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Analysis of the results of the court users' and lawyers' satisfaction surveys in the Basic Court of Prishtinë/Priština, the Basic Court of Mitrovicë/Mitrovica and the Basic Court of Pejë/Peć, as a tool for court management, based on the methodology of the European Commission for the Efficiency of Justice (CEPEJ)

September 2022

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All other correspondence concerning this document should be addressed to the CEPEJ, Avenue de l'Europe F-67075 Strasbourg Cedex, France, Tel. +33 (0)3 88 41 20 00 23.

E-mail: Horizontal.Facility@coe.int

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* *This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.*

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Acknowledgments

The KoSEJ II action engaged the Kosovo Law Institute (KLI) to administer the surveys (Project manager: Qemajl Marmullakaj) and to conduct the survey data processing as well as the interpretation and analysis of the results, by Qemajl Marmullakaj and Gzim Shala, with inputs from the CEPEJ expert Mr Philippe Th  lin and the KoSEJ II team.

The surveys would not have been possible without the active participation of the Chair of the Court Administration Commission within the Kosovo Judicial Council (Mr Fahret Vellija), the Presidents of the three courts (Ms Albina Shabani Rama, President of the Basic Court of Prishtin  /Pri  tina, Mr Armend Berisha, President of the Basic Court of Pej  /Pe  c, and Ms Ljiljana Stevanovi  c, President of the Basic Court of Mitrovic  /Mitrovica), the respective staff in the courts, and KLI monitors. The KoSEJ II team would like to thank them for their collaboration and enthusiasm for this activity.

Executive summary

In consultation with the Kosovo Judicial Council, court users' satisfaction surveys were developed and implemented between October 2021 and April 2022 in three courts, based on the methodology of the European Commission for the Efficiency of Justice (CEPEJ): the Basic Court of Prishtinë/Priština, the Basic Court of Pejë/Peć and the Basic Court of Mitrovicë/Mitrovica. The surveys were administered by the Kosovo Law Institute (KLI).

According to the CEPEJ Handbook on Court Users' Satisfaction Surveys, adopted in 2016, "[s]atisfaction surveys are a key element of policies aimed at introducing a culture of quality. Taking into account public-satisfaction reflects a concept of justice focused more on the users of a service than on the internal performance of the judicial system". The CEPEJ in the Handbook stresses the importance to conduct regular surveys "in order both to measure changes in the evaluation of services provided and to tie the justice system into a process of systematically improving the quality of the services offered".¹

The surveys targeted people involved in cases (hereafter "court users") as well as lawyers in the regions of Prishtinë/Priština, Pejë/Peć and Mitrovicë/Mitrovica, using the model questionnaires included in the Handbook's appendices.

In the three courts, a total of 1728 court users were surveyed and 204 lawyers out of 805 licensed lawyers in the three regions. Court users and lawyers were asked to rate their satisfaction level for specific issues on a scale from 1 to 5 with 1 being "unsatisfied" and 5 "very satisfied".

The report shows that court users are generally satisfied with court services in the three courts. They are very concerned, however, with the speed in which cases are processed, in particular civil cases. Lawyers have expressed a lower level of satisfaction. The feedback of lawyers is particularly important, as they are essential partners of the courts and play a key role in the proceedings.

There are some similarities in the results of the two surveys. Importantly, both court users and lawyers expressed satisfaction with the approach and courtesy of judges and court staff in the three courts. Also, the results of the court user's survey show that women and men have approximately the same level of satisfaction with court services.

The main purpose of conducting these surveys was to support the courts and the Kosovo Judicial Council in identifying shortcomings in court services. Thus, through the results obtained from the surveys, the courts of Prishtinë/Priština, Mitrovicë/Mitrovica and Pejë/Peć can identify shortcomings in their services or court organization and should address them in coordination with the Kosovo Judicial Council.

¹ Handbook for Conducting Satisfaction Surveys Aimed at Court Users, adopted at the 28th plenary meeting of the CEPEJ on 7 December 2016 (para. 3): <https://rm.coe.int/168074816f>.

Introduction

In the framework of the action '*Strengthening the quality and efficiency of justice (KoSEJ II)*' and in consultation with the Kosovo Judicial Council, court users' satisfaction surveys were developed and implemented between October 2021 and April 2022 in three courts, based on the methodology of the European Commission for the Efficiency of Justice (CEPEJ): the Basic Court of Prishtinë/Priština, the Basic Court of Pejë/Peć and the Basic Court of Mitrovicë/Mitrovica. The surveys were administered by the Kosovo Law Institute (KLI). The Kosovo Law Institute is a non-governmental and non-profit public policy organization, a think tank specializing in the justice sector. KLI conducted the survey data processing as well as the interpretation and analysis of the results, with inputs provided by the CEPEJ expert.

According to the CEPEJ Handbook on Court Users' Satisfaction Surveys, adopted in 2016 (hereafter "CEPEJ Handbook"), "[s]atisfaction surveys are a key element of policies aimed at introducing a culture of quality. Taking into account public-satisfaction reflects a concept of justice focused more on the users of a service than on the internal performance of the judicial system" (para. 3).² The Handbook was prepared by the CEPEJ's working group on the quality of justice (CEPEJ-GT-QUAL) for central court authorities and individual courts wishing to develop user satisfaction surveys. This tool was developed using as a point of reference the Checklist for Promoting the Quality of Justice and the Courts adopted by the CEPEJ in July 2008 (CEPEJ(2008)2).³

The CEPEJ in the Handbook stresses the importance to conduct regular surveys "in order both to measure changes in the evaluation of services provided and to tie the justice system into a process of systematically improving the quality of the services offered". Moreover, the CEPEJ recommends that the surveys should focus on court users based on their own experience, and not the general population, since the results of such a survey would be no more than perceptions of justice and will not directly enable improvements to the services provided (para. 5).

The Handbook identifies various categories of users: 1. People involved in a case for various reasons; and 2. Legal professionals, with a distinction being drawn between professionals belonging to the public justice service and professionals who are essential partners of the courts, especially lawyers. The surveys undertaken in the framework of the KoSEJ II action targeted people involved in a case (hereafter "court users") in the three courts as well as lawyers in the following three regions: Prishtinë/Priština, Pejë/Peć and Mitrovicë/Mitrovica, using the model questionnaires included in the Handbook's appendices.

Court users as well as lawyers were asked about their satisfaction with a range of services provided by the courts. This report analyses and presents the answers provided, which show strengths and weaknesses in the quality of services provided by the three courts. The report also provides conclusions and recommendations for the three courts to encourage them to initiate concrete measures where the level of satisfaction of the users is not satisfactory.

² CEPEJ Handbook (para. 3).

³ <https://rm.coe.int/european-commission-for-efficiencyof-justice-cepej-checklist-for-promo/16807475cf>.

Similar surveys were conducted in 2017-2018 in the Basic Courts of Prishtinë/Priština, Prizren and Gjakovë/Đakovica.⁴ Since the three courts were not the same as this time, except for the Basic Court of Prishtinë/Priština, this report will not look at how the results have evolved since the previous survey. However, in the future, as explained above, the courts should implement regular surveys to see whether the quality of the court services are improving or not.

From the very beginning of this second round of surveys, several meetings were held between KLI, the Kosovo Judicial Council and the courts with the aim to hand over this tool to them. During the meetings, the various methods to conduct the surveys were discussed. It was decided to pilot three methods, as follows: (1) self-administered questionnaires within the court (as this could be, in the future, the cheapest method for the courts to obtain a very good response rate); (2) self-administered postal questionnaires sent with court summonses (as proposed in the CEPEJ Handbook); and (3) face-to-face interviews conducted by KLI monitors (as a last resort, since this would be a more expensive option for the courts in the future). The number of filled-in questionnaires obtained through these three methods varied significantly from one method to another and from one court to another.

The Survey Methodology is presented below, followed by two parts: Part 1 presenting the results of the court users' satisfaction survey and Part 2 presenting the results of the lawyers' survey. The report then proposes conclusions and recommendations. The questionnaires used for the surveys are in the Annexes.

Survey methodology

Steering Committees in the courts

Steering Committees were established in January 2022 in the three courts with the support of KLI and in coordination with the Kosovo Judicial Council. Members of the Committees were: the Court President; the Court Administrator; the Court Archivist; the Information Officer, a KLI representative.

Preparation of the questionnaires

The Kosovo Law Institute, in coordination with the Steering Committees established in the courts and the Kosovo Judicial Council, prepared the questionnaire for users involved in cases and the questionnaire for lawyers, using the model questionnaires in the CEPEJ Handbook, slightly adapted to the Kosovo context and the specifics of the three courts. The questionnaires were subjected to a qualitative test by KLI in the courts or a 7-day survey in November 2021, with a direct approach to the implementation of the questionnaire by interviewing 10 users of court services and 5 professionals. During this testing period, in addition to asking the questions included in the questionnaires, KLI monitors addressed additional questions to ensure that the questions were understandable, to determine the time it would take to complete the questionnaire, and to identify whether additional

⁴ See report with results issued in June 2018 ("2018 report"): <https://rm.coe.int/analysis-of-the-results-of-the-court-users-and-lawyers-satisfaction-su/16808d3c3b>. After the first survey, one specific issue that the court of Pristina decided to address to increase the quality of its services to citizens was to make it possible for citizens to apply online for criminal record certificates. In coordination with the Kosovo Judicial Council, an online system was made functional pending the possibility to apply and receive these certificates online, which are part of the National Centralised Criminal Records (NCCR) project. See 2018 report, page 39: "Concrete activities as a response to the results of the surveys."

questions would be needed or if some questions should be removed. Based on the report and recommendations of KLI monitors from the testing process, the questionnaires were finalised (see Annexes).

Content of the questionnaires

Based on the model questionnaires in the CEPEJ Handbook, the questionnaire for court users consists of 15 questions, where question 8 contains 17 sub-questions. The questionnaire for lawyers consists of 39 questions grouped into 12 questions that directly measure the level of satisfaction of court users with court services.

Court users were asked to rate court services on a scale of 1-5. In this indexing, 1 is the lowest level of evaluation, while 5 is the highest level of satisfaction:

Indexation	Satisfaction
1	Unsatisfied
2	Not very satisfied
3	Moderately satisfied
4	Satisfied
5	Very satisfied

Table 1. Indexing the satisfaction levels

Target groups

As explained above, the questionnaires targeted two groups:

The first group was composed of people involved in cases: parties to the proceedings, witnesses, and other categories (family members, monitors from non-governmental organisations or international organizations such as OSCE and EULEX, visitors, people coming for court services but not for cases such as people coming to get specific certificates issued by the court, etc).

A total of 1728 people involved in cases were surveyed, who have received services from the Basic Courts targeted by this survey.⁵

The second group was composed of lawyers: this included all lawyers who are licensed to operate in the three regions: Prishtinë/Priština, Mitrovicë/Mitrovica, and Pejë/Peć.

Out of a total of 805 licensed lawyers in the three regions, KLI has interviewed a total of 204 of them (27%).

Both groups are divided in terms of gender and part of the report includes gender approach in the level of satisfaction of court users/lawyers with court services.

⁵ The sample of over 1500 respondents is based on statistical data for the regions covered by these three basic courts (<https://askdata.rks-gov.net/pxëeb/sq/ASKdata/>), cases handled by these courts (Annual Statistical Report of the Kosovo Judicial Council: https://www.gjyqesori-rks.org/wp-content/uploads/reports/91632_KGJK_Raporti_Statistikor_Vjetor_Gjykatave_2021.pdf?fbclid=IwAR2T7hIOgm_ub9brhq4DJ-EB3AxFay7ENhyGUy-qXQmq6LGdvRAE-OXTx48).

Methods of survey implementation

For the court users' satisfaction survey, the methods used to conduct the survey in the courts were discussed with the Kosovo Judicial Council and within the Steering Committees established in the three courts. It was decided to pilot methods that could be used in the future by the KJC and courts themselves, with limited external support. Therefore, based on the methods described in the CEPEJ Handbook, it was decided that quantitative surveys will be conducted, as follows:

1. Self-administered questionnaires within the court. Tables with questionnaires have been set up in the three courts with boxes to return the completed questionnaires. Boxes were made available in five places in the court of Prishtinë/Priština (in all departments and close to the courtrooms). At the court of Mitrovicë/Mitrovica, two boxes were made available (one in the Criminal Department in the northern part of Mitrovicë/Mitrovica and one in the Civil Department located in the southern part of Mitrovicë/Mitrovica). There were two boxes in the court of Pejë/Peć too (at the entrance and close to the courtrooms). The aim was to pilot this method as the first option, as it could be the cheapest method in the future for the courts to obtain a very good response rate, as stressed in the CEPEJ Handbook (para. 30).

2. Self-administered postal questionnaires sent with summonses to the parties by the court. A certain number of questionnaires have been made available to judges and their legal officers to be sent with the summonses and returned to the courts by the respondents. This method would also be inexpensive for the courts in the future (para. 31).⁶

3. Face-to-face interviews conducted by KLI monitors, as a last resort, as this method would be more expensive for the courts in the future (para. 35: "Since [this method] necessitates recruitment of interviewers and recourse to a specialist body, it is more expensive").

The number of filled-in questionnaires obtained through these three methods are presented in the table below. A high number of court users used the boxes in Mitrovicë/Mitrovica, whereas very few used the boxes in Prishtinë/Priština and Pejë/Peć. Therefore, in Mitrovicë/Mitrovica there was no need for a high involvement of KLI monitors, whereas in the other two courts the KLI monitors conducted high number of face-to-face interviews. Finally, very few questionnaires sent through summonses were returned.

	Prishtinë/Priština	Mitrovicë/Mitrovica	Pejë/Peć	Total
Through KLI monitors	548	149	494	1191
Placed in the box	43	381	29	453
Through summonses	10	69	5	84
Total	601	599	528	1728

Table 2. Number of filled-in questionnaires and the method of survey, by court

⁶ See also CEPEJ Handbook, 1.4.2, referring to the possibility to send the questionnaire with the summons; see also model questionnaire in the appendix of the CEPEJ Handbook, proposing a specific text "If sent with the court summons".

The fact that in Mitrovicë/Mitrovica a large number of court users filled in the questionnaires themselves, without an interviewer, should be kept in mind when reading the results of that court, which are generally more positive than of the other two courts.⁷ There are other possible survey methods, including methods using online survey tools. The advantages and disadvantages of each method should be carefully examined by the Kosovo Judicial Council and courts for future surveys. These methods should be piloted before being deployed, as their success may vary from one court to another, as these surveys have shown.

The method to survey lawyers was different: it was done in electronic and hard copy form. The questionnaire was sent to all licensed lawyers in the three regions. KLI monitors also interviewed lawyers on the premises of the courts. Very few lawyers returned the filled-in questionnaire by mail.

	Respondents	Out of whom - women are	Licensed in the territory
Prishtinë/Priština	110	35	583
Pejë/Peć	57	10	131
Mitrovicë/Mitrovica	37	13	91
Total	204	58	805

Table 3. Number of filled-in questionnaires, by region

Survey data management

In addition to the project manager, a coordinator has been appointed for each court, who have been responsible for overseeing the process in the respective court, addressing ambiguities wherever necessary, and ensuring data quality. The survey was implemented from 1 February 2022 until 31 March 2022.

With the start of the project, a system has been designed that ensures high quality of the survey. Questionnaires received as hard copy (and in the case of lawyers also electronic) are included in an electronic database on a daily basis, in order to avoid any ambiguity or omission. After transferring the data from the physical questionnaires to the electronic database, the data was checked by the manager and court coordinators to ensure the quality of the data.

At the end of the process, and after rigorous checks, it was noticed that in specific questions, there are cases when court users did not give answers. KLI has analyzed the answers received for each question taken separately.

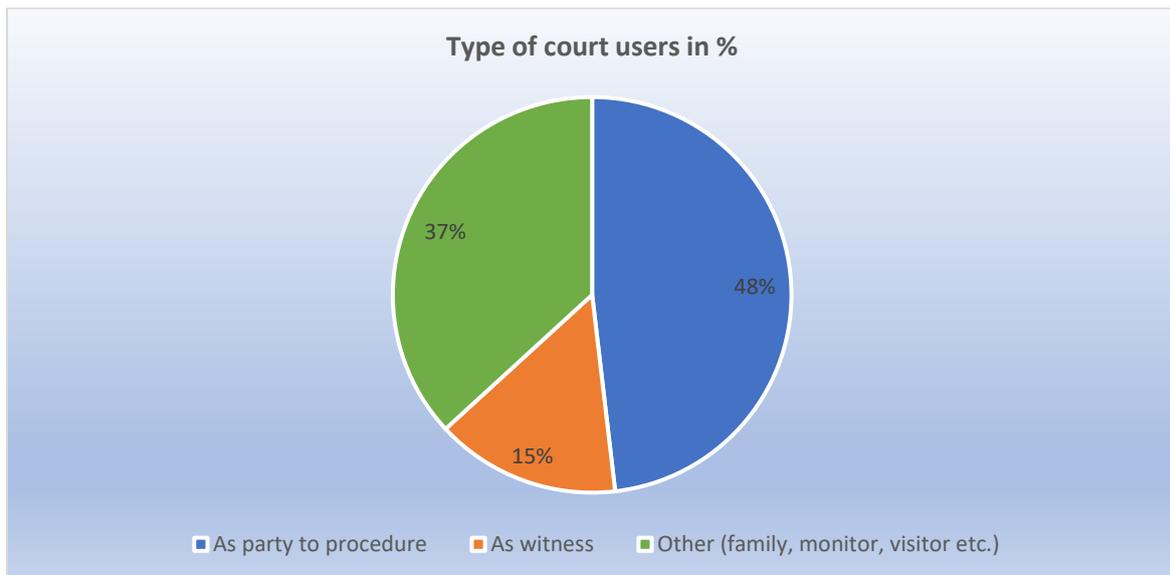
⁷ One risk mentioned in the CEPEJ Handbook with self-administered questionnaires is that “those questioned might not feel completely free to reply as they wish because of the close presence of court staff and other users” (para. 30).

Part I - Court users' satisfaction survey

1. General questions

1.1. Structure of court users

In the three courts, out of the 1,704 court users who answered this question: 48% of them were interviewed as parties in the proceedings, 15% of them were witnesses and 37% other users.

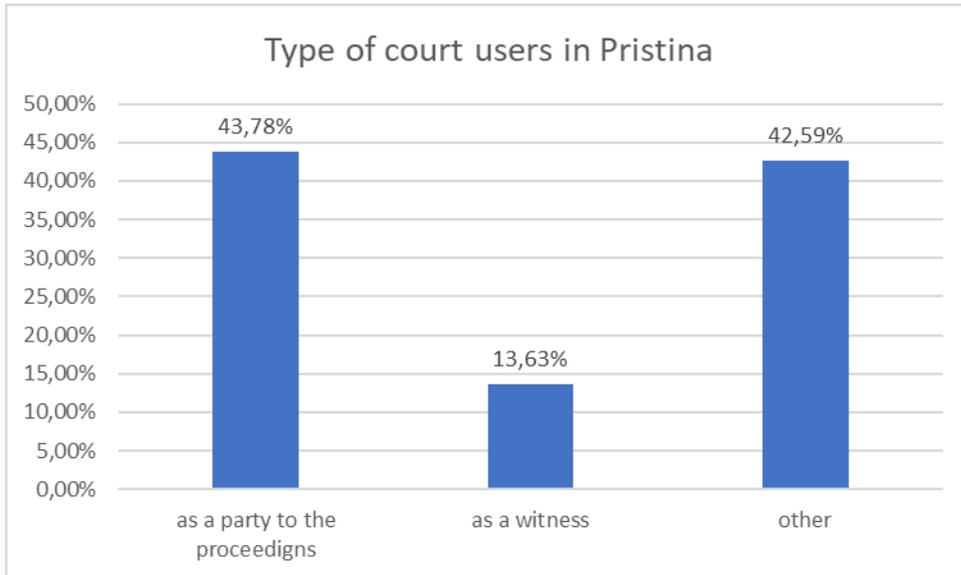


Graph 1. Court users by percentage

The results are different in the three courts.

Basic Court in Prishtinë/Priština

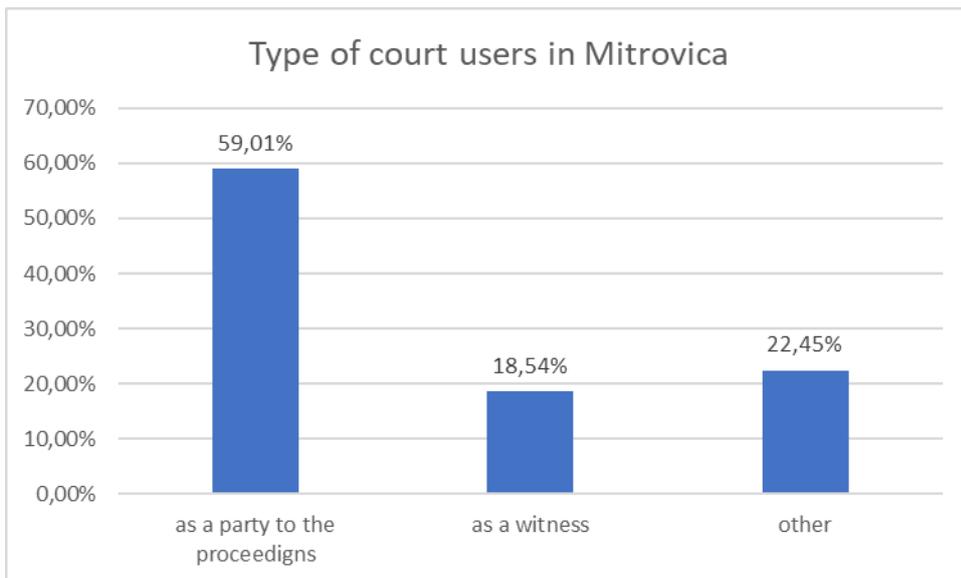
In the Basic Court in Prishtinë/Priština, out of 595 respondents who answered this question, 43.78% were parties to the proceedings, 13.63 % witnesses and 42.59% other users.



Graph 2. Type of court users in Prishtinë/Priština

Basic Court in Mitrovicë/Mitrovica

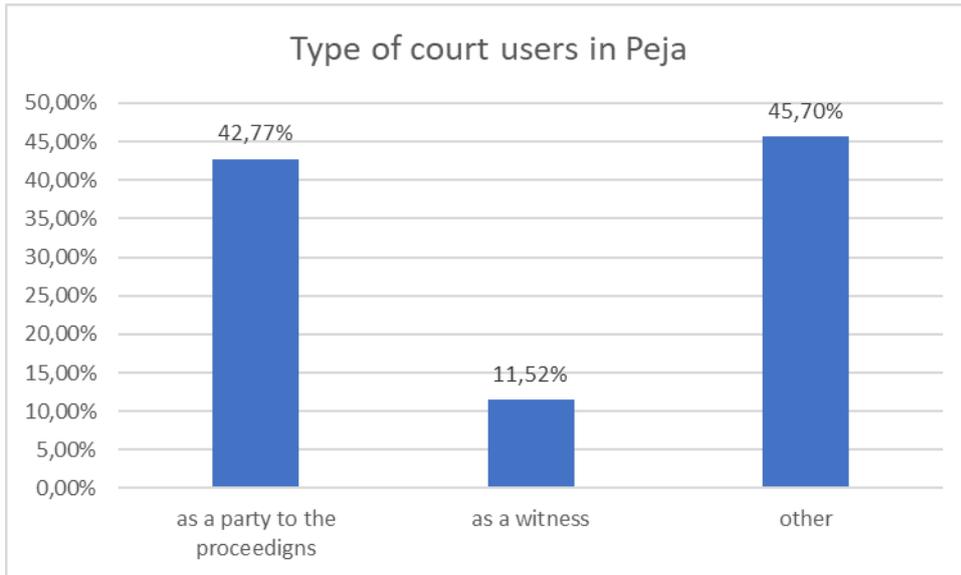
A total of 589 respondents were interviewed in the Basic Court in Mitrovicë/Mitrovica, 59.01% of whom were parties to the proceedings, 18.54% witnesses and 22.45% other users.



Graph 3. Type of court users in Mitrovicë/Mitrovica

Basic Court in Pejë/Peć

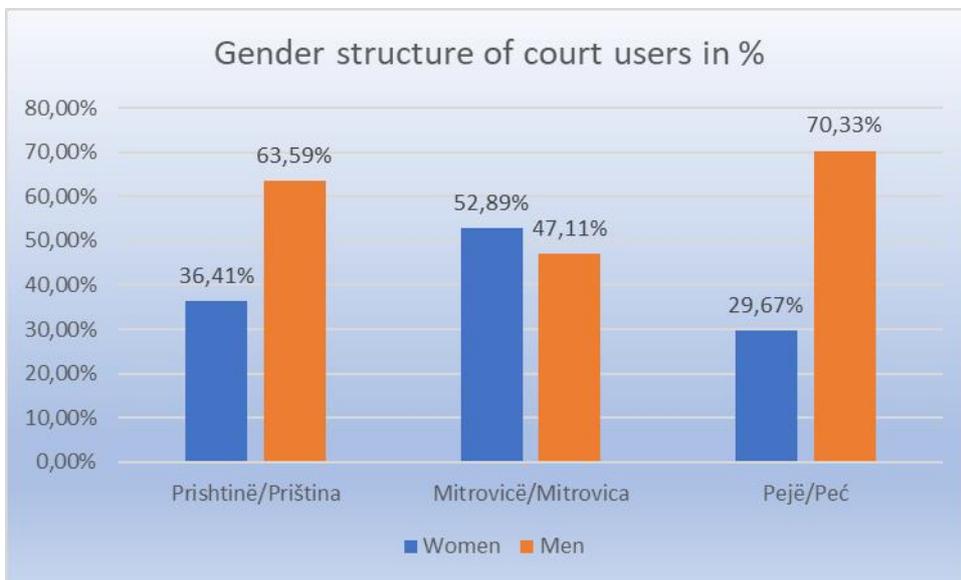
A total of 520 respondents were interviewed in the Basic Court in Pejë/Peć, 42.77% of whom were parties to the proceedings, 11.52% witnesses, and 45.70% other users.



Graph 4. Type of court users in Pejë/Peć

1.2. Gender structure

Regarding the gender structure, of the 1682 respondents who answered the gender question, 1007 respondents were men, while 675 respondents were women. The graph below shows the breakdown by court. More women participated in the survey than men in Mitrovicë/Mitrovica (52.9% of women). A rather low percentage of women participated in Pejë/Peć (29.7%). 36.4% of women participated in Prishtinë/Priština.



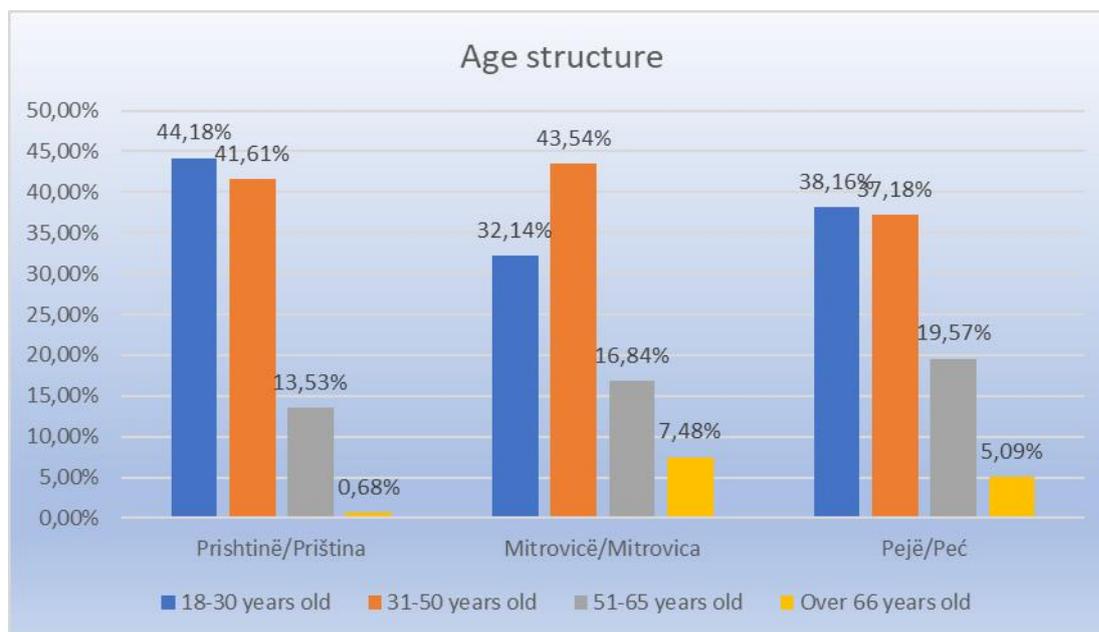
Graph 5. Gender structure of court users

1.3. Age structure

642 (38.1%) of the respondents are aged 18-30 years, 689 (40.9%) aged 31-50 years, 278 (16.5%) aged 51-65 years while the other 74 (4.3%) are aged over 65 years.

The following graph shows the age structure of the respondents in each court. In Prishtinë/Priština and Pejë/Peć, the highest number of respondents who participated in the survey were between 18

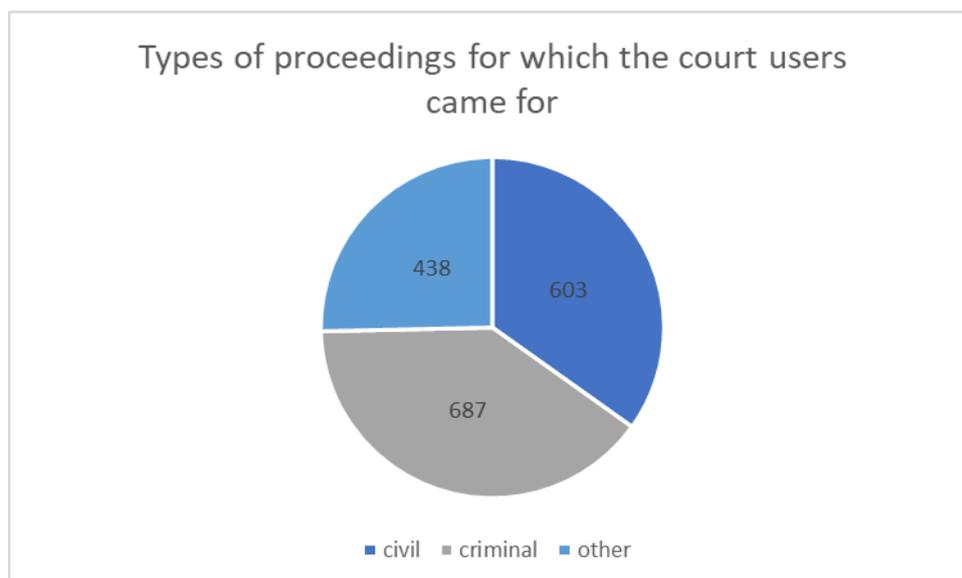
and 30 years old. There was also a high number of respondents aged 31-50 years old. In Mitrovicë/Mitrovica the highest number of respondents were aged between 31 and 50 years old.



Graph 6. Age structure of court users

1.4. Structure of court proceedings for which the court users came to the court for

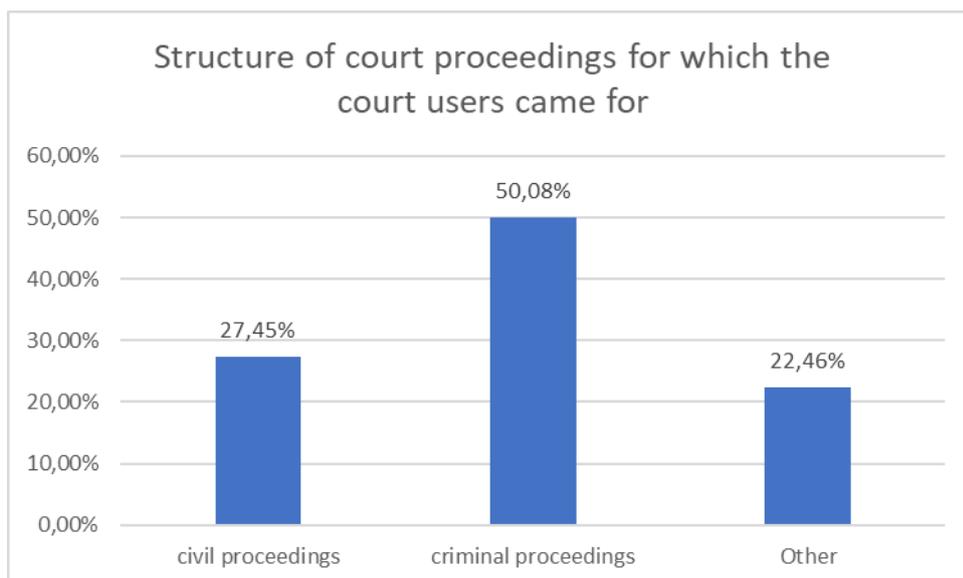
Regarding the structure of court cases for which the users came to court, out of 1728 respondents who answered this question, 603 (34.9%) respondents came for a civil case, 687 (39.76%) for a criminal case, and 438 (25.35%) came for somethings else.



Graph 7. Structure of court proceedings

Basic Court in Prishtinë/Priština

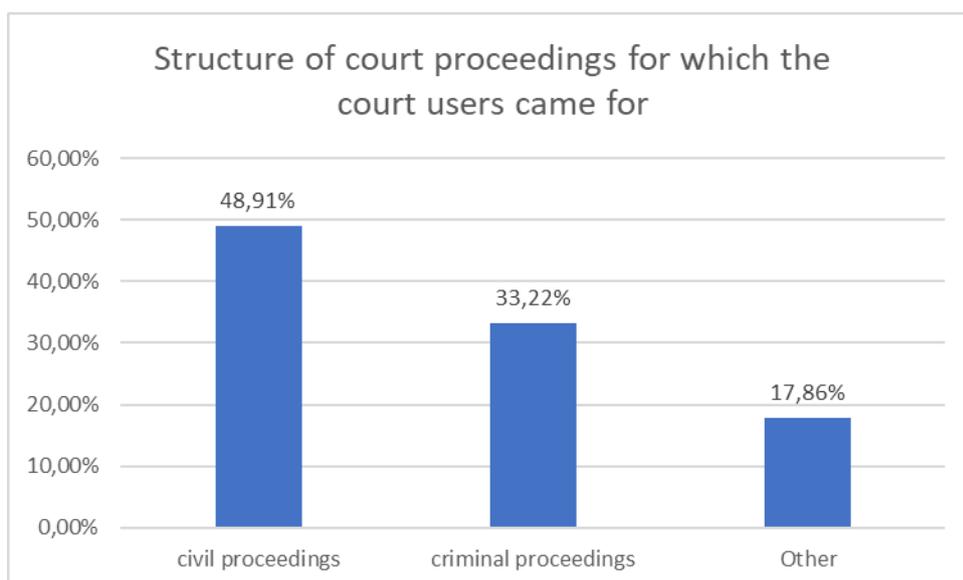
Regarding the respondents in the Basic Court of Prishtinë/Priština, 165 of them are civil cases, 301 criminal cases and 135 others. The graph below shows the results in percentages:



Graph 8. Structure of court proceedings in Prishtinë/Priština

Basic Court in Mitrovicë/Mitrovica

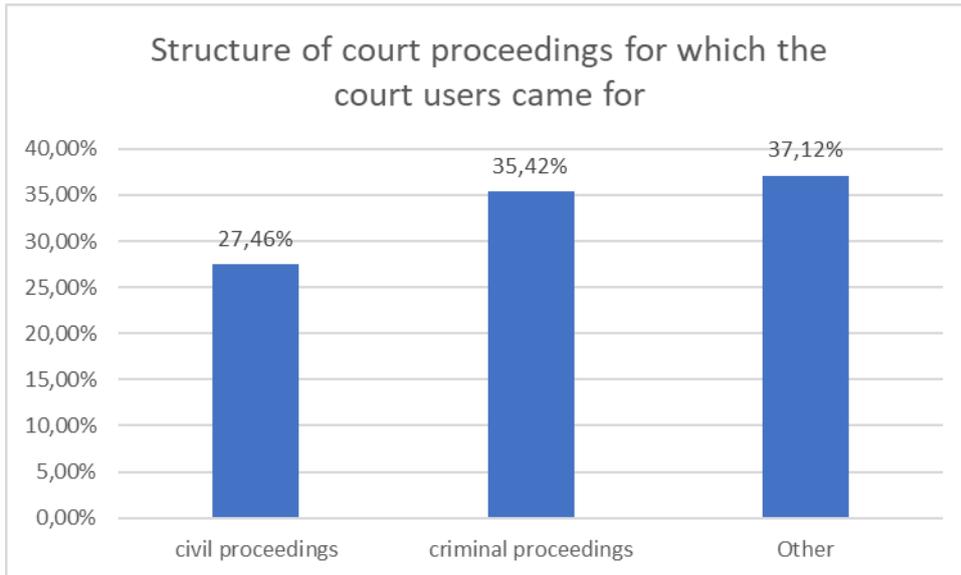
In the case of the Basic Court in Mitrovicë/Mitrovica, the cases of 293 respondents are of a civil nature, 199 criminal and 107 others. The graph below shows the results in percentages:



Graph 9. Structure of court proceedings in Mitrovicë/Mitrovica

Basic Court in Pejë/Peć

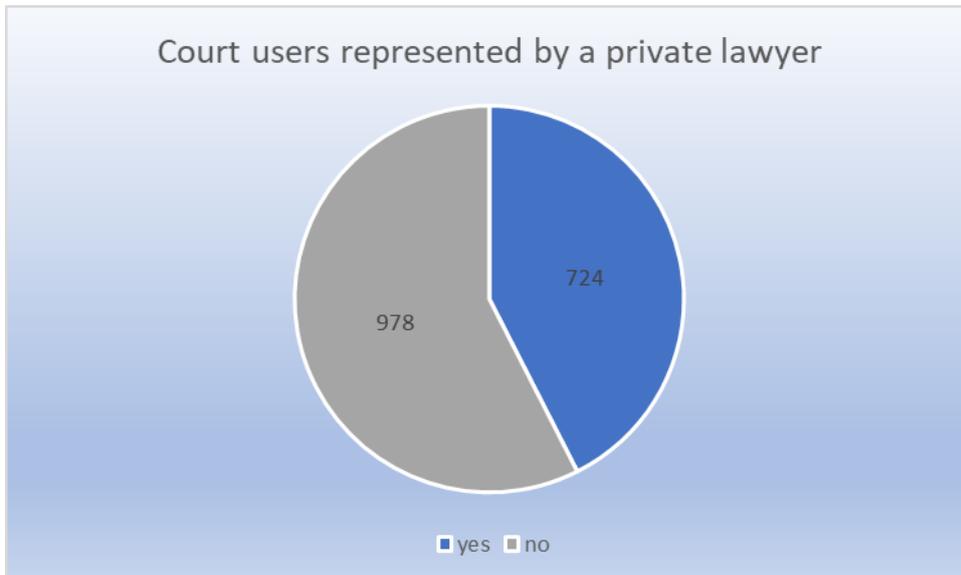
In the case of the Basic Court in Pejë/Peć, the cases of 145 respondents are of a civil nature, 187 criminal and 196 others. The graph below shows the results in percentages:



Graph 10. Structure of court proceedings in Pejë/Peć

1.5. Representation by a private lawyer

Regarding the issue of whether a lawyer was engaged or not, out of 1642 respondents in the three courts who answered that they were party to the proceedings, 724 of them (44.09%) stated that they hired a lawyer to represent them, whereas 918 stated that they did not (55.90%).

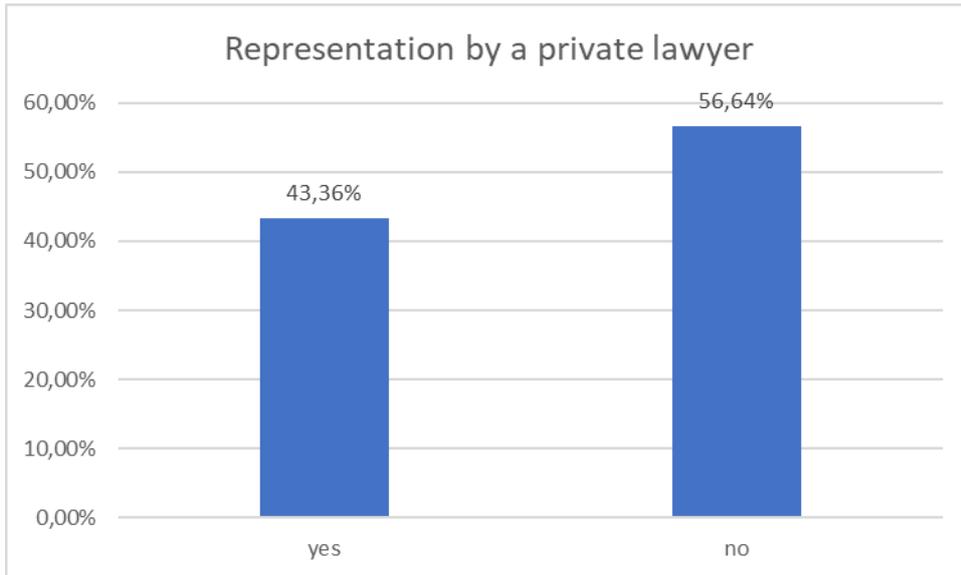


Graph 11. Parties to the proceedings represented by a lawyer, the three courts

The results are different in the three courts, see below.

Basic Court in Prishtinë/Priština

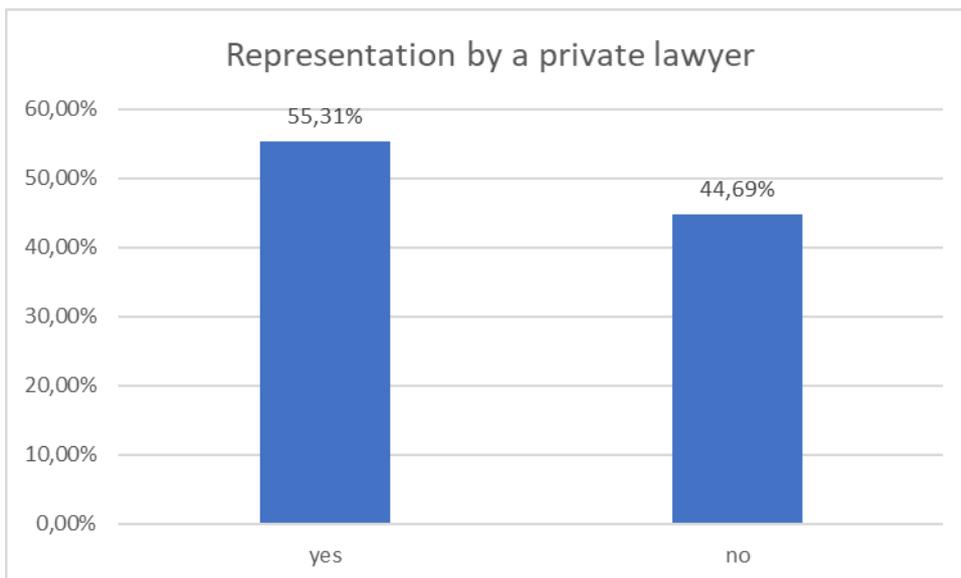
56.64% of the court users who answered the question stated that they did not engage a private lawyer.



Graph 12. Court users represented by a lawyer, Prishtinë/Priština

Basic Court in Mitrovicë/Mitrovica

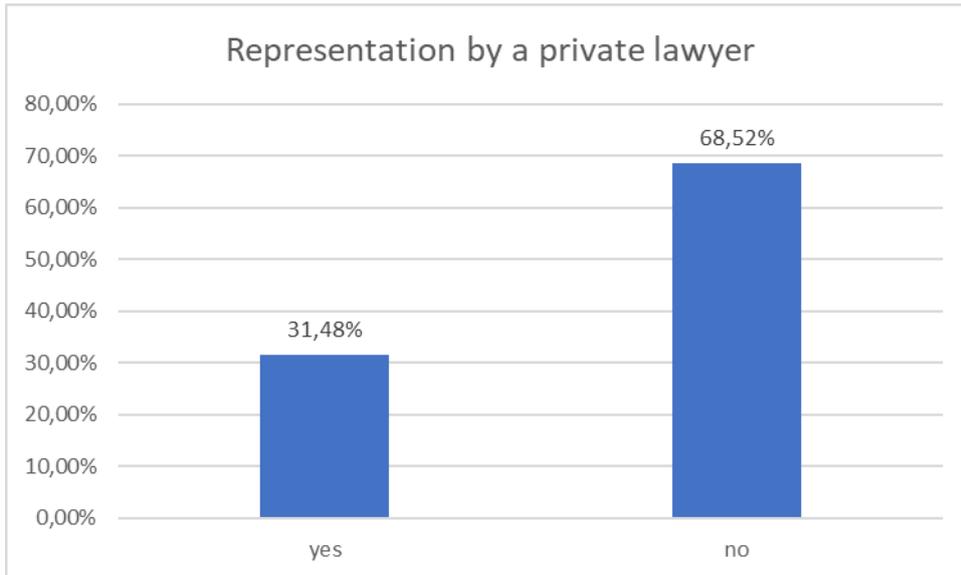
55.31% of the court users who answered the question stated that they engaged a private lawyer.



Graph 13. Court users represented by a lawyer, Mitrovicë/Mitrovica

Basic Court in Pejë/Peć

68.52% of the court users who answered the question stated that they did not engage a private lawyer.



Graph 14. Court users represented by a lawyer, Pejë/Peć

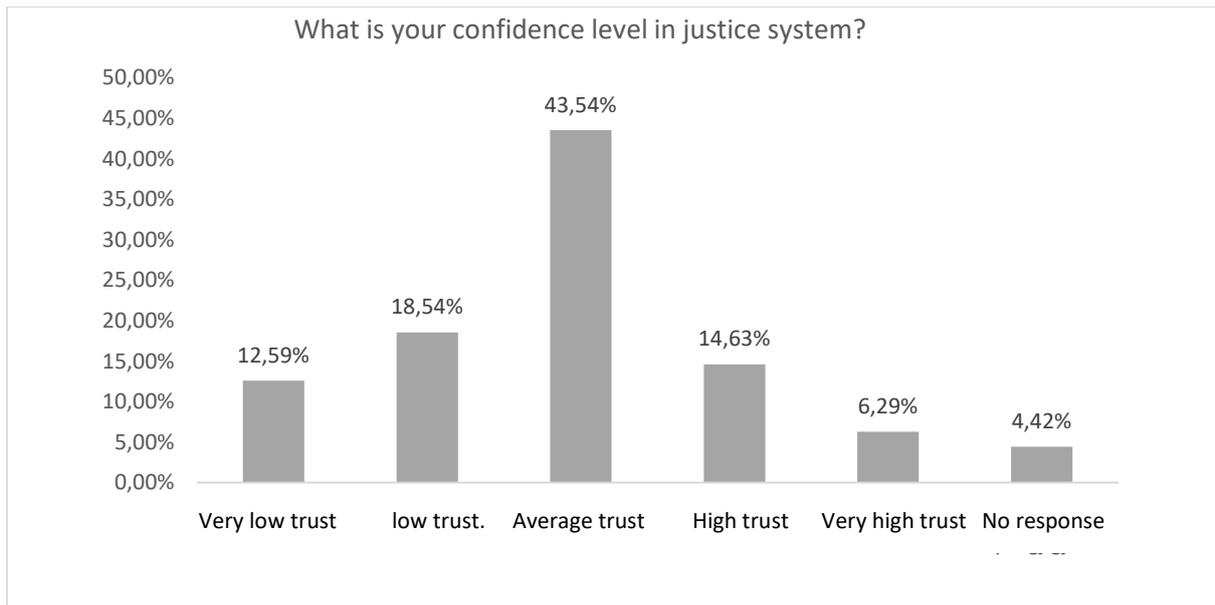
1.6. Confidence in the justice system

One of the general questions asked to the respondents during the conduct of this survey relates to the level of trust of court users in the justice system: "*What level of trust do you have in the justice system*" and the answers proposed were: "very low confidence" (1), "low confidence" (2), "average confidence" (3), "high confidence" (4), "very high confidence" (5), or "I have no answer".

In the three courts, the overall average of the respondents' trust in the justice system is 3.10 out of 5.

Basic Court in Prishtinë/Priština

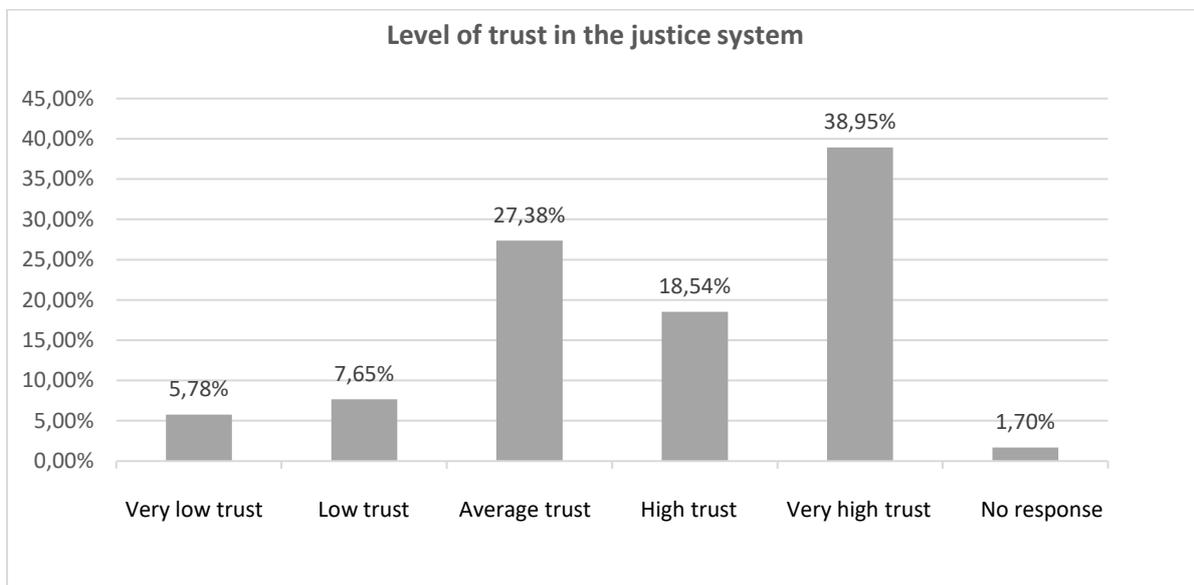
From the responses of the respondents in Prishtinë/Priština, the average trust in the justice system is 2.83, which is rather low. 37 court users (6.29%) declared very high trust in the justice system, while 74 court users (12.59%) declared very low trust.



Graph 16. Prishtinë/Priština Basic Court respondents' trust in the justice system

Basic Court in Mitrovicë/Mitrovica

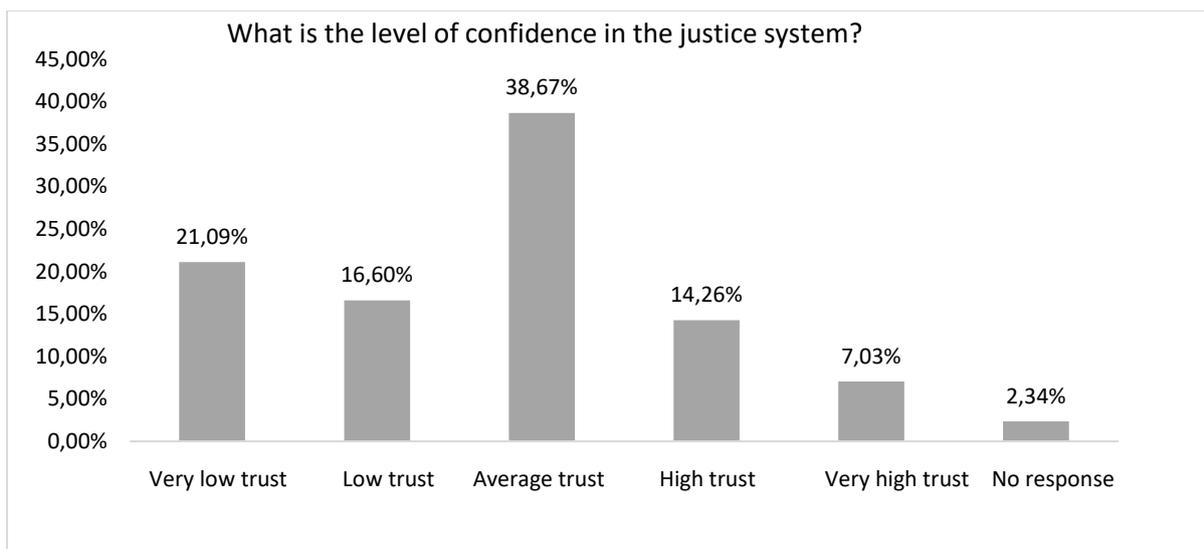
From the responses of the respondents in Mitrovicë/Mitrovica, the average trust in the justice system is 3.79. 229 court users (38.95%) declared very high trust in the justice system, while 34 court users (5.78%) declared very low trust.



Graph 17. Mitrovicë/Mitrovica Basic Court respondents' trust in the justice system

Basic Court in Pejë/Peć

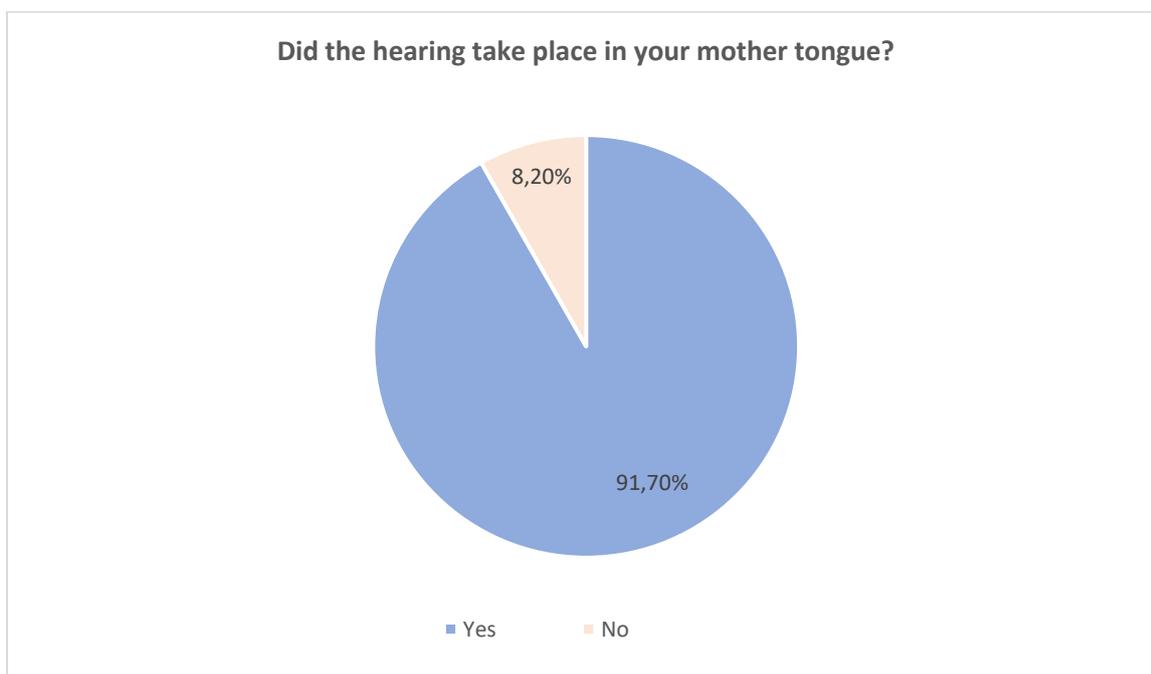
From the responses of the respondents in Pejë/Peć, the average trust in the justice system is 2.69, which is rather low. 36 court users (7.03%) declared very high trust in the justice system, while 108 court users (21.09%) declared very low trust.



Graph 18. Pejë/Peć Basic Court respondents' trust in the justice system

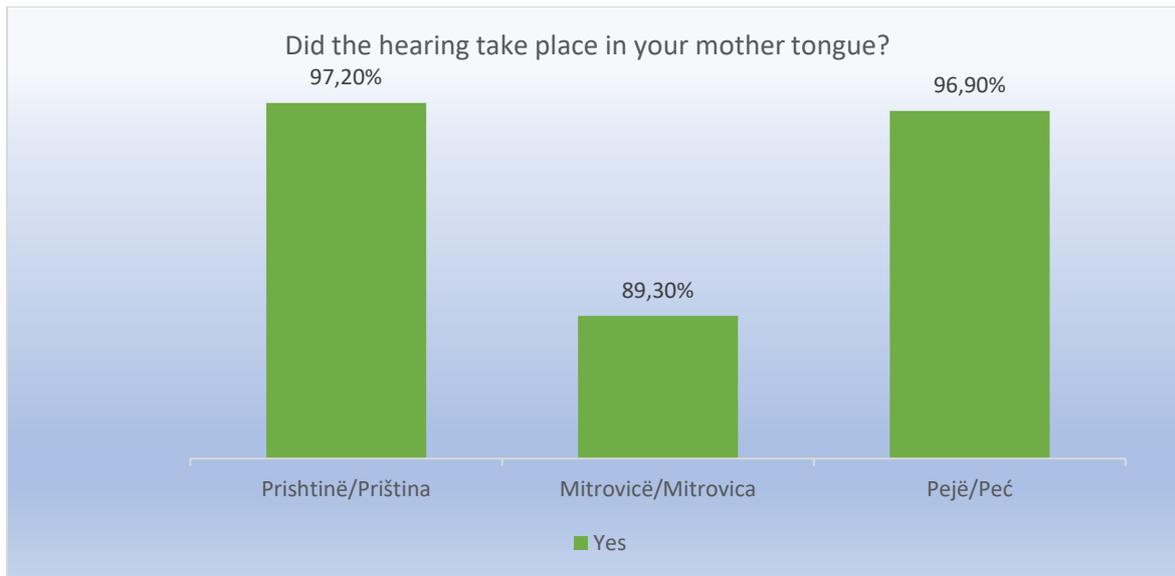
1.7. Translation during hearings

Out of the total number of parties in the proceedings in the three courts, 725 or 91.7% of them stated that the hearings were conducted in their mother tongue, while 65 or 8.2% of them stated that the hearing was not conducted in their mother tongue.



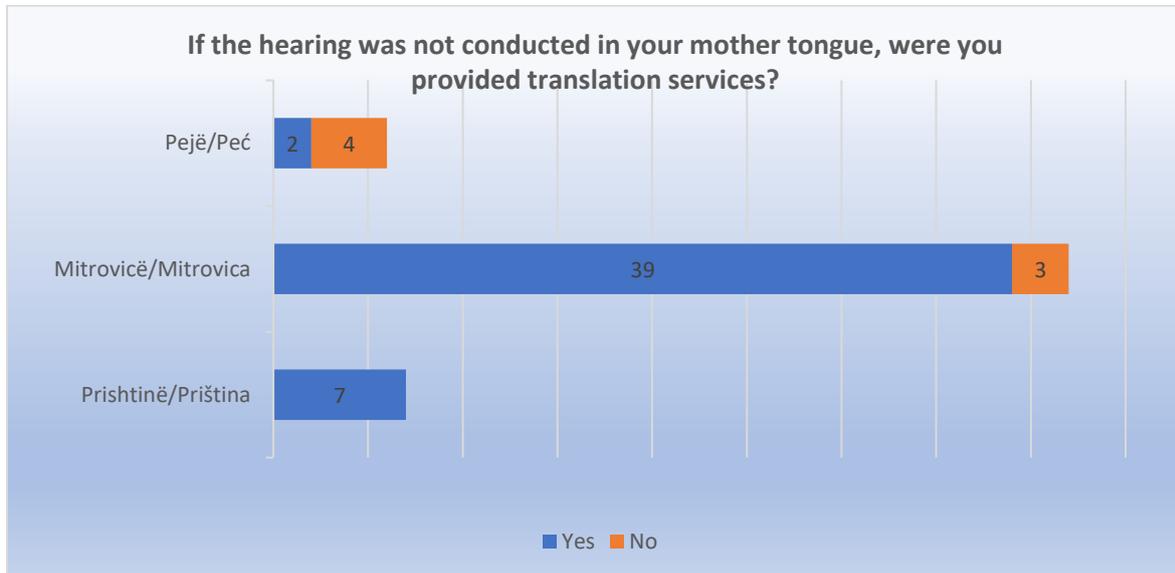
Graph 19. Hearings conducted in mother tongue

In the Basic Court in Prishtinë/Priština, the percentage of cases when court hearings were conducted in the mother tongue of the respondents is 97.2%; in the Basic Court in Mitrovicë/Mitrovica 89.30%; in the Basic Court in Pejë/Peć 96.9%.



Graph 20. Hearings conducted in mother tongue

At the Basic Court in Prishtinë/Priština, for the 7 respondents who said that the hearing was not in their mother tongue, they stressed that they were provided with translation. At the Basic Court in Mitrovicë/Mitrovica, 39 respondents said that they were provided with translation by the court and 3 respondents said that they were not provided with translation by the court. In the Basic Court in Pejë/Peć, 2 respondents stated that they were provided with translation by the court while 4 respondents said that they were not provided with translation by the court.



Graph 21. Translation services provided in the hearings

Note that several court users in the three courts mentioned the issue of documents not always being translated in the open-ended question in the questionnaire (see below “other issues”).

2. Results of the court users' satisfaction survey

2.1. Access to the court building

This part of the report presents the results of measuring the satisfaction of court users in relation to:

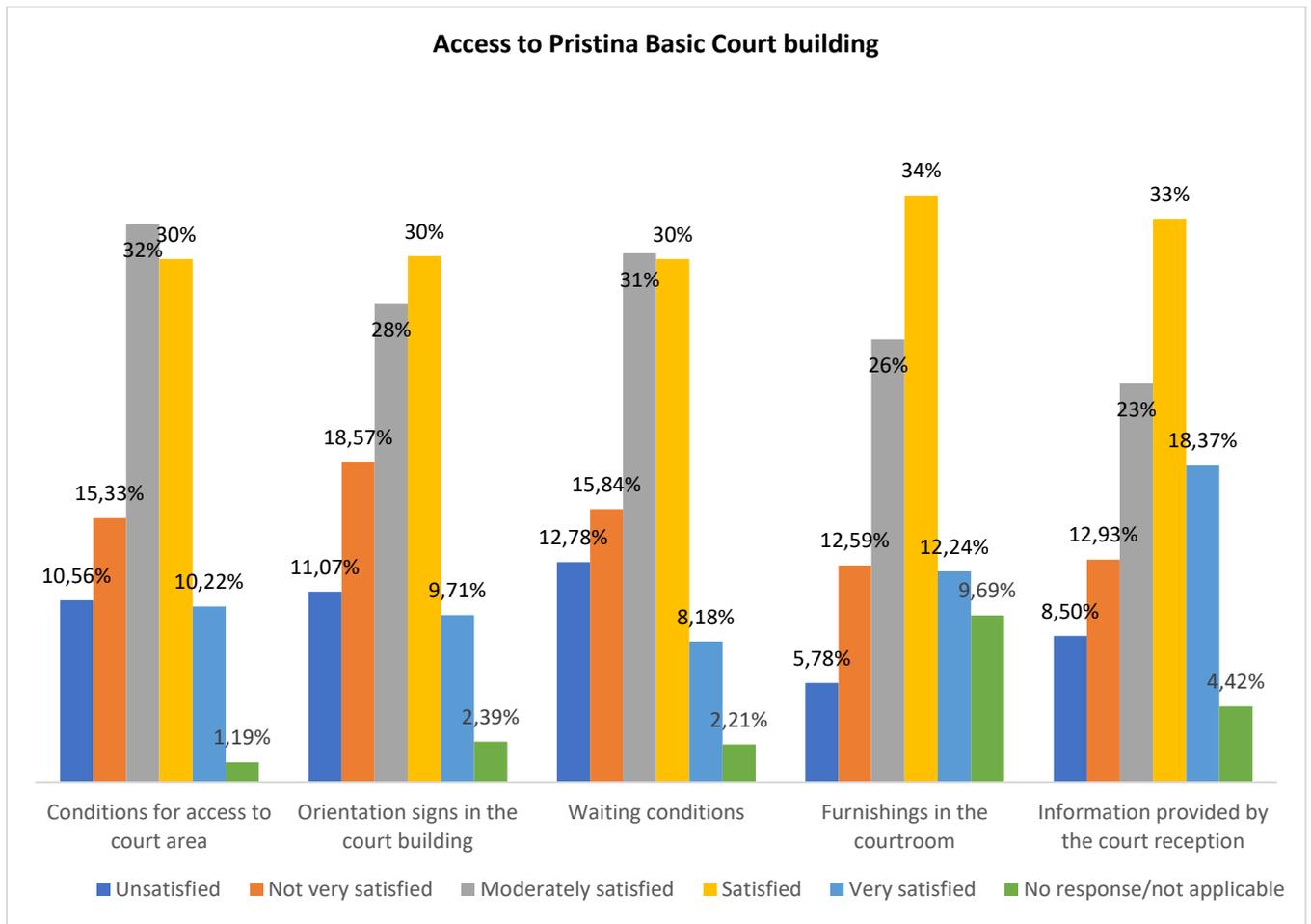
- 1) Conditions for access to court premises;
- 2) Orientation signs in the court building;
- 3) Waiting conditions in court;
- 4) Furnishings in the courtroom; and
- 5) Information provided by the court reception

For the three courts taken together: regarding the conditions for access to the court premises, the overall average satisfaction of the users is 3.5. As for the orientation signs in the court building, the overall average satisfaction of the users of the three courts is 3.51. For court waiting conditions, the overall average user satisfaction of the three courts is 3.52. In terms of courtroom furnishings, the overall average user satisfaction of the three courts is 3.65. As for the information provided by the court reception, the overall average satisfaction of the users of the three courts is 3.89.

Basic Court in Prishtinë/Priština

Regarding the conditions for access to the court premises, the overall average satisfaction of the users of the Basic Court in Prishtinë/Priština is 3.14. As for the orientation signs in the court building, the overall average satisfaction of the users of the Basic Court in Prishtinë/Priština is 3.09. Regarding the waiting conditions, the overall average satisfaction of the users of the Basic Court in Prishtinë/Priština is 3.05. As for the furnishing of the courtrooms, the overall average satisfaction of the users of the Basic Court in Prishtinë/Priština is 3.38. As for the information provided by the court reception, the overall average satisfaction of Prishtinë/Priština Basic Court users is 3.41.

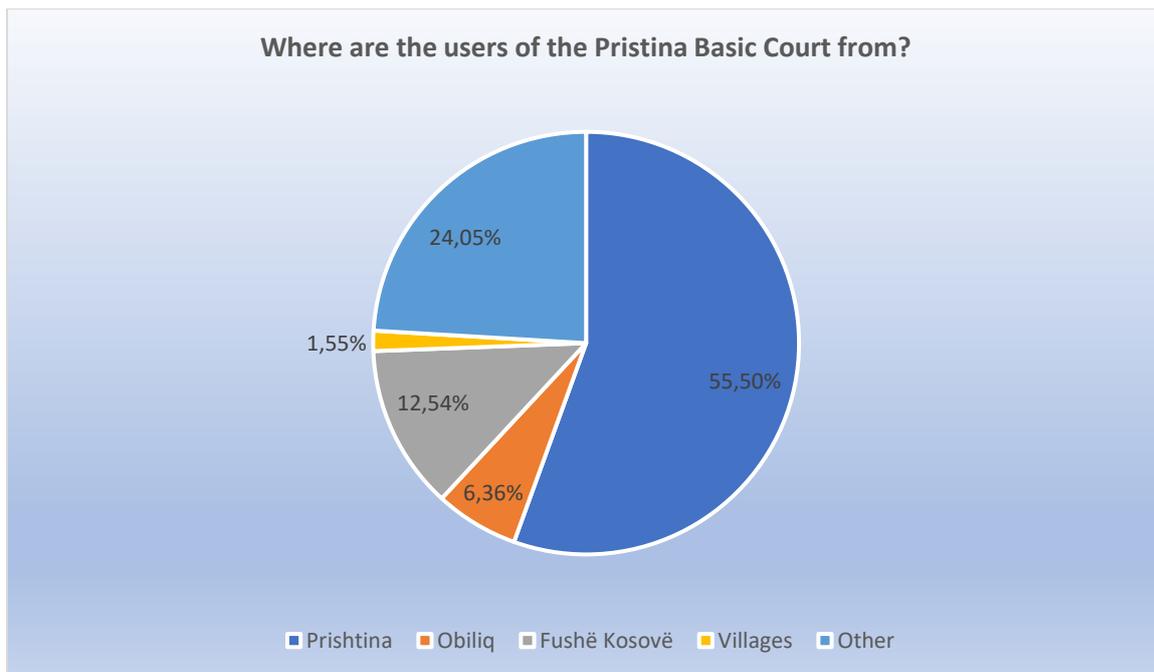
Thus, the users of the Basic Court in Prishtinë/Priština are moderately satisfied.



Graph 22. Prishtinë/Priština Basic Court respondents' satisfaction with access to the court building

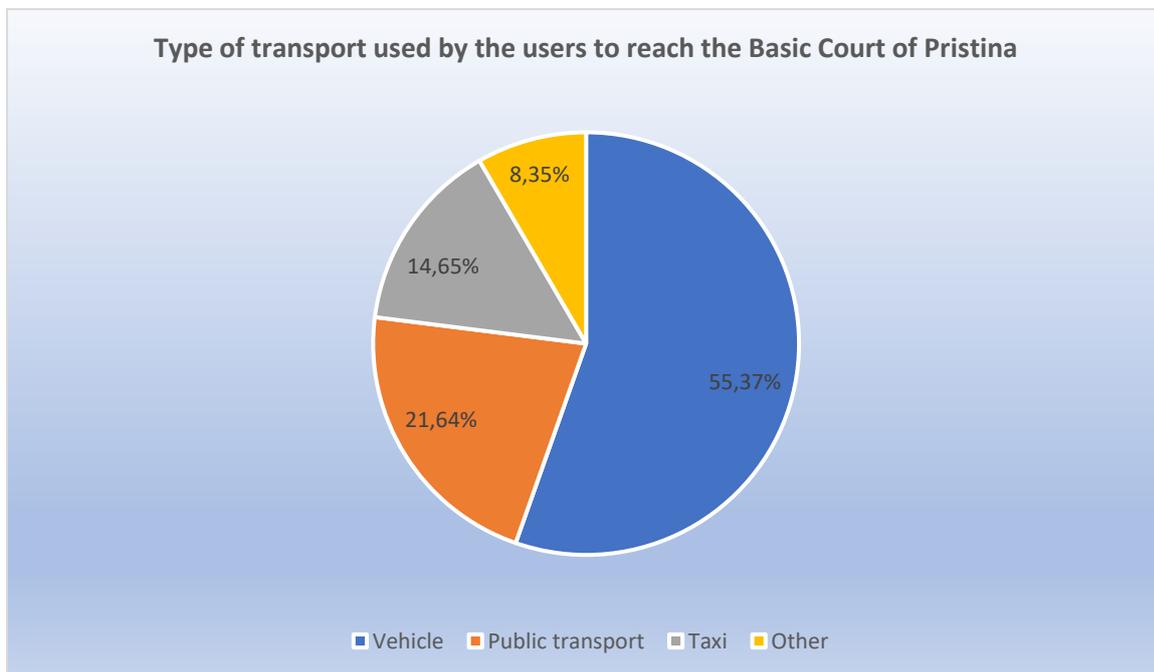
The survey included specific questions on what type of transport the court users used to reach the court: personal vehicle, public transportation, taxi or other forms of transport. It also examined from where the users came.

Out of 582 court users answered the question about their place of residence in the Prishtinë/Priština region, 323 users stated that they live in Prishtinë/Priština, 37 others stated that they live in Obiliq, 73 in Fushë Kosovë, 9 in some villages around, and 140 in other areas.



Graph 23. Prishtinë/Priština Basic Court respondents' residence

Out of 587 respondents, 325 stated that they came to court by car, 127 others stated that they came to court by public transport, 86 stated that they came to court by taxi, and 49 responded "other".



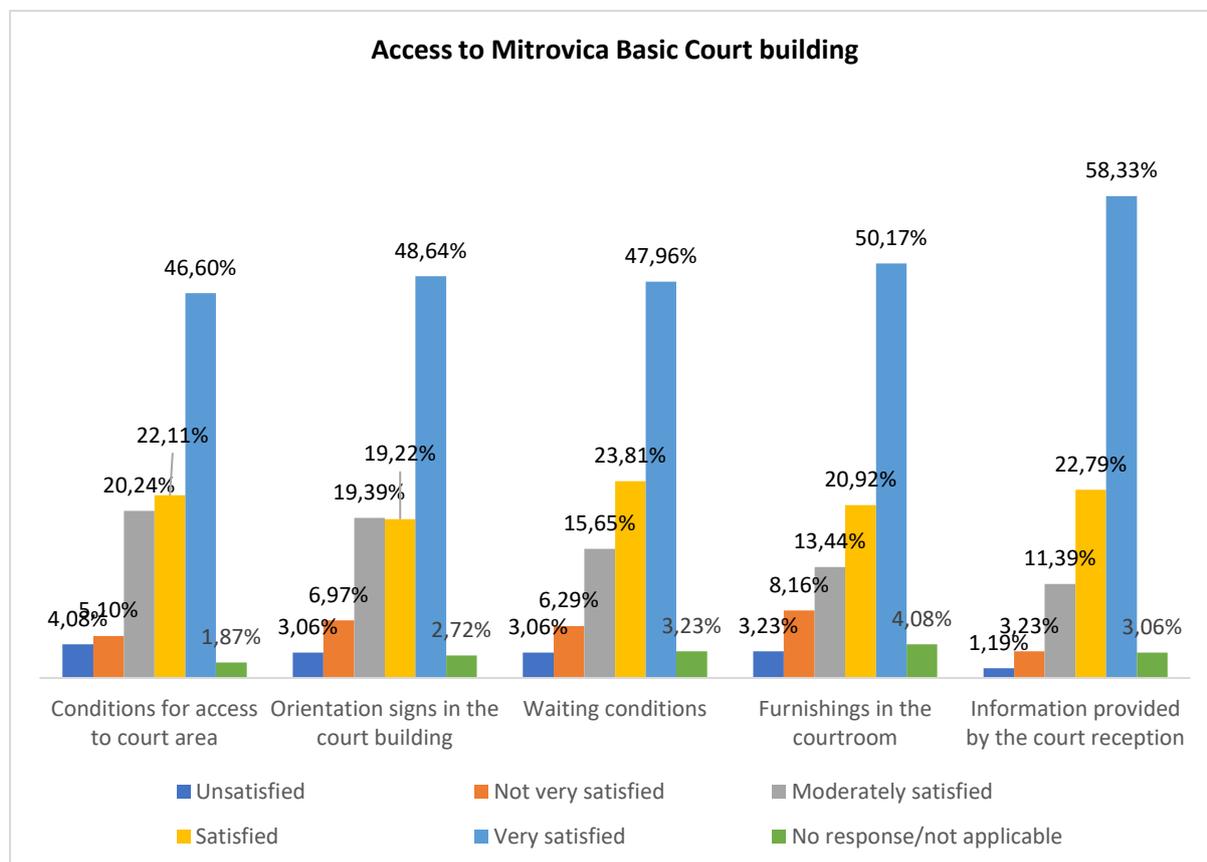
Graph 24. Prishtinë/Priština Basic Court respondents' method of arrival to the court

Basic Court in Mitrovicë/Mitrovica

Regarding the conditions for access to the court premises, the overall average satisfaction of the users of the Basic Court in Mitrovicë/Mitrovica is 4.04. As for the orientation signs in the court building, the average satisfaction of the users of the Basic Court in Mitrovicë/Mitrovica is 4.06. Regarding the waiting conditions, the overall average satisfaction of the users of the Basic Court in

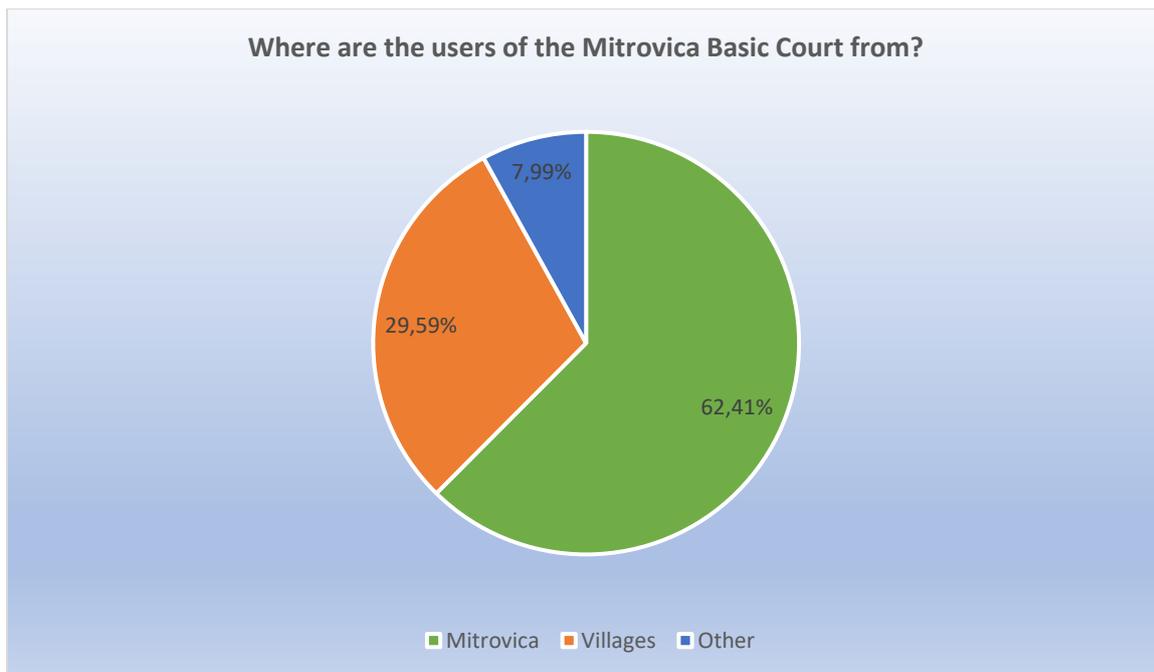
Mitrovicë/Mitrovica is 4.11. In terms of courtroom furnishings, the overall average user satisfaction of Basic Court in Mitrovicë/Mitrovica users is 4.31. As for the information provided by the court reception, the overall average satisfaction of Mitrovicë/Mitrovica Basic Court users is 4.38.

Thus, the users of the Basic Court in Mitrovicë/Mitrovica are satisfied with the access to the court building.



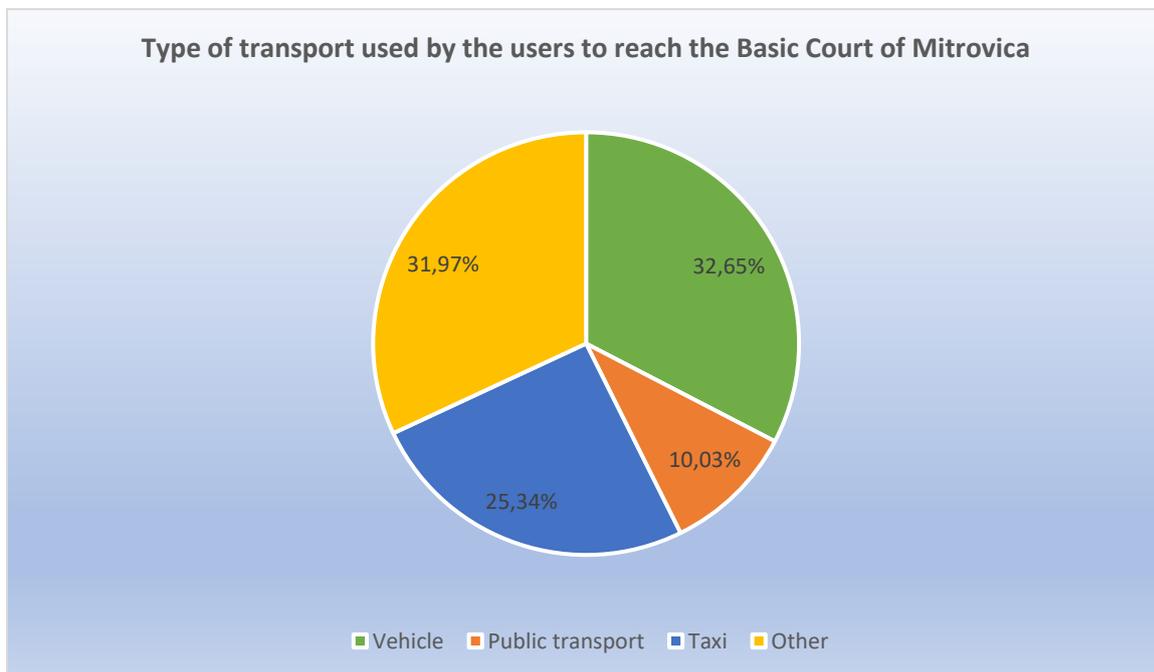
Graph 25. Mitrovicë/Mitrovica Basic Court respondents' satisfaction with access to the court building

Out of 588 respondents, 367 stated that they live in Mitrovicë/Mitrovica, 174 in villages around, and 47 in other areas.



Graph 26. Mitrovicë/Mitrovica Basic Court respondents' residence

Out of 588 respondents, 192 stated that they came to court by car, 59 by public transport, 149 by taxi, and 188 in another way.



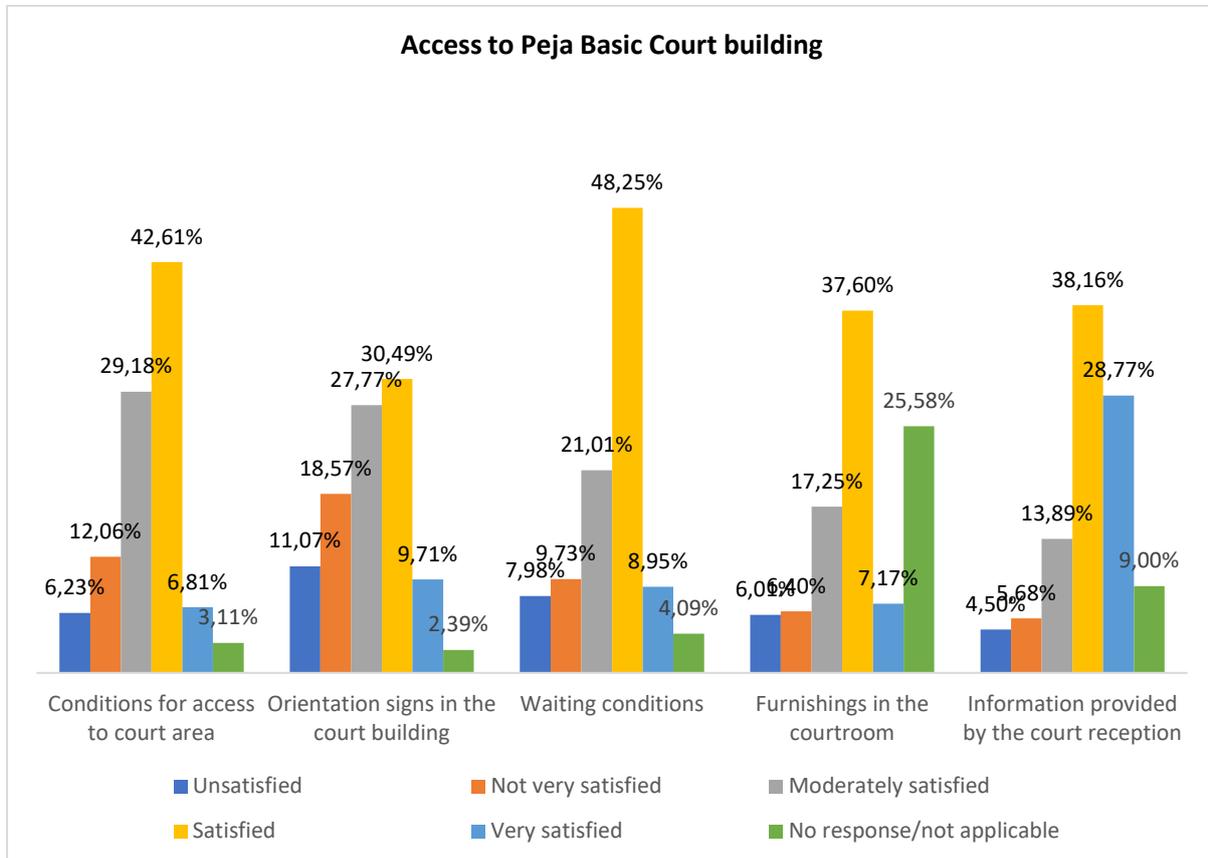
Graph 27. Mitrovicë/Mitrovica Basic Court respondents' method of arrival to the court

Basic Court in Pejë/Peć

Regarding the conditions for access to the court premises, the overall average satisfaction of the users of the Basic Court in Pejë/Peć is 3.33. As for the orientation signs in the court building, the overall average satisfaction of the users of the Basic Court in Pejë/Peć is 3.38. Regarding the waiting conditions, the overall average satisfaction of the users of the Basic Court in Pejë/Peć is 3.42. In terms

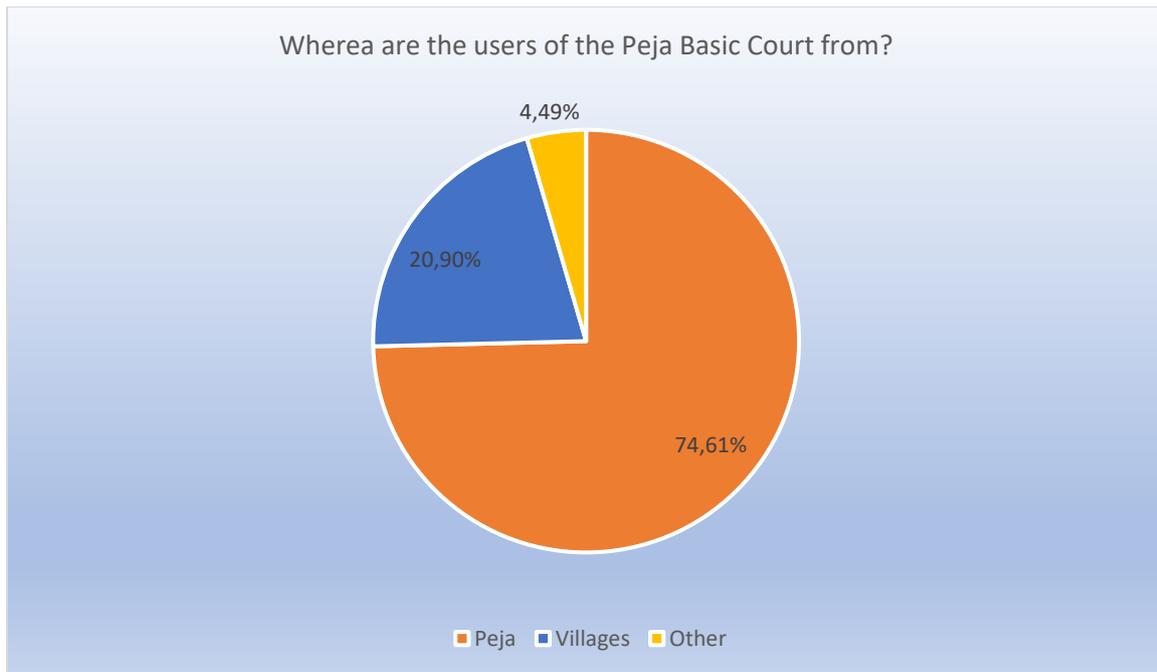
of courtroom furnishings, the overall average user satisfaction of Basic Court in Pejë/Peć users is 3.45. While, as for the information provided by the court reception, the overall average satisfaction of Pejë/Peć Basic Court users is 3.89.

Thus, the users of the Basic Court in Prishtinë/Priština are moderately satisfied.



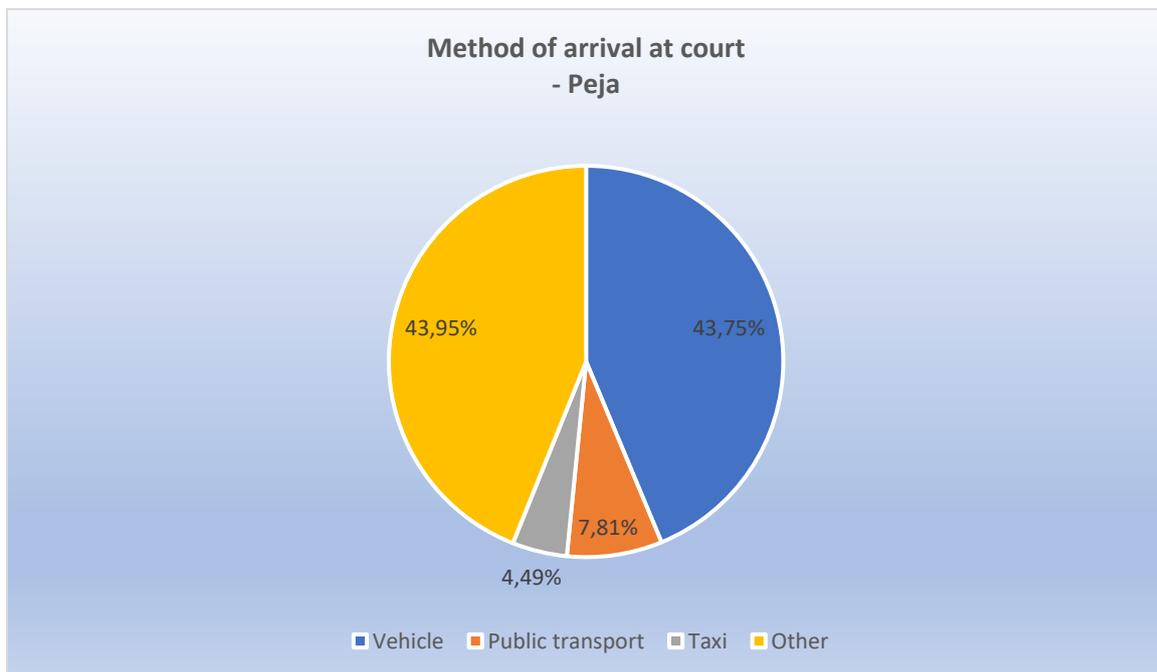
Graph 28. Pejë/Peć Basic Court respondents' satisfaction with access to the court building

Out of 512 respondents, 382 stated that they live in Pejë/Peć, 107 in villages around, and 23 in other areas.



Graph 29. Pejë/Peć Basic Court respondents' residence

224 respondents stated that they came to court by car, 40 by public transport, 23 by taxi, and 225 others stated that they came to court in another way.



Graph 30. Pejë/Peć Basic Court respondents' methods of arrival to the court

2.2. Summons and court hearings

This part of the report presents the results of measuring the satisfaction of court users in relation to:

- 1) Clarity of court summons;
- 2) The time between the summons and the court hearing;

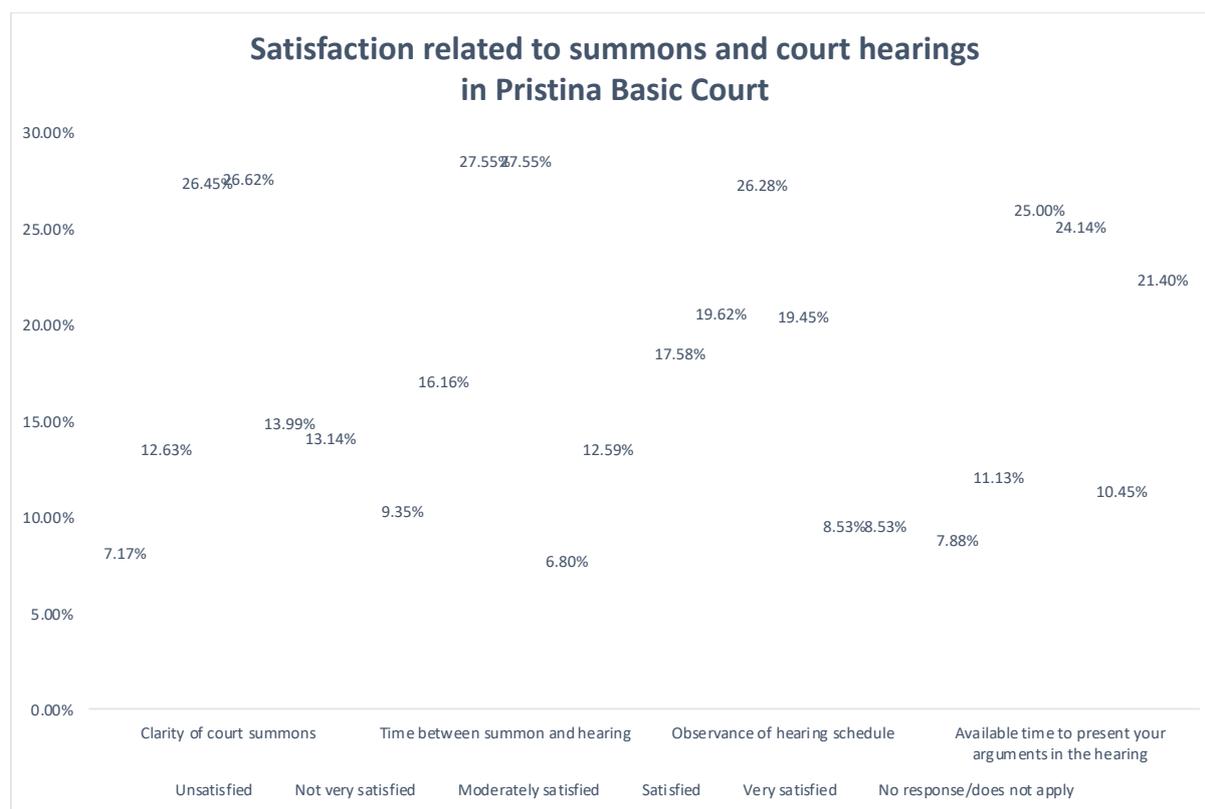
- 3) Adherence to the schedule of court hearings; and
- 4) Time given to present arguments at the hearing

For the clarity of court summonses, the overall average user satisfaction of the three courts is 3.72. Regarding the time between the summons and the court hearing, the overall average satisfaction of the individuals of the three courts is 3.61. Regarding the observance of the schedule of court hearings, the overall average satisfaction of the users of all 3 courts is 3.42. Whereas, in terms of the time given to present the arguments at the hearing, the overall average satisfaction of the users of all 3 courts is 3.63.

Basic Court in Prishtinë/Priština

Regarding the clarity of court summons, the overall average satisfaction of the users of the Basic Court in Prishtinë/Priština is 3.32. Regarding the time between the summons and the court hearing, the overall average satisfaction of the users of this court is 3.07. Regarding the observance of the schedule of court hearings, the overall average satisfaction of the users of this court is 2.8, which is of concern. Whereas, in terms of the time given to present the arguments at the hearing, the overall average satisfaction of the users is 3.23.

Thus, the users of the Basic Court in Prishtinë/Priština are moderately satisfied.



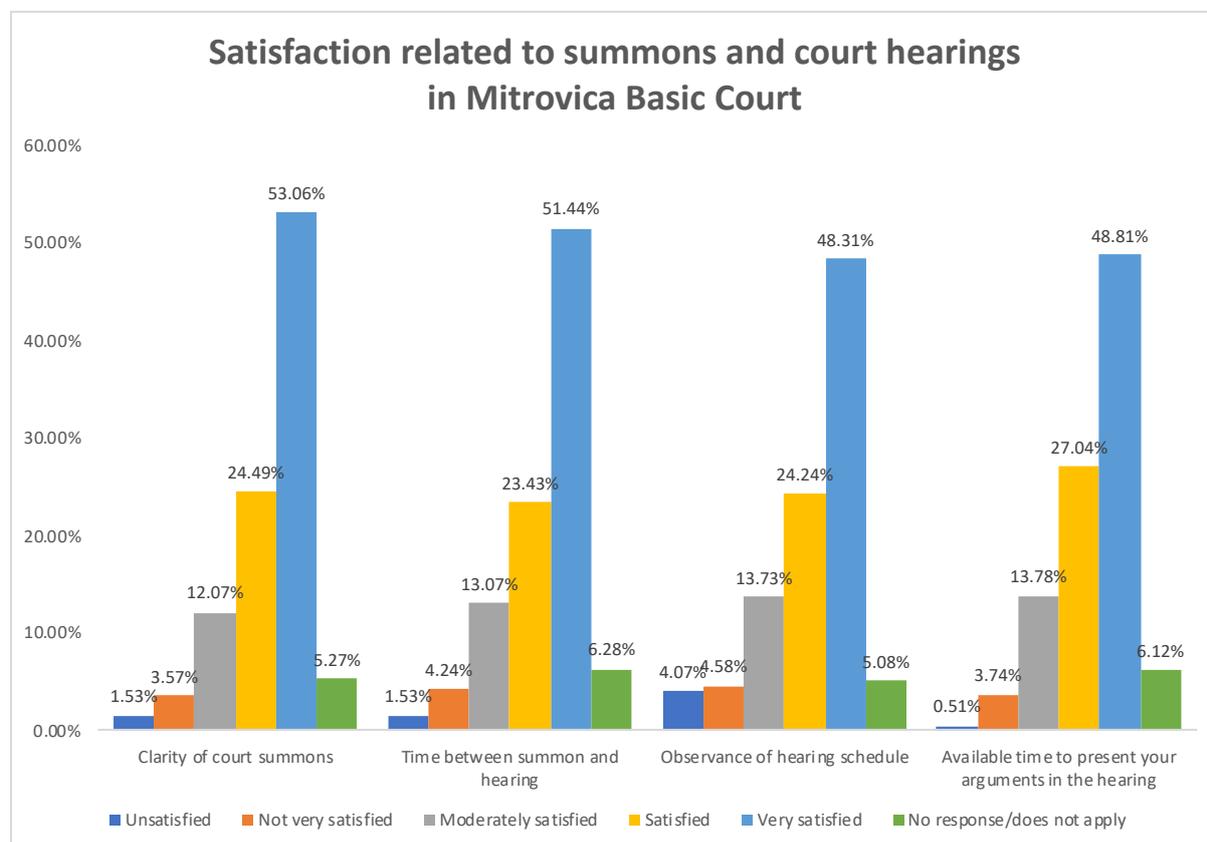
Graph 31. Prishtinë/Priština Basic Court respondents’ satisfaction with summonses and court hearings

Basic Court in Mitrovicë/Mitrovica

Regarding the clarity of court summons, the overall average satisfaction of the users of the Basic Court in Mitrovicë/Mitrovica is 4.31. Regarding the time between the summons and the court hearing, the

overall average satisfaction of the users of this court is 4.27. Regarding the observance of the schedule of court hearings, the overall average satisfaction of the users of this court is 4.14. Whereas, in terms of the time given to present the arguments at the hearing, the overall average satisfaction of the users is 4.28.

Thus, the users of the Basic Court in Mitrovicë/Mitrovica are satisfied.

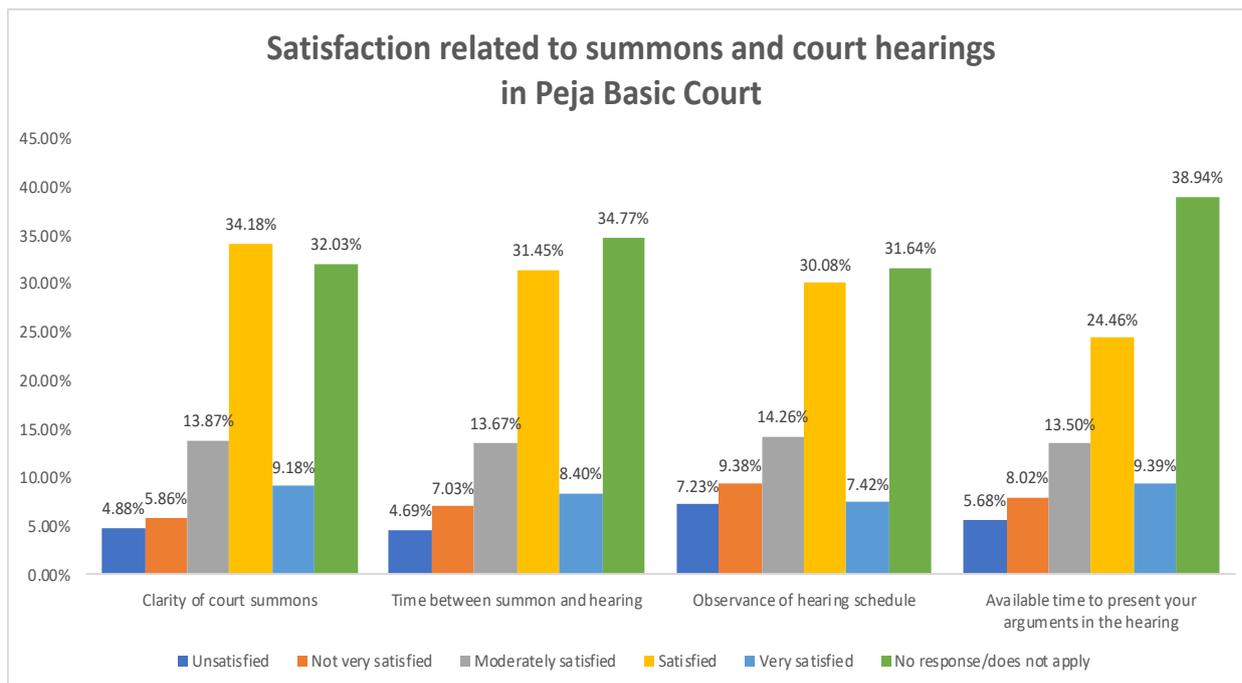


Graph 32. Mitrovicë/Mitrovica Basic Court respondents' satisfaction with summonses and court hearings

Basic Court in Pejë/Peć

Regarding the clarity of court summons, the overall average satisfaction of the users of the Basic Court in Pejë/Peć is 3.54. Regarding the time between the summons and the court hearing, the overall average satisfaction of the users of this court is 3.49. Regarding the observance of the schedule of court hearings, the overall average satisfaction of the users of this court is 3.31. Whereas, in terms of the time given to present the arguments at the hearing, the overall average satisfaction of the users is 3.39.

Thus, the users of the Basic Court in Pejë/Peć are moderately satisfied.



Graph 33. Pejë/Peć Basic Court respondents' satisfaction with summonses and court hearings

2.3. Courtesy and professionalism

This part of the report presents the results of measuring the satisfaction of court users in relation to:

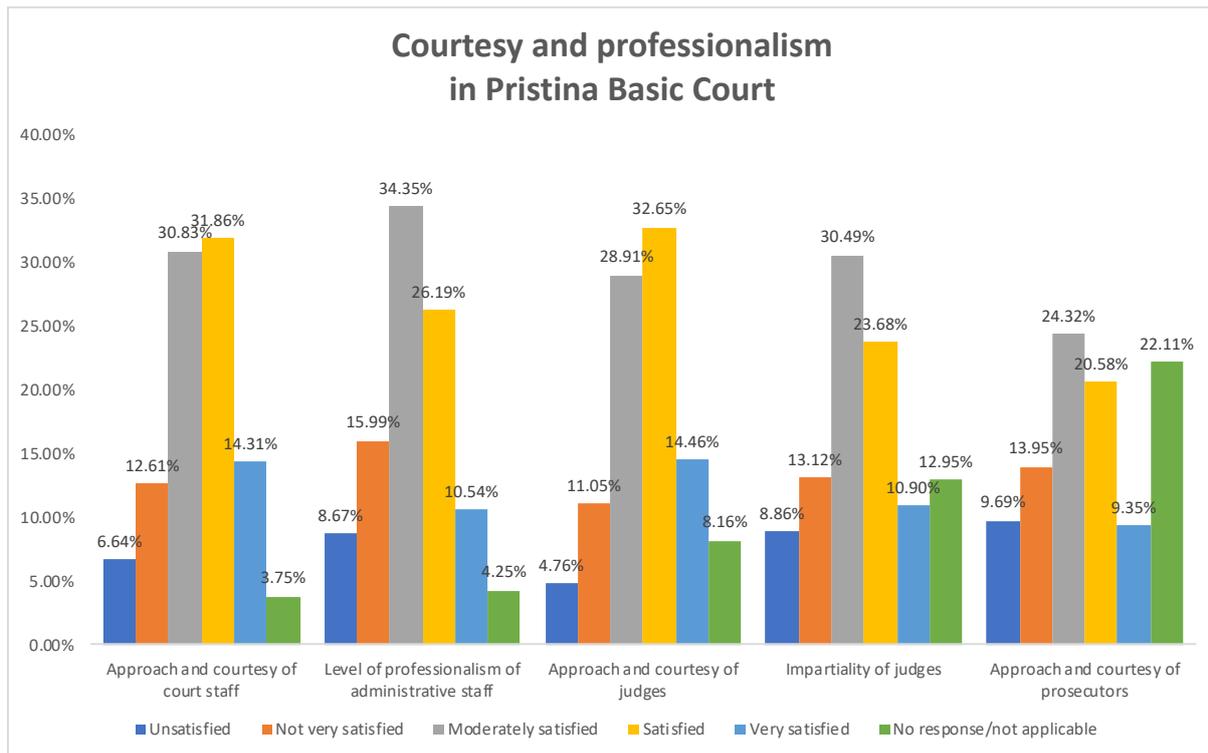
- 1) Approach and courtesy of court staff;
- 2) The level of professionalism of the administrative staff;
- 3) Approach and courtesy of judges
- 4) Impartiality of judges; and
- 5) Approach and courtesy of prosecutors.

In terms of approach and courtesy of court staff, the overall average user satisfaction of all 3 courts is 3.83. Regarding the level of professionalism of the administrative staff, the overall average satisfaction of the users of the 3 courts is 3.63. Regarding the approach and courtesy of judges, the overall average user satisfaction of all 3 courts is 3.76. The overall average regarding the impartiality of judges is 3.54 while the overall average regarding the approach and courtesy of prosecutors is 3.49.

Basic Court in Prishtinë/Priština

In terms of approach and courtesy of court staff, the overall average satisfaction of the users of the Basic Court in Prishtinë/Priština is 3.63. Regarding the level of professionalism of the administrative staff, the overall average user satisfaction is 3.15. Regarding the approach and courtesy of judges, the overall average satisfaction is 3.45. The overall average regarding the impartiality of judges is 3.17 while the overall average regarding the approach and courtesy of prosecutors is 3.08.

Thus, the users of the Basic Court in Pejë/Peć are moderately satisfied.

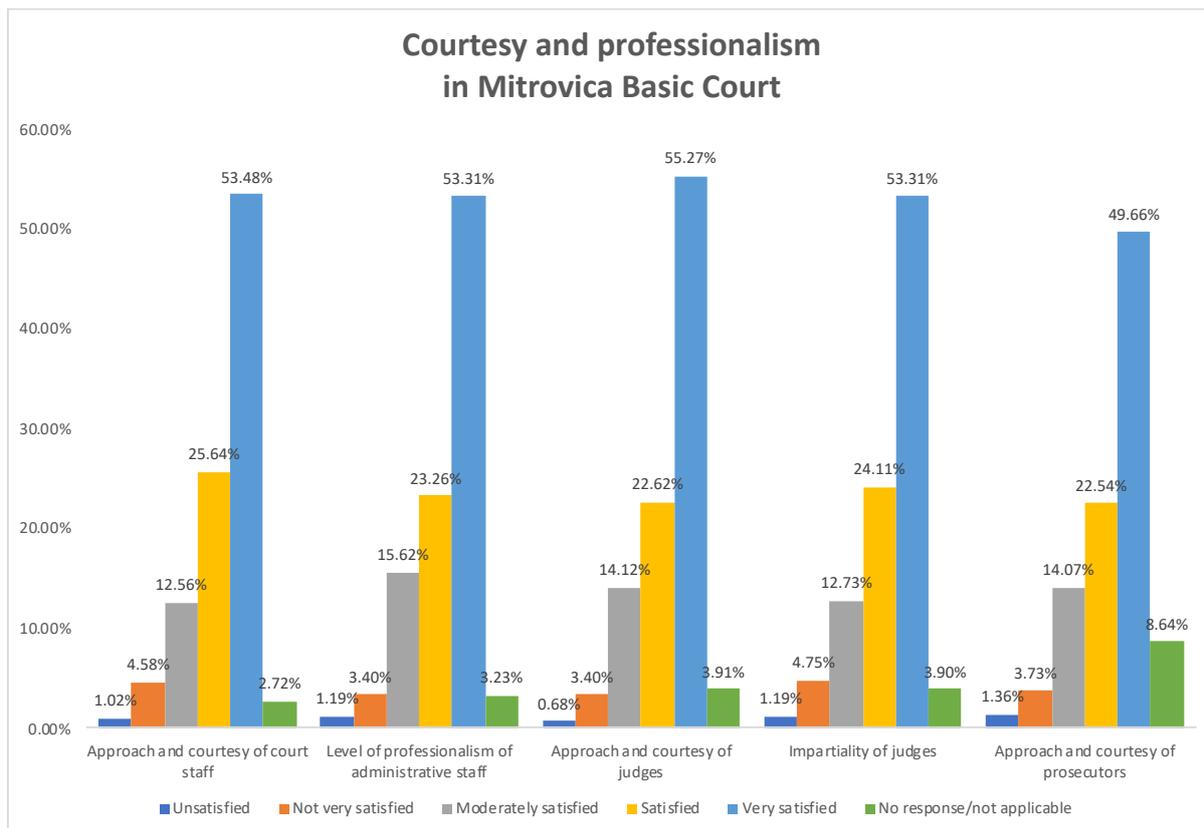


Graph 34. Prishtinë/Priština Basic Courts respondents' satisfaction with courtesy and professionalism

Basic Court in Mitrovicë/Mitrovica

In terms of approach and courtesy of court staff, the overall average satisfaction of the users of the Basic Court in Mitrovicë/Mitrovica is 4.39. Regarding the level of professionalism of the administrative staff, the overall average user satisfaction is 4.28. Regarding the approach and courtesy of judges, the overall average satisfaction is 4.34. The overall average regarding the impartiality of judges is 4.29 while the overall average regarding the approach and courtesy of prosecutors is 4.26.

Thus, the users of the Basic Court in Mitrovicë/Mitrovica are satisfied.

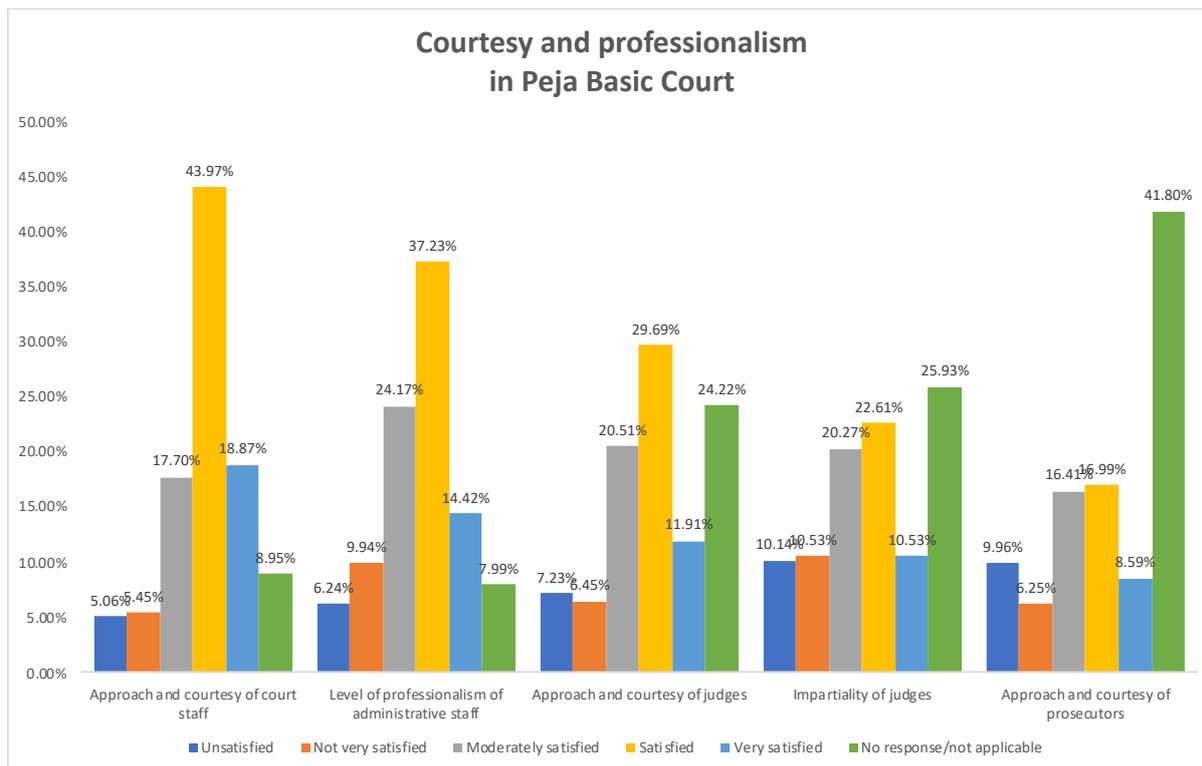


Graph 35. Mitrovicë/Mitrovica Basic Courts respondents' satisfaction with courtesy and professionalism

Basic Court in Pejë/Peć

In terms of approach and courtesy of court staff, the overall average satisfaction of the users of the Basic Court in Pejë/Peć is 3.73. Regarding the level of professionalism of the administrative staff, the overall average user satisfaction is 3.47. Regarding the approach and courtesy of judges, the overall average satisfaction is 3.43. The overall average regarding the impartiality of judges is 3.17 while the overall average regarding the approach and courtesy of prosecutors is 3.14.

Thus, the users of the Basic Court in Pejë/Peć are moderately satisfied.



Graph 36. Pejë/Peć Basic Courts respondents' satisfaction with courtesy and professionalism

2.4. Judicial decisions

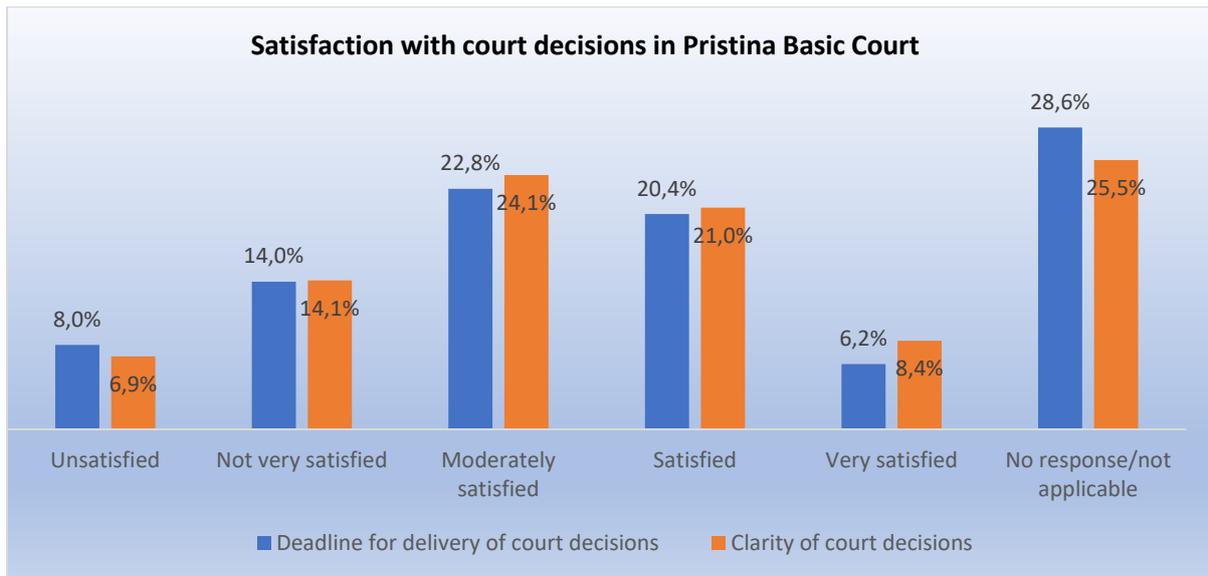
This part of the report presents the results of measuring the satisfaction of court users in relation to:

- 1) Deadline for submission of court decisions; and
- 2) Clarity of court decisions.

Regarding the deadline for submission of court decisions, the overall average satisfaction of court users in the three courts is 3.55, while regarding the clarity of court decisions, the overall average satisfaction is 3.69.

Basic Court in Prishtinë/Priština

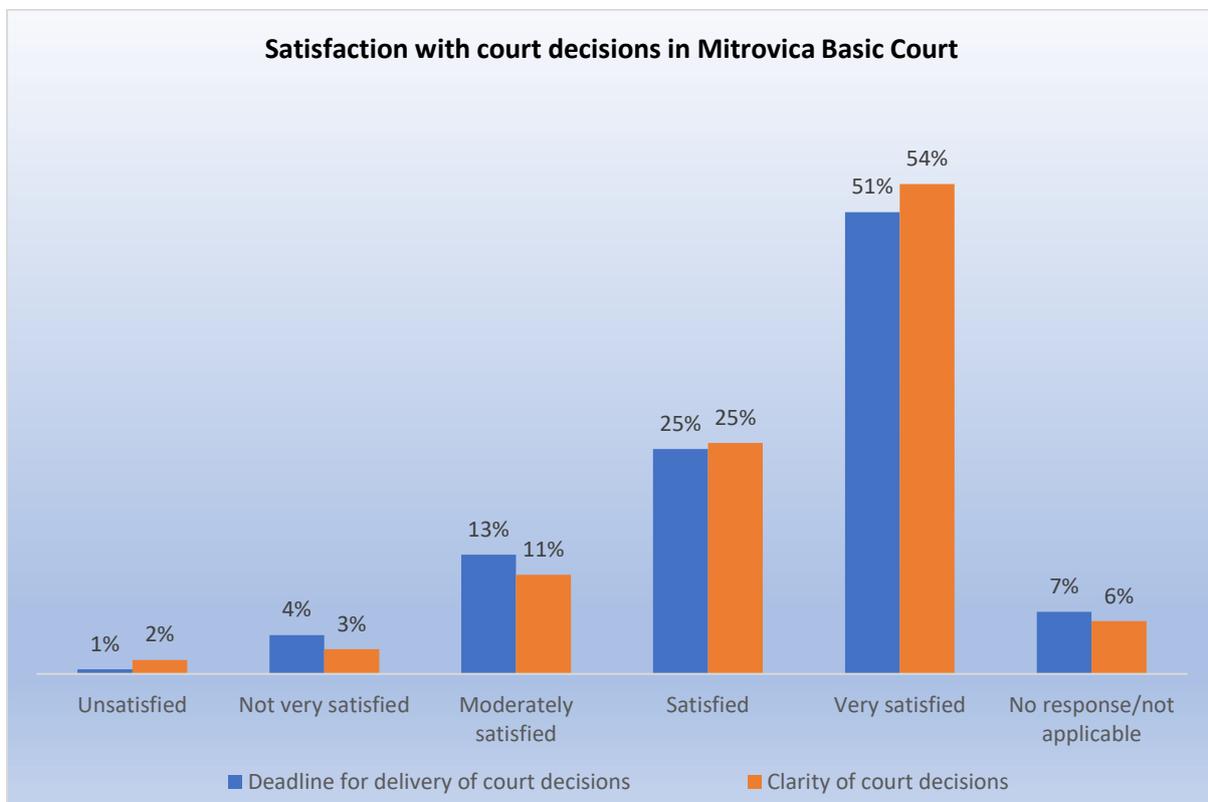
Regarding the deadline for submission of court decisions, the overall average satisfaction of the users of the Basic Court in Prishtinë/Priština is 3.04, while regarding the clarity of court decisions, the overall average satisfaction is 3.13. The graph below gives more details on the level of satisfaction of the court users with these two issues:



Graph 37. Prishtinë/Priština Basic Courts respondents' satisfaction with court decisions

Basic Court in Mitrovicë/Mitrovica

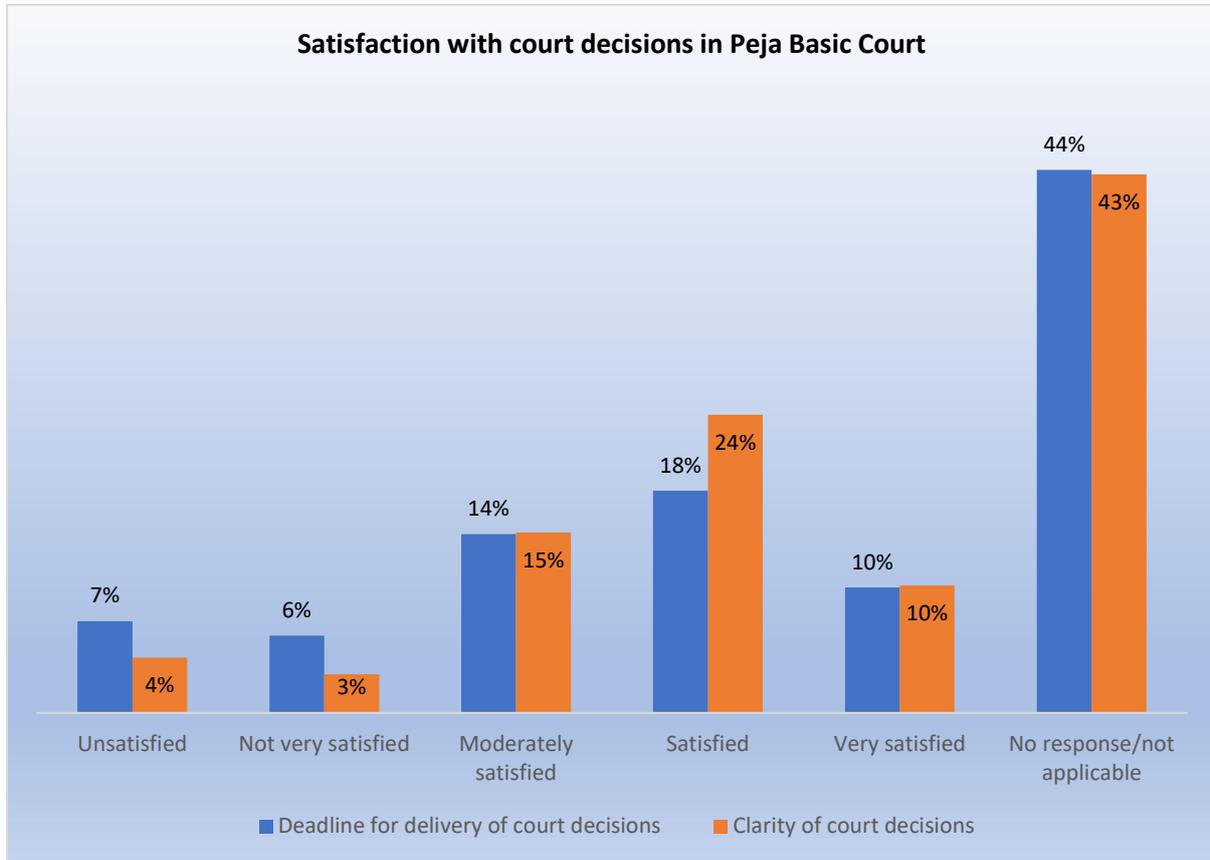
Regarding the deadline for submission of court decisions, the overall average satisfaction of the users of the Basic Court in Mitrovicë/Mitrovica is 4.30, while regarding the clarity of court decisions, the overall average satisfaction is 4.35. The graph below gives more details on the level of satisfaction of the court users with these two issues:



Graph 38. Mitrovicë/Mitrovica Basic Courts respondents' satisfaction with court decisions

Basic Court in Pejë/Peć

Regarding the deadline for submission of court decisions, the overall average satisfaction of the users of the Basic Court in Pejë/Peć is 3.31, while regarding the clarity of court decisions, the overall average satisfaction is 3.58. The graph below gives more details on the level of satisfaction of the court users with these two issues:



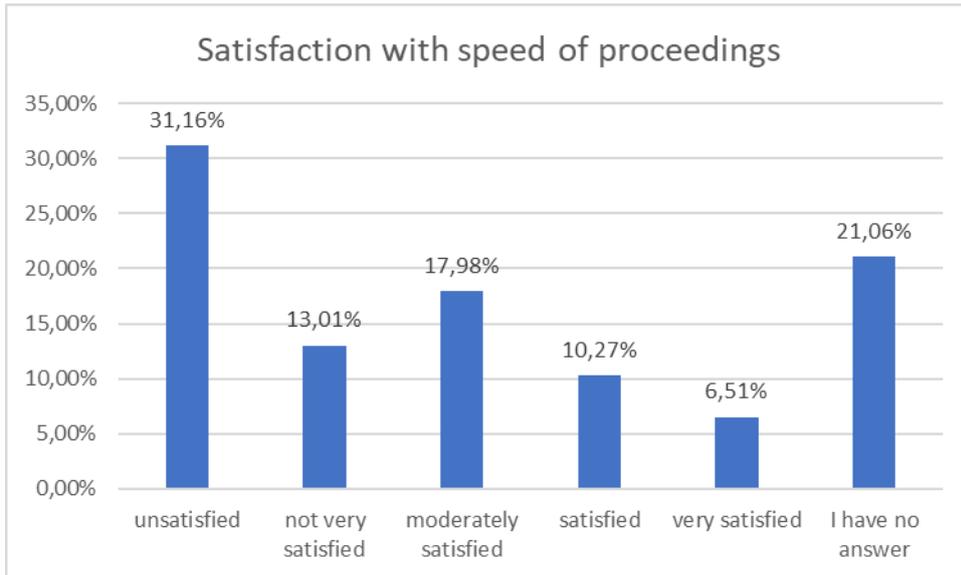
Graph 39. Pejë/Peć Basic Courts respondents' satisfaction with court decisions

2.5. Speed in resolving cases

This part of the report provides the results of measuring the satisfaction of court users regarding the speed in handling cases.

Basic Court in Prishtinë/Priština

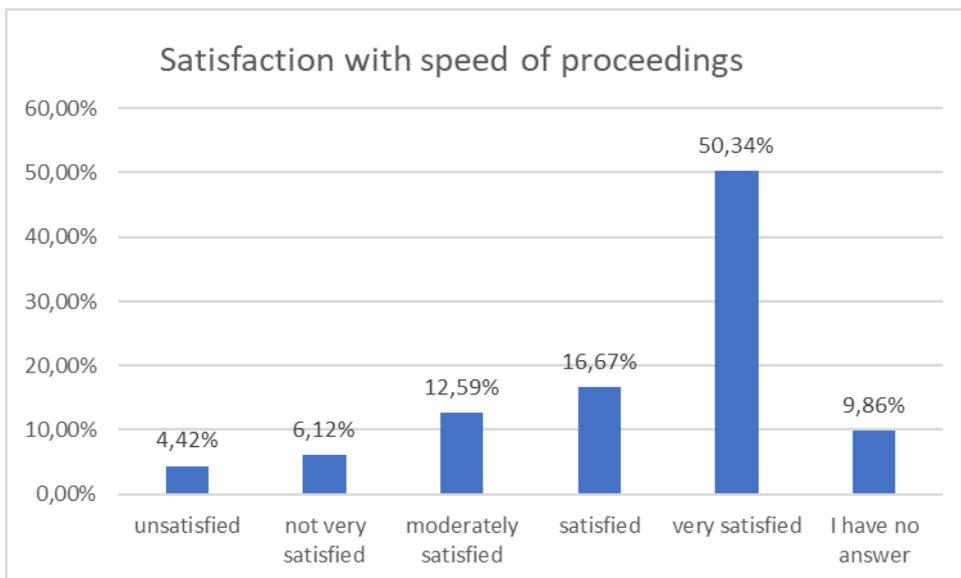
The satisfaction of the users of the Basic Court in Prishtinë/Priština is 2.34, which is of concern. 31.16% expressed their dissatisfaction.



Graph 40. Prishtinë/Priština Basic Courts respondents' satisfaction with the speed of the proceedings

Basic Court in Mitrovicë/Mitrovica

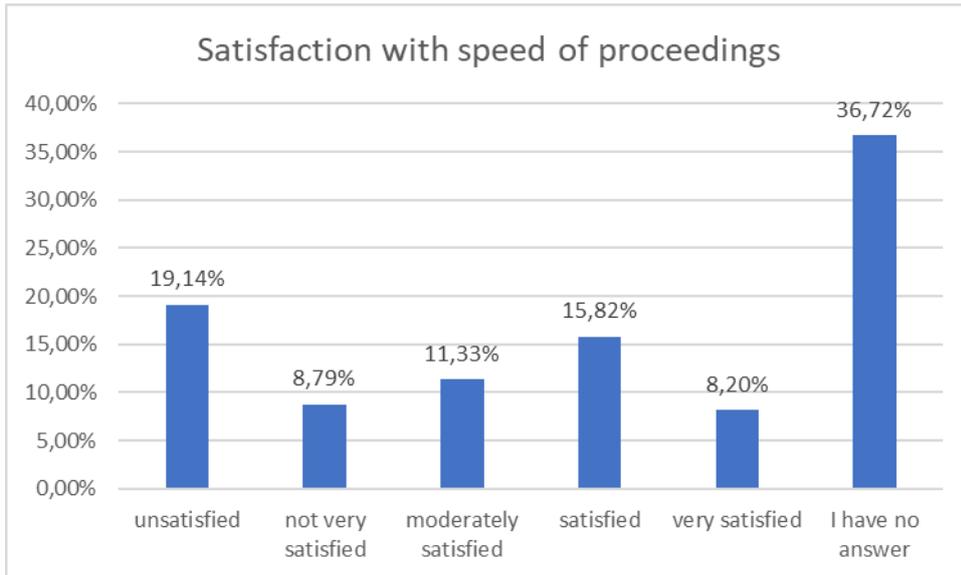
The satisfaction of the users of the Basic Court in Mitrovicë/Mitrovica is 4.14. 50.34% expressed their satisfaction.



Graph 41. Mitrovicë/Mitrovica Basic Courts respondents' satisfaction with the speed of the proceedings

Basic Court in Pejë/Peć

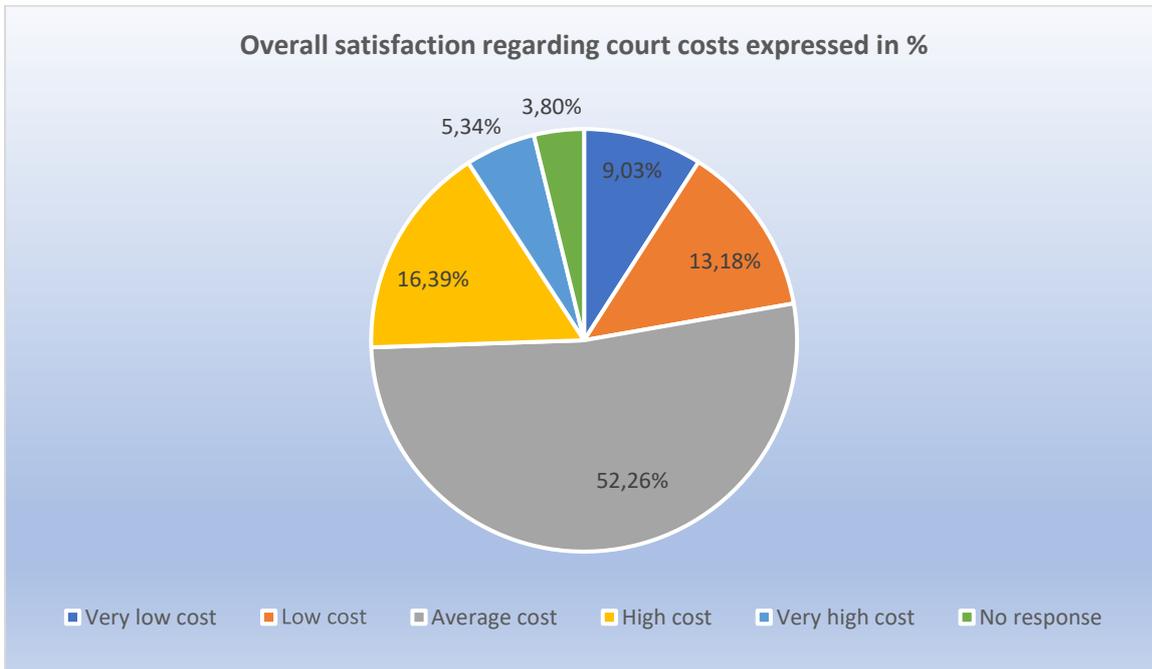
The satisfaction of the users of the Basic Court in Pejë/Peć is 2.77. This is also of concern. 19,14% expressed their dissatisfaction.



Graph 42. Pejë/Peć Basic Courts respondents' satisfaction with the speed of the proceedings

2.6. Court costs

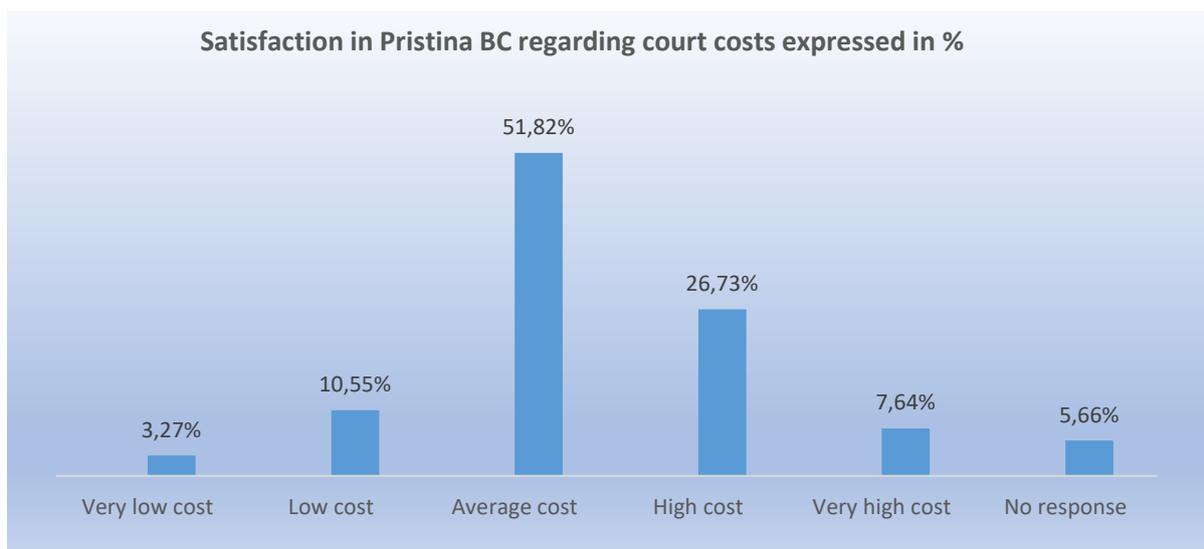
Regarding court costs, the survey asked whether court users finds them “very low”, “low”, “average”, “high”, or “very high”. When looking at the three courts together, court users responded that the costs are “average”.



Graph 43. Overall satisfaction of respondents with the court costs

Basic Court in Prishtinë/Priština

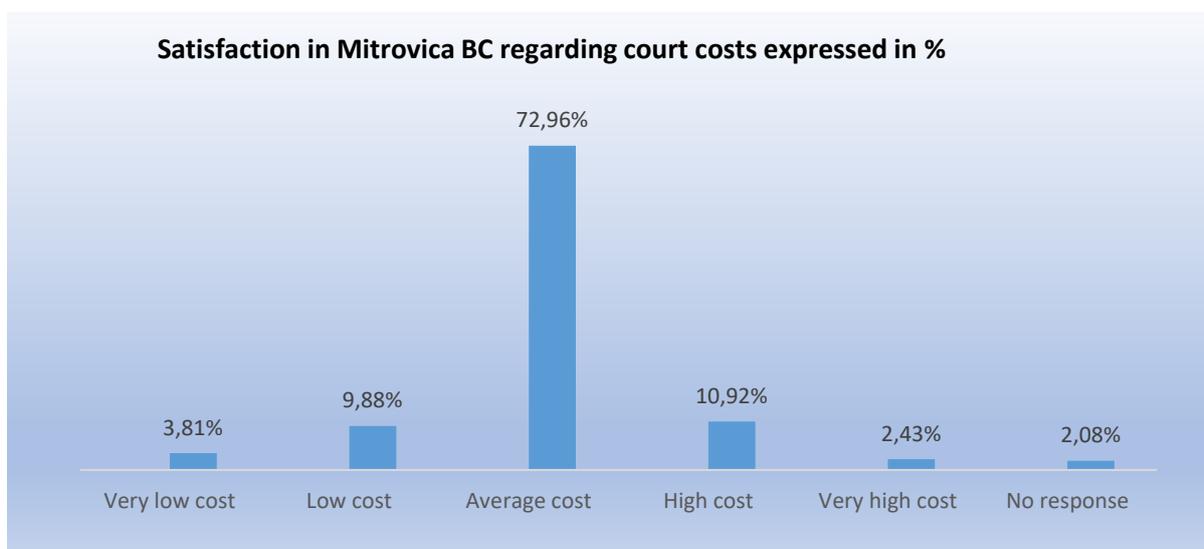
Around half of the users of the Basic Court in Prishtinë/Priština generally have estimated the court costs as average (51.82%). It is important to note that 26.73% of them said that the costs are high.



Graph 44. Prishtinë/Priština Basic Court respondents' satisfaction with the court costs

Basic Court in Mitrovicë/Mitrovica

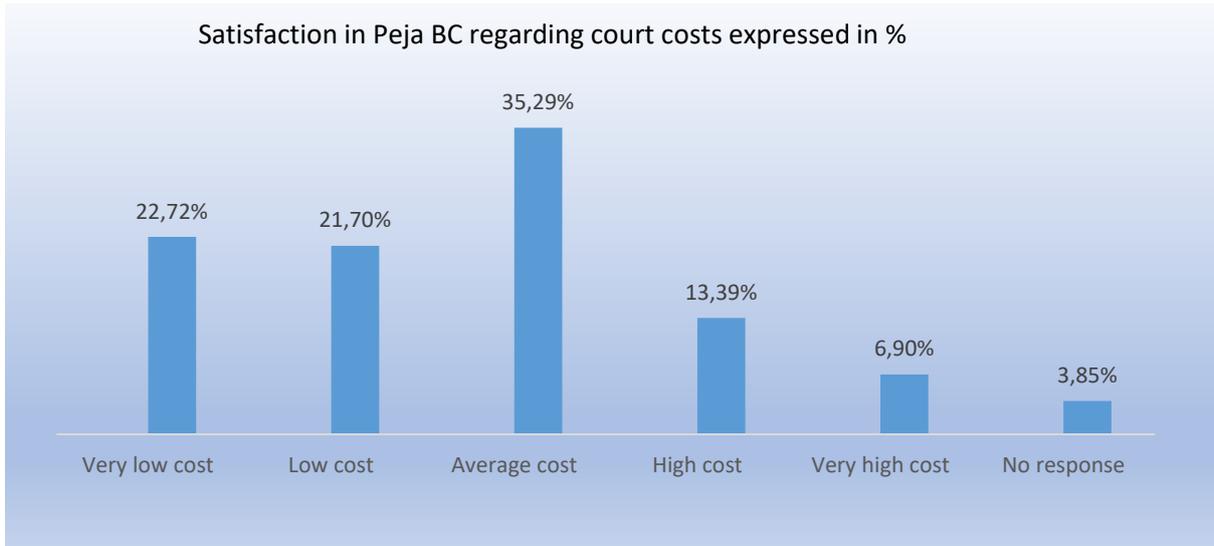
Most of the court users in Mitrovicë/Mitrovica estimated that costs for court services are average (72.96%). Around 11% stated that they are high.



Graph 45. Mitrovicë/Mitrovica Basic Court respondents' satisfaction with the court costs

Basic Court in Pejë/Peć

The majority of the court users of the Basic Court in Pejë/Peć responded that the costs are low or average: "very low" (22.72%), "low" (21.70%) or "average" (35.29%). 13.39% stated that the costs are high.

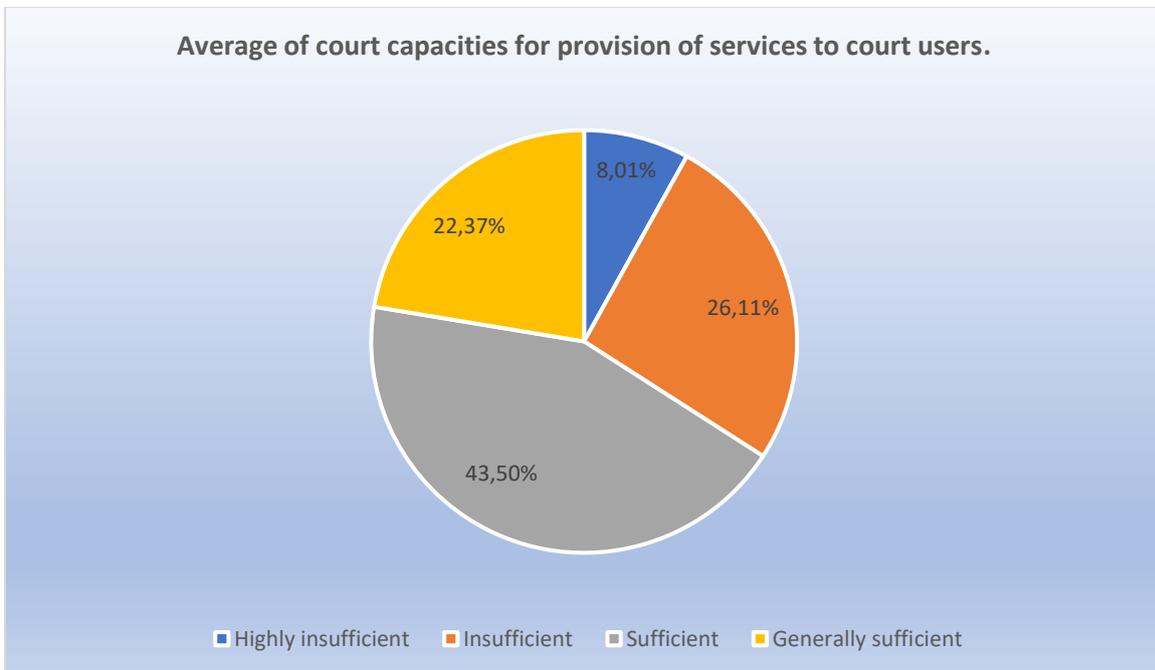


Graph 46. Pejë/Peć Basic Court respondents' satisfaction with the court costs

2.7. Court capacity to deliver services

The survey asked the respondents to assess the capacity of the court to provide services, based on their experience, from “highly insufficient” to “generally sufficient”.

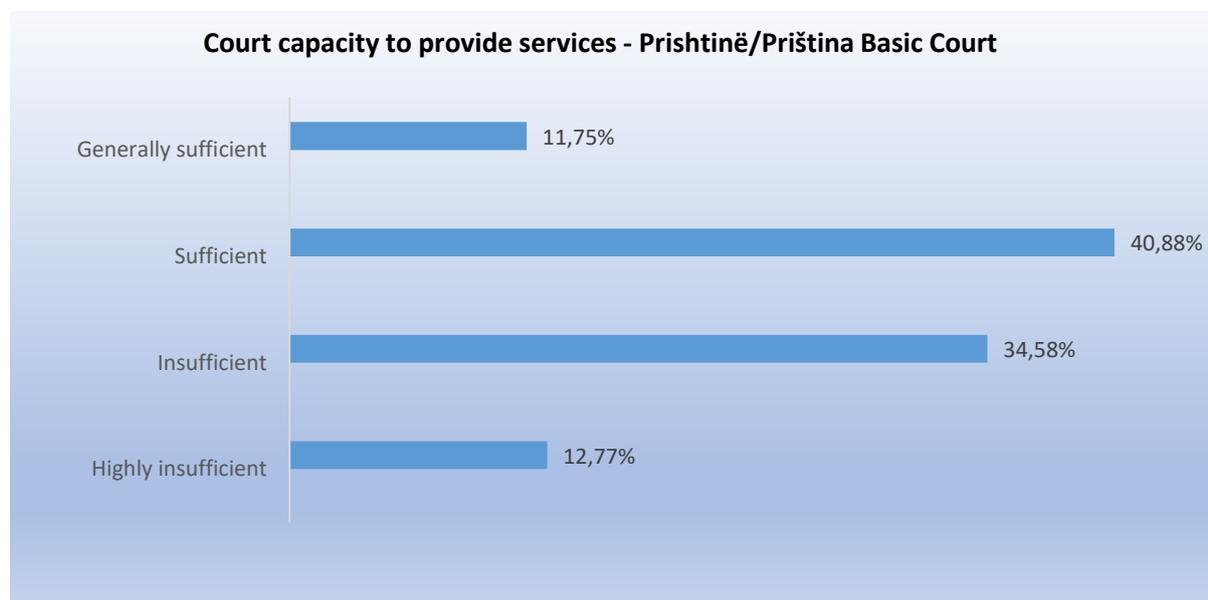
When looking at the three courts together, most of the respondents estimated that the capacity of courts to provide services is sufficient (43.50% responded “sufficient” and 26.11% responded “generally sufficient”). However, 26.11% responded it is insufficient, and 8.01% responded “very insufficient”.



Graph 47. Overall average respondents' assessment of the capacity of the courts to provide services

Basic Court in Prishtinë/Priština

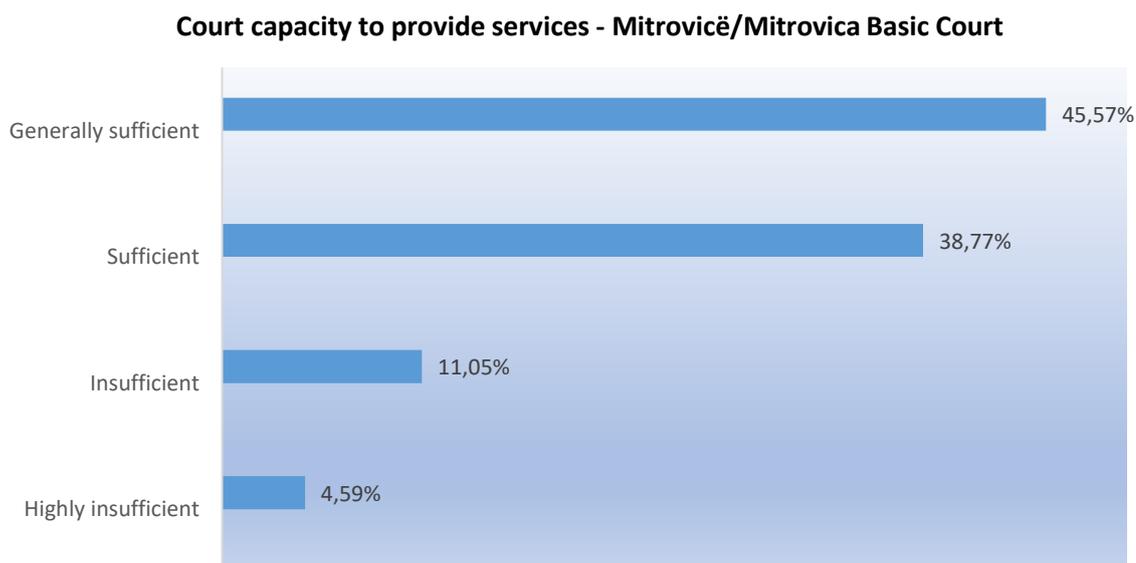
In the Basic Court in Prishtinë/Priština, the majority of the respondents stated that the court capacity to deliver services is sufficient or generally sufficient. However, 34.58% of respondents said that based on their experience, the capacity of the court to provide services is insufficient and 12.77% said it is “highly insufficient”.



Graph 48. Prishtinë/Priština Basic Court respondents’ assessment of the capacities of the courts to provide services for court users

Basic Court in Mitrovicë/Mitrovica

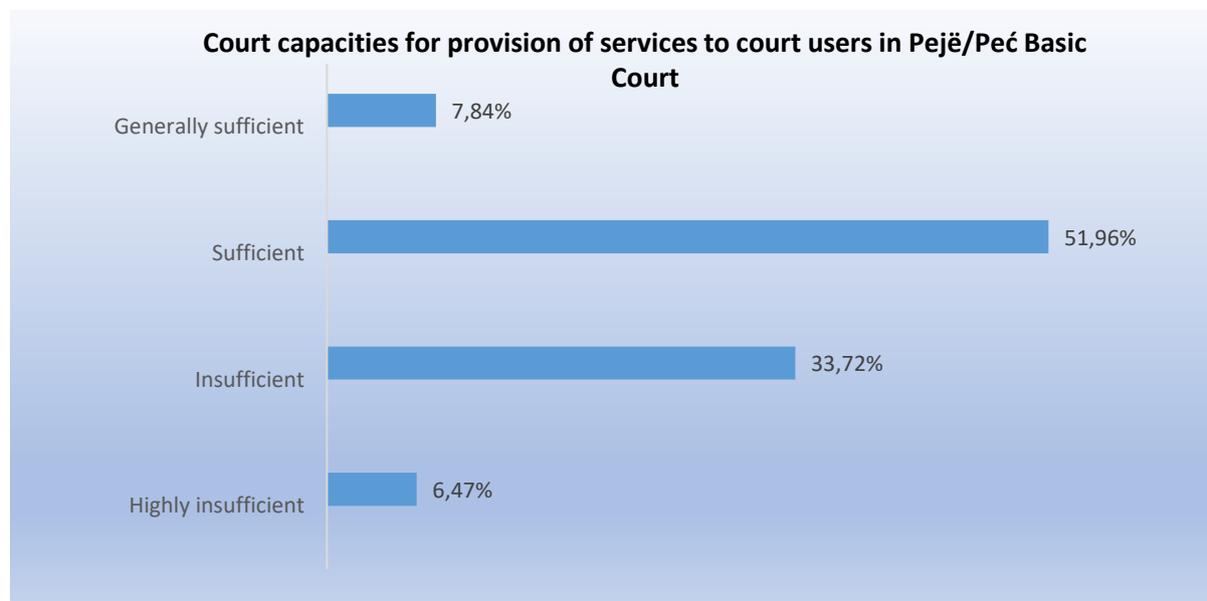
In the Basic Court in Mitrovicë/Mitrovica, a large majority of the respondents stated that, based on their experience, the capacity of the court to provide services to court users is sufficient or generally sufficient. Only few stated it is insufficient or highly insufficient.



Graph 49. Mitrovicë/Mitrovica Basic Court respondents’ assessment of the capacity of the courts to provide services

Basic Court in Pejë/Peć

In the Basic Court in Pejë/Peć, the majority of the respondents stated the capacity is sufficient or generally sufficient. However, 33.72% stated it is insufficient and 6.47% stated it is “highly insufficient”.



Graph 50. Pejë/Peć Basic Court respondents’ assessment of the capacity of the courts to provide services

2.8. Gender treatment

During the survey, respondents were asked in an open-ended question if they felt that they had been treated differently because of their gender. In Prishtinë/Priština, 27 (19 women and 9 men) out of 464 respondents stated that they felt a different treatment due to their gender; in Pejë/Peć 18 (13 women and 6 men) out of 455 respondents; and in Mitrovicë/Mitrovica, 11 (10 women and 1 man) out of 186 respondents. This shows that, in general, the courts users feel like there is an equal treatment of women and men in the three courts.

This report also analyzes the results by the gender of the respondents. The table below shows that the level of satisfaction of men and the level of satisfaction of women regarding court services is almost the same.

	Prishtinë/Priština		Mitrovicë/Mitrovica ^a		Pejë/Peć		General average	
	Women	Men	Women	Men	Women	Men	Women	Men
Conditions for access to the court premises	3.06	3.20	4.18	3.88	3.30	3.34	3.51	3.47
Orientation signs in the court building	3.04	3.12	4.22	3.89	3.40	3.39	3.55	3.46

Waiting conditions	3.01	3.07	4.22	3.97	3.51	3.39	3.58	3.47
Furniture in the court room	3.41	3.35	4.26	3.94	3.43	3.45	3.70	3.58
Clarity of the court summonses	3.48	3.23	4.38	4.23	3.42	3.59	3.76	3.68
Time period between summons and the session	3.05	3.09	4.36	4.17	3.27	3.56	3.56	3.60
Adherence to the schedule of sessions	2.74	2.84	4.24	4.03	3.11	3.38	3.36	3.41
Behaviour and courtesy of court staff	3.36	3.36	4.41	4.4	3.7	3.71	3.82	3.82
The level of professionalism of administrative staff	3.19	3.17	4.3	4.29	3.58	3.52	3.69	3.66
Approach and courtesy of judges	3.55	3.5	4.43	4.38	3.49	3.46	3.82	3.78
Impartiality of judges	3.24	3.2	4.36	4.32	3.2	3.18	3.6	3.57
Approach and courtesy of prosecutors	3.2	3.14	4.35	4.3	3.29	3.21	3.61	3.55
Time available to present arguments at the hearing	3.28	3.25	4.37	4.3	3.3	3.34	3.65	3.63
Time limit for submission of court decision	3.00	3.04	4.35	4.23	3.35	3.29	3.56	3.52
Clarity of court decision	3.21	3.08	4.39	4.30	3.64	3.55		
Information provided by the court reception	3.33	3.37	4.43	4.4	3.88	3.88	3.88	3.88
The speed that your case was handled in the court	2.54	2.24	4.24	4.01	2.72	2.78	3.16	3.01

Table 4. Level of satisfaction with court services with gender breakdown.

2.9. Other issues

In addition to specific questions, the survey included an open-ended question for possible additional comments and suggestions. A wide range of issues or concerns were raised such as issues related to the vetting process, the road to the Justice Palace in poor condition, prohibiting smoking within the court premises, building a new court building in Pejë/Peć with more courtrooms, prohibiting access by prosecutors to the judges' offices, ensuring the translation of documents when necessary.

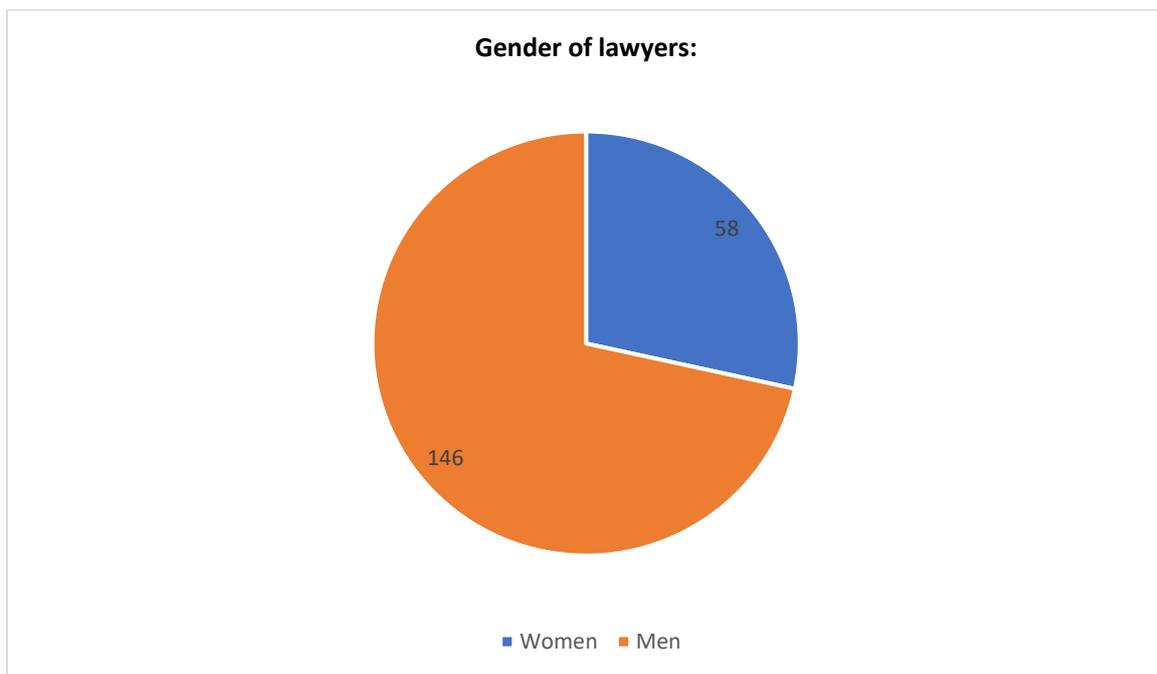
Part II - Results of lawyers' satisfaction with court services

1. General questions

1.1. Gender structure of the lawyers

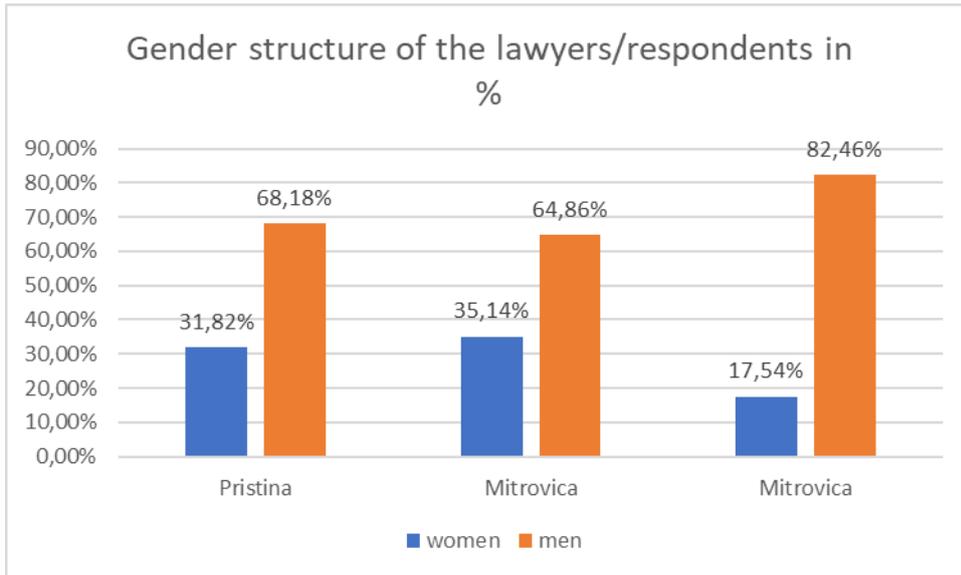
The second part of this report presents the findings related to lawyers' satisfaction with court services. In total, in the three regions, a total of 204 lawyers were interviewed. In Prishtinë/Priština, a total of 110 lawyers were interviewed; in Mitrovicë/Mitrovica 37 lawyers; in Pejë/Peć 57 lawyers.

The gender structure is as follows, for the three regions:



Graph 51. Gender structure of the lawyers

The graph below shows the breakdown per region. A low percentage of women participated in the lawyers' survey in Pejë/Peć (17.54%).



Graph 52. Gender structure of the lawyers per region

1.2. Age structure and professional experience

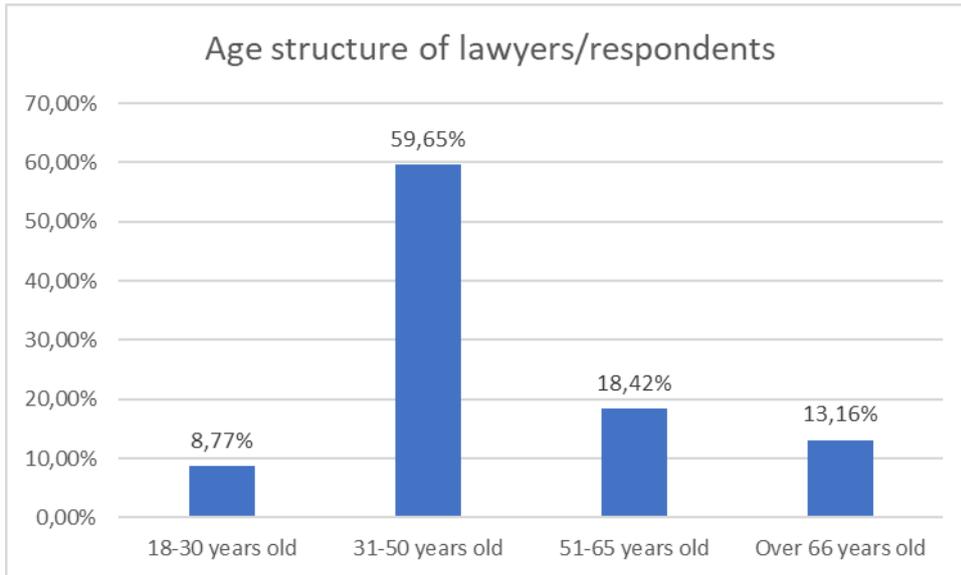
From the answers received in terms of age, most of the interviewed lawyers belong to the age of 31-50 years.



Graph 53. Age structure of the lawyers

Basic court in Prishtinë/Priština

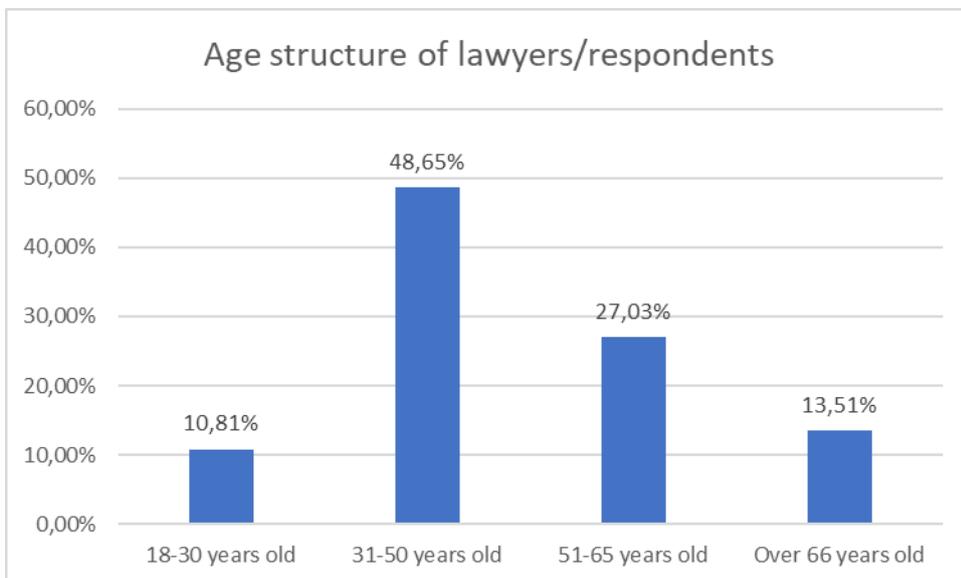
Most of the lawyers who participated in the survey were between 31 and 50 years old (59.65%). The percentage of lawyers between 51 and 65 years old as well as the percentage of lawyers older than 66 years old are not insignificant: 18.42% and 13.16% respectively.



Graph 54. Age structure of the lawyers in Prishtinë/Priština

Basic court in Mitrovicë/Mitrovica

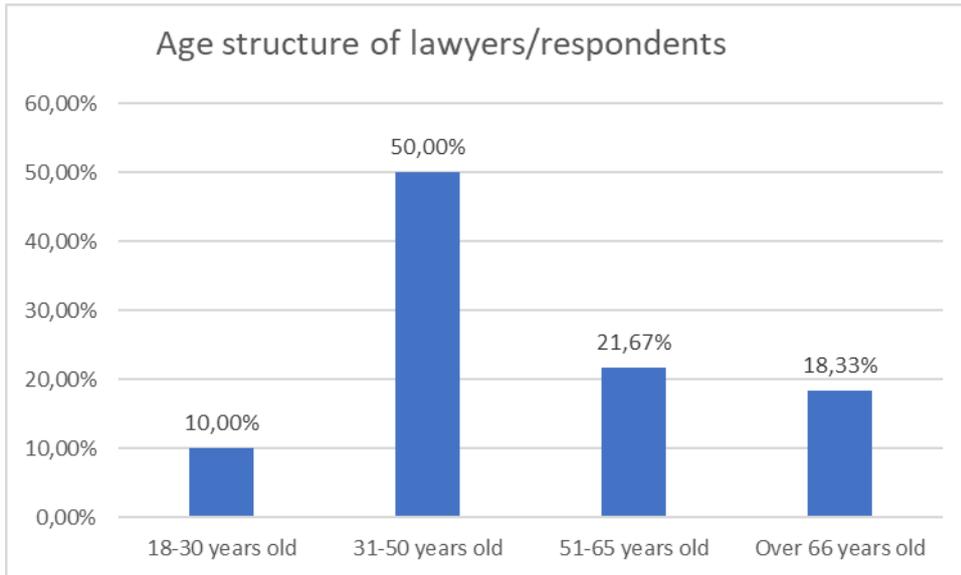
Almost half of the lawyers who participated in the survey were between 31 and 50 years old (48.65%). The percentage of lawyers between 51 and 65 years old as well as the percentage of lawyers older than 66 years old are not insignificant: 27.03% and 13.51% respectively.



Graph 55. Age structure of the lawyers in Mitrovicë/Mitrovica

Basic court in Pejë/Peć

Half of the lawyers who participated in the survey were between 31 and 50 years old (50%). The percentage of lawyers older than 66 years old is significant: 18.33%.



Graph 56. Age structure of the lawyers in Pejë/Peć

Furthermore, most of the interviewed lawyers have less than 5 years of experience in the legal profession.



Graph 57. Years of experience of the lawyers

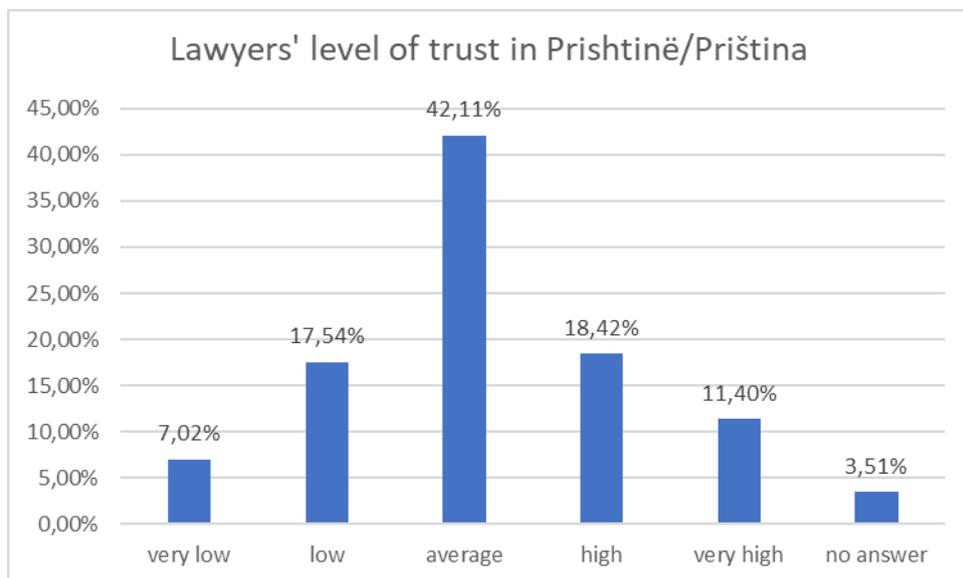
81% of the lawyers stated that they practice the profession on their own, while 19% stated that they practice this profession within a group/law firm.

1.3. Confidence in the justice system

The survey asked lawyers what their confidence is in the justice system, from “very low” (1) to “very high” (5).

Basic court in Prishtinë/Priština

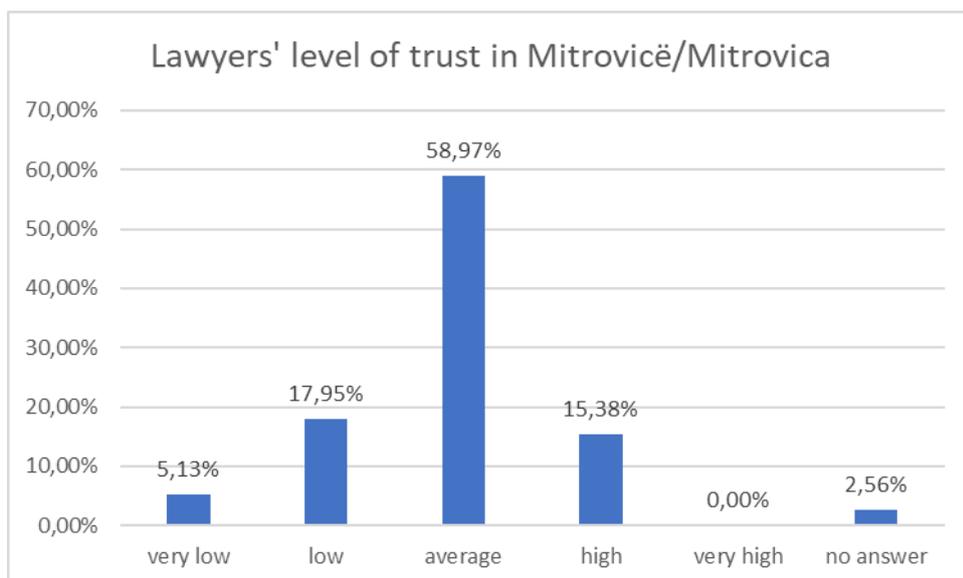
The level of confidence of lawyers in Prishtinë/Priština was 3.1, which is higher than the level of trust expressed by court users. 18,42% stated they have high trust and 11,40% have a very high trust. On the other hand, 17,54% stated they have a low trust and 7,02% have a very low trust in the justice system.



Graph 58. Confidence of lawyers in the justice system, in Prishtinë/Priština

Basic court in Mitrovicë/Mitrovica

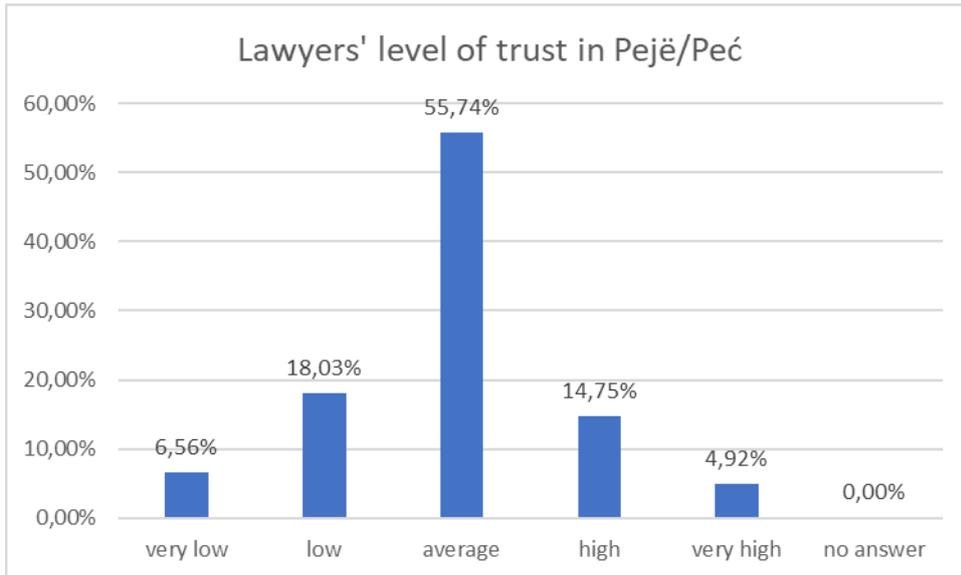
The level of confidence of lawyers in Mitrovicë/Mitrovica was 2.87, which is lower than the level of trust expressed by court users. See below the breakdown in percentage:



Graph 59. Confidence of lawyers in the justice system, in Mitrovicë/Mitrovica.

Basic court in Pejë/Peć

The level of confidence of lawyers in Pejë/Peć was 2.93, which is slightly higher than the level of trust expressed by court users. See below the breakdown in percentage:

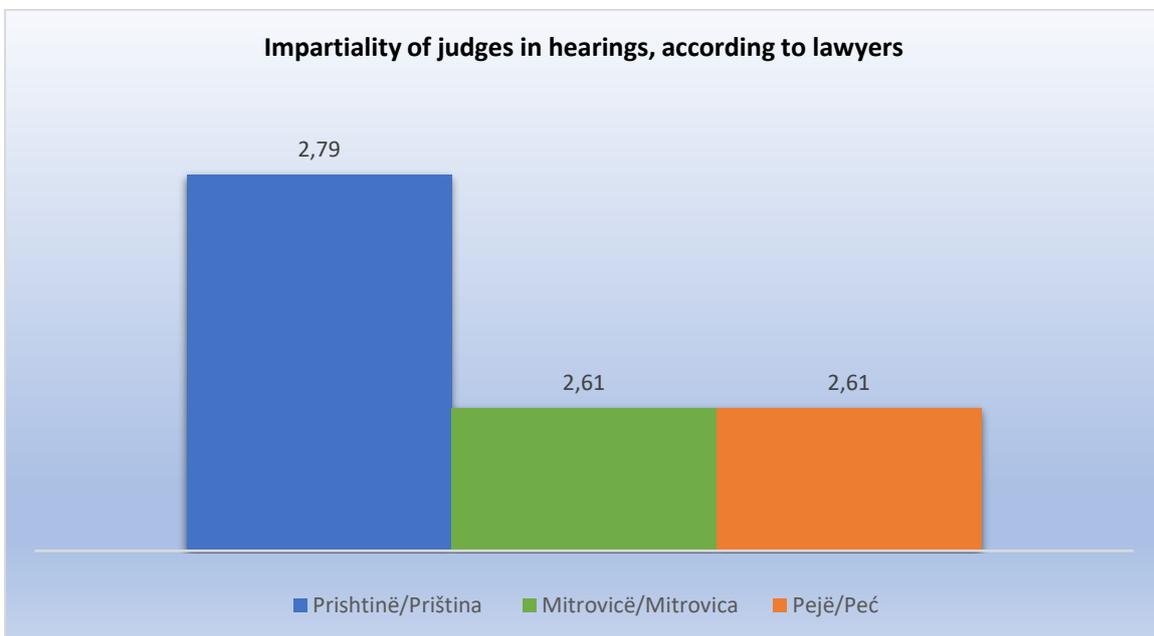


Graph 60. Confidence of lawyers in the justice system, in Pejë/Peć.

1.4. Impartiality of judges

The survey asked lawyers whether the judges showed impartiality during the proceedings: from “not at all impartial” (1) to “totally impartial” (5).

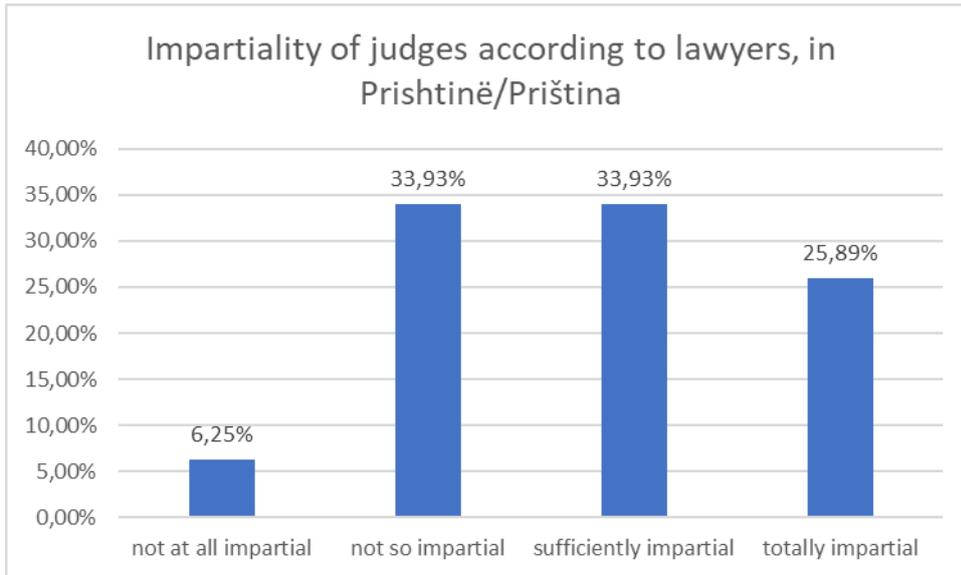
According to the lawyers, judges’ impartiality in Prishtinë/Priština scored 2.79; in Mitrovicë/Mitrovica was 2.61 in Pejë/Peć 2,61, which is rather low.



Graph 61. Impartiality of judges according to lawyers, per region.

Basic Court of Prishtinë/Priština

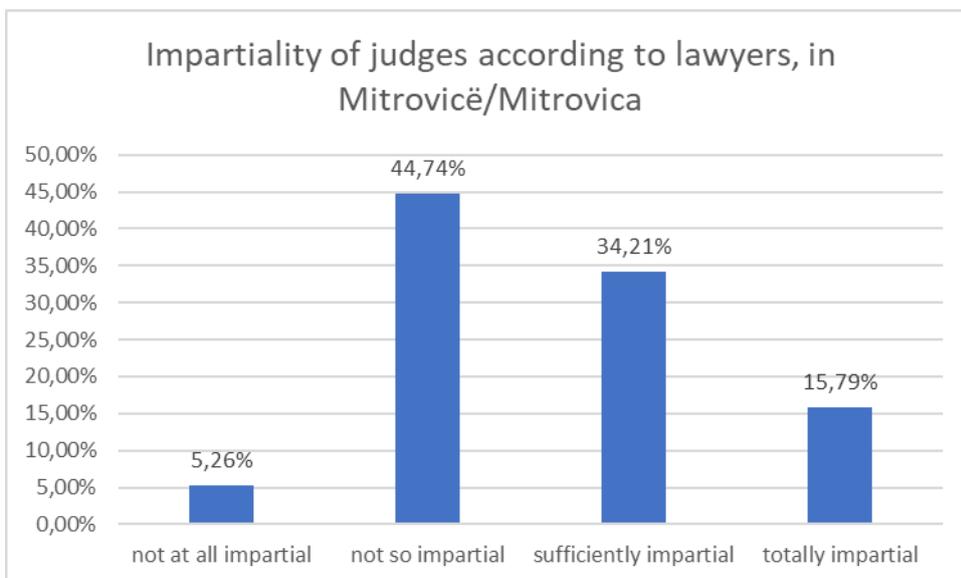
25,89% of the lawyers stated that, according to them, judges are totally impartial, and 33,93% of them stated that judges are sufficiently impartial, which is a positive result.



Graph 62. Impartiality of judges according to lawyers, in Prishtinë/Priština

Basic Court of Mitrovicë/Mitrovica

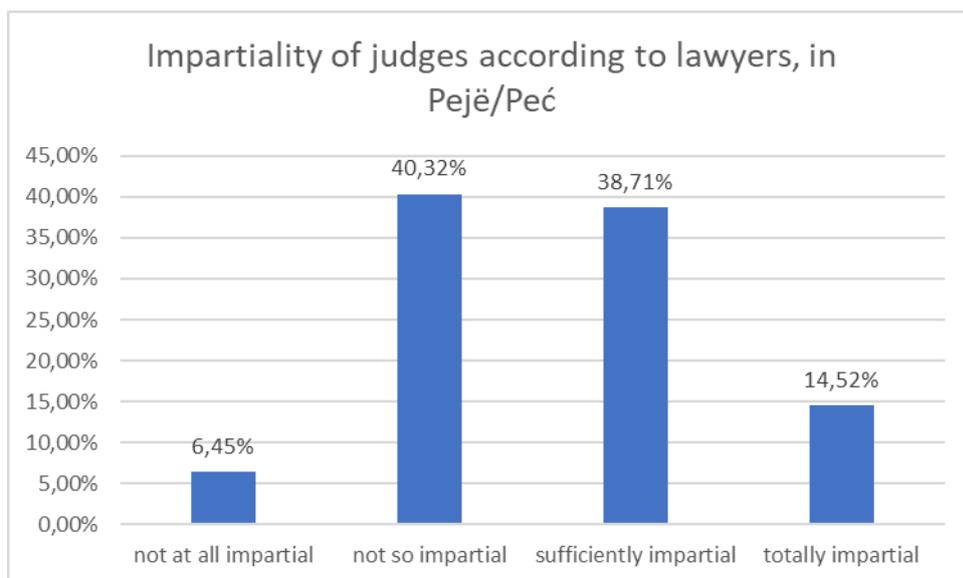
44,74% of the lawyers stated that, according to them, judges are not so impartial.



Graph 63. Impartiality of judges according to lawyers, in Mitrovicë/Mitrovica

Basic Court of Pejë/Peć

40,32% of the lawyers stated that, according to them, judges are not so impartial.

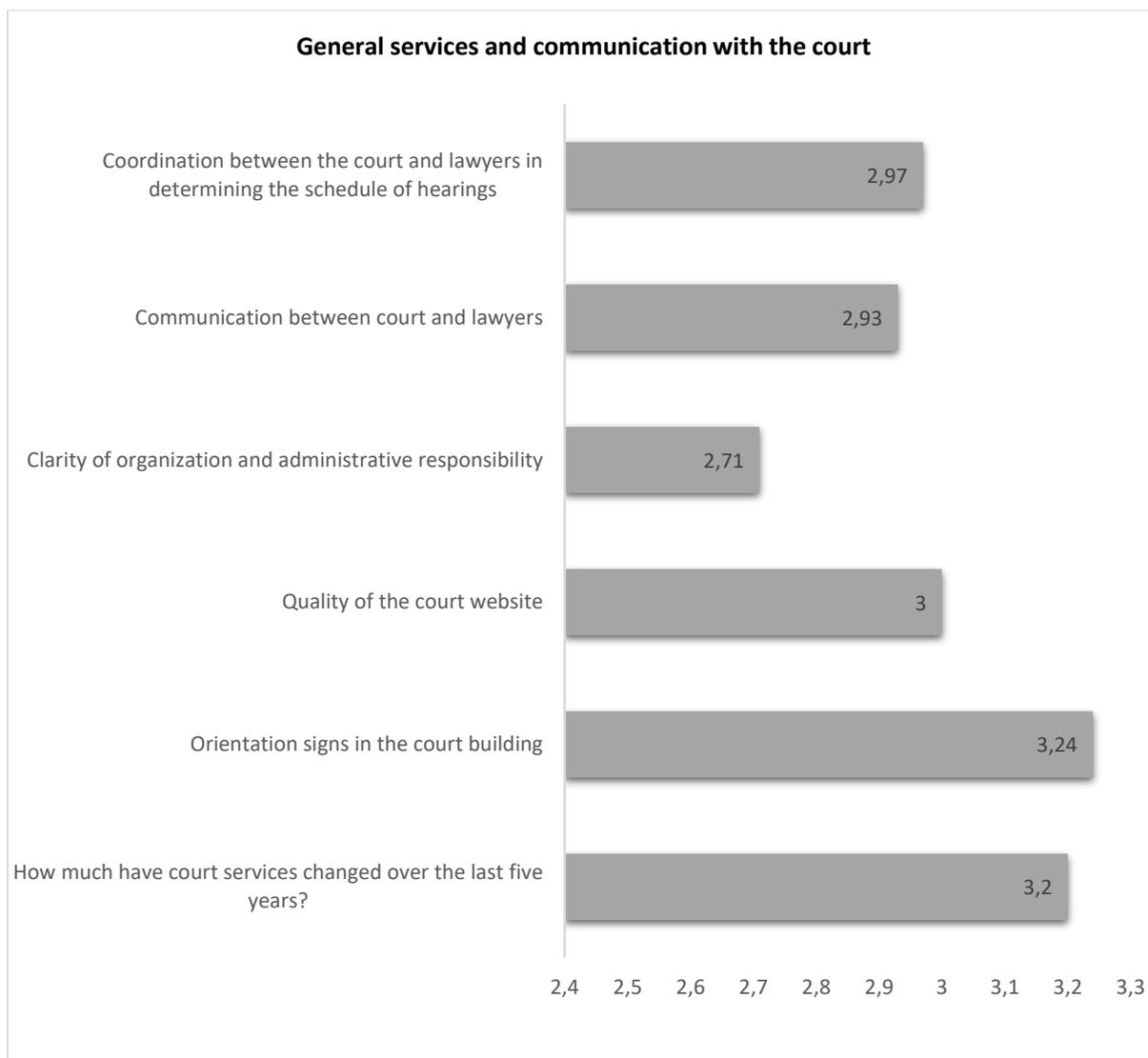


Graph 64. Impartiality of judges according to lawyers, in Pejë/Peć

2. General services and communication with the court

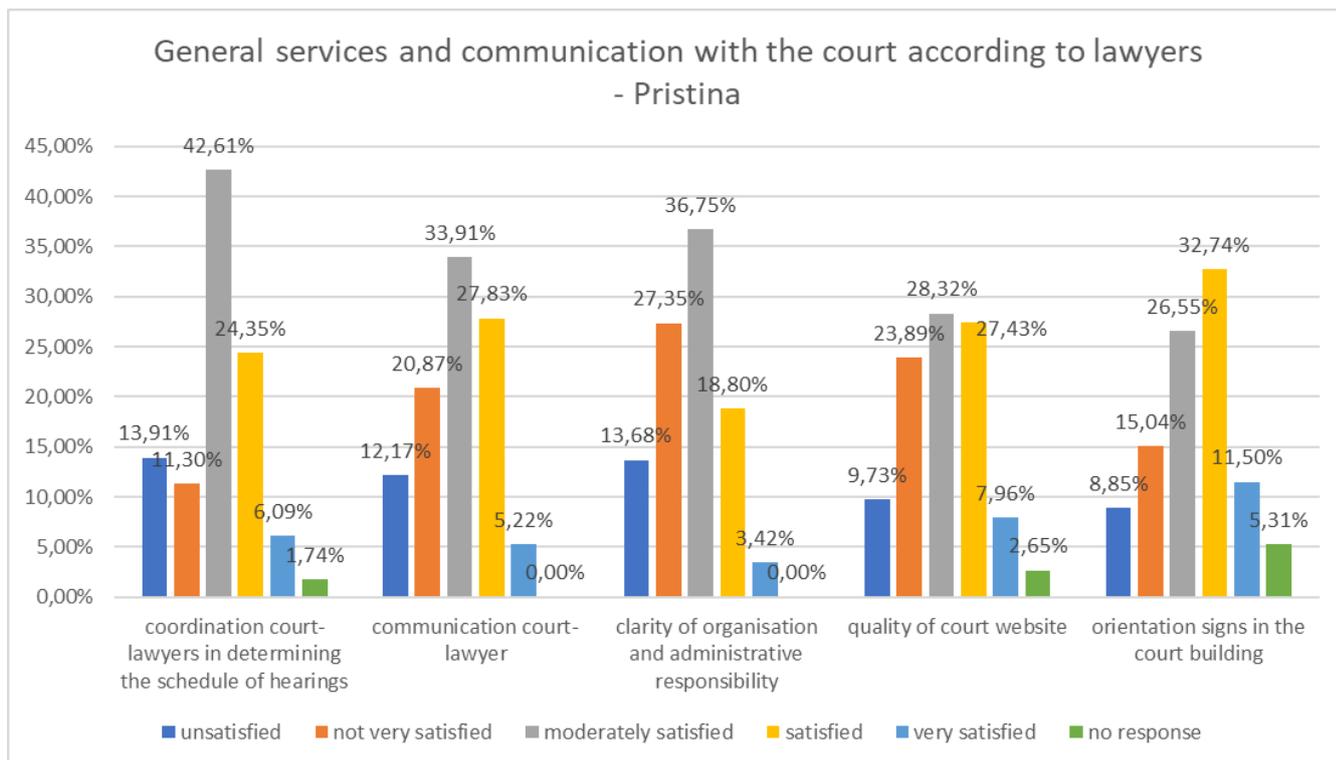
Basic Court of Prishtinë/Priština

Regarding general services and communication with the court, the average satisfaction of the lawyers in Prishtinë/Priština is as follows:



Graph 65. Lawyers' satisfaction with general services and communication with the court of Prishtinë/Priština

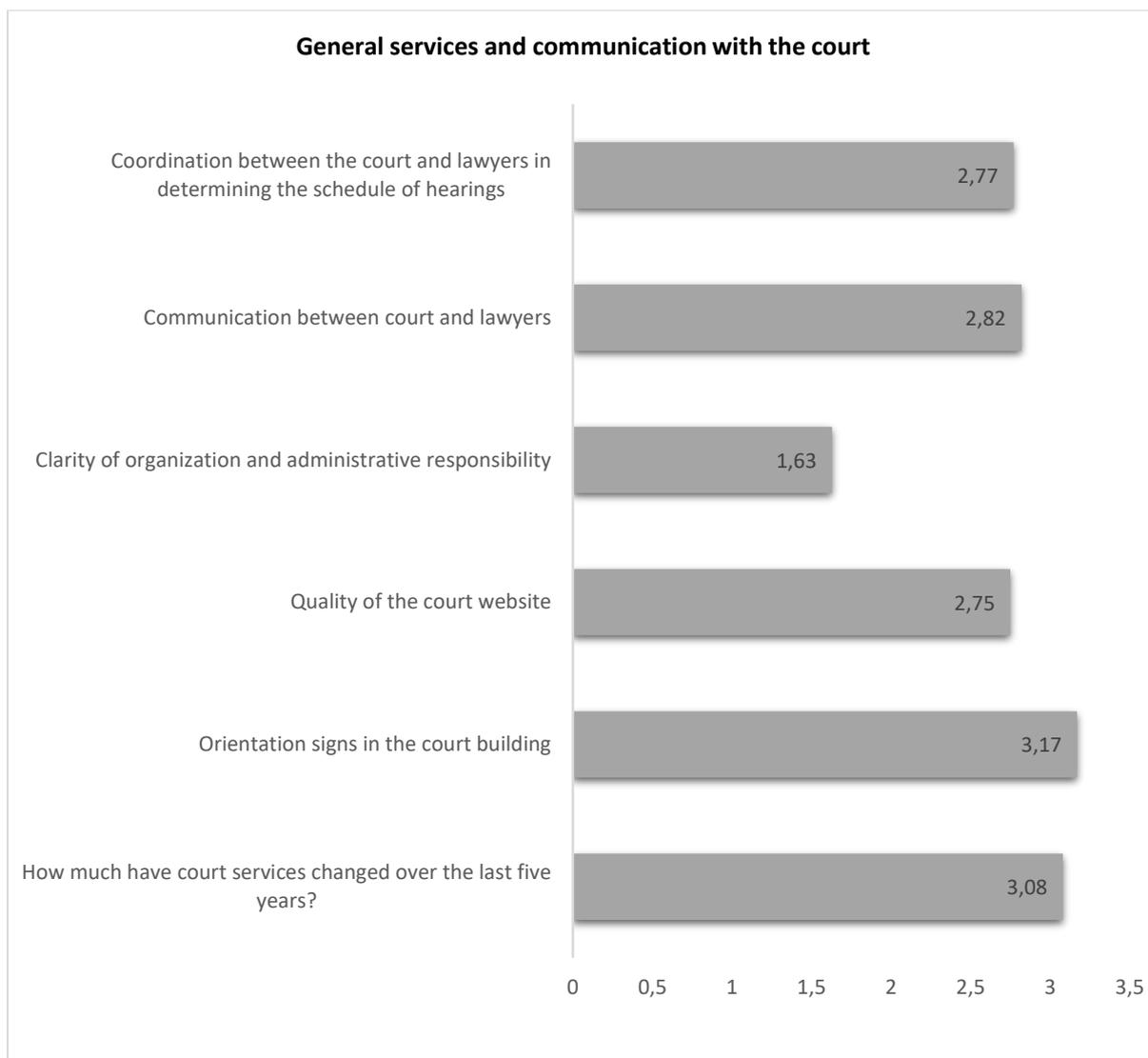
The above graph shows some rather low scores. The lowest score is for the clarity of organization and administrative responsibility. The coordination between the court and lawyers in determining the schedule of hearings can also be improved. The lawyers are moderately satisfied with the court website. The graph below shows more in details the level of satisfaction of lawyers with general services and communication with the court.



Graph 66. Lawyers' satisfaction with general services and communication with the court of Prishtinë/Priština

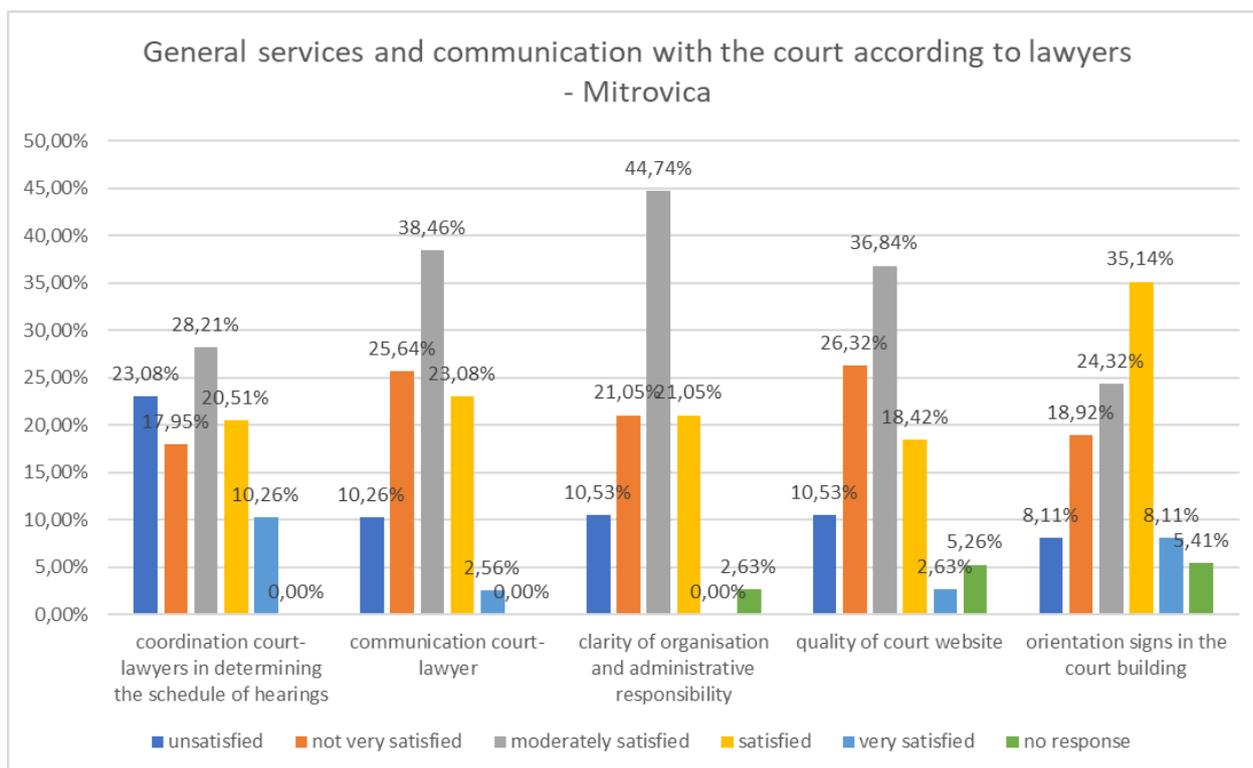
Basic Court of Mitrovicë/Mitrovica

Regarding general services and communication with the court, the average satisfaction of the lawyers in Mitrovicë/Mitrovica is as follows:



Graph 67. Lawyers' satisfaction with general services and communication with the court of Mitrovicë/Mitrovica

The above graph shows some rather low scores. The lowest score is for the clarity of organization and administrative responsibility. The graph below shows more in details the level of satisfaction of lawyers with general services and communication with the court.

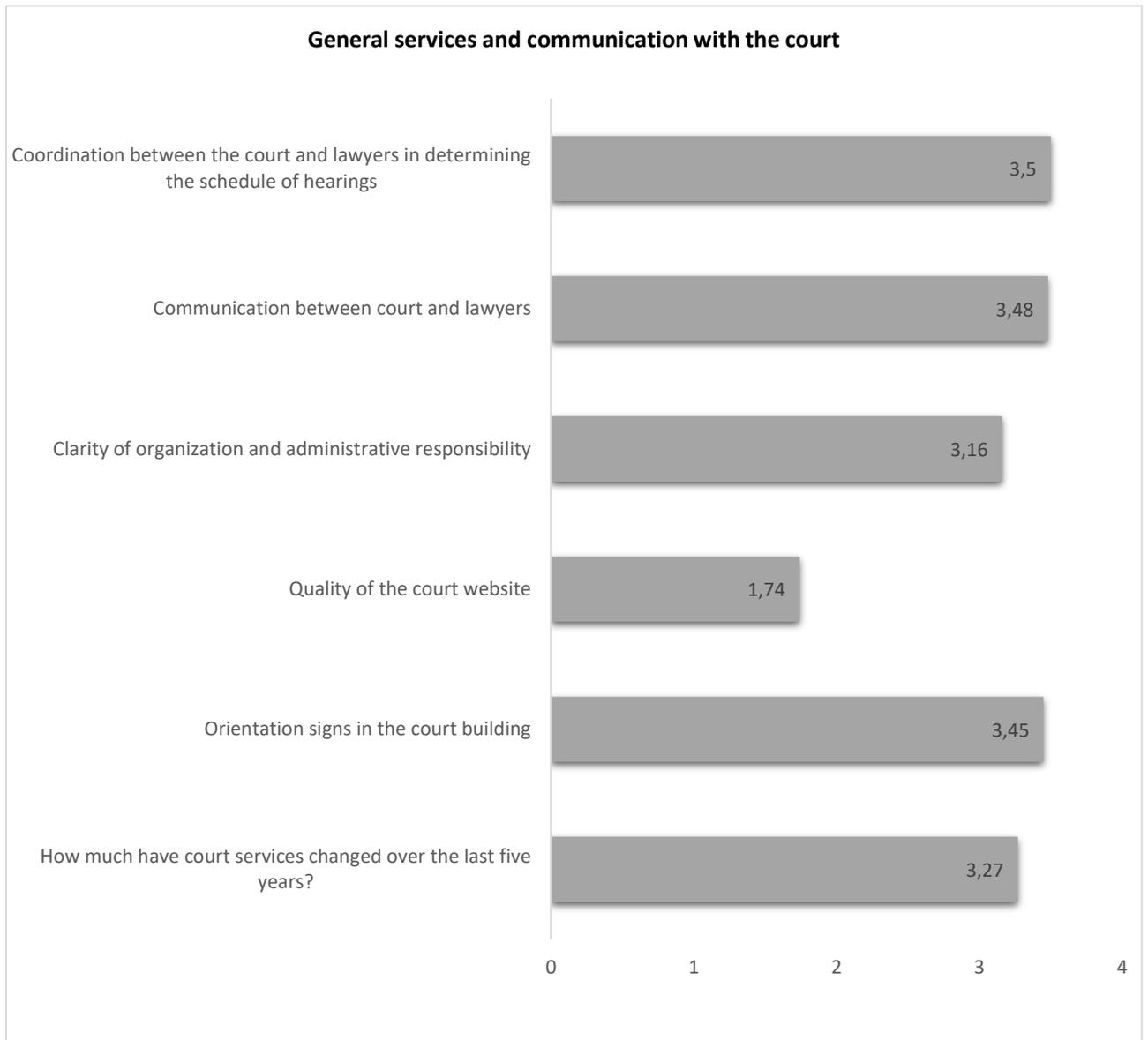


Graph 68. Lawyers' satisfaction with general services and communication with the court of Mitrovicë/Mitrovica

23.08% of the lawyers said they are not satisfied with the coordination between the court and lawyers in determining the schedule of hearings.

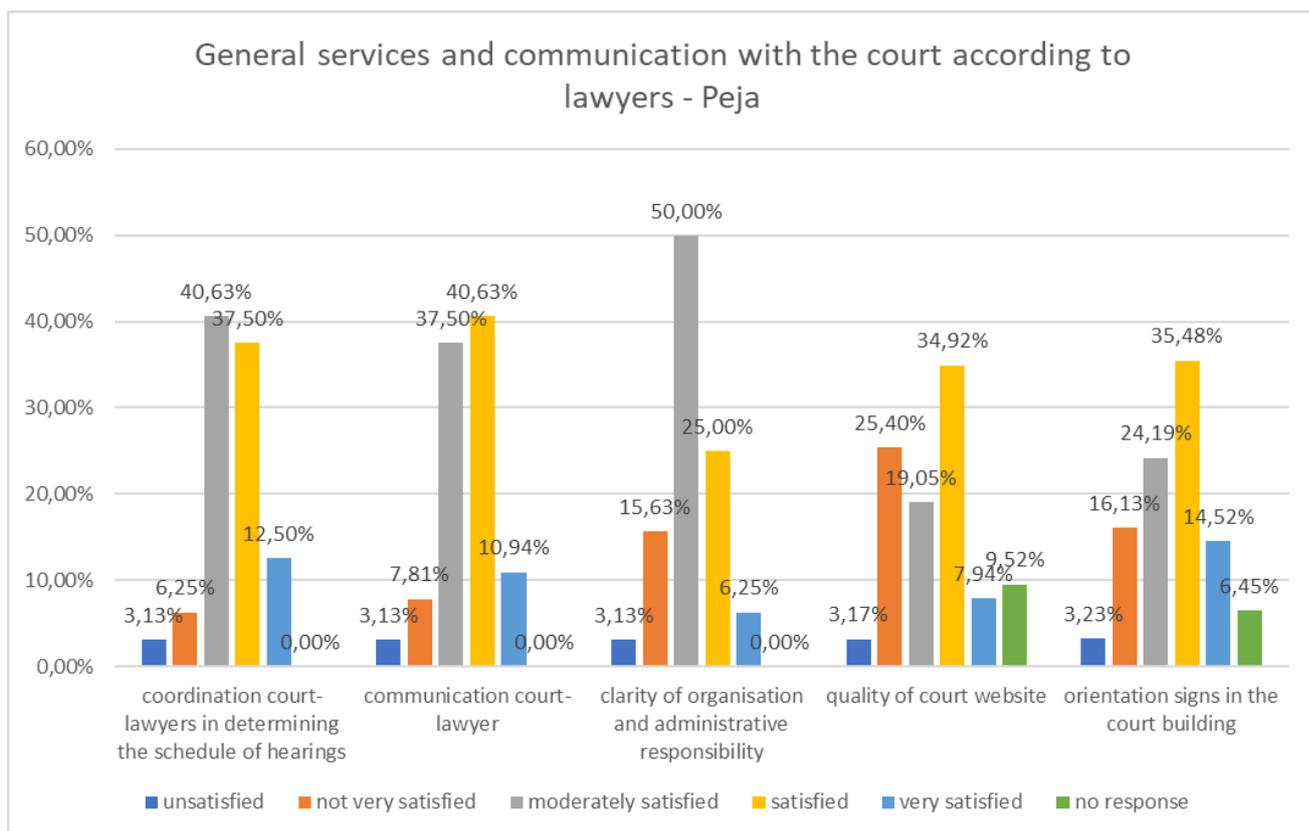
Basic Court of Pejë/Peć

Regarding general services and communication with the court, the average satisfaction of the lawyers in Pejë/Peć is as follows:



Graph 69. Lawyers' satisfaction with general services and communication with the court of Pejë/Peć

The above graph shows some average scores, except for the quality of the court website, for which the score is very low. The graph below shows more in details the level of satisfaction of lawyers with general services and communication with the court.



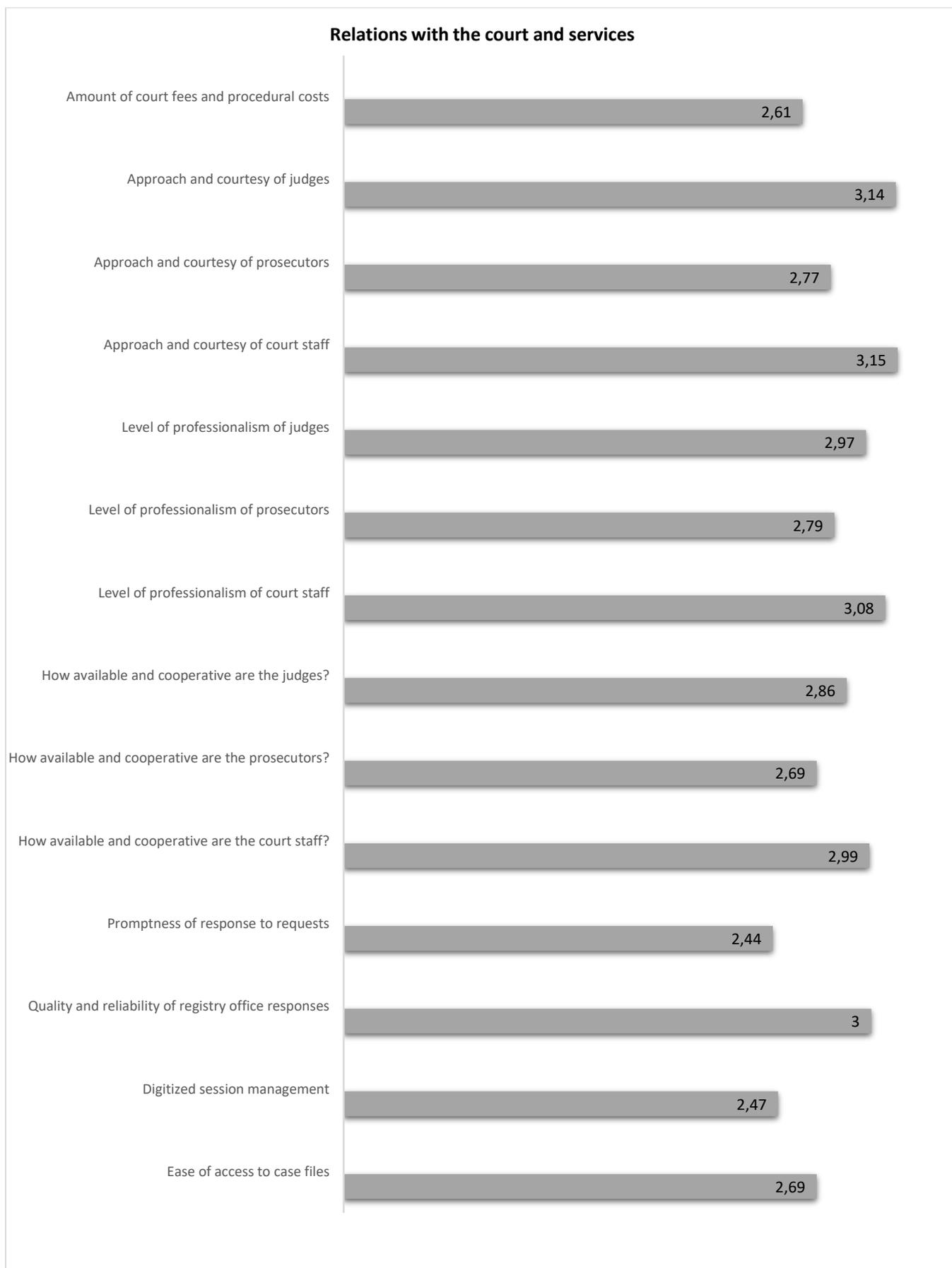
Graph 70. Lawyers' satisfaction with general services and communication with the court of Pejë/Peć

Lawyers in Pejë/Peć are generally satisfied with the general services and communication with the court. However, 25.40% of them stated that they are not very satisfied with the quality of the website.

3. Court relations and services

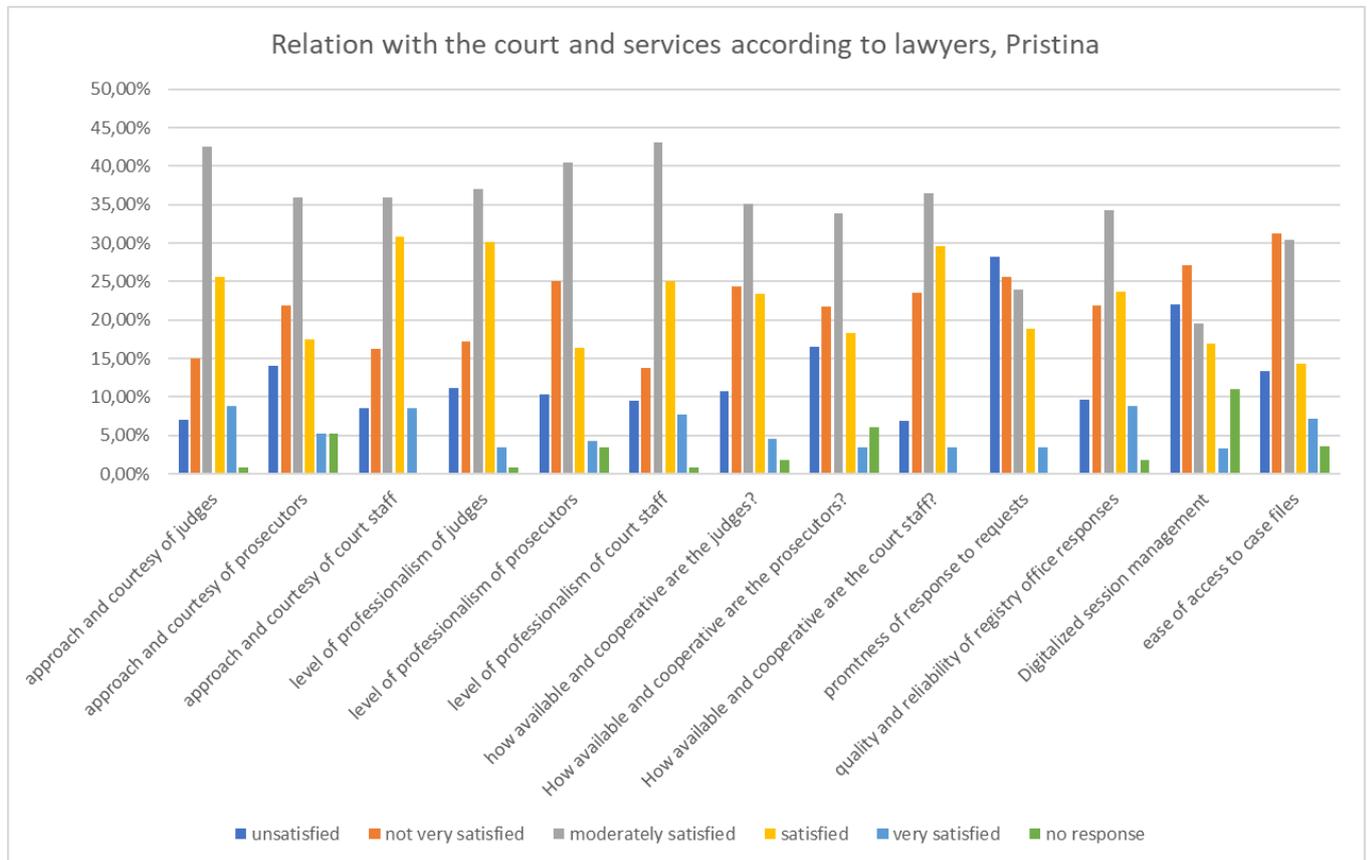
Basic Court of Prishtinë/Priština

Regarding relations with the court and services, the average satisfaction of the lawyers in Prishtinë/Priština is as follows:



Graph 71. Lawyer's satisfaction with relations with the court and services in Prishtinë/Priština

The above graph shows that lawyers are generally not very satisfied, except with the approach and courtesy of judges and court staff, and the level of professionalism of court staff. Lawyers are not very satisfied with the approach and courtesy of prosecutors, the promptness of responses by the court to their requests, the digitalization of session management, and the ease of access to case files. The lowest score goes for the promptness of response to requests submitted by lawyers to the court.

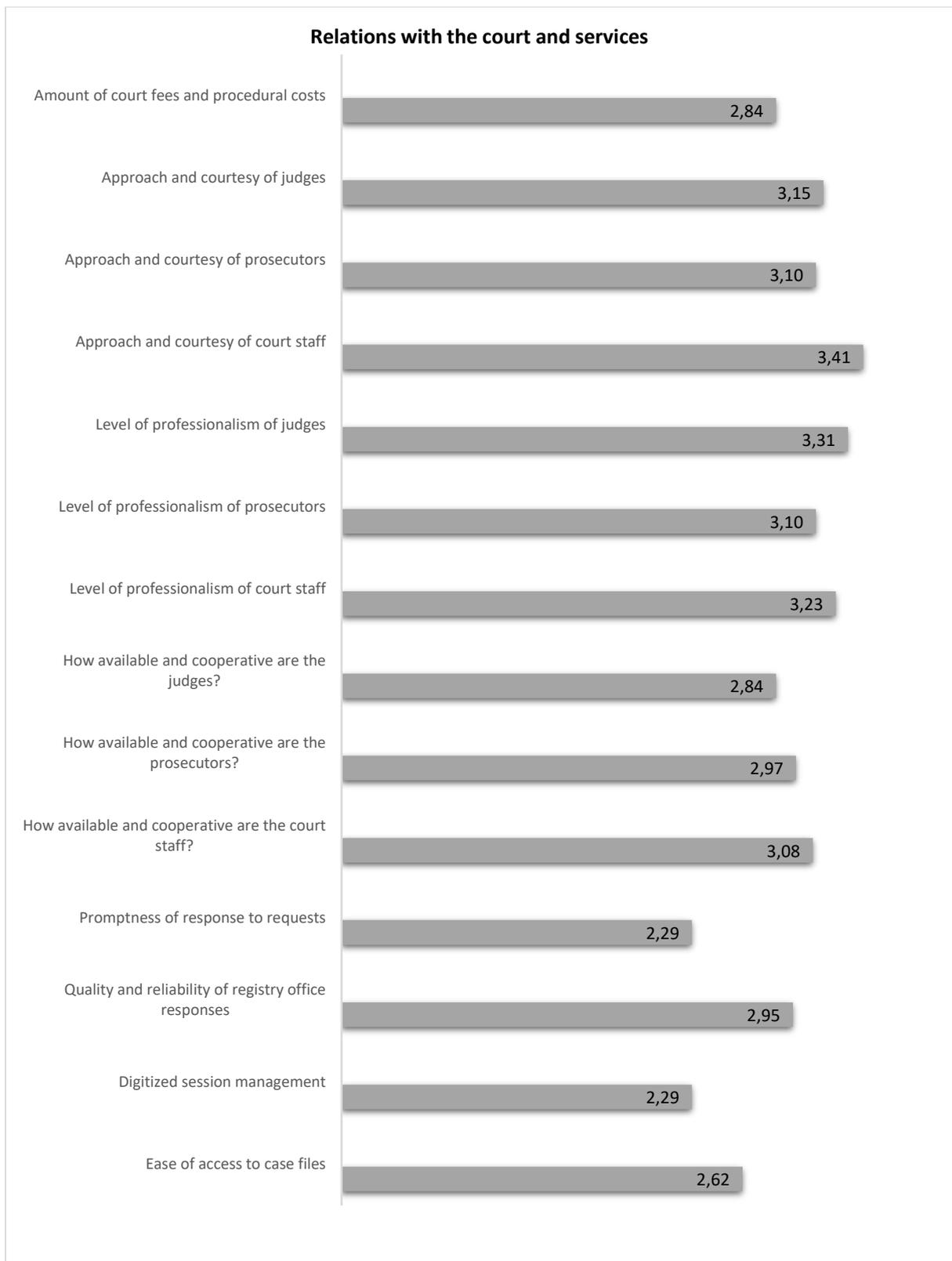


Graph 72. Lawyer’s satisfaction with relations with the court and services in Prishtinë/Priština

28.21% of the lawyers stated that they are unsatisfied with the promptness of the responses by the court to their requests. Also, 22.03% stated that they are unsatisfied with the digitalized session management.

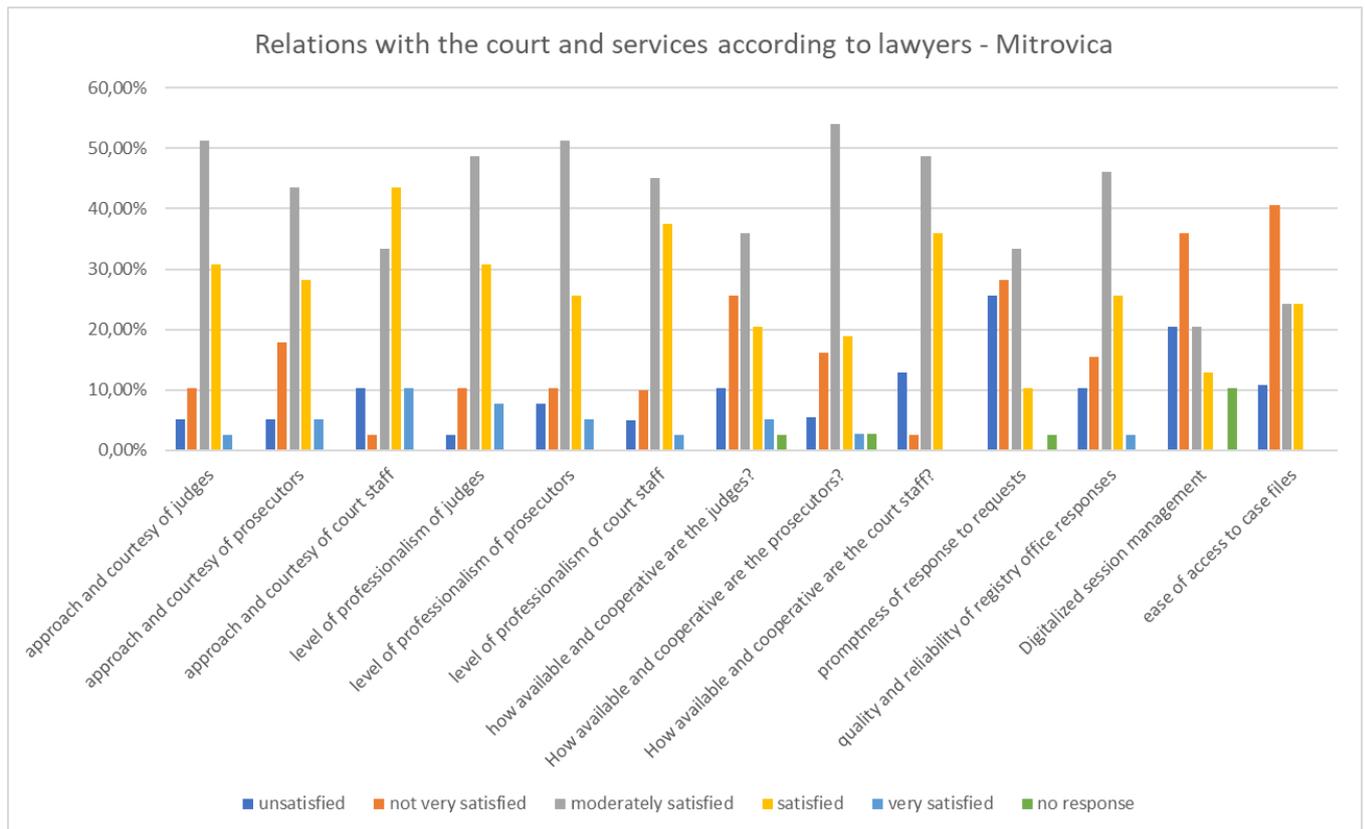
Basic Court of Mitrovicë/Mitrovica

Regarding relations with the court and services, the average satisfaction of the lawyers in Mitrovicë/Mitrovica is as follows:



Graph 73. Lawyer's satisfaction with relations with the court and services in Mitrovicë/Mitrovica

The above graph shows that lawyers are generally not very satisfied, except with the approach and courtesy of judges and court staff, and the level of professionalism of court staff.

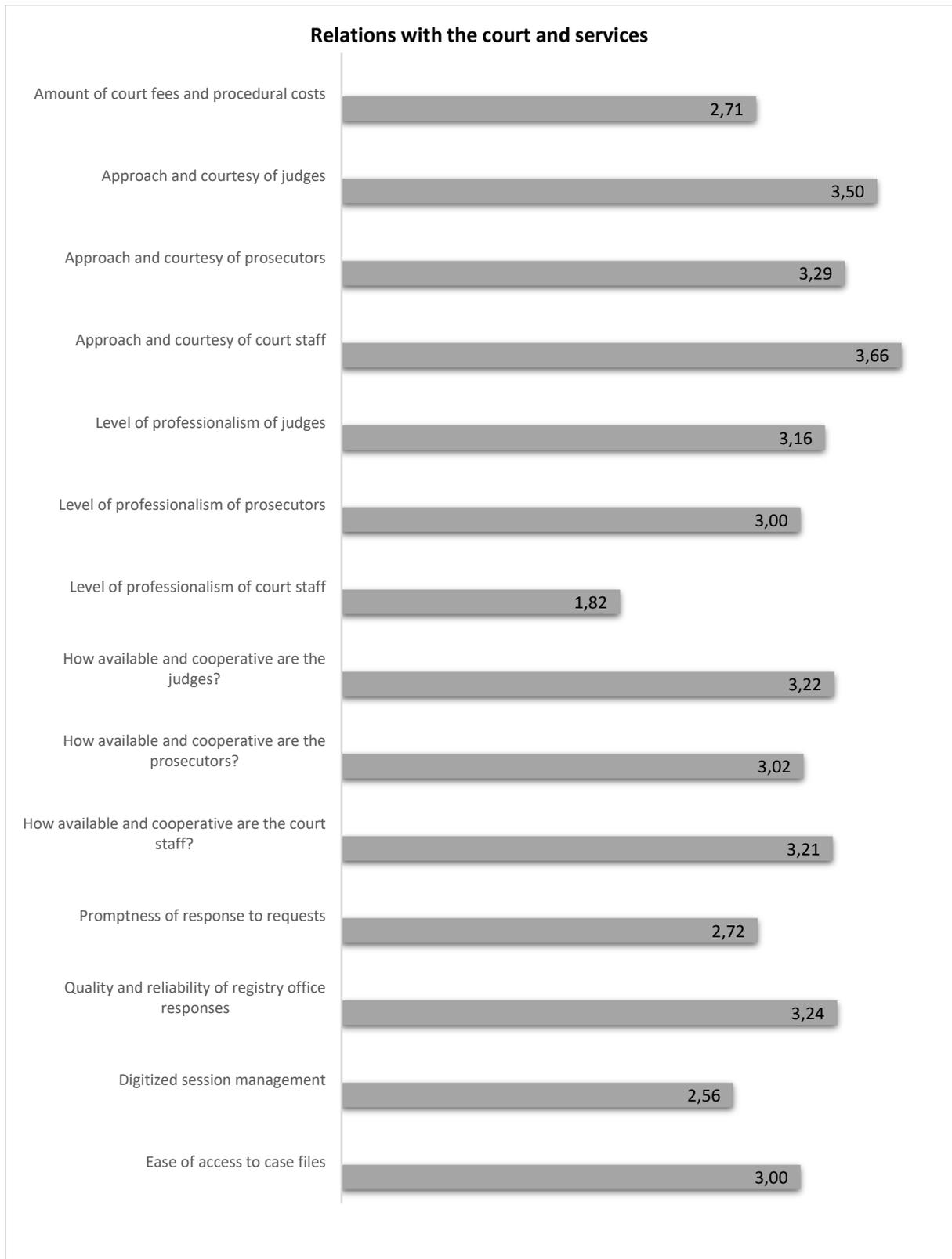


Graph 74. Lawyer’s satisfaction with relations with the court and services in Mitrovicë/Mitrovica

25.64% of the lawyers stated that they are not satisfied with the promptness of the responses by the court to their requests. Also, 20.51% stated that they are not satisfied with the digitalized session management.

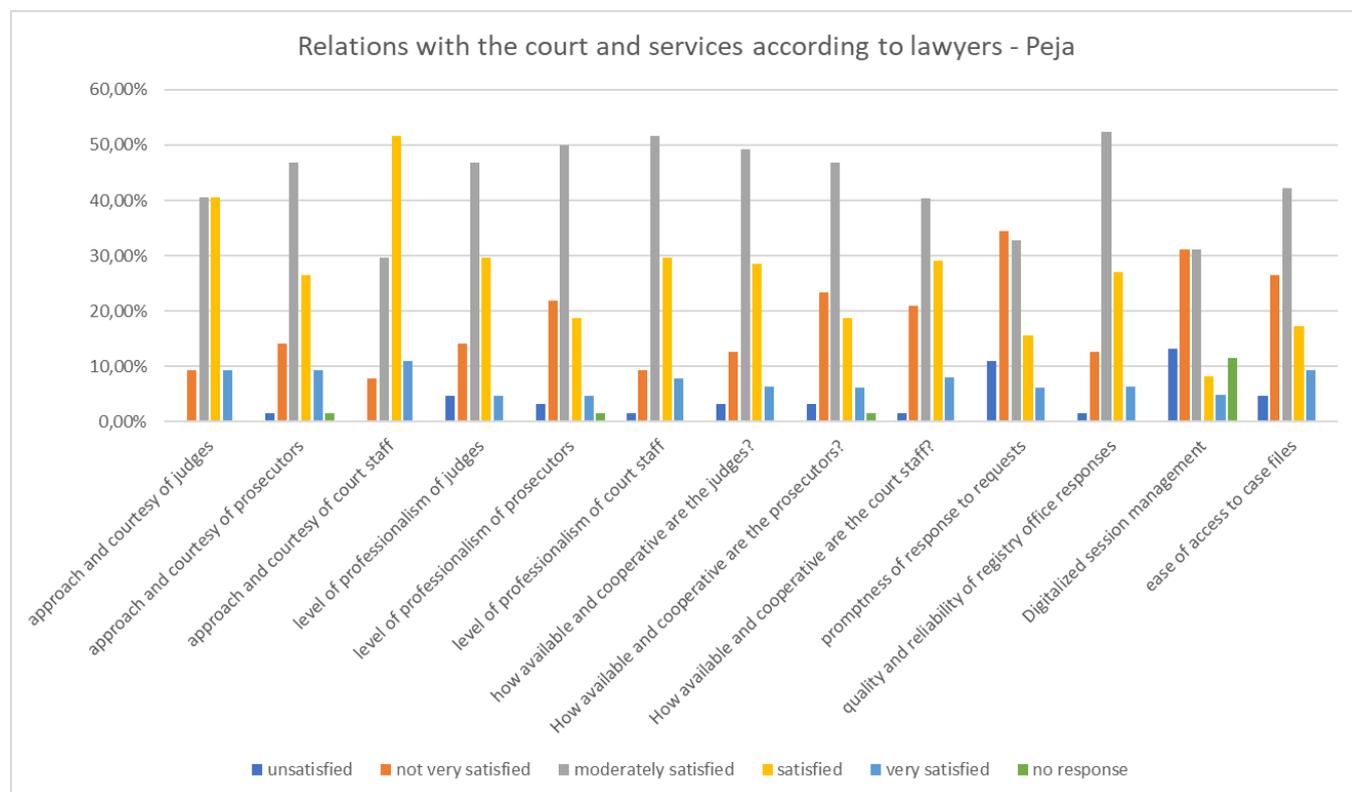
Basic Court of Pejë/Peć

Regarding relations with the court and services, the average satisfaction of the lawyers in Pejë/Peć is as follows:



Graph 75. Lawyer's satisfaction with relations with the court and services in Pejë/Peć

The above graph shows that lawyers are generally satisfied. They expressed dissatisfaction with the following: amount of court fees, level of professionalism of court staff (very low: 1.82), the promptness of responses by the court to their requests, and digitalization of session management.



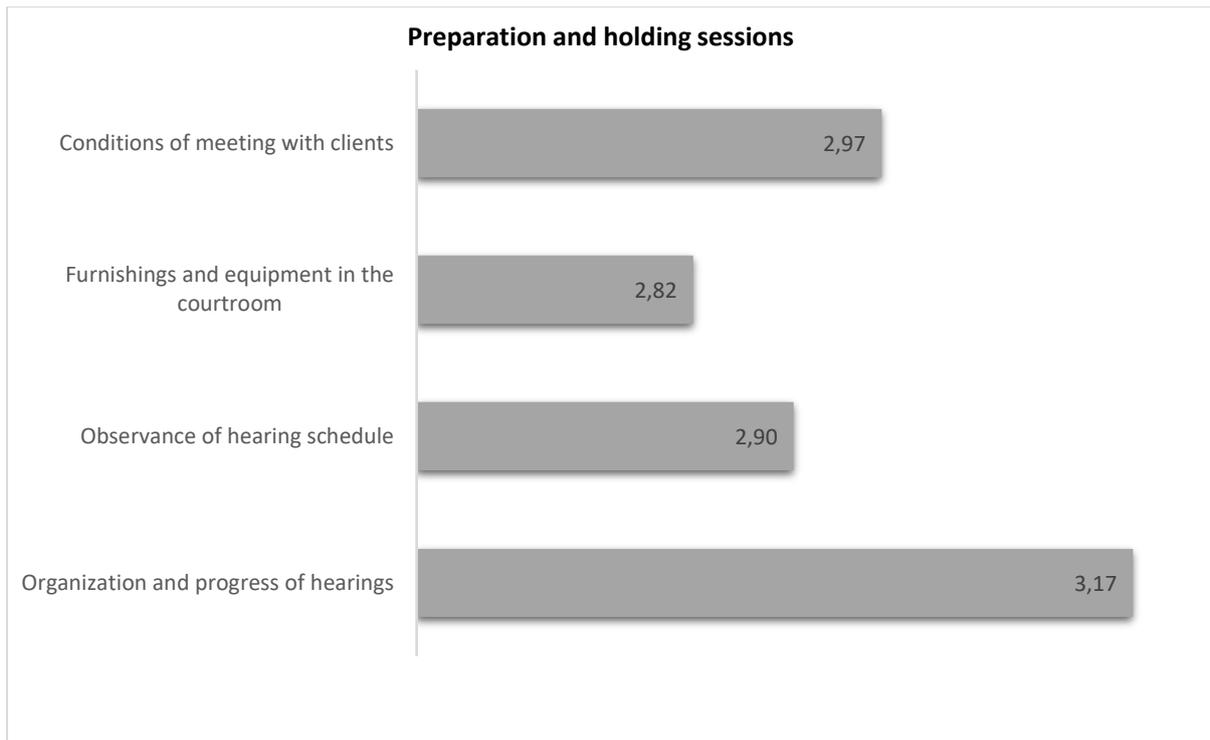
Graph 76. Lawyer’s satisfaction with relations with the court and services in Pejë/Peć

34.38% of the lawyers stated that they are not very satisfied with the promptness of the responses by the court to their requests. Also, 31.15% stated that they are not very satisfied with the digitalized session management.

4. Preparing and holding sessions

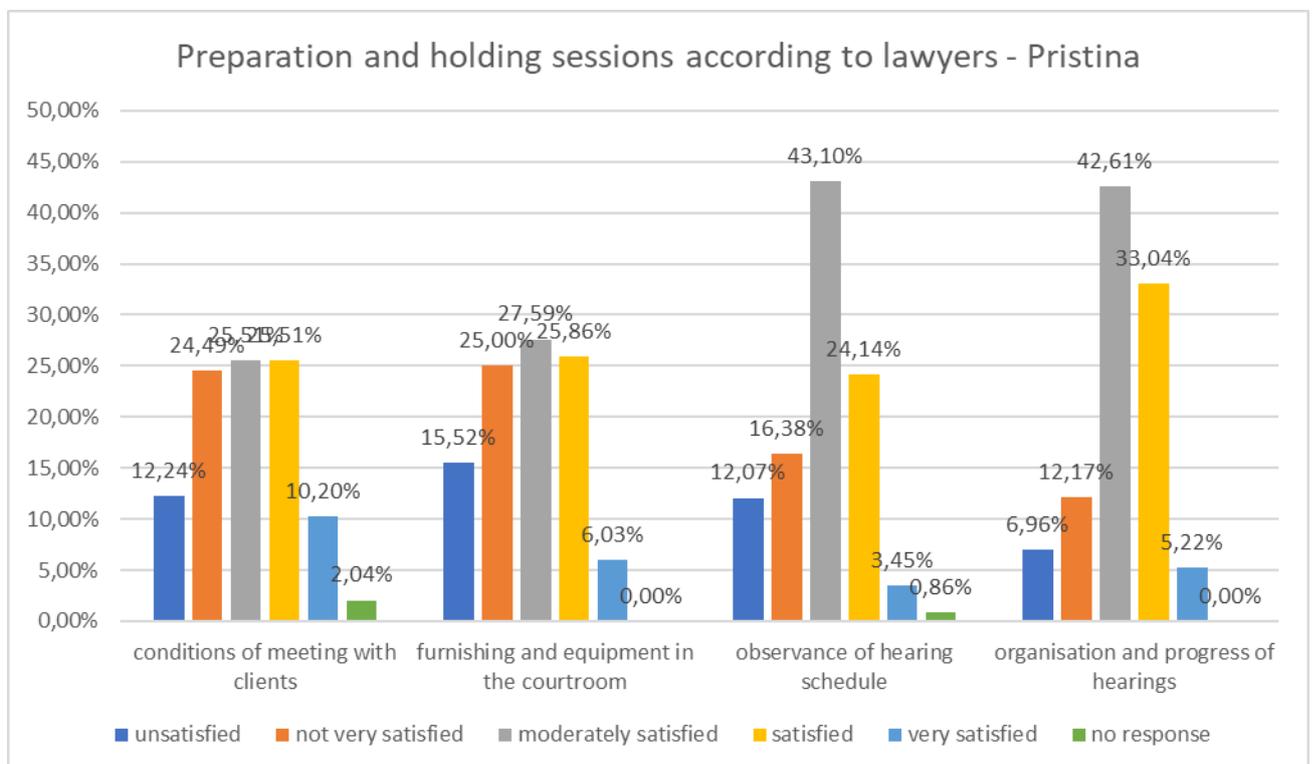
Basic Court of Prishtinë/Priština

Regarding preparing and holding sessions, the average satisfaction of the lawyers in Prishtinë/Priština is as follows:



Graph 77. Lawyers' satisfaction with preparation and holding sessions in Prishtinë/Priština

The above graph shows that lawyers are not very satisfied, except for the organization and progress of hearings. Their satisfaction regarding the furnishing and equipment in the courtroom is particularly low (2.82). They are also not satisfied with the observance of hearing schedule and the conditions of meeting with their clients.

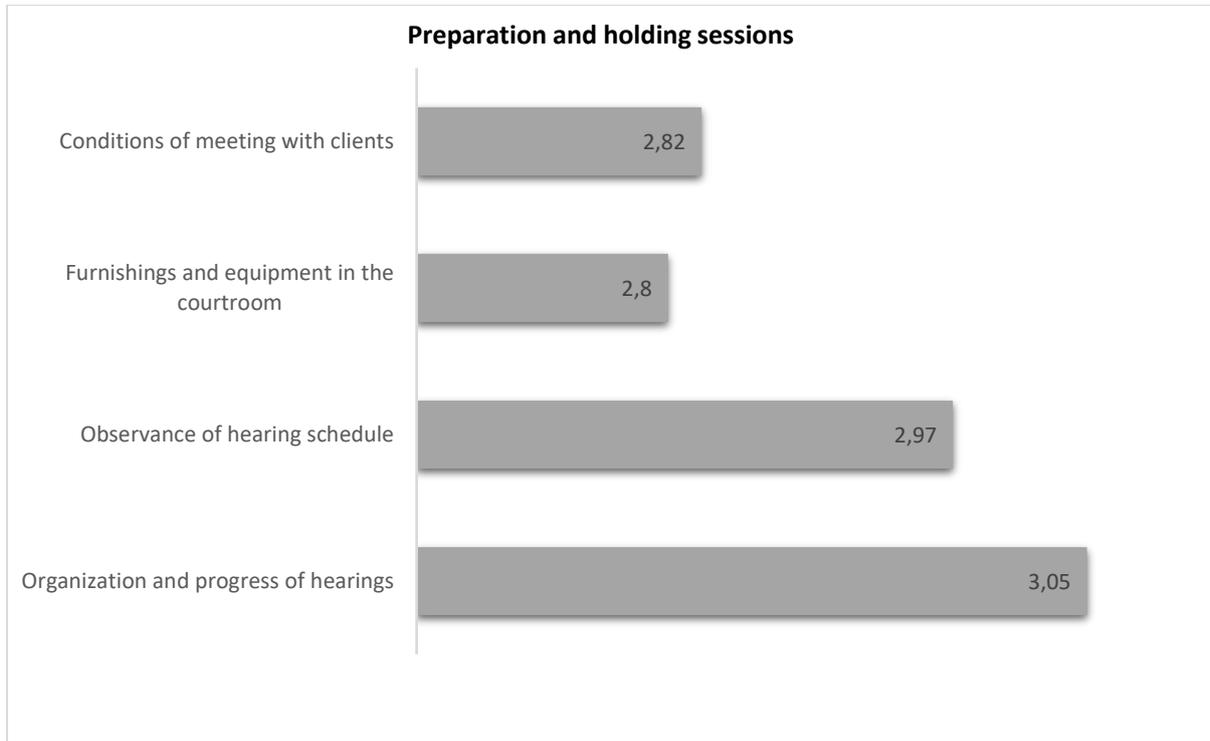


Graph 78. Lawyers' satisfaction with preparation and holding sessions in Prishtinë/Priština

25% of the lawyers in Prishtinë/Priština stated that they are not very satisfied with the furnishing and equipment in the courtroom.

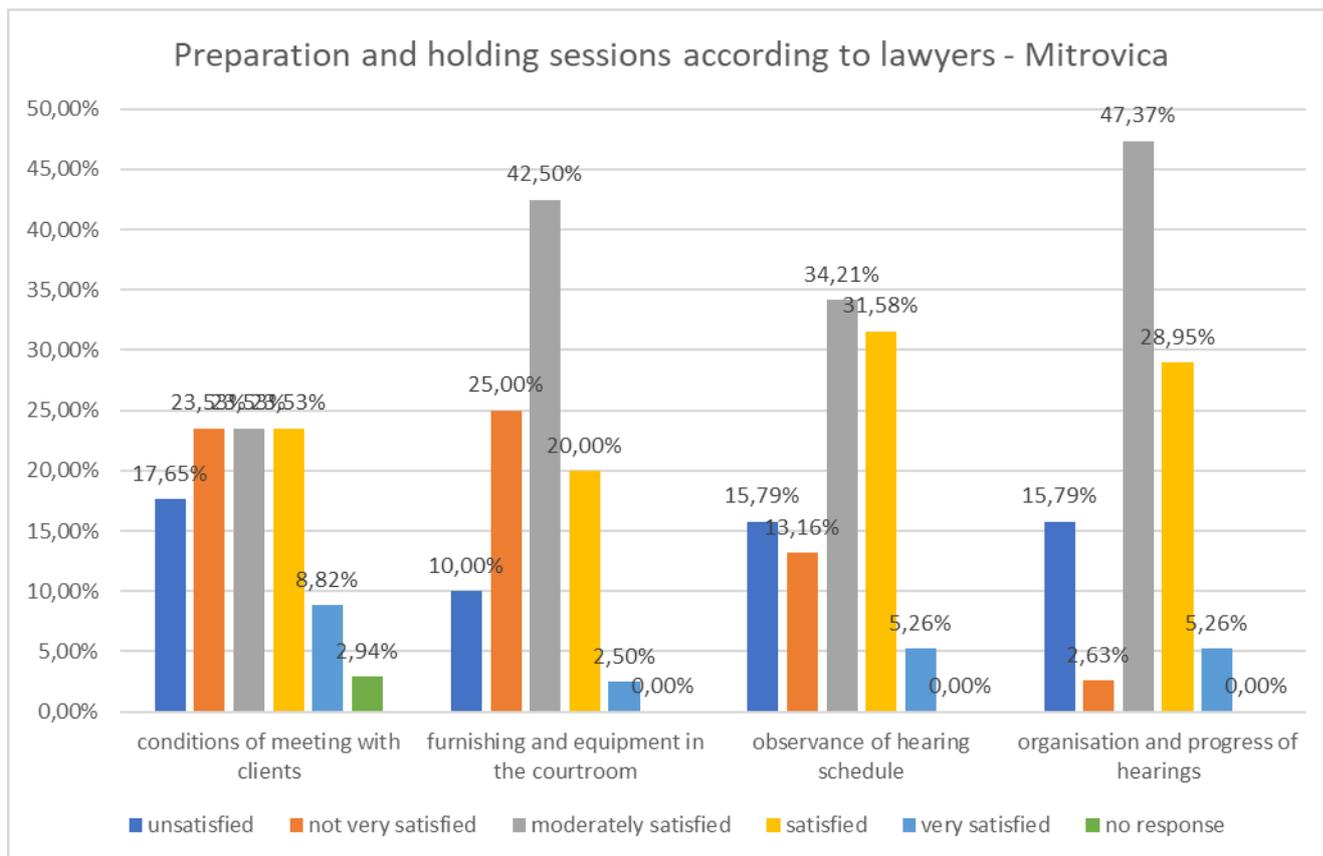
Basic Court of Mitrovicë/Mitrovica

Regarding preparing and holding sessions, the average satisfaction of the lawyers in Mitrovicë/Mitrovica is as follows:



Graph 79. Lawyers' satisfaction with preparation and holding sessions in Mitrovicë/Mitrovica

The above graph shows that lawyers are not very satisfied, except for the organization and progress of hearings. Their satisfaction regarding the furnishing and equipment in the courtroom and regarding the conditions of meeting with clients is low (2.8).

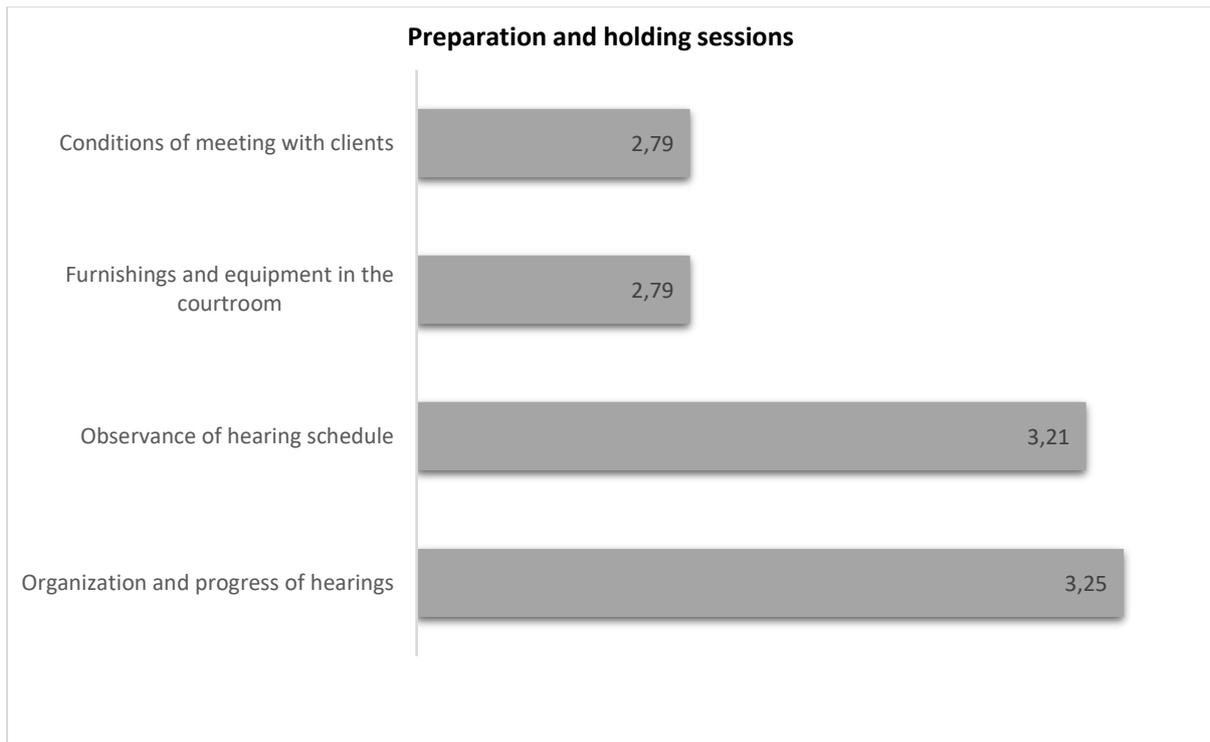


Graph 80. Lawyers' satisfaction with preparation and holding sessions in Mitrovicë/Mitrovica

25% of the lawyers in Mitrovicë/Mitrovica stated that they are not very satisfied with the furnishing and equipment in the courtroom. Note that 15.79% stated that they are unsatisfied with the organization and progress of hearings. On the other hand, 31.58% said they are satisfied with the observance of the hearing schedule.

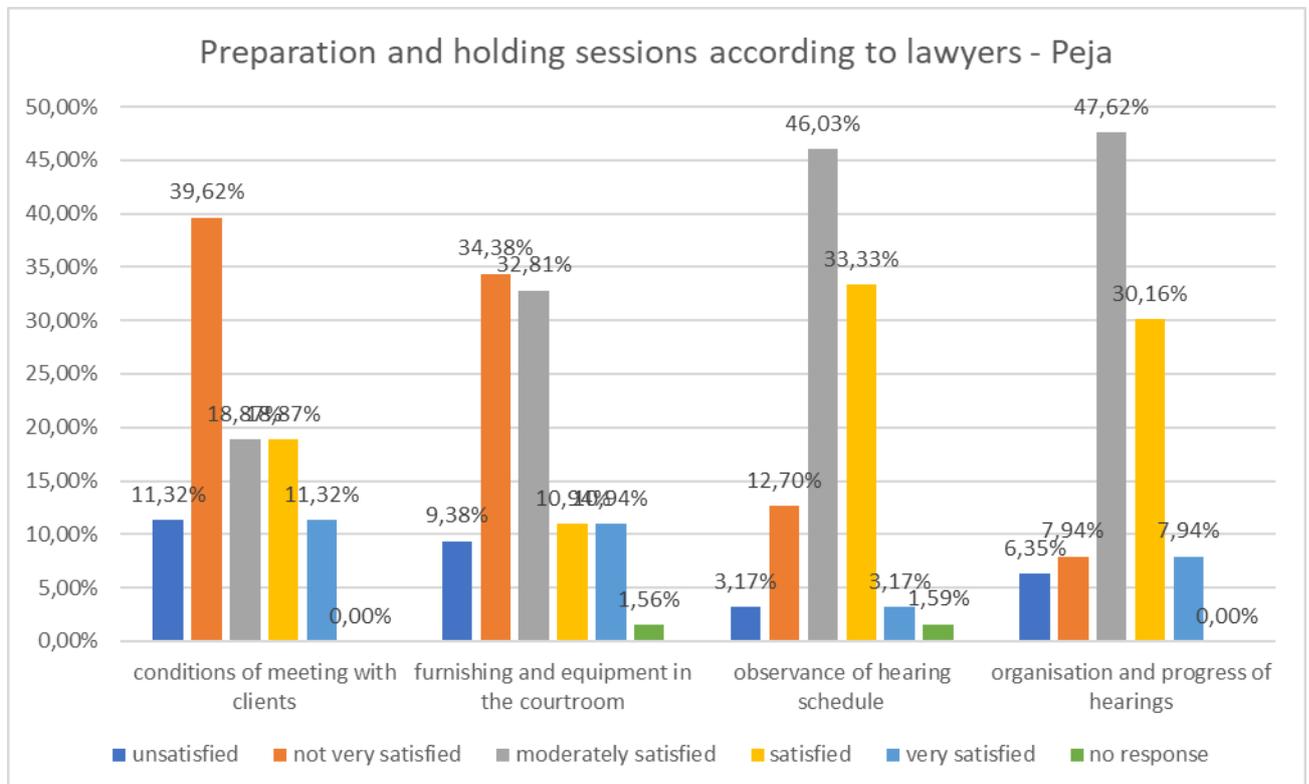
Basic Court of Pejë/Peć

Regarding preparing and holding sessions, the average satisfaction of the lawyers in Pejë/Peć is as follows:



Graph 81. Lawyers' satisfaction with preparation and holding sessions in Pejë/Peć

The above graph shows that lawyers are satisfied with the observance of hearings schedule and the organization and progress of hearings but are not very satisfied with the conditions of meeting with clients and the furnishing in the courtroom.



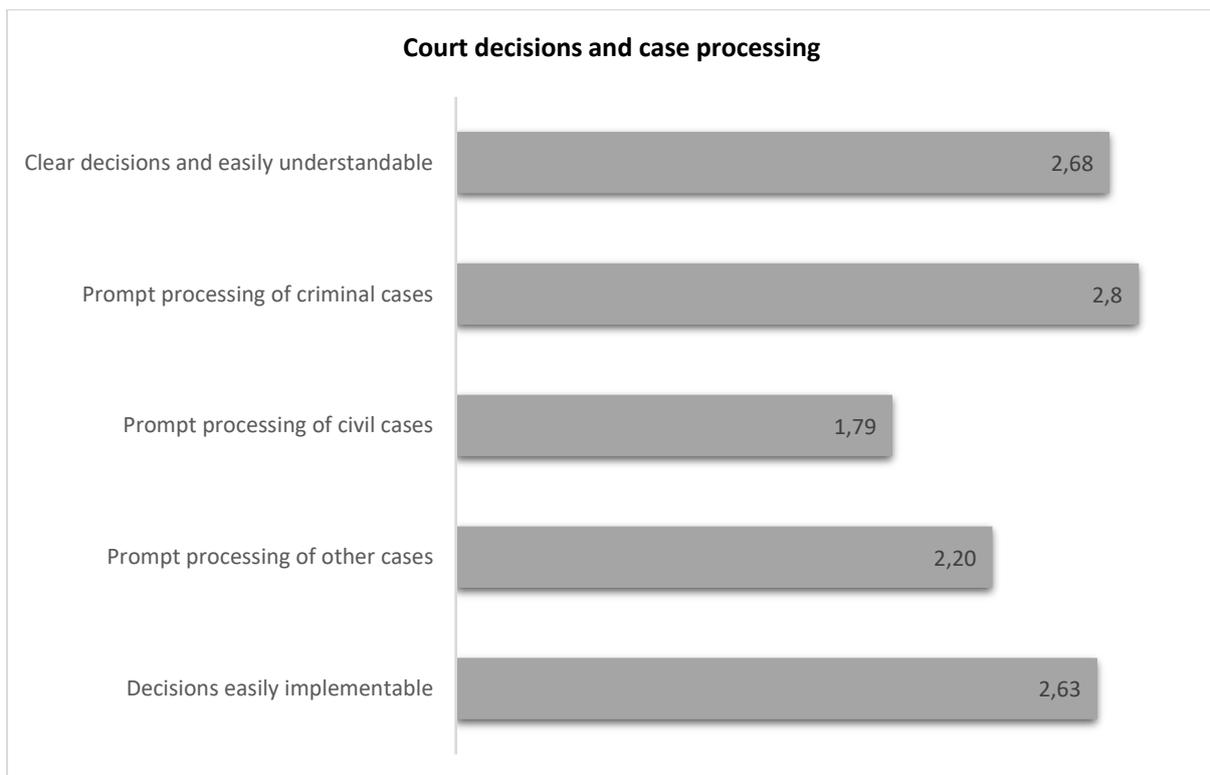
Graph 82. Lawyers' satisfaction with preparation and holding sessions in Pejë/Peć

39.62% of the lawyers in Pejë/Peć said they are not very satisfied with the conditions of meeting with their clients. 34.38% of them also said they are not very satisfied with the furnishing and equipment in the courtroom. On the other hand, 33.33% said they are satisfied with the observance of the hearing schedule.

5. Judicial decisions and processing of cases

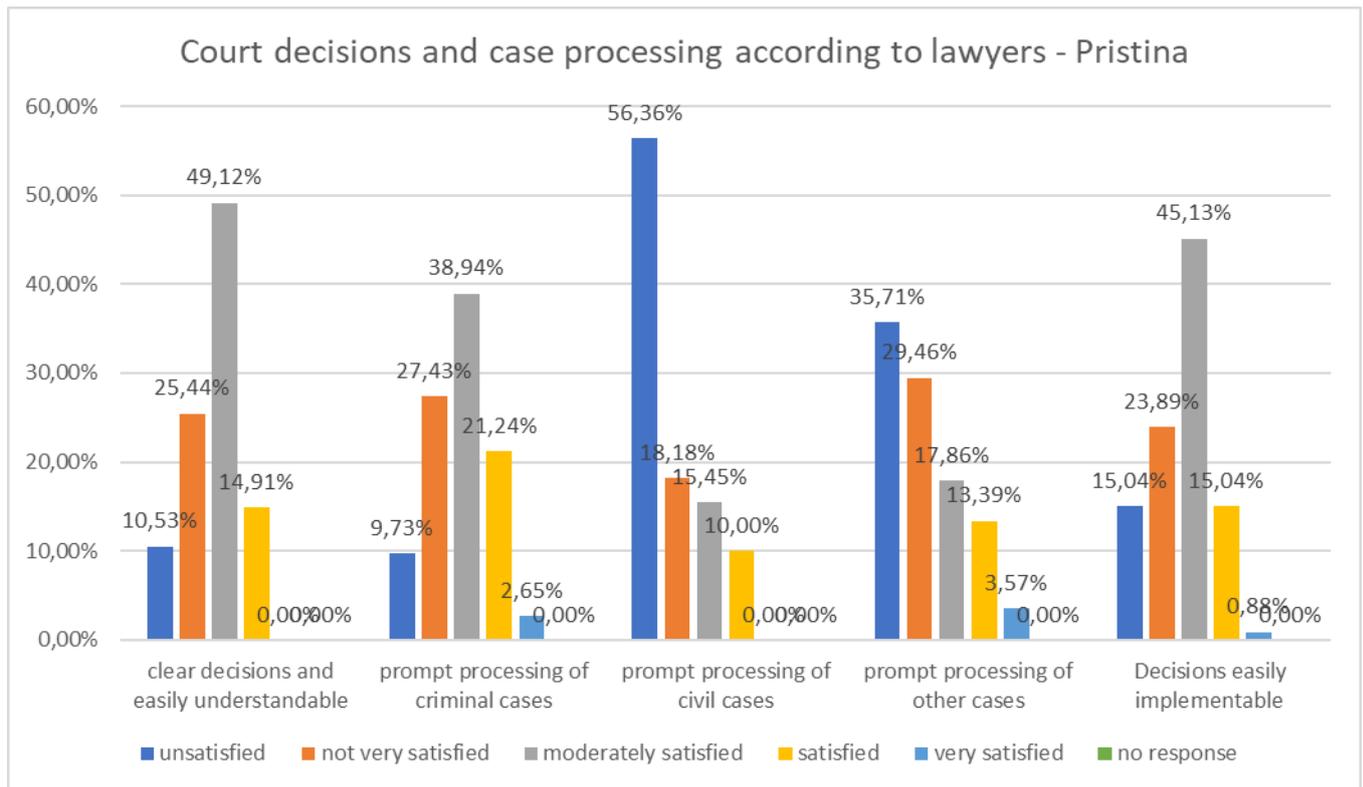
Basic Court of Prishtinë/Priština

Regarding preparing and holding sessions, the average satisfaction of the lawyers in Prishtinë/Priština is as follows:



Graph 83. Lawyers' satisfaction with court decisions and case processing in Prishtinë/Priština

The above graph shows that lawyers are not very satisfied. The scores for prompt processing of civil cases, as well as other cases, are of serious concern. The level of satisfaction is better for criminal cases.

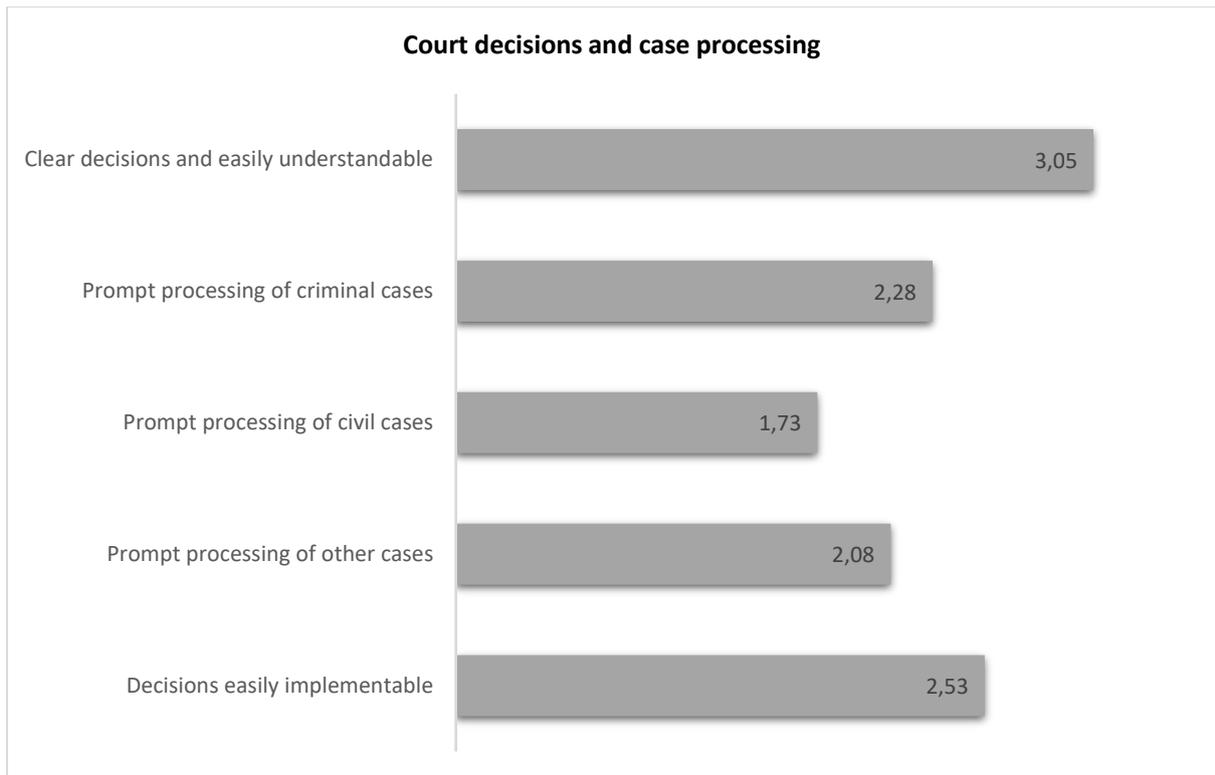


Graph 84. Lawyers' satisfaction with court decisions and case processing in Prishtinë/Priština

56.36% of the lawyers in Prishtinë/Priština responded that they are unsatisfied with the promptness of the processing of civil cases, which is of serious concern (together with 18.18% of them who responded "not very satisfied"). Similarly, 35.71% of them responded that they are unsatisfied with the promptness of other cases (administrative and commercial cases for instance), and 29.46% responded "not very satisfied". The satisfaction of lawyers is slightly better when it comes to criminal cases: 9.73% are unsatisfied (but 27.43% responded "not very satisfied").

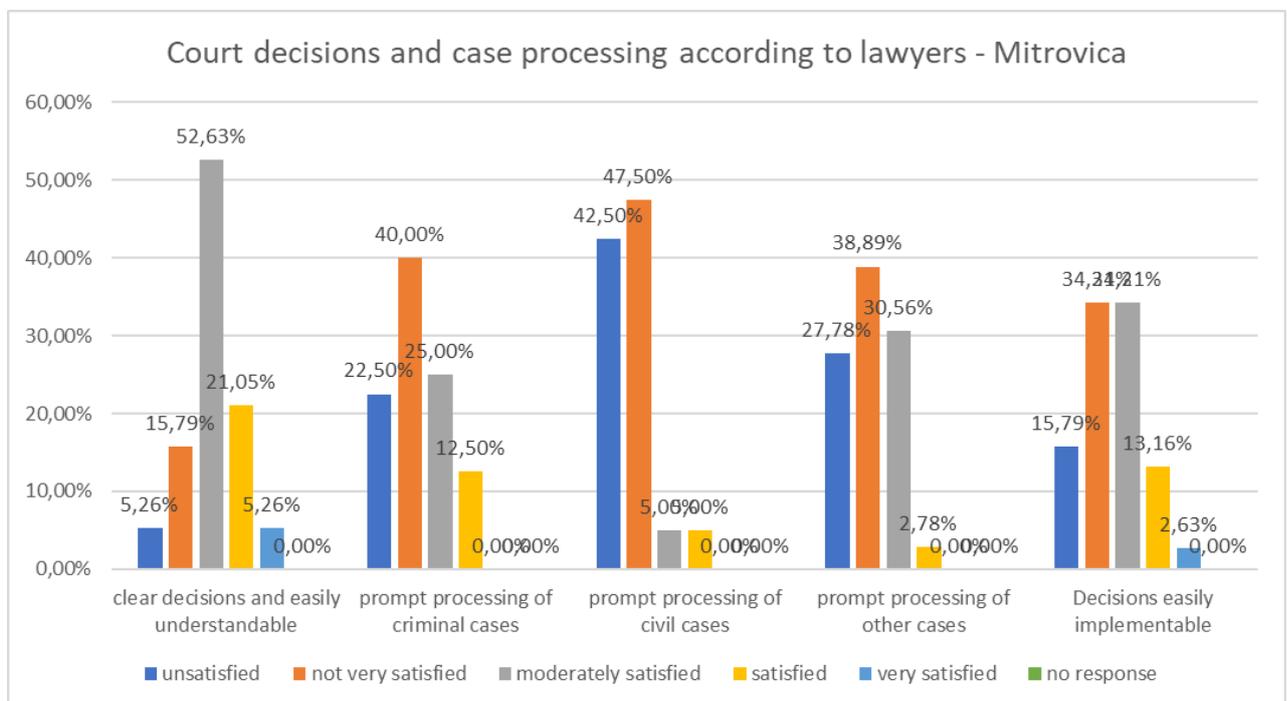
Basic Court of Mitrovicë/Mitrovica

Regarding preparing and holding sessions, the average satisfaction of the lawyers in Mitrovicë/Mitrovica is as follows:



Graph 85. Lawyers' satisfaction with court decisions and case processing in Mitrovicë/Mitrovica

The above graph shows that lawyers are not very satisfied, except regarding decision, which they find generally clear and easily understandable. The scores for prompt processing of civil cases, as well as criminal, and other cases, are of serious concern.

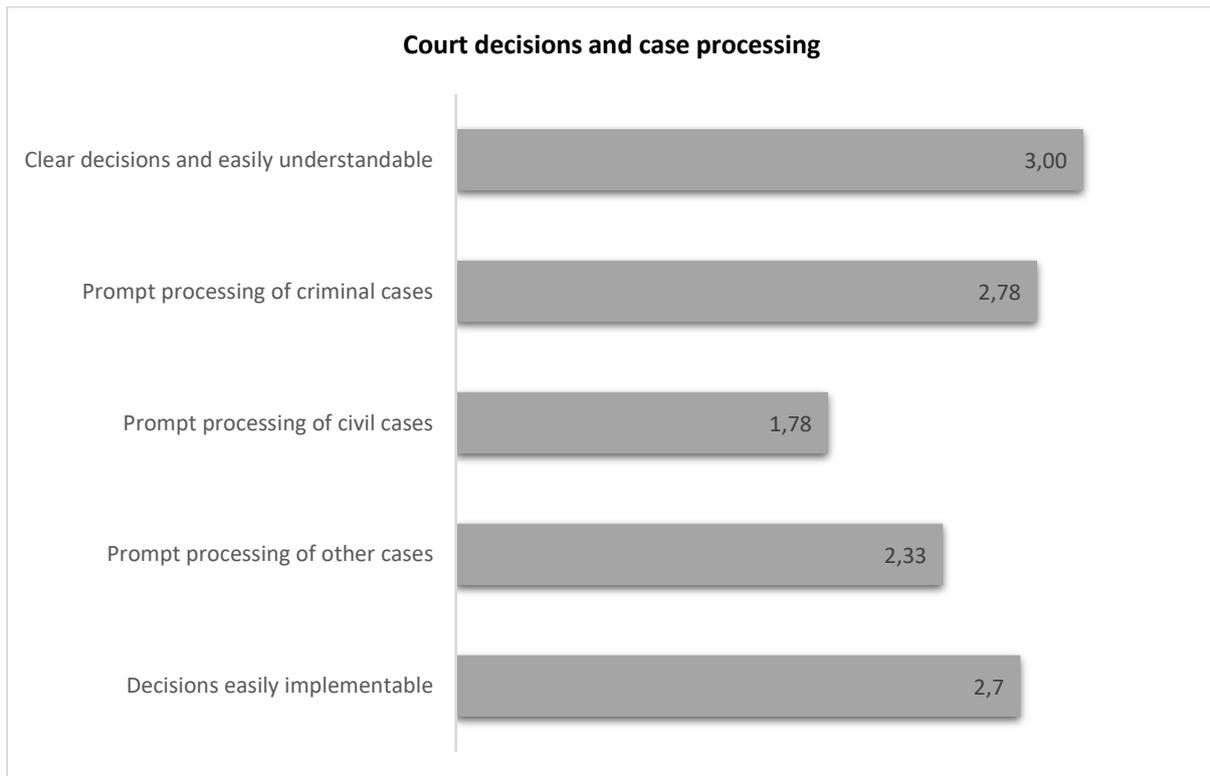


Graph 86. Lawyers' satisfaction with court decisions and case processing in Mitrovicë/Mitrovica

In Mitrovicë/Mitrovica, almost all the lawyers stated that they are unsatisfied or not very satisfied with the promptness of civil cases (42.50% and 47.50% respectively), which is of serious concern. Lawyers are also unsatisfied with the processing of criminal cases: 40% responded that they are not very satisfied and 22.50% responded they are unsatisfied.

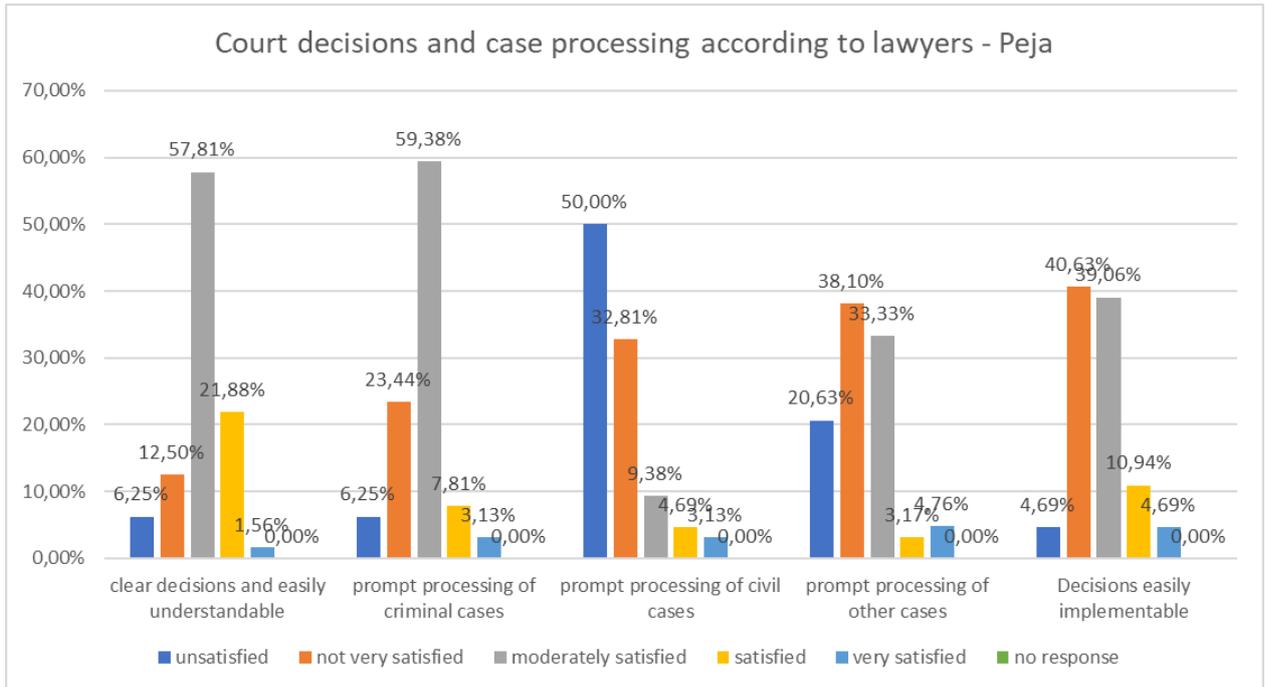
Basic Court of Pejë/Peć

Regarding preparing and holding sessions, the average satisfaction of the lawyers in Pejë/Peć is as follows:



Graph 87. Lawyers' satisfaction with court decisions and case processing in Pejë/Peć

The above graph shows that lawyers are not very satisfied, except regarding decisions, which they find generally clear and easily understandable. The scores for Prompt processing of civil cases, as well as other cases, are of serious concern. The score is better for criminal cases.



Graph 88. Lawyers' satisfaction with court decisions and case processing in Pejë/Peć

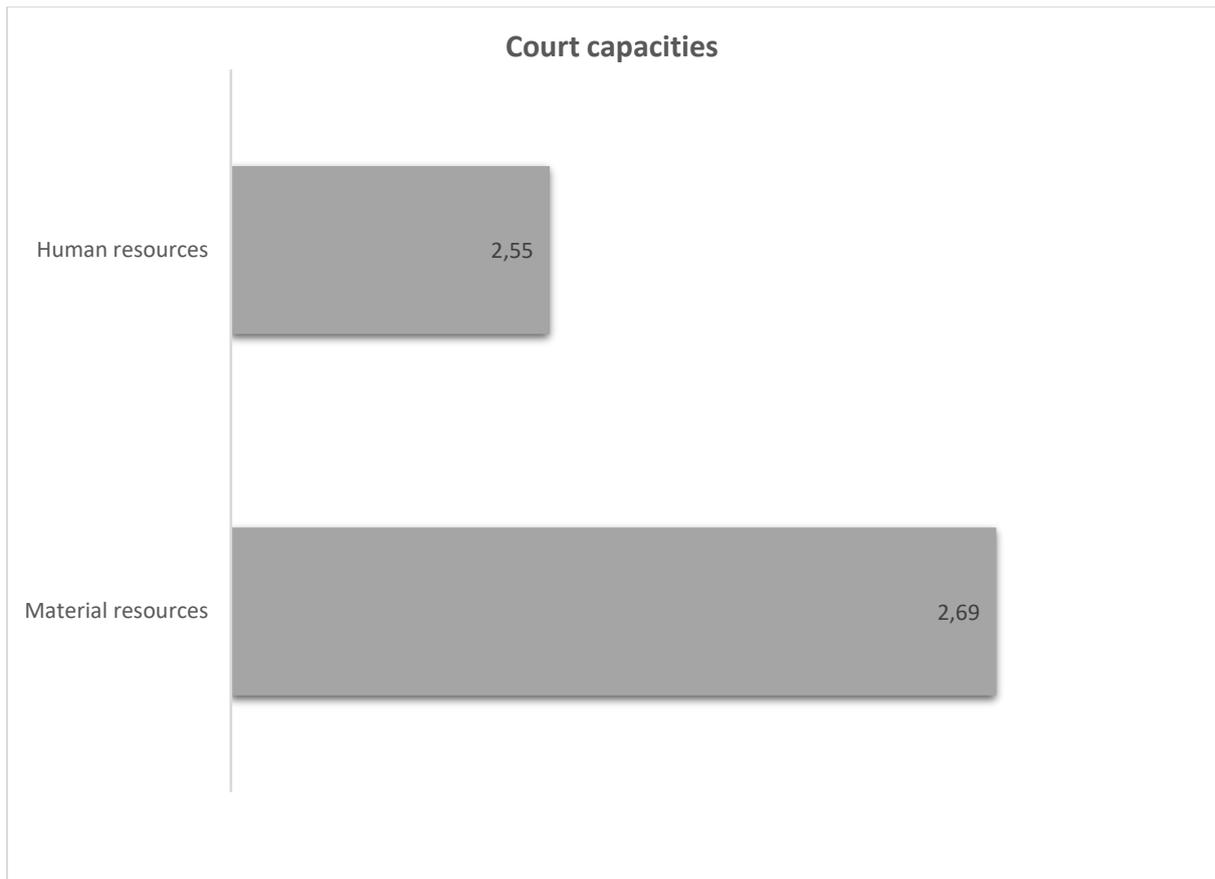
In Pejë/Peć the percentages of “unsatisfied” and “not very satisfied” lawyers with the promptness of processing civil cases are also of concern: 50% and 32.81% respectively. Regarding criminal cases, they are moderately satisfied (59.38%).

6. Court resources

Two questions in the survey asked the lawyers to express their views regarding the material and human resources in the courts, from “considerably insufficient” to “generally sufficient”. According to the lawyers, the human and material capacities of the 3 courts are not sufficient.

Basic Court of Prishtinë/Priština

Regarding court resources, lawyers in Prishtinë/Priština responded as follows:

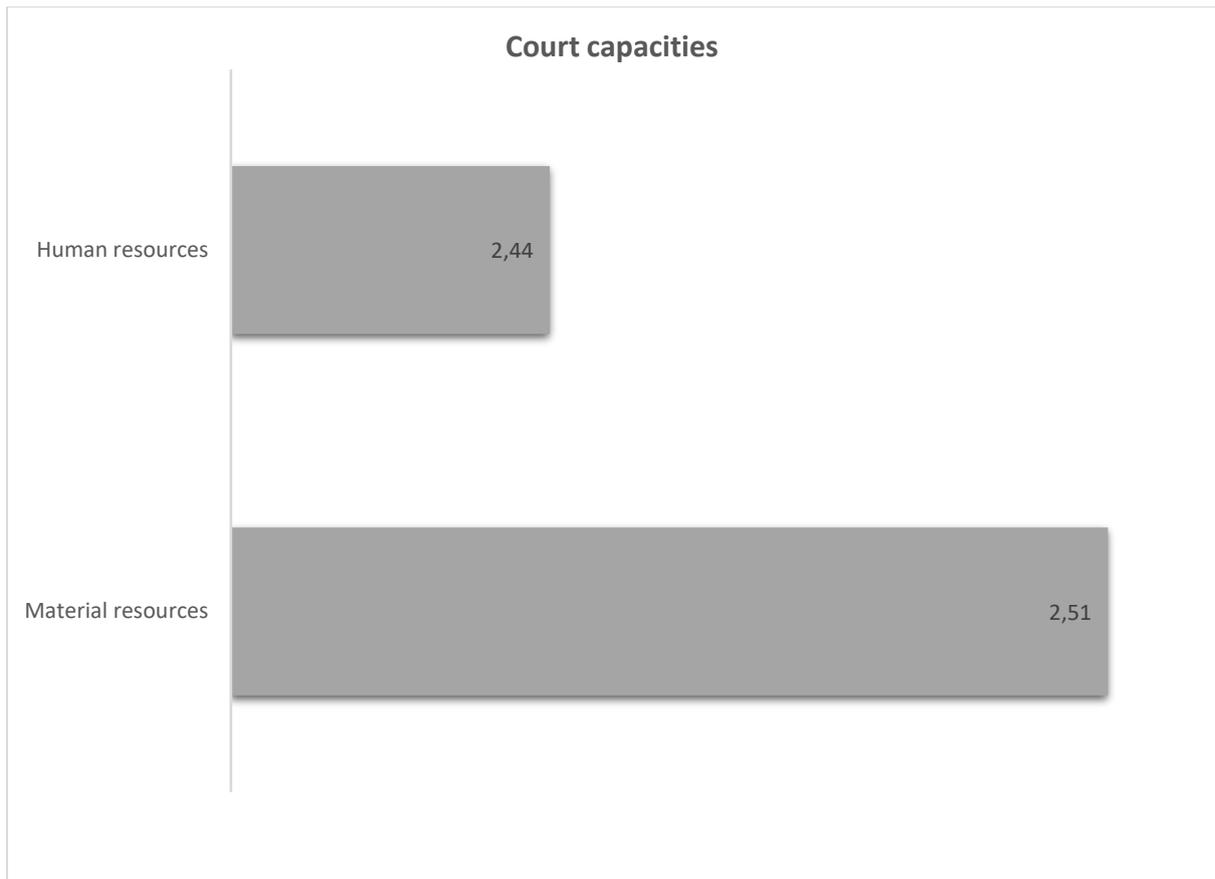


Graph 89. Lawyers' satisfaction with court capacities in Prishtinë/Priština

The above graph shows that, according to lawyers the human and material resources are insufficient.

Basic Court of Mitrovicë/Mitrovica

Regarding court resources, lawyers in Mitrovicë/Mitrovica responded as follows:

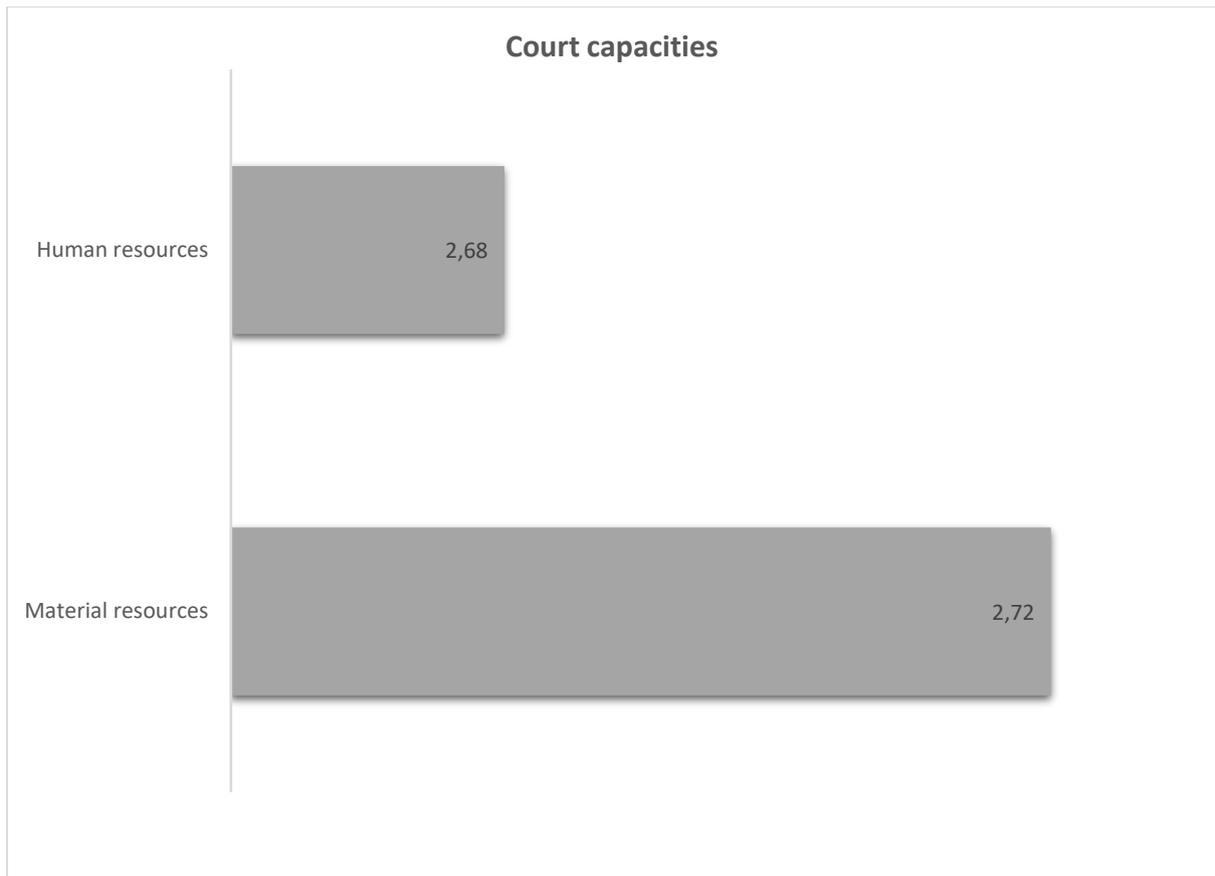


Graph 90. Lawyers' satisfaction with court capacities in Mitrovicë/Mitrovica

The above graph shows that, according to lawyers the human and material resources are insufficient.

Basic Court of Pejë/Peć

Regarding court resources, lawyers in Pejë/Peć responded as follows:



Graph 91. Lawyers' satisfaction with court capacities in Pejë/Peć

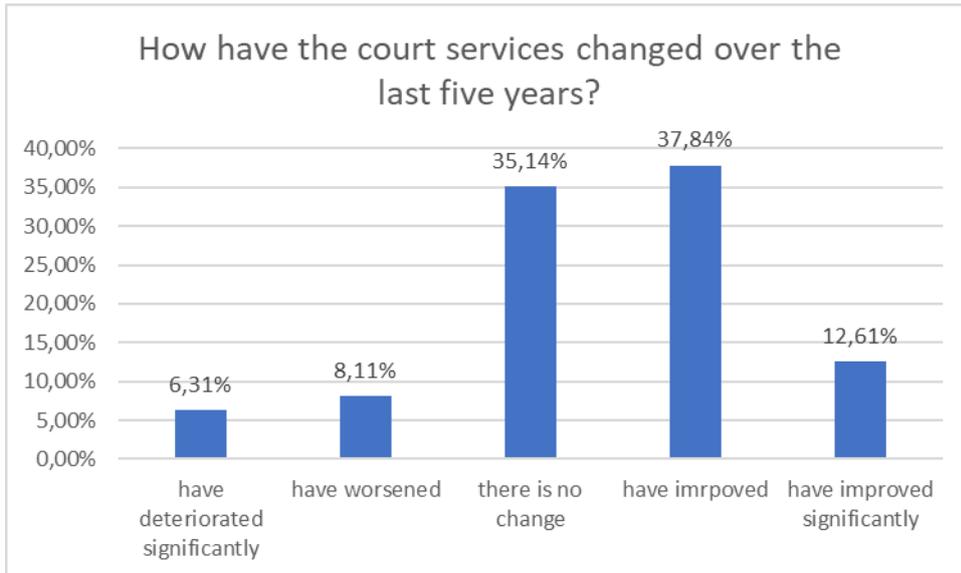
The above graph shows that, according to lawyers the human and material resources are insufficient.

7. Have the court services changed over the last 5 years?

One of the questions posed to the lawyers was the following: "In your opinion, how have the court services changed over the last five years?". The answers proposed were: "Have deteriorated significantly", "have worsened", "there is no change", "have improved", "have improved significantly".

Basic Court of Prishtinë/Priština

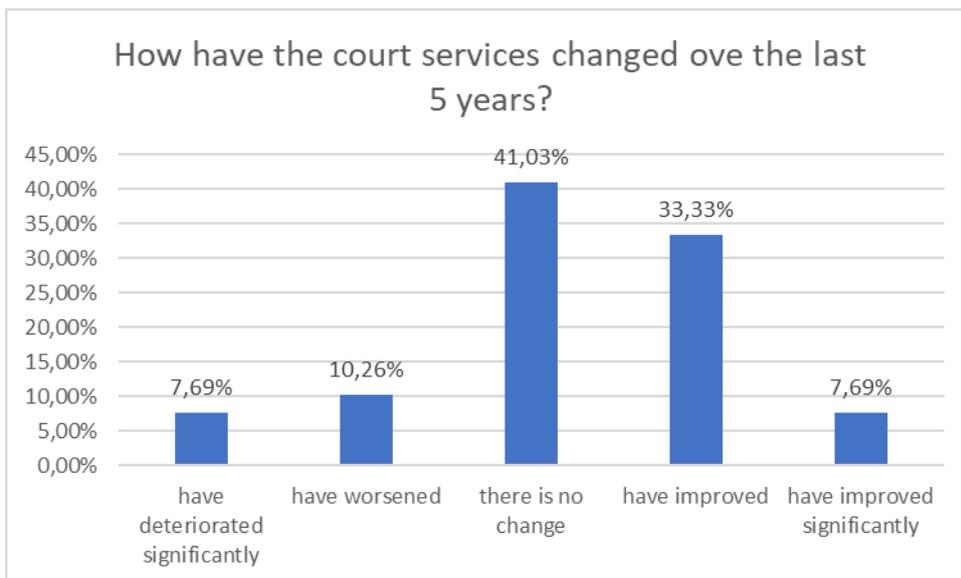
In Prishtinë/Priština, 37,84% of the lawyers consider that the court services have improved.



Graph 92. Change over the last 5 years, in Prishtinë/Priština

Basic Court of Mitrovicë/Mitrovica

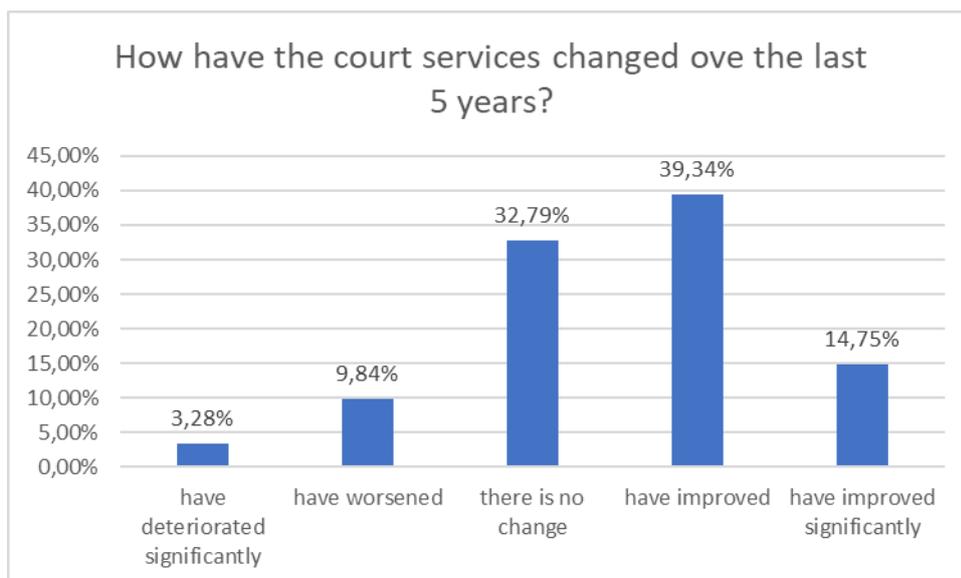
In Mitrovicë/Mitrovica, 41.03% of the lawyers considered that there is no change.



Graph 93. Change over the last 5 years, in Mitrovicë/Mitrovica

Basic Court of Pejë/Peć

In Pejë/Peć, 39.34% of the lawyers considered that the court services have improved.



Graph 94. Change over the last 5 years, in Pejë/Peć

8. Gender treatment

During the survey, lawyers were asked in an open-ended question if in their experience they felt that they had been treated differently because of their gender.

10 lawyers stated that they were treated differently due to gender (3 others stated that they have a perception that this happens, but that they have not personally encountered such cases). Out of these 10 lawyers, 7 are from the region of Prishtinë/Priština (6 women and 1 man), 2 women from the region of Pejë/Peć and 1 woman from the region of Mitrovicë/Mitrovica.

Note that in the Prishtinë/Priština region, 35 women participated in the lawyer's survey. Therefore, 17.14% of them considered that they were treated differently.

In Pejë/Peć, as explained above, 2 women stated that they were treated differently out of 10 women participated in the lawyer's survey.

In Mitrovicë/Mitrovica, 1 woman stated that she was treated differently out of 13 who participated in the lawyer's survey.

9. Other issues

In addition to specific questions, the survey included an open-ended question for possible additional comments and suggestions. A wide range of issues or concerns were raised such as issues related to the integrity and accountability of judges, delays in proceedings, transparency, digitalization of court proceedings, lawyer's access to the case files, the quality of judgements, inter-court communication, unification of the case law, improving the judge's performance evaluation system, etc.

Conclusions

As a preliminary note, it should be stressed that the results of the court user's satisfaction survey differ significantly from the results of the lawyers' survey. The level of satisfaction of lawyers with court services is generally lower than the level of satisfaction of court users in the three courts.

The feedback of lawyers is particularly important because they are essential partners of the courts and play a key role in the proceedings. The courts and the Kosovo Judicial Council should pay particular attention to the relationship between courts and lawyers.

There are some similarities in the results of the two surveys. Importantly, both court users and lawyers expressed satisfaction with the approach and courtesy of judges and court staff in the three courts.

The results of the court user's survey show that women and men have approximately the same level of satisfaction with court services. Only a few respondents stated that they felt a different treatment because of gender. Some female lawyers also felt that they were treated differently because of gender.

1. Court users' satisfaction with court services

The main findings of the court user's satisfaction survey can be listed as follows:

Basic Court of Prishtinë/Priština

43.78% of the court users were parties to the proceedings, 13.63 % as witnesses and 42.59% other users. 36.4% of court users who participated in the survey were women. The highest number of respondents who participated in the survey were between 18 and 30 years old. 50.08% of the court users came for criminal proceedings. 43.54% expressed average trust in the justice system.

Generally, the scores are average, around 3 out of 5 for most of the services. The lowest scores are for the speed in resolving cases (2.34), the observance of the hearing schedule (2.8) and the available time to present argument in the hearing (2.23).

Some scores are average and could be improved: regarding the conditions to access court premises (3.14), the orientation signs in the court building (3.09), the waiting conditions (3.05), the time between the summonses and the court hearing (3.07), the approach and courtesy of prosecutors (3.08), the deadline for submission of the court decision (3.04), the clarity of court decisions (3.13). 26.73% of the court users said that the costs are high. Lawyers also stated that they are not very satisfied with the amount of court fees (2.61).

The highest scores are for the approach and courtesy of court staff (3.63) and the courtesy of judges (3.45). The gender breakdown of the results shows that there are no major differences in the way women responded compared to men.

Basic Court of Mitrovicë/Mitrovica

58.01% of the court users were parties to the proceedings, 18.54% witnesses and 22.45% other users. 52.9% of the court users who participated in the survey were women. The highest number of respondents who participated in the survey were aged between 31 and 50 years old. 48,91% of the court users came for civil proceedings. 38.95% expressed very high trust in the justice system. 10.92% of the court users said that the costs are high. Lawyers also stated that they are not very satisfied with the amount of court fees (2.84).

Generally, the scores are good, around 4 out of 5 for most of the services. The lowest scores are for the speed in resolving cases (4.14), the observance of the hearing schedule (4.14) and the waiting conditions (4.11). The highest score is for the approach and courtesy of court staff. The gender breakdown of the results shows that there are no major differences in the way women responded compared to men.

Basic Court of Pejë/Peć

42.77% of the court users were parties to the proceedings, 11.52% witnesses, and 45.70% other users. 29.7% of the court users who participated in the survey were women. The highest number of respondents who participated in the survey were between 18 and 30 years old. 37,12% came for other court services. 38.67% expressed average trust in the justice system.

Generally, the scores are average, usually above 3.30 out of 5 for most of the services. The lowest score is for the speed in resolving cases (2.77). One scores is average and could be improved: the approach and courtesy of the prosecutors (3.14). 13,39% of the court users said that the costs are high. Lawyers also stated that they are not very satisfied with the amount of court fees (2.71).

The highest score is for the information provided by the court reception (3.89). The gender breakdown of the results shows that there are no major differences in the way women responded compared to men.

2. Lawyers' satisfaction with court services

Lawyers in Prishtinë/Priština

31.82% of the lawyers who participated in the survey were women. Most of the lawyers who participated in the survey were between 31 and 50 years old (59.65%). The percentage of lawyers between 51 and 65 years old as well as the percentage of lawyers older than 66 years old are not insignificant: 18.42% and 13.16% respectively. The level of confidence of lawyers in Prishtinë/Priština was 3.1, which is higher than the level of trust expressed by court users. 25,89% of the lawyers stated that, according to them, judges are totally impartial, and 33.93% of them stated that judges are sufficiently impartial, which is a positive result. 37,84% of the lawyers consider that the court services have improved over the last five years.

Generally, the lawyers' satisfaction with court services is lower than the satisfaction of court users. The scores are between 2 and 3.5, which is of concern. The lowest scores are for the processing of civil cases and the processing of other cases (the score for processing criminal cases is higher). The score related to the digitalization of the hearings/proceedings is low (22.03% stated that they are unsatisfied with the digitalized session management). Also, 28.21% of the lawyers stated that they are unsatisfied

with the promptness of the responses by the court to their requests. The score related to access to the case file is also particularly low. The coordination between the court and lawyers in determining the schedule of hearings can also be improved. 25% of the lawyers in Prishtinë/Priština stated that they are not very satisfied with the furnishing and equipment in the courtroom.

In the Prishtinë/Priština region, 35 women participated in the lawyer's survey. 17.14% of them considered that they were treated differently.

The highest scores are for the approach and courtesy of judges, the courtesy of court staff, as well as the organization and progress of court hearings.

Lawyers in Mitrovicë/Mitrovica

35.14% of the lawyers who participated in the survey were women. Almost half of the lawyers who participated in the survey were between 31 and 50 years old (48.65%). The percentage of lawyers between 51 and 65 years old as well as the percentage of lawyers older than 66 years old are not insignificant: 27.03% and 13.51% respectively. The level of confidence of lawyers in Mitrovicë/Mitrovica was 2.87, which is lower than the level of trust expressed by court users. 44,74% of the lawyers stated that, according to them, judges are not so impartial. 41.03% considered that there have been no change in the court services over the last 5 years.

Generally, the lawyers' satisfaction with court services is lower than the satisfaction of court users. The scores are between 2 and 3.5, which is of concern. The lowest scores are for the processing of civil cases and criminal cases (almost all the lawyers stated that they are unsatisfied or not very satisfied with the promptness of civil cases: 42.50% and 47.50% respectively; they are also unsatisfied with the processing of criminal cases: 40% responded that they are not very satisfied and 22.50% responded they are unsatisfied). The score is low also for the clarity of organization and administrative responsibility. The score related to the digitalization of the hearings/proceedings is low (20.51% stated that they are not satisfied with the digitalized session management). The score related to access to the case file is also particularly low. Also, 25.64% of the lawyers stated that they are not satisfied with the promptness of the responses by the court to their requests, and 23.08% of the lawyers said they are not satisfied with the coordination between the court and lawyers in determining the schedule of hearings. 25% of the lawyers in Mitrovicë/Mitrovica stated that they are not very satisfied with the furnishing and equipment in the courtroom.

In Mitrovicë/Mitrovica, 1 woman stated that she was treated differently out of 13 who participated in the lawyer's survey.

The highest scores are for the approach and courtesy of judges and court staff. The level of confidence of lawyers in Mitrovicë/Mitrovica was 2.87. Note that 31.58% said they are satisfied with the observance of the hearing schedule.

Lawyers in Pejë/Peć

17.54% of the lawyers who participated in the survey were women. Half of the lawyers who participated in the survey were between 31 and 50 years old (50%). The percentage of lawyers older

than 66 years old is significant: 18.33%. The level of confidence of lawyers in Pejë/Peć was 2.93, which is slightly higher than the level of trust expressed by court users. 40,32% of the lawyers stated that, according to them, judges are not so impartial. 39.34% considered that the court services have improved over the last five years.

Generally, the lawyers' satisfaction with court services is lower than the satisfaction of court users, but lawyers appear moderately satisfied. Regarding general services and communication with the court, the scores are average, except for the quality of the court website, for which the score is very low (25.40% of them stated that they are not very satisfied with the quality of the website). The lowest scores are for the processing of civil cases (the score for processing criminal cases is higher), as well as for the quality of the court website and the professionalism of court staff (1.82, which is very low). The score related to the digitalization of the hearings/proceedings is low (31.15% stated that they are not very satisfied with the digitalized session management). The score related to access to the case file is also particularly low. 39.62% of the lawyers in Pejë/Peć said they are not very satisfied with the conditions of meeting with their clients, and 34.38% of them also said they are not very satisfied with the furnishing and equipment in the courtroom.

In Pejë/Peć, 2 women stated that they were treated differently out of 10 women participated in the lawyer's survey.

The highest scores are for the approach and courtesy of judges and court staff. The level of confidence of lawyers in Pejë/Peć was 2,93. Lawyers expressed satisfaction with the observance of hearings schedule and the organization and progress of hearings.

Annexes

Questionnaire for court users

Questionnaire for measuring satisfaction with court services

1. In what capacity have you been in court?

- As a party to the proceedings
- As a witness
- Other (family, monitor, visitor, etc.)

2. On what procedure was based the case for which you came to court?

- Civil procedure
- Criminal procedure
- Other

3. Have you hired a lawyer?

- Yes
- No

4. What level of trust do you have in the justice system?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very low confidence | Low confidence | Average confidence | High confidence | Very high confidence | I have no answer |
| <input type="checkbox"/> |

5. If you were a party and the decision was made, was it in your favor?

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Yes | Partially | No | I was not a party |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

6. Has the hearing been conducted in your mother tongue?

- Yes
- No

7. If the hearing was not conducted in your language, was translation provided to you?

- Yes
- No

8. How satisfied are you with:

	Unsatisfied	Not very satisfied	Moderately Satisfied	Satisfied	Very satisfied	I have no answer/does not apply
a. Conditions for access to court premises	<input type="checkbox"/>					
b. Orientation signs in the court building	<input type="checkbox"/>					
c. Waiting conditions	<input type="checkbox"/>					
d. Furnishings in the courtroom	<input type="checkbox"/>					
e. Clarity of court summons	<input type="checkbox"/>					
f. The time between the summons and the court hearing	<input type="checkbox"/>					
g. Adherence to the schedule of sessions	<input type="checkbox"/>					
h. Approach and courtesy of court staff	<input type="checkbox"/>					
i. The level of professionalism of administrative staff	<input type="checkbox"/>					
j. Approach and courtesy of judges	<input type="checkbox"/>					
k. Impartiality of judges	<input type="checkbox"/>					
l. Approach and courtesy of prosecutors	<input type="checkbox"/>					
m. Time given to present arguments at the hearing	<input type="checkbox"/>					
n. Deadline for submission of court decisions	<input type="checkbox"/>					
o. Clarity of court decisions	<input type="checkbox"/>					
p. Information provided by the court reception	<input type="checkbox"/>					

q. The speed with which your case was handled by the court

9. Excluding attorney fees, what is your estimate of your costs in court?

Very low cost Low cost Average cost High cost Very high cost

10. Based on your experience, how do you assess the capacity of the court to provide services to court users?

Highly insufficient Insufficient Sufficient Generally sufficient

11. Personal questions

11.1 Gender

Woman
 Men

11.2 Age

18-30 years old
 31-50 years old
 51-65 years old
 Over 66 years old

11.3 Residence

12. What have you traveled by to the Court

Personal car
 Public transportation
 Taxi
 Other forms

13. How easy it was to get to court

Very easy
 Easily
 Difficult
 Very difficult

14. Do you estimate that you have been treated differently because of your gender?

15. Do you have any comments or suggestions to make about the functioning of the court and the judicial system in general?

Questionnaire for lawyers

QUESTIONNAIRE FOR LAWYERS

Please rate your satisfaction with the following questions:

1. General services	Highly dissatisfied	Dissatisfied	Moderately Satisfied	Satisfied	Very satisfied	I have no answer/does not apply
1.1. Coordination between the court and lawyers in determining the schedule of hearings	<input type="checkbox"/>					
1.2. Communication between court and lawyers	<input type="checkbox"/>					
1.3. Clarity of organization and administrative responsibility	<input type="checkbox"/>					
1.4. Quality of the court website	<input type="checkbox"/>					
1.5. Orientation signs in the court building	<input type="checkbox"/>					
2. Court relations and services	Highly dissatisfied	Dissatisfied	Moderately Satisfied	Satisfied	Very satisfied	I have no answer/does not apply
2.1. Approach and courtesy of judges	<input type="checkbox"/>					
2.2. Approach and courtesy of prosecutors	<input type="checkbox"/>					
2.3. Approach and courtesy of court staff	<input type="checkbox"/>					
2.4. The level of professionalism of judges	<input type="checkbox"/>					
2.5. Level of professionalism of prosecutors	<input type="checkbox"/>					
2.6. Level of professionalism of court staff	<input type="checkbox"/>					
2.7. How available and cooperative the judges are	<input type="checkbox"/>					
2.8. How available and cooperative are the prosecutors	<input type="checkbox"/>					

2.9. How available and cooperative are the court staff	<input type="checkbox"/>					
2.10. Speed of responses to requests	<input type="checkbox"/>					
2.11. Quality and reliability of writing responses	<input type="checkbox"/>					
2.12. Digitized session management	<input type="checkbox"/>					
2.13. Ease of access to course papers	<input type="checkbox"/>					
2.14. Amount of court fees and procedural costs	<input type="checkbox"/>					

3. Preparing and holding sessions	Highly dissatisfied	Dissatisfied	Moderately Satisfied	Satisfied	Very satisfied	I have no answer/does not apply
3.1. Client meeting conditions	<input type="checkbox"/>					
3.2. Furniture and equipment in the courtroom	<input type="checkbox"/>					
3.3. Adherence to the schedule of sessions	<input type="checkbox"/>					
3.4. Organization and conduct of sessions	<input type="checkbox"/>					

4. Decisions of judges	Highly dissatisfied	Dissatisfied	Moderately Satisfied	Satisfied	Very satisfied
4.1. Clear and easy-to-understand decisions	<input type="checkbox"/>				
4.2. Prompt handling of criminal cases	<input type="checkbox"/>				
4.3. Prompt handling of civil cases	<input type="checkbox"/>				
4.4. Prompt handling of other cases	<input type="checkbox"/>				
4.5. Easily enforceable decisions	<input type="checkbox"/>				

5. How do you assess the impartiality of the judges in the session?

Decisions of judges	Not at all impartial	Not so impartial	Sufficiently impartial	Totally impartial
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. In your opinion, how have the court services changed over the last five years

Have deteriorated significantly	They have worsened	There is no change	They have improved	They have improved significantly
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. In your opinion, how do you assess the material resources of the court for providing services?

Considerably insufficient	Insufficient	Sufficient	Generally sufficient
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. In your opinion, how do you assess the court's human resources for service delivery?

Considerably insufficient	Insufficient	Sufficient	Generally sufficient
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. What level of trust do you have in the justice system?

Very low confidence	Low confidence	Average confidence	High confidence	Very high confidence	I have no answer
<input type="checkbox"/>					

10. Questions about personal data

10.1 Gender

- Woman
- Men

10.2 Age

- Under 30 years old
- 31-50 years old
- 51-65 years old
- Over 66 years old

10.3 For how many years have you been a member of the Bar Association / Enforcement agents / Mediators

- Less than 5 years
- 5-10 years old
- 11-20 years old

- Older than 20 years

10.4. How do you practice your profession?

- Alone
- As a member of a law firm or group

11. Because of your gender, do you consider that you have been treated differently?

12. Do you have any comments or suggestions to make about the functioning of the court and the judicial system in general?