



USAID | **RULE OF LAW**
FROM THE AMERICAN PEOPLE PROGRAM IN ALBANIA

FINAL REPORT 2010
CUSTOMER SATISFACTION SURVERY (Q-10)

UNITED STATES AGENCY FOR INTERNATIONAL DEVELOPMENT
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FINAL REPORT

TABLE OF CONTENTS:

1. INTRODUCTION
2. THE PURPOSE OF THE SURVEY
3. THE METHODOLOGY
 - 3.1 Questionnaire
 - 3.2 The questions' intention
 - 3.3 The sample and response rate
 - 3.4 How the survey is administrated
4. ACTIVITIES PERFORMED AND TASKS REALIZED
5. RESULTS OF THE SURVEY
 - 5.1 Baseline Measure in 10 Pilot Courts and 3 added Courts
 - 5.2 Cross tabs in 13 COURTS
 - 5.3 Comparison of satisfied Citizens in 13 Courts
 - 5.4 Users' satisfaction measurement in each of 13 Courts

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Implementation unit: *Tirana Legal Aid Society, TLAS*

1. INTRODUCTION

The TLAS' final report covers all the activities as set out for the implementation of the project "**TLAS survey to measure the satisfaction of courts' users**" during **January-March, 2010**. The overall goal of the project was measuring satisfaction of a significant and representative number of court users in each of the thirteen (13) courts selected: Durres, Elbasan, Pogradec, Saranda, Shkodra, Vlora, Kruja and Korca District Courts, in Tirana High Crimes Court and in Tirana, Gjirokastra and Vlora Appellate Courts and Mat District Court. The objectives were focused to examine the satisfaction of: Parties and litigants, Private Lawyers and Prosecutors, Court Staff and Judges and the Individuals seeking other services from the court.

The implementation of the project passed through some important phases strongly based on the mobilization of a group of external and internal experts, of the TLAS Lawyers as team leaders and of the very efficient number of law students. The communication and the collaboration with each of 13 Head of Courts started with the presentation of the continuation of the scope of the ROLP/ USAID project "**Survey to measure the satisfaction of courts' users**" during 2008, 2009 and 2010. TLAS' groups had full collaboration with the Court's staff in undertaking this survey and, creating a favorable environment for the development of the survey. In addition, TLAS working groups were well-respected by the judiciary which meant that the process of data collection did not faced any obstacle or difficulty.

2. THE PURPOSE OF THE SURVEY

- a) The purpose of the same survey in the same courts for the third year, 2008, 2009 and now in 2010, is to measure the court users' satisfaction in three consecutive years and compare the 2010 findings with the previous ones. The survey finds differences and positive or negative tendencies for each court and compares it with the survey from one year ago. The most important findings are people's personal perceptions of how they were treated by the court system and whether the court system treated them fairly in order to improve the services provided by the court.
- a) In addition the survey contributes to improving each Court's performance, transparency and accountability; strengthening Judicial and Court Administration, increasing the level of transparency and the proper access to court hearings, court records, publication of the opinions and court information, avoiding the delay' practices and increasing public trust and confidence.

3. METHODOLOGY

The essence of the methodology selected was for carrying out the Q-11 Court Survey in the ten Pilot Courts: **Durres, Elbasan, Pogradec, Saranda, Shkodra, Vlora District Courts, in Tirana High Crimes Court and in Tirana, Gjirokastra Appellate Courts, Mat District Court** as well as in the three additional courts selected by ROLP in Kruja & Korca District Courts and Vlora Appellate Court. Special attention was paid to the sample composition to meet the requirements of the ROLP and lessons learned from the previous surveys 2008 and 2009, as detailed in the following paragraphs. The intention was to fulfill important requirements: a) the measures need to be sustainable by the Albanian courts as practical ones after the end of the Rule of Law Program (ROLP); b) to serve and assist the courts identify further improvement strategies and serve as an incentive and tool for court self improvement;

Questionnaire

The 2010 questionnaire followed the 2009 questionnaire. Questionnaires were printed in two colors (white and pink); pink for the court employees (court administration, judges, etc) and white for all other court users.

Teams of young law students, who were already experienced interviewers, conducted interviews and the official administration. They were TLAS volunteers from law Faculties and TLAS students from the internship program. Their training was provided by the Statistical Consultant and TLAS experts with the necessary instructions for the distribution and return of questionnaires. For the court employees, the following approach was considered the most suitable for each court: the period 10 January 2010 up 28 January 2010 is used by TLAS as the preparatory phase to install the communications and contacts with 12 Head of Courts mentioned above. The survey day is fixed with the head of Courts since the TLAS working groups with the questionnaires will arrive in each Courthouse in the morning between 8.00 and 9.00 o'clock and monitor until 14.00 hours. These hours are the period in which there will be the most. For those questions that are not appropriate for response by the court employees, a special row with the answer "not applicable" is foreseen. The interviewers are trained to explain to the users each of the 11 questions.

3.2 The questions' intention

The 11 questions are designed as statements, providing agreement or disagreement with 11 simple statements on accessibility, convenience, treatment, courtesy, transparency and efficiency of the court. The questions give performance measures set for the "Court Trial Performance and Measuring System". The questions are based on the requirements given by USAID and ROLP for court's needs and self-assessment. The Q-11 questions were designed to help the courts to set further goals and controls, help ROLP and USAID to assess the efficiency of the technical assistance provided to the courts during the period of three surveys, and to provide assistance in the areas that showed lower satisfaction by the court users.

There are 5 types of responses: Strongly agree, Agree, No opinion, Disagree and Strongly Disagree and where applicable a "Not Applicable" response. The statements "Strongly agree" and "Agree" could be merged in the process of analyzing and reporting.

The second page of the sample instrument is a demographic one, i.e. general data of the respondent. The gender, education, role and how often respondent visits the court are the main questions. In addition there are two questions related to the court user's experience and perception on the competency of the public prosecutor and the attorney at law. Another was added to measure the level of corruption in the Court cases.

3.3 The sample and response rate

The sample is based on some important trends/data regarding the time and days when citizens/users frequent the court and when most of the trials are scheduled. All regular court users, namely litigants, attorneys, witnesses, citizens seeking information or documents as well as court employees and judges are interviewed. It means all the people who are physically in the courthouse that particular day are potential respondents. This is a new approach considering that the employee and customer experience are not separate entities and should be assessed and managed together. The court users and court employees' measures are viewed as permanent, necessary collaborators, with the result that the problems and the solutions can be more easily identified, improved and accepted.

The plan was that all the court users who are entering the courthouse on that particular day should be interviewed. The Q – 11 was a "snapshot" survey based mainly on the TLAS' attorneys' personal long experience with the court users. So the questionnaires are to be completed when the users are exiting

the courthouse so as to record respondent's fresh/recent perception of the various aspects of the court functioning and services, avoiding as much as possible any other indication. An analysis is then made of the responses from all the respondents of each of 12 court's users.

3.4 How the survey was administrated

Tirana Legal Aid Society's (TLAS) working group completed the survey in all pilot courts by 31 March 2010, according to the Agreement with the ROLP. It means that the group was responsible to contact, communicate, distribute and collect the questionnaires, entry the data, prepare the database, analyze the data and display. The TLAS identified the two internal experts and one Statistician/expert to secure the successful administration of the survey. The ROLP/USAID project coordinator was involved in all phases until the end of the task. TLAS visited the court and set out the plan of fieldwork according to the court facilities and agreement with the Chief Judge

The TLAS' interviewers were divided in four groups; each member had a role such as *The Greeters*. Team members were stationed around the entry/exit of the court, on all floors where there were courtrooms, in the lobby and where the court administration receives any kind of motions i.e. in all the places where the frequency of people is highest. Team members directed court users to the tables/desks where they completed the survey.

The Helpers were team members who assisted court users in completing the questionnaire. Those respondents that were not able to read the questionnaire needed to have the survey read to them. Some other respondents needed help in physically filling out the questionnaire.

The Checkers were one team member who collected the completed questionnaire, checked the completeness and delivered the completed questionnaire to the data entry person. This person reviewed on a constant basis the frequency in each part of the courthouse and relocated the team members if necessary.

Data Entry Person, one team member who entered the questionnaire data in the Software as directed by the statistical expert.

4. ACTIVITIES PERFORMED AND TASKS REALIZED

For output 1: Develop the training with working group's participants

The mobilization of the TLAS experts, the TLAS team leaders and students, the identification of the stakeholders and the establishment of contact with all courts started on 10 January 2010. The sample identification and the design of the 11 questions (11Q), was approved by the Donor and the working groups. One-day training was organized with TLAS working groups, including experts, team leaders, project coordinator, and students and focused on the quality of the interviews how to interview the respondents so that they became familiar with the questionnaires as well as with some particularities of this survey.

The preparatory phase described above was determined to be a successful tool to start the survey in the selected courts soon after the working groups were well-trained on how to interview the users and to complete the questionnaires.

For output 2: Insuring the qualitative at least 1047 fulfilled questionnaire according to the sample in the selected courts

TLAS set up the timetable for each court with the number of users to be interviewed as below:

Target Courts	No	1.02.10	03.02	04.02	08.02	09.02	10.02	15.02	17.02	18.02	22.02	23.02	24.02
		Feb 10	Feb										
Elbasan	108												
Pogradec & Korca	35+132												
Vlore appellate court & Vlora district court	38+107												
Gjirokaster Appellate Court & Saranda District court	62+40												
Kruja	46												
Shkoder	144												
Durres	156												
Mat	30												
Tirana Appellate & High Crimes	222+58												
Total planned	1178												

In fact TLAS interviews a **total number of the regular respondents of 1178** divided as below:

1. In Durres are interviewed 156 respondents
2. In Vlora District Court, 107 respondents
3. In Vlora Appellate Court, 38 respondents
4. In Kruja District Court, 46 respondents
5. In Tirana High Crimes Court, 58 respondents
6. In Tirana Appellate Court, 222 respondents
7. In Gjirokastra District Court, 62 respondents
8. In Saranda District Court, 40 respondents
9. In Pogradec District Court, 35 respondents
10. In Korca District Court, 132 respondents
11. In Elbasan District Court, 108 respondents
12. In Shkodra District Court, 144 respondents
13. In Mat District Court 30 respondents

Total: 1178 interviewed respondents divided as below:

Summary table: All users Citizens Lawyers Judges Prosecutors Court Employees

Durres Court	156	97	40	10	3	6
Elbasan Court	108	78	6	10	2	12
Gjirokastra Appeal Court	62	46	4	4	2	6
Vlora First Instance Court	107	61	16	12	2	16

Pogradec Court	35	26	1	5	1	2
Saranda Court	40	23	6	8	1	2
Shkodra Court	144	118	5	12	2	7
Tirana Appeal Court	222	49	150	6	1	16
Tirana High Crimes Court	58	25	20	4	5	4
Mat Court	30	16	4	4	1	5
Total 10 Courts	962	539	252	75	20	76
Kruja Court	46	34	7	1	1	3
Korca Court	132	101	9	10	2	10
Vlora Appeal Court	38	27	4	4	1	2
Total 3 Courts	216	162	20	15	4	15
Total 13 Courts	1178	701	272	90	24	91

5. RESULTS OF THE SURVEY¹

The Performance indicator is: Satisfaction of users through perception of efficiency, transparency, corruption, accessibility and accountability in the pilot courts.

Indicators: 11 statements/questions

1. Finding where I need to go in the courthouse was easy and convenient.
2. It was easy getting the information I needed when I came to the courthouse.
3. Court personnel treated me with courtesy and respect.
4. I understand the instructions of the court and what I need to do next.
5. During the hearing, the judge listened to me, and was courteous and respectful.
6. The case or other business I had with the court was handled in a time promptly and in an efficient manner.
7. The trial records are clear, accurate and reliable.
8. I received from the court a written copy of the Decision without delays, and it was understandable.
9. I was treated fairly and impartially.
10. Overall, I think the court performed effectively.
11. I had to pay a bribe in order to take a service from the court

Interim Indicator: The percentage of the overall citizens' feedback on the court performance will be tracked in order to determine whether an increase or decrease is been reached. The "control" and "goal" levels will be considered.

5.1 Baseline Measure in 9 Pilot Courts

First

Q-10 survey conducted during 2008 in the 9 Albanian pilot Courts shows a baseline of 53 % overall public user satisfaction.

Q-10 survey conducted during 2009 in the Albanian pilot courts shows a baseline of 66,06 % overall public user satisfaction.

Q-10 survey conducted during 2010 in the Albanian pilot courts shows a baseline of 59% overall public user satisfaction.

▪ ¹ **Applications used in:** The Visual Basic (Court Survey program) and Excel. Visual Basics application provides the possibility for each Pilot Court to subtract the satisfaction of the public and employees out of the consolidated numbers from those groups.

Table 1/a

This table shows the level of satisfaction of **all courts users** in all the 10 pilot courts

Table 1/a. Court users' satisfaction in 10 pilot courts									
Q-1 <i>Finding where I need to go in the courthouse was easy and convenient</i>		Q-2 <i>It was easy getting the information I needed when I came to the courthouse</i>		Q-3 <i>Court personnel treated me with courtesy and respect</i>		Q-4 <i>I understand the instructions of the court and what I need to do next</i>		Q-5 <i>During the hearing the judge listened to me, and was courteous and respectful</i>	
<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>
76.61%	8.52%	68.50%	12.99%	70.79%	11.23%	71.83%	8.21%	58.11%	13.20%

Q-6 <i>The case or other business I had with the court was handled in a time promptly and in an efficient manner.</i>		Q-7 <i>The trial records are clear, accurate and reliable</i>		Q-8 <i>I received from the court a written copy of the Decision without delays, and it was understandable.</i>		Q-9 <i>I was treated fairly and impartially</i>		Q-10 <i>Overall, I think the court performed effectively.</i>		Q-11 <i>I had to pay a bribe in order to take a service from the court</i>	
<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>
45.11%	29.73%	56.86%	15.28%	47.82%	22.14%	57.48%	17.57%	58.84%	19.65%	9.67%	71.31%

Table 1/b

This table shows the level of satisfaction of “citizens” category in all the 10 pilot courts

Table 1/b. Citizens satisfaction in 10 pilot courts									
Q-1 <i>Finding where I need to go in the courthouse was easy and convenient</i>		Q-2 <i>It was easy getting the information I needed when I came to the courthouse</i>		Q-3 <i>Court personnel treated me with courtesy and respect</i>		Q-4 <i>I understand the instructions of the court and what I need to do next</i>		Q-5 <i>During the hearing the judge listened to me, and was courteous and respectful</i>	
<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>
83.49%	12.24%	72.73%	17.25%	73.84%	16.14%	75.32%	12.62%	59.18%	16.88%

Q-6 <i>The case or other business I had with the court was handled in a time promptly and in an efficient manner.</i>		Q-7 <i>The trial records are clear, accurate and reliable</i>		Q-8 <i>I received from the court a written copy of the Decision without delays, and it was understandable.</i>		Q-9 <i>I was treated fairly and impartially</i>		Q-10 <i>Overall, I think the court performed effectively.</i>		Q-11 <i>I had to pay a bribe in order to take a service from the court</i>	
<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>
48.98%	34.14%	56.59%	18.37%	48.98%	21.89%	60.85%	23.01%	60.30%	25.05%	12.06%	76.99%

Table 2 This table shows in a more detailed way, the level of satisfaction of all court users in each of the 10 pilot courts.

Level of satisfaction of all the court users for each 10 pilot courts (in percentage)	Q-1	Q-2	Q-3	Q-4	Q-5	Q-6	Q-7	Q-8	Q-9	Q-10	Q-11
Nr of respondents in DR for each question	114	94	87	93	76	56	70	55	74	67	23
Durres Court Satisfaction	73.08%	60.26%	55.77%	59.62%	48.72%	35.90%	44.87%	35.26%	47.44%	42.95%	14.74%
Nr of respondents in EL for each question	73	57	56	64	43	38	48	40	45	50	13
Eibasan Court Satisfaction	67.59%	52.78%	51.85%	59.26%	39.81%	35.19%	44.44%	37.04%	41.67%	46.30%	12.04%
Nr of respondents in GJ APP for each question	50	49	47	42	43	41	39	44	37	44	7
Gjirokastra Appeal Court Satisfaction	80.65%	79.03%	75.81%	67.74%	69.35%	66.13%	62.90%	70.97%	59.68%	70.97%	11.29%
Nr of respondents in VL for each question	75	62	67	69	54	40	50	45	55	55	16
Vlora Court Satisfaction	70.09%	57.94%	62.62%	64.49%	50.47%	37.38%	46.73%	42.06%	51.40%	51.40%	14.95%
Nr of respondents in PG for each question	28	26	28	26	23	22	22	22	25	25	2
Pogradec Court Satisfaction	80.00%	74.29%	80.00%	74.29%	65.71%	62.86%	62.86%	62.86%	71.43%	71.43%	5.71%
Nr of respondents in SR for each question	37	38	37	35	26	25	28	30	28	31	2
Saranda Court Satisfaction	92.50%	95.00%	92.50%	87.50%	65.00%	62.50%	70.00%	75.00%	70.00%	77.50%	5.00%
Nr of respondents in SH for each question	116	104	115	116	99	71	92	73	99	100	12
Shkodra Court Satisfaction	80.56%	72.22%	79.86%	80.56%	68.75%	49.31%	63.89%	50.69%	68.75%	69.44%	8.33%
Nr of respondents TR APP for each question	173	165	178	182	149	98	158	118	138	143	15
Tirana Appeal Court Satisfaction	77.93%	74.32%	80.18%	81.98%	67.12%	44.14%	71.17%	53.15%	62.16%	64.41%	6.76%
Nr of respondents TR High Crimes for each question	49	41	45	42	32	24	27	22	34	30	2
Tirana High Crimes Court Satisfaction	84.48%	70.69%	77.59%	72.41%	55.17%	41.38%	46.55%	37.93%	58.62%	51.72%	3.45%
Nr of respondents Mat for each question	22	23	21	22	14	19	13	11	18	21	1
Mat Court Satisfaction	73.33%	76.67%	70.00%	73.33%	46.67%	63.33%	43.33%	36.67%	60.00%	70.00%	3.33%
Total nr of respondents for each question in 10 courts	737	659	681	691	559	434	547	460	553	566	93
Total level of satisfaction in 10 courts	76.61%	68.50%	70.79%	71.83%	58.11%	45.11%	56.86%	47.82%	57.48%	58.84%	9.67%

Table 3 Level of satisfaction of all the court users for 3 courts (non pilot courts)

Level of satisfaction of all the court users for each 3 non pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially .	Q-10 Overall, I think the court performed effectively	Q -11 I had to pay a bribe in order to take a service from the court
Nr of respondents in KR for each question	39	33	36	34	22	26	23	24	29	27	6
Kruja Court Satisfaction	84.78%	71.74%	78.26%	73.91%	47.83%	56.52%	50.00%	52.17%	63.04%	58.70%	13.04%
Nr of respondents in KO for each question	108	101	102	93	83	84	81	66	78	92	7
Korca Court Satisfaction	81.82%	76.52%	77.27%	70.45%	62.88%	63.64%	61.36%	50.00%	59.09%	69.70%	5.30%
Nr of respondents in VL APP for each question	28	23	27	23	22	16	19	15	21	19	0
Vlora Appeal Court Satisfaction	73.68%	60.53%	71.05%	60.53%	57.89%	42.11%	50.00%	39.47%	55.26%	50.00%	0.00%
Total nr of respondents for each question in 3 courts	175	157	165	150	127	126	123	105	128	138	13
Total level of satisfaction in 3 courts	81.02%	72.69%	76.39%	69.44%	58.80%	58.33%	56.94%	48.61%	59.26%	63.89%	6.02%

Table no. 4: Level of satisfaction of “citizens” category of court users in 13 Courts

Level of satisfaction of citizens for each 13 pilot courts (in percentage)	Q-1	Q-2	Q-3	Q-4	Q-5	Q-6	Q-7	Q-8	Q-9	Q-10	Q -11
Durres Court Satisfaction	52.55%	40.88%	40.15%	42.34%	32.85%	24.82%	31.39%	25.55%	32.12%	28.47%	13.87%
Elbasan Court Satisfaction	78.57%	61.90%	57.14%	67.86%	44.05%	40.48%	50.00%	42.86%	48.81%	50.00%	14.29%
Gjirokastra Appeal Court Satisfaction	78.00%	74.00%	68.00%	66.00%	66.00%	64.00%	58.00%	64.00%	56.00%	66.00%	10.00%
Vlora Court Satisfaction	58.44%	46.75%	48.05%	49.35%	33.77%	28.57%	31.17%	29.87%	37.66%	35.06%	15.58%
Pogradec Court Satisfaction	88.89%	81.48%	88.89%	81.48%	74.07%	66.67%	66.67%	62.96%	77.78%	74.07%	3.70%
Saranda Court Satisfaction	75.86%	75.86%	72.41%	72.41%	55.17%	55.17%	55.17%	55.17%	51.72%	62.07%	3.45%
Shkodra Court Satisfaction	84.55%	76.42%	85.37%	86.18%	72.36%	52.85%	65.85%	50.41%	73.17%	71.54%	8.13%
Tirana Appeal Court Satisfaction	21.11%	20.10%	20.60%	19.60%	17.09%	10.55%	17.09%	14.57%	16.08%	16.08%	1.01%
Tirana High Crimes Court Satisfaction	46.67%	37.78%	40.00%	37.78%	24.44%	20.00%	22.22%	17.78%	31.11%	26.67%	4.44%
Mat Court Satisfaction	75.00%	80.00%	75.00%	75.00%	40.00%	65.00%	40.00%	30.00%	70.00%	70.00%	5.00%
Total level of satisfaction in 10 courts	46.34%	40.37%	40.99%	41.81%	32.85%	27.19%	31.41%	27.19%	33.78%	33.47%	6.69%
Kruja Court Satisfaction	68.29%	56.10%	60.98%	58.54%	36.59%	43.90%	34.15%	43.90%	56.10%	43.90%	14.63%
Korca Court Satisfaction	79.09%	72.73%	73.64%	65.45%	59.09%	59.09%	53.64%	42.73%	57.27%	61.82%	6.36%
Vlora Appeal Court Satisfaction	70.97%	61.29%	67.74%	58.06%	54.84%	41.94%	51.61%	41.94%	54.84%	51.61%	0.00%
Total level of satisfaction in 13 courts	60.33%	52.83%	53.96%	53.44%	42.75%	37.00%	40.49%	35.15%	44.30%	43.88%	8.02%

Table no. 5: Level of satisfaction of “judges” category of court users in 13 Courts

Level of satisfaction of “judges” for each 13 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially .	Q-10 Overall, I think the court performed effectively	Q -11 I had to pay a bribe in order to take a service from the court
Nr of respondents in DR for each question	2	2	2	2	2	2	2	2	2	2	1
Durres Court Satisfaction	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	10.53%	5.26%
Nr of respondents in EL for each question	0	0	0	1	1	0	0	0	0	5	0
Elbasan Court Satisfaction	0.00%	0.00%	0.00%	4.17%	4.17%	0.00%	0.00%	0.00%	0.00%	20.83%	0.00%
Nr of respondents in GJ APP for each question	3	3	3	3	2	2	3	3	2	3	1
Gjirokastra Appeal Court Satisfaction	25.00%	25.00%	25.00%	25.00%	16.67%	16.67%	25.00%	25.00%	16.67%	25.00%	8.33%
Nr of respondents in VL for each question	4	4	3	3	3	3	3	3	3	4	0
Vlora Court Satisfaction	13.33%	13.33%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	13.33%	0.00%
Nr of respondents in PG for each question	2	2	2	2	1	2	2	3	2	3	1
Pogradec Court Satisfaction	25.00%	25.00%	25.00%	25.00%	12.50%	25.00%	25.00%	37.50%	25.00%	37.50%	12.50%
Nr of respondents in SR for each question	6	7	7	6	5	6	6	6	7	6	0
Saranda Court	54.55%	63.64%	63.64%	54.55%	45.45%	54.55%	54.55%	54.55%	63.64%	54.55%	0.00%

Satisfaction												
Nr of respondents in SH for each question	1	1	1	2	1	0	2	2	1	1	0	
Shkodra Court Satisfaction	4.76%	4.76%	4.76%	9.52%	4.76%	0.00%	9.52%	9.52%	4.76%	4.76%	0.00%	
Nr of respondents TR APP for each question	0	0	2	4	6	6	6	6	5	6	0	
Tirana Appeal Court Satisfaction	0.00%	0.00%	8.70%	17.39%	26.09%	26.09%	26.09%	26.09%	21.74%	26.09%	0.00%	
Nr of respondents TR High Crimes for each question	1	1	1	1	1	1	1	1	1	1	0	
Tirana High Crimes Court Satisfaction	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%	0.00%	
Nr of respondents Mat for each question	1	1	1	1	1	1	1	1	1	1	0	
Mat Court Satisfaction	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	0.00%	
Nr of respondents in KR for each question	1	1	1	1	1	1	1	1	0	1	0	
Kruja Court Satisfaction	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	0.00%	20.00%	0.00%	
Nr of respondents in KO for each question	3	4	3	4	2	3	4	5	3	5	0	
Korca Court Satisfaction	13.64%	18.18%	13.64%	18.18%	9.09%	13.64%	18.18%	22.73%	13.64%	22.73%	0.00%	
Nr of respondents in VL APP for each question	0	0	0	0	0	0	0	0	0	0	0	
Vlora Appeal Court Satisfaction	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Total nr of respondents for each question in 13 courts	24	26	26	30	26	27	31	33	27	38	3	
Total level of satisfaction in 13 courts	11.71%	12.68%	12.68%	14.63%	12.68%	13.17%	15.12%	16.10%	13.17%	18.54%	1.46%	

Table no. 6: Level of satisfaction of “court employees” category of court users in 13 Courts

Level of satisfaction of “ court employees” for each 13 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially .	Q-10 Overall, I think the court performed effectively	Q -11 I had to pay a bribe in order to take a service from the court
Nr of respondents in DR for each question	4	3	3	3	2	2	2	2	2	4	0
Durres Court Satisfaction	21.05%	15.79%	15.79%	15.79%	10.53%	10.53%	10.53%	10.53%	10.53%	21.05%	0.00%
Nr of respondents in EL for each question	2	1	4	1	3	2	4	3	2	2	0
Ebasan Court Satisfaction	8.33%	4.17%	16.67%	4.17%	12.50%	8.33%	16.67%	12.50%	8.33%	8.33%	0.00%
Nr of respondents in GJ APP for each question	4	4	5	3	4	4	4	5	4	5	1
Gjirokastra Appeal Court Satisfaction	33.33%	33.33%	41.67%	25.00%	33.33%	33.33%	33.33%	41.67%	33.33%	41.67%	8.33%
Nr of respondents in VL for each question	12	12	14	13	12	12	12	11	12	11	3
Vlora Court Satisfaction	40.00%	40.00%	46.67%	43.33%	40.00%	40.00%	40.00%	36.67%	40.00%	36.67%	10.00%
Nr of respondents in PG for each question	1	1	1	1	0	1	1	1	1	1	0
Pogradec Court Satisfaction	12.50%	12.50%	12.50%	12.50%	0.00%	12.50%	12.50%	12.50%	12.50%	12.50%	0.00%
Nr of respondents in SR for each question	2	2	2	2	1	0	2	2	2	2	0

Saranda Court Satisfaction	18.18%	18.18%	18.18%	18.18%	9.09%	0.00%	18.18%	18.18%	18.18%	18.18%	0.00%
Nr of respondents in SH for each question	5	5	5	4	5	5	5	5	5	7	0
Shkodra Court Satisfaction	23.81%	23.81%	23.81%	19.05%	23.81%	23.81%	23.81%	23.81%	23.81%	33.33%	0.00%
Nr of respondents TR APP for each question	5	4	6	7	7	7	11	9	10	14	0
Tirana Appeal Court Satisfaction	21.74%	17.39%	26.09%	30.43%	30.43%	30.43%	47.83%	39.13%	43.48%	60.87%	0.00%
Nr of respondents TR High Crimes for each question	3	2	3	2	3	3	3	3	3	3	0
Tirana High Crimes Court Satisfaction	23.08%	15.38%	23.08%	15.38%	23.08%	23.08%	23.08%	23.08%	23.08%	23.08%	0.00%
Nr of respondents Mat for each question	1	1	1	1	1	1	1	1	1	1	0
Mat Court Satisfaction	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	0.00%
Nr of respondents in KR for each question	3	3	3	3	0	1	2	1	1	2	0
Kruja Court Satisfaction	60.00%	60.00%	60.00%	60.00%	0.00%	20.00%	40.00%	20.00%	20.00%	40.00%	0.00%
Nr of respondents in KO for each question	7	6	7	7	6	8	8	6	6	8	0
Korca Court Satisfaction	31.82%	27.27%	31.82%	31.82%	27.27%	36.36%	36.36%	27.27%	27.27%	36.36%	0.00%
Nr of respondents in VL APP for each question	1	1	1	1	1	1	1	1	1	1	0
Vlora Appeal Court Satisfaction	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	0.00%
Total nr of respondents for each question in 13 courts	50	45	55	48	45	47	56	50	50	61	4
Total level of satisfaction in 13	24.39%	21.95%	26.83%	23.41%	21.95%	22.93%	27.32%	24.39%	24.39%	29.76%	1.95%

courts											
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Table no. 7: Level of satisfaction of “Prosecutors” category of court users in 13 Courts

Level of satisfaction of “prosecutors” for each 13 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially .	Q-10 Overall, I think the court performed effectively	Q -11 I had to pay a bribe in order to take a service from the court
Nr of respondents in DR for each question	3	3	3	3	3	3	3	3	3	3	0
Durres Court Satisfaction	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	15.79%	0.00%
Nr of respondents in EL for each question	0	0	0	0	0	0	0	0	0	0	0
Elbasan Court Satisfaction	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Nr of respondents in GJ APP for each question	1	1	1	0	1	1	1	1	1	1	0
Gjirokastra Appeal Court Satisfaction	8.33%	8.33%	8.33%	0.00%	8.33%	8.33%	8.33%	8.33%	8.33%	8.33%	0.00%
Nr of respondents in VL for each question	1	2	2	1	2	0	1	1	2	1	0
Vlora Court Satisfaction	3.33%	6.67%	6.67%	3.33%	6.67%	0.00%	3.33%	3.33%	6.67%	3.33%	0.00%
Nr of respondents in PG for each question	0	0	0	0	1	1	1	1	1	1	0
Pogradec Court Satisfaction	0.00%	0.00%	0.00%	0.00%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	0.00%
Nr of respondents	1	1	1	1	1	1	1	1	1	1	0

in SR for each question												
Saranda Court Satisfaction	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	0.00%
Nr of respondents in SH for each question	1	1	1	0	1	0	0	1	1	1	1	0
Shkodra Court Satisfaction	4.76%	4.76%	4.76%	0.00%	4.76%	0.00%	0.00%	4.76%	4.76%	4.76%	4.76%	0.00%
Nr of respondents TR APP for each question	1	1	1	1	1	1	1	1	1	1	1	0
Tirana Appeal Court Satisfaction	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	4.35%	0.00%
Nr of respondents TR High Crimes for each question	5	5	5	5	5	5	4	5	5	5	5	0
Tirana High Crimes Court Satisfaction	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	30.77%	38.46%	38.46%	38.46%	38.46%	0.00%
Nr of respondents Mat for each question	1	1	1	1	1	1	1	1	1	1	1	0
Mat Court Satisfaction	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%	0.00%
Nr of respondents in KR for each question	0	0	0	0	0	0	0	0	0	0	0	0
Kruja Court Satisfaction	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Nr of respondents in KO for each question	2	2	2	2	2	2	2	2	2	2	2	0
Korca Court Satisfaction	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	9.09%	0.00%
Nr of respondents in VL APP for each question	1	1	1	1	1	1	1	0	1	1	1	0
Vlora Appeal Court Satisfaction	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	14.29%	0.00%	14.29%	14.29%	14.29%	0.00%
Total nr of respondents for each question in 13 courts	17	18	18	15	19	16	16	17	19	18	18	0

Total level of satisfaction in 13 courts	8.29%	8.78%	8.78%	7.32%	9.27%	7.80%	7.80%	8.29%	9.27%	8.78%	0.00%
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Table no. 8: Level of satisfaction of “Attorney at Law” category of court users in 13 Courts

Level of satisfaction of “ attorney at law” for each 13 pilot courts (in percentage)	Q-1 Finding where I need to go in the courthouse was easy and convenient.	Q-2 It was easy getting the information I needed when I came to the courthouse.	Q-3 Court personnel treated me with courtesy and respect.	Q-4 I understand the instructions of the court and what I need to do next.	Q-5 During the hearing the judge listened to me, and was courteous and respectful.	Q-6 The case or other business I had with the court was handled in a time promptly and in an efficient manner.	Q-7 The trial records are clear, accurate and reliable	Q-8 I received from the court a written copy of the Decision without delays, and it was understandable.	Q-9 I was treated fairly and impartially .	Q-10 Overall, I think the court performed effectively	Q -11 I had to pay a bribe in order to take a service from the court
Nr of respondents in DR for each question	33	30	24	27	24	15	20	13	23	19	3
Durres Court Satisfaction	24.09%	21.90%	17.52%	19.71%	17.52%	10.95%	14.60%	9.49%	16.79%	13.87%	2.19%
Nr of respondents in EL for each question	5	4	4	5	2	2	2	1	2	1	1
Elbasan Court Satisfaction	5.95%	4.76%	4.76%	5.95%	2.38%	2.38%	2.38%	1.19%	2.38%	1.19%	1.19%
Nr of respondents in GJ APP for each question	3	4	4	3	3	2	2	3	2	2	0
Gjirokastra Appeal Court Satisfaction	6.00%	8.00%	8.00%	6.00%	6.00%	4.00%	4.00%	6.00%	4.00%	4.00%	0.00%
Nr of respondents in VL for each question	13	8	11	14	11	3	10	7	9	12	1
Vlora Court Satisfaction	16.88%	10.39%	14.29%	18.18%	14.29%	3.90%	12.99%	9.09%	11.69%	15.58%	1.30%
Nr of respondents in PG for each question	1	1	1	1	1	0	0	0	0	0	0
Pogradec Court	3.70%	3.70%	3.70%	3.70%	3.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

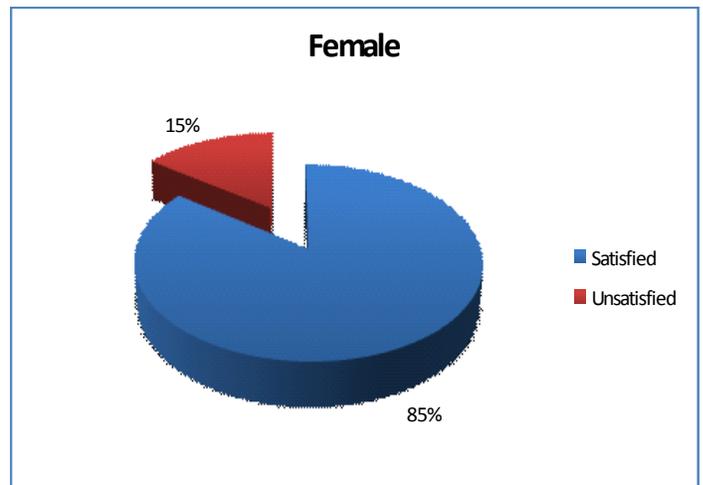
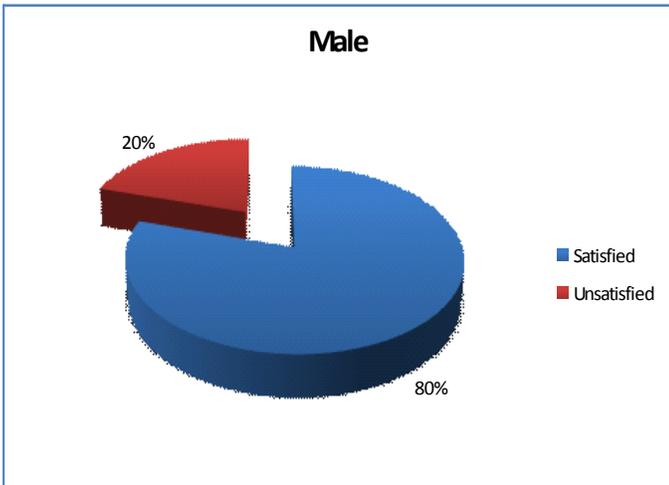
Satisfaction												
Nr of respondents in SR for each question	6	6	6	5	3	2	3	5	3	4	1	
Saranda Court Satisfaction	20.69%	20.69%	20.69%	17.24%	10.34%	6.90%	10.34%	17.24%	10.34%	13.79%	3.45%	
Nr of respondents in SH for each question	5	3	3	4	3	1	4	3	2	3	2	
Shkodra Court Satisfaction	4.07%	2.44%	2.44%	3.25%	2.44%	0.81%	3.25%	2.44%	1.63%	2.44%	1.63%	
Nr of respondents TR APP for each question	125	120	128	131	101	63	106	73	90	90	13	
Tirana Appeal Court Satisfaction	62.81%	60.30%	64.32%	65.83%	50.75%	31.66%	53.27%	36.68%	45.23%	45.23%	6.53%	
Nr of respondents TR High Crimes for each question	19	16	18	17	12	6	9	5	11	9	0	
Tirana High Crimes Court Satisfaction	42.22%	35.56%	40.00%	37.78%	26.67%	13.33%	20.00%	11.11%	24.44%	20.00%	0.00%	
Nr of respondents Mat for each question	4	4	3	4	3	3	2	2	1	4	0	
Mat Court Satisfaction	20.00%	20.00%	15.00%	20.00%	15.00%	15.00%	10.00%	10.00%	5.00%	20.00%	0.00%	
Nr of respondents in KR for each question	7	6	7	6	6	6	6	4	5	6	0	
Kruja Court Satisfaction	17.07%	14.63%	17.07%	14.63%	14.63%	14.63%	14.63%	9.76%	12.20%	14.63%	0.00%	
Nr of respondents in KO for each question	9	9	9	8	8	6	8	6	4	9	0	
Korca Court Satisfaction	8.18%	8.18%	8.18%	7.27%	7.27%	5.45%	7.27%	5.45%	3.64%	8.18%	0.00%	
Nr of respondents in VL APP for each question	4	2	4	3	3	1	1	1	2	1	0	
Vlora Appeal Court Satisfaction	12.90%	6.45%	12.90%	9.68%	9.68%	3.23%	3.23%	3.23%	6.45%	3.23%	0.00%	
Total nr of respondents for	234	213	222	228	180	110	173	123	154	160	21	

each question in 13 courts											
Total level of satisfaction in 13 courts	24.05%	21.89%	22.82%	23.43%	18.50%	11.31%	17.78%	12.64%	15.83%	16.44%	2.16%

CROSS TABS IN 10 PILOT COURTS:

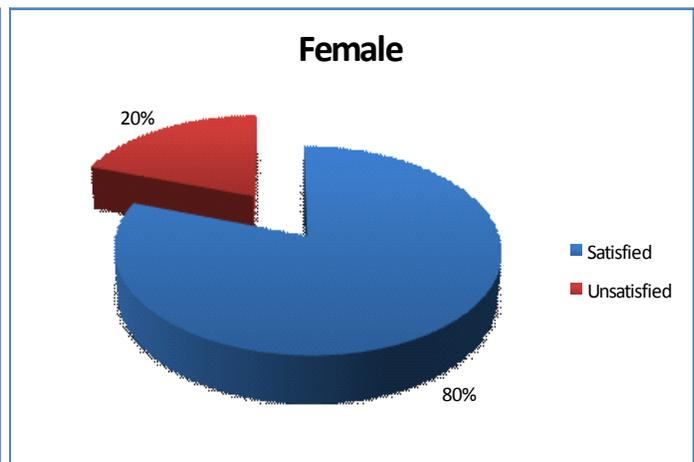
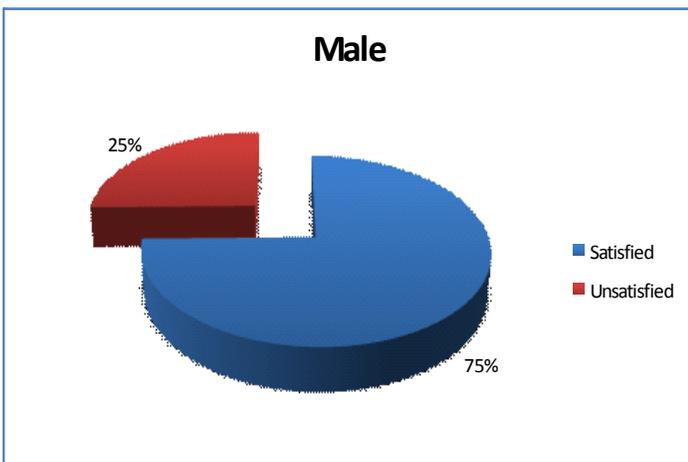
During the hearing the judge listened to me, and was courteous and respectful

Gender	Satisfied	Unsatisfied
Male	370	94
Female	189	33
Total	559	127



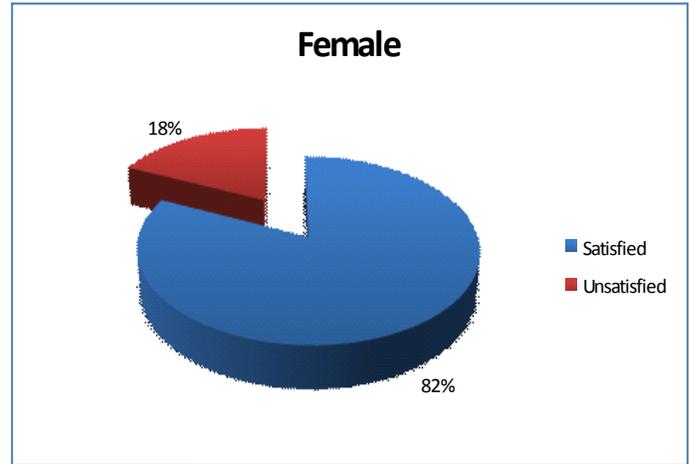
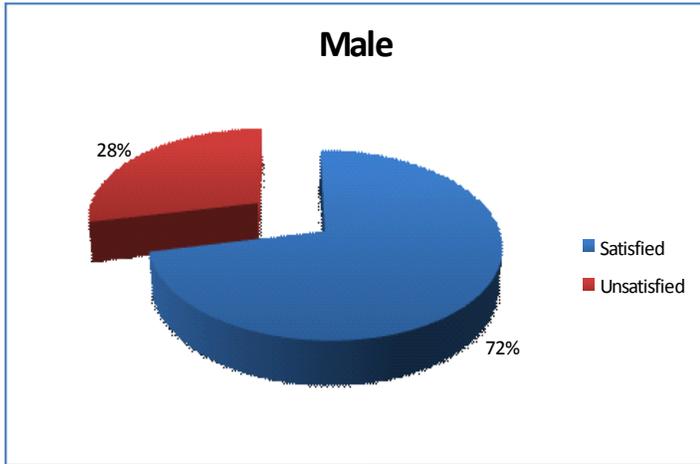
I was treated fairly and impartially

Gender	Satisfied	Unsatisfied
Male	364	123
Female	189	46
Total	553	169



Overall, I think the court performed effectively

Gender	Satisfied	Unsatisfied
Male	362	144
Female	204	45
Total	566	189

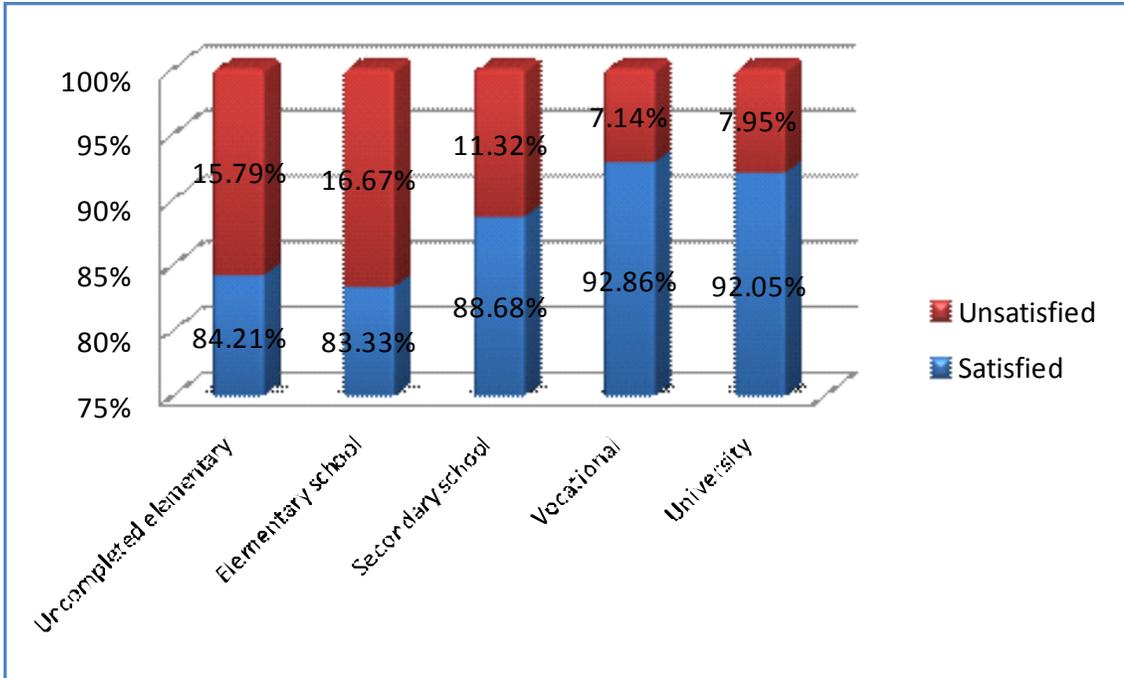


Finding where I need to go in the courthouse was easy and convenient

EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	16	3
Elementary school	80	16
Secondary school	188	24
Vocational	13	1
University	440	38
Total	737	82

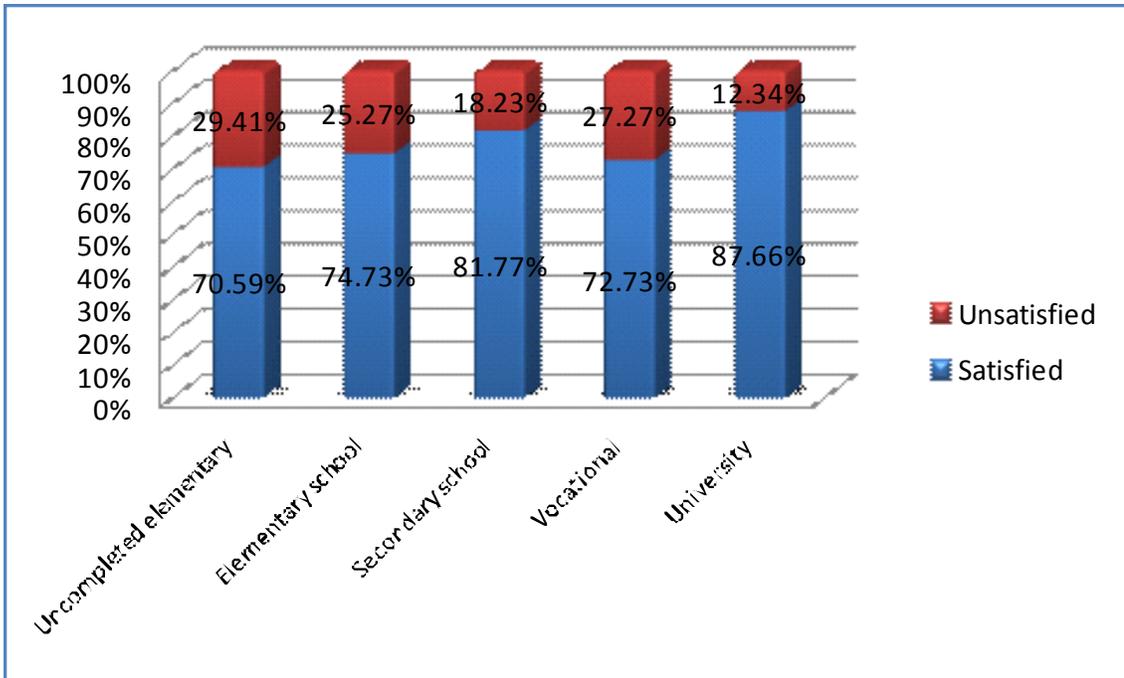
Finding where I need to go in the courthouse was easy and convenient

EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	84.21%	15.79%
Elementary school	83.33%	16.67%
Secondary school	88.68%	11.32%
Vocational	92.86%	7.14%
University	92.05%	7.95%
Total	89.99%	10.01%



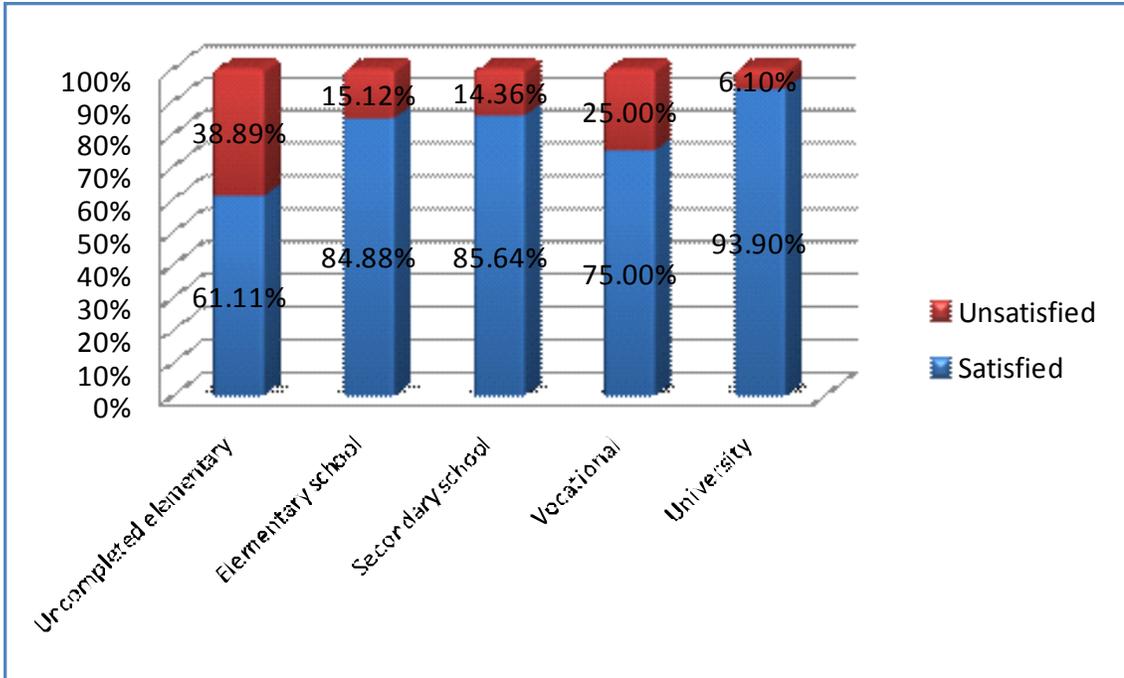
It was easy getting the information I needed when I came to the courthouse		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	12	5
Elementary school	68	23
Secondary school	166	37
Vocational	8	3
University	405	57
Total	659	125

It was easy getting the information I needed when I came to the courthouse		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	70.59%	29.41%
Elementary school	74.73%	25.27%
Secondary school	81.77%	18.23%
Vocational	72.73%	27.27%
University	87.66%	12.34%
Total	84.06%	15.94%



I understand the instructions of the court and what I need to do next.		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	11	7
Elementary school	73	13
Secondary school	167	28
Vocational	9	3
University	431	28
Total	691	79

I understand the instructions of the court and what I need to do next.		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	61.11%	38.89%
Elementary school	84.88%	15.12%
Secondary school	85.64%	14.36%
Vocational	75.00%	25.00%
University	93.90%	6.10%
Total	89.74%	10.26%

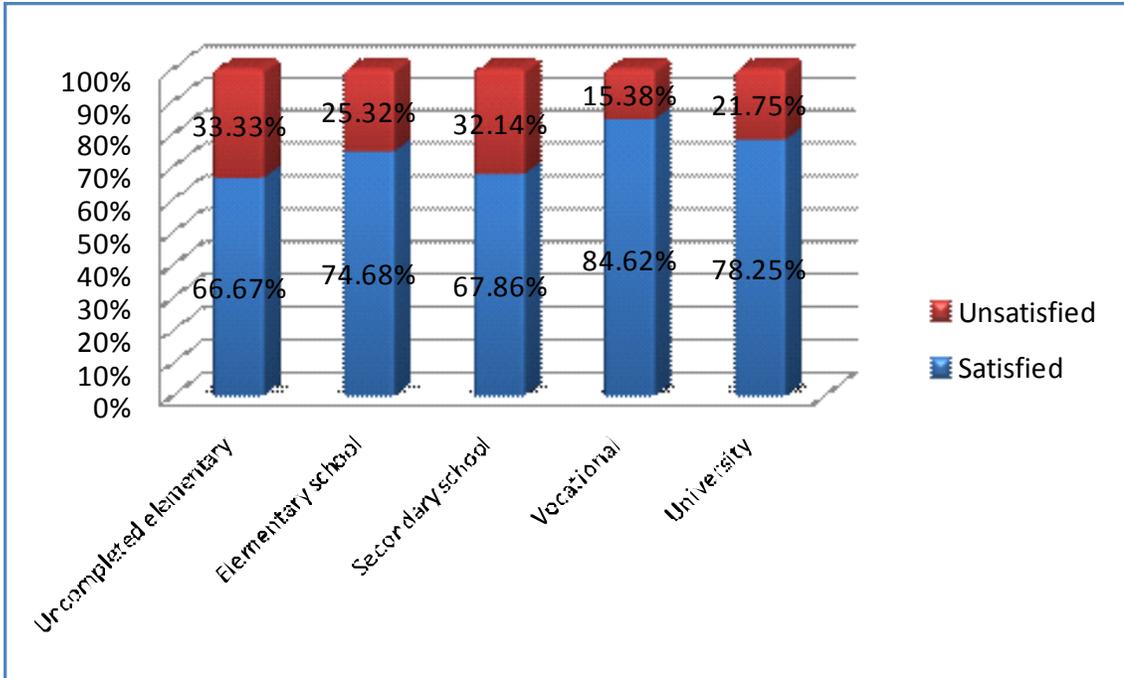


Overall, I think the court performed effectively

EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	14	7
Elementary school	59	20
Secondary school	133	63
Vocational	11	2
University	349	97
Total	566	189

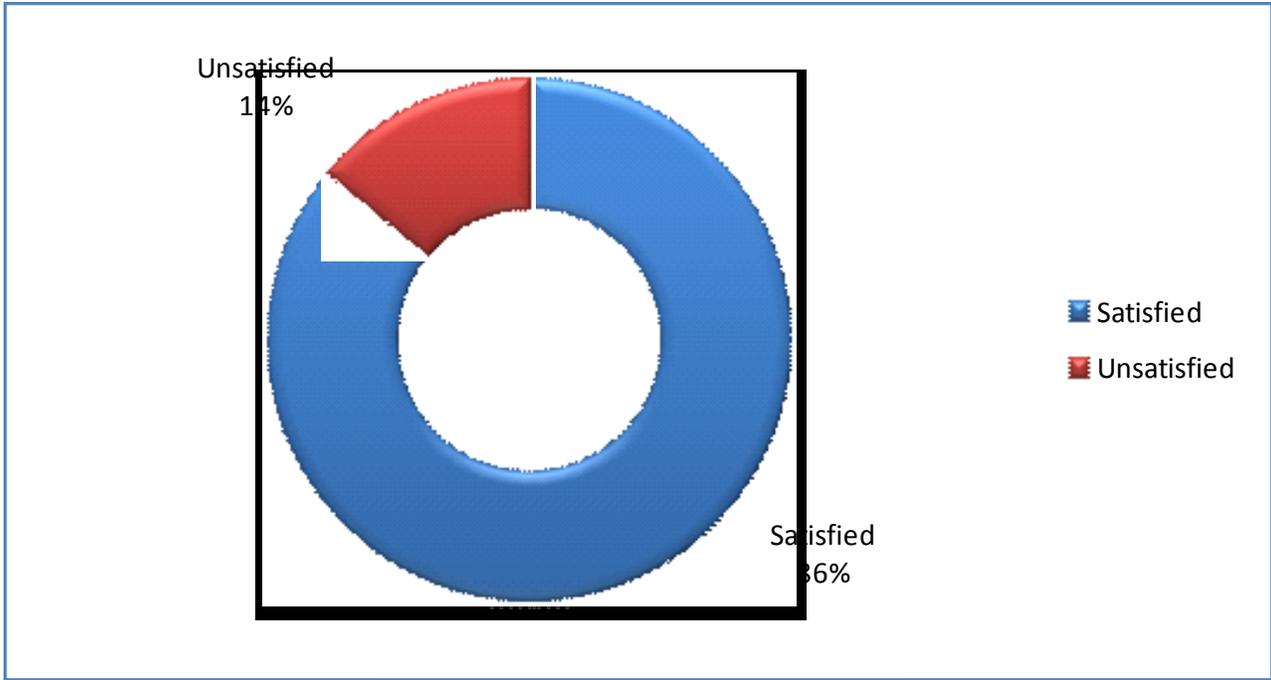
Overall, I think the court performed effectively

EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	66.67%	33.33%
Elementary school	74.68%	25.32%
Secondary school	67.86%	32.14%
Vocational	84.62%	15.38%
University	78.25%	21.75%
Total	74.97%	25.03%



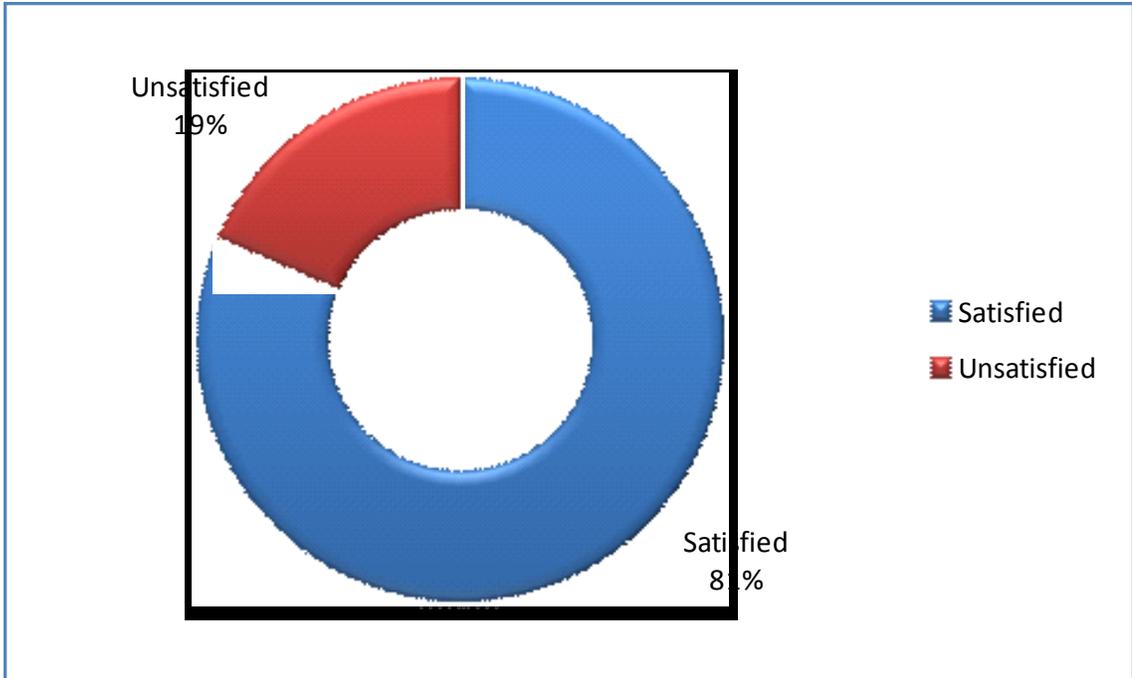
Court personnel treated me with courtesy and respect.

COMMUNITY	Satisfied	Unsatisfied
Albanian	672	106
Greek	6	0
Vlach	2	1
Egyptian	0	1
Roma	1	2
Macedonian	0	0
Other	0	0
No answer	0	0
Total	681	110



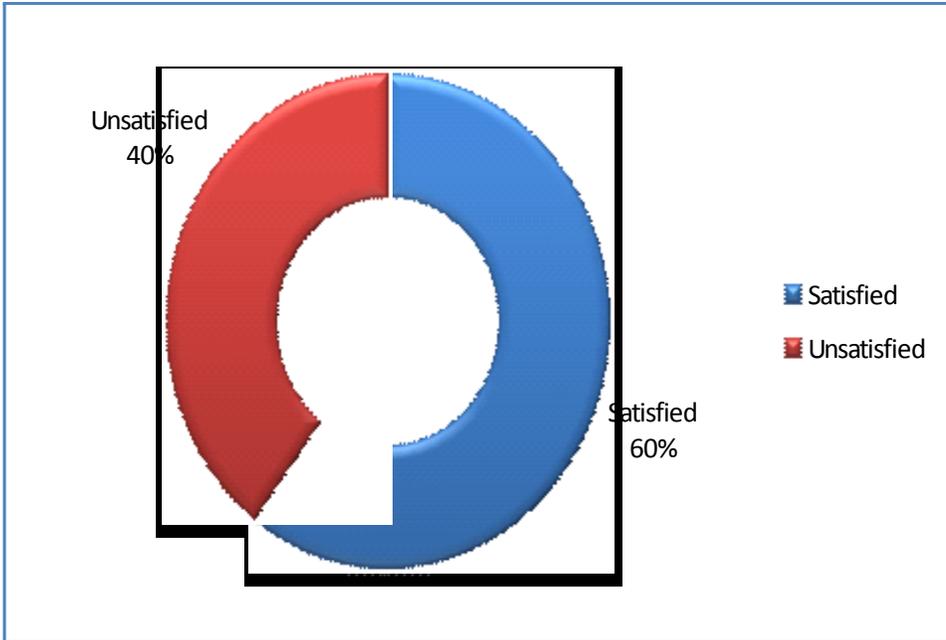
During the hearing the judge listened to me, and was courteous and respectful.

COMMUNITY	Satisfied	Unsatisfied
Albanian	550	122
Greek	6	1
Vlach	2	1
Egyptian	0	1
Roma	1	2
Macedonian	0	0
Other	0	0
No answer	0	0
Total	559	127

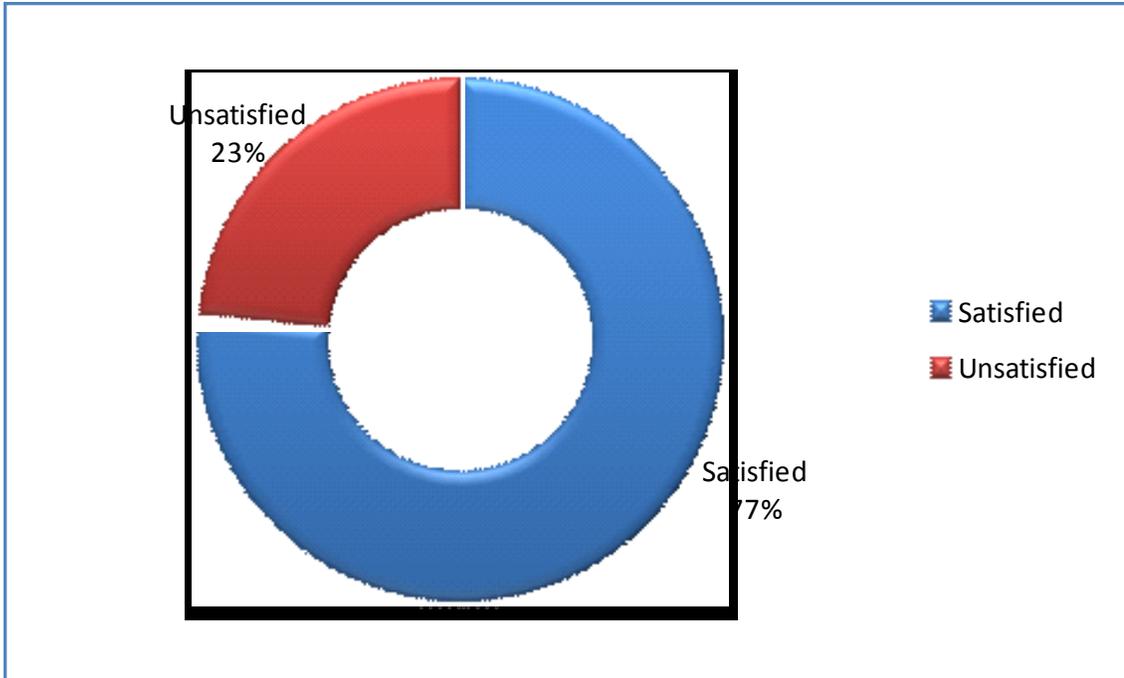


The case or other business I had with the court was handled in a time promptly and in an efficient manner.

COMMUNITY	Satisfied	Unsatisfied
Albanian	427	279
Greek	5	2
Vlach	1	2
Egyptian	0	1
Roma	1	2
Macedonian	0	0
Other	0	0
No answer	0	0
Total	434	286



	I was treated fairly and impartially	
COMMUNITY	Satisfied	Unsatisfied
Albanian	544	164
Greek	5	2
Vlach	2	1
Egyptian	0	1
Roma	2	1
Macedonian	0	0
Other	0	0
No answer	0	0
Total	553	169



JUDGES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	20	2
2	It was easy getting the information I needed when I came to the courthouse	21	2
3	Court personnel treated me with courtesy and respect	22	0
4	I understand the instructions of the court and what I need to do next	25	1
5	During the hearing the judge listened to me, and was courteous and respectful	23	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	23	0
7	The trial record are clear accurate and reliable	23	0
8	I received from the court a written copy of the decision without delays, and it was understandable	27	0
9	I was treated fairly and impartially	24	1
10	Overall, I think the court performed effectively	32	1
11	I Had to pay a bribe in order to take a service from the court.	3	22

COURT EMPLOYEES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	39	2
2	It was easy getting the information I needed when I came to the courthouse	35	3
3	Court personnel treated me with courtesy and respect	44	1
4	I understand the instructions of the court and what I need to do next	37	1
5	During the hearing the judge listened to me, and was courteous and respectful	38	2
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	37	3
7	The trial record are clear accurate and reliable	45	1
8	I received from the court a written copy of the decision without delays, and it was understandable	42	2
9	I was treated fairly and impartially	42	1
10	Overall, I think the court performed effectively	50	1
11	I Had to pay a bribe in order to take a service from the court.	4	35

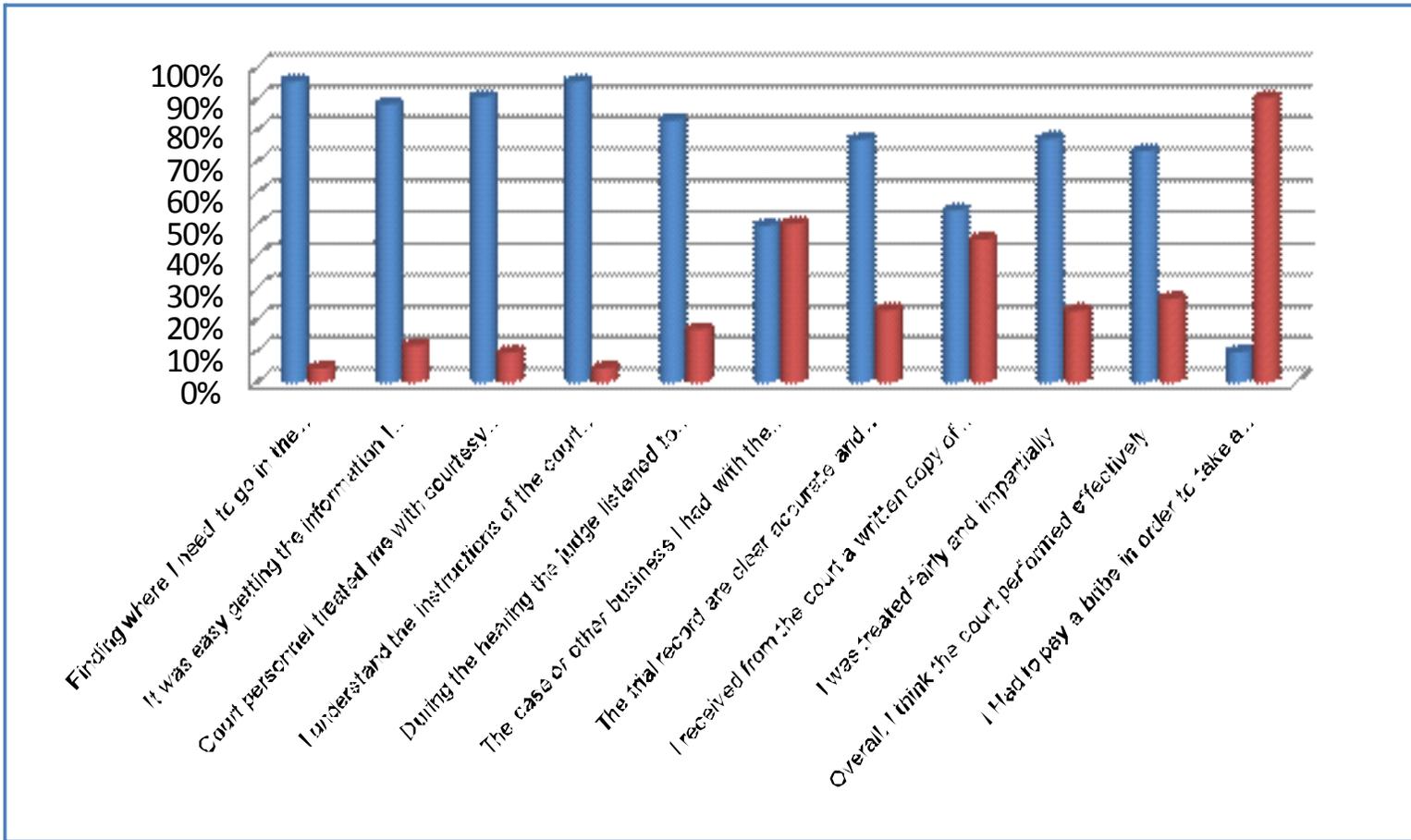
PROSECUTORS		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	14	2
2	It was easy getting the information I needed when I came to the courthouse	15	1
3	Court personnel treated me with courtesy and respect	15	1
4	I understand the instructions of the court and what I need to do next	12	0
5	During the hearing the judge listened to me, and was courteous and respectful	16	1
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	13	1
7	The trial record are clear accurate and reliable	13	0
8	I received from the court a written copy of the decision without delays, and it was understandable	15	0

9	I was treated fairly and impartially	16	1
10	Overall, I think the court performed effectively	15	0
11	I Had to pay a bribe in order to take a service from the court.	0	16

ATTORNEY AT LAW		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	214	10
2	It was easy getting the information I needed when I came to the courthouse	196	26
3	Court personnel treated me with courtesy and respect	202	21
4	I understand the instructions of the court and what I need to do next	211	10
5	During the hearing the judge listened to me, and was courteous and respectful	163	33
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	97	98
7	The trial record are clear accurate and reliable	158	47
8	I received from the court a written copy of the decision without delays, and it was understandable	112	93
9	I was treated fairly and impartially	143	42
10	Overall, I think the court performed effectively	144	52
11	I Had to pay a bribe in order to take a service from the court.	21	197

ATTORNEY AT LAW		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	95.54%	4.46%
2	It was easy getting the information I needed when I came to the courthouse	88.29%	11.71%
3	Court personnel treated me with courtesy and respect	90.58%	9.42%
4	I understand the instructions of the court and what I need to do next	95.48%	4.52%
5	During the hearing the judge listened to me, and was courteous and respectful	83.16%	16.84%

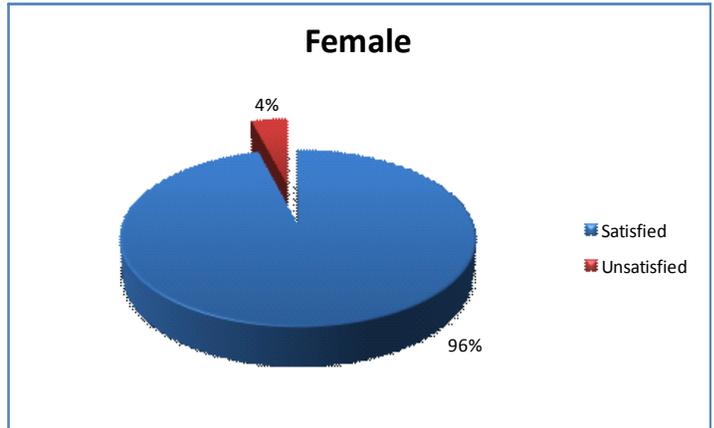
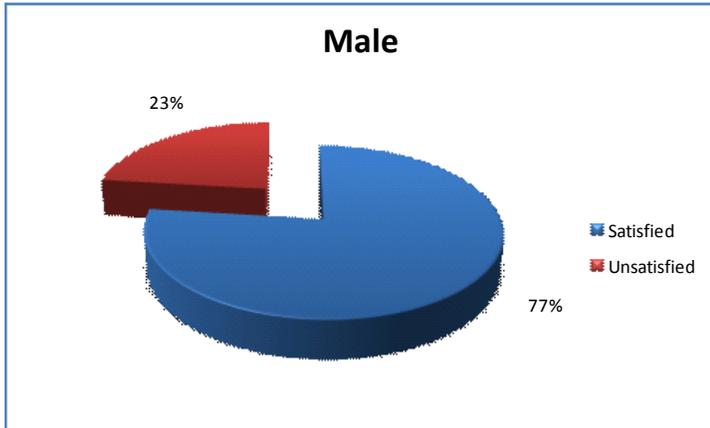
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	49.74%	50.26%
7	The trial record are clear accurate and reliable	77.07%	22.93%
8	I received from the court a written copy of the decision without delays, and it was understandable	54.63%	45.37%
9	I was treated fairly and impartially	77.30%	22.70%
10	Overall, I think the court performed effectively	73.47%	26.53%
11	I Had to pay a bribe in order to take a service from the court.	9.63%	90.37%



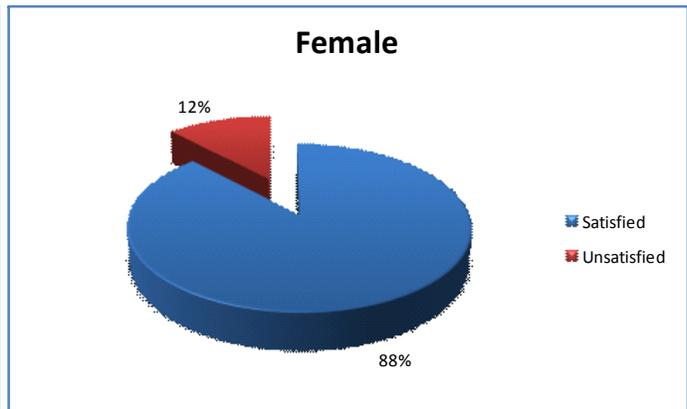
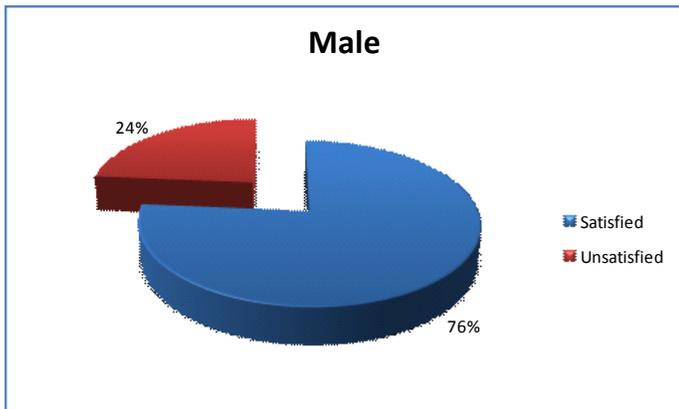
Cross tabs in 3 test courts Kruja, Korca and Vlora Appellate

During the hearing the judge listened to me, and was courteous and respectful		
Gender	Satisfied	Unsatisfied
Male	80	24
Female	47	2

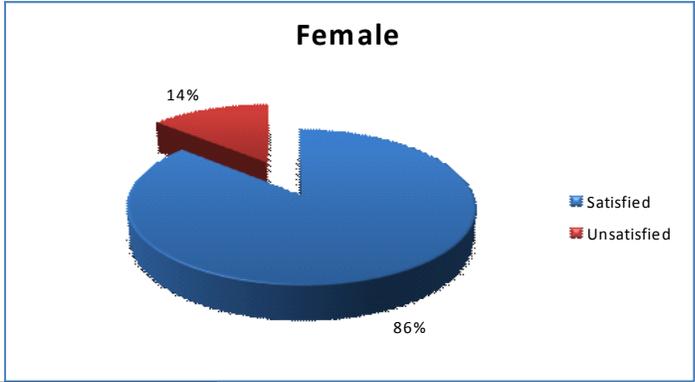
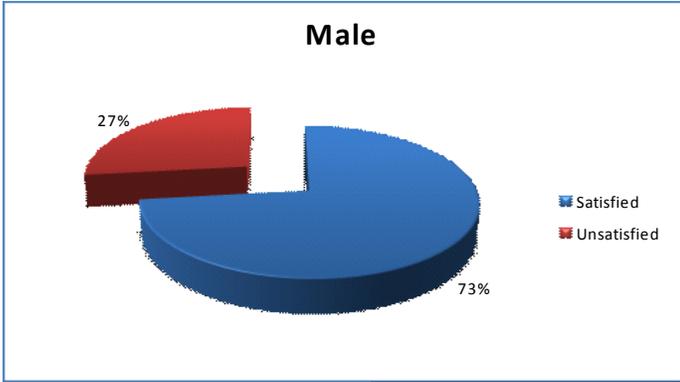
Total	127	26
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I was treated fairly and impartially		
Gender	Satisfied	Unsatisfied
Male	84	26
Female	44	6
Total	128	32



Overall, I think the court performed effectively		
Gender	Satisfied	Unsatisfied
Male	87	32
Female	51	8
Total	138	40

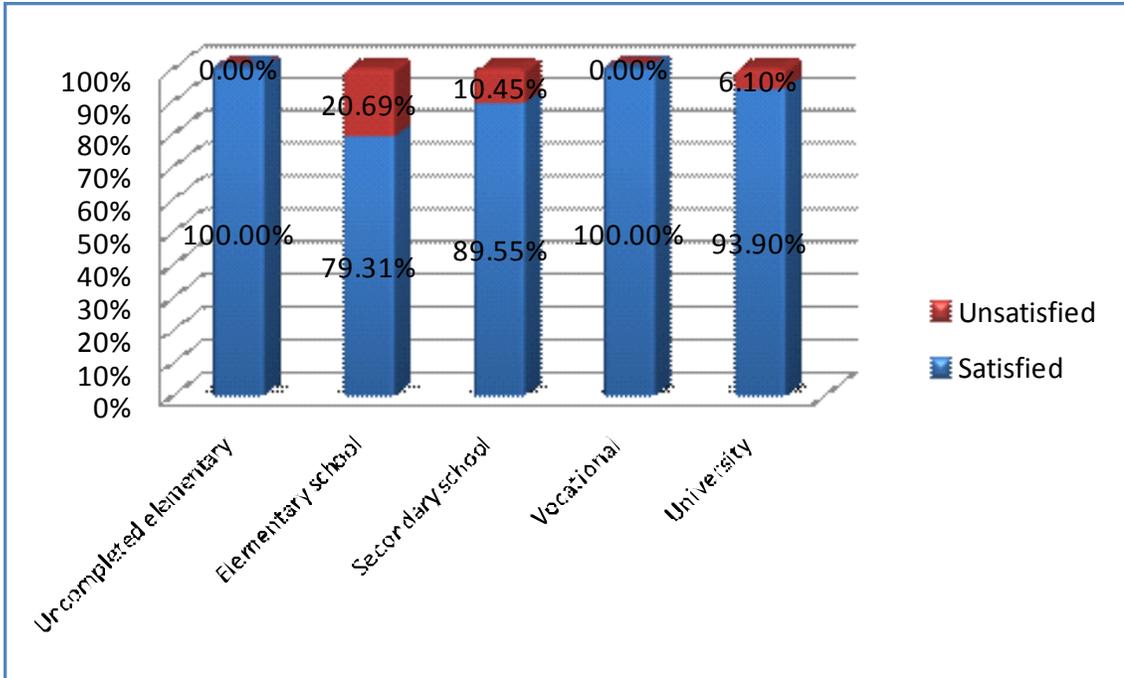


Finding where I need to go in the courthouse was easy and convenient

EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	6	0
Elementary school	23	6
Secondary school	60	7
Vocational	9	0
University	77	5
Total	175	18

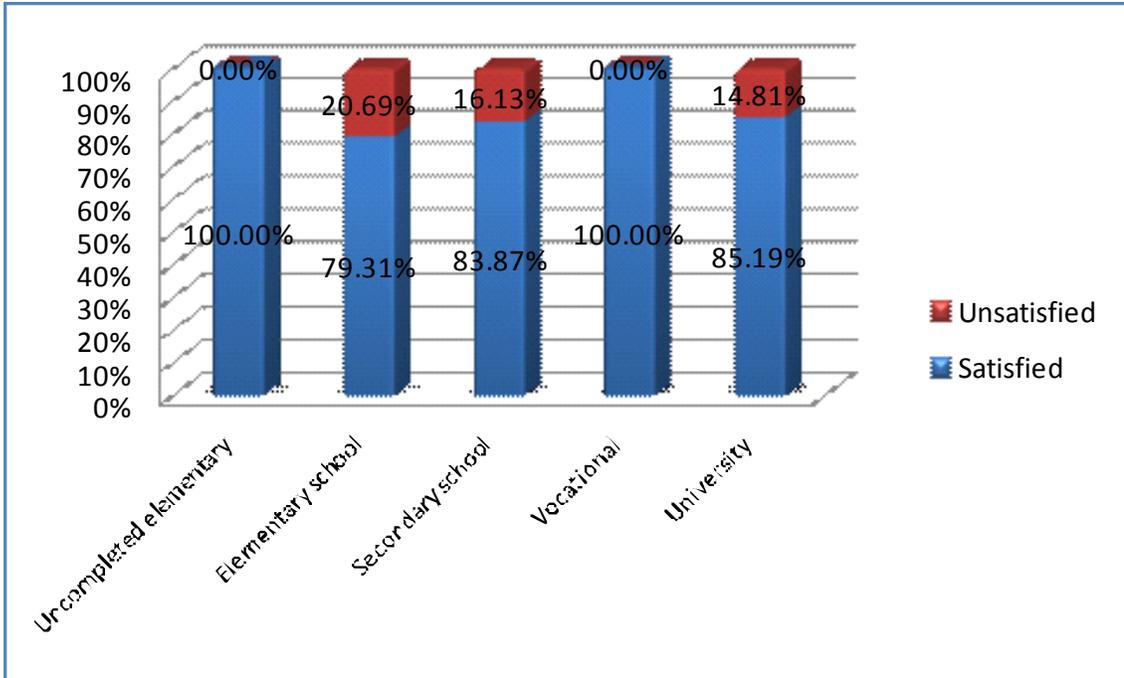
Finding where I need to go in the courthouse was easy and convenient

EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	100.00%	0.00%
Elementary school	79.31%	20.69%
Secondary school	89.55%	10.45%
Vocational	100.00%	0.00%
University	93.90%	6.10%
Total	90.67%	9.33%



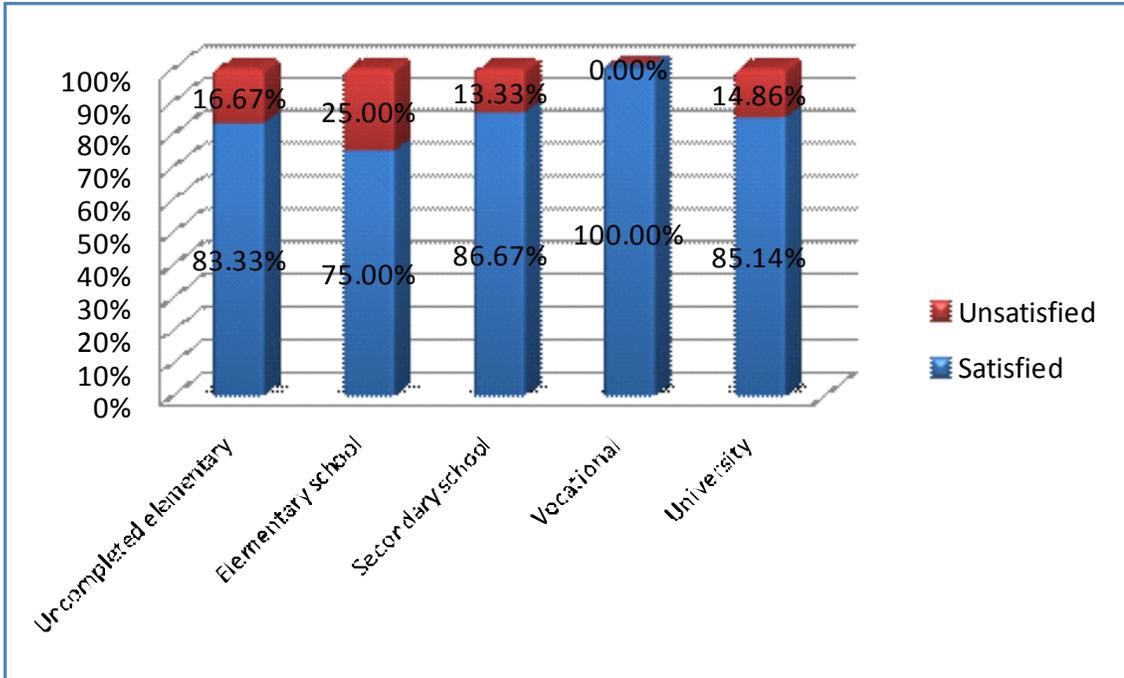
It was easy getting the information I needed when I came to the courthouse		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	5	0
Elementary school	23	6
Secondary school	52	10
Vocational	8	0
University	69	12
Total	157	28

It was easy getting the information I needed when I came to the courthouse		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	100.00%	0.00%
Elementary school	79.31%	20.69%
Secondary school	83.87%	16.13%
Vocational	100.00%	0.00%
University	85.19%	14.81%
Total	84.86%	15.14%



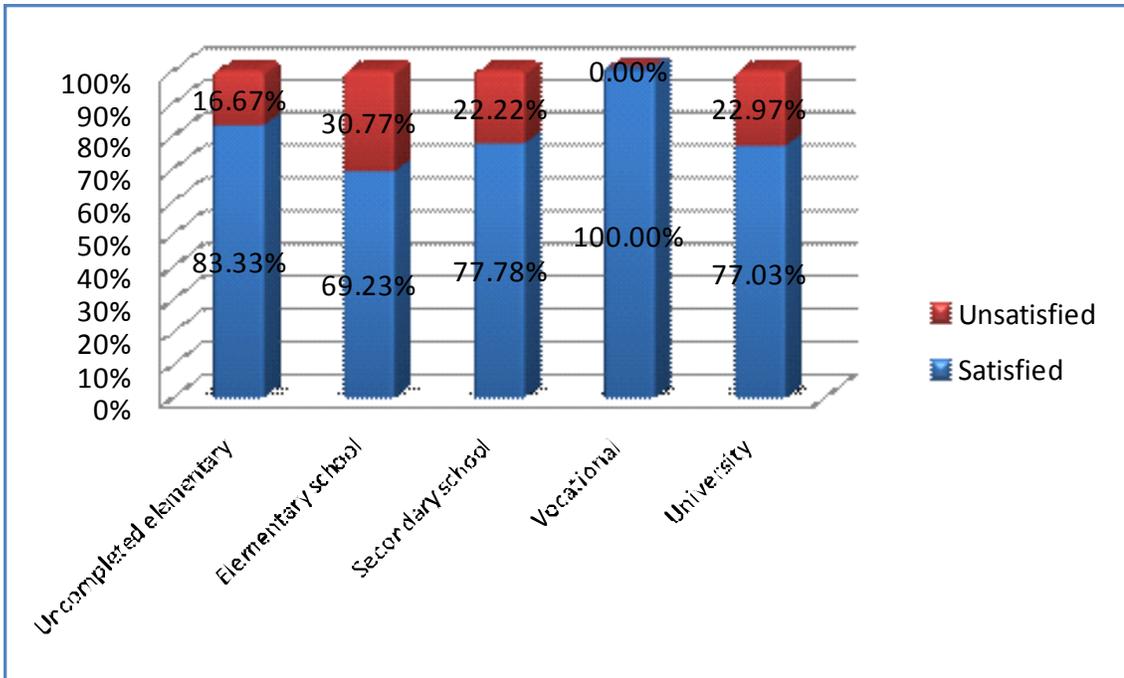
I understand the instructions of the court and what I need to do next.		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	5	1
Elementary school	21	7
Secondary school	52	8
Vocational	9	0
University	63	11
Total	150	27

I understand the instructions of the court and what I need to do next.		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	83.33%	16.67%
Elementary school	75.00%	25.00%
Secondary school	86.67%	13.33%
Vocational	100.00%	0.00%
University	85.14%	14.86%
Total	84.75%	15.25%

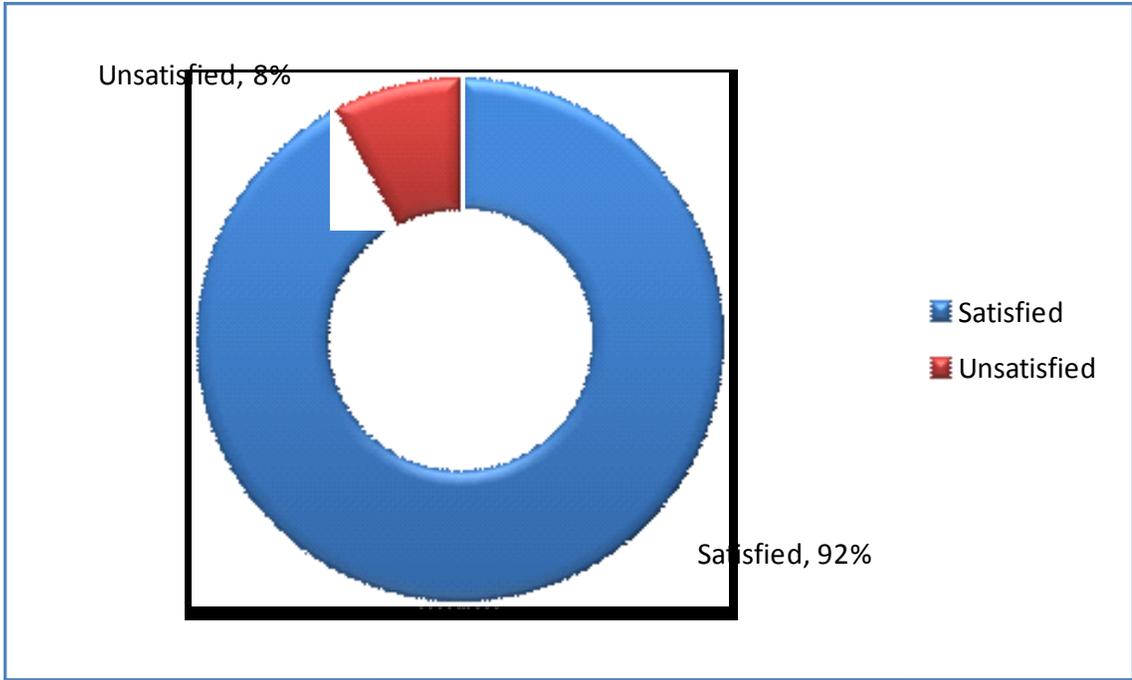


Overall, I think the court performed effectively		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	5	1
Elementary school	18	8
Secondary school	49	14
Vocational	9	0
University	57	17
Total	138	40

Overall, I think the court performed effectively		
EDUCATION	Satisfied	Unsatisfied
Uncompleted elementary	83.33%	16.67%
Elementary school	69.23%	30.77%
Secondary school	77.78%	22.22%
Vocational	100.00%	0.00%
University	77.03%	22.97%
Total	77.53%	22.47%

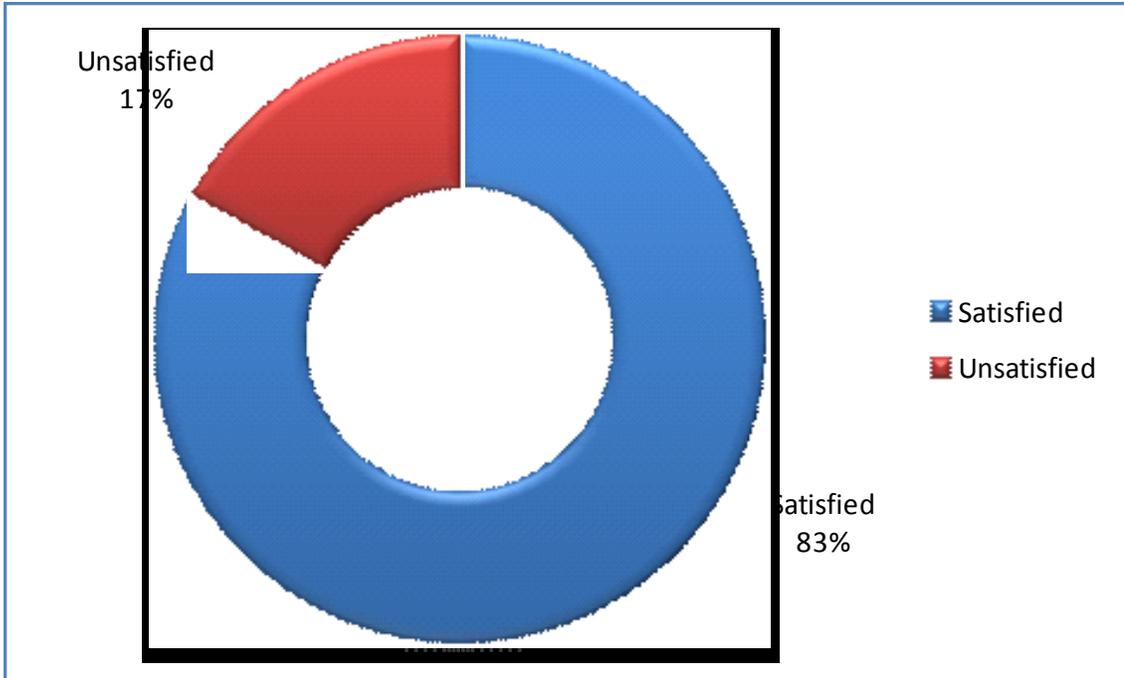


Court personnel treated me with courtesy and respect.		
COMMUNITY	Satisfied	Unsatisfied
Albanian	163	14
Greek	0	0
Vlach	2	0
Egyptian	0	0
Roma	0	0
Macedonian	0	0
Other	0	0
No answer	0	0
Total	165	14



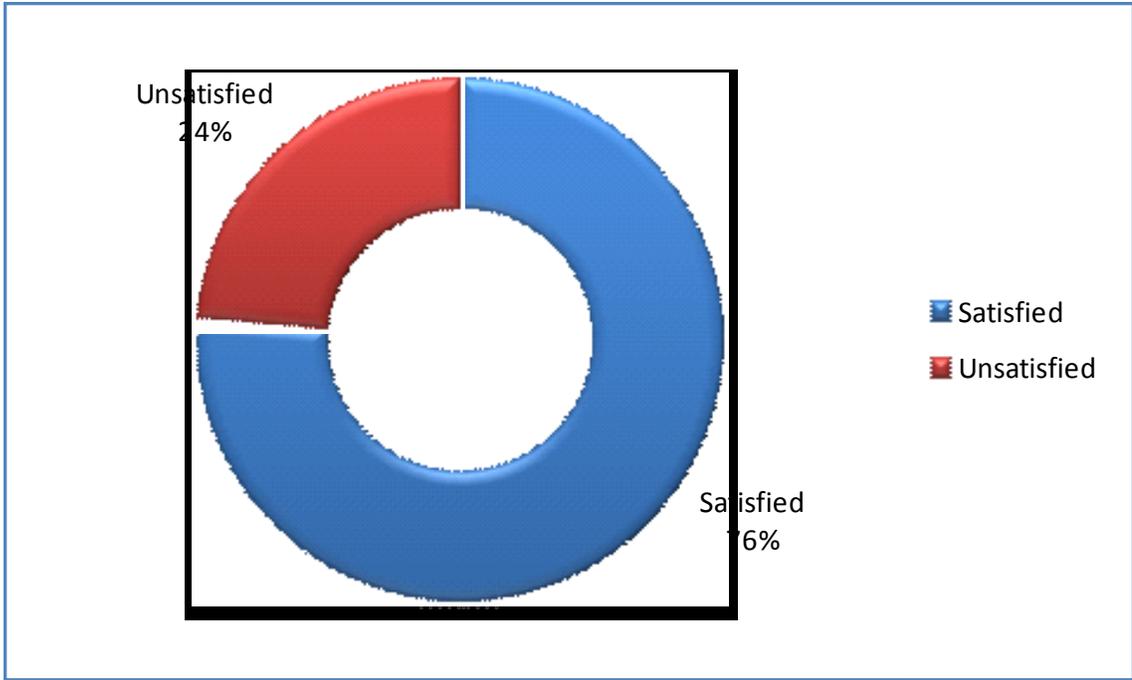
During the hearing the judge listened to me, and was courteous and respectful.

COMMUNITY	Satisfied	Unsatisfied
Albanian	125	26
Greek	0	0
Vlach	2	0
Egyptian	0	0
Roma	0	0
Macedonian	0	0
Other	0	0
No answer	0	0
Total	127	26

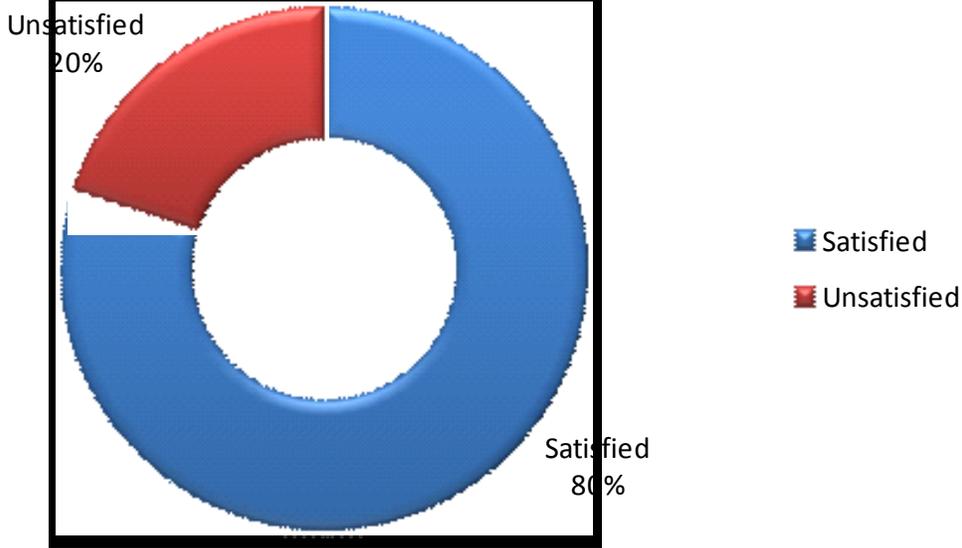


The case or other business I had with the court was handled in a time promptly and in an efficient manner.

COMMUNITY	Satisfied	Unsatisfied
Albanian	124	39
Greek	0	0
Vlach	2	0
Egyptian	0	0
Roma	0	0
Macedonian	0	0
Other	0	0
No answer	0	0
Total	126	39



	I was treated fairly and impartially	
COMMUNITY	Satisfied	Unsatisfied
Albanian	126	32
Greek	0	0
Vlach	2	0
Egyptian	0	0
Roma	0	0
Macedonian	0	0
Other	0	0
No answer	0	0
Total	128	32



JUDGES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	4	2
2	It was easy getting the information I needed when I came to the courthouse	5	0
3	Court personnel treated me with courtesy and respect	4	0
4	I understand the instructions of the court and what I need to do next	5	0
5	During the hearing the judge listened to me, and was courteous and respectful	3	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	4	0
7	The trial record are clear accurate and reliable	5	0
8	I received from the court a written copy of the decision without delays, and it was understandable	6	0
9	I was treated fairly and impartially	3	0
10	Overall, I think the court performed effectively	6	0
11	I Had to pay a bribe in order to take a service from the court.	0	4

COURT EMPLOYEES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	11	0
2	It was easy getting the information I needed when I came to the courthouse	10	0
3	Court personnel treated me with courtesy and respect	11	0
4	I understand the instructions of the court and what I need to do next	11	0
5	During the hearing the judge listened to me, and was courteous and respectful	7	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	10	0
7	The trial record are clear accurate and reliable	11	0
8	I received from the court a written copy of the decision without delays, and it was understandable	8	0
9	I was treated fairly and impartially	8	0
10	Overall, I think the court performed effectively	11	0
11	I Had to pay a bribe in order to take a service from the court.	0	7

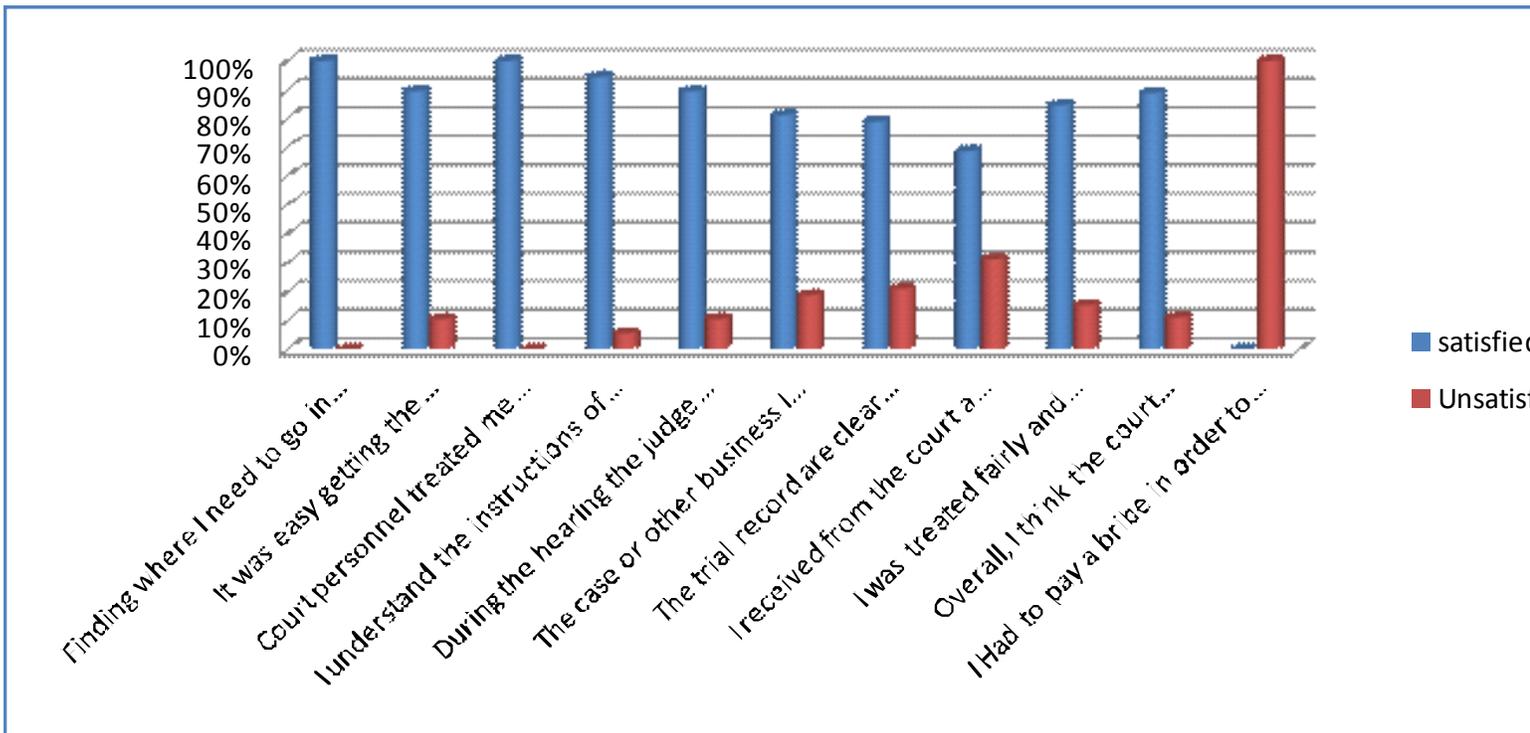
PROSECUTORS		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	3	0
2	It was easy getting the information I needed when I came to the courthouse	3	0
3	Court personnel treated me with courtesy and respect	3	0
4	I understand the instructions of the court and what I need to do next	3	0
5	During the hearing the judge listened to me, and was courteous and respectful	3	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	3	0
7	The trial record are clear accurate and reliable	3	0
8	I received from the court a written copy of the decision without delays, and it was understandable	2	0
9	I was treated fairly and impartially	3	0

10	Overall, I think the court performed effectively	3	0
11	I Had to pay a bribe in order to take a service from the court.	0	3

ATTORNEY AT LAW		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	20	0
2	It was easy getting the information I needed when I came to the courthouse	17	2
3	Court personnel treated me with courtesy and respect	20	0
4	I understand the instructions of the court and what I need to do next	17	1
5	During the hearing the judge listened to me, and was courteous and respectful	17	2
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	13	3
7	The trial record are clear accurate and reliable	15	4
8	I received from the court a written copy of the decision without delays, and it was understandable	11	5
9	I was treated fairly and impartially	11	2
10	Overall, I think the court performed effectively	16	2
11	I Had to pay a bribe in order to take a service from the court.	0	16

ATTORNEY AT LAW		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	100.00%	0.00%
2	It was easy getting the information I needed when I came to the courthouse	89.47%	10.53%
3	Court personnel treated me with courtesy and respect	100.00%	0.00%
4	I understand the instructions of the court and what I need to do next	94.44%	5.56%
5	During the hearing the judge listened to me, and was courteous and respectful	89.47%	10.53%
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	81.25%	18.75%

7	The trial record are clear accurate and reliable	78.95%	21.05%
8	I received from the court a written copy of the decision without delays, and it was understandable	68.75%	31.25%
9	I was treated fairly and impartially	84.62%	15.38%
10	Overall, I think the court performed effectively	88.89%	11.11%
11	I Had to pay a bribe in order to take a service from the court.	0.00%	100.00%



COMPARISON OF SATISFIED" CITIZENS" IN 13 COURTS

	Q1					Q2				
	2008	2009	2010	Difference (09-08)	Difference (10-09)	2008	2009	2010	Difference (09-08)	Difference (10-09)
1. Durres Court	77%	66%	53%	-14%	-20%	64%	68%	41%	7%	-40%
2. Elbasan Court	69%	84%	79%	22%	-6%	63%	77%	62%	21%	-19%
3. Gjirokastra Appeal Court	72%	79%	78%	9%	-1%	60%	70%	74%	17%	5%
4. Vlora First Instance Court	76%	70%	58%	-8%	-16%	62%	61%	47%	-2%	-23%
5. Pogradec Court	57%	89%	89%	56%	0%	60%	74%	81%	23%	10%
6. Saranda Court	85%	80%	76%	-6%	-5%	76%	73%	76%	-4%	3%
7. Shkodra Court	83%	80%	85%	-4%	6%	69%	73%	76%	6%	5%
8. Tirana Appeal Court	78%	21%	21%	-73%	0%	59%	21%	20%	-64%	-4%
9. Tirana High Crimes Court	76%	34%	47%	-55%	37%	51%	54%	38%	5%	-30%
10. Mat Court	81%	0	75%			83%	0	80%		
11. Kruja Court	92%	70%	68%	-23%	-3%	81%	73%	56%	-9%	-23%
12. Korca Court	88%	84%	79%	-4%	-6%	80%	80%	73%	-1%	-9%
13. Vlora Appeal Court	81%	44%	71%	-46%	62%	78%	47%	61%	-40%	31%

	Q3					Q4				
	2008	2009	2010	Difference (09-08)	Difference (10-09)	2008	2009	2010	Difference (09-08)	Difference (10-09)
1	72%	67%	40%	-7%	-40%	71%	69%	42%	-3%	-39%
2	64%	70%	57%	10%	-19%	67%	77%	68%	14%	-11%
3	67%	85%	68%	27%	-20%	68%	85%	66%	25%	-22%
4	69%	62%	48%	-10%	-22%	65%	55%	49%	-15%	-11%
5	60%	78%	89%	30%	14%	59%	81%	81%	38%	0%
6	74%	77%	72%	4%	-6%	64%	77%	72%	20%	-6%
7	67%	69%	85%	3%	24%	68%	66%	86%	-4%	31%
8	59%	15%	21%	-75%	39%	62%	17%	20%	-73%	16%
9	69%	46%	40%	-33%	-14%	69%	46%	38%	-33%	-18%
10	72%	0	75%			64%	0	75%		
11	86%	76%	61%	-12%	-19%	83%	73%	59%	-12%	-20%
12	82%	80%	74%	-2%	-8%	82%	79%	65%	-3%	-17%
13	59%	59%	68%	0%	14%	47%	41%	58%	-13%	43%

			Q5						Q6	
	2008	2009	2010	Difference (09-08)	Difference (10-09)	2008	2009	2010	Difference (09-08)	Difference (10-09)
1	52%	53%	33%	2%	-38%	54%	55%	25%	2%	-55%
2	62%	57%	44%	-8%	-22%	51%	52%	40%	2%	-22%
3	55%	62%	66%	12%	7%	40%	49%	64%	22%	31%
4	45%	28%	34%	-39%	22%	43%	28%	29%	-36%	3%
5	33%	52%	74%	57%	43%	53%	41%	67%	-23%	64%
6	35%	43%	55%	24%	27%	41%	37%	55%	-11%	50%
7	58%	54%	72%	-7%	34%	44%	50%	53%	14%	6%
8	65%	15%	17%	-76%	11%	32%	13%	11%	-60%	-18%
9	55%	27%	24%	-51%	-9%	37%	22%	20%	-41%	-9%
10	61%	0	40%			64%	0	65%		
11	56%	59%	37%	7%	-38%	44%	41%	44%	-9%	8%
12	64%	67%	59%	4%	-11%	43%	55%	59%	26%	8%
13	81%	59%	55%	-27%	-8%	38%	22%	42%	-42%	92%
			Q7						Q8	
	2008	2009	2010	Difference (09-08)	Difference (10-09)	2008	2009	2010	Difference (09-08)	Difference (10-09)
1	45%	58%	31%	30%	-46%	39%	52%	26%	34%	-51%
2	48%	46%	50%	-5%	9%	43%	43%	43%	0%	-1%
3	52%	57%	58%	10%	1%	42%	62%	64%	47%	4%
4	41%	38%	31%	-7%	-18%	37%	37%	30%	0%	-19%
5	47%	37%	67%	-21%	80%	37%	48%	63%	30%	31%
6	29%	33%	55%	15%	66%	31%	47%	55%	51%	18%
7	49%	50%	66%	2%	32%	45%	42%	50%	-7%	21%
8	50%	14%	17%	-71%	19%	35%	12%	15%	-66%	24%
9	47%	34%	22%	-27%	-35%	47%	39%	18%	-17%	-54%
10	58%	0	40%			47%	0	30%		
11	42%	65%	34%	56%	-47%	44%	43%	44%	-3%	2%
12	47%	55%	54%	17%	-2%	38%	49%	43%	29%	-13%
13	50%	31%	52%	-38%	65%	50%	13%	42%	-75%	235%

				Q9					Q10	
	2008	2009	2010	Difference (09-08)	Difference (10-09)	2008	2009	2010	Difference (09-08)	Difference (10-09)
1	56%	58%	32%	3%	-44%	51%	59%	28%	16%	-52%
2	46%	64%	49%	40%	-24%	52%	63%	50%	21%	-21%
3	58%	68%	56%	17%	-18%	48%	66%	66%	37%	0%
4	54%	32%	38%	-42%	19%	56%	25%	35%	-55%	40%
5	47%	56%	78%	18%	40%	47%	59%	74%	26%	25%
6	35%	60%	52%	71%	-14%	56%	60%	62%	7%	3%
7	55%	51%	73%	-8%	44%	60%	61%	72%	2%	16%
8	45%	13%	16%	-72%	25%	46%	13%	16%	-72%	25%
9	41%	12%	31%	-70%	155%	41%	34%	27%	-17%	-22%
10	72%	0	70%			83%	0	70%		
11	64%	68%	56%	6%	-17%	53%	70%	44%	33%	-38%
12	65%	69%	57%	5%	-16%	58%	70%	62%	22%	-12%
13	53%	53%	55%	0%	3%	47%	25%	52%	-47%	106%

				Q11	
	2008	2009	2010	Difference (09-08)	Difference (10-09)
1	0	3%	14%	0	362%
2	0	5%	14%	0	186%
3	0	9%	10%	0	11%
4	0	20%	16%	0	-22%
5	0	4%	4%	0	-7%
6	0	3%	3%	0	15%
7	0	4%	8%	0	103%
8	0	3%	1%	0	-66%
9	0	20%	4%	0	-78%
110	0	0	5%	0	0
11	0	0%	15%	0	0
12	0	6%	6%	0	6%
13	0	3%	0%	0	-100%

Comparison between 2009 & 2010

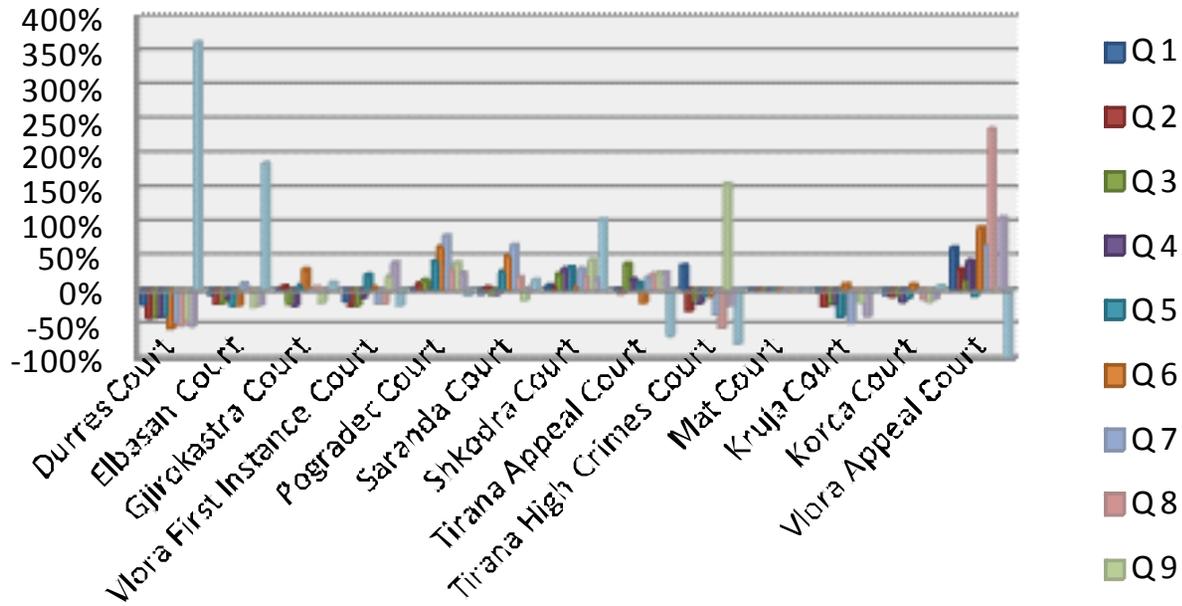
	Q 1	Q 2	Q 3	Q 4	Q 5	Q 6	Q 7	Q 8	Q 9	Q 10	Q 11
Durres Court	-20%	-40%	-40%	-39%	-38%	-55%	-46%	-51%	-44%	-52%	362%
Elbasan Court	-6%	-19%	-19%	-11%	-22%	-22%	9%	-1%	-24%	-21%	186%
Gjirokastra Court	-1%	5%	-20%	-22%	7%	31%	1%	4%	-18%	0%	11%
Vlora First Instance Court	-16%	-23%	-22%	-11%	22%	3%	-18%	-19%	19%	40%	-22%
Pogradec Court	0%	10%	14%	0%	43%	64%	80%	31%	40%	25%	-7%
Saranda Court	-5%	3%	-6%	-6%	27%	50%	66%	18%	-14%	3%	15%
Shkodra Court	6%	5%	24%	31%	34%	6%	32%	21%	44%	16%	103%
Tirana Appeal Court	0%	-4%	39%	16%	11%	-18%	19%	24%	25%	25%	-66%
Tirana High Crimes Court	37%	-30%	-14%	-18%	-9%	-9%	-35%	-54%	155%	-22%	-78%
Mat Court	0	0	0	0	0	0	0	0	0	0	0
Kruja Court	-3%	-23%	-19%	-20%	-38%	8%	-47%	2%	-17%	-38%	0%
Korca Court	-6%	-9%	-8%	-17%	-11%	8%	-2%	-13%	-16%	-12%	6%
Vlora Appeal Court	62%	31%	14%	43%	-8%	92%	65%	235%	3%	106%	-100%

Taking into account the fact that District Court of Mat was not subject of monitoring in 2009, the comparison of satisfied citizens is affected between the 2010 and 2008 values and results.

Comparison of satisfied "Citizens" in Mat Court (2010-2008)

Questions	Q 1	Q 2	Q 3	Q 4	Q 5	Q 6	Q 7	Q 8	Q 9	Q 10	Q 11
Mat Court	-7%	-4%	4%	17%	-35%	2%	-31%	-36%	-3%	-16%	

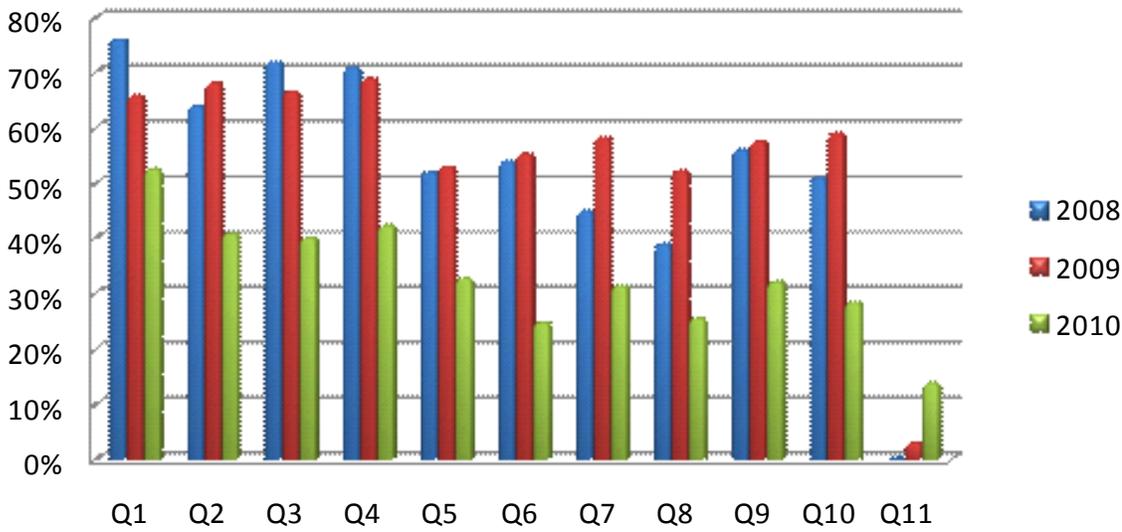
Citizens (2010-2009)



Durres District Court

Question	2008	2009	2010
Q1	76%	66%	53%
Q2	64%	68%	41%
Q3	72%	67%	40%
Q4	71%	69%	42%
Q5	52%	53%	33%
Q6	54%	55%	25%
Q7	45%	58%	31%
Q8	39%	52%	26%
Q9	56%	58%	32%
Q10	51%	59%	28%
Q11	N/A	3%	14%

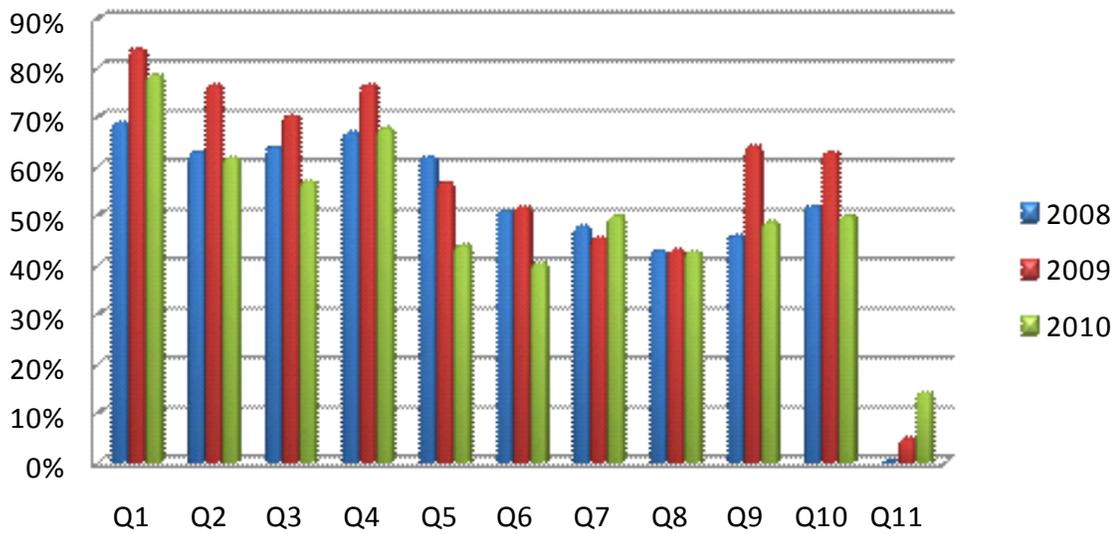
Durres Court



Elbasan District Court

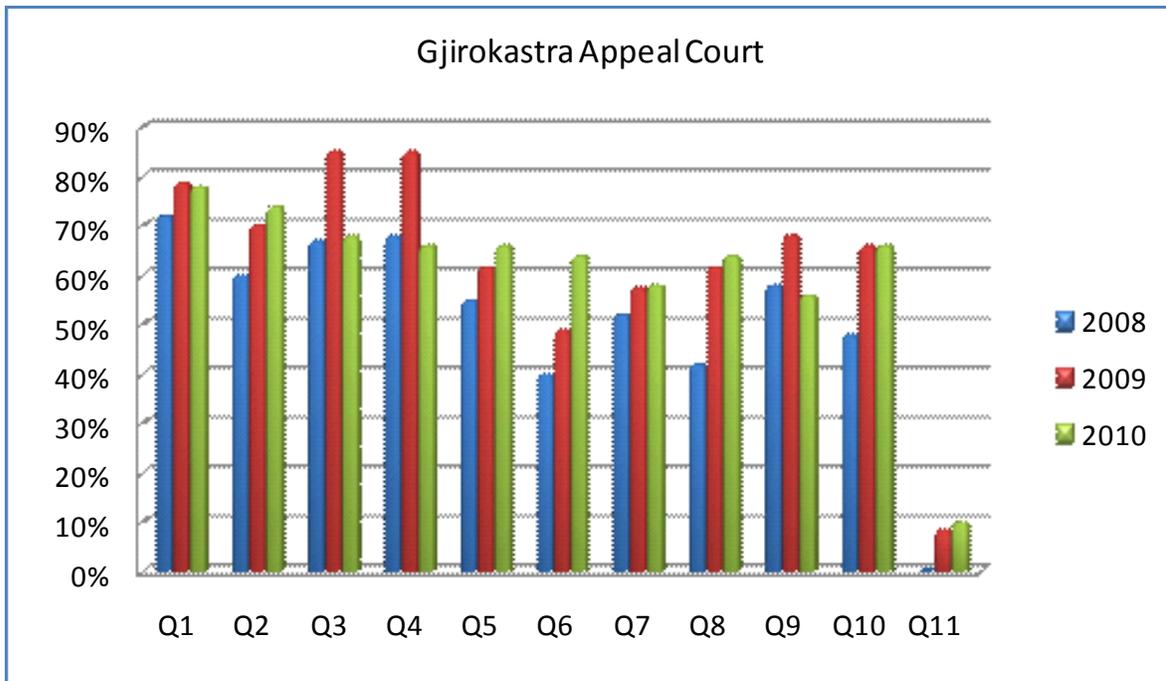
Question	2008	2009	2010
Q1	69%	84%	79%
Q2	63%	77%	62%
Q3	64%	70%	57%
Q4	67%	77%	68%
Q5	62%	57%	44%
Q6	51%	52%	40%
Q7	48%	46%	50%
Q8	43%	43%	43%
Q9	46%	64%	49%
Q10	52%	63%	50%
Q11	N/A	5%	14%

Elbasan Court



Gjirokaster Appeal Court

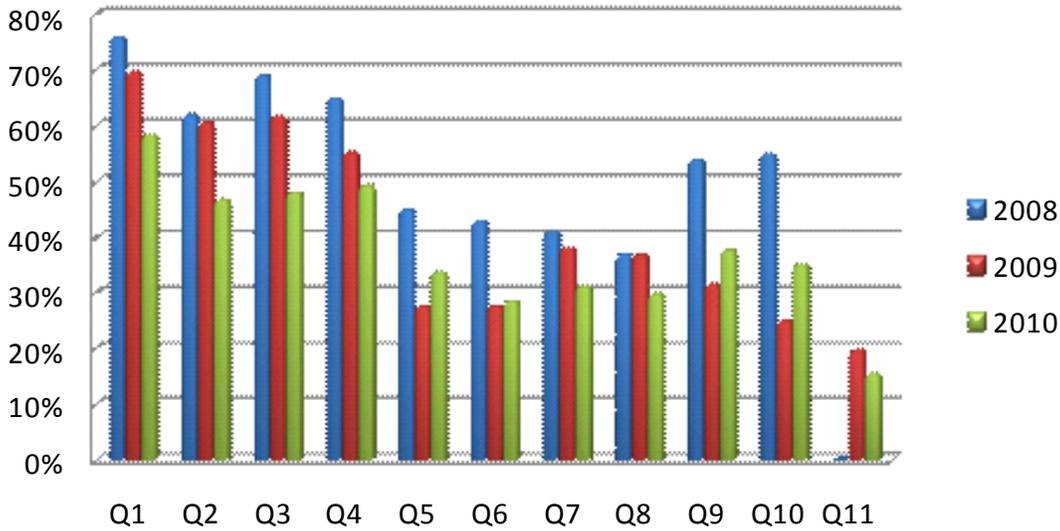
Question	2008	2009	2010
Q1	72%	79%	78%
Q2	60%	70%	74%
Q3	67%	85%	68%
Q4	68%	85%	66%
Q5	55%	62%	66%
Q6	40%	49%	64%
Q7	52%	57%	58%
Q8	42%	62%	64%
Q9	58%	68%	56%
Q10	48%	66%	66%
Q11	N/A	9%	10%



Vlore District Court

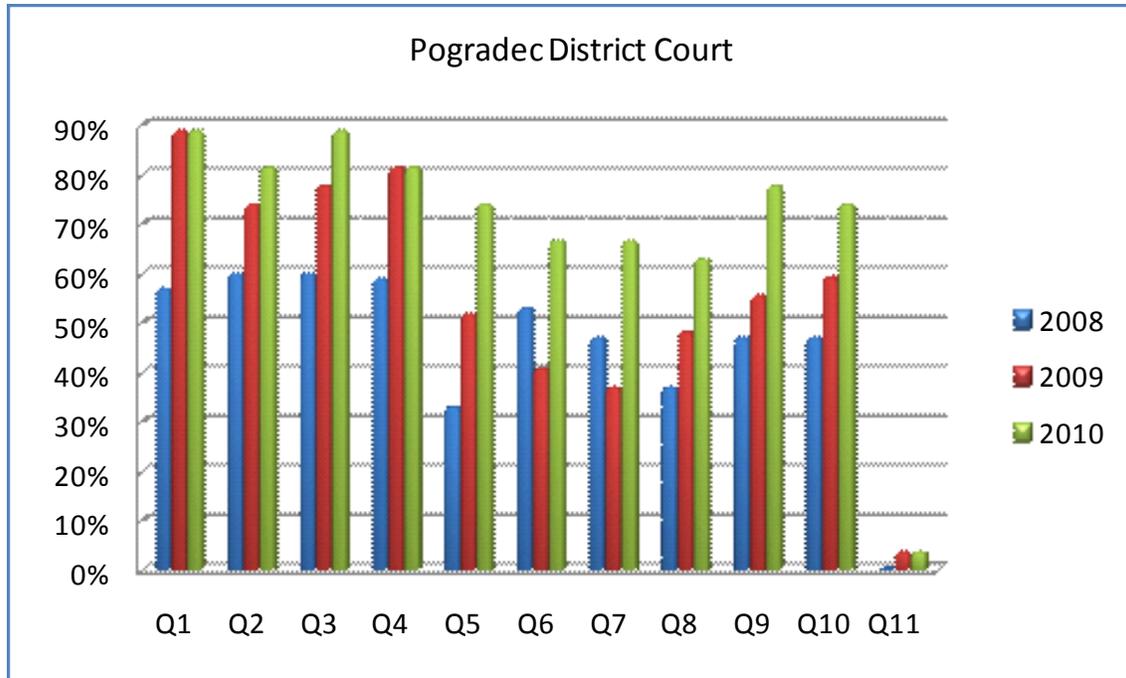
Question	2008	2009	2010
Q1	76%	70%	58%
Q2	62%	61%	47%
Q3	69%	62%	48%
Q4	65%	55%	49%
Q5	45%	28%	34%
Q6	43%	28%	29%
Q7	41%	38%	31%
Q8	37%	37%	30%
Q9	54%	32%	38%
Q10	55%	25%	35%
Q11	N/A	20%	16%

Vlore District Court



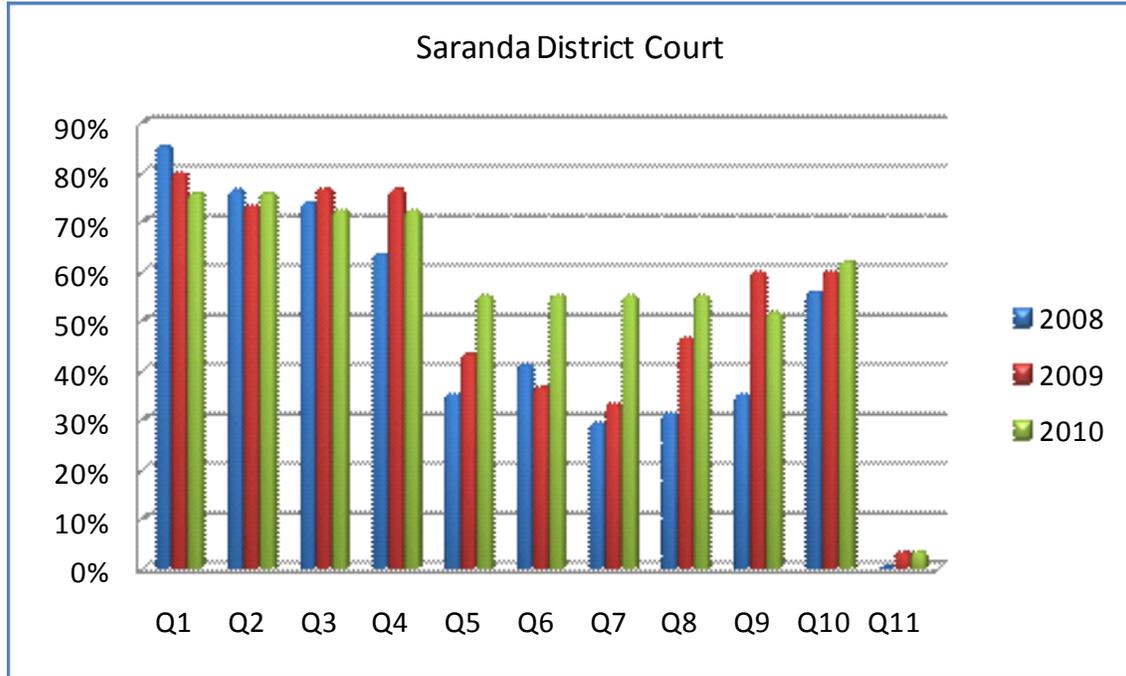
Pogradec District Court

Question	2008	2009	2010
Q1	57%	89%	89%
Q2	60%	74%	81%
Q3	60%	78%	89%
Q4	59%	81%	81%
Q5	33%	52%	74%
Q6	53%	41%	67%
Q7	47%	37%	67%
Q8	37%	48%	63%
Q9	47%	56%	78%
Q10	47%	59%	74%
Q11	N/A	4%	4%



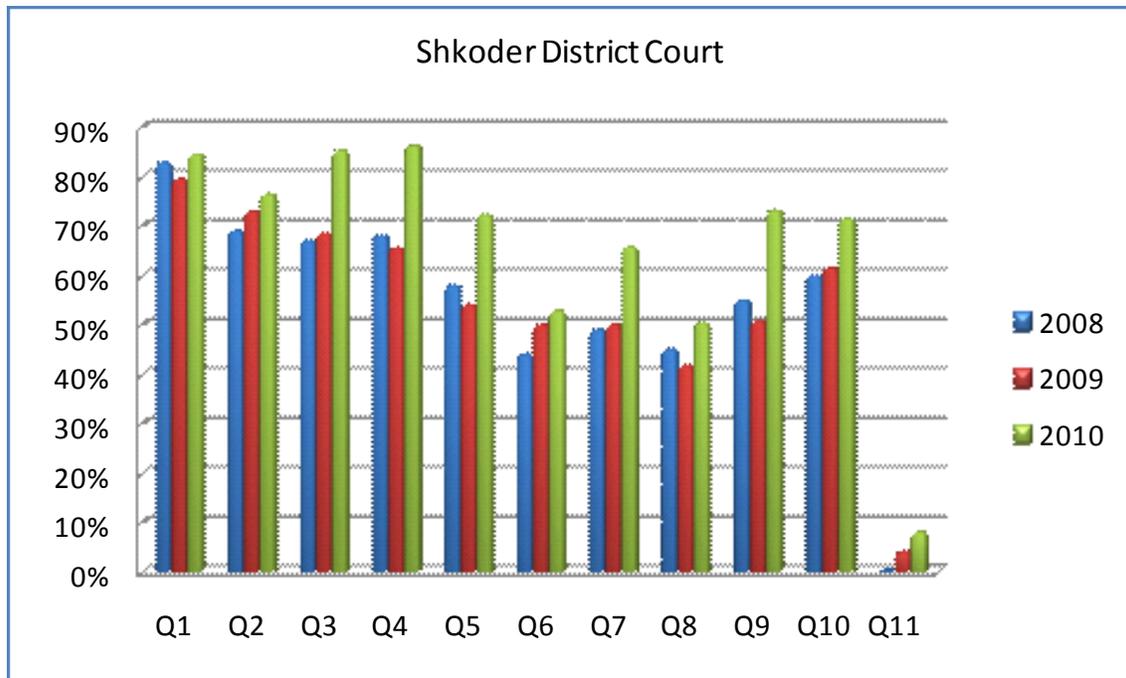
Saranda District Court

Question	2008	2009	2010
Q1	85%	80%	76%
Q2	76%	73%	76%
Q3	74%	77%	72%
Q4	64%	77%	72%
Q5	35%	43%	55%
Q6	41%	37%	55%
Q7	29%	33%	55%
Q8	31%	47%	55%
Q9	35%	60%	52%
Q10	56%	60%	62%
Q11	N/A	3%	3%



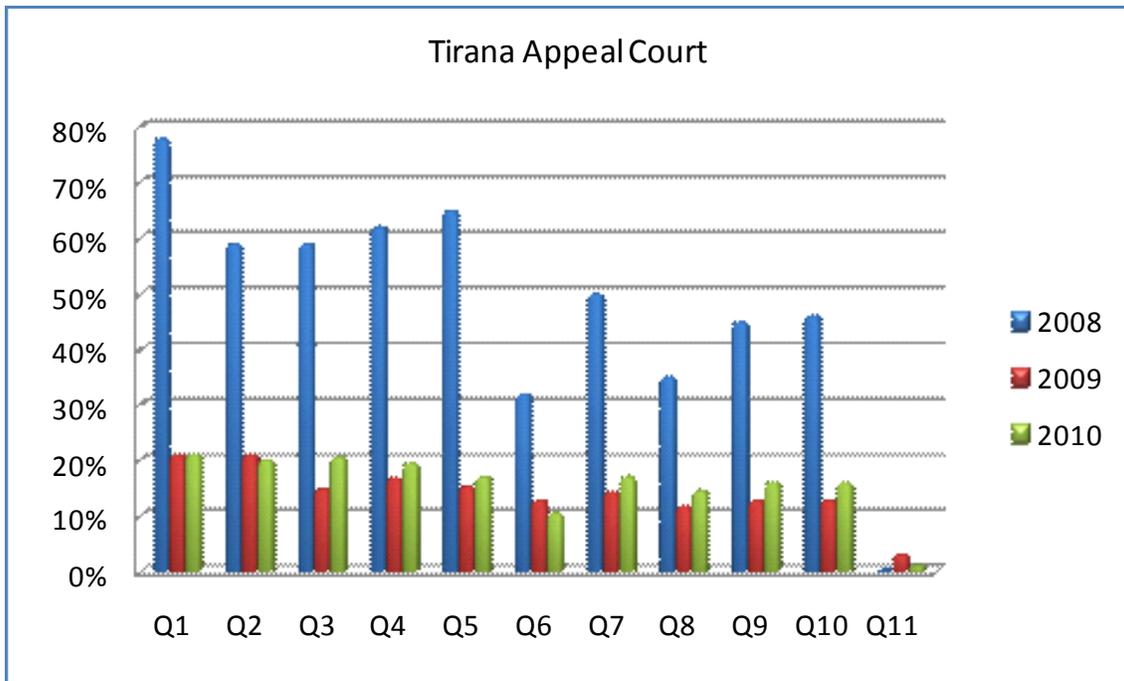
Shkodra District Court

Question	2008	2009	2010
Q1	83%	80%	85%
Q2	69%	73%	76%
Q3	67%	69%	85%
Q4	68%	66%	86%
Q5	58%	54%	72%
Q6	44%	50%	53%
Q7	49%	50%	66%
Q8	45%	42%	50%
Q9	55%	51%	73%
Q10	60%	61%	72%
Q11	N/A	4%	8%



Tirana Appeal Court

Question	2008	2009	2010
Q1	78%	21%	21%
Q2	59%	21%	20%
Q3	59%	15%	21%
Q4	62%	17%	20%
Q5	65%	15%	17%
Q6	32%	13%	11%
Q7	50%	14%	17%
Q8	35%	12%	15%
Q9	45%	13%	16%
Q10	46%	13%	16%
Q11	N/A	3%	1%

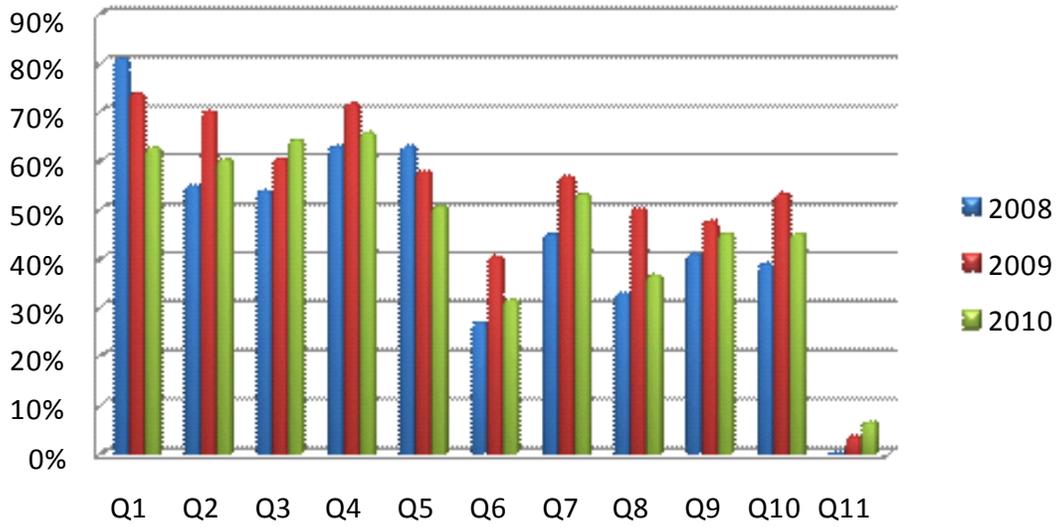


Comparison of satisfied "Attorney at Law" in Tirana Appeal Court (2010-2009)

Question	2008	2009	2010	Difference (2010-2009)
Q1	81%	74%	63%	-15%
Q2	55%	70%	60%	-14%
Q3	54%	61%	64%	5%
Q4	63%	72%	66%	-8%
Q5	63%	58%	51%	-12%
Q6	27%	41%	32%	-22%
Q7	45%	57%	53%	-7%
Q8	33%	50%	37%	-26%

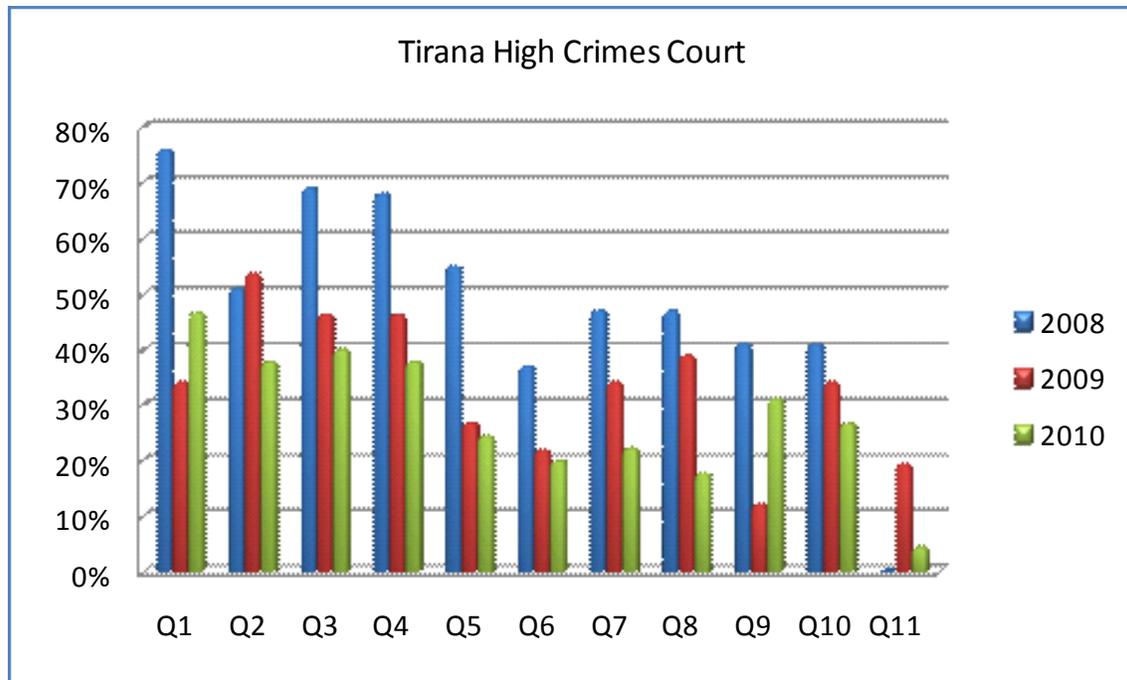
Q9	41%	48%	45%	-6%
Q10	39%	53%	45%	-15%
Q11	N/A	4%	7%	75%

Tirana Appeal Court (Attorney at Law)



Tirana High Crimes Court

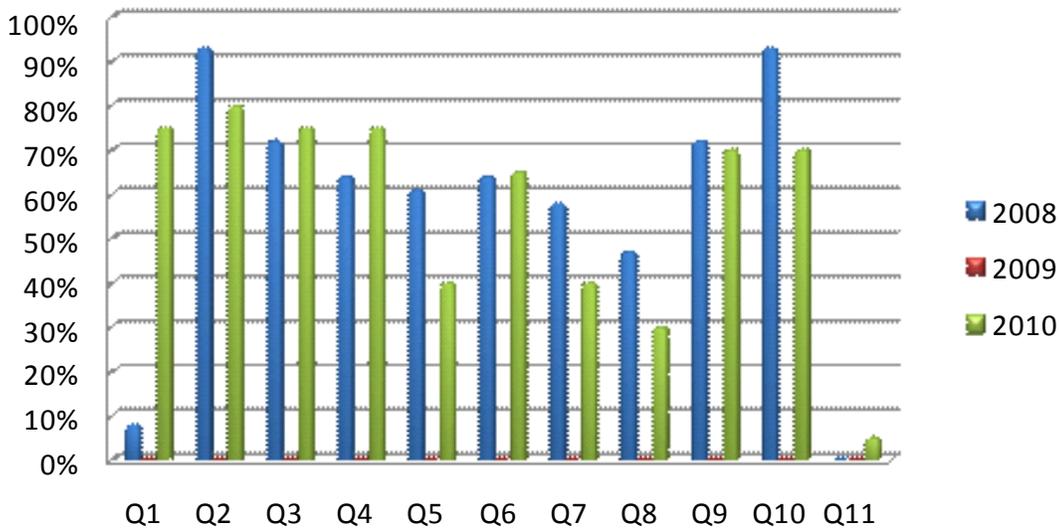
Question	2008	2009	2010
Q1	76%	34%	47%
Q2	51%	54%	38%
Q3	69%	46%	40%
Q4	68%	46%	38%
Q5	55%	27%	24%
Q6	37%	22%	20%
Q7	47%	34%	22%
Q8	47%	39%	18%
Q9	41%	12%	31%
Q10	41%	34%	27%
Q11	N/A	20%	4%



Mat District Court

Question	2008	2009	2010
Q1	8%	-	75%
Q2	93%	-	80%
Q3	72%	-	75%
Q4	64%	-	75%
Q5	61%	-	40%
Q6	64%	-	65%
Q7	58%	-	40%
Q8	47%	-	30%
Q9	72%	-	70%
Q10	93%	-	70%
Q11	N/A	-	5%

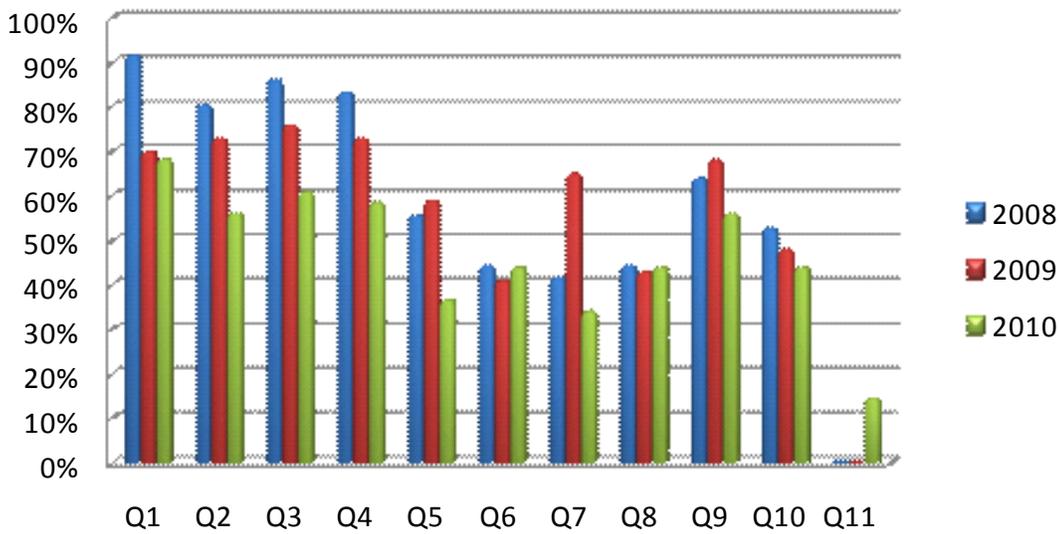
Mat District Court



Kruja District Court

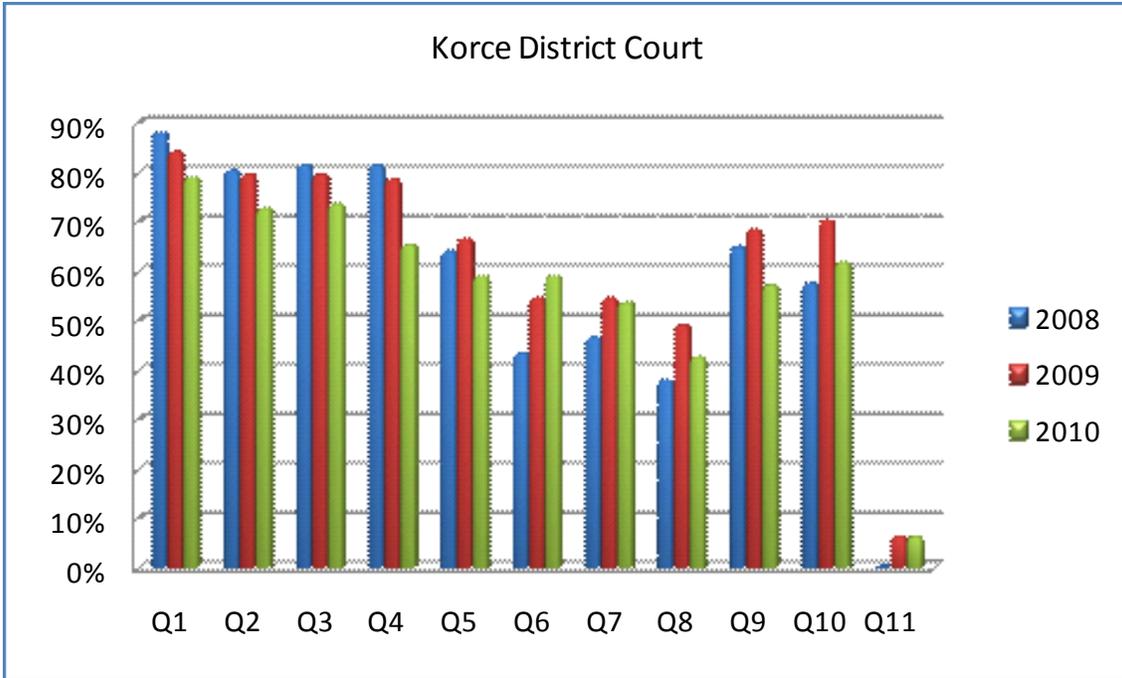
Question	2008	2009	2010
Q1	92%	70%	68%
Q2	81%	73%	56%
Q3	86%	76%	61%
Q4	83%	73%	59%
Q5	56%	59%	37%
Q6	44%	41%	44%
Q7	42%	65%	34%
Q8	44%	43%	44%
Q9	64%	68%	56%
Q10	53%	48%	44%
Q11	N/A	0%	15%

Kruja District Court



Korça District Court

Question	2008	2009	2010
Q1	88%	84%	79%
Q2	80%	80%	73%
Q3	82%	80%	74%
Q4	82%	79%	65%
Q5	64%	67%	59%
Q6	43%	55%	59%
Q7	47%	55%	54%
Q8	38%	49%	43%
Q9	65%	69%	57%
Q10	58%	70%	62%
Q11	N/A	6%	6%



Vlora Appeal Court

Question	2008	2009	2010
Q1	81%	44%	71%
Q2	78%	47%	61%
Q3	59%	41%	68%
Q4	47%	59%	58%
Q5	81%	59%	55%
Q6	38%	22%	42%

Q7	50%	31%	52%
Q8	50%	13%	42%
Q9	53%	53%	55%
Q10	47%	25%	52%
Q11	N/A	3%	0%

Vlore Appeal Court

