



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

# **Report on Identifying and Assessing Judges' Information Technology Training Needs**

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**USAID Contract No. AID-117-C-12-00002**

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**June 17, 2013**

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## **Report on Identifying and Assessing Judges' Information Technology Training Needs**

**Date:** June 17, 2013

**Location:** ROLISP

**Partners:** NIJ, USAID ROLISP

**Participants:** 196 judges

### **Objectives:**

On May 20 and June 7, 2013, the NIJ sent to Moldovan courts a questionnaire, prepared with the assistance of ROLISP, to identify judges' information technology training needs. The NIJ intends to use the collected information to tailor the training program to judges' training needs in managing information technology. Training courts staff in information technology is required in *sub-action 1.2.2.9 of the 2011-2016 Justice Sector Reform Strategy*.

The study sample covered 420 sitting judges of whom 196 filled out the questionnaire.

The study was carried out in 3 steps: developing the judges' training needs assessment questionnaire, identifying the training needs (filling out the questionnaire), and summing up the information and identifying training subjects.

### **Results:**

The information in the training needs assessment questionnaires shows that judges possess general computer literacy. However, 37.2% of respondents mentioned the following areas in which they needed additional training:

- Disk cleanup
- Updating antivirus definitions
- Inserting headers and footers
- Inserting a table
- Registration on a Web site
- Downloading files on a Web site

## Generalized Information on Judges' Information Technology Training Needs

**Table 1. Number of filled out questionnaires**

		Court	
		Number of questionnaires filled out	% of the 196 questionnaires filled out
Valid	Bălți Court	1	0.5
	Briceni Court	5	2.6
	Cahul Court	8	4.1
	Cahul Court of Appeals	6	3.1
	Călărași	5	2.6
	Cantemir Court	4	2.0
	Căușeni Court	7	3.6
	Commercial District Court	7	3.6
	Botanica Court, Chișinău	13	6.6
	Chișinău Court of Appeals	22	11.2
	Cimișlia Court	3	1.5
	Criuleni Court	1	.5
	Dubăsari Court	4	2.0
	Edineț Court	6	3.1
	Fălești Court	1	.5
	Florești Court	7	3.6
	Comrat Court	5	2.6
	Vulcănești Court	3	1.5
	Comrat Court of Appeals	4	2.0
	Ceadăr-Lunga Court	4	2.0
	Glodeni Court	5	2.6
	Ialoveni Court	6	3.1
	Leova Court	3	1.5
	Ocnîța Court	4	2.0
	Orhei Court	7	3.6
	Rîșcani Court	4	2.0
	Sîngerei Court	6	3.1
	Soroca Court	9	4.6
	Stefan-Voda Court	5	2.6
	Telenești Court	6	3.1
Ungheni Court	6	3.1	
Bender Court	4	2.0	

	<b>Bender Court of Appeals</b>	4	2.0
	<b>Supreme Court of Justice</b>	9	4.6
	<b>Military Court</b>	2	1.0
	<b>Total</b>	<b>196</b>	<b>100.0</b>

## Section 1—General computer literacy

1.1. Turn on/off a computer			
		<b>Number of judges who answered the question</b>	<b>% of the 196 questionnaires filled out</b>
<b>All respondents answered</b>	<b>I know how to</b>	193	98.5
	<b>I must learn how to</b>	3	1.5
	<b>Total</b>	196	100.0

1.2. Log on/off a computer			
		<b>Number of judges who answered the question</b>	<b>% of the 196 questionnaires filled out</b>
<b>All respondents answered</b>	<b>I know how to</b>	182	92.9
	<b>I must learn how to</b>	14	7.1
	<b>Total</b>	196	100.0

1.3. Use a keyboard, including a numeric keypad, the keys Tab, Shift, and Ctrl, and function keys (F1, F2, etc.)			
		<b>Number of judges who answered the question</b>	<b>% of the 196 questionnaires filled out</b>
<b>All respondents answered</b>	<b>I know how to</b>	190	96.9
	<b>I must learn how to</b>	6	3.1
	<b>Total</b>	196	100.0

1.4. Use a mouse efficiently: the left click, the right click, double click, and scrolling			
		<b>Number of judges who answered the question</b>	<b>% of the 196 questionnaires filled out</b>
<b>All respondents answered</b>	<b>I know how to</b>	193	98.5
	<b>I must learn how to</b>	3	1.5
	<b>Total</b>	196	100.0

1.5. Set the date and the time on a computer			
		<b>Number of judges who answered the question</b>	<b>% of the 196 questionnaires filled out</b>
<b>All respondents answered</b>	<b>I know how to</b>	173	88.3
	<b>I must learn how to</b>	23	11.7
	<b>Total</b>	196	100.0

1.6. Create a shortcut on the desktop			
		Number of judges who answered the question	% of the 196 questionnaires filled out
All respondents answered	I know how to	159	81.1
	I must learn how to	37	18.9
	Total	196	100.0

1.7. Start disk cleanup			
		Number of judges who answered the question	% of the 196 questionnaires filled out
All respondents answered	I know how to	116	59.2
	I must learn how to	80	40.8
	Total	196	100.0

1.8. Update antivirus definitions			
		Number of judges who answered the question	% of the 196 questionnaires filled out
All respondents answered	I know how to	118	60.2
	I must learn how to	78	39.8
	Total	196	100.0

## Section 2—Windows OS

2.1. Print a document			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	189	96.9
	I must learn how to	6	3.1
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

2.2. Recover deleted files			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	158	81.0
	I must learn how to	37	19.0
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

2.3. Create new folders			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	183	93.8
	I must learn how to	12	6.2
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

2.4. Move and copy folders			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	181	92.8
	I must learn how to	14	7.2
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

2.5. Rename folders			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	181	92.8
	I must learn how to	14	7.2
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

2.6. Search in a folder			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	182	93.3
	I must learn how to	13	6.7
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

2.7. Maximize, minimize, and resize windows			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	180	92.3
	I must learn how to	15	7.7
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

2.8. Switch between windows			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	142	72.8
	I must learn how to	53	27.2
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

### Section 3—Microsoft Word

3.1. Open and save a Word file			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	185	94.9
	I must learn how to	10	5.1
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.2. Type a text in Word program			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	185	94.9
	I must learn how to	10	5.1
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.3. Minimize, maximize, and close Word program

		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	185	94.9
	I must learn how to	10	5.1
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.4. Delete, copy, cut, and paste a text

		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	183	93.8
	I must learn how to	12	6.2
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.5. Track changes in a document

		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	150	76.5
	I must learn how to	45	23.5
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.6. Use the undo/repeat functions

		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	166	85.1
	I must learn how to	29	14.9
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.7. Format paragraphs			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	166	85.1
	I must learn how to	29	14.9
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.8. Select and change font and font size			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	181	92.8
	I must learn how to	14	7.2
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.9. Making the selected text bold, italicized, and underlined			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	175	89.7
	I must learn how to	20	10.3
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.10. Use the spellchecker			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	150	76.9
	I must learn how to	45	23.1
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.11. Create bulleted and numbered lists			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	138	70.8
	I must learn how to	57	29.2
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.12. Insert headers and footers			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	133	68.2
	I must learn how to	62	31.8
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.13. Insert page numbers			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	158	81.0
	I must learn how to	37	19.0
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.14. Preview a page before printing it			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	166	85.1
	I must learn how to	29	14.9
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.15. Insert a table			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	127	65.1
	I must learn how to	68	34.9
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.16. Rename files			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	182	93.3
	I must learn how to	13	6.7
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	100.0

3.17. Copy files			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	185	94.9
	I must learn how to	10	5.1
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

3.18. Look for files			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	184	94.4
	I must learn how to	11	5.6
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

**Section 4—Please, rate your typing skill from 0 (no skills at all) to 3 (very skilled) and check off the appropriate box.**

4. Section 4—Typing skill			
	Rating scale	Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	0	1	.5
	1	6	3.2
	2	95	50.8
	3	85	45.5
	Total	187	100.0
Number of respondents who did not answer this question		9	
Total		196	

**Section 5—the Internet**

5.1. Find and follow Internet links			
		Number of judges who answered the question	% of the 196 questionnaires filled out
All respondents answered	I know how to	184	93.9
	I must learn how to	12	6.1
	Total	196	100.0

5.2. Find information on the Internet, using a browser and a search engine (Internet Explorer, Google, Firefox, Mozilla)			
		Number of judges who answered the question	% of the 196 questionnaires filled out
All respondents answered	I know how to	180	91.8
	I must learn how to	16	8.2
	Total	196	100.0

5.3. Receive/send/reply/forward emails			
		Number of judges who answered the question	% of the 196 questionnaires filled out
All respondents answered	I know how to	138	70.4
	I must learn how to	58	29.6
	Total	196	100.0

5.4. Read emails			
		Number of judges who answered the question	% of the 196 questionnaires filled out
All respondents answered	I know how to	151	77.0
	I must learn how to	45	23.0
	Total	196	100.0

5.5. Send attachments with an email			
		Number of judges who answered the question	% of the 196 questionnaires filled out
All respondents answered	I know how to	133	67.9
	I must learn how to	63	32.1
	Total	196	100.0

5.6. Delete/print emails and attachments			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	136	69.7
	I must learn how to	59	30.3
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

5.7. Open and save attachments			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	139	71.3
	Need to learn	56	28.7
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

5.8. Register into a Web site			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	112	57.4
	Need to learn	83	42.6
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

5.9. Download files from a Web site			
		Number of judges who answered the question	% of the 196 questionnaires filled out
Not all respondents answered	I know how to	130	66.7
	Need to learn	65	33.3
	Total	195	100.0
Number of respondents who did not answer this question		1	
Total		196	

## Information Technology

### Training Need Assessment Questionnaire for Judges

This questionnaire has been designed to determine the training needs of Moldovan judges in the use of IT.

Please complete the Training Needs Assessment Questionnaire to help NIJ to understand how comfortable you are using IT system and identify if you need additional training and support.

The questionnaire should not take too long to complete. Once you have done so, please send it to [inj@inj.gov.md](mailto:inj@inj.gov.md).

Name \_\_\_\_\_

Court \_\_\_\_\_

Date \_\_\_\_\_

Please check off in column **A** (double click in [■]) each of the following you know how to do. For those that you do not know how to do, please check off in column **B** those it would be useful for you to learn.

#### Section 1—General computer literacy

	<b>A</b> <i>I know how to...</i>	<b>B</b> <i>Need to learn...</i>
1. Turn on/off a computer	<input type="checkbox"/>	<input type="checkbox"/>
2. Log on/off a computer <sup>1</sup>	<input type="checkbox"/>	<input type="checkbox"/>
3. Use a keyboard, including a numeric keypad, Tab, Shift, Ctrl, and function keys (F1, F2, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
4. Use a mouse efficiently: the left click, the right click, double click, and scrolling	<input type="checkbox"/>	<input type="checkbox"/>
5. Set the date and the time on a computer	<input type="checkbox"/>	<input type="checkbox"/>
6. Create a shortcut <sup>2</sup> on the desktop	<input type="checkbox"/>	<input type="checkbox"/>
7. Update antivirus definitions	<input type="checkbox"/>	<input type="checkbox"/>
8. Update antivirus definitions	<input type="checkbox"/>	<input type="checkbox"/>

<sup>1</sup> Start/end a work session as a user.

<sup>2</sup> A small icon on the desktop, with a small arrow in the bottom left corner, that directs to a program, folder or a file.

## Section 2—Windows OS

	<b>A</b> <i>I know how to...</i>	<b>B</b> <i>Need to learn...</i>
1. Print a document	<input type="checkbox"/>	<input type="checkbox"/>
2. Recover deleted files	<input type="checkbox"/>	<input type="checkbox"/>
3. Create new folders	<input type="checkbox"/>	<input type="checkbox"/>
4. Move and copy folders	<input type="checkbox"/>	<input type="checkbox"/>
5. Rename folders	<input type="checkbox"/>	<input type="checkbox"/>
6. Search in a folder	<input type="checkbox"/>	<input type="checkbox"/>
7. Minimize, maximize, and resize windows	<input type="checkbox"/>	<input type="checkbox"/>
8. Switch between windows	<input type="checkbox"/>	<input type="checkbox"/>

## Section 3—Microsoft Word

	<b>A</b> <i>I know how to...</i>	<b>B</b> <i>Need to learn...</i>
1. Open and save a Word file	<input type="checkbox"/>	<input type="checkbox"/>
2. Type a text in Word program	<input type="checkbox"/>	<input type="checkbox"/>
3. Minimize, maximize, and close Word program	<input type="checkbox"/>	<input type="checkbox"/>
4. Delete, copy, cut, and paste a text	<input type="checkbox"/>	<input type="checkbox"/>
5. Track changes in a documents	<input type="checkbox"/>	<input type="checkbox"/>
6. Use the undo/repeat functions	<input type="checkbox"/>	<input type="checkbox"/>
7. Format paragraphs <sup>3</sup>	<input type="checkbox"/>	<input type="checkbox"/>
8. Select and change font and font size	<input type="checkbox"/>	<input type="checkbox"/>
9. Making the selected text bold, italicized, and underlined	<input type="checkbox"/>	<input type="checkbox"/>
10. Use the spell checker	<input type="checkbox"/>	<input type="checkbox"/>
11. Create bulleted and numbered lists	<input type="checkbox"/>	<input type="checkbox"/>
12. Insert headers and footers	<input type="checkbox"/>	<input type="checkbox"/>
13. Insert page numbers	<input type="checkbox"/>	<input type="checkbox"/>
14. Preview a page before printing it	<input type="checkbox"/>	<input type="checkbox"/>
15. Insert a table <sup>4</sup>	<input type="checkbox"/>	<input type="checkbox"/>
16. Rename files	<input type="checkbox"/>	<input type="checkbox"/>
17. Copy files	<input type="checkbox"/>	<input type="checkbox"/>
18. Look for files	<input type="checkbox"/>	<input type="checkbox"/>

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<sup>3</sup> Processing a text by changing its form, size or color to outline certain aspects

<sup>4</sup> Creating, inserting, and adding a table.

### Section 4—Typing skills

Please, rate your level of typing skills from 0 (no skills at all) to 3 (very skilled) and check off the appropriate box.

0	1	2	3

### Section 5—the Internet

	<b>A</b> <i>I know how to...</i>	<b>B</b> <i>Need to learn...</i>
1. Find and follow Internet links <sup>5</sup>	<input type="checkbox"/>	<input type="checkbox"/>
2. Find information on the Internet, using a browser and a search engine (Internet Explorer, Google, Firefox, Mozilla)	<input type="checkbox"/>	<input type="checkbox"/>
3. Receive/send/reply/forward emails	<input type="checkbox"/>	<input type="checkbox"/>
4. Read emails	<input type="checkbox"/>	<input type="checkbox"/>
5. Send attachments with an email	<input type="checkbox"/>	<input type="checkbox"/>
6. Delete/print emails and attachments	<input type="checkbox"/>	<input type="checkbox"/>
7. Open and save attachments	<input type="checkbox"/>	<input type="checkbox"/>
8. Register into a Web site	<input type="checkbox"/>	<input type="checkbox"/>
9. Download files from a Web site	<input type="checkbox"/>	<input type="checkbox"/>

### Section 6 — Comments for the information technology training

Please, give details of any other information technology training that would help you to do your job.

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**Thank you for taking the time to complete this questionnaire!**

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<sup>5</sup> Opening Web sites/Web pages.