¹ Among 28 respondents, the final substantive judicial acts were rendered for and delivered to five respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Lori Marz, Stepanavan residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5	25			3			28
Speed of dealing with a case	3,9	23			5			28
Costs for accessing to justice (excluding lawyer's fees)	4,2	20			2		6	28
Trust in justice system	4,3	26			1	1		28
Physical accessibility and premises of the court								
Coming to court	4	28						28
Access for persons with disabilities	4,3	26			2			28
Orientation inside the court	4,8	28						28
Waiting conditions	5,7	28						28
Courtroom furnishing	5,8	25			2		1	28
Functioning of the court								
Court summons	5,5	24			1		3	28
Time lapse between the summons and hearings	5,3	23			3		2	28
Timeliness of the hearing(s)	5,6	27					1	28
Attitude and politeness of the court registry personnel	5,5	25	3					28
Attitude and politeness of the bailiffs	5,6	27	1					28
Attitude and politeness of the judge's assistant	5,5	14	13		1			28
Attitude and politeness of the court sessions' secretary	5,6	22	5		1			28
Judges, hearings and court's judicial acts								
Attitude and politeness	5,8	25			2		1	28
Language	5,7	25			2		1	28
Independence	5,6	21			6		1	28
Professionalism	5,7	23			4		1	28
Impartiality	5,4	25			1	1	1	28
Time granted to you (or to your advocate)	5,6	23			4		1	28
Judicial acts	5,4	14			10		4	28
Timeframe for delivery of the final substantive judicial act	4,4	16			7		5	28
Prosecutors								
Attitude and politeness						1	27	28
Language						1	27	28
Professionalism						1	27	28
Advocates								
Professionalism	5	9					19	28
Fees for paying the advocate	3,2	6			2		20	28
Advocate's actions being agreed with you	4,6	8					20	28
Clarity of actions	5	8			1		19	28
Public defenders								
Professionalism	6	2					26	28
Public defender's actions being agreed with you	5,5	2					26	28
Clarity of actions	5,5	2					26	28
Access to information								
Clarity of information provided by the court	5,3	23			5			28

FICGJ of Syunig Marz, Kapan residence

Overall, 30 court users participated in the Survey in the FICGJ of Syunig Marz, Kapan residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	30	40%	60%	10%	73%	13%	3%

In 57% of cases the respondents were involved in civil cases, 33% of the respondents had dealings in criminal cases, and three cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	4	6	1	4	2	13	30
In percentage	13%	20%	3%	13%	7%	43%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average 3.4) and neither unsatisfied nor satisfied with *the costs for accessing to justice* (average 3.2). This court scored very high on the *timeframe for delivery of the final substantive judicial act* (average score 5).¹⁸²

The *average satisfaction level with the court* was very high in terms of the *attitude and politeness of the court staff* (average score 5.8), as well as the *attitude and politeness of the judges* (average score 5.8); this particular court also scored very high on *professionalism* (average score 5.6), *impartiality* (average score 5.8) and *independence* (average score 5.6) of judges.

The users of this court were on average satisfied with *the performance of the prosecutors* (average score above 4.5) and *advocates* (average score above 4.5) and very satisfied with *the performance of the public defenders* (average score 5.8). The *fees for advocate's services* were evaluated as unsatisfactory (average score 1.5).

The respondents were very satisfied with *the information provided by the court* (average score 5). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; 80% believed *the costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 46% visited in person, 36% used telephone and conventional post (18%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁸² Among 30 respondents, the final substantive judicial acts were rendered for three and delivered to a single respondent.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Syunig Marz, Kapan residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,7	26			4			30
Speed of dealing with a case	3,4	21			7		2	30
Costs for accessing to justice (excluding lawyer's fees)	3,2	13			5		12	30
Trust in justice system	4,1	29			1			30
Physical accessibility and premises of the court								
Coming to court	5,6	29			1			30
Access for persons with disabilities	5,2	25			5			30
Orientation inside the court	4,5	20			10			30
Waiting conditions	5,5	30						30
Courtroom furnishing	5,6	24			5		1	30
Functioning of the court								
Court summons	6	20			1		9	30
Time lapse between the summons and hearings	5,7	17			4		9	30
Timeliness of the hearing(s)	5,4	22					8	30
Attitude and politeness of the court registry personnel	5,8	14	6		1		9	30
Attitude and politeness of the bailiffs	5,7	27	3					30
Attitude and politeness of the judge's assistant	5,8	9	11		1		9	30
Attitude and politeness of the court sessions' secretary	5,9	12	10		4		4	30
Judges, hearings and court's judicial acts								
Attitude and politeness	5,8	19			2	1	8	30
Language	5,6	19			2	1	8	30
Independence	5,6	16			4	2	8	30
Professionalism	5,6	15			6	1	8	30
Impartiality	5,8	15			6	1	8	30
Time granted to you (or to your advocate)	5,5	13			4	1	12	30
Judicial acts	5	7			1	1	21	30
Timeframe for delivery of the final substantive judicial act	5	1			2	1	26	30
Prosecutors								
Attitude and politeness	4,6	9			1		20	30
Language	4,5	10					20	30
Professionalism	4,6	10					20	30
Advocates								
Professionalism	4,8	4				1	25	30
Fees for paying the advocate	1,5	2			2	1	25	30
Advocate's actions being agreed with you	5,5	2			2	1	25	30
Clarity of actions	4,5	2			2	1	25	30
Public defenders								
Professionalism	5,5	2					28	30
Public defender's actions being agreed with you	6	1			1		28	30
Clarity of actions	6	2					28	30
Access to information								
Clarity of information provided by the court	5	28					2	30

FICGJ of Syunig Marz, Goris residence

Overall, 31 court users participated in the Survey in the FICGJ of Syunig Marz, Goris residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	31	61%	39%	13%	45%	32%	10%

In 39% of cases the respondents were involved in civil cases, 45% of the respondents had dealings in criminal cases, and five cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	3	6	1	2	1	18	31
In percentage	10%	19%	3%	7%	3%	58%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average score 3.6). This court scored very high on the *timeframe for delivery of the final substantive judicial act* (average score 5.4).¹⁸³

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.5), as well as the *attitude and politeness of the judges* (average score 5.8); the present court also scored high on *professionalism* (average score 5.6), *impartiality* (average score 5.5) and *independence* (average score 5.3) of judges.

The users of this court were on average satisfied with *the performance of the prosecutors* (average score 4.5) and *public defenders* (average scores above 5). While the court scored high on *the performance of the advocates* (average score 5.7), the *fees for advocate's services* were evaluated as somewhat unsatisfactory (average score 2.3).

The respondents were satisfied with *the information provided by the court* (average score 4.8). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 45% visited in person, 20% used telephone and conventional post (35%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁸³ Among 31 respondents, the final substantive judicial acts were rendered for six and delivered to five respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Syunig Marz, Goris residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,3	30			1			31
Speed of dealing with a case	4,3	26			4		1	31
Costs for accessing to justice (excluding lawyer's fees)	3,6	18			5		8	31
Trust in justice system	4	31						31
Physical accessibility and premises of the court								
Coming to court	4,7	31						31
Access for persons with disabilities	5,4	27			4			31
Orientation inside the court	5,7	29			2			31
Waiting conditions	5,6	31						31
Courtroom furnishing	5,7	25			4		2	31
Functioning of the court								
Court summons	5,6	18			4		9	31
Time lapse between the summons and hearings	5,6	16			6		9	31
Timeliness of the hearing(s)	5,6	23			3		5	31
Attitude and politeness of the court registry personnel	5,7	22	4				5	31
Attitude and politeness of the bailiffs	5,9	26	2		2		1	31
Attitude and politeness of the judge's assistant	5,7	18	8				5	31
Attitude and politeness of the court sessions' secretary	5,8	19	8		1		3	31
Judges, hearings and court's judicial acts								
Attitude and politeness	5,8	24					7	31
Language	5,2	23			1		7	31
Independence	5,3	16			9		6	31
Professionalism	5,6	19			6		6	31
Impartiality	5,5	20			4		7	31
Time granted to you (or to your advocate)	5,9	16			5		10	31
Judicial acts	5,5	11			1		19	31
Timeframe for delivery of the final substantive judicial act	5,4	7			1		23	31
Prosecutors								
Attitude and politeness	4,6	12					19	31
Language	4,5	12					19	31
Professionalism	4,4	12					19	31
Advocates								
Professionalism	5,7	7					24	31
Fees for paying the advocate	2,3	3			4		24	31
Advocate's actions being agreed with you	5,7	6			1		24	31
Clarity of actions	5,6	5			2		24	31
Public defenders								
Professionalism	6	2					29	31
Public defender's actions being agreed with you	4,5	2					29	31
Clarity of actions	4,5	2					29	31
Access to information								
Clarity of information provided by the court	4,8	29					2	31

FICGJ of Syuniq Marz, Sisian residence

Overall, 33 court users participated in the Survey in the FICGJ of Syuniq Marz, Sisian residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	33	52%	48%	12%	46%	36%	6%

In 88% of cases the respondents were involved in civil cases, and 4 cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	14	12	0	0	0	7	33
In percentage	42%	36%	0%	0%	0%	21%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *orientation inside the court* (average score 3.9), the *waiting conditions* (average score 3.6) and the *courtroom furnishing* (average score 3.4). The court scored low on the *access for persons with disabilities* (average score 1.1). The *timeframe for delivery of the final substantive judicial act* was rated as very satisfactory (average score 5.1).¹⁸⁴

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5.9), as well as the *attitude and politeness of the judges* (average score 5.9); the court also scored very high on *professionalism* (average score 5.9), *impartiality* (average score 5.9) and *independence* (average score 5.9) of judges.

The users of this court were on average somewhat unsatisfied with the *professionalism* of advocates (average score 2.3) and neither unsatisfied, nor satisfied with the *clarity of the actions of advocates* (average score 3). Furthermore, the *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.7).

The respondents were very satisfied with *the information provided by the court* (average score 5.6). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 52% visited in person, 26% used telephone and conventional post (23%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁸⁴ Among 33 respondents, the final substantive judicial acts were rendered for five and delivered to three respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Syunig Marz, Sisian residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	5,3	32			1			33
Speed of dealing with a case	4,9	26			6		1	33
Costs for accessing to justice (excluding lawyer's fees)	4,3	23			6		4	33
Trust in justice system	5,2	33						33
Physical accessibility and premises of the court								
Coming to court	5,2	33						33
Access for persons with disabilities	1,1	31			1		1	33
Orientation inside the court	3,9	30			3			33
Waiting conditions	3,6	33						33
Courtroom furnishing	3,4	28			4		1	33
Functioning of the court								
Court summons	5,9	28			1		4	33
Time lapse between the summons and hearings	5,8	28			1		4	33
Timeliness of the hearing(s)	6	29					4	33
Attitude and politeness of the court registry personnel	5,9	29	4					33
Attitude and politeness of the bailiffs	5,9	31	2					33
Attitude and politeness of the judge's assistant	5,9	26	5				2	33
Attitude and politeness of the court sessions' secretary	6	25	6				2	33
Judges, hearings and court's judicial acts								
Attitude and politeness	5,9	28			2		3	33
Language	6	28			2		3	33
Independence	5,9	27			3		3	33
Professionalism	5,9	25			5		3	33
Impartiality	5,9	25			4		4	33
Time granted to you (or to your advocate)	5,9	25			3		5	33
Judicial acts	5,8	19			1		13	33
Timeframe for delivery of the final substantive judicial act	5,1	9			1		23	33
Prosecutors								
Attitude and politeness							33	33
Language							33	33
Professionalism							33	33
Advocates								
Professionalism	2,3	3				1	29	33
Fees for paying the advocate	3,7	3				1	29	33
Advocate's actions being agreed with you	5,5	2			1	1	29	33
Clarity of actions	3	3				1	29	33
Public defenders								
Professionalism							33	33
Public defender's actions being agreed with you							33	33
Clarity of actions							33	33
Access to information								
Clarity of information provided by the court	5,6	32			1			33

FICGJ of Syunig Marz, Meghri residence

Overall, 26 court users participated in the Survey in the FICGJ of Syunig Marz, Meghri residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	26	65%	35%	19%	58%	23%	0%

In 85% of cases the respondents were involved in civil cases, and four cases were not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	7	6	0	1	0	12	26
In percentage	27%	23%	0%	4%	0%	46%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were somewhat satisfied with the *speed of dealing with a case* (average score 3.5) and the *trust in justice system* (average score 3.9). The *timeframe for delivery of the final substantive judicial act* was rated as unsatisfactory in this court (average score 2).¹⁸⁵

The *average satisfaction level with the court* was very high in terms of the *attitude and politeness of the court staff* (average score 5.8), as well as the *attitude and politeness of the judges* (average score 5.4); the present court also scored very high on *professionalism* (average score 5.2), *impartiality* (average score 5.3) and *independence* (average score 5.4) of judges.

While the users of this court were on average satisfied with *the performance of the advocates* (average score 4.9), the *fees for advocate's services* were evaluated as somewhat satisfactory (average score 3.7).

The respondents were very satisfied with *the information provided by the court* (average score 5.4). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; 25% believed *the costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 59% visited in person, 12% used telephone and conventional post (24%). Only 5% used online DataLex or e-mail.

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁸⁵ Among 26 respondents, the final substantive judicial acts were rendered for and delivered to two respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Syunig Marz, Meghri residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,1	25			1			26
Speed of dealing with a case	3,5	19			7			26
Costs for accessing to justice (excluding lawyer's fees)	4,5	17			7		2	26
Trust in justice system	3,9	25			1			26
Physical accessibility and premises of the court								
Coming to court	5,1	26						26
Access for persons with disabilities	5,8	25			1			26
Orientation inside the court	5,6	21			5			26
Waiting conditions	5,7	25			1			26
Courtroom furnishing	5,9	16			8		2	26
Functioning of the court								
Court summons	6	18			4		4	26
Time lapse between the summons and hearings	6	16			6		4	26
Timeliness of the hearing(s)	6	18			2		6	26
Attitude and politeness of the court registry personnel	5,6	22	3		1			26
Attitude and politeness of the bailiffs	5,6	25	1					26
Attitude and politeness of the judge's assistant	6	17	6		1		2	26
Attitude and politeness of the court sessions' secretary	6	17	7				2	26
Judges, hearings and court's judicial acts								
Attitude and politeness	5,4	16			3		7	26
Language	5,5	16			3		7	26
Independence	5,4	15			4		7	26
Professionalism	5,2	14			5		7	26
Impartiality	5,3	13			6		7	26
Time granted to you (or to your advocate)	5,1	14			5		7	26
Judicial acts	5,3	9			1		16	26
Timeframe for delivery of the final substantive judicial act	2	6			1		19	26
Prosecutors								
Attitude and politeness							26	26
Language							26	26
Professionalism							26	26
Advocates								
Professionalism	5,4	7					19	26
Fees for paying the advocate	3,7	7					19	26
Advocate's actions being agreed with you	4,6	7					19	26
Clarity of actions	4,6	7					19	26
Public defenders								
Professionalism							26	26
Public defender's actions being agreed with you							26	26
Clarity of actions							26	26
Access to information								
Clarity of information provided by the court	5,4	23			3			26

FICGJ Shirak Marz, Gyumri residence

Overall, 23 court users participated in the Survey in the FICGJ of Shirak Marz, Gyumri residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	23	52%	48%	4%	61%	22%	13%

In 74% of cases the respondents were involved in civil cases, 26% of the respondents had dealings in criminal cases.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	4	6	0	3	2	8	23
In percentage	17%	26%	0%	13%	9%	35%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 3), *the costs for accessing to justice* (average score 3.3) and the *access for persons with disabilities* (average score 2.8). The *court's functioning* (average score 3.6), and the *trust in justice system* (average score 3.4) were rated as somewhat satisfactory. This court scored high on the *timeframe for delivery of the final substantive judicial act* (average score 4.8).¹⁸⁶

The *average satisfaction level with this particular court* was very high in terms of the *attitude and politeness of the court staff* (average score above 5), as well as the *attitude and politeness of the judges* (average score 5.3); the court also scored high on *professionalism* (average score 5) and *impartiality* (average score 5.1) of judges. The respondents were further satisfied with the *independence* (average score 4.5) of judges in this court.

The users of the court were on average somewhat satisfied with the *attitude and politeness* and the *professionalism of the prosecutors* (average scores 3.6), and satisfied with their *language* (average score 4). The court scored very high on *the performance of public defenders* (average score 6). The respondents rated the *performance of advocates* as satisfactory (average score 4.7), however the *fees for advocate's services* were evaluated somewhat unsatisfactory (average score 2.1).

The respondents were satisfied with *the information provided by the court* (average score 4.8). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 50% visited in person, 11% used telephone and conventional post (39%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁸⁶ Among 23 respondents, the final substantive judicial acts were rendered for and delivered to seven respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ Shirak Marz, Gyumri residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	3,6	22			1			23
Speed of dealing with a case	3	21			2			23
Costs for accessing to justice (excluding lawyer's fees)	3,3	15			4		4	23
Trust in justice system	3,4	22			1			23
Physical accessibility and premises of the court								
Coming to court	4,7	23						23
Access for persons with disabilities	2,8	21			2			23
Orientation inside the court	4,4	22			1			23
Waiting conditions	5	23						23
Courtroom furnishing	5,2	20			2		1	23
Functioning of the court								
Court summons	5,7	20			1		2	23
Time lapse between the summons and hearings	5,3	20			1		2	23
Timeliness of the hearing(s)	4,7	19			2		2	23
Attitude and politeness of the court registry personnel	5,5	19					4	23
Attitude and politeness of the bailiffs	5,7	22					1	23
Attitude and politeness of the judge's assistant	5,5	16	1		1		5	23
Attitude and politeness of the court sessions' secretary	5,4	18	1		2		2	23
Judges, hearings and court's judicial acts								
Attitude and politeness	5,3	19			2		2	23
Language	5,2	19			2		2	23
Independence	4,5	17			4		2	23
Professionalism	5	17			4		2	23
Impartiality	5,1	18			3		2	23
Time granted to you (or to your advocate)	5,3	18			2		3	23
Judicial acts	4,8	12			2		9	23
Timeframe for delivery of the final substantive judicial act	4,8	8			2		13	23
Prosecutors								
Attitude and politeness	3,6	5			1		17	23
Language	4	5			1		17	23
Professionalism	3,6	5			1		17	23
Advocates								
Professionalism	4,4	7					16	23
Fees for paying the advocate	2,1	7					16	23
Advocate's actions being agreed with you	5,1	7					16	23
Clarity of actions	4,7	7					16	23
Public defenders								
Professionalism	6	1					22	23
Public defender's actions being agreed with you	6	1					22	23
Clarity of actions	6	1					22	23
Access to information								
Clarity of information provided by the court	4,8	20					3	23

FICGJ of Shirak Marz, Maralik residence

Overall, 34 court users participated in the Survey in the FICGJ of Shirak Marz, Maralik residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	34	56%	44%	9%	44%	41%	6%

In 97% of cases the respondents were involved in civil cases, one case was not classified.

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Victim	Witness	Family member	Other	Total
Number	15	6	0	2	0	11	34
In percentage	44%	18%	0%	6%	0%	32%	100%

Summary of key findings

The *general satisfaction level with this court* was high in most cases. The respondents were satisfied with the *speed of dealing with a case* (average score 4.7), *the costs for accessing to justice* (average score 4.1) and the *trust in justice system* (average score 4.6). The court also scored very high on the *timeframe for delivery of the final substantive judicial act* (average score 5.4).¹⁸⁷

The *average satisfaction level with this court* was very high in terms of the *attitude and politeness of the court staff* (average score 5.9), as well as the *attitude and politeness of the judges* (average score 5.8); the present court also scored very high on *professionalism* (average score 5.8), *impartiality* (average score 5.7) and *independence* (average score 5.7) of judges.

The users of this court were on average very satisfied with *the performance of the advocates* (average score 5.9). The *fees for advocate's services* were evaluated as satisfactory (average score 4.7).

The respondents were very satisfied with *the information provided by the court* (average score 5.6). 89% of the respondents were satisfied with *the way in which the copies of the documents were obtained*; 11% believed *the costs for accessing to justice* were high. As for *the means of communication with the court's registry*, 55% visited in person, 32% used telephone and conventional post (14%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

¹⁸⁷ Among 34 respondents, the final substantive judicial acts were rendered for six and delivered to five respondents.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the FICGJ of Shirak Marz, Maralik residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,7	33			1			34
Speed of dealing with a case	4,7	29			5			34
Costs for accessing to justice (excluding lawyer's fees)	4,1	27			3		4	34
Trust in justice system	4,6	33			1			34
Physical accessibility and premises of the court								
Coming to court	4,6	34						34
Access for persons with disabilities	4,4	29			4		1	34
Orientation inside the court	5,6	32			2			34
Waiting conditions	5,7	34						34
Courtroom furnishing	5,9	29			1		4	34
Functioning of the court								
Court summons	5,8	26			1		7	34
Time lapse between the summons and hearings	5,8	26			1		7	34
Timeliness of the hearing(s)	5,8	28					6	34
Attitude and politeness of the court registry personnel	5,9	25			1		8	34
Attitude and politeness of the bailiffs	5,9	33					1	34
Attitude and politeness of the judge's assistant	5,9	23	3				8	34
Attitude and politeness of the court sessions' secretary	5,9	27	3				4	34
Judges, hearings and court's judicial acts								
Attitude and politeness	5,8	27	1				6	34
Language	5,7	27	1				6	34
Independence	5,7	26	1		1		6	34
Professionalism	5,8	26	1		1		6	34
Impartiality	5,7	23	1		3		7	34
Time granted to you (or to your advocate)	5,7	23	1		2		8	34
Judicial acts	5,9	15	1		4		14	34
Timeframe for delivery of the final substantive judicial act	5,4	14	1		3		16	34
Prosecutors								
Attitude and politeness						1	33	34
Language						1	33	34
Professionalism						1	33	34
Advocates								
Professionalism	5,9	16			2	1	15	34
Fees for paying the advocate	4,7	13			4	1	16	34
Advocate's actions being agreed with you	5,8	18				1	15	34
Clarity of actions	5,9	15			3	1	15	34
Public defenders								
Professionalism							34	34
Public defender's actions being agreed with you							34	34
Clarity of actions							34	34
Access to information								
Clarity of information provided by the court	5,6	26			1		7	34

Administrative court of the RA, Vedi Residence

Overall, six court users participated in the Survey in the Administrative court of the RA, Vedi Residence. The respondents were requested to evaluate the following nine main areas of investigation: *the general perceptions of the functioning of justice* (measured through four questions), *the physical accessibility and premises of the court* (measured through five questions), *functioning of the court* (measured through seven questions), *judges, hearings and court's judicial acts* (measured through eight questions), *prosecutors* (measured through three questions), *advocates* (measured through four questions), *public defenders* (measured through three questions), *access to information* (measured through four questions) and *adequacy of material resources* (measured through a single question). The evaluation of the questions was made on a 0 to 6-point scaling system. In the descriptive text below, average satisfaction scores are provided between brackets.

Table 1 provides the general characteristics of court users who participated in the Survey conducted in this court.

Table 1. Court users/respondents: general characteristics

	Total	Male	Female	Age: 18-30	Age: 31-50	Age: 51-65	Above 65
Court users/ respondents	6	67%	33%	-	83%	17%	-

Table 2 represents the legal capacity of the respondents in the court.

Table 2. Legal capacity of the respondents in the court

	Plaintiff	Defendant	Witness	Family member	Other	Total
Number	1	1	0	0	4	6
In percentage	17%	17%	0%	0%	67%	100%

Summary of key findings

While the *general satisfaction level with this court* was high in most cases, the respondents were neither unsatisfied nor satisfied with the *speed of dealing with a case* (average score 3.2), *the costs for accessing to justice* (average score 2.7) and the *trust in justice system* (average score 3). No final substantive judicial acts were rendered for the respondents in this court. The respondents were somewhat satisfied with the *courtroom furnishing* (average scores 3.8). The court further scored very low on the *access for persons with disabilities* (average score 0.7).

The *average satisfaction level with this court* was very high (average score above 5.7) in terms of the *attitude and politeness of the court staff*, as well as the *attitude and politeness of the judges* (average score 5.7); the present court also scored high on *professionalism* (average score 6), *impartiality* (average score 5) and *independence* (average score 4.8) of judges.

The respondents were satisfied with *the information provided by the court* (average score 4). All the respondents were satisfied with *the way in which the copies of the documents were obtained*; nobody found *the costs for accessing to justice* high. As for *the means of communication with the court's registry*, 80% visited in person and 20% used telephone and conventional post (23%).

Table 3 provides the average satisfaction scores for each question of the evaluation and information on the number of total respondents as well as the number of informative and non-informative answers for each question.

Table 3. Average satisfaction scores for all dimensions evaluated by court users of the Administrative court of the RA, Vedi Residence

	Average satisfaction score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General perception of the functioning of justice								
Court's functioning	4,3	4			1		1	6
Speed of dealing with a case	3,2	5			1			6
Costs for accessing to justice (excluding lawyer's fees)	2,7	3			2		1	6
Trust in justice system	3	6						6
Physical accessibility and premises of the court								
Coming to court	4	6						6
Access for persons with disabilities	0,7	6						6
Orientation inside the court	4	4			2			6
Waiting conditions	3,8	5			1			6
Courtroom furnishing	3,8	4					2	6
Functioning of the court								
Court summons	6	4					2	6
Time lapse between the summons and hearings	6	4					2	6
Timeliness of the hearing(s)	6	4					2	6
Attitude and politeness of the court registry personnel	5,7	6						6
Attitude and politeness of the bailiffs	5,7	6						6
Attitude and politeness of the judge's assistant	6	4					2	6
Attitude and politeness of the court sessions' secretary	6	4					2	6
Judges, hearings and court's judicial acts								
Attitude and politeness	5,7	3			1		2	6
Language	5,7	3			1		2	6
Independence	4,8	4					2	6
Professionalism	6	2			2		2	6
Impartiality	5	3			1		2	6
Time granted to you (or to your advocate)	5,5	2			2		2	6
Judicial acts	6	1					5	6
Timeframe for delivery of the final substantive judicial act							6	6
Prosecutors								
Attitude and politeness							6	6
Language							6	6
Professionalism							6	6
Advocates								
Professionalism							6	6
Fees for paying the advocate							6	6
Advocate's actions being agreed with you							6	6
Clarity of actions							6	6
Public defenders								
Professionalism							6	6
Public defender's actions being agreed with you							6	6
Clarity of actions							6	6
Access to information								
Clarity of information provided by the court	4	5					1	6

APPENDIX II: KEY FINDINGS ON INDIVIDUAL COURTS AND RESIDENCES BASED ON THE EVALUATION OF ADVOCATES/LAWYERS

Cassation Court of the RA

Overall, 13 advocates/lawyers participated in the Survey in the Cassation Court of the RA. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	11	85%
Female	2	15%
Total	13	100%

Age group

	N	%
18-30	1	8%
31-50	5	38%
51-65	7	54%
Over 65	0	0%
Total	13	100%

Type of practice

	N	%
Alone	7	54%
Within a firm of lawyers	6	46%
Other	0	0%
Total	13	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	6	3	1	2	0	0	13
Share	8%	46%	23%	15%	8%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 46% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 38% believed that the functioning of the court has not changed and another 8% noted that it has deteriorated. 62% found the workload of the court increased faster than its resources, whereas 38% believed the increase was proportional. As for the *material and human resources* of the court, 85% of the respondents believed that the court's material resources were sufficient or more than sufficient. 69% evaluated the human resources of the court as sufficient, while 15% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	1	5	6	0	1	13
Share	8%	38%	46%	0%	8%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	8	5	0	0	0	0	13
Share	62%	38%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Not applicable		Total
Material resources of the court	0	0%	0	0%	8	62%	3	23%	0	0%	1	8%	1	8%	13
Human resources of the court	0	0%	2	15%	9	69%	0	0%	0	0%	1	8%	1	8%	13

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.3) and the *court-lawyer relations* (average score 4.9). *Scheduling the hearings in coordination with parties* (average score 3.4), together with the *communication with the court* (average score 3.6) and the *quality of the DataLex.am website* (average score 3.8) were rated as somewhat satisfactory. Except for the question related to the *quality of the Court.am website*, all the questions under this section were considered to very important by the respondents (average scores for all questions were 5 or higher).

While this court scored high on *judges' general performance* (average score 4.9), *judges' accessibility* was rated as somewhat satisfactory (average score 3.9) and the *independence* was rated as satisfactory (average score 3.5). Both indicators were of very high importance for the respondents (average score 5.5).

The advocates/lawyers were very unsatisfied with the *existence of rooms for meeting with clients* (average score 0) and unsatisfied with the *conditions of meeting with clients* (average score 1.5). The first question was considered to be slightly important by the respondents (average score 2.2) and the second one was believed to be of average importance (average score 2.9).

As for the *judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* (average score 2.5) and the *rapid handling of administrative cases* (average score 2.4) were

somewhat unsatisfactory (average score 2.5), whereas the *rapid handling of criminal cases* was rated as somewhat satisfactory (average score 3.4). Furthermore, the *enforcement of judicial acts* was evaluated as somewhat satisfactory (average score 3.5). All the four questions were considered to be very important by the respondents (average score 5.9).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the Cassation Court of the RA

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	3,4	5,2	13	0	0	0	0	0	13
Access to the case-law	5,6	5,8	13	0	0	0	0	0	13
Communication with the court	3,6	5,3	13	0	0	0	0	0	13
Clearness in the organization and admin. responsibilities	4,1	5,7	11	0	0	1	0	1	13
Quality of the DataLex.am website	3,8	5,7	13	0	0	0	0	0	13
Quality of the Court.am website	4	3,7	8	0	0	4	0	1	13
Placement of guiding signs within the courthouse	4,4	5,2	13	0	0	0	0	0	13
Orientation within the courthouse	5,1	5,4	13	0	0	0	0	0	13
Court-lawyer relations									
Judge's(') politeness and attitude	5,69	5,9	13	0	0	0	0	0	13
Judge's(') professionalism	5,4	6	13	0	0	0	0	0	13
Judge's(') availability	5,8	6	12	0	0	1	0	0	13
Judge's(') accessibility	3,9	5,1	13	0	0	0	0	0	13
Court officers' politeness and attitude	5,3	5,7	12	0	0	0	0	1	13
Court officers' availability	5	5,5	12	0	0	0	0	1	13
Court officers' accessibility	5,1	5,7	11	0	0	1	0	1	13
Prosecutor's(s) politeness and attitude	4,8	5,9	13	0	0	0	0	0	13
Prosecutor's(s) professionalism	4,1	6	12	0	0	0	0	1	13
Judge assistants'(') level of professionalism	4,6	5,6	10	0	0	2	0	1	13
Court bailiff's(') level of professionalism	4,7	5,3	13	0	0	0	0	0	13
Court session secretary's(') professionalism	4,9	5,1	11	0	0	1	0	1	13
Celerity of responses to your questions	4,3	5,8	13	0	0	0	0	0	13
Quality and reliability of registry's responses	4,7	6	13	0	0	0	0	0	13
Computerized management of proceedings	5,3	5,9	13	0	0	0	0	0	13
Costs/fees of access to justice	4,3	5,6	13	0	0	0	0	0	13
Preparation and conduct of hearings									
Conditions of meeting with clients	1,5	2,9	13	0	0	0	0	0	13
Existence of rooms for meeting with clients	0	2,2	13	0	0	0	0	0	13
Furnishing, equipment of the courtroom	5,4	5,9	13	0	0	0	0	0	13
Timeliness of the hearing(s)	5,2	5,8	13	0	0	0	0	0	13
Organization and progression of hearing(s)	5,1	5,8	13	0	0	0	0	0	13
Impartiality of the judge in conducting hearing(s)	4,9	6	12	0	0	0	0	1	13
Judges' judicial acts									
Judge's(') independence	3,5	6	11	0	0	0	1	1	13
Clarity, comprehensiveness of judicial act(s)	4,8	6	13	0	0	0	0	0	13
Clarity of decision reasoning and conclusions	4,4	5,8	13	0	0	0	0	0	13
Rapid handling of civil cases	2,5	6	11	0	0	2	0	0	13
Rapid handling of criminal cases	3,4	5,8	12	0	0	0	0	1	13
Rapid handling of administrative cases	2,4	5,9	11	0	0	2	0	0	13
Feasibility of enforcement of judicial acts	4,4	5,7	12	0	0	1	0	0	13
Enforcement of judicial acts	3,5	5,9	8	0	0	1	0	4	13

Civil Court of Appeals of the RA

Overall, 34 advocates/lawyers participated in the Survey in the Civil Court of Appeals of the RA. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	17	50%
Female	17	50%
Total	34	100%

Age group

	N	%
18-30	11	32%
31-50	15	44%
51-65	8	24%
Over 65	0	0%
Total	34	100%

Type of practice

	N	%
Alone	15	44%
Within a firm of lawyers	16	47%
Other	3	9%
Total	34	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	12	7	3	3	5	2	2	34
Share	35%	21%	9%	9%	15%	6%	6%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 53% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 35% believed that the functioning of the court has not changed and 9% noted that it has deteriorated. 56% found the workload of the court increased faster than its resources, whereas 18% believed the increase was proportional, and another 18% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 65% of the respondents believed that the court's material resources were sufficient or more than sufficient, whereas 21% noticed insufficiency or complete insufficiency. 50% evaluated the human resources of the court as sufficient or more than sufficient, while 41% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	3	12	18	1	0	34
Share	9%	35%	53%	3%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	19	6	6	1	2	0	34
Share	56%	18%	18%	3%	6%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	2	6%	5	15%	20	59%	2	6%	2	6%	3	9%	34
Human resources of the court	2	6%	12	35%	16	47%	1	3%	1	3%	2	6%	34













































































Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4) and with the *court-lawyer relations* (average score 4.6). While this court also scored high on *the judges' general performance* (average score 4.5), *judges' independence*, an indicator with very high importance for the respondents (average score 5.9), was evaluated as neither unsatisfactory nor satisfactory (average score 3.2).

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.8) and neither unsatisfied nor satisfied with the *conditions of meeting with clients* (average score 2.7), however they believed these two questions were important (average score above 4) but not very important.

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* (average score 3.3) and the *enforcement of judicial acts* (average score 2.7) were neither unsatisfactory nor satisfactory, meanwhile giving very high importance to these questions (average score above 5.8).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the Civil Court of Appeals of the RA

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses	
General evaluation of the court's functioning										
Scheduling the hearings in coordination with parties		4,8		5,6	33	0	0	1	0	34
Access to the case-law		5		5,9	34	0	0	0	0	34
Communication with the court		4,5		5,3	31	0	0	1	0	34
Clearness in the organization and admin. responsibilities		4,2		5,8	29	0	1	4	0	34
Quality of the DataLex.am website		4		5,8	34	0	0	0	0	34
Quality of the Court.am website		4,1		5,1	27	0	1	2	0	34
Placement of guiding signs within the courthouse		4		5	31	0	0	3	0	34
Orientation within the courthouse		5,1		5,4	33	0	0	1	0	34
Court-lawyer relations										
Judge's(') politeness and attitude		5		5,7	34	0	0	0	0	34
Judge's(') professionalism		4,3		5,9	33	0	0	1	0	34
Judge's(') availability		5,3		6	34	0	0	0	0	34
Judge's(') accessibility		4,7		5,5	34	0	0	0	0	34
Court officers' politeness and attitude		5		5,7	34	0	0	0	0	34
Court officers' availability		5,1		5,5	31	0	2	1	0	34
Court officers' accessibility		4,6		5,7	32	0	1	1	0	34
Prosecutor's(s) politeness and attitude					0	0	0	0	0	34
Prosecutor's(s) professionalism					0	0	0	0	0	34
Judge assistants(') level of professionalism		4,8		5,7	29	0	0	4	0	34
Court bailiff's(') level of professionalism		4,5		5,3	32	0	0	1	0	34
Court session secretary's(') professionalism		5,1		5,3	32	0	0	2	0	34
Celerity of responses to your questions		4,3		5,7	34	0	0	0	0	34
Quality and reliability of registry's responses		4,8		5,7	32	0	1	1	0	34
Computerized management of proceedings		5		5,8	34	0	0	0	0	34
Costs/fees of access to justice		4		5,7	33	0	0	1	0	34
Preparation and conduct of hearings										
Conditions of meeting with clients		2,7		4,5	30	0	0	2	0	34
Existence of rooms for meeting with clients		0,8		4	30	0	0	2	0	34
Furnishing, equipment of the courtroom		5,3		5,7	34	0	0	0	0	34
Timeliness of the hearing(s)		3,9		5,9	34	0	0	0	0	34
Organization and progression of hearing(s)		4,9		5,9	34	0	0	0	0	34
Impartiality of the judge in conducting hearing(s)		4,2		5,9	34	0	0	0	0	34
Judges' judicial acts										
Judge's(') independence		3,2		5,9	34	0	0	0	0	34
Clarity, comprehensiveness of judicial act(s)		4,3		6	34	0	0	0	0	34
Clarity of decision reasoning and conclusions		4		6	34	0	0	0	0	34
Rapid handling of civil cases		3,3		5,8	32	0	0	1	0	34
Rapid handling of criminal cases					0	0	0	0	0	34
Rapid handling of administrative cases					0	0	0	0	0	34
Feasibility of enforcement of judicial acts		4,6		5,7	33	0	0	0	0	34
Enforcement of judicial acts		2,7		5,9	29	0	0	1	0	34

Criminal Court of Appeals of the RA

Overall, 35 advocates/lawyers participated in the Survey in Criminal Court of Appeals of the RA. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	25	71%
Female	10	29%
Total	35	100%

Age group

	N	%
18-30	6	17%
31-50	18	51%
51-65	9	26%
Over 65	2	6%
Total	35	100%

Type of practice

	N	%
Alone	25	71%
Within a firm of lawyers	8	23%
Other	2	6%
Total	35	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	8	5	5	9	7	0	1	35
Share	23%	14%	14%	26%	20%	0%	3%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 40% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 46% believed that the functioning of the court has not changed and 11% noted that it has deteriorated. 63% found the workload of the court increased faster than its resources, whereas 26% believed the increase was proportional and 6% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 63% of the respondents believed that the court's material resources were sufficient or more than sufficient, whereas 32% noticed insufficiency or complete insufficiency. 57% evaluated the human resources of the court as sufficient, while 37% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	4	16	14	1	0	35
Share	11%	46%	40%	3%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	22	9	2	0	2	0	35
Share	63%	26%	6%	0%	6%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	3%	10	29%	20	57%	2	6%	0	0%	2	6%	35
Human resources of the court	5	14%	8	23%	20	57%	0	0%	0	0%	2	6%	35







































Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.1) and the *court-lawyer relations* (average score 4.5). While this court also scored high on *the judges' general performance* (average score 4.1), *judges' impartiality* (average score 3.7) was rated as somewhat satisfactory and *the independence* (average score 2.8) was evaluated as neither unsatisfactory nor satisfactory. Both questions were of very high importance (average score 6) for the respondents.

The advocates/lawyers were particularly unsatisfied with the *existence of rooms for meeting with clients* (average score 1.1) and somewhat unsatisfied with the *conditions of meeting with clients* (average score 2.6), however they believed these two questions were very important (average score 5.2).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of criminal cases* was somewhat satisfactory (average score 3.6) and the *enforcement of judicial acts* was somewhat unsatisfactory (average score 2.5), meanwhile giving very high importance to these questions (average score above 5.9).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the Criminal Court of Appeals of the RA

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties		4,3	5,6	35	0	0	0	0	35
Access to the case-law		4,7	5,9	35	0	0	0	0	35
Communication with the court		3,6	5,2	31	0	0	4	0	35
Clearness in the organization and admin. responsibilities		3,9	5,5	35	0	0	0	0	35
Quality of the DataLex.am website		3,9	5,9	35	0	0	0	0	35
Quality of the Court.am website		4	5,3	23	1	2	7	0	35
Placement of guiding signs within the courthouse		3,7	5,3	35	0	0	0	0	35
Orientation within the courthouse		4,9	5,2	35	0	0	0	0	35
Court-lawyer relations									
Judge's(') politeness and attitude		4,6	5,8	35	0	0	0	0	35
Judge's(') professionalism		4,5	6	35	0	0	0	0	35
Judge's(') availability		4,9	5,8	35	0	0	0	0	35
Judge's(') accessibility		4,1	5,8	35	0	0	0	0	35
Court officers' politeness and attitude		5	5,7	35	0	0	0	0	35
Court officers' availability		4,9	5,5	33	0	0	2	0	35
Court officers' accessibility		4,5	5,5	34	0	0	1	0	35
Prosecutor's(s) politeness and attitude		4,4	5,6	34	0	0	1	0	35
Prosecutor's(s) professionalism		3,8	6	34	0	0	1	0	35
Judge assistants(') level of professionalism		4,4	5,6	27	4	0	4	0	35
Court bailiff's(') level of professionalism		5,1	5,2	34	0	0	1	0	35
Court session secretary's(') professionalism		5,1	5,4	32	0	0	3	0	35
Celerity of responses to your questions		4,1	5,8	35	0	0	0	0	35
Quality and reliability of registry's responses		4,6	5,8	34	0	0	1	0	35
Computerized management of proceedings		4,6	5,8	34	0	0	1	0	35
Costs/fees of access to justice		4,1	5,5	31	0	1	2	0	35
Preparation and conduct of hearings									
Conditions of meeting with clients		2,6	5,3	35	0	0	0	0	35
Existence of rooms for meeting with clients		1,1	5,1	34	0	0	1	0	35
Furnishing, equipment of the courtroom		5,1	5,7	35	0	0	0	0	35
Timeliness of the hearing(s)		4	5,9	35	0	0	0	0	35
Organization and progression of hearing(s)		4,5	5,8	35	0	0	0	0	35
Impartiality of the judge in conducting hearing(s)		3,7	6	34	0	0	0	1	35
Judges' judicial acts									
Judge's(') independence		2,8	6	33	0	0	1	1	35
Clarity, comprehensiveness of judicial act(s)		3,9	6	35	0	0	0	0	35
Clarity of decision reasoning and conclusions		3,5	6	35	0	0	0	0	35
Rapid handling of civil cases		0	0	0	0	0	0	0	35
Rapid handling of criminal cases		3,6	5,9	35	0	0	0	0	35
Rapid handling of administrative cases		0	0	0	0	0	0	0	35
Feasibility of enforcement of judicial acts		3,8	6	31	0	0	2	0	35
Enforcement of judicial acts		2,5	6	27	0	0	2	0	35

Administrative Court of Appeals of the RA

Overall, 44 advocates/lawyers participated in the Survey in the Administrative Court of Appeals of the RA. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	36	82%
Female	8	18%
Total	44	100%

Age group

	N	%
18-30	9	20%
31-50	27	61%
51-65	8	18%
Over 65	0	0%
Total	44	100%

Type of practice

	N	%
Alone	24	55%
Within a firm of lawyers	18	41%
Other	2	5%
Total	44	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	11	15	7	7	3	0	1	44
Share	25%	34%	16%	16%	7%	0%	2%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 50% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 43% believed that the functioning of the court has not changed and 7% noted that it has deteriorated. 61% found the workload of the court increased faster than its resources, whereas 18% believed the increase was proportional and 14% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 36% of the respondents believed that the court's material resources were sufficient or more than sufficient, whereas 50% noticed insufficiency or complete insufficiency. 41% evaluated the human resources of the court as sufficient or more than sufficient; while 56% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	3	19	22	0	0	44
Share	7%	43%	50%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	27	8	6	0	2	1	44
Share	61%	18%	14%	0%	5%	2%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	2%	21	48%	12	27%	4	9%	0	0%	6	14%	44
Human resources of the court	5	11%	20	45%	15	34%	3	7%	0	0%	1	2%	44

Summary of key findings

The respondents were on average satisfied with the general evaluation of the *court's functioning* (average score 4.4) and the *court-lawyer relations* (average score 4.4). While the respondents were also satisfied by *the judges' general performance* (average score 4.5), *judges' independence* was evaluated only as somewhat satisfactory (average score 3.5). The question was of very high importance (average score 6) for the respondents.

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 1) and somewhat unsatisfied with the *conditions of meeting with clients* (average score 2.5), however they believed these two questions were important (average score above 4.4) but not very important.

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of administrative cases* (average score 2.9) and the *enforcement of judicial acts* (average score 2.9) were neither unsatisfactory nor satisfactory, meanwhile giving very high importance to these questions (average score above 5.9).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the Administrative Court of Appeals of the RA

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	4,8	5,7	44	0	0	0	0	0	44
Access to the case-law	5,1	5,9	44	0	0	0	0	0	44
Communication with the court	4,5	5,6	42	0	0	1	0	1	44
Clearness in the organization and admin. responsibilities	4,2	5,5	42	0	0	1	0	1	44
Quality of the DataLex.am website	3,8	5,9	44	0	0	0	0	0	44
Quality of the Court.am website	4,1	5,1	32	0	2	4	0	6	44
Placement of guiding signs within the courthouse	3,7	4,9	42	0	0	2	0	0	44
Orientation within the courthouse	4,6	5,2	43	0	0	1	0	0	44
Court-lawyer relations									
Judge's(') politeness and attitude	5	5,9	44	0	0	0	0	0	44
Judge's(') professionalism	4,5	6	44	0	0	0	0	0	44
Judge's(') availability	5	5,8	43	0	0	1	0	0	44
Judge's(') accessibility	4,1	5,7	44	0	0	0	0	0	44
Court officers' politeness and attitude	4,8	5,7	42	1	0	1	0	0	44
Court officers' availability	4,7	5,5	39	1	1	3	0	0	44
Court officers' accessibility	4,5	5,7	41	1	1	1	0	0	44
Prosecutor's(s) politeness and attitude			0	0	0	0	0	44	44
Prosecutor's(s) professionalism			0	0	0	0	0	44	44
Judge assistants(') level of professionalism	4,3	5,9	40	1	0	3	0	0	44
Court bailiff's(') level of professionalism	4,4	5,4	43	0	0	1	0	0	44
Court session secretary's(') professionalism	4,8	5,6	43	0	0	1	0	0	44
Celerity of responses to your questions	4,2	5,8	44	0	0	0	0	0	44
Quality and reliability of registry's responses	4,5	5,8	41	0	0	3	0	0	44
Computerized management of proceedings	4,6	5,8	44	0	0	0	0	0	44
Costs/fees of access to justice	3,6	5,7	44	0	0	0	0	0	44
Preparation and conduct of hearings									
Conditions of meeting with clients	2,5	4,5	43	0	0	0	0	1	44
Existence of rooms for meeting with clients	1	4,3	43	0	0	0	0	1	44
Furnishing, equipment of the courtroom	4,7	5,7	44	0	0	0	0	0	44
Timeliness of the hearing(s)	3,8	5,9	44	0	0	0	0	0	44
Organization and progression of hearing(s)	4,6	5,7	44	0	0	0	0	0	44
Impartiality of the judge in conducting hearing(s)	4	6	44	0	0	0	0	0	44
Judges' judicial acts									
Judge's(') independence	3,5	6	44	0	0	0	0	0	44
Clarity, comprehensiveness of judicial act(s)	4,3	6	44	0	0	0	0	0	44
Clarity of decision reasoning and conclusions	3,9	6	44	0	0	0	0	0	44
Rapid handling of civil cases			0	0	0	0	0	44	44
Rapid handling of criminal cases			0	0	0	0	0	44	44
Rapid handling of administrative cases	2,9	5,9	43	0	0	0	0	1	44
Feasibility of enforcement of judicial acts	4,5	6	40	0	0	3	0	1	44
Enforcement of judicial acts	2,9	6	39	0	0	0	0	5	44

Administrative Court of the RA, Yerevan residence

Overall, 43 advocates/lawyers participated in the Survey in Administrative Court of the RA, Yerevan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	33	77%
Female	10	23%
Total	43	100%

Age group

	N	%
18-30	11	26%
31-50	18	42%
51-65	12	28%
Over 65	2	5%
Total	43	100%

Type of practice

	N	%
Alone	16	37%
Within a firm of lawyers	15	35%
Other	12	28%
Total	43	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	13	5	3	4	7	0	11	43
Share	30%	12%	7%	9%	16%	0%	26%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 79% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 12% believed that the functioning of the court has not changed and 9% noted that it has deteriorated. 56% found the workload of the court increased faster than its resources, whereas 19% believed the increase was proportional and 16% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 63% of the respondents believed that the court's material resources were sufficient or more than sufficient, whereas 26% noticed insufficiency or complete insufficiency. 49% evaluated the human resources of the court as sufficient or more than sufficient, while 46% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	4	5	34	0	0	43
Share	9%	12%	79%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	24	8	7	0	4	0	43
Share	56%	19%	16%	0%	9%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	2	5%	9	21%	24	56%	3	7%	0	0%	5	12%	43
Human resources of the court	4	9%	16	37%	19	44%	2	5%	0	0%	2	5%	43







































Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.7) and the *court-lawyer relations* (average score 4.8). While this court also scored high on *the judges' general performance* (average score 4.5), *judges' independence* was evaluated as neither unsatisfactory nor satisfactory (average score 3). It is noteworthy that the question was of very high importance for the respondents (average score 6).

The advocates/lawyers of this court were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.4), and they believed the question was important (average score 4.9). Furthermore, the *conditions of meeting with clients* were evaluated as neither unsatisfactory nor satisfactory (average score 3.1), meanwhile being considered as a question of very high importance for the respondents (average score 5.2)

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of administrative cases* (average score 3) and the *enforcement of judicial acts* (average score 2.9) were neither unsatisfactory nor satisfactory, meanwhile giving very high importance to these questions (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the Administrative Court of the RA, Yerevan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties		5.0	43	0	0	0	0	0	43
Access to the case-law		5.4	43	0	0	0	0	0	43
Communication with the court		4.5	33	0	2	0	0	8	43
Clearness in the organization and admin. responsibilities		4.4	41	0	1	1	0	0	43
Quality of the DataLex.am website		4.1	41	0	0	2	0	0	43
Quality of the Court.am website		4.6	27	0	0	8	0	8	43
Placement of guiding signs within the courthouse		4.4	39	0	0	4	0	0	43
Orientation within the courthouse		5.1	43	0	0	0	0	0	43
Court-lawyer relations									
Judge's(') politeness and attitude		4.9	43	0	0	0	0	0	43
Judge's(') professionalism		4.5	43	0	0	0	0	0	43
Judge's(') availability		5.2	42	0	0	1	0	0	43
Judge's(') accessibility		4.7	42	0	0	1	0	0	43
Court officers' politeness and attitude		5.0	43	0	0	0	0	0	43
Court officers' availability		5.2	38	0	1	4	0	0	43
Court officers' accessibility		5.0	40	0	0	3	0	0	43
Prosecutor's(s) politeness and attitude		5.0	0	0	0	0	0	43	43
Prosecutor's(s) professionalism		5.0	0	0	0	0	0	43	43
Judge assistants(') level of professionalism		4.2	39	1	0	2	0	1	43
Court bailiff's(') level of professionalism		4.8	41	0	0	1	0	1	43
Court session secretary's(') professionalism		5.1	42	0	0	1	0	0	43
Celerity of responses to your questions		4.5	43	0	0	0	0	0	43
Quality and reliability of registry's responses		4.7	42	0	0	1	0	0	43
Computerized management of proceedings		5.0	41	0	0	2	0	0	43
Costs/fees of access to justice		3.4	42	0	0	1	0	0	43
Preparation and conduct of hearings									
Conditions of meeting with clients		3.1	33	0	0	1	0	9	43
Existence of rooms for meeting with clients		0.4	32	0	0	2	0	9	43
Furnishing, equipment of the courtroom		4.7	43	0	0	0	0	0	43
Timeliness of the hearing(s)		4.3	43	0	0	0	0	0	43
Organization and progression of hearing(s)		4.7	43	0	0	0	0	0	43
Impartiality of the judge in conducting hearing(s)		4.4	43	0	0	0	0	0	43
Judges' judicial acts									
Judge's(') independence		3.0	40	0	0	3	0	0	43
Clarity, comprehensiveness of judicial act(s)		4.2	43	0	0	0	0	0	43
Clarity of decision reasoning and conclusions		3.9	43	0	0	0	0	0	43
Rapid handling of civil cases		5.0	0	0	0	0	0	43	43
Rapid handling of criminal cases		5.0	0	0	0	0	0	43	43
Rapid handling of administrative cases		3.0	42	0	0	0	0	1	43
Feasibility of enforcement of judicial acts		4.6	41	0	0	2	0	0	43
Enforcement of judicial acts		2.9	36	0	0	3	0	4	43

FICGJ of Kentron and Nork-Marash Administrative Districts

Overall, 43 advocates/lawyers participated in the Survey in the FICGJ of Kentron and Nork Marash Administrative Districts. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	29	67%
Female	14	33%
Total	43	100%

Age group

	N	%
18-30	13	30%
31-50	21	49%
51-65	7	16%
Over 65	2	5%
Total	43	100%

Type of practice

	N	%
Alone	17	40%
Within a firm of lawyers	24	56%
Other	2	5%
Total	43	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	19	14	3	2	4	0	1	43
Share	44%	33%	7%	5%	9%	0%	2%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 51% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 40% believed that the functioning of the court has not changed and 9% noted that it has deteriorated. 58% found the workload of the court increased faster than its resources, whereas 30% believed the increase was proportional and 9% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 56% of the respondents believed that the court's material resources were sufficient, whereas 35% noticed insufficiency or complete insufficiency. 37% evaluated the human resources of the court as sufficient or more than sufficient, while 56% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	4	17	22	0	0	43
Share	9%	40%	51%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	25	13	4	0	1	0	43
Share	58%	30%	9%	0%	2%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	5	12%	10	23%	24	56%	0	0%	0	0%	4	9%	43
Human resources of the court	4	9%	20	47%	15	35%	1	2%	0	0%	3	7%	43

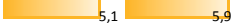

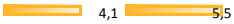

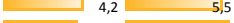













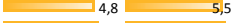



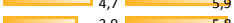


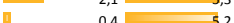












Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.5) and the *court-lawyer relations* (average score 4.5). While this court also scored high on *the judges' general performance* (average score 4.3), *judges' independence* was evaluated as neither unsatisfactory nor satisfactory (average score 3.2) and their *impartiality* was considered as only somewhat satisfactory (average score 3.9). It is noteworthy that both questions were of very high importance for the respondents (average score 6).

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.4) and somewhat unsatisfied with the *conditions of meeting with clients* (average score 2.1), however they believed these two questions were very important (average score above 5.3).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was unsatisfactory (average score 2), and the *rapid handling of criminal cases* (average score 3.2), together with the *enforcement of judicial acts* (average score 2.8) were neither unsatisfactory nor satisfactory. The respondents considered these three questions as very important (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Kentron and Nork-Marash Administrative Districts

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	 5,1 5,9	43	0	0	0	0	0	0	43
Access to the case-law	 5 5,9	43	0	0	0	0	0	0	43
Communication with the court	 4,1 5,5	41	0	0	1	0	1	0	43
Clearness in the organization and admin. responsibilities	 4,2 5,5	42	0	0	1	0	0	0	43
Quality of the DataLex.am website	 3,9 5,9	43	0	0	0	0	0	0	43
Quality of the Court.am website	 4,3 5,2	35	0	0	7	0	1	0	43
Placement of guiding signs within the courthouse	 4 4,8	40	0	0	3	0	0	0	43
Orientation within the courthouse	 5,2 5,3	43	0	0	0	0	0	0	43
Court-lawyer relations									
Judge's(') politeness and attitude	 4,8 5,9	43	0	0	0	0	0	0	43
Judge's(') professionalism	 4,3 6	43	0	0	0	0	0	0	43
Judge's(') availability	 5 6	41	0	0	2	0	0	0	43
Judge's(') accessibility	 4,5 5,8	42	0	1	0	0	0	0	43
Court officers' politeness and attitude	 4,9 5,9	43	0	0	0	0	0	0	43
Court officers' availability	 4,9 5,7	40	0	0	2	1	0	0	43
Court officers' accessibility	 4,7 5,9	43	0	0	0	0	0	0	43
Prosecutor's(s) politeness and attitude	 4,2 5,9	29	0	0	3	0	11	0	43
Prosecutor's(s) professionalism	 3,7 6	29	0	0	3	0	11	0	43
Judge assistants'(') level of professionalism	 4,3 5,7	38	0	0	4	0	1	0	43
Court bailiff's(') level of professionalism	 4,8 5,5	41	0	0	2	0	0	0	43
Court session secretary's(') professionalism	 5 5,7	42	0	0	1	0	0	0	43
Celerity of responses to your questions	 4 5,9	43	0	0	0	0	0	0	43
Quality and reliability of registry's responses	 4,3 5,8	42	0	0	1	0	0	0	43
Computerized management of proceedings	 4,7 5,9	43	0	0	0	0	0	0	43
Costs/fees of access to justice	 3,9 5,8	43	0	0	0	0	0	0	43
Preparation and conduct of hearings									
Conditions of meeting with clients	 2,1 5,3	40	0	0	1	0	2	0	43
Existence of rooms for meeting with clients	 0,4 5,2	40	0	0	1	0	2	0	43
Furnishing, equipment of the courtroom	 4,7 5,7	43	0	0	0	0	0	0	43
Timeliness of the hearing(s)	 3,6 6	43	0	0	0	0	0	0	43
Organization and progression of hearing(s)	 4,6 5,8	43	0	0	0	0	0	0	43
Impartiality of the judge in conducting hearing(s)	 3,9 6	43	0	0	0	0	0	0	43
Judges' judicial acts									
Judge's(') independence	 3,2 6	42	0	0	0	1	0	0	43
Clarity, comprehensiveness of judicial act(s)	 4 6	43	0	0	0	0	0	0	43
Clarity of decision reasoning and conclusions	 3,3 6	43	0	0	0	0	0	0	43
Rapid handling of civil cases	 2 6	42	0	0	1	0	0	0	43
Rapid handling of criminal cases	 3,2 5,9	28	0	0	6	0	9	0	43
Rapid handling of administrative cases	 0 5,9	0	0	0	0	0	43	0	43
Feasibility of enforcement of judicial acts	 4,2 6	42	0	0	1	0	0	0	43
Enforcement of judicial acts	 2,8 6	35	0	0	0	0	8	0	43

FICGJ of Ajapnyak and Davtashen Administrative Districts

Overall, 35 advocates/lawyers participated in the Survey in the FICGJ of Ajapnyak and Davtashen Administrative Districts. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	24	69%
Female	11	31%
Total	35	100%

Age group

	N	%
18-30	12	34%
31-50	13	37%
51-65	7	20%
Over 65	3	9%
Total	35	100%

Type of practice

	N	%
Alone	16	46%
Within a firm of lawyers	17	49%
Other	2	6%
Total	35	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	12	9	3	1	8	0	2	35
Share	34%	26%	9%	3%	23%	0%	6%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 43% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 40% believed that the functioning of the court has not changed and 9% noted that it has deteriorated. 51% found the workload of the court increased faster than its resources, whereas 26% believed the increase was proportional and 9% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 52% of the respondents believed that the court's material resources were sufficient or more than sufficient, whereas 32% noticed insufficiency or complete insufficiency. 35% evaluated the human resources of the court as sufficient or more than sufficient, while 57% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	3	14	15	3	0	35
Share	9%	40%	43%	9%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	18	9	3	0	5	0	35
Share	51%	26%	9%	0%	14%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	3%	10	29%	16	46%	2	6%	0	0%	6	17%	35
Human resources of the court	5	14%	15	43%	10	29%	2	6%	0	0%	3	9%	35











































































Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.5) and the *court-lawyer relations* (average score 4.6). This court also scored high on *the judges' general performance* (average score 4.6). As for the performance of the prosecutors, while the advocates/lawyers were generally satisfied with it (average score 4.2), they rated the *professionalism of the prosecutors* as only somewhat satisfactory (average score 3.9), meanwhile giving very high importance to that subject matter (average score 6).

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.5) and unsatisfied with the *conditions of meeting with clients* (average score 1.8), while they believed these two questions were very important (average score 5).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat unsatisfactory (average score 2.2), and the *rapid handling of criminal cases* was neither unsatisfactory nor satisfactory (average score 3.2). The respondents further evaluated the *enforcement of judicial acts* as somewhat unsatisfactory (average score 2.1). All the three questions were considered to be very important for the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Ajapnyak and Davtashen Administrative Districts

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	 4,9	 5,8	35	0	0	0	0	0	35
Access to the case-law	 4,7	 6	35	0	0	0	0	0	35
Communication with the court	 4,6	 5,9	34	0	0	0	0	1	35
Clearness in the organization and admin. responsibilities	 4	 6	31	0	1	3	0	0	35
Quality of the DataLex.am website	 4	 5,8	34	0	0	0	0	1	35
Quality of the Court.am website	 4,2	 5,6	29	0	0	3	0	3	35
Placement of guiding signs within the courthouse	 4,3	 5,1	32	0	0	3	0	0	35
Orientation within the courthouse	 5	 5,6	35	0	0	0	0	0	35
Court-lawyer relations									
Judge's(') politeness and attitude	 5,3	 5,9	35	0	0	0	0	0	35
Judge's(') professionalism	 4,5	 6	35	0	0	0	0	0	35
Judge's(') availability	 4,8	 6	34	0	0	1	0	0	35
Judge's(') accessibility	 4,3	 5,9	35	0	0	0	0	0	35
Court officers' politeness and attitude	 4,7	 5,9	35	0	0	0	0	0	35
Court officers' availability	 4,9	 5,9	33	0	0	2	0	0	35
Court officers' accessibility	 4,9	 5,9	34	0	0	1	0	0	35
Prosecutor's(s) politeness and attitude	 4,5	 5,9	20	0	0	2	0	13	35
Prosecutor's(s) professionalism	 3,9	 6	20	0	0	2	0	13	35
Judge assistants(') level of professionalism	 4,4	 5,8	29	0	0	5	0	1	35
Court bailiff's(') level of professionalism	 4,5	 5,7	31	0	0	2	0	2	35
Court session secretary's(') professionalism	 5	 5,9	32	0	0	2	0	1	35
Celerity of responses to your questions	 4,1	 6	35	0	0	0	0	0	35
Quality and reliability of registry's responses	 4,5	 6	35	0	0	0	0	0	35
Computerized management of proceedings	 4,8	 5,9	33	0	0	2	0	0	35
Costs/fees of access to justice	 3,7	 5,9	30	0	1	4	0	0	35
Preparation and conduct of hearings									
Conditions of meeting with clients	 1,8	 5	30	0	0	1	0	4	35
Existence of rooms for meeting with clients	 0,5	 5	30	0	0	2	0	3	35
Furnishing, equipment of the courtroom	 5,2	 5,8	35	0	0	0	0	0	35
Timeliness of the hearing(s)	 3,4	 5,9	35	0	0	0	0	0	35
Organization and progression of hearing(s)	 4,5	 6	35	0	0	0	0	0	35
Impartiality of the judge in conducting hearing(s)	 4,7	 6	35	0	0	0	0	0	35
Judges' judicial acts									
Judge's(') independence	 4,1	 6	32	0	0	2	1	0	35
Clarity, comprehensiveness of judicial act(s)	 4,2	 6	35	0	0	0	0	0	35
Clarity of decision reasoning and conclusions	 4,1	 6	35	0	0	0	0	0	35
Rapid handling of civil cases	 2,2	 6	35	0	0	0	0	0	35
Rapid handling of criminal cases	 3,2	 5,9	19	0	0	3	0	13	35
Rapid handling of administrative cases			0	0	0	0	0	35	35
Feasibility of enforcement of judicial acts	 4,3	 6	32	0	0	3	0	0	35
Enforcement of judicial acts	 2,1	 6	30	0	0	0	0	5	35

FICGJ of Avan and Nor Nork Administrative Districts

Overall, 32 advocates/lawyers participated in the Survey in the FICGJ of Avan and Nor Nork Administrative Districts. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	19	59%
Female	13	41%
Total	32	100%

Age group

	N	%
18-30	10	31%
31-50	13	41%
51-65	6	19%
Over 65	3	9%
Total	32	100%

Type of practice

	N	%
Alone	19	59%
Within a firm of lawyers	11	34%
Other	2	6%
Total	32	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	13	6	4	3	5	0	1	32
Share	41%	19%	13%	9%	16%	0%	3%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 47% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 38% believed that the functioning of the court has not changed and 6% noted that it has deteriorated. 50% found the workload of the court increased faster than its resources, whereas 34% believed the increase was proportional and 6% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 72% of the respondents believed that the court's material resources were sufficient or more than sufficient, whereas 13% noticed insufficiency. 66% evaluated the human resources of the court as sufficient, while 28% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	2	12	15	3	0	32
Share	6%	38%	47%	9%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	16	11	2	0	3	0	32
Share	50%	34%	6%	0%	9%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	4	13%	22	69%	1	3%	0	0%	5	16%	32
Human resources of the court	0	0%	9	28%	21	66%	0	0%	0	0%	2	6%	32














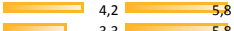


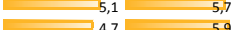
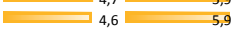


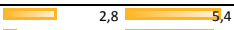

















Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.6) and the *court-lawyer relations* (average score 4.8). While this court also scored high on *the judges' general performance* (average score 4.6), *judges' independence* was evaluated as somewhat satisfactory (average score 3.8). It is noteworthy that the question was of very high importance for the respondents (average score 6). As for the performance of the prosecutors, while the advocates/lawyers were generally somewhat satisfied with it (average score 3.8), they rated the *professionalism of the prosecutors* as neither unsatisfactory nor satisfactory (average score 3.3), meanwhile giving very high importance to that question (average score 5.8).

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.7) and neither unsatisfied nor satisfied with the *conditions of meeting with clients* (average score 2.8), however they believed these two questions were very important (average score 5.2).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was neither unsatisfactory nor satisfactory (average score 2.8), and the *rapid handling of criminal cases* somewhat satisfactory (average score 3.4). The respondents further evaluated the *enforcement of judicial acts* as neither unsatisfactory nor satisfactory (average score 3.2). All the three questions were considered to be very important for the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Avan and Nor Nork Administrative Districts

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	 5,15,9	32	0	0	0	0	0	0	32
Access to the case-law	 5,16	32	0	0	0	0	0	0	32
Communication with the court	 4,45,5	32	0	0	0	0	0	0	32
Clearness in the organization and admin. responsibilities	 4,25,6	30	0	0	2	0	0	0	32
Quality of the DataLex.am website	 4,45,9	32	0	0	0	0	0	0	32
Quality of the Court.am website	 4,45,5	24	0	0	7	0	1	0	32
Placement of guiding signs within the courthouse	 4,45,3	32	0	0	0	0	0	0	32
Orientation within the courthouse	 5,15,5	32	0	0	0	0	0	0	32
Court-lawyer relations									
Judge's(') politeness and attitude	 55,9	32	0	0	0	0	0	0	32
Judge's(') professionalism	 4,56	32	0	0	0	0	0	0	32
Judge's(') availability	 5,35,9	32	0	0	0	0	0	0	32
Judge's(') accessibility	 4,75,9	31	0	0	1	0	0	0	32
Court officers' politeness and attitude	 55,8	32	0	0	0	0	0	0	32
Court officers' availability	 5,45,5	30	0	0	2	0	0	0	32
Court officers' accessibility	 5,25,5	30	0	0	2	0	0	0	32
Prosecutor's(s) politeness and attitude	 4,25,8	20	0	0	2	0	10	0	32
Prosecutor's(s) professionalism	 3,35,8	20	0	0	2	0	10	0	32
Judge assistants'(') level of professionalism	 4,85,7	25	0	0	5	0	2	0	32
Court bailiff's(') level of professionalism	 4,95,6	31	1	0	0	0	0	0	32
Court session secretary's(') professionalism	 5,15,7	29	0	0	3	0	0	0	32
Celerity of responses to your questions	 4,75,9	32	0	0	0	0	0	0	32
Quality and reliability of registry's responses	 4,65,9	32	0	0	0	0	0	0	32
Computerized management of proceedings	 5,15,9	31	0	0	1	0	0	0	32
Costs/fees of access to justice	 4,36	29	0	0	2	0	1	0	32
Preparation and conduct of hearings									
Conditions of meeting with clients	 2,85,4	30	0	0	1	0	1	0	32
Existence of rooms for meeting with clients	 0,75	31	0	0	1	0	0	0	32
Furnishing, equipment of the courtroom	 4,95,9	32	0	0	0	0	0	0	32
Timeliness of the hearing(s)	 3,86	32	0	0	0	0	0	0	32
Organization and progression of hearing(s)	 4,86	32	0	0	0	0	0	0	32
Impartiality of the judge in conducting hearing(s)	 4,56	31	0	0	0	1	0	0	32
Judges' judicial acts									
Judge's(') independence	 3,86	31	0	0	0	1	0	0	32
Clarity, comprehensiveness of judicial act(s)	 4,66	32	0	0	0	0	0	0	32
Clarity of decision reasoning and conclusions	 4,36	32	0	0	0	0	0	0	32
Rapid handling of civil cases	 2,86	32	0	0	0	0	0	0	32
Rapid handling of criminal cases	 3,46	21	0	1	1	0	9	0	32
Rapid handling of administrative cases	 06	0	0	0	0	0	32	0	32
Feasibility of enforcement of judicial acts	 4,76	30	0	0	2	0	0	0	32
Enforcement of judicial acts	 3,26	25	0	0	1	0	6	0	32

FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts

Overall, 44 advocates/lawyers participated in the Survey in the FICGJ of Arabkir and Qanaqer-Zeytun Administrative Districts. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics

Gender of advocates/lawyers			Age group		
	N	%		N	%
Male	27	61%	18-30	8	18%
Female	17	39%	31-50	31	70%
Total	44	100%	51-65	5	11%
			Over 65	0	0%
			Total	44	100%

Type of practice		
	N	%
Alone	18	41%
Within a firm of lawyers	23	52%
Other	3	7%
Total	44	100%

Years of experience as a member of the Chamber of Advocates of the RA								
	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	14	15	7	5	1	0	2	44
Share	32%	34%	16%	11%	2%	0%	5%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 55% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 36% believed that the functioning of the court has not changed and 9% noted that it has deteriorated. 75% found the workload of the court increased faster than its resources, whereas 16% believed the increase was proportional and 9% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 48% of the respondents believed that the court's material resources were sufficient, whereas 47% noticed insufficiency or complete insufficiency. 45% evaluated the human resources of the court as sufficient or more than sufficient, while 54% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	4	16	24	0	0	44
Share	9%	36%	55%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	33	7	4	0	0	0	44
Share	75%	16%	9%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	2%	20	45%	21	48%	0	0%	0	0%	2	5%	44
Human resources of the court	5	11%	19	43%	19	43%	1	2%	0	0%	0	0%	44













































































Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.5) and the *court-lawyer relations* (average score 4.6). This court also scored high on *the judges' general performance* (average score 4.6), however the *judges' independence* was rated as somewhat satisfactory (average score 3.4) meanwhile being considered as a very important question by the respondents (average score 6). As for the performance of the prosecutors, the advocates/lawyers were generally somewhat satisfied with it (average score 3.9): they further rated the *professionalism of the prosecutors* as somewhat satisfactory (average score 3.7), meanwhile giving very high importance to that question (average score 5.8).

The advocates/lawyers were particularly unsatisfied with the *conditions of meeting with clients* (average score 2) and very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.5), however they believed these two questions were very important (average score 5.1).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat unsatisfactory (average score 2.5), and the *rapid handling of criminal cases* somewhat satisfactory (average score 3.4). The respondents further evaluated the *enforcement of judicial acts* as somewhat unsatisfactory (average score 2.6). All the three questions were considered to be very important for the respondents (average score 5.8).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Arabkir and Qanaqer Zeytun Administrative Districts

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	 4,9	 5,8	44	0	0	0	0	0	44
Access to the case-law	 4,9	 5,8	44	0	0	0	0	0	44
Communication with the court	 4,4	 5,6	44	0	0	0	0	0	44
Clearness in the organization and admin. responsibilities	 4,3	 5,6	43	0	0	1	0	0	44
Quality of the DataLex.am website	 3,9	 5,6	44	0	0	0	0	0	44
Quality of the Court.am website	 4,5	 5,2	39	0	0	5	0	0	44
Placement of guiding signs within the courthouse	 4,2	 5,1	43	0	0	1	0	0	44
Orientation within the courthouse	 4,9	 5,5	44	0	0	0	0	0	44
Court-lawyer relations									
Judge's(') politeness and attitude	 5,2	 5,8	44	0	0	0	0	0	44
Judge's(') professionalism	 4,6	 5,9	43	0	1	0	0	0	44
Judge's(') availability	 5,2	 5,9	42	0	0	2	0	0	44
Judge's(') accessibility	 4,8	 5,8	43	0	0	1	0	0	44
Court officers' politeness and attitude	 5	 5,7	44	0	0	0	0	0	44
Court officers' availability	 5	 5,4	40	0	0	4	0	0	44
Court officers' accessibility	 4,8	 5,5	43	0	0	1	0	0	44
Prosecutor's(s) politeness and attitude	 4,1	 5,8	31	1	0	5	0	7	44
Prosecutor's(s) professionalism	 3,7	 5,8	31	1	0	5	0	7	44
Judge assistants(') level of professionalism	 4,4	 5,6	37	1	0	6	0	0	44
Court bailiff's(') level of professionalism	 4,5	 5,4	42	0	0	2	0	0	44
Court session secretary's(') professionalism	 5	 5,6	43	1	0	0	0	0	44
Celerity of responses to your questions	 4,3	 5,8	44	0	0	0	0	0	44
Quality and reliability of registry's responses	 4,6	 5,8	44	0	0	0	0	0	44
Computerized management of proceedings	 4,8	 5,7	44	0	0	0	0	0	44
Costs/fees of access to justice	 3,7	 5,7	41	0	0	3	0	0	44
Preparation and conduct of hearings									
Conditions of meeting with clients	 2	 5,2	44	0	0	0	0	0	44
Existence of rooms for meeting with clients	 0,5	 5	44	0	0	0	0	0	44
Furnishing, equipment of the courtroom	 4,5	 5,6	44	0	0	0	0	0	44
Timeliness of the hearing(s)	 3,7	 5,8	44	0	0	0	0	0	44
Organization and progression of hearing(s)	 4,5	 5,8	44	0	0	0	0	0	44
Impartiality of the judge in conducting hearing(s)	 4,4	 5,9	42	0	0	0	2	0	44
Judges' judicial acts									
Judge's(') independence	 3,4	 6	44	0	0	0	0	0	44
Clarity, comprehensiveness of judicial act(s)	 4,1	 6	44	0	0	0	0	0	44
Clarity of decision reasoning and conclusions	 3,7	 5,9	44	0	0	0	0	0	44
Rapid handling of civil cases	 2,5	 5,9	40	0	0	3	0	1	44
Rapid handling of criminal cases	 3,4	 5,8	33	0	0	5	0	6	44
Rapid handling of administrative cases	 0	 5,8	0	0	0	0	0	44	44
Feasibility of enforcement of judicial acts	 4,5	 5,9	40	0	1	3	0	0	44
Enforcement of judicial acts	 2,6	 5,7	34	0	1	1	0	8	44

FICGJ of Shengavit Administrative District

Overall, 37 advocates/lawyers participated in the Survey in the FICGJ of Shengavit Administrative District. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	25	68%
Female	12	32%
Total	37	100%

Age group

	N	%
18-30	5	14%
31-50	23	62%
51-65	6	16%
Over 65	3	8%
Total	37	100%

Type of practice

	N	%
Alone	18	49%
Within a firm of lawyers	16	43%
Other	3	8%
Total	37	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	14	9	1	6	5	0	2	37
Share	38%	24%	3%	16%	14%	0%	5%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 68% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 14% believed that the functioning of the court has not changed and 11% noted that it has deteriorated. 57% found the workload of the court increased faster than its resources, whereas 14% believed the increase was proportional and 11% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 65% of the respondents believed that the court's material resources were sufficient or more than sufficient, whereas 22% noticed insufficiency. 54% evaluated the human resources of the court as sufficient or more than sufficient, while 35% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	4	5	25	3	0	37
Share	11%	14%	68%	8%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	21	5	4	0	7	0	37
Share	57%	14%	11%	0%	19%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	8	22%	21	57%	3	8%	0	0%	5	14%	37
Human resources of the court	2	5%	11	30%	18	49%	2	5%	0	0%	4	11%	37

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.5) and the *court-lawyer relations* (average score 4.7). While this court also scored high on *the judges' general performance* (average score 4.4), *judges' impartiality* was rated as somewhat satisfactory (average score 3.9) and their *independence* was evaluated as neither unsatisfactory nor satisfactory (average score 2.8). Both questions were of very high importance for the respondents (average score 6). As for the performance of the prosecutors, the advocates/lawyers were generally somewhat satisfied with it (average score 3.6): they particularly rated the *politeness and attitude of the prosecutors* as somewhat satisfactory (average score 3.9) and their *professionalism* as neither unsatisfactory nor satisfactory (average score 3.2), meanwhile giving very high importance to these questions (average score 5.9).

The advocates/lawyers were particularly unsatisfied with the *conditions of meeting with clients* (average score 1.9) and very unsatisfied with the *existence of rooms for meeting with clients* (average score 0), however they believed these two questions were important, though not very important (average score 4.2).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was neither unsatisfactory nor satisfactory (average score 2.7), and the *rapid handling of criminal cases* was somewhat satisfactory (average score 3.7). The respondents further evaluated the *enforcement of*

judicial acts as somewhat unsatisfactory (average score 2.3). All the three questions were considered to be very important for the respondents (average score 6).

Table 5: Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FIGJ of Shengavit Administrative District

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	4,9	5,8	37	0	0	0	0	0	37
Access to the case-law	4,8	5,9	37	0	0	0	0	0	37
Communication with the court	4,3	5,3	36	0	0	0	0	1	37
Clearness in the organization and admin. responsibilities	4,4	5,4	32	0	0	5	0	0	37
Quality of the DataLex.am website	4	5,8	36	0	0	1	0	0	37
Quality of the Court.am website	4,2	5,1	30	0	0	5	0	2	37
Placement of guiding signs within the courthouse	4,6	5,3	36	0	0	0	0	1	37
Orientation within the courthouse	5,6	5,6	37	0	0	0	0	0	37
Court-lawyer relations									
Judge's(') politeness and attitude	5,4	5,9	37	0	0	0	0	0	37
Judge's(') professionalism	4,7	5,9	37	0	0	0	0	0	37
Judge's(') availability	5,1	6	36	0	0	0	1	0	37
Judge's(') accessibility	4,6	5,9	35	0	1	0	1	0	37
Court officers' politeness and attitude	5,4	5,9	36	0	0	1	0	0	37
Court officers' availability	5,3	5,4	34	0	0	2	1	0	37
Court officers' accessibility	5,2	5,7	34	0	0	2	1	0	37
Prosecutor's(s) politeness and attitude	3,9	5,9	29	0	0	1	0	7	37
Prosecutor's(s) professionalism	3,2	5,9	29	0	0	1	0	7	37
Judge assistants(') level of professionalism	4,6	5,9	31	0	0	2	1	3	37
Court bailiff's(') level of professionalism	4,9	5,6	36	0	0	0	1	0	37
Court session secretary's(') professionalism	5,1	5,5	36	0	0	0	1	0	37
Celerity of responses to your questions	4,5	5,9	36	0	0	0	1	0	37
Quality and reliability of registry's responses	4,8	5,7	36	0	0	0	1	0	37
Computerized management of proceedings	5,3	5,9	35	0	0	1	1	0	37
Costs/fees of access to justice	3,7	5,7	30	0	0	5	2	0	37
Preparation and conduct of hearings									
Conditions of meeting with clients	1,9	4,9	33	0	0	1	0	3	37
Existence of rooms for meeting with clients	0	4,3	33	0	0	1	0	3	37
Furnishing, equipment of the courtroom	5,4	5,6	37	0	0	0	0	0	37
Timeliness of the hearing(s)	4	6	37	0	0	0	0	0	37
Organization and progression of hearing(s)	4,6	5,9	37	0	0	0	0	0	37
Impartiality of the judge in conducting hearing(s)	3,9	6	37	0	0	0	0	0	37
Judges' judicial acts									
Judge's(') independence	2,8	6	35	0	0	1	1	0	37
Clarity, comprehensiveness of judicial act(s)	4,4	6	37	0	0	0	0	0	37
Clarity of decision reasoning and conclusions	4	5,9	37	0	0	0	0	0	37
Rapid handling of civil cases	2,7	6	31	0	0	2	0	4	37
Rapid handling of criminal cases	3,7	6	31	0	0	1	0	5	37
Rapid handling of administrative cases			0	0	0	0	0	37	37
Feasibility of enforcement of judicial acts	3,9	6	33	0	0	1	0	3	37
Enforcement of judicial acts	2,3	6	19	0	0	3	0	15	37

FICGJ of Malatia-Sebastia Administrative District

Overall, 41 advocates/lawyers participated in the Survey in the FICGJ of Malatia-Sebastia Administrative District. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	25	61%
Female	16	39%
Total	41	100%

Age group

	N	%
18-30	5	12%
31-50	28	68%
51-65	6	15%
Over 65	2	5%
Total	41	100%

Type of practice

	N	%
Alone	21	51%
Within a firm of lawyers	18	44%
Other	2	5%
Total	41	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	17	13	5	5	1	0	0	41
Share	41%	32%	12%	12%	2%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 73% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 20% believed that the functioning of the court has not changed and 5% noted that it has deteriorated. 63% found the workload of the court increased faster than its resources, whereas 20% believed the increase was proportional and 2% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 70% of the respondents believed that the court's material resources were sufficient or more than sufficient, whereas 19% noticed insufficiency or complete insufficiency. 34% evaluated the human resources of the court as sufficient or more than sufficient, while 59% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	2	8	30	1	0	41
Share	5%	20%	73%	2%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	26	8	1	0	5	1	41
Share	63%	20%	2%	0%	12%	2%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	2%	7	17%	28	68%	1	2%	0	0%	4	10%	41
Human resources of the court	6	15%	18	44%	13	32%	1	2%	0	0%	3	7%	41







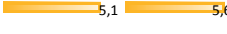
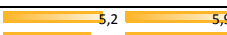
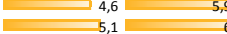




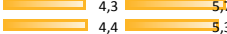




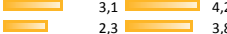
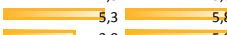


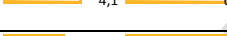















Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.5) and the *court-lawyer relations* (average score 4.4). This court also scored high on *the judges' general performance* (average score 4.5), however the *judges' independence* was rated as neither unsatisfactory nor satisfactory (average score 3.2), meanwhile being considered as a very important question by the respondents (average score 6). As for the performance of the prosecutors, the advocates/lawyers were generally somewhat satisfied with it (average score 3.8): they particularly rated the *professionalism and the attitude and politeness of the prosecutors* as somewhat satisfactory (average score 3.8), meanwhile giving very high importance to these 2 question (average score 6).

The advocates/lawyers were somewhat unsatisfied about the *existence of rooms for meeting with clients* (average score 2.3) and neither unsatisfied nor satisfied with the *conditions of meeting with clients* (average score 3.1), however they believed these two questions were important (average score 4), but not very important.

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was neither unsatisfactory nor satisfactory (average score 2.9), and the *rapid handling of criminal cases* somewhat satisfactory (average score 3.6). The respondents further evaluated the *enforcement of judicial acts* as neither unsatisfactory nor satisfactory (average score 3). All the three questions were considered to be very important for the respondents (average score 5.9).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Malatia-Sebastia Administrative District

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties		5,1 5,6	41	0	0	0	0	0	41
Access to the case-law		5 6	41	0	0	0	0	0	41
Communication with the court		4,3 5,4	41	0	0	0	0	0	41
Clearness in the organization and admin. responsibilities		4 5,7	38	0	0	2	0	1	41
Quality of the DataLex.am website		4,2 5,7	40	0	0	0	0	1	41
Quality of the Court.am website		4,1 5	35	0	0	3	0	3	41
Placement of guiding signs within the courthouse		4,5 5,3	39	0	0	2	0	0	41
Orientation within the courthouse		5,1 5,6	41	0	0	0	0	0	41
Court-lawyer relations									
Judge's(') politeness and attitude		5,2 5,9	40	0	0	0	1	0	41
Judge's(') professionalism		4,6 5,9	39	0	0	1	1	0	41
Judge's(') availability		5,1 6	41	0	0	0	0	0	41
Judge's(') accessibility		4,6 5,7	40	0	0	0	0	1	41
Court officers' politeness and attitude		4,9 5,8	39	0	0	0	1	1	41
Court officers' availability		4,6 5,6	38	0	0	2	0	1	41
Court officers' accessibility		4,2 5,8	40	0	0	0	0	1	41
Prosecutor's('s) politeness and attitude		4,3 5,9	22	0	0	7	1	11	41
Prosecutor's('s) professionalism		3,8 6	22	0	0	7	1	11	41
Quality and reliability of registry's responses		4,3 5,7	35	0	1	3	1	1	41
Computerized management of proceedings		4,4 5,3	38	0	0	0	1	2	41
Costs/fees of access to justice		4,8 5,7	38	0	0	1	1	1	41
Judge assistants(') level of professionalism		3,8 5,9	40	0	0	0	0	1	41
Court bailiff's(') level of professionalism		4,4 5,8	39	0	0	1	0	1	41
Court session secretary's(') professionalism		4,8 5,9	40	0	0	1	0	0	41
Celerity of responses to your questions		4 5,7	37	0	0	3	0	1	41
Preparation and conduct of hearings									
Conditions of meeting with clients		3,1 4,2	38	0	0	0	0	3	41
Existence of rooms for meeting with clients		2,3 3,8	38	0	0	0	0	3	41
Furnishing, equipment of the courtroom		5,3 5,8	41	0	0	0	0	0	41
Timeliness of the hearing(s)		3,8 5,9	41	0	0	0	0	0	41
Organization and progression of hearing(s)		4,5 5,9	41	0	0	0	0	0	41
Impartiality of the judge in conducting hearing(s)		4,1 6	40	0	0	1	0	0	41
Judges' judicial acts									
Judge's(') independence		3,2 6	40	0	0	1	0	0	41
Clarity, comprehensiveness of judicial act(s)		4 5,9	41	0	0	0	0	0	41
Clarity of decision reasoning and conclusions		3,8 6	41	0	0	0	0	0	41
Rapid handling of civil cases		2,9 5,9	40	0	0	0	0	1	41
Rapid handling of criminal cases		3,6 5,9	22	0	0	9	0	10	41
Rapid handling of administrative cases		0 0	0	0	0	0	0	41	41
Feasibility of enforcement of judicial acts		4,2 6	38	0	0	2	0	1	41
Enforcement of judicial acts		3 6	24	0	0	1	0	16	41

FICGJ of Erebuni and Nubarashen Administrative Districts

Overall, 37 advocates/lawyers participated in the Survey in the FICGJ of Erebuni and Nubarashen Administrative Districts. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	24	65%
Female	13	35%
Total	37	100%

Age group

	N	%
18-30	6	16%
31-50	22	59%
51-65	7	19%
Over 65	2	5%
Total	37	100%

Type of practice

	N	%
Alone	17	46%
Within a firm of lawyers	17	46%
Other	3	8%
Total	37	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	14	10	4	4	4	0	1	37
Share	38%	27%	11%	11%	11%	0%	3%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 65% of the respondents observed an improvement in the functioning of the court over the last 1-5 years, whereas 27% believed that the functioning of the court has not changed and 3% noted that it has deteriorated. 68% found the workload of the court increased faster than its resources, whereas 22% believed the increase was proportional and nobody considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 70% of the respondents believed that the court's material resources were sufficient, whereas 22% noticed insufficiency. 48% evaluated the human resources of the court as sufficient or more than sufficient, while 46% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	1	10	24	2	0	37
Share	3%	27%	65%	5%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	25	8	0	0	4	0	37
Share	68%	22%	0%	0%	11%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	8	22%	26	70%	0	0%	0	0%	3	8%	37
Human resources of the court	1	3%	16	43%	16	43%	2	5%	0	0%	2	5%	37

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.7) and the *court-lawyer relations* (average score 4.5). This court also scored high on *the judges' general performance* (average score 4.6), however the *judges' independence* was rated as neither unsatisfactory nor satisfactory (average score 3.3), meanwhile being considered as a very important question by the respondents (average score 6). As for the performance of the prosecutors, while the advocates/lawyers were generally somewhat satisfied with it (average score 3.5), they rated the *professionalism of the prosecutors* as neither unsatisfactory nor satisfactory (average score 3.1), meanwhile giving very high importance to that question (average score 5.9).

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.4) and somewhat unsatisfied with the *conditions of meeting with clients* (average score 2.4), however they believed these two questions were important (average score 4.5) but not very important.

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat unsatisfactory (average score 2.6), while the *rapid handling of criminal cases* was rated as satisfactory (average score 4). The respondents further evaluated the *enforcement of judicial acts* as somewhat unsatisfactory (average score 2.6). All the three questions were considered to be very important for the respondents (average score 5.8).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Erebuni and Nubarashen Administrative Districts

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,3	5,7	37	0	0	0	0	0	37
Access to the case-law	5,1	5,9	36	0	0	1	0	0	37
Communication with the court	4,4	5,5	37	0	0	0	0	0	37
Clearness in the organization and admin. responsibilities	4,6	5,6	34	0	0	3	0	0	37
Quality of the DataLex.am website	3,7	5,5	36	0	0	1	0	0	37
Quality of the Court.am website	4,1	4,9	30	0	0	5	0	2	37
Placement of guiding signs within the courthouse	4,9	5,4	34	0	0	3	0	0	37
Orientation within the courthouse	5,2	5,5	37	0	0	0	0	0	37
Court-lawyer relations									
Judge's(') politeness and attitude	4,8	5,9	37	0	0	0	0	0	37
Judge's(') professionalism	4,6	5,9	37	0	0	0	0	0	37
Judge's(') availability	5,6	6	35	0	0	2	0	0	37
Judge's(') accessibility	4,7	5,8	36	0	0	1	0	0	37
Court officers' politeness and attitude	4,7	5,7	37	0	0	0	0	0	37
Court officers' availability	5,1	5,5	34	1	0	2	0	0	37
Court officers' accessibility	4,7	5,5	35	1	0	1	0	0	37
Prosecutor's(s) politeness and attitude	3,8	5,7	24	0	0	3	0	10	37
Prosecutor's(s) professionalism	3,1	5,9	24	0	0	3	0	10	37
Judge assistants(') level of professionalism	4,4	5,7	31	2	0	3	0	1	37
Court bailiff's(') level of professionalism	4,4	5,5	36	1	0	0	0	0	37
Court session secretary's(') professionalism	4,8	5,7	37	0	0	0	0	0	37
Celerity of responses to your questions	4,5	5,6	36	0	0	1	0	0	37
Quality and reliability of registry's responses	4,5	5,7	36	0	0	1	0	0	37
Computerized management of proceedings	5	5,8	37	0	0	0	0	0	37
Costs/fees of access to justice	4	5,7	33	0	0	4	0	0	37
Preparation and conduct of hearings									
Conditions of meeting with clients	2,4	4,7	32	0	0	4	0	1	37
Existence of rooms for meeting with clients	0,4	4,3	31	0	0	5	0	1	37
Furnishing, equipment of the courtroom	5,4	5,9	37	0	0	0	0	0	37
Timeliness of the hearing(s)	4,2	5,9	37	0	0	0	0	0	37
Organization and progression of hearing(s)	4,7	5,9	37	0	0	0	0	0	37
Impartiality of the judge in conducting hearing(s)	4,4	5,9	36	0	0	0	1	0	37
Judges' judicial acts									
Judge's(') independence	3,3	6	36	0	0	0	1	0	37
Clarity, comprehensiveness of judicial act(s)	4,1	6	37	0	0	0	0	0	37
Clarity of decision reasoning and conclusions	3,7	5,9	37	0	0	0	0	0	37
Rapid handling of civil cases	2,6	5,8	33	0	0	2	0	2	37
Rapid handling of criminal cases	4	5,8	24	0	0	4	0	9	37
Rapid handling of administrative cases			0	0	0	0	0	37	37
Feasibility of enforcement of judicial acts	4,3	6	34	0	0	1	1	1	37
Enforcement of judicial acts	2,6	5,9	25	0	0	1	0	11	37

FICGJ of Kotayk Marz, Hrazdan residence

Overall, eight advocates/lawyers participated in the Survey in the FICGJ of Kotayk Marz, Hrazdan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	6	75%
Female	2	25%
Total	8	100%

Age group

	N	%
18-30	1	13%
31-50	5	63%
51-65	2	25%
Over 65	0	0%
Total	8	100%

Type of practice

	N	%
Alone	3	38%
Within a firm of lawyers	3	38%
Other	2	25%
Total	8	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	0	2	2	1	2	1	0	8
Share	0%	25%	25%	13%	25%	13%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Three of the eight respondents noticed improvement in the functioning of the court over the last 1-5 years, while five believed that the functioning of the court has not changed or has deteriorated. All the respondents found the workload of the court increased faster than its resources. As for the *material and human resources* of the court, one respondent believed that the court's material resources were sufficient, whereas six noticed insufficiency or complete insufficiency. Six respondents evaluated the human resources of the court as sufficient, while two of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	1	4	3	0	0	8
Share	13%	50%	38%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	8	0	0	0	0	0	8
Share	100%	0%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Not applicable		Total
Material resources of the court	3	38%	3	38%	1	13%	0	0%	0	0%	0	0%	1	13%	8
Human resources of the court	0	0%	2	25%	6	75%	0	0%	0	0%	0	0%	0	0%	8

Summary of key findings

The respondents were on average somewhat satisfied with the *general evaluation of the court's functioning* (average score 3.8) and satisfied with the *court-lawyer relations* (average score 4.1). The *clearness in organization and administrative responsibilities* was rated as neither unsatisfactory nor satisfactory (average score 3.3) and the *quality of the DataLex.am website* (average score 3.5) together with the *orientation within the courthouse* (average score 3.4) were rated as somewhat satisfactory. The respondents were particularly unsatisfied with the *placement of guiding signs within the courthouse* (average score 1.9). Except for the last two questions, all the remaining questions were of very high importance for the respondents (average scores for all questions were 5 and higher).

While this court scored high on *the judges' general performance* (average score 4), *judges' independence*, an indicator with very high importance for the respondents (average score 6) was rated as neither unsatisfactory nor satisfactory (average score 2.8). Furthermore, the advocates/lawyers evaluated *judges' accessibility* as somewhat satisfactory (average score 3.5), meanwhile believing that question was important but not very important (average score 4.4). It is noteworthy that none of the aspects related to the performance of judges was rated as very satisfactory in this court.

The respondents were further neither unsatisfied nor satisfied with the *prosecutors' professionalism* (average score 3.3), meanwhile considering this as a very important question (average score 6). It should be highlighted that among all the aspects related to the *court-lawyer relations*, only the

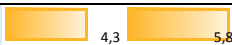



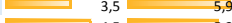


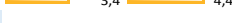


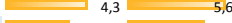

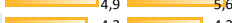
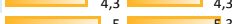
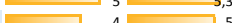

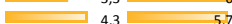
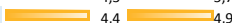
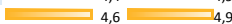





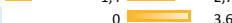

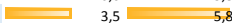



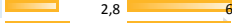
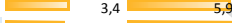
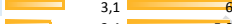
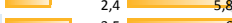



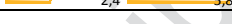
question related to the *quality and reliability of registry's responses* was evaluated as very satisfactory (average score 5.3).

The advocates/lawyers were particularly unsatisfied with the *computerized management of proceedings* (average score 1.1) and somewhat unsatisfied with the *costs/fees of access to justice* (average score 3.8). Both questions were considered to be very important for the respondents (average score 5.5).

The respondents of this particular court were in general somewhat unsatisfied with the *preparation and conduct of hearings* (average score 2.2). They rated the *existence of rooms for meeting with clients* (average score 0) as very unsatisfactory and the *conditions of meeting with clients* as unsatisfactory (average score 1.4), meanwhile believing the first question was fairly important (average score 3.6) and the second question was of average importance (average score 2.7). This court also scored very low on the *furnishing, equipment of the courtroom* (average score 0.6), meanwhile being considered as a very important question (average score 5.8). Furthermore, the respondents were only somewhat satisfied with the *timeliness of the hearings* (average score 3.5) and the *organization and progression of hearings* (average score 3.9), both being considered as very important questions (average score 5.7).

As for the judges' *judicial acts*, the respondents believed that the *clarity, comprehensiveness of judicial acts* was somewhat satisfactory (average score 3.4), whereas the *clarity of decision reasoning and conclusions* was rated as neither unsatisfactory nor satisfactory (average score 3.1). The advocates/lawyers further considered the *rapid handling of civil cases* as somewhat unsatisfactory (average score 2.4) and the *rapid handling of criminal cases* as somewhat satisfactory (average score 3.5). Moreover, the *feasibility of enforcement of judicial acts* was believed to be somewhat satisfactory (average score 3.9). The respondents further evaluated the *enforcement of judicial acts* as somewhat unsatisfactory (average score 2.4). All the aspects related to the judge's judicial acts were of very high importance for the respondents (average scores for all questions were 5.8 or higher).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Kotayk Marz, Hrazdan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties		4,3	5,8	8	0	0	0	0	8
Access to the case-law		4,8	5,9	8	0	0	0	0	8
Communication with the court		4,5	5	8	0	0	0	0	8
Clearness in the organization and admin. responsibilities		3,3	5,3	6	0	0	2	0	8
Quality of the DataLex.am website		3,5	5,9	8	0	0	0	0	8
Quality of the Court.am website		4,5	5,2	6	0	0	2	0	8
Placement of guiding signs within the courthouse		1,9	4,1	8	0	0	0	0	8
Orientation within the courthouse		3,4	4,4	8	0	0	0	0	8
Court-lawyer relations									
Judge's(') politeness and attitude		4,8	5,6	8	0	0	0	0	8
Judge's(') professionalism		4,5	6	8	0	0	0	0	8
Judge's(') availability		4,3	5,6	7	0	1	0	0	8
Judge's(') accessibility		3,4	4,4	7	0	0	1	0	8
Court officers' politeness and attitude		4,9	5,6	8	0	0	0	0	8
Court officers' availability		4,3	4,3	6	0	0	2	0	8
Court officers' accessibility		5	5,3	7	0	0	1	0	8
Prosecutor's(s) politeness and attitude		4	5	4	0	0	2	0	8
Prosecutor's(s) professionalism		3,3	6	4	0	0	2	0	8
Judge assistants(') level of professionalism		4,3	5,7	7	0	0	0	0	8
Court bailiff's(') level of professionalism		4,4	4,9	8	0	0	0	0	8
Court session secretary's(') professionalism		4,6	4,9	8	0	0	0	0	8
Celerity of responses to your questions		4,5	5,6	8	0	0	0	0	8
Quality and reliability of registry's responses		5,3	5,7	7	0	0	1	0	8
Computerized management of proceedings		1,1	5,8	8	0	0	0	0	8
Costs/fees of access to justice		2,6	5,1	8	0	0	0	0	8
Preparation and conduct of hearings									
Conditions of meeting with clients		1,4	2,7	7	0	0	0	0	8
Existence of rooms for meeting with clients		0	3,6	7	0	0	0	0	8
Furnishing, equipment of the courtroom		0,6	5,8	8	0	0	0	0	8
Timeliness of the hearing(s)		3,5	5,8	8	0	0	0	0	8
Organization and progression of hearing(s)		3,9	5,5	8	0	0	0	0	8
Impartiality of the judge in conducting hearing(s)		4	6	8	0	0	0	0	8
Judges' judicial acts									
Judge's(') independence		2,8	6	8	0	0	0	0	8
Clarity, comprehensiveness of judicial act(s)		3,4	5,9	8	0	0	0	0	8
Clarity of decision reasoning and conclusions		3,1	6	8	0	0	0	0	8
Rapid handling of civil cases		2,4	5,8	8	0	0	0	0	8
Rapid handling of criminal cases		3,5	6	4	0	0	2	0	8
Rapid handling of administrative cases		0	6	0	0	0	0	0	8
Feasibility of enforcement of judicial acts		3,9	5,9	8	0	0	0	0	8
Enforcement of judicial acts		2,4	5,8	8	0	0	0	0	8

Overall, six advocates/lawyers participated in the Survey in the FICGJ of Kotayk Marz, Charentsavan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	5	83%
Female	1	17%
Total	6	100%

Age group

	N	%
18-30	0	0%
31-50	5	83%
51-65	1	17%
Over 65	0	0%
Total	6	100%

Type of practice

	N	%
Alone	3	50%
Within a firm of lawyers	2	33%
Other	1	17%
Total	6	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	4	0	0	1	0	0	6
Share	17%	67%	0%	0%	17%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Five of the six respondents noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has not changed. Three respondents found the workload of the court increased faster than its resources, whereas the other three believed the increase was proportional. As for the *material and human resources* of the court, five respondents believed that the court's material resources were sufficient or more than sufficient, whereas one noticed insufficiency. Five respondents evaluated the human resources of the court as sufficient or more than sufficient, while one respondent believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	5	0	0	6
Share	0%	17%	83%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	3	3	0	0	0	0	6
Share	50%	50%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	1	17%	4	67%	1	17%	0	0%	0	0%	6
Human resources of the court	0	0%	1	17%	4	67%	1	17%	0	0%	0	0%	6

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.5) and the *court-lawyer relations* (average score 4.8). The advocates/lawyers of this court were somewhat unsatisfied with the *quality of the Court.am website* (average score 2.6) and somewhat satisfied with the *quality of the Datalex.am website* (average score 3.7), meanwhile considering the first question of average importance (average score 3.2) and the second question as very important (average score 5.8). This court also scored high on *the judges' general performance* (average score 4.3). As for the performance of the prosecutors, the advocates/lawyers were generally somewhat satisfied with it (average score 3.8): they particularly rated the *professionalism* (average score 3.8) and the *attitude and politeness* (average score 3.7) of the prosecutors as somewhat satisfactory, meanwhile giving very high importance to these questions (average score 5.7).

The advocates/lawyers were on average satisfied with the *existence of rooms for meeting with clients* (average score 4.2) and somewhat satisfied with the *conditions of meeting with clients* (average score 3.8). Moreover, they believed these two questions were important (average score 4), but not very important.

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* (average score 4) and the *rapid handling of criminal cases* (average score 4.3) were satisfactory. The respondents further evaluated the *enforcement of judicial acts* as somewhat satisfactory (average score 3.4). All the three questions were considered to be very important for the respondents (average score 5.5).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Kotayk Marz, Charentsavan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	4,8	5,7	6	0	0	0	0	0	6
Access to the case-law	5,5	6	6	0	0	0	0	0	6
Communication with the court	3,8	4,5	6	0	0	0	0	0	6
Clearness in the organization and admin. responsibilities	5	5	5	0	0	1	0	0	6
Quality of the DataLex.am website	3,7	5,8	6	0	0	0	0	0	6
Quality of the Court.am website	2,6	3,2	5	0	0	0	0	1	6
Placement of guiding signs within the courthouse	4,7	4,5	6	0	0	0	0	0	6
Orientation within the courthouse	5,5	4	6	0	0	0	0	0	6
Court-lawyer relations									
Judge's(') politeness and attitude	5,2	5,7	6	0	0	0	0	0	6
Judge's(') professionalism	5,2	6	6	0	0	0	0	0	6
Judge's(') availability	5,6	5,7	5	0	0	1	0	0	6
Judge's(') accessibility	4,8	4,8	6	0	0	0	0	0	6
Court officers' politeness and attitude	5,2	5,3	6	0	0	0	0	0	6
Court officers' availability	4,2	3,7	5	1	0	0	0	0	6
Court officers' accessibility	5	5,3	6	0	0	0	0	0	6
Prosecutor's(s) politeness and attitude	3,7	5,3	6	0	0	0	0	0	6
Prosecutor's(s) professionalism	3,8	5,8	6	0	0	0	0	0	6
Judge assistants(') level of professionalism	4,8	5,2	5	1	0	0	0	0	6
Court bailiff's(') level of professionalism	5	4,5	6	0	0	0	0	0	6
Court session secretary's(') professionalism	5,2	4,7	6	0	0	0	0	0	6
Celerity of responses to your questions	4,7	5,2	6	0	0	0	0	0	6
Quality and reliability of registry's responses	4,5	5,2	6	0	0	0	0	0	6
Computerized management of proceedings	5,3	5,7	6	0	0	0	0	0	6
Costs/fees of access to justice	4,2	5,4	5	0	0	1	0	0	6
Preparation and conduct of hearings									
Conditions of meeting with clients	3,8	4,2	6	0	0	0	0	0	6
Existence of rooms for meeting with clients	4,2	4,3	6	0	0	0	0	0	6
Furnishing, equipment of the courtroom	5,5	5,3	6	0	0	0	0	0	6
Timeliness of the hearing(s)	4,7	5,5	6	0	0	0	0	0	6
Organization and progression of hearing(s)	4,8	5,2	6	0	0	0	0	0	6
Impartiality of the judge in conducting hearing(s)	5,2	6	6	0	0	0	0	0	6
Judges' judicial acts									
Judge's(') independence	4,4	6	5	0	0	1	0	0	6
Clarity, comprehensiveness of judicial act(s)	4,8	5,7	6	0	0	0	0	0	6
Clarity of decision reasoning and conclusions	4,3	5,8	6	0	0	0	0	0	6
Rapid handling of civil cases	4	5,4	4	0	0	2	0	0	6
Rapid handling of criminal cases	4,3	5,3	6	0	0	0	0	0	6
Rapid handling of administrative cases			0	0	0	0	0	6	6
Feasibility of enforcement of judicial acts	4,7	5,7	6	0	0	0	0	0	6
Enforcement of judicial acts	3,4	5,8	5	0	0	1	0	0	6

FICGJ of Kotayk Marz, Yeghvard residence

Overall, only nine advocates/lawyers participated in the Survey in the FICGJ of Kotayk Marz, Yeghvard residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	7	78%
Female	2	22%
Total	9	100%

Age group

	N	%
18-30	0	0%
31-50	7	78%
51-65	1	11%
Over 65	1	11%
Total	9	100%

Type of practice

	N	%
Alone	3	33%
Within a firm of lawyers	5	56%
Other	1	11%
Total	9	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	0	4	4	0	1	0	0	9
Share	0%	44%	44%	0%	11%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Five of the nine respondents noticed improvement in the functioning of the court over the last 1-5 years, while the other four believed that the functioning of the court has not changed. Six respondents found the workload of the court increased faster than its resources, whereas the other three believed the increase was proportional. As for the *material and human resources* of the court, six respondents believed that the court's material resources were sufficient, whereas three noticed insufficiency or complete insufficiency. Eight respondents evaluated the human resources of the court as sufficient, while one respondent believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	4	5	0	0	9
Share	0%	44%	56%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	6	3	0	0	0	0	9
Share	67%	33%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	11%	2	22%	6	67%	0	0%	0	0%	0	0%	9
Human resources of the court	0	0%	1	11%	8	89%	0	0%	0	0%	0	0%	9

Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5) and the *court-lawyer relations* (average score 5.1). While this court on average scored high on *the judges' general performance* (average score 5.1), the respondents considered the *judges' independence* as somewhat satisfactory (average score 3.4). As for the performance of the prosecutors, while the advocates/lawyers were generally satisfied with it (average score 4.1), they rated the *professionalism of the prosecutors* as somewhat satisfactory (average score 3.8), meanwhile giving very high importance to that question (average score 5.8).

The advocates/lawyers were on average neither unsatisfied nor satisfied with the *existence of rooms for meeting with clients* (average score 3.2) and somewhat satisfied with the *conditions of meeting with clients* (average score 3.4). Moreover, they believed these two questions were important (average score 4.2), but not very important.

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat satisfactory (average score 3.8) and the *rapid handling of criminal cases* was satisfactory (average score 4.9). The respondents further evaluated the *enforcement of judicial acts* as somewhat satisfactory (average score 3.4). All the three questions were considered to be very important for the respondents (average score 5.9).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Kotayk Marz, Yeghvard residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,2	5,9	9	0	0	0	0	0	9
Access to the case-law	5,2	6	9	0	0	0	0	0	9
Communication with the court	5,3	5,1	9	0	0	0	0	0	9
Clearness in the organization and admin. responsibilities	4,9	5,7	9	0	0	0	0	0	9
Quality of the DataLex.am website	4,7	5,9	9	0	0	0	0	0	9
Quality of the Court.am website	4,5	4,3	6	0	0	3	0	0	9
Placement of guiding signs within the courthouse	4,7	4,6	9	0	0	0	0	0	9
Orientation within the courthouse	5,4	5,1	9	0	0	0	0	0	9
Court-lawyer relations									
Judge's(') politeness and attitude	5,9	5,9	9	0	0	0	0	0	9
Judge's(') professionalism	5,5	5,9	8	0	0	1	0	0	9
Judge's(') availability	5,4	6	8	0	0	1	0	0	9
Judge's(') accessibility	5,8	6	8	0	0	1	0	0	9
Court officers' politeness and attitude	5,7	5,9	9	0	0	0	0	0	9
Court officers' availability	5,6	5,9	8	0	0	1	0	0	9
Court officers' accessibility	5,1	5,8	9	0	0	0	0	0	9
Prosecutor's(s) politeness and attitude	4,4	5,6	9	0	0	0	0	0	9
Prosecutor's(s) professionalism	3,8	5,8	9	0	0	0	0	0	9
Judge assistants'(') level of professionalism	5,5	5,3	6	3	0	0	0	0	9
Court bailiff's(') level of professionalism	5,3	5,2	9	0	0	0	0	0	9
Court session secretary's(') professionalism	5,6	5,7	9	0	0	0	0	0	9
Celerity of responses to your questions	4,1	5,8	9	0	0	0	0	0	9
Quality and reliability of registry's responses	4,8	5,8	9	0	0	0	0	0	9
Computerized management of proceedings	4,6	5,8	9	0	0	0	0	0	9
Costs/fees of access to justice	4,8	5,6	9	0	0	0	0	0	9
Preparation and conduct of hearings									
Conditions of meeting with clients	3,4	4,3	9	0	0	0	0	0	9
Existence of rooms for meeting with clients	3,2	4	9	0	0	0	0	0	9
Furnishing, equipment of the courtroom	5	5,7	9	0	0	0	0	0	9
Timeliness of the hearing(s)	4,7	5,7	9	0	0	0	0	0	9
Organization and progression of hearing(s)	5	5,8	9	0	0	0	0	0	9
Impartiality of the judge in conducting hearing(s)	4,6	6	9	0	0	0	0	0	9
Judges' judicial acts									
Judge's(') independence	3,4	6	9	0	0	0	0	0	9
Clarity, comprehensiveness of judicial act(s)	4,6	6	9	0	0	0	0	0	9
Clarity of decision reasoning and conclusions	4,2	6	9	0	0	0	0	0	9
Rapid handling of civil cases	3,8	5,9	8	0	0	1	0	0	9
Rapid handling of criminal cases	4,9	5,9	9	0	0	0	0	0	9
Rapid handling of administrative cases			0	0	0	0	0	9	9
Feasibility of enforcement of judicial acts	4,8	5,9	9	0	0	0	0	0	9
Enforcement of judicial acts	3,4	5,9	9	0	0	0	0	0	9

Overall, 17 advocates/lawyers participated in the Survey in the FICGJ of Kotayk Marz, Abovyan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	6	35%
Female	11	65%
Total	17	100%

Age group

	N	%
18-30	2	12%
31-50	11	65%
51-65	4	24%
Over 65	0	0%
Total	17	100%

Type of practice

	N	%
Alone	9	53%
Within a firm of lawyers	6	35%
Other	2	12%
Total	17	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	5	5	2	1	4	0	0	17
Share	29%	29%	12%	6%	24%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 29% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 53% believed that the functioning of the court has not changed and 18% noted that it has deteriorated. 88% found the workload of the court increased faster than its resources, whereas 6% believed the increase was proportional and another 6% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 12% of the respondents believed that the court's material resources were sufficient, whereas 82% noticed insufficiency or complete insufficiency. 53% evaluated the human resources of the court as sufficient or more than sufficient, while 41% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	3	9	5	0	0	17
Share	18%	53%	29%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	15	1	1	0	0	0	17
Share	88%	6%	6%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	5	29%	9	53%	2	12%	0	0%	0	0%	1	6%	17
Human resources of the court	1	6%	6	35%	8	47%	1	6%	0	0%	1	6%	17

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4) and the *court-lawyer relations* (average score 4.7). The advocates/lawyers of this court were unsatisfied with the *placement of guiding signs within the courthouse* (average score 2) and somewhat satisfied with the *quality of the Datalex.am website* (average score 3.9) and the *orientation within the courthouse* (average score 3.8). All the three questions were considered as very important for the respondents (average score 5). Furthermore, the *costs/fees of access to justice* were considered to be neither unsatisfactory nor satisfactory by the respondents (average score 3), having very high importance for them (average score 5.1).

The FICGJ of Kotayk Marz, Abovyan residence also scored high on *the judges' general performance* (average score 4.5), however the respondents rated the *judges' independence* as somewhat satisfactory (average score 3.7). The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.3) and the *conditions of meeting with clients* (average score 0.9), and neither unsatisfied nor satisfied with the *furnishing, equipment of the courtroom* (average score 2.7). All three questions were considered to be important for the respondents (average score 4.9).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat unsatisfactory (average score 2.6) and the *rapid handling of criminal cases* was rated as satisfactory (average score 4). The respondents further evaluated the *enforcement of judicial acts* as

neither unsatisfactory nor satisfactory (average score 2.9). All the three questions were considered to be very important for the respondents (average score 5.8).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Kotayk Marz, Abovyan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	4,8	5,5	17	0	0	0	0	0	17
Access to the case-law	5,1	5,8	17	0	0	0	0	0	17
Communication with the court	4,3	5,2	17	0	0	0	0	0	17
Clearness in the organization and admin. responsibilities	3,9	5,3	17	0	0	0	0	0	17
Quality of the DataLex.am website	3,7	5,6	17	0	0	0	0	0	17
Quality of the Court.am website	4,2	4,3	11	0	0	6	0	0	17
Placement of guiding signs within the courthouse	2	4,2	17	0	0	0	0	0	17
Orientation within the courthouse	3,8	5	17	0	0	0	0	0	17
Court-lawyer relations									
Judge's(') politeness and attitude	5,4	5,8	17	0	0	0	0	0	17
Judge's(') professionalism	4,7	5,8	17	0	0	0	0	0	17
Judge's(') availability	4,4	5,9	17	0	0	0	0	0	17
Judge's(') accessibility	4,1	4,9	15	0	0	2	0	0	17
Court officers' politeness and attitude	5,1	5,5	17	0	0	0	0	0	17
Court officers' availability	4,9	4,9	15	0	0	2	0	0	17
Court officers' accessibility	4,4	5,2	17	0	0	0	0	0	17
Prosecutor's(s) politeness and attitude	4,6	5,4	14	0	0	0	0	3	17
Prosecutor's(s) professionalism	4,1	5,9	14	0	0	0	0	3	17
Judge assistants(') level of professionalism	4,4	5,4	14	1	0	2	0	0	17
Court bailiff's(') level of professionalism	4,5	5,2	17	0	0	0	0	0	17
Court session secretary's(') professionalism	4,5	5,2	17	0	0	0	0	0	17
Celerity of responses to your questions	3,9	5,6	17	0	0	0	0	0	17
Quality and reliability of registry's responses	4,3	5,4	17	0	0	0	0	0	17
Computerized management of proceedings	3,8	5,2	17	0	0	0	0	0	17
Costs/fees of access to justice	3	5,1	17	0	0	0	0	0	17
Preparation and conduct of hearings									
Conditions of meeting with clients	0,9	4,7	17	0	0	0	0	0	17
Existence of rooms for meeting with clients	0,3	4,5	17	0	0	0	0	0	17
Furnishing, equipment of the courtroom	2,7	5,4	17	0	0	0	0	0	17
Timeliness of the hearing(s)	3,6	5,6	17	0	0	0	0	0	17
Organization and progression of hearing(s)	4,4	5,6	17	0	0	0	0	0	17
Impartiality of the judge in conducting hearing(s)	4,5	5,8	17	0	0	0	0	0	17
Judges' judicial acts									
Judge's(') independence	3,7	6	17	0	0	0	0	0	17
Clarity, comprehensiveness of judicial act(s)	4,1	5,9	17	0	0	0	0	0	17
Clarity of decision reasoning and conclusions	3,8	5,9	17	0	0	0	0	0	17
Rapid handling of civil cases	2,6	5,8	17	0	0	0	0	0	17
Rapid handling of criminal cases	4	5,8	13	0	0	1	0	3	17
Rapid handling of administrative cases			0	0	0	0	0	17	17
Feasibility of enforcement of judicial acts	4,1	5,7	17	0	0	0	0	0	17
Enforcement of judicial acts	2,9	5,9	17	0	0	0	0	0	17

Overall, nine advocates/lawyers participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Artashat residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	3	33%
Female	6	67%
Total	9	100%

Age group

	N	%
18-30	0	0%
31-50	1	11%
51-65	8	89%
Over 65	0	0%
Total	9	100%

Type of practice

	N	%
Alone	2	22%
Within a firm of lawyers	5	56%
Other	2	22%
Total	9	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	0	1	2	4	0	1	9
Share	11%	0%	11%	22%	44%	0%	11%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Six of the nine respondents noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has not changed. Four respondents found the workload of the court increased faster than its resources, whereas one believed the increase was proportional. As for the *material and human resources* of the court, four respondents believed that the court's material resources were sufficient, whereas one noticed insufficiency. Six respondents evaluated the human resources of the court as sufficient or more than sufficient, while one of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	6	2	0	9
Share	0%	11%	67%	22%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	4	1	0	0	4	0	9
Share	44%	11%	0%	0%	44%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Not applicable		Total
Material resources of the court	0	0%	1	11%	4	44%	0	0%	0	0%	3	33%	1	11%	9
Human resources of the court	0	0%	1	11%	4	44%	2	22%	0	0%	2	22%	0	0%	9

Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5.1) and the *court-lawyer relations* (average score 5.3). The advocates/lawyers of this court were somewhat satisfied with the *quality of the Court.am website* (average score 3.9), meanwhile considering that question as very important (average score 5.4). This court also scored high on *the judges' general performance* (average score 4.9).

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0) and unsatisfied with the *conditions of meeting with clients* (average score 1.4), however they believed these two questions were important (average score 4.7).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* (average score 4.4) and the *rapid handling of criminal cases* (average score 4.4) were rated as satisfactory. The respondents further evaluated the *enforcement of judicial acts* as satisfactory as well (average score 4.4). All the three questions were considered to be very important for the respondents (average score 5.9).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Ararat and Vayots dzor Marzes, Artashat residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,9	5,2	9	0	0	0	0	0	9
Access to the case-law	5,3	6	9	0	0	0	0	0	9
Communication with the court	5,2	5	9	0	0	0	0	0	9
Clearness in the organization and admin. responsibilities	5,1	5,1	8	0	0	0	0	1	9
Quality of the DataLex.am website	3,9	5,4	8	0	0	0	0	1	9
Quality of the Court.am website	4	4	3	0	0	2	0	4	9
Placement of guiding signs within the courthouse	5,6	5,3	8	0	0	1	0	0	9
Orientation within the courthouse	5,8	5,7	9	0	0	0	0	0	9
Court-lawyer relations									
Judge's(') politeness and attitude	5,1	5,8	9	0	0	0	0	0	9
Judge's(') professionalism	5,1	5,9	9	0	0	0	0	0	9
Judge's(') availability	5,1	6	7	0	0	1	0	1	9
Judge's(') accessibility	5,4	5,7	9	0	0	0	0	0	9
Court officers' politeness and attitude	5,8	5,8	9	0	0	0	0	0	9
Court officers' availability	5,7	5,9	6	0	0	3	0	0	9
Court officers' accessibility	5,8	5,7	9	0	0	0	0	0	9
Prosecutor's(s) politeness and attitude	5	5,1	7	0	0	0	0	2	9
Prosecutor's(s) professionalism	4,9	5,9	7	0	0	0	0	2	9
Judge assistants(') level of professionalism	5	5,6	6	1	0	1	0	1	9
Court bailiff's(') level of professionalism	5,3	5,6	9	0	0	0	0	0	9
Court session secretary's(') professionalism	5,3	5,6	9	0	0	0	0	0	9
Celerity of responses to your questions	5,4	5,7	9	0	0	0	0	0	9
Quality and reliability of registry's responses	5,8	5,5	8	0	0	1	0	0	9
Computerized management of proceedings	5,4	5,9	8	0	0	1	0	0	9
Costs/fees of access to justice	4,4	5,6	8	0	0	1	0	0	9
Preparation and conduct of hearings									
Conditions of meeting with clients	1,4	4,9	8	0	0	0	0	1	9
Existence of rooms for meeting with clients	0	4,4	8	0	0	0	0	1	9
Furnishing, equipment of the courtroom	5,3	5,7	9	0	0	0	0	0	9
Timeliness of the hearing(s)	4,6	5,8	9	0	0	0	0	0	9
Organization and progression of hearing(s)	5,2	5,7	9	0	0	0	0	0	9
Impartiality of the judge in conducting hearing(s)	4,3	6	9	0	0	0	0	0	9
Judges' judicial acts									
Judge's(') independence	4,3	6	8	0	0	1	0	0	9
Clarity, comprehensiveness of judicial act(s)	5,1	5,9	9	0	0	0	0	0	9
Clarity of decision reasoning and conclusions	4,8	6	9	0	0	0	0	0	9
Rapid handling of civil cases	4,4	5,9	7	0	0	0	0	2	9
Rapid handling of criminal cases	4,4	5,9	7	0	0	0	0	2	9
Rapid handling of administrative cases			0	0	0	0	0	9	9
Feasibility of enforcement of judicial acts	5,3	5,9	7	0	0	1	0	1	9
Enforcement of judicial acts	4,4	6	5	0	0	2	0	2	9

FICGJ of Ararat and Vayots dzor Marzes, Masis residence

Overall, 10 advocates/lawyers participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Masis residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	6	60%
Female	4	40%
Total	10	100%

Age group

	N	%
18-30	1	10%
31-50	8	80%
51-65	1	10%
Over 65	0	0%
Total	10	100%

Type of practice

	N	%
Alone	5	50%
Within a firm of lawyers	4	40%
Other	1	10%
Total	10	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	2	1	3	3	0	0	10
Share	10%	20%	10%	30%	30%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Eight of the ten respondents noticed improvement in the functioning of the court over the last 1-5 years, while two believed that the functioning of the court has not changed. Eight respondents found the workload of the court increased faster than its resources, whereas one believed the increase was proportional. As for the *material and human resources* of the court, six respondents believed that the court's material resources were sufficient, whereas two noticed insufficiency. Three respondents evaluated the human resources of the court as sufficient or more than sufficient, while six of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	2	8	0	0	10
Share	0%	20%	80%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	8	1	0	0	1	0	10
Share	80%	10%	0%	0%	10%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	2	20%	6	60%	0	0%	0	0%	2	20%	10
Human resources of the court	0	0%	6	60%	2	20%	1	10%	0	0%	1	10%	10

Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5) and satisfied with the *court-lawyer relations* (average score 4.8). The advocates/lawyers of this court were also satisfied with *the judges' general performance* (average score 4.8), however the *judges' independence* was rated as somewhat satisfactory (average score 3.7). It is noteworthy that this question was of very high importance (average score 5.9) for the respondents.

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.7) and unsatisfied with the *conditions of meeting with clients* (average score 1.9), meanwhile believing these two questions were only somewhat important (average score 3.5).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat satisfactory (average score 3.9) and the *rapid handling of criminal cases* was rated as very satisfactory (average score 5). The respondents further evaluated the *enforcement of judicial acts* as neither unsatisfactory nor satisfactory (average score 3.3). All the three questions were considered to be very important for the respondents (average score 5.9).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Ararat and Vayots dzor Marzes, Masis residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,2	5,8	10	0	0	0	0	0	10
Access to the case-law	5,5	5,8	10	0	0	0	0	0	10
Communication with the court	5,1	5,7	10	0	0	0	0	0	10
Clearness in the organization and admin. responsibilities	5,1	5,1	10	0	0	0	0	0	10
Quality of the DataLex.am website	3,6	5,2	10	0	0	0	0	0	10
Quality of the Court.am website	4,4	5	7	0	0	3	0	0	10
Placement of guiding signs within the courthouse	4,9	4,8	10	0	0	0	0	0	10
Orientation within the courthouse	5,6	5,5	10	0	0	0	0	0	10
Court-lawyer relations									
Judge's(') politeness and attitude	5,3	5,7	10	0	0	0	0	0	10
Judge's(') professionalism	5	5,9	10	0	0	0	0	0	10
Judge's(') availability	4,3	5,7	10	0	0	0	0	0	10
Judge's(') accessibility	4,5	4,7	10	0	0	0	0	0	10
Court officers' politeness and attitude	5,3	5,7	10	0	0	0	0	0	10
Court officers' availability	5,2	4,8	10	0	0	0	0	0	10
Court officers' accessibility	5,2	5,6	10	0	0	0	0	0	10
Prosecutor's('s) politeness and attitude	4,8	5,5	9	0	0	1	0	0	10
Prosecutor's('s) professionalism	4,3	6	9	0	0	1	0	0	10
Judge assistants(') level of professionalism	5,2	5,4	9	0	0	1	0	0	10
Court bailiff's(') level of professionalism	4,5	5,1	10	0	0	0	0	0	10
Court session secretary's(') professionalism	5	5,1	9	0	0	1	0	0	10
Celerity of responses to your questions	5	5,8	10	0	0	0	0	0	10
Quality and reliability of registry's responses	5	5,7	10	0	0	0	0	0	10
Computerized management of proceedings	4,3	5,5	10	0	0	0	0	0	10
Costs/fees of access to justice	3,5	5,1	6	0	0	4	0	0	10
Preparation and conduct of hearings									
Conditions of meeting with clients	1,9	3,5	10	0	0	0	0	0	10
Existence of rooms for meeting with clients	0,7	3,5	10	0	0	0	0	0	10
Furnishing, equipment of the courtroom	5,1	5,5	10	0	0	0	0	0	10
Timeliness of the hearing(s)	4,8	6	10	0	0	0	0	0	10
Organization and progression of hearing(s)	5,3	5,8	10	0	0	0	0	0	10
Impartiality of the judge in conducting hearing(s)	4,7	5,9	10	0	0	0	0	0	10
Judges' judicial acts									
Judge's(') independence	3,7	5,9	10	0	0	0	0	0	10
Clarity, comprehensiveness of judicial act(s)	4,4	5,9	10	0	0	0	0	0	10
Clarity of decision reasoning and conclusions	4	5,9	10	0	0	0	0	0	10
Rapid handling of civil cases	3,9	5,9	9	0	0	0	0	1	10
Rapid handling of criminal cases	5	5,9	9	0	0	1	0	0	10
Rapid handling of administrative cases			0	0	0	0	0	10	10
Feasibility of enforcement of judicial acts	4,6	5,4	9	0	0	0	0	1	10
Enforcement of judicial acts	3,3	6	9	0	0	0	0	1	10

FICGJ of Ararat and Vayots dzor Marzes, Vedi residence

Overall, 11 advocates/lawyers participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Vedi residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	8	73%
Female	3	27%
Total	11	100%

Age group

	N	%
18-30	0	0%
31-50	8	73%
51-65	3	27%
Over 65	0	0%
Total	11	100%

Type of practice

	N	%
Alone	3	27%
Within a firm of lawyers	3	27%
Other	5	45%
Total	11	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	3	0	2	0	0	5	11
Share	9%	27%	0%	18%	0%	0%	45%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 55% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 18% believed that the functioning of the court has not changed and 9% noted that it has deteriorated. 45% found the workload of the court increased faster than its resources, whereas 27% believed the increase was proportional and nobody considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 18% of the respondents believed that the court's material resources were sufficient, whereas 55% noticed insufficiency. 36% evaluated the human resources of the court as sufficient, while 54% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	1	2	6	2	0	11
Share	9%	18%	55%	18%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	5	3	0	0	3	0	11
Share	45%	27%	0%	0%	27%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	6	55%	2	18%	0	0%	0	0%	3	27%	11
Human resources of the court	1	9%	5	45%	4	36%	0	0%	0	0%	1	9%	11

Summary of key findings

While the respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.6) and very satisfied with the *court-lawyer relations* (average score 5.3), they rated the *communication with the court* (average score 3.9) and the *quality of the DataLex.am website* (average score 3.7) as somewhat satisfactory, meanwhile giving very high importance to these two questions (average score 5.6). The advocates/lawyers of this court were further very satisfied with the *judges' general performance* (average score 5.2), but not as satisfied with the *prosecutors' politeness and attitude* (average score 3.7), regardless of the very high importance given to that question (average score 6). The *costs/fees of access to justice* were evaluated as neither unsatisfactory nor satisfactory (average score 3.3), meanwhile being considered as very important for the respondents (average score 5.8).

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.3) and the *conditions of meeting with clients* (average score 1), however they believed these two questions were very important (average score 5.3).

As for the *judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was unsatisfactory (average score 1.3), while the *rapid handling of criminal cases* was rated as neither unsatisfactory nor satisfactory (average score 3). The respondents further evaluated the *enforcement of judicial acts* as neither unsatisfactory nor satisfactory as well (average score 3.3). All the three questions were considered to be very important for the respondents (average score 5.9).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Ararat and Vayots dzor Marzes, Vedi residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,1	5,8	11	0	0	0	0	0	11
Access to the case-law	5,4	5,9	11	0	0	0	0	0	11
Communication with the court	3,9	5,3	7	0	0	0	0	4	11
Clearness in the organization and admin. responsibilities	4,8	5,4	11	0	0	0	0	0	11
Quality of the DataLex.am website	3,7	5,9	9	0	0	0	0	2	11
Quality of the Court.am website	4,4	5,2	5	0	0	0	0	6	11
Placement of guiding signs within the courthouse	4,7	4,5	11	0	0	0	0	0	11
Orientation within the courthouse	4,8	4,5	11	0	0	0	0	0	11
Court-lawyer relations									
Judge's(') politeness and attitude	5,5	5,7	11	0	0	0	0	0	11
Judge's(') professionalism	5	6	10	0	0	0	0	1	11
Judge's(') availability	5,7	6	11	0	0	0	0	0	11
Judge's(') accessibility	5,4	5,9	11	0	0	0	0	0	11
Court officers' politeness and attitude	5,8	5,8	11	0	0	0	0	0	11
Court officers' availability	5,9	5,7	10	0	0	1	0	0	11
Court officers' accessibility	5,9	5,8	11	0	0	0	0	0	11
Prosecutor's(s) politeness and attitude	3,7	5,5	3	0	0	0	0	8	11
Prosecutor's(s) professionalism	4,5	6	4	0	0	0	0	7	11
Judge assistants(') level of professionalism	5,7	6	9	0	0	2	0	0	11
Court bailiff's(') level of professionalism	5,9	5,6	10	0	0	1	0	0	11
Court session secretary's(') professionalism	5,9	5,9	11	0	0	0	0	0	11
Celerity of responses to your questions	5,5	6	11	0	0	0	0	0	11
Quality and reliability of registry's responses	5,4	5,9	10	0	0	0	0	1	11
Computerized management of proceedings	5,4	5,9	10	0	0	1	0	0	11
Costs/fees of access to justice	3,3	5,8	6	0	0	3	0	2	11
Preparation and conduct of hearings									
Conditions of meeting with clients	1	5,3	6	0	0	0	0	5	11
Existence of rooms for meeting with clients	0,3	5,2	6	0	0	0	0	5	11
Furnishing, equipment of the courtroom	4,1	5,9	11	0	0	0	0	0	11
Timeliness of the hearing(s)	5,2	6	11	0	0	0	0	0	11
Organization and progression of hearing(s)	5,4	5,8	11	0	0	0	0	0	11
Impartiality of the judge in conducting hearing(s)	5,4	5,9	11	0	0	0	0	0	11
Judges' judicial acts									
Judge's(') independence	4,1	6	10	0	0	1	0	0	11
Clarity, comprehensiveness of judicial act(s)	4,7	6	11	0	0	0	0	0	11
Clarity of decision reasoning and conclusions	4,7	6	11	0	0	0	0	0	11
Rapid handling of civil cases	1,3	6	3	0	0	0	0	8	11
Rapid handling of criminal cases	3	6	3	0	0	0	0	8	11
Rapid handling of administrative cases			0	0	0	0	0	11	11
Feasibility of enforcement of judicial acts	5	6	7	0	0	4	0	0	11
Enforcement of judicial acts	3,3	5,8	10	0	0	1	0	0	11

FICGJ of Ararat and Vayots dzor Marzes, Yeghegnadzor residence

Overall, four advocates/lawyers participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Yeghegnadzor residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	2	50%
Female	2	50%
Total	4	100%

Age group

	N	%
18-30	1	25%
31-50	2	50%
51-65	1	25%
Over 65	0	0%
Total	4	100%

Type of practice

	N	%
Alone	1	25%
Within a firm of lawyers	2	50%
Other	1	25%
Total	4	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	2	1	0	0	1	0	0	4
Share	50%	25%	0%	0%	25%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Two of the four respondents noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has not changed. One respondent found the workload of the court increased faster than its resources, whereas the other one believed the increase was proportional. As for the *material and human resources* of the court, two respondents believed that the court's material resources were sufficient, whereas the other two noticed insufficiency. Three respondents evaluated the human resources of the court as sufficient or more than sufficient, while the other one believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	2	1	0	4
Share	0%	25%	50%	25%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	1	1	0	0	2	0	4
Share	25%	25%	0%	0%	50%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	2	50%	2	50%	0	0%	0	0%	0	0%	4
Human resources of the court	0	0%	1	25%	2	50%	1	25%	0	0%	0	0%	4

Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5.6) and the *court-lawyer relations* (average score 5.9). The advocates/lawyers of this court were also very satisfied with *the judges' general performance* (average score 5.9). All the questions of the questionnaire were considered very important by the respondents (average score 5.9).

The advocates/lawyers were satisfied with the *conditions of meeting with clients* (average score 4.5) and very satisfied with the *existence of rooms for meeting with clients* (average score 5.3), in the meantime believing these two questions were very important (average score 5.3).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* (average score 5) and the *rapid handling of criminal cases* (average score 5.8) were very satisfactory. The respondents further evaluated the *enforcement of judicial acts* as satisfactory (average score 4). All the three questions were considered to be very important for the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Ararat and Vayots dzor Marzes, Yeghegnadzor residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,8	6	4	0	0	0	0	0	4
Access to the case-law	5,8	6	4	0	0	0	0	0	4
Communication with the court	6	6	4	0	0	0	0	0	4
Clearness in the organization and admin. responsibilities	5,5	5,8	4	0	0	0	0	0	4
Quality of the DataLex.am website	5	6	4	0	0	0	0	0	4
Quality of the Court.am website	5	6	2	0	0	0	0	2	4
Placement of guiding signs within the courthouse	6	5,3	3	0	0	1	0	0	4
Orientation within the courthouse	5,8	5	4	0	0	0	0	0	4
Court-lawyer relations									
Judge's(') politeness and attitude	6	6	4	0	0	0	0	0	4
Judge's(') professionalism	6	6	4	0	0	0	0	0	4
Judge's(') availability	6	6	4	0	0	0	0	0	4
Judge's(') accessibility	5,5	6	4	0	0	0	0	0	4
Court officers' politeness and attitude	6	6	4	0	0	0	0	0	4
Court officers' availability	6	6	4	0	0	0	0	0	4
Court officers' accessibility	6	6	4	0	0	0	0	0	4
Prosecutor's(s) politeness and attitude	5,8	6	4	0	0	0	0	0	4
Prosecutor's(s) professionalism	5,5	6	4	0	0	0	0	0	4
Judge assistants'(') level of professionalism	6	6	3	0	0	1	0	0	4
Court bailiff's(') level of professionalism	5,7	5,8	3	0	0	1	0	0	4
Court session secretary's(') professionalism	6	6	4	0	0	0	0	0	4
Celerity of responses to your questions	6	6	4	0	0	0	0	0	4
Quality and reliability of registry's responses	5,8	6	4	0	0	0	0	0	4
Computerized management of proceedings	6	6	3	0	0	1	0	0	4
Costs/fees of access to justice	5,3	6	3	0	0	1	0	0	4
Preparation and conduct of hearings									
Conditions of meeting with clients	4,5	5,3	4	0	0	0	0	0	4
Existence of rooms for meeting with clients	5,3	5,3	4	0	0	0	0	0	4
Furnishing, equipment of the courtroom	5,8	6	4	0	0	0	0	0	4
Timeliness of the hearing(s)	5,8	6	4	0	0	0	0	0	4
Organization and progression of hearing(s)	6	6	4	0	0	0	0	0	4
Impartiality of the judge in conducting hearing(s)	6	6	4	0	0	0	0	0	4
Judges' judicial acts									
Judge's(') independence	6	6	4	0	0	0	0	0	4
Clarity, comprehensiveness of judicial act(s)	6	6	4	0	0	0	0	0	4
Clarity of decision reasoning and conclusions	6	6	4	0	0	0	0	0	4
Rapid handling of civil cases	5	6	1	0	0	0	0	3	4
Rapid handling of criminal cases	5,8	6	4	0	0	0	0	0	4
Rapid handling of administrative cases			0	0	0	0	0	4	4
Feasibility of enforcement of judicial acts	5	6	1	0	0	0	0	3	4
Enforcement of judicial acts	4	6	1	0	0	1	0	2	4

FICGJ of Ararat and Vayots dzor Marzes, Vayk residence

Overall, four advocates/lawyers participated in the Survey in the FICGJ of Ararat and Vayots dzor Marzes, Vayk residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	4	100%
Female	0	0%
Total	4	100%

Age group

	N	%
18-30	0	0%
31-50	3	75%
51-65	0	0%
Over 65	1	25%
Total	4	100%

Type of practice

	N	%
Alone	2	50%
Within a firm of lawyers	2	50%
Other	0	0%
Total	4	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	2	0	0	1	0	0	4
Share	25%	50%	0%	0%	25%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. One out of the two respondents who answered the question about the functioning of the court over the last 1-5 years noticed improvement, while the other one believed that the functioning of the court has not changed. Again, only two respondents answered the question about the workload of the court. One respondent found the workload of the court increased faster than its resources, whereas the other respondent believed the increase was proportional. As for the *material and human resources* of the court, all four responded answered the questions. Three of them believed that the court's material resources were sufficient, whereas the other one noticed insufficiency. One respondent evaluated the human resources of the court as sufficient, while the other three believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	1	2	0	4
Share	0%	25%	25%	50%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	1	1	0	0	2	0	4
Share	25%	25%	0%	0%	50%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	1	25%	3	75%	0	0%	0	0%	0	0%	4
Human resources of the court	0	0%	3	75%	1	25%	0	0%	0	0%	0	0%	4

Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5.1) and the *court-lawyer relations* (average score 5.7), however they rated the *Quality of DataLex.am website* as somewhat satisfactory (average score 3.7) meanwhile considering this question as very important (average score 6). The advocates/lawyers of this court were also very satisfied with *the judges' general performance* (average score 5.8), and especially with their *impartiality* and *availability* (average score 6). All the questions related to the performance of judges were considered very important by the respondents (average score 5.8).

The advocates/lawyers were very satisfied with the *conditions of meeting with clients* (average score 5) and satisfied with the *existence of rooms for meeting with clients* (average score 4.5), in the meantime believing these two questions were important (average score 4), but not very important.

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was very satisfactory (average score 5), while the *rapid handling of criminal cases* was satisfactory (average score 4). The respondents further evaluated the *enforcement of judicial acts* as neither unsatisfactory nor satisfactory (average score 3). All the three questions were considered to be very important by the respondents (average score 5.8).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Ararat and Vayots dzor Marzes, Vayk residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,3	5,3	4	0	0	0	0	0	4
Access to the case-law	5,5	5,8	4	0	0	0	0	0	4
Communication with the court	4,8	5	4	0	0	0	0	0	4
Clearness in the organization and admin. responsibilities	5,5	5,5	4	0	0	0	0	0	4
Quality of the DataLex.am website	3,7	6	3	0	0	0	0	1	4
Quality of the Court.am website	4	5,5	2	0	0	0	0	2	4
Placement of guiding signs within the courthouse	5,8	6	4	0	0	0	0	0	4
Orientation within the courthouse	5,8	5,8	4	0	0	0	0	0	4
Court-lawyer relations									
Judge's(') politeness and attitude	5,5	5,5	4	0	0	0	0	0	4
Judge's(') professionalism	5,8	5,8	4	0	0	0	0	0	4
Judge's(') availability	6	6	4	0	0	0	0	0	4
Judge's(') accessibility	5,8	6	4	0	0	0	0	0	4
Court officers' politeness and attitude	5,8	5,8	4	0	0	0	0	0	4
Court officers' availability	6	6	4	0	0	0	0	0	4
Court officers' accessibility	6	6	4	0	0	0	0	0	4
Prosecutor's(s) politeness and attitude	6	6	1	0	0	0	0	3	4
Prosecutor's(s) professionalism	6	6	1	0	0	0	0	3	4
Judge assistants(') level of professionalism	6	6	3	0	0	0	0	1	4
Court bailiff's(') level of professionalism	6	6	3	0	0	1	0	0	4
Court session secretary's(') professionalism	6	6	4	0	0	0	0	0	4
Celerity of responses to your questions	5,5	6	4	0	0	0	0	0	4
Quality and reliability of registry's responses	5,5	5,8	4	0	0	0	0	0	4
Computerized management of proceedings	5,5	5,8	4	0	0	0	0	0	4
Costs/fees of access to justice	4,3	5,7	3	0	0	1	0	0	4
Preparation and conduct of hearings									
Conditions of meeting with clients	5	4	2	0	0	1	0	1	4
Existence of rooms for meeting with clients	4,5	4	2	0	0	1	0	1	4
Furnishing, equipment of the courtroom	5,5	5,8	4	0	0	0	0	0	4
Timeliness of the hearing(s)	6	6	4	0	0	0	0	0	4
Organization and progression of hearing(s)	5,8	5,8	4	0	0	0	0	0	4
Impartiality of the judge in conducting hearing(s)	6	6	3	0	0	0	1	0	4
Judges' judicial acts									
Judge's(') independence	5,7	5,7	3	0	0	0	1	0	4
Clarity, comprehensiveness of judicial act(s)	5,7	5,7	3	0	0	1	0	0	4
Clarity of decision reasoning and conclusions	6	6	2	0	0	1	0	1	4
Rapid handling of civil cases	5	5,5	4	0	0	0	0	0	4
Rapid handling of criminal cases	4	6	1	0	0	0	0	3	4
Rapid handling of administrative cases			0	0	0	0	0	4	4
Feasibility of enforcement of judicial acts	6	6	2	0	0	1	0	1	4
Enforcement of judicial acts	3	6	3	0	0	0	0	1	4

Overall, seven advocates/lawyers participated in the Survey in the FICGJ of Armavir Marz, Armavir residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	6	86%
Female	1	14%
Total	7	100%

Age group

	N	%
18-30	0	0%
31-50	6	86%
51-65	1	14%
Over 65	0	0%
Total	7	100%

Type of practice

	N	%
Alone	4	57%
Within a firm of lawyers	2	29%
Other	1	14%
Total	7	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	3	0	3	1	0	0	0	7
Share	43%	0%	43%	14%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Five out of the seven respondents noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has not changed and another respondent noticed deterioration. Three respondents out of six who answered the question found the workload of the court increased faster than its resources, whereas the other two believed the increase was proportional and one respondent reported that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, three respondents out of the seven believed that the court's material resources were sufficient, whereas one respondent noticed insufficiency. Five respondents evaluated the human resources of the court as sufficient or more than sufficient, while the other one believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	1	1	5	0	0	7
Share	14%	14%	71%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	3	2	1	0	1	0	7
Share	43%	29%	14%	0%	14%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	1	14%	3	43%	0	0%	0	0%	3	43%	7
Human resources of the court	0	0%	1	14%	4	57%	1	14%	0	0%	1	14%	7

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.8) and very satisfied with the *court-lawyer relations* (average score 5.5). The advocates/lawyers of this court were also very satisfied with the *judges' general performance* (average score 5.3), meanwhile rating the judges' *independence* as just satisfactory (average score 4.1) and considering this question as very important (average score 6).

The advocates/lawyers were satisfied with the *conditions of meeting with clients* (average score 4) and very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.2), in the meantime believing the first question was important (average score 4) and the second one was of average importance (average score 3.2).

As for the *judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was satisfactory (average score 4.3) and the *rapid handling of criminal cases* were very satisfactory (average score 5.5). The respondents further evaluated the *enforcement of judicial acts* (average score 3) as neither unsatisfactory nor satisfactory. All the three questions were considered to be very important for the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Armavir Marz, Armavir residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,4	6	7	0	0	0	0	0	7
Access to the case-law	5,6	6	7	0	0	0	0	0	7
Communication with the court	4,6	5,4	7	0	0	0	0	0	7
Clearness in the organization and admin. responsibilities	4,3	5,6	7	0	0	0	0	0	7
Quality of the DataLex.am website	4	5,9	7	0	0	0	0	0	7
Quality of the Court.am website	4,3	5,3	3	0	0	3	0	1	7
Placement of guiding signs within the courthouse	4,5	5,3	6	0	0	1	0	0	7
Orientation within the courthouse	5,9	5,7	7	0	0	0	0	0	7
Court-lawyer relations									
Judge's(') politeness and attitude	5,7	6	7	0	0	0	0	0	7
Judge's(') professionalism	5	6	7	0	0	0	0	0	7
Judge's(') availability	5,9	6	7	0	0	0	0	0	7
Judge's(') accessibility	6	6	6	0	0	0	0	1	7
Court officers' politeness and attitude	5,7	5,6	7	0	0	0	0	0	7
Court officers' availability	5,9	6	7	0	0	0	0	0	7
Court officers' accessibility	5,8	6	6	0	0	0	0	1	7
Prosecutor's(s) politeness and attitude	5,7	5,8	6	0	0	1	0	0	7
Prosecutor's(s) professionalism	4,8	6	6	0	0	1	0	0	7
Judge assistants(') level of professionalism	5,7	5,7	6	0	0	1	0	0	7
Court bailiff's(') level of professionalism	4,9	5,6	7	0	0	0	0	0	7
Court session secretary's(') professionalism	6	6	6	0	0	1	0	0	7
Celerity of responses to your questions	5,3	5,7	7	0	0	0	0	0	7
Quality and reliability of registry's responses	5,6	5,9	7	0	0	0	0	0	7
Computerized management of proceedings	5,9	6	7	0	0	0	0	0	7
Costs/fees of access to justice	4,3	5,8	6	0	0	0	0	1	7
Preparation and conduct of hearings									
Conditions of meeting with clients	4	4	5	0	0	0	0	2	7
Existence of rooms for meeting with clients	0,2	3,2	6	0	0	0	0	1	7
Furnishing, equipment of the courtroom	5,4	6	7	0	0	0	0	0	7
Timeliness of the hearing(s)	3,7	5,9	7	0	0	0	0	0	7
Organization and progression of hearing(s)	5,1	5,9	7	0	0	0	0	0	7
Impartiality of the judge in conducting hearing(s)	5,3	6	7	0	0	0	0	0	7
Judges' judicial acts									
Judge's(') independence	4,1	6	7	0	0	0	0	0	7
Clarity, comprehensiveness of judicial act(s)	4,7	6	7	0	0	0	0	0	7
Clarity of decision reasoning and conclusions	4,4	6	7	0	0	0	0	0	7
Rapid handling of civil cases	4,3	5,9	7	0	0	0	0	0	7
Rapid handling of criminal cases	5,5	6	4	0	0	2	0	1	7
Rapid handling of administrative cases			0	0	0	0	0	7	7
Feasibility of enforcement of judicial acts	5	5,9	7	0	0	0	0	0	7
Enforcement of judicial acts	3	6	3	0	0	0	0	4	7

Overall, 10 advocates/lawyers participated in the Survey in the FICGJ of Armavir Marz, Echmiadzin residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	7	70%
Female	3	30%
Total	10	100%

Age group

	N	%
18-30	4	40%
31-50	4	40%
51-65	2	20%
Over 65	0	0%
Total	10	100%

Type of practice

	N	%
Alone	4	40%
Within a firm of lawyers	2	20%
Other	4	40%
Total	10	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	5	4	0	0	1	0	0	10
Share	50%	40%	0%	0%	10%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Seven of the ten respondents noticed improvement in the functioning of the court over the last 1-5 years, while three believed that the functioning of the court has not changed. Six respondents found the workload of the court increased faster than its resources, whereas the other four believed the increase was proportional. As for the *material and human resources* of the court, seven of the nine respondents who answered the question believed that the court's material resources were sufficient, whereas two noticed insufficiency or complete insufficiency. Seven respondents evaluated the human resources of the court as sufficient, while the other three believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	3	7	0	0	10
Share	0%	30%	70%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	6	4	0	0	0	0	10
Share	60%	40%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	10%	1	10%	7	70%	0	0%	0	0%	1	10%	10
Human resources of the court	1	10%	2	20%	7	70%	0	0%	0	0%	0	0%	10

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.8) and the *court-lawyer relations* (average score 4.9), however they rated the *Quality of DataLex.am website* as somewhat satisfactory (average score 3.5) meanwhile considering this question as very important (average score 5.7). While the advocates/lawyers of this court were very satisfied with *the judges' general performance* (average score 5.7), judges' *accessibility* (average score 4.4) and *independence* (average score 4.5) were rated as satisfactory but not very satisfactory, meanwhile being considered as very important questions (average score 5.4).

The advocates/lawyers were neither unsatisfied nor satisfied with the *conditions of meeting with clients* (average score 3.2) and the *existence of rooms for meeting with clients* (average score 2.8), in the meantime believing these two questions were somewhat important (average score 3.4).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat satisfactory (average score 3.4), while the *rapid handling of criminal cases* was satisfactory (average score 4.9). The respondents further evaluated the *enforcement of judicial acts* (average score 3.5) as somewhat satisfactory. All the three questions were considered to be very important for the respondents (average score 5.7).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Armavir Marz, Echmiadzin residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,7	6	10	0	0	0	0	0	10
Access to the case-law	5,4	6	10	0	0	0	0	0	10
Communication with the court	5	5,6	10	0	0	0	0	0	10
Clearness in the organization and admin. responsibilities	4,9	5,1	10	0	0	0	0	0	10
Quality of the DataLex.am website	3,5	5,7	10	0	0	0	0	0	10
Quality of the Court.am website	4	4,8	6	0	0	4	0	0	10
Placement of guiding signs within the courthouse	4,6	4,7	10	0	0	0	0	0	10
Orientation within the courthouse	5,1	4,6	10	0	0	0	0	0	10
Court-lawyer relations									
Judge's(') politeness and attitude	5,4	5,9	10	0	0	0	0	0	10
Judge's(') professionalism	5,3	6	10	0	0	0	0	0	10
Judge's(') availability	5	5,7	10	0	0	0	0	0	10
Judge's(') accessibility	4,4	4,7	10	0	0	0	0	0	10
Court officers' politeness and attitude	5,3	5,7	10	0	0	0	0	0	10
Court officers' availability	4,6	4,6	10	0	0	0	0	0	10
Court officers' accessibility	4,9	5,2	10	0	0	0	0	0	10
Prosecutor's(s) politeness and attitude	4,7	5,3	7	0	0	3	0	0	10
Prosecutor's(s) professionalism	4,7	5,7	7	0	0	3	0	0	10
Judge assistants(') level of professionalism	4,4	5,6	9	0	0	1	0	0	10
Court bailiff's(') level of professionalism	5,4	5,3	10	0	0	0	0	0	10
Court session secretary's(') professionalism	5,4	5,1	10	0	0	0	0	0	10
Celerity of responses to your questions	4,6	5,6	10	0	0	0	0	0	10
Quality and reliability of registry's responses	4,6	5,4	10	0	0	0	0	0	10
Computerized management of proceedings	5,1	5,3	10	0	0	0	0	0	10
Costs/fees of access to justice	4,4	5,3	10	0	0	0	0	0	10
Preparation and conduct of hearings									
Conditions of meeting with clients	3,2	3,4	10	0	0	0	0	0	10
Existence of rooms for meeting with clients	2,8	3,4	10	0	0	0	0	0	10
Furnishing, equipment of the courtroom	5,7	6	10	0	0	0	0	0	10
Timeliness of the hearing(s)	4,2	5,7	10	0	0	0	0	0	10
Organization and progression of hearing(s)	5,2	5,7	10	0	0	0	0	0	10
Impartiality of the judge in conducting hearing(s)	5,4	5,8	10	0	0	0	0	0	10
Judges' judicial acts									
Judge's(') independence	4,5	6	10	0	0	0	0	0	10
Clarity, comprehensiveness of judicial act(s)	5,1	6	10	0	0	0	0	0	10
Clarity of decision reasoning and conclusions	4,8	6	9	0	0	0	0	1	10
Rapid handling of civil cases	3,4	5,8	10	0	0	0	0	0	10
Rapid handling of criminal cases	4,9	5,7	7	0	0	3	0	0	10
Rapid handling of administrative cases			0	0	0	0	0	10	10
Feasibility of enforcement of judicial acts	4,8	5,6	10	0	0	0	0	0	10
Enforcement of judicial acts	3,5	5,6	10	0	0	0	0	0	10

Overall, seven advocates/lawyers participated in the Survey in the FICGJ of Aragatsotn Marz, Ashtarak residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	6	86%
Female	1	14%
Total	7	100%

Age group

	N	%
18-30	0	0%
31-50	5	71%
51-65	1	14%
Over 65	1	14%
Total	7	100%

Type of practice

	N	%
Alone	6	86%
Within a firm of lawyers	1	14%
Other	0	0%
Total	7	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	3	2	0	1	1	0	0	7
Share	43%	29%	0%	14%	14%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Six of the seven respondents who answered the question noticed improvement in the functioning of the court over the last 1-5 years. One respondent found the workload of the court increased faster than its resources, whereas five respondents believed the increase was proportional. As for the *material and human resources* of the court, six respondents answered the question. Five of them believed that the court's material resources were sufficient, whereas one noticed insufficiency. Five respondents evaluated the human resources of the court as sufficient, while one believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	0	6	1	0	7
Share	0%	0%	86%	14%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	1	5	0	0	1	0	7
Share	14%	71%	0%	0%	14%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	1	14%	5	71%	0	0%	0	0%	1	14%	7
Human resources of the court	0	0%	1	14%	5	71%	0	0%	1	14%	0	0%	7

Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5.1) and the *court-lawyer relations* (average score 5.2), however they rated the *Quality of Court.am website* as somewhat satisfactory (average score 3.6) meanwhile considering this question as important, but not very important (average score 4.7).

The advocates/lawyers of this court were very satisfied with *the judges' general performance* (average score 5.2), however they rated judges' *impartiality* (average score 4.6) and *independence* (average score 4.2) as satisfactory. Both questions were considered very important by the respondents (average score 6). In contradiction to the performance of judges, the respondents evaluated the *politeness and attitude as well as the professionalism* of the prosecutors as neither unsatisfactory nor satisfactory (average score 3), meanwhile believing these two questions were very important (average score 5.7).

The advocates/lawyers were neither unsatisfied nor satisfied with the *conditions of meeting with clients* (average score 2.7) and very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.9), in the meantime believing these two questions were important (average score 4.6), but not very important.

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was satisfactory (average score 4.7), whereas the *rapid handling of criminal cases* was somewhat unsatisfactory (average score 2.6). The respondents further evaluated the *enforcement of judicial acts*

(average score 2.8) as neither unsatisfactory nor satisfactory. All the three questions were considered to be very important by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Aragatsotn Marz, Ashtarak residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,9	6	7	0	0	0	0	0	7
Access to the case-law	5,9	6	7	0	0	0	0	0	7
Communication with the court	5,7	5,9	7	0	0	0	0	0	7
Clearness in the organization and admin. responsibilities	5,1	5,9	7	0	0	0	0	0	7
Quality of the DataLex.am website	4	5,4	7	0	0	0	0	0	7
Quality of the Court.am website	3,6	4,7	7	0	0	0	0	0	7
Placement of guiding signs within the courthouse	4,7	3,9	7	0	0	0	0	0	7
Orientation within the courthouse	5,6	5,1	7	0	0	0	0	0	7
Court-lawyer relations									
Judge's(') politeness and attitude	5,6	5,9	7	0	0	0	0	0	7
Judge's(') professionalism	5,1	6	7	0	0	0	0	0	7
Judge's(') availability	5,9	6	7	0	0	0	0	0	7
Judge's(') accessibility	6	6	7	0	0	0	0	0	7
Court officers' politeness and attitude	5,9	5,9	7	0	0	0	0	0	7
Court officers' availability	5,8	5,8	6	0	0	1	0	0	7
Court officers' accessibility	5,9	5,9	7	0	0	0	0	0	7
Prosecutor's(s) politeness and attitude	3	5,4	5	0	0	0	0	2	7
Prosecutor's(s) professionalism	3	5,9	5	0	0	0	0	2	7
Judge assistants(') level of professionalism	5,2	5,2	6	0	0	0	0	1	7
Court bailiff's(') level of professionalism	5,6	5,4	7	0	0	0	0	0	7
Court session secretary's(') professionalism	5,7	5,6	7	0	0	0	0	0	7
Celerity of responses to your questions	5,4	5,9	7	0	0	0	0	0	7
Quality and reliability of registry's responses	5,3	5,9	7	0	0	0	0	0	7
Computerized management of proceedings	4,9	6	7	0	0	0	0	0	7
Costs/fees of access to justice	4,2	6	5	0	0	2	0	0	7
Preparation and conduct of hearings									
Conditions of meeting with clients	2,7	4,6	7	0	0	0	0	0	7
Existence of rooms for meeting with clients	0,9	4,6	7	0	0	0	0	0	7
Furnishing, equipment of the courtroom	5	5,7	7	0	0	0	0	0	7
Timeliness of the hearing(s)	5,4	6	7	0	0	0	0	0	7
Organization and progression of hearing(s)	5,9	5,9	7	0	0	0	0	0	7
Impartiality of the judge in conducting hearing(s)	4,6	6	7	0	0	0	0	0	7
Judges' judicial acts									
Judge's(') independence	4,2	6	6	0	0	1	0	0	7
Clarity, comprehensiveness of judicial act(s)	5	6	7	0	0	0	0	0	7
Clarity of decision reasoning and conclusions	4,1	6	7	0	0	0	0	0	7
Rapid handling of civil cases	4,7	6	6	0	0	0	0	1	7
Rapid handling of criminal cases	2,6	6	5	0	0	0	0	2	7
Rapid handling of administrative cases			0	0	0	0	0	7	7
Feasibility of enforcement of judicial acts	5,6	6	5	0	0	2	0	0	7
Enforcement of judicial acts	2,8	6	6	0	0	0	0	1	7

Overall, four advocates/lawyers participated in the Survey in the FICGJ of Aragatsotn Marz, Aparan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	4	100%
Female	0	0%
Total	4	100%

Age group

	N	%
18-30	1	25%
31-50	3	75%
51-65	0	0%
Over 65	0	0%
Total	4	100%

Type of practice

	N	%
Alone	1	25%
Within a firm of lawyers	1	25%
Other	2	50%
Total	4	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	3	1	0	0	0	0	0	4
Share	75%	25%	0%	0%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Two of the four respondents noticed improvement in the functioning of the court over the last 1-5 years, while the other two believed that the functioning of the court has not changed. Three respondents found the workload of the court increased faster than its resources, whereas one believed the increase was proportional. As for the *material and human resources* of the court, three respondents believed that the court's material resources were sufficient, whereas one noticed insufficiency. All four respondents evaluated the human resources of the court as sufficient.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	2	2	0	0	4
Share	0%	50%	50%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	3	1	0	0	0	0	4
Share	75%	25%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	1	25%	3	75%	0	0%	0	0%	0	0%	4
Human resources of the court	0	0%	0	0%	4	100%	0	0%	0	0%	0	0%	4

Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5.3) and with the *court-lawyer relations* (average score 5.4). While this court also scored very high on *the judges' general performance* (average score 5.6), *judges' accessibility*, an indicator with very high importance for the respondents (average score 5.3), was evaluated as satisfactory (average score 4.5) but not very satisfactory. Furthermore, while the respondents were in general satisfied with *the performance of the prosecutors* (average score 4.4), the *prosecutors' professionalism* was rated as only somewhat satisfactory (average score 3.8), meanwhile being considered as a very important question for the respondents (average score 5.8).

The advocates/lawyers were also very satisfied with the *existence of rooms for meeting with clients* and the *conditions of meeting with clients* (average scores 5.5), meanwhile attributing very high importance to these two questions (average score 5.8).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of criminal cases* was neither unsatisfactory nor satisfactory (average score 3.3), meanwhile believing this question was important (average score 4), but not very important. The *enforcement of judicial acts* was evaluated as very satisfactory (average score 5), in the meantime being considered as a very important question for the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Aragatsotn Marz, Aparan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,8	5,8	4	0	0	0	0	0	4
Access to the case-law	6	6	4	0	0	0	0	0	4
Communication with the court	5,8	5,8	4	0	0	0	0	0	4
Clearness in the organization and admin. responsibilities	5,5	5,5	4	0	0	0	0	0	4
Quality of the DataLex.am website	4,5	6	4	0	0	0	0	0	4
Quality of the Court.am website	4,5	4	4	0	0	0	0	0	4
Placement of guiding signs within the courthouse	4,5	3,3	4	0	0	0	0	0	4
Orientation within the courthouse	5,8	4,3	4	0	0	0	0	0	4
Court-lawyer relations									
Judge's(') politeness and attitude	6	6	4	0	0	0	0	0	4
Judge's(') professionalism	6	6	4	0	0	0	0	0	4
Judge's(') availability	5,3	5,8	4	0	0	0	0	0	4
Judge's(') accessibility	4,5	5,3	4	0	0	0	0	0	4
Court officers' politeness and attitude	6	5,8	4	0	0	0	0	0	4
Court officers' availability	5,5	5,5	2	0	0	2	0	0	4
Court officers' accessibility	5,3	5,5	4	0	0	0	0	0	4
Prosecutor's(s) politeness and attitude	5	5,8	4	0	0	0	0	0	4
Prosecutor's(s) professionalism	3,8	5,8	4	0	0	0	0	0	4
Judge assistants(') level of professionalism	6	4,5	2	1	0	1	0	0	4
Court bailiff's(') level of professionalism	5,8	5,8	4	0	0	0	0	0	4
Court session secretary's(') professionalism	6	6	4	0	0	0	0	0	4
Celerity of responses to your questions	5,3	5,8	4	0	0	0	0	0	4
Quality and reliability of registry's responses	5,3	5,8	4	0	0	0	0	0	4
Computerized management of proceedings	5,3	5,8	4	0	0	0	0	0	4
Costs/fees of access to justice	4,5	5,5	4	0	0	0	0	0	4
Preparation and conduct of hearings									
Conditions of meeting with clients	5,5	5,8	4	0	0	0	0	0	4
Existence of rooms for meeting with clients	5,5	5,8	4	0	0	0	0	0	4
Furnishing, equipment of the courtroom	5,8	5,8	4	0	0	0	0	0	4
Timeliness of the hearing(s)	5,3	6	4	0	0	0	0	0	4
Organization and progression of hearing(s)	5,8	5,8	4	0	0	0	0	0	4
Impartiality of the judge in conducting hearing(s)	5,8	6	4	0	0	0	0	0	4
Judges' judicial acts									
Judge's(') independence	5,7	6	3	0	0	1	0	0	4
Clarity, comprehensiveness of judicial act(s)	6	6	4	0	0	0	0	0	4
Clarity of decision reasoning and conclusions	6	6	4	0	0	0	0	0	4
Rapid handling of civil cases		6	0	0	0	0	0	4	4
Rapid handling of criminal cases	3,3	4	4	0	0	0	0	0	4
Rapid handling of administrative cases			0	0	0	0	0	4	4
Feasibility of enforcement of judicial acts	5,7	6	3	0	0	1	0	0	4
Enforcement of judicial acts	5	6	4	0	0	0	0	0	4

Overall, eight advocates/lawyers participated in the Survey in the FICGJ of Aragatsotn Marz, Talin residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	3	38%
Female	5	63%
Total	8	100%

Age group

	N	%
18-30	1	13%
31-50	4	50%
51-65	3	38%
Over 65	0	0%
Total	8	100%

Type of practice

	N	%
Alone	5	63%
Within a firm of lawyers	3	38%
Other	0	0%
Total	8	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	4	2	0	2	0	0	0	8
Share	50%	25%	0%	25%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Five of the six respondents who answered the question noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has not changed. Again, only six respondents answered the question: two of them found the workload of the court increased faster than its resources, whereas four believed the increase was proportional. As for the *material and human resources* of the court, seven respondents out of eight answered the question: two respondents believed that the court's material resources were sufficient, whereas five noticed insufficiency or complete insufficiency. Six respondents evaluated the human resources of the court as sufficient, while one of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	5	2	0	8
Share	0%	13%	63%	25%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	2	4	0	0	2	0	8
Share	25%	50%	0%	0%	25%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	3	38%	2	25%	2	25%	0	0%	0	0%	1	13%	8
Human resources of the court	0	0%	1	13%	6	75%	0	0%	0	0%	1	13%	8

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 5.2) and with the *court-lawyer relations* (average score 5.5). This court also scored very high on *the judges' general performance* (average score 5.9). The *computerized management of proceedings* (average score 4) and *the costs/fees of access to justice* (average score 4.3), two indicators with very high importance for the respondents (average score 5.8), were evaluated as just satisfactory, but not very satisfactory.

The advocates/lawyers were particularly very unsatisfied with the *existence of rooms for meeting with clients* (average score 0.5), meanwhile believing this question was of average importance (average score 3). The *conditions of meeting with clients*, regardless of their importance for the respondents (average score 4.4), were considered as somewhat unsatisfactory (average score 2.6). The respondents further evaluated the *furnishing, equipment of the courtroom* as unsatisfactory (average score 1.4), meanwhile believing this question was very important (average score 6).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was very satisfactory (average score 5.3) and the *rapid handling of criminal cases* was on the highest level of satisfaction (average score 6). The *enforcement of judicial acts* was further rated as satisfactory (average score 4.8), but not very satisfactory. All the three questions were considered to be very important for the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Aragatsotn Marz, Talin residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,8	5,8	8	0	0	0	0	0	8
Access to the case-law	5,5	5,9	8	0	0	0	0	0	8
Communication with the court	5,8	5,6	8	0	0	0	0	0	8
Clearness in the organization and admin. responsibilities	5,3	5,5	8	0	0	0	0	0	8
Quality of the DataLex.am website	4,6	5,9	7	0	0	1	0	0	8
Quality of the Court.am website	4,5	4,9	8	0	0	0	0	0	8
Placement of guiding signs within the courthouse	4,5	3,4	8	0	0	0	0	0	8
Orientation within the courthouse	5,9	4,5	8	0	0	0	0	0	8
Court-lawyer relations									
Judge's(') politeness and attitude	6	5,8	8	0	0	0	0	0	8
Judge's(') professionalism	5,8	6	8	0	0	0	0	0	8
Judge's(') availability	5,9	6	8	0	0	0	0	0	8
Judge's(') accessibility	6	6	8	0	0	0	0	0	8
Court officers' politeness and attitude	6	5,9	8	0	0	0	0	0	8
Court officers' availability	6	6	7	0	0	1	0	0	8
Court officers' accessibility	6	6	8	0	0	0	0	0	8
Prosecutor's('s) politeness and attitude	5,5	5,5	4	0	0	0	0	4	8
Prosecutor's('s) professionalism	5	6	4	0	0	0	0	4	8
Judge assistants(') level of professionalism	5,6	5,8	7	0	0	1	0	0	8
Court bailiff's(') level of professionalism	5,4	5,3	8	0	0	0	0	0	8
Court session secretary's(') professionalism	5,1	5,8	8	0	0	0	0	0	8
Celerity of responses to your questions	5,9	5,9	8	0	0	0	0	0	8
Quality and reliability of registry's responses	5,9	5,9	8	0	0	0	0	0	8
Computerized management of proceedings	4	5,7	6	0	0	2	0	0	8
Costs/fees of access to justice	4,3	5,9	7	0	0	1	0	0	8
Preparation and conduct of hearings									
Conditions of meeting with clients	2,6	4,4	8	0	0	0	0	0	8
Existence of rooms for meeting with clients	0,5	3	6	0	0	0	0	2	8
Furnishing, equipment of the courtroom	1,4	6	8	0	0	0	0	0	8
Timeliness of the hearing(s)	5,8	5,9	8	0	0	0	0	0	8
Organization and progression of hearing(s)	5,8	5,8	8	0	0	0	0	0	8
Impartiality of the judge in conducting hearing(s)	6	6	8	0	0	0	0	0	8
Judges' judicial acts									
Judge's(') independence	5,9	6	7	0	0	1	0	0	8
Clarity, comprehensiveness of judicial act(s)	6	6	8	0	0	0	0	0	8
Clarity of decision reasoning and conclusions	5,7	6	7	0	0	1	0	0	8
Rapid handling of civil cases	5,3	5,9	8	0	0	0	0	0	8
Rapid handling of criminal cases	6	6	3	0	0	0	0	5	8
Rapid handling of administrative cases			0	0	0	0	0	8	8
Feasibility of enforcement of judicial acts	5,4	6	7	0	0	1	0	0	8
Enforcement of judicial acts	4,8	6	5	0	0	1	0	2	8

Overall, eight advocates/lawyers participated in the Survey in the FICGJ of Tavush Marz, Ijevan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	7	88%
Female	1	13%
Total	8	100%

Age group

	N	%
18-30	2	25%
31-50	5	63%
51-65	1	13%
Over 65	0	0%
Total	8	100%

Type of practice

	N	%
Alone	6	75%
Within a firm of lawyers	2	25%
Other	0	0%
Total	8	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	2	3	1	1	1	0	0	8
Share	25%	38%	13%	13%	13%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Four of the eight respondents noticed improvement in the functioning of the court over the last 1-5 years, while the other four believed that the functioning of the court has not changed. Two respondents found the workload of the court increased faster than its resources, whereas five believed the increase was proportional and the remaining one respondent found the increase was slower than the court's resources. As for the *material and human resources* of the court, seven out of the eight respondents who answered the question believed that the court's material resources were sufficient. Five respondents evaluated the human resources of the court as sufficient, while three of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	4	4	0	0	8
Share	0%	50%	50%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	2	5	1	0	0	0	8
Share	25%	63%	13%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	0	0%	7	88%	0	0%	0	0%	1	13%	8
Human resources of the court	0	0%	3	38%	5	63%	0	0%	0	0%	0	0%	8

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.9) and with the *court-lawyer relations* (average score 4.8). Although the respondents were satisfied with judges' general performance (average score 4), they rated *judges' professionalism* as somewhat satisfactory (average score 3.8). The advocates/lawyers of this court were further neither unsatisfied nor satisfied with the *impartiality of the judge in conducting the hearings* (average score 2.8) and somewhat unsatisfied with *judges' independence* (average score 2.4). It is noteworthy that all the indicators of the performance of judges at this specific court were rated on the highest scale of importance (average score 6). Notwithstanding the high importance given to *the performance of the prosecutors* at this specific court (average score 6), the respondents evaluated the *politeness and attitude* (average score 3.9) and *the professionalism* (average score 3.6) of the prosecutors as somewhat satisfactory.

The advocates/lawyers were very satisfied with the *existence of rooms for meeting with clients* and with the *conditions of meeting with clients* (average scores 5.7), meanwhile believing these two questions were very important (average score 5.8).

As for *the judges' judicial acts*, the respondents were neither unsatisfied nor satisfied with the *clarity of decision reasoning and conclusions* (average score 2.8). The *rapid handling of civil cases* was rated as unsatisfactory (average score 1.2) and the *rapid handling of criminal cases* (average score 3.1), together with the *enforcement of judicial acts* (average score 3) were believed to be neither

unsatisfactory nor satisfactory. All the four questions were considered to be very important by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Tavush Marz, Ijevan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,8	5,8	8	0	0	0	0	0	8
Access to the case-law	5,8	5,9	8	0	0	0	0	0	8
Communication with the court	4,7	5,3	7	0	1	0	0	0	8
Clearness in the organization and admin. responsibilities	4,1	5,5	8	0	0	0	0	0	8
Quality of the DataLex.am website	3,6	5,4	8	0	0	0	0	0	8
Quality of the Court.am website	3,9	4,9	7	0	0	0	0	1	8
Placement of guiding signs within the courthouse	5,1	4,6	8	0	0	0	0	0	8
Orientation within the courthouse	5,9	4,6	8	0	0	0	0	0	8
Court-lawyer relations									
Judge's(') politeness and attitude	4,9	6	8	0	0	0	0	0	8
Judge's(') professionalism	3,8	6	8	0	0	0	0	0	8
Judge's(') availability	5,6	6	8	0	0	0	0	0	8
Judge's(') accessibility	4,5	6	8	0	0	0	0	0	8
Court officers' politeness and attitude	5,8	5,9	8	0	0	0	0	0	8
Court officers' availability	5,9	6	8	0	0	0	0	0	8
Court officers' accessibility	5,8	6	8	0	0	0	0	0	8
Prosecutor's('s) politeness and attitude	3,9	6	8	0	0	0	0	0	8
Prosecutor's('s) professionalism	3,6	6	8	0	0	0	0	0	8
Judge assistants(') level of professionalism	5,2	5,9	6	0	0	2	0	0	8
Court bailiff's(') level of professionalism	5,6	5,5	8	0	0	0	0	0	8
Court session secretary's(') professionalism	5,5	5,5	8	0	0	0	0	0	8
Celerity of responses to your questions	4,6	5,9	8	0	0	0	0	0	8
Quality and reliability of registry's responses	4	6	8	0	0	0	0	0	8
Computerized management of proceedings	4,1	5,9	8	0	0	0	0	0	8
Costs/fees of access to justice	3,2	6	6	0	0	1	0	1	8
Preparation and conduct of hearings									
Conditions of meeting with clients	5,7	5,8	7	0	1	0	0	0	8
Existence of rooms for meeting with clients	5,7	5,8	7	0	0	1	0	0	8
Furnishing, equipment of the courtroom	5,4	5,9	8	0	0	0	0	0	8
Timeliness of the hearing(s)	4,8	5,8	8	0	0	0	0	0	8
Organization and progression of hearing(s)	4,8	5,9	8	0	0	0	0	0	8
Impartiality of the judge in conducting hearing(s)	2,8	6	8	0	0	0	0	0	8
Judges' judicial acts									
Judge's(') independence	2,4	6	8	0	0	0	0	0	8
Clarity, comprehensiveness of judicial act(s)	4,3	6	8	0	0	0	0	0	8
Clarity of decision reasoning and conclusions	2,8	6	8	0	0	0	0	0	8
Rapid handling of civil cases	1,2	6	6	0	0	0	0	2	8
Rapid handling of criminal cases	3,1	6	8	0	0	0	0	0	8
Rapid handling of administrative cases			0	0	0	0	0	8	8
Feasibility of enforcement of judicial acts	4,6	6	8	0	0	0	0	0	8
Enforcement of judicial acts	3	6	7	0	0	1	0	0	8

Overall, seven advocates/lawyers participated in the Survey in the FICGJ of Tavush Marz, Dilijan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	6	86%
Female	1	14%
Total	7	100%

Age group

	N	%
18-30	1	14%
31-50	3	43%
51-65	3	43%
Over 65	0	0%
Total	7	100%

Type of practice

	N	%
Alone	6	86%
Within a firm of lawyers	1	14%
Other	0	0%
Total	7	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	2	1	3	1	0	0	0	7
Share	29%	14%	43%	14%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Four of the five respondents who answered the question noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has deteriorated and two did not answer. Four respondents out of five who answered the question found the workload of the court increased faster than its resources, whereas one believed the increase was proportional. As for the *material and human resources* of the court, from five respondents who answered the questions, three believed that the court's material resources were sufficient, whereas two noticed complete insufficiency. Two respondents evaluated the human resources of the court as sufficient, while three of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	1	0	4	2	0	7
Share	14%	0%	57%	29%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	4	1	0	0	2	0	7
Share	57%	14%	0%	0%	29%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	2	29%	0	0%	3	43%	0	0%	0	0%	2	29%	7
Human resources of the court	1	14%	2	29%	2	29%	0	0%	0	0%	2	29%	7

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.6) and with the *court-lawyer relations* (average score 4.6). This court scored neither unsatisfactory nor satisfactory on the *quality of the DataLex.am website* (average score 3.1) and somewhat satisfactory on *the quality of the Court.am website* (average score 3.8). Both questions were considered to be very important for the respondents (average score 5.7). While this court also scored high on *the judges' general performance* (average score 5), *judges' independence*, an indicator with very high importance for the respondents (average score 6), was evaluated as somewhat satisfactory (average score 3.4).

The advocates/lawyers were satisfied with the *existence of rooms for meeting with clients* (average score 4) and somewhat satisfied with the *conditions of meeting with clients* (average score 3.4), meanwhile believing the first question was important (average score 4.7) and the second one was very important (average score 5).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat satisfactory (average score 3.7) and the *rapid handling of criminal cases* was satisfactory (average score 4). Furthermore, the *enforcement of judicial acts* was rated as neither unsatisfactory nor satisfactory (average score 3.3). All the three questions were considered very important by the respondents (average score 5.9).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Tavush Marz, Dilijan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,5	6	6	0	0	1	0	0	7
Access to the case-law	5,8	6	6	0	0	1	0	0	7
Communication with the court	5	6	7	0	0	0	0	0	7
Clearness in the organization and admin. responsibilities	4,5	5,8	6	0	0	1	0	0	7
Quality of the DataLex.am website	3,1	6	7	0	0	0	0	0	7
Quality of the Court.am website	3,8	5,3	4	0	0	2	0	1	7
Placement of guiding signs within the courthouse	4	5,7	7	0	0	0	0	0	7
Orientation within the courthouse	5	5,7	7	0	0	0	0	0	7
Court-lawyer relations									
Judge's(') politeness and attitude	5,4	6	5	0	0	2	0	0	7
Judge's(') professionalism	5,2	6	5	0	0	2	0	0	7
Judge's(') availability	5,3	6	6	0	0	1	0	0	7
Judge's(') accessibility	5,3	5,9	6	0	0	1	0	0	7
Court officers' politeness and attitude	6	6	6	0	0	1	0	0	7
Court officers' availability	5,5	5,8	6	0	0	1	0	0	7
Court officers' accessibility	5,5	5,8	6	0	0	1	0	0	7
Prosecutor's(s) politeness and attitude		6	0	0	0	0	0	7	7
Prosecutor's(s) professionalism		6	0	0	0	0	0	7	7
Judge assistants(') level of professionalism	5,6	6	5	0	1	1	0	0	7
Court bailiff's(') level of professionalism	5,5	5,5	6	0	0	1	0	0	7
Court session secretary's(') professionalism	5,8	5,6	4	0	1	2	0	0	7
Celerity of responses to your questions	5,2	5,8	6	0	0	1	0	0	7
Quality and reliability of registry's responses	5,3	5,8	4	0	0	3	0	0	7
Computerized management of proceedings	4,6	5,8	5	0	0	2	0	0	7
Costs/fees of access to justice	4	5,6	7	0	0	0	0	0	7
Preparation and conduct of hearings									
Conditions of meeting with clients	3,4	5	7	0	0	0	0	0	7
Existence of rooms for meeting with clients	4	4,7	7	0	0	0	0	0	7
Furnishing, equipment of the courtroom	4,6	5,7	7	0	0	0	0	0	7
Timeliness of the hearing(s)	5	5,9	7	0	0	0	0	0	7
Organization and progression of hearing(s)	5,3	5,9	7	0	0	0	0	0	7
Impartiality of the judge in conducting hearing(s)	5,2	5,8	6	0	0	1	0	0	7
Judges' judicial acts									
Judge's(') independence	3,4	6	7	0	0	0	0	0	7
Clarity, comprehensiveness of judicial act(s)	5,3	6	6	0	0	1	0	0	7
Clarity of decision reasoning and conclusions	4,8	6	6	0	0	1	0	0	7
Rapid handling of civil cases	3,7	5,8	6	0	0	1	0	0	7
Rapid handling of criminal cases	4	6	1	0	0	0	0	6	7
Rapid handling of administrative cases			0	0	0	0	0	7	7
Feasibility of enforcement of judicial acts	4,7	6	6	0	0	1	0	0	7
Enforcement of judicial acts	3,3	6	3	0	0	0	0	4	7

Overall, five advocates/lawyers participated in the Survey in the FICGJ of Tavush Marz, Noyemberyan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	4	80%
Female	1	20%
Total	5	100%

Age group

	N	%
18-30	0	0%
31-50	5	100%
51-65	0	0%
Over 65	0	0%
Total	5	100%

Type of practice

	N	%
Alone	4	80%
Within a firm of lawyers	1	20%
Other	0	0%
Total	5	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	1	0	2	1	0	0	5
Share	20%	20%	0%	40%	20%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Four of the five respondents noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has not changed. Three respondents found the workload of the court increased faster than its resources, whereas two believed the increase was proportional. As for the *material and human resources* of the court, all five respondents believed that the court's material resources were sufficient. Four respondents evaluated the human resources of the court as sufficient, while one of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	4	0	0	5
Share	0%	20%	80%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	3	2	0	0	0	0	5
Share	60%	40%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	0	0%	5	100%	0	0%	0	0%	0	0%	5
Human resources of the court	0	0%	1	20%	4	80%	0	0%	0	0%	0	0%	5











































































Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.8) and very satisfied with the *court-lawyer relations* (average score 5.2). This court scored neither unsatisfactory nor satisfactory on the *quality of the DataLex.am website* (average score 3.2) and *the quality of the Court.am website* (average score 3.4). Both questions were considered to be very important by the respondents (average score 5.5). While this court also scored high on *the judges' general performance* (average score 4.9), *judges' professionalism* (average score 4.6), *independence* (average score 4), *impartiality* (average score 4.8) and *accessibility* (average score 4.8), four indicators with very high importance for the respondents (average score 6), were evaluated as satisfactory, but not very satisfactory.

The advocates/lawyers were neither unsatisfied nor satisfied with the *existence of rooms for meeting with clients* (average score 3) and satisfied with the *conditions of meeting with clients* (average score 4.8), meanwhile believing both questions were very important (average score 6).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat unsatisfactory (average score 2.6) and the *rapid handling of criminal cases* (average score 2.7), together with the *enforcement of judicial acts* (average score 2.8) were rated as neither unsatisfactory nor satisfactory. All the three questions were considered very important by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Tavush Marz, Noyemberyan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	 5	 5,8	5	0	0	0	0	0	5
Access to the case-law	 5,8	 6	5	0	0	0	0	0	5
Communication with the court	 4,8	 5,8	5	0	0	0	0	0	5
Clearness in the organization and admin. responsibilities	 4,8	 6	4	0	0	0	1	0	5
Quality of the DataLex.am website	 3,2	 6	5	0	0	0	0	0	5
Quality of the Court.am website	 3,4	 5	5	0	0	0	0	0	5
Placement of guiding signs within the courthouse	 5,6	 5,2	5	0	0	0	0	0	5
Orientation within the courthouse	 5,8	 6	5	0	0	0	0	0	5
Court-lawyer relations									
Judge's(') politeness and attitude	 5,6	 6	5	0	0	0	0	0	5
Judge's(') professionalism	 4,6	 6	5	0	0	0	0	0	5
Judge's(') availability	 5,4	 6	5	0	0	0	0	0	5
Judge's(') accessibility	 4,8	 6	5	0	0	0	0	0	5
Court officers' politeness and attitude	 6	 6	5	0	0	0	0	0	5
Court officers' availability	 6	 6	4	0	0	1	0	0	5
Court officers' accessibility	 6	 6	4	0	0	1	0	0	5
Prosecutor's('s) politeness and attitude	 5	 6	4	0	0	0	0	1	5
Prosecutor's('s) professionalism	 4	 6	4	0	0	0	0	1	5
Judge assistants(') level of professionalism	 5,5	 6	4	0	0	1	0	0	5
Court bailiff's(') level of professionalism	 5,6	 6	5	0	0	0	0	0	5
Court session secretary's(') professionalism	 5,6	 6	5	0	0	0	0	0	5
Celerity of responses to your questions	 5,2	 6	5	0	0	0	0	0	5
Quality and reliability of registry's responses	 4,6	 6	5	0	0	0	0	0	5
Computerized management of proceedings	 5,4	 6	5	0	0	0	0	0	5
Costs/fees of access to justice	 4	 6	5	0	0	0	0	0	5
Preparation and conduct of hearings									
Conditions of meeting with clients	 4,8	 6	5	0	0	0	0	0	5
Existence of rooms for meeting with clients	 3	 6	5	0	0	0	0	0	5
Furnishing, equipment of the courtroom	 5,4	 6	5	0	0	0	0	0	5
Timeliness of the hearing(s)	 5,2	 6	5	0	0	0	0	0	5
Organization and progression of hearing(s)	 5,4	 6	5	0	0	0	0	0	5
Impartiality of the judge in conducting hearing(s)	 4,8	 6	5	0	0	0	0	0	5
Judges' judicial acts									
Judge's(') independence	 4	 6	5	0	0	0	0	0	5
Clarity, comprehensiveness of judicial act(s)	 5,4	 6	5	0	0	0	0	0	5
Clarity of decision reasoning and conclusions	 4,4	 6	5	0	0	0	0	0	5
Rapid handling of civil cases	 2,6	 6	5	0	0	0	0	0	5
Rapid handling of criminal cases	 2,7	 6	3	0	0	1	0	1	5
Rapid handling of administrative cases			0	0	0	0	0	5	5
Feasibility of enforcement of judicial acts	 4,8	 6	5	0	0	0	0	0	5
Enforcement of judicial acts	 2,8	 6	5	0	0	0	0	0	5

Overall, four advocates/lawyers participated in the Survey in the FICGJ of Tavush Marz, Berd residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	3	75%
Female	1	25%
Total	4	100%

Age group

	N	%
18-30	0	0%
31-50	4	100%
51-65	0	0%
Over 65	0	0%
Total	4	100%

Type of practice

	N	%
Alone	0	0%
Within a firm of lawyers	2	50%
Other	2	50%
Total	4	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	2	0	0	1	0	0	4
Share	25%	50%	0%	0%	25%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Three out of the four respondents noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has not changed. Two respondents found the workload of the court increased slower than its resources, whereas the other half believed the increase was proportional. As for the *material and human resources* of the court, three respondents believed that the court's material resources were sufficient or more than sufficient, whereas the fourth one did not answer. Three out of four respondents evaluated the human resources of the court as sufficient or more than sufficient, while one of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	3	0	0	4
Share	0%	25%	75%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	0	2	2	0	0	0	4
Share	0%	50%	50%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	0	0%	2	50%	1	25%	0	0%	1	25%	4
Human resources of the court	0	0%	1	25%	2	50%	1	25%	0	0%	0	0%	4

Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5.1) and satisfied with the *court-lawyer relations* (average score 4.8). While this court also scored high on *the judges' general performance* (average score 4.4), *judges' independence* was rated as neither unsatisfactory nor satisfactory (average score 3) and *judges' impartiality* was rated as somewhat satisfactory (average score 3.5). Both indicators were of very high importance for the respondents (average score 6). Furthermore, the respondents were satisfied, but not very satisfied with the *judges' professionalism* (average score 4.5) and *accessibility* (average score 4.3), meanwhile considering these two questions as very important (average score 6).

The advocates/lawyers were neither unsatisfied nor satisfied with the *existence of rooms for meeting with clients* (average score 3) and the *conditions of meeting with clients* (average score 3.3), however they believed these two questions were very important (average score above 5.8).

As for the *judges' judicial acts*, the respondents were neither unsatisfied nor satisfied with the *clarity of decision reasoning and conclusions* (average score 3.5). The *rapid handling of civil cases* was rated as neither unsatisfactory nor satisfactory (average score 3.3) and the *rapid handling of criminal cases* (average score 2.3) was rated as somewhat unsatisfactory. Furthermore, the respondents believed the *enforcement of judicial acts* was neither unsatisfactory nor satisfactory (average score 2.7). All the four questions were considered to be very important for the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Tavush Marz, Berd residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5	6	4	0	0	0	0	0	4
Access to the case-law	5,7	6	3	0	0	0	0	1	4
Communication with the court	5	6	4	0	0	0	0	0	4
Clearness in the organization and admin. responsibilities	4,5	6	4	0	0	0	0	0	4
Quality of the DataLex.am website	4	6	4	0	0	0	0	0	4
Quality of the Court.am website	5	6	1	0	1	0	0	2	4
Placement of guiding signs within the courthouse	5,7	4,5	3	0	0	0	0	1	4
Orientation within the courthouse	6	4,5	4	0	0	0	0	0	4
Court-lawyer relations									
Judge's(') politeness and attitude	5,3	5,5	4	0	0	0	0	0	4
Judge's(') professionalism	4,5	6	4	0	0	0	0	0	4
Judge's(') availability	5,8	6	4	0	0	0	0	0	4
Judge's(') accessibility	4,3	6	4	0	0	0	0	0	4
Court officers' politeness and attitude	4,8	5,3	4	0	0	0	0	0	4
Court officers' availability	5,7	5,7	3	0	0	0	0	1	4
Court officers' accessibility	5,7	5,7	3	0	0	0	0	1	4
Prosecutor's(s) politeness and attitude	4,5	6	4	0	0	0	0	0	4
Prosecutor's(s) professionalism	4	6	4	0	0	0	0	0	4
Judge assistants(') level of professionalism	4,7	5,3	3	0	0	0	0	1	4
Court bailiff's(') level of professionalism	5	4,8	4	0	0	0	0	0	4
Court session secretary's(') professionalism	4,8	4,8	4	0	0	0	0	0	4
Celerity of responses to your questions	4	6	4	0	0	0	0	0	4
Quality and reliability of registry's responses	4,7	6	3	0	0	0	0	1	4
Computerized management of proceedings	5,3	5,8	4	0	0	0	0	0	4
Costs/fees of access to justice	4	5,7	3	0	0	0	0	1	4
Preparation and conduct of hearings									
Conditions of meeting with clients	3,3	5,8	4	0	0	0	0	0	4
Existence of rooms for meeting with clients	3	5,8	4	0	0	0	0	0	4
Furnishing, equipment of the courtroom	5,8	5,3	4	0	0	0	0	0	4
Timeliness of the hearing(s)	5	5,5	4	0	0	0	0	0	4
Organization and progression of hearing(s)	4,3	5,5	4	0	0	0	0	0	4
Impartiality of the judge in conducting hearing(s)	3,5	6	4	0	0	0	0	0	4
Judges' judicial acts									
Judge's(') independence	3	6	4	0	0	0	0	0	4
Clarity, comprehensiveness of judicial act(s)	4,3	6	4	0	0	0	0	0	4
Clarity of decision reasoning and conclusions	3,5	6	4	0	0	0	0	0	4
Rapid handling of civil cases	3,3	6	3	0	0	0	0	1	4
Rapid handling of criminal cases	2,3	6	4	0	0	0	0	0	4
Rapid handling of administrative cases			0	0	0	0	0	4	4
Feasibility of enforcement of judicial acts	5	5,8	4	0	0	0	0	0	4
Enforcement of judicial acts	2,7	6	3	0	0	0	0	1	4

Overall, five advocates/lawyers participated in the Survey in the FICGJ of Gegharquniq Marz, Gavar residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	4	80%
Female	1	20%
Total	5	100%

Age group

	N	%
18-30	0	0%
31-50	4	80%
51-65	1	20%
Over 65	0	0%
Total	5	100%

Type of practice

	N	%
Alone	3	60%
Within a firm of lawyers	2	40%
Other	0	0%
Total	5	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	2	2	1	0	0	0	0	5
Share	40%	40%	20%	0%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. One of the three respondents who answered the question noticed improvement in the functioning of the court over the last 1-5 years, while two believed that the functioning of the court has not changed. Among the three respondents who answered the question, one found the workload of the court increased faster than its resources, whereas one respondent believed the increase was proportional and the other one noted that the workload of the court increased slower than its resources. As for the *material and human resources* of the court, one out of the four respondents who answered the question believed that the court's material resources were sufficient, whereas three noticed insufficiency or complete insufficiency. Three out of the four respondents who answered the question evaluated the human resources of the court as sufficient, while one of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	2	1	2	0	5
Share	0%	40%	20%	40%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	1	1	1	0	2	0	5
Share	20%	20%	20%	0%	40%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	20%	2	40%	1	20%	0	0%	0	0%	1	20%	5
Human resources of the court	1	20%	0	0%	3	60%	0	0%	0	0%	1	20%	5

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.6) and somewhat satisfied with the *court-lawyer relations* (average score 3.9). The *placement of guiding signs inside the courthouse*, an indicator with very high importance for the respondents (average score 5.2) was evaluated as somewhat satisfactory (average score 3.5). While this court scored high on *the judges' general performance* (average score 4.4), *judges' independence* was rated as neither unsatisfactory nor satisfactory (average score 3.2). The advocates/lawyers were satisfied, but not very satisfied with the *judges' politeness and attitude* (average score 4.8), *professionalism* (average score 4) and *impartiality of the judge in conducting hearings* (average score 4). It is noteworthy that all the questions were of very high importance for the respondents (average score 6).

The *court officers' accessibility* (average score 3.5) was rated as somewhat satisfactory and the *judge assistants' level of professionalism* (average score 3) and *court sessions' secretary's professionalism* (average score 3) were rated as neither unsatisfactory nor satisfactory. All these questions were considered to be very important for the respondents (average score 6). The respondents were also neither unsatisfied nor satisfied with the *prosecutors' professionalism* (average score 2.7) and the *costs/fees of access to justice* (average score 3.2) and only somewhat satisfied with the *celerity of responses to their questions* (average score 3.8). These questions were of very high importance for the respondents (average score 5.7). Moreover, the computerized management of proceedings, an

indicator with very high importance for the respondents (average score 5.8) was evaluated as very unsatisfactory (average score 1).

The advocates/lawyers were in general neither unsatisfied nor satisfied with the *preparation and conduct of hearings* (average score 2.8). They rated the *existence of rooms for meeting with clients* (average score 1.8), the *conditions of meeting with clients* (average score 1.4) and the *furnishing, equipment of the courtroom* (average score 1.4) as unsatisfactory. Furthermore, the *timeliness of the hearings* was rated as somewhat satisfactory (average score 3.8). The average importance score for all the aspects related to the *conditions of meeting with clients* was 5.6 (very important).

As for *the judges' judicial acts*, the respondents believed that the *clarity, comprehensiveness of judicial acts* (average score 3.3), together with the *feasibility of enforcement of judicial acts* (average score 3.3) were neither unsatisfactory nor satisfactory and the *clarity of decision reasoning and conclusions* was somewhat satisfactory (average score 3.5). The advocates/lawyers further considered the *rapid handling of civil cases* as neither unsatisfactory nor satisfactory (average score 3.3) and the *rapid handling of criminal cases* as somewhat unsatisfactory (average score 2.5). The *enforcement of judicial acts* was further considered as satisfactory (average score 4). All the aspects related to the judge's judicial acts were of the highest importance for the respondents (average scores for all questions were 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Gegharquniq Marz, Gavar residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,4	6	5	0	0	0	0	0	5
Access to the case-law	5	6	4	0	0	1	0	0	5
Communication with the court	4,4	5,8	5	0	0	0	0	0	5
Clearness in the organization and admin. responsibilities	5,2	5,4	5	0	0	0	0	0	5
Quality of the DataLex.am website	4,2	5,8	5	0	0	0	0	0	5
Quality of the Court.am website	4,8	5	5	0	0	0	0	0	5
Placement of guiding signs within the courthouse	3,5	5,2	4	0	0	1	0	0	5
Orientation within the courthouse	4,4	6	5	0	0	0	0	0	5
Court-lawyer relations									
Judge's(') politeness and attitude	4,8	5,8	5	0	0	0	0	0	5
Judge's(') professionalism	4	6	5	0	0	0	0	0	5
Judge's(') availability	5,4	6	5	0	0	0	0	0	5
Judge's(') accessibility	5,2	6	5	0	0	0	0	0	5
Court officers' politeness and attitude	4,6	5,8	5	0	0	0	0	0	5
Court officers' availability	4,6	6	5	0	0	0	0	0	5
Court officers' accessibility	3,5	6	4	0	0	1	0	0	5
Prosecutor's(s) politeness and attitude	4,3	6	3	0	0	1	0	1	5
Prosecutor's(s) professionalism	2,7	6	3	0	0	1	0	1	5
Judge assistants(') level of professionalism	3	6	4	0	0	1	0	0	5
Court bailiff's(') level of professionalism	4	5,6	5	0	0	0	0	0	5
Court session secretary's(') professionalism	3	6	4	0	0	1	0	0	5
Celerity of responses to your questions	3,8	6	4	0	0	1	0	0	5
Quality and reliability of registry's responses	5	6	3	0	0	2	0	0	5
Computerized management of proceedings	1	5,8	4	0	0	1	0	0	5
Costs/fees of access to justice	3,2	5,2	5	0	0	0	0	0	5
Preparation and conduct of hearings									
Conditions of meeting with clients	1,4	4,2	5	0	0	0	0	0	5
Existence of rooms for meeting with clients	1,8	5,4	5	0	0	0	0	0	5
Furnishing, equipment of the courtroom	1,4	6	5	0	0	0	0	0	5
Timeliness of the hearing(s)	3,8	6	5	0	0	0	0	0	5
Organization and progression of hearing(s)	4,2	5,8	5	0	0	0	0	0	5
Impartiality of the judge in conducting hearing(s)	4	6	5	0	0	0	0	0	5
Judges' judicial acts									
Judge's(') independence	3,2	6	5	0	0	0	0	0	5
Clarity, comprehensiveness of judicial act(s)	3,3	6	4	0	0	1	0	0	5
Clarity of decision reasoning and conclusions	3,5	6	4	0	0	1	0	0	5
Rapid handling of civil cases	3,3	6	4	0	0	0	0	1	5
Rapid handling of criminal cases	2,5	6	2	0	0	2	0	1	5
Rapid handling of administrative cases			0	0	0	0	0	5	5
Feasibility of enforcement of judicial acts	3,3	6	4	0	0	1	0	0	5
Enforcement of judicial acts	4	6	1	0	0	0	0	4	5

Overall, 14 advocates/lawyers participated in the Survey in the FICGJ of Gegharquniq Marz, Sevan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	11	79%
Female	3	21%
Total	14	100%

Age group

	N	%
18-30	1	7%
31-50	8	57%
51-65	5	36%
Over 65	0	0%
Total	14	100%

Type of practice

	N	%
Alone	6	43%
Within a firm of lawyers	6	43%
Other	2	14%
Total	14	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	4	9	0	1	0	0	0	14
Share	29%	64%	0%	7%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 79% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 21% believed that the functioning of the court has not changed. 29% found the workload of the court increased faster than its resources, whereas 50% believed the increase was proportional and another 7% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 93% of the respondents believed that the court's material resources were sufficient, and nobody noticed insufficiency. 64% evaluated the human resources of the court as sufficient, while 36% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	3	11	0	0	14
Share	0%	21%	79%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	4	7	1	0	2	0	14
Share	29%	50%	7%	0%	14%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	0	0%	13	93%	0	0%	0	0%	1	7%	14
Human resources of the court	0	0%	5	36%	9	64%	0	0%	0	0%	0	0%	14

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.9) and very satisfied with the *court-lawyer relations* (average score 5.2). This court scored somewhat satisfactory on the *quality of the DataLex.am website* (average score 3.6): a question with very high importance for the respondents (average score 5.8). While this court also scored high on *the judges' general performance* (average score 5), *judges' independence*, an indicator with very high importance for the respondents (average score 6), was evaluated as somewhat satisfactory (average score 3.6). The respondents were further satisfied, but not very satisfied with the impartiality of judges in conducting hearings (average score 4.6), meanwhile considering this question as very important (average score 6).

The advocates/lawyers were particularly very satisfied with the *existence of rooms for meeting with clients* (average score 5.8) and the *conditions of meeting with clients* (average score 5.7). Moreover, they believed these two questions were very important (average score 5.5).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was somewhat satisfactory (average score 3.4), while the *rapid handling of criminal cases* (average score 3.3), together with the *enforcement of judicial acts* (average score 3.2) were neither unsatisfactory nor satisfactory, meanwhile being considered as very important questions by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Gegharquniq Marz, Sevan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,2	5,9	14	0	0	0	0	0	14
Access to the case-law	5,4	6	14	0	0	0	0	0	14
Communication with the court	4,6	5,8	14	0	0	0	0	0	14
Clearness in the organization and admin. responsibilities	5	5,6	13	0	0	1	0	0	14
Quality of the DataLex.am website	3,6	5,8	14	0	0	0	0	0	14
Quality of the Court.am website	4,2	5,1	13	0	0	0	0	1	14
Placement of guiding signs within the courthouse	5,6	5,4	14	0	0	0	0	0	14
Orientation within the courthouse	5,8	5,7	14	0	0	0	0	0	14
Court-lawyer relations									
Judge's(') politeness and attitude	5,6	5,9	14	0	0	0	0	0	14
Judge's(') professionalism	5,1	6	14	0	0	0	0	0	14
Judge's(') availability	5,9	6	14	0	0	0	0	0	14
Judge's(') accessibility	5,1	5,6	14	0	0	0	0	0	14
Court officers' politeness and attitude	5,6	5,9	14	0	0	0	0	0	14
Court officers' availability	5,6	5,9	14	0	0	0	0	0	14
Court officers' accessibility	5,4	5,9	14	0	0	0	0	0	14
Prosecutor's(s) politeness and attitude	4,6	6	12	0	0	0	0	2	14
Prosecutor's(s) professionalism	3,8	6	12	0	0	0	0	2	14
Judge assistants(') level of professionalism	5,4	5,8	13	1	0	0	0	0	14
Court bailiff's(') level of professionalism	5,4	5,8	14	0	0	0	0	0	14
Court session secretary's(') professionalism	5,6	5,9	14	0	0	0	0	0	14
Celerity of responses to your questions	5,1	5,9	14	0	0	0	0	0	14
Quality and reliability of registry's responses	5,1	5,8	13	0	0	1	0	0	14
Computerized management of proceedings	5,6	6	14	0	0	0	0	0	14
Costs/fees of access to justice	4,6	5,6	14	0	0	0	0	0	14
Preparation and conduct of hearings									
Conditions of meeting with clients	5,7	5,5	14	0	0	0	0	0	14
Existence of rooms for meeting with clients	5,8	5,5	14	0	0	0	0	0	14
Furnishing, equipment of the courtroom	6	6	14	0	0	0	0	0	14
Timeliness of the hearing(s)	5,1	6	14	0	0	0	0	0	14
Organization and progression of hearing(s)	5,2	6	14	0	0	0	0	0	14
Impartiality of the judge in conducting hearing(s)	4,6	6	14	0	0	0	0	0	14
Judges' judicial acts									
Judge's(') independence	3,9	6	14	0	0	0	0	0	14
Clarity, comprehensiveness of judicial act(s)	4,6	6	14	0	0	0	0	0	14
Clarity of decision reasoning and conclusions	4,4	6	14	0	0	0	0	0	14
Rapid handling of civil cases	3,4	6	14	0	0	0	0	0	14
Rapid handling of criminal cases	3,3	6	12	0	0	0	0	2	14
Rapid handling of administrative cases			0	0	0	0	0	14	14
Feasibility of enforcement of judicial acts	4,6	6	14	0	0	0	0	0	14
Enforcement of judicial acts	3,2	6	9	0	0	0	0	5	14

Overall, five advocates/lawyers participated in the Survey in the FICGJ of Gegharquniq Marz, Martuni residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	4	80%
Female	1	20%
Total	5	100%

Age group

	N	%
18-30	0	0%
31-50	3	60%
51-65	2	40%
Over 65	0	0%
Total	5	100%

Type of practice

	N	%
Alone	3	60%
Within a firm of lawyers	2	40%
Other	0	0%
Total	5	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	2	2	0	1	0	0	0	5
Share	40%	40%	0%	20%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Only one of the five respondents provided an answer to the questions on functioning and workload. The respondent noticed improvement in the functioning of the court over the last 1-5 years. The respondent found the workload of the court increased faster than its resources. As for the *material and human resources* of the court, two respondents answered the question on court's material resources and believed that they were insufficient, while only one respondent answer to the question on the human resources of the court and evaluated them as sufficient.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	0	1	4	0	5
Share	0%	0%	20%	80%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	1	0	0	0	4	0	5
Share	20%	0%	0%	0%	80%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	2	40%	0	0%	0	0%	0	0%	3	60%	5
Human resources of the court	0	0%	0	0%	1	20%	0	0%	0	0%	4	80%	5

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.9) and with the *court-lawyer relations* (average score 4.6). The advocates/lawyers were somewhat unsatisfied with the *placement of guiding signs within the courthouse* (average score 2.2) and unsatisfied with the *computerized management of proceedings* (average score 1.3). Both questions were considered as a very important by the respondents (average score 5.7). This court scored very high on *the judges' general performance* (average score 5.8).

The advocates/lawyers were absolutely unsatisfied with the *existence of rooms for meeting with clients* and the *conditions of meeting with clients* (average score 0). Furthermore, they rated the *furnishing, equipment of the courtroom* as somewhat unsatisfactory (average score 2.3). The first two questions were considered to be important but not very important by the respondents (average score 4.4), whereas the last question was considered as very important (average score 6).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* (average score 4) and the *enforcement of judicial acts* (average score 4) were satisfactory, meanwhile giving very high importance to both questions (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Gegharquniq Marz, Martuni residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	6	5,8	5	0	0	0	0	0	5
Access to the case-law	6	6	5	0	0	0	0	0	5
Communication with the court	4,6	5	5	0	0	0	0	0	5
Clearness in the organization and admin. responsibilities	5,7	4,7	3	0	0	2	0	0	5
Quality of the DataLex.am website	4,2	6	5	0	0	0	0	0	5
Quality of the Court.am website	4,7	5,3	3	0	0	2	0	0	5
Placement of guiding signs within the courthouse	2,2	5,4	5	0	0	0	0	0	5
Orientation within the courthouse	5,6	5,8	5	0	0	0	0	0	5
Court-lawyer relations									
Judge's(') politeness and attitude	6	6	4	0	0	1	0	0	5
Judge's(') professionalism	5,5	6	4	0	0	1	0	0	5
Judge's(') availability	6	6	4	0	0	1	0	0	5
Judge's(') accessibility	6	6	4	0	0	1	0	0	5
Court officers' politeness and attitude	6	6	3	0	0	2	0	0	5
Court officers' availability	5,8	5,8	4	0	0	1	0	0	5
Court officers' accessibility	5,7	5,7	3	0	0	2	0	0	5
Prosecutor's(s) politeness and attitude		6	0	0	0	2	0	3	5
Prosecutor's(s) professionalism		6	0	0	0	2	0	3	5
Judge assistants(') level of professionalism	5	6	2	0	0	3	0	0	5
Court bailiff's(') level of professionalism	5,2	5,6	5	0	0	0	0	0	5
Court session secretary's(') professionalism	6	5,5	1	0	0	4	0	0	5
Celerity of responses to your questions	5,5	6	2	0	0	3	0	0	5
Quality and reliability of registry's responses	6	6	1	0	0	4	0	0	5
Computerized management of proceedings	1,3	6	3	0	0	2	0	0	5
Costs/fees of access to justice	4	5,3	4	0	0	1	0	0	5
Preparation and conduct of hearings									
Conditions of meeting with clients	0	4,4	5	0	0	0	0	0	5
Existence of rooms for meeting with clients	0	4,4	5	0	0	0	0	0	5
Furnishing, equipment of the courtroom	2,3	6	4	0	0	1	0	0	5
Timeliness of the hearing(s)	5,2	6	5	0	0	0	0	0	5
Organization and progression of hearing(s)	5,3	6	4	0	0	1	0	0	5
Impartiality of the judge in conducting hearing(s)	5,7	6	3	0	0	2	0	0	5
Judges' judicial acts									
Judge's(') independence	5,3	6	3	0	0	2	0	0	5
Clarity, comprehensiveness of judicial act(s)	6	6	1	0	0	4	0	0	5
Clarity of decision reasoning and conclusions	6	6	1	0	0	4	0	0	5
Rapid handling of civil cases	4	6	5	0	0	0	0	0	5
Rapid handling of criminal cases		6	0	0	0	2	0	3	5
Rapid handling of administrative cases			0	0	0	0	0	5	5
Feasibility of enforcement of judicial acts	4	6	1	0	0	4	0	0	5
Enforcement of judicial acts			0	0	0	0	0	5	5

FICGJ of Gegharquniq Marz, Vardenis residence

Overall, four advocates/lawyers participated in the Survey in the FICGJ of Gegharquniq Marz, Vardenis residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	4	100%
Female	0	0%
Total	4	100%

Age group

	N	%
18-30	0	0%
31-50	3	75%
51-65	1	25%
Over 65	0	0%
Total	4	100%

Type of practice

	N	%
Alone	4	100%
Within a firm of lawyers	0	0%
Other	0	0%
Total	4	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	2	1	0	0	0	0	4
Share	25%	50%	25%	0%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. All four respondents noticed improvement in the functioning of the court over the last 1-5 years. Two respondents found the workload of the court increased faster than its resources, whereas the other two believed the increase was proportional. As for the *material and human resources* of the court, all four respondents believed that the court's material resources were sufficient or more than sufficient. Two respondents evaluated the human resources of the court as sufficient, while two of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	0	4	0	0	4
Share	0%	0%	100%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	2	2	0	0	0	0	4
Share	50%	50%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	0	0%	3	75%	1	25%	0	0%	0	0%	4
Human resources of the court	0	0%	2	50%	2	50%	0	0%	0	0%	0	0%	4

Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5.5) and with the *court-lawyer relations* (average score 5.6). While this court also scored very high on *the judges' general performance* (average score 5.6), *judges' independence*, an indicator with very high importance for the respondents (average score 6), was evaluated as satisfactory, but not very satisfactory (average score 4.8).

The advocates/lawyers were very satisfied with the *existence of rooms for meeting with clients* and with the *conditions of meeting with clients* (average score 6), meanwhile believing these two questions were very important (average score 6).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of criminal cases* (average score 4.5) and the *enforcement of judicial acts* (average score 4.8) were satisfactory, but not very satisfactory, meanwhile giving very high importance to both questions (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Gegharquniq Marz, Vardenis residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	6	6	4	0	0	0	0	0	4
Access to the case-law	6	6	4	0	0	0	0	0	4
Communication with the court	5,7	5	3	0	0	1	0	0	4
Clearness in the organization and admin. responsibilities	5,7	6	3	0	0	1	0	0	4
Quality of the DataLex.am website	4,3	5,5	4	0	0	0	0	0	4
Quality of the Court.am website	4,3	4,8	4	0	0	0	0	0	4
Placement of guiding signs within the courthouse	6	6	4	0	0	0	0	0	4
Orientation within the courthouse	6	6	4	0	0	0	0	0	4
Court-lawyer relations									
Judge's(') politeness and attitude	5,8	6	4	0	0	0	0	0	4
Judge's(') professionalism	5,8	6	4	0	0	0	0	0	4
Judge's(') availability	6	6	4	0	0	0	0	0	4
Judge's(') accessibility	6	6	4	0	0	0	0	0	4
Court officers' politeness and attitude	5,8	6	4	0	0	0	0	0	4
Court officers' availability	5,3	6	4	0	0	0	0	0	4
Court officers' accessibility	5,5	5,8	4	0	0	0	0	0	4
Prosecutor's(s) politeness and attitude	5,3	6	4	0	0	0	0	0	4
Prosecutor's(s) professionalism	4,5	6	4	0	0	0	0	0	4
Judge assistants(') level of professionalism	5,5	5,8	4	0	0	0	0	0	4
Court bailiff's(') level of professionalism	5,5	5,8	4	0	0	0	0	0	4
Court session secretary's(') professionalism	5,5	5,8	4	0	0	0	0	0	4
Celerity of responses to your questions	5,8	6	4	0	0	0	0	0	4
Quality and reliability of registry's responses	5,8	6	4	0	0	0	0	0	4
Computerized management of proceedings	5,5	6	4	0	0	0	0	0	4
Costs/fees of access to justice	5,3	6	3	0	0	1	0	0	4
Preparation and conduct of hearings									
Conditions of meeting with clients	6	6	4	0	0	0	0	0	4
Existence of rooms for meeting with clients	6	6	4	0	0	0	0	0	4
Furnishing, equipment of the courtroom	5,8	6	4	0	0	0	0	0	4
Timeliness of the hearing(s)	5,5	6	4	0	0	0	0	0	4
Organization and progression of hearing(s)	5,8	6	4	0	0	0	0	0	4
Impartiality of the judge in conducting hearing(s)	5,3	6	4	0	0	0	0	0	4
Judges' judicial acts									
Judge's(') independence	4,8	6	4	0	0	0	0	0	4
Clarity, comprehensiveness of judicial act(s)	5,5	6	4	0	0	0	0	0	4
Clarity of decision reasoning and conclusions	5,5	6	4	0	0	0	0	0	4
Rapid handling of civil cases			0	0	0	0	0	4	4
Rapid handling of criminal cases	4,5	6	4	0	0	0	0	0	4
Rapid handling of administrative cases			0	0	0	0	0	4	4
Feasibility of enforcement of judicial acts	4,8	6	4	0	0	0	0	0	4
Enforcement of judicial acts			0	0	0	0	0	4	4

FICGJ of Gegharquniq Marz, Chambarak residence

Overall, five advocates/lawyers participated in the Survey in the FICGJ of Gegharquniq Marz, Chambarak residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	5	100%
Female	0	0%
Total	5	100%

Age group

	N	%
18-30	0	0%
31-50	3	60%
51-65	2	40%
Over 65	0	0%
Total	5	100%

Type of practice

	N	%
Alone	3	60%
Within a firm of lawyers	1	20%
Other	1	20%
Total	5	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	2	0	1	1	0	0	5
Share	20%	40%	0%	20%	20%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Two of the three respondents who answered the question noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has not changed. Only one person answered the question on the workload of the court and believed the court's workload increased faster than its resources. As for the *material and human resources* of the court, out of the three respondents who answered the question on material resources, two believed that the court's material resources were sufficient, whereas one noticed insufficiency. Four respondents answered the question on the human resources of the court: three respondents evaluated the human resources of the court as sufficient, while one of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	2	2	0	5
Share	0%	20%	40%	40%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	1	0	0	0	3	1	5
Share	20%	0%	0%	0%	60%	20%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	1	20%	2	40%	0	0%	0	0%	2	40%	5
Human resources of the court	0	0%	1	20%	3	60%	0	0%	0	0%	1	20%	5

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.8) and very satisfied with the *court-lawyer relations* (average score 5.5). The advocates/lawyers were somewhat unsatisfied with the *quality of the Court.am website* (average score 2.5) and neither unsatisfied nor satisfied with the *placement of guiding signs within the courthouse* (average score 3.2), meanwhile believing both questions were important (average score 4.4). Furthermore, this court scored very high on *the judges' general performance* (average score 5.8).

The advocates/lawyers were very satisfied with the *existence of rooms for meeting with clients* (average score 5.8) and with the *conditions of meeting with clients* (average score 5.3), meanwhile believing these two questions were very important (average score 5.7).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of criminal cases* was satisfactory, but not very satisfactory (average score 4.6) in the meantime giving very high importance to that question (average score 5.8).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Gegharquniq Marz, Chambarak residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,8	6	5	0	0	0	0	0	5
Access to the case-law	6	6	4	0	0	1	0	0	5
Communication with the court	5,6	5,6	5	0	0	0	0	0	5
Clearness in the organization and admin. responsibilities	5,3	5,5	4	0	0	1	0	0	5
Quality of the DataLex.am website	4,6	6	5	0	0	0	0	0	5
Quality of the Court.am website	2,5	4,8	4	0	0	0	0	1	5
Placement of guiding signs within the courthouse	3,2	4	5	0	0	0	0	0	5
Orientation within the courthouse	5,4	4	5	0	0	0	0	0	5
Court-lawyer relations									
Judge's(') politeness and attitude	6	5,8	5	0	0	0	0	0	5
Judge's(') professionalism	5,8	6	5	0	0	0	0	0	5
Judge's(') availability	6	6	5	0	0	0	0	0	5
Judge's(') accessibility	6	6	5	0	0	0	0	0	5
Court officers' politeness and attitude	5,8	5,2	5	0	0	0	0	0	5
Court officers' availability	5,8	5,5	4	0	0	1	0	0	5
Court officers' accessibility	5,8	5,3	4	0	0	1	0	0	5
Prosecutor's(s) politeness and attitude	5,2	5,7	5	0	0	0	0	0	5
Prosecutor's(s) professionalism	5	6	5	0	0	0	0	0	5
Judge assistants(') level of professionalism	4	5	1	0	1	1	0	2	5
Court bailiff's(') level of professionalism	5,2	5	5	0	0	0	0	0	5
Court session secretary's(') professionalism	5,5	5,5	4	0	0	1	0	0	5
Celerity of responses to your questions	5,3	5,3	3	0	0	2	0	0	5
Quality and reliability of registry's responses	6	6	1	0	0	2	0	2	5
Computerized management of proceedings	5,8	5,8	4	0	1	0	0	0	5
Costs/fees of access to justice	4	5	1	0	1	2	0	1	5
Preparation and conduct of hearings									
Conditions of meeting with clients	5,3	5,8	4	0	1	0	0	0	5
Existence of rooms for meeting with clients	5,8	5,5	4	0	0	1	0	0	5
Furnishing, equipment of the courtroom	4,8	5,8	5	0	0	0	0	0	5
Timeliness of the hearing(s)	5,6	5,6	5	0	0	0	0	0	5
Organization and progression of hearing(s)	5,6	6	5	0	0	0	0	0	5
Impartiality of the judge in conducting hearing(s)	5,8	6	5	0	0	0	0	0	5
Judges' judicial acts									
Judge's(') independence	5,3	6	3	0	1	1	0	0	5
Clarity, comprehensiveness of judicial act(s)	5	6	3	0	1	1	0	0	5
Clarity of decision reasoning and conclusions	5	6	3	0	1	1	0	0	5
Rapid handling of civil cases			0	0	1	0	0	4	5
Rapid handling of criminal cases	4,6	5,8	5	0	0	0	0	0	5
Rapid handling of administrative cases			0	0	0	0	0	5	5
Feasibility of enforcement of judicial acts	6	6	1	0	1	0	0	3	5
Enforcement of judicial acts			0	0	0	0	0	5	5

FICGJ of Lori Marz, Vanadzor residence

Overall, 10 advocates/lawyers participated in the Survey in the FICGJ of Lori Marz, Vanadzor residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	8	80%
Female	2	20%
Total	10	100%

Age group

	N	%
18-30	1	10%
31-50	7	70%
51-65	2	20%
Over 65	0	0%
Total	10	100%

Type of practice

	N	%
Alone	6	60%
Within a firm of lawyers	4	40%
Other	0	0%
Total	10	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	2	6	2	0	0	0	0	10
Share	20%	60%	20%	0%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Two of the ten respondents noticed improvement in the functioning of the court over the last 1-5 years, while six believed that the functioning of the court has not changed and the other two noticed deterioration. Nine respondents found the workload of the court increased faster than its resources, whereas one believed the workload increased more slowly than the resources. As for the *material and human resources* of the court, out of the nine respondents who answered the question, three believed that the court's material resources were sufficient, whereas six noticed insufficiency or complete insufficiency. Three respondents evaluated the human resources of the court as sufficient or more than sufficient, while seven of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	2	6	2	0	0	10
Share	20%	60%	20%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	9	0	1	0	0	0	10
Share	90%	0%	10%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	2	20%	4	40%	3	30%	0	0%	0	0%	1	10%	10
Human resources of the court	2	20%	5	50%	2	20%	1	10%	0	0%	0	0%	10

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.2) and the *court-lawyer relations* (average score 4.3). The *communication with the court* was rated as neither unsatisfactory nor satisfactory (average score 3.2) and *the clearness in organization and administrative responsibilities*, an indicator with very high importance for the respondents (average score 5.4) was rated as only somewhat satisfactory (average score 3.9). The respondents were somewhat satisfied with the *quality of the DataLex.am website* (average score 3.8) and *the quality of the Court.am website* (average score 3.6) meanwhile giving very high importance to the first question (average score 5) and high importance to the second question (average score 4.3).

While this court scored high on *the judges' general performance* (average score 4.3), *judges' independence* was rated as neither unsatisfactory nor satisfactory (average score 3.1). The advocates/lawyers were only somewhat satisfied with the *judges' accessibility* (average score 3.8), and *impartiality of the judge in conducting hearings* (average score 3.8). Furthermore, *judges' politeness and attitude* (average score 4.7) and *judges' professionalism* (average score 4.8) were rated as satisfactory but not very satisfactory. It is noteworthy that all the questions related to the performance of judges were of very high importance for the respondents (average scores for all questions were 6).







































The *judges assistants' level of professionalism* (average score 3.8) and the *court bailiffs' level of professionalism* (average score 3.9) were rated as somewhat satisfactory. It is noteworthy that while the first question was considered very important by the respondents (average score 5), the second one

was believed to be important, but not very important (average score 4.8). The respondents were also somewhat satisfied with the *costs/fees of access to justice* (average score 3.8), meanwhile giving very high importance to that question (average score 5.4). Notwithstanding the very high importance given to the questions related to the performance of prosecutors (average score 5.6), *prosecutors' politeness and attitude* (average score 3.7), together with their *professionalism* (average score 3.8) were rated as somewhat satisfactory.

The advocates/lawyers were in general neither unsatisfied nor satisfied with the *preparation and conduct of hearings* (average score 2.9). They rated the *existence of rooms for meeting with clients* (average score 0.3) and the *conditions of meeting with clients* (average score 0.3) as very unsatisfactory, meanwhile believing these two questions were important, but not very important (average score 4.5). Furthermore, the *timeliness of the hearings*, an indicator with very high importance for the respondents (average score 6), was rated as only somewhat satisfactory (average score 3.5).

As for the judges' judicial acts, the respondents believed that the *clarity, comprehensiveness of judicial acts* (average score 3.3) and the *clarity of decision reasoning and conclusions* (average score 3.1) were neither unsatisfactory nor satisfactory. The advocates/lawyers further considered the *rapid handling of civil cases* as somewhat unsatisfactory (average score 2.2) and the *rapid handling of criminal cases* as neither unsatisfactory nor satisfactory (average score 2.9). Moreover, the *feasibility of enforcement of judicial acts* was believed to be somewhat satisfactory (average score 3.7). Furthermore, the *enforcement of judicial acts* was considered as unsatisfactory (average score 1.5). All the aspects related to the judge's judicial acts were of the highest importance for the respondents (average scores for all questions were 5.8 or higher).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Lori Marz, Vanadzor residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties		4,4	5,7	10	0	0	0	0	10
Access to the case-law		4,3	6	10	0	0	0	0	10
Communication with the court		3,2	4,5	10	0	0	0	0	10
Clearness in the organization and admin. responsibilities		3,9	5,4	10	0	0	0	0	10
Quality of the DataLex.am website		3,8	5	10	0	0	0	0	10
Quality of the Court.am website		3,6	4,3	9	0	0	1	0	10
Placement of guiding signs within the courthouse		4,7	4,4	10	0	0	0	0	10
Orientation within the courthouse		5,6	5,2	10	0	0	0	0	10
Court-lawyer relations									
Judge's(') politeness and attitude		4,7	6	10	0	0	0	0	10
Judge's(') professionalism		4,8	6	10	0	0	0	0	10
Judge's(') availability		5,8	6	9	0	0	1	0	10
Judge's(') accessibility		3,8	6	9	0	0	1	0	10
Court officers' politeness and attitude		4,2	5,8	10	0	0	0	0	10
Court officers' availability		5,1	5,5	10	0	0	0	0	10
Court officers' accessibility		4,4	5,6	10	0	0	0	0	10
Prosecutor's('s) politeness and attitude		3,7	5,7	9	0	0	0	1	10
Prosecutor's('s) professionalism		3,8	6	9	0	0	0	1	10
Judge assistants(') level of professionalism		3,8	5	9	0	0	1	0	10
Court bailiff's(') level of professionalism		3,9	4,8	9	0	0	1	0	10
Court session secretary's(') professionalism		4,3	5,4	9	0	0	1	0	10
Celerity of responses to your questions		4,3	5,5	10	0	0	0	0	10
Quality and reliability of registry's responses		4,2	5,5	10	0	0	0	0	10
Computerized management of proceedings		4	5,6	9	0	0	1	0	10
Costs/fees of access to justice		3,8	5,4	9	0	0	0	1	10
Preparation and conduct of hearings									
Conditions of meeting with clients		0,3	4,4	10	0	0	0	0	10
Existence of rooms for meeting with clients		0,3	4,6	10	0	0	0	0	10
Furnishing, equipment of the courtroom		5	5,8	10	0	0	0	0	10
Timeliness of the hearing(s)		3,5	6	10	0	0	0	0	10
Organization and progression of hearing(s)		4,3	5,6	10	0	0	0	0	10
Impartiality of the judge in conducting hearing(s)		3,8	6	10	0	0	0	0	10
Judges' judicial acts									
Judge's(') independence		3,1	6	10	0	0	0	0	10
Clarity, comprehensiveness of judicial act(s)		3,3	6	10	0	0	0	0	10
Clarity of decision reasoning and conclusions		3,1	5,8	10	0	0	0	0	10
Rapid handling of civil cases		2,2	5,9	10	0	0	0	0	10
Rapid handling of criminal cases		2,9	5,9	9	0	0	0	1	10
Rapid handling of administrative cases		0	5,9	0	0	0	0	10	10
Feasibility of enforcement of judicial acts		3,7	5,9	9	0	0	1	0	10
Enforcement of judicial acts		1,5	6	2	0	0	0	8	10

Overall, eight advocates/lawyers participated in the Survey in the FICGJ of Lori Marz, Alaverdi residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	7	88%
Female	1	13%
Total	8	100%

Age group

	N	%
18-30	0	0%
31-50	4	50%
51-65	4	50%
Over 65	0	0%
Total	8	100%

Type of practice

	N	%
Alone	4	50%
Within a firm of lawyers	3	38%
Other	1	13%
Total	8	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	0	2	2	3	0	0	1	8
Share	0%	25%	25%	38%	0%	0%	13%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Five of the seven respondents who answered the question noticed improvement in the functioning of the court over the last 1-5 years, while two believed that the functioning of the court has not changed or has deteriorated. Five out of the seven respondents who answered the question on the workload of the court believed the workload increased faster than its resources, whereas two believed the increase was proportional. As for the *material and human resources* of the court, eight respondents believed that the court's material resources were sufficient, whereas nobody noticed insufficiency. Six respondents evaluated the human resources of the court as sufficient, while two of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	1	1	5	1	0	8
Share	13%	13%	63%	13%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	5	2	0	0	1	0	8
Share	63%	25%	0%	0%	13%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	0	0%	8	100%	0	0%	0	0%	0	0%	8
Human resources of the court	0	0%	2	25%	6	75%	0	0%	0	0%	0	0%	8

Summary of key findings











































































The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.9) and very satisfied with the *court-lawyer relations* (average score 5.3). The *quality of the DataLex.am website* was rated as somewhat satisfactory (average score 3.8) meanwhile being considered as a very important question by the respondents (average score 5.8). While this court scored very high on *the judges' general performance* (average score 5.4), *judges' independence*, an indicator with very high importance for the respondents (average score 6), was rated as satisfactory, but not very satisfactory (average score 4.7). The respondents were also neither unsatisfied nor satisfied with the *costs/fees of access to justice* (average score 3), meanwhile giving very high importance to that question (average score 5).

The advocates/lawyers were in general satisfied with the *existence of rooms for meeting with clients* (average score 4.7) and the *conditions of meeting with clients* (average score 4.8), meanwhile believing the first question was very important (average score 5) and the second one was important, but not very important (average score 4).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was neither unsatisfactory nor satisfactory (average score 3) and the *rapid handling of criminal cases* was satisfactory (average score 4). Moreover, the *feasibility of enforcement of judicial acts* was believed to be satisfactory, but not very satisfactory (average score 4.6). Furthermore, the advocates/lawyers believed that the *enforcement of judicial acts* was neither unsatisfactory nor satisfactory (average

score 3.1). All the aspects related to the judge's judicial acts were of the highest importance for the respondents (average scores for all questions were 5.8 or higher).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Lori Marz, Alaverdi residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	 5	 5,1	8	0	0	0	0	0	8
Access to the case-law	 5,9	 5,9	8	0	0	0	0	0	8
Communication with the court	 4	 5	7	0	0	0	0	1	8
Clearness in the organization and admin. responsibilities	 4,8	 5	8	0	0	0	0	0	8
Quality of the DataLex.am website	 3,5	 5,8	6	0	0	0	0	2	8
Quality of the Court.am website	 4	 3,6	4	0	0	2	0	2	8
Placement of guiding signs within the courthouse	 5,6	 5,3	7	0	0	1	0	0	8
Orientation within the courthouse	 6	 5,1	8	0	0	0	0	0	8
Court-lawyer relations									
Judge's(') politeness and attitude	 5,9	 5,9	8	0	0	0	0	0	8
Judge's(') professionalism	 5,4	 5,9	8	0	0	0	0	0	8
Judge's(') availability	 5,8	 5,9	8	0	0	0	0	0	8
Judge's(') accessibility	 5,1	 5,1	8	0	0	0	0	0	8
Court officers' politeness and attitude	 5,9	 5,9	8	0	0	0	0	0	8
Court officers' availability	 5,9	 5,9	7	0	0	1	0	0	8
Court officers' accessibility	 5,9	 5,9	8	0	0	0	0	0	8
Prosecutor's('s) politeness and attitude	 5,1	 5,9	7	0	0	0	0	1	8
Prosecutor's('s) professionalism	 4,4	 5,9	7	0	0	0	0	1	8
Judge assistants(') level of professionalism	 5,2	 5,8	6	0	0	2	0	0	8
Court bailiff's(') level of professionalism	 5,6	 5,8	8	0	0	0	0	0	8
Court session secretary's(') professionalism	 5,1	 5,8	7	0	0	1	0	0	8
Celerity of responses to your questions	 5,8	 6	8	0	0	0	0	0	8
Quality and reliability of registry's responses	 5,5	 5,9	8	0	0	0	0	0	8
Computerized management of proceedings	 5,7	 5,8	7	0	0	1	0	0	8
Costs/fees of access to justice	 3	 5	7	0	0	1	0	0	8
Preparation and conduct of hearings									
Conditions of meeting with clients	 4,8	 4	5	0	0	0	0	3	8
Existence of rooms for meeting with clients	 4,7	 5	7	0	0	0	0	1	8
Furnishing, equipment of the courtroom	 5,8	 5,8	8	0	0	0	0	0	8
Timeliness of the hearing(s)	 5,9	 5,9	8	0	0	0	0	0	8
Organization and progression of hearing(s)	 5,6	 5,8	8	0	0	0	0	0	8
Impartiality of the judge in conducting hearing(s)	 5,6	 6	8	0	0	0	0	0	8
Judges' judicial acts									
Judge's(') independence	 4,7	 6	7	0	0	1	0	0	8
Clarity, comprehensiveness of judicial act(s)	 5,3	 5,9	8	0	0	0	0	0	8
Clarity of decision reasoning and conclusions	 5	 5,9	8	0	0	0	0	0	8
Rapid handling of civil cases	 3	 5,8	8	0	0	0	0	0	8
Rapid handling of criminal cases	 4	 6	6	0	0	0	0	2	8
Rapid handling of administrative cases			0	0	0	0	0	8	8
Feasibility of enforcement of judicial acts	 4,6	 5,9	8	0	0	0	0	0	8
Enforcement of judicial acts	 3,1	 6	7	0	0	0	0	1	8

FICGJ of Lori Marz, Tashir residence

In the FICGJ of Lori Marz, Tashir residence, only one respondent participated in the Survey.

While the Project methodology suggested having similar level of responses from each court, the main group of respondents who agreed to participate in the Survey at this specific court were court users (total number of respondents was 43) and not advocates/lawyers.

Given the above, the summary of analysis for this particular court was not developed to avoid a situation when the assessment of the advocates'/lawyers' satisfaction is made based on the response of one person only. It should be noted, however, that the answers provided by the respondent at this court were used in aggregate analysis provided in the main part of the Report.

FICGJ of Lori Marz, Spitak residence

Overall, seven advocates/lawyers participated in the Survey in the FICGJ of Lori Marz, Spitak residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	6	86%
Female	1	14%
Total	7	100%

Age group

	N	%
18-30	2	29%
31-50	3	43%
51-65	2	29%
Over 65	0	0%
Total	7	100%

Type of practice

	N	%
Alone	6	86%
Within a firm of lawyers	1	14%
Other	0	0%
Total	7	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	2	3	1	1	0	0	0	7
Share	29%	43%	14%	14%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Three of the five respondents who answered the question noticed improvement in the functioning of the court over the last 1-5 years, while two believed that the functioning of the court has not changed. Six respondents found the workload of the court increased faster than its resources, whereas one believed the increase was proportional. As for the *material and human resources* of the court, six respondents believed that the court's material resources were sufficient, whereas one noticed insufficiency. Seven respondents evaluated the human resources of the court as sufficient, while nobody thought the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	2	3	2	0	7
Share	0%	29%	43%	29%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	6	1	0	0	0	0	7
Share	86%	14%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	1	14%	6	86%	0	0%	0	0%	0	0%	7
Human resources of the court	0	0%	0	0%	7	100%	0	0%	0	0%	0	0%	7

Summary of key findings







































The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4) and the *court-lawyer relations* (average score 4.8). The *communication with the court* (average score 3.6) together with the *quality of the DataLex.am website* (average score 3.4) were rated as somewhat satisfactory, whereas the *placement of guiding signs within the courthouse* was evaluated as neither unsatisfactory nor satisfactory (average score 2.8). The above-mentioned first and last questions were considered to be important, but not very important by the respondents (average score 4.6), whereas the question related to the quality of the *DataLex.am website* was of very high importance for the respondents (average score 6).

While this court scored high on *the judges' general performance* (average score 4.7), *judges' attitude and politeness* (average score 4.7), *professionalism* (average score 4.5) and *independence* (average score 4.8) were rated as satisfactory, but not very satisfactory. Furthermore, the *judges' accessibility*, an indicator with very high importance for the respondents (average score 5), was rated as neither unsatisfactory nor satisfactory (average score 3.3). All the indicators, except for the *judges' attitude and politeness*, were considered very important by the respondents (average score 5 and above), whereas the latter was considered as important (average score 4.7).

The advocates/lawyers were in general satisfied with the *preparation and conduct of hearings* (average score 4). They rated the *existence of rooms for meeting with clients* as somewhat unsatisfactory (average score 2.4), while the *conditions of meeting with clients* were considered as unsatisfactory (average score 1.7). Both questions were believed to be fairly important for the respondents (average score 3.6). Furthermore, the *timeliness of the hearings*, an indicator with very high importance for the respondents (average score 6), was rated as only somewhat satisfactory (average score 3.9).

As for the *judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was neither unsatisfactory nor satisfactory (average score 3.3) and the *rapid handling of criminal cases* was satisfactory (average score 4.5). Moreover, the *enforcement of judicial acts* was considered as neither unsatisfactory nor satisfactory (average score 3.2). All the three questions were considered to be very important by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Lori Marz, Spitak residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties		4	5,4	7	0	0	0	0	7
Access to the case-law		5,1	5,9	7	0	0	0	0	7
Communication with the court		3,6	4,6	7	0	0	0	0	7
Clearness in the organization and admin. responsibilities		4	5,1	7	0	0	0	0	7
Quality of the DataLex.am website		3,4	6	7	0	0	0	0	7
Quality of the Court.am website		4,3	5	6	0	0	1	0	7
Placement of guiding signs within the courthouse		2,8	4,6	6	0	1	0	0	7
Orientation within the courthouse		4,4	5,1	7	0	0	0	0	7
Court-lawyer relations									
Judge's(') politeness and attitude		4,7	4,7	7	0	0	0	0	7
Judge's(') professionalism		4,5	5,9	6	0	0	0	1	7
Judge's(') availability		5,7	6	7	0	0	0	0	7
Judge's(') accessibility		3,3	5	7	0	0	0	0	7
Court officers' politeness and attitude		5,4	5,9	7	0	0	0	0	7
Court officers' availability		5,3	5,7	7	0	0	0	0	7
Court officers' accessibility		5,3	5,9	7	0	0	0	0	7
Prosecutor's(s) politeness and attitude		3	4,8	2	0	0	0	0	5
Prosecutor's(s) professionalism		4,5	6	2	0	0	0	0	5
Judge assistants(') level of professionalism		4,6	6	5	0	0	1	1	7
Court bailiff's(') level of professionalism		5,1	5,4	7	0	0	0	0	7
Court session secretary's(') professionalism		5,2	5,9	6	0	0	0	1	7
Celerity of responses to your questions		4,6	5,9	7	0	0	0	0	7
Quality and reliability of registry's responses		5,1	6	7	0	0	0	0	7
Computerized management of proceedings		5,1	5,6	7	0	0	0	0	7
Costs/fees of access to justice		4,7	5,7	6	0	0	1	0	7
Preparation and conduct of hearings									
Conditions of meeting with clients		1,7	3,6	6	0	0	1	0	7
Existence of rooms for meeting with clients		2,4	3,6	5	0	0	2	0	7
Furnishing, equipment of the courtroom		5,4	5,7	7	0	0	0	0	7
Timeliness of the hearing(s)		3,9	6	7	0	0	0	0	7
Organization and progression of hearing(s)		5,1	5,6	7	0	0	0	0	7
Impartiality of the judge in conducting hearing(s)		5,3	6	7	0	0	0	0	7
Judges' judicial acts									
Judge's(') independence		4,8	6	6	0	0	0	1	7
Clarity, comprehensiveness of judicial act(s)		5,3	6	7	0	0	0	0	7
Clarity of decision reasoning and conclusions		4,8	5,9	6	0	0	0	1	7
Rapid handling of civil cases		3,3	6	6	0	0	0	1	7
Rapid handling of criminal cases		4,5	6	2	0	0	1	0	4
Rapid handling of administrative cases		0	0	0	0	0	0	0	7
Feasibility of enforcement of judicial acts		4,7	5,7	7	0	0	0	0	7
Enforcement of judicial acts		3,2	6	6	0	0	1	0	7

Overall, four advocates/lawyers participated in the Survey in the FICGJ of Lori Marz, Stepanavan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	2	50%
Female	2	50%
Total	4	100%

Age group

	N	%
18-30	1	25%
31-50	2	50%
51-65	1	25%
Over 65	0	0%
Total	4	100%

Type of practice

	N	%
Alone	2	50%
Within a firm of lawyers	2	50%
Other	0	0%
Total	4	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	3	0	0	0	0	0	4
Share	25%	75%	0%	0%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Three of the four respondents noticed improvement in the functioning of the court over the last 1-5 years, while one believed that the functioning of the court has not changed. Two respondents found the workload of the court increased faster than its resources, whereas the other two believed the increase was proportional. As for the *material and human resources* of the court, three respondents believed that the court's material resources were sufficient, whereas one noticed insufficiency. Three respondents evaluated the human resources of the court as sufficient, while one of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	3	0	0	4
Share	0%	25%	75%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	2	2	0	0	0	0	4
Share	50%	50%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	1	25%	3	75%	0	0%	0	0%	0	0%	4
Human resources of the court	0	0%	1	25%	3	75%	0	0%	0	0%	0	0%	4

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.7) and the *court-lawyer relations* (average score 4.8). The *communication with the court* (average score 4.5), *clearness in the organization and administrative responsibilities* (average score 4) together with the *quality of the DataLex.am website* (average score 4.3) were rated lower compared to the remaining aspects of the same section, being considered as satisfactory instead of very satisfactory. All the questions, except for the *clearness in the organization and administrative responsibilities*, were considered to be very important by the respondents (average scores for all questions were 5 and higher).

While this court scored very high on *the judges' general performance* (average score 5.2), *judges' independence* (average score 4.8) and *accessibility* (average score 4) were rated as satisfactory but not very satisfactory. It is noteworthy that the first question was considered as very important by the respondents (average score 6), whereas the second questions was believed to be important, but not very important (average score 4).

The advocates/lawyers were in general very satisfied with the *existence of rooms for meeting with clients* (average score 5.5) and somewhat satisfied with the *conditions of meeting with clients* (average score 3.8), meanwhile believing the first question was very important (average score 5.5), whereas the second one was important, but not very important (average score 4.5).

As for the judges' judicial acts, the respondents believed that the *rapid handling of civil cases* was satisfactory (average score 4) and the *rapid handling of criminal cases* was somewhat unsatisfactory (average score 2.5). Furthermore, the *enforcement of judicial acts* was considered as satisfactory (average score 4). All the three questions were considered to be very important by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Lori Marz, Stepanavan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	4,8	5,8	4	0	0	0	0	0	4
Access to the case-law	5	5,3	4	0	0	0	0	0	4
Communication with the court	4,5	5	4	0	0	0	0	0	4
Clearness in the organization and admin. responsibilities	4	4,8	4	0	0	0	0	0	4
Quality of the DataLex.am website	4,3	5,8	4	0	0	0	0	0	4
Quality of the Court.am website	5	5,7	3	0	0	1	0	0	4
Placement of guiding signs within the courthouse	4,8	4,8	4	0	0	0	0	0	4
Orientation within the courthouse	4,8	5	4	0	0	0	0	0	4
Court-lawyer relations									
Judge's(') politeness and attitude	5,8	5,8	4	0	0	0	0	0	4
Judge's(') professionalism	5,8	6	4	0	0	0	0	0	4
Judge's(') availability	5,8	5,8	4	0	0	0	0	0	4
Judge's(') accessibility	4	4	4	0	0	0	0	0	4
Court officers' politeness and attitude	4,8	5,5	4	0	0	0	0	0	4
Court officers' availability	5,5	5,3	4	0	0	0	0	0	4
Court officers' accessibility	4,8	5,5	4	0	0	0	0	0	4
Prosecutor's(s) politeness and attitude	4,3	5,3	3	0	0	0	0	1	4
Prosecutor's(s) professionalism	4,7	6	3	0	0	0	0	1	4
Judge assistants(') level of professionalism	4,7	5,8	3	0	0	0	0	1	4
Court bailiff's(') level of professionalism	5	5,3	4	0	0	0	0	0	4
Court session secretary's(') professionalism	5	5,3	4	0	0	0	0	0	4
Celerity of responses to your questions	4,3	5,5	4	0	0	0	0	0	4
Quality and reliability of registry's responses	4,5	5,3	4	0	0	0	0	0	4
Computerized management of proceedings	4,3	5	3	0	0	0	1	0	4
Costs/fees of access to justice	4	4,8	4	0	0	0	0	0	4
Preparation and conduct of hearings									
Conditions of meeting with clients	3,8	4,5	4	0	0	0	0	0	4
Existence of rooms for meeting with clients	5,5	5,5	4	0	0	0	0	0	4
Furnishing, equipment of the courtroom	5,5	5,5	4	0	0	0	0	0	4
Timeliness of the hearing(s)	5,5	5,8	4	0	0	0	0	0	4
Organization and progression of hearing(s)	5	5,3	4	0	0	0	0	0	4
Impartiality of the judge in conducting hearing(s)	5	5,3	4	0	0	0	0	0	4
Judges' judicial acts									
Judge's(') independence	4,8	6	4	0	0	0	0	0	4
Clarity, comprehensiveness of judicial act(s)	5,3	6	4	0	0	0	0	0	4
Clarity of decision reasoning and conclusions	5	6	4	0	0	0	0	0	4
Rapid handling of civil cases	4	6	4	0	0	0	0	0	4
Rapid handling of criminal cases	2,5	5,3	2	0	0	1	0	1	4
Rapid handling of administrative cases			0	0	0	0	0	4	4
Feasibility of enforcement of judicial acts	5	5,8	4	0	0	0	0	0	4
Enforcement of judicial acts	4	6	4	0	0	0	0	0	4

FICGJ of Syuniq Marz, Kapan residence

Overall, three advocates/lawyers participated in the Survey in the FICGJ of Syuniq Marz, Kapan residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	3	100%
Female	0	0%
Total	3	100%

Age group

	N	%
18-30	1	33%
31-50	1	33%
51-65	1	33%
Over 65	0	0%
Total	3	100%

Type of practice

	N	%
Alone	3	100%
Within a firm of lawyers	0	0%
Other	0	0%
Total	3	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	0	1	1	0	0	0	3
Share	33%	0%	33%	33%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. All three respondents noticed improvement in the functioning of the court over the last 1-5 years. Two of the three respondents found the workload of the court increased faster than its resources, whereas one believed the increase was proportional. As for the *material and human resources* of the court, two respondents believed that the court's material resources were sufficient, whereas one noticed insufficiency. One respondent evaluated the human resources of the court as sufficient, while two of them believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	0	3	0	0	3
Share	0%	0%	100%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	2	1	0	0	0	0	3
Share	67%	33%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	1	33%	2	67%	0	0%	0	0%	0	0%	3
Human resources of the court	0	0%	2	67%	1	33%	0	0%	0	0%	0	0%	3

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.7) and the *court-lawyer relations* (average score 4.8). The *quality of the DataLex.am website*, an indicator with very high importance for the respondents (average score 5.3) was evaluated as neither unsatisfactory nor satisfactory (average score 3.3), whereas the *quality of the Court.am website* was rated as somewhat satisfactory (average score 3.7), meanwhile being considered as an important question (average score 4.2).


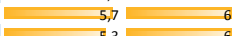

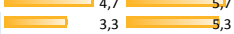











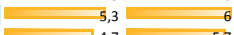
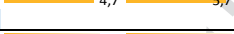









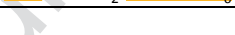










While this court scored high on the *judges' general performance* (average score 4.8), *judges' independence* (average score 3.7) was rated as somewhat satisfactory. Furthermore, *judges' professionalism* (average score 4.7) and *impartiality in conducting hearings* (average score 4.3) were rated as satisfactory but not very satisfactory. It is noteworthy that all three questions were considered as very important by the respondents (average score 6).

The advocates/lawyers were very satisfied with the *existence of rooms for meeting with clients* (average score 6) and the *conditions of meeting with clients* (average score 5), meanwhile believing that both questions were very important (average score 6).

As for the *judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* was neither unsatisfactory nor satisfactory (average score 3.3) and the *rapid handling of criminal cases* was satisfactory (average score 4.5). Furthermore, the *enforcement of judicial acts* was considered to

be unsatisfactory (average score 2). All the three questions were considered to be very important by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Syuniq Marz, Kapan residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	 5,7 6	3	0	0	0	0	0	0	3
Access to the case-law	 5,7 6	3	0	0	0	0	0	0	3
Communication with the court	 5,3 6	3	0	0	0	0	0	0	3
Clearness in the organization and admin. responsibilities	 4,7 5,7	3	0	0	0	0	0	0	3
Quality of the DataLex.am website	 3,3 5,3	3	0	0	0	0	0	0	3
Quality of the Court.am website	 3,7 4,2	3	0	0	0	0	0	0	3
Placement of guiding signs within the courthouse	 4 5,7	3	0	0	0	0	0	0	3
Orientation within the courthouse	 5 6	3	0	0	0	0	0	0	3
Court-lawyer relations									
Judge's(') politeness and attitude	 5,7 6	3	0	0	0	0	0	0	3
Judge's(') professionalism	 4,7 6	3	0	0	0	0	0	0	3
Judge's(') availability	 5,3 6	3	0	0	0	0	0	0	3
Judge's(') accessibility	 5 6	3	0	0	0	0	0	0	3
Court officers' politeness and attitude	 5,7 6	3	0	0	0	0	0	0	3
Court officers' availability	 5,3 5,7	3	0	0	0	0	0	0	3
Court officers' accessibility	 4,7 5,7	3	0	0	0	0	0	0	3
Prosecutor's(s) politeness and attitude	 4,7 6	3	0	0	0	0	0	0	3
Prosecutor's(s) professionalism	 3,7 6	3	0	0	0	0	0	0	3
Judge assistants(') level of professionalism	 4 5,3	3	0	0	0	0	0	0	3
Court bailiff's(') level of professionalism	 4,3 5,3	3	0	0	0	0	0	0	3
Court session secretary's(') professionalism	 4 5	3	0	0	0	0	0	0	3
Celerity of responses to your questions	 4,7 6	3	0	0	0	0	0	0	3
Quality and reliability of registry's responses	 5 6	3	0	0	0	0	0	0	3
Computerized management of proceedings	 5,3 6	3	0	0	0	0	0	0	3
Costs/fees of access to justice	 4,7 5,7	3	0	0	0	0	0	0	3
Preparation and conduct of hearings									
Conditions of meeting with clients	 5 6	3	0	0	0	0	0	0	3
Existence of rooms for meeting with clients	 6 6	3	0	0	0	0	0	0	3
Furnishing, equipment of the courtroom	 6 6	3	0	0	0	0	0	0	3
Timeliness of the hearing(s)	 4,7 6	3	0	0	0	0	0	0	3
Organization and progression of hearing(s)	 4,7 6	3	0	0	0	0	0	0	3
Impartiality of the judge in conducting hearing(s)	 4,3 6	3	0	0	0	0	0	0	3
Judges' judicial acts									
Judge's(') independence	 3,7 6	3	0	0	0	0	0	0	3
Clarity, comprehensiveness of judicial act(s)	 4,7 5,7	3	0	0	0	0	0	0	3
Clarity of decision reasoning and conclusions	 4,7 5,7	3	0	0	0	0	0	0	3
Rapid handling of civil cases	 3,3 6	3	0	0	0	0	0	0	3
Rapid handling of criminal cases	 4,5 6	2	0	0	0	0	0	1	3
Rapid handling of administrative cases		0	0	0	0	0	0	3	3
Feasibility of enforcement of judicial acts	 4 6	3	0	0	0	0	0	0	3
Enforcement of judicial acts	 2 6	1	0	0	0	0	0	2	3

Overall, six advocates/lawyers participated in the Survey in the FICGJ of Syunig Marz, Goris residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	5	83%
Female	1	17%
Total	6	100%

Age group

	N	%
18-30	0	0%
31-50	3	50%
51-65	3	50%
Over 65	0	0%
Total	6	100%

Type of practice

	N	%
Alone	4	67%
Within a firm of lawyers	1	17%
Other	1	17%
Total	6	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	3	0	1	0	0	1	6
Share	17%	50%	0%	17%	0%	0%	17%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. All six respondents noticed improvement in the functioning of the court over the last 1-5 years. Four respondents found the workload of the court increased faster than its resources, whereas two believed the increase was proportional. As for the *material and human resources* of the court, all five respondents who answered the question believed that the court's material resources were sufficient. Three respondents evaluated the human resources of the court as sufficient, while the other half believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	0	6	0	0	6
Share	0%	0%	100%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	4	2	0	0	0	0	6
Share	67%	33%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	0	0%	5	83%	0	0%	0	0%	1	17%	6
Human resources of the court	0	0%	3	50%	3	50%	0	0%	0	0%	0	0%	6

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.9) and very satisfied with the *court-lawyer relations* (average score 5.1). The *quality of the Court.am website*, an indicator with high importance for the respondents (average score 4.2) was evaluated as somewhat satisfactory (average score 3.6).

While this court scored very high on the *judges' general performance* (average score 5.1), *judges' independence* (average score 4.2) and *impartiality in conducting hearings* (average score 4.8) were rated as satisfactory but not very satisfactory. It is noteworthy that both questions were considered as very important by the respondents (average score 5.9).

The advocates/lawyers were very satisfied with the *existence of rooms for meeting with clients* and the *conditions of meeting with clients* (average score 6), meanwhile believing that both questions were very important (average score 6).

As for the *judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* and the *rapid handling of criminal cases* were considered as somewhat satisfactory (average scores for both questions were 3.6), whereas the *enforcement of judicial acts* was considered as neither unsatisfactory nor satisfactory (average score 2.8). While the first two questions were considered to be very important by the respondents (average score 5.9), the question related to the enforcement of judicial acts was believed to be important but not very important (average score 4.8).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Syuniq Marz, Goris residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	4,7	5,8	6	0	0	0	0	0	6
Access to the case-law	5,7	5,8	6	0	0	0	0	0	6
Communication with the court	4,2	5,4	5	0	0	0	0	1	6
Clearness in the organization and admin. responsibilities	5,2	5,6	5	0	0	1	0	0	6
Quality of the DataLex.am website	4,2	5,7	6	0	0	0	0	0	6
Quality of the Court.am website	3,6	4,2	5	0	0	1	0	0	6
Placement of guiding signs within the courthouse	5,4	4,7	5	0	0	1	0	0	6
Orientation within the courthouse	5,8	5,2	6	0	0	0	0	0	6
Court-lawyer relations									
Judge's(') politeness and attitude	5,3	5,8	6	0	0	0	0	0	6
Judge's(') professionalism	5,2	5,8	6	0	0	0	0	0	6
Judge's(') availability	5,8	5,8	6	0	0	0	0	0	6
Judge's(') accessibility	5,3	6	6	0	0	0	0	0	6
Court officers' politeness and attitude	5,5	5,7	6	0	0	0	0	0	6
Court officers' availability	5,3	5,8	6	0	0	0	0	0	6
Court officers' accessibility	5,7	5,8	6	0	0	0	0	0	6
Prosecutor's('s) politeness and attitude	4,4	6	5	0	0	0	0	1	6
Prosecutor's('s) professionalism	4,4	6	5	0	0	0	0	1	6
Judge assistants(') level of professionalism	5	5,7	6	0	0	0	0	0	6
Court bailiff's(') level of professionalism	4,8	5,7	6	0	0	0	0	0	6
Court session secretary's(') professionalism	5,3	5,8	6	0	0	0	0	0	6
Celerity of responses to your questions	5,2	5,7	6	0	0	0	0	0	6
Quality and reliability of registry's responses	4,8	5,7	6	0	0	0	0	0	6
Computerized management of proceedings	5,5	5,8	6	0	0	0	0	0	6
Costs/fees of access to justice	4,8	6	4	0	0	1	0	1	6
Preparation and conduct of hearings									
Conditions of meeting with clients	6	6	5	0	0	0	0	1	6
Existence of rooms for meeting with clients	6	6	5	0	0	0	0	1	6
Furnishing, equipment of the courtroom	5,3	5,7	6	0	0	0	0	0	6
Timeliness of the hearing(s)	5,2	5,8	6	0	0	0	0	0	6
Organization and progression of hearing(s)	5,3	5,8	6	0	0	0	0	0	6
Impartiality of the judge in conducting hearing(s)	4,8	6	6	0	0	0	0	0	6
Judges' judicial acts									
Judge's(') independence	4,2	5,8	6	0	0	0	0	0	6
Clarity, comprehensiveness of judicial act(s)	5,5	5,8	6	0	0	0	0	0	6
Clarity of decision reasoning and conclusions	4,8	5,8	6	0	0	0	0	0	6
Rapid handling of civil cases	3,6	5,8	5	0	0	1	0	0	6
Rapid handling of criminal cases	3,6	6	5	0	0	0	0	1	6
Rapid handling of administrative cases			0	0	0	0	0	6	6
Feasibility of enforcement of judicial acts	4,7	5,5	6	0	0	0	0	0	6
Enforcement of judicial acts	2,8	4,8	4	0	0	0	0	2	6

FICGJ of Syunig Marz, Sisian residence

Overall, three advocates/lawyers participated in the Survey in the FICGJ of Syunig Marz, Sisian residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	2	67%
Female	1	33%
Total	3	100%

Age group

	N	%
18-30	0	0%
31-50	2	67%
51-65	1	33%
Over 65	0	0%
Total	3	100%

Type of practice

	N	%
Alone	3	100%
Within a firm of lawyers	0	0%
Other	0	0%
Total	3	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	2	0	0	1	0	0	0	3
Share	67%	0%	0%	33%	0%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. All three respondents noticed improvement in the functioning of the court over the last 1-5 years and found the workload of the court increased faster than its resources. As for the *material and human resources* of the court, nobody believed that the court's material resources were sufficient, whereas all three respondents noticed insufficiency or complete insufficiency. All the respondents further believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	3	0	0	0	3
Share	0%	100%	0%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	3	0	0	0	0	0	3
Share	100%	0%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	2	67%	1	33%	0	0%	0	0%	0	0%	0	0%	3
Human resources of the court	0	0%	3	100%	0	0%	0	0%	0	0%	0	0%	3

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.2) and the *court-lawyer relations* (average score 4.5). The *quality of the DataLex.am website* (average score 2.3) was rated as somewhat unsatisfactory and the *quality of the Court.am website* (average score 2.7), together with the *placement of guiding signs within the courthouse* (average score 3) were believed to be neither unsatisfactory nor satisfactory. All three questions were considered to be very important by the respondents (average score 5.9).

While this court scored very high on *the judges' general performance* (average score 5), *judges' attitude and politeness* (average score 4), *professionalism* (average score 4) and *independence* (average score 4) were rated as satisfactory, but not very satisfactory, meanwhile being considered as very important questions (average score 6). Furthermore, the *computerized management of proceedings* (average score 1.3), together with the *costs/fees of access to justice* (average score 2) were rated as unsatisfactory, in the meantime being considered as very important questions (average score 6).

The advocates/lawyers were in general neither unsatisfied nor satisfied with the *preparation and conduct of hearings* (average score 2.9). They demonstrated absolute dissatisfaction from the *conditions of meeting with clients* (average score 0) and the *existence of rooms for meeting with clients* (average score 0). Furthermore, the *furnishing, equipment of the courtroom* was considered as very unsatisfactory (average score 0.3). While the last two questions were considered to be very

important for the respondents (average score 6), the first one was considered to be important but not very important (average score 4).

As for the judges' judicial acts, the respondents believed that the *rapid handling of civil cases* was very satisfactory (average score 5.3), whereas the *enforcement of judicial acts* was considered as somewhat unsatisfactory (average score 2.5). Both questions were considered to be very important by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Syuniq Marz, Sisian residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	4,7	4,7	3	0	0	0	0	0	3
Access to the case-law	6	6	3	0	0	0	0	0	3
Communication with the court	6	6	3	0	0	0	0	0	3
Clearness in the organization and admin. responsibilities	5	6	3	0	0	0	0	0	3
Quality of the DataLex.am website	2,3	6	3	0	0	0	0	0	3
Quality of the Court.am website	2,7	5,7	3	0	0	0	0	0	3
Placement of guiding signs within the courthouse	3	6	3	0	0	0	0	0	3
Orientation within the courthouse	4	6	3	0	0	0	0	0	3
Court-lawyer relations									
Judge's(') politeness and attitude	4	6	3	0	0	0	0	0	3
Judge's(') professionalism	4	6	3	0	0	0	0	0	3
Judge's(') availability	6	6	3	0	0	0	0	0	3
Judge's(') accessibility	6	6	3	0	0	0	0	0	3
Court officers' politeness and attitude	6	6	3	0	0	0	0	0	3
Court officers' availability	6	6	2	0	0	1	0	0	3
Court officers' accessibility	6	6	3	0	0	0	0	0	3
Prosecutor's('s) politeness and attitude	6	6	0	0	0	0	0	3	3
Prosecutor's('s) professionalism	6	6	0	0	0	0	0	3	3
Judge assistants(') level of professionalism	6	6	3	0	0	0	0	0	3
Court bailiff's(') level of professionalism	6	6	3	0	0	0	0	0	3
Court session secretary's(') professionalism	6	6	3	0	0	0	0	0	3
Celerity of responses to your questions	6	6	3	0	0	0	0	0	3
Quality and reliability of registry's responses	6	6	3	0	0	0	0	0	3
Computerized management of proceedings	1,3	6	3	0	0	0	0	0	3
Costs/fees of access to justice	2	6	3	0	0	0	0	0	3
Preparation and conduct of hearings									
Conditions of meeting with clients	0	4	3	0	0	0	0	0	3
Existence of rooms for meeting with clients	0	6	3	0	0	0	0	0	3
Furnishing, equipment of the courtroom	0,3	6	3	0	0	0	0	0	3
Timeliness of the hearing(s)	6	6	3	0	0	0	0	0	3
Organization and progression of hearing(s)	5,3	6	3	0	0	0	0	0	3
Impartiality of the judge in conducting hearing(s)	6	6	3	0	0	0	0	0	3
Judges' judicial acts									
Judge's(') independence	4	6	3	0	0	0	0	0	3
Clarity, comprehensiveness of judicial act(s)	6	6	3	0	0	0	0	0	3
Clarity of decision reasoning and conclusions	6	5,7	3	0	0	0	0	0	3
Rapid handling of civil cases	5,3	6	3	0	0	0	0	0	3
Rapid handling of criminal cases	6	6	0	0	0	0	0	3	3
Rapid handling of administrative cases	6	6	0	0	0	0	0	3	3
Feasibility of enforcement of judicial acts	4,7	6	3	0	0	0	0	0	3
Enforcement of judicial acts	2,5	6	2	0	0	0	0	1	3

Overall, three advocates/lawyers participated in the Survey in the FICGJ of Syunig Marz, Meghri residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	1	33%
Female	2	67%
Total	3	100%

Age group

	N	%
18-30	0	0%
31-50	3	100%
51-65	0	0%
Over 65	0	0%
Total	3	100%

Type of practice

	N	%
Alone	2	67%
Within a firm of lawyers	0	0%
Other	1	33%
Total	3	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	0	1	1	0	0	0	1	3
Share	0%	33%	33%	0%	0%	0%	33%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. All three respondents noticed improvement in the functioning of the court over the last 1-5 years, and both respondents who answered the question found the workload of the court increased faster than its resources. As for the *material and human resources* of the court, one respondent out of the two respondents who answered the question believed that the court's material resources were sufficient, whereas the other one noticed complete insufficiency. All three respondents evaluated the human resources of the court as sufficient or more than sufficient.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	0	3	0	0	3
Share	0%	0%	100%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	2	0	0	0	1	0	3
Share	67%	0%	0%	0%	33%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	33%	0	0%	1	33%	0	0%	0	0%	1	33%	3
Human resources of the court	0	0%	0	0%	2	67%	1	33%	0	0%	0	0%	3





































































Summary of key findings

The respondents were on average very satisfied with the *general evaluation of the court's functioning* (average score 5) and satisfied with the *court-lawyer relations* (average score 4.8). The *quality of the Court.am website* (average score 3.5) was rated as somewhat satisfactory and the *quality of the DataLex.am website* was rated as satisfactory, but not very satisfactory (average score 4.7). Both questions were considered to be very important for the respondents (average score 5.4). This court further scored very high on *the judges' general performance* (average score 5.6) and the *preparation and conduct of hearings* (average score 5.5).

The advocates/lawyers were very satisfied with the *existence of rooms for meeting with clients* (average score 6) and the *conditions of meeting with clients* (average score 5), meanwhile believing these two questions were very important (average score 5.8).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of civil cases* (average score 4.7) and the *enforcement of judicial acts* (average score 4.5) were satisfactory but not very satisfactory, meanwhile giving very high importance to these two questions (average score 5.6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Syuniq Marz, Meghri residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties			3	0	0	0	0	0	3
Access to the case-law			3	0	0	0	0	0	3
Communication with the court			2	0	0	0	0	1	3
Clearness in the organization and admin. responsibilities			2	0	0	1	0	0	3
Quality of the DataLex.am website			3	0	0	0	0	0	3
Quality of the Court.am website			2	0	0	0	0	1	3
Placement of guiding signs within the courthouse			3	0	0	0	0	0	3
Orientation within the courthouse			3	0	0	0	0	0	3
Court-lawyer relations									
Judge's(') politeness and attitude			3	0	0	0	0	0	3
Judge's(') professionalism			3	0	0	0	0	0	3
Judge's(') availability			3	0	0	0	0	0	3
Judge's(') accessibility			1	0	0	1	1	0	3
Court officers' politeness and attitude			3	0	0	0	0	0	3
Court officers' availability			3	0	0	0	0	0	3
Court officers' accessibility			3	0	0	0	0	0	3
Prosecutor's(s) politeness and attitude			0	0	0	0	0	3	3
Prosecutor's(s) professionalism			0	0	0	0	0	3	3
Judge assistants(') level of professionalism			3	0	0	0	0	0	3
Court bailiff's(') level of professionalism			3	0	0	0	0	0	3
Court session secretary's(') professionalism			2	0	0	1	0	0	3
Celerity of responses to your questions			2	0	0	1	0	0	3
Quality and reliability of registry's responses			2	0	0	1	0	0	3
Computerized management of proceedings			3	0	0	0	0	0	3
Costs/fees of access to justice			2	0	0	0	0	1	3
Preparation and conduct of hearings									
Conditions of meeting with clients			2	0	0	0	0	1	3
Existence of rooms for meeting with clients			2	0	0	0	0	1	3
Furnishing, equipment of the courtroom			3	0	0	0	0	0	3
Timeliness of the hearing(s)			3	0	0	0	0	0	3
Organization and progression of hearing(s)			3	0	0	0	0	0	3
Impartiality of the judge in conducting hearing(s)			3	0	0	0	0	0	3
Judges' judicial acts									
Judge's(') independence			2	0	0	1	0	0	3
Clarity, comprehensiveness of judicial act(s)			3	0	0	0	0	0	3
Clarity of decision reasoning and conclusions			2	0	0	0	0	1	3
Rapid handling of civil cases			3	0	0	0	0	0	3
Rapid handling of criminal cases			0	0	0	0	0	3	3
Rapid handling of administrative cases			0	0	0	0	0	3	3
Feasibility of enforcement of judicial acts			3	0	0	0	0	0	3
Enforcement of judicial acts			2	0	0	0	0	1	3

Overall, 11 advocates/lawyers participated in the Survey in the FICGJ of Shirak Marz, Gyumri residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	6	55%
Female	5	45%
Total	11	100%

Age group

	N	%
18-30	1	9%
31-50	8	73%
51-65	2	18%
Over 65	0	0%
Total	11	100%

Type of practice

	N	%
Alone	5	45%
Within a firm of lawyers	5	45%
Other	1	9%
Total	11	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	1	4	5	0	0	0	1	11
Share	9%	36%	45%	0%	0%	0%	9%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. 45% of the respondents noticed improvement in the functioning of the court over the last 1-5 years, whereas 27% believed that the functioning of the court has not changed and another 27% noted that it has deteriorated. 36% found the workload of the court increased faster than its resources, whereas 36% believed the increase was proportional and another 9% considered that the workload of the court increased more slowly than its resources. As for the *material and human resources* of the court, 55% of the respondents believed that the court's material resources were sufficient, whereas 27% noticed insufficiency or complete insufficiency. 27% evaluated the human resources of the court as sufficient, while 73% believed they were not.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on these aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	3	3	5	0	0	11
Share	27%	27%	45%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	4	4	1	0	2	0	11
Share	36%	36%	9%	0%	18%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	1	9%	2	18%	6	55%	0	0%	0	0%	2	18%	11
Human resources of the court	1	9%	7	64%	3	27%	0	0%	0	0%	0	0%	11

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.7) and the *court-lawyer relations* (average score 4.9). While this court scored high on *the judges' general performance* (average score 4.6), *judges' politeness and attitude* (average score 4.6), *professionalism* (average score 4.6), *accessibility* (average score 4.5) and *independence* (average score 4) were rated as satisfactory, but not very satisfactory, meanwhile being considered as very important questions (average score 5.9). It is noteworthy that the *impartiality of the judge in conducting hearings*, an indicator with very high importance for the respondents (average score 5.9), was rated as only somewhat satisfactory (average score 3.9).

The advocates/lawyers were somewhat unsatisfied with the *conditions of meeting with clients* (average score 2.4) and unsatisfied with the *existence of rooms for meeting with clients* (average score 1.3). While the second question was considered to be fairly important for the respondents (average score 3.5), the first one was believed to be important but not very important (average score 4.1).

As for *the judges' judicial acts*, the respondents believed that the *clarity, comprehensiveness of judicial acts* (average score 3.9) and the *feasibility of enforcement of judicial acts* (average score 3.6) were somewhat satisfactory. The advocates/lawyers further considered the *rapid handling of civil cases* (average score 3.2) and the *rapid handling of criminal cases* (average score 3.1) as neither unsatisfactory nor satisfactory. Furthermore, the *enforcement of judicial acts* was considered as

satisfactory, but not very satisfactory (average score 4.3). All the listed questions were of very high importance for the respondents (average score 5.8).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Shirak Marz, Gyumri residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,8	5,9	11	0	0	0	0	0	11
Access to the case-law	4,2	5,9	11	0	0	0	0	0	11
Communication with the court	4,4	5,8	11	0	0	0	0	0	11
Clearness in the organization and admin. responsibilities	4,1	5,8	10	0	0	1	0	0	11
Quality of the DataLex.am website	4,5	5,3	11	0	0	0	0	0	11
Quality of the Court.am website	4,6	5	8	0	0	1	0	2	11
Placement of guiding signs within the courthouse	4,7	5,5	11	0	0	0	0	0	11
Orientation within the courthouse	5,5	5,7	11	0	0	0	0	0	11
Court-lawyer relations									
Judge's(') politeness and attitude	4,6	5,9	11	0	0	0	0	0	11
Judge's(') professionalism	4,6	5,9	11	0	0	0	0	0	11
Judge's(') availability	5,7	5,8	11	0	0	0	0	0	11
Judge's(') accessibility	4,5	5,9	11	0	0	0	0	0	11
Court officers' politeness and attitude	5,3	6	11	0	0	0	0	0	11
Court officers' availability	5,2	5,8	11	0	0	0	0	0	11
Court officers' accessibility	5,1	5,8	11	0	0	0	0	0	11
Prosecutor's(s) politeness and attitude	4,6	6	10	0	0	0	0	1	11
Prosecutor's(s) professionalism	4,6	6	10	0	0	0	0	1	11
Judge assistants(') level of professionalism	4,8	5,8	10	0	0	0	0	1	11
Court bailiff's(') level of professionalism	4,8	5,6	11	0	0	0	0	0	11
Court session secretary's(') professionalism	5	5,6	11	0	0	0	0	0	11
Celerity of responses to your questions	4,8	6	11	0	0	0	0	0	11
Quality and reliability of registry's responses	4,9	6	11	0	0	0	0	0	11
Computerized management of proceedings	5,5	5,8	11	0	0	0	0	0	11
Costs/fees of access to justice	4,2	5,5	11	0	0	0	0	0	11
Preparation and conduct of hearings									
Conditions of meeting with clients	2,4	4,1	9	0	0	1	0	1	11
Existence of rooms for meeting with clients	1,3	3,5	9	0	0	1	0	1	11
Furnishing, equipment of the courtroom	5,4	5,6	11	0	0	0	0	0	11
Timeliness of the hearing(s)	4,6	6	11	0	0	0	0	0	11
Organization and progression of hearing(s)	4,2	5,9	11	0	0	0	0	0	11
Impartiality of the judge in conducting hearing(s)	3,9	5,9	11	0	0	0	0	0	11
Judges' judicial acts									
Judge's(') independence	4	6	11	0	0	0	0	0	11
Clarity, comprehensiveness of judicial act(s)	3,9	5,9	11	0	0	0	0	0	11
Clarity of decision reasoning and conclusions	4	6	11	0	0	0	0	0	11
Rapid handling of civil cases	3,2	5,8	10	0	0	0	0	1	11
Rapid handling of criminal cases	3,1	5,8	10	0	0	0	0	1	11
Rapid handling of administrative cases			0	0	0	0	0	11	11
Feasibility of enforcement of judicial acts	3,6	5,8	10	0	0	0	0	1	11
Enforcement of judicial acts	4,3	5,8	3	0	0	1	0	7	11

Overall, two advocates/lawyers participated in the Survey in the FICGJ of Shirak Marz, Maralik residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance was made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	1	50%
Female	1	50%
Total	2	100%

Age group

	N	%
18-30	0	0%
31-50	1	50%
51-65	1	50%
Over 65	0	0%
Total	2	100%

Type of practice

	N	%
Alone	1	50%
Within a firm of lawyers	0	0%
Other	1	50%
Total	2	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	0	1	0	0	1	0	0	2
Share	0%	50%	0%	0%	50%	0%	0%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. One of the two respondents noticed improvement in the functioning of the court over the last 1-5 years, while the other one believed that the functioning of the court has not changed. Both respondents found the workload of the court increased faster than its resources. As for the *material and human resources* of the court, all the respondents believed that the court's material resources were sufficient. Both respondents evaluated the human resources of the court as sufficient or more than sufficient.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	1	1	0	0	2
Share	0%	50%	50%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	2	0	0	0	0	0	2
Share	100%	0%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	0	0%	2	100%	0	0%	0	0%	0	0%	2
Human resources of the court	0	0%	0	0%	1	50%	1	50%	0	0%	0	0%	2

Summary of key findings







































The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.3) and the *court-lawyer relations* (average score 4.8). *Scheduling the hearings in coordination with parties* was evaluated as neither unsatisfactory nor satisfactory (average score 3). Furthermore, the *communication with the court* was rated as somewhat unsatisfactory (average score 2.5) and *the clearness in organization and administrative responsibilities* was rated as somewhat satisfactory (average score 3.5). Except for the question related to the *communication with the court*, all the remaining questions under this section were considered to very important by the respondents (average scores for all questions was 5 or higher).

While this court scored high on *the judges' general performance* (average score 4.8), *judges' accessibility* was rated as somewhat satisfactory (average score 3.5), meanwhile being considered as an important question (average score 4.5). Furthermore, *judges' independence*, an indicator with very high importance for the respondents (average score 6) was rated as satisfactory, but not very satisfactory (average score 4).

The advocates/lawyers were neither unsatisfied nor satisfied with the *existence of rooms for meeting with clients* (average score 3) and satisfied with the *conditions of meeting with clients* (average score 4). Both questions were believed to be very important by the respondents (average score 5). Furthermore, the *timeliness of the hearings* was further rated as satisfactory, but not very satisfactory (average score 4.5), despite the very high importance given to that question (average score 5.5).

As for the judges' judicial acts, the respondents evaluated the *rapid handling of civil cases* and the *rapid handling of criminal cases* as very satisfactory (average score 5). Moreover, the *enforcement of judicial acts* was considered as satisfactory but not very satisfactory (average score 4). All the three questions were considered to be very important by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the FICGJ of Shirak Marz, Maralik residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties		3	5	2	0	0	0	0	2
Access to the case-law		5,5	5,5	2	0	0	0	0	2
Communication with the court		2,5	4,5	2	0	0	0	0	2
Clearness in the organization and admin. responsibilities		3,5	5	2	0	0	0	0	2
Quality of the DataLex.am website		4	5	2	0	0	0	0	2
Quality of the Court.am website		4,5	5	2	0	0	0	0	2
Placement of guiding signs within the courthouse		6	6	1	0	0	1	0	2
Orientation within the courthouse		5	5	2	0	0	0	0	2
Court-lawyer relations									
Judge's(') politeness and attitude		5	5	2	0	0	0	0	2
Judge's(') professionalism		5,5	5,5	2	0	0	0	0	2
Judge's(') availability		5,5	5,5	2	0	0	0	0	2
Judge's(') accessibility		3,5	4,5	2	0	0	0	0	2
Court officers' politeness and attitude		5	4,5	2	0	0	0	0	2
Court officers' availability		4	5,5	2	0	0	0	0	2
Court officers' accessibility		4	4,5	2	0	0	0	0	2
Prosecutor's(s) politeness and attitude		4	4	2	0	0	0	0	2
Prosecutor's(s) professionalism		4,5	5	2	0	0	0	0	2
Judge assistants'(') level of professionalism		6	6	1	0	0	1	0	2
Court bailiff's(') level of professionalism		5,5	5	2	0	0	0	0	2
Court session secretary's(') professionalism		6	6	1	0	0	1	0	2
Celerity of responses to your questions		4	5	2	0	0	0	0	2
Quality and reliability of registry's responses		5	5,5	2	0	0	0	0	2
Computerized management of proceedings		5,5	5,5	2	0	0	0	0	2
Costs/fees of access to justice		3	6	1	0	0	1	0	2
Preparation and conduct of hearings									
Conditions of meeting with clients		4	5	2	0	0	0	0	2
Existence of rooms for meeting with clients		3	5	2	0	0	0	0	2
Furnishing, equipment of the courtroom		5	5,5	2	0	0	0	0	2
Timeliness of the hearing(s)		4,5	5,5	2	0	0	0	0	2
Organization and progression of hearing(s)		5	5,5	2	0	0	0	0	2
Impartiality of the judge in conducting hearing(s)		5,5	5,5	2	0	0	0	0	2
Judges' judicial acts									
Judge's(') independence		4	6	2	0	0	0	0	2
Clarity, comprehensiveness of judicial act(s)		5,5	5,5	2	0	0	0	0	2
Clarity of decision reasoning and conclusions		5	5,5	2	0	0	0	0	2
Rapid handling of civil cases		5	6	1	0	0	1	0	2
Rapid handling of criminal cases		5	6	1	0	0	1	0	2
Rapid handling of administrative cases		0	0	0	0	0	0	2	2
Feasibility of enforcement of judicial acts		5	5	1	0	0	1	0	2
Enforcement of judicial acts		4	6	1	0	0	0	1	2

FICGJ of Shirak Marz, Ashotsk residence

In the FICGJ of Shirak Marz, Ashotsk residence, only one respondent participated in the Survey.

While the Project methodology suggested having similar level of responses from each court, the visits conducted during the field works of National phase of the Survey ¹⁸⁸ rendered no significant results, as there were practically almost no court users visiting the court at the time of conducting the Survey.

Given the above, the summary of analysis for this particular court was not developed to avoid a situation when the assessment of the advocates'/lawyers' satisfaction is made based on the response of one person only. It should be noted, however, that the answers provided by the respondent at this court were used in aggregate analysis provided in the main part of the Report.

¹⁸⁸ In total, the Project organized three one-day visits to the FICGJ of Shirak Marz, Ashotsk residence.

Overall, four advocates/lawyers participated in the Survey in Administrative Court of the RA, Vedi residence. The respondents were requested to evaluate the following five main areas of investigation: *the general evaluation of the court's functioning* (measured through eight questions on satisfaction and importance), *court-lawyer relations* (measured through 16 questions on satisfaction and importance), *preparation and conduct of hearings* (measured through six questions on satisfaction and importance), *judge's judicial acts* (measured through eight questions on satisfaction and importance), *workload and resources of the court* (measured through five questions on satisfaction). The evaluation of the questions on satisfaction and importance were made on a 0 to 6-point scaling system. The court's assessment description is divided in three sections, a first one presenting the respondents' general characteristics, a second section focusing on the workload of the court over the past 1-5 years, as well as its resources and a third section summarizing the key findings on the other four areas of investigation. In the descriptive text below, when provided, average satisfaction scores are presented between brackets.

Respondents' general characteristics

Table 1 reflects the general characteristics of the respondents who participated in the Survey at this specific court.

Table 1. Respondents' general characteristics**Gender of advocates/lawyers**

	N	%
Male	3	75%
Female	1	25%
Total	4	100%

Age group

	N	%
18-30	0	0%
31-50	1	25%
51-65	3	75%
Over 65	0	0%
Total	4	100%

Type of practice

	N	%
Alone	3	75%
Within a firm of lawyers	0	0%
Other	1	25%
Total	4	100%

Years of experience as a member of the Chamber of Advocates of the RA

	Less than 5 years	Between 5 and 10 years	Between 10 and 15 years	Between 15 and 20 years	Over 20 years	No answer	Not applicable	Total
Number of years	0	1	1	1	0	0	1	4
Share	0%	25%	25%	25%	0%	0%	25%	100%

Summary of the workload and resources of the court

The respondents were asked to evaluate *the functioning of the court over the past 1-5 years, the workload of the court over the last 1-5 years and the adequacy of court's material resources*. Two of the four respondents noticed improvement in the functioning of the court over the last 1-5 years, while the other two believed that the functioning of the court has not changed. Two respondents found the workload of the court increased faster than its resources, whereas the other two believed the increase was proportional. As for the *material and human resources* of the court, one respondent believed that the court's material resources were sufficient, whereas the other three noticed insufficiency. Two respondents evaluated the human resources of the court as sufficient, while the other two believed the court lacked enough human resources.

Tables 2, 3 and 4 reflect the complete evaluation made by the respondents on the given aspects of the functioning of the court.

Table 2. Functioning of the court over the last 1-5 years

	Has deteriorated	Has not changed	Has improved	Does not know the answer	Not applicable	Total
Number	0	2	2	0	0	4
Share	0%	50%	50%	0%	0%	100%

Table 3. Workload of the court over the last 1-5 years

	Faster than its resources	In proportion to its resources	More slowly than its resources	No answer	Does not know the answer	Not applicable	Total
Number	2	2	0	0	0	0	4
Share	50%	50%	0%	0%	0%	0%	100%

Table 4. Adequacy of material and human resources in the court

	Most insufficient		Insufficient		Sufficient		More than sufficient		No answer		Does not know the answer		Total
Material resources of the court	0	0%	3	75%	1	25%	0	0%	0	0%	0	0%	4
Human resources of the court	0	0%	2	50%	2	50%	0	0%	0	0%	0	0%	4

Summary of key findings

The respondents were on average satisfied with the *general evaluation of the court's functioning* (average score 4.7) and the *court-lawyer relations* (average score 4.7). The *quality of the Court.am website* was evaluated as neither unsatisfactory nor satisfactory by the respondents (average score 3), meanwhile being considered a question of average importance (average score 3) for them. This court also scored very high on *the judges' general performance* (average score 5.5).

The advocates/lawyers were particularly very unsatisfied with the *conditions of meeting with clients* (average score 1) and the *existence of rooms for meeting with clients* (average score 0), however they believed these two questions were very important (average score 5).

As for *the judges' judicial acts*, the respondents believed that the *rapid handling of administrative cases* was satisfactory (average score 4.5), in the meantime evaluating the *enforcement of judicial acts* as neither unsatisfactory nor satisfactory (average score 3). Both questions were given very high importance by the respondents (average score 6).

Table 5. Average satisfaction scores for all dimensions evaluated by advocates/lawyers of the Administrative Court of the RA, Vedi residence

	Average satisfaction score	Average importance score	Number of informative answers	Does not recognize	No answer	Does not know the answer	Refuses to answer	Not applicable	Total number of responses
General evaluation of the court's functioning									
Scheduling the hearings in coordination with parties	5,8	6	4	0	0	0	0	0	4
Access to the case-law	5,8	6	4	0	0	0	0	0	4
Communication with the court	3,5	5	2	0	0	1	0	1	4
Clearness in the organization and admin. responsibilities	4,3	5,3	3	0	0	1	0	0	4
Quality of the DataLex.am website	4,3	5,8	4	0	0	0	0	0	4
Quality of the Court.am website	3	3	1	0	0	2	0	1	4
Placement of guiding signs within the courthouse	4,7	4	3	0	0	1	0	0	4
Orientation within the courthouse	6	4,5	4	0	0	0	0	0	4
Court-lawyer relations									
Judge's(') politeness and attitude	6	6	4	0	0	0	0	0	4
Judge's(') professionalism	5,8	6	4	0	0	0	0	0	4
Judge's(') availability	6	6	4	0	0	0	0	0	4
Judge's(') accessibility	6	6	4	0	0	0	0	0	4
Court officers' politeness and attitude	6	6	4	0	0	0	0	0	4
Court officers' availability	5,5	6	4	0	0	0	0	0	4
Court officers' accessibility	5,5	6	4	0	0	0	0	0	4
Prosecutor's(s) politeness and attitude			0	0	0	0	0	4	4
Prosecutor's(s) professionalism			0	0	0	0	0	4	4
Judge assistants(') level of professionalism	5,5	5,5	4	0	0	0	0	0	4
Court bailiff's(') level of professionalism	5,3	5,3	4	0	0	0	0	0	4
Court session secretary's(') professionalism	5,3	5,3	4	0	0	0	0	0	4
Celerity of responses to your questions	5,5	6	4	0	0	0	0	0	4
Quality and reliability of registry's responses	5,3	6	4	0	0	0	0	0	4
Computerized management of proceedings	4,5	6	4	0	0	0	0	0	4
Costs/fees of access to justice	3,7	5,3	3	0	0	1	0	0	4
Preparation and conduct of hearings									
Conditions of meeting with clients	1	6	3	0	0	0	0	1	4
Existence of rooms for meeting with clients	0	4	3	0	0	0	0	1	4
Furnishing, equipment of the courtroom	4,5	6	4	0	0	0	0	0	4
Timeliness of the hearing(s)	5,3	6	4	0	0	0	0	0	4
Organization and progression of hearing(s)	5,3	6	4	0	0	0	0	0	4
Impartiality of the judge in conducting hearing(s)	4,8	6	4	0	0	0	0	0	4
Judges' judicial acts									
Judge's(') independence	4,3	6	4	0	0	0	0	0	4
Clarity, comprehensiveness of judicial act(s)	5	6	4	0	0	0	0	0	4
Clarity of decision reasoning and conclusions	5	6	4	0	0	0	0	0	4
Rapid handling of civil cases			0	0	0	0	0	4	4
Rapid handling of criminal cases			0	0	0	0	0	4	4
Rapid handling of administrative cases	4,5	6	4	0	0	0	0	0	4
Feasibility of enforcement of judicial acts	4	6	3	0	0	1	0	0	4
Enforcement of judicial acts	3	6	1	0	0	0	0	3	4

APPENDIX III: QUESTIONNAIRE AIMED AT COURT USERS OF THE FIRST INSTANCE COURTS OF THE RA

EVALUATION OF THE FUNCTIONING OF THE COURTHOUSE OF

(please fill in the name of the court of general jurisdiction you are evaluating)

The European Union (EU) and the Council of Europe (COE) Joint Project on “Strengthening the Independence, Professionalism and Accountability of the Justice System in Armenia” has given us the authority of obtaining your opinion on the quality of the services provided by the courts of Armenia.

Your opinions and suggestions are important for improving the quality of the services which the courts supply to the citizens

The questionnaire is composed of 53 set-answer questions and 2 open-ended questions which you may use to present your observations and suggestions.

Strict confidentiality of your answers is guaranteed. This survey is anonymous.

Please tick the appropriate boxes:

1. Your gender: ☐ male ☐ female
2. Your age: ☐ between 18 and 30 ☐ between 31 and 50 ☐ between 51 and 65 ☐ over 65
3. In which capacity did you act in the court of _____ ?
- ☐ plaintiff ☐ applicant ☐ defendant ☐ third party
- ☐ accused ☐ defendant for criminal case ☐ victim / injured
- ☐ witness ☐ expert ☐ translator
- ☐ acquitted ☐ convicted
- ☐ civil plaintiff ☐ civil defendant
- ☐ other (e.g. family of one of the parties, requesting information, visitor,..)

Specify: _____

Note: Please answer all questions in the questionnaire if you are or have been a party in proceedings.

But, if you are in another category (witness, other) please only answer those that concern you.

4. If you have been a party in proceedings, in which kind of case?
- ☐ civil ☐ criminal ☐ administrative
5. Did the court render a final substantive judicial act for your case?¹⁸⁹
- ☐ yes ☐ no (continue from question 11)
6. If you were a party, and the final substantive judicial act was delivered, did the court find partially or fully in your favour?
- ☐ in your favour ☐ not in your favour ☐ partially in your favour
7. Were you delivered with the final substantive judicial act of your case?
- ☐ yes ☐ no (continue from question 11)
8. Did you read the final substantive judicial act of your case?
- ☐ yes ☐ no (continue from question 11)
9. Was the reasoning and conclusions reflected in the final substantive judicial act on your case clear for you?
- ☐ yes ☐ no
10. If the final substantive judicial act is not in your favour will you appeal to the next instances?
- ☐ yes ☐ no
- If no, specify:
- ☐ satisfied ☐ additional expenses ☐ no trust in the next level justice institutions
- ☐ no trust in the administration of justice in Armenia

¹⁸⁹ Final substantive judicial act: decision, judgment, verdict.

11. Did you use the service of public defence? ☐ yes ☐ no
12. Did you pay for the received service of public defence? ☐ yes ☐ no
13. Were you represented by an advocate? ☐ yes ☐ no

For each of the questions below, please evaluate by circling a number from 0 to 6

– Your **LEVEL OF SATISFACTION**

Please circle the appropriate number.

1) General perceptions of the functioning of justice.

LEVEL OF SATISFACTION

14. The court's(‘) functioning is: **unclear** 0 1 2 3 4 5 6 **clear**
15. Do you think court(s) deal with examination of cases: **slowly** 0 1 2 3 4 5 6 **quickly**
16. Without taking into account lawyer's fees, the remaining cost for acceding to justice seems: **expensive** 0 1 2 3 4 5 6 **cheap**
17. Do you trust the justice system carried out by the courts of the RoA? **a little** 0 1 2 3 4 5 6 **completely**

2) Accessibility and interior of the facilities of the court of _____.

LEVEL OF SATISFACTION

18. Coming to the court is: **hard** 0 1 2 3 4 5 6 **easy**

Please note what exactly constitutes a hardship of coming to the court?

19. Access to the court for persons with disabilities (physical limitations) is: **hard** 0 1 2 3 4 5 6 **easy**
20. The guiding signs inside the courthouse are placed: **bad** 0 1 2 3 4 5 6 **good**
21. The waiting conditions in the courthouse are: **bad** 0 1 2 3 4 5 6 **good**
22. The courtroom furnishing is: **inadequate** 0 1 2 3 4 5 6 **adequate**

3) Evaluation of functioning of the court of _____.

LEVEL OF SATISFACTION

23. The court summonses concerning the date(s) and time(s) of the court hearing(s) are:
- | unclear | | | | | | clear |
|---------|---|---|---|---|---|-------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 |
24. The time laps between the court's summonses and a hearing(s) is:
- | unsatisfactory | | | | | | satisfactory |
|----------------|---|---|---|---|---|--------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 |
25. The punctuality of the hearing(s) under which your case was called were:
- | bad | | | | | | good |
|-----|---|---|---|---|---|------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 |
26. Did you find the attitude and politeness of the court registry personnel:
- | unsatisfactory | | | | | | satisfactory |
|----------------|---|---|---|---|---|--------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 |
27. Did you find the attitude and politeness of the bailiffs:
- | unsatisfactory | | | | | | satisfactory |
|----------------|---|---|---|---|---|--------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 |
28. Did you find the attitude and politeness of the judge's assistant:
- | unsatisfactory | | | | | | satisfactory |
|----------------|---|---|---|---|---|--------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 |
29. Did you find the attitude and politeness of the court sessions secretary:
- | unsatisfactory | | | | | | satisfactory |
|----------------|---|---|---|---|---|--------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 |

4) The judge examining your case.

30. The age category of the judge examining your case:

☐ between 30 and 44 ☐ between 45 and 59 ☐ over 60

LEVEL OF SATISFACTION

31. The attitude and politeness of the judge are:

unsatisfactory **satisfactory**
0 1 2 3 4 5 6

32. The judge's language was:

unclear **clear**
0 1 2 3 4 5 6

33. The judge's independence was:

unsatisfactory **satisfactory**
0 1 2 3 4 5 6

34. The judge's professionalism was:

unsatisfactory **satisfactory**
0 1 2 3 4 5 6

35. The judges' impartiality in conducting the oral proceedings was:

unsatisfactory **satisfactory**
0 1 2 3 4 5 6

36. The time provided to you (or to your advocate) to make your submissions at the hearing was:

insufficient **sufficient**
0 1 2 3 4 5 6

37. The court's judicial acts were:

unclear **clear**
0 1 2 3 4 5 6

38. The timeframe for delivery of a final substantive judicial act was:

too long **reasonable**
0 1 2 3 4 5 6

5) The prosecutors as litigators.

LEVEL OF SATISFACTION

39. The attitude and politeness of the prosecutor were:

unsatisfactory **satisfactory**
0 1 2 3 4 5 6

40. The prosecutor's language was:

unclear **clear**
0 1 2 3 4 5 6

41. The prosecutor's professionalism was:

unsatisfactory **satisfactory**
0 1 2 3 4 5 6

6) The advocate conducting your case.

LEVEL OF SATISFACTION

42. Your advocate's professionalism was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
43. If you paid the advocate, the fee was: **high** **low**
0 1 2 3 4 5 6
44. Your advocate's actions were agreed with you: **agreed** **not agreed**
0 1 2 3 4 5 6
45. Your advocate's actions for you were: **unclear** **clear**
0 1 2 3 4 5 6

7) The public defender conducting your case.

LEVEL OF SATISFACTION

46. Your public defender's professionalism was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
47. Your public defender's actions were agreed with you: **agreed** **not agreed**
0 1 2 3 4 5 6
48. Your public defender's actions for you were: **unclear** **clear**
0 1 2 3 4 5 6

8) Access to information.

LEVEL OF SATISFACTION

49. Did you find the information provided to you by the court: **unclear** **clear**
0 1 2 3 4 5 6
50. What means of communication have you used to contact the court registry?
☐ in person ☐ post ☐ telephone ☐ fax ☐ e-mail
☐ online via the DataLex website
51. If you needed to access to documents of your case (e.g: copy of evidence), was it easy to receive a hard copy of your case file?
☐ yes ☐ no
52. If you needed to access to documents (copy of evidence), was it costly to receive a hard copy of your case file?
☐ yes ☐ no
53. After this experience, you consider the material resources available to the courts:
☐ most inadequate ☐ inadequate ☐ adequate ☐ more than adequate

54. Please rate the priority aspects which are, according to you, the most important to ensure a good functioning of the court

1. -----

2. -----

3. -----

4. -----

5. -----

6. -----

7. -----

8. -----

55. Please do not hesitate to tell us if you have any remarks or observation, or would like to bring a certain aspect of the court to our attention in order to improve the functioning of justice (please briefly list below).

Distribution or attribution

APPENDIX IV: QUESTIONNAIRE AIMED AT COURT USERS OF THE COURTS OF APPEALS OF THE RA

EVALUATION OF THE FUNCTIONING OF THE COURTHOUSE OF

_____ appeal court

(please fill in the name of the court of appeals you are evaluating)

The European Union (EU) and the Council of Europe (COE) Joint Project on “Strengthening the Independence, Professionalism and Accountability of the Justice System in Armenia” has given us the authority of obtaining your opinion on the quality of the services provided by the courts of Armenia.

Your opinions and suggestions are important for improving the quality of the services which the courts supply to the citizens

The questionnaire is composed of 52 set-answer questions and 2 open-ended questions.

Strict confidentiality of your answers is guaranteed. This survey is anonymous.

Please tick the appropriate boxes:

1. Your gender: ☐ male ☐ female
2. Your age: ☐ between 18 and 30 ☐ between 31 and 50 ☐ between 51 and 65 ☐ over 65
3. In which capacity did you act in the court of _____ ?
- ☐ plaintiff ☐ applicant ☐ defendant ☐ third party
- ☐ accused ☐ defendant for criminal case ☐ victim / injured
- ☐ witness ☐ expert ☐ translator
- ☐ acquitted ☐ convicted
- ☐ civil plaintiff ☐ civil defendant
- ☐ other (e.g. family of one of the parties, requesting information, visitor,...)

Specify: _____

Please specify, which part in proceedings brought the appeal? (if known)

Note: Please answer all questions in the questionnaire if you are or have been a party in proceedings.
But, if you are in another category (witness, other) please only answer those that concern you.

4. If you have been a party in proceedings, in which kind of case?
- ☐ civil ☐ criminal ☐ administrative
5. Did the court render a final substantive judicial act for your case?¹⁹⁰
- ☐ yes ☐ no (continue from question 11)
6. If you were a party, and the final substantive judicial act was delivered, did the court find partially or fully in your favour?
- ☐ in your favour ☐ not in your favour ☐ partially in your favour
7. Were you delivered with the final substantive judicial act of your case?
- ☐ yes ☐ no (continue from question 11)
8. Did you read the final substantive judicial act of your case?
- ☐ yes ☐ no (continue from question 11)
9. Was the reasoning and conclusions reflected in the final substantive judicial act on your case clear for you?
- ☐ yes ☐ no

¹⁹⁰ Final substantive judicial act: decision, judgment, verdict.

10. If the final substantive judicial act is not in your favour will you appeal to the next instances?

☐ yes

☐ no

If no, specify:

☐ satisfied

☐ additional expenses

☐ no trust in the next level justice institutions

☐ no trust in the administration of justice in Armenia

11. Did you use the service of public defence?

☐ yes

☐ no

12. Did you pay for the received service of public defence?

☐ yes

☐ no

13. Were you represented by an advocate?

☐ yes

☐ no

For each of the questions below, please evaluate by circling a number from 0 to 6

– Your **LEVEL OF SATISFACTION**

Please circle the appropriate number.

1) General perceptions of the functioning of justice.

LEVEL OF SATISFACTION

14. The court's(') functioning is:

unclear

clear

0 1 2 3 4 5 6

15. Do you think court(s) deal with examination of cases:

slowly

quickly

0 1 2 3 4 5 6

16. Without taking into account lawyer's fees, the remaining cost for acceding to justice seems:

expensive

cheap

0 1 2 3 4 5 6

17. Do you trust the justice system carried out by the courts of the RoA?

a little

completely

0 1 2 3 4 5 6

2) Accessibility and interior of the facilities of the court of _____.

LEVEL OF SATISFACTION

18. Coming to the court is:

hard

easy

0 1 2 3 4 5 6

Please note what exactly constitutes a hardship of coming to the court?

19. Access to the court for persons with disabilities (physical limitations) is:

hard

easy

0 1 2 3 4 5 6

20. The guiding signs inside the courthouse are placed:

bad

good

0 1 2 3 4 5 6

21. The waiting conditions in the courthouse are: **bad** 0 1 2 3 4 5 6 **good**
22. The courtroom furnishing is: **inadequate** 0 1 2 3 4 5 6 **adequate**

3) Evaluation of functioning of the court of _____.

LEVEL OF SATISFACTION

23. The court summonses concerning the date(s) and time(s) of the court hearing(s) are: **unclear** 0 1 2 3 4 5 6 **clear**
24. The time laps between the court's summonses and hearing(s) is: **unsatisfactory** 0 1 2 3 4 5 6 **satisfactory**
25. The punctuality of the hearing(s) under which your case was called were: **bad** 0 1 2 3 4 5 6 **good**
26. Did you find the attitude and politeness of the court registry personnel: **unsatisfactory** 0 1 2 3 4 5 6 **satisfactory**
27. Did you find the attitude and politeness of the bailiffs: **unsatisfactory** 0 1 2 3 4 5 6 **satisfactory**
28. Did you find the attitude and politeness of the judge's assistant: **unsatisfactory** 0 1 2 3 4 5 6 **satisfactory**
29. Did you find the attitude and politeness of the court sessions secretary: **unsatisfactory** 0 1 2 3 4 5 6 **satisfactory**

4) The court examining your case.

LEVEL OF SATISFACTION

30. The attitude and politeness of the judge are:
President 0 1 2 3 4 5 6
Judge 0 1 2 3 4 5 6
Judge 0 1 2 3 4 5 6
31. The judge's language was:
President 0 1 2 3 4 5 6
Judge 0 1 2 3 4 5 6
Judge 0 1 2 3 4 5 6
32. The independence of the bench was: **unsatisfactory** 0 1 2 3 4 5 6 **satisfactory**

33. The professionalism of the bench was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
34. The impartiality of the bench in conducting the oral proceedings was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
35. The time provided to you (or to your advocate) to make your submissions at the hearing was: **insufficient** **sufficient**
0 1 2 3 4 5 6
36. The court judicial acts were: **unclear** **clear**
0 1 2 3 4 5 6
37. The timeframe for delivery of a final substantive judicial act was: **too long** **reasonable**
0 1 2 3 4 5 6

5) The prosecutors as litigators.

LEVEL OF SATISFACTION

38. The attitude and politeness of the prosecutor were: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
39. The prosecutor's language was: **unclear** **clear**
0 1 2 3 4 5 6
40. The prosecutor's professionalism was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6

6) The advocate conducting your case.

LEVEL OF SATISFACTION

41. Your advocate's professionalism was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
42. If you paid the advocate, the fee was: **high** **low**
0 1 2 3 4 5 6
43. Your advocate's actions were agreed with you: **agreed** **not agreed**
0 1 2 3 4 5 6
44. Your advocate's actions for you were: **unclear** **clear**
0 1 2 3 4 5 6

7) The public defender conducting your case.

LEVEL OF SATISFACTION

45. Your public defender's professionalism was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
46. Your public defender's actions were agreed with you: **agreed** **not agreed**
0 1 2 3 4 5 6
47. Your public defender's actions for you were: **unclear** **clear**
0 1 2 3 4 5 6

8) Access to information.

LEVEL OF SATISFACTION

48. Did you find the information provided to you by the court: **unclear** **clear**
0 1 2 3 4 5 6
49. What means of communication have you used to contact the court registry?
☐ in person ☐ post ☐ telephone ☐ fax ☐ e-mail
☐ online via the DataLex website
50. If you needed to access to documents of your case (e.g: copy of evidence), was it easy to receive a hard copy of your case file?
☐ yes ☐ no
51. If you needed to access to documents (copy of evidence), was it costly to receive a hard copy of your case file?
☐ yes ☐ no
52. After this experience, you consider the material resources available to the courts:
☐ most inadequate ☐ inadequate ☐ adequate ☐ more than adequate

53. Please rate the priority aspects which are, according to you, the most important to ensure a good functioning of the court

1. -----

2. -----

3. -----

4. -----

5. -----

6. -----

7. -----

8. -----

54. Please do not hesitate to tell us if you have any remarks or observation, or would like to bring a certain aspect of the court to our attention in order to improve the functioning of justice (please briefly list below).

Distribution or attribution

APPENDIX V: QUESTIONNAIRE AIMED AT COURT USERS OF THE COURT OF CASSATION OF THE RA

EVALUATION OF THE FUNCTIONING OF THE COURTHOUSE OF

_____ chamber of the Court of Cassation

(please fill in the name of the chamber you are evaluating)

The European Union (EU) and the Council of Europe (COE) Joint Project on “Strengthening the Independence, Professionalism and Accountability of the Justice System in Armenia” has given us the authority of obtaining your opinion on the quality of the services provided by the courts of Armenia.

Your opinions and suggestions are important for improving the quality of the services which the courts supply to the citizens

The questionnaire is composed of 51 set-answer questions and 2 open-ended questions.

Strict confidentiality of your answers is guaranteed. This survey is anonymous.

Please tick the appropriate boxes:

1. Your gender: ☐ male ☐ female
2. Your age: ☐ between 18 and 30 ☐ between 31 and 50 ☐ between 51 and 65 ☐ over 65
3. In which capacity did you act in the court of _____ ?
- ☐ party who brought the appeal
- ☐ plaintiff ☐ applicant ☐ defendant ☐ third party
- ☐ accused ☐ defendant for criminal case ☐ victim / injured
- ☐ witness ☐ expert ☐ translator ☐ acquitted
- ☐ convicted ☐ civil plaintiff ☐ civil defendant
- ☐ other (e.g. family of one of the parties, requesting information, visitor,..)
- Specify: _____

Note: Please answer all questions in the questionnaire if you are or have been a party in proceedings.
But, if you are in another category (witness, other) please only answer those that concern you.

4. If you have been a party in proceedings, in which kind of case?
- ☐ civil ☐ criminal ☐ administrative
5. Did the court render a final substantive judicial act for your case?¹⁹¹
- ☐ yes ☐ no (continue from question 10)
6. If you were a party, and the final substantive judicial act was delivered, did the court find partially or fully in your favour?
- ☐ in your favour ☐ not in your favour ☐ partially in your favour
7. Were you delivered with the final substantive judicial act of your case?
- ☐ yes ☐ no (continue from question 10)
8. Did you read the final substantive judicial act of your case?
- ☐ yes ☐ no (continue from question 10)
9. Was the reasoning and conclusions reflected in the final substantive judicial act on your case clear for you?
- ☐ yes ☐ no
10. Did you use the service of public defence? ☐ yes ☐ no
11. Did you pay for the received service of public defence? ☐ yes ☐ no
12. Were you represented by an advocate? ☐ yes ☐ no

¹⁹¹ Final substantive judicial act: decision, judgment, verdict.

For each of the questions below, please evaluate by circling a number from 0 to 6

– Your **LEVEL OF SATISFACTION**

Please circle the appropriate number.

1) General perceptions of the functioning of justice.

LEVEL OF SATISFACTION

13. The court's(‘) functioning is: **unclear** **clear**
0 1 2 3 4 5 6

14. Do you think court(s) deal with examination of cases: **slowly** **quickly**
0 1 2 3 4 5 6

15. Without taking into account lawyer's fees, the remaining cost for acceding to justice seems: **expensive** **cheap**
0 1 2 3 4 5 6

16. Do you trust the justice system carried out by the courts of the RoA? **a little** **completely**
0 1 2 3 4 5 6

2) Accessibility and interior of the facilities of the court of _____.

LEVEL OF SATISFACTION

17. Coming to the court is: **hard** **easy**
0 1 2 3 4 5 6
Please note what exactly constitutes a hardship of coming to the court?

18. Access to the court for persons with disabilities (physical limitations) is: **hard** **easy**
0 1 2 3 4 5 6

19. The guiding signs inside the courthouse are placed: **bad** **good**
0 1 2 3 4 5 6

20. The waiting conditions in the courthouse are: **bad** **good**
0 1 2 3 4 5 6

21. The courtroom furnishing is: **inadequate** **adequate**
0 1 2 3 4 5 6

3) Evaluation of functioning of the court of _____.

LEVEL OF SATISFACTION

- | | | | |
|---|-----------------------|---------|---------------------|
| 22. The court summonses concerning the date(s) and time(s) of the court hearing(s) are: | unclear | | clear |
| | 0 | 1 2 3 4 | 5 6 |
| 23. The time laps between the court's summonses and hearing(s) is: | unsatisfactory | | satisfactory |
| | 0 | 1 2 3 4 | 5 6 |
| 24. The punctuality of the hearing(s) under which your case was called were: | bad | | good |
| | 0 | 1 2 3 4 | 5 6 |
| 25. Did you find the attitude and politeness of the court registry personnel: | unsatisfactory | | satisfactory |
| | 0 | 1 2 3 4 | 5 6 |
| 26. Did you find the attitude and politeness of the bailiffs: | unsatisfactory | | satisfactory |
| | 0 | 1 2 3 4 | 5 6 |
| 27. Did you find the attitude and politeness of the judge's assistant: | unsatisfactory | | satisfactory |
| | 0 | 1 2 3 4 | 5 6 |
| 28. Did you find the attitude and politeness of the court sessions secretary: | unsatisfactory | | satisfactory |
| | 0 | 1 2 3 4 | 5 6 |

4) The chamber examining your case.

LEVEL OF SATISFACTION

- | | | | |
|---|-----------------------|---------|---------------------|
| 29. The attitude and politeness of the judge are: | unsatisfactory | | satisfactory |
| President | 0 | 1 2 3 4 | 5 6 |
| Reporting judge | 0 | 1 2 3 4 | 5 6 |
| 30. The judge's language was: | unclear | | clear |
| President | 0 | 1 2 3 4 | 5 6 |
| Reporting judge | 0 | 1 2 3 4 | 5 6 |
| 31. The independence of the bench was: | unsatisfactory | | satisfactory |
| | 0 | 1 2 3 4 | 5 6 |
| 32. The professionalism of the bench was: | unsatisfactory | | satisfactory |
| | 0 | 1 2 3 4 | 5 6 |

33. The impartiality of the bench in conducting the oral proceedings was:
- | | |
|-----------------------|---------------------|
| unsatisfactory | satisfactory |
| 0 1 2 3 | 4 5 6 |
34. The time provided to you (or to your advocate) to make your submissions at the hearing was:
- | | |
|---------------------|-------------------|
| insufficient | sufficient |
| 0 1 2 3 | 4 5 6 |
35. The court judicial acts were:
- | | |
|----------------|--------------|
| unclear | clear |
| 0 1 2 3 | 4 5 6 |
36. The timeframe for delivery of a final substantive judicial act was:
- | | |
|-----------------|-------------------|
| too long | reasonable |
| 0 1 2 3 | 4 5 6 |

5) The prosecutors as litigators.

LEVEL OF SATISFACTION

37. The attitude and politeness of the prosecutor were:
- | | |
|-----------------------|---------------------|
| unsatisfactory | satisfactory |
| 0 1 2 3 | 4 5 6 |
38. The prosecutor's language was:
- | | |
|----------------|--------------|
| unclear | clear |
| 0 1 2 3 | 4 5 6 |
39. The prosecutor's professionalism was:
- | | |
|-----------------------|---------------------|
| unsatisfactory | satisfactory |
| 0 1 2 3 | 4 5 6 |

6) The advocate conducting your case.

LEVEL OF SATISFACTION

40. Your advocate's professionalism was:
- | | |
|-----------------------|---------------------|
| unsatisfactory | satisfactory |
| 0 1 2 3 | 4 5 6 |
41. If you paid the advocate, the fee was:
- | | |
|-------------|------------|
| high | low |
| 0 1 2 3 | 4 5 6 |
42. Your advocate's actions were agreed with you:
- | | |
|---------------|-------------------|
| agreed | not agreed |
| 0 1 2 3 | 4 5 6 |
43. Your advocate's actions for you were:
- | | |
|----------------|--------------|
| unclear | clear |
| 0 1 2 3 | 4 5 6 |

7) The public defender conducting your case.

LEVEL OF SATISFACTION

44. Your public defender's professionalism was: **unsatisfactory** **satisfactory**
0 1 2 3 4 5 6
45. Your public defender's actions were agreed with you: **agreed** **not agreed**
0 1 2 3 4 5 6
46. Your public defender's actions for you were: **unclear** **clear**
0 1 2 3 4 5 6

8) Access to information.

LEVEL OF SATISFACTION

47. Did you find the information provided to you by the court: **unclear** **clear**
0 1 2 3 4 5 6
48. What means of communication have you used to contact the court registry?
☐ in person ☐ post ☐ telephone ☐ fax ☐ e-mail
☐ online via the DataLex website
49. If you needed to access to documents of your case (e.g: copy of evidence), was it easy to receive a hard copy of your case file?
☐ yes ☐ no
50. If you needed to access to documents (copy of evidence), was it costly to receive a hard copy of your case file?
☐ yes ☐ no
51. After this experience, you consider the material resources available to the courts:
☐ most inadequate ☐ inadequate ☐ adequate ☐ more than adequate

52. Please rate the priority aspects which are, according to you, the most important to ensure a good functioning of the court

1. -----

2. -----

3. -----

4. -----

5. -----

6. -----

7. -----

8. -----

53. Please do not hesitate to tell us if you have any remarks or observation, or would like to bring a certain aspect of the court to our attention in order to improve the functioning of justice (please briefly list below).

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APPENDIX VI: QUESTIONNAIRE AIMED AT ADVOCATES/LAWYERS FOR ALL COURTS OF ALL INSTANCES OF THE RA

EVALUATION OF THE FUNCTIONING OF THE COURTHOUSE OF

(please fill in the name of the court you are evaluating)

BY THE ADVOCATES OF THE CHAMBER OF ADVOCATES OF THE REPUBLIC OF ARMENIA

The European Union (EU) and the Council of Europe (COE) joint project “Strengthening the Independence, Professionalism and Accountability of the Justice System in Armenia” has given us the authority of obtaining your opinion on the quality of the services provided by the courts of Armenia.

Your opinions and suggestions are important for making the necessary improvements.

The questionnaire is composed of 47 set-answer questions and one open-ended question.

Strict confidentiality of your answers is guaranteed. This survey is anonymous.

Please tick the appropriate boxes:

1. Your gender: ☐ male ☐ female
2. Your age: ☐ between 18 and 30 ☐ between 31 and 50 ☐ between 51 and 65 ☐ over 65
3. You are an advocate practicing: ☐ alone ☐ within a firm of lawyers ☐ other

Specify: _____

4. For how long have you been a member of the Chamber of Advocates of the Republic of Armenia?
_____ years.

For each of the questionnaire below, please evaluate by circling a number from 0 to 6

- your **LEVEL OF SATISFACTION** (0 = the worst / 6 = the best)
- the **LEVEL OF IMPORTANCE** you attach to the question (0 - little importance, 6 - high importance).

Please circle the appropriate number.

1) General evaluation of the court's functioning

	LEVEL OF SATISFACTION							IMPORTANCE						
5. Setting the time of hearings is in agreement with proceeding parties:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
6. Access to the case-law (judicial acts) of the courts:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
7. Communication between the court and the advocate(s):	0	1	2	3	4	5	6	0	1	2	3	4	5	6
8. Clarity in the organization and administrative responsibilities:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
9. Quality of the DataLex.am web site:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
10. Quality of the Court.am web site:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
11. Placement of guiding signs within the courthouse:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
12. Easy orientation within courthouse:	0	1	2	3	4	5	6	0	1	2	3	4	5	6

2) Evaluation by the court of _____.

Please indicate only those observations that you obtained during your experience when dealing with the court where the surveyed/identified case was heard.

For each of the questionnaire below, please evaluate by circling a number from 0 to 6

- your **LEVEL OF SATISFACTION** (0 = the worst / 6 = the best)
- the **LEVEL OF IMPORTANCE** you attach to the question (0 - little importance, 6 - high importance).

Please circle the appropriate number.

2.1) Your relations with the court:

	LEVEL OF SATISFACTION							IMPORTANCE						
13. Judge's() politeness and attitude:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
14. Court officers' politeness and attitude:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
15. Prosecutor's() politeness and attitude:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
16. Judge's() level of professionalism:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
17. Prosecutor's() level of professionalism:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
18. Judge assistant's() level of professionalism:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
19. Court bailiff's() level of professionalism	0	1	2	3	4	5	6	0	1	2	3	4	5	6
20. Court session secretary's() level of professionalism	0	1	2	3	4	5	6	0	1	2	3	4	5	6
21. Judge's availability ¹⁹²	0	1	2	3	4	5	6	0	1	2	3	4	5	6
22. Judge's accessibility ¹⁹³	0	1	2	3	4	5	6	0	1	2	3	4	5	6
23. Court officers' availability	0	1	2	3	4	5	6	0	1	2	3	4	5	6
24. Court officers' accessibility	0	1	2	3	4	5	6	0	1	2	3	4	5	6
25. Promptness of responses to your questions:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
26. Quality and reliability of registry's responses:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
27. Computerized management of proceedings:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
28. Costs / fees of access to justice:	0	1	2	3	4	5	6	0	1	2	3	4	5	6

¹⁹² Availability: Is there a judge in that court to examine your case and is the judge present at the appointed court hearings?

¹⁹³ Accessibility: is the judge willing to provide case-related clarifications in the courtroom? (e.g. answer the questions, listen to your observations).

2.2) Preparation and conduct of hearings.

	LEVEL OF SATISFACTION							IMPORTANCE						
29. Conditions of facilities for meetings with the clients in the courthouse:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
30. Existence of rooms in the courthouse for advocates and clients:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
31. Furnishing, equipment of the courtroom:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
32. Punctuality of hearing(s):	0	1	2	3	4	5	6	0	1	2	3	4	5	6
33. Organization and progression of hearing(s):	0	1	2	3	4	5	6	0	1	2	3	4	5	6
34. Impartiality of the judge in conducting hearing(s):	0	1	2	3	4	5	6	0	1	2	3	4	5	6

2.3) Judges' judicial acts:

	LEVEL OF SATISFACTION							IMPORTANCE						
35. Independence of judge(s):	0	1	2	3	4	5	6	0	1	2	3	4	5	6
36. Clear, comprehensible judicial act(s):	0	1	2	3	4	5	6	0	1	2	3	4	5	6
37. Clear decision reasoning and conclusions:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
38. Rapid handling of civil cases:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
39. Rapid handling of criminal cases:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
40. Rapid handling of administrative cases:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
41. Judicial acts easy to be enforced:	0	1	2	3	4	5	6	0	1	2	3	4	5	6
42. Enforcement of judicial acts:	0	1	2	3	4	5	6	0	1	2	3	4	5	6

43. Do you think that, over the last 1-5 years, the functioning of this court?

☐ has deteriorated

☐ was unchanged

☐ has improved

44. Over the last 1-5 years do you think that the workload of the courts has increased?

☐ faster than its resources

☐ in proportion to its
resources

☐ more slowly than its
resources

45. In your opinion, are the court's material resources:

☐ most insufficient

☐ insufficient

☐ sufficient

☐ more than sufficient

46. In your opinion, are the court's human resources:

☐ most insufficient

☐ insufficient

☐ sufficient

☐ more than sufficient

47. Does the court have a special officer trained in dealing with the press?

☐ yes

☐ no

48. If you had the opportunity, what would you change in order to improve the functioning of the court?

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