

Programmatic Cooperation Framework for Armenia, Azerbaijan, Georgia, Republic of Moldova, Ukraine and Belarus

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**Project: “Support to Increased Efficiency of Courts, Improved Training of Judges and
Judicial Self-governance in Azerbaijan”**

WORKING GROUP MEETING ON CONDUCTING SATISFACTION SURVEYS IN THE PILOT COURTS OF THE REPUBLIC OF AZERBAIJAN

AGENDA

21-22 June 2016

JW Absheron Marriott Hotel Baku

Tuesday, 21 June 2016

10:00 – 10:20	<p>Opening remarks</p> <ul style="list-style-type: none"> - Mr Leonid ANTOHI, CEPEJ Project Coordinator - Mr Khagani Taghiyev, Chairman of Salyan District Court, member of the Judicial Legal Council <p>The meeting will be based on contributions of:</p> <ul style="list-style-type: none"> - Ms Hélène JORRY, co-author of the CEPEJ Handbook for conducting satisfaction surveys aimed at court users in Council of Europe's member states, CEPEJ expert - Mr Luigi CIPOLLINI, Statistician, Department of Statistics and Organizational Analysis of the Ministry of Justice of Italy, CEPEJ expert - <i>Representative of the MoJ and of the State Statistical Committee of the Republic of Azerbaijan</i>
10:20 – 10:40	<p>Objectives assumed by the pilot courts in view of organising satisfaction surveys. Target groups and expected outcomes.</p> <ul style="list-style-type: none"> - Representatives of the pilot courts - Opinion and proposals of the MoJ, JLC, the Statistical Committee, including lessons learned in the past, current initiatives and the priorities as seen by the respective actors - Feedback from the CEPEJ experts.
10:40 – 11:15	<p>The methodology of conducting satisfaction surveys directed at general court users.</p> <ul style="list-style-type: none"> ➤ Detailed discussion and approval of the recommended questionnaire and of the methodology (in-court interviews or alternatives).
11:15 – 11:45	Coffee break
11:45 - 12:30	<p>The methodology of conducting satisfaction surveys directed at general court users.</p> <ul style="list-style-type: none"> ➤ The distribution of tasks between the involved actors (pilot courts, MoJ/JLC, the Project etc.) ➤ Collection and processing of data. Formulation of the final report.
12:30 - 13:00	Discussions
13:00 - 14:30	Lunch
14:30 – 15:30	<p>The methodology of conducting satisfaction surveys directed at lawyers.</p> <ul style="list-style-type: none"> ➤ Detailed discussion and approval of the recommended questionnaire and of the methodology (on-line survey or alternatives).

15:30 – 16:00	Coffee break
16:00 – 16:30	The methodology of conducting satisfaction surveys directed at lawyers. <ul style="list-style-type: none"> ➤ The distribution of tasks between the involved actors (pilot courts, MoJ, the Bar, the Project etc.) ➤ Collection and processing of data. Formulation of the final report.
16:30 – 17:00	Discussions and closing of the first day.

Wednesday, 22 June 2016

10:00 – 10:45	The methodology of conducting satisfaction surveys aimed at court staff. <ul style="list-style-type: none"> ➤ Detailed discussion of the recommended questionnaire and of the methodology (on-line survey or alternatives).
10:45 – 11:15	The methodology of conducting satisfaction surveys aimed at court staff. <ul style="list-style-type: none"> ➤ The distribution of tasks between the involved actors (pilot courts, MoJ/JLC, the Project etc.) ➤ Collection and processing of data. Formulation of the final report.
11:15 – 11:45	Coffee break
11:45 – 12:30	Topics for discussion: <ul style="list-style-type: none"> - Setting up a calendar for conducting satisfaction surveys in the pilot courts; - Ensuring public awareness and visibility of the implemented satisfaction surveys; - Drawing lessons for the institutional development; - The ability of the courts, MoJ, JLC to conduct changes based on the surveys' results; - Other aspects.
12:30 – 13:00	Final conclusions and closing
13:00-14:30	Lunch