

JUSTICE SURVEYS

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WHY JUSTICE SURVEYS?

- ❖ Understand system performance from a different angle
- ❖ Statistics do not show us full story
- ❖ We want to know more on justice system
- ❖ Surveys are effective tool for getting additional information
- ❖ Context and relationship between the users and providers

THREE MAIN REASONS

- ❖ *We want to measure impact of justice reforms*
- ❖ *We want to inform design and delivery of the future reforms*
- ❖ *By measuring results we want to ensure proper management of reform initiatives*

CRITICAL ASPECTS

- ❖ You need to “massage” the idea with judicial stakeholders
- ❖ Who is your champion?
- ❖ Identify and work with partners

DESIGN OF THE SURVEY

- ❖ Dimensions of the survey
- ❖ Survey scope
- ❖ Target groups of respondents
- ❖ Sampling approach and sample size
- ❖ Methods of data collection
- ❖ Survey outputs

DIMENSIONS OF THE SURVEY



Efficiency of the judicial system



Quality of work



Accessibility of judicial services



Independence of judicial system

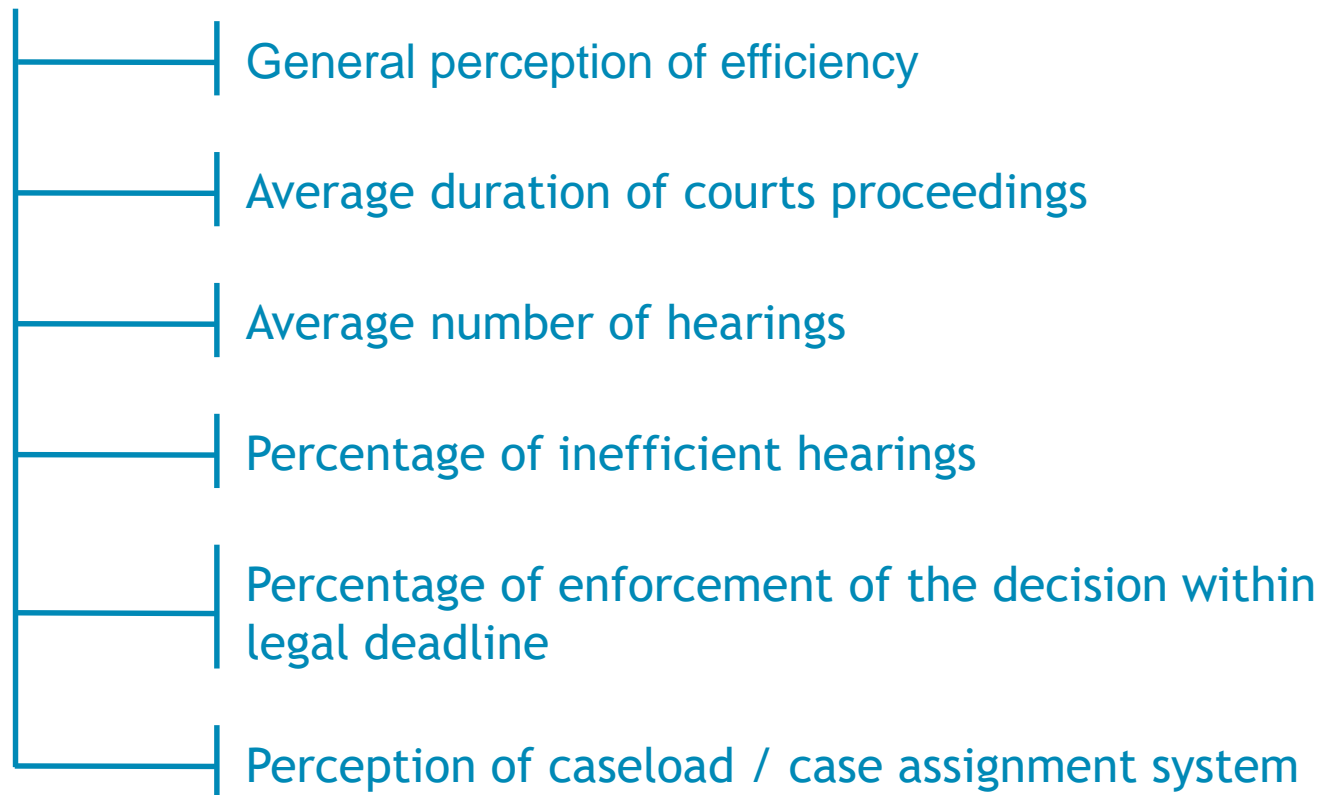


Reform expectations

SCOPE OF THE SURVEY



Efficiency of the judicial system



SCOPE OF THE SURVEY



Quality of work

- General perception of the quality of judicial services
- Perception of the quality of performance
- Reasons of low quality of the judicial services
- Satisfaction with working conditions / infrastructure
- Satisfaction with the performance of the judges, prosecutors, court staff and legal professionals

SCOPE OF THE SURVEY



Accessibility of judicial services

- General perception of access to judiciary
- Perception of access to specific categories
- Experience with accessibility of users with experience in court cases
- Access to alternative dispute resolutions
- Public access to court trials

SCOPE OF THE SURVEY



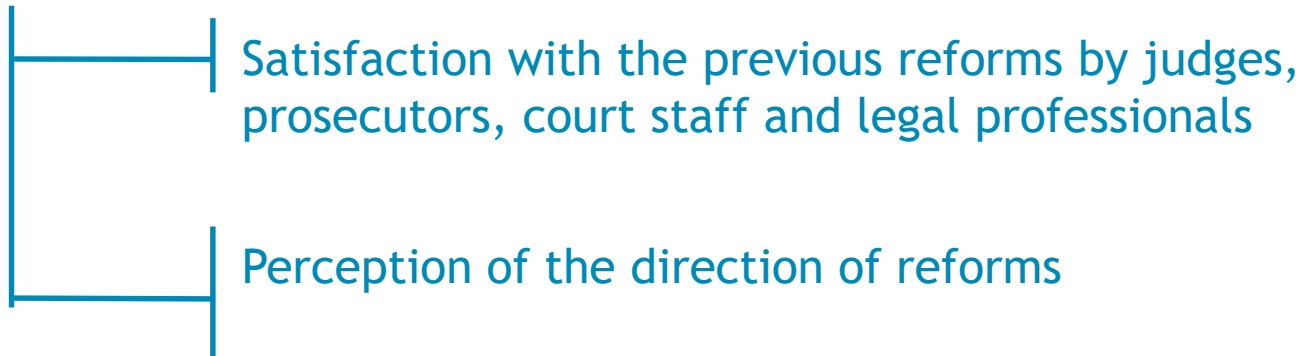
Independence of judicial system

- General perception of independence of judiciary
- Perception of fairness of users with experience in court cases
- Perception of equal treatment of all citizens
- Experience with corruption and attempts to influence proceedings
- Trust in institutions
- Main reasons influenced on independence level

SCOPE OF THE SURVEY



Reform expectations



TARGET GROUPS OF RESPONDENTS



Users of judicial services



General population



Businesses



Providers of judicial services



Judges



Prosecutors



Court administrative staff



Intermediaries



Lawyers



Notaries



Bailiffs

TARGET GROUPS OF RESPONDENTS

Users of judicial services

(general population + businesses)

Without
experience
of a court
case

With
experience
of a court
case

With
experience
of court
administrative
services

With
experience
of the
services of
Notaries

With
experience
of the
services of
Bailiffs

TARGET GROUPS OF RESPONDENTS

Users of judicial services

(general population + businesses)

Second hand knowledge

Usage and influence of media

Reasons for not using judicial system

Factual data

Experience with the court case

Experience with bailiffs and notaries

Evaluation of intermediaries

Experience with corruption

Comparison

Without experience

With experience

Comparison

Opinion on judicial system

Perception of corruption

Attitudes on various dimensions of judicial system (efficiency, accessibility, ...)

Attitude data

Opinions on providers

Opinions on judicial system in general

Judicial system compared to... (perspective)

Opinions on their specific case

TARGET GROUPS OF RESPONDENTS

Intermediaries (lawyers, notaries, bailiffs)

Information (opinion) on users

- Level of knowledge
- Accessibility of services

Information (opinion) on providers

- Evaluation of expertise
- Evaluation of integrity and experiences with corrupt practices
- Working conditions
- Evaluation of efficiency (individual)
- Evaluation of quality

Information (opinion) on processes

- Information on efficiency and quality (procedural)
- Opinion on laws and regulations
- Accessibility of judicial services to users
- Accessibility of information

TARGET GROUPS OF RESPONDENTS

Providers

(judges, prosecutors, administrative staff)

Information
(opinion) on
services

- Accessibility, quality, efficiency, integrity
- Level of knowledge among users and intermediaries

Evaluation of the
system

- Quality of laws and regulations
- Internal organization and interpersonal relations
- Infrastructure and equipment
- Training and education
- Independence and influences on judicial system

Self evaluation

- Accessibility, quality, efficiency
- Presence of corruption

SAMPLING APPROACH AND SAMPLE SIZE

TARGET GROUP	SUGGESTED SAMPLING APPROACH
General population	Three stage random representative stratified sample.
General population with court experience	Additional booster sample for general population with recent court experience (last 3 years). Quasi - random techniques which include snowball selection through the main survey.
Businesses	One stage random representative stratified sample.
Businesses with court experience	Additional booster sample for businesses with recent court experience (last 3 years). Quasi - random techniques which include snowball selection through the main survey.
Judges	Sampling technique depends on the size of each population. In our previous surveys the whole populations were targeted (with one exception) due to their small size.
Prosecutors	
Court administrative staff	The certain number of courts to be selected from the sampling frame of the existing court types. The sampling frame to be stratified by regions of the country and type of the court. The number of administrative staff per court is allocated proportionally to the courts' sizes within each stratum.
Lawyers, bailiffs, notaries	One stage random representative stratified sample.

METHOD OF DATA COLLECTION

TARGET GROUP	RECOMMENDED METHODS OF DATA COLLECTION
General population	Face to face interview in respondent's household using paper form or CAPI application.
Businesses	<ul style="list-style-type: none"> a. The screener interview to be conducted by telephone. b. The main interview with pre-screened respondents to be conducted face-to-face using paper form or CAPI.
Judges Prosecutors Court administrative staff	The self-administration method to be used in order to guarantee the privacy and confidentiality. Alternatively CAWI (online) survey may be conducted for some groups.
Lawyers	<ul style="list-style-type: none"> a. The screener interview to be conducted by telephone. b. The main interview to be conducted face-to-face (CAPI or PAPI) or through web survey (CAWI).
Public notaries	<ul style="list-style-type: none"> a. The screener interview to be conducted by telephone. b. The main interview to be conducted face-to-face (CAPI or PAPI) or through web survey (CAWI).
Bailiffs	

SURVEY OUTPUTS

Data analysis and interpretation

General Population

1. Demographic variables:
 - a. age
 - b. gender
 - c. education
 - d. geographical region
 - e. type of settlement
2. Specific questions, for example:
 - a. with/ without recent experience in court proceedings
 - b. type of court proceeding – criminal, misdemeanor, civil etc.
 - c. experience with bailiffs and notaries
 - d. in whose favor the court case was resolved etc.

Business Sector

1. Demographic variables:
 - a. company main activity
 - b. size of the company (annual turnover or number of employees)
 - c. geographical region
 - d. company age
2. Specific questions, for example:
 - a. with/ without recent experience in court proceedings
 - b. type of court proceeding – commercial, litigious disputes etc.
 - c. in whose favor the court case was resolved etc.

SURVEY OUTPUTS

Data analysis and interpretation

Lawyers:

1. age
2. gender
3. years of experience
4. prevalent type of cases they work on
5. geographical region

Judges and Prosecutors:

1. age
2. gender
3. years of experience
4. type of court/ institution
5. geographical region (in case of regional report, segregation into “capital” and “rest” could be taken into account)

SURVEY OUTPUTS

Report(s)



Technical (Survey) report

- A report on survey findings that contains the statistical analysis of collected data and narrative description of survey findings
- Prepared by the survey contractor, in cooperation and under the supervision of the WB team
- Answers the question “what?”



Analytical report

- A report built on the Technical report adding context to statistical findings and explaining them.
- May add additional layer of analysis or recommendations
- Prepared by the WB, with support from the legal expert in co-operation with the survey contractor
- Beside “what?” answers the question “why?” and in case of recommendations may answer questions “how?” and “who?”

HOW TO DO IT?

- ❖ Recognize project objectives
- ❖ Identify what you need from survey
- ❖ Define survey scope (and dimensions)
- ❖ Determine which target groups you need
- ❖ Develop appropriate methodology and instruments
- ❖ Execute the survey
- ❖ Know how to use the outputs

YOU SHOULD BE AWARE OF THE FOLLOWING:

- ❖ 50-50 satisfaction with the judicial services
- ❖ Discuss only final results
- ❖ Local politics
- ❖ Communication
- ❖ “It is not a right time for this type of survey...”
- ❖ Dissemination is important

THANK YOU FOR YOUR ATTENTION!



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