



**Rule of Law Institutional  
Strengthening Program (ROLISP)**

# **SURVEY METHODOLOGY FOR COURT PERFORMANCE INDICATOR “ACCESS AND FAIRNESS”**

**Rule of Law Institutional Strengthening Program (ROLISP)**

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# Court Performance Indicator “Access and Correctness”

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## **Methodology for measuring court performance by surveying persons who come in contact with the courts**

The Superior Council of Magistracy of the Republic of Moldova (SCM) has adopted a new court performance indicator that reflects the citizens’ rating of the treatment they received in the courts in terms of access, correctness, equality, and respect.

### **The Objectives of the Survey**

At least once in three years, SCM will measure the satisfaction of the persons that come in contact with courts in terms of:

1. Existence of the necessary conveniences
2. Existence of signage in the courthouse
3. Safety in the courthouse
4. Working schedule
5. Time for settling problems in court
6. Court staff’s attitude
7. Conduct of court sittings

To ensure accuracy and clear interpretation of the results, the survey will use the numerical rating in combination with the descriptive rating:

- Excellent – 4 points
- Good – 3 points
- Satisfactory – 2 points
- Unsatisfactory – 1 point

The judicial authorities will use the results to identify poorly performing courts and to address this situation.

The survey will use appropriate statistical methods to collect representative information about the level of citizens’ satisfaction in all courts in the country.

Annex 1 contains the questionnaire that will be used for the survey.

### **Survey Report**

The survey report will present average ratings for each court and for the entire judiciary. It will also present information for each of the seven performance aspects listed above (existence of the necessary conveniences, existence of signage in the courthouse, safety in the courthouse, working schedule, time for settling problems in court, court staff’s attitude, and conduct of court sittings).

The report will include an analysis of the improvement proposals made by survey respondents.

## Questionnaire

The purpose of this survey is to establish how closely your expectations as the beneficiary of court services were met and what aspects, if any, you did not like. We appreciate very much your feedback because this information will help us to improve the quality of courts' work. Any information you provide will be strictly confidential and will not be disclosed. Although the participation in this survey is voluntary, **we hope that you will answer all questions because your opinion counts and is important for us.**

<b>SECTION 1: GENERAL INFORMATION</b>				
Please check off the answers that apply to you and reflect the reasons you have gone to court.				
<b>1. Age:</b> 1. 14-20 <input type="checkbox"/> 2. 21-35 <input type="checkbox"/> 3. 36-50 <input type="checkbox"/> 4. 51-60 <input type="checkbox"/> <input type="checkbox"/> 5. over 60 <input type="checkbox"/>	<b>2. Sex:</b> 1. Male <input type="checkbox"/> 2. Female <input type="checkbox"/>			
<b>3. Employment:</b> 1. Businessperson <input type="checkbox"/> ; 2. Private sector employee <input type="checkbox"/> ; 3. Public sector employee (state entity) <input type="checkbox"/> ; 4. Agricultural sector employee <input type="checkbox"/> ; 5. Student <input type="checkbox"/> ; 6. Unemployed <input type="checkbox"/> ; 7. Retired <input type="checkbox"/> ; 8. Other <input type="checkbox"/> (specify) _____				
<b>4. The reason for being in court</b> ( <i>check off all applicable answers</i> ): 1. I filed documents. <input type="checkbox"/> ...2. I obtained information. <input type="checkbox"/> ...3. I was a witness in a trial. <input type="checkbox"/> ...4. I represented a client in a trial. <input type="checkbox"/> ...5. I attended a court sitting. <input type="checkbox"/> ...6. I represent law enforcement authorities. <input type="checkbox"/>  7. I participated in a trial as a plaintiff. <input type="checkbox"/> ...8. I participated in a trial as a defendant. <input type="checkbox"/>  9. I participated in a trial as an accused party. <input type="checkbox"/> ... 10. I participated in a trial as an injured party. <input type="checkbox"/>				
<b>5. For what type of case have you come to court today?</b> 1. Administrative <input type="checkbox"/> 2. Civil <input type="checkbox"/> 3. Criminal <input type="checkbox"/>				
<b>6. How long have you had to wait till the staff served you?</b> 1. Less than 10 minutes <input type="checkbox"/> 2. 10-20 minutes <input type="checkbox"/> 3. 21-30 minutes <input type="checkbox"/> 4. 31-45 minutes <input type="checkbox"/> 5. 46-60 minutes <input type="checkbox"/> 6. More than 1 hour <input type="checkbox"/> 7. More than 3 hours <input type="checkbox"/>				
<b>7. Is this the first time you have come to this court?</b> 1. Yes <input type="checkbox"/> 2. No <input type="checkbox"/>				
<b>SECTION 2: ACCESS TO COURT</b>				
Please check off the figure that reflects your opinion about the statements below.				
	Excellent	Good	Satisfactory	Unsatisfactory
<b>8. The courthouse has the necessary conveniences (toilets, chairs, tables, etc.).</b>	4	3	2	1
<b>9. The courthouse has clear signage for the chancellery, archives and courtrooms.</b>	4	3	2	1
<b>10. I felt safe in this courthouse.</b>	4	3	2	1

<b>11. The working schedule is convenient for me to solve my problems.</b>	4	3	2	1
<b>12. I solved the problems I came for in reasonable time.</b>	4	3	2	1
<b>13. The staff spoke to me in the language I understand.</b>	4	3	2	1
<b>14. The staff were polite and respectful.</b>	4	3	2	1
<b>SECTION 3: QUESTIONS ABOUT THE COURT SITTING</b> <b>(ONLY FOR THOSE WHO PARTICIPATED IN A COURT SITTING)</b> Please check off the figure that reflects your opinion about the statements below.				
	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Unsatisfactory</b>
<b>15. The session started on time.</b>	4	3	2	1
<b>16. The session started with a delay of:</b> 1. 10-30 minutes <input type="checkbox"/> 2. 30-60 minutes <input type="checkbox"/> 3. more than 1 hour <input type="checkbox"/> 4. more than 3 hours <input type="checkbox"/>	4	3	2	1
<b>17. The judge was polite and respectful.</b>	4	3	2	1
<b>18. The judge did not discriminate me.</b>	4	3	2	1
<b>19. The atmosphere during the session was orderly and solemn.</b>	4	3	2	1
<b>20. The judge allowed me and/or my attorney to present the arguments during the session.</b>	4	3	2	1
<b>21. The case I was involved in was examined in reasonable time.</b>	4	3	2	1
<b>22. Now, on leaving the court, I know what I have to do further in connection with my case.</b>	4	3	2	1

**What changes would you like to see in this court during your next visit?**

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**Thank you for participating in this survey and your time to fill out this questionnaire. Your opinion counts!**