



**Joint Project of the European Union and the Council of Europe  
EU / CoE Support to Efficiency of Justice – SEJ**

## **QUESTIONNAIRE FOR COURT USERS**

**EVALUATION OF THE FUNCTIONING OF THE COURTHOUSE OF \_\_\_\_\_**

The Joint Project of the European Union and the Council of Europe, EU/CoE “Support to the Efficiency of Justice – SEJ” has given us the job of obtaining your opinion on the quality of the services provided by the courts of Albania.

**Your opinions and suggestions are important for improving the quality of the services which the courts should supply to the citizens**

**The questionnaire is composed of 40 set-answer questions and 2 open-ended questions.  
Strict confidentiality of your answers is guaranteed.  
This survey is anonymous.**



For each of the questions below, please **evaluate your level of satisfaction** by circling a number from 0 to 6

**1) Accessibility and premises of the court of \_\_\_\_\_ :**

LEVEL OF SATISFACTION

10. Coming from home to the court is: **hard** 1 2 3 4 5 6 7 **easy**

11. Access for people with disabilities is: **hard** 1 2 3 4 5 6 7 **easy**

12. Finding you way inside the courthouse is: **hard** 1 2 3 4 5 6 7 **easy**

13. The waiting conditions are: **bad** 1 2 3 4 5 6 7 **good**

14. The courtroom facilities are: **functional** 1 2 3 4 5 6 7 **not functional**

**2) Functioning of the court of \_\_\_\_\_ :**

LEVEL OF SATISFACTION

15. The court summonses and notifications are: **unclear** 1 2 3 4 5 6 7 **clear**

16. The time lapse between the court's summons/notifications and a hearing is: **bad** 1 2 3 4 5 6 7 **good**

17. The punctuality of the hearings under which your case was called were: **bad** 1 2 3 4 5 6 7 **good**

18. The attitude and politeness of the administrative staff is : **bad** 1 2 3 4 5 6 7 **good**

19. The level of competence of the administrative staff is: **bad** 1 2 3 4 5 6 7 **good**

**3) The judges in the court of \_\_\_\_\_ :**

LEVEL OF SATISFACTION

20. The attitude and politeness of the judges are: **unsatisfactory** 1 2 3 4 5 6 7 **satisfactory**

21. The judge's language is: **unclear** 1 2 3 4 5 6 7 **clear**

22. The judges' impartiality in conducting the oral proceedings is: **unsatisfactory satisfactory**  
1 2 3 4 5 6 7
23. The time granted to you (or your lawyer) to make your submissions at the hearing was: **insufficient sufficient**  
1 2 3 4 5 6 7
24. The solemnity of the hearing was: **unsatisfactory satisfactory**  
1 2 3 4 5 6 7
25. The court decision is : **unclear clear**  
1 2 3 4 5 6 7
26. The timeframe between court hearing and the delivery of the decision is: **too long reasonable**  
1 2 3 4 5 6 7
27. The timeframe between the delivery and the transcription of the decision is : **too long reasonable**  
1 2 3 4 5 6 7

**4) The prosecutors as Litigators\_\_\_\_\_:**

LEVEL OF SATISFACTION

28. The attitude and politeness of the prosecutors are: **unsatisfactory satisfactory**  
1 2 3 4 5 6 7
29. The prosecutor's language is: **unclear clear**  
1 2 3 4 5 6 7

**5) Access to information:**

LEVEL OF SATISFACTION

30. In general, finding information about your rights seems: **hard easy**  
1 2 3 4 5 6 7
31. Did you find the information provided by the court: **unclear clear**  
1 2 3 4 5 6 7
32. Have you been in contact with the court registry services?  
*If no, please proceed directly to question 36*  
 yes  no
33. Which court registry have used in the course of the past year?  
*Please tick all answers that fit:*
- Information for requesting legal aid
  - Information on forms of legal action
  - Access to documents (e.g. copy of evidence)
  - Information on the court's decisions
  - Practical information on the execution of decisions
  - Other (Specify: \_\_\_\_\_)

34. What means of communication have you used to contact the court registry?

- in person                       post                       telephone                       fax  
 email                               on line via the court website

LEVEL OF SATISFACTION

35. The quality of the information supplied by the court registry services is :

- bad**                      **good**  
1 2 3 4 5 6 7

**6) General perception of the functioning of justice:**

LEVEL OF SATISFACTION

36. The courts functioning is:

- unclear**                      **clear**  
1 2 3 4 5 6 7

37. Do you think courts deal with a case:

- slowly**                      **quickly**  
1 2 3 4 5 6 7

38. Without taking into account lawyer's fees, the cost for acceding to justice seems:

- expensive**                      **cheap**  
1 2 3 4 5 6 7

39. Do you trust your justice system:

- not at all**                      **completely**  
1 2 3 4 5 6 7

40. After this experience, you consider the means (finances, infrastructures, human resources) available to the courts are:

- most inadequate                       inadequate                       adequate                       more than adequate

41. Please rate the priority aspects which are, according to you, the most important to ensure a good functioning of the court: (*Mention up to 5 aspects*)

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_  
4. \_\_\_\_\_  
5. \_\_\_\_\_

42. 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:

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**QUESTIONNAIRE AIMED AT LAWYERS**

**EVALUATION OF THE FUNCTIONING OF THE COURTHOUSE OF \_\_\_\_\_  
BY THE LAWYERS OF THE BAR OF \_\_\_\_\_**

The Joint Project of the European Union and the Council of Europe, EU/CoE "Support to the Efficiency of Justice – SEJ" has given us the job of obtaining your opinion on the quality of the services provided by the courts of \_\_\_\_\_.

**Your opinions and suggestions are important to us and will help make the necessary improvements.**

**The questionnaire is composed of 37 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. You are a lawyer practising:

alone

within a law office

2. For how long have you been a member of the Bar Association of \_\_\_\_\_? \_\_\_\_\_years

For each of the questions below, please **evaluate** by circling a number from 1 to 7

- your **LEVEL OF SATISFACTION** (1= not satisfied at all / 7 = completely satisfied)
- the **LEVEL OF IMPORTANCE** you attach to the question (1= not important at all / 7 = extremely important ).

**Please circle the appropriate number.**

**1) Relations with the court:**

	LEVEL OF SATISFACTION							IMPORTANCE						
	<i>Not satisfied at all</i>			<i>Completely satisfied</i>				<i>Not important at all</i>			<i>Extremely important</i>			
3. Politeness and attitude of the administrative staff:	1	2	3	4	5	6	7	1	2	3	4	5	6	7
4. Competence of the administrative staff :	1	2	3	4	5	6	7	1	2	3	4	5	6	7
5. Availability of administrative staff:	1	2	3	4	5	6	7	1	2	3	4	5	6	7
6. Celerity of information provided further to your requests:	1	2	3	4	5	6	7	1	2	3	4	5	6	7
7. Quality of information provided further to your requests:	1	2	3	4	5	6	7	1	2	3	4	5	6	7
8. Communication with the registry :	1	2	3	4	5	6	7	1	2	3	4	5	6	7
9. Computerised management of proceedings:	1	2	3	4	5	6	7	1	2	3	4	5	6	7
10. Easy and practical file consultation:	1	2	3	4	5	6	7	1	2	3	4	5	6	7
11. Access to case law (decisions):	1	2	3	4	5	6	7	1	2	3	4	5	6	7
12. Accessibility and usefulness of the courthouse website:	1	2	3	4	5	6	7	1	2	3	4	5	6	7
13. Finding your way inside the courthouse:	1	2	3	4	5	6	7	1	2	3	4	5	6	7
14. Clear responsibilities and and organisation:	1	2	3	4	5	6	7	1	2	3	4	5	6	7

15. Costs / fees of access to justice: 1 2 3 4 5 6 7 1 2 3 4 5 6 7

**2) Preparation and conduct of court sessions:**

	LEVEL OF SATISFACTION	IMPORTANCE
16. Conditions of meeting with the clients:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
17. Furnishing, equipment of the courtroom:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
18. Punctuality of hearings:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
19. Organisation and progression of hearings:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
20. Judges' politeness and attitude:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
21. Judges' competence:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
22. Impartiality of the judge in conducting hearings:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
23. Solemnity of hearings:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
24. Prosecutors' politeness and attitude:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
25. Performance of the prosecutors:	1 2 3 4 5 6 7	1 2 3 4 5 6 7

**3) Judge's decisions:**

	LEVEL OF SATISFACTION	IMPORTANCE
26. Independence of judges:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
27. Clarity of the decisions:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
28. Rapid handling of civil cases:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
29. Rapid handling of criminal cases:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
30. Rapid handling of administrative cases:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
31. Decisions easy to be enforced:	1 2 3 4 5 6 7	1 2 3 4 5 6 7
32. Enforcement of decisions by bailiffs:	1 2 3 4 5 6 7	1 2 3 4 5 6 7

33. Do you think that, over the last 5 years, the functioning of the court:

- has deteriorated       is unchanged       has improved       DK/NA

34. During this time, do you think that the workload of the courts has:

- increased faster than its means       increased in proportion to its means       increased more slowly than its means       it has not increased



