

## DEP. PR 8 – QUALITY OF JUSTICE

### 1. Background

Public administration and judicial authorities are under continued pressure of resource savings and increased efficiency. In this case, the quantitative control in budget, personnel and performance monitoring is given a mandatory role.

### 2. Intention

In order to prevent unilateral tax effects in the independent judiciary, the "Quality of Justice" is to devote special attention and should be presented qualitative behaviour of the judiciary.

The ideal shaping of the way of working in the judiciary for all parties is to raise the prestige and the role of the judiciary in the public and in the state structure.

Some examples in several European countries, tools and guidelines of the Council of Europe give references.

### 3. Implementation

The project "Quality of Justice" shall

- collect expectations and requirements of "stakeholder groups"
- from that define general quality criteria
- present these to the public
- work out their potential for implementation, measures and indicators to determine,
- support the introduction of an active quality management and
- encourage an dynamic awareness .

### 4. Results

The final work results should include

- the definition of quality criteria based on the stakeholder groups' expectations
- a "Tool-box" with recommended tools and methods for the implementation of quality management at the departments
- a manual for quality management and
- a publicity report about the Quality of Justice

### 5. Status

#### 5.1. Interviews

After identification of stakeholder groups, structured interviews with about 40 interviewees are carried out in order to find out their expectations and requirements

#### 5.2. Priorities

After nearly completing the interviews of total, the following priorities are:

#### Quality of results

- Needs-based access to and processing of information
- Proper and correct decision
- Comprehensibility of the decision/comprehensibility of the language
- Price for access to justice

#### Process quality

- Efficient procedure
- Punctuality and time-optimized process management
- Rapid/quick decision
- Smooth communication and cooperation

### Structural quality

- Qualification of the staff
- Access to justice
- Infrastructure
- Independence and impartiality

These criteria were complemented by interesting tags and opinions of the questioned practitioners. Also, the project itself was appreciated simply by its care-taking effect ("For 20 years I have been going to the Court of Social Affairs but the justice never asked for my opinion").

A "spin-off-list" provides valuable ideas for improvements beyond the topic of the project.

### **5.3. Next events**

For April a public presentation of the survey's results with participation of the Minister of Justice is planned as the beginning of the internal working group phase:

#### **5.3.1. Day 1, afternoon of April 14: public presentation of the requirements**

The project "Quality of Justice" and the survey's results will be presented to the public by the Minister of Justice.

At the same time international examples for the implementation of the subject will be offered (Netherlands, Council of Europe/CEPEJ GT-QUAL).

The aim is to increase public awareness of the issue, and the expectations of the judiciary as a signal internally and the "demystification" of the topic

#### **5.3.2. Day 2, morning of April 15: internal presentation of the requirements – working groups**

The project "Quality of Justice" and the survey's results will be presented to those responsible for implementation.

At the same time international examples for the implementation of the subject will be offered (Netherlands, Council of Europe/CEPEJ GT-QUAL).

The aim is to raise awareness, judicial policy statement of intent ("Command Output") and opening of the working group/workshop phase, increasing public awareness of the issue, the expectations of the judiciary and as a signal internally and demystification.

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