

**Palestinian National Authority
High Judicial Council**



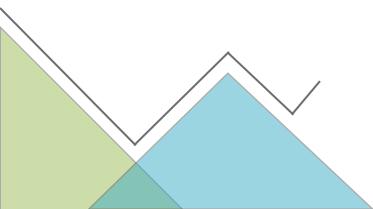
*Summary
Of*

**Study on the Palestinian Judicial System
Comparative pre and post survey results
National sample, court users, court staff and judges**

June 2010

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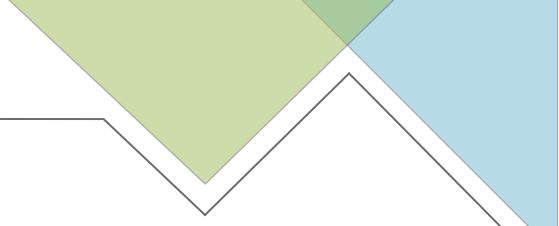
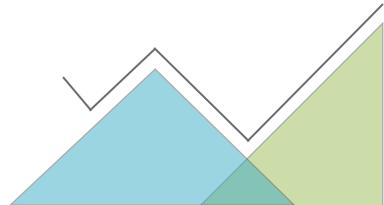
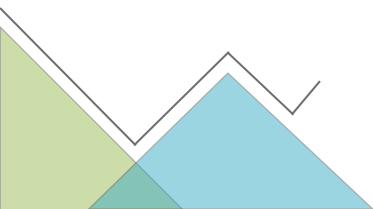


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Summary of the results, comparison and methodology

1. General background:

The High Judicial Council (HJC) is the key engine behind the advancement of the Palestinian Judicial System. Since its inception, the HJC has been involved in stabilizing the judicial system, reinforcing rule of law, increasing the operational efficiency of courts, upgrading the courts' infrastructure and consolidating the overall efforts of institutions related to the judicial system.

The recent improvement in the Palestinian judicial system has increased citizens' reliance of the judicial system and the rule of law in resolving conflicts. Following are the main vehicles the HJC is using to increase the credibility and sustainability of the Palestinian Judicial System:

- 1- **Reinforcing court independence and guaranteeing a seamless litigation process:** Such measures are augmented with a stable judicial due-process and reinforcement of the rule of law.
- 2- **Modernizing and upgrading the court infrastructure and HJC related facilities:** New facilities will be added and old ones will be enhanced. Such additions and improvements of HJC facilities will ensure a secure and accessible environment for citizens.
- 3- **Modernizing and upgrading Notary Public facilities:** New processes and procedures including paper and computerized systems have been deployed to improve the operational efficiency of Notary Public departments. In addition to improved processes and procedures, new infrastructural upgrades including new furniture and computers were supplemented.
- 4- **Increasing the number of qualified judges:** the number of judges in the West Bank increased from 130 in 2007 to 190 in 2009. Such an increase in the number of judges improved the overall capacity of the court system. This new capacity has decreased the average time needed to dispose cases
- 5- **Introducing new training programs throughout the courts' human resources:** a comprehensive training needs assessment was conducted throughout the court system and the Notary Public offices; the following is a list of the training programs conducted:
 - a. Automation Training: Training sessions were held to introduce the Court Automation System "Al-Mizan" to the different stakeholders across the judicial system.
 - b. Paper and automated archiving system unified procedures training: a training program was conducted across the judicial system to introduce unified archiving procedures throughout the court system.
 - c. Training programs introducing basic communication skills and customer service skills were conducted.
 - d. Fee unification workshop: a workshop for senior court and notary staff was held to ensure a standard fee structure is established and implemented throughout the court system.
- 6- **Creating the courts Inspection Department:** An independent body that monitors the performance of judges and other court staff was created. This body was established as a safety net for the judicial system.
- 7- **Performing several educational programs throughout Palestinian schools and universities:** the programs varied in nature from arts based programs to introducing new curricula reinforcing the role of the judicial system and rule of law. As part of these programs, a wide range of marketing material including posters and publications were deployed to reinforce these programs and the message that they convey.

2. Objective

During 2009, a total of four surveys were conducted among the national sample focusing on the court system beneficiaries; the sample included various parties in lawsuits in addition to other citizens seeking official documents issued by the courts and other administrative bodies related to courts such as the office of the Notary Public. The four surveys were divided into one pre-survey and three post-surveys. The pre-survey registered the perceptions before the intervention while the three post-surveys provided post intervention results. Following are the main objectives of the surveys:

- 1- Gauge the difference in perception among court users in regards to the Judicial Authority for the following categories:
 - a. Judicial Authority performance.
 - b. The nature of court processes and procedures and the ease of access to their services
 - c. Their tendency to use the court system to resolve conflict
 - d. Their satisfaction with the main elements of the Judicial Branch
- 2- Create a list of the main challenges facing the Palestinian Judicial System
- 3- Create a list of the Judicial system's strengths in order to reinforce these strengths
- 4- Establishing quantitative and qualitative key performance indicators for the Judicial system. Such performance indicators will be used to gauge the future improvement of the judicial system as part of the second strategic intervention (2011 – 2012).

3. Study parameters

The four studies “pre and post” were conducted in the span of one calendar year. This factor added to the nature of the judicial system creates a situation where it is very difficult to register huge positive or negative difference in the attitudes and opinions of the national sample towards the Judicial System. Regardless of the magnitude of our intervention and the improvements introduced to the system, the nature of the attitude change is an element of the following:

- 1- Knowledge of the Judicial System
- 2- Knowledge of the mechanics that drive the Judicial system
- 3- The populations' direct and indirect interaction with the Judicial system
- 4- The population's general education and culture

In spite of the elements mentioned above, the results of the surveys should be adopted and considered for the following reasons:

- 1- The results are baseline indicators that reflect the opinion of the general public towards the judicial system
- 2- They are measuring tools that are the base for any future enhancement of the judicial system and its transparency and justice.
- 3- These results will assist decision and policy makers in mapping their strategic goals for the sector in addition to drawing future plans and programs to achieve such goals.

A part of the study was conducted directly with citizens who were exiting courts across the country. These citizens represented different types of court users including parties of lawsuits and others seeking official court documents. This segment of respondents provided objective opinions in general bearing in mind the general mood of the respondents had a major effect on their response.

4. National Sample Survey Key Results and Recommendations

4.1. Results:

1- The justice, fairness and impartiality of the Palestinian judiciary:

- a. A 9% increase of the justice element was recorded between the pre and post surveys. That being said, 25% of the respondents believe the judiciary is not just.
- b. A 5% increase of the fairness element was recorded between the pre and post surveys. However, 28% of the respondents believe the judiciary is not fair.
- c. A 7% increase of the impartiality element was recorded between the pre and post surveys.

2- Trust in judges and lawyers:

- a. In pre and post surveys, 77% of the respondents indicated they trust judges.
- b. Trust in lawyers dropped from 61% in the pre survey to 57% in the post surveys.

3- Investigation procedures at the Police and Prosecution office:

- a. Police: There was not a shift in the Public trust in Police procedures. 59% of the public trust the police investigation procedures.
- b. Public Prosecution: Trust in the Public Prosecution investigation procedures dropped from 68% in the pre survey to 62% in the post.

4- The State's maintenance of the Judicial Branch's independence and the success in achieving that independence: No change was recorded in both elements. 62% of the respondents believe the state is trying to maintain the independence of the judiciary while 51% of the respondents believe the state is succeeding.

5- HJC influence over judges and judges response to such influence: No changes were recorded in the pre and post surveys. 62% of the respondents believe the HJC should try to influence the judges and 75% of these believe they do succeed in influencing the judges.

6- The fairness of regular court verdicts: 66% of respondents in all surveys believe regular court verdicts are fair.

7- Safety in the court room: There was a 10% decrease in the feeling of safety in the court room. In the pre-survey 88% of respondents indicated they feel safe while 78% of the respondents in the post survey indicated that they feel safe in the court rooms.

8- Court staff respect: A 5% drop was recorded from 67% to 62%.

9- Addressing citizens complaints and following up on these complaints: A 20% increase was recorded from 61% to 81%

10- Issuance of the Power of Attorney document: A 10% increase was recorded from 75% to 85%

4.2. Recommendations:

1- Creation of public educational and awareness programs. Such programs should start at the school elementary level and continue to include every Palestinian family. These programs should have the following goals:

- a. Address the importance of resolving conflict through the court system
- b. The law is equally applied across to everyone
- c. The independence of the judicial branch
- d. The separation of the different arms of government
- e. The timely referral to the court system
- f. The role of Civil Society Organization in monitoring and education

- 2- The speedy implementation of court verdicts
- 3- Creating proper processes and procedures in selecting judges. In addition to selecting the proper judges, comprehensive training programs should be created to prepare the judges for their duties.
 - a. Creating a body for judges that can help them address all issues related to their work
 - b. Revisiting the relationship between lawyers and their clients. Such new relationships should be defined by the HJC and the Bar Association
- 4- Monitoring the regulations related to Police and Public Prosecution investigation procedures and empowering civil society organizations for this task
- 5- Reviewing and optimizing the processes and procedures related to issuing official court documents.

5. Court Users Survey Key Results and Recommendations

5.1. Results:

1- The justice, fairness and impartiality of the Palestinian judiciary:

- a. 11% increase in the justice element was recorded between the pre and post surveys. The pre survey recorded 17% of the respondents believe the system is just; this number increased to 28% in the post survey.
- b. 13% increase in the fairness element was recorded between the pre and post surveys. The pre survey recorded 19% of the respondents believe the system is fair; this number increased to 32% in the post survey.
- c. 3% increase in the impartiality element was recorded between the pre and post surveys. The pre survey recorded 26% of the respondents believe the system is impartial; this number increased to 29% in the post survey.

2- **Official Court Document Issuance:** The majority of court users are well aware of the processes, procedures and pre-requisites for issuing official court documents. The pre-survey indicated 76% knowledge while the post survey improved by 4% to 80%.

3- **Knowledge in the court proceedings:** The majority of respondents in all surveys did not have an understanding of the flow of processes and procedures during a court proceeding. 60% of respondents in the pre-survey indicated that judges did not provide any explanations of the proceedings; this number dropped to 54% in the post survey.

4- **Safety in the court room:** There was a 6% increase in the feeling of safety in the court room. In the pre-survey 82% of respondents indicated they feel safe while 88% of the respondents in the post surveys indicated they feel safe in the court rooms.

5- Trust in Judges and Lawyers:

- a. Trust in judges increases from 74% in the pre-survey to 77% in the post surveys.
- b. Trust in lawyers dropped from 65% in the pre-survey to 50% in the post surveys.

6- Trust in the Administrative staff:

- a. 66% of respondents in the pre-survey indicated they trust the courts' administrative staff; this rate went up to 77% in the post surveys
- b. 59% of respondents in the pre-survey indicated the administrative staff were courteous ; this rate went up to 68% in the post surveys
- c. 52% of respondents in the pre-survey indicated member of the staff were efficient ; this rate went up to 62% in the post surveys

7- Investigation procedures at the Police and Public Prosecution Office:

- a. Police: Trust in Police investigation procedures increased from 48% in the pre-survey to 60% in the post.
- b. Public Prosecution: Trust in the DA investigation procedures increased from 55% in the pre-survey to 65% in the post.

8- **Court processes and procedures:** 50% of the respondents indicated courts' processes and procedures "issuing official document and lawsuit proceedings" remain a mystery to them. There was no improvement to this figure in the post surveys.

- a. 50% of the respondents indicated no one cares about their complaints. This number is an improvement from the 61% figure during the pre-survey.
- b. 49% of the respondents indicated that queues are respected. The pre-survey numbers indicated 39% of the respondents indicated that queues are respected.

9- The State's maintenance of the Judicial Branch Independence and the success in achieving that independence: An increase was recorded in both elements. 68% of the respondents believe that the state is trying to maintain the independence of the judiciary while 65% of the respondents believe the state is succeeding at that. These numbers increased from 57% and 53% respectively.

5.2. Recommendations:

- 1- Enforcement of external "Civil Society" and internal "Judicial Inspection" monitoring mechanisms over the judicial branch. Such monitoring will increase the confidence in the judicial system.
- 2- Publishing procedural manuals and information signage throughout the court system.
- 3- Circulation of court manuals through proper channels such as educational facilities, youth and sport organizations and other relevant channels.
- 4- The timely execution of court rulings. Such execution should be implemented in all cases over all parties reinforcing the credibility of the judicial system and rule of law.
- 5- Improving judges' skill sets including communication skills. Understanding the reasons for and addressing the negative attitude towards lawyers.
- 6- Establish training and incentive programs for court staff.
- 7- Establishing a monitoring mechanism to ensure compliance with laws governing the interrogation of suspects. "A suspect is innocent unless proven otherwise."
- 8- Re-engineering and automating courts processes and procedures to ensure the best possible flow of information and minimizing citizen waiting time.
- 9- Reinforcing and implementing true separation of the branches of government.

6. Court Staff Survey Key Results and Recommendations

6.1. Results:

- 1- **The justice, fairness and impartiality of the Palestinian judiciary:** 63% of the respondents in post surveys and 70% in the pre-survey believe the Palestinian judiciary's justice is average. 34% of the respondents believe the Palestinian judiciary is fair in the post survey while this number was 28% in the pre-survey. These results also apply for the fairness and impartiality elements where no noticeable differences were registered in all surveys.
- 2- **Trust in judges:** No noticeable changes were recorded; in the post survey 91% of the respondents reported they trusted the judges while the pre-survey registered a 94% trust level.
- 3- **Trust in Lawyers:** 49% of respondents in all surveys indicated they do trust lawyers. In the post survey 24% of respondents indicated they do not trust lawyers; this number was 21% in the pre-survey
- 4- **Police investigation procedures:** The court staff has low confidence in police procedures. Only 57% of respondents do trust these procedures in pre and post surveys. 12% of the respondents have absolutely no trust in police investigation procedures.
- 5- **HJC influence over court staff:** The majority of respondents indicated the HJC has never tried to influence their work decisions. 82% of the respondents in the post studies indicated that the HJC has never tried to influence them; the number for the pre-study was 85%.
- 6- **Police influence over court staff:** 86% of respondents in the post surveys indicated the police and other security bodies have never tried to influence them. The pre-survey indicated 91% of them have never been influenced by the Palestinian security apparatus.
- 7- **Judiciary strategy:** in post and pre-surveys, 67% of respondents indicated different levels of knowledge of the Justice Sector Strategy. The pre-study has also recorded 70% of respondents understood the role of the strategy in developing the judiciary; this number increased to 94% in the post study.
- 8- **The effectiveness of court staff:** In pre and post surveys, the courts staff effectiveness received overwhelmingly high satisfaction levels.

6.2. Recommendations:

- 1- It is essential to receive feedback from court staff in relation to the strategic direction of the justice sector especially on the operational level.
- 2- A comprehensive survey should be conducted to understand the staffs' training needs.
- 3- Enhance the relationship between the court staff from one side and judges and lawyers on the other side.
- 4- Implementing an objective staff evaluation process whereby performance indicators are identified and used to measure the overall effectiveness of the courts system.

7. Judges Survey Key Results and Recommendations

Judges are the most aware of the judiciary system, and their views and attitudes must be taken seriously. All activities and interventions aiming to improve the system affect their performance, views and attitudes.

Qualitative and quantitative indicators help judges identify weaknesses and strengths of the system, and help them design future plans, policies and interventions to tackle weaknesses and promote strengths in the judicial system.

Following are the main results and recommendations:

7.1. Results:

1- Fairness and impartiality of the Palestinian Judicial System

Despite the significant improvement in judges attitudes towards the judicial system (80% of them think it is fair, compared to 51% in the pre-survey), there is still 18% who think it is fair and 2% who think it is not so. The same was said about systems' impartiality and transparency (12% and 19% more for both in the post survey). 24% of judges think it is somewhat impartial and 19% think it is somewhat transparent.

2- Judges trust in court personnel

- a. Less judges trust lawyers: 65% of judges do trust lawyers (compared to 71% in the pre-survey). 14% of judges do not have trust in lawyers (compared to 7% in the pre-survey).
- b. Trust in staff: 88% of judges do have trust in court staff (compared to 79% previously)
- c. Trust in police investigation procedures: Half of judges have little or no trust in police investigation procedures, while 16% more of the judges have trust in the prosecution investigation procedures. Only 19% of judges have no trust in the prosecution investigation procedures.

3- **Judges susceptibility to pressure:** Judges do experience all types of direct and indirect pressure and intervention in the process of making their decisions. Pressure comes from different parties like: the High Judicial Council (41% in the post-survey and 31% in the pre-survey), members of the Legislative Council, higher ranking judges, the private sector, family and friends, security agencies and lawyers.

4- **Knowledge of the Palestinian Justice Sector Strategy:** 16% of judges said they do not know the strategy (compared with 23% in the pre-survey). Only 2% said the strategy will not lead to any improvement in the judicial system.

5- **The role of the High Judicial Council in enhancing the independence of the judiciary:** a small proportion of judges (1% of them) do not believe that the High Judicial Council promotes the independence of the judiciary, while 5% said that in the pre-survey. The rest of judges think it has significant or a medium role in strengthening the Palestinian judiciary.

6- **Role of judicial inspection:** Fewer judges think judicial inspection enhances judicial independence (76% now versus 89% in the pre-survey).

7- **Efficiency of court administrative staff:** 90% of judges (compared to 73% in the pre-survey) think that the administrative staff is more efficient. 8% more of clerks (89% versus 81%), and 10% more about accountants (81% versus 71%)

8- **Discrimination against judges:** Respondents think that there is a significant decline in discriminative acts against judges since the pre-survey, in terms of appointment, promotion and assignment.

9- **Court environment:** There was no significant change in judges' responses regarding the conditions in and around the court room (security availability, hygiene, vision, hearing and ventilation). Judges satisfaction with room temperature has increased from 32% to 47%, and with proper furniture from 46% to 50% satisfaction.

7.2. Recommendations:

- 1- The number of judges who think the court system is to a medium degree fair and transparent, or those who think it is not fair nor transparent, should not be underestimated. Weaknesses must be studied and reviewed with the judges themselves. Judicial inspection and civil society organizations can play an important role in promoting transparency and fairness through activating control over the judicial system and providing access to the information system
- 2- A lower number of judges believe judicial inspection has a significant role in promoting judicial independence which brings up the following questions: Is it because of the inspection mechanism? Because of inspection standards? What is the desired level of transparency and impartiality in court performance? A review by judges is needed.
- 3- Low percentage of judges who trust lawyers (14%) draws attention to the need to review the relationship between lawyers and judges, in coordination with the BAR Association. As for investigation procedures by the police and prosecution, it seems there is a cumulative mistrust (especially with police procedures), and it needs the creation of a mechanism to control law enforcement processes and promoting civil society engagement, in addition to information availability.
- 4- It is of high importance to discuss the Justice Sector Strategy (2011-2013) with judges and taking their views into consideration in the strategic planning process.
- 5- The increasing misunderstanding between judges and the High Judicial Council regarding appointing, promotion and providing training to judges requires dialogue between both parties; there needs to be more openness on the Council's part and putting forth transparent and obligatory regulations for human resources management.
- 6- It is necessary to build on the trust judges have with administrative staff through creating channels of communications with the staff and responding to their concerns and needs.

8. Comparative analysis of key study results

This section contains comparative analysis between the general national sample, court users and court staff. The following elements will be the focus of our analysis:

- 1- Justice and transparency of the Palestinian judiciary
- 2- Trust in the elements of the Palestinian judiciary
- 3- Knowledge of official court document issuance processes and procedures

8.1. Change in perceptions towards justice, transparency, and independence of the Palestinian judiciary:

This section compares the attitudes of the three segments towards the level of justice, fairness, and impartiality of the Palestinian judiciary. It will also visit the states willingness to preserve the independence of the Judiciary and the states success in achieving and preserving the independence of the judicial branch.

Change in the attitude of respondents in regards to the Palestinian judiciary justice, fairness and impartiality:

8.1.1. Judiciary justice: the general perception among the three segments indicates there is a lack of faith in the Palestinian judiciary's justice. There was a significant improvement in those levels in the post study, but trust remains low.

- a. **Court Users:** There is an 11% increase in the justice element recorded between the pre and post surveys. The pre-survey recorded 17% of the respondents believe the system is just; this number increased to 28% in the post survey.
- b. **National Sample:** A 9% increase of the justice element was recorded between the pre and post surveys. The pre-survey recorded 10% of the respondents believe the system is just; this number increased to 19% in the post survey.
- c. **Staff:** A 6% increase of the justice element was recorded between the pre and post surveys. The pre-survey recorded 28% of the respondents believe the system is just; this number increased to 35% in the post survey.

The majority of the respondents chose answers around the 50% figure. There is a large element of the national sample (25%) and the court users (29%) whom believe the Palestinian judiciary is not just.

8.1.2. The Palestinian judiciary's fairness:

- a. **Court Users:** There was a 12% increase in the fairness element recorded between the pre and post surveys. The pre-survey recorded 19% of the respondents believe the system is fair; this number increased to 32% in the post survey.
- b. **National Sample:** A 5% increase of the fairness element was recorded between the pre and post surveys. The pre survey recorded 14% of the respondents believe the system is fair; this number increased to 19% in the post survey.
- c. **Staff:** A 1% decrease of justice fairness was recorded between the pre and post surveys. The pre survey recorded 40% of respondents believe the system is fair; this number decreased to 39% in the post survey.

The majority of the respondents chose answers around the 50% figure. There is a large element of the national sample (39%) and the court users (28%) whom believe the Palestinian judiciary is not fair.

8.1.3 The Palestinian judiciary’s impartiality:

- a. **Court Users:** There was a 3% increase in the impartiality element recorded between the pre and post surveys. The pre-survey recorded 26% of respondents believe the system is impartial; this number increased to 29% in the post survey.
- b. **National Sample:** There was a 7% increase of the impartiality element recorded between the pre and post surveys. The pre survey recorded 16% of the respondents believe the system is impartial; this number increased to 23% in the post survey.
- c. **Staff:** A 4% decrease of the impartiality element was recorded between the pre and post surveys. The pre-survey recorded 52% of respondents believe the system is impartial; this number decreased to 48% in the post survey.

The majority of the respondents chose answers around the 50% figure. There is a large element of the overall population that believes the Palestinian judiciary is not impartial (30%).

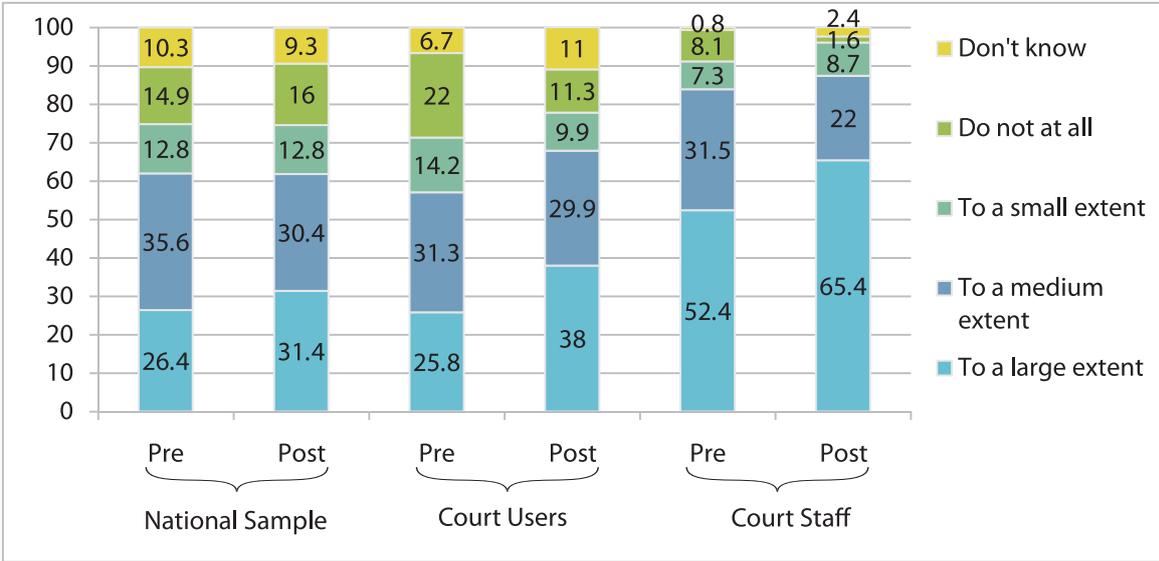
Change in the attitude of respondents in regards to the states willingness to reinforce the Judicial Branch’s independence and their level of success in preserving independence:

8.2. The states willingness to maintain the independence of the judiciary.

- a. **Court Users:** There was an 11% increase recorded between the pre and post surveys. The pre survey recorded 57% of the respondents believe the states is trying to preserve the independence of the judiciary; this number increased to 68% in the post survey.
- b. **National Sample:** No change was recorded and 62% believe the state is trying to preserve the independence of the judiciary.
- c. **Staff:** A 3% increase was recorded between the pre and post surveys. The pre survey recorded 84% of the respondents believe the states is trying to preserve the independence of the judiciary; this number increased to 87% in the post survey.

16% of the national sample and 11% of court users do not believe the state wants to have an independent judiciary. 10% of the respondents in both the national sample and the court users did not provide an answer as they are either unaware of such activities or they were not sure.

Figure 1: Respondents attitudes regarding government willingness to maintain the independence of the judiciary

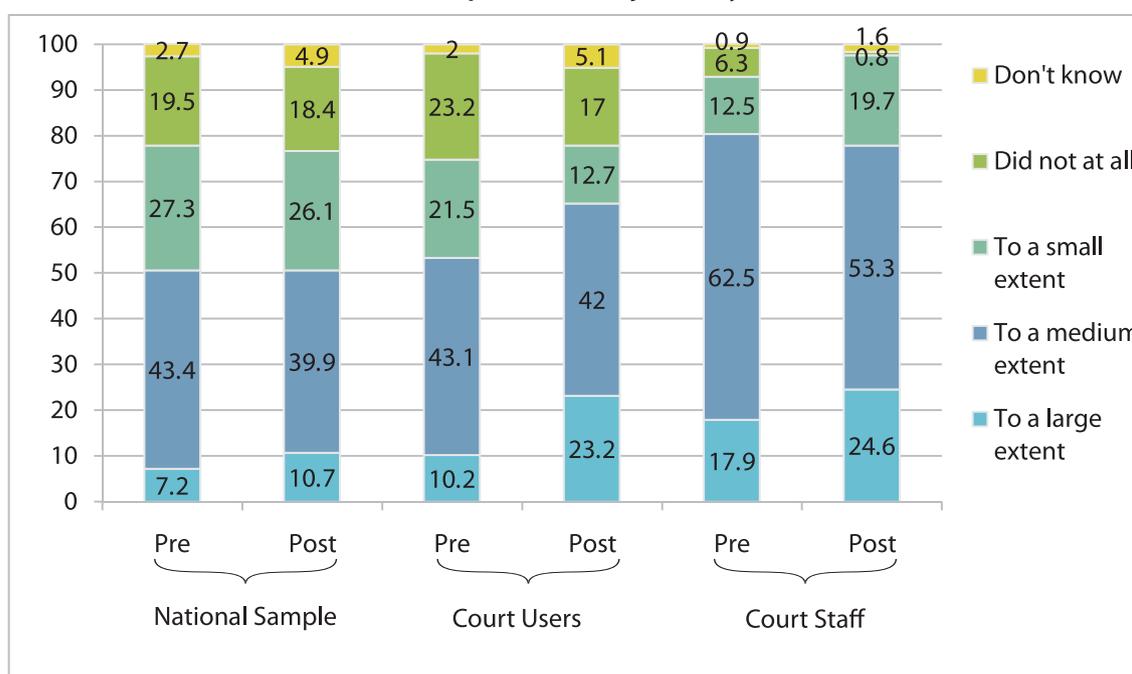


8.3 The states success in achieving an independence judiciary

- a. **Court Users:** There was a 12% increase recorded between the pre and post surveys. The pre survey recorded 53% of the respondents believe the state is succeeding in preserving the independence of the judiciary; this number increased to 68% in the post survey.
- b. **National Sample:** No change was recorded and 51% believe the state is succeeding to preserve the independence of the judiciary.
- c. **Staff:** A 2% decrease was recorded between the pre and post surveys. The pre-survey recorded 80% of respondents believe the state is succeeding in preserving the independence of the judiciary; this number decreased to 78% in the post survey.

18% of the national sample and 17% of court users do not believe the state has succeeded in preserving the independence of the judiciary during the past five years.

Figure 2: Respondents attitudes regarding government success in achieving an independence of judiciary



8.4 Change in the attitude of respondents in regards to the different components of the Palestinian judiciary:

1- **Judges:** over three quarters of respondents from all segments indicated they trust judges in Palestine.

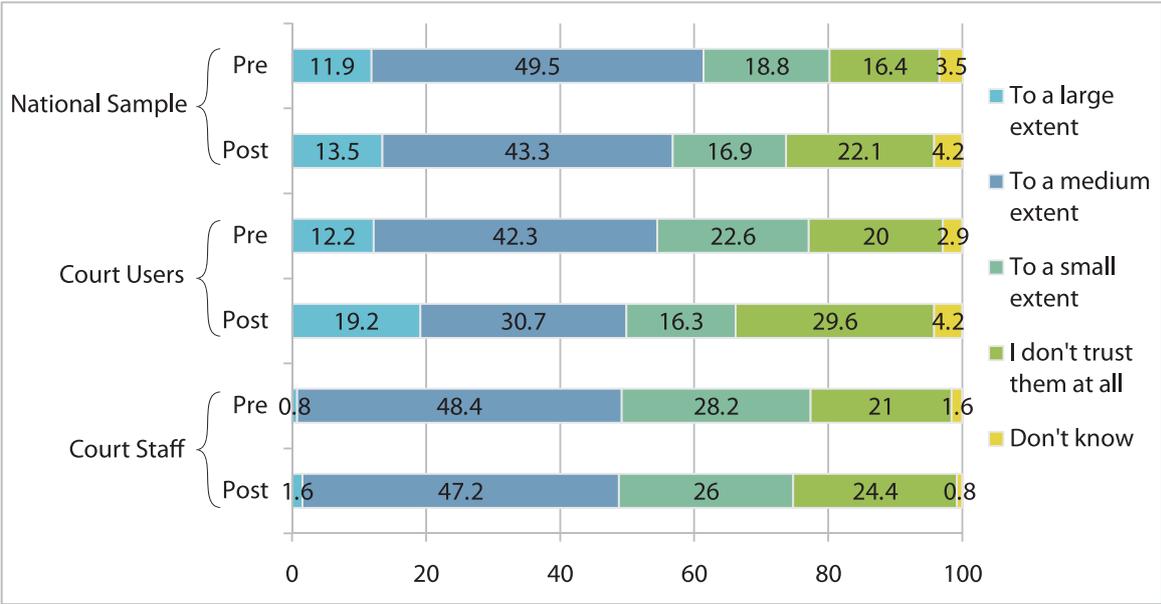
- a. **Court Users:** There was a 3% increase recorded between the pre and post surveys. The pre survey recorded 74% of respondents trust judges; this number increased to 77% in the post survey.
- b. **National Sample:** There was a 14% increase recorded between the pre and post surveys. The pre-survey recorded 77% of the respondents trust judges; this number increased to 91% in the post survey.

10% of the national sample and 12% of court users do not trust judges at all.

2- Lawyers: There was a decrease in trust in lawyers recorded across all segments participating in the study.

- a. **Court Users:** 5% decrease was recorded between the pre and post surveys. The pre-survey recorded 55% of the respondents trust lawyers; this number decreased to 50% in the post survey.
- b. **National Sample:** There was a 4% decrease recorded between the pre and post surveys. The pre-survey recorded 61% of respondents trust lawyers; this number decreased to 57% in the post survey.
- d. **Staff:** No change was recorded and 49% of the respondents in the pre and post surveys indicated they do not trust lawyers.

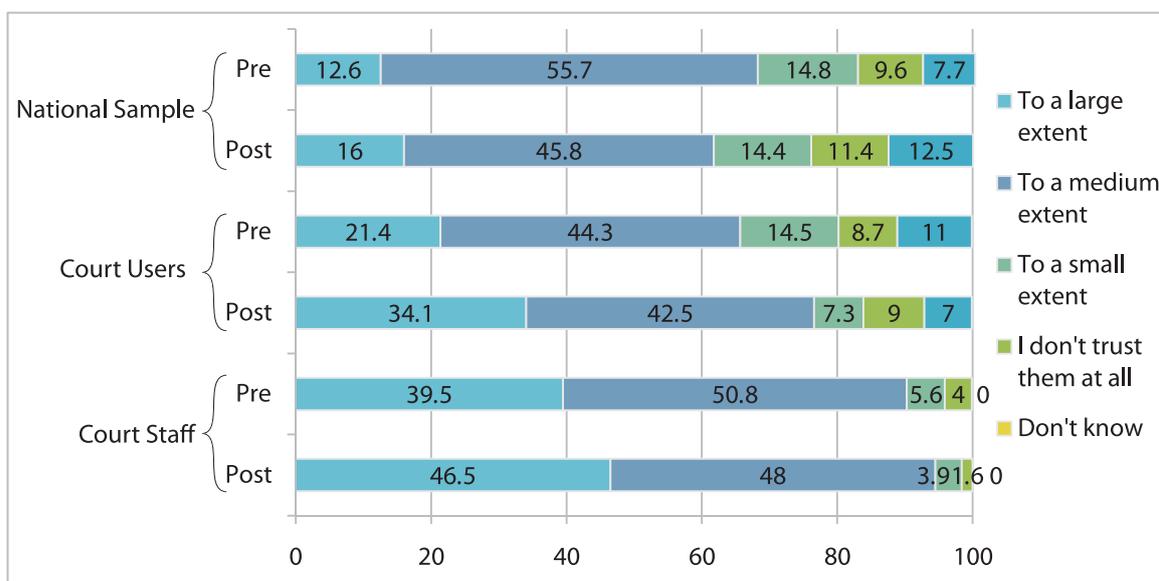
Figure 3: Respondents level of trust in lawyers



3- Administrative staff:

- a. **Court Users:** There was an 11% increase recorded between the pre and post surveys. The pre-survey recorded 66% of respondents trust administrative staff; this number increased to 77% in the post survey.
- b. **National Sample:** A 7% decrease was recorded between the pre and post surveys. The pre-survey recorded 68% of the respondents trust court administrative staff; this number decreased to 61% in the post survey.
- e. **Staff:** A 5% increase was recorded between the pre and post surveys. The pre-survey recorded 90% of the court staff trust one another; this number increased to 95% in the post survey.

Figure 4: Respondents level of trust in administrative staff



4- Police investigation procedures:

A drop was recorded in trust in police investigation processes.

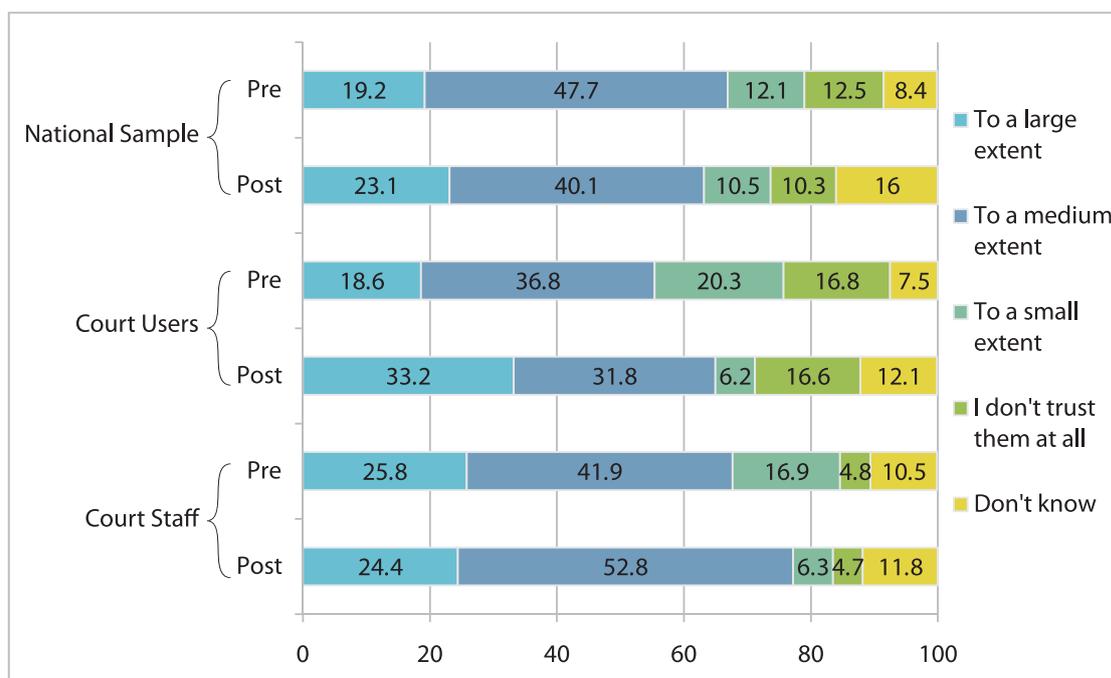
- a. **Court Users:** There was a 12% increase recorded between the pre and post surveys. The pre-survey recorded 48% of the respondents trust police investigation procedures; this number increased to 60% in the post survey.
- b. **National Sample:** No change was recorded and 59% of respondents in the pre and post surveys indicated they do trust the police investigation procedures.
- c. **Staff:** No change was recorded and 57% of respondents in the pre and post surveys indicated they do trust the police investigation procedures.

5- Public Prosecution investigation procedures:

An increase was recorded in trust in Public Prosecution investigation procedures.

- a. **Court Users:** A 10% increase was recorded between the pre and post surveys. The pre survey recorded 55% of respondents trust Public Prosecution investigation procedures; this number increased to 65% in the post survey.
- b. **National Sample:** A 4% decrease was recorded between the pre and post surveys. The pre-survey recorded 67% of the respondents trust Public Prosecution investigation procedures; this number decreased to 63% in the post survey.
- c. **Staff:** There was a 9% increase recorded between the pre and post surveys. The pre-survey recorded 68% of the respondents trust Public Prosecution investigation procedures; this number increased to 77% in the post survey.

Figure 5: Respondents level of trust in PP investigation procedures



8.5 Change in perceptions towards access to services offered by the court system and the overall court environment:

1- Staff courtesy and respect:

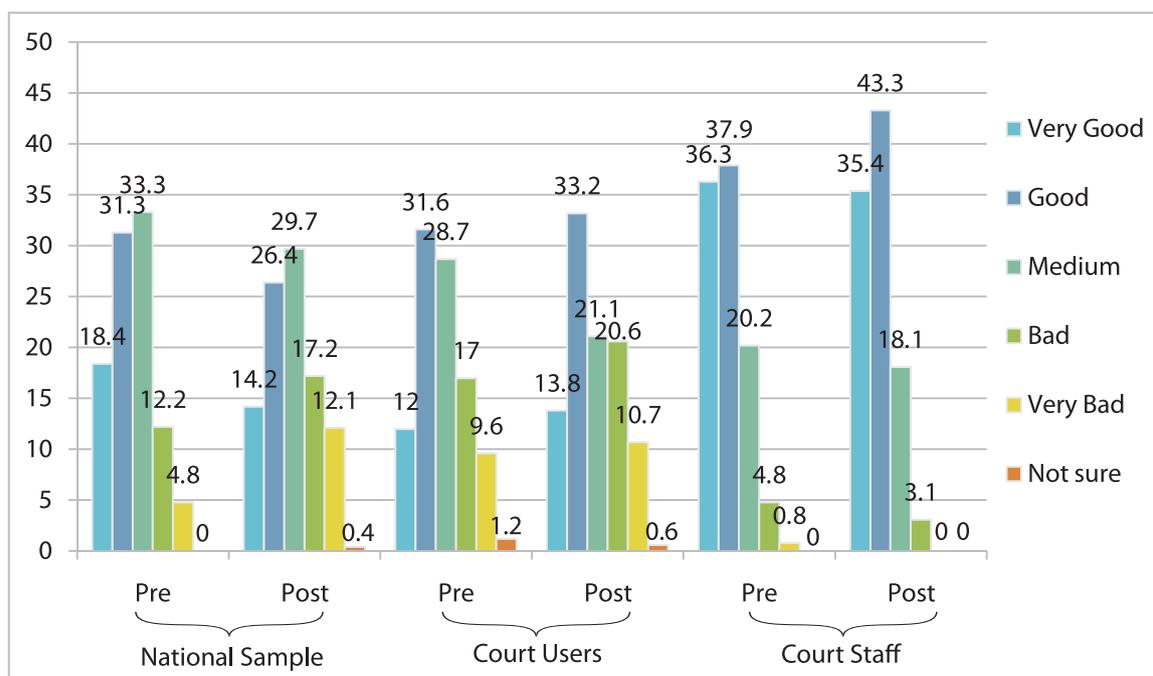
- a. **Court Users:** A 9% increase was recorded between the pre and post surveys. The pre-survey recorded 59% of respondents believe that court staff is respectful ; this number increased to 65% in the post survey.
- b. **Staff:** A 2% increase was recorded between the pre and post surveys. The pre-survey recorded 85% of the respondents believe that court staff is respectful to the court users "from the staff perspective"; this number increased to 87% in the post survey.

2- Ease of service procedures:

There was an increase in the number of court users who believe obtaining services from the court is easy.

- a. **Court Users:** A 3% increase was recorded between the pre and post surveys. The pre-survey recorded 44% of respondents believe it was easy to obtain services from courts; this number increased to 47% in the post survey.
- b. **Staff:** A 5% increase was recorded between the pre and post surveys. The pre-survey recorded 74% of the respondents believe it was easy to obtain services from courts; this number increased to 79% in the post survey.
- c. **National Sample:** A 9% decrease was recorded between the pre and post surveys. The pre-survey recorded 50% of the respondents believe it was easy to obtain services from courts; this number decreased to 41% in the post survey.

Figure 6: Respondents attitudes regarding the ease of service procedures



Court users are the best segment to judge the ease of obtaining services from courts as they have just finished obtaining such a service. Over half the respondents believes obtaining services from the court is difficult.

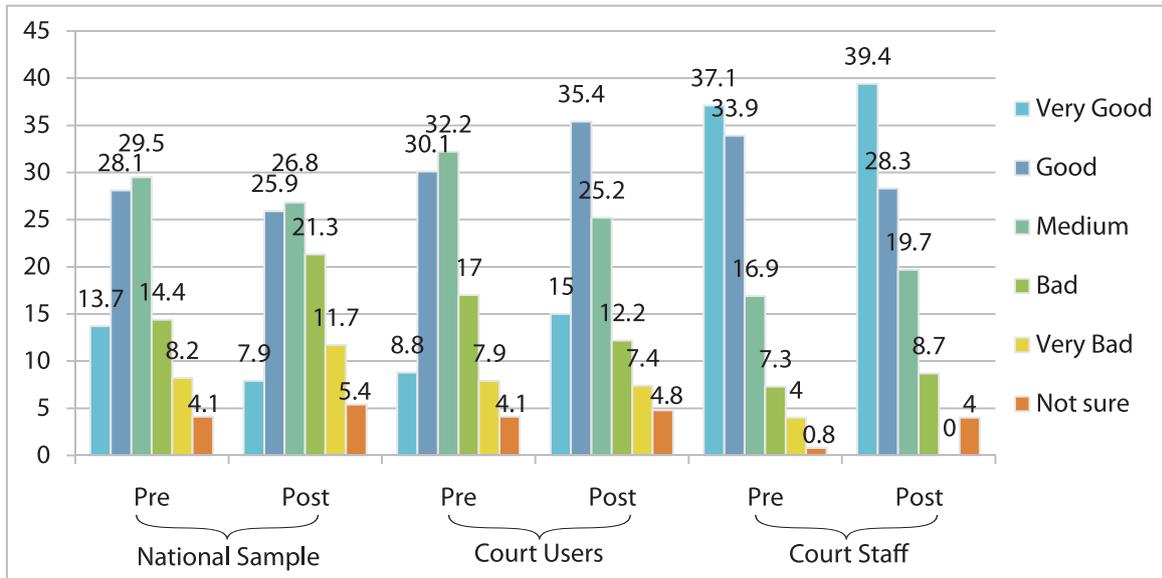
3- Courts cleanliness:

- a. **Court Users:** A 20% increase was recorded between the pre and post surveys. The pre-survey recorded 31% of the respondents believe the courts were clean; this number increased to 51% in the post survey.
- b. **National Sample:** A 3% increase was recorded between the pre and post surveys. The pre-survey recorded 48% of the respondents believe the courts were clean; this number increased to 51% in the post survey.

4- Court Users complaint follow-up:

- a. **Court Users:** There was an 11% increase recorded between the pre and post surveys. The pre survey recorded 39% of respondents believe their complaints were taken into consideration; this number increased to 50% in the post survey.
- b. **National Sample:** There was an 8% decrease recorded between the pre and post surveys. The pre-survey recorded 42% of the respondents' complaints were taken into consideration; this number decreased to 34% in the post survey.
- c. **Staff:** There was a 3% decrease recorded between the pre and post surveys. The pre survey recorded 71% of respondents believe that court users' complaints are not taken into consideration; this number decreased to 68% in the post survey.

Figure 7: Respondents attitudes regarding the court users' complaints follow-up



5- Keeping Queues:

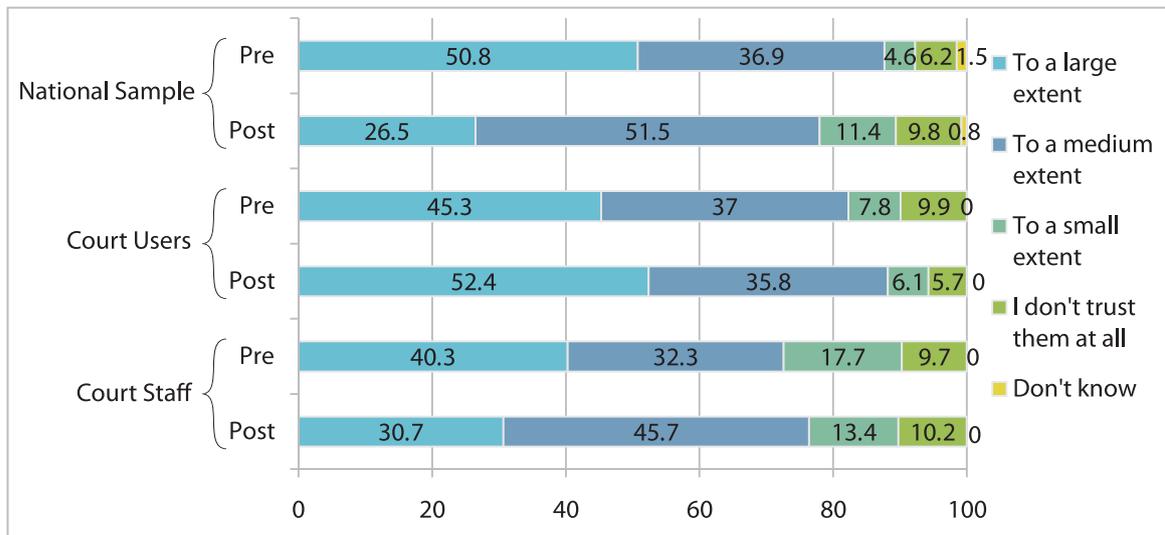
- Court Users:** There was a 9% increase recorded between the pre and post surveys. The pre-survey recorded 40% of the respondents believe service was offered to people whom are in the line; this number increased to 49% in the post survey.
- National Sample:** There was a 6% decrease recorded between the pre and post surveys. The pre-survey recorded 47% of the respondents believe service was offered to people whom are in the line; this number decreased to 41% in the post survey.
- Staff:** There was a 1% increase recorded between the pre and post surveys. The pre-survey recorded 63% of the respondents believe service was offered to people whom are in the line; this number increased to 64% in the post survey.

6- Security in the court:

More than three quarters in all segments of the survey believe the courts and court rooms are very safe and secure:

- Court Users:** There was a 6% increase recorded between the pre and post surveys. The pre survey recorded 82% of the respondents believe courts are safe; this number increased to 88% in the post survey.
- National Sample:** There was a 10% decrease recorded between the pre and post surveys. The pre survey recorded 88% of the respondents believe courts are safe; this number decreased to 78% in the post survey.
- Staff:** There was a 3% increase recorded between the pre and post surveys. The pre survey recorded 73% of the respondents believe courts are safe; this number increased to 76% in the post survey.

Figure 8: Respondents attitudes regarding the availability of security in the court



7- Court users instruction signage:

- a. **Court Users:** There was a 6% increase recorded between the pre and post surveys. The pre-survey recorded 57% of the respondents believe courts have adequate instruction signage for court users; this number increased to 63% in the post survey.
- b. **National Sample:** There was a 24% decrease recorded between the pre and post surveys. The pre-survey recorded 74% of the respondents believe courts have adequate instruction signage for court users; this number decreased to 50% in the post survey.
- c. **Staff:** There was an 8% increase recorded between the pre and post surveys. The pre-survey recorded 64% of the respondents believe courts have adequate instruction signage for court users; this number increased to 72% in the post survey.