

Ministero della Giustizia



Direzione Generale di Statistica



Italian Ministry of Justice

Organization, Human Resources and Services Department

Department of Statistics

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STRASBOURG 28 – 6 - 2011

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Background

The idea of running a satisfaction survey in Italy aimed to Court users takes its stands from the guidelines prepared by the Quality Working Group of the CEPEJ.

The idea was proposed and enthusiastically accepted by the Heads of the Courts of Turin and Catania.

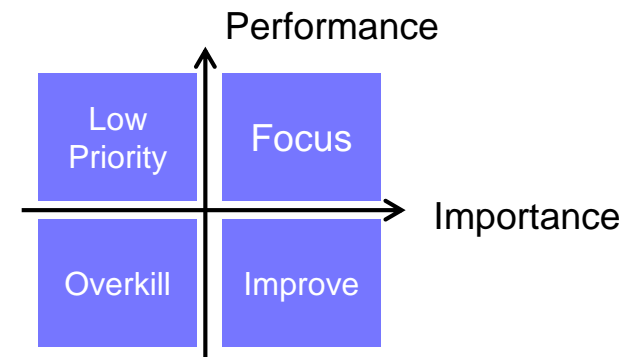


Objectives



Main objectives of the survey are:

- To evaluate the overall satisfaction level of Justice amongst the final users
- To establish Key Performance Indicators (KPIs) to be tracked throughout time
- To pinpoint the areas of improvement and (propose to) take action accordingly
- To analyze the satisfaction amongst specific sub-samples (e.g. males/ females, age classes, ...)
- To plot Performance vs Importance diagram



Working group

A key success factor towards the success of such initiative is to involve as much as possible the stakeholders of the world-justice.

Thus, the working group to design and conduct the survey was composed by:

- Ministry of Justice representatives (and as members of the CEPEJ)
- Statisticians
- Heads of the Courts of Appeal and Tribunals
- Judges and Lawyers
- Professors of the University (Law, Politics and Economic Sciences)



Courts under survey

- ❑ This year we are running the survey in **Turin** and **Catania**.
- ❑ Depending on the goodness of the results this kind of survey might be **extended to other courts across the Country**.
- ❑ In Catania the intention is to conduct the survey also to other two targets: **Lawyers** and **Court staff**.
- ❑ Members of the CEPEJ were responsible for managing and coordinating the initiative in both cities.



Constraints and methodology

Since this Satisfaction Survey is being carried out **without a budget**, we have decided to maximize the use of **internal resources and free external resources only**. The experience of the Statisticians within the department guarantees the **quality** of the whole project. Thanks to a collaboration between the Courts and the University, a **group of around 25 students per city** have been selected to conduct the interviews. Prior to the fieldwork a number of **motivational sessions** have been carried out. Moreover, in order to ensure good quality standards, interviewers were **carefully briefed** on the following:

- Phases of the interview (approach, questionnaire, closure)
- Behavior & Good Conduct
- What to do and what to avoid
- Questionnaire flow (screening, main and demographic questions)



The sample

The idea is to interview Citizens visiting the Courts of Turin and Catania (preferably people who have already got a contact with the service provided) during February-March 2011.

Preferably a “random” sample of **600 users per Court**

Alternatively a sample composed of at least **380 users per Court**



Statistical note → *within an unlimited population:*

- *A sample of 600 users guarantees that the standard error is lower than 4%*
- *A sample of 380 users guarantees that the standard error is lower than 5%*

The target

The target has been defined according to the following criteria:



Criteria of inclusion

- Parties
- Witnesses
- Interpreters, experts
- Relatives of the Parties, of witnesses, etc.

Criteria of exclusion *

- Lawyers
- Judges, Prosecutors and staff of the Court
- Policemen, Bailiffs, etc.

(*) In Catania two specific satisfaction surveys aimed at Lawyers and Court staff have been carried out separately.

The questionnaire

The questionnaire has been designed according to the CEPEJ guidelines, taking into account specific needs of the Courts in Turin and Catania. For this reason we are using two slightly different questionnaires. The one used in Turin is relatively shorter than the Catania's one.

Both questionnaires are divided into 3 different sections:

- Screening questions
- Main Questions. Satisfaction of:
 - ✓ Court premises, organization, clean environment
 - ✓ Punctuality of hearings, length of proceedings
 - ✓ Judge professionalism, competence, cordiality
 - ✓ Information points within the Court and web-sites
 - ✓ Court location and ways of transport
- Demographic Questions



Promoting the initiative

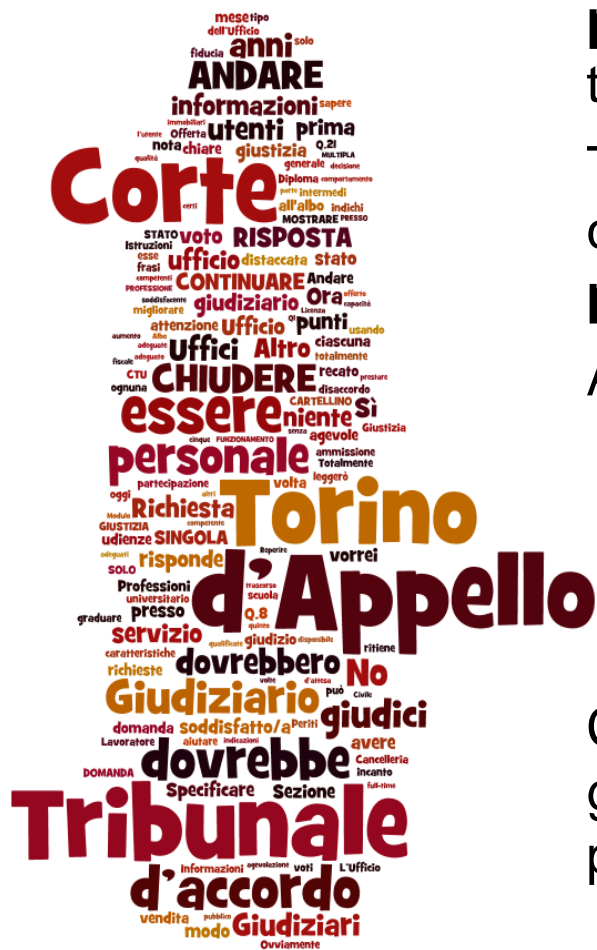
Before the interviews started, many posters **promoting this initiative** were stuck to the walls of the Courts premises.

This simple action has been having a great contribution on the respondents' **willingness to take part into this survey.**

Additional publicity has been obtained through:

- **Lawyers** in Turin and Catania: they were asked to talk about this initiative among their clients.
- **Judges:** they were all formally informed about this initiative.

Catania has requested the CEPEJ to provide some gadgets to be distributed to the people who participate to the survey



Data acquisition and results

The data collection is performed through an **online application**.

At the end of the day all questionnaires are being loaded-up into a central database by the interviewers using an online form.

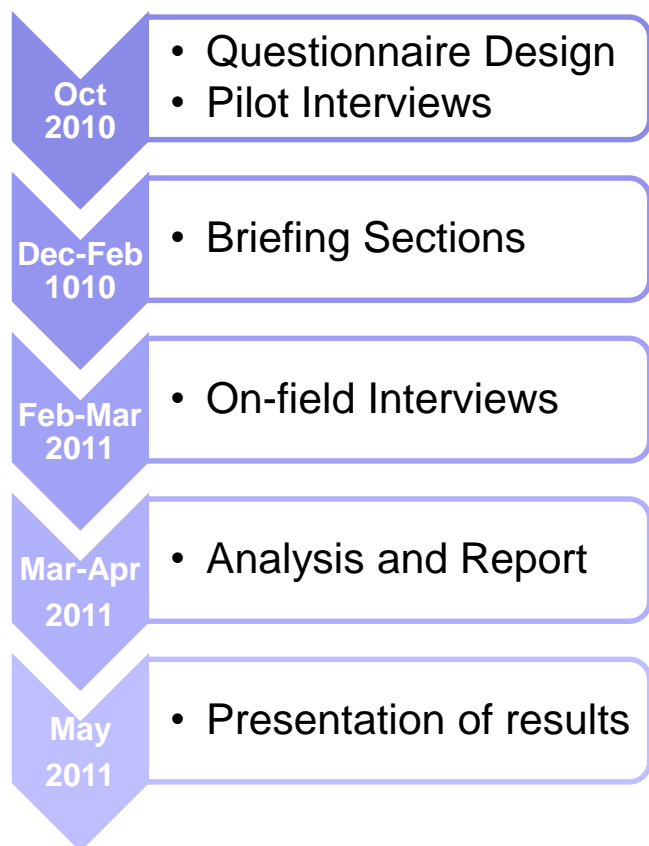
The results (charts and graphs) are available in **real-time** to the members of the working group.



Statistical Note:

In order to ensure good quality standards, a selection of random paper questionnaires will be double-checked against the online data to verify that the informations have been transmitted correctly.

Project timing



The results of the surveys were presented in occasion of the

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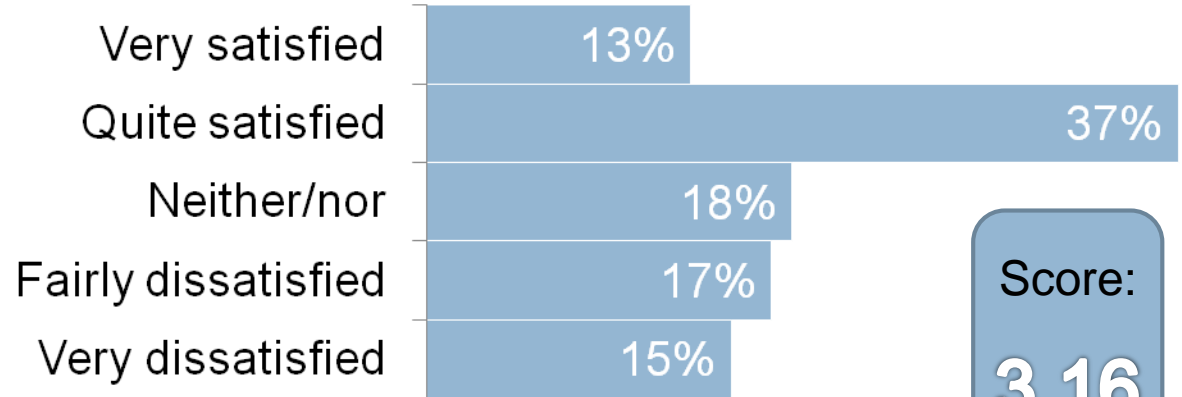
TORINO, 28-29 MAGGIO 2011



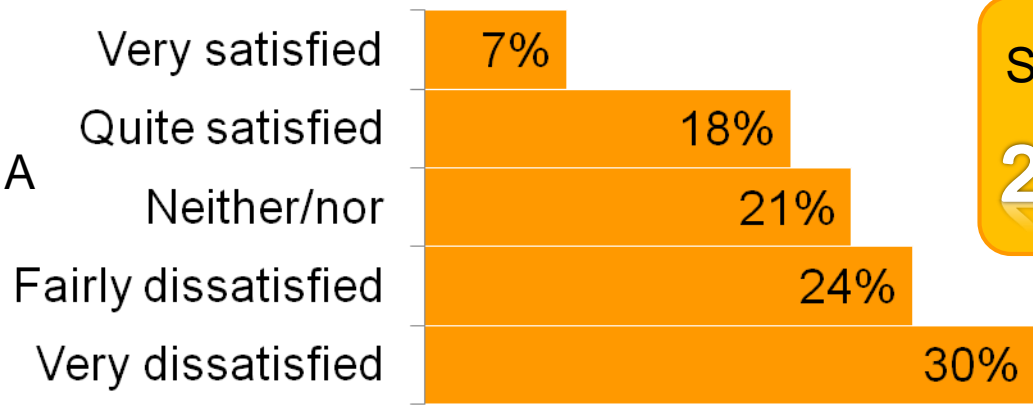
The results: Overall Satisfaction



- Overall satisfaction with the court experience



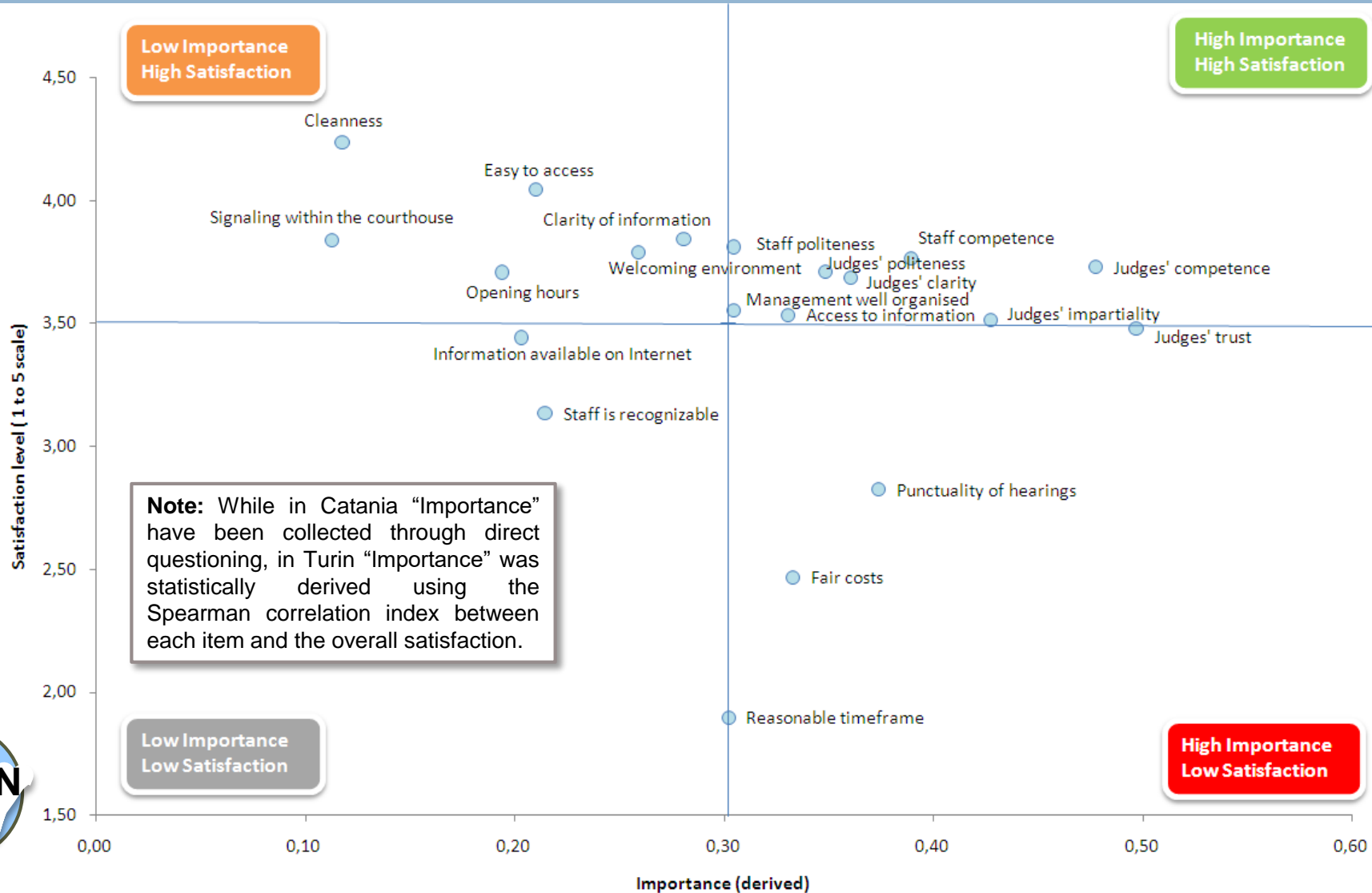
Score:
3.16



Score:
2.48

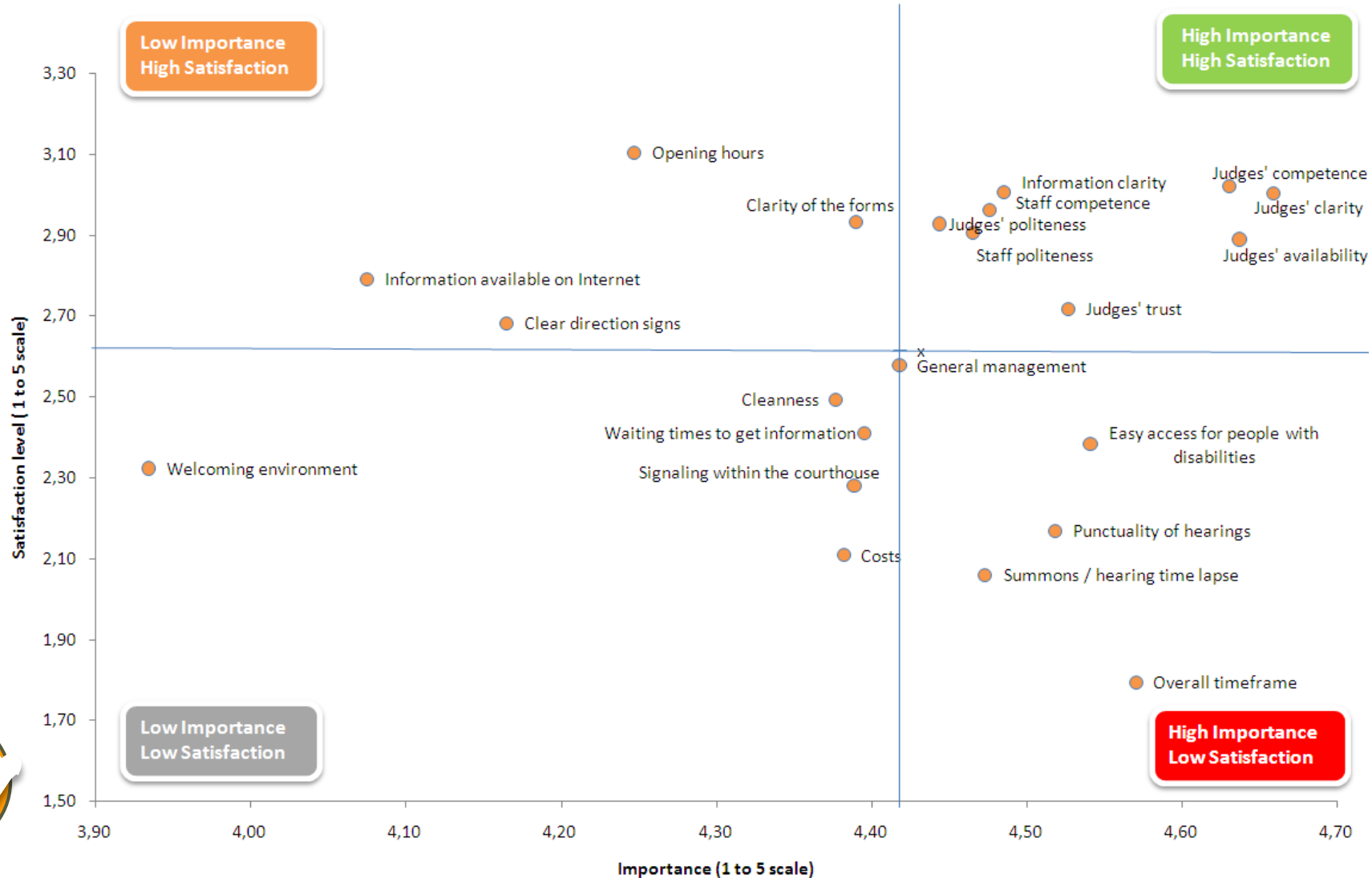
Note: Scores are calculated applying a weighted mean. Weights range from 1 (Very Dissatisfied) to 5 (Very satisfied).

Satisfaction vs Importance diagram



TURIN

Satisfaction vs Importance diagram



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