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

- General perception of efficiency
- Average duration of courts proceedings
- Average number of hearings
- Percentage of inefficient hearings
- Percentage of enforcement of the decision within legal deadline
- Perception of caseload / case assignment 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

- Satisfaction with the previous reforms by judges, prosecutors, court staff and legal professionals
- Perception of the direction of reforms
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)

Factual data
- Experience with the court case
- Experience with bailiffs and notaries
- Evaluation of intermediaries
- Experience with corruption

Attitude data
- Experience with the court case
- Experience with bailiffs and notaries
- Evaluation of intermediaries
- Experience with corruption

Comparison
- Second hand knowledge
- Usage and influence of media
- Reasons for not using judicial system

Without experience

Opinion on judicial system
- Perception of corruption
- Attitudes on various dimensions of judicial system (efficiency, accessibility, ...)

With experience

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

<table>
<thead>
<tr>
<th>Target Group</th>
<th>Suggested Sampling Approach</th>
</tr>
</thead>
<tbody>
<tr>
<td>General population</td>
<td>Three stage random representative stratified sample.</td>
</tr>
<tr>
<td>General population with court experience</td>
<td>Additional booster sample for general population with recent court experience (last 3 years). Quasi - random techniques which include snowball selection through the main survey.</td>
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<tr>
<td>Businesses</td>
<td>One stage random representative stratified sample.</td>
</tr>
<tr>
<td>Businesses with court experience</td>
<td>Additional booster sample for businesses with recent court experience (last 3 years). Quasi - random techniques which include snowball selection through the main survey.</td>
</tr>
<tr>
<td>Judges</td>
<td>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.</td>
</tr>
<tr>
<td>Prosecutors</td>
<td></td>
</tr>
<tr>
<td>Court administrative staff</td>
<td>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.</td>
</tr>
<tr>
<td>Lawyers, bailiffs, notaries</td>
<td>One stage random representative stratified sample.</td>
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</tbody>
</table>
## METHOD OF DATA COLLECTION

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<tr>
<th>TARGET GROUP</th>
<th>RECOMMENDED METHODS OF DATA COLLECTION</th>
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<tr>
<td>General population</td>
<td>Face to face interview in respondent’s household using paper form or CAPI application.</td>
</tr>
<tr>
<td>Businesses</td>
<td>a. The screener interview to be conducted by telephone.</td>
</tr>
<tr>
<td></td>
<td>b. The main interview with pre-screened respondents to be conducted face-to-face using paper form or CAPI.</td>
</tr>
<tr>
<td>Judges</td>
<td>The self-administration method to be used in order to guarantee the privacy and confidentiality.</td>
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<tr>
<td>Prosecutors</td>
<td>Alternatively CAWI (online) survey may be conducted for some groups.</td>
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<td>Lawyers</td>
<td>a. The screener interview to be conducted by telephone.</td>
</tr>
<tr>
<td></td>
<td>b. The main interview to be conducted face-to-face (CAPI or PAPI) or through web survey (CAWI).</td>
</tr>
<tr>
<td>Public notaries</td>
<td>a. The screener interview to be conducted by telephone.</td>
</tr>
<tr>
<td></td>
<td>b. The main interview to be conducted face-to-face (CAPI or PAPI) or through web survey (CAWI).</td>
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<td>Bailiffs</td>
<td>a. The screener interview to be conducted by telephone.</td>
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### Data analysis and interpretation

<table>
<thead>
<tr>
<th>General Population</th>
<th>Business Sector</th>
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<tr>
<td>1. Demographic variables:</td>
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</tr>
<tr>
<td>a. age</td>
<td>a. company main activity</td>
</tr>
<tr>
<td>b. gender</td>
<td>b. size of the company (annual turnover or number of employees)</td>
</tr>
<tr>
<td>c. education</td>
<td>c. geographical region</td>
</tr>
<tr>
<td>d. geographical region</td>
<td>d. company age</td>
</tr>
<tr>
<td>e. type of settlement</td>
<td></td>
</tr>
<tr>
<td>2. Specific questions, for example:</td>
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</tr>
<tr>
<td>a. with/ without recent experience in court proceedings</td>
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</tr>
<tr>
<td>b. type of court proceeding – criminal, misdemeanor, civil etc.</td>
<td>b. type of court proceeding – commercial, litigious disputes etc.</td>
</tr>
<tr>
<td>c. experience with bailiffs and notaries</td>
<td>c. in whose favor the court case was resolved etc.</td>
</tr>
<tr>
<td>d. in whose favor the court case was resolved etc.</td>
<td></td>
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</tbody>
</table>
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!