



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

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***Satisfaction surveys on the Assessment of Sheki Appellate Court
have been carried out***

within the framework of the

“Support to Increased Efficiency of Courts, Improved Training of Judges
and Judicial Self-governance in Azerbaijan” project of the
Council of Europe and European Union

Eastern Partnership Programmatic Co-operation Framework 2015-2017.

Final Report

on the satisfaction survey of

Sheki Appellate Court

carried out in 2016

Sheki, 2017

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1. Acknowledgement

Azerbaijan announced the protection of human rights as its primary goal and continues successful implementation of fundamental judicial legal reforms in close cooperation with influential international organizations towards improving the efficiency of justice and modernization of the judicial system. In this sense, the project on “Support to Increased Efficiency of Courts, Improved Training of Judges and Judicial Self-governance in Azerbaijan” implemented in Eastern Partnership countries within the Programmatic Co-operation Framework is very essential. Within the framework of the project implementation, for the first time, working group headed by the Project Coordinator Mr. Leonid Antohi held meetings on behalf of CEPEJ with the manager, judges and administration staff of the Court in the administrative building of Sheki Appellate Court. During the meetings, the essence of the CEPEJ tools within the framework of relevant educational programs developed for improving the efficiency and quality of justice were clarified, and views exchanged towards implementation of these tools. At later stages, reports in accordance with CEPEJ tools have been prepared and submitted, and discussion of the reports has been carried out by the CEPEJ experts during the meetings in Baku with the participation of the representatives of another 4 (Sumgayit Appellate, Baku City Yasamal District, Oghuz District and Sumgait City Administrative-Economic) pilot courts as well as the Ministry of Justice of the Republic of Azerbaijan and Judicial Legal Council where the status of implementation of the SATURN Guidelines for judicial time management has been evaluated.

In addition, meetings outside the country (in Strasbourg, France and Tallin and Tartu, Estonia) with the representatives of the Ministry of Justice of the Republic of Azerbaijan and Judicial Legal Council and five pilot courts have been conducted within the framework of the project, where the lectures were presented on the methodology of the satisfaction surveys in compliance with the CEPEJ recommendations, and visual aids translated into Azerbaijani were introduced describing the experiences gained in this field. In particular, we would like to note that we got well-acquainted with the Estonian judicial system during the visits to the Estonian Supreme Court and Tartu Appellate Court.

Over the past period, satisfaction surveys on evaluating the Sheki Appellate Court have been carried out by applying CEPEJ tools among the court users, judges and court employees; statistical data from the last year has been collected and analysis have been carried out on both features. As a result of the satisfaction surveys, areas for improvement have been discovered and objectives were identified to fix them. Using the indicators recommended by CEPEJ experts during the statistical data analysis, it is possible to clearly observe how the court operates, particularly, the its challenges and obstacles. For example, the prolonged use of the recommended indicators such as “Clearance Rate (CR)” and “Disposition Time (DT)” could evaluate the effectiveness of judges and overall judicial activity.

Finally, we would like to thank the Ministry of Justice of the Republic of Azerbaijan, Judicial Legal Council of the Republic of Azerbaijan, everyone who contributed as well as the European Union for its financial support and Project Coordinator Mr. Leonid Antohi and the expert group for supporting our participation in the project of the Council of Europe and European Union’s Eastern Partnership Programmatic Co-operation Framework 2015-2017 on “Support to Increased Efficiency of Courts, Improved Training of Judges and Judicial Self-governance in Azerbaijan” implemented by the Council of Europe, for the theoretical and practical knowledge received about the ways of improving the judicial activities and for the opportunity to be part of interesting and useful events abroad, and we hope to meet again within the framework of the implementation of similar useful projects at the international events and at Sheki Appellate Court which was built in accordance with the modern standards.

We would like to express confidence that the knowledge acquired during the project implementation, and the promotion of the use of CEPEJ tools and checklist among all the courts will enhance the effectiveness of justice.

2. List of diagrams

- Diagram 1:** Indicator on age of court users;
- Diagram 2:** Indicator on the capacity of court users acting in the court;
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- Diagram 4:** Indicator on whether the court user is represented by a lawyer or a representative when he/she acts as a party at the court;
- Diagram 5:** Indicator on the reason for the court users not being represented by a lawyer;
- Diagram 6:** Indicator on court users' reasons for the court visit;
- Diagram 7:** Indicator on type of proceedings court users take part in;
- Diagram 8:** Indicator on types of court's registry services used by the court users in the course of the past year;
- Diagram 9:** Indicator on means of communication used by the court users to contact the court registry;
- Diagram 10:** Indicator on how the lawyers carry out their activities;
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- Diagram 13:** Indicator on material resources of the court according to the lawyers;
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- Diagram 15:** Indicator on the gender of the court's staff;
- Diagram 16:** Indicator on the age of the court's staff;
- Diagram 17:** Indicator on the work experience of the court's staff.

3. Introduction

3.1 About the project

One of the main goals of the “Support to Increased Efficiency of Courts, Improved Training of Judges and Judicial Self-governance in Azerbaijan” project of the Council of Europe and European Union, Eastern Partnership Programmatic Co-operation Framework for 2015-2017 is to support the implementation of CEPEJ tools in five pilot courts (Sheki Appellate, Sumgayit Appellate, Baku City Yasamal District, Oghuz District and Sumgait City Administrative-Economic) of the Republic of Azerbaijan as a public service to enhance the effectiveness and quality of justice.

It should be noted that the creation of the permanent commission composed of the experts of all member states became necessary in order to regulate and coordinate judicial legal reforms, and to monitor member states' compliance with the Council of Europe's standards on justice administration. Consequently, the European Commission for the Efficiency of Justice (CEPEJ) was set up on 18 September 2002 by the Resolution (Res(2012)12) of the Committee of Ministers of the Council of Europe at the plenary meeting 808 initiated by the European Justice Ministries during the London summit in 2002.

During the course of the project, CEPEJ experts visited the pilot courts, conducted meetings with the court managers, judges and court staff, carried out analysis of the statistical data of the court and finally, developed satisfaction survey questionnaires on court assessment which were sent to the courts for execution. Satisfaction surveys are useful tools for court managers to understand the expectations of people, then to assess the functioning of the court and to plan possible amendments. In this respect, satisfaction surveys were conducted on the evaluation of the Sheki Appellate Court among the court users and lawyers in the Sheki Appellate Court, one of the pilot courts, during **August 15- October 1, 2016** and among the court staff on **October 10** by national experts of the project in order to allow a better evaluation of the expectations of respondents (court users, lawyers and court staff) regarding various aspects of the court's performance.

3.2 About the Court

According to the Article 125 of the Constitution of the Republic of Azerbaijan, which has the highest and direct power, judicial power shall be implemented solely by judicial bodies. Judicial power shall be exercised via constitutional, civil and criminal legal proceedings and in other forms specified by the Law.

As stated in the Article 7 of the Law of Azerbaijan Republic on “Court and Judges”, as set down in Article 25 of the Constitution of the Republic of Azerbaijan, justice in the Republic of Azerbaijan is administered on the basis of the principle of equality of everyone before the law and the court, irrespective of race, nationality, religion, language, sex, origin, proprietary status, public rank, conscience, membership in political parties, trade unions or other civil organizations. According to the Article 61 of the same law, subject to point I of Article 132, the court of appeal is a higher instance court on civil, administrative and economic disputes, and criminal and administrative offences cases.

New appellate courts were established in Ganja, Sumqayit, Sheki and Shirvan by the Decree of the President of the Republic of Azerbaijan on application of the Law of the Republic of Azerbaijan “On changes and amendments to some legislative acts of the Republic of Azerbaijan” dated 19 January 2006, and since 16 July 2007 appellate courts including Sheki Appellate Court started their operations in order to create favorable conditions for the administration of justice for the citizens.

Sheki Appellate Courts consist of 14 judges and 47 court employees. Criminal, military, civil, administrative-economical boards of the Court hear appeals and appeal protests made under court acts on the cases heard by the courts of first instance assigned to its territorial jurisdiction (Agdash District Court, Balakan District Court, Goychay District Court, Ismayilli District Court, Gakh District Court, Gebele District Court, Mingechevir City Court, Oghuz District Court, Sheki District Court, Yevlakh District Court, Zagatala District Court, Sheki Court on Grave Crimes, Sheki Administrative-Economic Court Ganja and Terter Military Courts (for cases on crimes committed in the territorial units included in the jurisdiction of Sheki Appellate Court and on other materials).

3.3 Methodology

Several satisfaction survey methodologies were suggested to assess the satisfaction level of the court users and the lawyers. Sheki Appellate Court used the paper-based survey with the participation of internal resources, i.e. **questionnaires were filled out by the respondents in the courts**. Three places –two places near the court halls on the first floor of the court complex, and one place on the second floor- were identified for this purpose.

Questionnaires were placed on the tables marked in front for the court users and lawyers, transparent boxes were placed in between the tables and favorable conditions were created for the respondents filling the questionnaires. In addition, information was placed on the columns on both sides of the public entrance and public zone of the court, and announcement board was put right in front of the general entrance in order to encourage the visitors of the court hearings to participate in the survey.

The information and the advertisement board stated that the measures to protect anonymity will be ensured. Moreover, in order to conduct satisfaction surveys among the court visitors, court staff involved in promotional activities were mentioning that information provided by respondents would be kept anonymous.

108 court users, 17 judges and 39 court staff participated in the satisfaction survey on assessment of the Sheki Appellate Court.

4. Conclusions

4.1 Satisfaction surveys of court users

Satisfaction surveys (Annex 7.1) among court users were conducted during August 15- October 1, 2016 with the participation of 108 respondents.

According to the survey, 37% of respondents were aged 31-51, 66% of them were a party at the court and 32% of respondents acting as a party were in favor of decisions made about them.

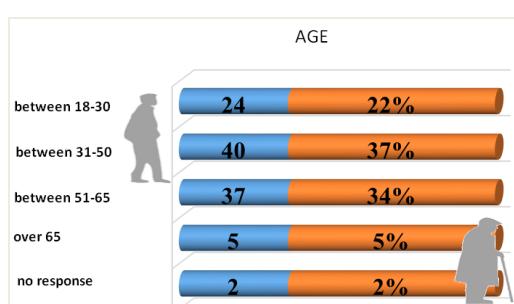


Diagram 1: Indicator on age of the court users

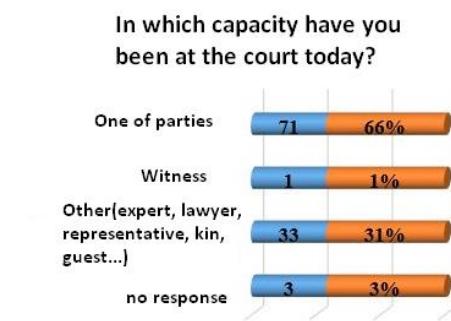


Diagram 2: Indicator on the capacity of court users acting in the court

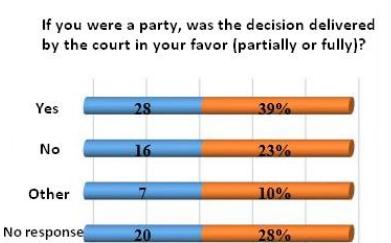


Diagram 3: Indicator on whether the decision of the court in relation to the court user acting as a party at the court is for his/her favor

It was identified that 49% of 71 respondents who were a party, were not represented by lawyer or representative and 48% reasoned it as seeing no need for a representative.



Diagram 4: Indicator on whether the court user is represented by a lawyer or a representative when he/she is party at the court;

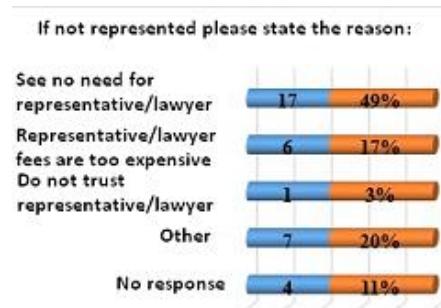


Diagram 5: Indicator on the reason for the court users not being represented by a lawyer

88% of respondents came with the aim to participate at the proceedings and 56% of them were going to participate at the civil proceedings.

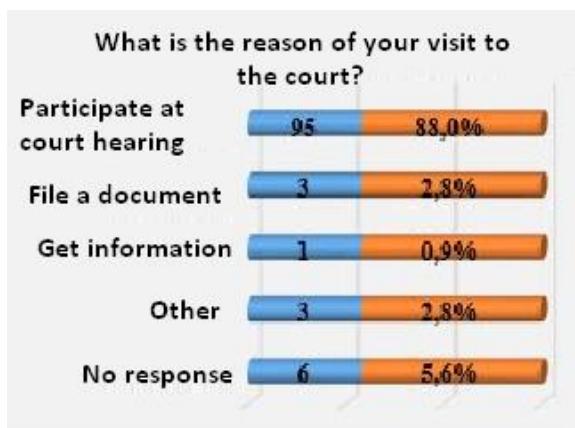


Diagram 6: Indicator on court users' reasons for the court visit;

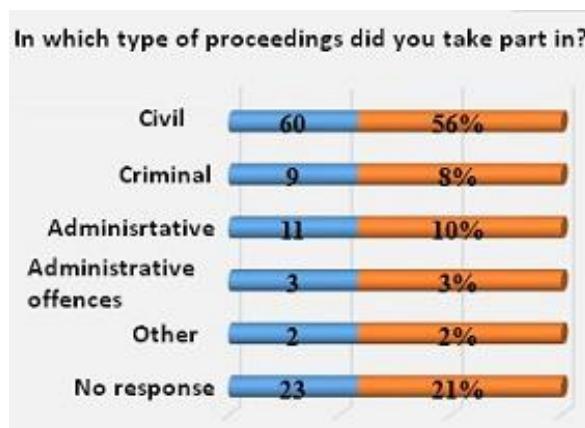


Diagram 7: Indictator on type of proceedings court users take part in

108 court users participating in the satisfaction survey expresed their satisfaction by selecting one of the answers on the questions defining the satisfaction:

- 1: very dissatisfied;**
- 2: not satisfied;**
- 3: neutral (neither dissatisfied nor satisfied);**
- 4: satisfied;**
- 5: very satisfied.**
- or "don't know"**

Answers expressing the satisfaction degree were analysed in order to define the satisfaction level. Number of respondents having **no response** or those with "**don't know**" replies were not included into the total responses during the analysis.

No		Question	Average score
1.	Q.8	Are you satisfied with the court activity?	3,7
2.	Q.9	Do proceedings last long?	3,5
3.	Q.10	Evaluate the court expenses excluding the lawyer/representative fees you have spent	3,5
4.	Q.11	Do you trust the judicial system?	3,6
5.	Q.12	Overall satisfaction of the court	3,7
6.	Q.13	Was it easy to find information about your rights?	4,1

7.	Q.14	Are you satisfied with the information provided by the court?	4,04
8.	Q.15	The location of the court building	4
9.	Q.16	Signs inside the courthouse	4,7
10.	Q.17	Waiting conditions	4,7
11.	Q.18	Level of furnishing at the court room	4,8
12.	Q.19	Clarity of court notifications and summons	4,5
13.	Q.20	Was time lapse between court's notifications/ summons and court hearing satisfactory?	4,2
14.	Q.21	Was punctuality of hearings and conditions under which your case was called in good?	4,2
15.	Q.22	Your opinion about the attitude and politeness of court's staff	4,6
16.	Q.23	Level of competence of court's staff	4,3
17.	Q.24	Attitude and politeness of judges	4,4
18.	Q.25	Judge's way of expressing himself/herself	4,3
19.	Q.26	Judge's impartiality in conducting the oral proceedings	3,9
20.	Q.27	Time allocated to you or your lawyer/ representative to make submissions	4,2
21.	Q.28	Clarity of court's decision	4,04
22.	Q.29	Assess the material-technical resources of the court	4,6
23.	Q.30	Information provided in response to your request	4,3
Average score for questions 8-30			4,2

As seen, average score of about **74%** of the questions determining the level of satisfaction was **4 or above**, and average score for **23 questions** determining the level of satisfaction was **4,2**.

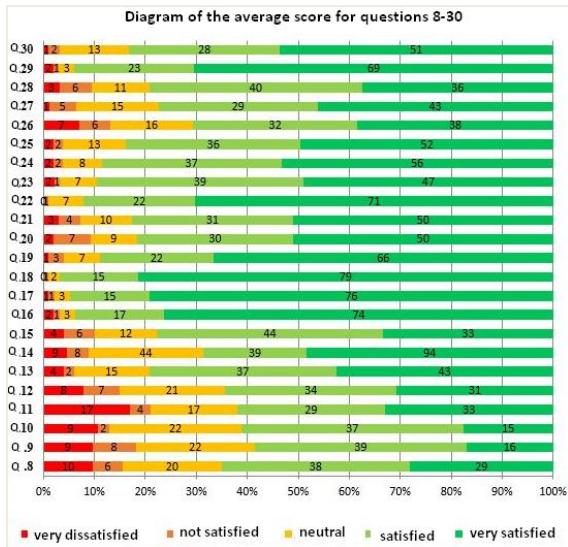
5 questions that had the highest average score during the analysis

No		Question	Average score
1.	Q.18	Level of furniture at the court room	4,8
2.	Q.16	Signs inside the courthouse	4,7
3.	Q.17	Waiting conditions	4,7
4.	Q.22	Your opinion about the attitude and politeness of court's staff	4,6
5.	Q.29	Assess the material-technical resources of the court	4,6

and 5 questions with the lowest average score.

No		Question	Orta qiymət
1.	Q.9	Do proceedings last long?	3,5
2.	Q.10	Evaluate the court expenses excluding the lawyer/representative fees you have spent	3,5
3.	Q.11	Do you trust the judicial system?	3,6
4.	Q.8	Are you satisfied with the court activity?	3,7
5.	Q.12	Overall satisfaction of the court	3,7

Assessment of questions 8-30 determining the satisfaction level



As a result of analysis, it turned out that during the past year 41% of the court users used registry services to get documents (e.g. copy of the evidences),

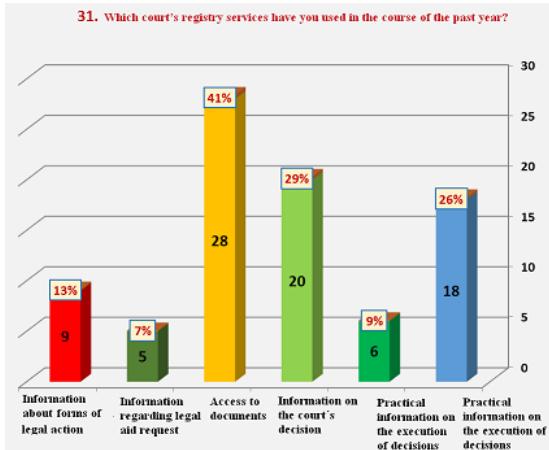


Diagram 8: Indicator on types of court's registry services used by the court users in the course of the past year

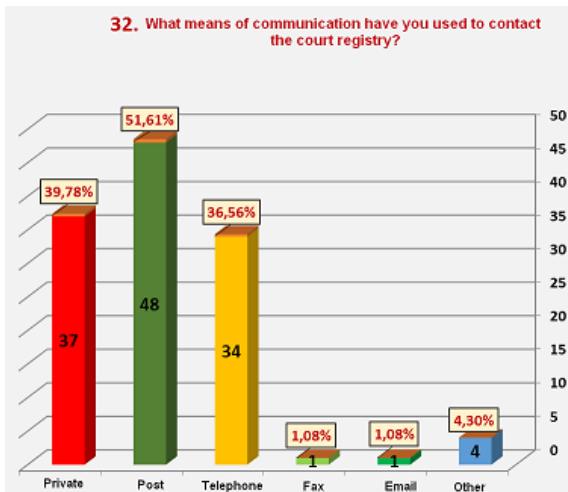


Diagram 9: Indicator on means of communication used by the court users to contact the court registry

4.2 Satisfaction surveys of the lawyers

Information about the performance of 15 lawyers out of 17 participating in the satisfaction survey conducted among the lawyers (**Annex 7.2**) during August 15- October 1, 2016 is shown below.

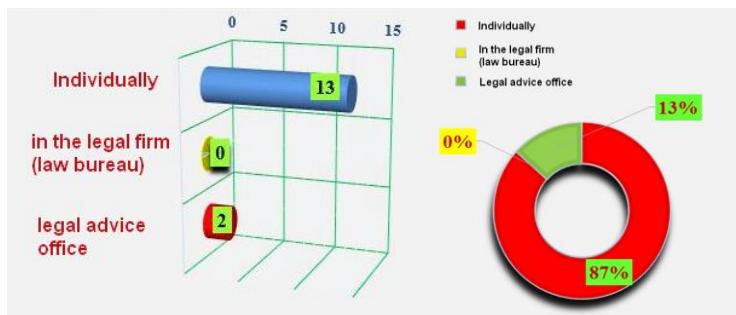


Diagram 10: Indicator on how the lawyers carry out their activities

17 lawyers participating in the satisfaction survey expressed their satisfaction by selecting one of the answers on the questions defining the satisfaction:

- 1: very dissatisfied;**
- 2: not satisfied;**
- 3: neutral (neither dissatisfied nor satisfied);**
- 4: satisfied;**
- 5: very satisfied.**
- or “don’t know”**

Answers expressing the satisfaction degree were analysed in order to define the satisfaction level. Number of respondents having **no response** or those with “**don’t know**” replies were not included into the total responses during the analysis.

No	Question	Average score
1.	Q.2 Overall satisfaction of the court	4,0
2.	Q.3 Court costs / fees	4,0
3.	Q.4 Access to the court’s decisions	4,2
4.	Q.5 Communication between the court and lawyers	4,1
5.	Q.6 Promptness of responses to your requests	4,4
6.	Q.7 Quality and reliability of the registry’s responses	4,2
7.	Q.8 Quality of the website of the court	3,2
8.	Q.9 Signs inside the courthouse	4,8
9.	Q.10 Conditions for meeting with the clients	4,5
10.	Q.11 Furnishing and equipment of courtrooms	4,2
11.	Q.12 Politeness and attitude of the court’s staff	4,5
12.	Q.13 Level of professionalism of the court’s staff	4,1
13.	Q.14 Availability of the court’s staff	3,8
14.	Q.15 Clarity of court organisation and administrative responsibilities	4,5
15.	Q.16 Computerised management of proceedings	3,2
16.	Q.17 Punctuality of hearings	3,8
17.	Q.18 Judges’ politeness and attitude	4,3
18.	Q.19 Judges’ level of professionalism	4,3
19.	Q.20 Organisation and progression of hearings	4,4
20.	Q.21 Impartiality of the judges in conducting hearings	3,4
21.	Q.22 Independence of judges	3,8
22.	Q.23 Clarity of the decisions	4,2

23.	Q.24	Rapid handling of cases	3,9
24.	Q.25	Enforcement of decisions	2,9
Average score for question 2-25			4,03

As seen, average score of about **64%** of the questions determining the level of satisfaction was **4 or above**, and average score for **24 questions** determining the level of satisfaction was **4,03**.

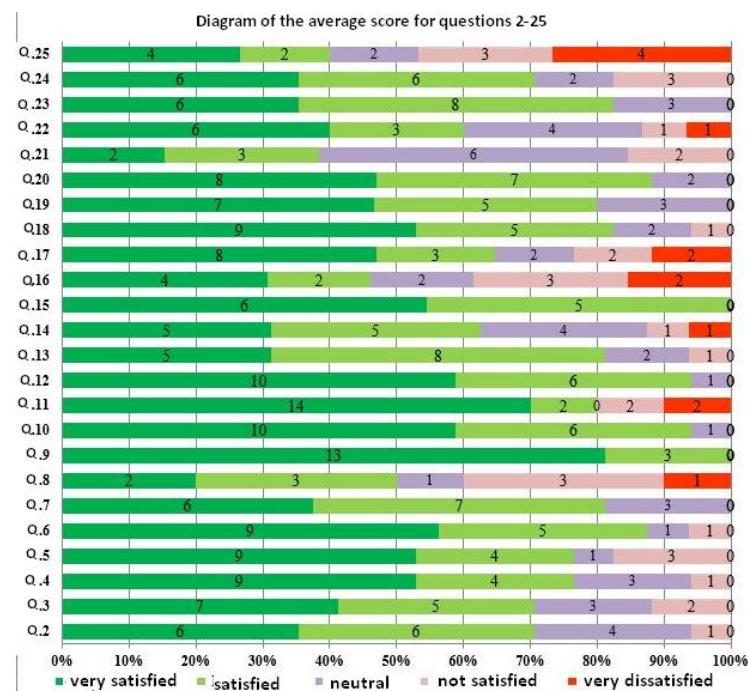
5 questions that had the highest average score during the analysis

No		Question	Average score
1.	Q.9	Signs inside the courthouse	4,8
2.	Q.10	Conditions for meeting with the clients	4,5
3.	Q.12	Politeness and attitude of the court's staff	4,5
4.	Q.15	Clarity of court organisation and administrative responsibilities	4,5
5.	Q.20	Organisation and progression of hearings	4,4

and 7 questions with the lowest average score

No		Question	Average score
1.	Q.25	Enforcement of decisions	2,9
2.	Q.8	Quality of the website of the court	3,2
3.	Q.16	Computerised management of proceedings	3,2
4.	Q.21	Impartiality of the judges in conducting hearings	3,4
5.	Q.14	Availability of the court's staff	3,8
6.	Q.17	Punctuality of hearings	3,8
7.	Q.22	Independence of judges	3,8

Assessment of the questions 2-25 determining the satisfaction level



During the analysis, it turned out that 69% of lawyers think functioning of the court has improved over the last 5 years,

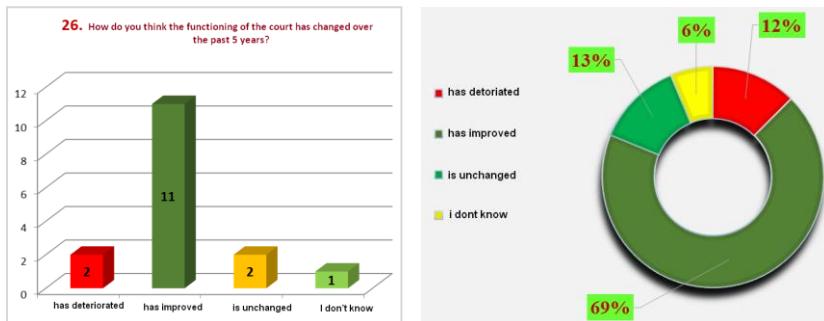


Diagram 11: Indicator on how, according to the lawyers, the court functioning changed during the past 5 years

54% think that over the last 5 years the court workload has increased faster than its means compared to infrastructure, appointment of judges and number (means) of the court's staff,

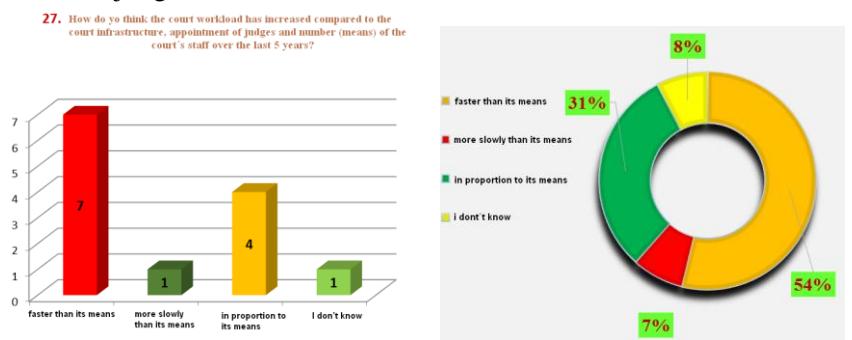


Diagram 12: Indicator on how, according to the lawyers, the court workload increased compared to the court infrastructure, appointment of judges and number (means) of the court's staff

73% think material resources of the court are sufficient,



Diagram 13: Indicator on material resources of the court according to the lawyers

63% think resources of the court staff are sufficient.



Diagram 14: Indicator on court's staff resources according to the lawyers

4.3 Satisfaction survey of the court's staff

On October 10, national experts conducted satisfaction surveys (**Annex 7.3**) among the court's staff to evaluate the Sheki Appellate Court.

Below are the answers of 39 staff who participated in the satisfaction survey. On gender indicator 24 of 35 respondents were male and 11 females.

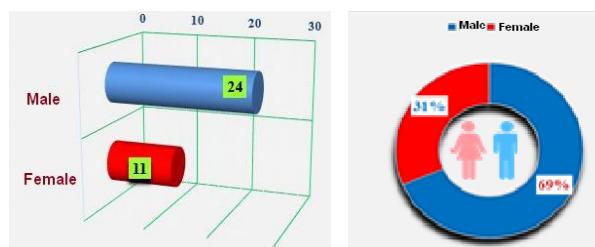


Diagram 15: Indicator on the gender of the court's staff

28 out of 34 court's staff were between the ages 25-44,

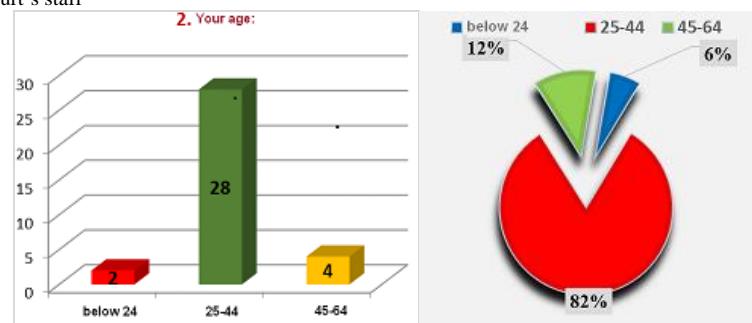


Diagram 16: Indicator on the age of the court's staff

14 out of 27 respondents had 5-10 years of work experience.



Diagram 17: Indicator on the work experience of the court's staff

39 court's staff participating in the satisfaction survey expressed their satisfaction by selecting one of the numbers shown below:

to a very small extent ----- 1 2 3 4 5 ----- to a great extent

Answers expressing the satisfaction degree were analysed in order to define the satisfaction level. Number of respondents having no response or those with "don't know" replies were not included into the total responses during the analysis.

No		Question	Average score
1.	Q.6	In general, how satisfied are you with your job?	4,3
2.	Q.7	To what extent does your job require you to take initiative?	4,5
3.	Q.8	To what extent are you able to acquire new knowledge through your job?	4,2
4.	Q.9	To what extent does your job allow you to use your professional	4,2

		knowledge and skills?	
5.	Q.10	To what extent do you feel your job is important?	4,6
6.	Q.11	To what extent do you find your job interesting?	4,4
7.	Q.12	How often do you feel unfairly divided workload?	4,0
8.	Q.13	How often do you feel need for extra time to complete your job?	3,5
9.	Q.14	To what extent do you feel informed in advance about important decisions, changes or future?	4,0
10.	Q.15	To what extent do you feel you have sufficient information to do your job properly?	4,3
11.	Q.16	To what extent are you aware of what is expected from you?	4,2
12.	Q.17	To what extent are you aware of your job responsibilities?	4,8
13.	Q.18	To what extent does your immediate supervisor provide feedback about your job?	4,2
14.	Q.19	To what extent is the head of administration (or supervisor) is capable of handling the disputes?	4,5
15.	Q.20	To what extent can you share your opinions and suggestions with the head of the administration (or supervisor)?	4,2
16.	Q.21	Are there good relations between your colleagues?	4,6
17.	Q.22	How often one can witness good relations between your colleagues in the workplace?	4,2
18.	Q.23	To what extent do you feel a part of the team?	4,2
19.	Q.24	To what extent does the management acknowledge and appreciate your work?	4,0
20.	Q.25	To what extent does the management treat you with respect?	4,3
21.	Q.26	To what extent do you get fair treatment at work	4,2
22.	Q.27	In your opinion, to what extent do you get paid fairly compared to the same level jobs within the organization?	3,6
23.	Q.28	To what extent is the payroll system acceptable to you	3,2
24.	Q.29	To what extent does the payroll system encourage you to do more?	3,3
25.	Q.30	To what extent do you trust the decisions of the court manager in relation to court organization?	4,6
26.	Q.31	To what extent does the court manager make effective decisions?	4,4
27.	Q.32	To what extent unbiased is the court as an employer?	4,5
28.	Q.33	How innovative is your court?	4,4
29.	Q.34	How often do you think about searching for the new job?	3,7
30.	Q.35	How often do you take part in the events for improving the professional knowledge?	3,4
Average score for the questions 6-35			4,1

As seen, average score of the **78%** of the questions determining the level of satisfaction was **4 or above**, and average score for **30 questions** determining the level of satisfaction was **4,1**.

6 questions that had the highest average score during the analysis

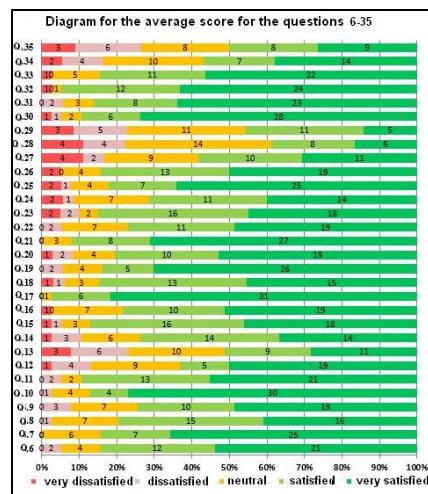
No		Question	Average score
6.	Q.17	To what extent are you aware of your job responsibilities?	4,8
7.	Q.10	To what extent do you feel your job is important?	4,6
8.	Q.21	Are you in good relations with your colleagues?	4,6
9.	Q.30	To what extent do you trust the decisions of the court manager in relation to court organization?	4,6
10.	Q.19	To what extent is the head of administration (or supervisor) is capable of handling the disputes?	4,5

11.	Q.32	How unbiased is the court as an employer?	4,5
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and 6 questions with the lowest average score.

No		Question	Average score
1.	Q.28	How acceptable is the payroll system to you?	3,2
2.	Q.29	To what extent does the payroll system encourage you to do more?	3,3
3.	Q.35	How often do you take part in the events for improving the professional knowledge?	3,4
4.	Q.13	How often do you feel need for extra time to complete your job?	3,5
5.	Q.27	In your opinion, how fairly do you get paid compared to the same level jobs within the organization?	3,6
6.	Q.34	How often do you think about searching for the new job?	3,7

Assessment of the questions 6-35 determining the satisfaction level



5. Action Plan based on the results

The following Action Plan was developed by Sheki Appellate Court in order to eliminate the shortcomings identified as a result of the analysis of satisfaction surveys:

No	Objectives	Actions	Person(s) Responsible	Timeline	Resources	Notes
1.	To take necessary measures in order to accelerate the execution of decisions	To analyse the status of the implementation of decisions via reviewing the archived cases of the Court.	Relevant judges and court's administration.	Twice a year	Internal resources	
2.	To ensure the court's staff accessibility, to monitor their compliance with the requirements of the procedural law.	To ensure transparency of information about the internal telephone numbers and electronic communication means, to conduct monitorings	Head of Administration	Regularly	Internal resources	

3.	To ensure punctuality of hearings	To summarize the results by conducting monitorings.	Management and the Head of Administration	Regularly	Internal resources	
4.	To ensure efficiency of the judicial proceedings (Do proceedings take a long time)	To take steps for collection of evidences essential before the oral hearings and discuss the summary results on "Disposition Time (DT)"	Judges and Court Administration	Periodically	Internal resources	
5.	To ensure professional capacity building of the court's administration	To invite all staff of the administration to regular seminars conducted in the Court and review the possibility of internal certification	Court Administration	Regularly	Internal resources	
6.	To summarize the status of compliance with the procedural law by boards	To investigate by selection the preparation of the procedural documents and the quality of the court's service for the court users	Board Chairpersons and Court Administration	Periodically	Internal resources	

6. Summary

Sheki Appellate Court constantly analyses its activities in order to increase the level of satisfaction between the users, and takes necessary measures to improve the quality of the service. In this direction, opinions of the users are treated with special attention and care, and there are plans to conduct satisfaction surveys in future as well.

7. Annexes

7.1 Annex. Questionnaire for court users

Time: /__/_ / Date: /__/_ / 2016

Questionnaire number: /__/_/_/_/_

(filled by a respondent)

(filled by a surveyor)

1. Age						
<input type="checkbox"/> between 18-30	<input type="checkbox"/> between 31-50					
<input type="checkbox"/> between 51-65	<input type="checkbox"/> above 65					
2. Did you have any case in other court besides Sheki Appellate Court?						
<input type="checkbox"/> Yes	<input type="checkbox"/> No					
3. In which capacity have you been at the Court today?						
<input type="checkbox"/> One of parties	<input type="checkbox"/> Witness					
<input type="checkbox"/> Other (expert, representative, lawyer, kin, guest etc.): _____						
4. What was the reason of your visit to the court?						
<input type="checkbox"/> Court hearing / Court appearance	<input type="checkbox"/> File a document					
<input type="checkbox"/> To get information	<input type="checkbox"/> Other: _____					
<i>If you didn't come for the hearing Please proceed with question 8</i>						
5. In which type of proceeding did you take part in?						
<input type="checkbox"/> Civil case	<input type="checkbox"/> Criminal case					
<input type="checkbox"/> Administrative case	<input type="checkbox"/> Administrative offences case					
<input type="checkbox"/> Other : _____						
6. If you were a party, was the decision delivered in your favor (partially or fully)?						
<input type="checkbox"/> Yes	<input type="checkbox"/> No					
<input type="checkbox"/> Other: _____						
7. If you were a party, were you represented by a lawyer or a representative?						
<input type="checkbox"/> Yes	<input type="checkbox"/> No					
7a. If no, please explain why:						
<input type="checkbox"/> No need for a lawyer/representative	<input type="checkbox"/> Lawyer/representative fees are too expensive					
<input type="checkbox"/> I don't trust lawyers/representatives	<input type="checkbox"/> Other : _____					
Your opinion about the Court						
Please rate the following questions on scale of 1-5. Please note the 5-point rating scale below:						
1: very dissatisfied;	2: not satisfied;	3: Neutral (neither dissatisfied nor satisfied);				
4: Satisfied;	5: Very satisfied					
	1	2	3	4	5	Do not know
8. Are you satisfied about the court's performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Do proceedings last long?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Assess the court expenses excluding your expenses for the lawyer/representative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Do you trust the judicial system?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPINION ABOUT THE COURT WHERE YOU HAVE A SPECIFIC CASE						
	1	2	3	4	5	Do not know
OVERALL SATISFACTION						
12. Overall satisfaction of the court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCESS TO INFORMATION						

13. Was it easy to find information about your rights?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Were you satisfied with information provided by the court?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCESSIBILITY AND INTERIOR OF THE COURT						
15. Location of the court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Signs inside the courthouse (orientation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Waiting conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Level of furnishing of the courtroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROCEEDINGS						
19. Clarity of the court notifications and summons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Was the time lapse between court's notifications/ summons and court hearing satisfactory?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Was the punctuality of hearings and conditions under which your case was called in satisfactory?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COURT'S STAFF						
22. Your opinion on attitude and politeness of court's staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	Do not know
23. Level of competence of court's staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JUDGES AND HEARINGS						
24. Attitude and politeness of judges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Judge's way of expressing himself/herself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Judge's impartiality in conducting the oral proceedings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Time allocated to you or your lawyer to make submissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Clarity of court's decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RESOURCES						
29. Material resources available to the court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COURT'S REGISTRY SERVICES						
30. Information provided in response to your request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Which court's registry services have you used in the course of the past year?	<input type="checkbox"/> Information on forms of legal action <input type="checkbox"/> Information on legal aid request <input type="checkbox"/> Access to documents (e.g. copy of evidence) <input type="checkbox"/> Information on the court's decisions <input type="checkbox"/> Practical information on the execution of decision <input type="checkbox"/> Other: _____					
32. What means of communication have you used to contact the court registry?	<input type="checkbox"/> in person <input type="checkbox"/> post <input type="checkbox"/> telephone <input type="checkbox"/> fax <input type="checkbox"/> e-mail <input type="checkbox"/> other: _____					

7.2 Annex. Questionnaire for lawyers

Time: / / / Date: / / / 2016 Questionnaire number : / / / / /

(filled by a respondent)

(filled by a surveyor)

How do you practise?						
<input type="checkbox"/> individually	<input type="checkbox"/> in legal firm (law bureau)					
<input type="checkbox"/> in legal advice office						
PERCEPTION OF THE FUNCTIONING OF THE COURT						
Please rate the following questions on scale of 1-5. Please note the 5-point rating scale below:						
1: very dissatisfied;	2: not satisfied;	3: Neutral (neither dissatisfied nor satisfied);	4: Satisfied;	5: Very satisfied		
	1	2	3	4	5	I don't know
OVERALL SATISFACTION						
2. Overall satisfaction of the court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Costs / fees of access to justice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCESS TO INFORMATION						
4. Access to the court's decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Communication between the court and lawyers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Promptness of responses to your requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Quality and reliability of registry department's answers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Quality of the website of the court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	I don't know
MATERIAL RESOURCES						
9. Signs inside the courthouse (orientation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Conditions of meetings with the clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Furnishing and equipment of courtrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COURT STAFF						
12. Politeness and attitude of court staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Level of professionalism of court staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Availability of court staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Clarity of court organisation and administrative responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROCEEDINGS						
16. Computerised management of court proceedings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Punctuality of hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JUDGES AND HEARINGS						
18. Judges' politeness and attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Judges' level of professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Organisation and progression of hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Impartiality of the judges in conducting hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COURT DECISIONS						
22. Independence of judges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Clarity of decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Rapid handling of cases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Enforcement of decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. How do you think the functionality of the court has changed over the past 5 years?						
<input type="checkbox"/> has deteriorated	<input type="checkbox"/> is unchanged					
<input type="checkbox"/> has improved	<input type="checkbox"/> I don't know					

27. How do you think the court workload increased compared to the court infrastructure, appointment of judges and number (means) of the court's staff?

<input type="checkbox"/> faster than its means	<input type="checkbox"/> in proportion to its means
<input type="checkbox"/> more slowly than its means	<input type="checkbox"/> I don't know

28. In your opinion, are the court's material resources:

<input type="checkbox"/> most insufficient	<input type="checkbox"/> insufficient
<input type="checkbox"/> sufficient	<input type="checkbox"/> more than sufficient

29. In your opinion, resources of the court staff:

<input type="checkbox"/> most insufficient	<input type="checkbox"/> insufficient
<input type="checkbox"/> sufficient	<input type="checkbox"/> more than sufficient

7.3 Annex. Survey questionnairy for court staff

Time: /__/_ / Date: /__/_ / 2016

Questionnaire number: /__/_/_/_

(filled by a respondent)

(filled by a surveyor)

1. Sex: male female

2. Age: below 24 25-44 45-64

3. Work experience: 2 years or below 2-5 5-10 above 10 years

4. Education: secondary incomplete higher

vocational higher

5. Position: _____

Please rate the following questions on scale of 1-5. Please note that is from 1 (negative) to 5 (positive).

OVERALL SATISFACTION LEVEL

6. In general, how satisfied are you with your job?

very dissatisfied ----- 1 2 3 4 5 ----- very satisfied

JOB PERSPECTIVE AND DEVELOPMENT OPPORTUNITIES

7. To what extent does your job require you to take initiative?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

8. To what extent are you able to acquire new knowledge through your job?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

9. To what extent does your job allow you to use your professional knowledge and skills?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

IMPORTANCE OF YOUR JOB

10. To what extent do you feel your job is important?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

11. To what extent do you find your job interesting?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

MANAGEMENT OF RESPONSIBILITIES/WORKLOAD

12. How often do you feel unfairly divided workload?

almost always ----- 1 2 3 4 5 ----- very rarely

13. How often do you feel need for extra time to complete your job?

almost always ----- 1 2 3 4 5 ----- very rarely

AWARENESS

14. To what extent do you feel informed in advance about important decisions, changes or future?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

15. To what extent do you feel you have sufficient information to do your job properly?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

JOB RESPONSIBILITIES

16. To what extent are you aware of what is expected from you?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

17. To what extent are you aware of your job responsibilities?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

MANAGEMENT

18. To what extent does your immediate supervisor provide feedback about your job?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

19. To what extent is the head of administration (or supervisor) is capable of handling the disputes?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

20. To what extent can you share your opinions and suggestions with the head of the administration (or supervisor)?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

WORKPLACE ENVIRONMENT

21. Are relations between your colleagues good?

very poor ----- 1 2 3 4 5 ----- very good

22. How often one can witness good relations between your colleagues in the workplace?

vary rarely ----- 1 2 3 4 5 ---- almost always

23. How often do you feel a part of the team?

vary rarely ----- 1 2 3 4 5 ---- almost always

APPRECIATION OF YOUR WORK

24. To what extent does the management acknowledge and appreciate your work?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

25. To what extent does the management treat you with respect?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

26. To what extent do you get fair treatment at work?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

PAYROLL

27. In your opinion, to what extent do you get paid fairly compared to the same level jobs within the organization?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

28. To what extent is the payroll system acceptable to you

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

29. To what extent does the payroll system encourage you to do more?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

ROLE OF THE COURT MANAGER IN COURT MANAGEMENT

30. To what extent do you trust the decisions of the court manager in relation to court organization?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

31. To what extent does the court manager make effective decisions?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

REPUTATION OF THE COURT AS AN EMPLOYER

32. To what extent unbiased is the court as an employer?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

33. To what extent innovative is he court?

to a very small extent ----- 1 2 3 4 5 ----- to a very large extent

WORK COMMITMENT

34. How often do you think about searching for the new job?

vary rarely ----- 1 2 3 4 5 ---- almost always

35. How often do you take part in the events for improving the professional knowledge?

vary rarely ----- 1 2 3 4 5 ---- almost always