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FROM THE AMERICAN PEOPLE PROGRAM IN ALBANIA

FINAL REPORT 2009
CUSTOMER SATISFACTION SURVERY (Q-10)

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FINAL REPORT

MEASUREMENT OF COURT USERS' SATISFACTION
2009

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 COURT USERS SATISFACTION MEASUREMENT IN 9 PILOT COURTS
 - 5.2 CITIZENS SATISFACTION MEASUREMENT IN 9 PILOT COURTS
 - 5.3 TABLES OF SATISFACTION; CROSS TABULATIONS
 - 5.4 CITIZENS SATISFACTION MEASUREMENT IN EACH OF 12 COURTS

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1. INTRODUCTION

The TLAS' final report covers all the activities as set out for the implementation of the project "Measurement of courts' users' satisfaction" during April-May, 2009. The overall goal of the project was measuring satisfaction of a significant and representative number of court users in each of the twelve (12) 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. The objectives were focused to measure 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 the group of external and internal experts, of the TLAS Lawyers as team leaders, and of a very efficient number of law students. The communication and the collaboration with each of 12 Head' Courts started with the presentation of the continuation of the scope of the ROLP/ USAID project "Measurement of court users' satisfaction" during 2008 and 2009. TLAS' groups found the necessary support from the Court's staff in undertaking and starting for the second year the implementation, starting and proceeding normally indoors and outdoors' the Courthouses, creating the favorable environment for the development of the survey. In addition, TLAS working groups were well respected by the judiciary which mean 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 next two years, respectively in 2009 and 2010, is to measure the public court' users satisfaction in three consecutive years and compare it with the findings of the previews one. To find out what differences and positive or negative tendencies are identified in each court/ place personal experience and compare it with the survey of one year ago. And the most important finding will be concentrated in the citizen feedback in order to improve the services provided by the court, to obtain people's personal perceptions of how they are treated by the court system in many aspects and whether the court system treated them fairly.
- b) In addition the survey was aiming further expectations for the improvements of each Court performance, transparency and accountability; strengthening Judicial and Court Administration integrity, 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, increasing the public trust and confidence.

3. METHODOLOGY

The methodology selected was the Q-10 Court Survey in the nine Pilot Courts: Durres, Elbasan, Pogradec, Saranda, Shkodra, Vlora District Courts, in Tirana High Crimes Court and in Tirana, Gjirokastra Appellate Courts, as well as in the three additional courts selected by ROLP in Kruja & Korca District Courts and Vlora Appellate Court. Special attention is paid for the sample composition to meet the requirements of the ROLP and lessons learnt from the previews survey 2008, as detailed in the following paragraphs. The intention is 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) it must serve and assist the courts identify further improvement strategies and serve as an incentive and tool for court self improvement;

Questionnaire

A survey form was developed based on the model Q11 attached and made by 10 of them used by TLAS during the 2008' survey and in addition one more question: Q11 "I had to pay a bribe in order to take a service from the court" and the ten first questions are the same as used during 2008, according the comments and opinions of ROLP expert and TLAS experts. The Questionnaires was printed in two colors (white and pink), pink for the court employees (court administration, judges, etc) and white for all other court users.

The team of law students, already experienced interviewers, conducted the pilot testing and the official administration. They are 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 06 April up 18 April 2009 is used from TLAS as the preparatory phase to create the communications and contacts with 12 Head of Courts mentioned above. All the survey day is fixed with the head of Courts in order that the TLAS working groups with the questionnaires have to be appeared in each Courthouse since in the morning between 8.00 and 9.00 o'clock and monitor until 14.00 hours, foreseen as the most available time to meet respondents. For those questions that seem to be not answerable by the court employees, there was a special row with answer "not applicable" and the interviewers were trained to explain to the users each of statements of the Q 10.

3.2 THE QUESTIONS' INTENTION

The Q 11 is 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 in the indicator's requirements set out by USAID and ROLP for some court's needs and self-assessment. The Q-11 questions, aim to help the courts to set up further goals and controls and help ROLP and USAID, to assess the efficiency of the technical assistance provided to the courts especially during the period of three surveys, especially to assist in the areas that showed lower satisfaction by the court users.

There are 5 types of statements, namely: Strongly agree, Agree, No opinion, disagree and strongly disagree and there is a "Not Applicable" statement. The statements "Strongly agree" and "Agree" could be merged in the process of analyzing and reporting.

The second page of the sample instrument is demographic one, i.e. general data of the respondent is anticipated to be secured. The gender, education, role and how often they are visiting the court are in the center of attention. The two questions are related to the court users' experience and their perception on the competency of the public prosecutor and the attorney at law and one of them is added to measure the level of corruption in the Court cases.

3.3 THE SAMPLE AND RESPONSE RATE

The sample is based in some important trends/data regarding when citizens/users frequent the court in the bases of time and days and when most of the trials are scheduled. All regular court users, namely litigants, attorneys, witnesses, citizens seeking info or documents as well as all the court employees together with judges are subject of the survey. 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. On the other side the court users and court employees' measures are viewed as permanent necessary collaborators, as a result the problems and the solutions could also be more easily identified, improved and accepted.

The plan was that all the court users who are entering into the courthouse on that particular day should be covered with the survey. The Q – 11 was a “snapshot” survey based mainly on the TLAS' attorneys' personal long experience with the court users. So the questionnaires are percept to be filled when the users are exiting the courthouse, to take their own fresh/recent perception for the various aspects of the court functioning and services, avoiding as much as possible any other indication. Based on this experience are calculated all the numbers of respondents for each of 12 court's users which are planned to be covered as the calendar is set up.

3.4 SURVEY ADMINISTRATION

Tirana Legal Aid Society, TLAS' working group executed the survey in all pilot courts by 31 of May 2009, according 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 Component Leader was involved in all phases until the end of the task. TLAS use to visit the court and set out the plan of fieldwork according to the court facilities and agreement with the Chief Judge always a day before.

The TLAS' interviewers were divided in four groups; each member had a role for example as:

The Greeters , the team members who are stationed around the entry/exit of the court, on all the floors where the courtrooms are, in the lobby and where the court administration receive any kind of motions i.e. in all the places where the frequency of people is highest. They directed the court users to the tables/desks where they can complete the survey.

The Helpers, the team members who assisted the court users in filling the survey. Those respondents that are not in a position to read needed to have the survey read for them. Some other needed help in physically filling out the questionnaire.

The Checkers, one team member only, which collects the completed survey, checks the completeness and delivers the filled 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 registered each questionnaire data in the Software, 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 was accomplished on 10 April 2009 and also the establishment of the institutional contacts with all courts. The Sample identification and the design of the 11 questions (11Q), is approved by the Donor and the working groups. One day training is organized with TLAS working groups, including experts, team leaders, project coordinator, and students focused in the quality of the interviews how to interview the respondents in order to become familiar with the questionnaires as well as with some particularities of this survey.

The preparatory phase described above was assessed as 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 fulfill 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 planned to be interviewed as below:

Target Courts	No planned	21	23	24	29	27	27	4	6	7	11	12
		April	April	April	April	April	April	May	May	May	May	May
Elbasan	102											
Pogradec & Korca	30+126											
Vlore appellate court & Vlorë district court	40+108											
Gjirokaster Appellate Court & Saranda District court	60+34											
Kruja	42											
Shkoder	123											
Durres	150											
Tirana Appellate & High Crimes	208+51											
Total planned	1047											

In fact the interviewers fulfilled a **total number of the respondents of 1147** divided as below:

1. In Durres District Court 153 respondents
2. In Vlorë District Court, 105 respondents
3. In Vlorë Appellate Court, 40 respondents
4. In Kruja District Court, 45 respondents
5. In Tirana High Crimes Court, 57 respondents
6. In Tirana Appellate Court, 228 respondents
7. In Gjirokastra Appellate Court, 60 respondents
8. In Saranda District Court, 39 respondents
9. In Pogradec District Court, 34 respondents
10. In Korca District Court, 134 respondents
11. In Elbasan District Court, 106 respondents
12. In Shkodra District Court, 146 respondents

Total: 1147 interviewed respondents divided as below:

Summary Table

	All users	Citizens	Lawyers	Judges	Prosecutors	Court Employees
Durres Court	153	96	36	10	0	11
Elbasan Court	106	75	6	10	0	15
Gjirokastra Court	60	43	4	5	0	8
Vlora First Instance Court	105	62	14	12	0	17
Pogradec Court	34	26	1	5	0	2
Saranda Court	39	24	6	7	0	2
Shkodra Court	146	119	3	11	4	9
Tirana Appeal Court	228	47	148	6	12	15
Tirana High Crimes Court	57	32	9	6	1	9
Total 9 courts	928	524	227	72	17	88
Kruja Court	45	31	6	2	0	6
Korca Court	134	99	9	14	4	8
Vlora Apel Court	40	27	5	4	0	4
Total 3 courts	219	157	20	20	4	18
Total 12 courts	1147	681	247	92	21	106

Statements

11 statements

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.

5. RESULTS OF THE SURVEY¹

5.1 SATISFACTION MEASUREMENT OF 928 COURT USERS IN 9 PILOT COURTS

The second measurement (2009) of all court users satisfaction shows a level of 66% overall public user satisfaction. The baseline of the first measurement conducted in 2008 for all court users was 50 %.

Key findings for all court users' satisfaction measurement 2009 (see table 1/a)

In the 2009 survey, the satisfaction level varies from statement to statement.

The highest level is on:

- Easiness and convenience of finding where to go in the courthouse
- Easiness of getting the information needed
- Treatment with courtesy and respect from the court personnel
- Understanding the instruction of the court and what to do next

The lowest level for all the court users in 2009 is on:

- The case or business I had in the court was handled in a time promptly and in an efficient manner
- Receiving a written copy of the decision without delays and it was understandable

Comparison of 2008 and 2009 court users' satisfaction

The level of satisfaction for all the court users in 2009 has increased compared with 2008.

The major increase is on:

- Statement 2 "Easiness of getting the information needed" (63% in 2008 and 80% in 2009)
- Statement 8 "Receiving a written copy of the decision without delays" (40% in 2008 and 57% in 2009)

There is significant increase compared with 2008 on other statements such as:

- Understanding the instruction of the court and what to do next (66% in 2008 and 81% in 2009)
- The trial records are clear accurate and reliable (47% in 2008 and 63% in 2009)
- Overall I think the court performed effectively (50% in 2008 and 66% in 2009)

The lowest increase is on:

- Easiness and convenience of finding where to go in the courthouse (77% in 2008 and 83% in 2009)
- During the hearing the judge listened to me and was courteous and respectful (57% in 2008 and 62% in 2009)

Compared to 2008, the level of satisfaction is mostly the same on "Treatment with courtesy and respect from the court personnel"; "The case or business I had in the court was handled in a time promptly and in an efficient manner" and "I was treated fairly and impartially".

Asked whether they had to pay a bribe in order to take a service from the court, only 6% of all court agreed or strongly agreed with this statement. This means that only 6% of them said they had to pay a bribe in the court.

This question was added in the 2009 survey therefore no comparison between 2008 and 2009 is possible. This will serve as a baseline for the 2009-2010 comparison.

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 9 pilot courts

Table 1/a. Court users' satisfaction in 9 pilot courts									
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	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
83.41%	6.90%	80.06%	8.19%	76.83%	6.25%	81.57%	5.50%	62.50%	11.21%

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	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
53.66%	15.95%	63.15%	9.38%	57.22%	12.61%	59.91%	14.12%	66.06%	13.69%	6.36%	75.43%

5.2 SATISFACTION MEASUREMENT OF 524 CITIZENS IN 9 PILOT COURTS

The second measurement (2009) of all court users satisfaction shows a level of 62% overall public user satisfaction. The baseline of the first measurement conducted in 2008 for all court users was 53 %.

Key findings for citizens' satisfaction measurement 2009 (see table 1/b)

In the 2009 survey, the satisfaction level varies from statement to statement.

The highest level is on:

- Easiness and convenience of finding where to go in the courthouse
- Easiness of getting the information needed
- Treatment with courtesy and respect from the court personnel
- Understanding the instruction of the court and what to do next

The lowest level for citizens in 2009 is on:

- The case or business I had in the court was handled in a time promptly and in an efficient manner
- Receiving a written copy of the decision without delays and it was understandable
- The trial records are clear accurate and reliable

Comparison of 2008 and 2009 citizens' satisfaction

The level of satisfaction for citizens in 2009 has increased compared with 2008.

The major increase is on:

- Statement 2 “Easiness of getting the information needed” (64% in 2008 and 81% in 2009)
- Statement 8 “Receiving a written copy of the decision without delays” (40% in 2008 and 53% in 2009)

There is significant increase compared with 2008 on other statements such as:

- Understanding the instruction of the court and what to do next (66% in 2008 and 78% in 2009)
- The trial records are clear accurate and reliable (44% in 2008 and 56% in 2009)
- Easiness and convenience of finding where to go in the courthouse (75% in 2008 and 85% in 2009)
- Overall I think the court performed effectively (53% in 2008 and 62% in 2009)
- I was treated fairly and impartially (50% in 2008 and 59% in 2009)

The lowest increase is on:

- During the hearing the judge listened to me and was courteous and respectful (53% in 2008 and 59% in 2009)
- The case or business I had in the court was handled in a time promptly (45% in 2008 and 52% in 2009)

Compared to 2008, the level of satisfaction is mostly the same on “Treatment with courtesy and respect from the court personnel”.

Asked whether they had to pay a bribe in order to take a service from the court, only 8% of all citizens agreed or strongly agreed with this statement. This means that only 8% of them said they had to pay a bribe in the court.

This question was added in the 2009 survey therefore no comparison between 2008 and 2009 is possible. This will serve as a baseline for the 2009-2010 comparison.

Table 1/b

This table shows the level of satisfaction of “citizens” category in all the 9 pilot courts

Table 1/b. Citizens’ satisfaction in 9 pilot courts									
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	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
84.92%	9.35%	81.11%	10.69%	77.86%	8.02%	78.63%	8.21%	59.16%	15.84%

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	
Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied	Satisfied	Unsatisfied
52.67%	19.27%	55.92%	12.79%	53.05%	12.98%	58.97%	19.66%	62.40%	20.42%	8.59%	80.73%

Table 2 This table shows in a more detailed way, the level of satisfaction of all court users in each of the 9 pilot courts.

Level of satisfaction of all the court users for each 9 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	135	140	139	143	124	118	124	113	117	122	2
Durres Court Satisfaction	88.24	91.50	90.85	93.46	81.05	77.12	81.05	73.86	76.47	79.74	1.31
Nr of respondents in EL for each question	82	74	75	80	63	53	56	49	68	71	6
Elbasan Court Satisfaction	77.36	69.81	70.75	75.47	59.43	50.00	52.83	46.23	64.15	66.98	5.66
Nr of respondents in GJ for each question	54	50	56	57	45	39	41	42	48	48	4
Gjirokastra Court Satisfaction	90.00	83.33	93.33	95.00	75.00	65.00	68.33	70.00	80.00	80.00	6.67
Nr of respondents in VL for each question	84	77	81	90	44	41	59	47	45	47	18
Vlora Court Satisfaction	80.00	73.33	77.14	85.71	41.90	39.05	56.19	44.76	42.86	44.76	17.14
Nr of respondents in PG for each question	28	25	25	26	17	13	14	16	18	21	1
Pogradec Court Satisfaction	82.35	73.53	73.53	76.47	50.00	38.24	41.18	47.06	52.94	61.76	2.94
Nr of respondents in SR for each question	36	32	35	35	26	20	24	26	29	28	1
Saranda Court Satisfaction	92.31	82.05	89.74	89.74	66.67	51.28	61.54	66.67	74.36	71.79	2.56
Nr of respondents in SH for each question	117	110	101	98	78	74	79	69	80	93	5
Shkodra Court Satisfaction	80.14	75.34	69.18	67.12	53.42	50.68	54.11	47.26	54.79	63.70	3.42

Nr of respondents TR APP for each question	208	198	164	193	160	117	160	141	135	154	13
Tirana Appeal Court Satisfaction	91.23	86.84	71.93	84.65	70.18	51.32	70.18	61.84	59.21	67.54	5.70
Nr of respondents TR High Crimes for each question	30	37	37	35	23	23	29	28	16	29	9
Tirana High Crimes Court Satisfaction	52.63	64.91	64.91	61.40	40.35	40.35	50.88	49.12	28.07	50.88	15.79
Total nr of respondents for each question in 9 courts	774	743	713	757	580	498	586	531	556	613	59
Total level of satisfaction in 9 courts	83.41	80.06	76.83	81.57	62.50	53.66	63.15	57.22	59.91	66.06	6.36

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 3 non-pilot courts	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	35	36	38	37	29	21	31	22	32	33	0
Kruja Court Satisfaction	77.78	80.00	84.44	82.22	64.44	46.67	68.89	48.89	71.11%	73.33	0.00
Nr of respondents in KO for each question	117	110	114	110	94	81	84	75	94	104	7
Korca Court Satisfaction	87.31	82.09	85.07	82.09	70.15	60.45	62.69	55.97	70.15	77.61	5.22
Nr of respondents VI APP for each question	19	21	24	18	23	12	16	9	22	14	2
Vlora Appeal Court Satisfaction	47.50	52.50	60.00	45.00	57.50	30.00	40.00	22.50	55.00	35.00	5.00
Total nr of respondents for each question in 3 courts	171	167	176	165	146	114	131	106	148	151	9
Total level of satisfaction in 3 courts	78.08	76.26	80.37	75.34	66.67	52.05	59.82	48.40	67.58	68.95	4.11

Table no. 4: Level of satisfaction of “citizens” category of court users in 12 Courts

Level of satisfaction of “citizens” category in 12 Courts	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
Durres Court Satisfaction	65.91%	68.18%	66.67%	68.94%	53.03%	55.30%	58.33%	52.27%	57.58%	59.09%	0.76%
Elbasan Court Satisfaction	83.95%	76.54%	70.37%	76.54%	56.79%	51.85%	45.68%	43.21%	64.20%	62.96%	4.94%
Gjirokastra Court Satisfaction	78.72%	70.21%	85.11%	85.11%	61.70%	48.94%	57.45%	61.70%	68.09%	65.96%	8.51%
Vlora District Court Satisfaction	69.74%	60.53%	61.84%	55.26%	27.63%	27.63%	38.16%	36.84%	31.58%	25.00%	19.74%
Pogradec Court Satisfaction	88.89%	74.07%	77.78%	81.48%	51.85%	40.74%	37.04%	48.15%	55.56%	59.26%	3.70%
Saranda Court Satisfaction	80%	73.33%	76.67%	76.67%	43.33%	36.67%	33.33%	46.67%	60%	60%	3.33%
Shkodra Court Satisfaction	79.51%	72.95%	68.85%	65.57%	54.10%	50%	50%	41.80%	50.82%	61.48%	4.10%
Tirana Appeal Court Satisfaction	21.03%	21.03%	14.87%	16.92%	15.38%	12.82%	14.36%	11.79%	12.82%	12.82%	3.08%
Tirana High Crimes Court Satisfaction	34.15%	53.66%	46.34%	46.34%	26.83%	21.95%	34.15%	39.02%	12.20%	34.15%	19.51%
Total of 9 courts	84.92%	81.11%	77.86%	78.63	59.16%	52.67%	55.92%	53.05%	58.97%	62.40%	8.59%
Kruja Court Satisfaction	70.27%	72.97%	75.68%	72.97%	59.46%	40.54%	64.86%	43.24%	67.57%	70.27%	0.00%
Korca Court Satisfaction	84.26%	79.63%	79.63%	78.70%	66.67%	54.63%	54.63%	49.07%	68.52%	70.37%	6.48%
Vlora Appeal Court Satisfaction	43.75%	46.88%	59.38%	40.63%	59.38%	21.88%	31.25%	12.50%	53.13%	25.00%	3.13%
Total of 12 courts	62.07%	59.59%	58.30%	57.87%	44.50%	38.47%	41.59%	37.82%	45.80%	47.09%	5.71%

Table no. 5: Level of satisfaction of “judges” category of court users in 12 Courts

Level of satisfaction of “judges” category of court users in 12 Courts	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
Durres Court	6	7	8	8	7	7	9	8	8	6	0
%	28.57%	33.33%	38.10%	38.10%	33.33%	33.33%	42.86%	38.10%	38.10%	28.57%	0.00%
Elbasan Court	3	2	7	6	6	6	7	7	7	7	1
%	12.00%	8.00%	28.00%	24.00%	24.00%	24.00%	28.00%	28.00%	28.00%	28.00%	4.00%
Gjirokastra Court	5	5	5	5	5	5	5	5	5	5	0
%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	38.46%	0.00%
Vlora First Instance Court	5	7	6	4	3	6	7	5	6	8	0
%	17.24%	24.14%	20.69%	13.79%	10.34%	20.69%	24.14%	17.24%	20.69%	27.59%	0.00%
Pogradec Court	2	3	2	2	2	1	2	2	2	3	0
%	28.57%	42.86%	28.57%	28.57%	28.57%	14.29%	28.57%	28.57%	28.57%	42.86%	0.00%
Saranda Court	4	3	5	4	5	4	6	5	4	5	0
%	44.44%	33.33%	55.56%	44.44%	55.56%	44.44%	66.67%	55.56%	44.44%	55.56%	0.00%
Shkodra Court	2	2	1	1	0	0	2	1	1	1	0
%	8.33%	8.33%	4.17%	4.17%	0.00%	0.00%	8.33%	4.17%	4.17%	4.17%	0.00%
Tirana Appeal Court	5	3	3	3	4	2	5	5	4	6	0
%	15.15%	9.09%	9.09%	9.09%	12.12%	6.06%	15.15%	15.15%	12.12%	18.18%	0.00%
Tirana High Crimes Court	2	2	3	2	1	2	3	1	1	3	0

%	12.50%	12.50%	18.75%	12.50%	6.25%	12.50%	18.75%	6.25%	6.25%	18.75%	0.00%
Kruja Court	1	1	1	1	1	1	1	1	1	1	0
%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	0.00%
Korca Court	8	8	11	8	7	7	10	9	8	11	0
%	30.77%	30.77%	42.31%	30.77%	26.92%	26.92%	38.46%	34.62%	30.77%	42.31%	0.00%
Vlora Appeal Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	43	43	52	44	41	41	57	49	47	56	1
%	19.63%	19.63%	23.74%	20.09%	18.72%	18.72%	26.03%	22.37%	21.46%	25.57%	0.46%

Table no. 6: Level of satisfaction of “court employees” category of court users in 12 Courts

Level of satisfaction of “court employees” category of court users in 12 Courts	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
Durres Court	9	9	9	9	4	4	4	3	4	4	0
%	42.86%	42.86%	42.86%	42.86%	19.05%	19.05%	19.05%	14.29%	19.05%	19.05%	0.00%
Elbasan Court	6	7	8	8	7	3	7	6	6	11	0
%	24.00%	28.00%	32.00%	32.00%	28.00%	12.00%	28.00%	24.00%	24.00%	44.00%	0.00%
Gjirokastra Court	8	8	7	8	7	7	6	7	7	8	0
%	61.54%	61.54%	53.85%	61.54%	53.85%	53.85%	46.15%	53.85%	53.85%	61.54%	0.00%

Vlora First Instance Court	13	11	15	13	11	9	12	8	9	14	2
%	44.83%	37.93%	51.72%	44.83%	37.93%	31.03%	41.38%	27.59%	31.03%	48.28%	6.90%
Pogradec Court	1	1	1	1	0	0	1	0	0	1	0
%	14.29%	14.29%	14.29%	14.29%	0.00%	0.00%	14.29%	0.00%	0.00%	14.29%	0.00%
Saranda Court	2	2	2	2	2	1	2	2	2	2	0
%	22.22%	22.22%	22.22%	22.22%	22.22%	11.11%	22.22%	22.22%	22.22%	22.22%	0.00%
Shkodra Court	2	3	3	2	1	2	2	2	2	3	0
%	8.33%	12.50%	12.50%	8.33%	4.17%	8.33%	8.33%	8.33%	8.33%	12.50%	0.00%
Tirana Appeal Court	10	8	9	10	4	4	8	9	6	11	0
%	30.30%	24.24%	27.27%	30.30%	12.12%	12.12%	24.24%	27.27%	18.18%	33.33%	0.00%
Tirana High Crimes Court	5	5	5	5	4	4	5	4	3	5	0
%	31.25%	31.25%	31.25%	31.25%	25.00%	25.00%	31.25%	25.00%	18.75%	31.25%	0.00%
Kruja Court	2	2	3	0	1	0	0	0	0	1	1
%	25.00%	25.00%	37.50%	0.00%	12.50%	0.00%	0.00%	0.00%	0.00%	12.50%	12.50%
Korca Court	5	5	6	5	6	5	5	3	3	6	0
%	19.23%	19.23%	23.08%	19.23%	23.08%	19.23%	19.23%	11.54%	11.54%	23.08%	0.00%
Vlora Appeal Court	1	1	1	1	0	1	1	0	0	1	0
%	12.50%	12.50%	12.50%	12.50%	0.00%	12.50%	12.50%	0.00%	0.00%	12.50%	0.00%
Total	64	62	69	64	47	40	53	44	42	67	3
%	29.22%	28.31%	31.51%	29.22%	21.46%	18.26%	24.20%	20.09%	19.18%	30.59%	1.37%

Table no. 7: Level of satisfaction of “Prosecutors” category of court users in 12 Courts

Level of satisfaction of “Prosecutors” category of court users in 12 Courts	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
Durres Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Elbasan Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Gjirokastra Court	0	0	0	0	0	0	0	0	0	0	0

%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Vlora First Instance Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Pogradec Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Saranda Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Shkodra Court	3	3	2	4	3	4	4	4	4	3	0
%	12.50%	12.50%	8.33%	16.67%	12.50%	16.67%	16.67%	16.67%	16.67%	12.50%	0.00%
Tirana Appeal Court	8	9	5	7	9	7	8	6	7	8	0
%	24.24%	27.27%	15.15%	21.21%	27.27%	21.21%	24.24%	18.18%	21.21%	24.24%	0.00%
Tirana High Crimes Court	1	1	1	1	1	1	1	1	1	1	0
%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	6.25%	0.00%
Kruja Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Korca Court	4	3	4	3	3	2	3	3	3	4	0
%	15.38%	11.54%	15.38%	11.54%	11.54%	7.69%	11.54%	11.54%	11.54%	15.38%	0.00%
Vlora Appeal Court	0	0	0	0	0	0	0	0	0	0	0
%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	16	16	12	15	16	14	16	14	15	16	0
%	7.31%	7.31%	5.48%	6.85%	7.31%	6.39%	7.31%	6.39%	6.85%	7.31%	0.00%

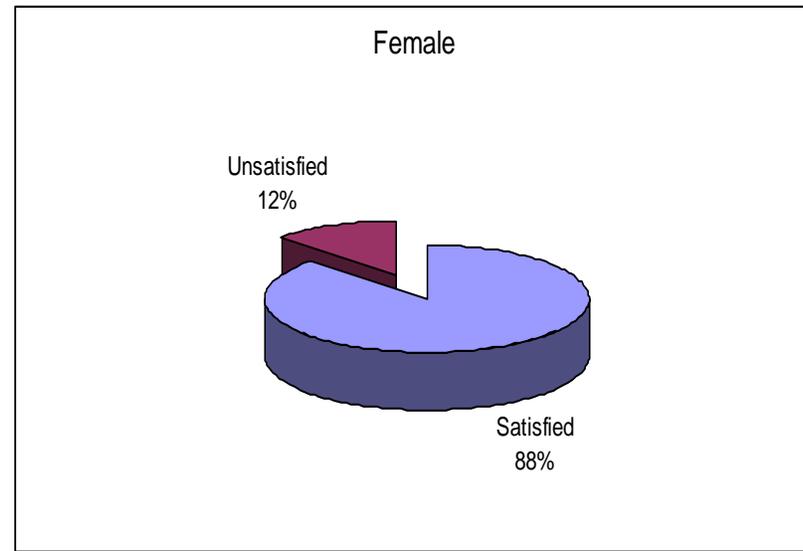
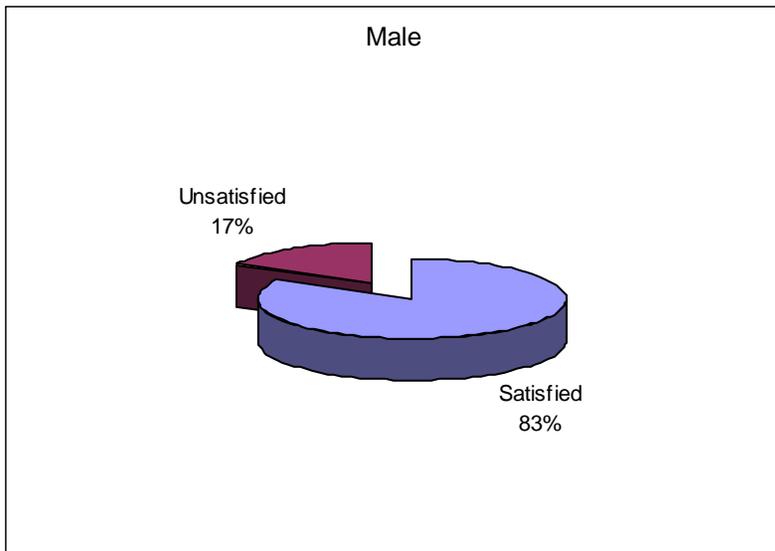
Table no. 8: Level of satisfaction of “Attorney at Law” category of court users in 12 Courts

Level of satisfaction of “Attorney at Law” category of court users in 12 Courts	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
Durres Court	33	34	34	35	33	34	34	33	29	34	1
%	25.00%	25.76%	25.76%	26.52%	25.00%	25.76%	25.76%	25.00%	21.97%	25.76%	0.76%
Elbasan Court	5	3	3	4	4	2	5	1	3	2	1
%	6.17%	3.70%	3.70%	4.94%	4.94%	2.47%	6.17%	1.23%	3.70%	2.47%	1.23%

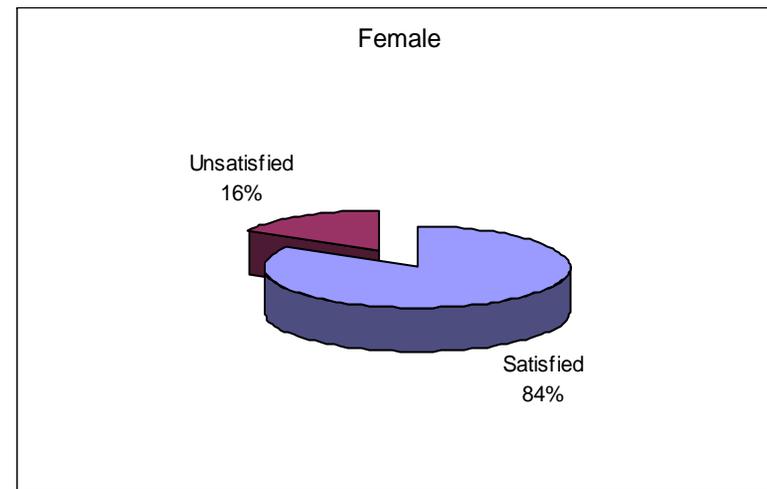
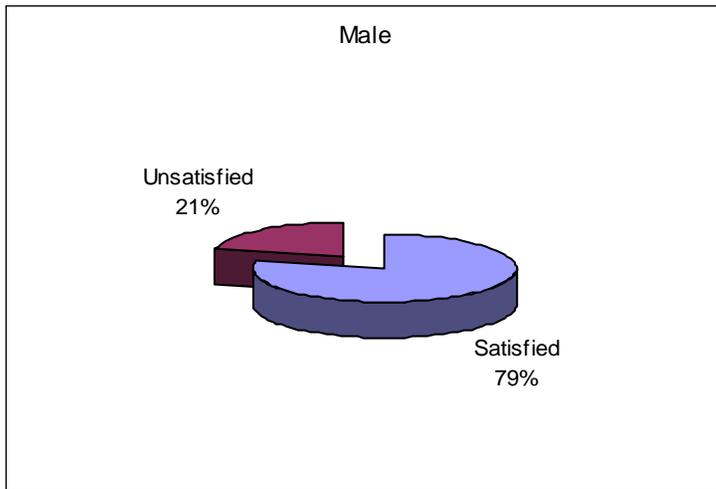
Gjirokastra Court	4	4	4	4	4	4	3	1	4	4	0
%	8.51%	8.51%	8.51%	8.51%	8.51%	8.51%	6.38%	2.13%	8.51%	8.51%	0.00%
Vlora First Instance Court	13	13	13	11	9	5	11	6	6	6	1
%	17.11%	17.11%	17.11%	14.47%	11.84%	6.58%	14.47%	7.89%	7.89%	7.89%	1.32%
Pogradec Court	1	1	1	1	1	1	1	1	1	1	0
%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	3.70%	0.00%
Saranda Court	6	5	5	6	6	4	6	5	5	3	0
%	20.00%	16.67%	16.67%	20.00%	20.00%	13.33%	20.00%	16.67%	16.67%	10.00%	0.00%
Shkodra Court	13	13	11	11	8	7	10	11	11	11	0
%	10.66%	10.66%	9.02%	9.02%	6.56%	5.74%	8.20%	9.02%	9.02%	9.02%	0.00%
Tirana Appeal Court	144	137	118	140	113	79	111	98	93	104	7
%	73.85%	70.26%	60.51%	71.79%	57.95%	40.51%	56.92%	50.26%	47.69%	53.33%	3.59%
Tirana High Crimes Court	8	7	9	8	6	7	6	6	6	6	1
%	19.51%	17.07%	21.95%	19.51%	14.63%	17.07%	14.63%	14.63%	14.63%	14.63%	2.44%
Kruja Court	6	6	6	6	6	4	6	5	6	5	0
%	16.22%	16.22%	16.22%	16.22%	16.22%	10.81%	16.22%	13.51%	16.22%	13.51%	0.00%
Korca Court	9	8	7	9	6	8	7	7	6	7	0
%	8.33%	7.41%	6.48%	8.33%	5.56%	7.41%	6.48%	6.48%	5.56%	6.48%	0.00%
Vlora Appeal Court	4	5	4	4	4	4	5	5	5	5	1
%	12.50%	15.63%	12.50%	12.50%	12.50%	12.50%	15.63%	15.63%	15.63%	15.63%	3.13%
Total	246	236	215	239	200	159	205	179	175	188	12
%	26.51%	25.43%	23.17%	25.75%	21.55%	17.13%	22.09%	19.29%	18.86%	20.26%	1.29%

5.3 CROSS TABS IN 9 PILOT COURTS:

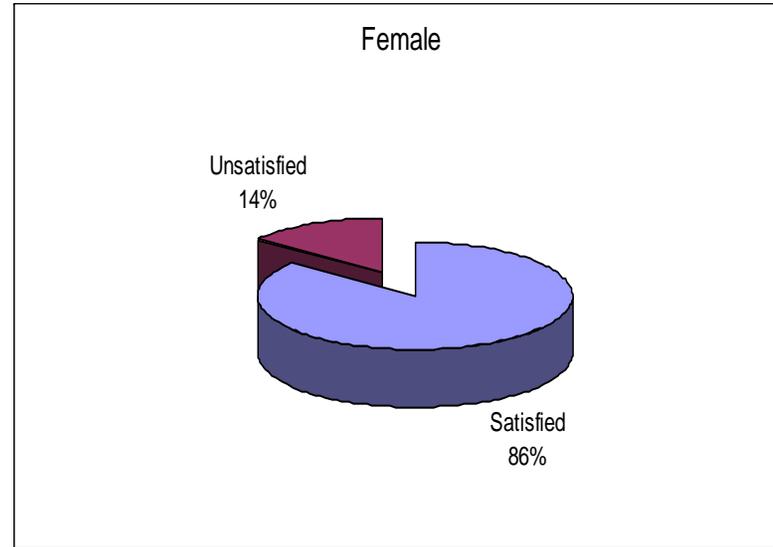
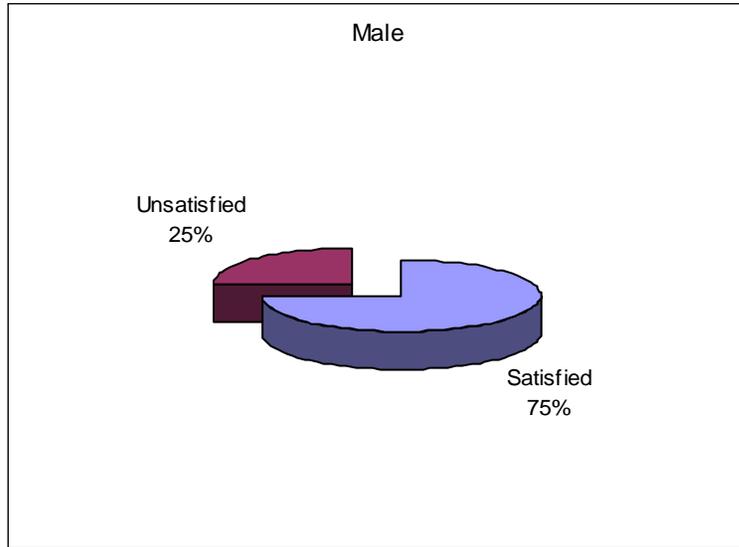
During the hearing the judge listened to me, and was courteous and respectful		
Gender	Satisfied	Unsatisfied
Male	320	67
Female	260	37
Total	580	104



Gender	I was treated fairly and impartially	
Male	320	87
Female	236	46
<i>Total</i>	<i>556</i>	<i>133</i>

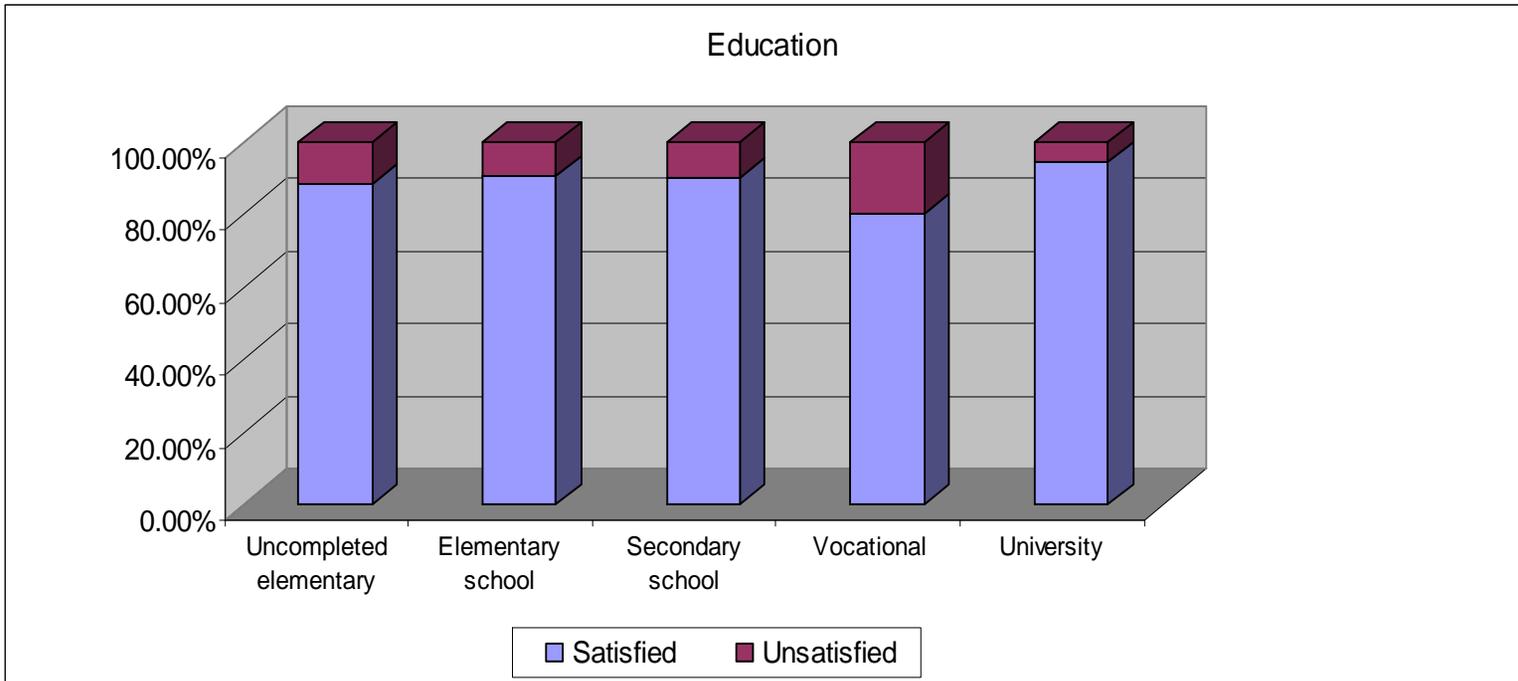


Gender	Overall, I think the court performed effectively	
Male	316	106
Female	272	46
<i>Total</i>	<i>588</i>	<i>152</i>



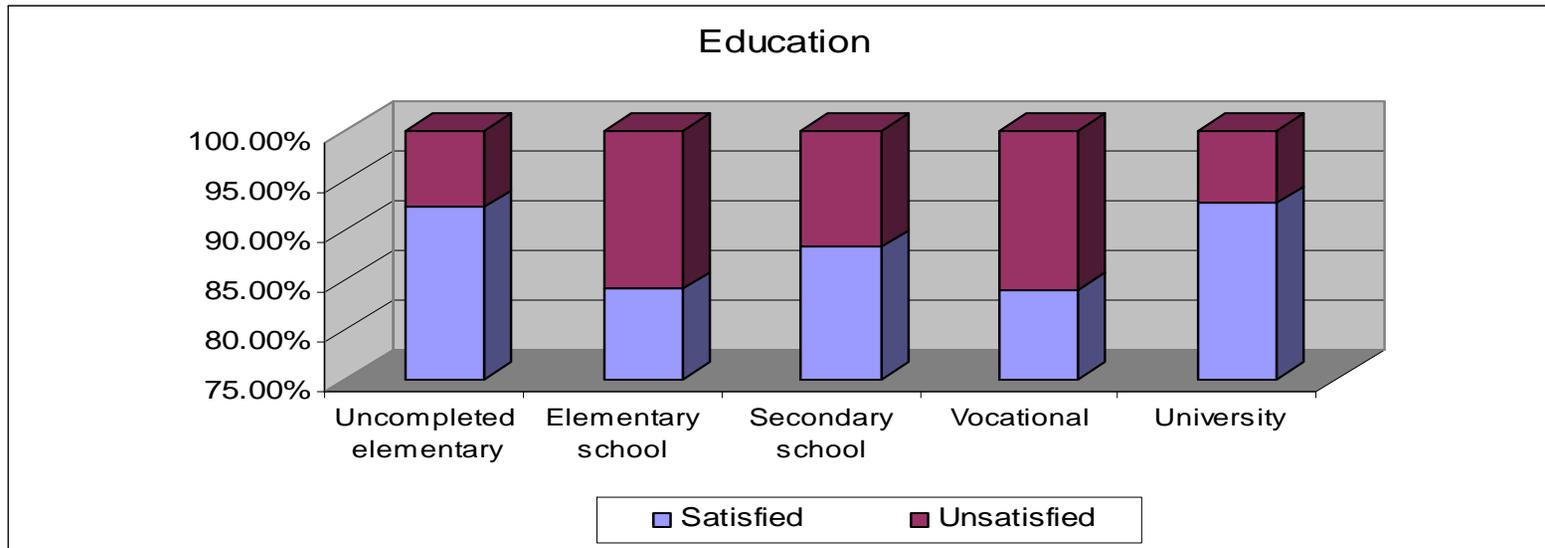
Education	Finding where I need to go in the courthouse was easy and convenient	
	Satisfied	Unsatisfied
Uncompleted elementary	23	3
Elementary	67	7
Secondary	177	20
Vocational	20	5
University	487	29
<i>Total</i>	<i>774</i>	<i>64</i>

Education	Satisfied	Unsatisfied
Uncompleted elementary	88.46%	11.54%
Elementary	90.54%	9.46%
Secondary	89.85%	10.15%
Vocational	80.00%	20.00%
University	94.38%	5.62%
<i>Total</i>	<i>92.36%</i>	<i>7.64%</i>



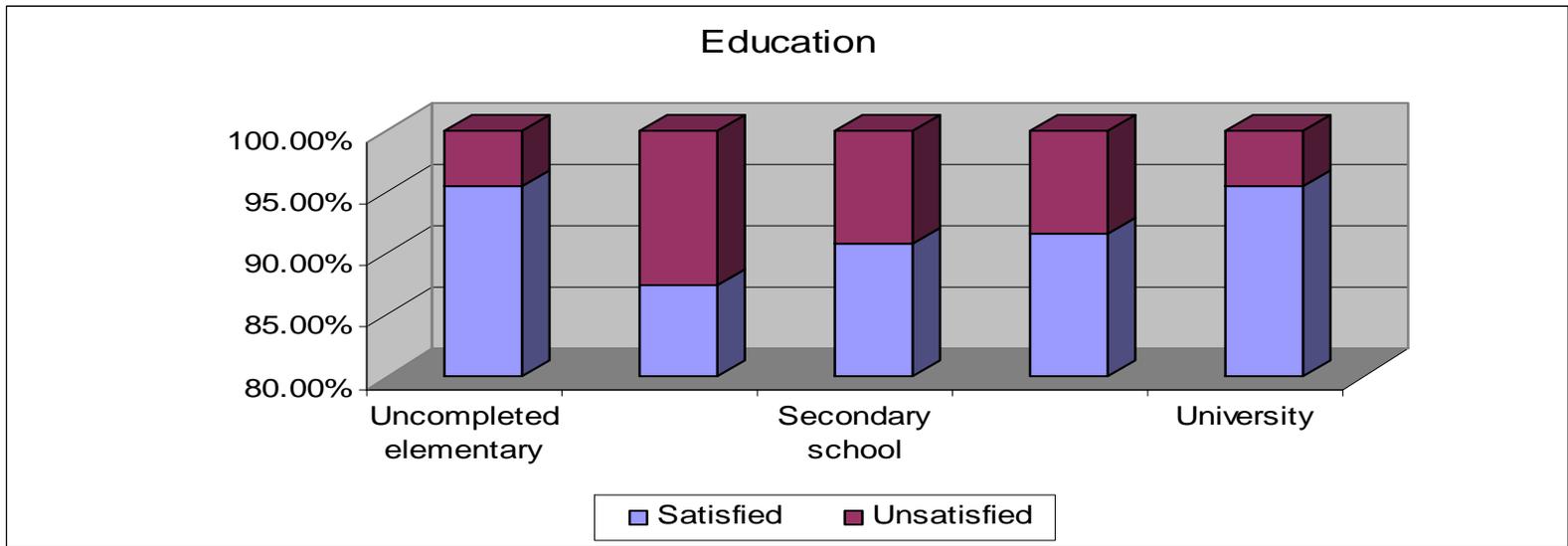
Education	It was easy getting the information I needed when I came to the courthouse	
	Satisfied	Unsatisfied
Uncompleted elementary	24	2
Elementary	58	11
Secondary	167	22
Vocational	21	4
University	472	37
<i>Total</i>	<i>742</i>	<i>76</i>

Education	Satisfied	Unsatisfied
Uncompleted elementary	92.31%	7.69%
Elementary	84.06%	15.94%
Secondary	88.36%	11.64%
Vocational	84.00%	16.00%
University	92.73%	7.27%
<i>Total</i>	<i>90.71%</i>	<i>9.29%</i>



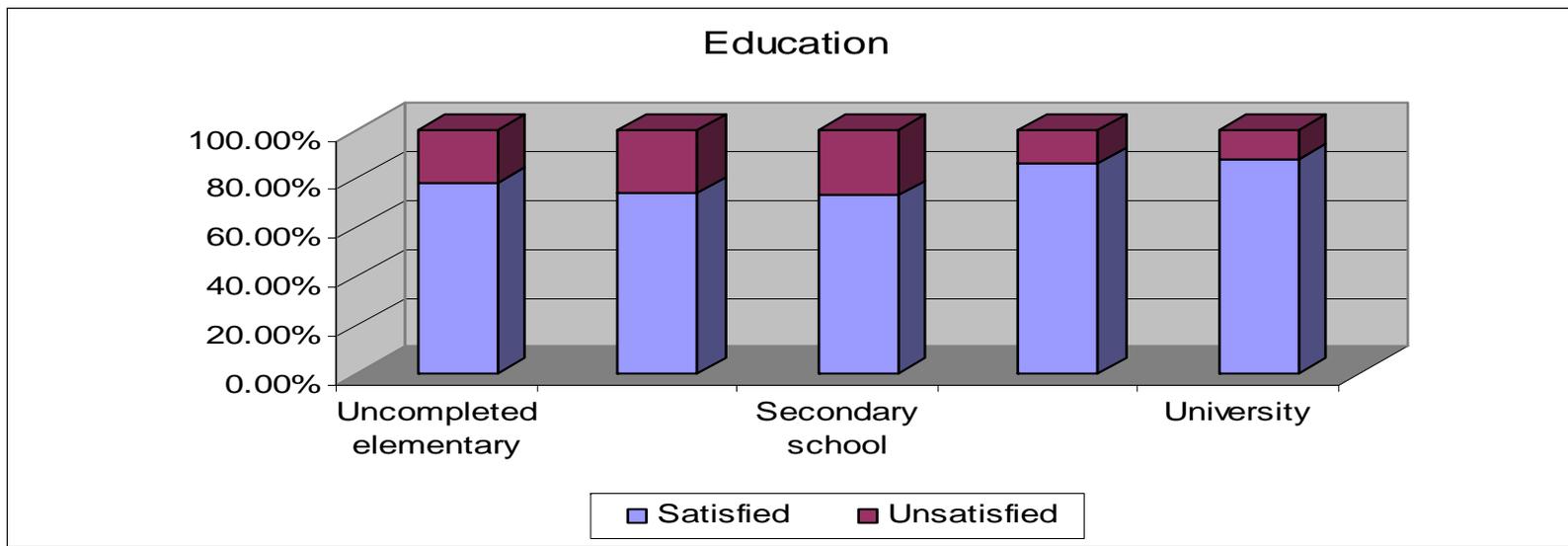
Education	I understand the instructions of the court and what I need to do next	
	Satisfied	Unsatisfied
Uncompleted elementary	21	1
Elementary	63	9
Secondary	167	17
Vocational	22	2
University	464	22
<i>Total</i>	<i>737</i>	<i>51</i>

Education	Satisfied	Unsatisfied
Uncompleted elementary	95.45%	4.55%
Elementary	87.50%	12.50%
Secondary	90.76%	9.24%
Vocational	91.67%	8.33%
University	95.47%	4.53%
<i>Total</i>	<i>93.53%</i>	<i>6.47%</i>

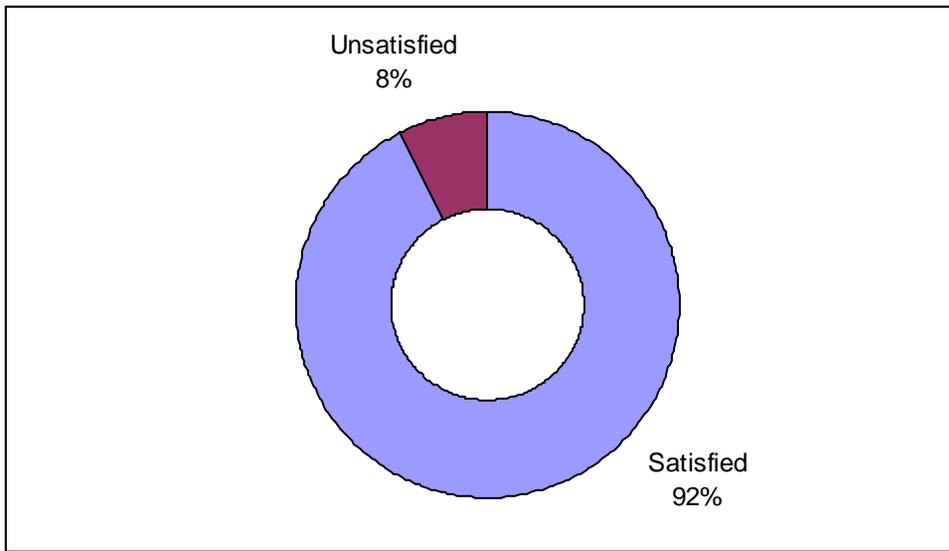


Education	Overall, I think the court performed effectively	
	Satisfied	Unsatisfied
Uncompleted elementary	18	5
Elementary	48	17
Secondary	126	47
Vocational	19	3
University	402	55
<i>Total</i>	<i>613</i>	<i>127</i>

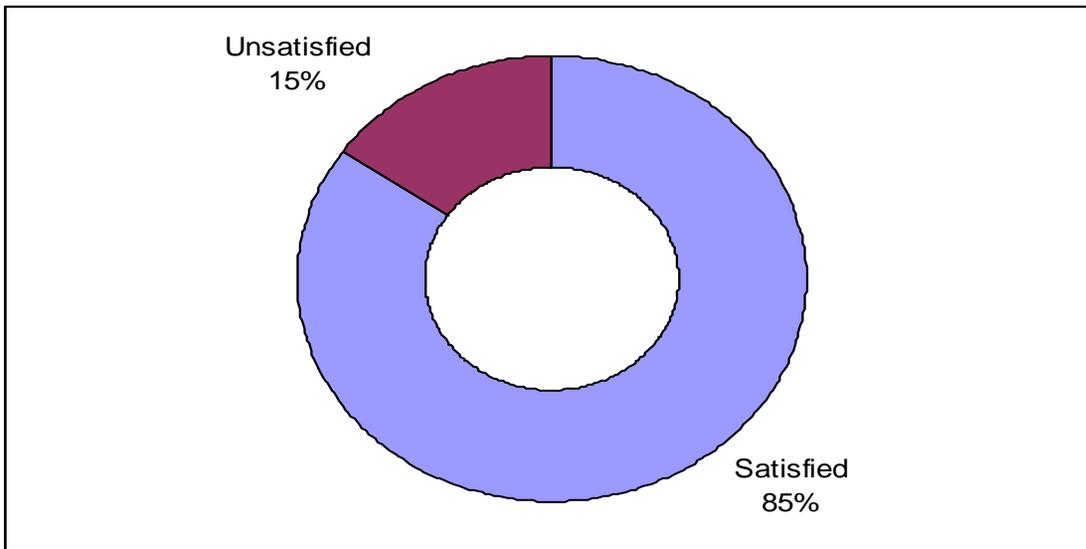
Education	Satisfied	Unsatisfied
Uncompleted elementary	78.26%	21.74%
Elementary	73.85%	26.15%
Secondary	72.83%	27.17%
Vocational	86.36%	13.64%
University	87.96%	12.04%
<i>Total</i>	<i>82.84%</i>	<i>17.16%</i>



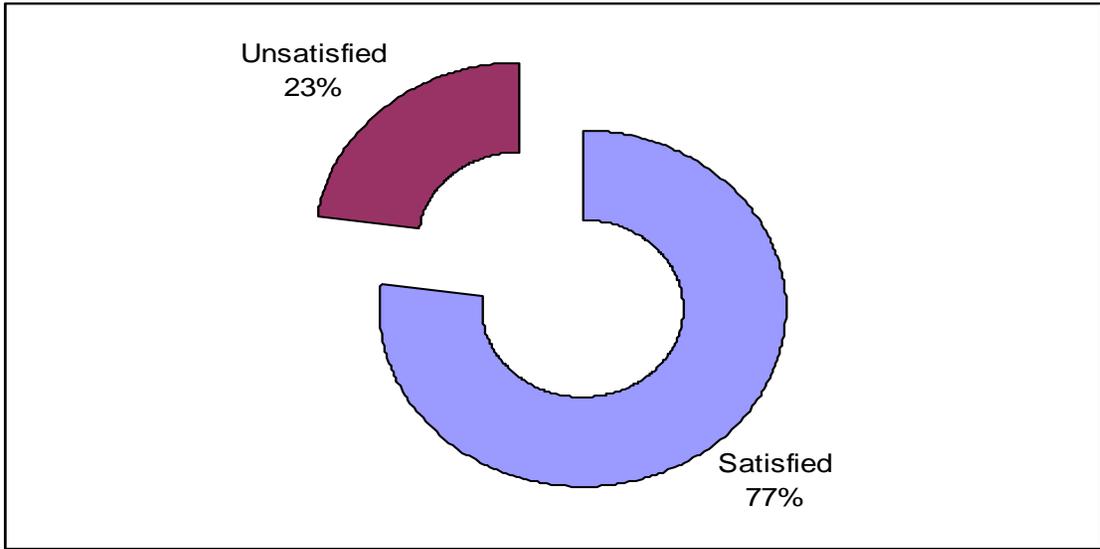
Community	Court personnel treated me with courtesy and respect	
	Satisfied	Unsatisfied
Albanian	703	55
Greek	1	3
Vlach	3	0
Egyptian	0	0
Roma	6	0
Macedonian	0	0
Other specify	1	0
I do not wish to answer	0	0
<i>Total</i>	<i>714</i>	<i>58</i>



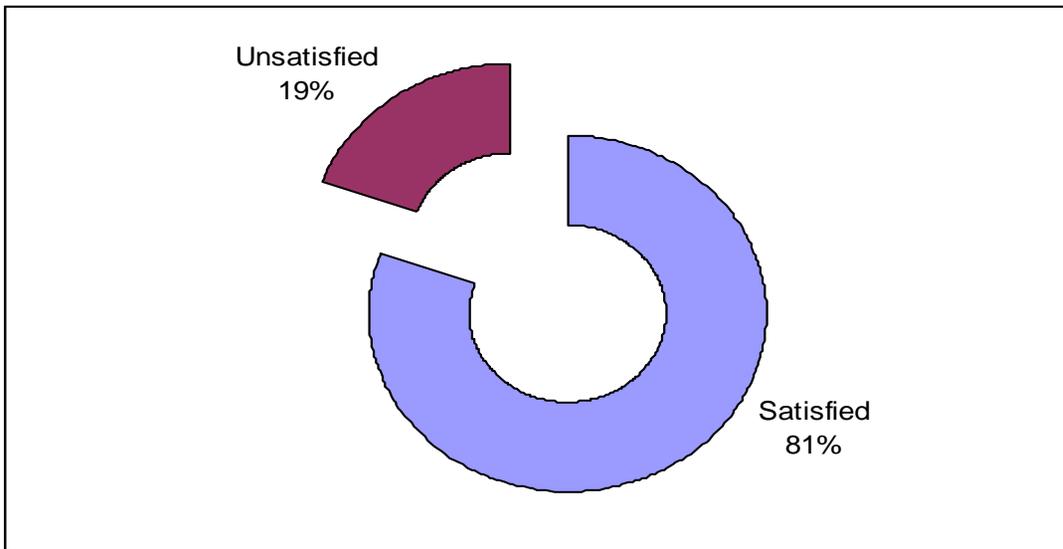
Community	During the hearing the judge listened to me, and was courteous and respectful	
	Satisfied	Unsatisfied
Albanian	571	100
Greek	1	3
Vlach	3	0
Egyptian	0	0
Roma	5	1
Macedonian	0	0
other specify	1	0
I do not wish to answer	0	0
Total	581	104



Community	The case or other business I had with the court was handled in a time promptly and in an efficient manner	
	Satisfied	Unsatisfied
Albanian	491	143
Greek	0	3
Vlach	2	1
Egyptian	0	0
Roma	4	1
Macedonian	0	0
other specify	1	0
I do not wish to answer	0	0
Total	498	148



Community	I was treated fairly and impartially	
	Satisfied	Unsatisfied
Albanian	542	128
Greek	1	3
Vlach	2	0
Egyptian	0	0
Roma	4	2
Macedonian	0	0
other specify	1	0
I do not wish to answer	0	0
Total	550	133



I was treated fairly and impartially

	Satisfied	Unsatisfied
Albanian	542	128
%	98.55%	96.24%
Other communities	8	5
%	1.45%	3.76%

JUDGES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	34	2
2	It was easy getting the information I needed when I came to the courthouse	34	5
3	Court personnel treated me with courtesy and respect	40	2

4	I understand the instructions of the court and what I need to do next	35	2
5	During the hearing the judge listened to me, and was courteous and respectful	33	1
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	33	4
7	The trial record are clear accurate and reliable	46	0
8	I received from the court a written copy of the decision without delays, and it was understandable	39	2
9	I was treated fairly and impartially	38	2
10	Overall, I think the court performed effectively	44	1
11	I Had to pay a bribe in order to take a service from the court.	1	27

COURT EMPLOYEES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	56	6
2	It was easy getting the information I needed when I came to the courthouse	54	3
3	Court personnel treated me with courtesy and respect	59	2
4	I understand the instructions of the court and what I need to do next	58	1
5	During the hearing the judge listened to me, and was courteous and respectful	40	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	34	3

7	The trial record are clear accurate and reliable	47	1
8	I received from the court a written copy of the decision without delays, and it was understandable	41	2
9	I was treated fairly and impartially	39	2
10	Overall, I think the court performed effectively	59	1
11	I Had to pay a bribe in order to take a service from the court.	2	42

PROSECUTORS		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	12	3
2	It was easy getting the information I needed when I came to the courthouse	13	1
3	Court personnel treated me with courtesy and respect	8	2
4	I understand the instructions of the court and what I need to do next	12	1
5	During the hearing the judge listened to me, and was courteous and respectful	13	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	12	0

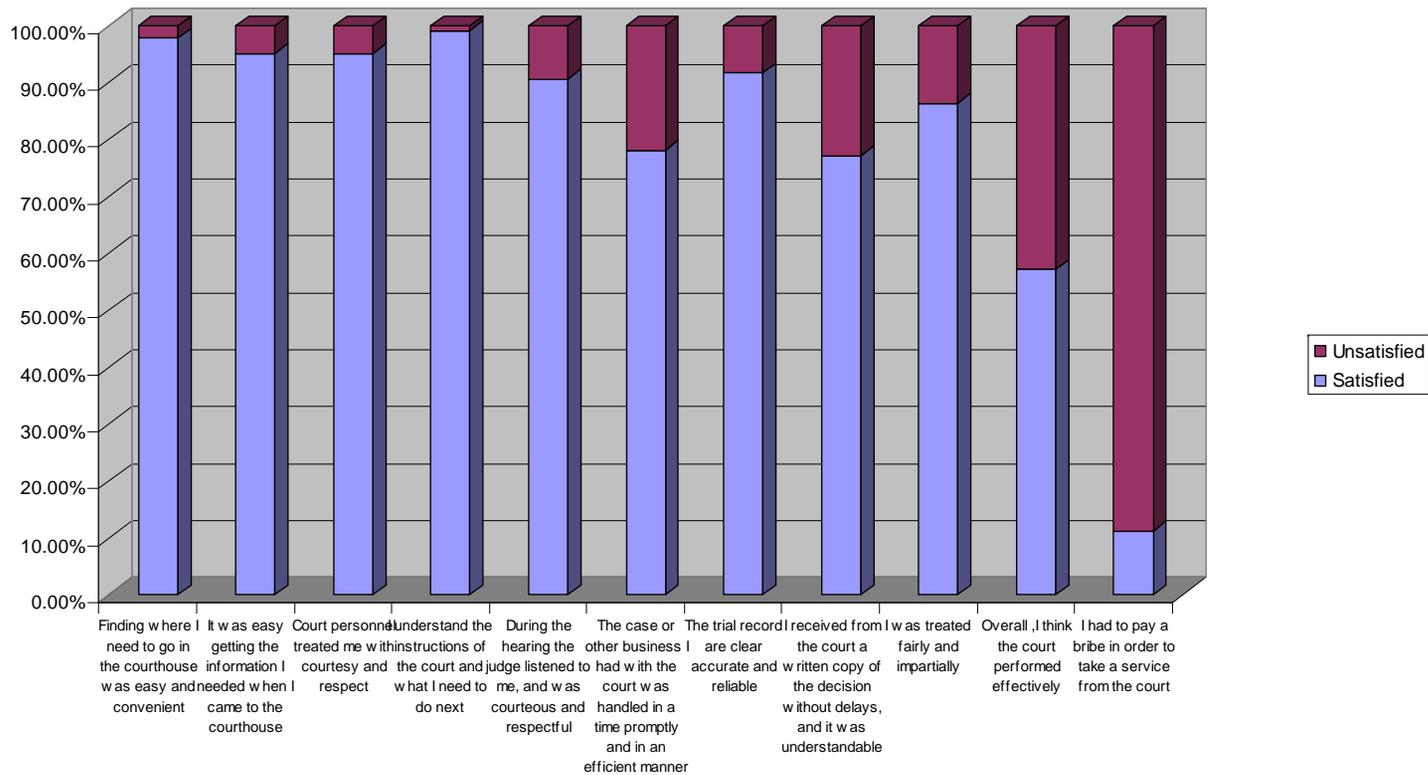
7	The trial record are clear accurate and reliable	13	1
8	I received from the court a written copy of the decision without delays, and it was understandable	11	6
9	I was treated fairly and impartially	12	1
10	Overall, I think the court performed effectively	12	0
11	I Had to pay a bribe in order to take a service from the court.	0	9

ATTORNEY AT LAW		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	227	5
2	It was easy getting the information I needed when I came to the courthouse	217	11
3	Court personnel treated me with courtesy and respect	198	10
4	I understand the instructions of the court and what I need to do next	220	2
5	During the hearing the judge listened to me, and was courteous and respectful	184	19
6	The case or other business I had with the court was handled in a time promptly and in an	143	40

	efficient manner		
7	The trial record are clear accurate and reliable	187	17
8	I received from the court a written copy of the decision without delays, and it was understandable	162	48
9	I was treated fairly and impartially	158	25
10	Overall, I think the court performed effectively	171	128
11	I Had to pay a bribe in order to take a service from the court.	11	8

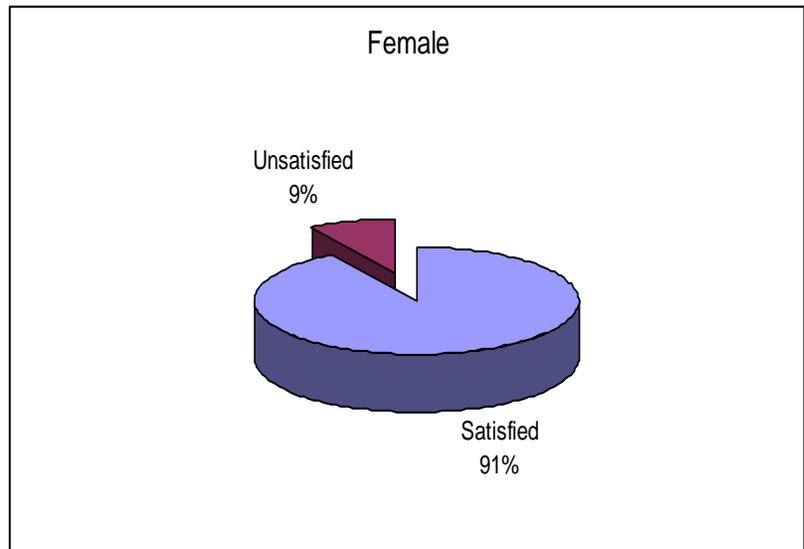
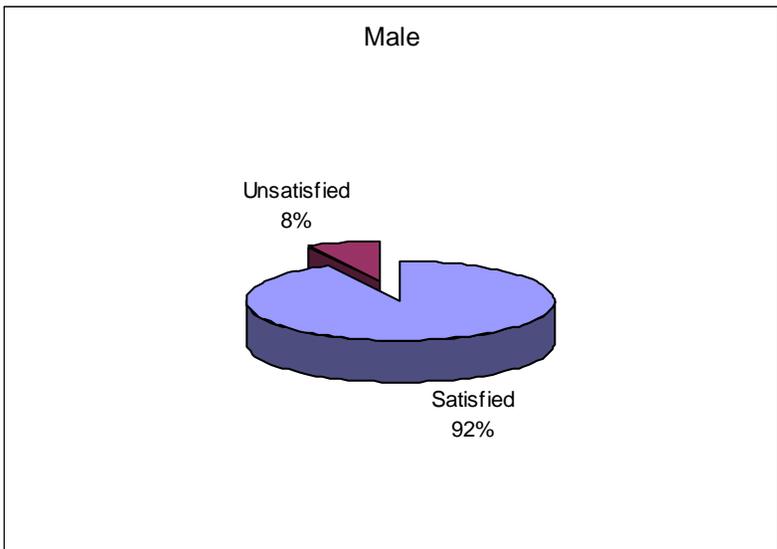
ATTORNYE AT LAW	Satisfied	Unsatisfied
Finding where I need to go in the courthouse was easy and convenient	97.84%	2.16%
It was easy getting the information I needed when I came to the courthouse	95.18%	4.82%
Court personnel treated me with courtesy and respect	95.19%	4.81%
I understand the instructions of the court and what I need to do next	99.10%	0.90%
During the hearing the judge listened to me, and was courteous and respectful	90.64%	9.36%
The case or other business I had with the court was handled in a time promptly and in an efficient manner	78.14%	21.86%
The trial record are clear accurate and reliable	91.67%	8.33%
I received from the court a written copy of the decision without delays, and it was understandable	77.14%	22.86%
I was treated fairly and impartially	86.34%	13.66%

Overall ,I think the court performed effectively	57.19%	42.81%
I had to pay a bribe in order to take a service from the court	11.22%	88.78%

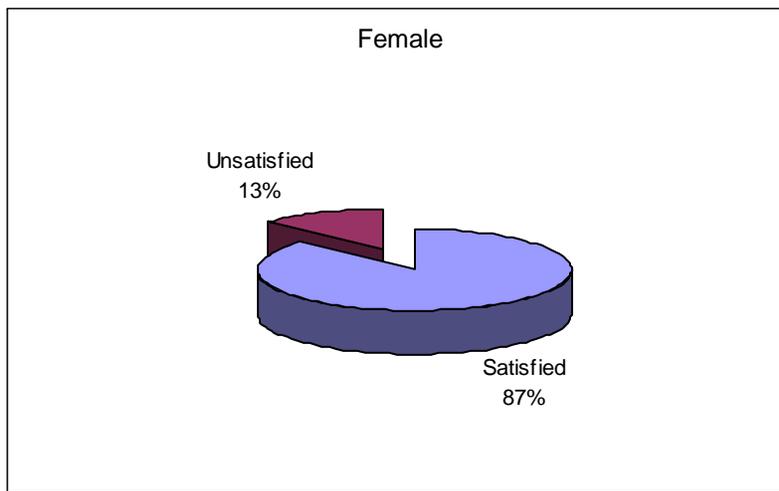
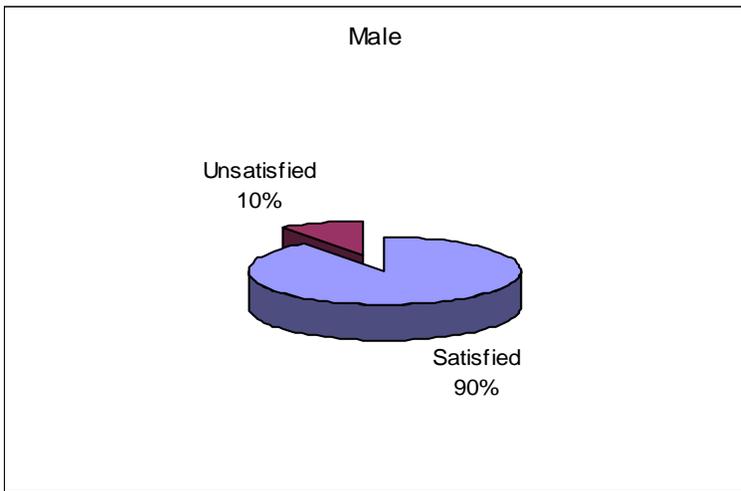


Cross tabs in 3 test courts Kruja, Korca and Vlora Appellate

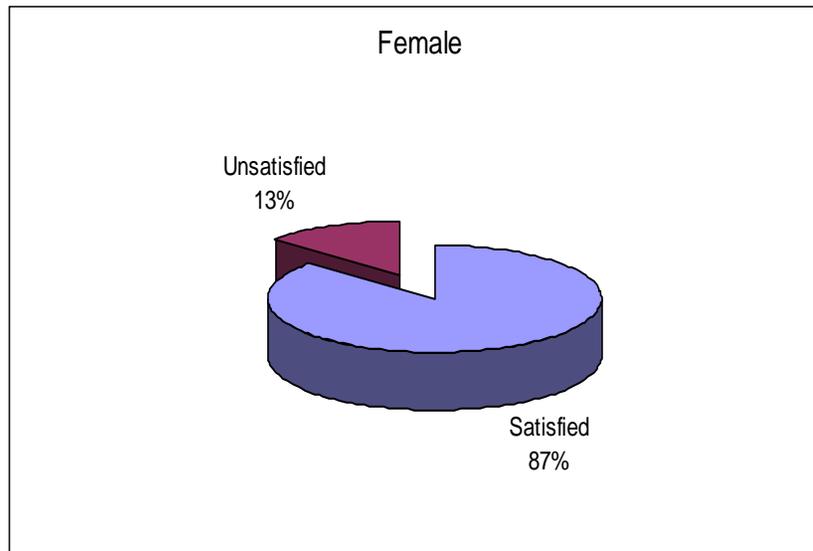
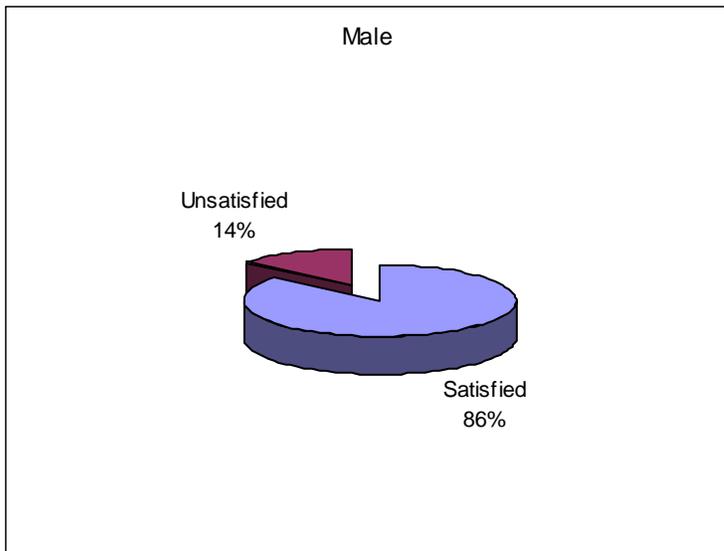
During the hearing the judge listened to me, and was courteous and respectful		
Gender	Satisfied	Unsatisfied
Male	82	7
Female	64	6
Total	146	13



I was treated fairly and impartially		
Gender	Satisfied	Unsatisfied
Male	81	9
Female	67	10
<i>Total</i>	<i>148</i>	<i>19</i>

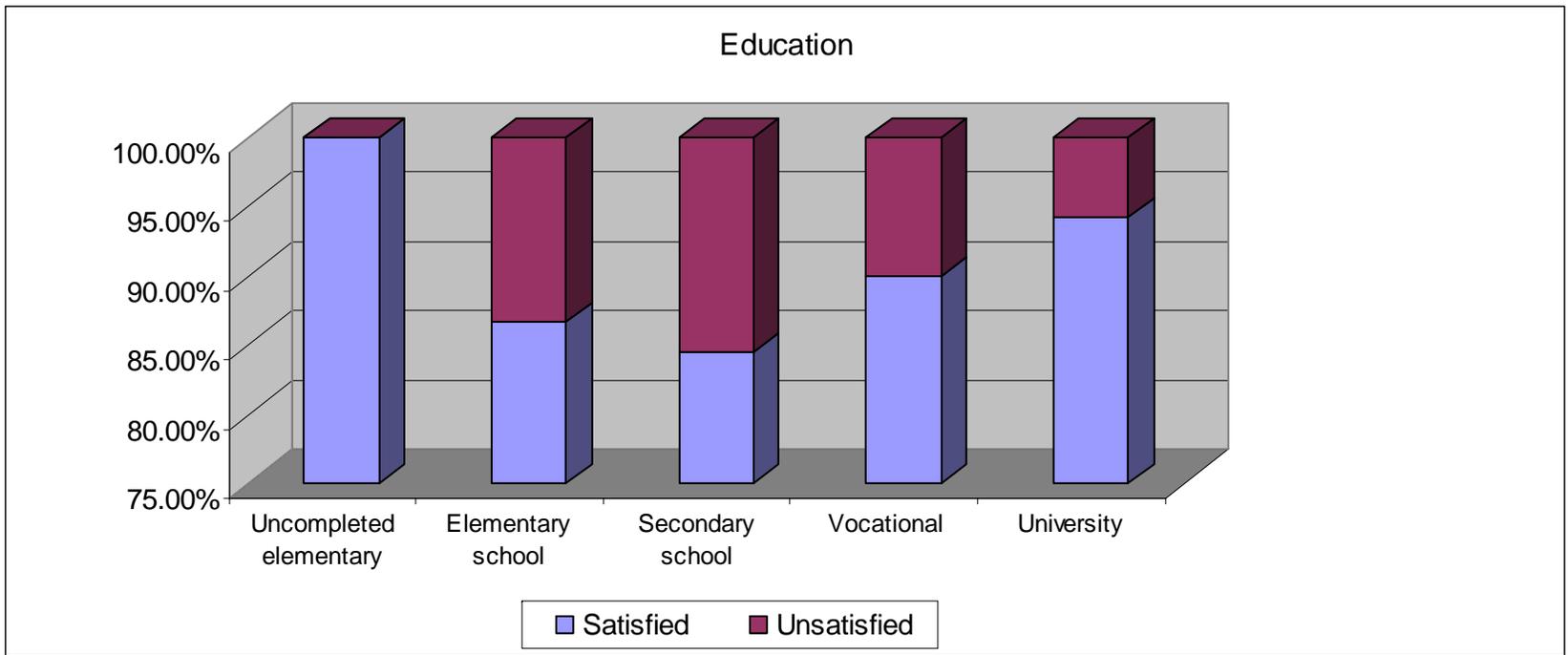


Overall, I think the court performed effectively		
Gender	Satisfied	Unsatisfied
Male	79	13
Female	72	11
<i>Total</i>	<i>151</i>	<i>24</i>



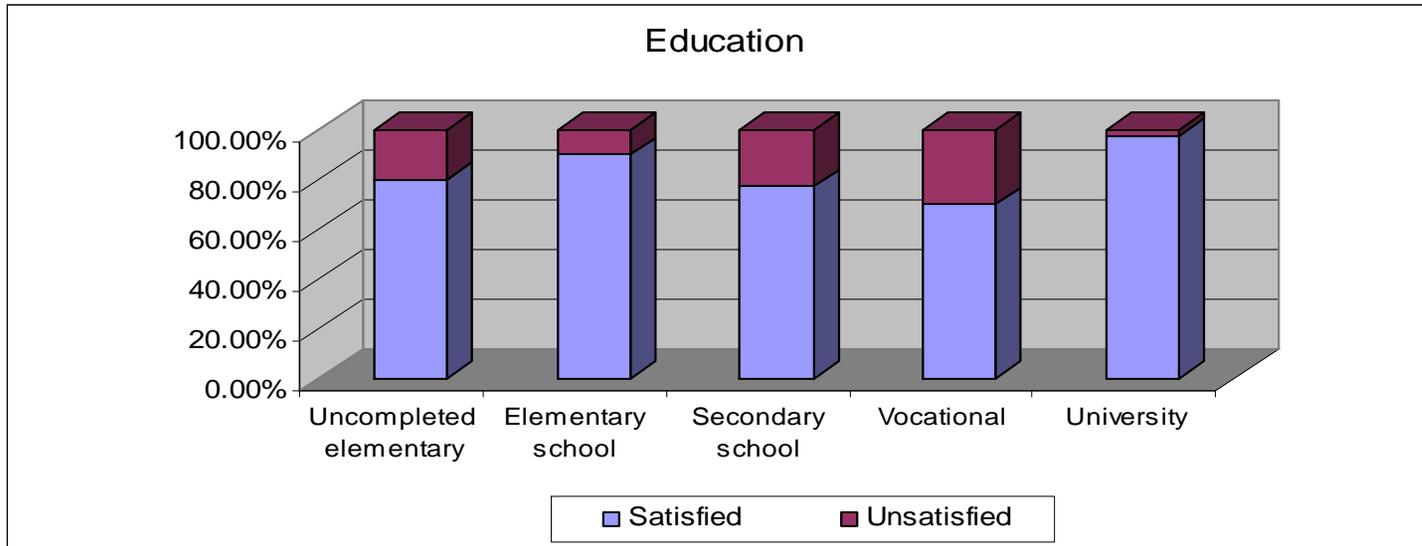
Education	Finding where I need to go in the courthouse was easy and convenient	
	Satisfied	Unsatisfied
Uncompleted elementary	5	0
Elementary	26	4
Secondary	49	9
Vocational	9	1
University	82	5
<i>Total</i>	<i>171</i>	<i>19</i>

Education	Satisfied	Unsatisfied
Uncompleted elementary	100.00%	0.00%
Elementary	86.67%	13.33%
Secondary	84.48%	15.52%
Vocational	90.00%	10.00%
University	94.25%	5.75%
<i>Total</i>	<i>90.00%</i>	<i>10.00%</i>



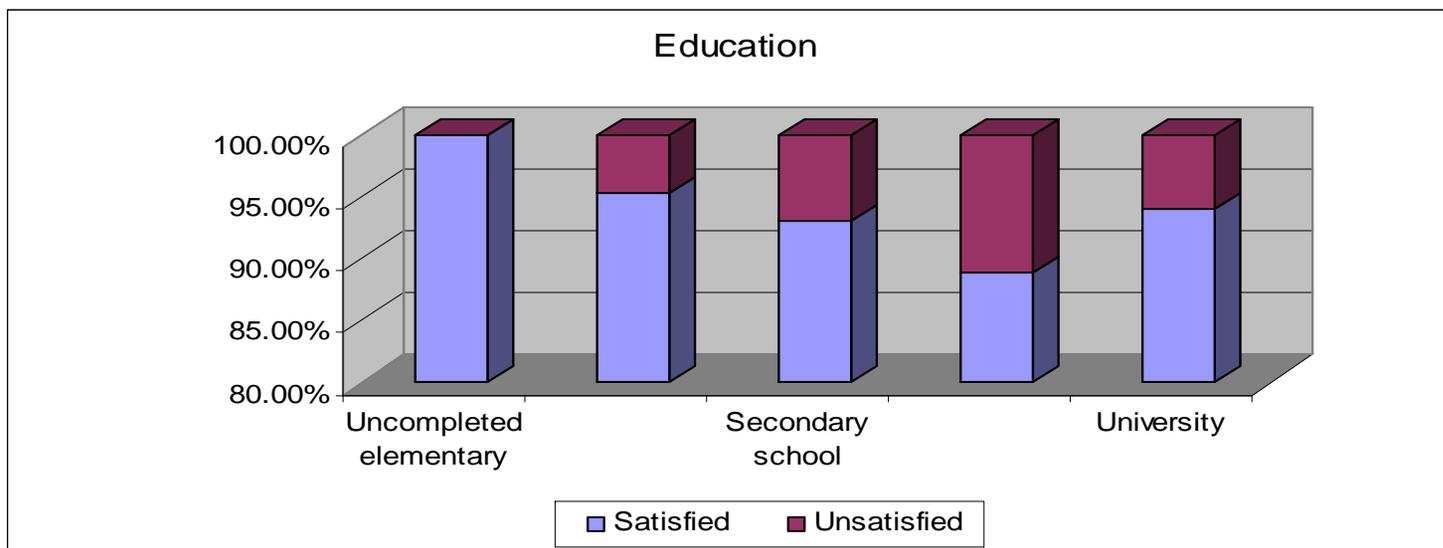
Education	It was easy getting the information I needed when I came to the courthouse	
	Satisfied	Unsatisfied
Uncompleted elementary	4	1
Elementary	27	3
Secondary	47	14
Vocational	7	3
University	82	2
Total	167	23

Education	Satisfied	Unsatisfied
Uncompleted elementary	80.00%	20.00%
Elementary	90.00%	10.00%
Secondary	77.05%	22.95%
Vocational	70.00%	30.00%
University	97.62%	2.38%
<i>Total</i>	<i>87.89%</i>	<i>12.11%</i>



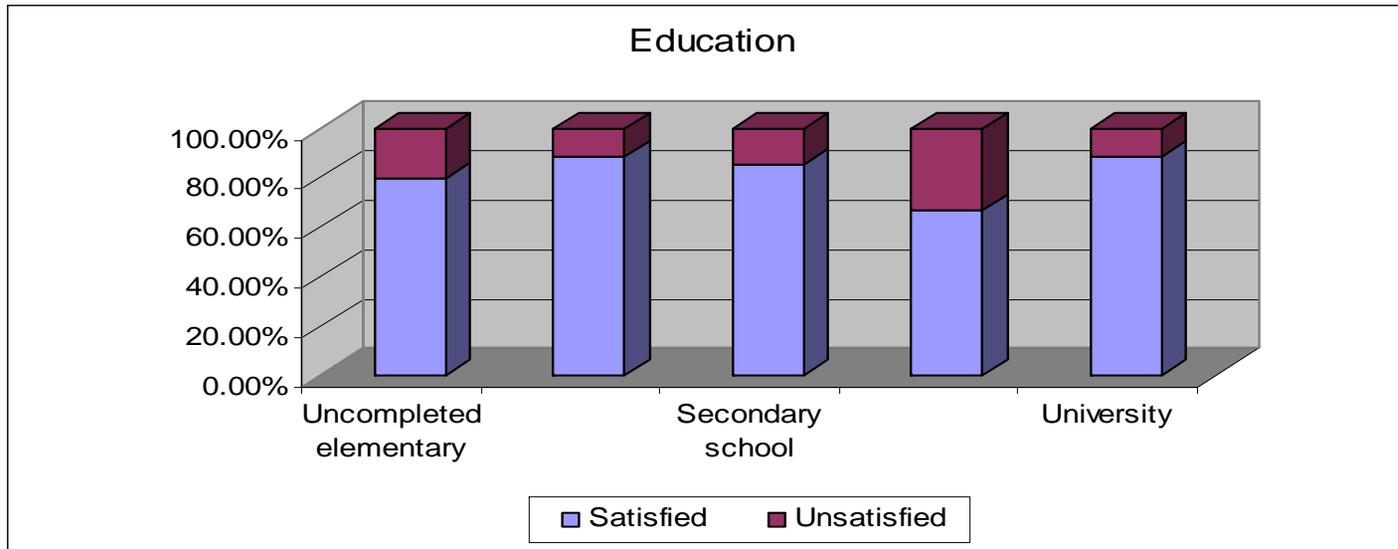
Education	I understand the instructions of the court and what I need to do next	
	Satisfied	Unsatisfied
Uncompleted elementary	5	0
Elementary	20	1
Secondary	53	4
Vocational	8	1
University	79	5
<i>Total</i>	<i>165</i>	<i>11</i>

Education	Satisfied	Unsatisfied
Uncompleted elementary	100.00%	0.00%
Elementary	95.24%	4.76%
Secondary	92.98%	7.02%
Vocational	88.89%	11.11%
University	94.05%	5.95%
<i>Total</i>	<i>93.75%</i>	<i>6.25%</i>

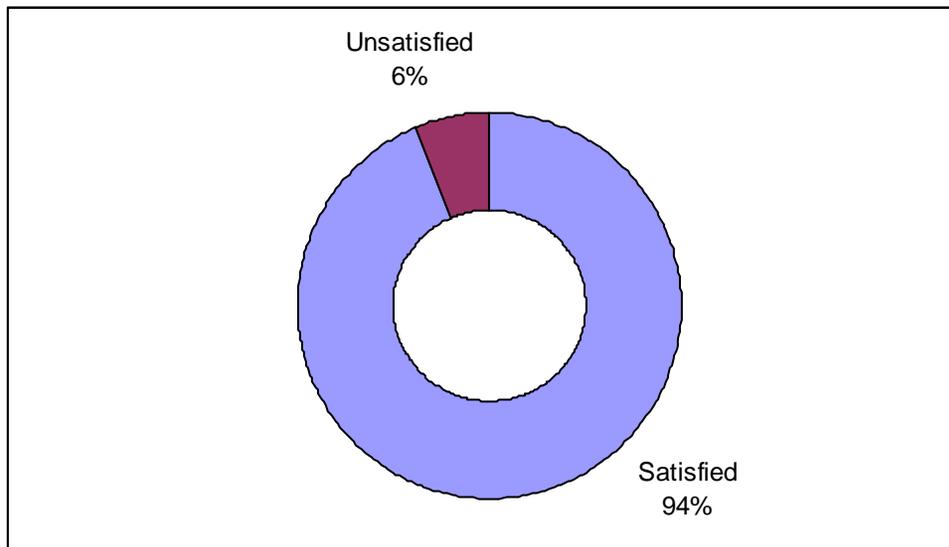


Education	Overall, I think the court performed effectively	
	Satisfied	Unsatisfied
Uncompleted elementary	4	1
Elementary	23	3
Secondary	47	8
Vocational	6	3
University	71	9
<i>Total</i>	<i>151</i>	<i>24</i>

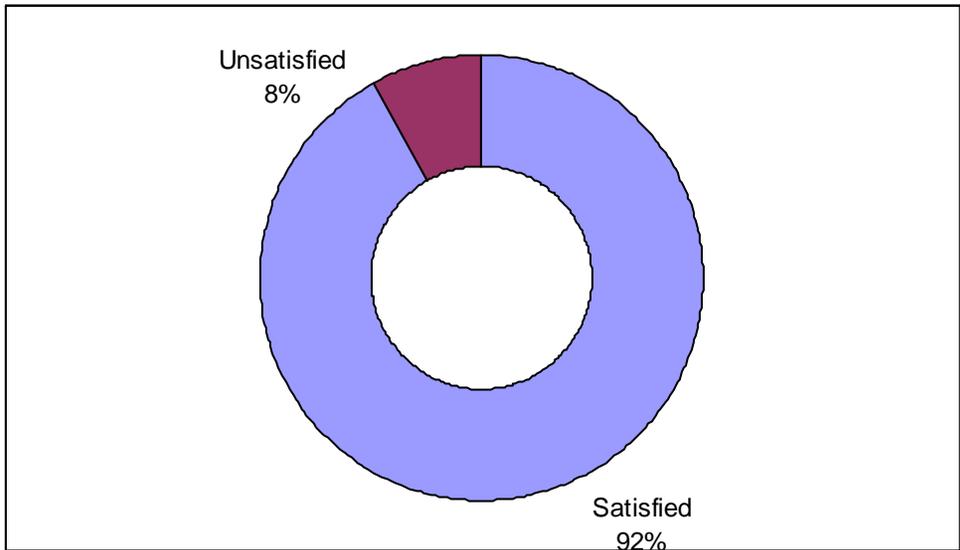
Education	Satisfied	Unsatisfied
Uncompleted elementary	80.00%	20.00%
Elementary	88.46%	11.54%
Secondary	85.45%	14.55%
Vocational	66.67%	33.33%
University	88.75%	11.25%
<i>Total</i>	<i>86.29%</i>	<i>13.71%</i>



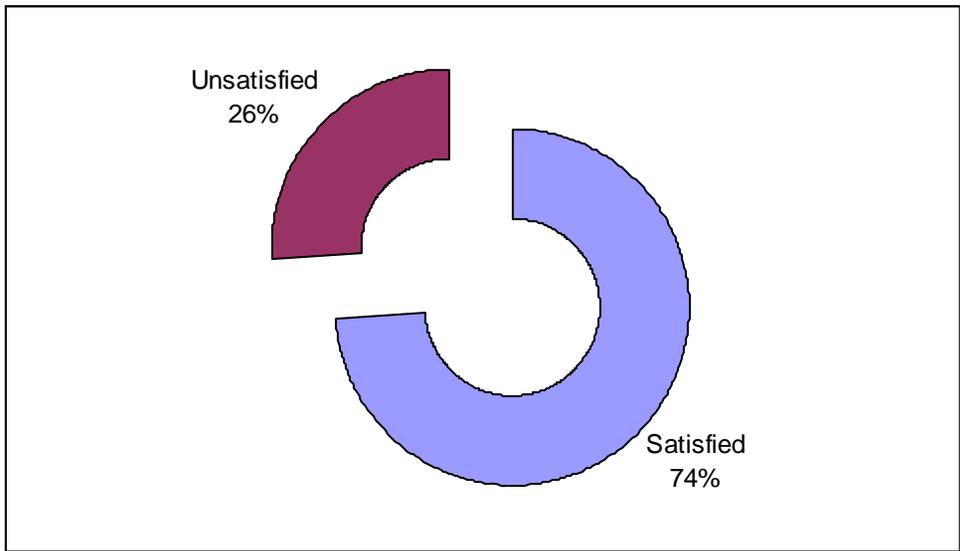
Community	Court personnel treated me with courtesy and respect	
	Satisfied	Unsatisfied
Albanian	166	11
Greek	0	1
Vlach	3	0
Egyptian	0	0
Roma	4	0
Macedonian	0	0
other specify	0	0
I do not wish to answer	0	0
Total	173	12



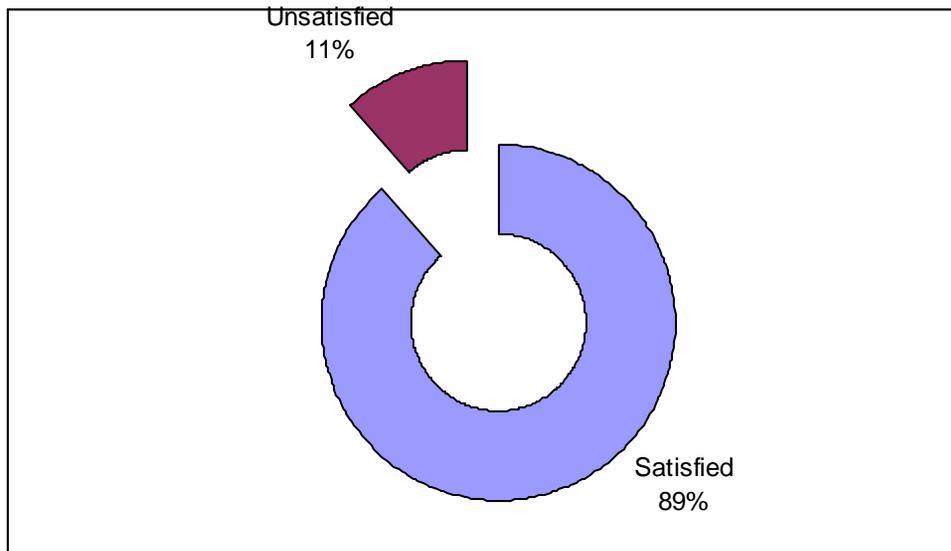
Community	During the hearing the judge listened to me, and was courteous and respectful	
	Satisfied	Unsatisfied
Albanian	136	13
Greek	0	0
Vlach	3	0
Egyptian	0	0
Roma	7	0
Macedonian	0	0
other specify	0	0
I do not wish to answer	0	0
Total	146	13



Community	The case or other business I had with the court was handled in a time promptly and in an efficient manner	
	Satisfied	Unsatisfied
Albanian	105	39
Greek	1	0
Vlach	2	0
Egyptian	0	0
Roma	6	1
Macedonian	0	0
other specify	0	0
I do not wish to answer	0	0
<i>Total</i>	<i>114</i>	<i>40</i>



Community	I was treated fairly and impartially	
	Satisfied	Unsatisfied
Albanian	137	19
Greek	1	0
Vlach	3	0
Egyptian	0	0
Roma	7	0
Macedonian	0	0
other specify	0	0
I do not wish to answer	0	0
Total	148	19



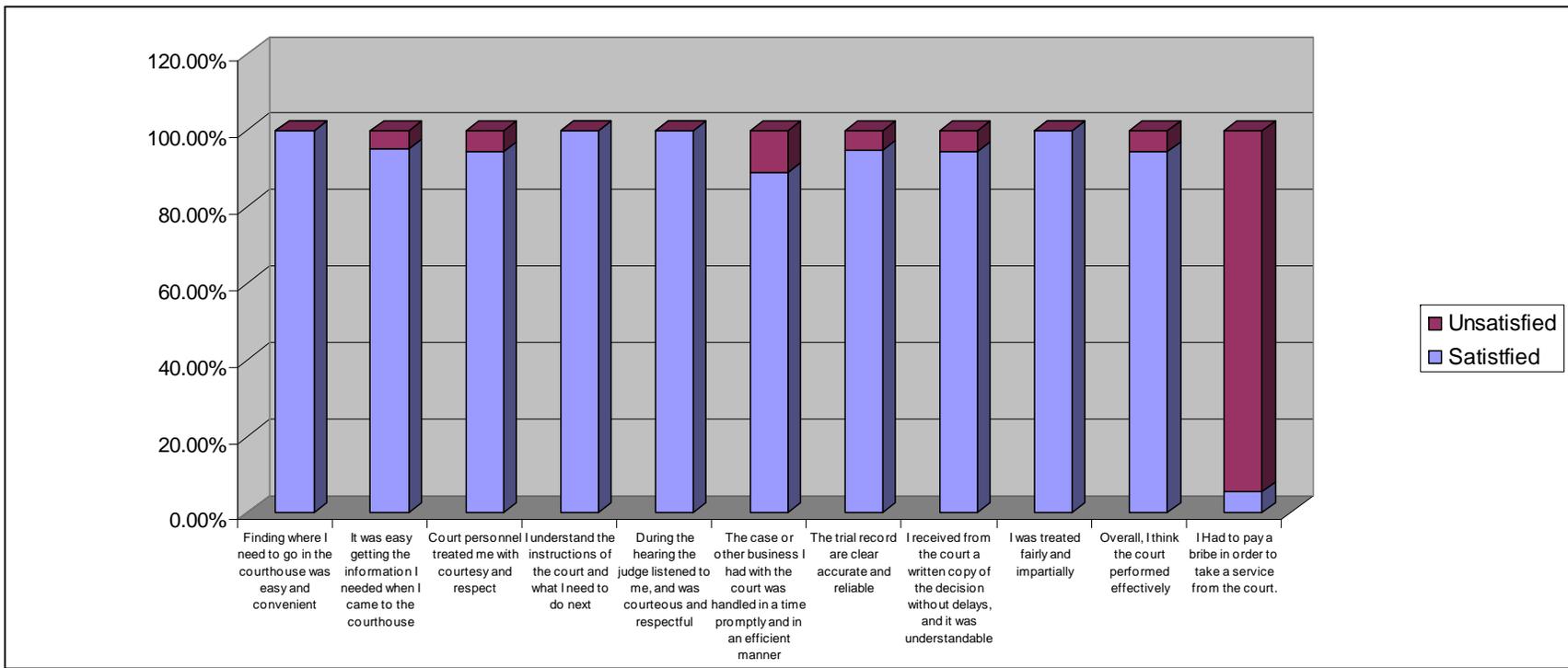
JUDGES		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	9	1
2	It was easy getting the information I needed when I came to the courthouse	9	1
3	Court personnel treated me with courtesy and respect	12	0
4	I understand the instructions of the court and what I need to do next	9	0
5	During the hearing the judge listened to me, and was courteous and respectful	8	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	8	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	10	0
9	I was treated fairly and impartially	9	0
10	Overall, I think the court performed effectively	12	0
11	I Had to pay a bribe in order to take a service from the court.	0	9

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

PROSECUTORS		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	4	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	4	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	1
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	2	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	3	1
9	I was treated fairly and impartially	3	0
10	Overall, I think the court performed effectively	4	0
11	I Had to pay a bribe in order to take a service from the court.	0	4

ATTORNEY AT LOW		Satisfied	Unsatisfied
1	Finding where I need to go in the courthouse was easy and convenient	19	0
2	It was easy getting the information I needed when I came to the courthouse	19	1
3	Court personnel treated me with courtesy and respect	17	1
4	I understand the instructions of the court and what I need to do next	19	0
5	During the hearing the judge listened to me, and was courteous and respectful	16	0
6	The case or other business I had with the court was handled in a time promptly and in an efficient manner	16	2
7	The trial record are clear accurate and reliable	18	1
8	I received from the court a written copy of the decision without delays, and it was understandable	17	1
9	I was treated fairly and impartially	17	0
10	Overall, I think the court performed effectively	17	1
11	I Had to pay a bribe in order to take a service from the court.	1	17

ATTORNEY AT LAW	Satisfied	Unsatisfied
Finding where I need to go in the courthouse was easy and convenient	100.00%	0.00%
It was easy getting the information I needed when I came to the courthouse	95.00%	5.00%
Court personnel treated me with courtesy and respect	94.44%	5.56%
I understand the instructions of the court and what I need to do next	100.00%	0.00%
During the hearing the judge listened to me, and was courteous and respectful	100.00%	0.00%
The case or other business I had with the court was handled in a time promptly and in an efficient manner	88.89%	11.11%
The trial record are clear accurate and reliable	94.74%	5.26%
I received from the court a written copy of the decision without delays, and it was understandable	94.44%	5.56%
I was treated fairly and impartially	100.00%	0.00%
Overall, I think the court performed effectively	94.44%	5.56%
I Had to pay a bribe in order to take a service from the court.	5.56%	94.44%



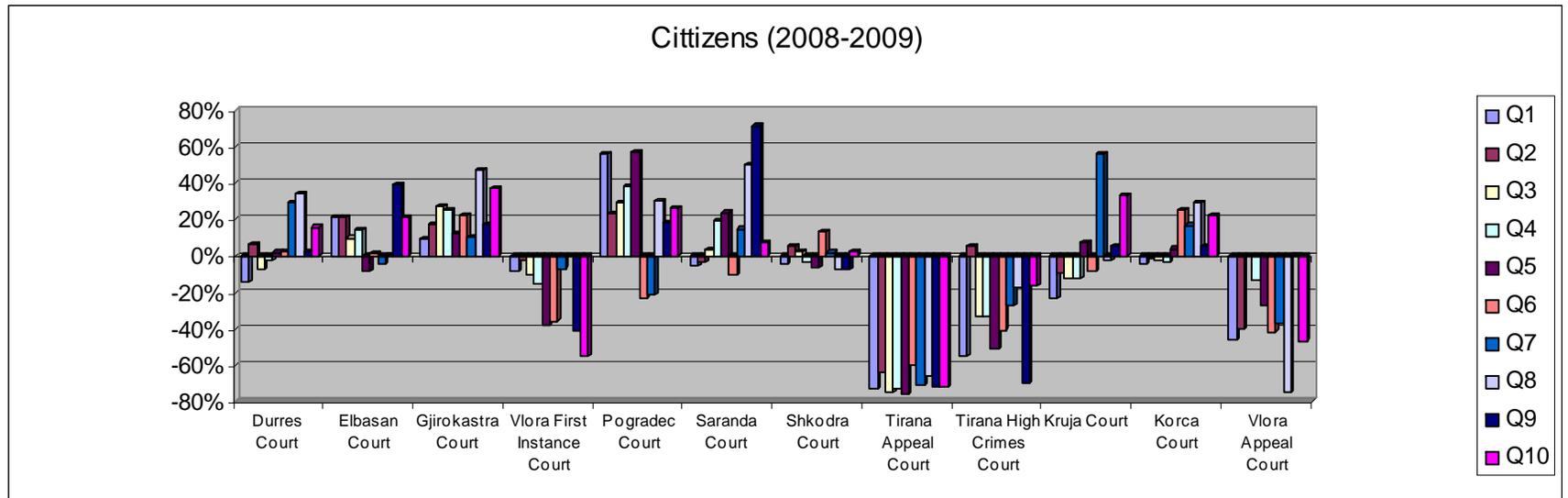
5.4 COMPARISON OF "SATISFIED" CITIZENS" IN 12 COURTS

	Q1			Q2			Q3			Q4		
	2008	2009	Difference									
Durres Court	77%	66%	-14%	64%	68%	7%	72%	67%	-7%	71%	69%	-3%
Elbasan Court	69%	84%	22%	63%	77%	21%	64%	70%	10%	67%	77%	14%
Gjirokastra Court	72%	79%	9%	60%	70%	17%	67%	85%	27%	68%	85%	25%
Vlora First Instance Court	76%	70%	-8%	62%	61%	-2%	69%	62%	-10%	65%	55%	-15%
Pogradec Court	57%	89%	56%	60%	74%	23%	60%	78%	30%	59%	81%	38%
Saranda Court	85%	80%	-6%	76%	73%	-4%	74%	77%	4%	64%	77%	20%
Shkodra Court	83%	80%	-4%	69%	73%	6%	67%	69%	3%	68%	66%	-4%
Tirana Appeal Court	78%	21%	-73%	59%	21%	-64%	59%	15%	-75%	62%	17%	-73%
Tirana High Crimes Court	76%	34%	-55%	51%	54%	5%	69%	46%	-33%	69%	46%	-33%
Kruja Court	92%	70%	-23%	81%	73%	-9%	86%	76%	-12%	83%	73%	-12%
Korca Court	88%	84%	-4%	80%	80%	-1%	82%	80%	-2%	82%	79%	-3%
Vlora Appeal Court	81%	44%	-46%	78%	47%	-40%	59%	59%	0%	47%	41%	-13%

	Q5			Q6			Q7		
	2008	2009	Difference	2008	2009	Difference	2008	2009	Difference
	52%	53%	2%	54%	55%	2%	45%	58%	30%
	62%	57%	-8%	51%	52%	2%	48%	46%	-5%
	55%	62%	12%	40%	49%	22%	52%	57%	10%
	45%	28%	-39%	43%	28%	-36%	41%	38%	-7%
	33%	52%	57%	53%	41%	-23%	47%	37%	-21%
	35%	43%	24%	41%	37%	-11%	29%	33%	15%
	58%	54%	-7%	44%	50%	14%	49%	50%	2%
	65%	15%	-76%	32%	13%	-60%	50%	14%	-71%
	55%	27%	-51%	37%	22%	-41%	47%	34%	-27%
	56%	59%	7%	44%	41%	-9%	42%	65%	56%
	64%	67%	4%	43%	55%	26%	47%	55%	17%
	81%	59%	-27%	38%	22%	-42%	50%	31%	-38%

Q8			Q9			Q10		
2008	2009	Difference	2008	2009	Difference	2008	2009	Difference
39%	52%	34%	56%	58%	3%	51%	59%	16%
43%	43%	0%	46%	64%	40%	52%	63%	21%
42%	62%	47%	58%	68%	17%	48%	66%	37%
37%	37%	0%	54%	32%	-42%	56%	25%	-55%
37%	48%	30%	47%	56%	18%	47%	59%	26%
31%	47%	51%	35%	60%	71%	56%	60%	7%
45%	42%	-7%	55%	51%	-8%	60%	61%	2%
35%	12%	-66%	45%	13%	-72%	46%	13%	-72%
47%	39%	-17%	41%	12%	-70%	41%	34%	-17%
44%	43%	-3%	64%	68%	6%	53%	70%	33%
38%	49%	29%	65%	69%	5%	58%	70%	22%
50%	13%	-75%	53%	53%	0%	47%	25%	-47%

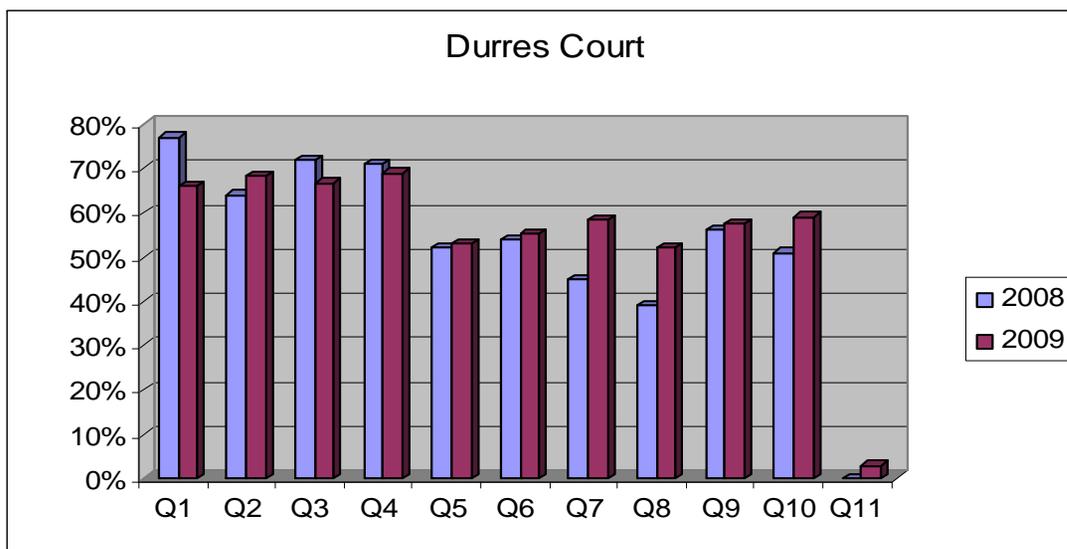
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
Durres Court	-14%	7%	-7%	-3%	2%	2%	30%	34%	3%	16%
Elbasan Court	22%	21%	10%	14%	-8%	2%	-5%	0%	40%	21%
Gjirokastra Court	9%	17%	27%	25%	12%	22%	10%	47%	17%	37%
Vlora First Instance Court	-8%	-2%	-10%	-15%	-39%	-36%	-7%	0%	-42%	-55%
Pogradec Court	56%	23%	30%	38%	57%	-23%	-21%	30%	18%	26%
Saranda Court	-6%	-4%	4%	20%	24%	-11%	15%	51%	71%	7%
Shkodra Court	-4%	6%	3%	-4%	-7%	14%	2%	-7%	-8%	2%
Tirana Appeal Court	-73%	-64%	-75%	-73%	-76%	-60%	-71%	-66%	-72%	-72%
Tirana High Crimes Court	-55%	5%	-33%	-33%	-51%	-41%	-27%	-17%	-70%	-17%
Kruja Court	-23%	-9%	-12%	-12%	7%	-9%	56%	-3%	6%	33%
Korca Court	-4%	-1%	-2%	-3%	4%	26%	17%	29%	5%	22%
Vlora Appeal Court	-46%	-40%	0%	-13%	-27%	-42%	-38%	-75%	0%	-47%



Comparison of satisfied "Citizens" in each of 12 Courts between 2008 and 2009

Durres District Court

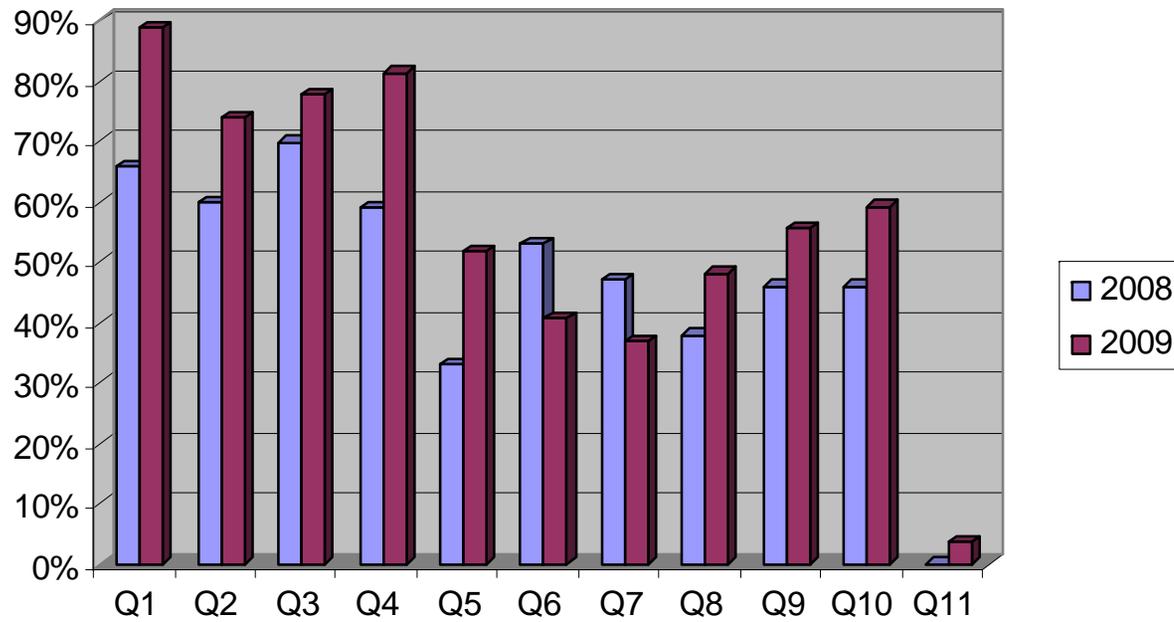
Question	2008	2009	Difference(2009-2008)
Q1	77%	66%	-14%
Q2	64%	68%	7%
Q3	72%	67%	-7%
Q4	71%	69%	-3%
Q5	52%	53%	2%
Q6	54%	55%	2%
Q7	45%	58%	30%
Q8	39%	52%	34%
Q9	56%	58%	3%
Q10	51%	59%	16%
Q11	0%	3%	3%



Pogradec District Court

Question	2008	2009	Difference(2009-2008)
Q1	57%	89%	56%
Q2	60%	74%	23%
Q3	60%	78%	30%
Q4	59%	81%	38%
Q5	33%	52%	57%
Q6	53%	41%	-23%
Q7	47%	37%	-21%
Q8	37%	48%	30%
Q9	47%	56%	18%
Q10	47%	59%	26%
Q11	0%	4%	4%

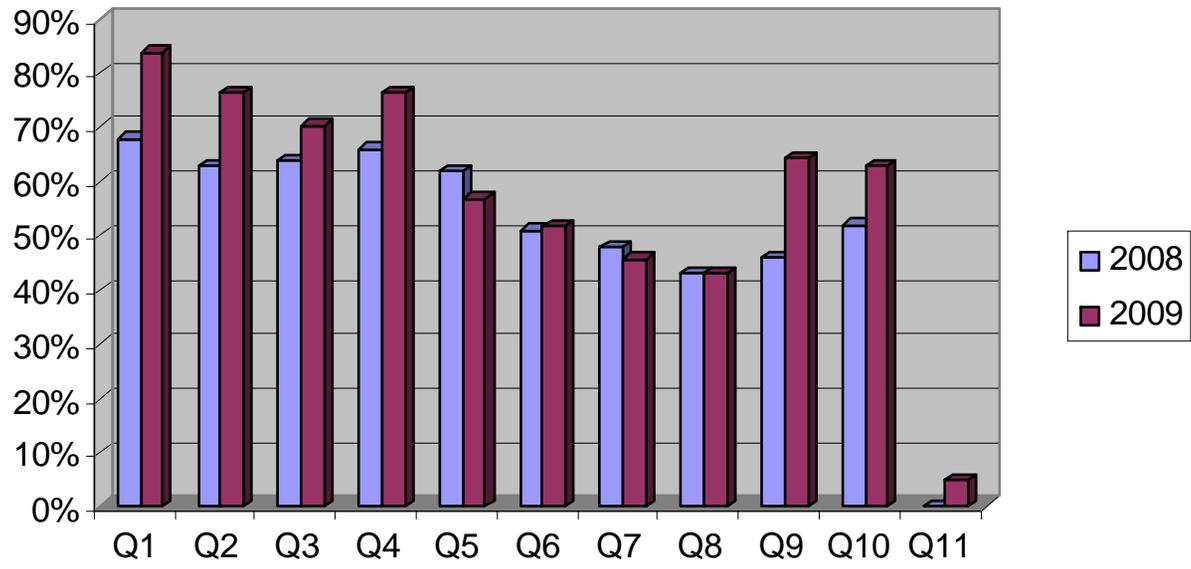
Pogradec Court



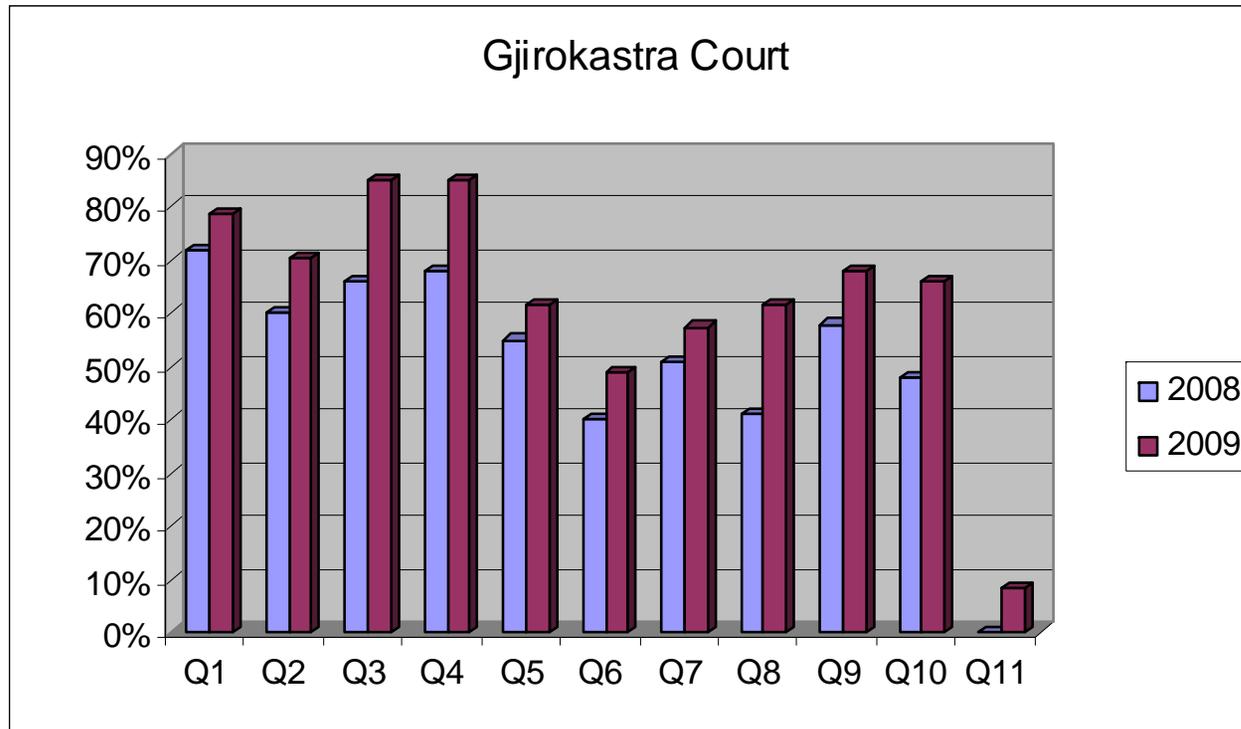
Elbasan District Court

Question	2008	2009	Difference(2009-2008)
Q1	69%	84%	22%
Q2	63%	77%	21%
Q3	64%	70%	10%
Q4	67%	77%	14%
Q5	62%	57%	-8%
Q6	51%	52%	2%
Q7	48%	46%	-5%
Q8	43%	43%	0%
Q9	46%	64%	40%
Q10	52%	63%	21%
Q11	0%	5%	5%

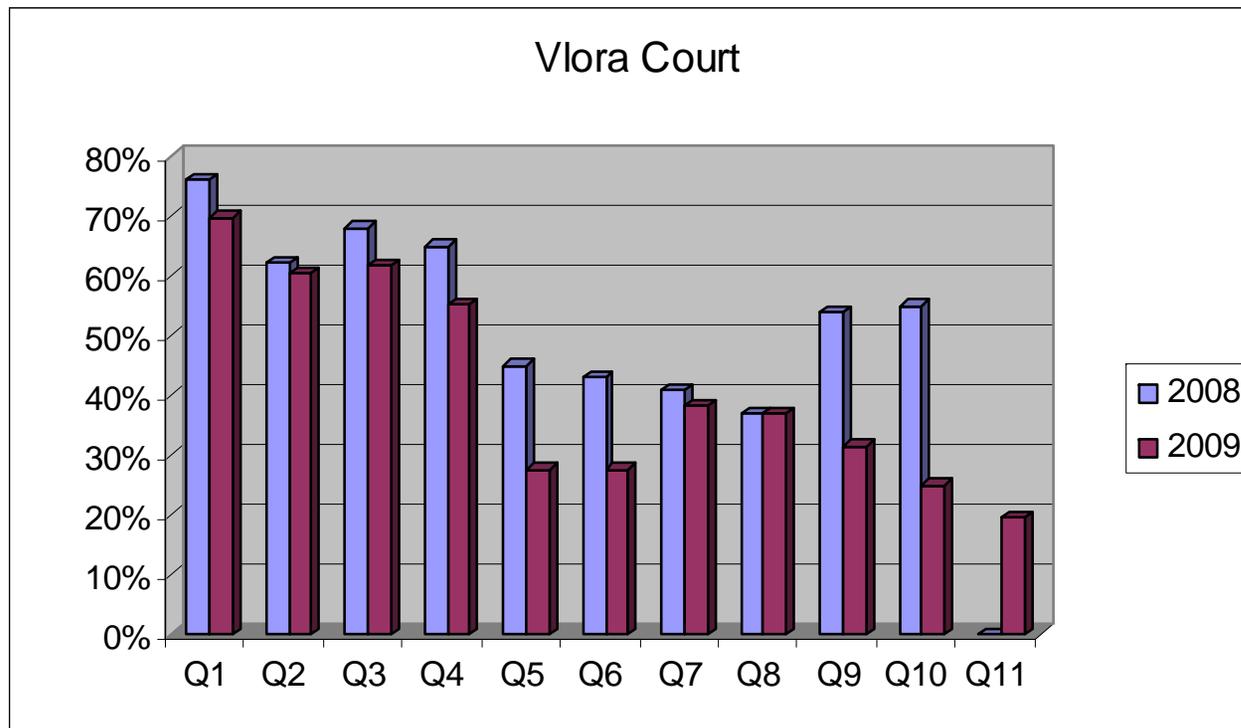
Elbasan Court



Question	2008	2009	Difference(2009-2008)
Q1	72%	79%	9%
Q2	60%	70%	17%
Q3	67%	85%	27%
Q4	68%	85%	25%
Q5	55%	62%	12%
Q6	40%	49%	22%
Q7	52%	57%	10%
Q8	42%	62%	47%
Q9	58%	68%	17%
Q10	48%	66%	37%
Q11	0%	9%	9%

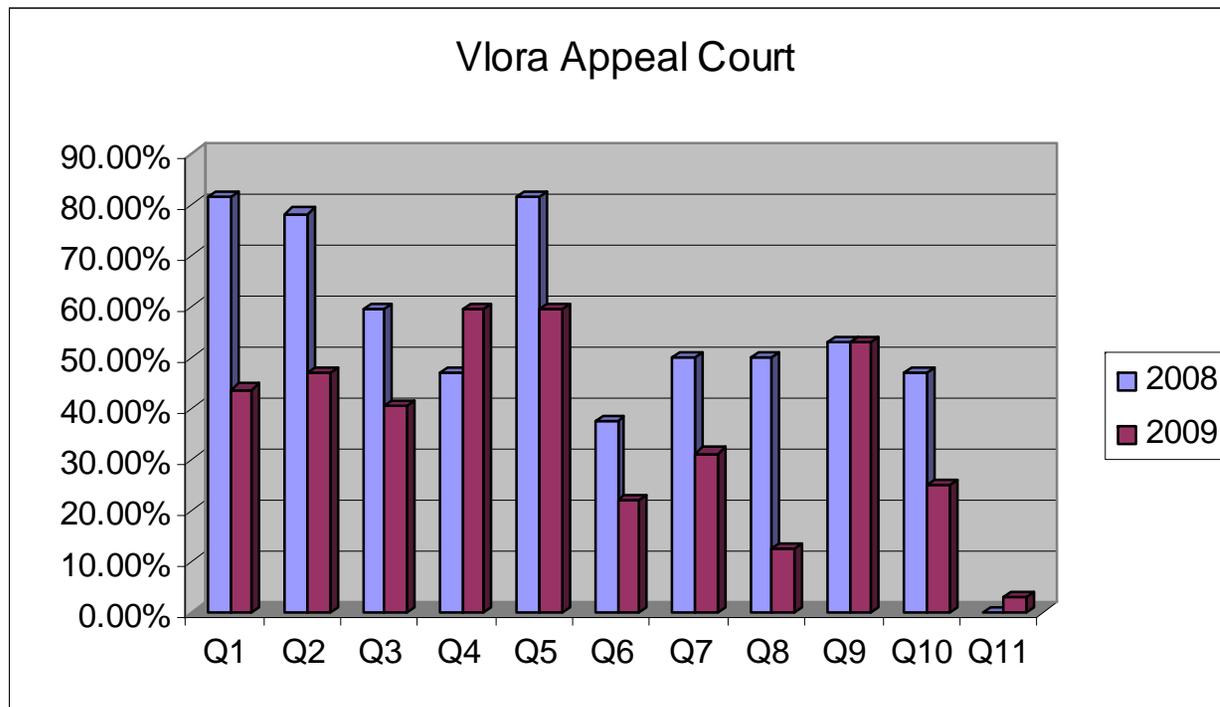


Question	2008	2009	Difference(2009-2008)
Q1	76%	70%	-8%
Q2	62%	61%	-2%
Q3	69%	62%	-10%
Q4	65%	55%	-15%
Q5	45%	28%	-39%
Q6	43%	28%	-36%
Q7	41%	38%	-7%
Q8	37%	37%	0%
Q9	54%	32%	-42%
Q10	55%	25%	-55%
Q11	0	20%	20%

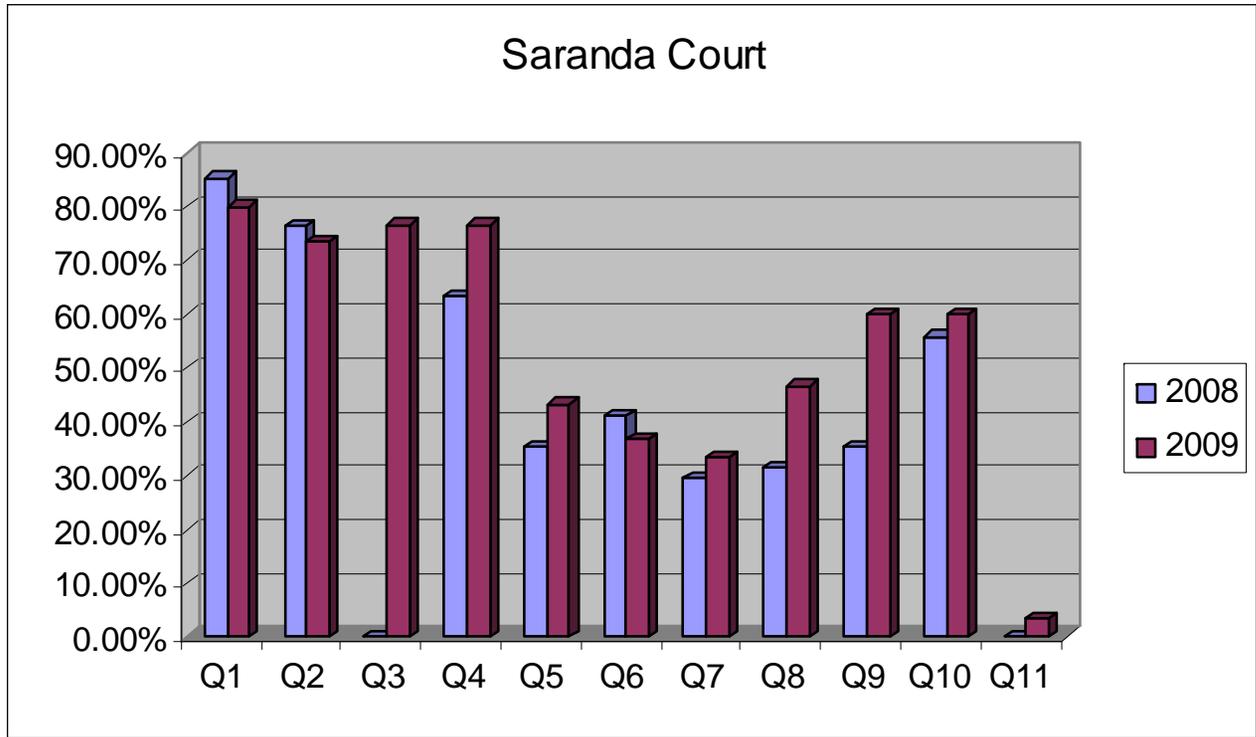


Vlore Appeal Court

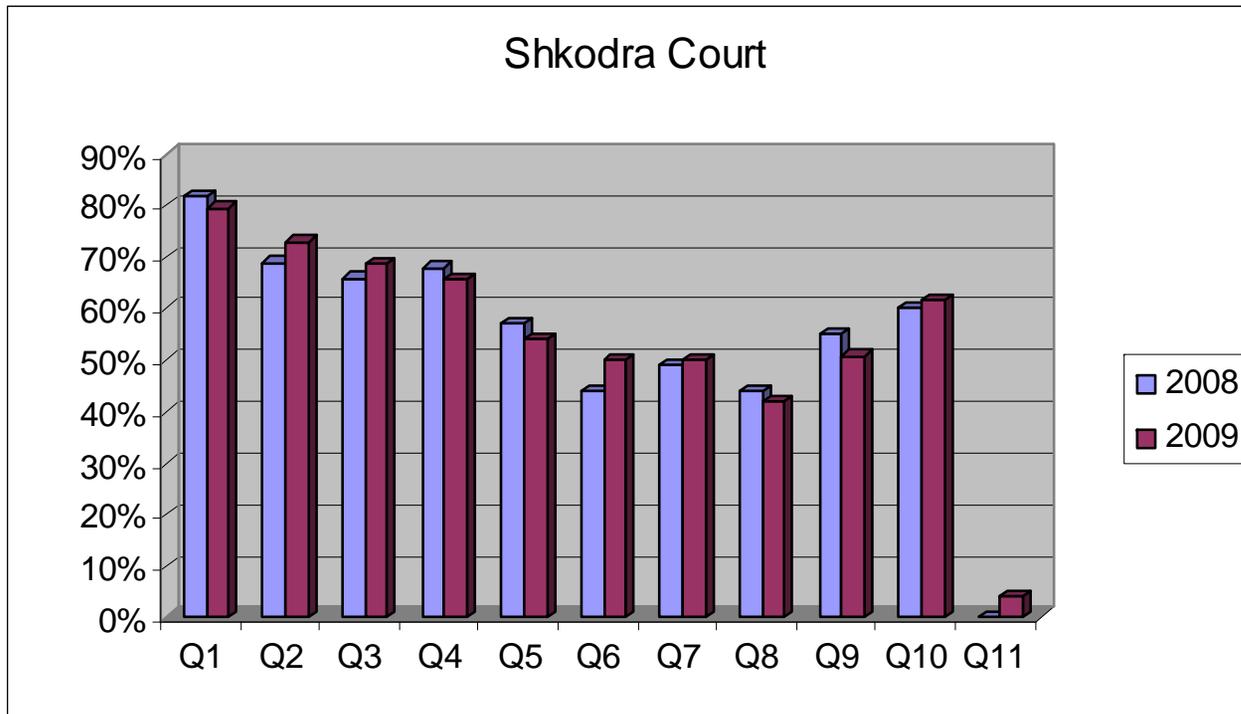
Question	2008	2009	Difference(2009-2008)
Q1	81%	44%	-46%
Q2	78%	47%	-40%
Q3	59%	59%	0%
Q4	47%	41%	-13%
Q5	81%	59%	-27%
Q6	38%	22%	-42%
Q7	50%	31%	-38%
Q8	50%	13%	-75%
Q9	53%	53%	0%
Q10	47%	25%	-47%
Q11	0%	3%	3%



Question	2008	2009	Difference(2009-2008)
Q1	85%	80%	-6%
Q2	76%	73%	-4%
Q3	74%	77%	4%
Q4	64%	77%	20%
Q5	35%	43%	23%
Q6	41%	37%	-11%
Q7	29%	33%	13%
Q8	31%	47%	51%
Q9	35%	60%	71%
Q10	56%	60%	7%
Q11	0%	3%	3%

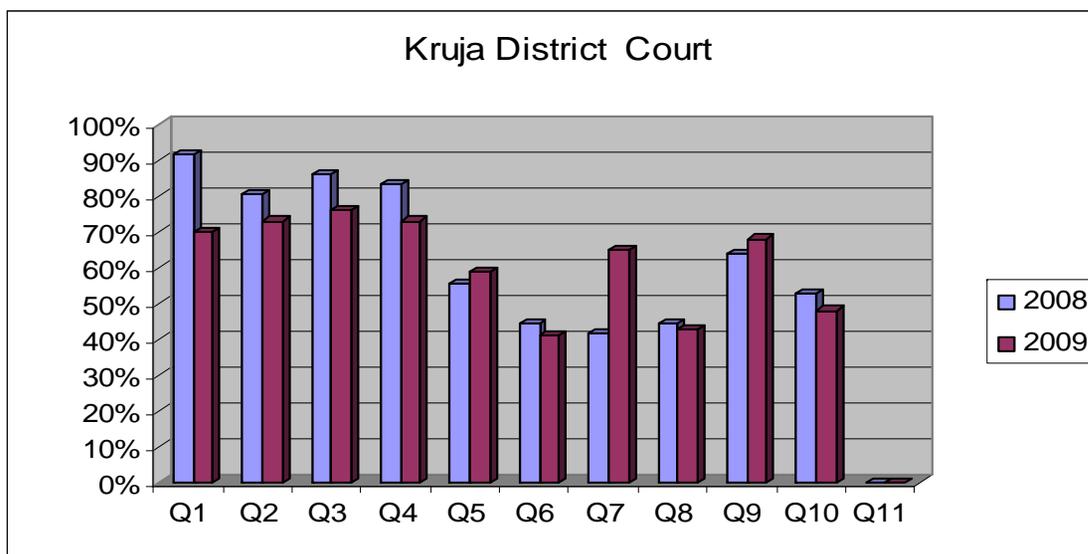


Question	2008	2009	Difference(2009-2008)
Q1	83%	80%	-4%
Q2	69%	73%	6%
Q3	67%	69%	3%
Q4	68%	66%	-4%
Q5	58%	54%	-7%
Q6	44%	50%	14%
Q7	49%	50%	2%
Q8	45%	42%	-7%
Q9	55%	51%	-8%
Q10	60%	61%	2%
Q11	0	4%	4%

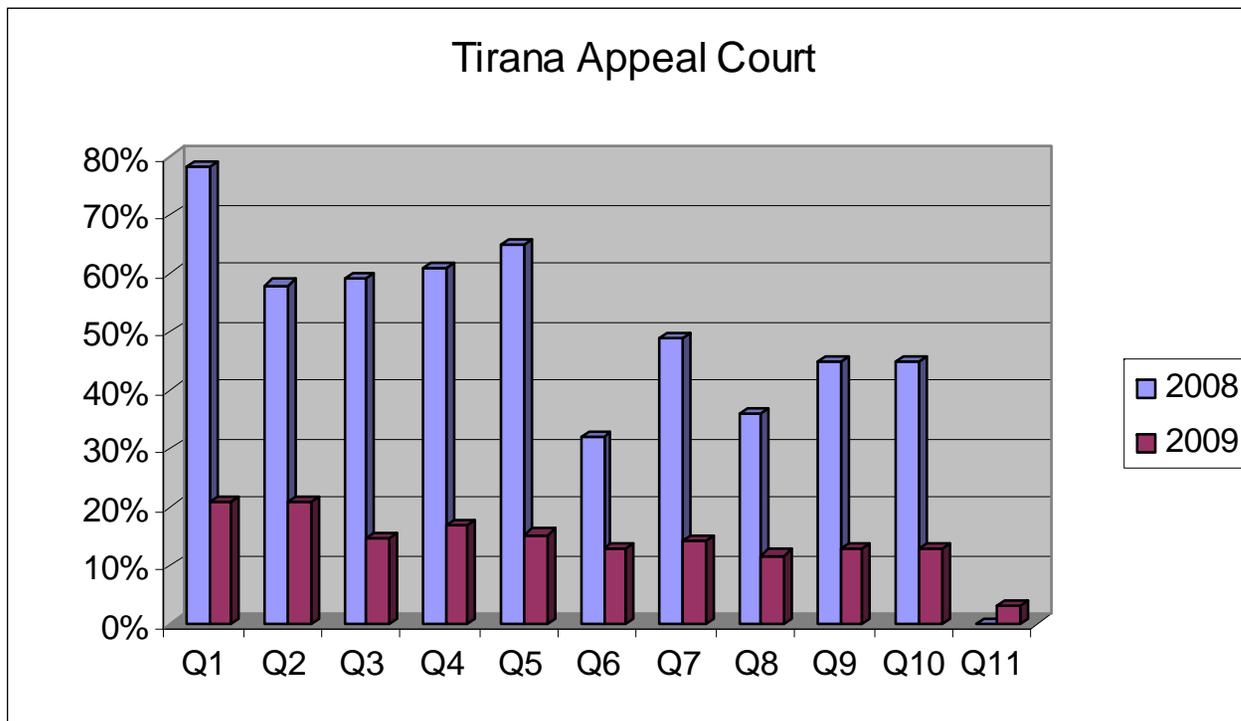


Kruja District Court

Question	2008	2009	Difference(2009-2008)
Q1	92%	70%	-23%
Q2	81%	73%	-9%
Q3	86%	76%	-12%
Q4	83%	73%	-12%
Q5	56%	59%	6%
Q6	44%	41%	-9%
Q7	42%	65%	56%
Q8	44%	43%	-3%
Q9	64%	68%	6%
Q10	53%	48%	-9%
Q11	0%	0%	0%

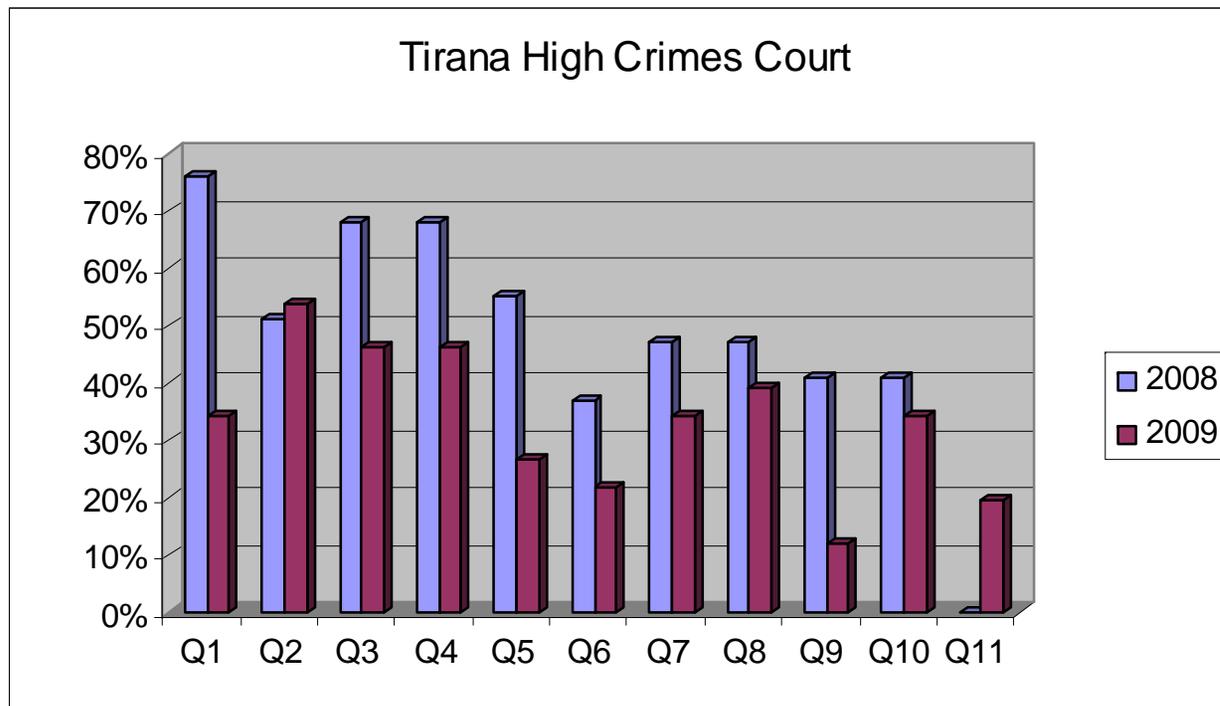


Question	2008	2009	Difference(2009-2008)
Q1	78%	21%	-73%
Q2	59%	21%	-64%
Q3	59%	15%	-75%
Q4	62%	17%	-73%
Q5	65%	15%	-76%
Q6	32%	13%	-60%
Q7	50%	14%	-71%
Q8	35%	12%	-66%
Q9	45%	13%	-72%
Q10	46%	13%	-72%
Q11	0	3%	3%



Tirana High Crimes Court

Question	2008	2009	Difference(2009-2008)
Q1	76%	34%	-55%
Q2	51%	54%	5%
Q3	69%	46%	-33%
Q4	68%	46%	-32%
Q5	55%	27%	-51%
Q6	37%	22%	-41%
Q7	47%	34%	-27%
Q8	47%	39%	-17%
Q9	41%	12%	-70%
Q10	41%	34%	-17%
Q11	0%	20%	20%



Question	2008	2009	Difference(2009-2008)
Q1	88%	84%	-4%
Q2	80%	80%	-1%
Q3	82%	80%	-2%
Q4	82%	79%	-3%
Q5	64%	67%	4%
Q6	43%	55%	26%
Q7	47%	55%	17%
Q8	38%	49%	29%
Q9	65%	69%	5%
Q10	58%	70%	22%
Q11	0%	6%	6%

