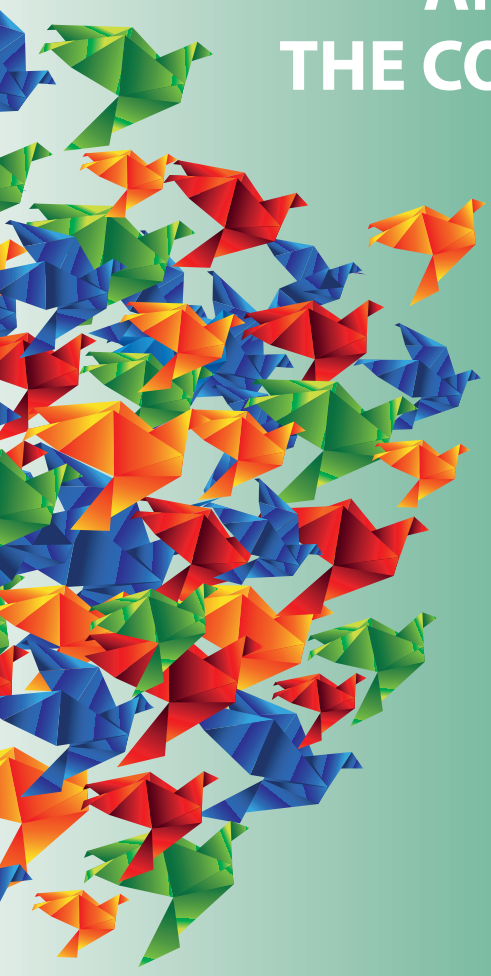

ANALYSIS OF THE RESULTS OF THE COURT USERS' AND LAWYERS' SATISFACTION SURVEYS

Basic Court of Gjakovë/Đakovica, Basic Court of Prishtinë/Priština, and Basic Court of Prizren

JUNE 2018

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Strengthening the Quality and Efficiency of Justice in Kosovo (KoSEJ Action)*

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Basic Court of Gjakovë/Đakovica,
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June 2018

∗ This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.

This report has been produced using funds of a Joint Programme between the European Union and the Council of Europe. The views expressed therein can in no way be taken to reflect the official opinion of the European Union or the Council of Europe.

The court survey was administered by the Riinvest Institute with the support of the KoSEJ Action team in Prishtinë/Priština. The Riinvest Institute also conducted the survey data processing. The data analyses and its interpretation were provided by the author of the report, Marko Aavik, CEPEJ expert, with the extensive support of the Riinvest Institute and the KoSEJ Action Team.

CONTENTS

EXECUTIVE SUMMARY

Users' satisfaction surveys are one of the key elements of policies aimed at the evaluation of quality processes, notably in judicial systems. With the support of the Strengthening the Quality and Efficiency of Justice in Kosovo (KoSEJ Action), three pilot courts conducted court user's satisfaction surveys based on the Council of Europe – European Commission for the Efficiency of Justice (CEPEJ) methodology at the end of 2017, for the first time in Kosovo: the Basic Courts of Gjakovë/Đakovica, Prishtinë/Priština, and Prizren.

In total, 924 court users (881 Albanians and 43 from non-Albanian communities) and 145 lawyers were interviewed. Court users and lawyers were asked to rate their satisfaction level for specific issues on a scale from 1 to 5 with 1 being "very dissatisfied" and 5 "very satisfied".

From the **court users' satisfaction survey,** the average satisfaction level for the three courts is following:

- Accessibility and premises of the courts – it ranged between 3.5 and 3.6, which indicates the need of some improvements;
- Court functioning – it ranged between 3.4 and 3.7, the lowest score relates to the issue of the punctuality of court hearings;
- Judges and hearings – it ranged between 3.4 and 4.1, the lowest score relates to the issue of the length of the proceedings;
- Prosecutors – it was around 3.4, the satisfaction level of court users with the politeness and attitude of judges was higher (3.8) than with the prosecutors;
- Access to information – it ranged between 3.6 and 3.8;
- Overall functioning of the courts – it ranged between 2.9 and 3.4, which are the lowest scores of the survey. Court users are particularly dissatisfied with the costs of the services provided by the courts (2.9).

From the **lawyers' satisfaction survey**, the average satisfaction level for the three courts is the following:

- Lawyer-court relationship – it was below 3 concerning three issues (the speed of the replies to their requests, the quality of the replies to their requests, the digitalization of the proceedings, and the quality and usefulness of the court's website), which is of concern. In Prishtinë/Priština, approximately 75% of the lawyers expressed dissatisfaction with the digitalization of the proceedings and with the quality and usefulness of the court's website.
- Court hearings – it ranged between 3.1 to 3.6. The lowest scores pertain to the issues of coordination between the court and the lawyers to schedule the dates of the hearings and to the punctuality of the hearings.
- Courts' decisions – it ranged between 1.9 to 3.3. The handling of the all types of cases appears slow in the three courts. These issues obtained the lowest scores and these results should raise a great concern.
- Improvement of court' services over the last 5 years – More than 80% of lawyers in Prizren and almost 60% of lawyers in Gjakovë/Đakovica declared that the quality of services has improved during this period. In contrast, only 31% of the lawyers in Prishtinë/Priština considered that the court services have improved, whereas almost half of them responded that they have not changed and 22% responded that they have worsened.

This report was presented and discussed with representatives of the three courts during a workshop that took place on 15 May 2018 as well as individual meetings with the management of the courts on 15 and 16 May 2018. The report and the recommendations contained therein were validated and concrete activities were proposed by the courts to improve some areas of court organisation and court services, as a response to the results of the surveys.

INTRODUCTION

According to the Article 6 of the European Convention on Human Rights (Rome, 1950): "In the determination of his civil rights and obligations or of any criminal charge against him, everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal established by law".

Users' satisfaction surveys are one of the key elements of policies aimed at the evaluation of quality processes, notably in judicial systems. The data collected from court satisfaction surveys are usually very useful for any judicial organization interested to conduct a self-assessment of its functioning. The self-assessment can be used, among other goals, to identify strengths and weaknesses in the court's functioning in order to constantly improve the service delivered, and to increase users' confidence in the administration of justice.

The CEPEJ's Working Group on the quality of justice (CEPEJ-GT-QUAL) has issued a methodological Handbook for Conducting Satisfaction Surveys Aimed at Court Users in Council of Europe Member States.[1] This Handbook is a complementary tool to the CEPEJ Quality Check-list which is a self-evaluation on the court internal performances by the court staff.[2] Therefore, both CEPEJ tools offer a complementary insight on the functioning of the court (court staff's and users' point of view).

With the support of the KoSEJ Action, three pilot courts conducted court users satisfaction surveys based on the CEPEJ methodology at the end of 2017, for the first time in Kosovo: the Basic Courts of Gjakovë/Đakovica, Prishtinë/Priština, and Prizren. The surveys were designed to achieve the following two objectives:

Internal objective: To assist the courts' management to gather information about the court organization and its activities that requires special attention and improvements. In other words, conducting the user satisfaction surveys was not the ultimate goal. The results of the surveys should be thoroughly studied by the courts' management and concrete steps should be undertaken to improve the areas of the court activities where the satisfaction level is more or less average or below average.

1 CEPEJ Handbook for Conducting Satisfaction Surveys Aimed at Court Users in Council of Europe Member States (2016/15E): https://www.coe.int/t/dghl/cooperation/cepej/quality/default_en.asp (hereinafter "CEPEJ Handbook on Satisfaction Surveys").

2 See CEPEJ Quality tools: https://www.coe.int/t/dghl/cooperation/cepej/quality/default_en.asp.

External objective: To give to the general public the assurance that the court is a transparent and caring organization, and that the feedback of the court users is important and has real impact on court activities. Therefore, it is important to publish the results of the satisfaction survey in a way that honestly draws attention also to weaknesses. It is also recommended to publish the results of the satisfaction surveys together with the action plan. Means of publishing the results should include webpage, media (press conference, press notes, interviews in media) and sending the results together with the action plan to the main cooperation partners (bar- and lawyers association, higher courts, ministry of justice etc).

The surveys were carried out by Riinvest Institute, which was specifically selected for this exercise by the KoSEJ Action. The replies were processed by the Riinvest Institute.

Section 2 describes the survey methodology and Section 3 presents the results of the surveys for court users and for lawyers. The last section provides conclusions and recommendations for the three pilot courts. It identifies, in particular, areas of court activities and court organisation that require special attention and improvements in each individual court. This report makes the following preliminary **recommendations to courts to encourage them to identify and initiate concrete measures to improve these areas of court services, or at least some, based on their level of priority:**

- The courts' management is invited to thoroughly study the results of the survey and in particular the areas of court activities and court organisation where the satisfaction level is not satisfactory;
- The courts' management is also invited to identify areas of court organisation or court activities that should be improved as a priority and should develop and plan concrete activities to improve them, as a response to the results of the surveys;
- The courts should publish the results of the satisfaction survey (communication of feedback are an integral part of the survey process. Failure to take any measures following a survey which has identified problems may lead to frustrations on the part of the individuals concerned and ultimately result in their reluctance to participate in new surveys);[3] and
- The surveys should be repeated periodically in order both to measure changes in the delivery of services provided by the courts and to tie the justice system into a process of systematically improving the quality of the services offered.[4]

This report was presented and discussed with representatives of the three courts during a workshop that took place on 15 May 2018 as well as individual meetings with the management of the courts on 15 and 16 May 2018. The report and the recommendations contained therein were validated and concrete activities were proposed by the courts to improve some areas of court organisation and court services, as a response to the results of the surveys (see conclusions and recommendations below).

3 CEPEJ Handbook on Satisfaction Surveys, para. 68.
4 CEPEJ Handbook on Satisfaction Surveys, para. 5.

SURVEY METHODOLOGY

The surveys were conducted based on the CEPEJ methodology, presented in the CEPEJ Handbook on Satisfaction Surveys.

Meetings were held with the Presidents of the three courts on 13 and 15 September 2017 in order to explain the CEPEJ methodology to conduct surveys. A Steering Committee composed of representatives of the three pilot courts was then created in October 2017. The scope, objectives, and the organisation of the surveys were discussed with them. It was decided that there would be two target groups with two separate questionnaires (as recommended in the CEPEJ Handbook on Satisfaction Surveys): (i) one questionnaire for court users (parties to the proceedings, witnesses, and other users requesting a specific service from the court), and (ii) one questionnaire for lawyers.

The questionnaires used for these surveys are based on the model questionnaires contained in the CEPEJ Handbook on Satisfaction surveys. The questionnaires were adapted to the specific needs of the three pilot courts based on the inputs provided by the Steering Committee representatives and by the Kosovo Bar Association.

Court users and lawyers were asked to rate their satisfaction level for specific issues on a scale from 1 to 5 with 1 being "very dissatisfied"; 2 – "dissatisfied"; 3 – "average satisfaction"; 4 – "satisfied"; and 5 – "very satisfied". Note that the third satisfaction level "average satisfaction" was kept in the scale for court users who are, for instance, uncertain about their opinion. This level of satisfaction should be interpreted with care. This report has refrained from speculating about the reasons why the court users responded "average satisfaction". It is possible that the question was not poorly formulated, or was not worth the user's time or care.

There are a number of methods that enable user satisfaction to be studied. The pilot courts decided to organise a quantitative survey with questionnaires administered by a research company within the courts. Regarding the first target group, the following sample was adopted:

TAB. 1 SAMPLE SIZE OF THE COURTS' USERS

Type of Respondents	Prishtinë/Priština Basic Court	Prizren Basic Court	Gjakovë/Đakovica Basic Court	Total
Party to the proceedings	150	100	70	320
Witnesses	60	50	40	150
Other users	200	150	100	450
TOTAL	**410**	**300**	**210**	**920**

A quota-based sample was employed. Several meetings with respective Basic Courts officials have taken place in order to gather necessary information for designing quotas. Stratification was made also taking into account the ethnicity of users, using the 2011 census data on ethnic structure of population at regional level.[5] In total, 924 court users were interviewed, 881 Albanians and 43 from non-Albanian communities. It should be pointed out that obtaining replies from witnesses posed some difficulties in the courts of Gjakovë/Đakovica and Prizren. Identifying these users was problematic. In particular, many hearings in the three courts do not take place in court rooms but in the judges' offices. Consequently, the initial quotas were not completed in Gjakovë/Đakovica (27 out of 40 witnesses) and Prizren (8 out of 50 witnesses). However, the remaining questionnaires were compensated with other court users.

Regarding the second target group (namely: lawyers), detailed data was provided by the Kosovo Bar Association. In order to have a gender-balanced sample group, the number of respondents was weighted according to the gender structure of lawyers in the municipalities of the three pilot courts. Furthermore, since the number of lawyers from non-majority communities is very small, they were all included in the sample. The sample for this target group was therefore constructed as in Table 2 below.

TAB. 2 SAMPLING OF PROFESSIONAL USERS

	Number of Lawyers by municipalities			Number of Lawyers by municipalities		
Municipality	**Total no. of Lawyers**	**Gender**		**Total no. of respondents**	**Gender**	
		M	**F**		**M**	**F**
Prishtinë/Priština	342	267	75	80	62	18
Prizren	74	64	10	40	35	5
Gjakovë/Đakovica	32	31	1	25	24	1

SOURCE: KOSOVO BAR ASSOCIATION

Replies from the court users were collected through face-to-face interviews that took place within the premises of the three pilot courts during the second part of November through early December 2017. Around 20 enumerators have been engaged in conducting interviews with court users in the three courts. The large number of enumerators involved reduces the enumerator bias in terms of the individual treatment of the interviewing process. In addition, the majority of selected enumerators were current students in Law related fields as they are more familiar with legal terminology. The enumerators' team participated a one-day training session where they have been introduced to the purpose of the study, the process of data collection, and finally a group review of each question in both questionnaires. As part of this training, enumerators received a training manual explaining how to dress and present themselves to respondents, and detailed explanations of the questionnaire. Small groups of enumerators worked under a Team Leader. Once the training

5 http://askdata.rks-gov.net/PXWeb/pxweb/en/askdata/

of enumerators was completed, field test of the survey was conducted to find out whether the draft questionnaires were understandable to the target samples. Piloting process took place with 5-10 respondents from each category in all the three locations. After the collection of the replies, a logical control of each filled questionnaire was conducted by the researchers to determine whether there were any irrational or non-fitting answers.

The collected data was encoded by experienced researchers using Excel spreadsheets prepared with the data fields and pop-up tables indicating relevant codes. The data was then analysed using SPSS (Statistical Package for the Social Sciences) software to identify responses outside of expected ranges, including potential inconsistencies across the collected data from specific questions (variables) from the questionnaire. Changes were made as appropriate. Periodic checks were also made by the Project Manager, primarily through comparing variable means and data distributions, to ensure that the data has not been altered, intentionally or otherwise.

The data from lawyers was collected through face-to-face. In total 145 randomly selected lawyers were contacted in advance and depending on their availability, interviews were conducted at lawyers' offices or court premises after hearings. Out of this number, seven were from non-Albanian communities, namely Serbs, Turkish and Bosniaks.

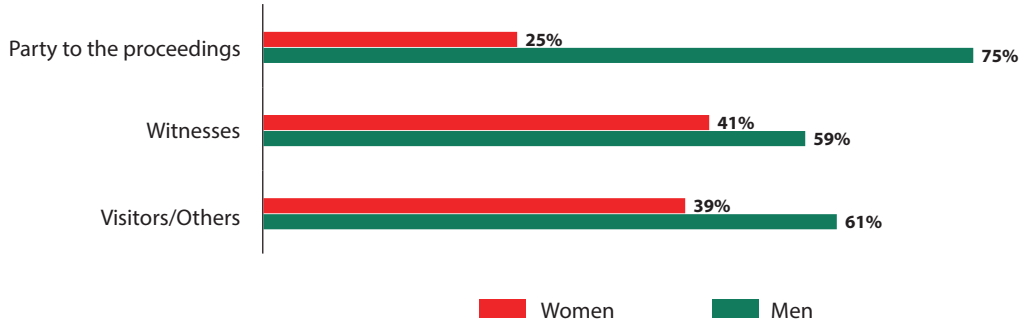
It is important to underline that this report examines the data collected from the survey exclusively. More qualitative studies would be required in order to better understand the reasons for the court users' responses. Issues can be detected through the collection of quantitative data. They usually have to be further investigated through qualitative analysis.

II SURVEY FINDINGS

a) Court Users

In this section the analysis focuses on the satisfaction of parties directly involved in proceedings, witnesses and other users requesting a specific service from the court. The following figure shows the gender structure of these three types of court users. 75% of the individuals who replied to the questionnaire as "parties to the proceedings" were men. Approximately 40% of the witnesses and other users were women.

FIG. 1 GENDER STRUCTURE OF COURT USERS



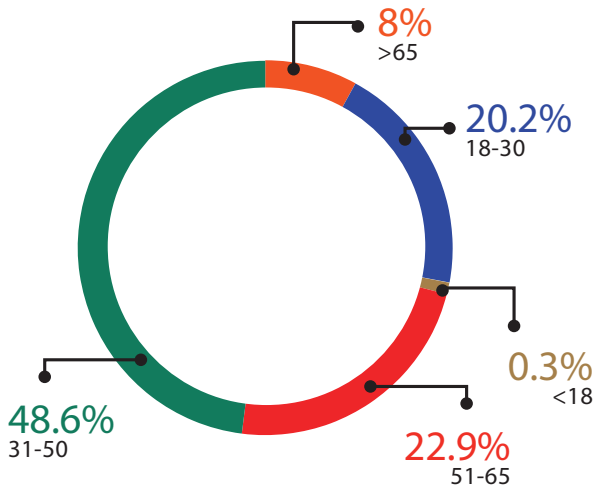
SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

According to the survey, around 50% of the court users who were interviewed were between 31 and 50, and 30% were above 50. Adults between 18 and 30 account for 20% of the court users, and very few are below 18.

Among the parties to the proceedings interviewed, 70% of them were not represented by a lawyer. For those who were represented by a lawyer, in 80% of these cases, the lawyer was privately engaged.

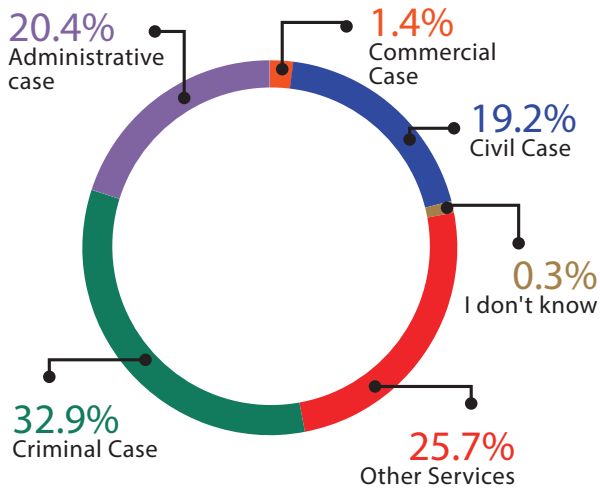
Furthermore, as Figure 4 shows below, around 33% of the courts users interviewed came to one of the three courts for a criminal case; around 20% for a civil case; a very small proportion came for a commercial case; and around 25% came for other court services. Of note, around 30% of the court users responded that they came for an administrative case. However, the Basic Courts of Gjakovë/Đakovica and Prizren do not handle this type of cases. Therefore, it is recommended that, in the future, this question and its answers be reformulated.

FIG. 2 AGE STRUCTURE OF COURT USERS



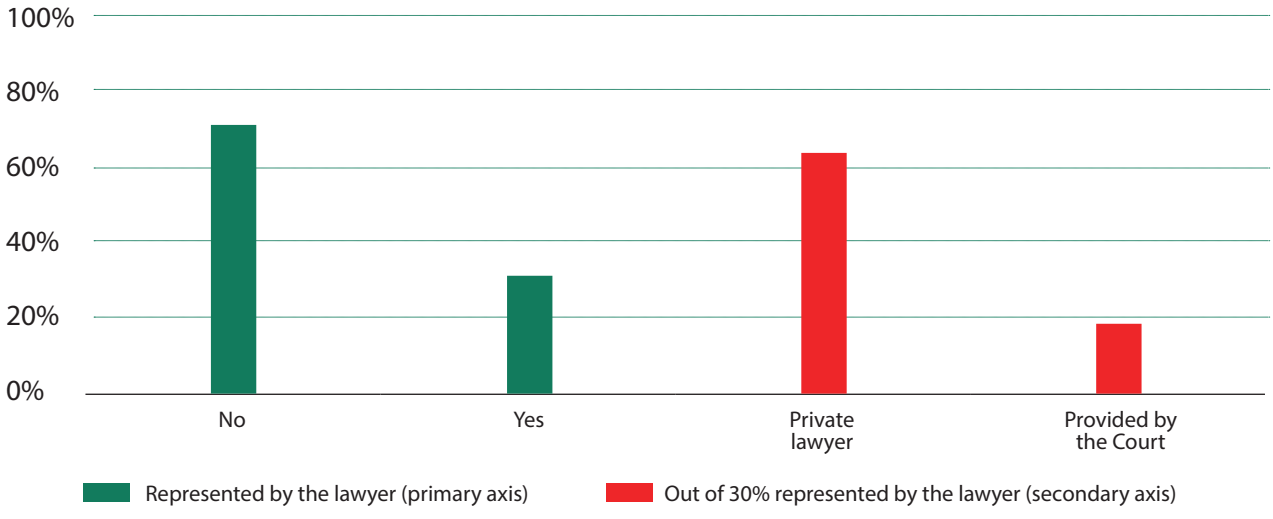
COURT USERS' SATISFACTION SURVEY (2017)

FIG. 4 THE STRUCTURE OF COURT CASES



COURT USERS' SATISFACTION SURVEY (2017)

FIG. 3 PARTIES TO THE PROCEEDINGS REPRESENTED BY A LAWYER



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

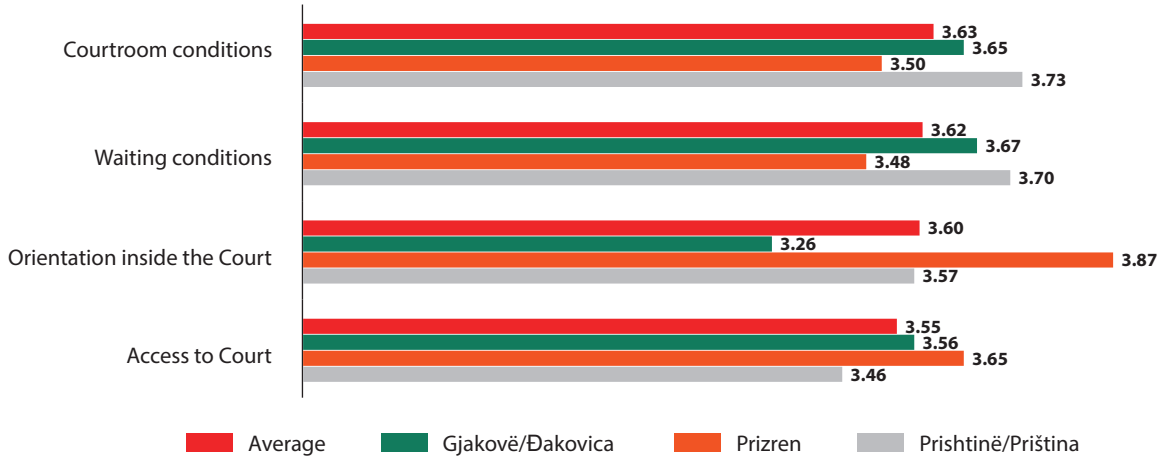
i. Accessibility and premises of the courts

In the questionnaire, court users were asked to rate their satisfaction level for four specific issues under this topic:

- Conditions during the hearing session;
- Waiting conditions;
- Signposting in the court building;
- Conditions of access to the court.

As the figure below shows, for the four abovementioned issues, the average scores for the three courts range between 3.5 and 3.6, which suggests that improvements can be made.

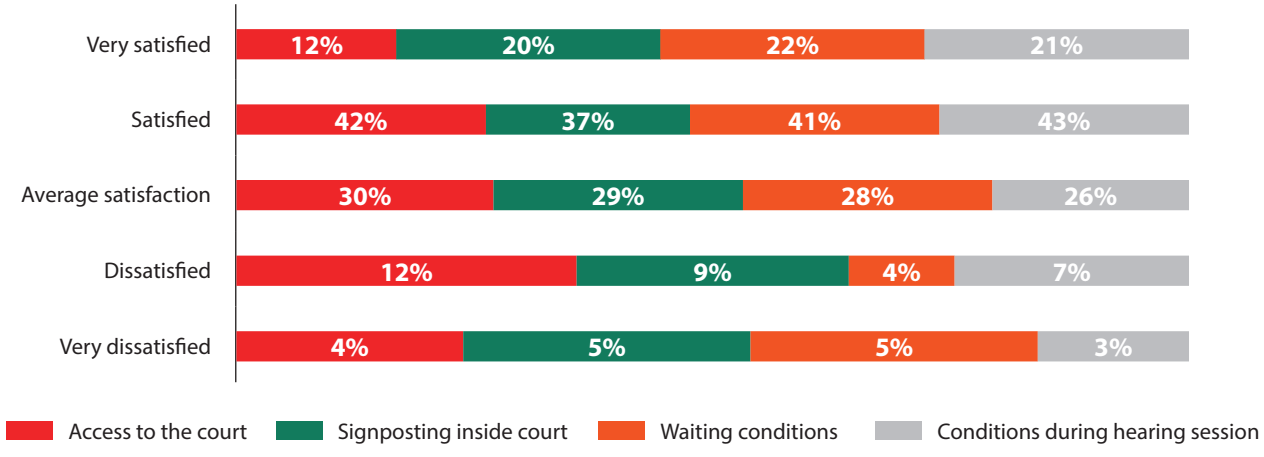
FIG. 5 ACCESSIBILITY AND PREMISES



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Prishtinë/Priština, around 60% of the court users interviewed expressed satisfaction with the conditions during the hearing session, the waiting conditions, and the signposting in the court building. Furthermore, 16% of the users expressed dissatisfaction regarding the access to the court.

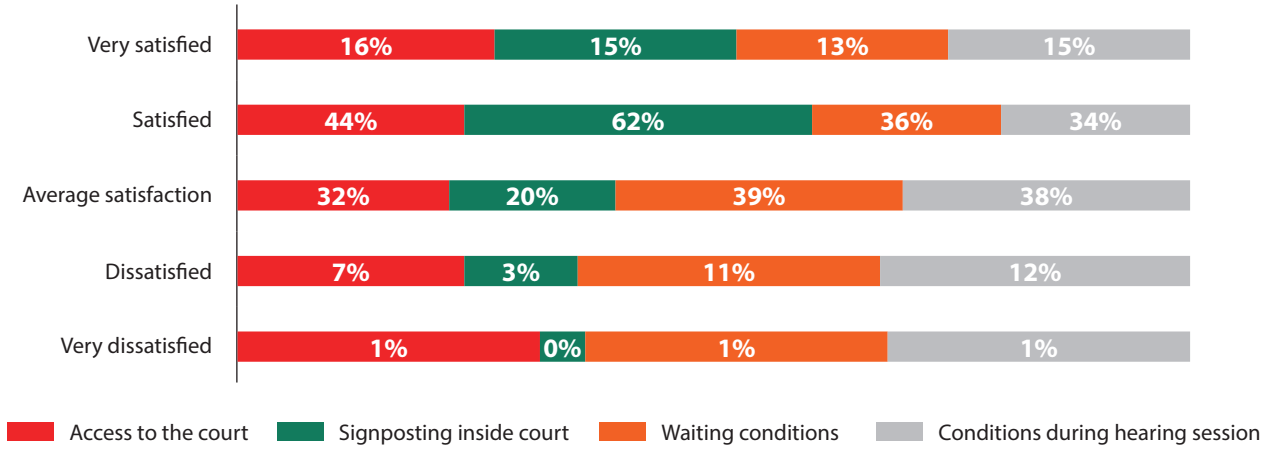
FIG. 6 ACCESSIBILITY AND PREMISES IN PRISHTINË/PRIŠTINA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Prizren, the court users interviewed expressed satisfaction with the signposting within the court and with the access to the court (respectively: 77% and 60% of them said they are "satisfied" or "very satisfied"). However, the waiting conditions and the conditions during the hearing sessions seem to be an issue since slightly less than 50% of the court users expressed satisfaction, which is a low result in comparison with Gjakovë/Đakovica. Approximately 40% of them answered "average satisfaction" and 13% were "dissatisfied" or "very dissatisfied".

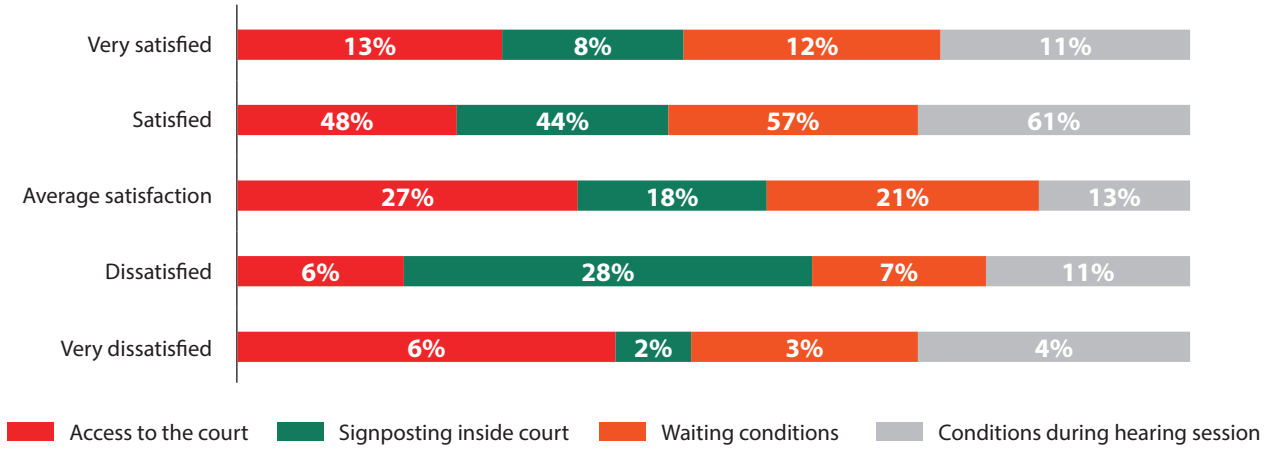
FIG. 7 ACCESSIBILITY AND PREMISES IN PRIZREN BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Gjakovë/Đakovica, in contrast, courts users interviewed were satisfied with both the waiting conditions and the conditions during hearing sessions (approximately 70% of court users "satisfied" or "very satisfied"), but 30% of them expressed dissatisfaction with the signposting within the court. As regards the issue of the access to the court, around 60% expressed satisfaction. However, it is noteworthy that 27% responded "average satisfaction" and 12% "dissatisfied" or "very dissatisfied".

FIG. 8 ACCESSIBILITY AND PREMISES IN GJAKOVË/ĐAKOVICA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

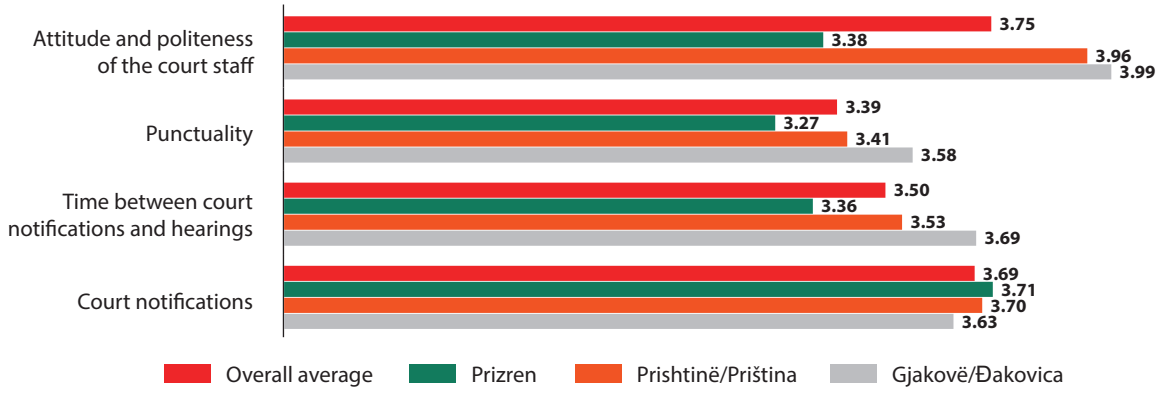
ii. Court functioning

In the questionnaire, court users were asked to rate their satisfaction level for four specific issues under this topic:

- Clarity of summonses;
- The time lapse between the summons and the hearing;
- Punctuality of hearings; and
- Attitude and courtesy of court staff.

As the figure below shows, for the four abovementioned issues, the average scores for the three courts range between 3.4 and 3.7. The lowest score relates to the issue of the punctuality of court hearings.

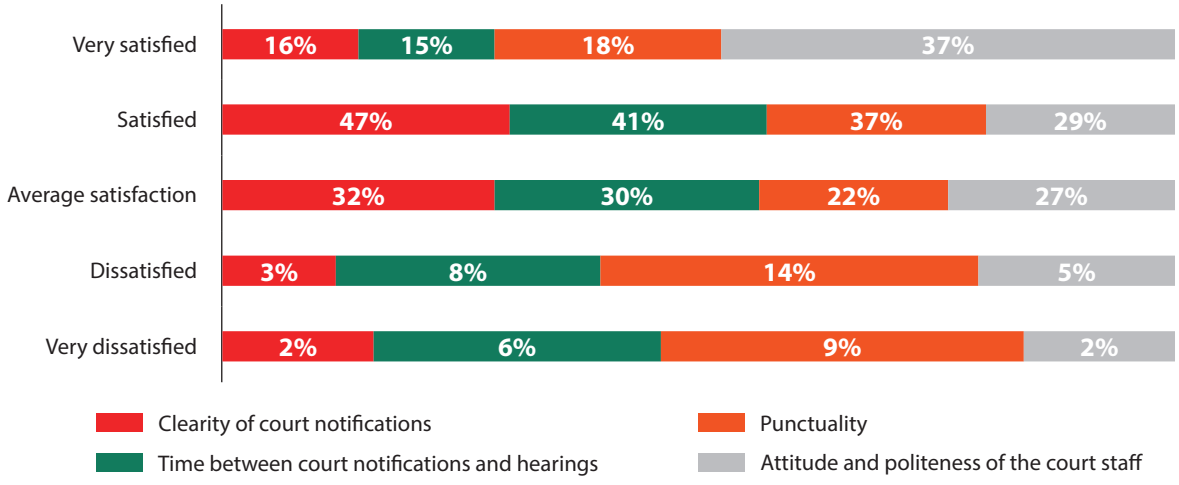
FIG. 9 COURT FUNCTIONING (AVERAGE SCORE)



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Prishtinë/Priština, 63% of the court users interviewed responded that they were "satisfied" of "very satisfied" with the clarity of the summonses. 32% answered "average satisfaction" and only few expressed their dissatisfaction. Similarly, 66% of the court users said that they were "satisfied" of "very satisfied" with the attitude and politeness of court personnel, 27% answered "average satisfaction", and very few expressed their dissatisfaction. Punctuality of court hearings, however, appears to be an issue because 23% of the court users interviewed were "dissatisfied" of "very dissatisfied" (55% expressed satisfaction, and 22% responded "average satisfaction"). Finally, regarding the time lapse between the summons and the hearing, 30% answered "average satisfaction", 56% responded that they are "satisfied" or "very satisfied", and 14% expressed dissatisfaction.

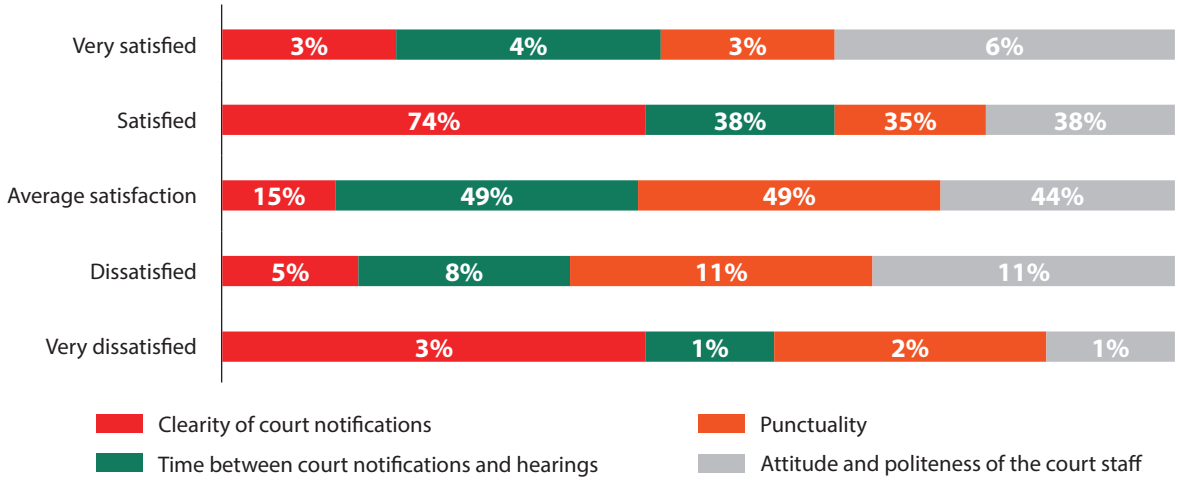
FIG. 10 COURT FUNCTIONING IN PRISHTINË/PRIŠTINA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Prizren, court users are satisfied with the clarity of the summonses (77% of them responded that they were "satisfied" of "very satisfied"), more than in Prishtinë/Priština. A significant difference with the court of Prishtinë/Priština and the court of Prizren is the level of satisfaction of the court users interviewed with the attitude and politeness of the court staff. Only 44% of the court users said that they are "satisfied" or "very satisfied" with this issue. 44% answered "average satisfaction". The punctuality of the hearings also appears to be an issue, as in Prishtinë/Priština, because 49% answered "average satisfaction", 13% expressed dissatisfaction, and only 38% expressed satisfaction. As regards the time lapse between the summons and the hearing, almost 50% answered "average satisfaction".

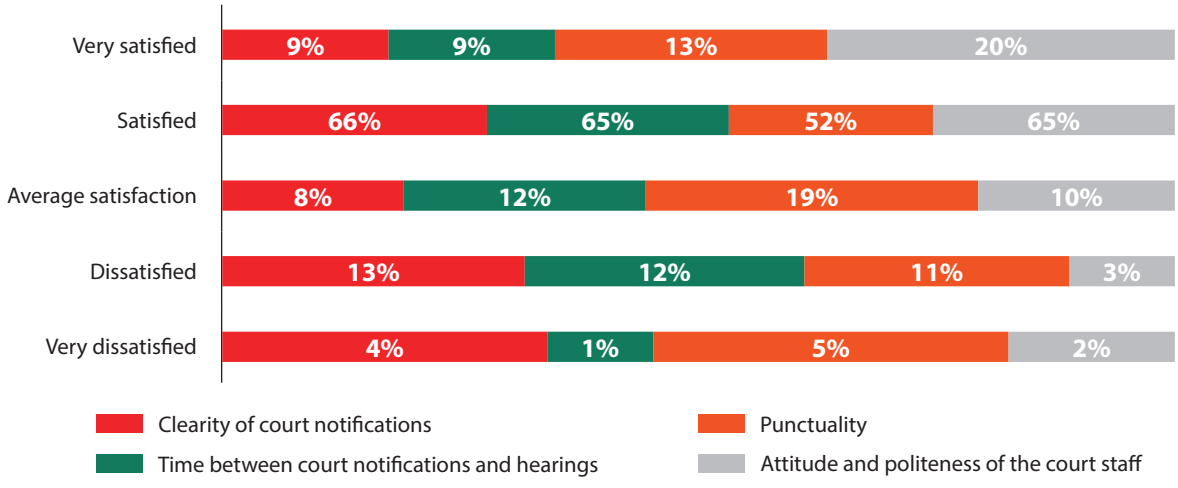
FIG. 11 COURT FUNCTIONING IN PRIZREN BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Gjakovë/Đakovica, as in Prizren, court users are particularly satisfied with the clarity of the summonses (75% of them responded that they were "satisfied" of "very satisfied"). Furthermore, the court personnel in the Court of Gjakovë/Đakovica should be praised for its attitude and politeness since 85% of the court users expressed satisfaction. Hearings also appear to take place on time since 65% of the court users expressed satisfaction. Finally, 75% of the court users expressed satisfaction with the time lapse between the summons and the hearing.

FIG. 12 COURT FUNCTIONING IN GJAKOVË/ĐAKOVICA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

iii. Judges and hearings

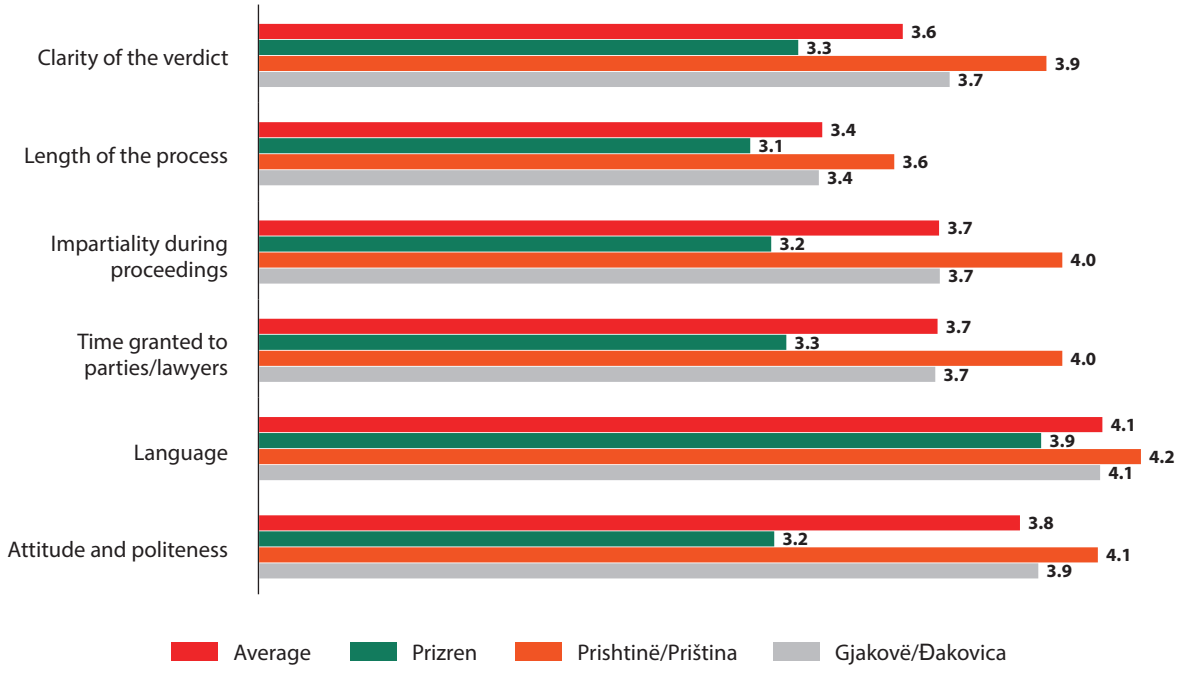
In the questionnaire, court users were asked to rate their satisfaction level for six specific issues under this topic:

- Attitude and politeness of the judges;
- The language used during the hearing;
- The time granted to the parties/lawyers to present their arguments during the hearing;
- The impartiality of the judges during the proceedings;
- The length of the proceedings; and
- The clarity of the judgments.

As the figure below shows, for the six abovementioned issues, the average scores for the three courts range between 3.4 and 4.1. The lowest score relates to the issue of the length of the proceedings.

Court users expressed satisfaction with the language used during the proceedings. Note that according to the court users interviewed in the three courts, all hearings were held in their native language, except in Prizren where 2 persons stated that their native language was not used and that no translation was provided, which is of concern.

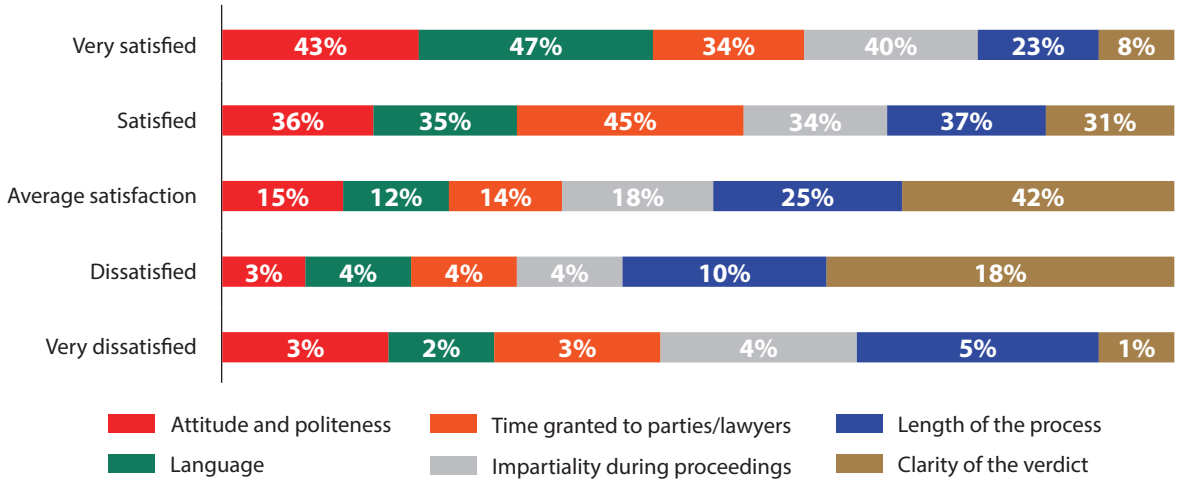
FIG. 13 JUDGES AND HEARINGS (AVERAGE SCORE)



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

As the figure below shows court users in Prishtinë/Priština expressed high levels of satisfaction with four of the six issues. In Prishtinë/Priština, almost 80% of the court users interviewed expressed satisfaction with the attitude and politeness of the judges. 43% of them in fact stated that they are "very satisfied", which is an excellent score. This score is significantly higher than in Prizren (41% of the users expressed satisfaction). Around 80% of the court users were "satisfied" of "very satisfied" with the language used during the proceedings and with the time granted to the parties/lawyers to present their arguments. 74% were also "satisfied" of "very satisfied" with the impartiality of the judges. As regards the issue of the length of the proceedings, 60% of the courts users in Prishtinë/Priština expressed "satisfaction". However 15% were "dissatisfied" or "very dissatisfied" (this score is similar in the other two courts). 25% responded "average satisfaction". Finally, only 39% of the court users in Prishtinë/Priština expressed satisfaction with the clarity of judgments. This is much lower than in Gjakovë/Đakovica, but similar to Prizren.

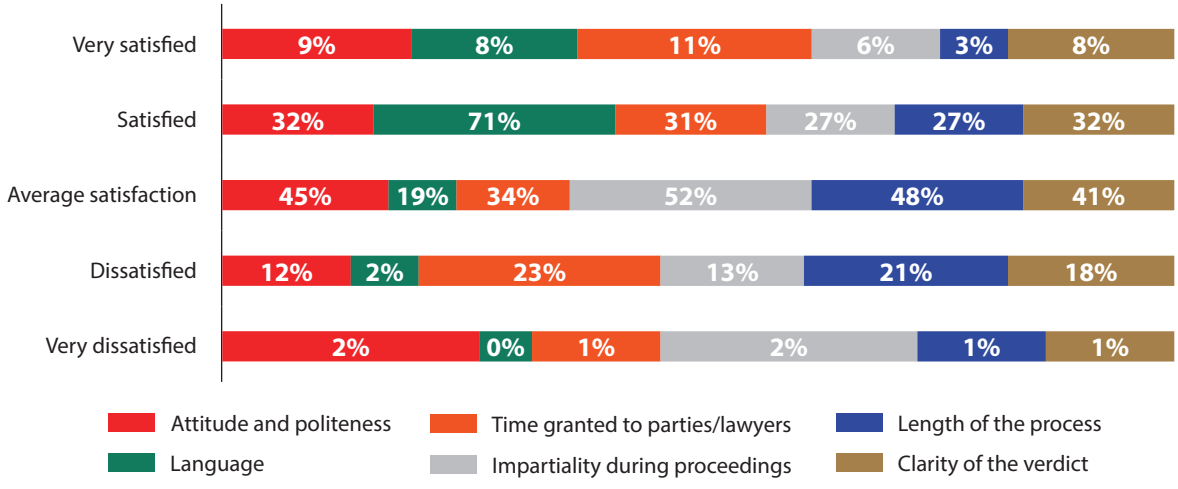
FIG. 14 JUDGES AND HEARINGS IN PRISHTINË/PRIŠTINA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

79% of the court users in Prizren expressed satisfaction with the language used during the proceedings. However, for the other issues, they expressed lower levels of satisfaction than the other two courts. Only 40% responded "satisfied" or "very satisfied" with the attitude and politeness of the judges and with the time granted to the parties/lawyers to present their arguments. And only 33% were satisfied with the impartiality of the judges during the hearings (52% responded "average satisfaction"). As in Prishtinë/Priština and in Gjakovë/Đakovica, around 20% of the court users expressed dissatisfaction with the length of the proceedings (48% responded "average satisfaction" and only 30% expressed satisfaction). It is also noteworthy that only 40% of the court users expressed satisfaction with the clarity of judgments (as opposed to 72% in Gjakovë/Đakovica).

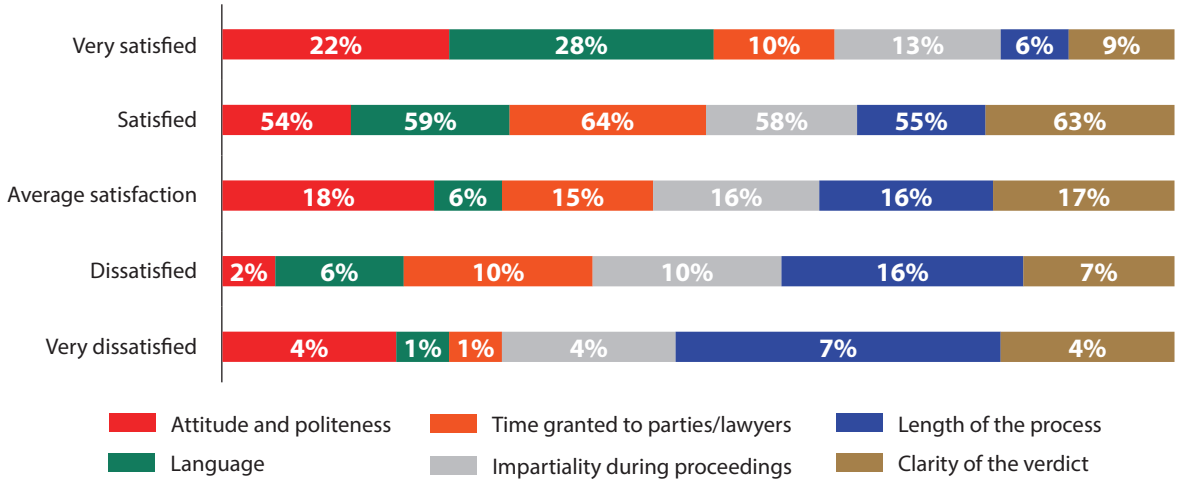
FIG. 15 JUDGES AND HEARINGS IN PRIZREN BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Gjakovë/Đakovica the court users expressed high levels of satisfaction with five of the six issues. Between 70% and 80% of the court users responded "satisfied" or "very satisfied" with the attitude and politeness of the judges, with the time granted to the parties/lawyers to present their arguments, with the language used during the proceedings, the impartiality of the judges during the proceedings, and the clarity of the judgments. As in Prishtinë/Priština and in Prizren, around 20% of the court users expressed dissatisfaction with the length of the proceedings.

FIG. 16 JUDGES AND HEARINGS IN GJAKOVË/ĐAKOVICA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

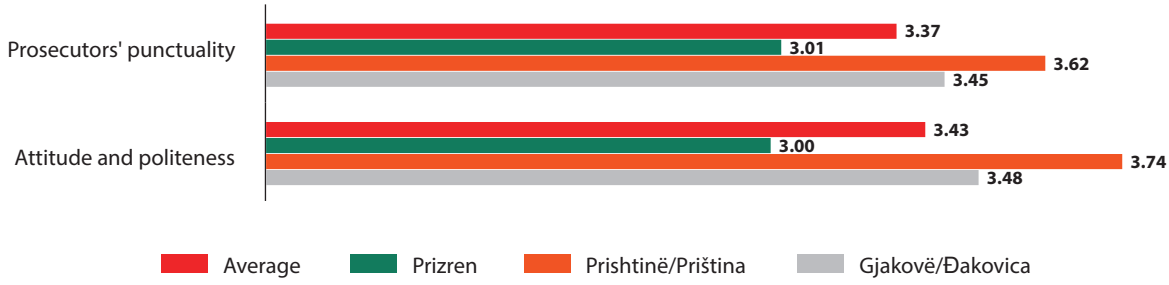
iv. Prosecutors

In the questionnaire, court users were asked to rate their satisfaction level for two specific issues under this topic:

- Attitude and politeness of the prosecutors; and
- The prosecutors' punctuality to the hearings.

As the figure below shows, for the two abovementioned issues, the average scores for the three courts range between 3.4 and 3.43. As explained above, the satisfaction level of court users with the politeness and attitude of judges was higher (3.8).

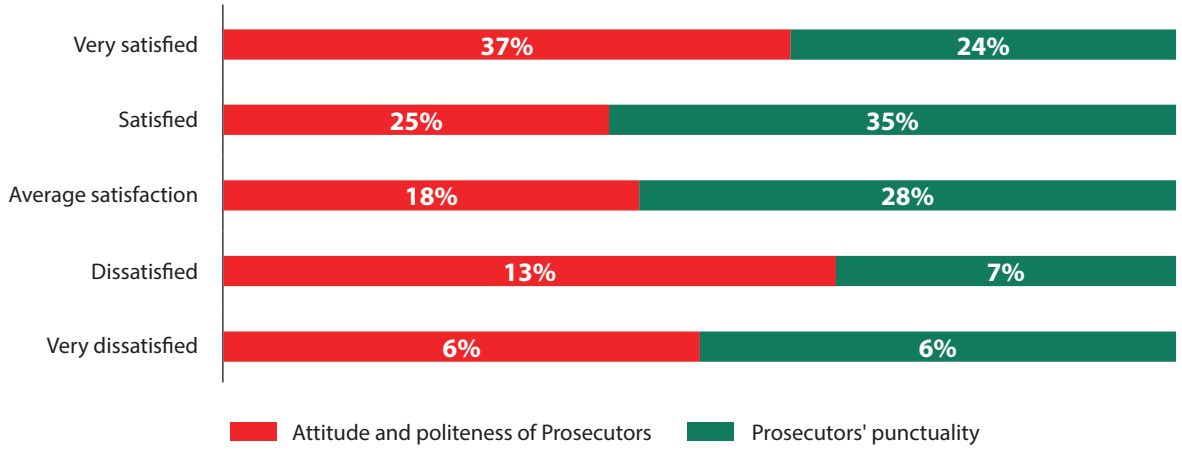
FIG. 17 SATISFACTION ABOUT PROSECUTORS (AVERAGE SCORE)



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

Around 60% of the court users who were interviewed in the Prishtinë/Priština Basic Court responded "very satisfied" or "satisfied" with the attitude and politeness of the prosecutors and with the prosecutor's punctuality to the hearings (of note, almost 20% of the court users expressed dissatisfaction with the attitude and politeness of the prosecutors). These scores are higher than the scores in Prizren but similar to the court in Gjakovë/Đakovica.

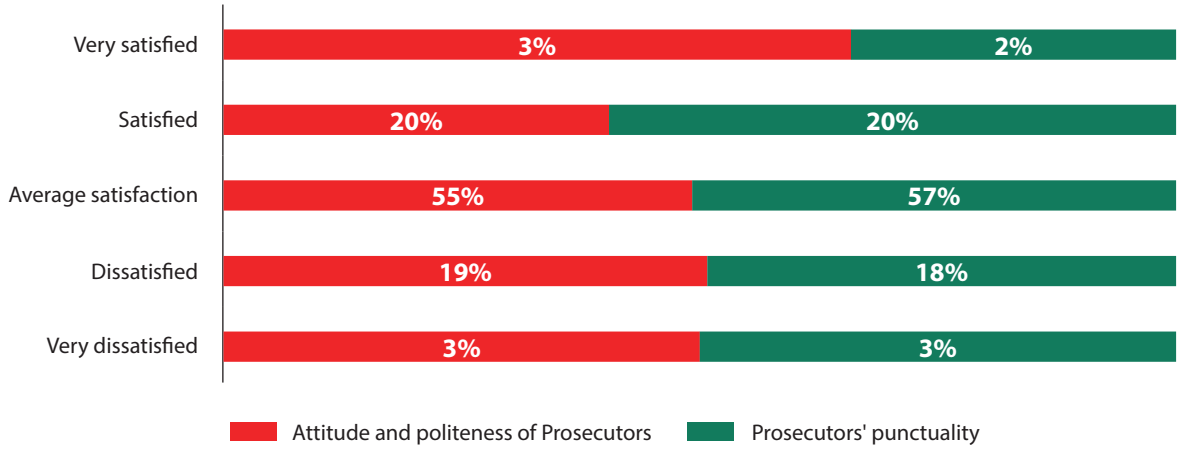
FIG. 18 SATISFACTION ABOUT PROSECUTORS IN PRISHTINË/PRIŠTINA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Prizren only 22 or 23% of the court users expressed satisfaction with the two issues, which is of concern. Around 20% of them responded "dissatisfied" or "very dissatisfied", and around 55% answered "average satisfaction". These score are much lower than in the other two courts.

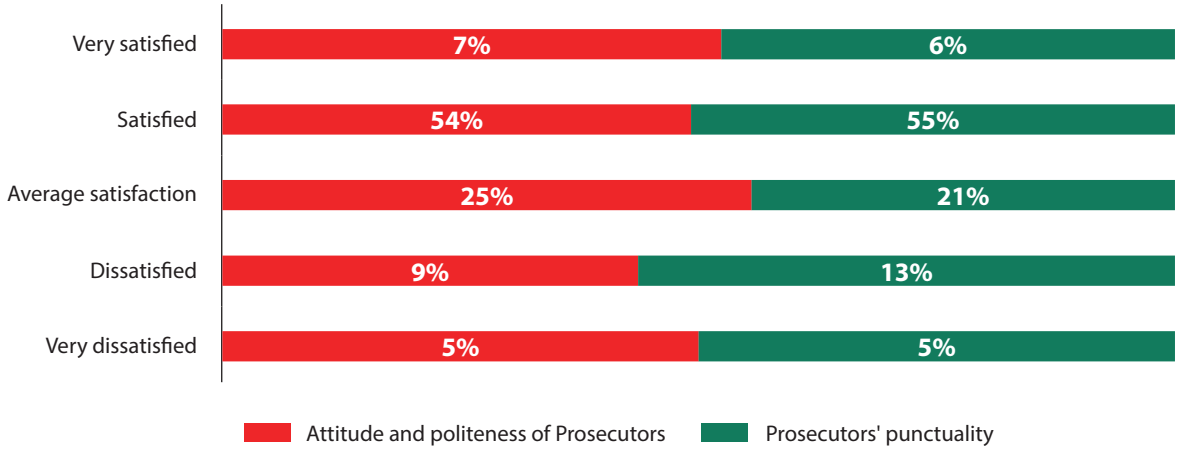
FIG. 19 SATISFACTION ABOUT PROSECUTORS IN PRIZREN BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Gjakovë/Đakovica, as in Prishtinë/Priština, court users expressed satisfaction with both issues (around 60%). It should however be noted that around 18% expressed dissatisfaction about the prosecutors' punctuality.

FIG. 20 SATISFACTION ABOUT PROSECUTORS IN GJAKOVË/ĐAKOVICA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

v. Access to information

In the questionnaire, court users were asked to rate their satisfaction level for three specific issues under this topic:

- The quality of the information given at the court entrance;
- The quality of the information given by the administration of the court; and
- The ability to find information regarding the court user's rights.

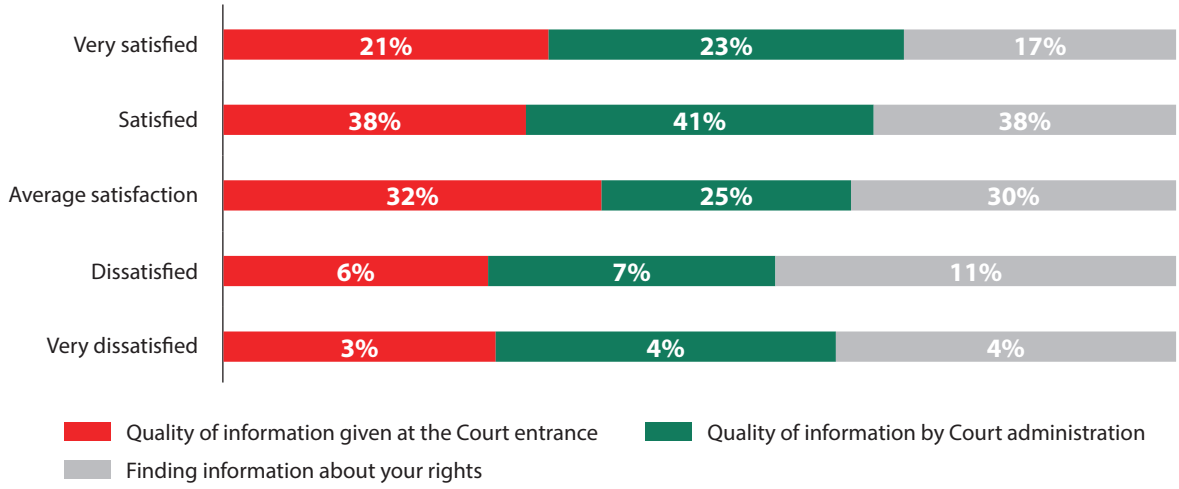
As the figure below shows, for the three abovementioned issues, the average scores for the three courts range between 3.6 and 3.8.

FIG. 21 ACCESS TO INFORMATION (AVERAGE SCORES)

SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

Approximately 60% of the court users interviewed in Prishtinë/Priština expressed satisfaction with the quality of the information given at the court entrance and by the administration of the court, which is slightly less than in Prizren and Gjakovë/Đakovica. Of note, 32% responded "average satisfaction" for the issue of the quality of information given at the court entrance. Regarding the ability to find information about their rights, 55% of the court users considered themselves as "satisfied" or "very satisfied" (this is the same as in Prizren but lower than in Gjakovë/Đakovica). 15% of them expressed dissatisfaction in Prishtinë/Priština and 30% responded "average satisfaction".

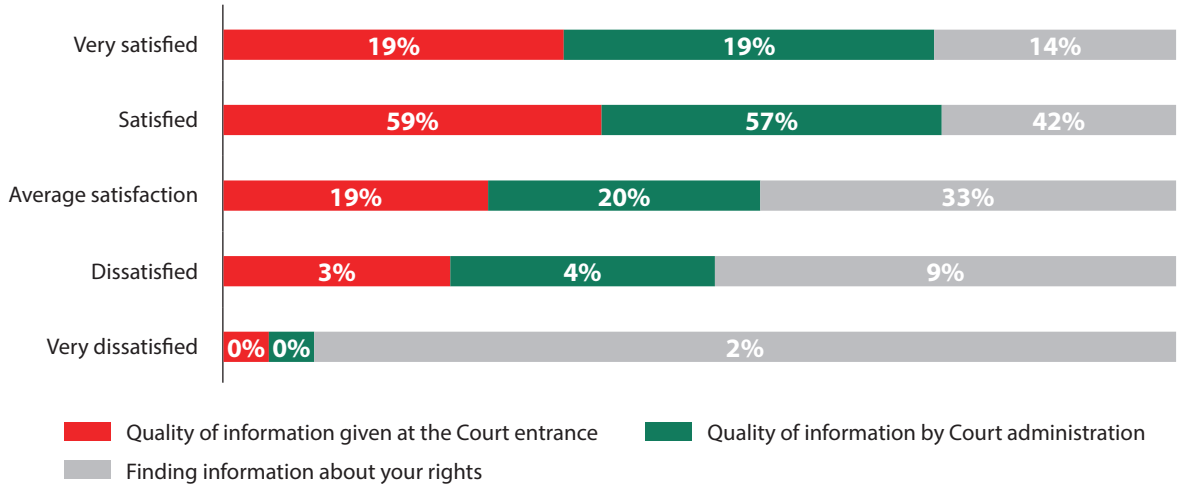
FIG. 22 SATISFACTION ABOUT ACCESS TO INFORMATION IN PRISHTINË/PRIŠTINA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Prizren, more than 75% of the court users expressed satisfaction with the quality of the information given at the court entrance and by the administration of the court. As in Prishtinë/Priština and in Gjakovë/Đakovica, they were less satisfied with the ability to find information about their rights (56% "satisfied" or "very satisfied", and 33% responded "average satisfaction").

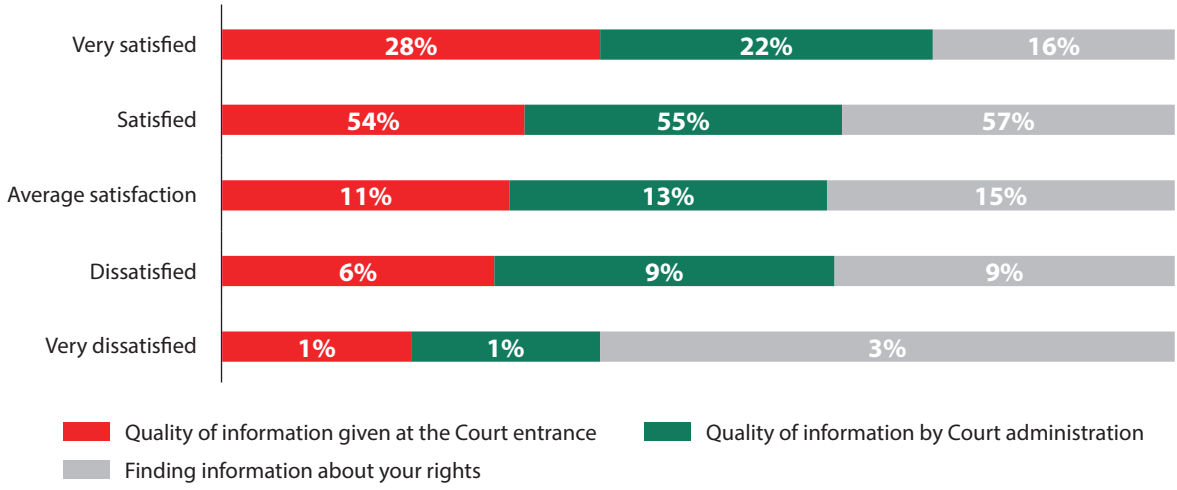
FIG. 23 SATISFACTION ABOUT ACCESS TO INFORMATION IN PRIZREN BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

The figure below shows that approximately 75-80% of the court users interviewed in Gjakovë/Đakovica were "satisfied" or "very satisfied" with all three specific issues under this topic.

FIG. 24 SATISFACTION ABOUT ACCESS TO INFORMATION IN GJAKOVË/ĐAKOVICA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

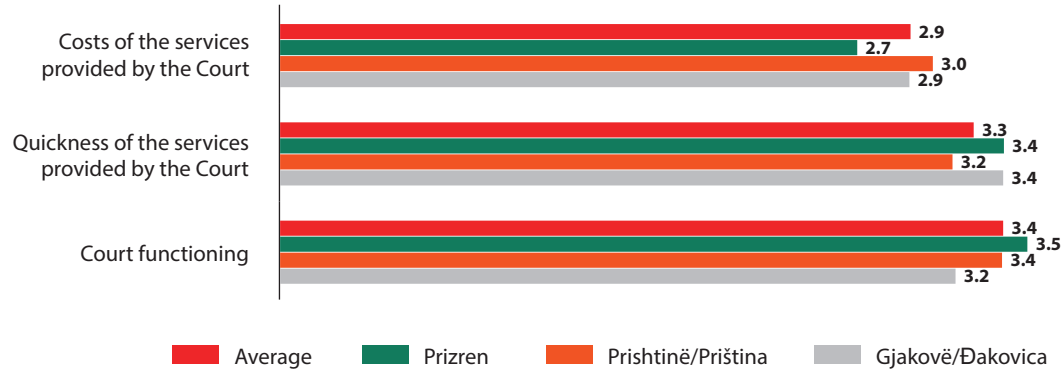
vi. Overall functioning of the courts

In the questionnaire, court users were asked to rate their satisfaction level for three specific issues under this topic:

- The functioning of the court;
- The speed at which the service was provided to you by the court; and
- The costs of the services offered by the court.

As figure 25 below shows, for the three abovementioned issues, the average scores for the three courts range between 2.9 and 3.4, which are the lowest scores of the survey. Court users are particularly dissatisfied with the costs of the services provided by the courts (2.9).

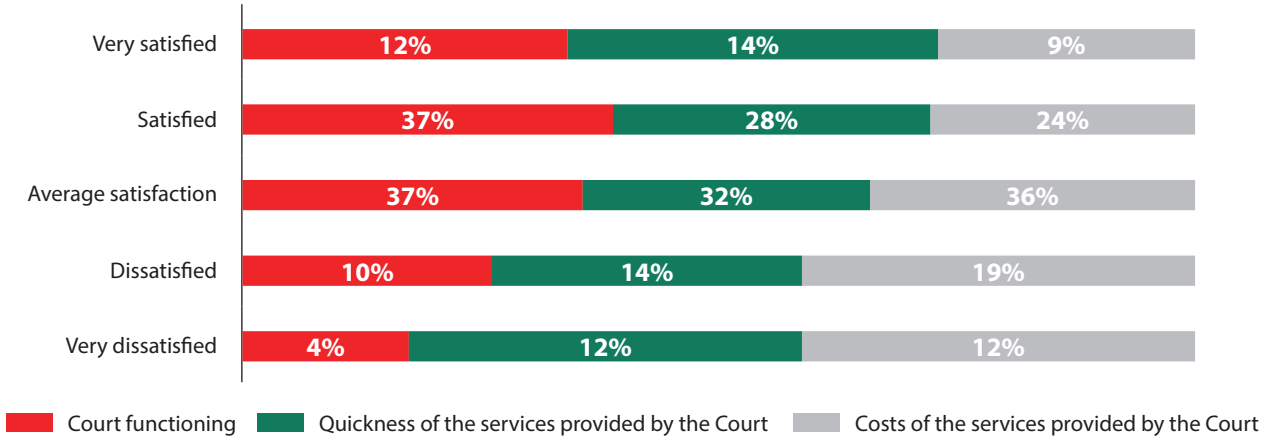
FIG. 25 COURT FUNCTIONING (AVERAGE SCORES)



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Prishtinë/Priština, less than half of the court users interviewed considered themselves satisfied with the functioning of the court (49%). 37% answered "average satisfaction" and 14% expressed dissatisfaction. These results are similar to the ones in the other two courts, except that in Gjakovë/Đakovica the percentage of "dissatisfied" or "very dissatisfied" court users is even higher. Similarly, only 42% of the court users interviewed in Prishtinë/Priština expressed satisfaction about the speed at which the services were provided to them by the court. 32% responded "average satisfaction" and 26% expressed dissatisfaction. Finally, regarding the costs of the services offered by the court, 31% of the court users interviewed in Prishtinë/Priština considered themselves as "dissatisfied" or "very dissatisfied" (36% responded "average satisfaction" and only 33% expressed satisfaction). Similar negative results were obtained in the other two courts.

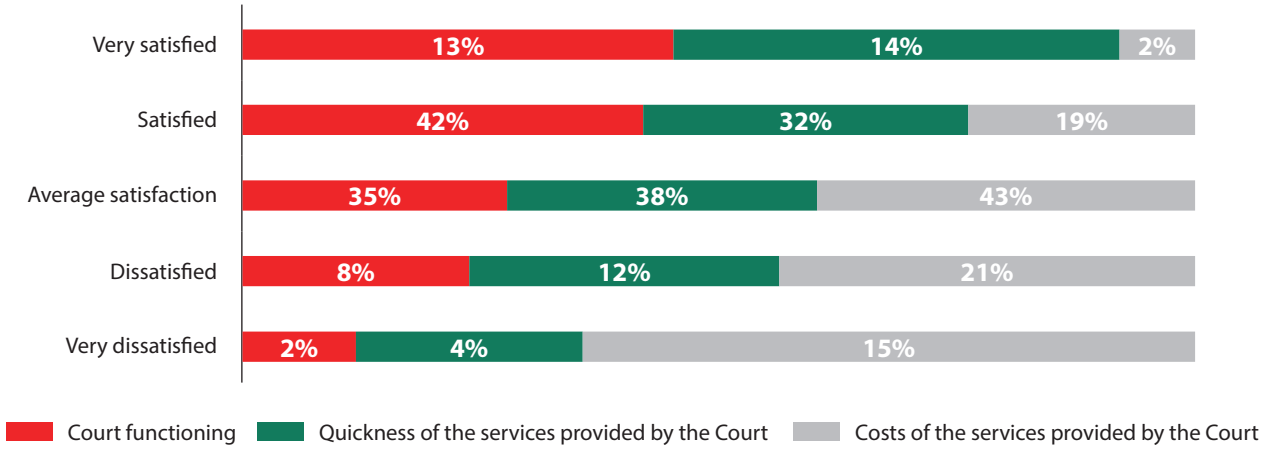
FIG. 26 SATISFACTION ABOUT FUNCTIONING OF THE PRISHTINË/PRIŠTINA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Prizren, 55% of the court users interviewed expressed satisfaction with the court functioning. 35% responded "average satisfaction" and 10% were "dissatisfied" or "very dissatisfied". Also, as in Prishtinë/Priština, less than 50% of the court users expressed satisfaction about the speed at which the services were provided to them by the court (46%). 38% responded "average satisfaction" and 16% expressed dissatisfaction. Finally, as in the other two courts, more than one-third (36%) of the users were "dissatisfied" of "very dissatisfied" with the costs of the services offered by the court. 43% of them responded "average satisfaction" and only 21% of them were "satisfied" or "very satisfied" in this regard.

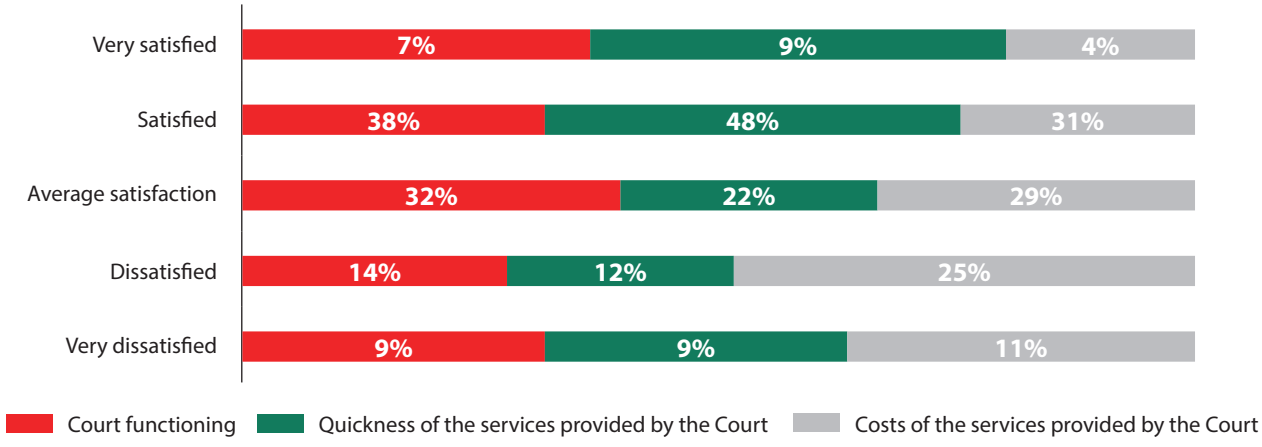
FIG. 27 SATISFACTION ABOUT FUNCTIONING OF THE PRIZREN BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

In Gjakovë/Đakovica, the results are similar, but a higher percentage of court users expressed satisfaction with the speed at which the services were provided to them by the court (57%). However, 25% of the court users were "dissatisfied" of "very dissatisfied" with the court functioning, which is a higher percentage than in the other two courts. 36% of the court users also expressed dissatisfaction with the cost of the services provided by the court.

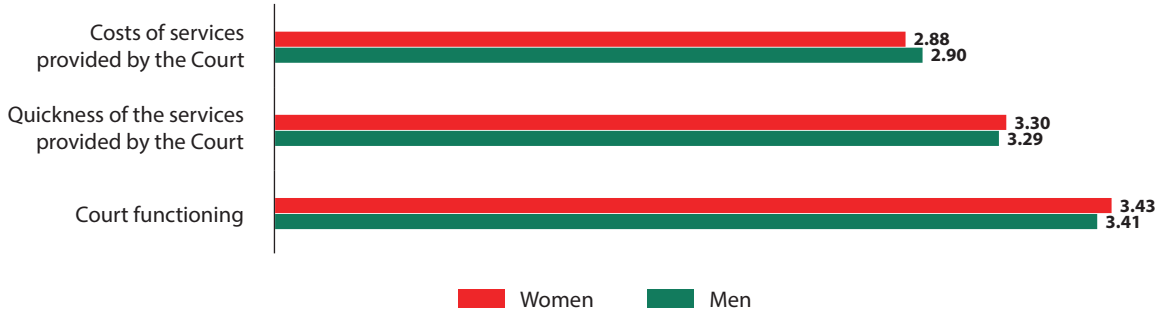
FIG. 28 SATISFACTION ABOUT FUNCTIONING OF THE GJAKOVË/ĐAKOVICA BASIC COURT



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

It should be noted that, as the figure 30 depicts, the satisfaction level does not differ for men and women.

FIG. 29 SATISFACTION ABOUT FUNCTIONING OF THE COURT BY GENDER



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

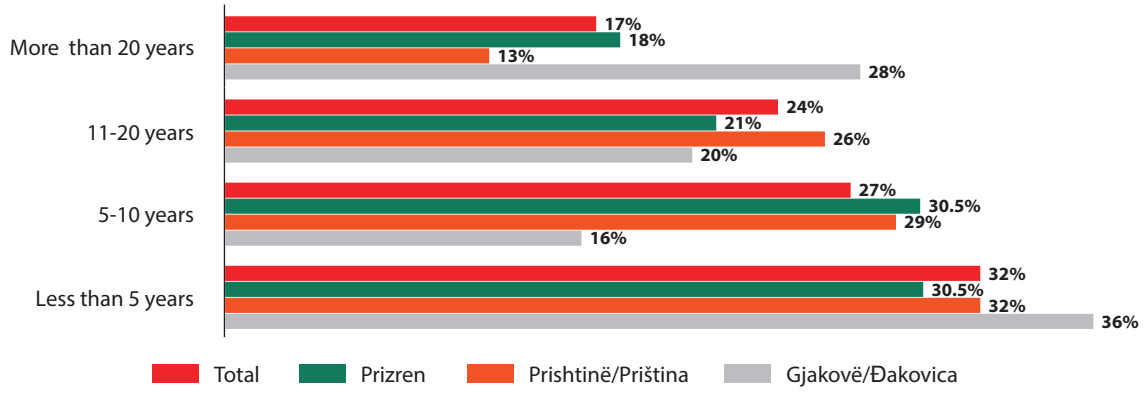
The questionnaire included an open question at the end, where the court users were invited to make comments and suggestions related to the functioning of the court or to the judicial system as a whole. The table below lists the most common remarks, comments or suggestion provided by the court users interviewed in respective courts.

COURT	REMARKS/SUGGESTIONS
	• Improve overall Court performance • Increase the efficiency of case administration • Better organization of court hearings • Increase the number of judges and prosecutors • Be more transparent with Lawyers • Fully digitalize the case administration process
	• Improve efficiency in dealing with cases • Improving punctuality of court hearings • Increase the number of judges • Privacy is not fully respected by judges and lawyers • Allow more time for Lawyers during the court hearings • Unfair treatment toward young Lawyers
	• Digitalization of case administration; the Court online portal is not functional • Increase the number of judges and prosecutors • Depoliticization of judicial appointments • Allow participation of practitioners in court hearings • Increase efficiency of case administration • Improve overall Court performance and punctuality

b) Lawyers

Some of the lawyers who were interviewed in the three municipalities recently became members of the Kosovo Bar Association (KBA), whereas some others have been practicing lawyers for several years: 32% responded that they have been members of the KBA for less than 5 years, 27% between 5 and 10 years, 24% between 11 and 20 years, and 17% for more than 20 years. Interestingly, in Gjakovë/Đakovica, there is a higher percentage of lawyers who have been practicing for more than 20 years (28%), but also a higher percentage of rather new lawyers (36%).

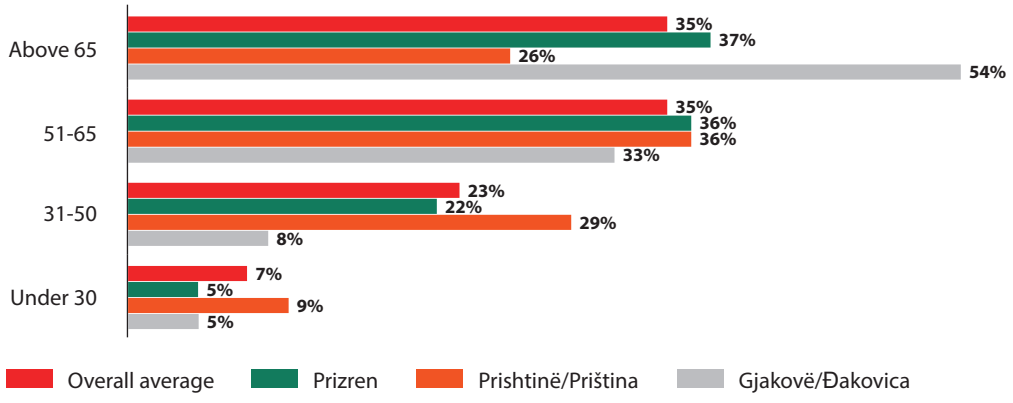
FIG. 30 MEMBERSHIP WITH THE KOSOVO BAR ASSOCIATION



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

As regards the age of the lawyers interviewed, it is noteworthy that 70% of them are older than 51 years old, whereas only a small percentage are below 30 years old, and 23% are between 31 and 50 years old. In Gjakovë/Đakovica, more than half of the lawyers are above 65 years old.

FIG. 31 LAWYERS' AGE STRUCTURE



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

i. Lawyer-court relationship

In the questionnaire, lawyers were asked to rate their satisfaction level for eleven specific issues under this topic:

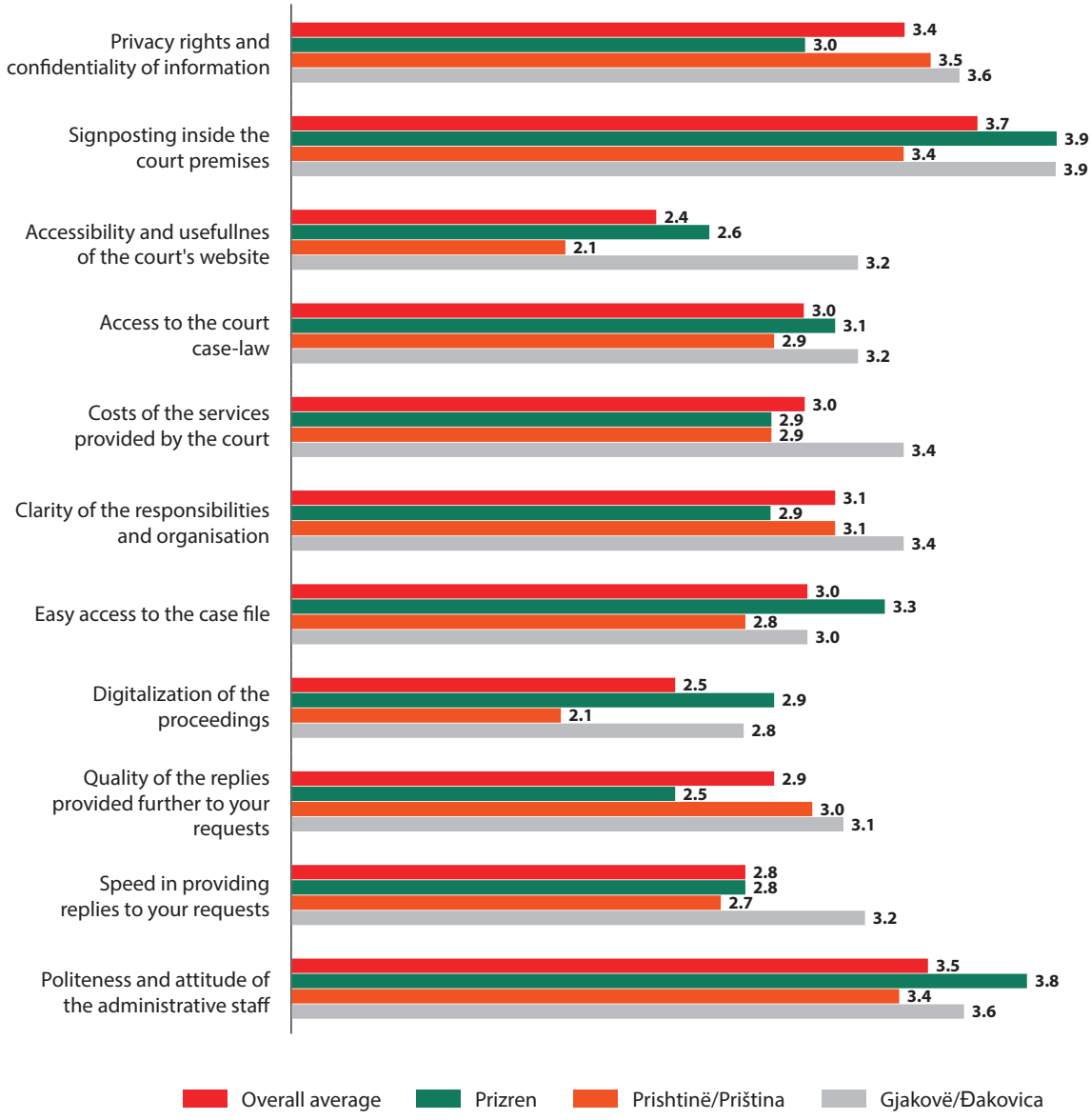
- The politeness and attitude of the court administrative staff;
- The speed of the replies to their requests;
- The quality of the replies to their requests;
- The digitalization of the proceedings;
- Easy access to the case file;
- The clarity of the responsibilities and organisation;
- The costs of the services offered by the court;
- Access to the court case-law;
- Quality and usefulness of the court's website;
- Signposting within the court; and
- Privacy rights of the parties involved and confidentiality of information.

The figure below shows the average scores for the three courts for the abovementioned issues. For three issues, the score is lower than 3, which is of concern: the speed of the replies to their requests, the quality of the replies to their requests, the digitalization of the proceedings, and the quality and usefulness of the court's website. The satisfaction score of lawyers with the courts' websites is 2.4, which indicates that lawyers are dissatisfied with courts' online services and website usefulness. In Prishtinë/Priština, approximately 75% of the lawyers expressed dissatisfaction with the digitalization of the proceedings and with the quality and usefulness of the court's website. Furthermore, 43% of the lawyers interviewed were dissatisfied with the speed of the replies provided by the court to their requests.

The scores related to the issue of the access to the case file, the clarity of the responsibilities and organisation, the costs of the services offered by the court, and the access to the court case-law are also rather low: 3 or 3.1.

The best scores relate to the politeness and attitude of the court administrative staff, the confidentiality of information and the signposting within the court. They range from 3.4 to 3.7. Note that court users in Gjakovë/Đakovica were not very satisfied with the signposting in Gjakovë/Đakovica but lawyers appear satisfied. It is also noteworthy that only 44% of the court users interviewed in Prizren said that they are "satisfied" or "very satisfied" with the politeness and attitude of the court staff, whereas around 70% of the lawyers expressed satisfaction.

FIG. 32 LAWYERS' SATISFACTION WITH THEIR RELATIONSHIP WITH THE COURT (AVERAGE SCORES)



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

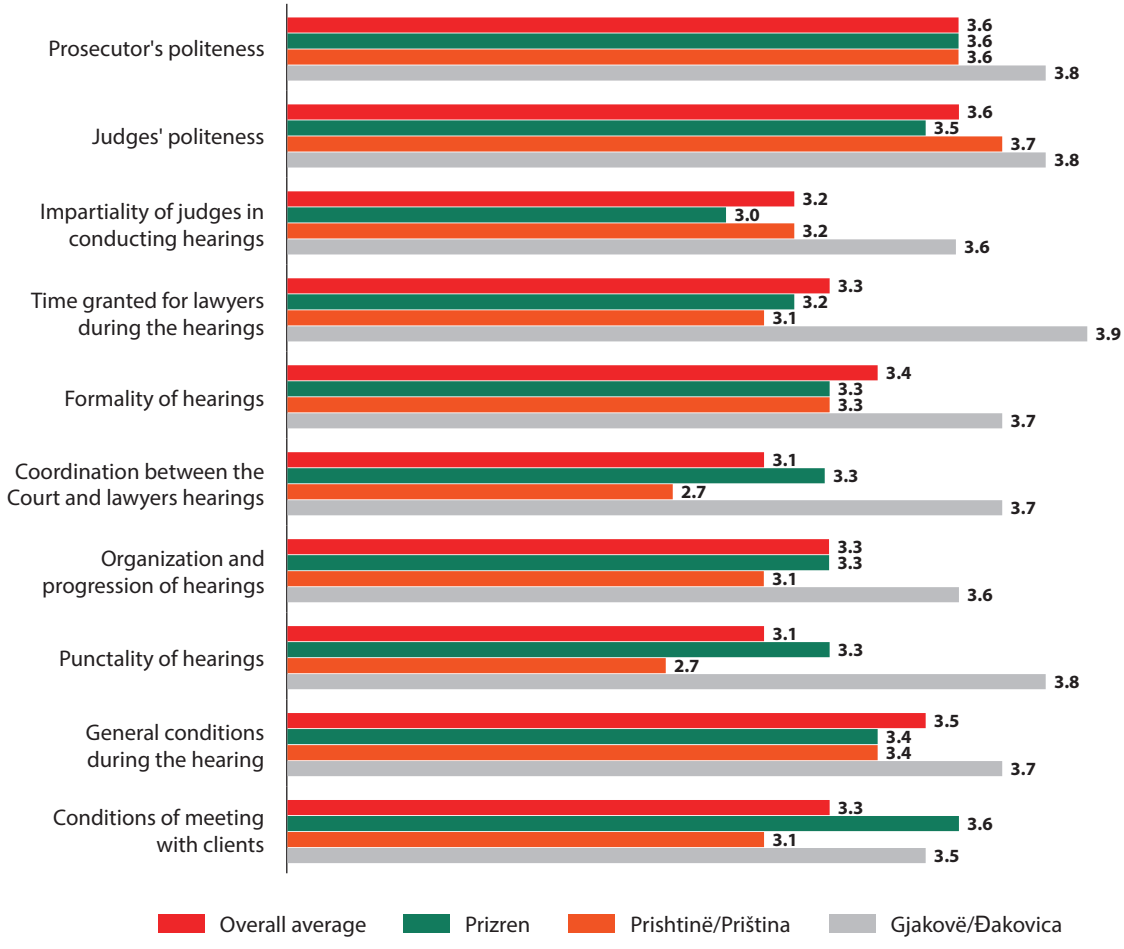
ii. Court hearings

In the questionnaire, lawyers were asked to rate their satisfaction level for ten specific issues under this topic:

- The conditions of meetings with the client;
- Conditions during hearing sessions;
- Punctuality of the hearings;
- Organisation and progression of the hearing sessions;
- Coordination between the court and the lawyer to schedule the dates of the hearings;
- Formality of the hearings;
- Time granted to the lawyer to present his/her arguments during the hearing;
- Impartiality of the judges during the hearing;
- Attitude and politeness of the judges; and
- Attitude and politeness of the prosecutors.

The scores for these issues are higher than for those under the previous topic. They range from 3.1 to 3.6. The lowest scores pertain to the issues of coordination between the court and the lawyers to schedule the dates of the hearings and to the punctuality of the hearings. The punctuality of the hearings is indeed an issue for court users in Prishtinë/Priština and Prizren. The highest scores are for the politeness of the judges and prosecutors. Coordination between the court and lawyers to schedule the dates of the hearings appears less satisfactory in Prishtinë/Priština than in Prizren and Gjakovë/Đakovica. 44% of the lawyers interviewed in Prishtinë/Priština expressed dissatisfaction in this regard. Note that the impartiality of the judges during the hearings appears lower in Prizren than in the other two courts. The same concern was raised when examining the data of court users: only 33% of the court users in Prizren were satisfied with the impartiality of the judges during the hearings.

FIG. 33 LAWYERS' SATISFACTION WITH COURT HEARINGS



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

iii. Courts' decisions

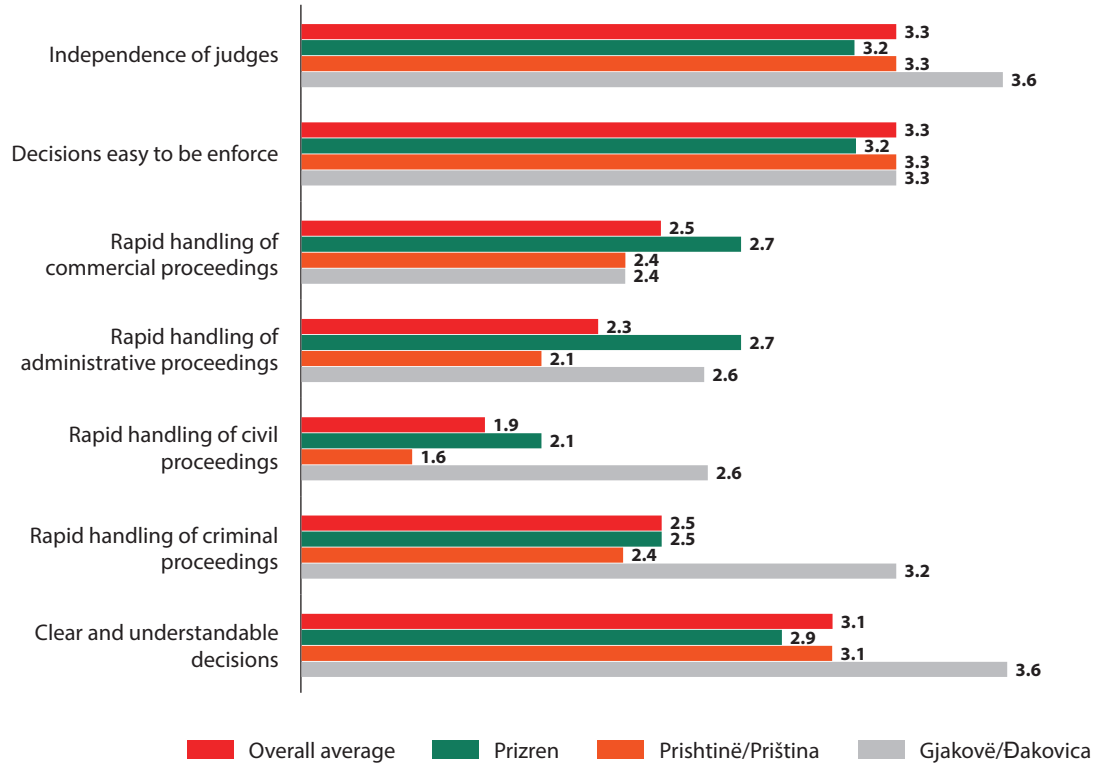
In the questionnaire, lawyers were asked to rate their satisfaction level for seven specific issues under this topic:

- Clear and comprehensible decisions;
- Rapid handling of criminal cases;
- Rapid handling of civil cases;
- Rapid handling of administrative cases
- Rapid handling of commercial cases
- Decisions easy to enforce; and
- Independence of the judges.

The scores for most of these issues are low. They range from 1.9 to 3.3. The handling of the all types of cases appears slow in the three courts. These issues obtain the lowest scores: from 1.9 for civil cases to 2.5 for criminal and commercial cases. These results raise great concern.

The clarity of the judgments appears to be more of a concern in Prishtinë/Priština and Prizren than in Gjakovë/Đakovica, as already noticed above based on the data for court users.

FIG. 34 LAWYERS' SATISFACTION WITH COURT'S DECISIONS



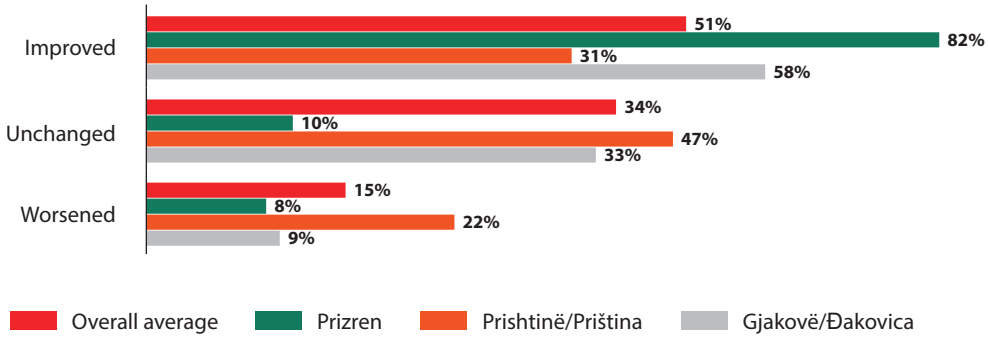
SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

iv. Improvement of court' services over the last 5 years

Under question 4 of the questionnaire, lawyers were asked whether court services have, in their view, deteriorated over the last 5 years, improved, or not changed.

More than 80% of lawyers in Prizren declared that the quality of services have improved during this period (only 8% answered that the services have deteriorated). Similarly, in Gjakovë/Đakovica, almost 60% of lawyers considered that the court services improved. In contrast, in Prishtinë/Priština, only 31% of the lawyers considered that the court services have improved, whereas almost half of them responded that they have not changed and 22% responded that they have worsened.

FIG. 35 IMPROVEMENT OF COURT' SERVICES OVER THE LAST 5 YEARS



SOURCE: COURT USERS' SATISFACTION SURVEY (2017)

v. Comments and suggestions of lawyers

Lawyers have provided their suggestions and remarks at the end of the questionnaire. The table below lists the most common remarks/suggestions given by the lawyers in the respective municipalities.

COURT	REMARKS/SUGGESTIONS
	• Certain court sessions should be held on time or inform the parties for eventual delays • Not enough capacity for the functioning of the court administration. Young generations should be employed in order to be more efficient in delivering services. • Administrative fees are very high. The amount of punishments should be lower and with no extra costs. • Orientation signs need to be clearer with accurate information • Provide transportation to the court facility • Prosecutors should have a proper behaviour. The number of judges and prosecutors should be increased in order to accelerate the cases.
	• Improving the infrastructure and conditions of the Court building is necessary • Judges should be aware of all the procedures within the court and individual's rights in court • Court administration needs to respect the working hours and deliver high quality judicial services to court users • Better exchange of information between the court and the police station • Decrease the duration of court cases and lower the price of penalties • Complains and remarks about the functioning of the court,-very politicized and corrupted
	• The administrative staff should be more efficient and display a higher level of courtesy towards court users • Increase the number of judges and prosecutors in order to accelerate the cases • Minimize errors made on documents as well as lower administrative costs because they are too high • The schedule of the court hearings should be respected from the court staff, especially from the prosecutors • Kosovo's judicial system needs to be more efficient, transparent and depoliticized. It is an urgent need to fight against corruption

IV CONCLUSIONS AND RECOMMENDATIONS

From the **court users' satisfaction survey**, the following main findings can be summarized as follows:

- 75% of the "parties to the proceedings" and approximately 60% of the "other users requesting a specific service from the court" were men.
- Around 50% of the court users who were interviewed were between 31 and 50, and 30% were above 50.
- Among the parties to the proceedings interviewed, 70% of them were not represented by a lawyer. For those who were represented by a lawyer, in 80% of these cases, the lawyer was privately engaged.

Accessibility and premises of the court

- In Prizren, the courts users interviewed were less satisfied than in Gjakovë/Đakovica with the waiting conditions and the conditions during hearing sessions. In contrast, the court users were less satisfied in Gjakovë/Đakovica than in Prizren about signposting within the court.

Court functioning

- In Prizren and in Gjakovë/Đakovica, court users are more satisfied with the clarity of the summonses than in Prishtinë/Priština.
- In Prizren only 44% of them expressed satisfaction with the politeness and attitude of court staff, whereas in Gjakovë/Đakovica 85% expressed satisfaction and 66% in Prishtinë/Priština.
- In the three courts, approximately 20% of the court users expressed dissatisfaction about with the punctuality of the hearings.

Judges and hearings

- Court users in the three courts expressed satisfaction with the language used during the proceedings.
- In Prishtinë/Priština and Gjakovë/Đakovica, almost 80% of the court users interviewed expressed satisfaction with the attitude and politeness of the judges. In fact in Prishtinë/Priština 43% of them stated that

they are "very satisfied", which is an excellent score. This score is significantly higher than in Prizren (41% of the users expressed satisfaction). The satisfaction level of court users regarding judges is higher compared to prosecutors.

- In Prizren, only 33% of the court users expressed satisfaction with the impartiality of the judges (as opposed to approximately 70% in the other two courts).

- Only 40% of the courts users expressed satisfaction with the clarity of the judgments in Prishtinë/Priština and Prizren (72% in Gjakovë/Đakovica).

- Regarding the issue of the length of the proceedings, between 15% and 20% of the court users expressed dissatisfaction in the three courts.

Prosecutors

- In Gjakovë/Đakovica and Prishtinë/Priština, around 60% of the court users who were interviewed responded "very satisfied" or "satisfied" with the attitude and politeness of the prosecutors and with the prosecutor's punctuality to the hearings (but around 20% expressed dissatisfaction in Prishtinë/Priština and Gjakovë/Đakovica with one of the two issues).

- The results are of concern in Prizren, where only 20% of the court users expressed satisfaction with these issues.

Access to information

- Court users are less satisfied in Prishtinë/Priština than in the other two courts about the quality of the information given at the court entrance and by the administration of the court (60% of satisfied court users in Prishtinë/Priština against 75-80% in the other two courts).

- In Gjakovë/Đakovica, courts users are more satisfied than in the other two courts about the ability to find information regarding their rights.

Overall functioning of the court

- Rather negative results were obtained in the three courts.

- Less than 50% of the court users in the three courts expressed satisfaction about the functioning of the court. In fact in Gjakovë/Đakovica, 25% of the court users expressed dissatisfaction.

- Court users are more satisfied in Gjakovë/Đakovica than in Prishtinë/Priština and Prizren about the speed at which the services are provided by the court (57% as opposed to 42% in Prishtinë/Priština and 46% in Prizren). In Prishtinë/Priština, 26% of the court users expressed dissatisfaction.

- In the three courts, approximately 35% of the court users expressed dissatisfaction with the costs of the services offered by the court.

From the **lawyers' satisfaction survey**, the following main findings can be summarized as follows:

Lawyer-court relationship

- The speed and quality of the replies to the lawyers' requests, the digitalization of the proceedings, and the quality and usefulness of the courts' websites are issues of concern in the three courts. In Prishtinë/Priština, approximately 75% of the lawyers expressed dissatisfaction with the digitalization of the proceedings and with the quality and usefulness of the court's website.

Court hearings

- The punctuality of the hearings is an issue for lawyers as well as for court users in Prishtinë/Priština and Prizren.

- Coordination between the court and lawyers to schedule the dates of the hearings appears less satisfactory in Prishtinë/Priština than in Prizren and Gjakovë/Đakovica. 44% of the lawyers interviewed in Prishtinë/Priština expressed dissatisfaction in this regard.

- The impartiality of the judges during the hearings appears lower in Prizren than in the other two courts, as noticed when examining the data of court users.

Courts' decisions

- The handling of all types of cases appears slow in the three courts. The results raise great concern.

- The clarity of the decisions appears to be more of a concern in Prishtinë/Priština and Prizren than in Gjakovë/Đakovica, as already noticed above based on the data for court users.

Improvement of court' services over the last 5 years

- More than 80% of lawyers in Prizren declared that the quality of services have improved during this period. Similarly, in Gjakovë/Đakovica, almost 60% of lawyers considered that the court services improved. In contrast, in Prishtinë/Priština, only 31% of the lawyers considered that the court services have improved.

Based on the main findings listed above, the following **general recommendations** for all three pilot courts can be made:

1. Postsigns to be provided and duly placed in all the three courts, both inside and outside court premises, to assist court users, in particular elderly persons, in the court premises. The CEPEJ Guidelines on the organisation and accessibility of court premises propose concrete solutions for courts to improve their organisation;[6]

2. Increasing and facilitating access to information for court users, especially for parties to the proceedings who are not represented by a lawyer. The access to information by court users through information technologies must also be encouraged.

3. Taking efforts to ensure the punctuality of court hearings in the three courts;

4. Decreasing the length of the proceedings in the three courts. The CEPEJ has developed several tools that can be useful for the courts: the SATURN guidelines for judicial time management and the Implementation Guide on timeframes for judicial proceedings.[7] The CEPEJ guidelines on Judicial Statistics (GoJUST) also recommend that courts monitor the length of the proceedings[8] and therefore a common court coaching project has been launched by the KoSEJ Action to assist courts in this respect.

5. The possibility to decrease court fees should be explored;

6. Courts' websites to be fully functional and the data regarding court hearings to be available online;

7. Ensuring digitalization of proceedings through the use of the Case Management Information System (CMIS) which is one of the priorities the KoSEJ Action is currently addressing.

Concrete activities as a response to the results of the surveys

During a workshop held on 15 May 2018, the CEPEJ international expert presented and discussed the results of the surveys and the recommendations contained in this report with representatives of the three courts.

One issue discussed was the clarity of the judgments. **The Kosovo Justice Academy** has the mandate to train judges. One training module aims at improving their drafting skills. Further improving the quality of this training could be explored.

6 CEPEJ guidelines on the organisation and accessibility of court premises (12/2014), 4.2.3 Signage and display of practical information and 4.5. Movements within the court building.
7 https://www.coe.int/t/dghl/cooperation/cepej/Delais/default_en.asp, also available in Albanian
8 https://rm.coe.int/1680747678.

a) Recommendations for Basic Court of Prishtinë/Priština

The internal aim of the user satisfaction survey is primarily to be one of the vital tools that help the court management to gather information about the areas of the organization and its activities that require special attention and improvements. Therefore, conducting the user satisfaction surveys is never the ultimate goal.

After conducting the satisfaction survey, the next steps are:

a) thorough study of the results of survey (provided in this report) and areas that require special attention and improvements (listed below) by the court management (incl. the personnel responsible for the specific areas and services under the survey;

b) identification by the court management of areas of court organisation or court activities that should be improved as a priority and development of concrete activities to improve them, as a response to the results of the surveys. Some measurable targets should be set.

Based on the results of this survey, it is recommended that the Basic Court of Prishtinë/Priština should undertake concrete measures to improve **at least some of the following areas** of court services, based on their level of priority:

Court functioning

- Court users' satisfaction with the punctuality of hearings and the clarity of summonses;

Judges and hearings

- Court users' satisfaction with the length of the proceedings and the clarity of the judgments;

Prosecutors

- Court users' satisfaction with the punctuality of prosecutors and their attitude/politeness;

Access to information

- Court users' satisfaction with the quality of the information given at the court entrance and by the administration of the court, and the ability to find information regarding the court users' rights.

Overall functioning of the court

- Court users' satisfaction with the functioning of the court, the speed at which the services are provided, and the costs of the services.

Lawyer-court relationship

- Lawyers' satisfaction about court functioning: digitalization of proceeding management;
- Lawyers' satisfaction about court functioning: accessibility and usefulness of the court's website;
- Lawyers' satisfaction about court functioning: speed of replies from the court to their requests;
- Lawyers' satisfaction about court functioning: easy access to information/files and access to courts judicial practices;

Court's decisions

- Lawyers' satisfaction about court's decisions: rapid handling of proceedings; and clear and understandable decisions

Court hearings

- Lawyers' satisfaction about court hearings: coordination between the court and lawyers to schedule the dates of the hearings;
- Lawyers' satisfaction about court hearings: punctuality of hearings.

The external aim of the user satisfaction survey is to give to general public the assurance that the court is transparent and caring organization and that the feedback of the court users is important and has actual impact to court activities. Therefore, it is important to publish the results of the satisfaction survey in a way that it honestly draws attention also to the weaknesses and it is always important to publish the results of the satisfaction surveys together with the action plan for the next three years. Means of publishing the results should include webpage, media (press conference, press notes, interviews in media) and sending the results together with the action plan to the main cooperation partners (bar- and lawyers association, higher courts, ministry of justice etc.).

And thirdly, the user satisfaction survey should be repeated periodically in order to measure changes in the delivery of services provided by the Basic Court of Prishtinë/Priština.

Concrete activities as a response to the results of the surveys

During a meeting held on 15 May 2018, the CEPEJ international expert discussed the results of the surveys and the recommendations contained in this report with the management of the court.

One specific court service that the court agreed could be improved is the **issuance of criminal record extracts** to court users. This is a frequently requested service. The requirements to apply for criminal record extracts could be posted on the court's website to inform the users before coming to the court of the documents they need to submit, the days/time when these requests can be made, the costs, and to provide answers to other frequently asked questions.

Another issue relates to the access to the court. It is unclear whether there is a public bus line to enable users to come to the court, which is located outside the centre of Prishtinë/Priština (within the Justice Palace). The CEPEJ guidelines on the organisation and accessibility of court premises stress that "in order to facilitate citizen access to the public service of justice, it is essential that the court has good **public transport links"**. They recommend that the information be provided for citizens on the court website on the location of the court, public transport links, opening hours, etc. It should be explored whether a public bus line exists, and if so, information regarding this bus line could be provided on the court's website (the number of the bus, the schedule, etc.)

Finally, it was observed that the Basic Court of Prishtinë/Priština, unlike other courts, does not have **screens** at the entrance of its buildings to inform the public and the parties about hearing sessions. These screens are useful to inform court users about the time and place of court hearings.

b) Recommendations for Basic Court of Prizren

The internal aim of the user satisfaction survey is primarily to be one of the vital tools that help the court management to gather information about the areas of the organization and its activities that requires special attention and improvements. Therefore, conducting the user satisfaction surveys is never the ultimate goal.

After conducting the satisfaction survey, the next steps are:

a) thorough study of the results of survey (provided in this report) and the areas of the organization and its activities that require special attention and improvements (listed below) by the court management (incl. the personnel responsible for the specific areas and services under the survey;

b) identification by the court management of areas of court organisation or court activities that should be improved as a priority and development of concrete activities to improve them, as a response to the results of the surveys. Some measurable targets should be set.

Based on the results of this survey, it is recommended that the Basic Court of Prizren should undertake concrete measures to improve **at least some of the following areas** of the court services, based on their level of priority:

Accessibility and premises of the court

- Court users' satisfaction with the waiting conditions and conditions during hearing sessions;

Court functioning

- Court users' satisfaction with punctuality of hearings;

Judges and hearings

- Court users' satisfaction with the attitude and politeness of the judges;
- Court users' satisfaction with the length of the proceedings, the impartiality of the judges, and the clarity of the judgments;

Prosecutors

- Court users' satisfaction with the punctuality of prosecutors and their attitude/politeness;

Access to information

- Court users' satisfaction with the ability to find information regarding the court users' rights;

Overall functioning of the court

- Court users' satisfaction with the functioning of the court, the speed at which the services are provided, and the costs of the services;

Lawyer-court relationship

- Lawyers' satisfaction with court functioning: quality of replies provided by the court to your claims/requests;
- Lawyers' satisfaction with court functioning: accessibility and usefulness of the court's website;
- Lawyers' satisfaction with court functioning: speed of the replies from the court to their requests;
- Lawyers' satisfaction with court functioning: court organization and clarity of responsibilities;
- Lawyers' satisfaction with court functioning: digitalization of proceeding management;
- Lawyers' satisfaction with court functioning: privacy rights and confidentiality of information;

Court hearings

- Lawyers' satisfaction with court hearings: impartiality of judges in conducting hearings;
- Lawyers' satisfaction with prosecutors: attitude and politeness;
- Lawyers' satisfaction with prosecutors: prosecutors' punctuality;

Court's decisions

- Lawyers' satisfaction with court's decisions: rapid handling of commercial proceedings;
- Lawyers' satisfaction about court's decisions: rapid handling of administrative proceedings.

The external aim of the user satisfaction survey is to give to general public the assurance that the court is transparent and caring organization and that the feedback of the court users is important and has actual impact to court activities. Therefore, it is important to publish the results of the satisfaction survey in a way that it honestly draws attention also to the weaknesses and it is always important to publish the results of the satisfaction surveys together with the action plan for the next three years. Means of publishing the results should include webpage, media (press conference, press notes, interviews in media) and sending the results together with the action plan to the main cooperation partners (bar- and lawyers association, higher courts, ministry of justice etc.).

And thirdly, the user satisfaction survey should be repeated periodically in order to measure changes in the delivery of services provided by the Basic Court of Prizren.

Concrete activity as a response to the results of the surveys

During a meeting held on 16 May 2018, the CEPEJ international expert discussed the results of the surveys and the recommendations contained in this report with the management of the court.

The court agreed to look more closely as to the reasons why hearings do not always start on time, and to explore ways to monitor the **punctuality of the hearings**.

c) Recommendations for Basic Court of Gjakovë/Đakovica

The internal aim of the user satisfaction survey is primarily to be one of the vital tools that help the court management to gather information about the areas of the organization and its activities that requires special attention and improvements. Therefore, conducting the user satisfaction surveys is never the ultimate goal.

After conducting the satisfaction survey, the next steps are:

a) thorough study of the results of survey (provided in this report) and the areas of the organization and its activities that require special attention and improvements (listed below) by the court management (incl. the personnel responsible for the specific areas and services under the survey;

b) identification by the court management of areas of court organisation or court activities that should be improved as a priority and development of concrete activities to improve them, as a response to the results of the surveys. Some measurable targets should be set.

Based on the results of this survey, it is recommended that the Basic Court of Gjakovë/Đakovica should undertake concrete measures to improve **at least some of the following areas** of the court services, based on their level of priority:

Accessibility and premises of the court

- Court users' satisfaction with the signposting within the court;

Judges and hearings

- Court users' satisfaction with the length of the proceedings;

Overall functioning of the court

- Court users' satisfaction with the functioning of the court, the speed at which the services are provided, and the costs of the services;

Lawyer-court relationship

- Lawyers' satisfaction about court functioning: digitalization of proceeding management;
- Lawyers' satisfaction about court functioning: easy access to information/files;

Court's decisions

- Lawyers' satisfaction about court's decisions: rapid handling of commercial proceedings;
- Lawyers' satisfaction about court's decisions: rapid handling of administrative proceedings;
- Lawyers' satisfaction about court's decisions: rapid handling of civil proceedings.

The external aim of the user satisfaction survey is to give to general public the assurance that the court is transparent and caring organization and that the feedback of the court users is important and has actual impact to court activities. Therefore, it is important to publish the results of the satisfaction survey in a way that it honestly draws attention also to the weaknesses and it is always important to publish the results of the satisfaction surveys together with the action plan for the next three years. Means of publishing the results should include webpage, media (press conference, press notes, interviews in media) and sending the results together with the action plan to the main cooperation partners (bar- and lawyers association, higher courts, ministry of justice etc.).

And thirdly, the user satisfaction survey should be repeated periodically in order to measure changes in the delivery of services provided by the Basic Court of Gjakovë/Đakovica.

Concrete activity as a response to the results of the surveys

During a meeting held on 16 May 2018, the CEPEJ international expert discussed the results of the surveys and the recommendations contained in this report with the management of the court.

The court agreed that **signposting within the court** could be improved, in particular to assist court users in finding the offices of the judges handling minor offences, which can be difficult to find within the court building.

APPENDIX V

A. QUESTIONNAIRE FOR COURTS' USERS

i. Version in Albanian language
ii. Version in Serbian language
iii. Version in Turkish language

PYETËSORI PËR PËRDORUES TË SHËRBIMEVE TË GJYKATËS

I/E nderuar,

Ky pyetësor është pjesë e një vlerësimi të kualitetit të sistemit të drejtësisë, duke u përqendruar në veçanti në cilësinë e shërbimeve të Gjykatës Themelore të Prishtinës, Gjakovës dhe Prizrenit. Ky aktivitet përkrahet nga projekti KoSEJ.
Mendimi dhe sugjerimet tuaja janë të rëndësishme për ne dhe ne do të ju ishim mirënjohës nëse do të merrnit pak kohë për t'iu përgjigjur pyetjeve të mëposhtme.

Pyetësori është anonim dhe ne ju garantojmë që përgjigjet tuaja do të trajtohen me konfidencialitet të plotë.

Projekti KoSEJ, i bashkë-financuar nga Bashkimi Evropian dhe Këshilli i Evropës, si pjesë e kuadrit programatik me emrin "Horizontal Facility for Western Balkans and Turkey" zbatohet nga Komisioni Evropian për Efikasitetin e Drejtësisë të Këshillit të Evropës (CEPEJ) me mbështetjen e Zyrës së Këshillit të Evropës në Prishtinë, për të përmirësuar efikasitetin dhe funksionimin e sistemit të drejtësisë.

1. Në çfarë pozicioni keni qenë në gjykatë?

- ☐ Si palë në procedurë
- ☐ Si dëshmitar
- ☐ Përdorues tjetër (p.sh. familjar i njërës prej palëve, vizitor, duke kërkuar shërbime te tjera, etj.)

2. Në çfarë procedure bazohej rasti për të cilin keni shkuar në gjykatë?

- ☐ Procedurë civile
- ☐ Procedurë penale
- ☐ Procedurë administrative
- ☐ Procedurë ekonomike
- ☐ Nuk e di
- ☐ Shërbimet tjera

3. Përfaqësimi ligjor

3.1. A jeni përfaqësuar nga një avokat?

- ☐ Po
- ☐ Jo

3.2. A ishte avokati i angazhuar privatisht apo i paguar me shpenzime publike?

- ☐ Avokat i angazhuar privatisht
- ☐ Paguar me shpenzime publike

Ju lutem vlerësoni shkallën tuaj të kënaqësisë në lidhje me pyetjet në vijim:

4. Qasja dhe hapësira në gjykatë	Shumë i/e pa-kënaqur	I/e pa-kënaqur	Mesatarisht i/e kënaqur	I/e kënaqur	Shumë i/e kënaqur
4.1 Qasja në gjykatë	☐	☐	☐	☐	☐
4.2 Shenjat orientuese në ndërtesën e gjykatës	☐	☐	☐	☐	☐
4.3 Kushtet e pritjes	☐	☐	☐	☐	☐
4.4 Kushtet gjatë mbajtjes së seancës	☐	☐	☐	☐	☐

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Implemented by the Council of Europe

5. Funksionimi gjykatave	Shumë i/e pa-kënaqur	I/e pa-kënaqur	Mesatarisht i/e kënaqur	I/e kënaqur	Shumë i/e kënaqur
5.1 Qartësia e fletëthirrjeve	☐	☐	☐	☐	☐
5.2 Diferenca në kohë midis fletëthirrjeve dhe seancave gjyqësore	☐	☐	☐	☐	☐
5.3 Respektimi i orarit të seancave gjyqesore	☐	☐	☐	☐	☐
5.4 Mirësjellja e stafit të gjykatës	☐	☐	☐	☐	☐

6. Gjyqtarët dhe seancat	Shumë i/e pa-kënaqur	I/e pa-kënaqur	Mesatarisht i/e kënaqur	I/e kënaqur	Shumë i/e kënaqur
6.1 Mirësjellja e gjyqtarëve	☐	☐	☐	☐	☐
6.2 Gjuha e përdorur gjatë seancës	☐	☐	☐	☐	☐
6.3 Koha e lejuar për të paraqitur argumentet tuaja në seancën dëgjimore	☐	☐	☐	☐	☐
6.4 Paanshmëria e gjyqtarëve në kryerjen e proceseve gjyqesore?	☐	☐	☐	☐	☐
6.5 Kohëzgjatja deri në përfundim te procedurës	☐	☐	☐	☐	☐
6.6 Qartësia e aktgjykimit	☐	☐	☐	☐	☐

7. Prokurorët	Shumë i/e pa-kënaqur	I/e pa-kënaqur	Mesatarisht i/e kënaqur	I/e kënaqur	Shumë i/e kënaqur
7.1 Mirësjellja e prokurorëve	☐	☐	☐	☐	☐
7.2 Respektimi i orarit te seancave gjyqesore nga ana e prokuroreve	☐	☐	☐	☐	☐

8. Qasja ne informata	Shumë i/e pa-kënaqur	I/e pa-kënaqur	Mesatarisht i/e kënaqur	I/e kënaqur	Shumë i/e kënaqur
8.1 Informacioni i dhënë nga gjykata ne hyrje	☐	☐	☐	☐	☐
8.2 Informacioni i dhënë nga administrata e gjykates	☐	☐	☐	☐	☐
8.3 Mundësia e gjetjes së informacionit për të drejtat e tuaja	☐	☐	☐	☐	☐

9. Përceptimi i përgjithshëm i funksionimit të drejtësisë	Shumë i/e pa-kënaqur	I/e pa-kënaqur	Mesatarisht i/e kënaqur	I/e kënaqur	Shumë i/e kënaqur
9.1 Funksionimi i gjykatës	☐	☐	☐	☐	☐
9.2 Shpejtësia me të cilën sherbimet tuaja u ofrua nga gjykata?	☐	☐	☐	☐	☐
9.3 Shpenzimet për shërbimet te ofruara nga gjykata	☐	☐	☐	☐	☐

10. Gjuha

10.1. A është mbajtur seanca gjyqësore në gjuhën tuaj amtare?

☐ Po
☐ Jo

10.2. Nëse seanca dëgjimore nuk u mbajt në gjuhën tuaj amtare, a ju është dhënë një përkthyes?

☐ Po
☐ Jo

11. Të dhëna personale

11.1. Gjinia

☐ Mashkull
☐ Femër

11.2. Mosha

☐ Më pak se 18
☐ 18-30
☐ 31-50
☐ 51-65
☐ Mbi 66

12. A keni ndonjë vërejtje apo sugjerim për të bërë në lidhje me funksionimin e gjykatës dhe sistemin e drejtësisë në përgjithësi

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UPITNIK ZA KORISNIKE USLUGA SUDA

Ovaj upitnik je dio procene kvaliteta pravosudnog sistema, fokusirajući se konkretnije na kvalitet usluga koje pružaju osnovni sudovi Đakovice, Prištine i Prizrena. Ovu aktivnost podržava projekat KoSEJ (Jačanje kvaliteta i efikasnosti pravosuđa).

Vaše mišljenje i sugestije su nam važni i bili bismo vam zahvalni ako biste odvojili malo vremena da odgovorite na pitanja koja su navedena u nastavku.

Upitnik je anoniman i pružamo vam garancije da će vaši odgovori biti obrađeni u strogoj tajnosti.

Projekat KoSEJ, koga zajednički finansiraju Evropska unija i Savet Evrope, kao deo „Horizontalnog instrumenta za Zapadni Balkan i Tursku“ (Horizontalni instrument), sprovodi Evropska komisija za efikasnost pravosuđa Saveta Evrope (CEPEJ) uz podršku Kancelarije Saveta Evrope u Prištini, sa ciljem poboljšanja efikasnosti i funkcionisanja pravosudnog sistema.

1. U kom svojstvu ste bili na sudu?

- ☐ Kao stranka u postupku
- ☐ Kao svedok
- ☐ Kao ostali sudski korisnici (član porodice, prijatelj stranke, posetilac, osoba koja traži uslugu od suda, itd.)

2. Zbog koje vrste predmeta ste bili na sudu?

- ☐ Građanski predmet
- ☐ Krivični predmet
- ☐ Administrativni predmet
- ☐ Privredni predmet
- ☐ Ne znam
- ☐ Ostale usluge suda

3. Pravno zastupanje

3.1. Da li Vam je pomogao advokat?

- ☐ Da
- ☐ Ne

3.2. Da li ste advokata angažovali privatno ili usluge advokata idu na teret javnih rashoda?

- ☐ Advokat je angažovan privatno
- ☐ Usluge advokata idu na teret javnih rashoda

Ocenite stepen svog zadovoljstva u pogledu sledećih elemenata:

4. Pristupačnost i prostorije sudova	Nezadovoljan/-na	Nezadovoljan/-na	Prosečno Zadovoljan/-na	Zadovoljan/-na	Vrlo zadovoljan/-na
4.1 Uslovi za pristup sudu	☐	☐	☐	☐	☐
4.2 Oznake i uputstva u zgradi suda	☐	☐	☐	☐	☐
4.3 Uslovi čekanja	☐	☐	☐	☐	☐
4.4 Uslovi tokom saslušanja	☐	☐	☐	☐	☐

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5. Funkcionisanje sudova	Nezadovol-jan/-na	Nezadovol-jan/-na	Prosečno Za-dovoljan/-na	Zadovol-jan/-na	Vrlo za-dovoljan/-na
5.1 Jasnoća sudskih poziva	☐	☐	☐	☐	☐
5.2 Vremenski period između poziva i saslušanja	☐	☐	☐	☐	☐
5.3 Tačnost vremena održavanja saslušanja	☐	☐	☐	☐	☐
5.4 Stav i ljubaznost sudskog osoblja	☐	☐	☐	☐	☐

6. Sudije i saslušanja	Nezadovol-jan/-na	Nezadovol-jan/-na	Prosečno Za-dovoljan/-na	Zadovol-jan/-na	Vrlo za-dovoljan/-na
6.1 Stav i ljubaznost sudija	☐	☐	☐	☐	☐
6.2 Jezik koji se koristi tokom saslušanja	☐	☐	☐	☐	☐
6.3 Vreme koje je dozvoljeno da iznesete svoje argumente na saslušanju	☐	☐	☐	☐	☐
6.4 Nepristrasnost sudije tokom postupka	☐	☐	☐	☐	☐
6.5 Dužina postupka do donošenja presude	☐	☐	☐	☐	☐
6.6 Jasnoća presuda	☐	☐	☐	☐	☐

7. Tužioci	Nezadovol-jan/-na	Nezadovol-jan/-na	Prosečno Za-dovoljan/-na	Zadovol-jan/-na	Vrlo za-dovoljan/-na
7.1 Stav i ljubaznost tužilaca	☐	☐	☐	☐	☐
7.2 Tačnost pojavljivanja tužilaca na ročištu	☐	☐	☐	☐	☐

8. Pristup informacijama	Nezadovol-jan/-na	Nezadovol-jan/-na	Prosečno Za-dovoljan/-na	Zadovol-jan/-na	Vrlo za-dovoljan/-na
8.1 Informacije koje sud pruža na ulazu	☐	☐	☐	☐	☐
8.2 Informacije koje pruža sudska administracija za određenu uslugu	☐	☐	☐	☐	☐
8.3 Pronalaženje informacija o Vašim pravima	☐	☐	☐	☐	☐

9. Opšta percepcija funkcije pravde	Nezadovol-jan/-na	Nezadovol-jan/-na	Prosečno Za-dovoljan/-na	Zadovol-jan/-na	Vrlo za-dovoljan/-na
9.1 Rad suda	☐	☐	☐	☐	☐
9.2 Brzina kojom je sud obradio uslugu koju ste zatražili	☐	☐	☐	☐	☐
9.3 Troškovi usluga koje nudi sud	☐	☐	☐	☐	☐

10. Jezik

10.1. Da li su saslušanja održavana na Vašem maternjem jeziku?

☐ Da
☐ Ne

10.2. Ako se saslušanja nisu održavala na Vašem maternjem jeziku, da li ste dobili prevodioca?

☐ Da
☐ Ne

11. Lični podaci

11.1. Pol

☐ Muški
☐ Ženski

11.2. Godine

☐ manje od 18
☐ 18-30
☐ 31-50
☐ 51-65
☐ 66 i više

12. Da li imate neke primedbe ili sugestije u vezi sa radom ovog suda i pravosudnog sistema uopšte?

MAHKEME HİZMETLERİ KULLANANLARI ANKETİ

Bu anket, özellikle Yakova, Priştine ve Prizren Asliye Mahkemeleri tarafından sunulan hizmet kalitelerine odaklanmak suretiyle, yargı sistemi kalitesini değerlendirmesinin bir parçasını teşkil etmektedir. Bu çalışma, KoSEJ projesi (Yargı Kalitesi ve Verimliliğini Geliştirme) tarafından desteklenmiştir.

Görüş ve tavsiyeleriniz bizim için önemlidir, bu sebeple aşağıdaki soruları yanıtlamak için biraz zaman ayırırsanız memnun oluruz.

Anket isimsizdir ve yanıtlarınızın kesin gizlilik içerisinde muamele edileceğini garanti ederiz.

"Batı Balkanlar ve Türkiye için Destek Aracı" (Horizontal Facility) bir parçası olarak Avrupa Birliği ve Avrupa Konseyi tarafından ortaklaşa finanse edilen KoSEJ Action, Kosova'da yargı sisteminin verimliliği ve işleyişini geliştirmek amacıyla Avrupa Konseyi Priştine Ofisi destekleriyle Avrupa Konseyi Yargı Sistemi Verimliliği (CEPEJ) için Avrupa Komisyonu tarafından uygulanmaktadır.

1. Mahkemeye hangi sıfatla gittiniz?

- ☐ Davanın bir tarafı olarak
- ☐ Şahit olarak
- ☐ Diğer mahkeme kullanıcısı olarak (aile üyesi; taraf olan birinin arkadaşı; ziyaretçi; mahkemeden bir hizmet talep eden kişi olarak; vs.)

2. Mahkemeye ne tür bir dava için gitmiştiniz?

- ☐ Medeni bir dava
- ☐ Suç davası
- ☐ İdari dava
- ☐ Ticari dava
- ☐ Bilmiyorum
- ☐ Mahkemeden diğer bir hizmet için

3. Yasal temsil

3.1. Avukat yardımı aldınız mı?

- ☐ Evet
- ☐ Hayır

3.2. Avukat özel olarak tutuldu yoksa kamusal kaynaklardan mı ödenmiş durumda?

- ☐ Özel tutulan avukat
- ☐ Kamusal kaynaklardan ödenen avukat

Aşağıdakilerle ilgili olarak memnuniyet derecenizi belirtiniz:

4. Mahkemeye erişim ve binaları	Memnun değilim	I / un-memnun	Ortalama Memnunum	Memnunum	Çok memnunum
4.1 Mahkemeye erişim şartları	☐	☐	☐	☐	☐
4.2 Mahkeme binalarındaki yazı tabelaları	☐	☐	☐	☐	☐
4.3 Bekleme koşulları	☐	☐	☐	☐	☐
4.4 Duruşma esnasındaki koşullar	☐	☐	☐	☐	☐

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5. Mahkemelerin işleyişi	Memnun değilim	I / un-memnun	Ortalama Memnunum	Memnunum	Çok memnunum
5.1 Mahkeme çağrıları netliği	☐	☐	☐	☐	☐
5.2 Çağrı ve oturum arasında geçen zaman süresi	☐	☐	☐	☐	☐
5.3 Duruşmaların dakikliği	☐	☐	☐	☐	☐
5.4 Mahkeme personeli davranış ve nezaketi	☐	☐	☐	☐	☐

6. Hakimler ve Duruşmalar	Memnun değilim	I / un-memnun	Ortalama Memnunum	Memnunum	Çok memnunum
6.1 Hakimlerin davranış ve nezaketi	☐	☐	☐	☐	☐
6.2 Duruşma esnasında kullanılan dil	☐	☐	☐	☐	☐
6.3 Duruşmada argümanlarınızı sunmanız için verilen süre	☐	☐	☐	☐	☐
6.4 Duruşmalarda hakimlerin tarafsızlığı	☐	☐	☐	☐	☐
6.5 Kararın verilmesine kadar duruşmaların süresi	☐	☐	☐	☐	☐
6.6 Kararların netliği	☐	☐	☐	☐	☐

7. Savcılar	Memnun değilim	I / un-memnun	Ortalama Memnunum	Memnunum	Çok memnunum
7.1 Savcıların davranış ve nezaketi	☐	☐	☐	☐	☐
7.2 Duruşmalarda savcıların dakikliği	☐	☐	☐	☐	☐

8. Bilgi erişimi	Memnun değilim	I / un-memnun	Ortalama Memnunum	Memnunum	Çok memnunum
8.1 Girişte mahkemelerce sunulan bilgiler	☐	☐	☐	☐	☐
8.2 Spesifik bir hizmet için mahkeme idaresince sunulan bilgiler	☐	☐	☐	☐	☐
8.3 Haklarınızla ilgili bilgi bulmak	☐	☐	☐	☐	☐

9. Adalet işlevine dair genel algı	Memnun değilim	I / un-memnun	Ortalama Memnunum	Memnunum	Çok memnunum
9.1 Mahkeme işleyişi	☐	☐	☐	☐	☐
9.2 Talep ettiğiniz hizmetle ilgili olarak mahkemenin işlem yapma hızı	☐	☐	☐	☐	☐
9.3 Mahkemenin sunduğu hizmetlerin maliyeti	☐	☐	☐	☐	☐

10. Dil

10.1. Duruşmalar anadilinizde mi gerçekleşti?

☐ Evet
☐ Hayır

10.2. Duruşma anadilinizde gerçekleşmediyse, size tercüman sağlandı mı?

☐ Evet
☐ Hayır

11. Kişisel veri

11.1. Cinsiyet

☐ Erkek
☐ Kadın

11.2. Yaş

☐ 18 altı
☐ 18-30
☐ 31-50
☐ 51-65
☐ 66 ve üzeri

12. Bu mahkeme ve genel olarak adalet sistemi işleyişleri ile ilgili herhangi bir görüş ve tavsiyeniz var mı?

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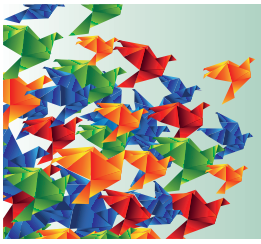

B. QUESTIONNAIRE FOR LAWYERS

i. Version in Albanian language
ii. Version in Serbian language
iii. Version in Turkish language

PYETËSORI PËR AVOKATËT

I/E nderuar,

Ky pyetësor është pjesë e një vlerësimi të kualitetit të sistemit të drejtësisë, duke u përqendruar në veçanti në cilësinë e shërbimeve të Gjykatës Themelore të Prishtinës, Gjakovës dhe Prizrenit. Ky aktivitet përkrahet nga projekti KoSEJ (Forcimi i cilësisë dhe efikasitetit të drejtësisë). Projekti KoSEJ, i bashkë-financuar nga Bashkimi Evropian dhe Këshilli i Evropës, si pjesë e kuadrit programatik me emrin "Horizontal Facility for Western Balkans and Turkey" zbatohet nga Komisioni Evropian për Efikasitetin e Drejtësisë të Këshillit të Evropës (CEPEJ) me mbështetjen e Zyrës së Këshillit të Evropës në Prishtinë, për të përmirësuar efikasitetin dhe funksionimin e sistemit të drejtësisë.

Mendimet dhe sugjerimet tuaja janë të rëndësishme për ne dhe ne do të ju ishim mirënjohës nëse do të shpenzonit pak kohë për t'iu përgjigjur pyetjeve të mëposhtme. Pyetësori është anonim dhe ne garantojmë që përgjigjet tuaja do të trajtohen me konfidencialitetin më të lartë.

Ju lutem vlerësoni shkallën tuaj të kënaqshmërisë në lidhje me pyetjet në vijim:

1. Marrëdhëniet me gjykatën ose shërbimin	Shumë i/e pa-kënaqur	I/e pa-kënaqur	Mesatarisht i/e kënaqur	I/e kënaqur	Shumë i/e kënaqur
1.1 Miësjellja e stafit administrativ të gjykatës	☐	☐	☐	☐	☐
1.2 Shpejtësia e përgjigjeve ndaj kërkesave	☐	☐	☐	☐	☐
1.3 Kualiteti i përgjigjeve ndaj kërkesave	☐	☐	☐	☐	☐
1.4 Digjitalizimi i procedurave	☐	☐	☐	☐	☐
1.5 Qasja e lehtë në dosje	☐	☐	☐	☐	☐
1.6 Qartësia e përgjegjësive dhe organizimi	☐	☐	☐	☐	☐
1.7 Shpenzimet per sherbimet e ofruara nga gjykata	☐	☐	☐	☐	☐
1.8 Qasja në praktikën gjyqësore të gjykatave	☐	☐	☐	☐	☐
1.9 Cilësia/ përdorshmëria e faqes së internetit të gjykatës	☐	☐	☐	☐	☐
1.10 Shenjat orientuese në ndërtesën e gjykatës	☐	☐	☐	☐	☐
1.11 Ruajtjen e privatësisë së palëve të përfshira si dhe konfidencialitetit të informatave lidhur me palët	☐	☐	☐	☐	☐

2. Përgatitja dhe zhvillimi i seancave dëgjimore	Shumë i/e pa-kënaqur	I/e pa-kënaqur	Mesatarisht i/e kënaqur	I/e kënaqur	Shumë i/e kënaqur
2.1 Kushtet për takimet me klientë	☐	☐	☐	☐	☐
2.2 Kushtet gjatë mbajtjes së seancës	☐	☐	☐	☐	☐
2.3 Respektimi i orarit të seancave gjyqësore	☐	☐	☐	☐	☐
2.4 Organizimi dhe zhvillimi i seancave gjyqësore	☐	☐	☐	☐	☐
2.5 Koordinimi ndërmjet gjykatës dhe avokatëve në përcaktimin e datave dhe orëve të seancave dëgjimore	☐	☐	☐	☐	☐
2.6 Formaliteti i seancave dëgjimore	☐	☐	☐	☐	☐
2.7 Koha e lejuar për të paraqitur argumentet tuaja në seancën dëgjimore	☐	☐	☐	☐	☐
2.8 Paanshmëria e gjyqtarëve në udhëheqjen e seancave dëgjimore	☐	☐	☐	☐	☐
2.9 Mirësjellja e gjyqtarëve	☐	☐	☐	☐	☐
2.10 Mirësjellja e prokurorëve	☐	☐	☐	☐	☐

3. Vendimet e gjyqtarëve	Shumë i/e pa-kënaqur	I/e pa-kënaqur	Mesatarisht i/e kënaqur	I/e kënaqur	Shumë i/e kënaqur
3.1 Vendimet e qarta dhe të kuptueshme	☐	☐	☐	☐	☐
3.2 Trajtim i shpejtë i rasteve penale	☐	☐	☐	☐	☐
3.3 Trajtim i shpejtë i rasteve civile	☐	☐	☐	☐	☐
3.4 Trajtim i shpejtë i rasteve administrative	☐	☐	☐	☐	☐
3.5 Trajtim i shpejtë i rasteve ekonomike	☐	☐	☐	☐	☐
3.6 Vendime të lehta për t'u zbatuar	☐	☐	☐	☐	☐
3.7 Pavarësia e gjyqtarëve	☐	☐	☐	☐	☐

4. Sipas mendimit tuaj, si kanë ndryshuar shërbimet e gjykatës gjatë pesë viteve të fundit?	Janë përkeqësuar	Nuk kanë ndryshuar	Janë përmirësuar
	☐	☐	☐

5. Të dhëna personale

5.1. Gjinia

☐ Mashkull
☐ Femër

5.2. Mosha

☐ Nën 30
☐ 31-50
☐ 51-65
☐ Mbi 66

6. Për sa vite keni qenë anëtar i Odës së Avokatëve?

☐ Më pak se 5 vjet
☐ 5-10 vjet
☐ 11-20 vjet
☐ Më shumë se 20 vjet

7. A keni ndonjë vërejtje apo sugjerim për të bërë në lidhje me shërbimet e gjykatës?

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UPITNIK ZA ADVOKATE

Ovaj upitnik je dio procene kvaliteta pravosudnog sistema, fokusirajući se konkretnije na kvalitet usluga koje pružaju osnovni sudovi Đakovice, Prištine i Prizrena. Ovu aktivnost podržava projekat KoSEJ (Jačanje kvaliteta i efikasnosti pravosuđa).

Projekat KoSEJ, koga zajednički finansiraju Evropska unija i Savet Evrope, kao deo „Horizontalnog instrumenta za Zapadni Balkan i Tursku“ (Horizontalni instrument), sprovodi Evropska komisija za efikasnost pravosuđa Saveta Evrope (CEPEJ) uz podršku Kancelarije Saveta Evrope u Prištini, sa ciljem poboljšanja efikasnosti i funkcionisanja pravosudnog sistema.

Vaše mišljenje i sugestije su nam važni i bili bismo vam zahvalni ako biste odvojili malo vremena da odgovorite na pitanja koja su navedena u nastavku.
Upitnik je anoniman i pružamo vam garancije da će vaši odgovori biti obrađeni u strogoj tajnosti.

Ocenite stepen svog zadovoljstva u pogledu sledećih elemenata:

1. Odnosi sa sudom	Nezadovol-jan/-na	Nezadovol-jan/-na	Prosečno Za-dovoljan/-na	Zadovol-jan/-na	Vrlo zadovol-jan/-na
1.1 Stav i ljubaznost administrativnog osoblja	☐	☐	☐	☐	☐
1.2 Brzina odgovora na Vaše zahteve	☐	☐	☐	☐	☐
1.3 Kvalitet odgovora na Vaše zahteve	☐	☐	☐	☐	☐
1.4 Računarsko upravljanje postupkom	☐	☐	☐	☐	☐
1.5 Jednostavnost konsultacija datoteke	☐	☐	☐	☐	☐
1.6 Jasnoća odgovornosti i organizacije	☐	☐	☐	☐	☐
1.7 Troškovi / naknade za pristup pravdi	☐	☐	☐	☐	☐
1.8 Pristup sudskoj praksi sudova (odlu-kama)	☐	☐	☐	☐	☐
1.9 Kvalitet / korisnost internet stranice suda	☐	☐	☐	☐	☐
1.10 Oznake i uputstva u zgradi suda	☐	☐	☐	☐	☐
1.11 Održavanje privatnosti stranaka uključujući i poverljivost informacije o partiji	☐	☐	☐	☐	☐

2. Priprema i vođenje saslušanja	Nezadovol-jan/-na	Nezadovol-jan/-na	Prosečno Za-dovoljan/-na	Zadovol-jan/-na	Vrlo zadovol-jan/-na
2.1 Koordinacija između suda i advokata u određivanju datuma i vremena saslušanja	☐	☐	☐	☐	☐
2.2 Uslovi sastanka sa klijentima	☐	☐	☐	☐	☐
2.3 Oprema i nameštaj u sudnici	☐	☐	☐	☐	☐
2.4 Tačnost vremena održavanja saslušanja	☐	☐	☐	☐	☐
2.5 Organizovanje i vođenje saslušanja	☐	☐	☐	☐	☐
2.6 Formalnost održavanja saslušanja	☐	☐	☐	☐	☐
2.7 Vreme koje je dozvoljeno da iznesete svoje argumente na saslušanju	☐	☐	☐	☐	☐
2.8 Nepristrasnost sudije u vođenju saslušanja	☐	☐	☐	☐	☐
2.9 Stav i ljubaznost sudije	☐	☐	☐	☐	☐
2.10 Stav i ljubaznost tužioca/tužilaca	☐	☐	☐	☐	☐

3. Odluke sudija	Nezadovol-jan/-na	Nezadovol-jan/-na	Prosečno Za-dovoljan/-na	Zadovol-jan/-na	Vrlo zadovol-jan/-na
3.1 Jasne i razumljive odluke	☐	☐	☐	☐	☐
3.2 Brzo postupanje u krivičnim predmetima	☐	☐	☐	☐	☐
3.3 Brzo postupanje u građanskim predmetima	☐	☐	☐	☐	☐
3.4 Brzo postupanje u upravnim predmetima	☐	☐	☐	☐	☐
3.5 Brzo postupanje u privrednim predmetima	☐	☐	☐	☐	☐
3.6 Odluke koje se lako izvršavaju	☐	☐	☐	☐	☐
3.7 Nezavisnost sudija	☐	☐	☐	☐	☐

4. Da li mislite da su se usluge suda u poslednjih 5 godina:	Pogoršale	Ostale ne-promenjene	Poboljšale
	☐	☐	☐

5. Lični podaci

5.1. Pol

☐ Muški
☐ Ženski

5.2. Godine

☐ Manje od 30
☐ 31-50
☐ 51-65
☐ 66 i više

6. Koliko godina ste član Advokatske komore?

☐ Manje od 5 godina
☐ 5-10 godina
☐ 11-20 godina
☐ Više od 20 godina

7. Da li imate neke primedbe ili sugestije za poboljšanje rada sudova i kvalitet usluga suda?

AVUKATLARA İLİŞKİN ANKET

Bu anket, özellikle Yakova, Priştine ve Prizren Asliye Mahkemeleri tarafından sunulan hizmet kalitelerine odaklanmak suretiyle, yargı sistemi kalitesini değerlendirmesinin bir parçasını teşkil etmektedir. Bu çalışma, KoSEJ projesi (Yargı Kalitesi ve Verimliliğini Geliştirme) tarafından desteklenmiştir.

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Görüş ve tavsiyeleriniz bizim için önemlidir, bu sebeple aşağıdaki soruları yanıtlamak için biraz zaman ayırırsanız memnun oluruz.

Anket isimsizdir ve yanıtlarınızın kesin gizlilik içerisinde muamele edileceğini garanti ederiz.

Aşağıdakilerle ilgili olarak memnuniyet derecenizi belirtiniz:

1. Mahkemelerle ilişkiler	Memnun değilim	I / un-memnun	Ortalama Memnunum	Memnunum	Çok memnunum
1.1 İdari personel davranış ve nezaketi	☐	☐	☐	☐	☐
1.2 Taleplerinize verilen yanıtların ivediliği	☐	☐	☐	☐	☐
1.3 Taleplerinize verilen yanıtların kalitesi	☐	☐	☐	☐	☐
1.4 Duruşmaların bilgisayarlaştırılmış yönetimi	☐	☐	☐	☐	☐
1.5 Dosyaları başvurma kolaylığı	☐	☐	☐	☐	☐
1.6 Sorumluluklar ve örgütlenme netliği	☐	☐	☐	☐	☐
1.7 Adalete erişim maliyeti/ücretleri	☐	☐	☐	☐	☐
1.8 Mahkeme içtihatlarına (kararlarına) erişimi	☐	☐	☐	☐	☐
1.9 Mahkeme internet sayfası kalitesi/ faydası	☐	☐	☐	☐	☐
1.10 Mahkeme binasındaki yazı tabelaları	☐	☐	☐	☐	☐
1.11 Tarafların gizliliğinin korunması dahil olmak üzere gizlilik taraflar hakkında bilgi	☐	☐	☐	☐	☐

2. Duruşmaların hazırlanması ve gerçekleşmesi	Memnun değilim	I / un-memnun	Ortalama Memnunum	Memnunum	Çok memnunum
2.1 Duruşma tarih ve saatlerini belirlemede mahkeme ve avukatlar arasındaki işbirliği	☐	☐	☐	☐	☐
2.2 Müvekkillerle görüşme koşulları	☐	☐	☐	☐	☐
2.3 Mahkeme salonu teçhizat ve ekipmanları	☐	☐	☐	☐	☐
2.4 Duruşmaların dakikliği	☐	☐	☐	☐	☐
2.5 Duruşmaların örgütlenmesi ve gerçekleşmesi	☐	☐	☐	☐	☐
2.6 Duruşmaların ciddiliği	☐	☐	☐	☐	☐
2.7 Duruşmada argümanlarınızı sunmanız için verilen süre	☐	☐	☐	☐	☐
2.8 Duruşmayı gerçekleştirmesi esnasında hakimin tarafsızlığı	☐	☐	☐	☐	☐
2.9 Hakimlerin nezaketi ve davranışları	☐	☐	☐	☐	☐
2.10 Savcıların nezaketi ve davranışları	☐	☐	☐	☐	☐

3. Hakimlerin kararları	Memnun değilim	I / un-memnun	Ortalama Memnunum	Memnunum	Çok memnunum
3.1 Net ve anlaşılır kararlar	☐	☐	☐	☐	☐
3.2 Suç davalarının hızlıca görülmesi	☐	☐	☐	☐	☐
3.3 Medeni davalarının hızlıca görülmesi	☐	☐	☐	☐	☐
3.4 İdari davalarının hızlıca görülmesi	☐	☐	☐	☐	☐
3.5 Ticari davalarının hızlıca görülmesi	☐	☐	☐	☐	☐
3.6 Kolay uygulanabilir kararlar	☐	☐	☐	☐	☐
3.7 Hakimlerin bağımsızlığı	☐	☐	☐	☐	☐

4. Son 5 yıl içerisinde mahkeme hizmetleri için hangisini söyleyebilirsiniz:	Kötüleşti	Değişmedi	Gelişti
	☐	☐	☐

5. Kişisel veri

5.1. Cinsiyet

☐ Erkek
☐ Kadın

5.2. Yaş

☐ 30 yaş altı
☐ 31-50
☐ 51-65
☐ 66 ve üzeri

6. Kaç yıldır Baro üyesisiniz?

☐ 5 yıldan az
☐ 5-10 yıl
☐ 11-20 yıl
☐ 20 yıldan fazla

7. Mahkeme işleyişi ve mahkeme hizmetleri kalitesinin geliştirilmeleriyle ilgili herhangi bir görüş ve tavsiyeniz var mı?

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The European Union is a unique economic and political partnership between 28 democratic European countries. Its aims are peace, prosperity and freedom for its 500 million citizens – in a fairer, safer world. To make things happen, EU countries set up bodies to run the EU and adopt its legislation. The main ones are the European Parliament (representing the people of Europe), the Council of the European Union (representing national governments) and the European Commission (representing the common EU interest).
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